

**Northeast Area Office Locations  
and Cities/Towns Covered**

*Please direct all support/services related questions to your local Area Office listed below.*

All supports are subject to funding and availability

**Central Middlesex Area Office  
35 Nagog Park, Suite 2000,  
Acton, MA 01720**

**Beth Gerber: 978-206-2062**

Acton, Arlington, Bedford, Boxboro, Burlington, Carlisle, Concord, Lexington, Lincoln, Littleton, Maynard, Stow, Wilmington, Winchester, Woburn.

**Lowell Area Office  
325 Chelmsford Street,  
Lowell, MA 01851**

**Kathryn LaPlante: 978-322-4300 Ext. 4309**

Billerica, Chelmsford, Dracut, Dunstable, Lowell, Tewksbury, Tyngsboro, Westford.

**Merrimack Valley Area Office  
280 Merrimack St., 2nd Floor,  
Lawrence, MA 01843**

**Leila Sarkis: 978 521-1315**

Amesbury, Andover, Boxford, Georgetown, Groveland, Haverhill, Lawrence, Merrimack, Methuen, Newbury, Newburyport, North Andover, Rowley, Salisbury, West Newbury.

**Metro North Area Office  
27 Water Street,  
Wakefield, MA 01880**

**Joseph Allouise: 781-338-2300**

Everett, Lynnfield, Malden, Medford, Melrose, North Reading, Reading, Saugus, Stoneham, Wakefield.

**North Shore Area Office  
100 Cummings Center, Suite 150B,  
181 Elliot Street, Beverly, MA 01915**

**James Robson: 978-927-2727 Ext. 123**

Beverly, Danvers, Essex, Gloucester, Hamilton, Ipswich, Lynn, Manchester, Marblehead, Middleton, Nahant, Peabody, Rockport, Salem, Swampscott, Topsfield, Wenham.

**Regional Eligibility Office  
Locations**

**Central/West Region**

Regional Eligibility Coordinator  
Central West Region  
140 High St. Suite 301  
Springfield, MA 01105

**Intake Referral Number: 413-205-0940  
Fax Number: 413-205-1608**

**Metro Region**

Regional Eligibility Coordinator  
411 Waverley Oaks Road, Suite 304  
Waltham, MA 02452

**Intake Referral Number: 781-314-7513  
Fax Number: 781-314-7539**

**Northeast Region**

Regional Eligibility Coordinator  
Hogan Regional Center  
PO Box A  
Hathorne, MA 01937

**Intake Referral Number: 978-774-5000  
ext. 850  
Fax Number: 978-739-0420**

**Southeast Region**

Regional Eligibility Coordinator  
151 Campanelli Drive, Suite B  
Middleboro, MA 02346

**Intake Referral Number: 508-866-5000  
Fax Number: 508-886-8859**



**Your Guide to the  
Eligibility Process**



The  
Commonwealth of Massachusetts  
Executive Office of  
Health and Human Services

**Department of  
Developmental Services**

**500 Harrison Avenue  
Boston, MA 02118**

Voice: (617) 727-5608

Fax: (617) 624-7577

TTY: (617) 624-7783

Email: [DDS.Info@state.ma.us](mailto:DDS.Info@state.ma.us)

DDS website at: [www.mass.gov/ddes](http://www.mass.gov/ddes)

**Northeast Region**

**Valerie MacKenzie, Eligibility Manager  
(978) 774-5000 ext. 348**

**Erin Krol, Eligibility Coordinator  
(978) 774-5000 ext. 523**

Hogan Regional Center  
PO Box A  
Hathorne, MA 01937

## Application Process

### Mission Statement

**The Department is dedicated to creating, in partnership with others, innovative and genuine opportunities for individuals with intellectual disabilities to participate fully and meaningfully in, and contribute to, their communities as valued members.**

**Applying for eligibility is a choice** and we believe that it is important for applicants to fully understand the criteria for eligibility as well as the type of documentation that is required to enable DDS to make such an important decision. Therefore, included in the new application are the criteria for eligibility and explicit instructions about the necessary documentation.

Another important component is legal authorization to proceed with the process. Applicants must give their written permission so that DDS can proceed with the eligibility process. This does not mean that an applicant cannot get help from a family member, friend or agency. However if the applicant chooses to have someone assist him/her, she/he will also need to authorize that by signing a permission form.

This permission is required if the applicant wants DDS to be able to communicate directly with this person on their behalf. These authorizations are now a vital part of the new application form.

**After a complete application has been received by the Regional Eligibility Team, applicants can expect to be contacted by a Regional Eligibility Team member to schedule a face-to-face meeting.**

## Northeast Region Family Support Centers

### Central Middlesex Area

#### Riverside Community Care

Riverside Family Support Center  
300 West Cummings Park, Suite 354, Woburn, MA 01801  
(781) 801-5247 phone (781) 569-0037 fax  
[www.riversidefamilysupport.org](http://www.riversidefamilysupport.org)

### Lowell Area

#### Lifelinks, Inc.

Lifelinks Family Support Center  
258 Mill Road, Chelmsford, MA 01824  
(978) 349-3000 [www.lifelinksinc.net](http://www.lifelinksinc.net)

### **Cambodian Mutual Assistance Association of Greater Lowell (Cultural/Linguistic-Specific Family Support Center)**

Monorom Family Support Program, **Serving Cambodian Families**  
465 School Street, Lowell, MA 01851  
(978) 454-6200 [www.cmaalowell.org](http://www.cmaalowell.org)

### Merrimack Valley Area

#### Fidelity House Human Services

Merrimack Valley Family Support Center  
Heritage Place  
439 South Union St. Suite 401, Lawrence, MA 01843  
(978) 685-9471, x157 [www.fidelityhhs.org](http://www.fidelityhhs.org)

### Metro North Area

#### The Arc of East Middlesex

The Arc of East Middlesex Family Resource Center  
26 Princess Street, Wakefield, MA 01880  
(781) 942-4888, x4022 phone (781) 942-0820  
[www.theemarc.org](http://www.theemarc.org)

### North Shore Area

#### Northeast Arc

Northeast Arc Family Resources  
6 Southside Road, Danvers, MA 01923  
(978) 624-2328  
[www.ne-arc.org](http://www.ne-arc.org)

## Criteria for Eligibility for Children and Adults

### **6.06: Eligibility for Children's Supports (1)**

Persons who are younger than 22 years of age may be eligible for Children's Supports provided, purchased, or arranged by the Department if the person: (a) is domiciled in the Commonwealth; and (b) for persons who are five through 22 years of age, either: 1. have a severe chronic disability that: a. is attributable to a mental or physical impairment resulting from Intellectual Disability, Autism Spectrum Disorder, Smith-Magenis Syndrome or Prader-Willi Syndrome; b. is likely to continue indefinitely; c. results in substantial functional limitations; or 2. have a verified diagnosis of Intellectual Disability or a closely related developmental condition that results in substantial functional limitations, or (c) for persons from birth to age five a substantial developmental delay or specific congenital or acquired condition with a high probability of resulting in a developmental disability if services are not provided

### **6.04: Adult Eligibility for Intellectual Disability or Developmental Disability Supports (1)**

Persons who are 22 years of age or older are eligible for Intellectual Disability Supports provided, purchased, or arranged by the Department if the person: (a) is domiciled in the Commonwealth; and (b) is a person with intellectual disability as defined in 115 CMR 2.01: Definitions. (2) Persons who are 22 years of age or older are eligible for Community Developmental Disability Supports provided, purchased or arranged by the department if the person: (a) is domiciled in the commonwealth; and (b) is a person with Autism Spectrum Disorder, Prader-Willi Syndrome or Smith-Magenis Syndrome as defined in 115 CMR 2.01: Definitions; and (c) does not have an intellectual disability as defined in 115 CMR 2.01: Definitions