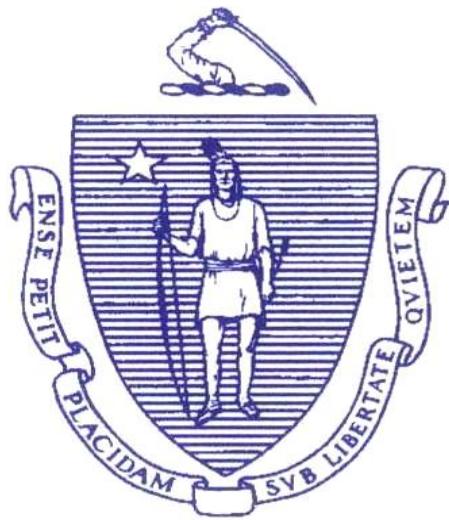


Statewide

Family Support Directory



Commonwealth of Massachusetts

Department of Developmental Services

Sarah Peterson
Commissioner

Updated
January 2026

Introduction

The Department of Developmental Services (DDS) provides funding for family support programs and services across the state designed to provide information, assistance, and an array of supportive services to families with children and adults with disabilities who are living at home.

The Department views families as the best natural resource for individuals with disabilities and recognizes the importance of developing strong partnerships with families. Families know their children and their own strengths and needs. The design of the Family Support Services is to supplement and build upon the capacities of families, and should be flexible and respectful of cultural, economic, social, and spiritual differences.

Any family can contact one of the Family Support Centers listed in this Directory for information and referral services. However, to receive other DDS funded family support services, an individual must be found eligible for DDS services and must be living at home with their family. The Regional Eligibility team intake and eligibility process is conducted by a Regional Eligibility Team located at one of the four DDS regional offices listed in this Directory. The process begins by the submission of an Eligibility Application Form. More information about the eligibility process as well as the application forms can be found on the DDS website, www.mass.gov/dds. Eligibility Application Forms can also be obtained at any of the DDS Area or Regional offices.

The Department is pleased that you have received a copy of this *Family Support Directory* and hope it will be helpful to you in locating services and supports.

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Department of Developmental Services

Central and Regional Offices

Central Office

40 Broad Street, Boston, MA 02109

(617) 727-5608; Toll Free: (888) 367-4435

Website: www.mass.gov/dds

Sarah Peterson, Commissioner

Tim Cahill, Acting Deputy Commissioner

Michelle Harris, Assistant Commissioner, Planning, Development & Autism Services

Colleen Mulligan, Acting Assistant Commissioner, Operations

Ellen Kilicarslan, Statewide Director of Family Support

ellen.kilicarslan@mass.gov

Central/West Region

1 Federal Street, Building 111-2, Springfield, MA 01105

(413) 205-0800; Toll Free: (800) 328-3123

Anthony Keane, Regional Director

Eliana Clinton, Community Systems Director

Ingrid Flory, Director of Family Support

Ingrid.flory@mass.gov

Metro Region

465 Waverley Oaks Road, Suite 120, Waltham, MA 02452

(781) 314-7500

Kaitlyn Spencer, Regional Director

Roberta Lewonis, Community Systems Director

Kristen O'Melia, Director of Family Support

Kristen.omelia@mass.gov

Northeast Region

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

(978) 774-5000

Kelly Lawless, Regional Director

Karen McDonald, Community Systems Director

Rebecca Anderson, Director of Family Support

Rebecca.Hogan@mass.gov

Southeast Region

151 Campanelli Drive

Middleboro, MA 02346

(508)-866-5000

Rick O'Meara, Regional Director

TBH, Community Systems Director

Shannon Hubley, Director of Family Support

Shannon.Hubley@mass.gov

DDS Central/West Region Area Offices

Berkshire				Franklin/Hampshire			
333 East Street, 5 th Floor, Pittsfield, MA 01201 (413) 447-7381 Melissa Guyer, Area Director				One Roundhouse Plaza Northampton, MA 01060 (413) 586-4948 Keri Purcell, Area Director			
Adams	Gr Barrington	Mt Washington	Savoy	Amherst	Erving	Millers Falls	Shelburne
Alford	Hancock	New Ashford	Sheffield	Ashfield	Gill	Montague	Shutesbury
Ashley Falls	Hinsdale	New Marlboro	Stockbridge	Athol	Goshen	New Salem	South
Becket	Housatonic	North Adams	Tyringham	Bernardston	Greenfield	Northampton	Sunderland
Cheshire	Lanesboro	Otis	Washington	Buckland	Hadley	Northfield	Turners Falls
Clarksburg	Lee	Peru	W Stockbridge	Charlemont	Hatfield	Orange	Warwick
Dalton	Lenox	Pittsfield	Williamstown	Chesterfield	Hawley	Pelham	Wendell
Egremont	Monroe	Richmond	Windsor	Colrain	Heath	Petersham	Westhampton
Florida	Monterey	Sandisfield		Conway	Leeds	Phillipston	Whately
				Cummington	Leverett	Plainfield	Williamsburg
				Deerfield	Leyden	Rowe	Worthington
				Easthampton	Middlefield	Royalston	
Holyoke/Chicopee				North Central			
113 Hampden Street, Holyoke, MA 01040 (413) 535-1022 Adam Holst, Area Director				49 Nursery Lane, Fitchburg, MA 01420 (978) 342-2140 Theresa Porter, Acting Area Director			
Belchertown	Holyoke	South Hadley	Ware	Ashburnham	Fitchburg	Leominster	Shirley
Bondsville	Ludlow	Southampton		Ashby	Gardner	Lunenburg	Sterling
Chicopee	Monson	Thorndike		Ayer	Groton	New Braintree	Templeton
Granby	Palmer	Three Rivers		Barre	Hardwick	Oakham	Townsend
				Berlin	Harvard	Pepperell	Westminster
				Bolton	Hubbardston	Princeton	Winchendon
				Clinton	Lancaster	Rutland	
South Valley				Springfield/Westfield			
14 Mechanic St. Suite 320 Southbridge, MA 01550 (508) 764-0751 Michelle Barrett, Area Director				1 Federal Street, Building 111-2 Springfield, MA 01105 (413) 784-1339; (800) 370-8525 Elaine Baillargeon, Area Director			
Bellingham	Grafton	North Oxford	Uxbridge	Agawam	Granville	Montgomery	W. Springfield
Blackstone	Holland	North Uxbridge	W. Brookfield	Blandford	Hampden	Russell	Westfield
Brimfield	Hopedale	Northbridge	Wales	Chester	Huntington	Southwick	Wilbraham
Brookfield	Medway	Oxford	Warren	E Longmeadow	Indian Orchard	Springfield	
Charlton	Mendon	South Grafton	Webster	Feeding Hills	Longmeadow	Tolland	
Charlton	Milford	Southbridge	W. Millbury				
Depot							
Douglas	Millbury	Spencer	W. Warren				
Dudley	Millville	Sturbridge	Whitinsville				
E. Brookfield	N. Brookfield	Sutton					
Franklin	North Grafton	Upton					
Worcester							
324 Clark St, Rear, Worcester, MA 01608 (508) 792-6200 Denise Haley, Area Director							
Auburn	Holden	Paxton	West Boylston				
Boylston	Leicester	Shrewsbury	Worcester				

DDS Metro Region Area Offices

Greater Boston				Charles River West			
65 Sprague Street Hyde Park, MA 02136 (617) 363-2900 Jeff Hetrick, Area Director				465 Waverly Oaks Road, Suite 120 Waltham, MA 02452 (617) 623-5950 Jessica Belcher, Area Director			
Allston Beacon Hill Boston Brighton Brookline Charlestown				Chelsea Chinatown Dorchester Downtown Crossing East Boston Hyde Park			
Jamaica Plain Mattapan North Dorchester North End Revere Roslindale				Roxbury South Boston South End West Roxbury Winthrop			
Middlesex West				Newton/South Norfolk			
300 Howard Street, Framingham, MA 01702 (508) 861-2211 Deborah Johnson, Area Director				125 West Street, Walpole, MA 02081 (508) 668-3679 Jane Fuller, Area Director			
Ashland Dover Framingham Holliston				Hopkinton Hudson Marlboro Natick			
Northborough Sherborn Southborough Sudbury				Wayland Westborough			
				Canton Dedham Foxboro Medfield			
				Millis Needham Newton Norfolk			
				Norwood Plainville Sharon Walpole			
				Wellesley Weston Westwood Wrentham			

DDS Northeast Region Area Offices

Central Middlesex				Lowell							
35 Nagog Park, Suite 2000, Acton, MA 01720 (978) 206-2050				55 Technology Drive, Suite 202, Lowell, MA 01851 (978) 322-4300							
Ken Underwood, Area Director				Tom Marshall, Area Director							
Acton Arlington Bedford Boxboro				Billerica Chelmsford							
Burlington Carlisle Concord Lexington				Dracut Dunstable							
Lincoln Littleton Maynard Stowe				Lowell Tewksbury							
Wilmington Winchester Woburn				Tyngsboro Westford							
Merrimack Valley				Metro North							
280 Merrimack Street, 2 nd floor, Lawrence, MA 01843 (978) 521-9432				200 Harvard Mill Sq., Suite.410, Wakefield, MA 01880 (781) 338-2300							
Ann Lorenzo, Area Director				Bonnie Hungler, Area Director							
Amesbury Andover Boxford Georgetown				Everett Lynnfield Malden							
Groveland Haverhill Lawrence Merrimac				Medford Melrose North Reading							
Methuen Newbury Newburyport North Andover				Reading Saugus Stoneham							
Rowley Salisbury West Newbury				Wakefield							
North Shore											
100 Cummings Center, Suite 419E, 181 Eliot Street, Beverly, MA 01915 (978) 927-2727											
Jennifer Killeen, Area Director											
Beverly Danvers Essex Gloucester		Hamilton Hathorne Ipswich Lynn		Manchester Marblehead Middleton Nahant		Peabody Rockport Salem South Hamilton					
						Swampscott Topsfield Wenham West Lynn					

DDS Southeast Region

Area Offices

Brockton			Cape Cod/Islands				
60 Main Street 3 rd Floor Brockton, MA 02301 (774) 296-6090			1519 Station Avenue South Yarmouth, MA 02664 (508) 771-2595				
Justine Howes, Area Director			Jennifer Savary, Area Director				
Abington	E Bridgewater	Stoughton	Barnstable	Eastham	Mashpee	Tisbury	
Avon	Easton	W Bridgewater	Bourne	Edgartown	Nantucket	Truro	
Bridgewater	Holbrook	Whitman	Brewster	Falmouth	Oak Bluffs	Wellfleet	
Brockton	Rockland		Chatham	Gay Head	Orleans	West Tisbury	
			Chilmark	Harwich	Provincetown	Yarmouth	
			Dennis	Hyannis	Sandwich		
Fall River			New Bedford				
1 Father DeValles Boulevard Suite 203 Fall River, MA 02723 (508) 730-1209			1740 Purchase Street New Bedford, MA 02740 (508) 992-1848				
Kelly McNaughton, Area Director			Elizabeth Duffy, Area Director				
Assonet	Freetown	Swansea	Acushnet	Gosnold	New Bedford		
Fall River	Somerset	Westport	Dartmouth	Marion	Rochester		
			Fairhaven	Mattapoisett	Wareham		
Plymouth			South Coastal				
38 Industrial Park Road Plymouth, MA 02360 (508) 732-5700			1900 Crown Colony Drive Suite 205 Quincy, MA 02169 (781) 356-8850				
Lisa Saba, Area Director			Stephen Abreu, Area Director				
Carver	Hanover	Marshfield	Plympton	Braintree	Hull	Quincy	Weymouth
Duxbury	Hanson	Pembroke		Cohasset	Milton	Randolph	
Halifax	Kingston	Plymouth		Hingham	Norwell	Scituate	
Taunton/Attleboro							
21 Spring Street Suite 1 Taunton, MA 02780 (508) 824-0614							
Danielle Desrosiers, Area Director							
Attleboro	Lakeville	North Attleboro	Rehoboth				
Berkley	Mansfield	Norton	Seekonk				
Dighton	Middleboro	Raynham	Taunton				

Family Support Centers

Family Support Centers across the state provide a local presence and act as a hub for offering a wide range of general family support services and activities to families of children and adults living at home who are eligible for DDS services. There is at least one Family Support Center in each DDS Area, with some Areas having more than one. Centers are expected to engage in outreach to connect with families and to be able to provide services to families from diverse cultural, ethnic and linguistic communities in the geographic area they are serving, which may involve creating partnerships with community organizations and other resources in order to provide culturally responsive services. Center staff are expected to be experts in generic resources and services in their respective areas and work with families to maximize natural supports. Centers are expected to encourage active family involvement and consultation to identify interests and needs in developing activities and service options. Each Family Support Center provides the following array of services and supports:

INFORMATION & REFERRAL

- Assistance to families in identifying resources and service options available in their local communities, as well as learning about other financial and/or state services for which families may be eligible (MassHealth, etc.), and provide guidance on how to navigate the service system. This can occur through phone contacts and 1:1 meeting at a variety of locations.
- Staff can assist families with the eligibility process for DDS services.
- Use of technology to provide a variety of ways to share information with families.
- A “library” of resources on a range of relevant topical areas available for families to access.

NAVIGATION SERVICES

Comprehensive and individualized information, guidance, and support provided to families to help address their needs, connect them to potential resources, assist with problem-solving, and support them to navigate the service system. The level of involvement with each family will vary based on the needs of the individual and family. Some families may require longer term and higher level of outreach and service navigation, and in these situations a referral is required by the Area Office.

FAMILY TRAININGS

Sponsor educational events and trainings on relevant topics of interest to families of both children and adults which are open to all families for participation.

INDIVIDUAL & SMALL GROUP CONSULTATIONS

Opportunities to collaborate with local professionals to provide individual or small group consultations to families to help address common complex issues that arise. For example, IEP clinics or consultation with an education advocate or behavioral specialists.

COMMUNITY CONNECTIONS & RESOURCES

Foster community affiliations and connections to explore and maximize the use of natural and generic resources and other potential sources of funding.

NETWORKING, MENTORING & SUPPORT GROUPS

Promotion of parent networking and mentoring, including parent support groups, parent connections (1:1 matching), sibling support opportunities, and parental involvement in leading activities, etc.

SOCIAL & RECREATIONAL ACTIVITIES

Offer a variety of social and recreational activities to support relationship building between individuals and families with an emphasis on inclusive experiences and opportunities.

ADMINISTRATION OF FLEXIBLE FUNDING

The Department may provide individual, flexible funding allocations to families based on the priority of need of the family and available budget resources. This funding must be used for allowable supports, services, or goods as defined in the Department's Family Support Guidelines and Program Manual, January 2019.

FAMILY SUPPORT CENTERS

Following is a list of the Family Support Centers Across the State
Organized by DDS Region and Area Office
Central/West Region

Berkshire Area

Berkshire County Arc

Center Name: Berkshire County Arc
Address: Central & Southern Berkshire County Family Support Center
Phone: 877 South Street, Pittsfield, MA 01201
Contact: (413) 464-7262 ext. 118
Email: LaSheika Moody
lmoodys@bcarc.org
Website: www.bcarc.org

UCP of Western Massachusetts (2 sites)

Center Name: UCP North Berkshire Family Support Center
Address: 535 Curran Highway, North Adams, MA 01247
Phone: (413) 664-9345
Contact: Emily Shoestock
Email: eshoestock@ucpwma.org
Website: info@ucpwma.org

Center Name: UCP Central Berkshire Family Support Center
Address: 208 West Street, Pittsfield, MA 01201
Phone: (413) 442-1562
Contact: Emily Shoestock
Email: eshoestock@ucpwma.org
Website: info@ucpwma.org

Franklin/Hampshire Area

ServiceNet

Center Name: Family Empowerment – Hampshire County
Address: 11 Village Hill Rd., Northhampton, MA 01060
Phone: (413) 585-8010
Contact: Meg Moran, Rhonda Setkewich
Email: familyempowerment@servicenet.org
Website: www.family-empowerment.org

ServiceNet

Center Name: Family Empowerment - Franklin County
Address: 101 Munson Street Greenfield Ma
Phone: 413-585-8010
Contact: Angie Hawk, Rhonda Setkewich
Email: familyempowerment@servicenet.org
Website: www.family-empowerment.org

Seven Hills (North Quabbin FSC)

Center Name: Family Support Center of North Quabbin
Address: 2280 Main Street, Athol
Phone: 413-418-8702
Contact: Tonya Lanpher
Email: tlanpher@sevenhills.org
Website: www.sevenhills.org/familysupport

FAMILY SUPPORT CENTERS

Central/West Region

Holyoke/Chicopee Area

Multicultural Community Services

Center Name: MCS Family Support Center
Address: 260 Westfield Road, Holyoke, MA 01040
Phone: (413) 534-3299
Contact: Lilliany Rodzen
Email: lillianyrodzen@mcsnet.org
Website: www.mcsnet.org

North Central Area

Seven Hills Family Services

Center Name: Family Support Center of North Central
Address: 1460 John Fitch Highway, Fitchburg, MA 01402
Phone: (978) 602-8711
Contacts: Jacqueline Edmonds
Email: jedmonds@sevenhills.org
Website: www.sevenhills.org/familysupport

LUK, Inc

Center Name:
Address:
Phone:
Contact:
Email:
Specific Ethnic/Linguistic Group

Cultural/Linguistic Family Support Center

Families Connected Center
99 Day St, Fitchburg, MA 01420
978-829-2345
Jaime Reyes
jreyes@luk.org or FamiliesConnected@LUK.org
Multicultural families

South Valley Area

Open Sky

Name: Blackstone Valley Family Support Center
Address: 70 Douglas Rd Whitinsville Ma, 01588
Phone: 508-318-7566
Contact: Kate Henry
Email: familysupportcenter@openskycs.org
Website: www.OpenSkyCS.org

Seven Hills Family Services

Center Name: Family Support Center of South Valley
Address: 208 Charlton Road, Sturbridge, MA 01566
Phone: 774-241-2500
Contact: Elizabeth Carroll
Email: ecarroll@sevenhills.org
Website: www.sevenhills.org/familysupport

FAMILY SUPPORT CENTERS

Central/West Region

Springfield/Westfield Area

Multicultural Community Services

Center Name: MCS Family Support Center
Address: 1000 Wilbraham Road, Springfield, MA 01109
Phone: (413) 200-7629
Contact: Mary Beattie
Email: marybeattie@mcsnet.org
Website: www.mcsnet.org

New North Citizen's Council, Inc

Center Name: New North Family Support Center
Address: German Gerena Community School, 3012 Main St.
Phone: Springfield, MA 01107
(413) 455-3187
Contact: Rosa Espinosa
Email: respinosa@newnorthcc.org
Website: www.newnorthcc.org/family-services
Specific Ethnic/Linguistic Group: Multicultural families

Multicultural Community Services

Center Name: S.O.S. Family Support Center
Address: 505 E. Columbus Ave. Springfield, MA 01105
Phone: (413) 301-7390
Contact: Isabel Castro
Email: isabelcastro@mcsnet.org
Website: www.mcsnet.org
Specific Ethnic/Linguistic Group: Ethnically diverse families in the Springfield Area

Worcester Area

THRIVE Support & Advocacy

Center Name: Thrive Support and Advocacy
Address: 100 Grove Street, Suite 104, Worcester, MA 01605
Phone: (774) 703-3033
Contact: Claire Jean Michel
Email: cjeanmichel@icanthrive.org
Website: www.icanthrive.org

Centro

Center Name: Worcester Multicultural Family Support Center
Address: 11 Sycamore Street, Worcester, MA 01608
Phone: (508) 798-1900 x 237
Contact: Mayerling De la Rosa
Email: mdelarosa@centroinc.org
Website: www.centroinc.org
Specific Ethnic/Linguistic Group: Multicultural Families

Cultural/Linguistic Family Support Center

FAMILY SUPPORT CENTERS

Metro Region

Charles River West Area

Bridges Homeward

Center Name: Bridges Homeward
Address: 60 Gore Street, Cambridge, MA 02141
Phone: (617) 876-4210 x 4259
Contact: Brenda Beaton
Email: Bbeaton@bridgeshomeward.org
Website: www.bridgeshomeward.org

Greater Boston Area

Bay Cove

Center Name: Bay Cove Family Support Center
Address: 66 Canal Street, 5th floor, Boston, MA 02114
Phone: (617) 371-3196
Contact: Abigail Taylor and Dawn Stas
Email: ataylor@baycove.org; dstas@baycove.org;
Efax (617) 979-8735; familysupportfax@baycove.org
Website: www.baycove.org

Vinfen

Center Name: Vinfen Family Support Center
Address: 1208A VFW Parkway, Suite 201, West Roxbury, MA 02132
Phone: (617) 562-4094
Contact: Sethany Griffin
Email: grieffins@vinfen.org
Website: FamilySupport@vinfen.org

Work Inc.

Center Name: Work Inc. Family Support Center
Address: 25 Beach Street, Dorchester, MA 02122
Phone: (617) 691-1600
Contact: Emily DaSilva
Email: fsc@workinc.org
Website: www.workinc.org

Advocates

Center Name: Project Able
Address: 888 Washington Street Suite 102, Boston, MA 02111
Mailing Address: 1881 Worcester Road, Framingham, MA 01701
Phone: (617) 988-8132
Contact: Andy Law
Email: alaw@advocates.org
Website: www.advocates.org
Specific Ethnic/Linguistic Group: Chinese and Vietnamese Families

Cultural/Linguistic Family Support Center

Advocates

Center Name:
Address:
Mailing Address:
Phone:
Contact:
Email:
Website:
Specific Ethnic/Linguistic Group:

Cultural/Linguistic Family Support Center

Somali Development Center
10 Malcolm X Blvd
Roxbury, MA 02119
617-888-5514
Firdosa Hassan
firdosahassan@yahoo.com
www.advocates.org
Somalian, Immigrant Families

Bay Cove

Center Name:
Address:
Phone:
Contact:
Email:
Website:
Specific Ethnic/Linguistic Group:

Cultural/Linguistic Family Support Center

New Nations Family Support Center
66 Canal St, Boston, 5th floor, MA 02114 5th floor
(781) 863-5472
Carlos Pierre-Louis; Dawn Stas
cpielrelouis@baycove.org; dstas@baycove.org
www.baycove.org
Haitian Families

Dimock Community Service Corp.

Center Name:
Address:
Phone:
Contact:
Email:
Website:
Specific Ethnic/Linguistic Group:

Cultural/Linguistic Family Support Center

Dimock Family Support Center
55 Dimock Street, Roxbury, MA 02119
(617) 442-8800 ext.1204
Tom Morris
tmorris@dimock.org
www.dimockcenter.org
African American/Multicultural Families

Work Inc.

Center Name:
Address:
Phone:
Contact:
Email:
Website:
Specific Ethnic/Linguistic Group:

Cultural/Linguistic Family Support Center

Solidaridad
25 Beach Street, Dorchester, MA 02122
(617) 691-1620
Rosa Robledo
solidaridad@workinc.org
www.workinc.org
Latin American Families

Middlesex West Area**Charles River Center**

Center Name:
Address:
Phone:
Contact:
Email:
Website:

Charles River Center
4 Strathmore Road, Natick, MA 01760
(781) 781-1048
Laurie Anastopoulos
lanastopoulos@charlesrivercenter.org
www.charlesrivercenter.org

Advocates

Center Name:
Address:
Phone:
Contact:
Email:
Website:
Specific Ethnic/Linguistic Groups:

Cultural/Linguistic Family Support Center

Advocates Intercultural Family Support Center
39 Grant Street, Framingham, MA 01701
(508) 628-6679; (508) 628-6300
Sandra Tineo
stineo@advocates.org
www.advocates.org
Portuguese, Spanish

FAMILY SUPPORT CENTERS

Metro Region

Newton/South Norfolk Area

Charles River Center

Center Name: Charles River Center
Address: 59 East Militia Heights Road, Needham, MA 02492
Phone: (781) 972-1048
Contact: Laurie Anastopoulos
Email: lanastopoulos@charlesrivercenter.org
Website: www.charlesrivercenter.org

Lifeworks

Center Name: Lifeworks Family Support Center
Address: 789 Clapboardtree Street, Westwood, MA 02090
Phone: (781) 762-4001
Contact: Pam Martino
Email: pmartino@lifeworksarc.org
Website: www.lifeworksarc.org

Family Support Centers

Northeast Region

Central Middlesex Area

Riverside Community Care

Center Name: Riverside Family Support Center
Address: 6 Lincoln Knoll Lane, Suite 103, Burlington, MA 01803
Phone: (978) 655-3801
Contacts: Kristen D'Andrea; (781) 801-5247; kdandrea@riversidecc.org;
Website: www.riversidefamilysupport.org

Lowell Area

Seven Hills

Center Name: Greater Lowell Family Support Center
Address: 7 Technology Drive, Suite 103, Chelmsford, MA 01863
Phone: Office (978) 560-5751
Contact: Kristen Tower
Email: ktower@sevenhills.org
Website: www.sevenhills.org/familysupport

Cambodian Mutual Assistance Association of Greater Lowell

Center Name: Center Name:
Address: 465 School Street, Lowell, MA 01851
Phone: (978) 454-6200 ext. 1026
Contact: Sengly Kong
Email: skong@cmaalowell.org
Website: www.cmaalowell.org
Specific Ethnic/Linguistic Group: Cambodian families

Cultural/Linguistic Family Support Center

Monorom Family Support Program
465 School Street, Lowell, MA 01851
(978) 454-6200 ext. 1026
Sengly Kong
skong@cmaalowell.org
www.cmaalowell.org
Cambodian families

Merrimack Valley Area

Waystone Health and Human Services

Center Name: Merrimack Valley Family Support Center
Address: 439 Union Street, Suite 401 Lawrence, MA 01843
Phone: (978) 685-9471
Contact: Elizabeth Grady; Taylor Warren
Email: familysupportcenter@waystonehhs.org
Website: www.waystonhhs.org

The Arc of Greater Haverhill/Newburyport

Center Name: Family Support Center
Address: 4 Winter Street, Suite D, Newburyport, MA 01950
57 Wingate Street, Suite 301, Haverhill, MA 01832
Phone: (978) 373-0552, x 211
Contact: Andrea Morris
Email: andrea.morris@thearcoghn.org

Metro North Area

Communitas

Center Name: Communitas Family Resource Center.
Address: 30 Audubon Road, Wakefield, MA 01880
Mailing Address: 60D Audubon Road, Wakefield, MA 01880
Phone: (781) 587-2314
Contact: Clare Tysz
Email: c tysz@communitasma.org
Website: www.communitasma.org

North Shore Area

Northeast Arc

Center Name: Northeast Arc Family Resources
Address: 100 Independence Way, Danvers, MA 01923
Contact/Phone: Gloria Castillo 978-924-5834
Aymee Lucifora 978-924-5734
Naomi Chicos 978-924-5836
Email: a lucifora@ne-arc.org
Website: www.ne-arc.org

Bridgewell

Center Name: Bridgewell Family Support Center
Address: 66 Silsbee Street, Lynn, MA 01901
Phone: (339) 883-1761 (office); (978) 595-3539 (mobile/text messages)
Contact: Kirsten O'Keefe
Email: kookeefe@bridgewell.org
Website: www.bridgewell.org

Cultural/Linguistic Family Support Center

FAMILY SUPPORT CENTERS

Southeast Region

Brockton Area

The Arc of Greater Brockton

Center Name: The Arc of Greater Brockton
Address: 1250 West Chestnut Street, Brockton, MA 02301
Phone: (508) 583-8030 x224
Contact: Nelson Cordeiro
Email: ncordeiro@brocktonarc.net
Website: www.brocktonareaarc.org

Cape Cod and the Islands Area

Kennedy-Donovan Center

Center Name: Kennedy-Donovan Center
Address: 30 Ansel Hallett Road, West Yarmouth, MA 02664
Phone: (508) 385- 6019
Contact: Nicole Pereira
Email: npereira@kdc.org
Website: www.kdc.org

Martha's Vineyard Community Services

Center Name: Martha's Vineyard Community Services
Address: 111 Edgartown Road, Vineyard Haven, MA 02568
Phone: (508) 693-7900
Contact: Angela Knapp x 249
Email: aknapp@mvcommunityservices.org
Website: www.mvcommunityservices.org

Fall River Area

People Inc.

Center Name: Family Support Center
Address: 1 Father DeValles Blvd., Fall River, MA 02721
Phone: (508) 672-5671
Contact: Joy Harrington (774) 627-2532
Email: jharrington@peopleinc-fr.org
Website: www.peopleinc-fr.org

New Bedford Area

Better Community Living

Center Name: Family Support Center
Address: 209 Aldean Road, Fairhaven, MA 02719
Phone: (508) 999-4300, x 155
Contact: Cathy Tremblay
Email: cathy_tremblay@bettercommunity.com
Website: www.bettercommunity.com

FAMILY SUPPORT CENTERS

Southeast Region

Plymouth Area

Plymouth County Family Support Inc.

Center Name: Family Support Center
Address: 36 Cordage Park Circle, Suite 305, Plymouth, MA 02360
Phone: (508) 927-4520
Contact: Jessica Gonsalves
Email: jessicag@pcfamilysupport.org
Website: www.pcfamilysupport.org

South Coastal Area

Advocates

Center Name: South Coastal Family Support Center
Address: 1189 R North Main Street, Randolph, MA 02368
Phone: (781) 767-3048
Contact: Alicia Cannon
Email: acannon@advocates.org
Contact: Fatima Baptista
Email: fbaptist@advocates.org
Website: <https://southcoastfamilysupport.org/>

South Shore Support Services

Center Name: South Shore Support Services
Address: 435 Columbian Street, Weymouth, MA 02190
Phone: (781) 331-7878
Contact: Renee McCorkle, x 11
Email: rmccorkle@soshoresupport.org
Website: www.southshoresupportservices.com

Taunton/Attleboro Area

The Arc of Bristol County

Center Name: The Arc of Bristol County Family Support Center
Address: 141 Park Street, Attleboro, MA 02703
Phone: (508) 226-1445
Contact: Kelly Ledoux
Email: kledoux@arcnbc.org
Website: www.arcnbc.org

Autism Support Centers

There are Autism Support Centers throughout the state that provide an array of information and referral services, resources, and supports to children and adults with autism spectrum disorders. These Centers conduct broad outreach and provide services to families from diverse cultural, ethnic and linguistic communities in the geographic area they are serving and may create partnerships with community organizations and other resources in order to provide culturally responsive services.

The array of services and supports to families includes:

- Information and Referral
- Family Clinics
- Support Groups
- Access to the latest information on autism
- Training for Individuals and Families
- Parent Networking and Mentoring, and
- Social/recreational events, among other activities

Below is a list of the Autism Support Centers across the state organized by DDS Regions:

Central/West Region

Central

Advocates

Address:

Phone:

Contact:

Email:

Website:

Autism Resource Center (services for children and adults)

712 Plantation Street, Worcester, MA 01605

(508) 835-4278

Kris Cariglia

autism@hmea.org; kcariglia@hmea.org

www.autismresourcecentral.org

West

ServiceNet: Autism Connections (services for children and adults)

Addresses (3 locations):

11 Village Hill Road, Northampton, MA 01060

101 Munson Street, Greenfield MA 01301

75 South Church Street, Pittsfield MA 01201

Phones:

(413) 585-8010 (for Northampton or Greenfield)

(413) 443-4780 (for Pittsfield)

Contact:

Kansas Brown, Rhonda Setkewich

Email:

autismconnections@servicenet.org; kansas.brown@servicenet.org

Website:

www.autismconnectionsma.org

Autism Support Centers

Metro Region

Advocates, Inc./ Autism Alliance of Metrowest (services for children)

Address: 1881 Worcester Road Framingham, MA 01701
Autism Welcoming Center Natick Mall, 1245 Worcester Street, Natick, MA 01760
Phone: (508) 652-9900
Contact: Allison Daigle
Email: adaigle@advocates.org
Website: www.autismalliance.org
Autism Welcoming | Building a Welcoming World
Serving: Metrowest

Vinfen/Autism Support Center

Address: 1208A VFW Parkway, Suite 201, W. Roxbury MA 02333
Phone: (617) 206-5902 or (617) 562-4094
Contact: Patricia Middelmann or Sethany Griffin
Email: middelmannp@vinfen.org or griffins@vinfen.org
Website: Autism Support Center | Vinfen Corporation
Serving: Greater Boston including but not limited to: Cambridge, Chelsea, East Boston, Malden, Revere, Somerville, Waltham, Watertown, and Winthrop

Lifeworks/Autism Support Center

Address: 789 Clapboardtree Street, Westwood, MA 02090
Phone: (781) 762-4001
Contact: Brian Clark, Director
Email: bclark@lifeworksarc.org
Website: <http://www.arcsouthnorfolk.org/family-autism-center.html>
Serving: Norfolk County Area

Northeast Region

Northeast Arc/The Autism Support Center (services for children)

Address: 100 Independence Way, Danvers, MA 01923
Phone: (978) 777-9135
Contact: Gloria Castillo, Autism Program Director (978) 924-5834
Email: gcastillo@ne-arc.org
Website: <https://ne-arc.org/services/autism-and-specialty-aba-services/autism-support-center>

Northeast Arc/Adult Autism Support Center (services for adults)

Address: 100 Independence Way, Danvers, MA 01923
Phone: (978) 624-2380
Contact: Heather Burgess
Email: HBurgess@ne-arc.org
Website: <https://ne-arc.org/services/autism-and-specialty-aba-services/adult-autism-support-center>

Southeast Region

Community Autism Resources	(services for children)
Address:	40A-Dean St Taunton, MA 02780
Phone:	(508)379-0371
Contact:	Mary Fox, co-Executive Director
Email:	mfox@community-autism-resources.com
Contact:	Kate Dansereau, co-Executive Director
Email:	katedansereau@community-autism-resources.com
Website:	www.community-autism-resources.com

Intensive Flexible Family Support Programs

The primary goal of Intensive Flexible Family Support programs is to help support families with one or more members with a disability who are experiencing significant challenges, which are causing the child/individual to be at risk of out-of-home placement. This is a time-limited (9 to 18 months on average) and goal-oriented service providing more focused and intensive supports in response to identified areas of need and difficulty, and to build family capacity to support their child or young adult at home.

There are nineteen regional or area based Intensive Flexible Family Support Programs funded by DDS across the state. Children/families must meet specific eligibility criteria for participation in this Program and referral for services is made by the local DDS Area Offices. These services are available to children and young adults up to age 22.

For more information contact the local DDS Area Office.



Medically Complex Programs

Medically Complex Programs provide a family-driven model of care which supports families with children and young adults having significant cognitive, physical, and complex health care needs who are living at home. The goal is to provide comprehensive wrap-around supports, which consist of specialized case management activities that help families integrate the variety of resources and supports they are receiving in order to care for their family member at home.

This Program complements and is supplemental to other MassHealth, state plan and third-party insurers and provides vital assistance to families who need help in coordinating all of the in-home care they receive. This program offers an array of support options to families (parents and siblings) to keep their family member at home and allow for a meaningful quality of life for all, and helps to prevent out-of-home placements in a pediatric nursing home or residential school.

Children must meet specific eligibility criteria for participation in this Program and referral for Program services is made by the local DDS Area Offices. However, Program staff are available to provide information and referral services to families and/or provide consultation to staff working with families who have a child/young adult with significant medical, physical and cognitive challenges.

Following is a list of Medically Complex Programs across the state organized by DDS Regions:
Medically Complex Programs

Central/West Region

Central

Shriver Clinical Services Corporation

Program Name: Family Partnerships
Address: N/A
Phone: (774) 696-5009
Contact: Mayra Machicote
Email: mayra.machicote@gmail.com

West

Multicultural Community Services

Program Name: Family Bridges
Address: 505 E. Columbus Ave. Springfield, MA 01105
Phone: (413) 301-7390
Contact: Isabel Castro
Email: isabelcastro@mcsnet.org

Metro Region

Advocates

Program Name: Home First
Address: 712 Plantation Street, Worcester, MA 01603
Phone: (508) 298-1601
Contact: Miruel Casada-Rosario
Email: mcasado-rosario@advocatesinc.org
Website: www.hmea.org
Languages Spoken: English, Portuguese, Spanish

Northeast Region

Lifelinks, Inc.

Program Name: The Northeast Region Medically Complex Program
Address: 4 Omni Way, Chelmsford, MA 01824
Phone: 978-349-3005
Contact: Heather Mantell (978) 349-3005
Email: hmantell@incompasshs.org
Website: www.incompasshs.org

Southeast Region

The Nemasket Group

Program Name: Southeast Medically Complex Program
Address: 109 Fairhaven Road, Mattapoisett, MA 02739
Contact: Sandra Heller
Phone: (508) 999-4436
Email: sandykinney@nemasketgroup.org
Website: www.nemasketgroup.org

Family Leadership Programs

The Family Leadership Program is designed to provide education, leadership training and mentoring for families with children and adults with disabilities living in the community. One goal of these activities is to provide information on best practices and opportunities to support individuals and families to fully participate in all aspects of community life. Family leadership training and mentoring is developed and provided by family members who have a child or adult family member with a disability. One vehicle for family leadership development is the sponsorship of a Family Leadership Series, but other opportunities and activities are available in response to local needs.

Below is a list of Family Leadership Programs across the state organized by DDS Regions: Central/West Region

Central

Multicultural Community Services

Contact: Haran Phaneuf, Regional Coordinator - Central
Phone: (413) 200-7339
Email: haranphaneuf@mcsnet.org
Website: www.familyleadershipMA.org or www.massfamilies.org

West

Multicultural Community Services

Contact: Susan Crosby, Regional Coordinator-West
Phone: (413) 200-7563
Email: susancrosby@mcsnet.org
Website: www.familyleadershipMA.org or www.massfamilies.org

Metro Region

Riverside Community Care

Contact: Lauri Medeiros, Regional Coordinator- Metro
Phone: (617) 605-7404
Email: lmedeiros@riversidecc.org
Website: www.riversidecc.org

Northeast Region

Riverside Community Care

Contact: Maryann Welch Regional Coordinator- Northeast
Phone: (603) 617-6386
Email: mawelch@riversidecc.org
Website: www.riversidecc.org

Southeast Region

The Nemasket Group

Contact: Karen Claudio, Regional Coordinator - Southeast
Phone: (508) 999-4436
Email: KarenClaudio@nemasketgroup.org
Website: www.nemasketgroup.org

Information about the Family Leadership Series, including dates and registration information, can also be found at <https://massfamilies.org/training/family-leadership-series/> and at www.familyleadershipMA.org

Other Family Resources

Advocates for Autism of MA (781) 891-6270 www.afamaction.org

Arc Massachusetts (781) 891-6270 www.arcmass.org

Asperger's Association of New England (617) 393-3824 www.aane.org

Autism Insurance Resource Center (781) 642-0248 www.disabilityinfo.org/arica/

Autism Commission (617) 624-7848 www.mass.gov/orgs/autism-commission

Best Buddies (866) 332-8339 www.bestbuddiesma.org

Children & Youth With Special Health Care
Needs Program/DPH (800) 882-1435 www.mass.gov/dph

Community Gateway www.communitygateway.org

Disability Law Center (800) 872-9992 www.dlc-ma.org

FAMILY TIES (800) 905-8437 www.massfamilyties.org

Federation for Children with Special Needs (800) 236-7210 www.fcsn.org

Institute for Community Inclusion (617) 287-4300 www.communityinclusion.org

Massachusetts Advocates for Children (617) 357-8431 www.massadvocates.org

MA Developmental Disabilities Council (617) 770-7676 www.mass.gov/mddc

MA Down Syndrome Congress (800) 664-6372 www.mdsc.org

Mass Families (800) 406-3632 www.massfamilies.org

MASS- MA Advocates Standing Strong (866) 426-2253 www.wearemass.org

MASS 2-1-1 (877) 211-MASS www.mass211.org

Massachusetts Family Voices (800) 331-0688 x 301 www.massfamilyvoices.org

MA Sibling Support Network (617) 807-0558 info@masiblingsupport.org

New England INDEX (800) 642-0249 www.disabilityinfo.org

Rewarding Work Respite Directory www.massresistedirectory.org

Special Olympics (508) 485-0986 www.specialolympicsma.org

Spina Bifida Association of Greater New England (888) 479-1900 <https://sbagreaterne.org/>

Pathways to Friendships: Widening the Circle <https://theheartofmass.org/friendship>

Statewide Intake & Eligibility Contacts

Regional Eligibility Coordinators

More information about the eligibility process as well as the application forms can be found on the DDS website, www.mass.gov/dds.

DDS Central/West Region

Megan Wroldson
1 Federal St, Building 111-2
Springfield, MA 01105
Intake Line: (413) 205-0940
Fax: (413) 205-1603
eFax 857-323-8363

DDS Northeast Region

Erin Krol
Hogan Regional Center
PO Box A
Hathorne, MA 01937
Intake Line: (978) 774-5000 x850
Fax Number: (978)739-0420

DDS Metro Region

Anthony Mavilia
465 Waverley Oaks Road, Suite 120
Waltham, MA 02452
Intake Line: (781) 314-7513
Fax Number: (781) 314-753

DDS Southeast Region

Tracey Daigneau
151 Campanelli Drive, Suite B
Middleboro, MA 02346
Intake Line (508) 866-5000
Fax number (617) 727-7822