

## How can you obtain MASSTART services?

Contact one of the Regional MASSTART providers or the MA DPH's Community Support Line (CSL) for children with special health care needs at:

### CSL:

[specialhealthneeds@mass.gov](mailto:specialhealthneeds@mass.gov)

Phone: 1-800-882-1435

### For program information contact:

#### 1) Stefanie Hall, Pediatric NP

MASSTART Coordinator

MDPH-Division for Children & Youth with Special Health Needs

[Stefanie.A.Hall@mass.gov](mailto:Stefanie.A.Hall@mass.gov)

Phone: 617-645-3856

#### 2) Dr. Katja Gerhardt, MPH

Complex Care Director

MA Dept. of Public Health (MDPH)

5<sup>th</sup> Floor

250 Washington Street

Boston, MA 02108

[www.mass.gov/dph/specialhealthneeds](http://www.mass.gov/dph/specialhealthneeds)

Phone: 781-223-2731

## REGIONAL MASSTART PROVIDERS:

### 1) *MetroWest & Greater Boston, Northeast Region, and Southeast Region*

Boston Children's Hospital (BCH)

Project School Care

300 Longwood Avenue, Boston, MA 02115

#### Contact:

Heather Engholm, MPH, BSN, RN, CPN

[Heather.Engholm@childrens.harvard.edu](mailto:Heather.Engholm@childrens.harvard.edu)

Phone: 857-218-4331

### 2) *Central and Western Regions*

#### Contact:

Elizabeth Dolan, CPN, BSN

[Elizabeth.M.Dolan@mass.gov](mailto:Elizabeth.M.Dolan@mass.gov)



English 8/20/25

# MASSTART

## Massachusetts Technology Assistance Resource Team

A Free Program Providing Services for  
Children with Special Health Care Needs and  
Who May Be Assisted by Medical  
Technology in the School Setting



Sponsored by  
Massachusetts Department of Public Health  
Bureau of Family Health and Nutrition  
Division for Children & Youth with Special Health  
Needs

## What is MASSTART?

MASSTART is a FREE service supported by the Massachusetts Department of Public Health

MASSTART providers help families and schools plan for the health care and safety of children with special health care needs, especially those who are assisted by medical technology, so that they can attend schools safely in Massachusetts.

MASSTART providers have extensive experience providing health care services to children and adolescents with a wide range of complex health conditions and technology needs

## Who can use MASSTART services?

- **Families** who have children with complex health issues and/or are assisted by medical technology (e.g. a child may use feeding tubes, tracheostomy, ventilator, oxygen, intravenous lines) or have chronic illness.
- **Health care providers**
- **School personnel**
- **Early intervention providers**
- **Community agencies**

## What does MASSTART do?

**MASSTART providers work collaboratively with families and school personnel to:**

- Help the school team understand the special health care needs of the child
- Work with schools and families toward resolving the issues impacting the child's health needs in the school day.
- Train school personnel to meet the health care needs of individual children.
- Assist in the development of the child's individual health care plan and emergency plan for school.
- Provide educational programs about children with special health care needs in school.
- Provide information, referral, and community resources.

## Comments from families and school personnel who have used MASSTART services:

"MASSTART gave immediate attention when called upon."

"MASSTART really helped keep everyone focused as we plowed through each issue again and again."

"MASSTART went above and beyond to ensure that my son got the health and emergency care plans that he needed."

"MASSTART gave me another skilled individual to bounce my ideas off."

"MASSTART is dedicated to advocating for the health care needs of children."

