



MCDHH Services

Charles D. Baker
Governor

Karyn E. Polito
Lieutenant Governor

Marylou Sudders
Secretary HHS

Patricia Ford
Acting Commissioner

MCDHH serves as the principal state agency providing leadership, education and advocacy services directed to empowering deaf, late deafened, and hard of hearing individuals and their families in receiving equitable opportunities.

The **Interpreter/CART Referral Services** provides statewide interpreter and CART referral services to ensure full communication access for Deaf and hard of hearing individuals at all levels - state, public and private - in accordance with federal and state laws, including provision of after-hours legal emergency interpreter services. The department also conducts screenings for prospective American Sign Language (ASL) and Certified Deaf Interpreters (CDI) wishing to attain certification, as well as setting standards for Communication Access Realtime Translation (CART) Providers on contract with the Commonwealth.

The **Communication Access, Training & Technology Services (CATTS)** responds to telephone, e-mail and postal inquiries; offers information in print and electronic media, educational exhibits, internet self-service information on mass.gov/mcdhh; provides free trainings and presentations to public, private and government agencies on Deaf Culture and ADA compliance, communication access compliance, assistive listening and environmental alerting technology consultation, guidance on providing accessible events and services, and workplace evaluations.

The **Case Management Services** offers an array of services to Deaf and Hard of Hearing infants, children, and adults and their families on a voluntary basis. The services include but are not limited to cross agency case coordination, advocacy, consultation, adult case management and family and children's services. MCDHH administers state contracts with 9 independent living programs for the Deaf and hard of hearing with offices located throughout the Commonwealth, and accepts Massachusetts Equipment Distribution Program (MassEDP) applications for certification and processing.

The **Victim Service Program** offers a private, trauma informed, wraparound model of service delivery to victims of crime who are Deaf, Hard of Hearing, Late-Deafened, or Deaf/Blind. Individuals who have experienced a violent crime such as sexual assault, domestic violence, elder abuse, child abuse, or other crimes are connected to a Victim Service Navigator, who is fluent in ASL to help with resources, referrals and communication access. This service is confidential, free of charge and able to serve individuals who speak English and/or other languages. If you need assistance, please call the Main Office and ask to be connected to our Program. MCDHH is able to offer these services through a Federal Victim of Crime Act Grant (VOCA) for a two year, one million dollar program in partnership with the MA Office for Victim Assistance. The new grant leverages experience gained through completing a 3 year grant with MOVA to serve over 200 survivors of the Boston Marathon Bombing.

Massachusetts Commission for the Deaf and Hard of Hearing
600 Washington Street, Boston, MA 02111
Toll free numbers: 800.882.1155 (V) | 617.326.7546 (VP) 800.530.7570 (TTY)
www.mass.gov/mcdhh

Independent Living Services for Deaf and Hard of Hearing

The MCDHH contracts with agencies to provide DHILS programs (Deaf and Hard of Hearing Independent Living Services) at sites throughout the state. The programs provide a peer based consumer oriented environment enabling Deaf and hard of hearing persons to increase their independence and achieve their life goals. These programs employ persons who are themselves Deaf, late-deafened, or hard of hearing. Consumers work with Independent Living Specialists to set and achieve their own personal goals for independent functioning in family, school, employment, and community situations.

What specific services do they offer?

The DHILS services include:

- peer mentoring and support for deaf and hard of hearing persons
- self-advocacy and independent living skills training; topical workshops for consumer education
- information and referral

REGIONS

Berkshires

Viability Inc.

34 Depot Street, Suite 301
Pittsfield, MA 01201
<https://www.viability.org>
DHILS@viability.org
413-347-4050 VP
413-536-4880 Voice
413-536-4880 Ext. 111 TTY

Boston Metro

DEAF, Inc. Boston Office

215 Brighton Ave.
Allston, MA 02134
<http://www.deafinonline.org>
frontdesk@deafinonline.org
617-505-4823 VP/Voice
617-254-4041 TTY/Voice

Cape Cod and the Islands

DEAF, Inc. Cape Cod & Islands

106 Bassett Lane
Hyannis, MA 02601
<http://www.deafinonline.org>
frontdesk@deafinonline.org
617-505-4823 VP/Voice
617-254-4041 TTY/Voice

Central Massachusetts

Center for Living & Working (CLW)

Deaf and Hard of Hearing IL Services
484 Main Street, Suite 345
Worcester, MA 01608
<http://www.centerlw.org>
Jphilip@centerlw.org
508-762-1164 VP
508-755-1003 TTY
508-798-0350 Voice

Northeast

DEAF, Inc. Lawrence

370 Merrimack St.
Riverwalk Building 5, Ste. 205
Lawrence, MA 01843
<http://www.deafinonline.org>
frontdesk@deafinonline.org
617-505-4823 VP/Voice
617-254-4041 TTY/Voice

North Shore

DEAF, Inc. Salem

35 Congress Street, Suite 220
Salem, MA 01970
<http://www.deafinonline.org>
frontdesk@deafinonline.org
617-505-4823 VP/Voice
617-254-4041 TTY/Voice

Southeast & South Shore

DEAF, Inc. New Bedford

888 Purchase Street, Bay 1
New Bedford, MA 02740
<http://www.deafinonline.org>
frontdesk@deafinonline.org
617-505-4823 VP/Voice
617-254-4041 TTY/Voice

Western Massachusetts

Viability Inc.

302 High Street, 4th floor
Holyoke, MA 01040
<https://www.viability.org>
DHILS@viability.org
413-650-5365 VP
413-536-4880 Voice
413-536-4880 Ext. 111 TTY