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***www.mass.gov/mcdhh***

**MCDHH Services**

 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.

**Charles D. Baker**

Governor

**Karyn E. Polito**

Lieutenant Governor

**Marylou Sudders**

Secretary HHS

**Patricia Ford**

Acting Commissioner

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](file:///%5C%5Cmcd-ibm-pfs%5Cuser_data%5Cdebral%5CMy%20Documents%5CBrochures%20and%20Flyers%5Cmass.gov%5Cmcdhh); 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**](http://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.deafinconline.org](http://www.deafinconline.org/)

frontdesk@deafinconline.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.deafinconline.org](http://www.deafinconline.org/)

frontdesk@deafinconline.org

617-505-4823 VP/Voice

617-254-4041 TTY/Voice

Updated 11/16/2020

**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](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.deafinconline.org](http://www.deafinconline.org/)

frontdesk@deafinconline.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.deafinconline.org](http://www.deafinconline.org/)

frontdesk@deafinconline.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.deafinconline.org](http://www.deafinconline.org/)

frontdesk@deafinconline.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