# **WELCOME!**

The Department of Mental Health (DMH) is pleased to present the 2018 Multicultural Mental Health Resource Directory. Compiled by the Department’s Office of Race, Equity, and Inclusion with assistance from the DMH regional areas, this resource directory has been continually updated since its first publication in 1989. The goal of this directory is to increase access to culturally and linguistically appropriate care and thereby support the elimination of health disparities.

This directory contains information about organizations in Massachusetts that offer culturally and linguistically appropriate services for communities of color, LGBTQ community, deaf and hard of hearing community, immigrants, and refugees. We hope this directory will be utilized as a starting point in familiarizing users with available local and statewide resources. Users should contact the organizations directly to seek further information. Other resource guides produced by Department of Mental Health are available at [**mass.gov/service-details/dmh-resource-guides**](https://www.mass.gov/service-details/dmh-resource-guides)

If you have any questions or comments about this directory, please contact the Office of Race, Equity, and Inclusion at (617) 626-8134 or by email at [**OMCA@massmail.state.ma.us**](mailto:OMCA@massmail.state.ma.us). Please keep in mind that this directory is not meant to be an exhaustive list of organizations, and new entries are always welcome.

Sincerely,

DMH Office of Race, Equity, and Inclusion

## **DISCLAIMER**

This directory is provided solely as a service to the user, and it contains information provided to DMH by the listed organizations or gathered from these organizations’ websites. DMH has not independently verified the accuracy of the information provided by the organizations, nor does DMH recommend, endorse, or guarantee any of the listed organizations or their services.

DMH has not verified whether the organizations’ services are provided in accordance with applicable law.

This directory does not provide complete information regarding service fees or eligibility requirements.

Use of this directory, and the selection of any service or provider from it, is the sole responsibility of the user.

# **HOW TO USE THIS DIRECTORY**

Entries in this directory are organized based on the location of the organization within one of the five DMH regional areas. Organizations with offices located in multiple DMH areas or that provide services statewide are listed in the *Statewide Services* section of this directory. Websites containing mental health education materials in several languages are listed at the end of the *Statewide Services* section.

To find the cities and towns within each DMH area, please click on the following link to view the DMH Regional Coverage Map [**mass.gov/eohhs/docs/dmh/dmh-offices-august-2015-map.pdf**](http://www.mass.gov/eohhs/docs/dmh/dmh-offices-august-2015-map.pdf)

Each entry in this resource directory includes the following information:

## **ORGANIZATION INFORMATION**

* + Includes the name, address, telephone number, and website of the organization
  + Each website address is hyperlinked so clicking the link will bring you directly to the organization’s website if you are connected to the internet

## **SERVICES OFFERED**

* + Lists the services offered by the organization such as mental health services, cultural events, educational classes, and healthcare services

## **LANGUAGES other than English**

* + Languages listed are those that the organization has the capacity to provide some or all of its services in through bilingual staff and/or interpreter services

# **QUICK SEARCH FEATURE**

If you are using an electronic copy of this directory, you can search for specific services, languages, locations, and populations by pressing the “Ctrl” key and the “F” key at the same time then typing in a search term or keyword. This will allow you to search for specific words that appear in the directory. For example, you may search for words like “Spanish,” “LGBTQ,” “Peer Support,” “Substance Abuse,” or any other word to help narrow your search.

# **ACKNOWLEDGEMENTS**

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**STATEWIDE SERVICES**

# **EMERGENCY SERVICES PROGRAM**

## **Massachusetts Behavioral Health Partnership (mbhp) Emergency Line**

### 877-382-1609

An alternative to going to a hospital emergency room for those having a mental health or substance use crisis. Connects callers to the Emergency Services Program and Mobile Crisis Intervention in their area.

* Provides behavioral health crisis assessment, intervention, and stabilization services 24 hours per day/7 days per week/365 days per year
* Services for people of all ages and those who are uninsured, insured by MassHealth (Medicaid) plans, or Medicare
* Many Emergency Services Programs also contract with commercial insurance companies

# **GOVERNMENT AGENCIES**

## **Massachusetts Department of Mental Health (DMH)**

### 25 Staniford Street, Boston, MA 02114

### 800-221-0053 (Info and Referral Line)

### [**mass.gov/dmh**](http://www.mass.gov/dmh)

The Department of Mental Health, as the State Mental Health Authority, assures and provides access to services and supports to meet the mental health needs of individuals of all ages, enabling them to live, work, and participate in their communities.

* To receive DMH services, individuals must complete the service authorization process and be deemed eligible. Please visit the following website to check eligibility [**mass.gov/service-details/am-i-eligible-for-dmh-services**](https://www.mass.gov/service-details/am-i-eligible-for-dmh-services)
* Service authorization application is available in several languages

## **Massachusetts Department of Developmental Services (DDS)**

### 66 Canal Street, Boston, MA 02114

### 617-624-0430

### [**mass.gov/eohhs/gov/departments/dds**](http://www.mass.gov/eohhs/gov/departments/dds)

The Department of Developmental Services 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.

## **Massachusetts Department of Public Health (DPH), Bureau of Substance Abuse Services (Bsas)**

### 250 Washington Street, Boston, MA 02108

### [**mass.gov/eohhs/gov/departments/dph/programs/substance-abuse**](http://www.mass.gov/eohhs/gov/departments/dph/programs/substance-abuse)

### Help is available for those with a drug or alcohol problem at [**helpline-online.org**](https://helplinema.org/) or by phone at:

### TTY and ASCII Users: 800-720-3480

### Voice and Hearing Users: 800-327-5050

The Bureau of Substance Abuse Services oversees the substance abuse and gambling prevention and treatment services in the Commonwealth. Responsibilities include licensing programs and counselors, funding and monitoring prevention and treatment services, providing access to treatment for the indigent and uninsured, developing and implementing policies and programs, and tracking substance abuse trends in the state.

## **MassHealth, Children’s Behavioral Health Initiative (CBHI)**

### [**mass.gov/masshealth/cbhi**](http://www.mass.gov/masshealth/cbhi)

CBHI’s mission is to ensure that children with MassHealth insurance coverage who have significant behavioral, emotional, and mental health needs and their families get the services they need for success in home, school, community, and throughout life.

* Three Community Service Agencies (CSAs) were chosen for their demonstrated ability to serve specific cultural or linguistic communities. Like all CSAs, these specialized CSAs serve any family seeking services regardless of race, ethnicity, or language.
* Children’s Services of Roxbury specializes in serving the African-American population in Greater Boston [**csrox.org**](https://csrox.org)
* The Gandara Center specializes in serving the Latino population in the Springfield/Holyoke area [**gandaracenter.org**](https://gandaracenter.org)
* The Learning Center for the Deaf at the Walden School specializes in serving the deaf and hard-of-hearing population[**tlcdeaf.org**](http://www.tlcdeaf.org)

## **Massachusetts Commission for the Deaf and Hard of Hearing (MCDHH)**

### 600 Washington Street, Boston, MA 02111

### Voice: 617-740-1600, TTY: 617-740-1700

### Video Phone: 617-326-7546, Toll Free Voice: 800-882-1155, Toll Free TTY: 800-530-7570

### [**mass.gov/eohhs/gov/departments/mcdhh**](http://www.mass.gov/eohhs/gov/departments/mcdhh)

The Massachusetts Commission for the Deaf and Hard of Hearing is the principal agency in the Commonwealth working on behalf of people of all ages who are deaf and hard of hearing.

* Statewide interpretation and Communication Access Realtime Translation referral service
* Case management for deaf, late-deafened, and hard of hearing people in need of human services
* Assists with connecting deaf and hard of hearing people with mental health and substance abuse services

## **Massachusetts Office for Refugees and Immigrants (moRI)**

### 600 Washington Street, Boston, MA 02111

### 617-727-7888

### [**mass.gov/eohhs/gov/departments/ori**](http://www.mass.gov/eohhs/gov/departments/ori)

The Office for Refugees and Immigrants (ORI) promotes the full participation of refugees and immigrants as self-sufficient individuals and families in the economic, social, and civic life of Massachusetts.

* Community Partners Directory lists the organizations that partner with ORI to serve immigrants and refugees. The Community Partners Directory, English Language Resource Directory, and other key resources are available at [**mass.gov/eohhs/gov/departments/ori/key-resources.html**](http://www.mass.gov/eohhs/gov/departments/ori/key-resources.html)

## **Mass 2-1-1**

### 211 or toll-free 877-211-6277, TTY 508-370-4890

### [**mass211.org**](http://www.mass211.org)

Dial 211 to learn about community resources including parent supports, mental health services, crisis intervention, substance abuse services, support groups, food pantries, and much more. This informational service is free and available in multiple languages.

## **Mass Options**

### Toll Free Phone: 844-422-6277 and online chat, available in English and Spanish

### [**massoptions.org**](https://www.massoptions.org)

Connects those seeking services to the Aging and Disability Resource Consortia, state agencies like the Executive Office of Elder Affairs, and other organizations that provide services and supports to elders and persons with disabilities.

## **Massachusetts Rehabilitation Commission (MRC)**

### 600 Washington Street, Boston, MA 02111

### 617-204-3600

### [**mass.gov/orgs/massachusetts-rehabilitation-commission**](http://www.mass.gov/orgs/massachusetts-rehabilitation-commission)

The Massachusetts Rehabilitation Commission (MRC) helps individuals with disabilities to live and work independently. MRC is responsible for Vocational Rehabilitation, Community Living and eligibility determination for Social Security Disability Insurance (SSDI) and Supplemental Security Income (SSI) federal benefits programs. MRC provides comprehensive services to people living with disabilities that maximize their quality of life and economic self-sufficiency in the community. All programs have their own intake criteria including financial, medical, and other eligibility requirements.

# **OTHER PROVIDER ORGANIZATIONS AND REFERRAL RESOURCES**

## **ADVOCATES**

### 1881 Worcester Road (Route 9 West), Framingham, MA 01701

### 24/7 Emergency Services for mental health or addiction crisis: 800-640-5432

### Navigation to help families connect to services: 508-628-6801

### [**advocates.org**](https://www.advocates.org)

Provides addiction services, autism services, help with employment issues as well as mental health counseling and emergency psychiatric services. Locations in Central Massachusetts, Boston, and Southeastern Massachusetts.

## **Asperger / Autism Network**

### 51 Water Street, Suite 206, Watertown, MA 02472

### 617- 393-3824

### [**aane.org**](http://www.aane.org)

Works with individuals, families, and professionals to help people with Asperger Syndrome and similar autism spectrum profiles build meaningful, connected lives.

## **Bay Cove Human Services**

### 66 Canal Street, Boston, MA 02114

### 617-371-3000

### [**baycove.org**](https://www.baycove.org)

Provides care and services to individuals and families who face the challenges of developmental disabilities, mental illness, drug and alcohol addiction, and aging. Locations in Boston and Southeastern Massachusetts.

## **Brockton Area Multi-Services, Inc. (BAMSI)**

### 10 Christy’s Drive, Brockton, MA 02301

### 508-580-8700

### Helpline for health care, social services, financial assistance, housing, and food pantries: 508-584-4357

### [**bamsi.org**](http://www.bamsi.org)

Provides services for behavioral health, substance abuse, development/intellectual disabilities, and autism in areas across Massachusetts.

## **Cambridge Health Alliance**

### 1493 Cambridge Street, Cambridge, MA 02139

### 617-665-1305

### [**challiance.org**](http://www.challiance.org)

Provides addiction services, mental health services and psychiatry, and support for victims of violence. Mental health programs for specific populations: Asian, Haitian, Latino, Portuguese, and Cape Verdean. Deaf services available at Cambridge Hospital.

## **Child Trauma Training Center, Centralized Referral System “LINK-KID”**

### 855-456-5543

### [**umassmed.edu/cttc**](http://www.umassmed.edu/cttc)

Links children who would benefit from evidence-based trauma treatments to trained providers of these treatments in Massachusetts. Able to make referrals to treatment for youth aged 0-18 years old.

## **D.E.A.F. Inc.**

### 215 Brighton Avenue, Allston, MA 02134

### 617-254-4041

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

Offers health support services to the Deaf, Deaf Blind, Hard of Hearing, and Late-Deafened community of Greater Boston and Eastern Massachusetts.

## **Disability Law Center**

### 11 Beacon Street, Suite 925, Boston, MA 02108

### 617-723-8455 or 800-872-9992

### [**dlc-ma.org**](http://www.dlc-ma.org)

Private, non-profit Protection and Advocacy Agency for Massachusetts responsible for the rights of Massachusetts residents with disabilities. Provides information and referrals, technical assistance, and representation regarding legal rights and services for people with disabilities.

## **Family Resource Centers**

### [**frcma.org**](http://www.frcma.org)

Offers parenting programs, support groups, information and referrals, assessment services, early childhood services, and education programs for families whose children range in age from birth to 18 years old. Specific programs for families with children who may be frequently absent from or have serious problems at school, have serious problems at home, have run away from home, or are being exploited. Also provides specialized services for LGBTQ individuals.

## **Federation for Children with Special Needs**

### 529 Main Street, Boston, MA 02129

### 617-236-7210 or 800-331-0688

### [**fcsn.org**](http://fcsn.org)

Provides information, support, and assistance to parents of children with disabilities, their professional partners, and their communities. Has outreach coordinators who speak Spanish, Portuguese, and Chinese.

## **Haitian Mental Health Network**

### [**hmhnetwork.org**](http://www.hmhnetwork.org)

Organization comprised of mental health providers including psychologists, social workers, psychiatrists, mental health counselors, psychiatric nurses, and pastoral counselors who promote the mental health of Haitian individuals.

* List of organizations with mental health providers who are fluent in Haitian Creole and/or French available at [**hmhnetwork.org/mental-health-services**](http://www.hmhnetwork.org/mental-health-services/)
* List of agencies that serve the Haitian community in Boston and other parts of Massachusetts available at [**hmhnetwork.org/boston-based-agencies**](http://www.hmhnetwork.org/boston-based-agencies/)

## **Japanese Bostonians Support Line**

### 781-296-1800

### [**jbline.org**](http://www.jbline.org)

24/7 hotline that provides emotional support, information, and resources to Japanese and Japanese Americans in New England.

## **Justice Resource Institute**

### 160 Gould Street, Suite 300, Needham, MA 02494

### 781-559-4900

### [**jri.org**](http://www.jri.org)

Provides behavioral health and trauma services as well as residential and educational services. Justice Resource Institute’s Health Law Institute provides advocacy and direct representation for individuals from vulnerable populations.

## **Massachusetts Adult Day Services Association**

### 1 Florence Street, Boston, MA 02131

### 617-469-5848

### [**madsa.net**](http://www.madsa.net)

Promotes and supports the development of high quality Adult Day Health services in Massachusetts. List of Adult Day Health programs in each region of Massachusetts available at [**madsa.net/members/members-regions**](http://www.madsa.net/members/members-regions)

## **Massachusetts Association for the Deaf**

### P.O. Box 52097, Boston, MA 02205

### Email: [info@massdeaf.org](mailto:info@massdeaf.org)

### [**massdeaf.org**](http://www.massdeaf.org)

Serves and advocates for the Deaf Communities in Massachusetts by promoting, preserving and protecting the civil, human, and linguistic rights of Deaf individuals.

## **Massachusetts Behavioral Health Partnership (MBHP)**

### 1000 Washington Street, Suite 310, Boston, MA 02118

### 800-495-0086, TTY: 877-509-6981

### [**masspartnership.com**](https://www.masspartnership.com)

Offers integrated medical and behavioral health care to MassHealth Members statewide. Website contains a “Find a Provider” search feature to help people locate behavioral health services in their community.

## **Massachusetts League of Community Health Centers**

### 40 Court Street #10, Boston, MA 02108

### 617-426-2225

### [**massleague.org**](http://www.massleague.org)

Association representing the 50 community health center organizations in Massachusetts. Website contains a “Find a Health Center” search feature to help people locate the health center in their neighborhood.

* Community health centers often have bilingual staff who speak the languages of those who live in the community
* Some community health centers are contracted with MA Department of Public Health to provide refugee health assessments that include a behavioral health screening

## **Massachusetts Organization for Addiction Recovery**

### 29 Winter Street, 2nd Floor, Boston, MA 02108

### 617-423-6627

### [**moar-recovery.org**](http://www.moar-recovery.org)

Supports recovering individuals as well as their families and friends. Educates the public about recovery from alcohol and other addictions. Resources for Recovery Guide lists addiction and substance use services in Massachusetts and is available at [**moar-recovery.org/resources**](http://www.moar-recovery.org/resources)

## [**MassLegalHelp.Org**](https://www.masslegalhelp.org/)

Website by Massachusetts legal aid programs to help people find information about their legal rights. Information available about health and mental health legal rights, housing rights, and rights of those experiencing homelessness as well as resources for immigrants, children and families, people with disabilities, and survivors of domestic violence.

## **National Alliance on mental illness (NAMI), Ma Chapter**

### NAMI MASS Compass Helpline: 617-704-6264

### Monday through Friday, from 9 AM to 5 PM, available in English and Spanish

### [**nami.org**](http://www.nami.org)

Peer-run phone line that helps those affected by mental health issues navigate the mental healthcare system in Massachusetts. Navigators are available to answer questions and refer to NAMI support and education programs and other community resources.

## **Parent/Professional Advocacy League (PPAL)**

### 15 Court Square, Suite 600, Boston, MA 02108

### 866-815-8122

### [**ppal.net**](http://ppal.net)

Parent/Professional Advocacy League (PPAL) is the leading public voice for families whose children have emotional, behavioral, and mental health needs in Massachusetts. PPAL’s goals are to support families, nurture parent and youth leaders and work for systems change. PPAL’s programs focus on helping families and youth strengthen their knowledge and skills and ensure that their voices are part of every system that provides services for them. Support groups and educational events available in English, Spanish & Haitian Creole. PPAL’s Child, Teen, and Young Adult Resource Guide is available at [**ppal.net/wp-content/uploads/2011/01/Child-Teens-and-Young-Adult-Resources.pdf**](http://ppal.net/wp-content/uploads/2011/01/Child-Teens-and-Young-Adult-Resources.pdf)

## **Saheli**

### P.O. Box 1345, Burlington, MA 01803

### Saheli Helpline: 866-472-4354

### [**saheliboston.org**](http://saheliboston.org)

Community-based women’s organization focused on the needs of South Asians with services available in Bangla/Bengali, Gujarati, Hindi, Punjabi, Sindhi, Tamil, Telegu, Urdu, Kannada, Kashmiri/Dogri, Konkani, Malayan, Marathi, Nepali/Nepalese, and Pashto. Saheli’s online resource directory available at [**saheliboston.org/resources**](http://saheliboston.org/resources)

## **Statewide Independent Living Council**

### [**masilc.org**](https://www.masilc.org)

Independent Living Centers provide information and referrals to persons with disabilities and their families. The centers also provide training in independent living skills and offer supports for persons with disabilities to participate in the community and have self-sufficiency. Map of independent living centers in Massachusetts available at [**masilc.org/findacenter**](https://www.masilc.org/findacenter)

## **Transformation Center**

### 98 Magazine Street, Roxbury, MA 02119

### 617-442-4111

### [**transformation-center.org**](http://transformation-center.org)

Statewide peer-operated training, technical assistance, and peer support networking organization. Facilitates the growth, well-being, and diverse voices and expressions of people in all stages of recovering their mental health and freedom from addictions and traumatic experiences. Peer-led coalitions include Asian American Voices of Recovery, Deaf and Hard of Hearing Recovery Project, Blacks United in Recovery, and Latinos en Accion.

## **Wayside Youth and Family Support Network**

### 1 Frederick Abbott Way, Framingham, MA 01701

### 508-879-9800

### [**waysideyouth.org**](http://www.waysideyouth.org)

Provides mental health services to children, young adults, and families at many locations across Massachusetts. Available services include counseling; residential, day, and education services; services for young adults; community and outreach services; and care coordination.

# **Mental Health Education Materials in Multiple Languages**

## **EthnoMed**

### [**ethnomed.org/patient-education**](https://ethnomed.org/patient-education)

Patient education materials about mental health with many resources specifically for refugee communities.

## **MentalHealth.gov in Spanish**

### [**espanol.mentalhealth.gov**](https://espanol.mentalhealth.gov)

Resources and information about prevention, treatment, and recovery from mental health conditions. Website focuses on the importance of talking about mental health and engaging parents, young people, community leaders, and professionals serving Spanish-speaking populations.

## **Refugee Health Technical Assistance Center**

### [**refugeehealthta.org**](http://refugeehealthta.org)

Webinars for healthcare providers serving refugee communities and health education materials for refugees about mental health, suicide prevention, and communicable diseases. Bhutanese community members from across the U.S. were integral in adapting the Question, Persuade, Refer (QPR) suicide prevention model to be culturally appropriate for refugee communities. Their feedback led to the development of the Refugee Suicide Prevention Training Toolkit which includes posters in Arabic, Burmese, Karen, and Nepali [**refugeehealthta.org/suicide-prevention-toolkit**](http://refugeehealthta.org/suicide-prevention-toolkit)

## **Selected Patient Information in Asian Languages (SPIRAL)**

### [**spiral.tufts.edu/topic\_list.shtml**](http://spiral.tufts.edu/topic_list.shtml)

Patient education information developed by non-profit health organizations about a variety of health topics including mental health. Materials are available in Cambodian/Khmer, Chinese, Hmong, Japanese, Korean, Laotian, Thai, and Vietnamese.

## **Systems and Psychosocial Advances Research Center (SPARC), UMass Medical School**

### [**umassmed.edu/sparc**](https://www.umassmed.edu/sparc)

SPARC is a Massachusetts DMH Research Center of Excellence whose goal is to improve the mental and behavioral health of all citizens in Massachusetts and beyond. SPARC translates research findings into accessible, easy-to-read issue briefs and tip sheets on topics including mental health recovery, transition age youth, employment and school, human rights and ethics, parent and family mental health, and working with diverse populations to address mental health issues. Written materials are available in English and Spanish, and some select products are available in Vietnamese and American Sign Language (via videos). Sign-up for SPARC e-blasts and newsletter at [**tinyurl.com/sparcnewsletter**](https://tinyurl.com/sparcnewsletter)