

**Central Massachusetts
Transition
Resource Guide**

**Produced by the
Central Massachusetts Transition Team**

January 2010

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Acknowledgements

This Resource Guide was developed through the collaborative efforts of the Central Transition Team, which includes the following:

Introduction

In 1993, Massachusetts was awarded a five-year federal grant from the United States Department of Education. This project, called the Massachusetts Transition Initiative, was designed to enhance and expand positive outcomes for young adults with disabilities in their transition from high school to adult life. To accomplish this goal, Project staff provided training statewide to educators, families, students, and agency personnel. Groups were also established at the local, regional and state levels to facilitate collaboration and support to those involved in the transition process. The five regional groups were called "Regional Training and Technical Assistance Teams" and, when the Massachusetts Transition Initiative ended in 1998, these teams decided to continue to meet.

The Central Regional Training and Technical Assistance Team, also called the Central Regional Transition Team is committed to providing information and guidance to professionals, families and students who need to have an understanding and knowledge of the legislation, the process, the resources and effective practices which are critical in developing and realizing meaningful transition goals.

The Central Massachusetts Transition Resource Guide was developed by the Central Regional Transition Team in an effort to coordinate information about the state agencies and other resources in Central Massachusetts that may be involved in planning and providing transition services. Also included in this guide are organizations that are additional sources of information, networks and supports for young adults with disabilities, their families and those connected with them. The Guide does not include the Children's and Adult Service Providers in the region. However, the state agencies listed are often the referral and funding sources to these providers. This guide will be updated periodically to provide additional resources and information.

Finally, the Guide provides a list of the Central Regional Transition Team members. These individuals are valuable resources for educators, families and students, and they are dedicated to the mutual endeavors we have undertaken in creating opportunities for students with disabilities.

For additional copies of this Guide please contact Joy McMahon at the Massachusetts Commission: joy.mcmahon@mrc.state.ma.us
or click on the following link: XXXXXXXXXX I can post this on the REB's website if we want to.

Massachusetts Commission for the Blind

General Description

The Massachusetts Commission for the Blind is a state agency which provides vocational rehabilitation services to consumers who are blind and reside in Massachusetts.

Locations:

Statewide Office

MCB Office

88 Kingston Street

Boston, MA 02111

Central Mass Office

MCB Central Mass Office

390 Main Street, Suite 620

Worcester, MA 01608

Phone: (508) 754-1148

Phone: (800) 263-6944

Fax: (508) 752-7832

Local Case Management Offices in Central MA

Regional offices are located in New Bedford, Worcester, and Springfield.

Website: <http://www.mass.gov.mcb>

Eligibility Requirements: Individuals are eligible to receive services from the Massachusetts Commission for the Blind if they are a resident of Massachusetts and have been diagnosed as being legally blind by an optometrist or ophthalmologist. An individual must have either a visual acuity of 20/200 or less in the better eye, or a field restriction of ten degrees or less.

Services Provided: A variety of rehabilitation services are provided to each consumer who is found eligible to receive services from the Massachusetts Commission for the Blind. Services include employment assistance, orientation and mobility training, children's services and CAP services. Social services are also available to elders.

Referral Process: A referral may be made by a family member, educational system, or by the medical community. When referral is made by anyone other than a medical professional, it is important to obtain an updated eye examination that determines that the individual is legally blind. A copy of the eye report must be submitted to Massachusetts Commission for the Blind before the individual can be placed on the register.

Costs: None

Massachusetts Department of Mental Health

General Description

The Department of Mental Health mandate is to improve the quality of life for adults with serious and persistent mental illness and for children with serious mental illness or severe emotional disturbance. This is accomplished by ensuring access to an integrated network of effective, efficient and culturally competent mental health services that promotes consumer rights, responsibilities and rehabilitation, and recovery.

Locations:

Statewide/Administrative Offices

DMH Central Office
25 Staniford Street
Boston, MA 02114
Phone: (617) 626-8000

DMH Central MA Office
305 Belmont Street
Worcester, MA 01604
Phone: (508) 368-3838

Local Case Management Offices in Central MA

DMH Fitchburg/Gardner
515 Main Street
Fitchburg, MA 01420
Phone: (978) 353-4400

Milford/Southbridge Office
40 Institute Rd, Oaks B Bldg
N. Grafton, MA 01536
Phone: (508) 887-1100

Worcester Office
332 Main St., Suite 320
Worcester, MA 01608
Phone: (508) 363-2100

Website: <http://www.state.ma.us/dmh>

Eligibility Requirements: An adult must have a severe and persistent mental illness that has resulted in functional impairment that substantially interferes with or limits one or more major life activities. Mental illness includes: schizophrenia and other psychotic disorders, mood disorders, anxiety disorders, dissociative disorders, eating disorders, and borderline personality disorders. There are some restrictions that can be clarified when an application is made. Additionally, applicants must be legal residents of Massachusetts.

Services Provided: DMH provides case management, residential programs, day and vocational programs, outpatient treatment and other needed services through the Department or through vendors who contract with DMH.

Referral Process: An applicant of any age may apply for DMH services. The applicant or the applicant's legally authorized representative must sign the application. The application is then submitted to the Eligibility Determination Unit at the local DMH site office. Schools or other programs may refer an individual to DMH, but the individual or

DMH, cont'd

legal guardian must sign the application. Application forms are available through the local DMH offices or on the DMH website.

Costs: Eligible individuals are expected to offset service costs, either through a portion of their SSI or other income (primarily for rent) or by applying for MassHealth (therapy, day/vocational programs, medication monitoring, etc.).

Massachusetts Department of Developmental Disabilities

General Description

The Department of Developmental Disabilities is an independent agency within the Executive Office of Health and Human Services that is responsible for providing services and supports to Massachusetts citizens with developmental disabilities. Every day the DDD provides a wide array of services to more than 30,000 individuals. Their level of disability may require assistance in job placement, transportation, residential services, or intense levels of treatment, monitoring and care.

Locations

Statewide/Administrative office
Commonwealth of Massachusetts
Department of Developmental Disabilities
500 Harrison Avenue
Boston, MA 02188
Phone: 617 727 5608

Central MA Regional Office
Glavin Regional Center
214 Lake Street
Shrewsbury, MA 01524
Phone: 508 845-9111

Area Offices in Central MA
Worcester Area Office
40 Southbridge Street, Suite 200
Worcester, MA 01608
Phone: 508 792-7545

South Valley West Area Office
309 Main Street
Southbridge, MA 01550
Phone: 508 792-7366

North Central Area Office
285 Central Street, Suite 205
Leominster, MA 01453
Phone: 508 792-7490

South Valley East Area Office
194 West Street
Milford, MA 01757
Phone: 508 792-7749

Website: www.mass.gov/ddd

Eligibility Requirements: Based on available funding, DDD provides support services to adults 18 years or older, who have developmental disabilities, whose permanent primary residence is in Massachusetts, and who need assistance to live and work in the community. It also provides support to families with children under 18 years of age with a developmental disability.

Services Provided: DDD strives to create an array of supports, housing options, training and services that are custom-fit to a person's needs and desires. This system supports people in defining their own needs and preferences in many areas including daily routine, personal goals, home, work, leisure and life-style. Services include:

- Individualized Service Coordination
- Flexible Family Supports
- Employment Services

DDD, cont'd

- Day Services
- Residential Supports

Referral Process: Referrals can come from any source: individuals, family members, physicians, social workers, or family support provider agencies. Application for services can be made at local DDD Area Offices or at any other location where applications are available. Eligibility determinations are done by the Intake and Eligibility Review Team from the Regional Office.

Costs: None

Special Departments/Programs: Each Area Office is composed of staff that works with children, transition-age students, and adults. Information can be obtained through each local Area Office or at the Regional Office.

Massachusetts Department of Public Health

General Description: The Department promotes and improves the health and well-being of Massachusetts residents, including monitoring the health status and identifying and addressing the unmet needs of individuals, families and groups, and ensuring access to quality services that are effective, culturally appropriate, and responsive to the diverse needs of Massachusetts communities.

Locations:

Statewide/Administrative Office
DPH
250 Washington Street
Boston, MA 02108

Central MA Regional Office
Central Regional Health Office
180 Beaman Street
West Boylston, MA 01583
Phone: 508 792-7880

Website: www.magnet.state.ma.us/dph

Eligibility Requirements: Children between birth to 18 years of age who have special health care needs (a chronic illness, a disabling condition) or who have a frequent need for medical Technology are eligible.

Central MA includes the towns of: Ashburnham, Ashby, Auburn, Ayer, Barre, Bellingham, Berlin, Blackstone, Bolton, Boylston, Brimfield, Brookfield, harlton, Clinton, Douglas, Dudley, East Brookfield, Fitchburg, Franklin, Gardner, Grafton, Groton, Hardwick, Harvard, Holden, Holland, Hopedale, Hubbardston, Lancaster, Leicester, Leominster, Lunenburg, Medway, Mendon, Milford, Millbury, Millville, New Braintree, Northbridge, North Brookfield, Oakham, Oxford, Paxton, Pepperell, Princeton, Rutland, Shirley, Southbridge, Spencer, Sterling, Sturbridge, Sutton, Templeton, Townsend, Upton, Uxbridge, Wales, Warren, Webster, West Boylston, West Brookfield, Westminster, Winchendon, and Worcester.

Services Provided:

- Information and referral to community services
- Child-specific consultation regarding available public benefits
- Identification of and access to specific programs and services
- Connection to other families who face similar challenges

Referral Process: Phone call to Care Coordination Program (508) 792-7880; care coordinator will then do an intake and assess needs of the individual child.

Costs: None

DPH, cont'd

Special Departments/Programs:

Care Coordination Program

Medical Review Team

Special Medical Fund

MASSTART

Catastrophic Illness in Children Relief Fund

Office on Health and Disability

Massachusetts Department of Children and Family Services

General Description: The primary mission of the Department of Social Services is to support and strengthen families, keeping families together whenever possible. The Department is also the agency that is mandated by law to receive and respond to reports of child abuse and neglect. When families cannot or do not provide the necessary care and protection for their own children, the Department intervenes to ensure children's safety and right to sound health and development.

Locations:

Statewide/Administrative Office

Department of Social Services
24 Farnsworth Street
Boston, MA 02210
Phone: 617 748-2000

Central MA Regional Office
Department of Social Services
340 Main Street, Suite 720
Worcester, MA 01608
Phone: 508 929-2130

Area Offices in Central MA

Department of Social Services
215 Hamilton Street
Leominster, MA 02453
Phone: 978-466-1500

Department of Social Services
340 Main Street, Suite 525
Worcester, MA 01608
Phone: 508 929-2000

Department of Social Services
185 Church Street
Whitinsville, MA 01588
Phone: 508 234-1000

Website: www.magnet.state.ma.us/dss

Eligibility Requirements: The Department serves families with children under age 18 who are in need of protective services. In some cases, children with special needs may remain with the Department after the age of 18 until they graduate from high school and transition to an adult service agency. Families may apply for voluntary services or may become involved with the Department after allegations of child abuse or neglect have been investigated and supported.

Services Provided: The Department is primarily a child-protective service agency, and in that capacity it conducts investigations into allegations of child abuse and neglect and provides case management services, information and referral, foster care and adoption services. The Department enters into contracts with service providers in the community to provide prevention, support and intervention services to families on the DSS caseload. The Department of Social Services, at times, receives 688 referrals from the school, for consumers in DSS care and custody. The department would, if appropriate, assist consumers in applying for eligibility to Adult Service Agencies and would develop an Individual Transition Plan for the consumer.

DCF cont'd.

Referral Process:

- Families may apply for support services through a voluntary Intake process at any of the DSS area offices, during business hours.
- The Department also receives reports of child abuse and neglect filed by mandated reporters, non-mandated reporters and anonymous reporters on families residing in the Commonwealth.
- Courts may refer CHINS (child in need of services) children to the Department for services.
- Schools may initiate the 688 referrals for children in need of transition to adult service agencies.

Costs: None. The Department's Fiscal Year 2009 Budget totals \$XXXXXX, and includes administrative costs, payroll, placement costs, and funds for contracted services.

Special Departments/Programs:

- Community Connections
- Domestic Violence Prevention
- Sexual Abuse Intervention Network
- Foster Care
- Group Care
- Adoption and Guardianship services
- Family Stabilization and Support services
- Interstate Compact Services
- The Department of Social Services also assists in the transition of special needs children to adult service agencies via the 688 referral process.

Massachusetts Department of Youth Services

General Description

The Department of Youth Services is the juvenile justice agency in Massachusetts. DYS operates more than 100 programs in the state, including 64 facilities (ranging from secure group homes to locked units) and 38 programs for youth living in the community (either with parents, foster parents, guardians, or independent living programs.)

Locations:

Statewide Offices

Department of Youth Services
27 Wormwood Street, Suite 400
Boston, MA 02110
Phone: 617 727-7575

Central Mass Office

Department of Youth Services
Sharp Building
Lyman Street
Westborough, MA 01581
Phone: 508 792-7611

Website: <http://www.state.mass.us/eohhs/agencies/dys/>

Eligibility Requirements: A youth may be committed to DYS until his or her 18th Birthday. DYS then has physical custody of the youth, although the parents retain legal custody. In certain cases, youths may be prosecuted under the Youthful Offender Law and committed until the age of 21.

Services provided: If a youth is committed to DYS, services/programs depend upon a number of factors, including the assessed level of risk, the seriousness of the offense, and the needs of the youth. If the offense is serious enough, the youth will be sent to a secure locked setting. Efforts are made to keep the youth as close to their families and communities as possible. The following actions are taken in cases of DYS commitment:

- assignment of a case worker;
- evaluation of the youth, assimilating family involvement, educational history, prior criminal record, presence of substance abuse, medical and psychiatric history, and review of risk factors related to offending;
- following assessment, development of an individual treatment and service plan; placement of youth in a residential or community based setting;
- community based supervision provided through caseworkers in the DYS day reporting centers; and
- clinical and educational services provided in residential or community-based settings, emphasizing the learning of new skills and supporting acquisition of positive behaviors. Clinical services may vary at different sites, but many offer counseling in the following areas:
 - substance abuse treatment
 - dialectical behavior therapy
 - pro-social skill groups
 - anger management
 - teen dating violence prevention
 - parenting classes

DYS, cont'd.

Referral Process: A youth must be committed to DYS through a juvenile court because he or she is found guilty of a crime, because of a plea agreement, or because the youth violated the terms of probation.

Costs: None to youth or family

Massachusetts Rehabilitation Commission Division of Vocational Rehabilitation

General Description:

The Division of Vocational Rehabilitation (VR) of the Massachusetts Rehabilitation Commission (MRC) is an employment-focused program for people with physical and/or mental disabilities, whose handicapping condition presents barriers to employment and who can benefit from vocational rehabilitation. The mission of the MRC VR Program is to assure the provision of appropriate vocational rehabilitation services for eligible consumers, so they may enter part- or full-time competitive employment.

Locations:

Statewide/Administrative Office
Fort Point Place
27 Wormwood Street, Suite 600
Boston, MA 02210-1616
1 800 245-6543

Central MA Regional Office
2 Foster Street, 2nd Floor
Worcester, MA 01608
508 799-9523

Area Offices in Central MA
Greater Fitchburg Area
76 Summer Street, Room
Fitchburg, MA 01420
V/TTY 978 345-1713

Greater Milford Area
Home National Office Plaza
100 Medway Road, Suite 102
Milford, MA 01757
V/TTY 508 792-7750

Greater Natick Office
251 West Central Street, Suite 25
Natick, MA 01760
V/TTY/TTD 508 651-7531

Greater Sturbridge Office
57 Main Street
Sturbridge, MA 01566
V/TTY 508 347-7661

Greater Worcester Office
359 Main Street
Worcester, MA 01608
V/TTY 508 754-1757

Website: <http://www.mass.gov/mrc>

Eligibility Requirements: To be eligible for VR services, an individual must have a physical, mental, emotional or learning disability which significantly interferes with one's ability to work.

Services Provided: Eligible individuals may receive a variety of employment-oriented services, including evaluation and assessment, counseling and guidance, vocational planning, training, resume writing, interviewing seminars, job placement services and other follow-up services.

MRC-VR, cont'd.

Referral Process: Anyone can make a referral for the services of the Massachusetts Rehabilitation Commission VR Division. A person can refer him/herself. A parent, doctor, therapist, other professional or any concerned party can also make a referral. However, it is always the individual's choice to proceed in the referral and application process with MRC VR. A referral can be made by calling the office in your area or by going to that office in person.

School systems can also refer students with disabilities to the MRC VR Program for adult services. This is often done through Chapter 688, a state law providing a two year planning process for young adults with severe disabilities who will lose their entitlements to special education upon graduation or at age 22. It is recommended that school systems refer students with disabilities to MRC VR two years prior to graduation or completion of high school.

Cost: There is no cost for planning and assistance provided by the VR counselor for eligible consumers or for determining if or how MRC can assist you. Individual resources are considered when paid services that may be needed to accomplish work goals are provided. The VR counselor will discuss financial planning with you.

Special Departments/Programs

- Vehicle Modification
- Home Modification
- Services for Individuals who are Deaf/Hard of Hearing
- Bilingual specialty services

See also "Massachusetts Rehabilitation Commission, Independent Living Services" and "Statewide Employment Services, Massachusetts Rehabilitation Commission."

Massachusetts Rehabilitation Commission Independent Living Division

General Description: The Independent Living Division (IL) provides coordination, information, referral and counseling to people with severe physical and/or mental disabilities. The goal of Independent Living is to assist individuals with severe disabilities to live independently in the community.

Location:

Statewide/Administrative Office

Massachusetts Rehabilitation Commission, Independent Living Division

Fort Point Place

27 Wormwood Street, Suite 600

Boston, MA 02210

Services Provided:

- **Statewide Head Injury Program**

Services: SHIP provides a network of community-based services and supports that assist individuals in maintaining or increasing their level of independence at home, work, or in their communities. SHIP also works with families to provide educational programs, informational seminars, support group facilitation, etc. The agency can provide consulting clinicians who have expertise with TBI, and can fund social/recreation programs, as well as respite services. SHIP can also provide technical assistance and consultation pertinent to the educational needs of school-age individuals with TBIs who are enrolled in schools throughout Massachusetts.

- **Eligibility Requirements:** Individual must be a Massachusetts resident and have a documented externally-caused traumatic brain injury; there is no age restriction.

Cost: None

Referral Process: Call Debra Kamen at (617) 204-3852

- **Protective Services**

Services: Protective Services investigates complaints of abuse of disabled individuals by a caretaker, including physical abuse, neglect, emotional abuse, and sexual abuse. Services can be provided to abused individuals to prevent further injury. These services range from emergency respite shelter and assistance in obtaining restraining orders, to case management.

Eligibility Requirements: Complaints of abuse can be made on behalf of all consumers with disabilities. There is no age requirement and no cost.

MRC-IL, cont'd.

Referral Process: Anyone who suspects that a person with a disability has been abused can report the information anonymously to the Disabled Persons Protection Commission Hotline at 1 800 426-9009. For further information call Donna Cerrone at (508) 832-2874.

- **Home Care Assistance Program**

Services: Provides assistance with homemaking tasks to individuals who have disabilities. The goal is to enhance the independence of eligible individuals and to prevent unnecessary hospitalization or institutionalization by providing in-home help with meal preparation, grocery shopping, medication pick-up, laundry, and light housekeeping.

Eligibility Requirements: This program serves all eligible consumers with a disability between the ages of 18 and 59, who live alone or with another person with a disability.

Cost: None

Referral Process: For Further information, call HCAP at (617) 204-3853 or 1-800-223-2559.

- **Consumer Involvement Program**

Services: The Consumer Involvement Program oversees many consumer advisory councils throughout the state that make recommendations regarding consumer service needs and access to the community. In addition, this department manages the Individual Consumer Consultant (ICC) program, which provides paid employment for consumers to work for MRC staff for the purpose of getting work experience.

Cost: None

Eligibility Requirements and Referral Process: Any individual with a disability who is interested in serving on an advisory council or wishes to be an ICC should contact Emeka Nwokji at (617) ????????

- **Independent Living Department**

Provides assistance in the following areas:

A Supported Living:

Services: Case Coordination services are provided to consumers with a disability in order to help them live independently in the community. Services can include help with such areas as housing, PCA management, financial management, transportation, decision-making, and problem solving. Consumers include the Turning 22 population, as well as adults who want help to live independently.

MRC IL, cont'd.

Eligibility Requirements:

- *The Turning 22 Supported Living Program* serves young people who have severe physical disabilities with mobility impairments, are graduating from a 766 educational program, and are under the age of 22. They need to be determined eligible by the Chapter 688 eligibility unit and have a 688 ITP that includes supported living services in the plan. Consumers cannot be eligible for paid services through another EOHHS agency. For further information, call Judy Friedman at (617) 204-3627.
- *The Adult Supported Living Program* serves adults who have severe physical disabilities with mobility impairments, who are over 18 years of age and have the ability to tolerate the emotional stress of community living with reasonable supports. Consumers cannot be eligible for paid services through another EOHHS agency. For further information call Cindy Wentz at (617) 204-3628.

Cost: None

B Transition to Adulthood Program:

Services: Young people who have physical disabilities and are attending public school systems or institutional schools receive skills training through four independent living centers which have contracts through MRC-IL. Skills training includes such areas as how to manage the PCA system, how to find housing, self-advocacy, and peer counseling. The goal is to prepare young people with physical disabilities to live independently in the community, and services are usually provided in the school that the student attends.

Eligibility Requirements: Eligible consumers must be under the age of 22 and have a physical disability with mobility impairments, as well as be ineligible for services from another EOHHS agency.

Cost: None

Referral Process: For further information, call Karen Langley at (617) 204-3851.

C Independent Living Centers

Services: MRC-IL provides financial and administrative oversight for eleven ILCs throughout the state. ILCs are private, non-profit, consumer-controlled, community-based organizations which provide services for persons with all types of disabilities. Services can include help in such areas as housing, social, recreational, and peer role modeling.

Eligibility Requirements: Any individual with a disability is encouraged to contact the independent living center in their region.

Cost: None

MRC IL, cont'd

Referral Process: For further information, Call Karen Langley at (617) 204-3851.

D Title VII Part B Program

Services: Provides for the purchase of housing modifications, vehicle modifications adaptive equipment, and rehabilitation technology to individuals with severe disabilities, in order that they can become more independent in the community.

Eligibility Requirements: This program serves individuals who have a severe disability, but it cannot provide services to those who are eligible for services from the Massachusetts Commission for the Blind. There are no age limitations.

Cost: There is a financial means test for services for individuals who have income other than SSI.

Referral Process: Intakes are conducted through the local independent living center or MRC-IL. For further information, call Cindy Wentz at (617) 204-3628.

E Assistive Technology Program

Services: MRC-IL contracts with several agencies throughout the state to provide assistive technology devices and training for individuals with severe disabilities. Examples of devices are augmentative communication and adaptive computers. The goal is to maximize individuals' abilities to have control over their environment.

Eligibility Requirements: Individuals must have a severe physical or mental impairment and a substantially limited ability to function independently in the family or community. Also, the delivery of AT services and training must be able to help them function more independently in the community.

Cost: Service providers will establish financial eligibility for applicants.

Referral Process: Individuals may apply for AT services and assessments by contacting their regional AT provider, who will conduct an intake assessment, but consumers should be aware that there may be a waiting list. For further information, call Sue Lin at (617) 204-3633.

F Home Modifications for Individuals with Disabilities Loan Program

Services: This program provides low-interest and deferred-payment loans for modifications to the principle place of residence of elders, adults with disabilities, and families with children who have disabilities. These loans allow improved access so that people can continue to live independently in the community.

MRC-IL cont'd

Eligibility Requirements: Any homeowner who has a disability, has a household member with a disability, or rents to a person with a disability may apply for a loan.

Cost: Income requirements will be based on the Total Household Gross Income of the homeowner. For more information on income guidelines call (617) 204-3637.

Referral Process: Call (617) 204-3627 for an application or for further information.

Massachusetts Rehabilitation Commission Statewide Employment Services Department

General Description:

The Statewide Employment Services (SES) is part of the Vocational Rehabilitation Division of the Massachusetts Rehabilitation Commission. SES administers programs and provides supports to assist unserved or under served severely disabled people to exercise their rights to choose, obtain and retain meaningful, community-based employment with long term supports as needed and to be paid in accordance with their skills and abilities.

Location:

Administrative Office

Fort Point Place

27 Wormwood Street, Suite 600

Boston, MA 02210-1616

Phone: 800-734-7475 or 617-204-3854

TTY: 617-204-3854

Fax: 617-204-3847

Website: <http://www.mass.gov.mrc/ses>

Eligibility Requirements Eligible consumers must have a severe disability that is a substantial impediment to employment. See also under specific services.

Services Provided:

1. Competitive Integrated Employment Services (CIES) – These are employment services for individuals with significant challenges who are motivated to work and need assistance to find and maintain competitive employment. The services provided are: Assessment, Placement, Initial Employment Support Services, Extended Support Services, and Additional Support Services.

Referral Process: This is an open referral process. An Individual, a parent, an MRC counselor or other involved professionals may initiate a referral.

2. Ancillary Services: **Project IMPACT** (Individual Members Planning and Assessing Choices Together) is a grant funded by the Social Security Administration (Grant #16-T-10015-01, SSA Benefits Planning, Assistance and Outreach Services Program) for individuals currently receiving SSI or SSDI.

Services Provided: Accurate and easy-to-understand information regarding Public Benefits and the possible implications in of earned income. Individuals must reside in one of the following counties: Barnstable, Bristol, Dukes, Essex, Nantucket, Norfolk, Plymouth, Suffolk or the city of Somerville.

MRC SES, cont'd.

Individuals in the following counties are eligible for assistance under a similar grant awarded to the Resource Partnership: Berkshire, Franklin, Hampshire, Hampton, Worcester, and Middlesex (excluding Somerville.) Contact the Resource Partnership at 508-647-1722.

Costs: None for any of the above services.

Bureau of Transitional Planning

General Description:

The Bureau of Transitional Planning (BTP), part of the Executive Office of Health and Human Services (EOHHS), is responsible for the administration of Chapter 688.

Location:

Executive Office of Health and Human Services
One Ashburton Place, Room #1109
Boston, Massachusetts 02108
Phone: (617) 727-7600

Website: www.masscares.org

Eligibility Requirements: As applicable under the Commonwealth's Chapter 688 Transition Planning statute.

Services Provided: The Bureau of Transitional Planning (BTP) assists Special Education programs of public school systems within the Commonwealth to identify an Adult Services agency to serve as the lead Transition Planning agency (TA) for the transition planning process. The BTP provides information and technical assistance to schools, agencies, families and advocacy groups.

Referral Process: Chapter 688 referrals are initiated by the local education agency (LEA), from the Special Education programs of public school systems statewide, which include Charter Schools, to the Bureau of Transitional Planning. A referral is made at least two years prior to the termination of a student's special education, when the education evaluation team determines that a student needs additional services beyond graduation or turning age 22.

The BTP assists in identifying a lead transition planning Adult Services agency (TA) and forwards the referral to the identified lead Adult Services Agency.

The BTP is responsible for monitoring the transition planning process for each student referred through the Transition Planning process.

Costs: None

Special Departments/Programs: None

Massachusetts Division of Career Services

General Description:

State One-Stop Career Centers provide a variety of services to job seekers and employers. Each of the listed locations also provides Unemployment Insurance services.

The Division of Career Services also works in partnership with various state agencies and organizations such as: Department of Transitional Assistance, Mass Rehabilitation Commission, Job Corps, Older worker Programs, School to Work Partnerships, Department of Early and Secondary Education, Department of Mental Health and Developmental Disabilities, Worcester City Manager's Office of Workforce Development, Mt. Wachusett Community College, Ed Central/Colleges of the Worcester Consortium, and Rapid Response. Other community-based organizations may partner with the ONE-Stop located in their geographic location.

Locations:

Statewide/Administrative Office
Division of Career Services
Charles F Hurley Bldg
19 Staniford Street
Boston, MA 02114

Central MA Regional Office
Division of Career Services
Field Management Office
340 Main Street, 6th floor
Worcester, MA 01608

Area Offices in Central MA

Workforce Central
44 Front Street, 6th flr
Worcester, MA 01608
(508) 799-1600

Workforce Central
XXXX
Southbridge, MA XXXXX
(508)XXXXXXXX

Career Center of North Central Mass
100 Erdman Way
Leominster, MA 01453
(978) 534-1481

Workforce Central
?????
Milford, MA 01757
(508) 478-4300

Career Center of North Central Mass
25 Main Street
Gardner, MA 01440
(978) 632-5050

Websites: www.detma.org
www.workforcecentralma.org
www.CCNCN.com

Eligibility Requirements: Universal Access of Core services for job search is available to all individuals. Other enhanced services and programs are available, depending on customer eligibility and funding availability.

DCS, cont'd.

Services Provided:

Job Seekers: Unemployment Insurance claims processing, job search, training (eligibility required,) career counseling/career exploration, labor market information, variety of workshops to enhance job search skills.

Employers: The DCS provides labor market and occupational information and conducts Job Fairs and individualized recruitments, on-and-off site. An extensive inventory of assessment tools is available for employers for pre-screening and hiring. Information is provided to employers on tax incentive programs, funding for new and incumbent workers, and a program to reduce employees' hours and supplement their pay without layoff.

Referral Process: A referral is not needed to receive basic Core services at a One-Stop Career Center. However, based on an individual's needs, a referral may be made by Career Center staff for services to any of the Career Center partners. Career Centers also maintain information and provide referrals to support services such as housing, fuel assistance, healthcare, childcare, etc.

Costs: There is no cost to receive Core services at a One-Stop Career Center. Some enhanced intense services may have a cost affiliated with the service, depending on the individual Career Center (e.g., customized resume writing, specialized software instruction, advanced testing.)

Special Departments/Programs: All State One-Stop Career Centers located in Central Mass are equipped with Resource Rooms, providing customers with personal computers, information on training programs, support services, labor market statistics, and Unemployment Insurance information. There are also many publications available, as well as daily newspapers. Fax machines and copy machines are available for customer use. A variety of workshops are provided which vary depending on the Career Center. See websites for monthly calendars of events. Each of the listed Career Centers also has a Veteran's Services Representative on-site, providing all of the available services to Veterans, as well as information and referrals for Veteran benefit programs.

Central MA College Disability Support Services

Colleges provide disability support services for enrolled students. Because college function under laws and guidelines somewhat different from those governing secondary schools, college services and the processes for accessing them are likely to be different from those the student has become familiar with in high school.

In general, colleges have a responsibility to provide accessibility to programs and courses. They are *not* obliged to make fundamental alterations of a course or program for a student, to provide personal assistants, or to provide services that place an undue burden on the institution. Students are responsible for providing current documentation of disability.

The table on the following page lists contact offices at Central Massachusetts colleges where individuals may inquire about disability services. Each college may have a different administrative structure for providing such assistance. Some colleges have one disability office through which accommodations are arranged for all categories of disability (e.g. learning, physical, and emotional.) Other colleges have different offices assisting those with different types of disabilities. For example, a learning center may assist those with a learning disability, while a counseling center may arrange accommodations for those with emotional disabilities. The office and number listed may not be the office assisting those with a particular category of disability, but their staff will be able to direct the inquirer to the appropriate office on that campus.

Disability Services Contact

Anna Maria College
Dennis Vanasse, Director of
The Learning Center
50 Sunset Lane
Trinity Hall
Paxton, MA 01612
Phone: (508) 849-3372

Assumption College
Sharon de Klerk, Director of
Disability Services
500 Salisbury Street
Worcester, MA 01609
Phone: (508) 767-7000
sdeclerk@assumption.edu

Atlantic Union College
Student Support Services
338 Main Street
South Lancaster, MA 01561
Phone: (978) 368-2417

Clark University
Disability Services
950 Main Street
Worcester, MA 01610
Phone: (508) 793-7468
advising@clark.edu

College of the Holy Cross
Office of Disability Services
Hogan Campus Center-Rm 215A
1 College Street
Worcester, MA 01610
Phone: (508) 793-3693

Fitchburg State College
160 Pearl Street
Fitchburg, MA 01420
Phone: (978) 665-3562
jimaki@fsc.edu

**Massachusetts College of Pharmacy
and Health Sciences**
Academic Support Services
19 Foster Street
Worcester, MA 01608
Phone: (508) 890-8855
Elizabeth.smith-freedman@mcphs.edu

**Mount Wachusett Community
College**
Assistant Dean of Students
444 Green Street
Gardner, MA 01440
Phone: (978) 630-9252

Nichols College
Director of Health Services
124 Center Road
Dudley, MA 01571
Phone: (508) 470-3379

Quinsigamond Community College

Disability Services Office
Room 246
670 West Boylston Street
Worcester, MA 01606
Phone: (508) 854-4471
disabilityservices@qcc.mass.edu

Salter College

184 West Boylston Street
West Boylston, MA 01583
Phone: (508) 853-1074

UMASS Medical School

Disability Services
Office of School Services
55 Lake Avenue North
Worcester, MA 01605
Phone: (508) 856-5033

Worcester State College

Disability Services Office
Administration Building-Rm 131
486 Chandler Street
Worcester, MA 01602
Phone: (508) 929-8733

Worcester Polytechnic Institute

Dale Snyder, Disability
Services Coordinator
Daniels Hall-1st Floor
100 Institute Road
Worcester, MA 01609
Phone: (508) 831-5381
dsnyder@wpi.edu

Family TIES of Massachusetts

General Description:

Family TIES is a statewide information and support network for families of children from birth through the age of 22 with disabilities or chronic illness. Each regional coordinator is a parent of a child with special needs, who can provide information regarding available resources in their region.

Locations:

Family TIES is located in each of the six DPH regional offices.

Central MA Regional Office

Massachusetts Department of Public Health

Central Regional Office

180 Beaman Street

West Boylston, MA 01583

Phone: (508) 792-7880, 1-800-905-TIES

Fax: (508) 792-7706

Website: www.massfamilyties.org

Eligibility Requirements: Special needs or chronic illness

Services Provided:

- Information and referral
- Resource directory
- Parent-to-parent matching
- Annual statewide conference
- Workshops and training

Referral Process: anyone can contact Family TIES

Costs: None

Federation for Children with Special Needs

General Description

The Federation for Children with Special Needs is an independent advocacy organization committed to quality education, healthcare for all, and protecting the rights of all children.

Locations:

Statewide/Administrative Office
1135 Tremont Street, Suite 420
Boston, MA 02120
617-236-7210 (Voice/TTY)
Fax: 617-572-2094

Website: www.fcsn.org

Email: fcsninfo@fcsn.org

Eligibility Requirements: None

Services Provided: Information and referral, parent training.

Referral Process: Call or email and ask to speak to an information specialist.

Costs: Free for most services. There is a fee for some trainings, but scholarships are offered.

Special Departments/Programs: Trainings in Turning 3, Basic Rights, IEP, Access to parents and professionals interested in helping others. Participants then offer free advocacy to parents unable to pay for an advocate.

Institute for Community Inclusion

General Description:

ICI is committed to developing resources and supports for people with disabilities and their families, fostering independence, productivity, and inclusion in school and settings. ICI programs carry out this mission through training and consultation, services, research and dissemination.

Location:

Statewide/Administrative Office

Institute for Community Inclusion

University of Massachusetts Boston

100 Morrissey Boulevard

Boston, MA 02125

617-287-4300 When you call ask about specific services (see section on Services Provided) and you will be connected to the right person.

Website: www.communityinclusion.org

Eligibility Requirements: Varies, based on project

Services Provided:

1. Rehabilitation Research & Training Center (RRTC)

The Center on State Systems and Employment is a national Rehabilitation Research and Training Center (RRTC), which works to identify, expand, and support strategies that are successful in helping individuals with disabilities to obtain employment.

2. Research

Research plays an integral role in most ICI activities, and has been conducted on topics such as employment, transition, person-centered planning, school inclusion and recreation. ICI research examines the multiple influences affecting the quality of life affecting people with disabilities, including personal supports and relationships, professional support strategies, organizational influences, and state and federal policy. Our mission is to better understand factors that influence the lives and opportunities of people with disabilities, through continued research and information sharing.

3. Employment Services

ICI has a wide variety of activities focused on enhancing employment opportunities for people with disabilities. Through a variety of services, ICI staff work directly with people with disabilities to help them find and keep employment. ICI also does extensive research on employment issues through numerous research projects.

ICI, cont'd

4. Training and Consultation in Employment

ICI provides training, consultation, and technical assistance on a wide variety of topics related to employment of people with disabilities.

5. One-Stop Career Centers, WIA, and People with Disabilities

ICI is involved with a number of projects and activities concerning One-Stop Career Centers and WIA. All of these activities have the common goals of: (1) ensuring that people with disabilities are fully included and benefit from the services of One-Stop Career Centers and from other WIA services; and (2) determining how One-Stop Career Centers and other WIA activities can best be utilized as part of overall service delivery for people with disabilities.

6. Clinical Services

The Institute provides clinical evaluation and assessment services through its Developmental Evaluation Center (DEC.) The DEC conducts interdisciplinary team evaluations at Children's Hospital, and its staff consult to a number of community programs. Each DEC team concentrates on specific areas of expertise and works in partnership with the family and other services in the hospital or in the community.

7. Education and Transition

ICI is currently involved with school districts throughout the Commonwealth, assisting with the inclusion and empowerment of students with disabilities through technical assistance, training and research. These activities are funded through a number of state and federal discretionary programs and include the areas of assistive technology, person-centered planning, self-determination & leadership, transition from school to adult life, expanding inclusive and recreational and community living options, and the inclusion of students with complex medical health needs. The project supports restructuring and best practices in general education with learning as the central activity for all students.

8. Community Outreach

ICI works with community organizations in increasing their capacity to include people with disabilities into all of their activities. The goal is to develop resources and support within the community for people with disabilities and their families, creating opportunities for choice and full participation in all aspects of the community.

9. Interdisciplinary Training

The Institute offers training opportunities to persons entering the field of disabilities via many disciplines. Students are accepted from the fields of audiology, dentistry, health administration, education, genetic counseling, nursing, nutrition, occupational therapy, pediatrics, physical therapy, psychology,

ICI, cont'd.

psychiatry, rehabilitation counseling, social work, speech/language therapy, and other related fields of study.

10. Doctoral Concentration in Special Education and Disability Policy at UMass Boston

This concentration addresses the changes in special education policy and implementation, management and analysis of programs, and systems that support children, youth, and adults with disabilities. The program is designed for educational leaders in school-based management of policy development to integrate current policy and practices across general education, special education and community resources to build partnerships, leverage resources, and promote systems change.

11. Technology in Education and Employment

Work Tech Solutions

Project Meet

Assistive Technology Project at UMass Boston

Referral Process: Call the general number and ask for the specialty area above or Cynthia Zafft (617) 287-4347

Costs: Some fees for services, particularly training and other activities funded through grants.

Central Transition Team