

Commonwealth of Massachusetts

Department of Mental Health

**Multicultural Populations
Resource Directory**

Office of Multicultural Affairs

April 2005

Introduction

The Department of Mental Health is pleased to present the 2005 version of the Multicultural Populations Resource Directory. Compiled by the Department's Office of Multicultural Affairs, the resource directory was first published in 1987. While the availability of behavioral health and other health and human services programs for multicultural populations has improved since then, too often consumers continue to experience barriers in accessing services due to institutional, linguistic, and cultural barriers.

This directory contains information about agencies and institutions in the Commonwealth that offer culturally and linguistically appropriate services. The information collected is based on organizations' self reports. We hope that this directory will be utilized as a starting point in familiarizing users with available local and statewide mental health, and health and human services resources. Users should contact these organizations directly to seek further information. Another tool available to the general public is the Department's internet site located at: www.state.ma.us/dmh As construction progresses on the site, there will be a growing body of information related to multicultural issues in the health and human services world.

If you have any questions or comments, please contact the Office of Multicultural Affairs, at (617) 626-8134. The office address is: Department of Mental Health, 25 Staniford Street, Boston, MA 02114. This is not an exhaustive list of agencies and institutions, and new entries are welcome. The office will update this directory on a regular basis. If your organization wants to be listed in the directory, please contact this office for instructions.

Ed K.S. Wang, Psy.D.
Director
Office of Multicultural Affairs

Elizabeth Childs, MD
Commissioner

DISCLAIMER

This Directory is provided solely as a service to the user. The information provided in this Directory is based on the information provided to the Department by the listed institutions and agencies. The Department has not independently verified the accuracy of this information. The Department does not recommend, endorse or guarantee any of the list organizations or their services. The Department has not verified whether or not the services are provided in accordance with applicable law. As with any other services that you seek, it is the responsibility of the users of this directory to conduct the appropriate screening before using the listed services.

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HOW TO USE THIS DIRECTORY

Each entry includes the following information:

[NAME OF] AGENCY:
CONTACT AND PHONE AND FAX NUMBERS:
ADDRESS:

The persons listed here are the administrative contacts for the agency unless otherwise specified. Also where applicable, included are:

EMAIL:
WEBSITE:

STAFF LANGUAGE:

Languages listed here are spoken by the organization's staff, but may not necessarily reflect the organization's total linguistic capacity. Information regarding staff language has been supplied by the respondent and does not indicate whether linguistic capacity corresponds to professional or non-professional staff.

DESCRIPTION:

This category provides a brief, general description of the organization.

SERVICES:

This category provides information on the organization's services to multicultural populations.

POPULATION(S) SERVED:

This category indicates populations the organization is currently serving. It is not meant to imply that the organization serves these groups exclusively, but rather to indicate current populations receiving services.

The directory does not provide all information regarding service fees or eligibility. Persons needing this information should contact the organization directly.

Entries are organized according to the Department of Mental Health (DMH) geographic areas in which they are located.

The Department of Mental Health Areas are as follows:

Western Massachusetts Area

Elizabeth Sullivan, Area Director
P.O. Box 389
Northampton, MA 01061-0389
(413) 587-6200

The following cities and towns are covered by the DMH **Western Massachusetts Area** Office:

Adams	Florida	Montague	Sheffield
Agawam	Gill	Monterey	Shelburne
Alford	Goshen	Montgomery	Shutesbury
Amherst	Granby	Mount	Southwick
Ashfield	Granville	Washington	South Hadley
Athol	Great Barrington	New Ashford	Southampton
Becket	Greenfield	New Marlborough	Springfield
Belchertown	Hadley	New Salem	Stockbridge
Bernardston	Hampden	North Adams	Sunderland
Blanford	Hancock	Northfield	Tolland
Buckland	Hatfield	Northampton	Turners Falls
Charlemont	Hawley	Orange	Tyringham
Cheshire	Health	Otis	Ware
Chester	Hinsdale	Palmer	Warwick
Chesterfield	Holyoke	Pelham	Wendell
Chicopee	Huntington	Petersham	Whately
Clarksburg	Lanesborough	Peru	Washington
Colrain	Lee	Phillipston	Westfield
Conway	Lenox	Pittsfield	Westhampton
Cummington	Leverett	Plainfield	West Springfield
Dalton	Leyden	Richmond	West Stockbridge
Deerfield	Longmadow	Rowe	Wilbraham
Easthampton	Ludlow	Royalston	Williamsburg
East Longmeadow	Middlefield	Russell	Williamstown
Egremont	Monroe	Sandisfield	Windsor
Erving	Monson	Savoy	Worthington

Central Massachusetts Area

Elaine Hill, Area Director
Worcester State Hospital
305 Belmont Street
Worcester, MA 01604
(508) 368-3838

The following cities and towns are covered by the DMH **Central Massachusetts Area** Office:

Ashburnham	Barre	Bolton	Charlton
Ashby	Bellingham	Boylston	Clinton
Auburn	Berlin	Brimfield	Douglas
Ayer	Blackstone	Brookfield	Dudley

Central Massachusetts Area

Fitchburg	Leicester	Paxton	Townsend
Franklin	Leominster	Pepperell	Upton
Gardner	Lunenburg	Princeton	Uxbridge
Grafton	Medway	Rutland	Wales
Groton	Mendon	Shirley	Warren
Hardwick	Milford	Shrewsbury	Webster
Harvard	Millbury	Southbridge	West Boylston
Holden	Millville	Spencer	West Brookfield
Holland	New Braintree	Sterling	Westminster
Hopedale	North Brookfield	Sturbridge	Whitinsville
Hubardston	Oakham	Sutton	Winchendon
Lancaster	Oxford	Templeton	Worcester

North East Area

Marcia Fowler, Area Director
P.O. Box 387
Tewksbury, MA 01876-0387
(978) 863-5000

The following cities and towns are covered by the DMH **North East Area** Office:

Amesbury	Gloucester	Melrose	Salem
Andover	Groveland	Merrimac	Salisbury
Beverly	Hamilton	Methuen	Saugus
Billerica	Haverhill	Middleton	Stoneham
Boxford	Ipswich	Nahant	Swampscott
Byfield	Lawrence	North Andover	Tewksbury
Chelmsford	Lowell	North Reading	Topsfield
Danvers	Lynn	Newbury	Tyngsborough
Dracut	Lynnfield	Newburyport	Wakefield
Dunstable	Malden	Peabody	Westford
Essex	Manchester	Reading	West Newbury
Everett	Marblehead	Rockport	Wenham
Georgetown	Medford	Rowley	

Metro Suburban Area

Theodore E. Kirousis, Area Director
Westborough State Hospital
P.O. Box 288 - Lyman Street
Westborough, MA 01581
(508) 616-3500

The following cities and towns are covered by the DMH **Metro Suburban Area** Office:

Acton	Bedford	Braintree	Carlisle
Arlington	Belmont	Burlington	Cohasset
Ashland	Boxborough	Canton	Concord

Metro Suburban Area

Dedham	Marlborough	Plainville	Wayland
Dover	Maynard	Quincy	Wellesley
Foxborough	Medfield	Randolph	Westborough
Framingham	Millis	Scituate	Weston
Hingham	Milton	Sharon	Westwood
Holliston	Natick	Sherborn	Weymouth
Hopkinton	Needham	Southborough	Winchester
Hudson	Newton	Stow	Woburn
Hull	Norfolk	Sudbury	Wrentham
Lexington	Northborough	Walpole	
Lincoln	Norwell	Waltham	
Littleton	Norwood	Watertown	

Southeastern Massachusetts Area

Ronald W. Dailey, Interim Area Director
Southeastern Area Office
165 Quincy Street
Brockton, MA 02302
(508) 897-2000

The following cities and towns are covered by the **Southeastern Massachusetts Area Office**:

Abington	Duxbury	Kingston	Plympton
Acushnet	East Bridgewater	Lakeville	Provincetown
Attleboro	Easton	Mansfield	Raynham
Avon	Eastham	Marion	Rehoboth
Barnstable	Edgartown	Marshfield	Rochester
Berkley	Fairhaven	Mashpee	Rockland
Bourne	Fall River	Mattapoisett	Sandwich
Brewster	Falmouth	Middleborough	Seekonk
Bridgewater	Freetown	Nantucket	Tisbury
Brockton	Gay Head	New Bedford	Truro
Carver	Gosnold	North Attleboro	Wareham
Chatham	Halifax	Norton	Wellfleet
Chilmark	Hanover	Oak Bluffs	West Bridgewater
Cotuit	Hanson	Orleans	Westport
Dartmouth	Harwich	Osterville	West Tisbury
Dennis	Holbrook	Pembroke	Whitman
Dighton	Hyannis	Plymouth	Yarmouth

Metro Boston Area

Clifford Robinson, Area Director

85 East Newton Street

Boston, MA 02118

(617) 626-9200

The following cities and towns are covered by the DMH **Metro Boston Area** Office:

Boston

Brookline

Cambridge

Chelsea

Revere

Somerville

Winthrop

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WESTERN MASSACHUSETTS

AGENCY: **FRANKLIN HAMPSHIRE CAREER CENTER**

CONTACT: Michael Truckey, Director
EMAIL: mtruckey@detma.org

ADDRESS: One Arch Place
Greenfield, MA 01301
Debra Akers, Operations Manager

PHONE: 413/774-4361
FAX: 413/784-1765

243 King Street
Northampton, MA 01060
Alan Swider, Operations Manager

PHONE: 413/586-6506
FAX: 413/784-1170

STAFF

LANGUAGE: English -- interpreter services available

DESCRIPTION: The Franklin Hampshire Career Center provides employment referrals, job search workshops, resume writing assistance, interviewing skills, career counseling. Core employment and training services are available at no cost to the customer. Enhanced and advanced training services may require program eligibility, which is determined at the Career Center.

POPULATIONS SERVED: 14 years and older, all populations from Franklin and Hampshire Counties and the North Quabbin towns of Athol, Petersham, Phillipston and Royalston

AGENCY: **GANDARA CENTER, INC.**

CONTACT: Henry East-Trou, Executive Director
EMAIL: heast@gandaramhc.org

PHONE: 413-736-8329
FAX: 413-746-4270

ADDRESS: 333 East Columbus Ave., Springfield, MA 01105

STAFF

LANGUAGE: Spanish/English

DESCRIPTION: The Gandara Center is a private non-profit service agency which provides a comprehensive network of mental health and substance abuse services geared towards the Hispanic and African American community of Western Massachusetts.

SERVICES: Outpatient Mental Health, Outpatient Substance Abuse, Day Program, Residential and Outreach Services Mental Health, and Residential Substance Abuse Rehabilitation.

POPULATIONS SERVED: Hispanic and African-American communities. Gandara also serves Vietnamese and Russian immigrants in the outpatient mental health program.

AGENCY: **GANDARA/WW JOHNSON SITE**

CONTACT: Thelma G. Scott, M.Ed., Director PHONE: 413-747-0495

ADDRESS: 736 State Street, Springfield, MA 01109

STAFF
LANGUAGE: English, Korean, Spanish, French, and (Russian, Vietnamese) interpreters

DESCRIPTION: Outpatient clinic: Gandara Center Satellite Clinic.

SERVICES: Individual, group, couples and family therapy, medication clinic, psychiatric assessment and psychological testing. Urine screens, phlebotomies on site. Pregnancy test, HIV, and outcomes of medication levels.

POPULATIONS SERVED: Multi-cultural population children, adolescents, young adults, elderly couples, and individuals from the greater Springfield area.

AGENCY: **INTERNATIONAL LANGUAGE INSTITUTE OF MASS. INC.**

CONTACT: Alexis Johnson, Executive Director PHONE: 413-586-7569
EMAIL: alexis@languageschoolusa.org FAX: 413-586-8927

ADDRESS: Sullivan Square, 25 New South Street, Northampton, MA 01060

WEBSITE: www.languageschoolusa.org

STAFF
LANGUAGE: English, Chinese, French, German, Italian, Japanese, Russian, Spanish and Portuguese

DESCRIPTION: Provides language & cross-cultural training to New England residents, refugees, immigrants, foreign students, scholars and business people. Special programs available for welfare recipients.

SERVICES: World language classes in Northampton and Springfield; ESOL classes in Northampton and off-site; volunteer tutors, computer labs, language exchanges, ESOL Certificate Teacher Trainings, tutor trainings, workshops on teaching methodology and cross cultural awareness.

POPULATIONS SERVED: Adults

AGENCY: **JONES LIBRARY ESL CENTER**

CONTACT: Lynne Weintraub, Coordinator **PHONE:** 413-256-4090 Ext 29
EMAIL: joneslibraryesl@hotmail.com

ADDRESS: 43 Amity Street, Amherst, MA 01002

WEBSITE: <http://www.joneslibrary.org>

STAFF LANGUAGE: English and Spanish

DESCRIPTION: ESL/Literacy instruction, also Citizenship and GED.

SERVICES: Tutors, Computer assisted instruction, Books, Tapes, Referrals, and Citizenship Assistance.

POPULATIONS SERVED: Immigrant adults

AGENCY: **LUTHERAN SOCIAL SERVICES OF NEW ENGLAND INC.**

CONTACT: Dinah Hale, Regional Director **PHONE:** 413-787-0725 ext 20
Widi Sumaryono **FAX:** 413-734-0859
Arnold Chaban

ADDRESS: 425 Union Street, Suite D-5, West Springfield, MA 01089

STAFF LANGUAGE: Russian, Vietnamese, Ukrainian, Bosnian, Albanian, Spanish, Polish, French, Indonesian, and Italian

DESCRIPTION: Comprehensive services for refugees and immigrants in New England.

SERVICES: Provides Reception & Placement, Case Management, Employment Services and ESOL and Skill Training for refugee and immigrant population. Other programs: HIV/AIDS prevention for Russian speaking youth, Computer Training, Home Health Aids Training, and Home Maintenance Training.

POPULATIONS SERVED: Refugees from Former Soviet Union, Bosnians, Vietnamese, Kosovars, Albanians, Iraqis, Iranians, and Africans from Sierra Leone, Somalia, Sudan, Liberia and Congo.

AGENCY: **MASSACHUSETTS CAREER DEVELOPMENT INSTITUTE**

CONTACT: James O'S. Morton, Executive Director **PHONE:** 413-781-5640
EMAIL: jomorton@mcitraining.com **FAX:** 413-736-2452

ADDRESS: 140 Wilbraham Avenue, Springfield, MA 01109

STAFF LANGUAGE(S): English, Spanish, Portuguese and Italian

DESCRIPTION: Adult basic education, career counseling, employment and occupational training institute

SERVICES: Adult basic education, ESOL, vocational/occupational training, GED instruction, vocational counseling, job placement and life skills training

POPULATIONS SERVED: All residents of Springfield, Holyoke and Westfield. Our programs are generally free of charge to low income residents of these communities.

AGENCY: **NORTHERN EDUCATIONAL SERVICES - ETHOS III**

CONTACT: Dr. Leonard K. Lockley, Program Director **PHONE:** 413-737-8524
FAX: 413-737-3020

ADDRESS: 756 State Street, Springfield, MA 01109

STAFF LANGUAGE: English

DESCRIPTION: Outpatient substance abuse program

SERVICES: Individual and group counseling, outreach, case management, drug, and alcohol screening.

POPULATIONS SERVED: Our primary focus is on African-American clients age group 18-65; however, clients with other cultural and ethnic backgrounds will be provided with service.

AGENCY: **WEST SPRINGFIELD COUNSELING CENTER
CHILD AND FAMILY SERVICES OF PIONEER VALLEY**

CONTACT: Amando Diaz, Program Director PHONE: 413-737-4718
Refugee and Immigrant Services FAX: 413-827-7817

E-MAIL: adiaz@cfs.org

ADDRESS: 425 Union Street, Level D-Suite 120, West Springfield, MA 01089

WEBSITE: www.cfs.org

STAFF
LANGUAGE: Vietnamese, Russian, Bosnian and Spanish

DESCRIPTION: Counseling and mental health services ranging from resource and referral, community education, family skill builder, family therapy, individual therapy and group therapy.

SERVICES: Counseling both in clinic and outreach family preservation services, mental health services, i.e., psych testing and medication management for psychiatric illnesses. Family preservation services include: in-home counseling, case management and parenting education.

POPULATIONS
SERVED: Russian speaking clients, clients from the former Yugoslavia, Bosnian speaking clients, Vietnamese speaking clients and Spanish speaking clients from Hampden, Hampshire and Franklin Counties.

CENTRAL MASSACHUSETTS

AGENCY: **CATHOLIC CHARITIES OF WORCESTER**

CONTACT: Sr. Theresa Khen Doan
Refugee Resettlement Program Administrator
PHONE: 508-798-0191
FAX: 508-797-5659

ADDRESS: 10 Hammond Street, Worcester, MA 01610

STAFF
LANGUAGE: English, Vietnamese, and French

DESCRIPTION: A multi-service agency serving and resettling refugees and immigrants.

SERVICES: Resettling refugees and immigrants, cultural orientation, MRRP Case Management, assistance for processing of INS change status documents, assistance through a variety of human services to refugees and immigrant, history for legalized immigrants, and referrals.

POPULATIONS
SERVED: Southeast Asian, European, and Middle Eastern

AGENCY: **CENTER FOR LIVING AND WORKING, INC.**

CONTACT: Joan Philip
Coordinator, Deaf and Hard of Hearing Services
PHONE: 508-755-1003
FAX: 508-755-1072

ADDRESS: 484 Main Street, Denholm Building, Suite 340
Worcester, MA 01608

STAFF
LANGUAGE: American Sign Language and English

DESCRIPTION: Deaf and Hard of Hearing Independent Living Services.

SERVICES: We provide independent living skills training, advocacy, peer counseling, crisis intervention, community education, public education, and information and referral.

POPULATIONS
SERVED: Deaf and Hard of Hearing

AGENCY: **FRIENDLY HOUSE, INC.**

CONTACT: Gordon P. Hargrove, Executive Director TELEPHONE: 508-755-4362
EMAIL: friendlyhouse@charter.net FAX: 508-793-7800

ADDRESS: 36 Wall Street
Worcester, MA 01604

WEBSITE: www.worcesterresources.org/friendlyhouse

STAFF LANGUAGE(S): English, Spanish, Albanian, German

DESCRIPTION: Low income referral service

SERVICES: After school; art and recreation programs; summer camping programs; senior services; basic needs services; a continuum of shelter services; community organizing efforts; and a host of information and referral services

AGENCY: **GREAT BROOK VALLEY HEALTH CENTER, INC.**

CONTACT: Fritci Gonzalez, RN PHONE: 508-852-1805
Nursing Director FAX: 508-854-3248

ADDRESS: 19 Tacoma Street, Worcester, MA 01605

STAFF LANGUAGE: English, Spanish, Portuguese, Albanian, and Vietnamese

DESCRIPTION: Community health center located in one of the largest housing projects in Worcester

SERVICES: Medical, dental, mental health, social services, family planning, career counseling, WIC (women, infants & children) linkage project working towards stopping the spread of AIDS and IV drug use, home visits, welcome visits to new clients, home parties, peer leaders - food distribution and food bank, pharmacy, and perinatal program, etc.

POPULATIONS SERVED: Hispanic, Caucasian, Southeast Asian, Brazilian, Albanian, African American, anyone in need of services.

NORTHEAST

AGENCY: **CAMBODIAN AMERICAN LEAGUE OF LOWELL (CALL)**

CONTACT: Bunroeun "Boone" Thach, Ph.D. PHONE: 978-454-3707
 E-MAIL: boone@cambodian-american.com FAX: 978-441-1781

ADDRESS: 60 Middlesex Street, Lowell, MA 01852

WEBSITE: www.CAMBODIAN-AMERICAN.COM

STAFF LANGUAGE: Khmer (Cambodian) and English

DESCRIPTION: CALL - Cambodian American League of Lowell, Inc. has been the exclusive Cambodian non-profit organization promoting economic development for Lowellians.

SERVICES: Throughout these years, CALL has been recognized by the local community and business for its three strong programs:

IDA - Individual Development Accounts: CALL has been annually awarded a \$250,000 grant from the United States Office of Refugee Resettlement to offer Individual Development Accounts for qualified refugees (individuals and households). This is our 3rd successful year. As each participant (now nearly 100) saved enough to reach the savings goal, the amount of his/her savings is matched with an equal amount from the program, up to \$2,000 per individual, or \$4,000 per household. These matched savings are used as down payment on a house, to renovate a home, to start a business, to pay for college, to purchase a computer or to purchase a car. Participants also receive financial education related to their chosen savings goal. Nearly 50% of the participants are saving to buy homes. If an average home in Lowell is \$250,000, 40 IDA participants from CALL who would buy homes will regenerate \$10,000,000 for business in the City of Lowell.

MET - Microenterprise Training: This year, once again CALL won a \$15,000 CDBG - Community Development Block Grant - to train and provide technical assistance to new entrepreneurs. This is CALL's 7th consecutive year of providing to more than 200 participants, half of whom have opened new businesses hence hundreds of new jobs have been created.

FTHB - First Time Home Buyer: This year, CALL also won a \$5,000.00 Community Development Block Grant. For eight years, CALL has offered First Time Home Buyer classes to over 300 families. Over 100 of them have purchased homes. CALL has generated another \$25,000.00 for the City of Lowell. CALL is a certified Housing Counseling Agency by the US Department of Housing and Urban Development.

POPULATIONS SERVED: Low and moderate income new immigrants in the Lowell area.

AGENCY: **CAMBODIAN MUTUAL ASSISTANCE ASSOCIATION**

CONTACT: Vongsaranakros Thirit Hut **PHONE:** 978-596-1000
Executive Director, CFO **FAX:** 978-454-1806

ADDRESS: 165 Jackson Street
Lowell, MA 01852

STAFF LANGUAGE: Cambodian

DESCRIPTION: Multi service agency serving Cambodian community.

SERVICES: ESL, work place ESL, employment and training, alternative school (GED) youth recreation, peer leadership, community outreach, family support, crisis intervention. Classes in Cambodian culture, history, and language.

POPULATIONS SERVED: Cambodian community of Lowell.

AGENCY: **CASEY FAMILY SERVICES**

CONTACT: Al Casad, Director **PHONE:** 978-937-1877
EMAIL: [acasad@caseyfamily](mailto:acasad@caseyfamily.org) services.org **FAX:** 978-937-2262

ADDRESS: 17 Palmer Street, Lowell, MA 01852

STAFF LANGUAGE(S): English, Spanish, Cambodian, Chinese

DESCRIPTION: Long-term foster care and family preservation

SERVICES: Foster care, homework club, advocacy, support, support groups, advisory groups for youth and adults

POPULATIONS SERVED: Long-term foster care - children/youth in DSS custody ages 0-23
Family preservation./family resource - families who currently live in Lowell public housing

AGENCY: **GREATER LOWELL WORKFORCE INVESTMENT BOARD**

CONTACT: Henry Przydzial, Executive Director PHONE: 978-459-2336
 E-MAIL: Henry.Przydzial@NMSDA.org FAX: 978-459-2111

ADDRESS: 107 Merrimack Street, Lowell, MA 01852

STAFF LANGUAGE: English. Interpreter services are available to limited English speaking clients in Portuguese, Khmer and Spanish upon proper notice.

DESCRIPTION: Administrative entity for the Career Center of Lowell. Local grant recipient of federal and state grants for the general public's employment and training needs

SERVICES: One stop career center designed to assist businesses with their employment needs and provide individuals with resources to manage their employment transitions and careers. Services available include: universal job bank and job marketing system, personal computers and laser printers, internet job service, resume assistance, telephones, fax machines, self-administered assessment and interest inventory tools, and occupational skills training (available at no cost to public meeting specific eligibility criteria).

POPULATIONS SERVED: General public.

AGENCY: **HOLY FAMILY HOSPITAL**

CONTACT: Claudia Dupuis, RN PHONE: 978-687-6355
 ADDRESS: 60 East Street, Methuen, MA 01844 FAX: 978-689-7353

STAFF LANGUAGE: Spanish

DESCRIPTION: Community based pediatric health center.

SERVICES: Health care.

POPULATIONS SERVED: Anglo, Vietnamese, Hispanic, Cambodian and Lebanese.

AGENCY: **JEWISH FAMILY AND CHILDREN'S SERVICE**

CONTACT: Alla Brikman PHONE: 781-593-0100
Case Manager/Lynn Site Supervisor FAX: 781-599-3329

EMAIL: Abrikman@jfcsboston.org

ADDRESS: 298 Union Street, Lynn, MA 01901

STAFF

LANGUAGE: Russian, English

DESCRIPTION: Non-profit social service agency

SERVICES: Refugee resettlement program

POPULATIONS SERVED: Refugees and political asylees from the former Soviet Union, Haiti, Africa, Cambodia, Afghanistan

AGENCY: **LOWELL COMMUNITY HEALTH CENTER, INC.
METTA HEALTH CENTER**

CONTACT: Sonith Peou PHONE: 978-441-1700
E-MAIL: sonithPE@lchealth.org

ADDRESS: 135 Jackson Street, Lowell, MA 01852

STAFF

LANGUAGE: Khmer, Lao and English with access to Portuguese, Hindi, Swahili, and Vietnamese interpreting

DESCRIPTION: "Metta Health" Center, a program of Lowell Community Health Center, was established in response to the medical and mental health needs of Cambodians and Laotians of all ages in the Greater Lowell area.

SERVICES: Primary Medical Care, Nutritional Counseling, Mental Health Services (with Mental Health Association of Greater Lowell), Traditional Healing Advice, Acupuncture, Massage Therapy, Social Services, Information & Referral, and Meditation

POPULATIONS SERVED: Primarily Cambodians and Laotians

AGENCY: **LOWELL COMMUNITY HEALTH CENTER
BEHAVIORAL HEALTH SERVICES**

CONTACT: Pauline Yore-Brown Behavioral Health Services Director PHONE: 978-937-9448 Outpatient
978-0532 Inpatient

E-MAIL: PaulineYB@lchealth.org

ADDRESS: Outpatient Department Inpatient Department
15-17 Warren Street 365 East Street, P.O. Box 365
Lowell, MA 01852 Tewksbury, MA 01876

STAFF
LANGUAGE: Spanish, Khmer, English, Portuguese, with access to Laotian, Hindi, Swahili, and Vietnamese interpreting

DESCRIPTION: Provide inpatient detoxification and treatment for dually diagnosed; and outpatient mental health and addictions counseling and acupuncture detox services to clients who require treatment for addictive and related disorders. Special program for Cambodians.

SERVICES: Group and individual mental health treatment, Inpatient Detoxification, Outpatient Individual, Group, Family Counseling and Day Treatment. SOAP (Structured Outpatient Addiction Program); Special groups for Southeast Asian population and Group Counseling for Driver Alcohol Education (DAE); Outpatient Acupuncture Detox

POPULATIONS SERVED: Inpatient Detox - adults, male and female, including pregnant women. Outpatient male and female over the age of 18. Specialize in programs for Spanish and Southeast Asians. Can work with the dually diagnosed under most circumstances.

AGENCY: **LOWELL COMMUNITY HEALTH CENTER AT MERRIMACK STREET**

CONTACT: Lou Brady PHONE: 978-2730 Ext. 268

E-MAIL: louisbr@lchealth.org

ADDRESS: 585-597 Merrimack Street, Lowell, MA 01852

STAFF
LANGUAGE: English, Spanish, Khmer, Portuguese, Hindi, Vietnamese, Lao, Swahili, French

DESCRIPTION: Lowell Community Health Center provides comprehensive health care for people of all ages in the Greater Lowell area. We are committed to providing the highest quality care to our patients. Lowell Community Health Center offers all the health care services commonly found in a physician's office, plus laboratory, nutrition, and social services, regardless of your ability to pay. The Center's multilingual and multicultural staff is dedicated to serving your health and wellness needs.

SERVICES: A wide range of medical and preventive services for adults, adolescents, children and infants are available. Services are provided by experienced, board certified and caring physicians, nurse practitioners and physician assistants.

POPULATIONS SERVED: Primarily low income, uninsured, and Medicaid eligible patients of all ages from a diverse range of communities.

AGENCY: **LOWELL COMMUNITY HEALTH CENTER AT WARREN STREET**

CONTACT: Bonnie Sharpe Sidney Liang
 Women's Services, Prenatal Services Cambodian Community Health 2010

ADDRESS: 15-17 Warren Street, Lowell, MA 01852 PHONE: 978-934-0164

E-MAIL: bonniesh@lchealth.org sidneyLI@lchealth.org

STAFF
 LANGUAGE: English, Spanish, Khmer, Portuguese, Hindi, Vietnamese, Lao, Swahili, French

DESCRIPTION: Lowell Community Health Center provides comprehensive health care for people of all ages in the Greater Lowell area. We are committed to providing the highest quality care to our patients. The Center's multilingual and multicultural staff is dedicated to serving your health and wellness needs.

SERVICES: Women's Services: Complete gynecological exams, including pap smear, chlamydia test, hemoglobin, and urinalysis. Birth control information and services. Pap test follow-up and treatment. Testing, treatment, and counseling of sexually transmitted diseases. Pregnancy testing and counseling. HIV testing and counseling. Screening for cholesterol, anemia, and hypertension. Testing and treatment of urinary tract infections. Hormone Replacement Therapy. Breast exams and self-exam information. Physician consults on gynecological related issues. Colposcopy. Cryosurgery/LEEP

Prenatal: Prenatal and delivery care at Lowell General Hospital, physical and gynecological exams, health education, nutrition counseling, on site WIC location, family support specialist, family home visiting program through MSPCC, HIV counseling and testing, community outreach services, on site ultrasound available, medical and psychosocial referrals, pediatric services available through Lowell Community Health Center, and smoking cessation referrals.

Cambodian Community Health 2010: Outreach, health education, case management, prevention programs, stress reduction, field trips, and exercise groups to address diabetes and cardiovascular disease in the Cambodian community. Strong collaborations with SABAI, CMAA, VNA, and hospitals.

POPULATIONS SERVED: Women of all ages and pregnant and parenting women, who speak English, Portuguese, Spanish, Khmer, Lao, and other languages. Cambodians at risk for CVD and diabetes.

AGENCY: **LOWELL COMMUNITY HEALTH CENTER, INC.
ADOLESCENT HEALTH**

CONTACT: Paulette Renault-Caragianes Mary Garboski, FNP Francois Toka, APN/FNP
Program Manager Lowell High School Lowell High School
Adolescent Health Teen Clinic Rogers School

Lisa Marcotte, PNP Sireena Penn, MA Simone Prates
Lowell High School Lowell High School Rogers School
Rogers School

EMAIL: pauletteRE@lchealth.org

**STAFF
LANGUAGE(S):** English, Spanish, Khmer, Portuguese, Vietnamese, Lao

DESCRIPTION: Lowell Community Health Center provides comprehensive health care for people of all ages in the Greater Lowell area. We are committed to providing the highest quality care to our patients. The Center's multilingual and multicultural staff is dedicated to serving your health and wellness needs.

SERVICES: This program, funded through our Federal 330 resources as well as MADPH to provide services linking students at Rogers Middle School and Lowell High School with access to primary health care along with health and wellness education and linkage to LCHC service to students at the Bartlett Middle School. Currently both the Rogers and Lowell High School are staffed during the academic year during regular school hours. You can reach the Rogers School staff at (978) 459-7100 and Lowell High staff at (978) 458-6642.

The SBHCs are a perfect choice for LCHC clients who may require services that might otherwise need to be scheduled in a manner that would cause missed school time for the child and/or missed work time for a parent or guardian, another way in which LCHC is working to remove barriers to health care. Some examples might be follow up to an urgent care visit, work or camp physicals, evaluation of a recently initiated treatment regime, flu shots for those at risk, and weight checks for students with nutritional/eating disorder concerns.

School health is also linked with Teen Clinic (for girls and boys), which is conducted on Friday afternoons by Mary Garboski in the Women's Services Suite on Warren Street. Francois Toka also works in the Adult Clinic at 585 Merrimack Street on Fridays.

AGENCY: **LOWELL YWCA**

CONTACT: Arva J. Clark
Executive Director

PHONE: 978-454-5405
FAX: 978-454-5043

ADDRESS: 206 Rogers Street, Lowell, MA 01852

STAFF LANGUAGE: English, Spanish, Khmer, and Portuguese

DESCRIPTION: A non-profit multi-service agency that provides programs for women, men, girls, boys and families from Lowell's diverse language and cultural groups.

SERVICES: Licensed childcare, youth programs, and social service programs. ABE/GED, Job Readiness, Job Training, Job Placement, and Job Retention Services.

POPULATIONS SERVED: Low-income adults, youth, and families that are eligible for government funded services, as specified for each program.

AGENCY: **LYNN COMMUNITY HEALTH CENTER**

CONTACT: Dr. Stephen D. Hayes
Director of Behavioral Health Care Services
EMAIL: shayes@lchcnet.org

PHONE: 781-581-3900 Ext. 550
FAX: 781-598-8137

ADDRESS: 269 Union Street, Lynn, MA 01901

WEBSITE: www.lchcnet.org

STAFF LANGUAGE: English, Spanish, Khmer, French, German, Russian, Haitian, Czech, Slovak, Italian, and Portuguese

DESCRIPTION: The Lynn community health center is a private non-profit licensed outpatient clinic that provides primary medical care and mental health and substance abuse services.

SERVICES: Adult medicine, pediatrics, obstetrics and gynecology, health education, mental health treatment and consultation, nutrition, WIC & school based health care, outpatient substance abuse services, and specialized geriatric services.

POPULATIONS SERVED: All ages and all populations served

AGENCY: **LYNN DISTRICT COURT, DA'S OFFICE ESSEX COUNTY**

CONTACT: Elida Hem Kim PHONE: 781-593-1850
Victim/Witness Advocate FAX: 781-592-4119

EMAIL: elida.hkim@state.ma.us

ADDRESS: 580 Essex Street, Lynn, MA 01902

STAFF
LANGUAGE: Khmer and English

DESCRIPTION: Guide and support victims, witnesses, and their families throughout the criminal justice process.

SERVICES: Help victims filing criminal complaint. Notify victims and witnesses of the status of cases including restitution assistance if any. Help victims applying for victims of violent crimes, getting restraining orders, finding shelters, and referring them to the appropriate sources. Provide translation for DA in the interview and transportation if necessary.

POPULATIONS SERVED: Lynn residents and other towns in Essex county if necessary. Phone crisis services from other counties if necessary.

AGENCY: **MERRIMACK VALLEY AREA HEALTH EDUCATION CENTER (AHEC)**

CONTACT: Donna Rivera, Executive Director PHONE: 978-685-4860
EMAIL: drivera@glfhc.org FAX: 978-685-4328

ADDRESS: 34 Haverhill Street, Lawrence, MA 01841

STAFF
LANGUAGE: Spanish, English, Romanian

DESCRIPTION: One of six regional centers in a statewide AHEC network.

SERVICES: Recruitment and education of health care professionals in primary care.

POPULATIONS SERVED: Multicultural health care professionals and para professionals seeking further training as interpreters, nurses, physicians, or other allied health careers.

AGENCY: **NEIGHBORHOOD LEGAL SERVICES**

CONTACT: Ross Dolloff, Executive Director PHONE: 781-599-7730
EMAIL: rdolloff@nlsma.org FAX: 781-595-2022

ADDRESS: 37 Friend Street and 170 Common Street, Suite 300
Lynn, MA 01902 Lawrence, MA 01840

WEBSITE: www.neighborhoodlaw.org

STAFF LANGUAGE: English, Spanish, and Khmer

DESCRIPTION: Free legal assistance to families and individuals with income after taxes below 125% of the federal poverty level.

SERVICES: Legal assistance, advice and representation in landlord-tenant, family law, elder law, employment, public benefits and welfare matters and assistance to groups undertaking economic development projects. No criminal representation.

POPULATIONS SERVED: Residents of Essex County who have income, after taxes, of less than 125% of the federal poverty level or who receive TAFDC, EAEDC, Food Stamps or Mass Health.

AGENCY: **NORTHEAST INDEPENDENT LIVING PROGRAM (NILP)**

CONTACT: Ruthie Poole//Nan Donald/Oliva Tejada PHONE: 978-687-4288
(Latino Outreach Coordinator) FAX: 978-689-4488
Services to Mental Health Consumer/Psychiatric Survivors

EMAIL: rpoule@nilp.org; ndonald@nilp.org; otejada@nilp.org

ADDRESS: 20 Ballard Road, Lawrence, MA 01843-1018

WEBSITE: www.nilp.org

STAFF LANGUAGE: English and Spanish

DESCRIPTION: NILP is a cross disability agency run by and for people with disabilities.

SERVICES: Individual and systems advocacy, peer counseling (in particular, a Latino Peer Counseling project), information and referral, community education, technical assistance and skills training.
Services to Mental Health Consumers/Psychiatric Survivors Program is run by and for people with psychiatric disabilities. Free of charge, we offer technical assistance advocacy and peer-support through a variety of services and activities.

POPULATIONS SERVED: People with disabilities.

AGENCY: **SALEM OUTPATIENT SITE OF HEALTH & EDUCATION SERVICES, INC.**

CONTACT: Maggie Padro PHONE: 978-745-2440
Site Director & Coordinator FAX: 978-745- 7615

E-MAIL: mpadro@hes-inc.org

ADDRESS: 162 Federal Street, Salem, MA 01970

WEBSITE: www.hes-inc.org

STAFF
LANGUAGE: Spanish and Portuguese

DESCRIPTION: The Cross Cultural Program is an outpatient mental health and substance abuse service comprised of a culturally competent team of professionals with expertise to meet the specific needs of multicultural populations. Expertise allows them to be culturally sensitive in rendering accurate diagnostic assessments and treatment interventions. Staff understands the complexities of cross-cultural psychology, the process of acculturation, immigration, and stress, with cultural awareness of family value, beliefs, and traditions.

SERVICES: Individual, couple and family therapy, outreach services to the home and/or school, 24 –hour crisis intervention and emergency services, psychiatric services, psychological testing, and a full range of psychoeducational groups for children, adults and families. Professional consultations also available to community referrals in the public/private sector.

POPULATIONS SERVED: Hispanic, Portuguese, and Brazilian. Services available to populations from other cultures but not in their native language.

AGENCY: **SANGHIKARAM WAT KHMER TRUST**

CONTACT: Ven. Sophom Thon PHONE: 781-593-4987
Ven. Podhi Poli

ADDRESS: 10 Story Avenue 110 Chestnut Street
Lynn, MA 01902 Lynn, MA 01902

STAFF
LANGUAGE: Cambodian, Thai, Lao, English

DESCRIPTION: Theravada Buddhist Temple serves as a place for religious and social service purposes for Cambodians, Southeast Asians and all other interested persons. Serves as a center for extra support on traditional Khmer Funeral arrangement ceremonies for families.

SERVICES: Khmer traditional ceremonies (New Year and Prachum Ben), religious ceremonies (Visakha Boja, Meak Boja, Cham Preh Vossar etc.) and some spiritual counseling.

POPULATIONS SERVED: Cambodian, Lao, Thai, Vietnam, and American.

AGENCY: **TRAIRATANARAM BUDDHIST TEMPLE**

CONTACT: Ven Soa Khuon, Head Monk PHONE/FAX: 978-251-1198

ADDRESS: 21 Quigley Avenue, N. Chelmsford, MA 01863

STAFF
LANGUAGE: Khmer (Cambodian), Thai, Lao, and English

DESCRIPTION: The Buddhist Temple is a place of religious ceremonies and meditation through Buddha teaching for the Cambodians, Southeast Asians, and any interested person in the community who wishes to seek Buddhist instruction and practices.

SERVICES: Hiniyana Buddhist, social and cultural counseling, Khmer, Thai, Lao and English's center for the Cambodian community of Greater Lowell.

POPULATIONS
SERVED: Cambodian, Laotian, Thai, Vietnamese, American, and others.

AGENCY: **TRICITY MENTAL HEALTH AND RETARDATION**

CONTACT: Bob Ott, Director PHONE: 781-596-9222

ADDRESS: 95 Pleasant Street, Lynn, MA 01901

STAFF
LANGUAGE: Khmer and Spanish

DESCRIPTION: Outpatient mental health treatment.

SERVICES: Translation services available in Spanish, comprehensive case management in Khmer, outpatient mental health, crisis intervention, respite, and day treatment.

POPULATIONS
SERVED: Cambodian and Hispanic

AGENCY: **YWCA - DOMESTIC VIOLENCE PROGRAM**

CONTACT: Mary O'Brien PHONE: 978-688-2645
Executive Director - Women's Services

EMAIL: mobrien@ywcaworce.org

ADDRESS: 38 Lawrence Street, Lawrence, MA 01840

WEBSITE: www.ywcaworce.org

STAFF
LANGUAGE: Bilingual, Spanish/English

DESCRIPTION: A Domestic Violence Program, Teen Dating Violence Project, Transitional Housing for battered women and their children and for lone women facing homelessness.

SERVICES: Crisis Intervention, support groups, legal advocacy, housing advocacy, education and presentations, help securing a source of income (benefits, child support, work) and information and referrals to anyone.

POPULATIONS
SERVED: All women, children, adolescents, and elderly who are abused. Direct service area: Andover, Lawrence, Methuen, and North Andover. Information and referrals to anyone.

AGENCY: **YWCA - SEXUAL ASSAULT PROGRAM**

CONTACT: Mary O'Brien PHONE: 978-688-2645
Executive Director - Women's Services

EMAIL: mobrien@ywcaworce.org

ADDRESS: 38 Lawrence Street, Lawrence, MA 01840

WEBSITE: www.ywcaworce.org

STAFF
LANGUAGE: Bilingual, Spanish/English

DESCRIPTION: Sexual Assault/Rape Crisis Program
Teen Sexual Assault Program

SERVICES: 24/7 Hotline; 24/7 Medical coverage for SA survivors and their families; Crisis intervention, Individual counseling, support groups; educational presentations; referrals

POPULATIONS
SERVED: Men & women ages 13 and up
Service Area: Merrimack, Boxford, Groveland, Haverhill, Georgetown, Lawrence, Methuen, Andover, North Andover, North Reading

METRO SUBURBAN AREA

AGENCY: **LUTHERAN SOCIAL SERVICES OF NEW ENGLAND, INC.
UNACCOMPANIED REFUGEE AND MINOR PROGRAM**

CONTACT: Jeanne Woodward, Program Manager PHONE: 617-964-7220
E-MAIL: URMP@aol.com

ADDRESS: 1310 Centre Street, Newton, MA 02159

STAFF
LANGUAGE: Vietnamese, Haitian Creole, English, French, Arabic, Dinka, Nuen

DESCRIPTION: Non-profit social service agency providing foster care and supportive services to refugee children and adolescents classified by the U.S. Office of Refugee Resettlement as unaccompanied minors.

SERVICES: Foster care placement; bilingual/bicultural case work to provide support and ensure educational, medical, psychological and legal needs are met; recruitment and training of ethnic and non-ethnic foster homes; reinforcement of ethnic identity; family reunification; orientation to life in the U.S.; and development of independent living skills.

POPULATIONS SERVED: Unaccompanied refugees minors from Southeast Asia, China, Central America, Africa, Haiti and other countries as need arises.

AGENCY: **RIVERSIDE COMMUNITY CARE**

CONTACT: Intake Coordinator at Specific Site

ADDRESS: Riverside Outpatient Center at Newton 64 Eldredge St., Newton, MA 02458 PHONE: 617-969-4925
Riverside Outpatient Center at Norwood 190 Lenox St., Norwood, MA 02062 PHONE: 781-769-8670
Riverside Outpatient Center at Upton 206 Milford St., Upton, MA 01568 PHONE: 617-508-529-7000
Riverside Outpatient Center at Dedham 30 Eastbrook Rd, Suite 302, Dedham, MA 02026 PHONE: 781-329-4579

STAFF
LANGUAGE: Spanish, French (at Upton), Russian (at Riverside), and ASL (at Newton)

DESCRIPTION: Riverside is a provider of mental health care, mental retardation services, substance abuse treatment, and human services.

SERVICES: Counseling, medication, emergency services, a variety of day and residential programs, and early intervention services for children age 0-3.

POPULATIONS SERVED: Area residents or employees requiring support for emotional problems, issues related to mental retardation, substance abuse, or developmental delays.

AGENCY: **SOUTH SHORE MENTAL HEALTH**

CONTACT: Marcy Ravech PHONE: 617-847-1950
E-MAIL: mravech@ssmh.org TDD: 617-847-1922
FAX: 617-786-9894

ADDRESS: 6 Fort Street, Quincy, MA 02169

STAFF LANGUAGE: Various Chinese dialects, Hindi, Serbo-Croatian, Italian, Arabic, French, Spanish, American Sign Language (ASL)

DESCRIPTION: Multi-service agency providing mental health services with sites in Quincy, Plymouth, Hyannis, Orleans, Chatham, and Provincetown.

SERVICES: Outpatient services (child, adult, MR, deaf Services, substance abuse), residential services, day treatment, intensive child and family services, early intervention, and crisis services.

POPULATIONS SERVED: Deaf individuals, persons, or various racial and ethnic backgrounds.

AGENCY: **SOUTH SHORE MENTAL HEALTH
(at 460 Quincy Avenue)**

CONTACT: William Heran, Director PHONE: 617-774-6005
Deaf Community Behavioral Health TTY: 617-472-0424
FAX: 617-770-3749

ADDRESS: 460 Quincy Avenue, Quincy, MA 02169

STAFF LANGUAGE: American Sign Language

DESCRIPTION: Outpatient counseling center.

SERVICES: Outpatient services for children, adults, families who are deaf or have a deaf family member, crisis intervention, parent training, substance abuse counseling.

POPULATIONS SERVED: Deaf and hard of hearing children, adults, and their families.

SOUTHEASTERN MASSACHUSETTS AREA

AGENCY: **ADULT LEARNING CENTER/BROCKTON PUBLIC SCHOOLS**

CONTACT: Linda Faria Braun, Department Head **PHONE:** 508-580-7475
E-MAIL: brockabe@massed.net **FAX:** 508-580-7096

ADDRESS: 211 Crescent St., Brockton, MA 02302

WEBSITE www.brocktonpublicschools.com/programs/alc/alc.html

STAFF LANGUAGE: Primarily English, but some staff members are bilingual- Portuguese, French, Spanish

DESCRIPTION: The ALC is a comprehensive adult basic education program designed to help adults improve their reading, writing, speaking, listening, math and problem solving skills.

SERVICES: Provide the following classes: beginning and intermediate literacy, GED prep, math, writing, beginning, intermediate and advanced ESOL, family learning and computer assisted instruction. Provide the following learner support services: Information and referrals (education advisement, career information, health, housing, and family immigration and citizenship); and volunteer tutor support.

POPULATIONS SERVED: Adults from Brockton and surrounding communities at no cost to students.

AGENCY: **BAMSI/HELPLINE**

CONTACT: Judith Philipp **PHONE:** 508-584-4357
Certified Information & Referral Specialist **FAX:** 508-587-2309

EMAIL: helpline@bamsi.org

ADDRESS: 47 West Elm Street, Brockton, MA 02301

WEBSITE: www.bamsi.org

STAFF LANGUAGE(S): Cape Verdean and Spanish

DESCRIPTION: Housing, Housing Counseling, Housing Search and Information, Information Services, Electronic Information Resources, Comprehensive Information and Referral, Specialized Information and Referral, Information Lines

SERVICES: The Information and Referral Program is designed to link people in need with appropriate agencies and/or services that will alleviate their need. We provide information, make referrals and maintain current and accurate data concerning the human services in the Plymouth County area. The following Helpline program is listed separately: Helpline Housing Assistance Program (HAP).

POPULATIONS SERVED: Our Information and Referral program is a comprehensive program which is equipped to serve all populations and age groups.

AGENCY: **BAMSI HELPLINE HOUSING ASSISTANCE PROGRAM**

CONTACT: Faith Frazier, Director of Housing **PHONE:** 508-584-4357
EMAIL: helpline@bamsi.org **FAX:** 508-2309

ADDRESS: 47 West Elm Street, Brockton, MA 02301

WEBSITE: www.bamsi.org

STAFF LANGUAGE(S): Cape Verdean and Spanish

DESCRIPTION: Intake and Assessment of homeless families placed in emergency shelters and hotels by the Department of Transitional Assistance. The program assists families in applying for housing they can afford and follows the family for a period of time after they have obtained housing to ensure a success tenancy.

SERVICES: Housing Counseling, Housing Search and Information

POPULATIONS SERVED: Families living at the Louison Shelter in Brockton, Conway House in Middleboro and area hotels and motels.

AGENCY: **BROCKTON AREA PRIVATE INDUSTRY COUNCIL, INC.**

CONTACT: Kevin V. O'Rourke, Executive Director **PHONE:** 508-584-1888
E-MAIL: korourke@bapic.org **FAX:** 508-587-1944

ADDRESS: 4 Main St., Brockton, MA 02301

WEBSITE: www.bapic.org

STAFF LANGUAGE: English, French, Portuguese Creole, Portuguese, and Spanish

DESCRIPTION: Provides workforce development services in the Brockton Workforce Investment Area to assist at-risk youth and adults in acquiring skills that will enable them to be productive members of the labor force and attain economic self-sufficiency.

SERVICES: GED Instruction, distance learning, GED Prep, MCAS Remediation, Computer Training, ESOL Instruction, Young Parents Programs, Offender Reintegration Programs, Educational Support, College Planning, Internships, Job Placement Services, Job Readiness Training, Career Training Programs, Life Skills, Recreation and Arts Programs, and more.

POPULATIONS SERVED: The 10 communities served by BAPIC include Abington, Avon, Bridgewater, Brockton, East Bridgewater, Hanson, Stoughton, West Bridgewater, and Whitman.

AGENCY: **CATHOLIC CHARITIES**

CONTACT: Marylou Shearing PHONE: 508-587-0815
Clinical Director of Outpatient Clinic FAX: 508-586-9446

ADDRESS: 686 North Main Street, Brockton, MA 02301

STAFF
LANGUAGE: English and Spanish

DESCRIPTION: Substance abuse services to Latino population if they are uninsured.

SERVICES: Substance abuse counseling, education, and court mandated groups.

POPULATIONS SERVED: Latino population

AGENCY: **GREATER NEW BEDFORD COMMUNITY HEALTH CENTER**

CONTACT: Pamela Kavanaugh PHONE: 508-992-6553
Director of Program Planning & Education TDY: 508-994-2478
EMAIL: pkavanaugh@gnbchc.org FAX: 508-990-7558

ADDRESS: 874 Purchase Street, New Bedford, MA 02740

WEBSITE: www.GNBCHC.ORG

HOURS OF OPERATION: Adult/Pediatrics Urgent Care Hours
Monday - Friday 8:30 am - 5:00 pm Monday - Thursday 8:30 am - 6:00 pm
Weekends 8:30 am - 5:00 pm Friday 8:30 am - 5:00 pm
Thursday Adolescent Clinic 5:00 pm - 9:00 pm Saturday 9:00 am - 5:00 pm

Dental Center Hours
M, W, F 8:00 am - 4:30 pm, T & Th 8:00 am - 2:00 pm
Saturday (2 x month) 8:30 am - 2:00 pm

STAFF
LANGUAGE: English, Portuguese, Spanish, and Cape Verdean Creole

DESCRIPTION: The mission of the Greater New Bedford Community Health Center is “to provide programs and services that improve the health of individuals and the community.” Since its inception in 1981, this United States Public Health Service 330 and Federally Qualified Health Center, provides primary health care services to the medically under served. We are a recipient for federally funded Tittle III Ryan White HIV services.

SERVICES: Primary care and ancillary services include Adult Primary Care Medicine, Pediatrics, Maternal-Child Health, HIV/AIDS Primary Care, Infectious Diseases, Urgent Care, Podiatry, Smoking Cessation, Pharmacy Assistance Program, WIC, Nutrition, Social Services, Case Management, Laboratory, and Radiology. We maximize access to health care by providing both linguistically and culturally sensitive care through well trained bilingual and minority staff.

POPULATIONS SERVED: The Greater New Bedford Community Health Center is open to everyone with or without health insurance. All services are provided regardless of one’s ability to pay.

AGENCY: **GREATER NEW BEDFORD WOMEN'S CENTER**

CONTACT: Marie Marcotte PHONE: 508-996-3343 x 125
 EMAIL: marie.marcotte@verizon.net FAX: 508-999-7139

ADDRESS: 252 County Street, New Bedford, MA 02740

WEBSITE: www.gnbwc.org

STAFF LANGUAGE(S): English, Spanish, Portuguese

DESCRIPTION: The Greater New Bedford Women's Center is a 501(c)(3) nonprofit agency founded in 1973 "to affirm choices and independence of all women of all cultures in Greater New Bedford and to build support for action toward a healthy, violence-free community." It is the only Domestic Violence/Rape Crisis Center providing comprehensive services to victims in Greater New Bedford, and the only DPH-funded Sexual Assault program in the Fall River area, including Swansea and Somerset.

SERVICES: Domestic Violence Program including 90-day shelter, safe homes, 24-hour hotline, legal/medical advocacy and counseling; Court Advocacy Program; Sexual Assault Program; Child Trauma Program; and Volunteer Education and Outreach Program.

POPULATIONS SERVED: Victims of domestic violence; victims of sexual assault; children that are victims of domestic violence/sexual assault; children who have witnessed/been influenced by DV/SA. GNBWC serves female, male and "differently abled" victims from diverse cultures.

AGENCY: **IMMIGRANTS ASSISTANCE CENTER**

CONTACT: Helena S. Marques, Executive Director PHONE: 508-996-8113
 EMAIL: mrq729@aol.com

ADDRESS: 58 Crapo Street, New Bedford, MA 02740

STAFF LANGUAGE: Portuguese, English and Spanish

DESCRIPTION: Non-profit social service agency that helps immigrants overcome cultural, language and economic barriers.

SERVICES: General case management, support for the elderly, citizenship education, citizenship testing, native language citizenship classes for the elderly, HIV/AIDS & Substance Abuse services, Case Management and Outreach services for deportees and their families, health screenings, food and clothing assistance.

POPULATIONS SERVED: Brazilians, Portuguese, Cape Verdeans, and other Portuguese speakers.

AGENCY: **PROFESSIONAL COUNSELING CENTER, INC.**

CONTACT: Jose Delgado, M.D. PHONE: 508-997-0794
Medical Director

ADDRESS: 466 County Street, New Bedford, MA 02740

STAFF
LANGUAGE: English, Portuguese, Spanish, and Cape Verdean

DESCRIPTION: Multi-Disciplinary Mental Health Facility.

SERVICES: Family, group, and individual counseling, psychological and psychiatric assessment, family and parenting assessment, marital counseling, psychotherapy, consultation, crisis intervention, interpreter and translation services.

POPULATIONS
SERVED: Southeastern Massachusetts

AGENCY: **PYCO (PORTUGUESE YOUTH CULTURAL ORGANIZATION)**

CONTACT: Mario Medeiros, Executive Director PHONE: 508-679-0962
EMAIL: mmedeiros@sevenhills.org

ADDRESS: 1402 Pleasant Street, Fall River, MA 02723

STAFF
LANGUAGE: Portuguese and Spanish

DESCRIPTION: PYCO is a non-profit health and human service agency assisting people of all ages, races and religions.

SERVICES: HIV/AIDS Prevention, Education, Outreach; Bilingual Case management, Substance Abuse Counseling; 1st and 2nd Offender's DUI Services; Anger Management; Parents' Support Groups; Individual, Group and Family Counseling.

POPULATIONS
SERVED: Portuguese and Hispanic.

METRO BOSTON AREA

AGENCY: **ABCD PARKER HILL/FENWAY NEIGHBORHOOD SERVICE CENTER**

CONTACT: Milagros Arbaje **PHONE:**617-445-6000
Director **FAX:** 617-445-6005

ADDRESS: 714 Parker Street, Roxbury, MA 02120

STAFF LANGUAGE: Spanish and English

DESCRIPTION: Multi-service, community-based non-profit social service agency.

SERVICES: Employment counseling and placement, higher education resource center (assistance in filling out college and SAT applications, financial aid forms, and accessing scholarship information and applying for funds), Senior Center, SummerWorks (summer youth employment), fuel assistance, emergency food pantry (referral based only), farmer's market, and information and referral.

POPULATIONS SERVED: Low to moderate income.

AGENCY: **ACTION FOR BOSTON COMMUNITY DEVELOPMENT, INC. (ABCD)**

CONTACT: Susan Kooperstein **PHONE:** 617-357-6000 X 6241
Director of Public Information

EMAIL: kooperstein@bostonabcd.org

ADDRESS: 178 Tremont Street, Boston, MA 02111

WEBSITE: www.bostonabcd.org

STAFF LANGUAGE: English, Spanish, Vietnamese, Russian, Thai, Italian, Chinese (Mandarin, Cantonese), Haitian Creole, French, Cape Verdean, and others.

DESCRIPTION: Multi-service, community based organization serving low-income neighborhoods of Boston. ABCD is the official anti-poverty agency in Boston, and the largest human service agency in New England, with the majority of board members elected from Boston's neighborhoods through the decentralized ABCD neighborhood network.

SERVICES: Job and skills training, high school diploma/GED preparation, Urban College, Health Services, Child Care, Daycare Services, Head Start, Foster Grandparents Program, Elderly services, housing, fuel assistance/ weatherization, Summer Works, and Community Coordination. Multicultural Independent Living Center.

POPULATIONS SERVED: Any and all; providing they meet federal low-income guidelines.

AGENCY: **AFRICAN INITIATIVE FOR COMMUNITY DEVELOPMENT, INC.**

CONTACT: Juma T. Kayembe PHONE: 617-989-2613
President, Chief Executive Officer FAX: 617-427-7106

E-MAIL: Aicd5@cs.com

ADDRESS: 775 Harrison Ave., Boston, MA 02118

STAFF
LANGUAGE: English and French

DESCRIPTION: Social and human organization dedicated to developing programs to address needs in the community of low income minorities including refugees and immigrants residing in the Boston Area.

SERVICES: Basic English language skills, citizenship assistance, nurse's aide training, computer skills, notary public services, home health services, and more.

POPULATIONS SERVED: Low income minorities, including refugees and immigrants.

AGENCY: **AFRICAN PASTORAL CENTER**

CONTACT: Sr. Anne Malone PHONE: 617-541-1341
Director FAX: 617-541-1377

ADDRESS: 41 Harold Street, Roxbury, MA 02119-1605

STAFF
LANGUAGE: English, French, Kiswahili, and Spanish

DESCRIPTION: The African Pastoral Center of the Archdiocese of Boston seeks to serve African immigrants in Eastern Massachusetts. Immigrants from Africa face difficulties in adjusting to new social, political and economic structures and are often afraid to approach government agencies for help. Also, many do not know what services are available to them. The Center offers programs which are designed to meet the needs of newly arrived immigrants. The programs presently being offered by the Center focus on immigration, family life, education, health care and women's issues.

SERVICES: Immigration, education consultation, housing, employment, health and education referral services, family support, women's groups, afterschool program, help in adjustment to new culture, welcoming atmosphere for newly arrived, help in connecting to Catholic Church.

POPULATIONS SERVED: African immigrants and refugees.

AGENCY: **ALLSTON-BRIGHTON AREA PLANNING ACTION COUNCIL (APAC)**

CONTACT: Paul F. Creighton, Jr. PHONE: 617-783-1485
Executive Director FAX: 617-783-0763

ADDRESS: 143 Harvard Avenue, Allston, MA 02134

STAFF
LANGUAGE: Spanish, Italian, Chinese, Vietnamese.

DESCRIPTION: APAC is a non-profit, multi service organization formed in 1968.

SERVICES: APAC provides a wide range of vital community services including: fuel assistance, USDA surplus food distribution, family services, elderly services, day care, head start program, employment, summer camp, summer jobs, etc., and a broad network of social services and also community organization activities.

POPULATIONS SERVED: Low income families from Allston/Brighton area.

AGENCY: **AMERICAN RED CROSS OF MASS. BAY**

CONTACT: Amy Jo Carson, LICSW PHONE: 617-375-0700 x 237
Associate Director, Operations FAX: 617-375-0726
Emergency Services

ADDRESS: 285 Columbus Ave., 7th Floor, Boston, MA 02116

WEBSITE: www.BostonRedCross.org

STAFF
LANGUAGE: English, Spanish, German, French, Japanese, Mandarin Chinese

DESCRIPTION: The Disaster Mental Health Services (DMHS) department of the Red Cross of Massachusetts Bay is a team of volunteers who are licensed mental health professionals. They provide emergency interventions to meet the immediate disaster-related mental health needs of Red Cross workers and the people affected by the disaster.

SERVICES: Disaster Mental Health Services

POPULATIONS SERVED: People affected by disaster in the Mass. Bay area.

AGENCY: **BOSTON ASIAN: YOUTH ESSENTIAL SERVICE, INC.**

CONTACT: Jane S. Leung, Executive Director **PHONE:** 617-482-4243
EMAIL: jleung@bostonasianyes.org **FAX:** 617-482-3620

ADDRESS: 199 Harrison Avenue, Boston, MA 02111

WEBSITE: www.bostonasianyes.org

STAFF LANGUAGE: English, Chinese (Toisanese, Mandarin, Cantonese), and Vietnamese

DESCRIPTION: Boston Asian: YES provides a broad range of prevention and intervention services for Asian youth to address problems and barriers, and to build upon their strengths and interests.

SERVICES: Individual and family counseling, GED preparation, afterschool tutoring, substance abuse prevention, youth leadership, youth development programs, and court diversion programs.

POPULATIONS SERVED: Asian youth primarily, ages 12-20, and their families. Service area - primarily Boston neighborhoods.

AGENCY: **BOSTON CHINATOWN NEIGHBORHOOD CENTER**

CONTACT: David Moy **PHONE:** 617-635-5129
Executive Director

ADDRESS: 885 Washington Street
Boston, MA 02111

STAFF LANGUAGE: Cantonese, Mandarin, Toisanese, and English

DESCRIPTION: Multicultural, multi-service agency serving Boston's Asian community. Part of the Boston community schools.

SERVICES: Day Care, Afterschool Day Care, Recreation Program, and Chinatown Summer Camp.

POPULATIONS SERVED: Asian

AGENCY: **BOSTON LIVING CENTER**

CONTACT: Jennifer Hight, Program Director PHONE: 617-236-1012
EMAIL: jhight@livingcenter.org FAX: 617-236-0334

ADDRESS: 29 Stanhope Street, Boston, MA 02116

WEBSITE: www.bostonlivingcenter.org

STAFF
LANGUAGE: English and Spanish

DESCRIPTION: The Boston Living Center (BLC) is a non-profit, peer support community and resource center dedicated to fostering the wellness and empowerment of people living with HIV/AIDS.

SERVICES: Meal programs and nutritional consultation; Support groups; Basic services (personal care packages, hair cuts, medication adherence program, mental health services, pastoral care, housing supports, legal consultations, clinical trials updates, employment support program, and computer classes); Educational Services; Arts Programs; Holistic Therapies; and Social Activities.

POPULATIONS SERVED: Membership to BLC requires verification of HIV+ status from a doctor or nurse as well as income verification.

AGENCY: **BOSTON PUBLIC HEALTH COMMISSION -
COMMUNICABLE DISEASE CONTROL PROGRAM**

CONTACT: Pat Tormey, R.N., M.P.H. PHONE: 617-534-5611

ADDRESS: 1010 Massachusetts Ave., 2nd Floor, Boston, MA 02118

STAFF
LANGUAGE: Spanish, Haitian Creole, and English

DESCRIPTION: The purpose of the communicable disease control program (CDC) is to survey, prevent, and control actual and potential infectious disease problems in the City of Boston.

SERVICES: Conduct health education programs on communicable disease prevention for community based groups and for health care providers. Work with health care providers and community groups to increase and maintain high levels of immunizations for children and adults. Implement measures for the control and prevention of communicable diseases.

POPULATIONS SERVED: Residents of Boston and the health care providers who practice in Boston.

AGENCY: **BOWDOIN STREET HEALTH CENTER**

CONTACT: Peggy Buckley PHONE: 617-825-9800

ADDRESS: 230 Bowdoin Street, Dorchester, MA 02122

STAFF LANGUAGE: Spanish, Cape Verdean, and Haitian

DESCRIPTION: Health Care Center.

SERVICES: Primary health care; assistance in obtaining funded benefits - this service is provided to outpatient population. Mental health services (Psycho-pharm. and short-term psychotherapy) are available with use of an interpreter in Spanish, Cape Verdean Creole and French.

POPULATIONS SERVED: Multi-cultural population.

AGENCY: **BRAZILIAN IMMIGRANT CENTER**

CONTACT: Fausto Rocha PHONE: 617-783-8001
Organizer

ADDRESS: 139 Brighton Ave., Suite # 2
Allston, MA 02134

STAFF LANGUAGE: Portuguese and English

DESCRIPTION: Non-profit agency to inform, organize and educate Brazilian immigrants.

SERVICES: Work place rights advocacy, immigration counseling, ESL, and other services.

POPULATIONS SERVED: Brazilians in the Greater Boston area.

AGENCY: **CAMBRIDGE HEALTH ALLIANCE**

CONTACT: Pedro Barbosa, Ph.D **PHONE:** 617-591-6033
Associate Director, Ambulatory Psychiatry

E-MAIL: pbarbosa@challiance.org

ADDRESS: Central Street Health Center
26 Central Street, Somerville, MA 02143

WEBSITE: www.challiance.org

STAFF LANGUAGE: Haitian Creole, Portuguese, Cape Verdean Creole, Spanish, Hindi, Japanese, Mandarin, and Sign Language. Indian dialects: Hindi, Oriya, Telegu, Gujarati.

DESCRIPTION: Specialty clinics staffed by bilingual and bicultural clinicians. Other languages available through Interpreter Services.

SERVICES: CHA is comprised of Cambridge and Somerville Hospitals, as well as 20 neighborhood health centers. A full range of inpatient and outpatient medical and psychiatric services available including: obstetrics/gynecology, pediatrics, medical- psychiatry, detox, surgery, 24- hour medical and psychiatric emergency departments, and geriatrics.

POPULATIONS SERVED: People of all ages and nationalities, with specialty services for Latinos (Central/South American and Caribbean), Portuguese/Brazilians, Haitians and people from South Asian countries.

AGENCY: **CARITAS CLINIC AT BRIGHTON MARINE**

CONTACT: Elaine Gale **PHONE:** 617-562-5200
Administrative Assistant **FAX:** 617-562-5209

ADDRESS: 77 Warren Street, Brighton, MA 02135

STAFF LANGUAGE: English, Spanish, Portuguese, Russian, Cambodian, and Vietnamese

DESCRIPTION: Multi-specialty community health center. Many insurances accepted, including Medicaid.

SERVICES: Primary health care, outpatient specialty care, dental care, laboratory services, radiology services, mental health, and outpatient rehabilitation.

POPULATIONS SERVED: All

AGENCY: **CENTER FOR HEALTH AND DEVELOPMENT, INC.**

CONTACT: Kenneth Spicer, President and Chief Executive Officer PHONE: 617-357-0224

ADDRESS: 10 Winter Place, 3rd floor, Boston, MA 02108

WEBSITE: www.centerforhealth.org

STAFF LANGUAGE: Spanish, Portuguese, and English

DESCRIPTION: Mental health facilities, residential facilities, and forensic services. Minority- directed.

SERVICES: Mental health services, club houses, forensic mental health, residential programs for adults, day rehabilitation services, supported housing, and vocational training.

POPULATIONS SERVED: All, mental health services for hearing - impaired adults.

AGENCY: **CENTRO DEL CARDENAL/CARDINAL CUSHING CENTER**

CONTACT: James McCarthy PHONE: 617-542-9292
Executive Director

EMAIL: james_mcarthy@ccab.org

ADDRESS: 76 Union Park Street, Boston, MA 02118

WEBSITE: www.elcentrodelcardenal.org

STAFF LANGUAGE: Spanish and English

DESCRIPTION: Social service agency serving the needs of Hispanic individuals and their families.

SERVICES: Adult education, (ESL), Case management, GED/BPS for young adults and teens, drug prevention program for youth, pregnancy prevention, and food bank.

POPULATIONS SERVED: Hispanic individuals and families from the Greater Boston area.

AGENCY: **CHILDREN'S SERVICES OF ROXBURY, INC.**

CONTACT: Sandra L. Tacke **PHONE:** 617-445-6655
 Director of Development **FAX:** 617-445-0940

ADDRESS: 2406 Washington Street 504 Dudley Street
 Roxbury, MA 02119 Roxbury, MA 02119

STAFF LANGUAGE: English, Spanish, French, American Sign Language, Portuguese, and French Creole

DESCRIPTION: A multi-service, non-profit agency which provides programs, services and support to children and their families. CSR is a minority business enterprise which is opened to all. We serve most of Boston's neighborhoods, Greater Boston and in some programs the entire state. We also administer Roxbury Unites for Children (RUFC) and Massachusetts Families for Kids (MFFK).

SERVICES: Adoption, and foster care; transitional housing assistance (for DTA referred only), childcare (in Boston, Worcester, Cape and Islands), parent aide services, food pantry, permanency services including family visitation, kinship services, voucher services, court mediation, family services and MAPP training, Commonworks Program - co-lead with the New England Home for Little Wanderers.

POPULATIONS SERVED: Opened to all. Some programs, such as transitional housing have closed referrals (clients come from DTA for that program). Children and adults-all races, ages, cultural and linguistic minorities.

AGENCY: **CHINESE ECONOMICS DEVELOPMENT COUNCIL**

CONTACT: Ed Chiang, Chairman **PHONE:** 617-482-1011

EMAIL: cedc@cedc-boston.org

ADDRESS: 65 Harrison Ave., 7th Floor, Boston, MA 02111

STAFF LANGUAGE: Mandarin, Cantonese, and English

DESCRIPTION: A locally-oriented, non-profit, community development organization.

SERVICES: Focusing on real-estate development for the benefit of the community

POPULATIONS SERVED: Asian community at large.

AGENCY: **COMMUNITY ACTION AGENCY OF SOMERVILLE**

CONTACT: Jack Hamilton PHONE: 617-623-7370
EMAIL: jhamilton@caasomerville.org

ADDRESS: 66-70 Union Square, Somerville, MA 02143

STAFF
LANGUAGE: Spanish, Haitian Creole, French, and Portuguese

DESCRIPTION: Anti-poverty organization

SERVICES: 1) Advocacy Program - assists low-income people by preventing evictions, making referrals to job training, ESL, and financial literacy education, and combatting racism and discrimination; 2) Head Start -- pre-school education, socialization, health and developmental screenings, and parent involvement.

POPULATIONS SERVED: Low-income Somerville residents. CAAS helps people with behavioral mental health problems to stay housed, in collaboration with the Somerville Mental Health Association, the Somerville Homeless Coalition, and the Somerville Community Corporation.

AGENCY: **CONCILIO HISPANO DE CAMBRIDGE, INC.**

CONTACT: Silvia Saavedra-Keber, Executive Director PHONE: 617-661-9406 X 118
EMAIL: sskeber@conciliohispano.org FAX: 617-661-8008

ADDRESS: 105 Windsor Street, 3rd Floor, Cambridge, MA 02139

WEBSITE: www.conciliohispano.org

STAFF
LANGUAGE: English, Spanish, and Portuguese

DESCRIPTION: A multi-service social service agency for Hispanic community residents within a 30 mile radius of Cambridge.

SERVICES: ESL and ABE citizenship preparation classes - family services, addictions program, information and referral, community support clubhouse (mental health program), protective services, and interpreter services to Department of Social Services, and youth leadership

POPULATIONS SERVED: Latinos

AGENCY: **DEAF AND HARD OF HEARING SERVICE, CAMBRIDGE HOSPITAL**

CONTACT: Sanjay Gulati, M.D. **PHONE:** 617-665-3458 x 3
EMAIL: deafclinic@challiance.org **TTY:** 617-665-1055
FAX: 6170665-1973
EMERGENCY: 617-665-1560

ADDRESS: Macht Building
16 Camelia Avenue, Cambridge, MA 02139

STAFF LANGUAGE: American Sign Language

DESCRIPTION: Psychiatric services for Deaf and Hard of Hearing children, adolescents, and adults, and their family members.

SERVICES: Individual therapy, family therapy, school consultation, medication evaluation and management.

POPULATIONS SERVED: All

AGENCY: **D.E.A.F. INC**

CONTACT: Sharon L. Applegate **PHONE:** 617-254-4041
EMAIL: sapplegate@deafinonline.org **FAX:** 617-254-7091

ADDRESS: 215 Brighton Avenue, Allston, MA 02134

WEBSITE: www.deafinonline.org

STAFF LANGUAGE: American Sign Language

DESCRIPTION: DEAF Inc. is a multiservice agency run by, for and with persons who are Deaf or Hard of Hearing.

SERVICES: Deaf and Hard of Hearing Independent Living Services, adult education, Interpreter Mentorship, Family Shared Reading Project, and Deafblind Community Access Network Program, Project HOPE, 7B title equipment.

POPULATIONS SERVED: Deaf, Hard of Hearing, Late Deafened, and Deafblind persons. Information and referral for parents and family members. Technical assistance for other providers, employers, etc.

AGENCY: **FREEDOM TRAIL CLINIC**

CONTACT: Justine Stohl, LICSW PHONE: 617-912-7800
Deaf Services Program Director TTY: 617-912-7897
FAX: 617-723-3919

ADDRESS: 25 Staniford Street, Boston, MA 02114

STAFF LANGUAGE: American Sign Language, PSE, and Signed English.

DESCRIPTION: FTC is a private non-profit agency. The Deaf Services Mental Health Program has culturally and linguistically competent staff who specialize in identifying and responding to the unique needs of deaf and hard of hearing people and their families.

SERVICES: Provide psychiatric evaluations and psychopharmacology services; individual, couple, family, and group therapy; consultation and education; and community based services. Familiar with resources within the state for referrals and linkage to other services that may benefit clients.

POPULATIONS SERVED: Adults, children, and adolescents whom are Deaf, Hard of Hearing, deaf blind, and late deafened and their families.

AGENCY: **FROSINA INFORMATION NETWORK**

CONTACT: Van Christo PHONE: 617-482-2002
Executive Director FAX: 617-482-0014
EMAIL: vanchristo@frosina.org

ADDRESS: 162 Boylston St., Boston, MA 02116

WEBSITE: www.frosina.org

STAFF LANGUAGE: English and Albanian

DESCRIPTION: An immigrant and cultural resource providing central clearinghouse and referral services to Albanian and other ethnic newcomers arriving in the USA. Frosina is involved in the education and dissemination of information about Albanian history and culture.

SERVICES: Referrals re: ESL classes including self-help, USA academic equivalency of diplomas earned at foreign universities, translation of documents, preparation of Curriculum Vitae, networking with Albanian and other organizations in USA, employment and job training, health care and health plans, and general, non-legal information about immigration-related and other matters.

POPULATIONS SERVED: Albanian but the information distributed is also utilized by other ethnic groups.

AGENCY: **HAITIAN AMERICAN PUBLIC HEALTH INITIATIVE (HAPHI)**

CONTACT: Jean Marc Jean-Baptiste **PHONE:** 617-298-8076
Interim Director

ADDRESS: 10 Fairway Street - P.O. Box 260386, Mattapan, MA 02126

STAFF LANGUAGE: French, Haitian Creole, and English

DESCRIPTION: Public health organization for Haitians providing education, prevention, counseling, support, and referral services.

SERVICES: Empowerment education for Haitian youth (Peer Leadership), anonymous/confidential HIV counseling and testing, extended counseling and psych. education, nursing assistant certification, health education/prevention media campaign, and tobacco control program.

POPULATION SERVED: Haitians in the Greater Boston Community.

AGENCY: **HAITIAN MENTAL HEALTH CLINIC**

CONTACT: Mel Schmid, M.Div., LICSW **PHONE:** 617-498-1109
Administrative Director 617-591-6380
Astrid Desrosiers, MD **FAX:** 617-498-1897
Clinical Director 617-591-6029

ADDRESS: 26 Central Street, Somerville, MA 02143

STAFF LANGUAGE: Haitian Kreyol, French, and English

DESCRIPTION: Objective of positively impacting the needs of a population at high risk for psychosocial dysfunction. It seeks to overcome traditional ethnic and linguistic barriers to mental health services utilization through the provision of linguistic and culturally relevant treatment.

SERVICES: Psychiatric, crisis and therapeutic intervention to individuals, adult and children (most major diagnoses have been and are being treated), family (acculturation issues, parenting skills, conflict resolution, reunification and specific child behavioral issues), and couples (marital adjustment and conflict resolution). Occasionally, psycho-educational groups for adolescents and parents are held. Indirect Service: Consultation, and public health education.

POPULATIONS SERVED: First and second generation Haitian immigrants and refugees.

AGENCY: **INQUILINOS BORICUAS EN ACCION**

CONTACT: David Cortiella **PHONE:** 617-927-1700
Executive Director

ADDRESS: 405 Shawmut Ave., Boston, MA 02118

STAFF LANGUAGE: Spanish and English

DESCRIPTION: People working together for a better future in Villa Victoria, South End neighborhood and metropolitan area.

SERVICES: Family support program, information and referral, educational and linkage services to families/caretakers of Hispanic mentally disabled individuals, drop-out prevention program, and provide beginner and advanced computer classes at our Technology Center, "El Batey."

POPULATIONS SERVED: Villa Victoria and metropolitan area residents through IBA's diverse programs.

AGENCY: **INTERNATIONAL INSTITUTE OF BOSTON**

CONTACT: Dr. Westy A. Egmont **PHONE:** 617-695-9990
President **FAX:** 617-695-9191

EMAIL: beacon@iiboston.org

ADDRESS: One Milk Street, Boston, MA 02109

WEBSITE: www.iiboston.org

STAFF LANGUAGE: Arabic, Berber, Bosnian, Cambodian, Chinese, Croatian, Czech, French, German, Greek, Haitian Creole, Italian, Persian, Russian, Serbian, Somali, Spanish, Swahili, Taiwanese, and Vietnamese

DESCRIPTION: Non-profit social service agency helping immigrant and refugees successfully integrate into New England.

SERVICES: ESOL and literacy classes, job training and placement, career advancement counseling, economic development (financial literacy instruction, microenterprise development, homebuyer education and tax assistance), legal/immigration assistance, social services (specializing in mental health care for survivors of torture, war trauma and domestic violence), refugee resettlement, and citizenship services.

POPULATIONS SERVED: Immigrants, refugees, asylees and other ethnic minorities.

AGENCY: **INTERNATIONAL RESCUE COMMITTEE**

CONTACT: Rita Kantarowski, Regional Director **PHONE:** 617-482-1154 x 201
EMAIL: ritak@theirc.org

ADDRESS: 162 Boylston Street, Suite 50, Boston, MA 02116

WEBSITE: www.theirc.org

STAFF LANGUAGE: French, German, Bosnian, Vietnamese, Russian, Somali, Arabic, Italian, Swahili, Amharic, Spanish

DESCRIPTION: A voluntary non-profit agency with a cooperative agreement with the US State Department to resettle refugees.

SERVICES: Orientation information and referral; job counseling and placement for refugees and asylees. Resettlement services sponsored for resettlement by our agency.

POPULATIONS SERVED: Vietnamese, Russian, Eritrean, Ethiopian, Somali, Liberian, Sierre Leonean, Sudanese. Diverse groups of Asylees.

AGENCY: **IRISH IMMIGRATION CENTER**

CONTACT: Lena Deevy **PHONE:** 617-367-1126
Director **FAX:** 617-367-1420

ADDRESS: 59 Temple PL STE 1105, Boston, MA 02111-1344

STAFF LANGUAGE: English, Irish, Haitian Creole, and French

DESCRIPTION: A volunteer-managed organization designed to meet needs of immigrants through a central philosophy of self-help and community based empowerment. The Center offers an active anti-racism program, cross-cultural activities and works in collaboration with other immigrant groups to support immigrants and immigrant rights.

SERVICES: Drop-In Center and confidential hotline where immigrants can find help with a variety of issues: immigration, citizenship, employment, housing, and other social service referrals. Two free immigration clinics staffed by immigration attorneys offered each month. Workshops, seminars, cross-cultural and immigrant organizing programs, volunteer and leadership development opportunities, internet, computer and phone access available.

POPULATIONS SERVED: Seventy percent are Irish. Other immigrants use the services provided. Services are free and open to everyone.

AGENCY: **LA ALIANZA HISPANA, INC.**

CONTACT: William Rodriguez, Executive Director PHONE: 617-427-7175 Ext. 299
E-MAIL: wrodriguez@laalianza.com FAX: 617-442-2259

ADDRESS: 409 Dudley Street, Roxbury, MA 02119

STAFF
LANGUAGE: Spanish, English, French, Portuguese, Cape Verdean

DESCRIPTION: Multi-service center providing social services and educational programs to the Latino community of Greater Boston.

SERVICES: Summer Day Camp (6-12 years old), Adult Education (GED, ESL, ABE and Citizenship classes) Employment & Training, and Senior Citizens Drop in center, Youth Services; "8th Period" After School Program, Latino Family Counseling Center; Substance Abuse Counseling, Family Preservation, Mental Health Counseling, Home Visitation, Public Health Services; Latino Youth 2000 Program, Teen Pregnancy Prevention, Lead Poisoning Prevention. Community Volunteer Program, and Intake & Referral Services, etc.

POPULATIONS SERVED: Low income Latino families, elders, adults, teens, and children.

AGENCY: **LATIN AMERICAN HEALTH INSTITUTE**

CONTACT: Eduardo Aguilú PHONE: 617-350-6900
EMAIL: eam@lhi.org FAX: 617-350-6901

ADDRESS: 95 Berkeley Street, Boston, MA 02116

WEBSITE: www.lhi.org

STAFF
LANGUAGE(S): Spanish, English, Portuguese

DESCRIPTION: Latin American Health Institute is a community based professional organization that provides public health and social services to individuals, families and communities in Boston, Lowell and Brockton.

SERVICES: Health education, disease prevention, advocacy and interpretation, substance abuse treatment, mental health services, case management, HIV counseling and testing, housing search and placement services for people with HIV/AIDS, and immigration assistance. LHI also offers research and evaluation services, professional education and training, technical assistance, health communications.

POPULATIONS SERVED: Mostly, Latin American communities in the Boston metropolitan areas, Lowell and Brockton.

AGENCY: **OFFICE OF MULTICULTURAL HEALTH**

CONTACT: Brunilda Torres **PHONE:** 617-624-5270
Director **FAX:** 617-624-5046

ADDRESS: Department of Public Health
250 Washington Street, 2nd Floor, Boston, MA 02108-4619

STAFF LANGUAGE: English, French, Portuguese, Amharic, Spanish, and Vietnamese

DESCRIPTION: Advocacy and action for improving the access to and the appropriateness of health services and health information for all refugee and immigrant communities in Massachusetts.

SERVICES: Technical assistance to DPH programs for quality translation of health care materials into foreign languages -- Enhancement of hospitals' interpreter services through the Determination of Need process -- Education and training for medical interpreters, outreach workers and health educators -- Liaison in all areas of health including domestic violence, elderly issues, etc.

POPULATIONS SERVED: All immigrants and refugees statewide.

AGENCY: **OFICINA HISPANA, INC.**

CONTACT: Jaime Talero **PHONE:** 617-427-0500
Executive Director

ADDRESS: 125 Amory Street, Building A, Roxbury, MA 02119

STAFF LANGUAGES: Spanish and English

DESCRIPTION: A community based non-profit agency founded in 1970 by Hispanic civic and religious leaders. Today the agency continues to assist members of the community to achieve economic self-sufficiency through educational and career development.

SERVICES: Vocational preparation, business skills training program, engineering assistance training, and accounting support training.

POPULATIONS SERVED: Hispanic, African-Americans, Asians, and others.

AGENCY: **DR. SOLOMON CARTER FULLER MENTAL HEALTH CENTER**

CONTACT: Mary-Louise White, MEd, PhD, RN **PHONE:** 617-626-8700
Center Director

ADDRESS: 85 East Newton Street, Boston, MA 02118

STAFF LANGUAGE: English, Spanish, Cape Verdean and Creole

DESCRIPTION: A comprehensive mental health service center with vendor community agencies and programs that provide a variety of mental health services.

SERVICES: Intermediate care inpatient services, day treatment (adult) drop-in program, case management, crisis intervention, psychosocial club, outpatient counseling services, individual, families, couples, psychological testing, family support, community rehabilitation services, prevocational training, residential services, and school intervention.

POPULATIONS SERVED: Chronic mental illness, children, adolescents, adults, and families, priority given to DMH eligible clients.

AGENCY: **SOMALI DEVELOPMENT CENTER**

CONTACT: Abdirahman A. Yusuf, Executive Director **PHONE:** 617-522-6904
EMAIL: sdcboston@yahoo.com **FAX:** 617-522-6300

ADDRESS: 205 Green Street, Jamaica Plain, MA 02130

WEBSITE: www.sdcboston.org

STAFF LANGUAGE: English, Somali, Arabic, and Swahili

DESCRIPTION: Community based organization operated by Somalis for Somalis and other Africans.

SERVICES: Emphasis on education, youth enrichment, employment, and empowerment of the Somali community. Services include ESL classes, Health Services (interpretation and access to insurance), computer classes and social services.

POPULATIONS SERVED: Primarily Somalis throughout Greater Boston and also Arabic speaking immigrants and other African immigrants (e.g., Ethiopians, Sudanese).

AGENCY: **VIETNAMESE YOUTH AND FAMILY CENTER (VYFC)**

CONTACT: Toan Nguyen, MSW **PHONE:** 617-825-1861
Program Director **FAX:** 617-825-1642

ADDRESS: 1590 Dorchester Avenue, Dorchester, MA 02122

STAFF LANGUAGE: Vietnamese and English

DESCRIPTION: VYFC provides a wide range of bilingual/bicultural mental health, child welfare, educational support, and social services to Vietnamese youth and their families.

SERVICES: Diagnostic evaluation; individual and family therapy; after-school and summer programs for youth; Vietnamese Girls Club; Intensive Family Intervention (IFI); Intensive Adolescent Intervention (IAI); Mental Retardation/ Developmental Disabilities (MR/DD) Services.

POPULATIONS SERVED: Vietnamese youth and their families in the Dorchester and Metro Boston areas.

AGENCY: **WHITTIER STREET NEIGHBORHOOD HEALTH CENTER**

CONTACT: Victor Griffiths **PHONE:** 617-989-3083
Director of Counseling/
Social and Behavioral Health **FAX:** 617-989-3243

ADDRESS: 1125 Tremont Street, Roxbury, MA 02120

STAFF LANGUAGE: English, Spanish, and Sign Language

DESCRIPTION: We provide behavioral health services to a predominantly minority population within a primary care setting.

SERVICES: Individual, couples, and family therapy, group therapy, adult psychiatry, crisis intervention, case management, home-based and school-based counseling.

POPULATIONS SERVED: Predominantly African-American, and Latino. We also serve White, Haitian, Caribbean, Somali, and other African descent clients.

