

✓ The Massachusetts

✓ Department of Mental Retardation



GOVERNMENT DOCUMENTS
COLLECTION

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✓ *Annual Report*

July 1, 1995 - June 30, 1996

Commonwealth of Massachusetts

William F. Weld, Governor

Argeo Paul Cellucci, Lieutenant Governor

Executive Office of Health and Human Services

Joseph Gallant, Secretary

Department of Mental Retardation

Philip Campbell, Commissioner

Commissioner's Message

by Philip Campbell

Commissioner

Department of Mental Retardation

Introduction

We all want to make our own decisions about the important matters in our lives. Each of us wants to know what all our options are and then make an informed choice on which path is best for us.

This is the concept behind a growing social movement among people with disabilities; — self-advocacy. For much of history, society took care of many people with mental retardation. Public agencies told them where to live, how to live, whittled them into set, static programs, or segregated them from the rest of society. The results spoke for themselves.

For the last half century, people with mental retardation and their families fought for their rights and gained increased acceptance and recognition. They seized a more active role in controlling their destinies. Individuals and families demanded real options, real jobs, real life experiences with quality supports so that they or their loved ones can lead the most fulfilling and independent life possible.

Massachusetts has listened to this call for more independence and control. Four years ago the DMR moved towards a consumer-driven system of support services that emphasized individual needs and preferences. Families and individuals gained a stronger voice

in the decision-making process. The DMR created a wider array of support, employment, and residential options to meet individual preferences.

Families and individuals benefited from more flexible funding options that readily adapt to what families truly need. We sponsored numerous self-advocacy and leadership conferences

fiscal year. 1,222 families and individuals benefited from flexible funding programs. 514 people moved to supported employment programs. 110 moved to competitive jobs. 456 people moved to better living situations.

Hundreds of individuals and family members attended DMR-sponsored leadership conferences to learn about

state services, their rights, how to access services, and how to advocate for the supports they want. These families also shared information and networked. We continued our efforts to bring more diversity to the Department and to help multicultural families gain easier access to the DMR service system.

Major Accomplishments for DMR in FY96 :

- **Collaborative effort of parents, boards, providers and advocates secure favorable budget with new funding for families in need, and salary increases for provider direct care staff.**
- **Recognition Day, held March 20, 1996 at The State House, honors 24 Massachusetts residents for gaining significant levels of independence living in the community.**
- **National study by the University of Illinois at Chicago favorably rates Massachusetts in providing services to people with mental retardation.**
- **DMR-UMass sign agreement to create courses, explore and foster leadership opportunities on social issues dealing with people with disabilities.**

across the state so that people could gain confidence and learn effective strategies. These actions allowed more individuals with mental retardation and family members to have a greater voice in the decision-making process.

FY96 was a year that saw the DMR take progressive steps towards helping more families and individuals lead the lives they want. The Commonwealth honored 24 distinguished individuals for their achievements and independence at a March State House ceremony. We provided supports to 366 more people than in the previous

In March, two prominent self-advocates came to Massachusetts and spoke at a state-wide conference and at sites across the state. Tia Nelson and Nancy Ward inspired everyone who heard them to become more active in speaking out for the supports and acceptance they require. On June 14, 800 people convened in Marlborough for DMR's Twelfth Annual Human Rights Conference.

The accomplishments outlined in this FY96 Annual Report continue our basic mission; — to provide quality support services that meet the needs of

more than 24,000 Massachusetts citizens with mental retardation. DMR exists to serve people and their families, to develop and maintain high quality programs, and to create meaningful opportunities so that people can live safely, learn new skills, make decisions, and develop to their highest potential as individuals.

This is the central theme of the DMR's Mission Statement and it remains the motivating force behind our management and staff as we provide attentive assistance to the people we serve and encourage them to exercise greater control over the decisions that effect their lives.

Accomplishments

This year through a cooperative and collaborative effort, the DMR was able to secure a very favorable budget. Last fall, at our Third Citizen's Advisory Board (CAB) Conference, delegates identified the waiting list and higher salaries for private provider employees as high priorities.

Under the leadership of Gerry Morrissey, Deputy Commissioner, a coalition was formed between CAB leaders, the private provider community, Massachusetts Arc, Families Organizing for Change, and the Governor's Commission on Mental

On March 20, 1996, twenty individuals were honored for the successes they have made in leading independent lives. Throughout the pages of this Annual Report are profiles of three individuals who were honored at this State House ceremony.

Mrs. Edna McAveny & Robert Fisher

Amherst, MA

Robert Fisher is a 22 year-old man who has finished school and started his own company, Robert Fisher Productions and Promotions Company.

With the support of his mother, Robert hires local music talent, finds space, does publicity, and promotes benefit concerts. He has held two thus far, one for a local youth program and another for a battered woman's shelter. Robert also handles some of the introductions, and helps musicians set up for the concerts.

At the Recognition Day ceremony, his mother credited the DMR with providing support and assistance so that Robert could pursue his dream of being in the music business. His company is based on two fundamental principles; there should be no barriers in the world which prevent individuals with disabilities from pursuing and achieving their dreams, and with support anything is possible.

Retardation to increase legislative awareness about DMR issues and the critical need for more funding.

This group worked hard and effectively throughout the course of the budget cycle. Their efforts paid off handsomely with an FY97 budget that had increased funding for people Turning 22, and secured new funding: \$2 million for older unserved families, \$2 million for respite services, \$1 million for

family and individual support, and funds for a salary upgrade of up to 4% for provider direct care staff who earn under \$20,000 per year.

On Wednesday morning March 20, Gov. William F. Weld delivered the keynote address at DMR's Recognition Day ceremony that was held in the Great Hall of the State House. The event recognized 24 individuals with mental retardation across the state who have gained significant levels of independence and fulfillment living in the community.

In his remarks Gov. Weld said, "Clearly the terrible policies of the past — warehousing people with mental retardation — in state schools was cruel to those whose wings were senselessly clipped," Gov. Weld told the audience. "Those policies were just as cruel to the rest of us, because we all have so much to gain when people like today's honorees live in our midst."

The event was held in conjunction with March as Mental Retardation/Developmental Disabilities Awareness month. More than 15 local events were held across the state in conjunction with the State House ceremony.

The DMR

The Department of Mental Retardation is an independent agency within the Executive Office of Health and Human Services which provides a wide range of services and supports to Massachusetts citizens with mental retardation.

Everyday, the DMR provides an array of support services to more than 24,000 people across the state. Their level of disability may require assistance in job placement, transportation, or residential services, or more intense levels of treatment, monitoring and care. The DMR provides these services through state-operated programs and by contracting with more than 340 private provider agencies across the state.

The DMR strives to provide support services in safe and healthy environments and promotes the creation of opportunities for people with disabilities to become fully integrated participants in their communities. It promotes individual development, encourages family involvement, and emphasizes consumer and family involvement in the decision making process.

The 20 honored individuals were former residents of large state institutions who have moved to smaller residences and gained new skills, jobs, relationships, and success as members of their communities. They were also sons and daughters who have left their families' homes to live on their own. They were people who bought their own home, started their own business, live independently, and overcame many challenges.

How Massachusetts Ranks

The year saw the publication of an important study that showed that Massachusetts has made significant progress over the last five years in expanding and improving the quality of services individuals with mental retardation and their families receive from the Commonwealth.

The study "Toward Family And Community: Progress in Mental Retardation Services in the Commonwealth of Massachusetts," by Dr. David Braddock, from the University of Illinois at Chicago, showed that Massachusetts is consistent with trends in other states across the country in developing community-based services and phasing down and closing large institutions.

The study charts the progress Mas-

sachusetts has made towards improving its system of services for people with mental retardation. It compares Massachusetts' progress with other New England states, Michigan, and the United States.

Among the key findings in the Braddock report were:

- Developments in mental retardation services in Massachusetts closely approximate the strong and continuing national trend to phase down reliance on state institutions in favor of expanding community living opportunities and family supports;
- Federal funding under the HCBS Waiver has grown from \$53-million per year in 1993 to \$123-million annually in 1996. The number of participants in the Waiver has increased from 2,811 in 1993 to 8,027 in 1996;
- Net state spending for mental retardation services has been reduced by 19% while expanding the number of individuals and families served;
- State government leadership in Massachusetts has pursued a re-

sponsible course in the past four years following nationally accepted values in advancing community participation by people with mental retardation, expanding family support programs, and implementing responsible phase downs and closure of institutions;

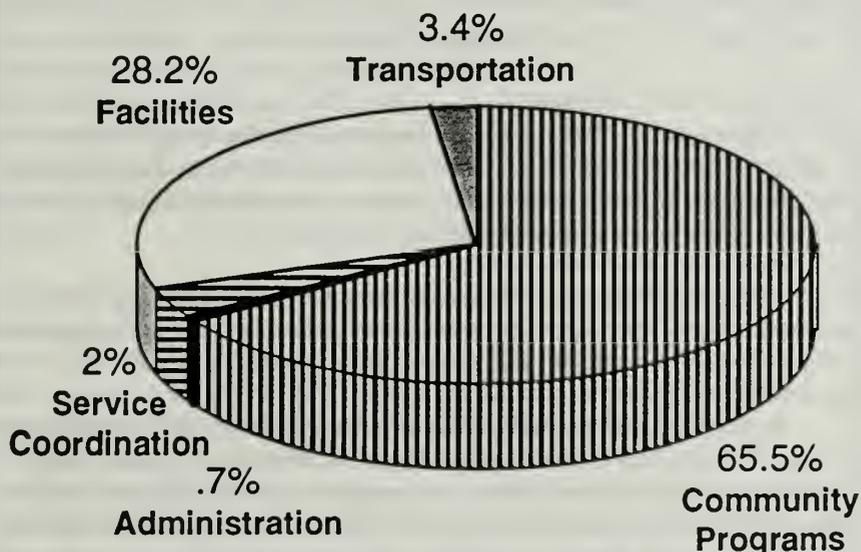
- Most of the "phase down dividend" has been reallocated for community services activities;
- In the 20 year period from 1977 to 1996, the Commonwealth spent a grand total of \$12.9-billion for mental retardation services in institutional and community settings. 56% of these funds have been used solely to support a few thousand placements in state institutions. Only 40% of total MR/DD funding has been dedicated to 20,000 individuals who reside in the community or live at home with their families;
- Expansion in the community services system has grown by 66% since 1992;
- Respite care for families has increased 39% since 1994 to a total of 14,448 families served in 1996.

Dr. Braddock is a national leader and researcher in the field of mental retardation. For two decades, Professor Braddock and his team have been the primary source of demographic, economic and systems-oriented studies of developmental disability services in the United States.

Academic Partnerships

In September, the DMR and the University of Massachusetts formed a new partnership. This collaboration will foster leadership on a range of social issues dealing with public practice, values, and customs which affect the lives of people with disabilities and their families. The partnership strengthened existing relationships between DMR and UMass across the state such as courses that are offered at the UMass-Lowell.

DMR's FY96 Spending by Category



A new undergraduate course at UMass-Amherst "Current Issues in Mental Retardation," was offered in the fall and spring semesters. The course that was taught by DMR staff examined current practices in providing support services to people with mental retardation and their families.

We are very excited about the DMR-UMass Collaboration. It is important to look to the future. We need to develop a more capable and diverse work force of human service professionals so that people with disabilities can have more opportunities to lead satisfying and productive lives.

This collaboration has many worthy objectives such as:

- developing more courses of study
- creating internships
- increasing understanding, sharing knowledge
- encouraging research
- gradually improving the education and training of direct care staff and managers who care for people with developmental disabilities.

Our innovative Urban Youth Collaborative (UYCP) summer jobs program was a semifinalist in the Innovations in American Government, an awards program of the Ford Foundation of Harvard University. Fewer than six per cent of the pool of 1,560 applicants made it to the final round.

This summer the UYCP entered its fifth year helping 200 multicultural youths in ten urban areas across the Commonwealth. The program places students in an eight-week, full time job providing supports to people with mental retardation. The program operates in Boston, Cambridge/Somerville, Fitchburg/Leominster, Lawrence, Lowell, Springfield,

What is Mental Retardation?

Mental retardation refers to substantial limitations in present functioning. It is characterized by significantly subaverage intellectual functioning existing concurrently with related limitations in two or more areas of the following adaptive skill areas: communication, self-care, home living, social skills, community use, self-direction, health and safety, functional academics, leisure, and work.

Mental retardation manifests before 18 years of age.

- AAMR

succeeded by Margaret Chow-Menzer, former Assistant Commissioner of Human Resources and Deputy General Counsel.

In February the DMR published a book, *Families 1,000*, that chronicled our 1995 campaign and offered profiles of 20 individuals and families. The book was designed to increase public understanding and showcase the lives, achievements, and talents of Massachusetts citizens with mental retardation. The book was very well received and was distributed

to a wide audience of opinion leaders; legislators, business leaders, the media, academic and health administrators, and private agencies.

Addressing Peoples' Needs

The DMR launched a number of initiatives in the past year that greatly expanded and eased access to the range of support options families and individuals can select from.

A team of DMR staff drafted new procedures for the intake and eligibility process. These changes were designed to simplify the intake process, standardize procedures, and make things easier to understand. The changes also made the intake process

Holyoke, New Bedford, Quincy/Brockton, and Worcester.

Several years ago, the DMR's legal department began the enormous task of rewriting and modernizing our regulations, an undertaking designed to bring clarity and consistency to our regulations. All ten chapters were completed this year.

The completed regulations reflect our mission and our community-based system of supports. The language has also been simplified to make it more contemporary and easier to understand. This year DMR's first General Counsel, Kim Murdock, left state service to enter private practice. She was

Eugene Charis Plymouth, MA

Eugene is a man who moved from the Fernald Developmental Center to the Plymouth area in 1991. He shares an apartment with another man and takes great pride in the independence he has achieved. As he likes to say of his home, "This is my house, and I'm the boss here."

He works part-time at a local grocery store and he is well received by his co-workers. Eugene served as a guest panelist and spoke before a hundred people at a recent conference on "Home Values."

*Eugene's life and accomplishments were featured in the June 23, 1996 cover story of *The Boston Globe Sunday Magazine*. The piece, "An ordinary life" which was written by Don Aucoin, was a poignant portrait that offered insight into what life is like for a person with mental retardation living in the community.*

consistent with the recent American Association of Mental Retardation definition of mental retardation, making Massachusetts one of the first states in the nation to do so.

The new intake and eligibility process offers a model of service delivery that emphasizes local existing supports that include family, friends, generic supports, and specialized services to foster the most normal life possible.

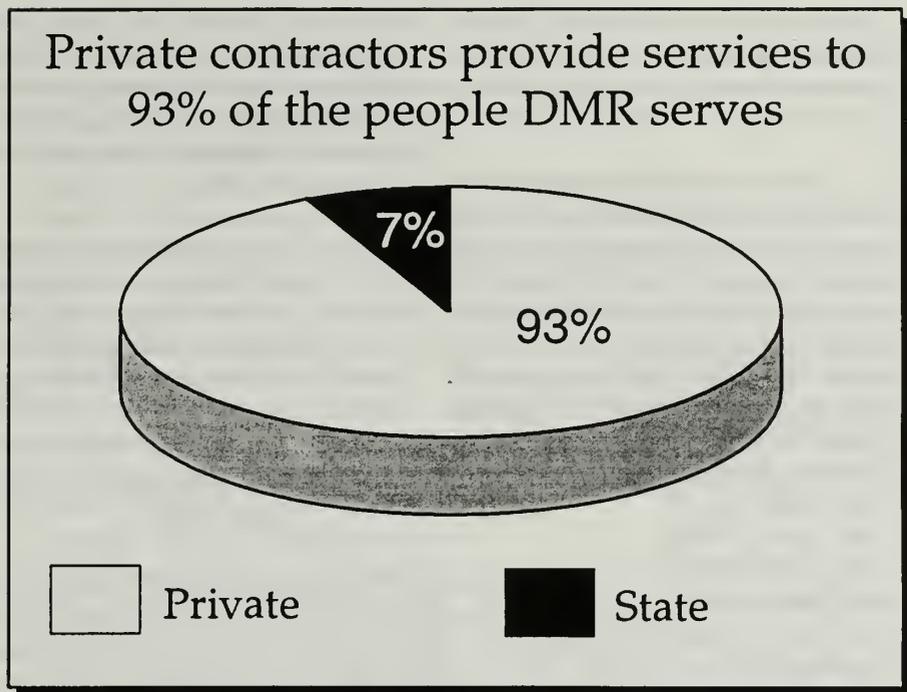
Family Support Guidelines were completed this year that brought increased flexibility in the way support services are offered to families. The guidelines were developed with extensive input from consumers, families, provider agencies and DMR staff. They are in line with the most progressive practices in the nation and offer families and unprecedented degree of maneuverability in designing creative supports.

The Office of Program Development, under the direction of Janet George, began the implementation of the Children's Blueprint, a document that outlines the role and supports DMR should provide to children with disabilities and their families. The blueprint calls for greater DMR presence at the local level and new support services for families.

Keeping Families Together

For the past three years, the Department of Education and DMR have had an interagency agreement that facilitated the transition from school life to more independent lives in the community. This agreement supports options that are less restrictive, more cost-effective, and utilize community-based supports.

These agencies also developed a funding mechanism that enabled individuals from residential special education schools to return to their home communities with proper supports. In FY96, the interagency agreement was modified to create flexible family supports that enabled students to live at home and go to school locally, thus



avoiding specialized residential school placements.

Program Development began offering a statewide training and support program for families to teach them how to develop Individual Education Plans for their children. More than 900 families across the state benefited from this program that works in conjunction with local school systems.

The office also introduced an Intensive Support Program that worked with 100 families across Massachusetts to provide assistance so their children could live at home. The program offers a wide array of supports such as advocacy, stipends, and consultation.

Residential Services prepared a draft report that promotes the reform of housing options and services. This report was widely distributed to individuals, families, providers, advocacy groups, and staff. More than 1,200 people attended 30 public forums across the state to offer comments and suggestions that will become part of the report. The final report should be issued in the fall of 1996.

This office offered training and technical assistance on residential reform initiatives through conferences

and roundtable discussions. These sessions examined how to help individuals receive personalized supports that will help them choose their home and way of life. Topics covered home purchase, rental options, choice and control for persons with severe cognitive limitations, and Personal Care Assistants.

The DMR awarded \$20,000 in mini-grants to 23 individuals and families that offered aid in rental assistance, security deposits, home maintenance, closing costs, furniture purchase, and community participation.

DMR was the founding member of the Massachusetts Home of Your Own Alliance, a cross-disability effort to help individuals become homeowners. In FY96, Massachusetts was one of five states that received a \$20,000 technical assistance grant.

DMR has been an active participant in interagency collaborations to plan, acquire and distribute federal and state housing dollars. These efforts have created some 800 rental assistance vouchers to assist younger persons with disabilities.

These efforts also fostered additional rental opportunities through the

Massachusetts Housing Finance Agency, and approval of HUD grants for new home construction and renovation.

This year the DMR funded and/or supported several initiatives across the state that reached out to various multicultural groups. Historically, minority populations have had a difficult time learning about and accessing state services. In FY96 the DMR strengthened and/or developed programs in Springfield, Worcester, Merrimack Valley, Metro Boston, and Fall River and New Bedford that reached out to Latino, Haitian, Portuguese, Asian-American, and other multicultural families.

Quality Improvements

The DMR continued to improve on the quality services that are offered in our remaining large facilities; Monson, Templeton, Glavin, Hogan, Fernald, Dever & Wrentham Developmental Centers. Four of these facilities passed surveys that are essential for participation in federal Medicaid funding with active treatment scores of 100%. Two facilities scored 98%.

We continued to accommodate the expressed desire of many facility residents and families who have requested moves to the community. Last year, 136 individuals made this transition. The cost savings and the funding that follow these individuals to the community allowed the DMR to serve 45 individuals who had been on the waiting list.

FY96 saw the third year of opera-

tion of our Quality Enhancement Survey Tool (QUEST). QUEST measures the impact of services and supports on the quality of life of persons with mental retardation in both private and state-operated programs.

The Office of Quality Enhancement (OQE), under the direction of Mary Cerreto, and the DMR promulgated new regulations regarding standards for services and supports. These regulations are consistent with the values of

OQE published the second edition of QUEST that refined the tool and the surveying process. This new version responded to feedback from individuals, families, providers and revised major aspects of the survey and certification process.

In August, 1995, QUEST was selected as one of only eight "exemplary" quality assurance systems nationwide for study in a project funded by the Health Care Financing Administration.

The study team surveyed all 50 states to select those with a progressive approach to outcome-based, quality assurance systems. Massachusetts' QUEST program fit many of the criteria.

The study, conducted by the Cambridge-based Human Services Research Institute, was designed to review value-based and outcome-oriented systems to assist the federal government in the revision of its Title XIX regulations and standards for ICF's/MR. In addition to reviewing the content of DMR's

QUEST system, the study indicated that the measure is reliably implemented.

In the past year, the Investigations Division processed 1,975 cases and investigated 1,150 reports of mistreatment abuse or neglect against a person with mental retardation. 28% were unsubstantiated and 72% were substantiated.

The Division applied for and was granted direct access to the Criminal Offender Record Information of the Criminal History Systems Board. This access should greatly assist investigators in conducting thorough investigations.

Lianne Lawrence & Renee Miranda Waltham, MA

Lianne and Renee left the Perkins School for the Blind several years ago and have made steady progress towards leading more independent lives. They lived in a community home but at a certain point, they realized that what they really wanted was live in an apartment of their own.

They searched their local area for one that would meet their needs and preferences. But each apartment they looked missed one of the key criteria they were looking for in their new home. The only ones that met their needs were condominiums.

Lianne and Renee began to realize that purchasing their own home was an option that should be explored. The women worked closely with DMR, the Waltham Committee, Inc., the Massachusetts Commission for the Blind, and BayBanks to secure a mortgage so they could buy the condominium they wanted.

Their dream came true on December 1, 1994 when Lianne and Renee became the proud owners of their new home.

the Mission Statement and the quality indicators of rights and dignity, individual control, community membership, relationships, personal goals and accomplishments, and personal well-being.

OQE completed its first survey cycle for all public and private providers subject to certification. During this initial cycle, 3% received a two year certification, 30% achieved a one year certification, and 66% were certified with conditions. One per cent were non-certified. The process of recertification has begun with a significant number of providers upgrading their level of certification and improving the quality of services offered to individuals.

This year our Training Department began to phase in a program that will assure that DMR employees possess the skills that are essential for successful job performance. These core competencies vary for each position but basically cover the knowledge, skills, and attitudes that are necessary for the position. This training is also available to provider staff.

The Training Department identified the competencies that are required for each position in the service delivery system. For instance with direct care staff the competencies cover a wide variety of attributes such as; capacity to see abilities and potential in people served, knowledge of services and options, the ability to mold activities to individual needs, or the importance of self-advocacy. All new staff are required to attend the three-day training session.

Western Mass dedicated a Train-

Senior Staff

Gerald J. Morrissey, Jr.
Deputy Commissioner

Mary Cerreto, PhD
*Assistant Commissioner
for Quality Enhancement*

Margaret Chow-Menzer
General Counsel

Janet George, EdD
*Assistant Commissioner
Program Development/
Children's Services*

William Hetherington
*Assistant Commissioner
Management and Finance*

Regional Directors:

Teresa O'Hare, - West
Diane Enochs, - Central
Dorothy Mullen, - Northeast
Richard O'Meara, - Southeast
Jeffrey Kielson, - Metro Boston

ing and Staff Development Center in Belchertown to foster self-advocacy. The center was named for the late John Patrick, a former Belchertown State School resident who was a founder of the self-advocacy movement and leader in the civil rights movement for people with disabilities. The center has training space, an exhibit of photographs and archival material from the former Belchertown State School, and a staff development library.

The Department continued its efforts to modernize information management, bringing in more computer technology and software systems to help us track data and increase efficiency. In the last year, Management Information Systems installed more than 200 personal computers across the state in regional, facility and area offices and linked 17 offices to our statewide network.

In Conclusion

All of this year's accomplishments continue the Commonwealth's successful track record of helping families and individuals lead the lives they choose. Working cooperatively with individuals, parents, and private organizations, we have accomplished a lot. Much has

changed for the better for Massachusetts citizens with mental retardation in recent years as the Braddock report clearly illustrates. (see page 5.)

Some of the most important advancements this year such as the DMR-UMass agreement, the UYCP summer jobs program, and training initiatives look forward to the 21st century. These efforts which began this fiscal year will ensure that our work force is better prepared and educated, more competent and compassionate, and able to work with diverse populations and needs.

This evolution would not have occurred without the concern, advocacy, and commitment from many people; self-advocates, people with mental retardation, their families, DMR and provider staff, and others who strive to make Massachusetts a leader in the development of support services, a progressive state where people with disabilities feel welcome, have meaningful jobs, have friends and relationships, and feel like they belong.

*Philip Campbell
Commissioner*

Statewide Advisory Council

1995-1996

Jon Johanson
Roslindale, Chairperson

Lucie Chansky
Newton Centre

Pauline Litchfield
Duxbury

Frank Donnelly
Arlington

Archie Manoogian
South Byfield

Peter Dulchinos
Chelmsford

Norman Mercer
Northampton

Anne Howard
Wellesley

Rose Stone
Kingston

Jody Williams
*Mass Developmental
Disabilities Council*

Department of Mental Retardation at a Glance

as of June 30, 1996

| | <u>1992</u> | <u>1993</u> | <u>1994</u> | <u>1995</u> | <u>1996</u> |
|--|-------------|-------------|-------------|-------------|-------------|
| Total budget for department | \$601.4M | \$649.7M | \$704.1M | \$713.4M | \$730.8M |
| Number of employees (FTE's) | 10,300 | 9,800 | 8,659 | 8,593 | 8,154 |
| Percentage of budget going directly to client services | 97.8% | 99% | 99% | 99% | 99.3% |
| Number of people served | 21,000 | 22,000 | 22,052 | 23,855 | 24,221 |
| Number of people in community residential programs | 5,579 | 6,038 | 6,547 | 6,760 | 6,941 |
| Number of people with mental retardation living with their families | 6,291 | 7,024 | 10,431 | 12,615 | 13,848 |
| Number of people living in the state schools | 2,700 | 2,354 | 2,183 | 2,010 | 1,835 |
| Number of people in supported employment programs | 1,403 | 1,639 | 1,816 | 2,015 | 2,504 |
| Number of people in other day programs | 6,774 | 7,307 | 7,935 | 8,275 | 8,245 |
| Number of people competitively employed | 637 | 665 | 682 | 701 | 721 |
| Number of people transitioned to competitive employment this year | 51 | 23 | 17 | 19 | 20 |
| Number of families receiving respite care | 7,550 | 8,026 | 9,677 | 9,705 | 11,188 |
| Number of people in specialized home care | 412 | 435 | 516 | 590 | 638 |
| Number of families with children under age 22 receiving family support | 4,700 | 5,298 | 6,123 | 6,220 | 6,805 |
| Number of people receiving transportation services | 8,809 | 9,107 | 8,758 | 8,213 | 7,647 |
| Number of families receiving support services | 10,991 | 12,382 | 12,494 | 14,334 | 14,664 |
| Number of providers contracting with the DMR | 356 | 370 | 368 | 362 | 343 |
| Total number of people surveyed through QUEST | | — | — | 2,718 | 3,329 |

DMR Offices

as of June 30, 1996

West

Regional Office

1537 Main Street
Springfield, MA 01103
(413) 731-7742

Franklin/Hampshire
One Roundhouse Plaza
Northampton, MA 01060
(413) 586-4948

Berkshire
333 East Street
Pittsfield, MA 01201
(413) 447-7381

Holyoke/Chicopee
100 Front Street
Holyoke, MA 01040
(413) 535-1022

Springfield
436 Dwight St. Suite 205
Springfield, MA 01103
(413) 784-1339

Westfield
125 N. Elm Street
Westfield, MA 01085
(413) 562-1599

Central
Regional Office
Glavin Regional Center
214 Lake Street
Shrewsbury, MA 01545
(508) 845-9111

Middlesex/West
114 Turnpike Road
Westboro, MA 01581
(508) 792-7890

South Valley - Milford
14 Greenleaf Terrace
Milford, MA 01757
(508) 634-3644

North Central
285 Central Street
Leominster, MA 01435
(508) 840-1745

Newton/South Norfolk
125 West Street
Walpole, MA 02081
(617) 668-3679

South Valley
44 Southbridge Road
Dudley, MA 01571
(508) 987-5454

Worcester
40 Southbridge Street
Worcester, MA 01608
(508) 792-7545

Metro Boston
Regional Office
160 N. Washington Street.
Boston, MA 02114
(617) 727-5608, ext. 412

West Boston/ Brookline
1208 VFW Parkway
W. Roxbury, MA 02132
(617) 325-1155

Charles River West
255 Elm Street
Somerville, MA 02144
(617) 623-5950

Dorchester/Fuller
85 East Newton Street
Boston, MA 02118
(617) 266-8800, ext. 417

Harbor
66 Canal Street
Boston, MA 02114
(617) 624-0430

Northeast
Regional Office
Hogan
Regional Center
Hathorne, MA 01937
(508) 774-5000

Lowell
325 Chelmsford Street
Lowell, MA 01851
(508) 970-0223

Merrimack Valley
18 Essex Street
Haverhill, MA 01832
(508) 521-9432

Central Middlesex
20 Academy St.
Arlington, MA 02174
(617) 646-5500

Metro North
27 Water Street
Wakefield, MA 01880
(508) 224-0207

North Shore
20 School Street
Lynn, MA 01902
(617) 581-2195

Southeast
Regional Office
68 North Main Street
Carver, MA 02330
(508) 866-5000

Taunton/Attleboro
75 1/2 East Main Street
Norton, MA 02766
(508) 285-6321

Brockton
500 Belmont Street
Brockton, MA 02401
(508) 427-5731

Cape Cod/Islands
60 Park Street
Hyannis, MA 02601
(508) 771-2595

Fall River
680 Maple Street
Fall River, MA 02720
(508) 678-2901

New Bedford
908 Purchase Street
New Bedford, MA 02740
(508) 992-1848

Plymouth
68 North Main Street
Carver, MA 02330
(508) 866-5000

South Coastal
1221 Main Street
South Weymouth, MA 02190
(617) 337-2165

Facilities
Paul A. Dever
Developmental Center
Taunton, MA
(508) 824-5881

Walter E. Fernald
Developmental Center
Waltham, MA
(617) 894-3600

Irving A. Glavin
Regional Center
Shrewsbury, MA
(508) 845-9111

Hogan Regional Center
Hathorne, MA
(508) 774-5000

Monson
Developmental Center
Monson, MA
(413) 283-3411

Templeton
Developmental Center
Baldwinville, MA
(508) 939-2161

Wrentham
Developmental Center
Wrentham, MA
(508) 384-3114

Mission Statement

The Department of Mental Retardation is composed of people dedicated to creating, in cooperation with others, innovative and genuine opportunities for individuals with mental retardation to participate fully and meaningfully in, and contribute to, their communities as valued members.

Guiding Principles

The Department of Mental Retardation shall conduct itself according to the following guiding principles:

- promote the right of people with mental retardation to exercise choice and to make meaningful decisions in their lives;
- respect the dignity of each individual through vigorous promotion of the human and civil rights which, in part, strives to keep people free from abuse or neglect;
- ensure that adequate services and flexible resources are non-intrusive, cost effective and provided by qualified, trained personnel to meet individual needs and preferences;
- empower individuals and their families to speak out for themselves and others, initiate ideas, have choices and make decisions about needed supports;
- recognize that ethnic and cultural diversity of each individual must be valued and respected;
- enhance public awareness of the valuable roles persons with mental retardation assume in society through promotion of physical and social integration;
- support the dignity of achievement that results from risk-taking and making informed choices;
- recognize that realizing one's potential takes courage, skills, and supports;
- provide entry to services through a single, local and familiar community setting;
- operate according to accepted management practices;
- recognize that services providing meaningful benefits to individuals require a commitment to ongoing monitoring and evolutionary change.