

## Fiscal Intermediaries (FIs)

Agency Name	Address	Phone
Cerebral Palsy of Massachusetts	43 Old Colony Avenue Quincy, MA 02170	617-479-7577
North Shore Arc	6 Southside Road Danvers, MA 01923	978-762-9307
Stavros Center for Independent Living	210 Old Farm Road Amherst, MA 01002	413-256-6692

## PCM Agencies\*

Agency Name	Address	Phone	Selected FI
AdLib, Inc.	215 North Street Pittsfield, MA 01201	413-442-7047	Stavros Center for Independent Living
BayPath Elder Services	33 Boston Post Road West Marlborough, MA 01752	508-573-7200	Cerebral Palsy of Massachusetts
Boston Center for Independent Living	60 Temple Place, 5th Floor Boston, MA 02111	617-338-6665	Cerebral Palsy of Massachusetts
Bristol Elder Services	182 North Main Street Fall River, MA 02720	508-675-2101	Cerebral Palsy of Massachusetts

\*This list can change, please contact MassHealth Customer Service at 1-800-841-2900 for the most up-to-date list.

<b>Agency Name</b>	<b>Address</b>	<b>Phone</b>	<b>Selected FI</b>
<b>Center for Living and Working</b>	484 Main Street, Ste 345 Worcester, MA 01608	<b>508-755-1746</b>	<i>Stavros Center for Independent Living</i>
<b>Coastline Elderly Services, Inc.</b>	1646 Purchase Street New Bedford, MA 02740	<b>508-999-6400</b>	<i>Cerebral Palsy of Massachusetts</i>
<b>Elder Services of Berkshire County</b>	66 Wendell Ave Pittsfield, MA 01201	<b>413-236-1718</b>	<i>Cerebral Palsy of Massachusetts</i>
<b>Elder Services of Merrimack Valley, Inc.</b>	360 Merrimack Street Lawrence, MA 01843	<b>978-683-7747</b>	<i>North Shore Arc</i>
<b>Ethos</b>	555 Amory Street Boston, MA 02130	<b>617-522-6700</b>	<i>Cerebral Palsy of Massachusetts</i>
<b>Family Services Association of Greater Fall River, Inc.</b>	101 Rock Street Fall River, MA 02720	<b>508-677-3822</b>	<i>Cerebral Palsy of Massachusetts</i>
<b>Franklin County Home Care Corporation</b>	330 Montague Cty. Road Turners Falls, MA 01376	<b>413-773-5555</b>	<i>Cerebral Palsy of Massachusetts</i>
<b>Greater Lynn Senior Services</b>	8 Silisbee Street Lynn, MA 01901	<b>781-599-0110</b>	<i>North Shore Arc</i>
<b>Greater Springfield Senior Services, Inc.</b>	66 Industry Avenue Springfield, MA 01104	<b>413-781-8800</b>	<i>North Shore Arc</i>

<b>Agency Name</b>	<b>Address</b>	<b>Phone</b>	<b>Selected FI</b>
<b>Independence Associates, Inc.</b>	141 Main Street, 1st Floor Brockton, MA 02301	<b>508-583-2166</b>	<i>Stavros Center for Independent Living</i>
<b>Minuteman Senior Services</b>	24 Third Avenue Burlington, MA 01803	<b>781-272-7177</b>	<i>Cerebral Palsy of Massachusetts</i>
<b>Montachusett Home Care Corporation</b>	680 Mechanic Street Leominster, MA 01453	<b>978-537-7411</b>	<i>Cerebral Palsy of Massachusetts</i>
<b>Northeast Independent Living Program, Inc.</b>	20 Ballard Road Lawrence, MA 01843	<b>978-687-4288</b>	<i>Stavros Center for Independent Living</i>
<b>North Shore Arc</b>	6 Southside Road Danvers, MA 01923	<b>978-624-2365</b>	<i>North Shore Arc</i>
<b>Old Colony Elderly Services, Inc.</b>	144 Main Street Brockton, MA 02303	<b>508-584-1561</b>	<i>Cerebral Palsy of Massachusetts</i>
<b>Options</b>	30 Taunton Green #8 Taunton, MA 02780	<b>508-880-7577</b>	<i>Cerebral Palsy of Massachusetts</i>
<b>P.R.I.D.E., Inc.</b>	3 Maple Street Taunton, MA 02780	<b>508-823-7134</b>	<i>North Shore Arc</i>
<b>Somerville-Cambridge Elder Services</b>	61 Medford Street Somerville, MA 02143	<b>617-628-2601</b>	<i>North Shore Arc</i>

<b>Agency Name</b>	<b>Address</b>	<b>Phone</b>	<b>Selected FI</b>
<b>Springwell, Inc.</b>	125 Walnut Street Watertown, MA 02472	<b>647-926-4100</b>	<i>Cerebral Palsy of Massachusetts</i>
<b>Stavros Center for Independent Living</b>	210 Old Farm Road Amherst, MA 01002	<b>413-256-0473</b>	<i>Stavros Center for Independent Living</i>
<b>The Arc of the South Shore</b>	371 River Street N. Weymouth, MA 02191	<b>781-413-2222</b>	<i>Cerebral Palsy of Massachusetts</i>
<b>T.I.L.L., Inc.</b>	20 Eastbrook Road Dedham, MA 02026	<b>781-302-4883</b>	<i>Cerebral Palsy of Massachusetts</i>
<b>Tri-Valley Elder Services, Inc.</b>	10 Mill Street Dudley, MA 01571	<b>508-949-6640</b>	<i>Cerebral Palsy of Massachusetts</i>
<b>United Cerebral Palsy of Metro Boston</b>	71 Arsenal Street Watertown, MA 02472	<b>617-926-5480</b>	<i>Cerebral Palsy of Massachusetts</i>
<b>WestMass ElderCare, Inc.</b>	4 Valley Mill Road Holyoke, MA 01040	<b>413-538-9020</b>	<i>Cerebral Palsy of Massachusetts</i>

## Organizations to help in your role as an employer

Organization Name/Description	When to Contact	Phone/Web site
<p><b>Attorney General (AG) Office of Fair Labor and Business Practices</b> Assists with questions on labor and wage laws</p>	If you have questions about payment of wages, employing minors, paying overtime, etc.	<p><b>617-727-3465</b> <a href="http://www.ago.state.ma.us">www.ago.state.ma.us</a></p>
<p><b>Department of Industrial Accidents (DIA)</b> Oversees workers' compensation system in Massachusetts</p>	If you have questions about the workers' compensation system	<p><b>800-323-3249</b> <a href="http://www.mass.gov/dia">www.mass.gov/dia</a></p>
<p><b>Department of Revenue (DOR)</b> Manages state taxes</p>	If you have questions about your employer taxes	<p><b>800-392-6089</b> <a href="http://www.mass.gov/dor">www.mass.gov/dor</a></p>
<p><b>Division of Unemployment Assistance (DUA)</b> Manages unemployment insurance taxes and claims</p>	If you have questions about an unemployment claim filed by your PCA or about your unemployment taxes	<p><b>877-626-6800</b> <b>617-626-6560</b> <a href="http://www.mass.gov/dua">www.mass.gov/dua</a></p>
<p><b>Internal Revenue Service (IRS)</b> Federal tax information and forms</p>	If you have questions about your federal employer taxes	<p><b>Contact your local IRS office</b> <a href="http://www.irs.gov">www.irs.gov</a></p>
<p><b>Mass. Commission Against Discrimination (MCAD)</b> Enforces anti-discrimination laws</p>	If you have questions about your responsibilities as an employer relating to discrimination and sexual harassment	<p><b>413-739-2145</b> <b>617-994-6000</b> <a href="http://www.mass.gov/mcad">www.mass.gov/mcad</a></p>
<p><b>U.S. Citizenship and Immigration Services/Office of Business Liaison</b> Information for employers, including use of I-9 form</p>	If you have questions about documentation required when hiring PCAs, including the I-9 form	<p><b>800-375-5283</b> <a href="http://www.uscis.gov">www.uscis.gov</a></p>

## Organizations to help you find PCAs *(Your PCM agency can also provide other resources to find PCAs.)*

Organization Name/Description	When to Contact	Phone/Web site
<b>Department of Workforce Development</b> Information about recruitment and employment services for job seekers and employers	When you want to find a Career Center near you, post a job listing, or learn about available recruiting and hiring services	<b>617-626-5300</b> <a href="http://www.mass.gov/dwd">www.mass.gov/dwd</a>
<b>The PCA Quality Home Care Workforce Council</b> The Council's mission is to ensure the quality of long-term, in-home, personal care. The Council will do this by: bargaining with the PCA union on wages and benefits, creating a web-based directory for finding PCAs and increasing recruitment and training opportunities for consumers and PCAs	For feedback on any aspect of the Council's mission or to arrange a presentation at an agency, community center, or similar setting	E-mail: <a href="mailto:pcacouncil@state.ma.us">pcacouncil@state.ma.us</a>
<b>Rewarding Work Resources, Inc.</b> Maintains a searchable database for matching persons with disabilities and personal care assistants	Use the database to either post a PCA listing or to find a PCA. Rewarding Work charges a fee for using the database	<b>888-444-1616</b> <a href="http://www.rewardingwork.org">www.rewardingwork.org</a>

## Organizations to help you screen a potential PCA

Organization Name/Description	When to Contact	Phone/Web site
<b>Criminal Offender Record Information (CORI)</b> Maintains criminal record information on potential employees	To request a CORI on a person you may hire as a PCA	<b>617-727-7775</b> <a href="http://www.mass.gov/chsb">www.mass.gov/chsb</a>
<b>Department of Public Health (DPH) Registry</b> Maintains a registry of names of people determined by DPH to have abused, neglected, or mistreated a person receiving home health, homemaker, hospice, or nursing facility services	To see if there has been a finding by DPH of abuse, neglect, or mistreatment against someone you may want to hire as your PCA	<b>617-753-8143</b> <a href="http://www.mass.gov/dph">www.mass.gov/dph</a>
<b>Disabled Persons Protection Commission (DPPC)</b> Investigates cases of abuse/neglect of disabled persons aged 18 through 59	To see if there has been a finding by DPPC of abuse, neglect, or mistreatment against someone you may want to hire as your PCA	<b>617-727-6465</b> <a href="http://www.mass.gov/dppc">www.mass.gov/dppc</a>
<b>Sex Offense Registry Board</b> Maintains a database available for public access of names of convicted sex offenders	To see if a person you may want to hire as your PCA has registered as a sex offender in Massachusetts	<b>800-936-3426</b> <b>978-740-6400</b> <a href="http://www.mass.gov/sorb">www.mass.gov/sorb</a>

## Organizations to help you report abuse or neglect by a PCA or other caretaker

Organization Name/Description	When to Contact	Phone/Web site
<b>Bureau of Special Investigations</b> Investigates reports of suspected fraud	To report suspected fraud	<b>617-727-6771</b>
<b>Child-at-Risk Hotline</b> Investigates reports of abuse and neglect of children under the age of 18	To report abuse or neglect of a child under the age of 18	<b>800-792-5200</b>
<b>Disabled Persons Protection Commission (DPPC)</b> Investigates cases of abuse/neglect of disabled persons aged 18 through 59	To report abuse or neglect of a disabled person aged 18 through 59 by a PCA or other caretaker	<b>800-426-9009</b> <a href="http://www.mass.gov/dppc">www.mass.gov/dppc</a>
<b>Elder Abuse Hotline</b> Investigates reports of physical, sexual, or emotional abuse, neglect, and financial exploitation of persons aged 60 and older	To report abuse or neglect of an elder	<b>800-922-2275</b>
<b>MassHealth Fraud Hotline</b> Investigates reports of suspected fraud	To report suspected fraud	<b>877-437-2830</b>



## Organizations that can provide you with legal assistance

Organization Name/Description	When to Contact	Phone/Web site
<b>Disability Law Center</b> Provides legal assistance and information to people with disabilities	To find legal assistance	<b>617-723-8455</b> <b>413-584-6337</b> <a href="http://www.dlc-ma.org">www.dlc-ma.org</a>
<b>Greater Boston Legal Services</b> Provides legal services for low-income and elderly persons in the Greater Boston area	To find legal assistance in Greater Boston	<b>617-371-1234</b> <a href="http://www.gbbs.org">www.gbbs.org</a>
<b>Legal Assistance Corporation of Central Massachusetts</b> Provides legal services for low-income and elderly persons in Central Massachusetts	To find legal assistance in Central Massachusetts	<b>508-752-3718</b> <a href="http://www.livejustice.org">www.livejustice.org</a>
<b>Western Mass. Legal Services</b> Provides legal services for low-income and elderly persons in Western Massachusetts	To find legal assistance in Western Massachusetts	<b>413-781-7814</b> <a href="http://www.wmls.org">www.wmls.org</a>

## Other helpful organizations and state agencies

Organization Name/Description	When to Contact	Phone/Web site
<p><b>800 Age Info</b> Provides information and resources for elders and their caregivers</p>	To find information on available resources and services for elders and their caregivers	<p><b>800-AGE-INFO</b> <b>800-243-4636</b> www.800ageinfo.com</p>
<p><b>Brain Injury and Statewide Specialized Community Services (BISSCS)</b> Provides resources and services for Massachusetts residents who have sustained an externally caused traumatic brain injury</p>	To find information on available resources and services for people who have sustained an externally caused traumatic brain injury	<b>800-223-2559</b>
<p><b>Department of Mental Health (DMH)</b> Provides information and services for people with mental illness</p>	To find information on available resources and services for people with mental illness	<p><b>617-626-8000</b> www.mass.gov/dmh</p>
<p><b>Department of Mental Retardation (DMR)</b> Provides information and services for people with mental retardation</p>	To find information on available resources and services for people with mental retardation	<p><b>617-727-5608</b> www.mass.gov/dmr</p>
<p><b>Executive Office of Elder Affairs (EOEA)</b> Provides information, resources, and services for elders aged 60 and over</p>	To find information on available resources and services for elders and their caregivers	<p><b>800-882-2003</b> <b>617-727-7750</b> www.mass.gov/elder</p>
<p><b>Mass. Commission for the Blind (MCB)</b> Provides an array of social and rehabilitative services to persons who are legally blind</p>	To find information on available resources and services for people who are legally blind	<p><b>800-392-6450</b> <b>617-727-5550</b> www.mass.gov/mcb</p>

Organization Name/Description	When to Contact	Phone/Web site
<p><b>Mass. Commission for the Deaf and Hard of Hearing (MCDHH)</b> Provides information and resources for persons who are deaf or hard of hearing</p>	<p>To find information on available resources and services for people who are deaf or hard of hearing</p>	<p><b>800-882-1155</b> <b>TTY 800-530-7570</b> <a href="http://www.mass.gov/mcdhh">www.mass.gov/mcdhh</a></p>
<p><b>MassHealth</b> Administers the Medicaid program and other health programs in Massachusetts</p>	<p>To find information about MassHealth services or obtain a list of PCM agencies</p>	<p><b>800-841-2900</b> <a href="http://www.mass.gov/masshealth">www.mass.gov/masshealth</a></p>
<p><b>Mass. Office on Disability (MOD)</b> Provides information and advocacy for people with disabilities; promotes access for people with disabilities; oversees the state's compliance with ADA</p>	<p>To find information on available government programs, or for help with rehabilitation and independent living related services</p>	<p><b>800-322-2020</b> <a href="http://www.mass.gov/mod">www.mass.gov/mod</a></p>
<p><b>Mass. Rehabilitation Commission (MRC)</b> Provides information and resources for persons with disabilities; administers funds for vocational programs and independent living centers; administers assistive technology grant</p>	<p>If you need help in obtaining employment or living in the community, or are looking for resources for assistive technology</p>	<p><b>800-245-6543</b> <a href="http://www.mass.gov/mrc">www.mass.gov/mrc</a></p>
<p><b>Social Security Administration (SSA)</b> Administers social security benefits, including SSI</p>	<p>If you are applying or have social security or SSI benefits</p>	<p><b>Contact your local office</b> <a href="http://www.ssa.gov">www.ssa.gov</a></p>