

Worcester Parent / Caregiver Guide to Community Services



A project originally co-sponsored by the Child Abuse
Prevention / Protection Collaborative of the Health Foundation of Central MA



IN PARTNERSHIP WITH  **communityHELP**
Health and Everyday Living Programs

INTRODUCTION

The purpose of this guide is to provide simplicity for Worcester parents and residents. Too often we find community members frustrated with the lack of available information, which leads to the misconception of lack of services. As you will discover in this booklet, there are actually many services available in our city and the surrounding area. People just need to know where to turn!

With this guide, we hope that people will now know where to go to for their specific needs. People often find themselves in tight situations that need immediate attention. Having one place to look is much easier than searching through an array of pamphlets, brochures, and booklets.

This is our 14th edition. We welcome feedback by consumers and service providers. For the sake of simplicity, which is our goal, we restricted the information provided in this guide to Worcester programs only.

Worcester Community Connections Coalition Family Needs Committee

While our intent was to include accurate data on local human service agencies, some inadvertent errors or omissions may have occurred and some changes will undoubtedly take place between printing and distribution.

(This Guide was printed in 2/21 and is updated every year)

Original parent leaders who helped develop this guide:

Grace Clark, Jannelle Correa, Jean M., Linda Duggan, Don-na Evans, Olga Lopez-Hill, Jean Maresco, Sharon McCorn, Lynn Norris, Winifred Octave, Doreen Samuels, and Sheila Varner.

Special Thanks to the Worcester Family Partnership for their additional sponsorship of this project.

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Resources for Impact of COVID

***Call the Worcester Family Resource Center for assistance seeking community services: 508-796-1411.**

Cash:

Are you struggling to find enough money to pay for your basic needs? If so, federal cash benefits can help. There's a federal cash benefit program called the Transitional Aid to Families with Dependent Children (TAFDC) and a state cash program called Emergency Aid to Elders, Disabled and Children (EAEDC). TAFDC comes with additional benefits, including childcare, a clothing allowance, and transportation assistance.

You can apply by calling the Department of Transitional Assistance :

- Worcester: 508-767-3100 / Fitchburg: 978-665-8700 / Southbridge: 508-765-2400 or apply on line at DTACconnect.com: www.dtaconnect.com.
- If you are applying for DTA's cash assistance benefits, DTA will automatically determine if you are eligible for SNAP & sign you up.

Child Care / Remote Learning Help for Working Parents:

Child Care Resources Information and Referral Line: Mary Beth Brown at 508-796-1838 or marbrown@sevenhills.org

Domestic Violence:

YWCA Domestic Violence Services: 24/7 Hotline: 508-755-9030 / live chat line: www.ywcahelp.com

Employment / Unemployment Help:

MassHire Worcester Career Center: Offices are closed to the public but services are provided remotely: Please visit their MANY online tools: <https://masshirecentralcc.com> or call 508-799-1600.

- Job seekers: Visit their Job Search website. <https://masshirecentralcc.com/jobseekers/job-search/>

Food:

- **WIC:** Can apply for child under 18: 1-800-645-8333 or chat at Gettingsnap.org
- **SNAP:** Great food resources that works like a debit card for your family to purchase food if you are struggling financially. You and your family may be eligible. You can apply Online: DTAconnect.com or over the phone by calling Project Bread's hotline: 800-645-8333 CONTINUED:

YOU CAN NOW USE SNAP TO ORDER FOOD ONLINE!: Visit <https://www.mass.gov/snap-online-purchasing-program> Current federal approved retailers include: Amazon, BJ's, Daily Table, Stop & Shop, and Walmart, as well as ALDI, Hannaford, Price Chopper, and Stop & Shop via Instacart.

- **Food Pantries:** Any individual can visit a food pantry. No ID necessary! <https://foodbank.org/find-food/#agency-locator>
- **P-EBT:** Pandemic EBT: funds for all Worcester School children!! & Healthy Meals to Go Program. ON HOLD UNTIL SUMMER. KEEP YOUR XCARD. If you received P-EBT you should consider applying for SNAP as right now families are getting the maximum benefit.
- <https://www.map-ebt.org/> DTA Assistance Line at 877-382-2363
- **Worcester Public Schools Grab and Go Meals Program:** <https://worcesterschools.org/2020-spring-summer-mobile-meal-schedule/> All meals are free and parents/guardians can pick-up meals for child(ren)
- **Hot meal delivery program:** If you have COVID-19. Register with the Family Resource Center at 508-796-1411 or wfrc@youinc.org.

Heat & Electric / Fuel Assistance: Worcester Community Action Council:

Applications may be done over the phone (by appointment), through the mail or online.
Email LIHEAP@wcac.net or call 508.754.1176 to schedule an appointment.
Benefits cover heating costs incurred between 11/1 and 4/30, up to your benefit level, even if you apply late in the year.
Required Documents include: ID, Housing Expense, Fuel Expense, Income for all household members.
More information @ <https://link.edgepilot.com/s/1e80fcae/8Q90L824pESrjGvsRiRiWA?u=http://www.wcac.net/> or 508.754.7281

Health:

- A COVID-19 Information Line has been established by the city at 508-799-1019.
- Link to find info on latest COVID Testing sites!: <https://www.mass.gov/info-details/stop-the-spread#worcester->

Housing:

Families, regardless of immigration status, who have lost income or seen expenses rise due to COVID-19, can apply. **Funding programs can help** with rental arrears, or move-in costs.

RAFT (Residential Assistance for Families in Transition)

ERAP (Emergency Rental Assistance Program) - Please note that there will be no more applications accepted for this program after April 14, 2022, due to discontinued funding.

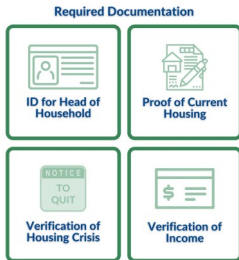
Families of all compositions should apply through the central portal at this link:

<https://applyhousinghelp.mass.gov/en-US/Pages/View/124/select-your-language>

To find out if you are eligible you can check here:

<https://www.mass.gov/how-to/how-to-apply-for-emergency-housing-payment-assistance>

The documents needed to apply for RAFT and ERAP (For ERAP until April 14th are as follows):



Impacted by COVID-19? COVID-19 impact can be indirect.

When applying for assistance, please select Yes if your situation was either directly caused by COVID-19 OR has become worse since March 2020. This could include losing a job, having hours reduced, losing access to childcare or dependent care, seeing increased expenses, or something else. You must describe your situation, but documentation is not required to prove COVID-19 impact. Some programs do not require a COVID-19 related impact.

Presumed eligibility: Households receiving benefits from the Department of Transitional Assistance (DTA) or most MassHealth plans (verified online) are presumed eligible and do not need to submit documentation.

Access to free legal help

Regional legal aid programs assist low-income tenants with referrals, legal information, and legal representation for evictions statewide. See <https://www.mass.gov/info-details/eviction-diversion-initiative-legal-services-and-mediation> for more information or go to <https://hedfuel.azurewebsites.net/> to find a legal aid program near you.

A lawyer can advise you about the law, refer you to resources, fill out and file court papers, and represent you. A lawyer can help advise you before a case gets to court or if a case is in court. The earlier you contact a lawyer the better.

Mediation between you and your landlord

Massachusetts Community Mediation Centers are offering free pre-court mediation between landlords and tenants for COVID-19 related lease disputes in addition to the summary process cases referred through the courts.

Mediation is a confidential, voluntary and non-judgmental process where a neutral third party (the mediator) helps people resolve differences based on what is important to them.

For families who are struggling to pay mortgage, they should apply through the Massachusetts Homeowner Assistance

Funds:

Mass HAF is a state program that provides mortgage relief - it is a grant not a loan; homeowners do not have to pay it back. Applicants must be at least 3 months behind on their mortgage payments because of the pandemic. *As a reminder, ERMA and RAFT are no longer available to homeowners. If you have questions about HAF, please email masshaf@mhp.net.*

Who is Eligible for Mass HAF?

Eligible homeowners:

*Own AND live in a single-family home, condominium or 2- 3-
or 4-family home located in Massachusetts*

*Lost income or living expenses went up on or after January
21, 2020, because of the COVID-19 pandemic*

*Have missed at least 3 mortgage payments since January
21, 2020*

Meet income requirements (150% of the AMI)

Applying for Mass HAF

To apply, go to massmortgagehelp.org. Applicants will register for an account using an email address. The application is available in multiple languages.

Application Help

For general information about HAF, there is a HAF Call Center - (833) 270-2953, open Monday-Saturday, 8 a.m. – 7 p.m. (interpreter services are available)

For application assistance, nine [Housing Counseling Agencies \(HCAs\)](#) are available to assist homeowners.

Legal Assistance:

Community Legal Aid/Central West Justice Center: Assistance for low income individuals for civil legal needs involving eviction defense, family law issues, education, unemployment benefits law for kids with special needs, and access to government benefits. To apply for services, <https://communitylegal.org/communitylegal/apply-online> or call our intake line at 855.CLA.LEGAL (855.252.5342).

Mental Health:

Call the Worcester Family Resource Center for assistance seeking community services: 508-796-1411. Leave a message

Community Healthlink: Provides FREE urgent behavioral health and addiction services.

- Mental health: Adults with acute needs can call 800-977-5555 or visit 12 Queen Street.
- No insurance is needed. Children with acute needs call: 800-977-5555 (do not visit site with children).

Handhold MA

NEW! Worried about your child's mental health? Visit HandholdMA.org—an incredible new website to support parents who have children with emotional / behavioral needs.

School:

- Connect with your teacher! – Also for behavioral needs. There are teams of staff who can help! Each building has a language line.
- Latest info: go to Worcester Public Schools website: <https://worcesterschools.org/>
- Technology Help: <https://sites.google.com/worcesterschools.net/caregiverstechacademy/home> / Hot Spots Available - Call your child's school!
- Fact Sheet for Children with Disabilities: <https://worcesterschools.org/wp-content/uploads/2020/04/Family-Resource-Toolbox-for-Families-of-Students-with-Disabilities-English.pdf>

Transportation:

As of April 1, the WRTA is waiving fares for the bus until further notice during COVID! **ALSO!** The Family Resource Center has free LYFT rides for individuals unable to ride the busses due to health concerns. Please call 508-796-1411. (*pending availability*)

After School Programs

**** Many programs are working remotely at this time—
please call their main number to reach them!**

**Call programs early, starting in March—
to apply for financial aid for summer camp slots!**

African Community Education Program (ACE)

484 Main Street, Suite 355, Worcester, MA 01608 (508) 459-2284

- Homework tutoring and other culturally tailored extracurricular after-school & summer programs for all immigrant students of African origin.

AMPP (Arts and Music Police Partnership) at YOU, Inc.'s Worcester Family Resource Center of Seven Hills Foundation!

- Youth ages 13-17 work with local musicians, artists and police officers to create and develop their art
- CONTACT: <https://www.facebook.com/AMPPWorcester/> and <https://www.instagram.com/amppworcester/> whenever possible.
- Or the YOU, Inc. Family Resource Center of Seven Hills Foundation: 508-796-1411
- Website: amppworcester@gmail.com

Angel's Net Foundation

114 Main Street, Lower Level, Worcester, MA 01608 / 774-261-4232
Mailing address: 360 West Boylston St., Suite 213, West Boylston, MA 01583

Free afterschool program Tuesday, Wednesday, and Thursday for immigrant and refugee youth in grades 1-8.
Services are virtual at this time

Big Brothers and Big Sisters

484 Main Street, Suite 360, Worcester / (508)752-7868

- Individualized mentoring for children facing adversity

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Boys & Girls Club of Worcester

65 Boys & Girls Club Way, 01610 / (508) 754-2686 / 508-753-3377
16 Laurel Street (Plumley Village), 01608 / (508) 754-5509
180 Constitution Ave., Worcester 01605 / (508) 459-3634

• * Limited due to COVID

Sports including basketball, swimming and boxing

- Leadership groups
- Music program & Recording studio
- Dance program
- Yoga
- Arts & Crafts

Open Sky Community Services (formerly the Bridge of Central MA)

4 Mann Street, Worcester, MA 01602 / 508 -755-0333 x1142

- Safe Homes: support group for LGBTQ youth and allies
- T-Time: support group for transgender and gender-nonconforming youth
- PFLAG: support group for parents, families, and friends of the LGBTQ community

Broad Meadow Brook Conservation Center & Wildlife Sanctuary (Massachusetts Audubon Society)

414 Massasoit Road, Worcester, MA 01604 / 508-753-6087

- Summer Day Camp
- Nature programs for all ages
- Sanctuary is FREE to Worcester residents
- Trails open with social distancing guidelines

The Community Builders at Plumley Village

16 Laurel Street, 01608 / 508-770-0508

- Various after school and summer programs for residents of Plumley Village
- Homework help

Creative Hub SPARK Arts

653 Main St., Worcester, MA / 508-459-9188 /
laura@creativehubworcester.org

- Arts-focused afterschool program for ages 6-12
- Private pay or childcare vouchers accepted

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Friendly House

36 Wall Street, Worcester 01604 / (508) 755-4362

- Afterschool programs, summer camp, basketball, and teen programs

Girls Inc.

125 Providence Street, Worcester 01604 / (508)755-6455

- K-6 Afterschool program, teen afterschool program, summer camp

Girl Scouts of Central and Western MA

115 Century Drive, Worcester, MA 01606 / 413-584-2602 or 508-365-0115 or email info@gscwm.org

Ready for Girl Scouts, but not sure if in-person troop meeting are the right fit? We've got the solution! We're excited to offer a new way to participate in Girls Scouts - Girl Scouts Hybrid & Virtual - an online troop for girls in grades K-5, with an optional monthly in-person meeting. Girls will meet weekly with their troop online. If your girl is not able to attend the monthly, in-person meeting, an online meeting will mirror the in-person meeting. Join now at gscwm.org Membership is \$35 for the year, financial assistance is available

Guild of St. Agnes

129 Granite Street, Worcester / 508-756-8371 x5

- Programs take place at various school sites
- School-age programs such as homework help, sports, and arts and crafts

HOPE Coalition (Healthy Options for Prevention and Education)

Contact: Laurie Ross at 508-793-7642 / www.hopecoalitionwoo.org/

- Citywide Youth-Adult Partnership: focusing on youth leadership, equity in education, mental health, and youth worker professional education

Jewish Community Center

633 Salisbury Street, Worcester, 01609 / 508-756-7109

- Fitness and cultural programming
- Summer camp and afterschool programs

Jewish Community Center

633 Salisbury Street, Worcester, 01609 / 508-756-7109

- Fitness and cultural programming
- Summer camp and afterschool programs

Joy of Music Program

1 Gorham Street, Worcester, MA 01605 / 508-856-9541

- Private instrumental & voice lessons and ensembles—now being offered virtually

Latino Educational Institute (LEI) of Worcester State University

537 Chandler St., Worcester 01602 / (508) 798-6507/

www.worcester.edu/lei

- Various enrichment programs to support the academic success of Latino children, Youth and College students(K-16) and their families

LUK, Inc.

140 Shrewsbury St. in Boylston, MA / 800-579-0000

- TREK: Adventure based experiential learning activities for youth involved with DCF, DMH and DDS

MAIN Idea

9 Irving St., Worcester, MA 01609 / 508-202-1292

*programs taking place virtually at this time—mostly visual arts

Free arts-based teen, youth, and summer programs: visual art, dance, music, drama, and creative writing classes. Registration required.

- <https://www.mainidea.org/after-school-programs/>

Marie Anne Center

At St. Bernard's Church, 236 Lincoln Street, Worcester, MA

(508)736-6986 or (508)425-9254

Closed due to COVID as of 11/20. Call for more information

Free after school programs Monday through Thursday 2:30-5:30pm.

Closed when school is canceled and for school vacations

- Tutoring for grades 2-10 and computer learning lab
- Music program on Mondays
- Girls Circle for girls in grades 4-6

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Safe Homes at Open Sky Community Services

- Drop-in center for LGBTQ youth ages 14-23
- 4 Mann St Worcester, MA 01602

For more info go to: www.safehomesma.org

Pernet Family Health

237 Millbury Street Worcester 01601 / (508)755-1228

Programs are taking place virtually during COVID

- Youth group for middle and early high school aged youth (12-16), Tuesdays and Thursdays during the school year from 4:30-6:00
- Homework Club for elementary school aged youth (6-12), Mondays-Thursday during the school year, 3:00-4:30 PM

Rainbow Child Development Program

10 Edward Street, Worcester, MA 01605 / 508-791-6849

- School age programs such as homework help, exercise, & fine arts
- Additional programs at City View and Belmont Street Community Schools

Additionally, our School Age Program offers STEAM, Nutrition, Resiliency/ Mindfulness lessons.

We offer full day programming during school vacations and during the summer. Currently, we offer full day programming for school age children at our Edward St. site.

Regional Environmental Council:

is an urban agriculture-focused youth development and employment program for Worcester teens. Call: 508.799.9139

The Assumption Center (previously listed as St. Peters)

office is at 16 Vineyard St, Worcester, MA 01603. / 508-767-1356 /

myra.assumption@gmail.com

MENTORING PROGRAM - All online

- Child is matched with mentor for weekly 1-on-1 meeting (tutoring and mentoring)

- Group meetings on Thursday afternoons (group activities with other children)

- Spots available - Registration form available soon on <http://assumptionsisters.org/mentoring> 15

- Program runs February through April.

Saint Peter's Church

929 Main Street, Worcester, 01610

Youth Basketball for ages 6-14 / (508)752-4674 (On hold due to COVID—keep calling back)

Salvation Army

640 Main Street, Worcester, MA / (508)756-7191

- Bridging the Gap Program (x227) a free, 12-week life skills program for high risk youth ages 12-18 NOT RUNNING DUE TO COVID—Call back in spring
- Kids Feast free afterschool program for age 5-12, Mon.-Thurs., 2:15-5:45pm

Southeast Asian Coalition

484 Main Street, Suite 400, Worcester, MA 01608 / 508-791-4373

- "Youth Effect" afterschool and summer program for Southeast Asian youth ages 9-19

SWAGLY at AIDS Project Worcester

85 Green Street, Worcester, MA 01604 / 508-755-3773

VIRTUAL DUE TO COVID / <https://www.aidsprojectworcester.org/covid-19-updates/> Text or call: 774-578-0817

- Drop-in group for LGBTQ youth and their allies ages 11-14, every Monday from 5:30-7:30pm.
- For 15-18 year olds every Wednesday from 5:30-7:30pm

UMASS Extension Program

120 Stafford St., Suite 201, Worcester, MA 01603 / (508) 831-1223

- Call for information about 4-H Clubs for youth in Worcester area

WCCA TV

415 Main Street, Worcester, MA 01608 / 508-755-1880

- Afterschool and summer youth media literacy and TV production programs
- Worcester's home for community television/media. . The place where Worcester residents and beyond come to Learn, Create and Connect through a fully loaded HD TV production facility with a mission dedicated to empowering community through electronic media. 16
- 415 Main St. Downtown Worcester MA. 508-755-1880

The City of Worcester Recreation Worcester Programs

- Recreation Worcester is continuing to provide free virtual opportunities with Rec Woo Online! For youth to engage in arts, academics, and athletics online with our Youth Workers. Open to all Worcester school age children grades 2-6.
- Youth On Site is an in person, outreach-based program, aiming to engage 10-17 year olds at local parks. Programming encourages youth leadership while promoting positive public health practices and awareness around the COVID-19 pandemic.
- FREE six-week summer recreation program located throughout Worcester for ages 7-13.
Call 508-799-1328 or go to www.worcesterma.gov/recreation-worcester for more details.

Worcester Housing Authority

Learning Center- After School Homework support programs. Focus on skill acquisition and homework help. Program runs Monday through Thursday from 2:30-5pm. Snack and meal provided daily. Children grades 2-8.

Worcester Music Academy

9 Irving Street, Worcester, MA 01609 / 508-635-6900

- Private music lessons, classes, and ensembles
- Currently offering online lessons and classes (as of 11/20)
- Classes are currently online

Worcester Youth Center

*Services are virtual at this time

326 Chandler Street, Worcester, 01602 / 508-791-4702 /

We will be meeting on a daily basis in groups and also by appointments.

Visit <https://worcesteryouthcenter.org/2020/08/26/wyc-virtual-programs/> - to register for groups

- For ages 14-24
 - Social, recreational and education programs for youth
 - High School Equivalency. Self- paced study program leading to HiSET certification and connections to higher education
 - Work Readiness Courses 20-hour courses leading to completion of work readiness portfolio. May include subsidized paid employment.
- Facebook and Twitter pages updated daily w/ monthly schedules, and 17 coming events. <https://www.facebook.com/worcesteryouthcenter/>

Yes We Care at Belmont AME Zion Church

55 Illinois Street, Worcester, MA 01610 / Anika Romney: 774-303-0717

- OPEN and working remotely!
- Yes We Care mentoring and tutoring program for grades K-6
- The Debutantes of Central Massachusetts Program to educate and inspire the personal growth of young ladies who live within Central Massachusetts

YMCA of Central Massachusetts

Central Branch

766 Main Street (Central Branch), 01610 /

Summer Programs contact Emely Ojeda at (508)755-6101 x1263or

eojeda@ymcaofcm.org

Teen Programs from 2:00-8:00PM; contact Amie Cox at (508) 755-6101

x1240 or at acox@ymcaofcm.org

Access to pool and wellness center and basketball courts (individual hoops only)

Remote Learning for K-9 contact Emely Ojeda at (508)755-6101 x1263or

eojeda@ymcaofcm.org

Greendale Branch

75 Shore Drive, Worcester 01606

- Summer Programs contact Connor Marc-Aurele at (508)852-6694 x2256 or cmarcaurele@ymcaofcm.org
- Teen Programs from 2:00-8:00PM; contact John Brown at (508) 755-6101 or at jbrown@ymcaofcm.org
- Access to pool and wellness center
- Remote Learning for K-9 contact Connor Marc-Aurele at (508)852-6694 x2256 or cmarcaurele@ymcaofcm.org

YouthConnect c/o the Boys and Girls Club:

Contact Judi Kirk at 508-754-2685 x200 / jkirk@bgcworcester.org

- *Limited due to COVID but contact for more information

For youth Ages 11-15

- Evening Summer program at YWCA, YMCA, Boys & Girls Club, Girls Inc, Worcester Youth Center and Friendly House
- School-year access to agencies included after completion of one 18 summer

YouthConnect c/o the Boys and Girls Club:

Contact Judi Kirk at 508-754-2685 x200 / jjkirk@bgcworchester.org

<http://www.youthconnectworchester.org/>

youthconnect@unitedwaycm.org

<https://www.facebook.com/youthconnectworc/>

- YouthConnect Worcester provides high quality, year round, neighborhood-based youth development opportunities for recreation, education and culture to isolated and underserved Worcester youth age 5-24
- Limited due to COVID but contact for more information
- For youth Ages 11-15
- Evening Summer program at YWCA, YMCA, Boys & Girls Club, Girls Inc, Worcester Youth Center and Friendly House
- School-year access to agencies included after completion of one summer.

YWCA of Central Massachusetts

1 Salem Square, Worcester, MA 01608 / (508)767-2505

- Youth memberships for ages 6-17
- Camp Wind-in-the-Pines during the summer

There are more programs available!

Contact MASS 211

www.mass211.org

(dial 2-1-1 or toll free: 877-211-6277)

Contact your child's school for additional programs

See page 171-173 for **Youth Violence /
Gang Prevention Programs**

Note: Families who meet eligibility requirements can apply to obtain a voucher for summer camp slots at various sites.

Contact Child Care Resources for more info. See page 29

Autism Resources

Guide for parents in seeking services:

FIRST STEP:

HMEA's Autism Resource Central

Speak to: Someone is always available to take the call!

<https://www.autismresourcecentral.org/#>

712 Plantation St., Worcester, MA 01605 / 508-835-4278 /

- Serve 64 towns in Central Mass
- Information and Referral to local services
- Parent Support groups
- Various activities and groups for children and young adults
- Various trainings and groups including Autism 101, 102 & 103. Parent workshops
- Stay at home camps, family activities
- Parent workshops on financial planning, estate planning, letters of intent, transition

STEP 2:

Connect with one of the State's DDS (Department of Developmental Services) Family Support Centers to connect with DDS services and additional broad supports

CENTRO- great for bilingual services

Speak to: Rosa Ramos, Assistant Director of the Family Support Center / rramos@centroinc.org

Worcester Multicultural Family Support Center

11 Sycamore Street, Worcester, MA 01608

(508) 798-1900 x 243

- Case & Service navigation
- Educational webinars.
- Works with UMass Autism resource center –aba pilot program in Spanish
- Emergency Preparedness workshop 20
- Can refer families to CENTRO's CBHI, food pantry, housing, DV, etc.

OR / AND

THRIVE

Speak to: Merari Alvarado, Family Support Coordinator / malvarado@icanthrive.org

Family Support Center
100 Grove Street, Suite 104 Worcester, MA 01605
774-703-3033

- Workshops
- Have an educational advocate
- IEP in Spanish
- IEP clinic
- Citizenship process workshop for undocumented families
- Many after school programs for youth and adults
- Para transit workshops
- Hoping to open a food pantry in Worcester for DDS families

STEP 3:

Insurance Resource Center for Autism and Behavioral Health
(of the UMass Chan Medical School Shriver Center)
For All Insurance Related Questions

Our phone number for IRC is 774-455-4056.

<https://massairc.org/>

- Information and referral on issues related to Insurance Coverage for Treatments and Services
- Technical assistance and support
- Fact Sheet Library on range of insurance-related topics covering both public and private insurance – available in multiple languages
- Support for Employers and Individuals covered by Self-Funded (ERISA) Plans
- Webinars and trainings on insurance laws and related topics

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OTHER HELPFUL RESOURCES

Autism Speaks

<https://www.autismspeaks.org/>

- Tool Kits
- What do you put in place for the first 100 days
- The largest autism research organization in the US

The Federation for Children with Special Needs – For additional education support

www.fcsn.org

Fill out the intake form online!

- The Federation empowers families so that they have the information and resources they need for their children. We work with families with children from birth to adulthood, providing individual assistance, training, and leadership development and support.

We focus on education, early intervention, health care, transitions, children in foster care and group homes, and building strong family engagement to support all children, especially those children with disabilities, those at risk, and those with economic, cultural or linguistic barriers.

Center for Living and Working Transition to Adult Program

The Transition to Adulthood Program (TAP) at Center for Living & Working, Inc. provides consumer-directed services to students between the ages of 14 and 21 who are in high school with a disability.

Through the provision of four core services: Skills Training, Peer Counseling, Advocacy (both individual and in the community) and Information and Referral. Center for Living & Working, Inc. works with students who are motivated or want to become motivated to reach their independent living goals.

Through Skills Training, Center for Living & Working, Inc. utilizes the “Peer Model” approach. Meaning, trained Skills Trainers work with consumers to develop an independent living plan and together, work towards attaining consumer-directed goals.

Contact: 508 798 0350

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MCPAP for ASD-ID has been started across the state!

●MCPAP for ASD-ID offers support and consultation to Emergency Services Program/Mobile Crisis Intervention (ESP/MCI) providers working with youth and young adults with ASD or ID who are having a behavioral health crisis.

<https://www.mcpap.com/ASDID/overview.aspx>- FAQ and flyer about MCPAP-ASDID program

IMPORTANT! Children’s Autism waiver

●The Autism Waiver Program (AWP) allows children to receive Expanded Habilitation, Education, in-home services and supports, such as Applied Behavioral Analysis (ABA) and Floor Time, for a total of up to 3 years. At the conclusion of the three years of the intensive in-home services, a child may access ongoing Supplemental Services (for example respite and goods and services, etc.) that meet the child’s needs and help with the transition out of the intensive Autism Waiver Program until the child’s 9th birthday.

●<https://www.mass.gov/dds-autism-waiver-service-program-overview>

●Children chosen by lottery. **Lottery is only in October!!**

To prepare: Must get DDS approval great. Please prepare ahead – see website above!

Statewide Sibling Support Group:

Intended for Siblings of Youth with Autism Spectrum Disorder, Developmental Disabilities and/or Mental Health Issues

<https://drive.google.com/file/d/1sG4pYqSS8LcpEocrEKTCFDWC62dY5Bcf/view?usp=sharing>

Budget and Credit Repair

American Consumer Credit Counseling

(800) 769-3571 / www.consumercredit.com

- Credit, bankruptcy, housing, and student loan counseling
- Debt Management
- Financial education

Angel's Net Foundation

114 Main Street, Lower Level, Worcester, MA 01608 / 774-261-4232

360 West Boylston St., Suite 213, West Boylston, MA 01583

- Financial planning and budgeting
- Programs are taking place virtually at this time

Yes We Care at Belmont AME Zion Church

55 Illinois Street, Worcester, MA 01610 / 508-754-4539

*Remote at this time. go to <https://www.daveramsey.com/fpu> for days & times and costs of various classes.

- Dave Ramsey's Financial Peace University: A 9-week program that teaches you how to make the right money decisions to achieve your financial goals.
- Dave Ramsey's Legacy Journey: A 7-week class that will lead you in investing, basic estate planning to safeguard your legacy & purposeful living. For more information visit www.daveramsey.com/legacy/class-previews/

Money Management International

866-889-9347

/ www.moneymanagement.org

- Credit, foreclosure, homebuyer, bankruptcy, student loan, and reverse mortgage counseling
- Debt Management
- Representative payee services
- Financial education



Neighborhood Assistance Corporation of America (NACA)

64 Madison Street, Worcester MA 01608 Phone: 617-250-6222 Website:

www.naca.com

- Budget and credit counseling

RCAP Solutions

NEW ADDRESS: 191 May Street, 01602

- Budget and Credit Counseling. Financial wellness program: Contact hcec@rcapsolutions.org or call our HCEC line at: 978.630.6772

Worcester Community Action Council: Bank On Worcester County

484 Main Street, 2nd floor, Worcester, MA 01608 / 508-754-1176 x 169

- Encourages banking access by connecting the unbanked and underbanked with local financial institutions and troubleshooting barriers to banking
- The Bank On checking account is a safe and affordable account with low fees and more flexibility than traditional checking accounts
- For more information visit: www.bankonworcestercounty.org

Go to www.justice.gov/ust/list-credit-counseling-agencies-approved to see the whole list of approved credit counseling agencies

Identity Theft

The stealing of someone's personal information and using it to commit fraud or theft.

If you're a victim of identify theft or think you might be:

- *Contact the fraud departments of each of the 3 major credit bureaus*
- *Contact the security or fraud departments at each of your creditors and follow up with a letter*
- *File a report with the police or sheriff in your community (and in the town or city if you know where the crime took place).*

Additional Help:

- *<https://www.identitytheft.gov/> - the federal government's one-stop-shop for recovery from identity theft*
- Community Legal Aid, victims program: 1-855-252-5342

The Major Credit Bureau's fraud assistance:

- TransUnion: 1-800-680-7289; www.transunion.com; Fraud Victim Assistance Division, P.O. Box 2000. Chester, PA 19016-2000.
- Equifax: 800-525-6285; www.equifax.com; Equifax Information Services LLC, P.O. Box 105069 Atlanta, GA 30348-5069
- Experian: 1-888-EXPERIAN (397-3742); www.experian.com; P.O. Box 9701, Allen, TX 75013

Bullying & Cyberbullying

Bullying occurs when one or more students act out three or more times against a targeted student(s) and this conduct is cruel, aggressive, one-sided, and involving an imbalance of power. The behavior puts the targeted student(s) in reasonable fear of harm, creates a hostile environment, and infringes upon target(s) rights at school.

It can be physical, verbal, emotional, or mental.

Cyber-bullying occurs when the aggressive student(s) use technology such as the internet, social media, email, or texting via cell phone to harm a target(s). With schools utilizing remote learning, cyber-bullying can also occur via Zoom, Google Classroom, or other remote learning platforms.

If you think your child may be the target of bullying you should:

Stay calm, listen to, support, and reassure your child.

NEVER tell your child to fight back or respond in an aggressive way.

Role-play to build your child's confidence to respond to aggressive peers peacefully.

Immediately make a report to your child's school.

Work with the school to ensure your child's safety.

Contact the Police Department if your child is in immediate danger, or if the aggressive behavior is occurring outside of school.

District Attorney Joseph D. Early, Jr.'s Office works closely with the Worcester Public Schools and conducts prevention and education programs. Please call 508-755-8601 with any questions or access <https://worcesterda.com/prevention/bullyingharrassment/> for additional information on anti-bullying presentations.

The Worcester Public Schools Bullying Prevention and Intervention Plan is available online at <https://worcesterschools.org/student-support/school-student-safety/bullying-prevention/> Reports can be made anonymously by calling 508-799-3472 or by email to ReportBullying@worcesterschools.net 26



Cash Assistance



Department of Transitional Assistance (DTA)
NEW ADDRESS: 50 SW Cutoff, Worcester 01604
877-382-2363 / 508-767-3100

MAILING ADDRESS & FAX # to send ALL DOCUMENTS:

DTA P.O. Box 4406 Taunton, MA 02780-9975

FAX Number: 617-887-8765

Include your name, Agency identification number, or SSN on all documents
SEE INFORMATION BELOW FOR DTA CONNECT APP!

TAFDC: Transitional Aid to Families with Dependent Children (TAFDC) provides cash assistance, health insurance, and employment support to eligible families with children under 18 (including teen parents and pregnant parents if the child is due in less than 4 months).

EAEDC: Emergency Aid to Elders, Disabled and Children (EAEDC) provides cash assistance and health insurance to eligible individuals who are not receiving TAFDC, SSI, or other similar benefits. To apply, call or visit the DTA (see above).

For individuals who cannot work due to a disability

For individuals caring for a disabled person living in their household who needs constant care and who would be in an institution without someone to provide the care

Individuals who are participating in a Mass Rehab Commission Program

If you are over 65 and waiting for SSI payments to begin

If you are caring for an unrelated child

If you are ineligible for SSI and meet all other EAEDC eligibility requirements

DTA Connect App: Free app for smart phone users

· DTA connect is a free app that makes it faster and easier to check important DTA info regarding your case throughout the application process and will help you stay up to date once it has been approved. 27

· Upload & submit important documents.

CONTINUED ON NEXT PAGE

DTA CONNECT CONTINUED:

Check benefit status, EBT balance, and upcoming appointments or case information

Update your account & contact information

Submit Interim Reports and Recertifications

Request an income verification letter (proof of DTA benefits)

As a new applicant, you can download the app using your mobile device.

Your new case information will be available the next day

You can now apply ONLINE for SNAP, TAFDC, and EAEDC benefits by going to DTAconnect.com

SNAP: Massachusetts residents with an active SNAP case can buy eligible SNAP approved-food online from USDA approved retailers (currently Amazon and Walmart) using their SNAP benefits EBT card.

MA Department of Revenue (Child Support) 800-332-2733

Social Security Administration

51 Myrtle Street, Worcester, MA 01608 / 866-331-9069 (local) / 1-800-325-0778 (TTY) / 1-800-772-1213 (national, 7 AM-7 PM)

****DUE TO COVID—No walk ins without an appointment and appointments are limited for dire issues only go to ssa.gov to access online services.***

Retirement and disability benefits, replacement social security cards, and more

Hours: Mon., Tues., Thurs. and Friday: 9-4 and Wed. 9-12

You can access many services and apply for benefits online:

www.ssa.gov/onlineservices

Supplemental Security Income (SSI): for people who are 65 or older and for people of any age who are disabled or blind.

Social Security Disability Insurance (SSDI): monthly benefit for people ages 18-65 who have worked and become disabled before they reach retirement age

SOAR: Initiative designed to increase access to SSI/SSDI for eligible individuals who are experiencing or at risk of homelessness and have a mental illness, medical impairment, and/or a co-occurring substance use disorder. Contact (518) 439-7415x2. 28

<https://soarworks.prainc.com/states/massachusetts>

Child Care & Early Education

Due to long waiting lists for affordable childcare slots, start the process of finding child care (as well as being placed on the statewide waitlist for a voucher) early—as soon as you know your baby's due date, if possible.

Child Care Resources

799 West Boylston St. Worcester, MA 01606

An Affiliate of Seven Hills Foundation

APPOINTMENTS ARE VIRTUAL AT THIS TIME

Information and Referral Staff:

Marybeth Brown 508 796-1838 marbrown@sevenhills.org

Letisha Ferabolli 508 796-1830 lferabolli@sevenhills.org

Donmarie Boutillette Smith dboutillette-smith@sevenhills.org

- Resource and referral services to assist families in locating affordable, quality child care programs
- Referrals to licensed day care providers for families receiving DTA (TAFDC) benefits: must get referral from worker first (508-767-3100)
- Waiting list for financial assistance for income-eligible families

IMPORTANT: *You must provide all documentation to the voucher counselor you will be “meeting” with at Child Care Resources or your voucher will not be issued! Please call the front desk at 508 796-1821 or 508 796-1829 if you are unsure what documents you need to provide.*

**You can also use your voucher for summer camp.*



Department of Early Education and Care / 617-988-6600

State department that provides financial assistance for eligible families in need. To apply, check your status on the waitlist, and/or update contact information:

- Call Mass 211 (877-211-6277 / TTY 508-370-4890)
- Contact Child Care Resources (see information above)
- (to check your status or update): Use EEC's online Self Service Waitlist Application Tool

If funding is available, you need to complete an application to determine if you are eligible.

Note: DCF and DTA (for families with TAFDC benefits) can also issue child care authorizations. Ask your case worker.

For information on licensing information and history on a childcare program please contact EEC's Regional office at 508- 788-5180 / 324-R Clark Street, Worcester, MA 01606

Worcester Public Schools

Head Start / 770 Main Street / (508) 799-3608 or (508) 799-3225

- Preschool program for children ages 3 and 4.
- Must meet Federal Income Guidelines and be a Worcester resident. Half-day Preschool / Parent Information Center / 768 Main St / 508-799-3194
- Available on a lottery basis at some schools
- Children must reside in Worcester and be 4 years old by Dec. 31

www.EarlyChildhoodCentral.org - A great website with more childcare info!

https://eeclead.force.com/EEC_ChildCareSearch — Online directory of licensed child care programs, including family day care and center-based providers.



Childcare Options for Low Income Private Pay Clients

Call one of the following agencies that is located closest to where you live:

- Guild of St. Agnes (several locations) / 508-755-2238, ext. 10
- Rainbow Child Development Center: 10 Edward St. 01605 / 508-791-6849
- Webster Square Day Care: 1048 Main St., 01610 / 508-756-3567
- Worcester Comprehensive Education & Care: several locations across the city: 508-852 3792
- YWCA: 1 Salem Sq. 01608 / 508-791-3181

NEW CHILD CARE CHANGES

These agencies have contracted slots and are sometimes able to put families in sliding fee slots. They may also have flexibly-priced individual family day care providers who do care out of their home.

- 1) Have them put you on the statewide income eligible waiting list AND –
- 2) Fill out an application for that site. 3) You should also fill out applications with 1-2 of the other sites listed above.

*There are other providers that offer private scholarships and have sliding fees! Please email or call the Information and Referral Line of Child Care Resources at the contact listing below!

Family providers—out of their home—tend to be more flexible with their rates and open to negotiation. To find family providers in your area, contact the Child Care Resource Information and Referral Specialist at the phone number below

It is also good to call or email a staff person at Child Care Resources – They can also put you on the statewide waiting list and may have other ideas & connections. Visit their website to access more information – www.sevenhills.org .

City of Worcester & Government Directory

Assessing

City Hall, 455 Main Street, room 209 / 508-799-1098

Cable Services

City Hall , room 405 / 508-799-1385

City Clerk (Birth certificates, marriage licenses, etc.

City Hall, room 206 / 508-799-1121,

City Council

City Hall, room 310 / 508-799-1049

City Manager

City Hall, room 306 / 508-799-1175

Elder Affairs, Worcester Senior Center

128 Providence Street / 508-799-1232

Elections

City Hall, room 208 / 508-799-1134

Fire Headquarters

141 Grove Street / 911 (emergency) / 508-799-3473 (to report a fire) / 508-799-1821

Health and Human Services

Room 101 / 508-799-8486

Accessibility, Senior and Veterans referrals are also offered

Human Resources

City Hall, room 109 / 508-799-1030

Human Rights and Disabilities

City Hall, room 101 / 508-799-8486

- Discrimination of Protected Classes Complaints, Worcester Fair Housing Project, Consumer Rights Program, Free Simultaneous Interpretation Equipment Loans

Inspectional Services (Building, Housing, Health Inspection)

25 Meade Street / 508-799-1198

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Mayor

City Hall, room 305 / 508-799-1153

Police

9-11 Lincoln Square / 911 (emergency) 508-799-8606 (non-emergency)

To Text an Anonymous Crime Tip: Start a new text message to "CRIMES" (or 274637) on your handheld device. Type the keyword "TIPWPD" followed by a space and then your message.

Pothole Repairs: 508-929-1300 / www.worcesterma.gov/dpw

Public Health

25 Meade Street / 508-799-8531

Call for information re. safe disposal of sharps and prescriptions OR to sit on a committee to inform public health

Public Works and Parks

76 East Worcester Street / 508-929-1300 (Customer Service)

Collector of Taxes/Parking Administrator

City Hall, room 203/ 508-799-1075 (Taxes)

<http://www.worcesterma.gov/finance/payments-appeals-refunds>

Veterans Services

City Hall, room 101 / 508-799-1041

Division of Youth Opportunities

128 Providence Street, Room 322 / 508-799-1328

MAIN CUSTOMER SERVICE # = 508-929-1300

76 East Worcester Street

Facebook Page with day-to-day info about water main breaks or trash delays (www.facebook.com/WorcesterDPW). We also have a Twitter feed, where similar information can be found (twitter.com/WorcesterDPW)

Alert Worcester: Get alerted about emergencies and other important community news by signing up for ALERTWorcester, the city's Emergency Notification System.

Go to www.worcesterma.gov to sign up or call 508-929-1300

Clothing & Furniture

Abby's House Thrift Store (clothing)

52 High Street, Worcester / (508)756-5486 x212

Monday through Thursday: 10 a.m. – 2 p.m.

Friday's: CLOSED / Saturday's: 10 a.m. – 1 p.m.

To help ensure the safety of everyone, customers must wear masks and adhere to social distancing guidelines while shopping in the Thrift Shop. We appreciate you looking out for one another!

The Abby's House Thrift Shop is currently unable to accept donations due to the necessity of having to quarantine donations before placing them on the sales floor. We apologize for the inconvenience.

Andy's Attic (clothing)

South High School, 170 Apricot Street, Worcester / 508-735-8507

Student-run non-profit that distributes clothing for students and families.

We are open Monday-Friday from 7:30am to 1pm

We're NOT open during Holidays or Worcester Public School Vacations!

We DO NOT fill orders by walk-in, but you may fill an order form.

We will contact you when your order is complete.

<https://andysattic.org/clothing-request-form>

Catholic Charities (clothing)

10 Hammond Street, Worcester, MA / 508-798-0191

Donations with Dignity

68 Maple Street, Spencer, MA 01562 / 339-222-9209

Clothing community closet for kids in care and any child in need.

Open Tuesdays and Thursdays 6-8 PM

Please check their facebook page for updates!: [donationsfordignity](https://www.facebook.com/donationsfordignity)

Donations Clearinghouse (furniture) *of the Central MA Housing Alliance*

Our building may be closed, but we can still make a house a home!

For families and individuals moving out of shelter to permanent housing, victims of fire, those fleeing domestic violence, DCF reunification, and elders at risk. Referral from a caseworker is needed. See <https://www.cmhaonline.org/background-dch> for more information

Location: 6 Institute Road, 01609

774-243-3805 or dch@cmhaonline.org

Dress For Success Worcester (clothing)

484 Main Street, Suite 110—Denholm Building

Providing professional attire, a network of support, and the career development tools to help women thrive in work and in life

508-796-5660 / worcester.dressforsuccess.org

T-F 10am-2pm by appt. only

Faith Boutique of Christ Baptist Church

24 Granby Road, Worcester, MA 01604

(508) 799-9101

Services: Free clothing and diapers

Friendly House, Inc. (clothing & occasional furniture)

36 Wall Street, Worcester / (508)755-4362

Goodwill Store (clothing & furniture)

25 Park Avenue, Worcester, MA 01605 / (508)752-4042

Habitat for Humanity ReStore (furniture and building supplies)

640 Lincoln Street, Worcester, MA / 508-439-7655 / 508-799-9259 x 126

Household Goods Inc. (furniture) / www.householdgoods.org

530 Main Street, Acton MA 01720 / 978-635-1710

*Go to <https://householdgoods.org/receive/> - to see new procedures during COVID. Because of COVID-19, clients are no longer allowed into our facility.

- We do not connect with clients directly about scheduling appointments. All communication is done through the referring agency. See website for more information!
- To receive donations a referral must be submitted online from a social service agency, government agency, housing authority, place of worship etc.
- All visits to Household Goods are by confirmed appointment only.
- Clients must come during the designated time.
- You must come prepared to take the furniture and household items with you. A rental truck is the best option for most people. We cannot reserve your household items. All items are used, donated by the community.

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Continued on Next Page

Laundry Love

Free laundry night offered once a month at Suds Up Laundromat on 540 Southbridge Street. 2nd Thursday of the month, 5-8 PM. Contact Rev. Meredyth Ward at 508-353-2099.

The Little Store / Refugee Apostolate (clothing & furniture)

242 Canterbury Street, Worcester, MA 01603 / (508) 831-7455

Neighbors Closet at Christian Community Church (clothing)

*CLOSED during COVID

108 Beacon Street, 2nd floor Worcester, 01610 / 508-304-6023

Problem Pregnancy (baby clothing 0-12 mo. and other items)

495 Pleasant Street, Worcester, 01609 / 1-888-310-7217 / 508-507-8378

- **As of 1/21 Hours: come on Wednesdays from 10am—3:30pm.**

---At 36 weeks pregnant, mother can show to facility and receive entire layette set for baby (including blankets, clothing, burp clothes etc.) Up to 12 months in baby clothing available, no referral needed.

Salvation Army (clothing & furniture)

72 Cambridge Street, Worcester, MA 01603 / (508)799-0528



Savers (clothing & furniture)

490 Lincoln Street Worcester, MA 01605 / 508-853-3653

Sleep in Heavenly Places

Beds for families in need

<https://www.shpbs.org/chapter/ma-middlesex-co>



Stepping Up 4 Men

<https://www.steppingup4men.com/>

Provides gently-used, quality business, casual, and industrial attire for interview, court, graduation, job search, and employment to low-income youth and men

- Referrals from agencies and organizations (referral form and agency registration forms are online: www.steppingup4men.com)

Contact info: msiemaszko@beautifulsoulsinc.org

Community, Equity and Inclusion

A few of the many local organizations that you can get involved with to make a difference

Black Families Together:

- Raising the voices of people of color in the Worcester Community.
- Email: blackfamiliesaltogether@gmail.com

HOPE Coalition (Healthy Options for Prevention and Education)

Contact Laurie Ross at 508-793-7642 / lross@clarku.edu / www.hopecoalitionwo.org/

- Citywide Youth-Adult Partnership focusing on youth leadership, equity in education, mental health, and youth worker professional education.

Neighborhood Crime Watch Meetings and WPD Community Meetings:

www.worcesterma.gov/police/calendar (508) 799-8664.

- Address “quality of life” issues that exist in our neighborhoods, business districts, parks, and other public places, including fear of crime and crime. Find yours or start one!

Massachusetts Women of Color Coalition

massachusettswocc@gmail.com / on Facebook

- Dedicated to eradicating the racial inequities among women of color created by structural, institutional, interpersonal, and internalized racism. Website: Mawocc.com

Jobs with Justice Parent Program PUMA (Parents Union of MA)

Contact Nelly Medina: nelly@massjjw.net or via facebook parents union of ma or 973-680-2737. To support equitable and full funded schools which are responsive to parent input and student feedback. We are comprised caregivers, past educators and other educational stakeholders.

The Latino Empowerment and Organizing Network (LEON) is a multi-sectorial coalition of Worcester Latino leaders that seeks to support initiatives leading to improving the lives of Latinos and their communities in the city of Worcester. <http://adelante-worcester.org/>

Protégete Latino Encontra del Coronavirus

Latinos are disproportionately impacted by Covid-19 and this effort ³⁷aims to assist Latino families! (774) 239-6584 / <https://www.facebook.com/Protegetelatinoencontradelcoronavirus/>

Regional Environmental Council

9 Castle Street, Worcester, MA 01610 / 508-799-9139 /
info@recworchester.org

- Brings people together to build healthy, sustainable, and just communities across Worcester through community farmers markets, youth programs, community gardens, and more.

Stone Soup

4 King Street, Worcester, MA 01610 / www.stonesoupworchester.org

- Builds grassroots power by connecting and enriching groups and individuals in our communities who are working for social justice

Women in Action

womeninactioninc.org / 508-369-2572

- Works to increase the range of opportunities, activities, skills, roles, and rights available to women by encouraging the fullest use and development of women's abilities and resources.
- Provides a place for women to meet as individuals and in groups.

Worcester Community Connections Coalition of YOU, Inc.

484 Main Street, Suite 460, Worcester, MA 01608 / 774-312-3828

- A parent-led coalition working to support Worcester families by bringing out the voices of residents in the planning for local resources, ensuring that services meet the needs of the people, and working to improve the lives of local families

Worcester Interfaith

111 Park Avenue, Worcester, MA / (508) 755-6143 /

info@worchester-interfaith.org<mailto:info@worchester-interfaith.org>
<https://www.worcesterinterfaith.com>

WI builds bridges between congregational and community leaders and across religious, socio-economic, racial, and ethnic boundaries to influence employment opportunities, affordable housing, neighborhood improvements, public safety, education, and youth.

Worcester Roots

4 King Street Worcester, MA 01610 / 508-343-0035 info@worcesterroots.org

- A collective of youth and adult organizers on a mission to create opportunities for economic, social and environmental justice
- Sprouting up co-operatively run and green projects and initiatives.

CORI and Re-Entry

*Information provided by
MassHire Worcester Career Center*

Should I Seal My Criminal Record?

If you can do it, sealing your record is nearly always a good idea. If your record is sealed and you apply for most jobs or housing, then the sealed record will not appear on your CORI report.

For Information on How to Seal Your Record and about
CORI Reform Laws Go To:
www.mass.gov/how-to/request-to-seal-your-criminal-record
www.masslegalhelp.org/cori/sealing

Community Legal Aid: CORI and Re-Entry Project

405 Main Street, 4th Floor, Worcester, MA 01608
1-800-649-3718 / www.communitylegal.org

- Supports people who have a criminal background in addressing legal barriers to becoming self-sufficient and successfully reintegrating into society
- Criminal record sealing, appealing housing denials, and informing individuals about their rights.

Dismas House / Anna Rice, Esq. 508-799-9389

Reconciles former prisoners to society, and society to former prisoners, through the development of a supportive community.

MassHireWorcester Career Center—Bar None Clinic

340 Main Street, Suite 400, Worcester MA. 01608 / 508-799-1600 x658

- Employment and resume assistance for individuals with a criminal record
- Bar None Legal Clinic

Straight Ahead Ministries

791 Main Street, Worcester, MA 01610 / 508-753-8700

- Offers a variety of programs and services for youth as they leave the juvenile justice system and transition back into their communities.

Worcester County Sheriff's Department Regional Reentry Center

Advocates Reentry Services no longer occupies office space at 340 Main Street in Worcester, we're currently working remotely and serving Northern Worcester and Middlesex Counties through a pilot program with MassHealth, an initiative to provide behavioral health supports for justice involved individuals.

The Advocates BH-JI program:

- Serves the justice involved population - Individuals with active Probation or Parole supervision, or who have been released from a correctional institution within the past 12 months in Northern Worcester County (Fitchburg/Gardner/Winchendon areas)
- Must be eligible for MassHealth
- Designed to support individuals with mental health and/or substance use needs
- Provides case management support, service coordination, and advocacy
- Linkage to peer mentorship, recovery coaches, and other social supports
- Contact Jennifer Thompson at 508-630-4148

Open Sky BH-JI Program (Behavioral Health Supports for Justice Involved Individuals)

- Program offers case management and community supports for adults who have been detained or incarcerated within the past 12 months.
- Assist with identifying safe, stable housing and shelter options,
- Some funding for justice involved folks that provides rental assistance at MASH certified sober homes for up to 60 days.

Contact: Amy.Thebeau@openskycs.org or at **774-232-0640**

Veterans Inc.

69 Grove Street, Worcester, MA 01605
(508) 791-1213 / (800) 482-2565 or info@veteransinc.org

- Support services include support for Veterans with CORI backgrounds.



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Disability Resources

SEE NEW AUTISM SECTION PG. 20-23

Center for Living and Working

484 Main Street , Suites 345 & 480, Worcester / (508)798-0350

www.centerlw.org

Helps people with disabilities learn to live more independently by providing one-to-one services to individuals in their homes.

Independent Living Services (peer counseling, advocacy, skills training, and information & referral)

Personal Care Management Program

One Care Long Term Supports and Services Coordination

Youth Services Programming: Transition to Adulthood Program

Youth Services Programming: Pre-ETs Program

Deaf and Hard of Hearing Independent Living Services

Aging and Disability Resource Consortium: Options Counseling

Americans with Disabilities Act (ADA) Access Consulting

Specialized Telephone Equipment Program

Monthly Housing Workshop

Monthly Spinal cord Injury Networking Group

Specialized Adaptive Equipment Program - Deaf & Hard of Hearing

Therapists for the Deaf and Hard of Hearing Directory_Feb_9_2022

Link: <https://drive.google.com/file/d/1mRNQIKYYNjM4vYpRX7OECQkiW-PQlu62/view?usp=sharing>

CENTRO Multicultural Family Support Center

11 Sycamore Street, Worcester, MA 01608 / 508-798-1900 ext. 243

Funded by the MA Department of Developmental Services.

· Provides both short-term and long-term supports and service navigation to clients with developmental disability and their families.

CENTRO CONTINUED ON NEXT PAGE

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CENTRO Continued:

Adult Family Care (AFC)

11 Sycamore Street Worcester, MA 01608 / 508-798-1900 ext. 277

Provides 24 hr. monitoring assistance to adults 16 years and older who, because of illness, weakness, disability, or advanced age, cannot live safely at home alone. This is a service provided to members of MassHealth, at no cost to the members.

Group Adult Foster Care (GAFC)

11 Sycamore Street Worcester, MA 01608 / 508-798-1900 ext. 277

The GAFC program at CENTRO, is a uniquely designed, MassHealth and private payer reimbursed service, for individuals 18 and older, residing in public housing, who because of illness, weakness, disability or advanced age need assistance with at-least one Activity of Daily Living (ADL) or Individual Activity of Daily Living (IADL), in order to remain living independently in the community. This service is provided at no cost to the client.

Shared Living Program

11 Sycamore Street Worcester, MA 01608 / 508-798-1900 ext. 237

Provides multiple services to individuals with disabilities and functional limitations that would qualify and benefit from these services.

Connects individuals with disability to valuable members of the community to provide support at home.

Promotes sustainable inclusion and increased Client satisfaction, including: Family, Friends, Religious/Cultural Figure, Advocate.

Department of Public Health Children & Youth with Special Health Care Needs Program: 1- 800-882-1435

<https://www.mass.gov/topics/services-for-children-and-youth-with-special-health-needs>

Information & Referral and Care Coordination for parents who have children with complex medical needs

- For families with children ages birth—22.

Disabilities Resource Network at JF&CS: 781-693-5640

Or email drn@jfcscsboston.org.

- A free information and referral and consultation service
- Helps families, professionals, and people with a wide range of disabilities

Easterseals (easterseals.com/ma)

484 Main St # 600 Worcester, MA 01608 / 508-757-2756 / 800-244-2756

- Disability Resource Center
 - Assistive Technology
 - Job Training & Employment Services
 - Rehab Services
 - Youth transition services
 - Applied Behavioral Analysis
- Youth Leadership Network
Recreation Programs

Genesis Club

274 Lincoln Street, Worcester, MA 01605 / (508) 831-0100

- Assists individuals with a mental illness to attain employment, housing, education, wellness and friendships.
- Through a 'work-ordered day', members work side by side with staff to run the club. Helps rebuild a rhythm and structure to their lives.
- *People who attend clubhouses are shown to have better social networks, fewer psychiatric symptoms and fewer hospitalizations.*

Massachusetts Rehabilitation Commission

359 Main Street, Worcester, MA, 01608 / (508) 754-1757

FIRST STEP TO APPLY FOR SERVICES: Call main number to apply for services (508) 754-1757 or (857) 360- 5459 or go online to [https://](https://www.mass.gov/mrc-connect)

www.mass.gov/mrc-connect

- Assists people with disabilities to find, retain, or train for employment consistent with their skills and abilities

Mass Sibling Support Network: Support for siblings of people with disabilities: 617-807-0558 / www.masiblingsupport.org

Open Sky Community Services (formerly Alternatives and the Bridge of Central MA) 4 Mann St, Worcester, MA 01602 / 508-755-0333

- Supports adults with developmental and intellectual disabilities who are referred by DDS (day services, employment services, and residential services)
- Autism Support Services
- Adult Family Care
- Brain Injury programs
- Care management and coordination

RCAP Solutions Home Modification Loan Program

Provides loans to make modifications to primary, permanent residences for elders, adults with disabilities and families with children with disabilities. Contact: 800-488-1969 x6725

RE-quipment

PO Box 311, Methuen, MA 01844
800-261-9841 / dmerequipment.org

- A durable medical equipment (DME) re-use program offering free refurbished wheelchairs, scooters, shower chairs and more to adults, children and elders living in Massachusetts. Accepts donations of DME.

Seven Hills

81 Hope Avenue, Worcester, MA 01603 / 508-755-2340

- Services for Adults and Children with Developmental Disabilities & Brain Injuries
- Customized Community-Based Residential Supports
- Group residence for adults with developmental disabilities.
- Adult Day Health Program
- Autism residential Supports
- Assistive Technology
- Dental Center

Shine Initiative

44 Portland Street, Worcester, MA 01604 / 508-762-3610

Develops funding and strategic alliances to improve public awareness and understanding of mental health issues, research, and treatment.

THRIVE

Worcester Family Support Center. State's DDS (Department of Developmental Services) Family Support Centers

100 Grove Street, Suite 104 Worcester MA 01605 774-703-3033

- Workshops
- Have an educational advocate
- IEP in Spanish
- IEP clinic
- Citizenship process workshop for undocumented families
- Many after school programs for youth and adults
- Para transit workshops
- Hoping to open a food pantry in Worcester for DDS families

Insurance Resource Center for Autism and Behavioral Health

(of the UMass Chan Medical School Shriver Center)

55 Lake Avenue North, S3-301, Worcester, MA 01655 / 774-455-6562

- **INDEX:** provides information and referral for people with disabilities in Massachusetts. www.disabilityinfo.org
- **Autism Insurance Resource Center:** 774-455-4056 or 800-642-0249. Information & referral on issues related to insurance coverage for autism related treatments and services. <https://massairc.org/>

Viability (formerly Community Enterprises)

65 James Street, Suite 10, Worcester MA 01603 / 508-755-5387

- Provides supported employment, education and living services to people with disabilities.
- Adult foster care
- Brain injury recreation program and support

***SEE LISTING OF STATE AGENCIES ON PAGE 49**

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Mental Health

Genesis Club

274 Lincoln Street, Wor., MA 01605 / (508) 831-0100 www.genesisclub.org

- Assists individuals with a mental illness to attain employment, housing, education, wellness and friendships.
- Through a 'work-ordered day', members work side by side with staff to run the club. Helps rebuild a rhythm and structure to their lives.
- *People who attend clubhouses are shown to have better social networks, fewer psychiatric symptoms and fewer hospitalizations.*
- An evidenced based program.

Kiva Wellness Center (Central Mass Recovery Learning Community)

NEW: 427 Main Street, Suite 3, Worcester, MA 01604 / (508) 751-9600 /

Working partly remotely—visit their website at www.centralmassrlc.org

- Run by and for people with mental health conditions 18 years and older. Peer-to-peer services and peer-run programs
- **NEW Respite Program**
- Email info@kivacenters.org for more information. ALSO Go to <https://kivacenters.org/peer-support/worcester/> for information on their current groups and services
-

Zia Young Adult Access Center

At the Kiva Center, 209 Shrewsbury St / Online Programs at this time

*meeting virtually at this time—see above

Go to <https://ziacenter.com/> or call 508-751-9600

- Community of young adults ages 16-22 who may be struggling with mental health, substance use, trauma or feeling disconnected.
- Peer support, community, and resource connections

NAMI (National Alliance on Mental Illness) of Massachusetts

Go to www.namimass.org

- NAMI Massachusetts provides free education and support programs around Massachusetts for people diagnosed with mental health conditions and their families.
- The COMPASS Helpline at NAMI Massachusetts helps people navigate the complex mental health system and find resources for themselves or others: 617-704-6264 or compass@namimass.org 46
- **NAMI of Central MA:** FREE support and educational groups / 508-386-3562

Children with Special Needs

SEE NEW AUTISM LISTING PG. 20-23

Family Ties of Massachusetts, MA Department of Public Health

67 Forest Street, Suite 100 Marlborough, MA 01752

P: 617-695-7426 (direct)

800-905-TIES (8437)

massfamilies.org

Provides information and emotional support to parents who have a child with a disability, chronic illness or special needs.

- Includes a Parent-To-Parent support program
- Central Directory for Early Intervention

Federation for Children with Special Needs

1-800-331-0688 / 617-236-7210 / info@fcsn.org (in MA) / fcsn.org

- Provides information, support, and assistance to parents of children with disabilities, their professional partners, and their communities. We are committed to encouraging full participation in community life by all people, especially those with disabilities. Includes info on transitional age planning

MA Dept. of Public Health Community Support Line

Information & Referral and Care Coordination for parents who have children with complex medical needs / 857-208-9871

Parent/Professional Advocacy League (PPAL)

Youth MOVE MA

21 Cedar Street

Worcester, Ma 01609

508-767-9725

parentsupportgroup@ppal.net

- Family-run organization that advocates on behalf of children's mental health.
- Parent peer support, parent support groups in english and spanish, resource and referral, parent and community trainings, youth peer support and Youth MOVE speakers bureau. 47
- NEW School Problem Solving Clinic. Tuesdays from 1-3pm

Autism Resource Center of Central MA (ARC) - part of HMEA

712 Plantation St., Worcester, MA 01605 / 508-835-4278 /

Office is currently closed but they are available by phone

www.autismresourcecentral.org / autism@hmea.org

- Information and referral service for children and families affected by Autism, Asperger's or other related disorders.
- Family activities, classes & support groups

Autism Allies

560 Boston Turnpike, Shrewsbury, MA 01545

(508) 443-0018, (ext. 7170 / canderson@autismallies.com during COVID)

- Functional Behavior Assessments, Home Based ABA Sessions and Parent Training
- Provide afterschool services and intensive day services
- Social group

Insurance Resource Center for Autism and Behavioral Health

(of the UMass Medical School Shriver Center) / 800-642-0249 / <https://massairc.org/>

Information & referral on issues related to insurance coverage for autism related treatments and services

Diamond is the Sky

774-823-5016 / www.dits.org

Write to us: 15 Jamesbury Drive Worcester, MA 01609

Social activities and programs for people of all ages and special needs and their families



HMEA

508-298-1100

Services in school, at work, at home and in the community for people with developmental and intellectual disabilities

- Intensive Family flexible support (ages 3-22)
- Employment, independent living services, etc.

Mass Family Voices

1-800-331-0688 x301 / <https://fcsn.org/mfv>—fill out intake form online

Statewide listserv: to join email massfv@fcsn.org.

- Families helping families access and advocate for quality health care for children with special health care needs.
- Provides assistance with health care financing options, and referrals to health related programs and resources for children and youth with special health care needs.
- Provide workshops on Healthcare Financing , Applying for CBHI as well as other relevant health related topics.

Massachusetts Advocates for Children

Helpline: 617-357-8431 ext. 3224 / ext. 3237 en español

Help for children who are facing barriers to receiving educational supports and services to which they are legal entitled.

Massachusetts Families Organizing for change (MFOFC)

774-855-6001 / hello@massfamilies.org / www.mfofc.org

- Advocacy and leadership training in pursuit of high quality individualized community support for people with disabilities and their families
- Central MA Coordinator: Phone: 774-571-4122 / Email: yvonne@massfamilies.org

State Agencies

Dept. of Mental Health (DMH) / 774-420-3140

361 Plantation Street, 1st floor Worcester 01604

Dept. of Developmental Services (DDS) / 508 -792-6200

Intake Eligibility Coordinator: 413-205-0940 324 Clark Street, Worcester

MA Commission for the Blind

Worcester OFFICE IS CLOSED / NOW OFFERING SERVICES VIRTUALLY

Phone: 1-800-392-6450 / Email: MCBinfo@mass.gov

Address: 600 Washington Street, Boston, MA 02111

Website: www.mass.gov/mcb

MA Comm. for the Deaf and Hard of Hearing / Voice: 617-740-1600₄₉

Video Phone: 617-326-7546

To request an interpreter visit: www.mcdhh.net/requests/

Domestic & Sexual Violence Resources

YWCA Central MA Domestic Violence Services

(Formerly known as Daybreak Resources for Women & Children)

1 Salem Square, Worcester, MA 01608 24/7 hotline: 508-755-9030

Live chat line: www.ywcahelp.com

- Court advocacy
- Support Groups for adults, teens, and children
- Deaf and Hard of Hearing Healthy Relationships Support group
- Individual short-term advocacy and counseling for adults
- Confidential Emergency Shelter
- Community Education / Domestic Violence Education classes
- Economic Empowerment Workshops

W.I.N. Program: 508-799-8610

- Partnership between YWCA and Worcester Police Department
- Advocate for people listed as domestic violence victims with the WPD

Safe Plan Advocates: 508-831-2168

- Support with filing harassment and restraining orders at Worcester District Court (225 Main St)

SafeLink Hotline / 1-877-785-2020 (toll-free)

- A 24-hour live response in English, Spanish, and TTY (877-521-2601) for anyone affected by domestic or dating violence
- Translation in 130 languages
- Crisis intervention, safety planning, support, information and referrals
- Access to emergency shelter statewide

DTA Domestic Violence Unit

NEW ADDRESS: 50 SW Cutoff, Worcester 016041-877-382-2363

*Working remotely at this time of COVID

Worcester Domestic Violence Specialist: 617-756-7157 Support in accessing community resources Support in safety planning and financial stability planning Domestic Violence waiver: allows more time to comply with TAFDC rules Southbridge DTA Domestic Violence Specialist: 617-459-8019 Fitchburg DTA Domestic Violence Specialist: 617-504-2973 DTA Central Region Coordinator: 617-447-3728

Community Healthlink Victims Services

335 Chandler Street, Worcester, MA 01602 / 508-791-3261

- Individual, family and group therapy for victims—parents and children—for ongoing longer term care
- Provide case management advocacy
- Have Spanish, Portuguese and other languages via visual relay translation including the deaf and hard of hearing.

New Hope Inc: 22-24 Park Ave, Worcester, MA / 508-753-3146

- RESPECT Batterer's intervention Program
- The MJ Leadenham Family Visitation Center / Fees based on income
- 24 hour hotline: 1-800-323-HOPE (4637)

Spectrum's Prevention of Abuse and Violence through Education (P.A.V.E.) program 585 Lincoln Street, Worcester, MA /

508-917- 6792/ Intake: 800-464-9555

- A 40-week psycho-educational program designed for men and women who batter their partners.
- Program is taking place virtually.

Worcester ACTS (Addressing Childhood Trauma)

- 774-804-1812
- Support for children under 10 who have been exposed to domestic or community violence & their families

CONTINUED ON NEXT PAGE

Sexual Violence Resources

*Ever felt pressured or forced to have sex when you didn't want to?
You are not alone and we believe you deserve support!"*

Child/Youth Victims of Sexual Exploitation: What is the Commercial Sexual Exploitation of Children & Youth (CSEC)?

CSEC is a form of Child Trafficking and refers to any person under the age of 18 who engages in sexual conduct in exchange for anything of value including money, food, shelter, clothing, education or care.

For Youth: If you feel that you or someone you know has been impacted, these services are here for you!:

- **Living in Freedom Together (LIFT)**- Information and Survivor Mentor Support (no age cap): 774-243-6025
- **My Life My Choice** - Survivor Mentor Support (new referrals for up to age 17): 617-779-2179 / *Fill out online form: www.mylifemychoice.org/get-help-here

Other Specific Programs:

Child Protection Program of UMass Memorial Medical Center
University Campus / 55 Lake Ave. North Worcester
774-442-6629

- **Medical & Mental Health Screening of victims.** The Child Protection Program addresses issues surrounding child abuse identification, child protection and the prevention of child mistreatment in Central MA.
- NOTE: *If a medical evaluation or evidence collection needs to be obtained, it is time sensitive — please contact us or a medical provider.*

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LIFT (Living in Freedom Together)

774-243-6025 / <https://liftworchester.org/>

- Provides support services for survivors of prostitution and Commercial Sexual Exploitation of all ages, races, and genders.
- Youth Outreach and Advocacy Program (Mentoring for at risk and CSEC Youth)
- Jana's Place- 16 bed Residential program for prostituted women with Co-occurring SUD and Mental Health.
- HARBOR (Healthcare, Advocacy, Room, Board, Outreach, Rehousing) 15 bed zero barrier access shelter for women.
- Community based services, peer support, case management, and advocacy for prostituted people.

My Life My Choice: 617.779.2179 / *Fill out online form:

www.mylifemychoice.org/get-help-here/ Sexual Trafficking survivor mentoring program and other resources for victims. For ages 12—18.

National Human Trafficking Hotline

1-888-373-7888 or text 'HELP' or 'INFO' to 233733)

Pathways for Change, Inc. (Central Mass Rape Crisis Center)

588 Main Street, Worcester, MA 01608 / 508-852-7600 (voice) / 508-502-7681 (video phone for ASL) / 24/7/365 Hotline: 800-870-5905

- 24 hr hotline someone who has been sexually assaulted
 - Face –to–face counseling & Various support groups available
 - Medical, Police, and Court Advocacy
 - Multicultural/Multilingual services provided in ASL, Spanish, etc.
- Llámanos Spanish Language Helpline: 800-223-5001 (24 hours)

SANE Program: 781-379-2378

- Provides trauma-informed, expert forensic nursing care to sexual assault patients across the lifespan
- Services: Forensic evidence collection / Medication for STI, pregnancy and HIV prophylaxis/ Trauma informed care.
- Collaborates with other resources such as rape crisis centers for advocates, CPP and other resources necessary for follow up.



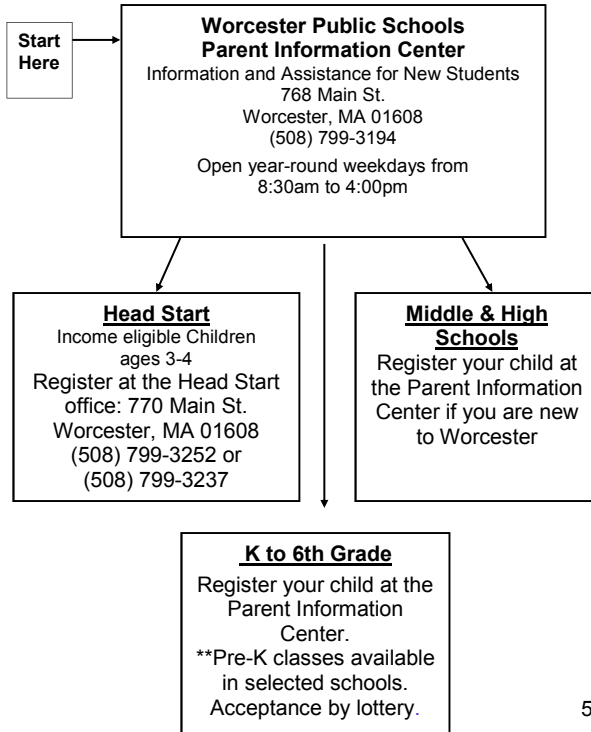
EDUCATION



****STOP! FOR CHANGES DURING COVID SEE PAGE 8**

The Parent Information Center

Information and Registration starts here!



How to Address Needs at Your Child's School

Follow the process outlined by the Worcester Public Schools, proceeding to the next step if the situation is not resolved:

Start Here

You can ask for a Student Support Team meeting at your child's school to address any concerns. You can bring someone with you for support.

Other Options

If the problem is not resolved, you may access the following statewide programs that support parents and advocate for their children's individual needs:

Parent Professional Advocacy League - Worcester Chapter
(508) 767-9725

Federation for Children with Special Needs
(800) 331-0688
(in MA)

Your Child's Teacher
Set up a meeting and speak with him/her!

The Principal at your child's school

Quadrant Managers
(508)799-3499

Deputy Superintendent
Susan P. O'Neil, PhD
(508)799-3644

School Superintendent
Maureen Binienda
(508) 799-3177

School Committee
Mayor Joseph M. Petty
(508) 799-1153
School Committee Office:
508-799-3032

Worcester Public School's Transportation Office can be reached at (508) 799-3152

Employment & Training

MassHire Central - Worcester Career Center

340 Main Street, Suite 400, Worcester, MA 01608 | Phone: (508)799-1600

Offices are open to the public.

Hours: Monday - Thursday: 8:45 AM - 4:30 PM | Friday 9:45 AM - 4:30 PM

Please visit our website <https://masshirecentralcc.com> to learn more about our **FREE** services and to access online tools and resources

To Register for a Career Center Member-

ship: Visit JobQuest: <https://jobquest.dcs.eol.mass.gov/jobquest/LandingPage.aspx>

Additional Job Training Opportunities: <https://masshirecentral.com/resources/#training>

****Stay connected with your assigned Career Counselor to help continue your pathway to employment or training****

Services Provided:

- Career Counseling & Job Referrals
- Job Search & Skill Development
- Job-Readiness Preparation: Resume Assistance & Interviewing Skills
- Online Workshops & Virtual Career Hub Access
- Training Opportunities & Funding
- Access to the MassHire State Wide Network & the State's Online Job Search Engine JobQuest
- Labor Market Tools & Information
- Referrals to Partner Agencies
- Supportive Services
- Community Resources
- Unemployment Insurance Navigation
- Specialized Services for Veterans, Youth, Mature Workers, Customers with Disabilities, Returning Citizens, and More!

For additional information on career center services and membership please call (508)799-1600.

Department of Transitional Assistance (DTA)

Employment & Training Program for DTA clients

50 Southwest Cutoff Worcester, MA 01604 / 508-767-3100

- For TAFDC families (receiving cash benefits) Inquire about attending an Employment Services Program Orientation held every Tuesday from 10am—noon and Thursdays from 1-3pm.
 - Clients may be eligible for childcare, training opportunities, job search assistance and travel reimbursement

Contact:

- Kendall Molina, full engagement worker at : Kendall.molina@mass.gov, 508-767-3106
- or Jasmine Rodriguez, Jasmine.Rodriguez@mass.gov, Full Engagement worker at Arianna Curet at 508-767-3191 for more info

**New assistance for families seeking employment!: Raised asset limit, extension of benefits, Family CAP removal, Child Care extension!!*

- For SNAP Employment and Training, call the DTA Assistance Line at 877-382-2363

Ascentria Care Alliance

11 Shattuck Street Worcester, MA 01605 / 774-243-3100

- Employment assistance for refugees and immigrants: 774-243-3100
- Industry sector job readiness programs for students enrolled in ESOL / 774-242-1773

American Red Cross Healthcare Training

2000 Century Drive, Worcester, MA 01606 / 508-595-3700

www.redcross.org/take-a-class

- Nurse Assistant Training and Home Health Aide Program
- Reading test & orientation needed for all healthcare programs

Boys & Girls Club

65 Boys & Girls Club Way Worcester, MA 01610 / 508-753-3377

Contact info@bgcworchester.org

- Career Launch program for teens
- Job Ready (includes resume writing, interview skill workshops, job application assistance, etc).
- Lifeguard Certification Program (when available; teens become first aid/ CPR certified PLUS lifeguard certified)
- Kids Café Server Program—teens are trained for food safety and serving; they become Safe Serve certified; volunteer approximately 10 hours a week serving dinner to approximately 200 kids per night.
- Community Service Projects
- Leadership Clubs
- Drivers Education
- SAT Prep

CENTRO

11 Sycamore Street Worcester, MA 01610 / 508-798-1900

- Case management support with job search such as assistance with job applications, citizenship paperwork, translation, etc.

Dress For Success Worcester

484 Main Street, Suite 110 (Denholm Building)

508-796-5660 or email [worchester@dressforsuccess.org](mailto:worcester@dressforsuccess.org)

*Programs are now virtual due to COVID

- Work readiness programs and financial literacy workshops
- Professional Women's Group
- Professional attire and suiting by appointment, T-F 10 AM-2 PM
- Receives online referrals from agencies:
www.worcester.dressforsuccess.org

Easterseals (easterseals.com/ma)

484 Main St # 600 Worcester, MA 01608/ 508-757-2756 / 800-244-2756

- Disability Resource Center
- Assistive Technology
- Job Training & Employ. Services
- Rehab Services, etc.
- Youth transition services
- Applied Behavioral Analysis

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The Community Builders at Plumley Village

16 Laurel Street Worcester, MA 01608 / 508-770-0508

- Computer lab and job resource center
- Education and vocational training for Plumley Village residents

Friendly House

36 Wall Street Worcester, MA 01604 / 508-755-4362

- Job fairs, limited free faxing and copying, and resume writing

Job Corps

Apply online at; <https://grifton.jobcorps.gov> or by calling 800-733-JOBS

Training Center Located at: 100 Pine Street, N. Grafton, MA 01536

- Education and job training program for youth ages 16-24
- Mostly a residential program with a few commuter slots

Martin Luther King Jr. Opportunity Center and SMOC

237 Chandler Street, Worcester, MA 01609

- SMOC Financial Services: Help for financially underserved entrepreneurs to start, stabilize, or grow their business through access to microloans and technical assistance: 508-713-9760
- Green Jobs Academy: 508-626-7150 / 508-713-6060. Office closed due to COVID, please email team GJA@SMOC.org

Massachusetts Education & Career Opportunities, Inc. (MassEdCO)

www.massedco.org

484 Main Street, Suite 500, Worcester, MA 01608

508-754-6829 x3004

Call to make an appointment with an advisor

- Educational Opportunity Center: Provides academic and career advising, postsecondary education exploration & admissions and financial aid application assistance, typically to those 19 and older
- Programs for Youth: Group workshops and individual advising to provide academic support, SAT/ACT prep, fee waivers, college search and application assistance, financial aid application assistance, including FAFSA and CSS Profile
 - Educational Talent Search, GEAR UP
 - On Our Way Program—helps teen mothers graduate from high school and continue their education

Massachusetts Rehabilitation Commission

359 Main Street, Worcester, MA, 01608 / (508) 754-1757

Assists people with disabilities to find, retain, or train for employment consistent with their skills and abilities.

FIRST STEP TO APPLY FOR SERVICES: Call main number (508) 754-1757 or (857) 360- 5459 or go online to <https://www.mass.gov/mrc-connect> *Please note we are working remotely due to coronavirus

- Counselor will determine consumers eligible for services via medical and psychological documentation
- Do interest assessments to help consumers in deciding on a career path via their interests and abilities
- Vocational guidance and counseling to assist consumers in support, training, job search and retention for suitable employment
- Access to a benefit Specialist who can advise consumers about SSA benefits
- Do interest assessments to help guide you in your career path
- Services for transition age youth ages 14 and up

Quinsigamond Community College Center for Workforce Development and Continuing Education

Training & Education Center

25 Federal Street, Worcester / 508-751-7900 / cce@qcc.mass.edu

- Provides low cost training programs that enable individuals to learn new skills that can be applied immediately on the job or utilized for future professional development
- SNAP Path to Work: Free career training programs for people who receive SNAP
- See course catalog at www.QCC.edu/WD

***QCC has a College and Career Navigator to help you identify the best program at QCC: Dawn Buddington: 508-854-4453, dbuddington@qcc.mass.edu**

RCAP Solutions

NEW ADDRESS: 191 May Street, Worcester, 01602 / 1-800-488-1969
<https://www.rcapsolutions.org/>

- Family Self-Sufficiency Program for section 8 housing choice voucher participants
- Small Business Development and Loan Fund Program

Stepping Up 4 Men

<https://www.steppingup4men.com/>

Provides gently-used, quality business, casual, and industrial attire for interview, court, graduation, job search, and employment to low-income youth and men

- Referrals from agencies and organizations (referral form and agency registration forms are online: www.steppingup4men.com)

Contact info: msiemaszko@beautifulsoulsinc.org

Training Resources of America (TRA)

2 Foster Street, Third Floor, Worcester, MA 01608 / 508-753-2991

TRA's Worcester programming includes:

- **YouthBuild** - Provides low-income, out-of-school youth, aged 16 -24 with on-the-job, hands on construction skills training or Nurse Aid Training and HiSet preparation.
- **Adult Basic Education/GED Prep** - Meets the specific educational needs of adult students who have limited basic reading, language and math skills as well as those wishing to pursue HiSet.
- **English for Speakers of Other Languages** - Assists adult students who have limited English proficiency by meeting their specific educational needs.
- **SNAP Path to Work** - Education, Skills Training, and Work Readiness preparation for Able Bodied Adults Without Dependents residing in Central MA.

Worcester Community Action Council, Inc.

484 Main Street, Denholm Building, Worcester, MA 01608

508-754-1176 x234

Job & Education Center: for income eligible youth ages 17-24

- **Career Pathway Exploration & Navigation Programs:** Topics include résumé writing, mock interviews, job searching, and workplace culture.
- **Youth Employment & Professional Development Programs:** 18 hours of work readiness training followed by 6-7 weeks of professional paid work experience.
- **Project Excel & WINGS:** HiSET and career pathway development programs for youth ages 16-25.
- **Career Pathway Training** programs that offer professional development through a certificate training program and employment assistance.

Worcester Housing Authority (WHA)

Education, job placement and apprenticeship programs for residents of WHA / Resident Services: 508-635-3306

- **Resident Opportunities & Self Sufficiency (ROSS):** assistance, support and referrals including ESL/HiSET programs, resume writing, employment applications (508-635-3145)
- **Family Self Sufficiency Program (FSS):** a voluntary program to help federally aided (public housing and Section 8) residents reach economic self-sufficiency through education and employment services. FSS clients put aside money that would normally go to a rent increase and save it for their own future use (508-635-3151)
- **A Better Life Program (ABL):** families work with a case manager in this 5 year program to reach economic independence and self-sufficiency and even home ownership. ABL clients put aside money that would normally go to a rent increase and save it for their own future use (508-635-3151)
- **Elder Resident Opportunities & Self Sufficiency (ROSS):** coordinate services for elderly and/or disabled residents to better enable residents to reach and maintain their desired level of independence while aging in place. 508-340-5026.

Worcester Jobs Fund

MassHire Central Region Workforce Board, 340 Main Street, Suite 400,
Worcester, MA 01608

Kelsey Lamoureux, 508-373-7641 / LamoureuxK@masshirecentral.com

- Connects Worcester residents with good jobs made available through development projects and job expansion activities.
- For income eligible individuals ages 18+
- Recent FREE job training programs offered include commercial driver's license, construction, IT support specialist, and clinical medical assistant.

Worcester Public Schools Adult Learning Center

24 Chatham Street, Worcester, MA 01608 / 508-799-3090

- HiSET, adult literacy, and ESOL classes
- Employment training programs

Worcester Public Schools Night Life Continuing Education

1 Skyline Drive, Worcester, MA 01605 / 508-751-7612

Courses are online. Register at: <https://worcesternightlife.org/>

- Adult Career Technical Training
- Lifelong Learning
- Workforce Development

Worcester Youth Center

326 Chandler Street, Worcester, 01602 / 508-791-4702

*Meeting remotely on a daily basis in groups and also by appointments.

Visit <https://worcesteryouthcenter.org/2020/08/26/wyc-virtual-programs/> - to register for groups

- For ages 14-24
- Social, recreational and education programs for youth
- High School Equivalency
- Self- paced study program leading to HiSET certification and connections to higher education
- Work Readiness Courses
- 20-hour courses leading to completion of work readiness portfolio.

May include subsidized paid employment depending on availability

Visit: Facebook & Twitter pages for updated daily and monthly schedules, and coming events. <https://www.facebook.com/worcesteryouthcenter/>

YOU, Inc., an affiliate of Seven Hills Foundation

799 W. Boylston St. Street Worcester, MA 01606

See contact information below:

Career Pathways Program

The programs provide students with the tools necessary to improve their academic performance, obtain their HiSET (formerly GED), matriculate to higher education, or become successful in a work environment.

For those that have their Diploma/High School Equivalency, this program provides FREE short term trainings. After completion of the occupational skills training, staff will assist student's with employment (for ages 16-24).

Call to see if you are eligible.

Locations:

Worcester: 508-552-7303

Whitinsville, MA: 508-266-2125

Milford: 508-473-2178

Webster 508-461-9503

Program Director: 508-461-9503

Other Programs:

Work Without Limits

333 South Street, Shrewsbury, MA 01545

Benefits Counseling (formerly Bene Plan): assists individuals with disabilities to understand how work earnings or wage increases affect eligibility for public benefits, such as SSI, SSDI, Medicaid, and/or Medicare

If you are looking for work or are working call 1-877-YES-WORK (877-937-9675)

If you're not working, but have general questions, call the Ticket to Work help line at 866-968-7842 or 866-833-2967 (TTY)

UNEMPLOYMENT INSURANCE

The MA Department of Unemployment Assistance (DUA)

You can apply for benefits online or by phone.

Go to UI Online: www.mass.gov/lwd/unemployment-insur/

Department of Unemployment Services

OR apply for benefits by phone using TeleClaim:

Call the **TeleClaim Center** at 877-626-6800 **Business Hours 8:30**

a.m. to 4:30 p.m. Monday-Friday.

To ensure that everyone can reach an agent without experiencing long wait times or busy signals, please adhere to the schedule listed below and try back again if you cannot get through. Call 617-626-6800 from any other area code or 711 for Voice Relay.

Request your weekly benefit payment: Call **TeleCert** at 617-626-6338 from 6:00 a.m. to 10:00 p.m.

Check your payment status: Call the **Payment Status Line** at 617-626-6563.

Set/change your TeleCert PIN: Call the **PIN Service Line** at 617-626-6943.

You should use the following calling schedule based on the last digit of your Social Security number:

- 0,1: Monday
- 2,3: Tuesday
- 4,5,6, Wednesday
- 7,8,9 Thursday and any last digit Friday.

*The telephone systems may not be available periodically due to systems maintenance

**For further assistance with filing an online Unemployment Insurance claim, CALL 855-CLA-LEGAL (852-252-5342) OR apply online [Get Help - Community Legal Aid](#)

ESOL & HiSET

*For support finding ESOL classes that meet your needs, contact the
ESOL Navigator: esolnavigator@gmail.com / 508-556-7097
(call or text)*

African Community Education (ACE)—ESOL

484 Main Street #355, Worcester, MA 01608 / 508-459-2284
Open to students from African countries only. Call for more information.

Angel's Net Foundation—ESOL

Working virtually at this time

114 Main Street, Lower Level, Worcester, MA 01608 / 774-261-4232

Ascentria Care Alliance—ESOL

11 Shattuck Street, Worcester, 01605 / 774-243-3015
774-243-3100 and ask for English classes.
Classes are on Zoom or Skype.

Catholic Charities—ESOL and citizenship classes

10 Hammond Street, Worcester 01610 / 508-860-2237 or 2257.
Email pmullaney@ccworc.org to sign up and find out if space is available.
Classes Tuesdays and Thursdays, 9-11:30am in partnership with Worcester
Public Schools during the school year (September-June). Remote learning for
fall 2020 began in October. Free.

Centro de Adoracion Vida Nueva—ESOL

9 Piedmont Street, Worcester / 508-361-7351

Clark University American Language & Culture Institute

www.clarku.edu/offices/alci. Call 508-793-7794. Two programs:

- English for Academic Success classes: 18 hours a week, designed for students planning to pursue an undergraduate or graduate degree at an American college or university. Online program is asynchronous and costs \$11,000 per semester. Email Lascott@clarku.edu
- Community Workshop in Academic English: focuses on developing reading skills, improving grammar and vocabulary, and organizing ideas into academic compositions and presentations. \$100 for 8 weeks of instruction; must register and pay online. Mondays and Wednesdays, 6:30-9 pm. Intermediate and advanced levels. Email Nancye at naraneo@clarku.edu to register.

GeMS (Global Empowerment Services Inc.) / 978-479-3678

- Provides educational programs to immigrants and refugees
- Online ESL on Tuesdays from 6-7:30pm
- Another class being scheduled—please call

Job Corps—HiSET and vocational training

Apply online at: <https://grafton.jobcorps.gov> or by calling 800-733-JOBS
Training Center Located at: 100 Pine Street, N. Grafton, MA 01536

- Education and job training program for youth ages 16-24
- Mostly a residential program with a few commuter slots

Latino Education Institute—Club E at Worcester State University—ESOL

537 Chandler Street, Worcester, MA 01602 / 508-798-6507x4

LEI Conversation Circles are running in person every Tuesday and Thursday evening, 5-7 pm. For more information or to apply, contact Isalby Martinez at 774-293-8286 or imartinez@worchester.edu.

LEI classes are currently hybrid every Tuesday and Thursday evening, 5-7 pm. Call for more information

Literacy Volunteers of Greater Worcester—ESOL

Worcester Public Library, 3 Salem Street, Suite 332 / 508-754-8056

Satellite office: 90 Madison Street, Suite 303A

Online registration is on the LVGW website www.lvgw.org. Email info@lvgw.org for more information. Classes are weekdays, morning, afternoon and evening, and Saturdays. Levels from survival to intermediate. Free; donations requested. One-on-one tutoring also available for free,

Marie Anne Center at St. Bernard's Church Rectory—ESOL

****starting virtual classes for beginners 12/20***

236 Lincoln Street, Worcester, 01605 / 508-425-9254 or 508-736-6986

Notre Dame Educational Bridge Center—ESOL, HiSET

555-559 Plantation Street, Worcester, MA / 508-852-5800

www.notredamehealthcare.org/educational-bridge-center/courses/ Free English for the Workplace class on Thursdays, 4-6:30. Register online. Courses are also online.

Quinsigamond Community College—HiSET, Pre-HiSET & ESOL

- Credit ESOL, 670 West Boylston Street, Worcester, MA / 508-854-4262 or 508-854-4308

For Credit: www.qcc.edu/academics/esl-course-offerings.

Contact esl@qcc.mass.edu. Courses count for college credit and choices include writing, reading, listening/speaking, and note-taking at 3 levels. Day and evening classes on a college semester schedule, plus free tutoring 6 days a week. Students must have a high school diploma or HiSET/GED to qualify. About \$615/class, financial aid and payment plans available.

QCC Adult Learning Center: ESOL & HISET

Adult Community Learning Center (ESOL and HiSET), 25 Federal St / 508-751-7926

www.qcc.edu/services/adult-community-learning-center/esol-english-speakers-other-languages. Call 508-751-7926 or email

aclic@qcc.mass.edu. Four levels available, classes during the week, morning, afternoon, and evening. Asynchronous distance learning program also available. Check website for latest information.

QCC Community Bridges: ESOL & HISET

Primarily recruiting/serving students from Main South and Vernon Hill area. Classes for levels 1, 2 and 3 connecting via Zoom. Small fee for books/materials. Only 12-15 students in each class, morning and evening classes available. Contact program director Carol King at cking@qcc.mass.edu or 508-854-7526 for more information.

- Center for Workforce Development and Continuing Education (ESOL), 25 Federal St / 508-579-4464
- HiSET in Spanish—25 Federal St, Blanca Figueredo / 508-713-8785

St. Peter's Church Assumption Center—ESOL

929 Main St., Worcester, 01610 / 508-793-1954

In person classes on Tuesday and Thursday mornings, 10-12. Proof of COVID-19 vaccination required. One-time charge of \$25 for materials.

Southeast Asian Coalition—ESOL

484 Main Street, Suite 400 Worcester, MA 01608 / 508-791-4373

Training Resources of America—HiSET, ESOL, ABE

2 Foster Street, 3rd floor, Worcester 01608 / 508-753-2993

Call 508-753-2993 to sign up. Classes in-person Monday and Wednesday at their location in downtown Worcester, 4:30-7:45 pm. No more than 6 students at a time. Space available especially in level 3.

Urban Missionaries of Our Lady of Hope—ESOL

242 Canterbury Street, Worcester, MA 01603 / 508-831-7455

WARM (Worcester Alliance for Refugee Ministry)—ESOL

Contact info@warmwelcoming.org or call 774-701-0081. Individual or small group English conversation & tutoring for refugees only. Free. / info@warmwelcoming.org

Webster Adult Education (ESOL, HiSET)

2 Lake Street, Webster, MA 01570 / 508-949-8282

Worcester Community Action Council, Inc.—HiSET

484 Main Street, 2nd floor, Suite 203, Worcester 01608
508-754-1176 x146 or x158

For youth ages 16-25

Worcester Housing Authority—HiSET & ESL

For WHA Residents only / 508-635-3306

35 Freedom Way, Worcester 01605

Classes on Tuesday and Thursday, 9:30am-12:00pm



SEE NEXT PAGE

WPI (Worcester Polytechnic Institute) —ESOL

International House, 28 Trowbridge Road, Worcester, MA 01608
Billy McGowan 508-831-6033

Worcester Public Library - ESOL

3 Salem Square, Worcester, MA 01608
508-799-1655 x3

English Conversation Circles

Online conversation group via Zoom every Tuesday, 5:30-6:30pm. Free, registration required. Sign up at: www.mywpl.org/online-calendar. Email kduncan@mywpl.org with questions or for more information.

Worcester Public Schools Adult Learning Center (ESOL, HiSET)

24 Chatham Street, [Worcester, MA 01609](http://Worcester.MA01609/) / (508) 799-3090

- Free and open to all
- Currently Online

Call TODAY to schedule an appointment to take a placement exam and to register! 508-799-3090

www.worc-alc.org. Call (508) 799-3091 to schedule a placement test or contact advisor Crystal Gniadek at crystalgniadekalc@gmail.com.

Classes are Tuesday, Wednesday and Thursday 9-12 or 5:30-8pm with on-going enrollment from September to June.

Worcester Senior Center—ESOL

128 Providence Street, Worcester, MA 01604 / 508-799-[1232x48006](tel:1232x48006)
Elders groups for speakers of specific languages - call for more information.

Worcester State University - ESOL

486 Chandler Street, Worcester, MA 01602

- **Urban Action Institute—ESOL Tutoring** / 508-929-8900
Conversation class with WSU students on Tuesdays, 1-2:15. Free. On Zoom.
- **Intensive English Language Institute—ESOL** / 508-929-[8120](tel:8120) or 508-929-8031 Email ieli@worcester.edu or visit www.worcester.edu/ieli for more information and costs. Levels from beginner to advanced/academic English. Discounts and payment plans available. Currently online

Worcester Youth Center—Pre HiSET, HiSET

326 Chandler Street Worcester 01602 / 508-791-4702

We will be meeting on a daily basis in groups and also by appointments.

Visit <https://worcesteryouthcenter.org/2020/08/26/wyc-virtual-programs/> - to register for groups

YOU, Inc., an affiliate of Seven Hills Foundation

799 W. Boylston St. Street Worcester, MA 01606

See contact information below:

Career Pathways Program

The programs provide students with the tools necessary to improve their academic performance, obtain their HiSET (formerly GED), matriculate to higher education, or become successful in a work environment.

For those that have their Diploma/High School Equivalency, this program provides FREE short term trainings. After completion of the occupational skills training, staff will assist student's with employment (for ages 16-24).

Call to see if you are eligible.

Locations:

Worcester: 508-552-7303

Whitinsville, MA: 508-266-2125

Milford: 508-473-2178

Webster 508-461-9503

Program Director: 508-461-9503



YWCA of Central Mass—HiSET

for Young Parents Program

- DTA referral Required

1 Salem Square / Worcester, MA 01608 / 508-767-2505 x3073

NOTE: For an updated listing of local HiSET / ESOL programs contact the Worcester Family Resource Center: 508-552-7469 or email abureau@sevenhills.org.

Food



Emergency Food Pantries / Hot Meals

Food Pantries: Any individual can visit a food pantry. No ID necessary!
<https://foodbank.org/find-food/#agency-locator>

AIDS Project Worcester

85 Green Street, Worcester, 01604 / 508-755-3773 x16
Distribution to APW clients only: Tuesdays 8AM - 4:00PM

Bucky's Food Pantry*

236 Lincoln St
Mondays from 5:15 pm - 6 pm (only serves 01605)

Carty Cupboard at Wesley United Methodist Church

114 Main Street Worcester, MA 01608
508-791-4191
Wednesdays from 1:00—2:30pm

Catholic Charities Food Pantry

10 Hammond Street, Worcester, 01610 / 508-860-2237 or 2257.
Distribution: Monday through Friday, 11:30 AM-2:30 PM

CENTRO

11 Sycamore Street, Worcester, 01608 / 508-798-1900, ext. 241
Distribution: Mondays & Wednesdays 9 AM-1 PM

NEW emergency food pantry 17 Charlton Street, 01608 M&W, 9-1pm

Fountain of Life

23 Coral Street Worcester, MA 01604 / 508-791-5555 (W, 6-8pm)

Friendly House at Plumley Village

16 Laurel Street / 508-755-3989 / Tuesday 9-4 and Friday noon—4

Friendly House Pantry

36 Wall Street, Worcester, 01604 / 508-755-4362
Distribution: Monday & Wednesdays: 12:00-3:30pm & Fri from 9:30⁷²—3:00pm

Good Samaritan Food Pantry

39 Piedmont Street, Worcester, 01610 / 774-253-1619
Distribution: NOW—Only Tuesday & Fridays from 10am-1pm
Call for emergency distribution

Great Brook Valley Food Pantry (run by CENTRO)

176 Tacoma Street, Worcester, 01605 / 774-823-3722
Distribution: Tuesdays, 8:30am-12:00pm

Green Island Nhbd. Center / Via S. Worcester Nhbd Center

50 Canton Street Worcester, MA 01610 / 508-753-4661
Mon—Friday 9-1:30pm

Jeremiah's Inn, Food Pantry

1059 Main Street, Worcester, 01603 / 508-755-6403
Mondays noon-6pm
Tues, Thursday & Friday: 9am—2pm

John Street Baptist Church

43 John Street, Worcester, 01609 / 508-753-4991
Distribution is 2nd & 4th Saturday from 10:30 AM-12:30 PM
Meals: Every Saturday 10:30 AM-12 PM & Emerg food boxes

Loaves & Fishes Pantry

Unitarian Universalist Church of Worcester
90 Holden Street, Worcester, 01606 / 508-853-1942 x9
Distribution: 3rd Saturday of the month, 9am to 11:30am

Mass. Veterans Food Pantry

69 Grove Street Worcester, MA 01605
508-791-1213 x10
1st & 3rd Thursday of every month from 9am-1pm

The Mustard Seed

93 Piedmont Street, Worcester, 01609 / 508-754-7098
Provides a food pantry. Pantry Hours: Monday - Saturday (Summer)
5:00pm - 6:30pm Monday - Saturday (Winter) 4:00on - 6:30pm For more
information, please call.
Also offering take out dinners now from M-F, 5:30-6:30pm

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Orthodox Food Center—St. Spyridon Cathedral

102 Russell Street, Worcester, 01609 / 508-841-5287
Distribution: Saturday from 10AM -12PM

Pernet Family Health Service

237 Millbury Street, Worcester, 01610 / 508-755-1228
Distribution: Tues & Wed. 9am –3pm (*must live in 01610*)

Plumley Village (by Friendly House)

16 Laurel Street 508-755-3989
Tuesday 9-4 and Friday noon—4

Quinsigamond Village Community Center

16 Greenwood Street, Worcester, 01607 / 508-755-7481
Distribution: Monday, Tues. & Thursday, 9:30AM – 2:00PM
& Fridays, 9:30AM –12PM by appointment
And now Wednesday from 10am-2pm

Revival Church – Fountain of Life

23 Coral Street, Worcester, 01604 / 508-791-5555
Distribution: Wednesdays from 6–8 PM

St. Anne’s Human Services

130 Boston Turnpike Rd., Shrewsbury, MA 01545
508-799-4169 (only for Shrewsbury residents)
Distribution Mondays at 10:30am

St. John’s Church Soup Kitchen

44 Temple Street, Worcester, MA 01604
Soup Kitchen: M-F, 7am—11am
Pantry: M, W & F, 11-1pm

St. Oscar Romero / St. Paul's

19 Chandler/Chatham Street Worcester, MA 01609 / 508-799-4193 x 11
Tuesdays 9-11, Thursdays 5-7pm and Saturday 9-11
Call 508-799-5009 for emergency

St. Anthony's Pantry—Saint Vincent de Paul

Sacred Heart of Jesus Church
596 Cambridge Street, Worcester, 01610 / 508-753-2555 (call ahead)
Distribution: Thursday, 9:30am—2:30pm; Saturday 10am—1pm by appointment

St. Peter's Church—Saint Vincent de Paul

929 Main Street, Worcester, 01610 / 508-752-4674
Distribution: Wednesday, 7:00am AM– 11:00 AM (in the gym)
Call for emergency distribution

Salvation Army Citadel

640 Main Street, Worcester, 01608 / 508-756-7191
Distribution: Wednesdays and Thursdays, 10AM—12:00PM & 12:45-2:00PM
Sally's Place: Drop-in center, hot meals, laundry, and showers:
M-F 9:00AM-2:00PM & Sun 5:00-6PM

South Worcester Neighborhood Center

47 Camp Street, Worcester, 01603 / 508-757-8344
Distribution: M—Fri., 9:00AM – 1:30PM

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Veterans Inc.

69 Grove Street, Worcester, 01605 / 508-791-1213 x198
1st & 3rd Thursday of each month, 9AM—1PM.
Veterans Identification Required.

Wesley United Methodist Church—Carty Cupboard

114 Main Street Worcester, MA 01608
508-791-4191
Wednesdays from 1:00—2:30pm

Worcester Food Not Bombs

44 Portland Street 01608
774-220-3946
Saturdays at 2pm behind City Hall. We share free vegan and vegetarian meals as well as groceries

KIDS' MEAL SITES

Salvation Army / Kids Feast

**On hold due to COVID*

640 Main Street / M-Th 2:30-6:00pm / 508-756-7191x 230

- For children in the 1st—8th grade
- Please come in to register first

Boys & Girls Club Kids Café:

65 Tainter Street, 01610 / 508-753-3377

- On Hold During COVID
- For access to the food pantry, please contact us at info@bgcworcester.org

Summer Eats

Free meals at sites around the city for children and youth up to age 18 when school is not in session

For locations and schedules:

Check the website: www.meals4kids.org

Call Project Bread: 1-800-645-8333

Text "meal" or "comida" to 877 877

Download the SummerEats App for IOS/Android

OTHER RESOURCES:

- **P-EBT:** Pandemic EBT: funds for all Worcester School children!! & Healthy Meals to Go Program. ON HOLD UNTIL SUMMER. KEEP YOUR XCARD. If you received P-EBT you should consider applying for SNAP as right now families are getting the maximum benefit.
- <https://www.map-ebt.org/> DTA Assistance Line at 877-382-2363
- **Worcester Public Schools Grab and Go Meals Program:** <https://worcesterschools.org/2020-spring-summer-mobile-meal-schedule/> All meals are free and parents/guardians can pick-up meals for child(ren)
- **Hot meal delivery program:** If you have COVID-19. Register with the Family Resource Center at 508-796-1411 or wfrc@youinc.org.

The Regional Environmental Council's Mobile & Community Farmers Markets

Markets offered year round, check website for schedule. All REC Markets are eligible retailers for the Healthy Incentives Program (HIP)

Fresh, local fruits & vegetables and crafts

WIC, Senior Coupons, cash, Credit, Debit and EBT/SNAP accepted

Call 508-799-9139 x105 for places and times or vis-

it www.recworchester.org

farmersmarket@recworchester.org

Many Families are Eligible for the Supplemental Nutrition Assistance Program (SNAP)!

(Formerly known as Food Stamps)



- No asset limit for families with children under 19 years of age - Under certain income limits. Cars & Homes not counted!
- Higher income eligibility limits!
- Many documented immigrants may be eligible

YOU CAN NOW USE SNAP TO ORDER FOOD ONLINE!

<https://www.mass.gov/snap-online-purchasing-program>

You May Apply at the Following Agencies:

Edward M Kennedy Community Health Center

19 Tacoma Street, 2nd floor, Worcester, MA 01605 / 508-852-1805

*for EMKCHC patients only—No SNAP assistance at this time)

Contact is Lee Jackson / 617-312-5908

Family Health Center of Worcester

26 Queen Street, Ground floor, Worcester, MA 01610 / 508-860-7700

Contact is Lee Jackson: 617-312-5908.

*No SNAP assistance program in person at this time of COVID

MassHire Central Region Workforce Board

Contact Kelsey Lamoureux / 508-737-7641 /

LamoureuxK@masshirecentral.com to make an appointment

Appointments held at 340 Main Street, Suite 400, Worcester, MA 01608

*No SNAP assistance applications at this time

MA Department of Transitional Assistance (DTA)

13 Sudbury Street, Worcester, MA 01609

1-800-445-6604 / 508-767-3100

No In person SNAP applications at this time

New applicants can also apply online at the Virtual Gateway:

www.mass.gov/snap

Mobile App: mass.gov/DTAconnect

DTA Connect website: dtaconnect.com

Healthy Incentives Program: Spend your SNAP dollars at local HIP retailers and have the amount of your purchase instantly added back to your EBT card!

- Farmers' markets
- Farm stands
- Mobile markets
- Community supported agriculture (CSA) farm share programs

Contact Project Bread's FoodSource Hotline for more information (1-800-645-8333) or go to www.mass.gov/agr/massgrown/hip.htm

for more information on where to find a HIP retailer nearest you.

There is no special sign-up for HIP. If you live in Massachusetts and get SNAP benefits, your household is automatically able to participate in HIP.

YOU CAN NOW USE SNAP TO ORDER FOOD ONLINE!: Visit <https://www.mass.gov/snap-online-purchasing-program> Current federal approved retailers include: Amazon, BJ's, Daily Table, Stop & Shop, and Walmart, as well as ALDI, Hannaford, Price Chopper, and Stop & Shop via Instacart.

Project Bread's FoodSource Hotline: 1-800-645-8333

TTY 1-800-377-1292

Information to connect people in need with a variety of food resources in their community.

- Screenings for SNAP / Food Stamp eligibility
- **Over-the-phone SNAP application assistance**
 - Information about community food programs
 - Information on specific SNAP regulation questions 79

Monday—Friday 8AM—7PM

Saturday 10AM—2PM

Women, Infants and Children Program (WIC)

WIC is a nutrition program that provides healthy foods, nutrition education, breastfeeding support, and referrals to healthcare and other services, free of charge

* Due to the COVID-19 Pandemic, WIC Program works remotely

WIC office of the Family Health Center:

199 Chandler St. Worcester, MA 01609

(508) 796-7000

Fax: (774) 243-6344

Hours of operation

Monday– 8:30 am – 7:00 pm

Tuesday, Wednesday, Thursday, Friday – 8:30 am – 5:00 pm

2nd Saturday of the month from 9:00am—1:00pm

Closed the 4th Thursday of each month for staff meeting

Additional Sites:

Edward M. Kennedy Community Health Center: (508) 853-2904

Plumley Village: (508) 796-7000

Millbury: (508) 796-7000

Mill Swan Head Start: (508) 796-7000

Baby Café at Family Health Center of Worcester

26 Queen Street, Fuller Room, First Floor, Worcester, MA 01610

(774) 633-9790

Wednesday and Friday 10 am-12:00 pm

- Virtual breastfeeding support via Zoom, must call 774- 633 9790 to receive the ZOOM link.
- Open to all breastfeeding moms and pregnant women
- Free access to a lactation consultant in the community
- Interpreter services,

Fuel and Heating Assistance

Always Pay SOMETHING Towards Your Utility Bills!

- Fuel Assistance (LIHEAP) for tenants and homeowners using any/ every kind of heat—benefit paid directly to heating vendor or utility
- Utility Discounts and assistance with shut off notices or old, unpaid bills
- Utility Bill Payment and forgiveness plan assistance
- Heating System Repair and Replacements
- Energy Efficiency Programs—No cost replacement of inefficient refrigerators, freezers, dehumidifiers, air conditioners, washing machines and light bulbs! Instant Savings

Weatherization: Insulation and air sealing to save energy costs and improve comfort

2021 - 2022 LIHEAP Eligibility		
Use Annual or Recent Income		
Household Size	Annual Income (Gross)	Most Recent 4 Week Income (Gross)
1	\$40,951	\$3,150
2	\$53,551	\$4,119
3	\$66,151	\$5,088
4	\$78,751	\$6,057
5	\$91,351	\$7,027
6	\$103,951	\$7,996

Applications may be done over the phone (by appointment), through the mail or online.

Email LIHEAP@wcac.net or call 508.754.1176 to schedule an appointment.

Benefits cover heating costs incurred between 11/1 and 4/30, up to your benefit level, even if you apply late in the year.

Required Documents include: ID, Housing Expense, Fuel Expense, Income for all household members.

More information @ <https://link.edgepilot.com/s/1e80fcae/8Q90L824pESrjGvsRiRiWA?u=http://www.wcac.net/> or 508.754.7281

NATIONAL GRID:

Forgiveness Program

- If you are on the National Grid income-eligible discount rate, owe at least \$300, and are more than 60 days past due on your energy bill, the Forgiveness Program from National Grid might be right for you.
- You will be put on a payment plan with a monthly budget amount. If you make payments on time, part of your past due amount may be forgiven (up to a maximum of \$12,000 per year).
- For more information or to enroll in the Forgiveness Program, please call 1-888-211-1313 for electric or 1-800-233-5325 for gas.
- Payment Plans
- If you are not on a National Grid income-eligible discount rate code, or you don't meet the Forgiveness Program guidelines, National Grid offers other payment plan options.
- A payment plan allows you to spread your past due amount over manageable monthly installments – with no down payment requirement during the COVID-19 pandemic.

Please enroll online at <https://www.nationalgridus.com/MA-Home/Bill-Help/More-Time-to-Pay> or call 1-800-322-3223.

CONTINUED ON NEXT PAGE

EVERSOURCE

- **Contact Info**

To request a forgiveness plan or to set up a payment plan, please call 866-315-2496 or visit the Eversource Website at www.Eversource.com and look for "Help Pay My Bill".

The Salvation Army's Good Neighbor Energy Fund

(For people not eligible for fuel assistance)

For more information, please contact The Salvation Army Good Neighbor Energy Fund at (508)756-7191.

MASS SAVE

www.masssave.com / 866-527-SAVE (7283)

A program to improve your home's energy performance, reduce your energy bills, make your home more comfortable, and help you qualify for additional rebates and incentives.

- FREE Home energy assessments
- Rebates, incentives, financing on lighting and appliances and heating and cooling systems

Grandparents Raising Grandchildren

Taken from the resource guide produced by the MA Commission on the Status of Grandparents Raising Grandchildren.

See the rest of this guide for local phone numbers of services

Finances:

If you are the guardian of your grandchild, you are entitled to apply for **grantee relative benefits—a special type of TAFDC (Transitional Aid to Families with Dependent Children)** at the Department of Transitional Assistance (DTA).

Call DTA Central Office for more information: 1-800-445-6604.

Eligibility is based on your child's income, not yours! DTA will explain.

Bring copies of the guardianship paperwork, proof of residence, and ability to show relationship to the child.

NEW: The TAFDC child-only grant, GRG may be eligible for a child care voucher (not based on GRG income). New policy does not require guardian's to sign consent for child support action. Contact Child Care Resources—page 29.

Other benefits you may be eligible for:

- If your grandchild is under FIVE years old, he/she is eligible for **Women, Infants, and Children (WIC)** which helps with milk, cheese, etc. Call **1-800-WIC-1007** for more information.

Note: Eligibility requirements for SNAP (the Supplemental Food and Nutritional Assistance Program) are not reduced for grandparents raising grandchildren; as a result, the grandparent's income is considered. However, various expenses and deductions are considered in determining benefits.

- If either biological parent is deceased, the child may be eligible for survivor benefits through **Social Security**. If your grandchild has a medical or mental health disability, they may qualify as well.
- Your grandchild is eligible for **MassHealth** insurance! Take advantage of this service!
Contact the Department of Early Education and Care for information about income-eligible childcare or daycare vouchers at 617-988-6600

Support:

You may feel like you are the only grandparent raising your grandchild, but you are not! Find a local support group for grandparents. Go to www.massgrg.com for listings.

Worcester Grandparents Support Groups Elder Services of Worcester Area, Inc.

Please note new location!

YMCA

75 Shore Drive Worcester MA 01605

2nd Monday of the month, 6-8 pm

Call Debbie Dowd-Foley at 508-756-1545 x 390. Registration required.

NEW STATEWIDE GROUP

Additional TIPS for Grandparents Raising Grandchildren

- Maintain good communication with schools, therapists, the court, etc. Good communication benefits you and your grandchild.
- Try to find a child therapist who specializes in child trauma (and accepts MassHealth). For younger children, consider play therapy.
- If your grandchild has been diagnosed with a mental illness and is covered by MassHealth, contact CBHI, or your local Department of Mental Health office.
- If they are struggling at school, you should ask the school for a TEAM evaluation. Your grandchild may qualify for an Individualized Education Plan (IEP). Make your request in writing!

For additional, specific questions:

Colleen Pritoni, Program Coordinator, Massachusetts Commission on the Status of Grandparents Raising Grandchildren

617-748-2454 / Colleen.pritoni@state.ma.us

For a copy of the Grandparent's Resource Guide, go to:

<http://www.massgrg.com/>

Court:

To obtain custody of your grandchild, go to the Probate Court where the child lives and request temporary guardianship. In order to get guardianship of the child, his or her parent(s) must consent, must be found to be unfit or must be unavailable. The Clerk's office will have the paperwork necessary to get you started. You should bring the child's birth certificate with you if you have it.

- Temporary guardianship means temporary. The biological parents have a right to be heard and contest your request. The court will set a date for a hearing.
- If the Probate Court awards you permanent custody of your grandchild, know that permanent does not mean permanent. The biological parent may petition Probate Court in the future for custody of the child to return him/her.
- You do not need an attorney. If you have legal questions, there is an **attorney-of-the-day** at each court.
- If you do not have the child's birth certificate when you apply for custody, the court may allow you to file it in the future.
- It may be helpful to have a lawyer assist you. For lawyer referral information see www.lawlib.state.ma.us/lawyer/index.html or call the Senior Legal Helpline at 1-866-778-0939.

NOTE: If your grandchild is in the custody of DCF and you obtain custody in court– you may render yourself ineligible for the 'maintenance allowance', usually provided for Foster or Kinship Care. Please speak with DCF before you go into court.

If DCF has custody of your grandchild, you have the right to ask to participate in a home study and have your grandchild placed with you as a kinship foster parent. If you become the child's foster parent, you should receive foster care payments, MassHealth for your grandchild, and other services. Contact the child's social worker as soon as possible for more information.

Go to www.massgrg.com for more information!





Health Care



Need Health Insurance and Healthcare?

The Affordable Health Care Act requires all adult United States residents to have health insurance. Residents without health insurance face a tax penalty. If they can't afford it, residents with limited incomes may be eligible for MassHealth or ConnectorCare/Qualified Health Plans. Other residents must buy health insurance if "affordable" insurance is available.

Call or Visit the Mass Health Connector Worcester Office

Go to www.mahealthconnector.org for more information
Walk In's: 146 Main St, suit 101 & 102 Worcester, MA 01608
877-623-6765 / M-F, 8am-6pm

You can also apply for health insurance at one of the local Community Health Centers:

Provide access to affordable , integrated, comprehensive health care and social services, regardless of patients' ability to pay.

Family Health Center of Worcester

26 Queen Street / (508) 860-7700

Edward M. Kennedy Community Health Center

19 Tacoma Street / (508) 852-1805

NOTE: *FHC & EMKCHC also run health clinics in various Worcester Public Schools*

UMass Memorial and **St. Vincent Hospital** can also help patients sign up for free or low-cost health insurance, even if you work— including ConnectorCare /Qualified Health Plans and Mass Health.

For financial counseling and information at UMass Memorial call (508) 334-9300 / Call St. Vincent Hospital at 508-363-5000

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MassHealth

MassHealth Enrollment Center: **1-800-841-2900**

You can also sign you up for the Children's Medical Security Plan (CMSP), a basic health insurance program for Massachusetts children and teens under the age of 19 years who are not eligible for MassHealth.

Massachusetts Health Connector Walk-In Center

146 Main Street, Worcester, MA 01608

(more info on page 81)

Assistance completing Health Connector applications (including MassHealth), drop off payments, and get help shopping for a plan.

New Healthcare for All Insurance Hotline / 800-272-4232
Assists with health insurance info and apps

Medicare

Most people age 65 or older are eligible for Medicare. You may also be eligible if you or your spouse worked in Medicare-covered employment and you are under 65 and disabled. For more information, call Medicare at 1-800-MEDICARE (1-800-633-4227) (TTY: 1-877-486-2048).

Massachusetts Dept. of Public Health Immunization

Program: 617-983-6800

Worcester Department of Public Health: 25 Meade Street / 508-799-8531

- For information on where to immunize your children
- Immunizations are also available at Worcester Public School's Parent Information Center: Call 508-799-3194



UMass Memorial Ronald McDonald Care Mobile

Temporarily closed due to COVID restrictions—call for more information this coming Spring.

For appointments call: (508) 334-6073

A mobile health care unit that stops at 10 community sites.

Call for locations. Provides preventative and non-emergency medical visits and dental services to people with or without health or dental insurance

FREE WALK-IN HEALTH CLINICS

(No insurance needed)

Some free medical programs are closed to in-person visits until further notice due to the COVID-19 pandemic. Visit: <https://www.worcesterfreeclinics.org/>

The Worcester Free Care Collaborative

AIDS Project Worcester John McKee Care Center

85 Green Street Worcester, MA 01604 / (508) 755 3773 / <https://www.aidsprojectworcester.org/>

- STD (sexually transmitted disease and hepatitis C treatment, detox referrals, needle exchange, bleach kits, condoms, Narcan refills, etc.
- If you need help with detox, MAT, Clean syringes call 508-414-1055
- If you are HIV+ and need services call or tex 508-667-9246
- If you have COVID symptoms and would like to speak to a nurse call 617-724-7000
- For general questions call 508-755-3773

At this time, the **Epworth Free Medical Program** is offering in-person visits on Mondays 6-8pm by appointment. Please call the church office at **508-752-2376** to schedule an appointment. 64 Salisbury Street 01609

Telephone and video visits are available:

- Acute and chronic medical concerns
- Medication refills
- Health screenings (in place of physicals)

Call or connect with a webcam during clinic hours:

Monday through Thursday 6-8pm EST

You can reach us online: <https://us02web.zoom.us/j/6484747585>

Telephone Line: **+1 646 558 8656** (US Toll) Mtg. ID: **648 474 7585** ☎

Outside of clinic hours call: 774-633-4237

India Society of Worcester Center's Free Health Stop

152 Main Street, Shrewsbury, MA / 508-842-9795 / Open during COVID

<https://iswonline.org/event-3624246>

Wednesdays 6-8pm—Is closed when the Worc. Public Schools are closed.

Dental Care

Edward M. Kennedy Community Health Center:

19 Tacoma Street, Worcester, Ma / (508) 595-1115

Comprehensive Oral Health Care for Adults and Children

Interpreter services available!

Family Health Center of Worcester,

26 Queen Street, Worcester MA 01610 / Phone: 508-860-7910

- Comprehensive Oral Health Care for Adults and Children
- Interpreter services available!

Quinsigamond Community College Dental Hygiene Clinic:

670 West Boylston Street, Worcester, MA / (508) 854-4306

- The services are free during the COVID-19 pandemic.
- If you are interested, please call the clinic at 508-854-4306 between 8:00 – 4:00 (Mon. - Fri.).
- Open Sept.-May. Closed June-Aug. & Dec.-January

UMass Memorial Ronald McDonald Care Mobile:

- UMass Memorial Care Mobile will provide dental services in the neighborhoods and at 22 elementary Worcester Public Schools starting November 29, 2021. Call 508-334-9416 for additional information.

Forsyth Dental Hygiene Clinic (run through MCPHS University)

- 10 Lincoln Square, Worcester, MA 01608 / 774-243-3410 *Closed until further notice due to COVID



Prescription Assistance

The MCPHS Pharmacy Outreach Program

A free prescription drug information and referral service for Massachusetts residents. Medication counseling, prescription drug plan referrals, information about ways to get free or discounted drugs. / **Call toll-free at 1-866-633-1617 Or walk into 19 Foster Street, Worcester, M-F, 8:30am—5:00pm**

Prescription Advantage: A state-sponsored secondary prescription drug insurance plan for Massachusetts seniors and disabled residents who meet eligibility requirements. Call 1-800-AGE-INFO (243-4636) and press 2 or go to www.prescriptionadvantagemma.org for an online application.

Holiday Giving Programs



Go to the Toy's for Tots Website to find out local programs that are participating in their program:

Register with that local non-profit agency/organization that is located in your area

<https://worchester-ma.toysfortots.org/local-coordinator-sites/lco-sites/request-toys.aspx>

OR

The following agencies usually offer holiday giving programs. Children's Birth Certificates are required to verify age.

Call early—Find phone #'s on page 173!

01601: Friendly House

01602: Friendly House & Good Samaritan

01603: South Worcester Nhbd. Center or Good Samaritan, St. Vincent de Paul Sacred Heart at 596 Cambridge Street (508-755-2555)

01604: Oak Hill CDC, Friendly House, Good Samaritan, Green Island Nhbd. Center

01605: Friendly House or CENTRO at GBV or Mission E4 (978-820-1190)

01606: Friendly House

01607: CENTRO, the Quinsigamond Village Community Center

01608: CENTRO, Friendly House, Victory Center, or Green Island Nhbd. Center, Salvation Army at 640 Main Street, 508-796-7191)

01609: CENTRO, Good Samaritan

01610: Good Samaritan, CENTRO, South Worcester Nhbd. Center or the Green Island Nhbd. Center, St. Vincent de Paul Sacred Heart at 596 Cambridge Street (508-755-2555)

Plumley Village: Friendly House office at PV

GBV: CENTRO at GBV

NOTE: You may only register at one location; duplicate registrations will be voided.

Only parents can register their children, grandparents must have custody in order to register their grandchildren.

Registrations will be accepted after November 1. Deadline is in early December - please call.

Homework, MCAS Help & College Prep

ACE, African Community Education Program for African immigrants and refugees / www.acechildren.org

484 Main Street, Suite 355, Worcester, MA 01609 / 508-459-2284

Some remote programming

- Mondays—Thursdays, 2:30-6:00pm & 9am-2:20pm on Saturdays

Belmont AME Zion Church

"Yes We Care" - After School Homework Center

55 Illinois Street, Worcester, MA 01610 / Anika Romney: 774-303-0717

- OPEN and working remotely! / for grades K-6
- Monday—Thursday, 2:30-5:00pm, during the school year (on Fridays there is a field trip)
- The Debutantes of Central Massachusetts Program to educate and inspire the personal growth of young ladies who live within Central Massachusetts

Boys & Girls Club / 65 Boys & Girls Club Way, 01610 / 508-753-3377

- Serving as a Learning Hub during COVID. For more information contact info@bgcworchester.org
- Offering SAT Prep beginning Feb 2021. For more information contact Cassie at cmarley@bgcworchester.org
- For those requiring additional academic support or are interested in joining our Google Classroom, contact Steve at swinston@bgcworchester.org
- For information on additional programming reach out to info@bgcworchester.org.

Friendly House / 36 Wall Street / 508-755-4362

- After school and teen programs offer homework help and tutoring

Latino Education Institute

537 Chandler Street Worcester, MA 01609 / 508-798-6507

- Afterschool and summer programs to improve the academic achievement and wellbeing of Latino students and their families

Marie Anne Center

At St. Bernard's Church, 236 Lincoln Street, Worcester / 508-425-9254
CLOSED NOW DUE TO COVID—Call in the Spring

- After school tutoring (grades 2-10) and homework space and help available. / Computer lab with free internet access

Massachusetts Education & Career Opportunities, Inc.**MassEdCo**

484 Main Street, Suite 500 Worcester, MA 01608 / 508-754-6829

- On Our Way program: helps teen parents stay on track, graduate from high school and continue their education

MISSION E4

We provide academic support and access to computers during this time for students as well as recreational therapeutic activities such as games and arts/crafts M-Th 3-5 cmiyares@missione4.com

Pernet Family Health Service

237 Millbury Street, Worcester, MA / 508-755-1228

- Home Work Club is digital Monday-Wednesday and Friday 3:00-4:30 PM / For ages 6-11—or any elementary school aged child

Quinsigamond Community College Gateway to College Program

508-854-7587, or Glenda Rodriguez at 508-205-9133 or email gtcinfo@qcc.mass.edu. Visit www.qcc.edu/gateway to register or informational session which is first step.

- Serve students between the ages of 16-20 who have dropped out from or are at risk of dropping out from High School
- Students earn a high school diploma while taking classes at QCC, and earn free credits towards an Associate's degree or certificate

The Assumption Center (previously listed as St. Peters)

office is at 16 Vineyard St, Worcester, MA 01603. / 508-767-1356 / myra.assumption@gmail.com

MENTORING PROGRAM - All online February—April

The Southeast Asian Center (SEAC)

484 Main Street, Suite 400 Worcester, MA 01608 / 508-791-4373 93

- Mon, Wed—Fri, 6-8 tutoring in English, Vietnamese and Burmese

Worcester Housing Authority

32 Great Brook Valley Avenue Suite 2 Worcester MA 01605
508-635-3306

- Limited to WHA residents
- In Great Brook Valley and Lakeside apartments

Worcester Public Schools Many of the Public Schools offer homework help—ask your child's teacher or guidance counselor

Worcester Youth Center

326 Chandler Street, Worcester, 01602 / 508-791-4702

- Homework assistance for youth ages 14-18 (with parent approval)
- Due to the COVID-19 situation, The Worcester Youth Center will be providing virtual access to all its programs to help Members continue learning new skills while staying at home and observing social distance. We will be meeting on a daily basis in groups and also by appointments. Click here to register: <https://forms.office.com/Pages/ResponsePage.aspx?id=crgtFKRDIEOImSASXeIKyQuw6dh-4RZBp59iqxa9yRNUN0I4VzMwMlIzNVVLMlcyT0VQSzRDVlIHUC4u>

Need to Pass the MCAS?

Call your school principal to ask about tutoring or supportive course work for your child

College Prep & Financial Aid

Massachusetts Education & Career Opportunities, Inc.

MassEdCo 484 Main Street, Suite 500 Worcester, MA 01608

Call 508-754-6829 x3004 to make an appointment with an advisor

- Provides academic and career advising, post secondary education exploration & admissions and financial aid application assistance

Baby Steps Savings Plan (formerly \$eedMA)

Go to: <https://www.babystepsavingsplan.org/>

Or call 1-800-449-6332

A universal, seed-funded, children's savings account program designed to help Worcester children and families save for higher education and post-secondary training -- while also providing financial literacy programming.



Housing



***STOP:** See Page 6&7 For Emergency Housing Resources During COVID

For General Housing Information and Tenants' & Landlord Rights Assistance Contact:

Central Massachusetts Housing Alliance (CMHA)

6 Institute Road Worcester, 01609 / 508-791-7265

Emergency ext. 171, Tenants call ext. 172, Landlords call ext. 173

Email: hc@cmhaonline.org for walk-in hours, or visit www.cmhaonline.org

Email: hc@cmhaonline.org

RCAP Solutions Housing & Consumer Education Center

191 May Street, Worcester MA 01602 / 800-488-1969 ext. 6734

Landlord, renter, and home buyer education; housing counseling; and home ownership support

Struggling to Pay Your Rent?

Families, regardless of immigration status, who have lost income or seen expenses rise due to COVID-19, can apply. ***Funding programs can help*** with rental arrears, or move-in costs.

RAFT (Residential Assistance for Families in Transition)

ERAP (Emergency Rental Assistance Program) - Please note that there will be no more applications accepted for this program after April 14, 2022, due to discontinued funding.

Families of all compositions should apply through the central portal at this link:

<https://applyhousinghelp.mass.gov/en-US/Pages/View/124/select-your-language>

To find out if you are eligible you can check here:

<https://www.mass.gov/how-to/how-to-apply-for-emergency-housing-payment-assistance>

For families who are struggling to pay mortgage, they should apply through the Massachusetts Homeowner Assistance—see page 8-9

TYPES OF AFFORDABLE HOUSING TO APPLY FOR:

Subsidized Housing (Based on household income)

Housing Authorities / CHAMP

Although many give preference to people who live or work in the community, you can apply to authorities in all communities to which you are willing to move, as well as your local authority.

There is a centralized application for public housing funded by the state. : <https://publichousingapplication.ocd.state.ma.us/>.

Worcester Housing Authority (WHA)

40 Belmont St., Worcester - (508) 635-3300

Families/Individuals can apply in person or online at www.worcesterha.org

Privately Owned Subsidized Housing

To get a list of subsidized apartment complexes in Worcester County that rent on a sliding fee scale, call **CMHA at 508-791-7265** and leave name and address to receive a listing or go to Mass Housing's website at www.masshousing.com and click on rental housing

- Each site must be applied to separately.
- Call to request an application and to make sure their waiting list is open.
- Waitlists for subsidized housing are between 3 to 5 years

Mobile Rental Vouchers

Often referred to as "Section 8" - Mobile rental vouchers can be used anywhere in the community as long as the unit meets program requirements and rent limits. Vouchers are either federally or state funded.

- Apply for both types of mobile vouchers through WHA & RCAP Solutions.
- Waitlists for mobile vouchers are 10+ years unless you fall within priority categories (fire victim, victim of domestic violence, etc). Make sure you check as many preferences as appropriate to decrease your wait time. APPLY DESPITE HOW LONG THE WAITING LIST IS!

Worcester Housing Authority /

40 Belmont St, Worcester, MA 01608 (508) 635-3300

Apply Online: https://www.worcesterha.org/admissions_applyhousing.html

O

RCAP Solutions

191 May Street Worcester St, Worcester, MA 01602 (800) 488-1969 x 6770

Apply Online: <http://www.rcapsolutions.org/housing-applications/>

To apply for Section 8 online and for more information:

www.section8listmass.org/How_to_Apply.php

IMPORTANT TIPS FOR SUBSIDIZED HOUSING

- Get on as many different waiting lists as you qualify for despite the lengths. Remember, you will never get to the top of a waiting list if you are not on the waiting list.
- If a waitlist is closed, check back monthly to see if it is open.
- Keep a log of all the places you apply.
- When you move, make sure you update all the agencies where you applied of your new address. Correspondence is by letter and one missed letter **will** result being taken off the list!! There are no exceptions.
- If you are denied housing, immediately contact **Community Legal Aid (CLA)** at **(855) 252-5342**. People are often denied for a variety of reason but are successfully able to win an appeal of that decision. Time for appeals is very limited and you must act immediately.

Helpful Homelessness Prevention Information from the Central Massachusetts Housing Alliance (CMHA):

- Everyone at one time or another falls on hard times. It's important to seek help BEFORE a financial problem becomes a crisis. There are many agencies that may be able to help with utility negotiations, landlord negotiations, advocacy, budgeting and some financial assistance.
- The earlier help is sought — the more likely a positive outcome. Visit CMHA's Housing Counseling (see pg. 95) for assistance in working out an agreement with your landlord or to explore other housing options as early as possible.
 - ****Only a judge can order you to vacate your home. Do not leave early until you seek housing counseling** (visit www.cmhaonline.org for housing counseling visiting hours) you leave before you are forced to go, you can jeopardize your ability to obtain emergency shelter because you rendered yourself homeless. To learn more about your rights as a tenant: www.masslegalhelp.org/housing-homelessness

Housing Discrimination

- It is illegal in Massachusetts to deny housing on the basis of race, color, national origin, gender, gender identity, sexual orientation, disability, ancestry, genetic information, marital status, veteran or active military status, age, familial status (i.e., children), and source of income (i.e., Section 8 voucher).
- **The Worcester Fair Housing Project (WFHP)** - a joint project between Community Legal Aid (CLA) and the City of Worcester - provides advice and representation to anyone in Worcester County who has been the victim of housing discrimination.
- Contact the Office of Human Rights, City Hall Room 101, 455 Main Street, Worcester, MA 01608 / 508-799-8486 or CLA at 405 Main Street, Worcester 01608 / 508-752-3718 / 1-855-CLA-LEGAL (1-855-252-5342 (www.communitylegal.org))

Eviction & Homelessness Resources

If you are homeless with a child under 21...

DHCD (Department of Housing & Community Development) Emergency Assistance (EA) Application Process

Call (866) 584-0653 and speak with a homeless coordinator to complete an intake assessment or emergency assistance application by phone

OR apply in person at the DTA/DHCD Office. *As of February 2022, DHCD has not resumed in-person applications since closing their offices during the pandemic.*

(50 SW Cutoff Worcester, MA 01604)

8 AM-4 PM. *Get to the office as early as you can.*

Please follow the following steps:

DHCD EA Application Process:

Step 1: Are you qualified for EA?

- Must meet the gross income standards of EA (115% of federal poverty level).
- Household must have a children under the age of 21 or a pregnant woman
- One member in your family must have a qualifying immigration status in the US, which can include families that are paroled into the US and those who have applied for some types of immigration relief.
- Must be a resident of Massachusetts
- Must meet asset limits

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Step 2: Are you eligible for EA?

- No fault fire, flood, natural disaster, condemnation or foreclosure
- Fleeing domestic violence, current or within past 12 months
- No fault eviction (includes nonpayment eviction if the family fell behind in their unsubsidized rent because they lost income)
- Child(ren) are exposed to a substantial health and safety risk, such as couch-surfing or staying in a place not meant for human habitation

Step 3: Provide all requested verifications within 30 days. *Ask for “presumptive placement” if you do not have all requested documents when you apply.*

Step 4: Health and safety assessment will be conducted to verify housing instability. This is done through DCF. This does not mean a 51A is being filed against you. Homelessness is not a legal reason to lose your children in Massachusetts.

Step 5: If you are determined eligible for EA, you may be offered to choose HomeBase benefits or shelter placement. If you are determined ineligible for EA, you should receive a denial letter. If they refuse to give you a denial letter, ask to speak with a supervisor. *All denials may be appealed.*

Note: If you are determined to be eligible for EA, you may be offered a shelter opening elsewhere in the state. DHCD will provide transportation to the shelter. If you refuse the placement, you could be terminated from EA and will be ineligible for shelter assistance for 12 months. You can apply to be transferred back to your home community once you are in your placement. Unfortunately, it could take several weeks to months. If you are told to come back and apply later because you won't be found eligible, you can ask that they take your application that day and give you a denial that you can appeal. If you are denied and have no safe place to stay, ask to speak with a DHCD supervisor. If you believe you were wrongly denied or you were not given denial paperwork, contact Community Legal Aid at (855) 252-5342. For additional questions, contact (866) 584-0653 or [877-418-3308](tel:877-418-3308). Or go to www.masslegalhelp.org.

Homeless families who are not eligible for emergency shelter from DHCD:

The following are family shelters for families who are not eligible for Emergency Assistance through DHCD. There is a high demand for these rooms ("community beds") and they are often full. Call them directly to determine availability.

- **Abby's House:** (508) 756-5486 / 52 High Street, Worcester (for women and women with children)
- **Friendly House:** (508) 792-1799 / 87 Elm Street, Worcester
- **Worcester Interfaith Hospitality Network:** 508-755-2212 / 91 June Street, Worcester
- **Visitation House:** 508-965-7391 / 119 Endicott Street, Worcester, MA 01610 (for pregnant women ages 18 and older)
- **Montachusets Interfaith Hospitality Network:** (978) 466-1704 / 758 Main St, Leominster
- **St. Luke's Guesthouse:** (508) 764-9800 / 141 Main St, Southbridge (Individuals, couples & families with children)

For housing resources for teen and young parents, please see page 102

NEW Housing Mediation Resources:

When to mediate?

- Before any court eviction proceeding, After an eviction case has been filed in court BUT before any hearing date, Based on court referral.

Why should you choose Mediation?

- It is Free , It is Faster , It is Less Stressful , It is Private, It is Voluntary
- There is no third-party imposed decision; thus, there is not a winner-loser outcome. Mediators are neutral.

FAMILY SERVICES OF CENTRAL MASSACHUSETTS
A Seven Hills Foundation Affiliate
(508) 756-4646 ext 224 Email: housing@fscm.org
www.sevenhills.org/programs/mediation

Central MA Housing Alliance: Please email hc@cmhaonline.org to coordinate Housing Counseling, or call 508-791-7265 ext. 172.

****See COVID Services for homeless families
& Individual—page 6&7**

Homeless Prevention Funds

There may be assistance for rental arrearages, security deposits, and utility terminations and other financial related housing crises from the following agencies:

Central Massachusetts Housing Alliance (508) 791-7265
Friendly House (508) 755-4362
Catholic Charities 508-860-2237 or 2257
RCAP Solutions: 800-488-1969 x6770

Other Types of Emergency Funding

Struggling to Pay Your Rent?

Families, regardless of immigration status, who have lost income or seen expenses rise due to COVID-19, can apply. ***Funding programs can help*** with rental arrears, or move-in costs. ·

RAFT (Residential Assistance for Families in Transition)

ERAP (Emergency Rental Assistance Program) - Please note that there will be no more applications accepted for this program after April 14, 2022, due to discontinued funding.

Families of all compositions should apply through the central portal at this link:

<https://applyhousinghelp.mass.gov/en-US/Pages/View/124/select-your-language>

To find out if you are eligible you can check here:

<https://www.mass.gov/how-to/how-to-apply-for-emergency-housing-payment-assistance>

For more information see page 8-9

MORTGAGE HELP:

For families who are struggling to pay mortgage, they should apply through the Massachusetts Homeowner Assistance—see page 8-9

Other Programs to Assist Homeless Families & Individuals

Central Massachusetts Housing Alliance CMHA / (508) 791-7265

Email: hc@cmhaonline.org for walk-in hours, or visit www.cmhaonline.org

- Provides information on tenant and landlord rights and responsibilities, mediation between tenants and landlords, affordable housing search, info about utility rights and assistance negotiating utility payment plans, and financial assistance with rent or utility arrearage as well as move-in cost when a funds are available and households qualify (see pg 89).

RCAP Solutions Housing Consumer Education Center (HCEC)

191 May Street Worcester Street, Worc, 01604 / 1-800-488-1969 x 6770

Provides housing counselors. Whether you're a landlord, tenant, homeless – or at risk of homelessness - family, first time home owners and current home owners we provide one-on-one counseling, information, referral and workshops on issues related to income security and housing stability (see pg. 75).

McKinney-Vento Program of the Worcester Public Schools

20 Irving Street, Worcester, MA 01609 / 508-799-3652 / 508-799-3175

- Provides resources, support and referrals for families that are currently homeless (including doubled up) and / or families who may have recently found housing.

Community Healthlink Tenancy Preservation Program

162 Chandler St., Worcester, MA 01609 / (508) 438-5656

- Support for tenants in eviction process
- Support for tenants with disabilities in the eviction process.

Family Health Center of Worcester,

26 Queen Street, Worcester MA 01610 Phone: 508-860-7930

- Healthcare for Homeless Families Program: Comprehensive Case Management, Advocacy, and Coordination of Healthcare, Dental Care, Behavioral Healthcare Services
- Linkages to Community Resources
- Homeless Outreach and Advocacy Program, 162 Chandler Street, Worcester, MA 01609 / Phone: 508-860-1080 102
- Comprehensive Healthcare, Behavioral Healthcare, and Case Management for Individuals Experiencing Homelessness

OTHER PLACES TO APPLY FOR HOUSING IN WORCESTER

“Moderate Income Housing” allows a tenant to pay what is considered affordable for a median income family, or around 80% of the area median income (AMI). For example, a three-bedroom apartment may be around \$1,000/month (according to WCHR). To qualify for “moderate income housing”, tenants must meet a minimum income level. However, the rent price that will be determined is not based on the actual income/size of the household, so rent prices would be unlikely to change. Moderate income units tend to become available sooner than low income units.

Most of the Worcester area Community Development Corporations (CDC’S) and various housing complexes offer moderate income units.

Main South CDC

875 Main Street, Worcester 01610 / (508) 752-6181

Worcester Common Ground

5 Piedmont Street, Worcester 01610 / (508) 754-0908

Worcester Community Housing Resources (WCHR)

11 Pleasant Street, Suite 300, Worcester, MA 01609 / (508) 799-0322

Worcester East Side CDC

310 Highland St, Worcester, MA, 01602 / (508) 799-6942

Housing Code Violations & Lead Paint

****Many families can improperly withhold their rent due to housing code violations. Please seek guidance first!
Visit the Central MA Housing Alliance (see pg. 89)***

City of Worcester Department of Inspectional Services

25 Meade Street

508-799-8589 or to file a housing code complaint call 508-929-1300

City of Worcester Executive Office of Economic Development

Housing Development Division

Healthy Homes Program

City Hall 4th Floor – 455 Main St.

508-799-1400 ext. 31406

Owners/Investors:

Grant funding available for Lead Paint Remediation & Healthy Homes Issues

- Building must be built before 1978 and have child under 6 living in property **OR** have an order to correct from Worcester Inspectional Services. Must not have a current Lead Paint Letter of Compliance.
- Tenants must meet HUD income guidelines
- Must be current on your taxes and water/sewer bill

Renters:

- Call 508-799-1400 ext. 31429 to find out how to get a free lead determination

NOTE: Families who are turned away from housing because of lead paint or because they ask to have an apartment de-lead should call the Worcester Fair Housing Project at 508-799-8486.



Housing Resources for Single Individuals

SMOC Greater Worcester Housing Connection Triage and Asst. Center
25 Queen Street, Worcester, MA 01610 / (508)757-0103 x 6340

- Emergency shelter and services for single adults age 18 or older who are homeless or at imminent risk of homelessness
- For Worcester area residents only (no one is turned away in cold months)
- Accepts referrals and walk-ins

SMOC: Greater Worcester Housing Connection 508-757-8331 or 508-757-0103

237 Chandler Street, Worcester, MA 01609

- Provides permanent housing solutions
- Services and linkages to employment, health and behavioral health, education, and income maximization opportunities

HOAP Program at Community Healthlink

162 Chandler Street, Worcester 01609 / 508-860-1079

- Housing case management, medical assistance, and behavioral health for adults 18+ / Medical triage: M-F, 9-12 & 1-4 PM
- Case management triage: M, W, F, 1—3:30 PM

Hotel Grace: Phone: (774) 578-1128 / Email: info@netofcompassion.org

The City's "overflow" shelter to the SMOC shelter on Queen Street for adults without children seeking overnight shelter who may be turned away from SMOC due to capacity limits or who may feel safer staying elsewhere.

- now operating at the St. John's Church's Monsignor Tinsley Center at 44 Vernon St. this year,

NOW: open every night this winter from November 1st through March 31st regardless of temperature The shelter will open at 5pm every day and is first come, first serve on admission

Harbor:

LIFT Program zero barrier access 15 bed women's shelter HARBOR (Healthcare, Advocacy, Room Board, Outreach, and Rehousing) the phone number is 508-556-6101.

Identify as female, experiencing homelessness and at risk for or being exploited. (Which is all homeless women)

SROs – Single room occupancies

- Worcester Commun. Housing Resources, 11 Pleasant St. 508-799-0322
- SMOC, 237 Chandler Street / 508-757-0103
- Contact the Central MA Housing Alliance for a list (508)791-7265

YWCA Transitional Housing Program (for women)

1 Salem Square, Worcester, MA 01608 / (508)791-3181

Abby's House Service Enriched Housing Program (for women)

52 High Street, Worcester, MA 01609 / (508)756-5486

The Catholic Worker House

52 Mason Street, Worcester 01610 / (508) 753-3588

- Emergency shelter and services for single adults age 18 or older who are homeless or at imminent risk of homelessness

Net of Compassion / Hotel Grace (seasonal shelter on nights below 32°) at St. John's Church, 44 Temple Street, Worcester



Programs for Homeless Teens and Youth

Also see “Housing Resources for Single Individuals” page 99-100

LUK, 40 Southbridge Street, 4th floor, Worcester, MA 01608
508-762-3000 or 1-800-579-0000

- **Basic Center Program**—Emergency Shelter—for homeless/runaway youth under the age of 18 (12/7 Access)
- **Transitional Living Program** for youth 16-21
- **Maternity Group Home** for pregnant or parenting youth 16-21
- **Rental Assistance** for youth 18-24
- **Young Parent Support Program** for pregnant or parenting youth 13-23 provides intensive case management services for youth and young adults 13-23 who are pregnant and/or parenting. And also a maternity group home for pregnant of parenting youth 18-21.

Stand up for Kids Program / 508-963-5576 (call or text) /
worcester@standupforkids.org

- Referral and support for youth through age 25.
- Apartment/Room support through the Center - sheets, blankets, food pantry items, assistance to attain needed furniture
- Outreach Center is open two times a week for 2 hours per session. Wednesdays from 4 to 6 PM and Saturdays from 10 AM to 12 PM.
- Back Pack Program delivers weekly food for children

National Runaway Safeline /1-800-RUNAWAY (1-800-786-2929)

- 24/7 confidential helpline for runaway or homeless youth
- Live chat, email, and forum online at www.1800runaway.org

Safe Homes at Open Sky Community Services

- Drop -in center for LGBTQ youth ages 14-23
- 4 Mann St Worcester, MA 01602

For more info go to: www.safehomesma.org / (508)755-0333

SMOC Transition Age Youth Community Support Program

237 Chandler Street, Worcester, MA / 508-757-0103

- Offers affordable rooms in the greater Worcester area for qualifying youth ages 18-24
- Supportive Care management
- Rental subsidies available
- Weekly meetings and support groups

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Housing Resources for Parenting and Pregnant Youth

LUK, 40 Southbridge Street, Suite 400, Worcester, MA 01608
508-762-3000 or 1-800-579-0000

- **Maternity Group Home** for pregnant or parenting youth 18-21
- **Young Parent Support Program** for pregnant or parenting youth 12-24

DTA Teen Living Program

50 SW Cutoff, Worcester (DTA Building) / (508)767-3100

To receive emergency housing services teens (NOW up to age 22) can apply at the start of their pregnancy. Other eligibility applies.

YOU, Inc. Teen Apartment Program

Centralized Referral: 1-855-4YOUINC (1-855-496-8462)

Teen Parent Apartments Program (combination of DTA/DCF/HUD)

23-33 Boylston St. Worcester, MA (774) 239-3424

Teen Living Program (Only DCF/DTA)

321 Burncoat St. Worcester, MA (508) 450- 3513

- TLP provides transitional age mother's struggling with homeless a safe, supportive temporary shared living environment, case management and access to mental health treatment. The goal is to help young mothers build stability and self-reliance, as well as access to community based resources with housing permanency. Mothers who are 14-22 years old and in their
- **2nd trimester or greater with up to 3 children can access this service.**
- **Self-referrals are accepted for the HUD beds located at 23-33 Boylston St.**
- All DCF/DTA referrals MUST be vetted through the Teen Parent Contract Manager at DCF (Kellie Ann Hurley is the contact for Central Region).

Teen Parenting Program c/o Ascentria Services for Children and Families

11 Shattuck Street, Worcester, MA 01605 / 774-243-3100

- Housing, case management, and training for teenage mothers¹⁰⁸ and their children

Buying and Owning a Home

Neighborhood Assistance Corporation of America (NACA)

64 Madison Street, Worcester MA 01608 Phone: 617-250-6222

The "first-stop, one-stop" information center for potential homebuyers and current homeowners.

Website: www.naca.com

Applicants must attend complete a HUD-certified a Massachusetts Homeownership accredited housing education workshop prior to receiving written approval for a Program grant. The home buyer education class will cover the following topics, at a minimum: preparing for homeownership; available financing; credit analysis; grant closing; homeownership responsibilities; home maintenance; the impact of refinancing, and grant servicing. The applicant must attend and receive a certificate of completion from either a HUD-certified or a Massachusetts Homeownership Collaborative - accredited first time home buyer course, usually consisting of eight hours of instruction, and provide the Program staff with a copy of the certificate prior to close of escrow.

A/so:

- Budget and credit counseling
- First Time Homebuyer Education Courses & Certification
- Multifamily Landlord Counseling Certification
- Homesafe Post-Purchase Education Workshop
- Foreclosure prevention
- Support completing and submitting applications for the City of Worcester's Down-payment Assistance Program

Don't buy a house without visiting the center to make sure you can afford all of the expenses!!

RCAP Solutions

191 May Street, Worcester, MA 01602 / 800-488-1969

First Time Home Owner's Certification Training and Post-purchase workshops: 978-630-6772

Foreclosure Prevention and Credit Counseling Program: x6734

Home Modification Program

Provides loans to make modifications to primary, permanent residences for elders, adults with disabilities and families with children with disabilities. Contact: Renee Perdicaro, extension 6725

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For families who are struggling to pay mortgage, they should apply through the Massachusetts Homeowner Assistance—see page 8-9

Other Helpful Housing Resources

Problems with Bad Credit

- When applying for housing, be honest about your credit history and explain what you are doing to improve it.
- If anyone applies for public / subsidized housing and is denied due to poor credit, CORI, etc. appeal the decision to present your side!

Renting an Apartment in Massachusetts: Guide to Tenant Rights and Responsibilities: www.mass.gov; Search: "tenant rights"

Attorney General's Guide to Landlord/Tenant Rights
or www.masslegalhelp.org

Self Sufficiency Programs:

Worcester Housing Authority (WHA)

Education, job placement and apprenticeship programs for residents of WHA / Resident Services: 508-635-3306

- **Resident Opportunities & Self Sufficiency (ROSS):** assistance, support and referrals including ESL/HISET programs, resume writing, employment applications (508-635-3145)
- **Family Self Sufficiency Program (FSS):** a voluntary program to help federally aided (public housing and Section 8) residents reach economic self-sufficiency through education and employment services. FSS clients put aside money that would normally go to a rent increase and save it for their own future use (508-635-3151)
- **A Better Life Program (ABL):** families work with a case manager in this 5 year program to reach economic independence and self-sufficiency and even home ownership. ABL clients put aside money that would normally go to a rent increase and save it for their own future use (508-635-3151)
- **Elder Resident Opportunities & Self Sufficiency (ROSS):** coordinate services for elderly and/or disabled residents to better enable residents to reach and maintain their desired level of independence while aging in place. 508-340-5026.

RCAP Solutions Family Self Sufficiency Program: For families who are already on section 8 (Housing choice). Helps families set up and complete goals to support their self-sufficiency. The program also sets up an escrow account Call 800-488-1969 x6796.

Immigrant and Refugee Services

ACE / African Community Education (www.acechildren.org)

484 Main Street, Suite 355, Worcester, MA 01609 / 508-459-2284

Some remote programming at this time

- Afterschool tutoring and mentoring for African immigrant youth
- Saturday STEM classes for youth
- ESL and citizenship classes for adults
- Licensed immigration support services
- Case management support for families
- Cultural brokers and advocates in schools and the community

African Refugee Women Immigrant Care

340 Main Street, Worcester, 01608, United States FL 9 SUITE 10 / CALL :

774-297-0425 / info@awicworchester.org / <https://awicworchester.org/>

- Women's Empowerment Group
- Mentoring
- Welcome Program
- Some Translation Assistance

Angel's Net Foundation

114 Main Street, Lower Level, Worcester, MA 01608 / 774-261-4232

*programs are offered online at this time

Mailing address: 360 West Boylston St., Suite 213, West Boylston, MA 01583

- Education and social services for immigrants and refugees
- African Women's Support Group

Ansaar of Worcester

/ 508-556-9946 / ansaarofworchester@gmail.com

- Support and advocacy for immigrants and refugees
Food drives, food pantry, clothing drives, school supplies, scholarships, translation support (Arabic, Somali languages), transportation assistance, other educational programs and assistance.

Ascentria Care Alliance (www.ascentria.org)

11 Shattuck Street, Worcester, MA 01605 / 774-243-3100

- Refugee resettlement
- Case management services
- Employment services & vocational training services / SEE NEXT PAGE

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Ascentria CONTINUED:

- English for Speakers of other Languages
- Language interpretation and translation services via LanguageBank
- Immigration Legal Assistance Program
- Unaccompanied Refugee Minors Program

IMMIGRANT LEGAL ASSISTANCE PROGRAM (ILAP)

<https://www.ascentria.org/our-services/services-for-new-americans/legal-services>

11 Shattuck Street Worcester, MA 01605 / 774.243.3045

Serves wide range of New Americans, asylum seekers, survivors of violence, human trafficking, etc.

Forms Assistance, Full Representation, Fingerprinting, Family reunification, Know Your Rights clinics, Referral to community legal providers.

Serves Massachusetts and New Hampshire

<https://www.thelanguagebank.org/> Toll-Free 844.579.0610

- On-site and over the phone, Document Translation
- Medical Interpreters and Training

Authentic Carribean Foundation

Provides support for families from the Caribbean

Contact Andrew Sharpe: foundation@authenticcaribbeanfoundation.org

Catholic Charities

10 Hammond Street Worcester, MA 01610 / 508-860-2237 or 2257.

- Accredited immigration representative for family-based immigration
- ESOL and citizenship classes

CENTRO 11 Sycamore Street Worcester, MA 01608 / 508-798-1900

- Assist clients in completing documentation for: RMV, SNAP, MassHealth, Child Support, Furniture Referrals Housing, Section 8, SSI and Social Security. We also offer notary services and help immigrants with citizenship applications and permanent residency renewals.
- *CENTRO does not provide legal advice.*
- CBHI Behavioral Health Services
- Latino Elder Program (LEP) for seniors 60 and over, Wednesday-Friday 8:30am-12:00pm
- Food Pantry Services

11 Sycamore Street, Worcester MA 01608: Mon and Wed, 9:00am to 12:00pm

176 Tacoma Street, Worcester MA 01605: Tuesdays from 9:00am to 1:00pm

Community Health Awareness Network (CHAN)

114 Endicott Street, Worcester, MA 01610

P: 774-253-0534 E: info@changlobal.org / E: Lovo.koliego@changlobal.org

W: www.changlobal.org

Our programs are designed to educate, empower and increase health literacy in the African community in the US and Africa.

Community Legal Aid / Central West Justice Center

405 Main St., 4th Floor, Worcester, MA 01608 / 508-752-3718

Provides free civil legal assistance to low-income and elderly residents in the areas of homelessness prevention, access to public benefits and healthcare programs, safety from domestic abuse and exploitation, humanitarian-based immigration relief, and access to services in school.

To apply for legal services, call 1-855-CLA-LEGAL (855-252-5342) / TTY/ TTD 508-755-3260 or apply online at www.communitylegal.org

Edward M. Kennedy Community Health Center

19 Tacoma Street, Worcester, MA 01605 / 508-852-1805

- Health care
- Groups for refugees

Family Health Center of Worcester

26 Queen Street, Worcester MA 01610 / Phone: 508-860-7800

- Refugee Health/Global Health Progra
- Immigration Physicals

Family Continuity Cultural Broker Program:

Call: 978-927-9410 / info@familycontinuity.org

Short term, voluntary, intensive case management services for refugees (age 18+) who are considered to be "at risk" in the community.

Amanda Stratton Kirk, Program Coordinator

Indira Gumble, Program Director, LCSW, MSW

9 East Mountain Street, Worcester, MA 01606

Friendly House

36 Wall Street Worcester, MA 01604 / 508-755-4362

- Basic services (no legal representation)

GeMS (Global Empowerment Services Inc.) / 978-479-3678

<http://www.findinggems.org/our-programs/our-worcester-program> 113

Provides supplemental educational programs for new Americans

Latino Educational Institute (LEI) of Worcester State University
537 Chandler St., Worcester 01602 / (508) 798-6507/www.worcester.edu/lei

- Various enrichment programs to support the academic success of Latino children, Youth and College students(K-16) and their families.

LGBT Asylum Task Force

508-853-8853 / info@lgbtasylum.org

**Asylum seekers, please contact the Task Force and complete our Intake Form before traveling.

info@lgbtasylum.org | 1-508-853-8853

- A ministry of Hadwen Park Church and a community-based organization dedicated to supporting and empowering LGBTQI individuals who are seeking asylum in the US.

Massachusetts Organization of African Descendants (MOAD)- The is a coalition of volunteer members from diverse African nations living in Worcester, including African businesses, restaurants, churches and individuals. MOAD has created a city-wide task force to address the barriers and inequities faced by the African community in Worcester.

Specialized In: Advocacy, Public Health and Social Services, Education, African businesses, organizations, and churches.

Food Pantry & Community Clinic: New England Ghanaian Seven-Day Adventist Church: 67 Vernon St., Worcester, Ma

Website: <https://moadorg.wixsite.com/moad> (we will transition this domain to www.moad.org by the end of February 2021)

Phone: 774-371-1053 / Email: Moad.org@gmail.com

Muslim Community Link

484 Main Street, Suite 180, Worcester, MA 01608 /

contact@mclma.org

- Referral and support services, educational services, and community building programs

Parent Professional Advocacy League-PPAL www.ppal.net

Worcester Office T.(508) 767-9725/F.(508) 767-9727

a statewide family organization dedicated to improving the mental health and well being of children, youth and families through education, advocacy and partnership.

- Hispanic Support Group twice a month
- Information and Referral

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Refugee & Immigrant Assistance Center (RIAC)

NEW: 316 Main Street #602, Worcester, MA 01609 / 508-756-7557

- Refugee resettlement & post resettlement services
- Case management for refugees, asylees, etc. Call for info.
- ESOL Navigator program for assistance in finding English classes

Southeast Asian Coalition (SEACMA)

484 Main Street, Suite 400, Worcester, MA 01608 / 508-791-4373

- Support services for Southeast Asian and other immigrants and refugee families; i.e., housing search, fuel assistance,
- employment, healthcare access, civic engagement, education, ESL, youth and after-school programs, tutoring and mentoring.
- Economic Development and Small Business Ownership Support.
- Asian Cultural Preservation

Student Clinic for Immigrant Justice (SCIJ)

Website: <https://www.scijimmigration.org/> / info@SCIJimmigration.org

The Student Clinic for Immigrant Justice trains undergraduate students to provide free legal representation to asylum seekers and organize for immigrant justice. For assistance with your asylum application, visit <https://www.scijimmigration.org/> or email info@SCIJimmigration.org.

Urban Missionaries of Our Lady of Hope

242 Canterbury Street, Worcester / 508-831-7455

Food, clothing, furnishings, advocacy, language and work skills, citizenship assistance, and other needs.

WARM , Now Welcoming Alliance for Refugee Ministry

Mailing address: 210 Park Ave Suite 306, Worcester, MA 01609 /

774-701-0081 / info@warmwelcoming.org / www.warmwelcoming.org

- Provide support services for refugees, match volunteers for wraparound care, community building programs, assist with new arrivals

World Youth Opportunity Inc

Mailing Address: 310 Boston Turnpike, Shrewsbury MA, 01545

Operating: Remotely. www.wyous.org / 774-615-9502

- Youth empowerment and mentorship.
- Education and Training in IT and Entrepreneurship.
- STEM Programs & Job readiness.
- Community engagement.

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WRAP (Worcester Refugee Assistance Project)

WRAP is continuing all programs virtually. Please contact Lesa McWalters at info@worcesterrefugees.org or at 774-276-1602 for assistance.

- Supporting Burmese refugees toward sustainable self reliance through mentoring, advocacy, and material support as needed

Worcester State University Translation Center

Affordable Document translation services (Spanish-English and English-Spanish) . Open during the WSU Academic Year. worcester.edu/translation-center

- For pricing information or to schedule an appt. contact aguijarrodonadios@worcester.edu



Free Legal Consultation For Immigrants

Warn families of going to Notaries for Legal advice!

**Tell families to start with consultation with CLA or Ascentria below. They cannot help with a case where another lawyer is already involved.*

Central West Justice Center, an affiliate of Community Legal Aid, offers free consultations on immigration questions and free representation in humanitarian immigration cases for low-income families in Worcester County. Help families sign up for a consultation online at <http://www.communitylegal.org/> (855) 252-5342 / 405 Main Street 01608 Worc, 01608

Ascentria Care Alliance provides legal advice, including filling out citizenship forms, green card applications, family petitions, asylum applications, and other visa applications for individuals who reside in Massachusetts.

- Call (774) 243 3045 or email infolegal@ascentria.org 11 Shattuck Street

CITIZENSHIP CLASSES:

Ascentria Care Alliance: See page 105

Catholic Charities: 10 Hammond Street, 01610 / 508-860-2237 or 2257.

- Application assistance, English, US History and Government Classes
- Immigration Counseling, Classes offered in evenings

Ministerios La Trinidad: 731 Main St. Worcester MA 01610 [\(508\) 756-3938](tel:5087563938)

- We provide Citizenship Classes and Community referrals

Worcester Public Schools Adult Learning Center:

- 24 Chatham Street, Worcester 01609 / 508-799-3090

Worcester Public Library: (3 Salem Square) holds "Citizenship Classes" every Wednesday, 5:30-6:30. Register at www.mywpl.org/article/adult-classes-and-programs#citizenship or call 508-799-1655 x 3.



Legal Services



Community Legal Aid / Central West Justice Center

405 Main St., 4th Floor, Worcester, MA 01608 / 508-752-3718

Provides free civil legal assistance to low-income and elderly residents in the areas of homelessness prevention, access to public benefits and healthcare programs, safety from domestic abuse and exploitation, humanitarian-based immigration relief, and access to services in school.

NOTE: Potential clients should apply by phone or online rather than walking in.

To apply for legal services, call 1-855-CLA-LEGAL (855-252-5342) / TTY/TTD 508-755-3260 or apply online at www.communitylegal.org

Office hours: Monday through Friday, 9 AM to 5 PM

Telephone intake hours: Monday, Tuesday, Thursday & Friday
9:30am—12:15pm and Wednesdays from 1:30pm—4:15pm

SPECIAL PROJECTS INCLUDE:

The Worcester Fair Housing Project (WFHP): Provides legal assistance to tenants and renters in Worcester County who have been the victim of housing discrimination. Contact the Office of Human Rights, City Hall Room 101, 455 Main Street, Worcester, MA 01608 / 508-799-8486 or CLA at 405 Main Street, Worcester 01608 / 508-752-3718 / 1-855-CLA-LEGAL (1-855-252-5342)

Civil Legal Aid for Victims of Crime: Provides legal assistance in a wide range of civil legal matters for victims of crime and their survivors.

Re-entry Project: Helps ex-offenders seal their criminal records and overcome barriers to housing and employment.

Veterans' Project: Helps veterans with discharge status upgrades and access to veterans' benefits programs.

CORI: helps people seal their criminal records, as well as cases where client's applications for state or federal subsidized housing have been denied due to their criminal record.¹⁷

CONTINUED ON NEXT PAGE

MassLegalHelp.org: Online legal information

District Attorney Joseph Early, Jr.

225 Main Street Room #G301, Worcester, MA 01608 / 508-755-8601

- Works with police departments in 60 cities and towns. Oversees a law office of more than 70 prosecutors, the operation of 11 District Courts, Superior Court, Juvenile Court, three six-member jury sessions, the grand jury and an appeals division.
- Prevents crimes through a variety of community-based outreach programs: bullying / cyber-bullying, social host liability, hazing, distracted driving, etc.
- Uses money from the drug forfeiture fund – money confiscated from convicted drug dealers – to support youth programs for sports, the arts,
- Opioid/substance abuse curriculum called “This is Not about Drugs” presented to middle school students.
- Child Abuse Prevention/Mandated Reporter Training.
- Community Outreach programs are available virtually via Zoom

Office of the Attorney General:

Attorney General Maura Healey is the chief lawyer and law enforcement officer of Massachusetts. 10 Mechanic Street, Suite 301, Worc. 01608 / (508) 792-7600 www.mass.gov/orgs/office-of-attorney-general-maura-healey

- Consumer and victim protection
- Worker’s Rights & Wage Theft
- Combatting fraud, corruption, and deceptive actions
- Civil rights protection.

Attorney General Hotlines

Consumer Hotline: 617-727-8400 (M-F 10 AM-4 PM)

Civil Rights Division: 617-963-2917

For bias-motivated threats, harassment, and violence: 800-994-3228

Elder Hotline: 888-243-5337 (M-F 10 AM-4 PM)

Fair Labor Division: 617-727-3465

Open Meeting Law Hotline: 617-963-2540

Healthcare and Health Insurance Hotline: 888-830-6277 ext. 1

Student Loan Assistance Unit: 888-830-6277 ext. 2

Insurance and Financial Services Mediation Program: 888-830-6277 ext. 3

Insurance Fraud Tipline: 617-573-5330 (24 hours)

Medicaid Fraud Tipline: 617-963-2360 (24 hours)

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Victim Witness and Assistance Division (VWAD): 617-727-2200

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Worcester Court Service Center

225 Main Street, 1st floor, Worcester MA 01608 / 508-831-2565

*Court Service Centers locations are closed to the public until further notice due to the COVID-19 outbreak, but remote services are available via Zoom Meeting for emergency cases. *See instructions below.*

Court Service Centers help people navigate the court system. Centers are available to all court users without lawyers and there are no income or immigration status requirements. All of the services in the Court Service Centers are free, but there may be other fees associated with your case, such as filing fees.

Hours for Worcester Court Service Center

Monday - Thursday: 8:30 am-1:00 pm, 2:00 pm-4:30 pm

Friday: 8:30 am-1:00 pm

The types of cases that the Court Service Centers are helping with are:

- 209A Abuse Prevention Orders (restraining orders)
- 258E Harassment Prevention Orders
- Commitments (Section 35 and 12)
- Emergency Guardianship of an Incapacitated Person
- Emergency Guardianship of Minor
- Emergency Probate and Family Court filings relating to custody/parenting time/child support
- Emergency Modifications of Child Support (varies by county)
- Answer and Discovery forms for eviction complaints
- Housing Temporary Restraining Orders
- Housing motions to vacate default entered since March 1, 2020
- Housing motions to vacate a dismissal for failure to appear entered since March 1, 2020
- Housing motions to stay an execution
- If you are facing any of these issues, you can join the daily Zoom Meeting to receive help with legal information, court forms, and referrals to legal and community-based organizations. Before you call, please click [here](#) to learn what information you will need to receive assistance.

Here is how you can join a Court Service Center through Zoom:

Via videoconference: <https://www.zoomgov.com/j/1615261140>

Via phone: (646) 828-7666 (Meeting ID 1615261140)

Court Service Centers are available from 9:00 a.m. to 12:00 p.m. from Monday through Friday. After 12:00 p.m.,

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Family Services of Central Massachusetts (FSCM) Mediation Program
An affiliate of Seven Hills Foundation
<https://www.sevenhills.org/programs/mediation/> / 508-756-4646

- Mediation is a voluntary, confidential and flexible process in which a neutral Mediator assists disputing parties by helping them have a conversation to see if they can reach mutually acceptable agreements.
- FSCM offers mediation to parties with court cases in Small Claims, Civil, Probate, Superior, and Juvenile courts. We also offer private divorce, unmarried parenting time/child support, family, elder, landlord/tenant, and housing mediation services . We offer mediation for court cases at no charge. Police referred cases are always free.
- We use a Sliding Fee Scale based on parties' incomes.

Massachusetts Advocates for Children

NEW MHAP—The Mental Health Advocacy Programs for Kids

Provides free legal representation to low income individuals experiencing difficulty accessing or paying for needed medical services
617-275-2919 (HELP)

Lawyer for the Day programs

*** currently unavailable in person due to COVID**

Basic legal advice and guidance for low-income clients:

- Worcester District Court lawyer for the day: Thursdays 8:30-11 AM, 4th floor, Court Room 21 for income-eligible litigants who have matters scheduled in Thurs. morning session of small claims only.
- Worcester Probate and Family Court lawyer for the day: Wednesdays, 9 AM-1 PM (1st floor of the Worcester Trial Court, first-come, first-served). Advice for income-eligible parties only.

Get basic legal advice, help understanding laws and your rights, and assistance filling out forms: Worcester Housing Court Lawyer for the Day: Thursdays, 8:30AM-1 PM for income-eligible litigants who have summary process matters scheduled before the court on that day only.

Worcester Law Library

184 Main Street, Worcester MA 01608 / 508-831-2525

**In-person access to law libraries suspended through Jan. 29th, 2021

Contact ask a law librarian by email: <https://www.mass.gov/forms/ask-a-law-librarian-by-email> Text your question to (617) 674-1455.

Questions will be answered Monday-Friday from 9 a.m. to 4 p.m. 120

- Offers help with legal research, free access to online databases, and books and materials to borrow.

LGBTQ Resources

Compiled by the City of Worcester Office of Human Rights

AIDS Project Worcester, Inc.

Services include health education, counseling, outreach, HIV counseling and testing, & supportive educational groups. 85 Green Street Worcester, MA 01604.
Phone: 508-755-3773 Email: info@aidspprojectworcester.org

SWAGLY

Safe space for LGBTQ youth and straight allies to socialize, learn, and share. Hosted by AIDS Project Worcester.
Email: EGilman@aidspprojectworcester.org
Phone: 508-755-3773 <http://www.swagly.org>

Safe Homes

Support and resources for LGBTQ people ages 14-23 and their allies. Open Sky Community Services, 4 Mann Street, Worcester, MA 01602
Contact: Renn Duffey, Program Manager
Email: renn.duffey@openskyvcs.org
Phone: 508-755-0333 <http://www.safehomesma.org/>

PFLAG Worcester, Hosted by Open Sky Community Services

Parents, Families and Friends of Lesbians And Gays
Email: pflagworcester@iname.com
Phone: 508-755-0333 <http://www.worcesterpflag.org/>

WLEN (Worcester LGBT Elder Network)

Provides information and referral for LGBT elders and their caregivers. Email: wlen@eswa.org Phone: 1-800-243-5111 or 508-756-1545

Love Your Labels josh@loveyourlabels.org / loveyourlabels.org

Seven Hills: Gender Wellness Initiative of Seven Hills Behavioral Health
<https://www.sevenhills.org/programs/gender-wellness-initiative>
A group dedicated to creating programming to assist the community in increasing competency around the needs of LGBTQIA+ youth
508.796.0261 ookawas@sevenhills.org

Southeast Asian Coalition

484 Main Street, Suite 400 Worcester, MA 01608 / 508-791-4373 121
Youth Effect: drop-in services and activities for ages 9-19

Healthcare Services

Edward M. Kennedy Center Community Health Center– LGBTQ+ Services

Human Rights Campaign Healthcare Equality Index Leader

www.kennedychc.org/services/lgbt-information

Planned Parenthood: LGBT Services

Offers education, resources, service referrals, PrEP medication, gender affirming hormone therapy and other services. 470 Pleasant St. Worcester, MA 01602 / Phone: 508- 854-3301

Gender Wellness Initiative at Children’s Friend, a program of Seven Hills Foundation

20 Cedar St. Worcester, MA 01609 / Contact: Oomiya Kawas, *Gender Re-source Specialist* Phone: 508.753.5425 ext. 6491 / okawas@childrensfriend.org

Support groups for Caregivers of Transgender and Gender Variant Youth
First Tuesday of the month 6:30pm-8:00pm

Workshops & interactive presentations geared toward medical professionals, mental health clinicians, caregivers, educators, and youth.

LEGAL RESOURCES

Worcester Police Department—LGBTQ Police Community Liaison

Officer Sharon McQueen, 508-688-0229

wpd-lgbtq@worcesterma.gov

GLAD (Gay & Lesbian Advocates & Defenders)

617-426-1350 Gladlaw@glad.org

Community Legal Aid, Inc. (CLA)

405 Main Street, 4th Floor, Worcester, MA 01608 855-252

5342 www.communitylegal.org Free legal aid provider

LGBT Asylum Support Task Force

Supports LGBT Political Asylum seekers

Hadwen Park Church 6 Clover Street Worcester, MA

www.lgbtasylum.org / info@lgbtasylum.org 508-853-8853

MA Commission

Against Discrimination (MCAD)

Denholm Building, 484 Main St, Room 320, Worcester, MA 01608 508-453-9630 mcad@mass.gov

Hotlines to Just Talk:

Fenway Community Health Hotlines

GLBTQ Peer Listening 1-800-399-7337

GLBTQ Listening of Any Age 1-888-340-4528

GLBTQ National Youth 1-800-246-7743

Gay & Lesbian National Hotline

1-888-THE-GLNH (1-888-843-4564)

GLBTQ Domestic Violence Project

955 Massachusetts Ave., PMB 131,

Cambridge, MA 02139, 1-800-832-1901

The Trevor Project 866-488-7386

Crisis intervention and suicide prevention

for LGBTQ young people ages 13-24

ECONOMIC OPPORTUNITY

City of Worcester / LGBTQ Owned Businesses

For updated list or to add your business:

www.worcesterma.gov/business-community-development/diverse-business-directory

The City of Worcester Diverse Business Directory helps you discover businesses in Worcester that are owned by a broad spectrum of people, such as those with disabilities, veteran status, women, LGBTQIAs, minorities or New Americans.

The purpose of this directory is to highlight which businesses are diversely -owned, so that other small businesses, larger businesses, customers or potential clients who wish to work with or support these businesses can connect with each other. Explore the directory by searching on a business name, an industry or a self-identification category.

In order to be listed in the Diverse Business Directory, your business must be majority-owned (at least 51% ownership) by one or more of the following categories: Disability, LGBTQIA+, Minority, New American, Woman or Veteran.

Mental Health Care Providers

(Tip: Select provider in zip code nearest to where you live.
If there is a waiting list for services, get on 2-3 lists)
**Emergency services are on pages 127 & 137*

Websites to do further searches:

- www.masspartnership.com/member/FindBHPProvider.aspx
- Massachusetts Behavioral Health Access: <https://www.mabhaccess.com/Home.aspx>

AdCare Hospital of Worcester, Inc.

107 Lincoln Street (Inpatient) Worcester, MA 01605 / 508-799-9000

- 24 hour admission and referral: 1-800-ALCOHOL (252-6465)
 - Inpatient alcohol and drug detoxification and rehabilitation for adults
- 95 Lincoln Street (Outpatient) / 508-453-3053

*telehealth services during COVID

- Day and evening intensive programs
- Individual and family counseling
- Early recovery groups
- Outpatient detoxification
- Free informational family and friends program
- Outpatient parenting program

Advance Psych Services (formerly Island Counseling)

425 Lake Ave. North in Worcester, MA 01605 / (508) 753-3220

For new intakes visit www.iccworcester.com to complete intake form

- individual, family, and couples counseling via telehealth
- Suboxone treatment for opiate addictions
- Medication Assisted Treatment addiction services
- Medication management and psychiatric evaluations

Advocates Community Counseling

257 Ayer Road, Harvard, MA 01451 / 978-772-1846

- CBHI services: in-home therapy and behavioral services, therapeutic mentoring (508-628-7330)
- Outpatient counseling and medication management

Apogee Integrated Mental Health Services

23 Fruit Street, Worcester, MA 01609 / (508) 797-0537/ 508-831-7245

- Outpatient counseling and group therapy for adults only 21 and over
- Transcranial magnetic stimulation –TMS (depression treatment)

Arbour Counseling Services

411 Chandler Street, Worcester, MA 01602 / (508) 799-0688 x112 / <https://arbourhealth.com/>

- Outpatient counseling for adults, children, and adolescents
 - Individual, family, and couples' counseling. Various groups offered
- Adolescent and Adult Partial Hospitalization & Intensive Outpatient Prgrms.**
855-575-2273 (CARE) or 774-243-7486.
- CBHI services:** Therapeutic mentoring, In-home therapy/family stabilization, community support program: 855-575-2273 or 413-535-6274.

Attachment Institute of New England

21 Cedar Street, 2nd floor, Worcester, MA 01609 / (508) 799-2663
<http://www.attachmentnewengland.com/website/index.html>

- Therapeutic Groups
- Specialized services for children with attachment disorders, trauma histories, PTSD and ADHD
- Pre and post adoption counseling

Baker Mental Health Consulting LLC

51 Union Street, Suite 214, Worcester, MA 01608 / 508-769-7812
Apply online at bakermentalhealthconsulting.com

- Individual, couples, and family therapy for adults (ages 18+).
- Substance Abuse and Mental Health Evaluations

Behavioral Healthcare Services

435 Shrewsbury Street, Worcester, MA 01604 / (508) 753-5554
Call or submit an intake online / <https://www.bhsdab.com/>

- Outpatient therapy, medication management, and evaluations
- TMS: Transcranial Magnetic Stimulation
- Spravato (esketamine) - for treatment resistant depression

Boston Neurobehavioral Associates (BNBA)

116 Belmont St., Suite 26, Worcester, MA 01605 / 508-979-5557
Telehealth being offered at this time

Go online to schedule an appointment <https://www.bostonneurobehavioral.com/contents/locations/worcester-ma>

- Individual and family psychotherapy and medication management

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Care4Us Wellness Center

130 Lincoln St., Unit 6, Worcester, MA 01605 / 774-530-6955

- Psychiatric assessment and medication management for adults.
- Telehealth services offered due to COVID

CBHI (Children’s Behavioral Health Initiative) Services

MassHealth has services for mental, emotional, or substance use

issues: Outpatient therapy, In home therapy, Intensive Care Coordination, Mobile Crisis Intervention, In Home Behavioral services, Therapeutic Mentors, Family Support and Training

For more information: www.mass.gov/masshealth/cbhi/

Go to www.mabhaccess.com to search for providers

CENTRO

11 Sycamore Street, Worcester, MA 01608 / 508-798-1900 x350

www.centroinc.org (for online referrals)

• CBHI Services: In-home therapy, therapeutic mentoring

Cornerstone Behavioral Health

397 Grove Street, & 121 Lincoln Street Worcester, MA 01605/

(508)791-3677

- Counseling, therapy, neuropsychological and psychological assessments, psychiatry for children and adolescents (ages 7 and up), medical evaluations, educational services
- Telehealth offered for new patients

Counseling and Assessment Clinic

255 Park Ave., Suite 804, Worcester, MA 01608 / 508-756-5400

Working remotely: Call +1 (508) 756-5400 or make a referral online.

<https://www.cacworcester.org/referrals>

- Individual, adolescent, family, and group therapy
- CBHI Services; i.e., therapeutic mentoring, in-home therapy, In-home behavioral service and community support program
- Medication management service
- Mental health evaluations
- Also offer substance use services (see page 147)

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Community Healthlink and the CHL Youth and Family Center

Main CHL Address: 72 Jacques Ave., Worcester, MA 01610

Youth and Family Center: 335 Chandler Street Worcester, MA 01602

Emergency Services: 866-549-2142

Addiction Crisis Help: 508-860-1200

Outpatient Counseling: 508-421-4411

- CHL Youth and Family Center: 335 Chandler Street / 508-791-3261
- Behavioral Health and addiction urgent care open 24/7/365 for walk-in addiction treatment or mental health emergencies (at 12 Queen Street basement level).
- Crisis Stabilization Unit
- Emergency services for mental health
- Outpatient counseling for adults and children (at the CHL Youth and Family Center)
- **Together for Kids:** support for children in preschool settings / (508) 421-4453 / lhennigan@communityhealthlink.org.
- **MYR—Motivating Youth Recovery:** (508) 860-1244 (acute bed detox for adolescents)
- **School Support:** 508-791-3261
- **EMERGENCIES: Youth Mobile Crisis Intervention: 1-866-549-2142 (Worcester) / 1-800-977-5555 (North County)**
- **Families & Communities Together (FCT)** / 877-778-5030: Intensive Care Coordination Services and family support and training for families with children with serious emotional issues.
- **CBHI:** In Home Therapy and Therapeutic Mentoring
- 774-312-2722 (Worcester) / 978-401-3913 (North County)
- **Victim Services:** therapeutic services, advocacy, and outreach for witnesses or victims of violence, abuse, or other crimes: 508-791-3261

*Also see their additional substance use services on page 152.

CONTINUED ON NEXT PAGE

CrossPoint Clinical Services

121 Lincoln St., Worcester, MA 01605 / 413-732-7677 / 833-327-6777

- Outpatient mental health services for children, adolescents, couples, and families with a Christian perspective
- Working remotely due to COVID

Crysalis Therapy and Wellness

NEW: 17 Converse, Worcester, MA 01605 508-579-2964

- Individual counseling for children ages 3+, adolescents, and families

MA Department of Mental Health:

Info and Referral Line: 1-800-221-0053

Local office: 361 Plantation St. 01605 / 774-420-3140

- Provides supplemental services for people with the most serious needs, beyond those supplied through health insurance and require approval by DMH.
- Carly Sebastian LICSW, Director of Child and Adolescent Services / Phone 774 420 3141

Eating Disorders Collaborative of Massachusetts

2 Ayers Street, North Brookfield, MA 01535

<https://www.facebook.com/Eating-Disorders-Collaborative-of-Massachusetts-176583205733041/>

www.eatingdisorderscollaborativema.org

Email: group@eatingdisorderscollaborativema.org

- Free resources to assist in finding treatment for eating disorders

Edward M. Kennedy Community Health Center

19 Tacoma Street, Worcester, MA 01605 / 508-595-0750 / 800-853-2288

- Multilingual psychotherapy for children, adolescents, and adults and psychiatry for adults / Pharmacy on site
- Culturally competent behavioral health treatment for all patients, including refugees and immigrants (bilingual therapists, telephonic interpretation)

Enlightened Interventions, LLC

25 Union Street, 3rd floor, Worcester, MA 01608 / 508-317-2323

- Diagnostic and substance abuse assessments; individual (ages 3.5-65), group, family, and couples therapy; nutritional counseling

Family Continuity Programs

76 Church Street, suite 301 Whitinsville, MA 01588

WWW.FAMILYCONTINUITY.ORG

29 East Mountain St – Worcester MA 01606 www.familycontinuity.org

- Outpatient counseling and psychiatry
- CBHI services: (for ages 3-21) In-home therapy, Therapeutic Mentoring
- Home-based services
- Behavioral health community partner WWW.BHPMW.INFO

Family Health Center of Worcester

26 Queen Street, Worcester MA 01610 / Phone: 508-860-7930

Behavioral Health/Mental Health Services, Family Counseling,
Individual Therapy, Early Childhood Behavioral Health with
Access to Services through Primary Care

Genesis Club

274 Lincoln Street, Worc, MA 01605 / (508) 831-0100 / www.genesisclub.org

- Assists individuals with a mental illness to attain employment, housing, education, wellness and friendships.
- Through a 'work-ordered day', members work side by side with staff to run the club. Helps rebuild a rhythm and structure to their lives.
- *People who attend clubhouses are shown to have better social networks, fewer psychiatric symptoms and fewer hospitalizations.*
- An evidenced based program.

Handhold MA

NEW! Worried about your child's mental health? Visit HandholdMA.org— an incredible new website to support parents who have children with emotional / behavioral needs.

Hospital for Behavioral Medicine

100 Century Drive Street, Worcester, MA 01606 / 844-319-0000

- Inpatient, outpatient and partial short term hospitalization for children (age 3+), adolescents, adults (age 18+), and elders 129

Institute for Trauma and Healing

21 Cedar Street, 2nd floor Worcester, MA 01609 / 508-799-6306

- Specialized services for both children and adult survivors of trauma and Post Traumatic Stress Disorder / A short term treatment model.
- Outpatient services in person or with Telehealth.

Integrated Wellness Management, Inc.

50 Lake Ave., Worcester, MA 01604 / 508-887-3310

- Outpatient counseling for individuals, couples, and families

Ivy Child International (www.ivychild.org)

P.O. Box 63 Worcester, MA 01613 / 508-299-7905

- Multicultural mindfulness programs offered through yoga, meditation, music & art

Jewish Family & Children's Service

PO Box 16770 / 484 Main Street, Worcester, MA 01601 / 508-755-7460

- Path to Well-being is a new joint initiative of McLean Hospital.
- Participants access this no-cost, six-to-eight-week, Cognitive Behavioral Therapy (CBT) from a laptop or via an app on a tablet or smartphone. It provides practical strategies that can help you feel better, even during stressful times. 781-693-5562.
- Mental Health Connect : A free, confidential information and referral service. mentalhealth@jfcsboston.org or call 781-693-5562— to talk with a JF&CS mental health professional who will take the time to understand your situation and connect you with expert advice and appropriate resources.

Key Program, Inc.

NEW 107 Lincoln Street, Worcester, MA 01609 / 508-753-6263

- CBHI services: in-home therapy and therapeutic mentoring
- Outreach and Tracking & Enhanced family outreach

Kiva Wellness Center (Central Mass Recovery Learning Community)

NEW: 427 Main Street, Suite 3, Worcester, MA 01604 / (508) 751-9600 / Working remotely—visit their website at www.centralmassrlc.org

- Run by and for people with mental health conditions 18 years and older. Peer-to-peer services and peer-run programs
- NEW Respite Program

Legendary Legacies: 508-615-8060 / legendlegacy.org

Our mission is to equip young men with the tools to maximize their potential. And our vision is to leave the next generation of men in a better condition: spiritually, socially, financially, and physically.

Services Provided: Outreach, Life Coaching, Mentoring, Service Planning, Goal Setting.

LIFT (Living in Freedom Together)

774-243-6025 / 508-762-9660 / <https://liftworchester.org/>

- Provides support services for survivors of prostitution and Commercial Sexual Exploitation of all ages, races, and genders.
- Youth Outreach and Advocacy Program (Mentoring for at risk and CSEC Youth)
- Jana's Place- 16 bed Residential program for prostituted women with Co-occurring SUD and Mental Health.
- HARBOR (Healthcare, Advocacy, Room, Board, Outreach, Rehousing) 15 bed zero barrier access shelter for women.
- Community based services, peer support, case management, and advocacy for prostituted people.

LIKEMIND Mental Health & Wellness, Inc.

51 Union St., Suite 222, Worcester, MA 01608 / 508-635-4360x700

- Individual, couples, and family therapy for young adults
- Neuropsychological, ADHD, and learning disorder evaluations

LUK, Inc. 40 Southbridge St, 4th floor, Worcester, 01608 / 508-762-3000

Central MA: 545 Westminster St., Fitchburg, MA 01420 / 978-345-0685

251 Main Street, Webster, MA 01570 / 508-640-0011

Central Referral Line: 800-579-0000 / 800-711-4585 / Referrals@LUK.org
Behavioral Health Clinic—Mental health services:

- Substance Abuse Services
- Central MA Child Trauma Center
- Children's Behavioral Health Initiative Services: In-home therapy, therapeutic mentoring, in-home behavioral services
- Families and Communities Together—Intensive Care Coordination, Family Support and Training (referrals to CHL)
- **SAVE Program** – provides therapeutic services, advocacy, and outreach for individuals (and their friends/families) who have been impacted by an under-the-influence accident.

MA Department of Mental Health; Central Mass Area Office

361 Plantation Street, 1st Floor, Worcester, MA 01604 / 774-420-3140

Info and Referral Line: 1-800-221-0053

Provides supplemental services for people with the most serious needs, beyond those supplied through health insurance or other entitlements and require approval by DMH. Case management, individual and family community-based supports. Also Clubhouses, Recovery Learning Community and drop in centers and outreach for Young Adults.

Massachusetts MENTOR (Central MA Office)

48 Sword St., Suite 101, Auburn, MA 01501 / (508) 368-2700

- In-Home Therapy (ext. 2703), Therapeutic Mentoring (ext. 2725)

MSPCC Family Counseling Center / Eliot Community Human Services

108 Belmont Street Worcester, MA 01605

(508) 753-2967 / 1-800-442-3035

- Child Sexual Abuse Treatment and Recovery Program (CSTAR)
- Parent education and support programs
- CBHI & Outpatient therapy & Child Psychiatry—no longer offered in Worcester

The Multicultural Wellness Center

NEW: 10 Winthrop Street, 3rd Floor, Worcester, MA

Worcester Office (508) 752-4665

info@multiculturalwellness.org

- Culturally centered counseling
- Individual and family therapy
- In-Home Services (CBHI) & Therapeutic Mentoring
- Addictions & trauma treatment

NAMI (National Alliance on Mental Illness) of Massachusetts

Go to www.namimass.org

- NAMI Massachusetts provides free education and support programs around Massachusetts for people diagnosed with mental health conditions and their families.
- The COMPASS Helpline at NAMI Massachusetts helps people navigate the complex mental health system and find resources for themselves or others: 617-704-6264 or compass@namimass.org
- **NAMI of Central MA:** FREE support and educational groups / 508-368-3562 / namiworc@hotmail.com

New Beginnings Wellness Center

1280 Main Street Worcester, MA 01603 / (508) 754-1141

- Individual (ages 4 and up), family, couples, and group therapy
- Medication Management
- CBHI Services (in-home therapy and therapeutic mentoring)

New England Center for OCD and Anxiety

47 Prospect St. West Boylston, MA

978-464-1211 / Info@OCDcentralMA.com

<https://www.newenglandocd.org/central-ma>

NewEnglandOCDCentralMA@gmail.com

- Specializes in treating children, youth and adults with OCD related disorders.
- Child and adult evaluations

Newton Square Counseling Center

338 Highland Street Worcester, MA 01602 / (508) 752-5880

- Individual, couples and family counseling

Northeast Family Services

NEW ADDRESS: 299 Lincoln Street, suite 201 Worcester, MA / 774-206-1125

- CBHI Services: In-home therapy, therapeutic mentoring, in-home behavioral services

Open Sky Community Services (formerly the Bridge of Central MA)

4 Mann Street Worcester, MA 01602 / (508) 755-0333 Comprehensive mental health services for children, adolescents, young adults and adults.

Residential services

Respite Services

Clubhouse Services

Supported Employment and Education

The Bridge Counseling Center—evidence-based medication and cognitive-behavioral treatments including Cognitive Restructuring for PTSD; IMR; DBT; and CBT

Deaf and Hard of Hearing Services

VIRTUAL Safe Homes (508-755-0333 x 1142) Weekly educational and social support Drop-In center for LGBTQIA+ youth ages 14-23 and their allies. (Tues 6:30-8:30pm)

Individual and family counseling.

Parent Professional Advocacy League-PPAL www.ppal.net

ADDRESS: 21 Cedar Street, floor 1

Worcester Office T.(508) 767-9725/F.(508) 767-9727

a statewide family organization dedicated to improving the mental health and well being of children, youth and families through education, advocacy and partnership.

- Information and Referral
- Various Groups—See page 162

Pathways To Wellness Associates

116 Belmont Street, suite 31, Worcester, MA 01605 / 508-755-0436

1161 Main Street, 2nd Floor (entrance in back), Holden, MA 01520

508-755-0436 / <https://www.pathways2wellnessllc.com/>

- Diagnostic Assessments and therapy for Individuals, children, adolescents, families, and couples
- Medication management 134
- CBT, DBT, TF-CBT, EMDR, and ARC

Pathways for Change, Inc. Rape Crisis Center

588 Main Street, Worcester, MA 01608 / 508-852-7600 voice (M-F 9-5)

508-502-7681_video phone for ASL

24/7/365 Hotline: 800-870-5905 / FREE Counseling support

- All Genders Welcome!
- 24 hour hotline if you or someone you know has been sexually assaulted
- Face to face counseling
- Various support groups available
- Medical, Police and Court Advocacy
- Multicultural/Multilingual services provided in ASL, Spanish, Portuguese, Vietnamese and English with additional languages via interpreters
- Sexual Exploitation Survivors
- Teen & Adult Survivors
- LGBTQ+ Survivors
- Deaf Survivor's Program & ASL Speaking Survivors
- Satellite offices by appointment only at 275 Nichols Road, Fitchburg (508-852-7600); North Brookfield; Southbridge; and Gardner

Perkins Behavioral Health

971 Main Street, Lancaster, MA 01523 / (978) 365-7376

- Individual and family therapy, psychological evaluations, medication management

Regency Family Health, LLC

1 Exchange Place, Worcester, MA 01608 / (508) 799-5900

*Telehealth services available at this time

- Individual, family, couples, and group counseling
- Various assessments
- Psychiatry
- CBHI services

Renaissance Medical Group: If you, or a loved one, is feeling overwhelmed with sadness, depression or anxiety, call RMG Behavioral Health at 774.420.2311, ext. 401. They also serve undocumented individuals.

Revidas, LLC

108 Grove Street, Suite LL11, Worcester, MA 01605 / 508-304-7499

A holistic group practice working with children as young as 4 through adults.

- Individual, family, and couples counseling
- Play, art, narrative, and aroma therapy, reiki, and TF-CBT (Trauma)

Riverside Community Care

Life Skills Center and Riverside School

25 Birch Street, Building B, Suite 250, Milford, MA, 01757

Office: 508-422-9250

Fax: 508-422-9298

Life Skills Center: DMH day program for adolescents

<https://www.riversidecc.org/child-family-services/school-day-after-school/life-skills-centers/>

Riverside School: Therapeutic day school

<https://www.riversidecc.org/child-family-services/school-day-after-school/riverside-schools/>

Homebased family services: 774-804-3376

St. Vincent's Hospital

123 Summer Street, Worcester, MA 01608 / 508-363-5000

- Behavioral Health / IOP: 774-420-3844
- Psychiatric Emergency 24-hr assessment 508-363-5003 / 508-363-5252
- Outpatient and Inpatient MH Care for children, adolescents, adults and seniors

NEW: The Seven Hills Behavioral Health, an integration of YOU, Inc., Children's Friend and Family Services of Central MA
See page 141

Shrewsbury Youth and Family Services

222 Maple Ave., Higgins Building, Shrewsbury, MA 01545 / 508-845-6932

- Individual, Family, Couples, and Group Counseling
- Psychological Evaluations
- Individual and Family Assessment
- Parenting Assessment
- Vaping Treatment/Diversion Program (Nicotine/THC)
- Positive Youth Development programs
- Mental Health First Aid Training (Adult, Youth, teen, Public Safety, Older Adult, Higher Education) 136
- School-Based Services (wraparound, clinical consultation, school-based counseling, psychoeducation)

South Bay Community Services—Early Childhood Services

548 Park Avenue, Suite B, Worcester, MA 01603 / [508-427-5362](tel:508-427-5362)

- Early Intervention, Developmental Assessments, Therapeutic groups
- Infant mental health team
- Family support services and care coordination

South Bay Community Services

324 Clark St Rear Worcester, MA 01606

Please call admissions at 508-427-5362 to make a referral

- Individual, family and couples therapy in the home or office based
- CBHI Services: In-Home Therapy and Therapeutic Mentoring
- Medication Management
- Mental Health and Substance Use Evaluations

Southeast Asian Coalition of Central MA (SEACMA)

484 Main Street, Suite 400, Worcester, MA 01608 / 508-791-4373

- Cultural Community Health Workers supporting access to mental health services in Vietnamese, Arabic, Burmese

Spectrum Outpatient Services— 1-877-My-Rehab

585 Lincoln Street, Worcester, MA 01605 / (508) 854-3320

105 Merrick Street, Worcester, MA 01607 / (508) 797-6100

475 Pleasant Street, Worcester, MA 01609 / (774) 670-4744

Central Intake Department (for all intakes): (508)917-6792 / 877-697-3422

- Outpatient and substance use counseling
- Methadone, Vivitrol, and Suboxone treatment
- Driving under the influence programs
- Adolescent substance use treatment

UMass Memorial Medical Center, Inc. (UMMMC)

508-334-1000 Services are listed as specified:

EMERGENCIES: UMMC Emergency Mental Health Service

(University Campus) 55 Lake Avenue North, Worcester, MA /

(508) 334-3562

Child Emergency Metal Health: Mobile Crisis Evaluation

Worcester Team: 866-549-2142

North Central Worcester County Team: 800-977-5555

- 24 hr. psychiatric emergency service on-campus and mobile crisis

UMASS CONTINUED ON NEXT PAGE

UMMMC Outpatient Psychiatric Services Ambulatory Psychiatry Service (APS) / 855-UMASS-MD

100 Century Drive, Worcester, MA 01606 / 508-762-5400

- Psychotherapy and psychopharmacology for ages 18 through elders
- Anger management programs and DBT groups

Child Behavior Clinic for preschool children (ages 0-5)

774-442-2263

UMMMC Addiction Comorbidity Treatment Service within APS

279 Lincoln Street, Worcester, MA 01605 / (508) 334-0365

UMMMC Center for Autism and Neurodevelopmental Disorders (CANDO)

55 Lake Avenue North, S7-714, Worcester, MA 01655 / (774) 442-2263

UMMMC Insurance Resource Center for Autism and Behavioral Health (of the UMass Chan Medical School Shriver Center)

774-455-4056 or 800-642-0249. Information & referral on issues related to insurance coverage for autism related treatments and services

UMMC Women's Mental Health Specialty Clinic within APS

100 Century Drive, Worcester, MA 01606 / 508-762-5400

UMMMC Depression Specialty Clinic University Campus

55 Lake Avenue North, Worcester, MA / patient would call: 508-796-4348

UMMMC Bipolar Specialty Clinic / Comprehensive Mood Disorder

Clinic: University Campus 55 Lake Avenue North, Worcester, MA / patient would call: 508-796-4348 or 508-334 2499

UMMMC Barre Family Health Center

151 Worcester Road, Barre, MA / (978) 355-6321

UMMMC MCPAP Consultation Service for Children and Adolescents

Western/Central Regional Team (844) 926-2727

UMMMC MCPAP for MOMS

Providers can call: 1-855-MOM-MCPAP (1-855-666-6272)

Mon - Fri 9AM to 5PM for consultation, resource and referral services, and to schedule training. Additional resources: www.mcpapformoms.org

UMMMC Neuropsychiatry Referral Center University Campus

55 Lake Avenue North, Worcester, MA 01655 / (508) 334-6392

UMMMC Neuropsychology Department University Campus

55 Lake Avenue North, Worcester, MA 01655 / (508) 334-6392

UMMS Child Trauma Training Center, NOW LIFELINE for KIDS, a program within the Department of Child Psychiatry

55 Lake Avenue North, S3-301 Worcester, MA 01605 / 1-855-LINK-KID (1-855-546-5543) Website: Umassmed.edu/CTTC

Email: CTTCReferral@umassmedu.edu

UMass Memorial Children's Medical Center Child Protection Program (CPP)

55 Lake Avenue North, Worcester, MA 01655 / Main (774) 442-6629
24 hour operator: 508-334-1000 (if urgent request to have CPP paged)

Screening and Treatment for Early Psychosis (STEP) Clinic at Community Healthlink

68 Jaques Ave, Worcester, MA / (508) 856-MIND (508-856-6463)

MIND@umassmed.edu

UMMMC TriRiver Family Health Center

281 East Hartford Avenue, Uxbridge, MA / (508) 278-5573

UMMC Psychotic Disorders Consultation Service

55 Lake Avenue North, Worcester, MA 01605 / (508) 856-6580

psychiatry@umassmed.edu

UMMC Psychotic Disorders Specialty Clinic at Community Healthlink

72 Jaques Avenue, Worcester, MA / (508) 856-MIND (508-856-6463)

MIND@umassmed.edu

VA Outpatient Clinic

NEW: 55 Lake Avenue North, UMass Medical Campus, in the Ambulatory Care Center, 7th Floor, Worcester, MA 01605 / (800) 893-1522

Other clinic for primary care is at 605 Lincoln St. / 413-893-1522 x6600

Crisis line: 800-273-8255

Confidential Chat: veteranscrisisline.net Or Text to 838255

Clinic hours: Monday thru Friday 8:00am to 4:00pm

VA Outpatient Clinic

Crisis line: 800-273-8255

Confidential Chat: veteranscrisisline.net or text to 838255

- Mental health services to any veteran with honorable discharge.
- LGBTQ veterans welcome.
- Treatment provided for post-deployment transition, PTSD, anxiety, anger, depression, substance abuse, sleep disorders

Also: UMass Med launched a new resource site for early childhood-

<https://childwellbeingandtrauma.org/>

new Center on Child Wellbeing and Trauma at UMass Chan Medical School

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Worcester ACTS

Intake call Nerissa Harper-Ketter 774-804-1812 / Nerissa.Harper-Ketter@UMassMemorial.org

For Spanish speakers call or text Diogenito (DJ) Jorge 774-573-0236
Jorge.Diogenito@UMassMemorial.org

- Support, link to services & resilience navigation for children under 10 & their families who have been exposed to domestic or community violence

Worcester Pastoral Counseling Center

PCC of MA, Inc. (draws from 90 communities in central MA)

128 Providence Street, 3rd floor, Worcester, MA 01604 / (508) 757-0376
pccofma.org

Main Office: Westborough Pastoral Counseling Center

7 Church Street Westborough MA 01581 / (508)366-4000

Hudson Pastoral Counseling Center First United Methodist Church

34 Felton Street, Hudson, MA 01749 (508)366-4000

- Outpatient counseling for adults, youth, and children; psychological testing; EMDR (eye movement desensitization).

Walden Behavioral Care

888-305-2997 / Online intake form: [https://](https://www.waldeneatingdisorders.com/admissions/intake-form/?utm_source=google&utm_medium=cpc&utm_campaign=brand-search)

[www.waldeneatingdisorders.com/admissions/intake-form/?](https://www.waldeneatingdisorders.com/admissions/intake-form/?utm_source=google&utm_medium=cpc&utm_campaign=brand-search)

[utm_source=google&utm_medium=cpc&utm_campaign=brand-search](https://www.waldeneatingdisorders.com/admissions/intake-form/?utm_source=google&utm_medium=cpc&utm_campaign=brand-search)

- Treatment for eating disorders

Virtual Programs Offered

Virtual Eating Disorder Treatment for Adults

Adult Day Partial Hospitalization Programs (PHP)

Adult Intensive Outpatient Programs (IOP) – Morning and evening programs available

Adult Day and Evening Intensive Outpatient Programs (IOP) for Binge and Emotional Eating – Click to learn more about this dedicated program.

Virtual Eating Disorder Treatment for Adolescents

Adolescent Day Partial Hospitalization Programs (PHP)

Adolescent Intensive Outpatient Programs (IOP) – Morning and afternoon programs available

Virtual Alumni and Community Support Groups

Support groups for Walden PHP and IOP alumni

Open community support groups

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Wayside Youth & Family Support Network

88 Lincoln St., Framingham, MA 01701 / 508-630-5907

10 Asylum Street, Milford, MA 01757 / 508-745-6294 (referral line)

The Trauma Intervention Services 508-478-6888 Ext.3135 or 508-478-3121

- 159 Worcester Rd., Charlton, MA 01507 / 774-249-1290 (referral line)
Outpatient therapy, in-home therapy for children and adolescents, therapeutic mentoring, intensive care coordination, trauma intervention services
- Homicide Bereavement Services in the Worcester and surrounding areas. Contact: **Judi Earnest, MA**, Clinician P: (508)469-3111

Worcester Recovery Center and Hospital

309 Belmont St., Worcester, MA 01604 / 508-368-4000

- Recovery for adolescents and adults

YOU, Inc., an affiliate of Seven Hills Foundation

**NOW The Seven Hills Behavioral Health, an integration of YOU, Inc.,
Children's Friend and Family Services of Central MA**

Access our referral form" to have the new website [https://](https://www.sevenhills.org/cfbh)

www.sevenhills.org/cfbh

Central Referral: centralreferral@youinc.org or call 1-855-496-8462

- Services are offered throughout Worcester County in Milford, Southbridge, and Worcester
- Services for youth and families include:
- Individual, family, and group therapy for children, adolescents, and families
- CBHI services including in-home therapy, intensive care coordination, family partners, and therapeutic mentors
- Adolescent substance use services based in Worcester
- Psychological testing, risk assessments, and trauma evaluations in Worcester
- Psychiatry evaluations and medication management for youth engaged with clinical services at YOU, Inc.
- Early childhood mental health consultation services
- Outpatient counseling for children, adolescents, and parents
- Social skills and therapeutic groups
- Carriage House: Peer support group for children ages 3-18 who have experienced the death of a parent, primary caregiver, or sibling¹⁴¹
- Family & dispute mediation services

MENTAL HEALTH PROVIDERS CONTINUED:

Zia Young Adult Access Center

*Kiva Center, 209 Shrewsbury St. / <https://ziacenter.com/>
currently offering virtual supports between 10:00AM and 6:00PM M-F . Call
(508) 751-9600 or email info@kivacenters.org for more information.

- Community of young adults ages 16-22 who may be struggling with mental health, substance use, trauma or feeling disconnected.
- Peer support, community, and resource connections

Additional Mental Health Resources

NAMI (National Alliance on Mental Illness) Central Massachusetts

www.namimass.org / **508-368-3562**

- FREE education, support, and advocacy for people diagnosed with mental health conditions and their families.
- Offers: NAMI Basics, Family-to-Family, and NAMI Support Group

National Suicide Prevention Lifeline: suicidepreventionlifeline.org

The National Suicide Prevention Lifeline provides free and confidential emotional support to people in suicidal crisis or emotional distress 24 hours a day, 7 days a week, across the United States.

1-800-273-8255

Spanish: 1-888-628-9454

For Deaf and Hard of Hearing: 1-800-799-4889 (TTY) / 1-800-273-8255



Mentoring Programs

African Community Education

Mentoring for Empowerment and Exchange

484 Main Street #355, Worcester, MA 01608 / 508-459-2284

- For African immigrant youth, grades 5th— up to age 22 (and beyond if needed)

The Assumption Center (previously listed as St. Peters)

office is at 16 Vineyard St, Worcester, MA 01603. / 508-767-1356 /

myra.assumption@gmail.com

MENTORING PROGRAM - All online

- Child is matched with mentor for weekly 1-on-1 meeting (tutoring and mentoring)

- Group meetings on Thursday afternoons (group activities with other children)

- Spots available - Registration form available soon on <http://assumptionsisters.org/mentoring>

- Program runs February through April.

Big Brother's Big Sisters of Central MA/Metrowest

484 Main Street, Suite 360 Worcester, MA 01608

508-752-7868 / info@bbscm.org

- For boys ages 6-13 and girls ages 6-12

Our website has latest details re our support for families during pandemic

[Wwww.bbbscm.org](http://www.bbbscm.org)

Boys & Girls Club of Worcester

65 Tainter Street, Worcester MA 01610 / 508-754-2686

- * Limited due to COVID
- Programs for children ages 8-18

Center for Living and Working Transition to Adulthood Program

484 Main Street, Suite 345, Worcester, MA 01608 / 508-798-0350

- Independent living services for eligible youth ages 14-22 who have a disability and who have IEPs in high school to prepare them for transition to adult services.

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Therapeutic Mentoring Services

Through the Children's Behavioral Health Initiative

www.mass.gov/masshealth-childrens-behavioral-health-initiative

Offered by various providers

Go to www.mabhaccess.com for additional information and to search for providers

- For children under the age of 21 who are on or eligible for MassHealth insurance and who have a mental health diagnosis.

Easterseals Massachusetts

484 Main Street, 6th floor, Worcester, MA 01608 / 1-800-244-2756

Thrive: Mentoring for Young Women, Brothers Against Discrimination, and Youth Leadership Network

- Free mentoring programs for youth ages 14-26 with disabilities

Girl's Inc. Group Mentoring Program

125 Providence Street, Worcester, MA 01604

508-755-6455

- For girls ages 9-14 participating in afterschool program.

Latino Education Institute at Worcester State University

537 Chandler Street, Worcester, MA 01602 / 508-798-6507

- ENLACE: mentoring for male students

LUK Mentoring Program

40 Southbridge Street, 4th floor Worcester, MA 01608 / 1-800-579-0000

- For children and youth ages 6-17
- For youth with a learning, emotional or behavioral disability, youth impacted by incarceration of a family member, youth involved in the foster care system, youth impacted by opioid use, and/or any youth who would benefit by having additional adult support.

MA MENTOR Partnership

- Therapeutic Mentoring for at risk youth.

NOW merged with the MENTOR SouthBay CBHI Program at 324 Clark Street in Worcester. All referrals: 508-427-5362.

Quinsigamond Community College Mentoring Program

670 West Boylston Street, Worcester MA 01606 / 508-854-7413
mentoring@qcc.mass.edu

- Open to all QCC students
- Connects QCC students with staff, faculty, industry and community members to create one-on-one mentoring relationships

Torch Foundation, partnered with Yes We Care

- Free motivational and leadership workshop for teens ages 13-17
- Dianne Langford James dljsvp@gmail.com or 617-650-7203

People Empowering People Parent Leadership Training

Worcester Community Connections Coalition of YOU Inc.
484 Main Street, Suite 460, Worcester, MA 01608 / 508-552-7469

- 8-week life skills, parent leadership program for Worcester parents

Southeast Asian Coalition of Central MA

484 Main Street, Suite 400 Worcester, MA 01608 / 508-791-4373

- Mentoring program for Asian American youth

The Worcester Police Department Clergy Police Youth Partnership

9-11 Lincoln Street Worcester, MA 01608

Contact Lt. Sean Murtha at MurthaS@worcesterma.gov

- Mentoring takes place at several local places of worship
- For any 5-18 year olds, especially those whose lives have been affected or influenced by alcohol or other drugs, crime, peer pressure and/or violence

YMCA Leaders Club

75 Shore Drive, Worcester, MA 01605 / 508-852-6694 /
jbrown@ymcaofcm.org

- Leadership incubation program for youth ages 13-17

Girl's Choice Program of the YWCA and Big Brothers Big Sisters

One Salem Square Worcester, MA 01608 / 508-767-2505 x3073

- For 7th grade girls enrolled in WPS

VOICES (Valuing our Insights for Civic Engagement)

YWCA, One Salem Square, Worcester, MA 01608 / 508-767-2505¹⁴⁵

- 6-week youth development program for ages 12-15

Parent Support, New Parent and Pregnancy Programs



Worcester DIAPER Programs:

Marie's Mission: A Diaper Outreach Program

At St. Michael's on the Heights Episcopal Church
340 Burncoat Street Worcester, MA 01606
(508)853-9400

Yes! in operation during COVID

- Parents can get 30 diapers and wipes, once a month
- Must show your Mass Health, WIC (Women, Infants and Children Assistance Program) card or other referral form from a local agency and proof of Worcester residency
- Open the 3rd Saturday of each month from 10am—noon
- Open to Worcester residents

Pernet Family Health Service, Inc.

237 Millbury Street Worcester, MA 01610-2177; 508-755-1228

- An emergency diaper program – parents can come once a month and get 7 diapers & formula
- Need baby's birth certificate, proof of address and picture ID
- For any parent / T&Wed 9am-3pm

Friendly House

36 Wall Street. Worcester, MA 01604 / 508-755-4362

- Every Thursday 10am-1pm
- Provide 30 diapers once a month
- Must bring ID and proof of address

Little Bottoms Diaper program at Catholic Charities

10 Hammond Street Worcester MA / 508-860-2237 or 2257.

- During its Food Pantry Hours; M-F, 11:30 - 2:30
- Parents are eligible for 30 diapers per month – per child and wipes
- Parent should bring a copy of their ID.

GENERAL PROGRAMS TO SUPPORT PARENTS:

American Red Cross

<https://www.redcross.org/local/massachusetts.html>

The national portal is: www.Redcross.org

For mass, best phone number is 1-800-564-1234 – its manned 24/7.

- Adult, Infant, and Child CPR & first aid
- Babysitting Classes for children 10-13
- Wilderness & Remote First Aid Program
- Professional rescuer for healthcare providers & lifeguards

Local address: 2000 Century Drive, Worcester, MA 01606
508-595-3700

Ascentria Care Alliance—Teen Parent Program—Florence House
104 Fairfield Street Worcester, MA 01602 / 508-756-2396

- Assist birthparents (14– and day before 22) in making plans for the permanent care of their unborn children through referral to community resources and infant adoption. Closed DTA referral.

Early Intervention (EI) is a program for infants and toddlers (birth to 3 years old) who have developmental delays or are at risk of a developmental delay. EI services are designed to help support families and caregivers, and to enhance the development and learning of infants and toddlers.

To find an EI program, call Family TIES at 1-800-905-8437 or visit www.massfamilyties.org.

Worcester area programs:

Criterion Worcester Early Intervention Program

338 Plantation Street, Worcester, MA 01604 / 508-770-0089

Pernet Family Health Service EIP

237 Millbury Street, Worcester, MA 01610 / 508-755-1228

South Bay Early Childhood Services

548 Park Avenue, Suite B, Worcester, MA 01603 / 774-823-1500

Thom Worcester Area Early Intervention

239 Mill Street, Suite B, Worcester, MA 01602 / 508-752-8466

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Clearway Clinic

*During COVID please call to schedule an appointment.

On Line Appointments & Ask the Nurse @ www.clearwayclinic.com
Phone 508-438-0144 / Text 774-314-8298 / Mon-Thurs. 10am -4pm
358 Shrewsbury Street, Worcester / Bus 15

All services provided –at **no cost** and no insurance needed

- Ultrasound for Pregnancy Diagnosis
- Pregnancy & STI Testing
- Doctor Referrals & Resource Help
- Pre-Natal classes
- Parenting, Adoption, Abortion decision, and post-abortion help

Criterion Worcester Early Intervention Program

338 Plantation Street, Worcester MA 01604 / [508-770-0089](http://www.criterionchild.com)
<http://www.criterionchild.com>

Family Health Center of Worcester

26 Queen Street, Worcester MA 01610 Phone: 508-860-7800

- Maternal and Child Health Care Including OB, Centering Pregnancy Group Visits, Labor and Delivery, Support for PTSD and Postpartum Depression
- Baby Café Breastfeeding Support Groups (open to the public)
26 Queen Street, Fuller Room, First Floor, (774) 633-9790
Wednesday and Friday 10 am-12:00 pm
- Virtual breastfeeding support via Zoom, must call 774- 633 9790 to receive the ZOOM link. / Interpreter services.
- Open to all breastfeeding moms and pregnant women
- Free access to a lactation consultant in the community

Massachusetts Children of Hope Safe Haven

A safe place to give your baby if you can't keep him/her.

(516) 781-3511 / Hotline: 1-866-814-SAFE

- No questions asked, no criminal charges filed.

Any staffed fire station, police department, or hospital will take your child up to 30 days old under this program

The Jane Fund of Central Massachusetts: 508-829-7300

<https://www.janefund.org/>

- Provides financial help to people who cannot afford abortion care¹⁴⁸

NEW KINSHIP NAVIGATOR PROGRAM

To help all kinship caregivers in Massachusetts to find supportive services to help cultivate strong, stable and successful families.

<https://www.mass.gov/info-details/kinship-navigator-information>
1-844-924-4KIN (4546)

LUK, 40 Southbridge Street, Suite 400, Worcester, MA 01608
508-762-3000 or 1-800-579-0000

- **Maternity Group Home** for pregnant or parenting youth 18-21
- **Young Parent Support Program** for pregnant or parenting youth 12-24

MSPCC

108 Belmont Street, Worc. MA 01605 / 508-753-2967

MSPCC HOMEVISITING PROGRAMS:

- **Healthy Families**—for first time parents under the age of 21 and child under the age of one at time of referral.

Parents Helping Parents Parent Stress Line

A 24 hour free, confidential and anonymous helpline for parents who need to talk about problems they are having with their children: 1-800-632-8188

Parental Stress Line counselors offer a listening ear, empathy, and facilitate problem-solving. Please distribute information to your parents about the availability of this free service.

<https://www.parentshelpingparents.org/onlinegroups>

Parenting Group for Parents working with Department of Children and Family Services (DCF)

Online Support Group for Parents with Teens with Special Needs

Parenting Support Group for Mom's who were Formerly Incarcerated

Parenting Teenagers Support Group

Lunch and Learn Online Parenting Group

Meetup Monday Parenting Connection

Informal Social Parenting Group

Pernet Family Health Service

237 Millbury Street Worcester, MA 01610 / 508-755-1228

*Many services are virtual due to COVID

- Family home visiting, pregnant & parenting support
- Young Parents Support Program for parents under the age of 23
- Early Intervention families with children birth to 3.
- Parenting Classes (Via Family Networks—for DCF involved families)
- At the office: Diapers and Formula (once a month with proof of child / M-F, 9-5)

Planned Parenthood League of Massachusetts

470 Pleasant Street (Entrance on Dewey Street), Worcester, MA 01609
508-854-3300 / 800-258-4448 / pplm.org / plannedparenthood.org

- Family Planning Services
- Pregnancy Testing & Birth Control Options
- STD Testing and Treatment
- Abortion Care
- Gynecological care and Cancer Screenings
- Education and Training

Problem Pregnancy of Worcester

495 Pleasant Street, Worcester, MA 01609 / 508-792-1125

For urgent needs, call our helpline at (888) 310-7217

- ✦ Free, confidential pregnancy counseling & pregnancy testing
- ✦ Post abortion counseling
- ✦ Free maternity and infant (up to size 12) clothing and baby equipment on Wednesdays
- Information and referral

South Bay Community Services— Early Childhood

548 Park Avenue, Suite B, Worcester MA 01603 / 774-823-1500

- Early Intervention: birth to 3.
- Play groups: all are welcome
- Parenting Classes: mornings & evenings. Birth—age 6
- Baby Class: Bonding and attachment, Family Stress, Singing and Movement

Injury Prevention from UMass Memorial Medical Center

FREE Child Passenger Safety Car Seat Checks by certified safety Technicians

Provides car seats to families in financial need w/ referral by other agencies.

- Call for an appointment: 774-239-3013
- carseats@umassmemorial.org

Jewish Family & Children's Services

P.O. Box 16770 Worcester, 01601 / 508-755-3101

- Guardianship program for elders
- Adoption Services: call 781-647-5327

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Thom Worcester Area Early Intervention and Family Support Program (Previously UMass Early Intervention and Family Support)
239 Mill Street, Suite B Worcester, MA 01602 / 508-752-8466
For families with children birth to 3.

- Screening for developmental problems
- Developmental assessments
- Home visits
- Play groups & parent support groups

Training Resources of America

2 Foster Street, 3rd floor, Worcester, MA / 508-753-2991

- Young Parents Program for 14-24 year olds who are pregnant or parenting and receiving TAFDC

Visitation House

119 Endicott Street, Worcester, MA 01610 / 508-965-7391 or 508-798-8002

- A home for pregnant women ages 18 and older.

Worcester Family Partnership

130 Leeds Street , Worcester, MA 01606 / 508-799-3136

For parents and their children ages birth to 8.

- * Play Groups
- * Parent Workshops & Family Activities
- * Parent-Child+ Program home visits for children 2-4 years old.
- * . Information, referrals and support provided

YOU Inc. Worcester Family Resource Center, an affiliate of Seven Hills Foundation

484 Main Street, Suite 460 (4th floor), Worc., MA 01609 / 508-796-1411

- Help for local families in connecting to community services.
- Assessment and support services for families with children at-risk for court involvement (due to truancy, behavioral concerns, etc.)
- Various parent educational groups
- Nurturing Parent programs / Parenting Journey
- Parent support groups
- Family activities, educational classes and workshops

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YOU Inc. of Seven Hills Foundation

Centralized Referral: 1-855-4YOUINC (1-855-496-8462)

Access our referral form: <https://www.sevenhills.org/cfbh>.

- **Therapeutic Groups for Parents and Caregivers** in English
- Teen Parent Apartments Program (combination of DTA/DCF/HUD)
23-33 Boylston St. Worcester, MA
- Teen Living Program (Only DCF/DTA)
321 Burncoat St. Worcester, MA
- **Positive Parent Coaching Program**
70 James Street, Worcester
·Intensive, personalized coaching program that provides hands-on training, education, advice and assistance in specific areas selected by parents.
- **Transitional Living Program (TLP):** provides transitional age mother's struggling with homeless a safe, supportive temporary shared living environment, case management and access to mental health treatment. The goal is to help young mothers build stability and self-reliance, as well as access to community based resources with housing permanency. Mothers who are 14-22 years old and in their 2nd trimester or greater with up to 3 children can access this service.
Self-referrals are accepted for the HUD beds located at 23-33 Boylston St.
All DCF/DTA referrals MUST be vetted through the Teen Parent Contract Manager at DCF (Kellie Ann Hurley is the contact for Central Region).
- **Young Parent Support**
Free and mobile case management/psycho-education service in the Southern Worcester County supporting transitional age youth who are at risk of pregnancy, who are pregnant and/or parenting, LGBTQ spectrum and high risk of homelessness etc.. AT RISK YOUTH is our population.

Substance Use Services

Information provided by the Worcester Parents in Recovery Action Group

MA substance Use Hotline: Free / confidential / 24-7
800-327-5050

First Step:

Get a Recovery Coach!:

For support, help removing barriers, and to guide you through the system!

- Family Continuity (FCP): 508-234-4181 / Mass Health Covered MBHP & Beacon)
 - The Multicultural Wellness Center
 - 250 Commercial Street, suite 330 / 508-752-4665 / MassHealth Covered
 - ATR (Access to Recovery)
 - 101 Pleasant Street Worcester / 508-733-8792 / <https://www.ma-atr.org>
 - **Needs referral from a clinician or a halfway house*
 - Choice Recovery
 - FREE Telephonic Recovery Coaching Support
 - Call / Llama / Text 413-272-8520 email: Recovery@choicerecoverycoaching.org
-

Pregnant or a New Parent?

Create a Plan of Safe Care!

Work with your provider to create a family plan that can support your needs and help to keep your baby safe & healthy.

More info: www.healthrecovery.org/safecare

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Pregnant or a New Parent?
Continued:

The Green Clinic at UMass Memorial:

- Provides pre- and postnatal care to help ensure the health of you and your baby in a supportive and non-judgmental environment.
 - 508-344-6388.
 - They partner with you!
-

Find Treatment!

Call the Massachusetts
Substance Use Hotline!
<https://helplinema.org/>

*They can help you find openings in the
level of care you need
800-327-5050*



Peer Support

EveryDay Miracles: 25 Pleasant Street
508-799-6221/ www.facebook.com/EDMPeer
NOWA: 9 Spring Street. Whitinsville, MA / 508-266-0210 /
www.nowarsc.org
KIVA Center: 508-751-9600
Genesis: 508-831-0100
Veterans Services: 508-791-1213

General Info

'Stigma Free Worcester' App
MARSJ Road App:
Up-to-date bed availability . www.marsi.org/
AA: 508-752-9000/ NA: 866-624-3578
Alanon: 508-366-0556
Suicide Hotline: 1-800-273-8255
FOR APP with ZOOM LINKS TO
MANY RESOURCES:
<https://nowaedm.glideapp.io/>

Housing:

Get on Waiting Lists as early as possible for Halfway Houses & Affordable Apts.

Residential & Halfway Programs:

For Women:

Advocates Linda Fay: 508-755-8088
CHL Faith House: 508-438-5625
CHL Beryl's House: 774-243-6995
SMOC Rhodes to Recovery: 508-581-7821
Miranda's House: 508-860-1005
Catholic Charities in Leominster: 978-840-0696
Co-occurring MH and SUD
Jana's Place: 508-762-9660 (for female victims of sexual exploitation with co-occurring SUD)

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HOUSING CONTINUED:

For Men:

Channing: 508-755-8088
CC Crozier House : 508-860-2216
Dismas House: 508-799-9389
Hector Reyes: 508-459-1801
Jeremiah's Inn: 508-755-6403
OHD Phoenix Rising: 857-236-2074
Spectrum's Young Adult Program (ages 18-25):
508-892 1010
Veteran's co-occurring MH/SUD residential - Shrewsbury

Co-Ed:

Spectrum Westboro: 508-898-1570
Salvation Army: 508-799-0528 x102
Washburn House co-ed co-occurring MH/SUD residential
The Willing House: 508-459-3262
Worcester Community Housing Program (CHL) temporarily located at
162 Chandler St., 2nd floor 508-438-5624. Helps parents reunifying within
30 days.
North Village Community Housing Program: 18 Village Way in Webster
MA. P: 508-949-8729

Pregnant & Parenting:

SMOC Rhodes to Recovery, Beryl's &
Faith House (see above)
Orchard Street in Leominster: 978-537-3109 – family residential treat-
ment, mothers & children

****Go to EDM or MARS mobile APP for listing of Sober Housing***

Additional Resource Information:

Access to Recovery (MA-ATR):

In Worcester call 508-459-9645 / www.ma-atr.org

- Provides vouchered services to help participants on the road to recovery / recovery support services
- Such as recovery coaching, basic needs, employment services, etc.
- *Some services being offered virtually at this time.

Adcare Hospital of Worcester, Inc.

107 Lincoln Street Worcester, MA 01605 / 508-799-9000

- 24 hour admission and referral: 1-800-ALCOHOL
- Inpatient alcohol and drug detoxification and rehabilitation for adults
- 95 Lincoln Street (outpatient) / 1-800-ALCOHOL
- Day and evening intensive programs
- Individual and family counseling
- Outpatient detoxification
- Free informational family and friends program
- Worcester outpatient parenting program

AIDS Project Worcester John McKee Care Center

85 Green Street Worcester, MA 01604 / (508) 755 3773 / <https://www.aidsprojectworcester.org/> Working remotely

- STD (sexually transmitted disease and hepatitis C treatment, detox referrals, needle exchange, bleach kits, condoms, Narcan refills, etc.
- If you need help with detox, MAT, Clean syringes call 508-414-1055
- If you are HIV+ and need services call or tex 508-667-9246
- If you have COVID symptoms and would like to speak to a nurse call 617-724-7000

Alcoholics Anonymous: (508) 752-9000 / <https://www.aaworcester.org/Homepage.aspx?GRP=WAI>

Many meetings are online at this time

AI-Anon: 508-366-0556 / <https://ma-al-anon-alateen.org/> *online now

- For people affected by someone else's drinking

Arbour Hospital

Immediate Availability! / 617-390-1409

Substance Abuse Outpatient Program (SOAP) Structured Outpatient Addiction Program

Clean Slate Center

411 Chandler Street, Worcester, MA 01602 / 508-471-5600

<https://www.cleanslatecenters.com/worcester-ma>

- Medication assisted treatment (Suboxone, Vivitrol) for opioid & alcohol use disorder.
- Insurance based.

Community Healthlink, Inc.

72 Jaques Avenue, Worcester 01610 / (508) 860-1000

- Behavioral Health and Addiction Urgent Care open 24/7/365 for walk-in addiction treatment or mental health emergencies (at 12 Queen Street, basement level)
- Inpatient detox
- Intensive post-acute recovery clinical stabilization services (PASSages)
- Transitional support services (TSS) for substance use recovery.
- Substance use counseling.
- Types of Care: Residential short-term treatment (30 days or less), Outpatient, Partial hospitalization/day treatment
- **MYR (Motivating Youth Recovery) of Community Healthlink**
26 Queen Street, 5th floor, Worcester, 01610 / (508) 860-1244
- Acute care and stabilization service for adolescents ages 13 – 17

Counseling and Assessment Clinic of Worcester

51 Union Street, Suite 105, 01608 / 508-756-2005 / cacworcester.org

Working remotely: Call +1 (508) 756-5400 or make a referral online.

<https://www.cacworcester.org/referrals>

- Structured Outpatient Addiction Program (SOAP).
- First Offender Program / Second Offender Aftercare Program
- Group therapy & Outpatient Counseling.

Family Continuity (FCP): 508-234-4181

MassHealth Covered (MBHP & Beacon

NOWA: No One Walks Alone Recovery Support Center www.nowarsc.org

9 Spring St. Whitinsville, MA 508-266-0210

- Recovery Coach Services

Family Health Center of Worcester

26 Queen Street, Worcester MA 01610 / Phone: 508-860-7800

- Office-Based Addiction Treatment and Recovery Support

Homeless Outreach and Advocacy Program, 162 Chandler Street,

Worcester, MA 01609 Phone: 508-860-1080

- Office-Based Addiction Treatment and Recovery Support

FIRST Steps / mboudreau@mocinc.org / 978-602-7437

- A home visiting program to support parents working on their recovery.
- open to any person 18 years of age or older, who has used opioids and/or stimulants in the past or present, and who is pregnant or expecting a child, or has at least one child age 5 or younger.

Learn to Cope / 508-738-5148 / learn2cope.org

Offers education, resources, peer support and hope for parents and family.

****Update:** Meetings are being held virtually. Stay Connected! Please check our website and Facebook page for updates. Our office staff will be available for questions at (508) 738-5148. For 24/7 peer-support please visit our private discussion board.**

<https://www.learn2cope.org/>

<https://www.facebook.com/LTCHope/>

LIFT (Living in Freedom Together) <https://liftworchester.org/>

774-243-6025 / Services for survivors and victims of commercial sexual exploitation, ages

Peer support for all ages, court advocacy, healthcare, etc.

- **Jana's Place**—recovery home for women exiting prostitution and recovery from substance use disorder.
- **HARBOR** (Healthcare, Advocacy, Room + Board, Outreach, Rehousing) a drop in center for female identifying individuals at risk of, or who have experienced commercial sexual exploitation and 15 bed zero barrier access shelter. 508-556-6101

LUK Substance Use Treatment Services / 1-800-579-0000

Central Referral Line: 978-829-2222 / 800-711-4585 / Referrals@LUK.org
40 Southbridge Street, Worcester, MA / *Serves all of Central MA

Outpatient and substance use counseling

Homebased Substance Use Program: For youth and young adults ages 12-25, a treatment program for youth recovering from substance use or dependence using two evidence-based models:

- **ACRA:** The Adolescent Community Reinforcement Approach
- **ACC:** The Assertive Continuing Care: providing continuing care for adolescents

Understanding Addiction and Recovery: Psychoeducational support group for caregivers and loved ones of those struggling with addiction.

Mass. Council on Compulsive Gambling

www.masscompulsivegambling.org / Helpline: 1-800.426.1234

Multicultural Wellness Center

NEW: 44 Front Street, Suite 200, Worcester, MA 01608 / 508-752-4665

- Individual counseling and group therapy around addiction
- Recovery coaching

Narcotics Anonymous: Central Massachusetts Area

1-866-NA-HELPU (1-866-624-3578) / <https://www.na.org/meetingsearch/>

Many groups are meeting remotely at this time.

Rockdale Recovery High School

20 Rockdale Street, (2nd floor) Worcester , MA 01606 / [https://](https://www.cmasscollaborative.org/Recovery_High_School)

www.cmasscollaborative.org/Recovery_High_School

508-538-9102/ www.cmsec.org / Open!

- Public High School that integrates recovery supports for students in recovery from chemical addiction
- Open to students of the Central MA Area

Savida Health

121 Lincoln Street, Worcester Mass (508)890-0990 / [https://](https://savidahealth.com/opioid-addiction-treatment-worcester-ma-1/)

savidahealth.com/opioid-addiction-treatment-worcester-ma-1/

- Outpatient MAT
 - Suboxone, Vivitrol and Sublocade
 - Counseling and Case management services
 - Same day Appointments available Most insurances accepted
- Apply by phone, walk in or online

Seven Hills Behavioral Health, an integration of YOU, Inc., Children's Friend and Family Services of Central MA—see page 159**South Bay Community Services**

324 Clark St. 2R Worcester, MA 01606 Phone: 508-791-4976

- Individual, family, and couples counseling
- Mental Health & Substance Use Evaluations

Spectrum—Every Day Miracle Peer Recovery Support Center

25 Pleasant Street, Worcester, MA / (508)799-6221

<http://www.everydaymiraclesprsc.org/>

*Many groups are virtual—call or visit website to get listing

- Support groups
- Recreational activities and social events
- Treatment access into an ATS, CSS and or residential housing Referrals

Computer access for housing, employment, and resume building- 160

Facebook page <https://www.facebook.com/EDMPeers> Instagram page:

<https://www.instagram.com/everydaymiraclesprsc/>

Spectrum Health Systems, Inc.
1-877-My-Rehab (1-877-697-3422)

Overall Services:

- Adult & Adolescent Substance Use Treatment,
- Detoxification, Medication Supported Recovery,
- Outpatient Services & Residential Programs.

Spectrum Outpatient Services:

585 Lincoln Street, Worcester, MA 01605 / (508) 854-3320

- Methadone clinic
- Outpatient substance use counseling

105 Merrick Street, Worcester, MA 01607 / (508) 797-6100

& 475 Pleasant Street, Worcester, MA 01609 / (774) 670-4744

- Outpatient substance use counseling
- Methadone, Vivitrol, and Suboxone treatment
- Driving under the influence education programs
- Adolescent substance use treatment

YOU, Inc., NOW Seven Hills Behavioral Health, an integration of YOU, Inc., Children's Friend and Family Services of Central MA

View program descriptions & Access our referral form: <https://www.sevenhills.org/cfbh> or call our Central Referral Line: 1-855-496-8462
Services are offered throughout Worcester County, Northern Worcester County, Milford, Southbridge, and Worcester

Services for youth and families include:

- Adolescent substance use services based in Worcester
- For ages 13-18, most insurances accepted.
- Services for transitional age youth.
- Services may include: individual therapy, family therapy, group therapy, comprehensive case management, substance abuse evaluations, and access to wrap around services

Smoking Cessation

- **Massachusetts Smokers' Helpline** – Call 1-800-QUIT-NOW
Apply online: <https://ma.quitlogix.org/en-US/> FREE
- For additional resources on quitting visit www.makesmokinghistory.org.
- **Nicotine Anonymous** / www.nicotene-anonymous.org 161
- is a non-profit 12-step fellowship of men and women helping each other live nicotine-free lives



Support, Clinical & Education Groups for Parents & Children In Worcester



AdCare

95 Lincoln Street, Worcester, MA 01605 / 508-453-3053

- Outpatient Parenting Program
 - Informational Family Program
 - Various early recovery groups
- 107 Lincoln Street, Worcester, MA 10605 / 508-799-9000
- Family and Friends Support Group for participants who are coping with the effects of a loved one's alcohol/drug use or recovery

Adoption Journeys at Child & Family Services of Central MA

330 SW Cutoff, Suite 101, Worcester, MA 01604 / 1-800-972-2734 / 508-459-2339

<https://child-familyservices.org/adoption-journeys-program-components/>

- Adoption parent support group
- RAD (reactive attachment disorder) support group.

AIDS Project Worcester

85 Green Street, Worcester, MA 01604 / 508-755-3773

* Virtual at this time! See their COVID Updates: [https://](https://www.aidsprojectworcester.org/covid-19-updates/)

www.aidsprojectworcester.org/covid-19-updates/

- HIV+, transgender, and LGBTQ support groups
- SWAGLY: for LGBTQ youth and their allies ages 12-22

Angel's Net Foundation

114 Main Street, Lower Level, Worcester, MA 01608 / 774-261-4232

Mailing address: 360 West Boylston St., Suite 213, West Boylston, MA 01583

*services are offered remotely at this time.

- Support group for immigrant and refugee women from Africa

Arbour Counseling

411 Chandler Street Worcester, MA 01602 / <https://arbourhealth.com/>
508-799-0688 x247 / Groups are in-person

- Therapeutic Partial Hospitalization Program for teens age 13-18 and adults 18+

Autism Resource Center of HMEA

71 Sterling Street West Boylston, MA 01583 / 508-835-4278

*Many Groups & Classes Now Online for children and parents! <https://www.autismresourcecentral.org/>

- Various support & educational programs for individuals with autism and their caregivers

Belmont AME Zion Church

55 Illinois Street, Worcester, MA 01610 / 508-754-4539

*On hold due to COVID. Call for more information

- Financial literacy and support program
- Yes We Care After School Program

Center for Living and Working

484 Main Street, Suite 345, Worcester, MA 01608 / 508-798-0350

<https://www.centerlw.org/> / Groups are virtual at this time

- Various support groups for individuals with disabilities
- Transition to Adulthood program
- We are collaboratively hosting a monthly 2021 Healthy Relationship Support Group with YWCA Central Massachusetts and Our Deaf Survivors Center, Inc., which started in January and will continue until June. We will be offering another series in the fall.
- DHILS (Deaf and Hard of Hearing Independent Living Services) is also offering a monthly Consumer Zoom Chat. And we have community education presentations on various different topics every few months.
- Spinal Cord Injury Group
- Financial Literacy
- Housing Workshops
- Other Workshop and Events
- Youth Workshops and Events

CENTRO

11 Sycamore Street Worcester, MA 01608 / 508-798-1900

- Family support services
- Latino Elder Program
- Autism support group
- Coffee Time— supports group for any parent

Clearway Clinic

358 Shrewsbury Street, Worcester, MA 01604 / 508-438-0144

- Abortion recovery support group
- Pre-natal class
- Worcester Office Hours : Mon., Tues., Wed.: 10am – 4pm

Community Healthlink Youth & Family Services

335 Chandler Street, Worcester, MA 01602 / 508-791-3261

- Various groups offered throughout the year on such topics as:
- Art 1 for adolescents Mindfulness Art Making
- Mindful group for teens ages 14-18 struggling with anger, depression and pandemic related stress
- Empowerment group for LGBTQ+ youth
- Sound Off—music therapy for youth ages 14-18
- Empowering Families—for Caregivers

The Compassionate Friends

111 Park Avenue, Worcester, MA 01609 / Gene and Sue (508) 347-0981

go to: <https://www.compassionatefriends.org/chapter/worcester-chapter/>

- Grief support group for adults who have suffered the death of a child

Creative Minds of Seven Hills Family Services

A meet up group for Adult Survivors of Brain Injury

[Bit.ly/CreativeMindsABI](https://bit.ly/CreativeMindsABI)

Or contact Heather at 978-230-1982 or hpoulos@sevenhills.org

Counseling and Assessment Clinic

WORCESTER OFFICES: <https://www.cacworchester.org/info@cacworchester.org> / 508-756-5400

*services being offered currently via telehealth

255 Park Avenue, Suite 804, Worcester, MA 01609 (508) 756-5400

Substance Addiction Recovery Program

38 Front Street, 5th Floor Worcester, MA 01608 (508) 756-2005

*services being offered currently via telehealth

- Outpatient group therapy (Anger management, Nurturing Parents, Dual diagnosis, Substance addiction education)
- First offender driver alcohol education (DAE); Second offender aftercare program (SOA)

Diamond is the Sky

P.O. Box 20234, Worcester, MA 01602 / 774-823-5016 / www.dits.org

- Social activities and programs for people of all ages and special needs and their families

Edward M. Kennedy Community Health Center

19 Tacoma Street, Worcester, MA 01605 / 508-852-1805

- Refugee Groups

Elder Services of Worcester Area, Inc.

- Grandparents Raising Grandchildren Support Group: Support Group via Zoom, second Tuesday of each month at 6:30 pm. Contact: Deb Dowd-Foley at ESWA, 508-756-1545 or ddfoley@eswa.org
- Rainbow Lunch Club and Rainbow Supper Club for LGBTQA Elders 60 and older / 508-756-1545 x 339 Currently on hold during the pandemic, however LGBT Peer Workers are available to provide information, referrals and weekly check in phone calls. Please reach out to ESWA for more information 508-756-1545 ext. 404 or ext. 339; also available by email WLEN@eswa.org
- Caregiver support group

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Kiva Wellness Center (Central Mass Recovery Learning Center)

209 Shrewsbury Street, Worcester, MA 01604

(508) 751-9600 / www.centralmassrlc.org

- Run by and for people with mental health conditions 18 years and older. Peer-to-peer services and online peer-run programs.

*offering virtual supports between 10:00AM and 6:00PM M-F. Call (508) 751-9600 or email info@kivacenters.org for more info.

Go to <https://kivacenters.org/peer-support/worcester/> for information on their current groups and services

Zia Young Adult Access Center At the Kiva Center, 209 Shrewsbury St /

*meeting virtually at this time—

Go to <https://ziacenter.com/> or call 508-751-9600

- Community of young adults ages 16-22 who may be struggling with mental health, substance use, trauma or feeling disconnected.
- Peer support, community, and resource connections

Learn to Cope—see page 153

- Peer-led support network for families and friends dealing with addiction and recovery. Must be at least 18 years old to attend.

LUK Crisis Center 40 Southbridge Street, 4th floor, Worcester, MA 01608
508-762-3000 / 1-800-579-0000

- Therapeutic group for anyone affected by or operating under the influence incident: call 508-762-3056
- Support for parents/guardians of adolescents who are using or in recovery using the CRAFT model: call 978-829-2248

MEDA: MA Eating Disorder Association

<https://www.medainc.org/> 888-350-4049

- Free Drop in Group for Family and Friends Mon 6:00 pm – 7:00 pm:
- EmbodiED (For those recovering from Binge Eating Disorder) Wednesdays 6:00 pm – 7:00 pm: This 8 week group
- Teen Recovery Group Tuesdays 7:30 pm – 8:30 pm: For those 13-17, all genders, seeking to work on recovery and body image.
- Getting Unstuck (Formerly Adult Mixed Symptom) Thursdays 7:00 pm – 8:00 pm
- Body Image Group Tuesdays 12 pm – 1 pm: For those seeking a build a better relationship with their bodies. Ages 18+, All genders welcome.
- Almost Recovered Wednesdays 5:00 pm – 6:00 pm For individuals who are not actively engaging in behaviors and who seek to process life in recovery, ages 18+, all genders, 8 week group.

Mosaic Cultural Complex / 774-823-6181

- Mosaic circle groups: Fathers' circle, peace circle and trauma circle for men ages 17+.
- Currently on hold due to COVID but call

MSPCC (Eliot)

108 Belmont Street Worcester, MA 01605

508-753-2967 / 1-800-442-3035. Services offered Virtually:

- CSTAR (Child Sexual Abuse Treatment and Recovery Program)
 - Support group for youth who has been sexually abused / assaulted (ages 4-18)
 - Support group for caregivers of youth who have been sexually abused/assaulted (see groups below)
- Healthy Families Parent Support Group for parents enrolled in MSPCC's Healthy Families Program
- Adoptive Families Together (AFT)
- Caregivers Navigating Trauma in Youth Support Group : 508-612-4230
- Healthy Relationships—ages 14-18 / (781) 879-5217
- Girl's support Group—ages 9-13 / (781) 879-8842

NAMI (National Alliance on Mental Illness) of Massachusetts

Go to www.namimass.org

- NAMI Massachusetts provides free education and support programs around Massachusetts for people diagnosed with mental health conditions and their families.
- The COMPASS Helpline at NAMI Massachusetts helps people navigate the complex mental health system and find resources for themselves or others: 617-704-6264 or compass@namimass.org
- **NAMI of Central MA:** FREE support and educational groups / 508-386-3562

Open Sky Community Services (formerly the Bridge of Central MA)

4 Mann Street, Worcester, MA 01602 / 508 -755-0333 x1142

- Safe Homes: support group for LGBTQ youth and allies
- T-Time: support group for transgender and gender-nonconforming youth
- PFLAG: support group for parents, families, and friends of the LGBTQ community

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Parent Professional Advocacy League-PPAL

Worcester Office T.(508) 767-9725/F.(508) 767-9727

a statewide family organization improving the mental health and well being of children, youth and families through education, advocacy and partnership.

- Hispanic Support Group twice a month
- Parents of Transition Age Youth (P-TAY)
- Family Network Social

LIST OF STATEWIDE GROUPS: <https://ppal.net/find-help/support-groups>

Parents Helping Parents at Family Services of Central Massachusetts

- Parental Stress Line: for those who can't attend meetings or who would like to discuss problems on an emergency basis
Call 1-800-632-8188, 24 hours a day.
- MANY Free weekly parent support groups: <https://www.parentshelpingparents.org/onlinegroups>. For more information please contact Richie at richie@parentshelpingparents.org or 617-926-5008, ext 106.
 - Parenting Group for Parents working with Department of Children and Family Services (DCF)
 - Online Support Group for Parents with Teens with Special Needs
 - Parenting Support Group for Mom's who were Formerly Incarcerated
 - Parenting Teenagers Support Group
 - Lunch and Learn Online Parenting Group
 - Meetup Monday Parenting Connection
 - Informal Social Parenting Group

Pathways for Change

588 Main Street Worc., MA 01608 508-852-7600 / Hotline: 1-800-870-5905

- Support groups for rape survivors, adult survivors of childhood sexual abuse/incest, teens, college age, Latino/a (Spanish speaking), male survivors, LGBT (adult and youth), deaf survivors & ASL speaking survivors, survivors with disabilities, and non-offending family, friends, and partners. Also:
 - Sexual Exploitation Survivors
 - Teen & Adult Survivors
 - Deaf Survivor's Program & ASL Speaking Survivors 168
 - Spanish, Portuguese & Vietnamese Speaking Survivors Groups

Pernet Family Health Service

237 Millbury Street, Worcester, MA 01610 / 508-755-1228

*all groups are virtual at this time

- Nurturing Fathers Group
- Parenting Classes (DCF referral required)
- Early intervention groups—ON HOLD right now

St. Francis Adult Day Health

101 Plantation Street, Worcester, MA 01604

508-755-8605 x258 (use 37 Thorne Street Entrance)

- Support group for caregivers of elders and disabled adults
- Virtual via zoom. Go to Saintfrancisrehab.com for dates & times

Samaritans

We have made some temporary changes to our programs during the COVID-19 pandemic:

24/7 Crisis Services: Our Helpline remains open 24/7 for calls and texts at 877-870-4673 as our volunteers work remotely to answer your calls and texts.

Grief Support Services: SafePlace meetings will be held virtually via Zoom until further notice: Tuesday, Wednesday, and Thursday evenings from 6:30 - 8pm.

Please visit our Grief Support Services page for information on virtual SafePlace meetings. <https://samaritanshope.org/our-services/grief-support-services/>

Community Education & Outreach: Mental health is hard to talk about. Learn how at one of our suicide prevention webinars. Our regularly scheduled webinars will be held on Tuesdays at 2 p.m. EST. These webinars are open to the public, but registration is required. See more details, including registration links, on our Community Education & Outreach page.

<https://samaritanshope.org/our-services/community-education-and-outreach/>

Seven Hills Behavioral Health, an integraton of YOU, Inc., Children's Friend and Family Services of Central MA—see page 172**Southeast Asian Coalition
YOUTH SUPPORT GROUP**

484 Main Street, Suite 400 Worcester, MA 01608 / 508-791-4373

Youth Effect: drop-in services and activities for ages 9-19

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South Bay Early Childhood

548 Park Avenue, Suite B Worcester, MA 01603 / 774-823-1500

- Toddler Play Group
- Positive Solutions for Families: parenting course
- Baby and Me: for mothers and their babies under 18 months

Straight Ahead Ministries

791 Main Street, Worcester, MA 01610 / 508-753-8700

- Offers services for youth 16– 25 as they leave the juvenile justice system and transition back into their communities.

Training Resources of America

2 Foster Street, 3rd floor, Worcester, MA / 508-753-2991

- Young Parents Program for 14-24 year olds who are pregnant or parenting and receiving TAFDC

Central MA Tobacco Free Community Partnership

University of Massachusetts Medical School

https://drive.google.com/file/d/1JKL72rYv8zgbwR_-g40SMzBGHcToTYi/view?usp=sharing / 508-856-5067

- Provide resources about smoking cessation health benefits
- Work with young people in exposing tobacco industry tactics in their communities

UMass Memorial Children's Medical Center

Resource Parent Curriculum

Workshops for Foster Parents who are Caring for Children with Trauma

Email zlatina.kostova@umassmed.edu

FaCES clinic is 774-443-7962

The Resource Parent Curriculum is an 8-session course (16 hours of credit) that provides support and helpful tips and tools for parents who are raising children who are in, or have been in, the child welfare system or institutional care.

YOU, Inc. Worcester Family Resource Center, & Community Connections Coalition an affiliate of Seven Hills Foundation

We have opened for walk ins as of 02/07/2021 but we offer remote appointments upon request .

484 Main St , Suite 460 (4th floor), Worcester, MA 01608 / 508-796-1411

*NOTE: Groups are being held virtually although we are planning to start in person groups . Call the Center for additional information:

- Active Parenting of Teens
- Nurturing Families Program
- Nurturing Fathers Program
- Parenting Journey in English and Spanish – A reflective journey to better understand ourselves as parents

Worcester Family Partnership

130 Leeds Street , Worcester, MA 01606 / 508-799-3136

For parents and their children ages birth to 8.

* Play Groups

* Parent Workshops & Family Activities

* Parent-Child+ Program home visits for children 2-4 years old.

* . Information, referrals and support provided

Worcester Senior Center

128 Providence Street, Worcester, MA 01604 / 508-799-1232

- Low vision support group— On hold during COVID
- African American, Vietnamese, Chinese, Arabic, Latino, and Albanian Elder Groups

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YOU, Inc., an affiliate of Seven Hills Foundation
**NOW Seven Hills Behavioral Health, an integraton of YOU, Inc.,
Children's Friend and Family Services of Central MA**
Access our referral form at <https://www.sevenhills.org/cfbh>
Central Referral: call 1-855-496-8462

Outpatient therapy groups for treatment and support in a variety of areas.
Serving Worcester County from Gardner to Southbridge:

- DBT skills group for teens (ages 13-17)
- Parenting: Love More, Fix Less: For parents/caregivers of children under age 18
- LGBTQ+YOU group for adolescents
- Healthy Relationships groups for girls ages 9-17
- Coping & Calming groups for children, adolescents, and adults
- The Carriage House grief support groups for children and their caregivers who have experienced the death of an immediate family member or household member

YWCA & the Center for Living and Working

2021 Healthy Relationship Support Group

WEDNESDAYS 1:00 – 2:30 PM / **On Zoom!**

March 3: COVID Impact on DV

April 7: Tech Safety

May 5: Safety Planning

June 9: How to be an Ally/Self-care

MUST RSVP TO: Denise Paro / dparo@centerlw.org / 508-556-1600

YWCA

1 Salem Sq., Worcester, MA 01608 / 508-767-2505

- YWCA Central MA Domestic Violence Services Support Groups (508) 755-9030 (Hotline) / www.ywcahelp.com
- Young Parent Program (YPP) (out-of-school) ext. 3010
- ENCOREPlus: Breast / Reproductive Cancer Support Group ext. 3022



Free Tax Preparation



(For qualifying households with income of less than \$57,000 & depending on household size)

Take the Earned Income Tax Credit if you can!

EITC is a federal tax credit program for low-to-moderate income workers.

Worcester Volunteer Income Tax Assistance (VITA)

- Main South Community Development Corporation 875 Main Street, Worcester 508-752-6181; vita@qcc.mass.edu VIRTUAL (Se habla español) DROP-OFF: Tuesdays, Wednesdays, Thursdays (1:00-3:00PM)
- The Community Builders at Plumley Village Job Development Center 16 Laurel Street, Worcester; 508-770-0508 IN-PERSON (Se habla español) By Appointment: Tuesdays, Thursdays, Saturdays
- Worcester Community Action Council (WCAC) 484 Main Street, #202, Worcester www.wcac.net/vita; vita@wcac.net VIRTUAL (Se habla español) Apply online: www.GetYourRefund.org/WCAC DROP-OFF: Tuesdays (5:00-7:00PM), Wednesdays (3:00-7:00PM), Fridays (9:00AM - Noon), Saturdays (9:00AM - Noon)
- Worcester State University 486 Chandler Street, Worcester; 508-929-8424 www.worcester.edu/vita; vita@worcester.edu VIRTUAL Apply online: www.GetYourRefund.org/wsu

Make Sure to Receive the Child Tax Credit!!!

families and individuals with low or no incomes across Massachusetts could get **thousands of dollars** in federal payments this year due to recent policy changes - even if they have never filed taxes before. Now more than ever, it is important to get money to the families who need it.

This money could include any missed Stimulus Payments, the Earned Income Tax Credit, and the expanded Child Tax Credit. To get this money, people need to file a tax return. *For example - a single parent of 3 children (ages 3, 12 and 15) made \$10,000 last year and have not filed taxes before. If they file, they could get **over \$15,000** in tax payments.*

Telephone Programs & Internet Assistance



Government supported programs that provide a free cell phone and airtime each month for income-eligible customers:

- **Assurance Wireless**
Go To <https://www.assurancewireless.com> to enroll or for Enrollment Support call: *1-888-898-4888*.
 - **SafeLink Wireless**
Go To <https://www.safelinkwireless.com> to enroll or for Enrollment Support call : *1-800-Safelink (723-3546)*
-
-

INTERNET COST FINANCIAL SUPPORT

Worcester Students Connected

As your student attends school at Worcester Public Schools, your household is eligible to receive up to a \$30 a month discount on Internet service. Follow the steps below to take advantage of the Affordable Connectivity Program (ACP) - a federally-funded program to help households affordably connect to the Internet.

Apply Online at [ACPBenefit.org](https://www.acpbenefit.org) (click "apply now") or contact a participating broadband provider directly.

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Transportation



WRTA (Worcester Regional Transit Authority) BUS SERVICE

The Busses are now fare free until 2023!!!

WRTA Customer Service Center

60 Foster Street Worcester, MA 01608 - 'The HUB'

Customer service: 508-791-9782 (WRTA)

www.therta.com

*Call to obtain NEW route information & to
find out where bus schedules are distributed*

WRTA Travel Training—FREE training for anyone (13 years and older) on how to safely and independently ride the bus system. 508-453-3451 or ttrainer@therta.com
For more information: <https://www.wrtaparatransit.com/wrta-travel-training.htm>

MassHealth Transportation Program

Families on MassHealth may receive funds for transportation services for health care services via Yellow or Red Cab. *(Includes mental health appointments and some after school programs)*

Go to <https://www.mass.gov/how-to/request-transportation-for-a-member> to create a Customer Service Web Portal Account and for more information.

You can also call the MassHealth Customer Service 1-800-841-2900

Brochure for families: <https://www.mass.gov/media/7186/download>

Red Cab: 508-792-9999

Yellow Cab: 508-754-3211

High Limo Taxi: 508-754-1414

Worcester Earn-a-Bike, 4 King Street, Worcester MA 01603 / 508-614-9322 / Office currently closed due to COVID but please call
Community bicycle shop dedicated to teaching people bicycle maintenance

Veterans & Their Families

Veterans Inc.

69 Grove Street, Worcester, MA 01605

(508) 791-1213 / (800) 482-2565 or info@veteransinc.org

New England's leading provider of support services to veterans and their families

- Support services include housing programs, counseling, employment & training, family programs, benefits counseling and advocacy, transportation, temporary financial assistance, health and wellness, food services, and women & childcare services.
- Operates a dry emergency shelter and many other supportive services for veterans including nutritional aid, counseling, referrals, relapse prevention groups, work therapy, medical help, education, and legal aid.
- Women's Programs

Division of Veterans' Services for the City of Worcester

City Hall / 455 Main Street, Room 101, Worcester MA / 508-799-1041

Provides assistance for eligible veterans and dependents for:

- Housing allowances for everyday living expenses such as food, rent, heat, etc.
- Payments for medical expenses such as prescriptions, eyeglasses, visits to a doctor, dentist, or hospital.
- Additional referrals to other sources of possible income such as the United States Social Security Administration and the Department of Veterans Affairs.

Worcester Vet Center

255 Park Ave., Suite 900 Worcester 01609 / 508-753-7902

- Readjustment counseling for combat veterans

Veterans Affairs Central Western Healthcare System

www.centralwesternmass.va.gov/locations/worcester.asp

Worcester Community Based Outpatient Clinics

- 605 Lincoln Street, Worcester, MA 01605
- 377 Plantation Street, Worcester, MA 01605
- 55 Lake Ave. North (UMass Medical Campus, Ambulatory Care Center, 7th floor), Worcester, MA 01605

800-893-1522 ext. 6 / 413-731-6007 / CONTINUED ON NEXT PAGE

- Primary and preventative health care for returning veterans
- Mental health services to any veteran with honorable discharge.
- LGBTQ veterans welcome
- Treatment provided for post-deployment transition, PTSD, anxiety, anger, depression, substance use, sleep disorders

Veterans Crisis Line

Confidential help for veterans and their families / 1-800-273-8255 Press 1

- National Suicide Lifeline in Spanish: 1-888-628-9454
- Online chat at www.veteranscrisisline.net
- Text to 838255 / TTY 1-800-799-4889

Project New Hope Inc.

70 James St. Suite 157 Worcester, MA 01603 / (508) 713-3362 or smwilder@projectnewhopema.org <https://www.projectnewhopema.org/>
Operates a food and baby pantry every first and third Saturday of the month, 9am-12pm – call 508-762-9738 for more info

- Offers retreats throughout the year for veterans and caregivers
- Organizes several adopt-a-family and donation drives including Operation Jeepers Christmas and the Back-to-School Brigade

Easter Seals of Massachusetts

Denholm Building, 484 Main St. Worcester, MA 01608
(508)-751-6315 or veteranservices@eastersealsma.org
<https://www.easterseals.com/ma/our-programs/military-veteran-services/>

- o Intensive employment services for homeless women veterans and veterans with dependent children
- o Seminars and workshops open to all veterans and spouses (budgeting, federal/state/municipal benefit overview, health care resources, mental health and addiction resources, and career planning).
- o Community groups comprised of and led by veteran peers

American Red Cross

2000 Century Drive, Worcester, MA 01606 / 508-595-3700 / www.redcross.org/ma/worcester / christine.platzek@redcross.org

- For active duty members, veterans, and their families: live and virtual workshops on interpersonal communication, relaxation strategies, coping with deployments, caregiver resiliency, parent-child reconnection, child development, and coping skills for teens
- Emergency communications during a family crisis
- Assistance connecting to community resources
- Health and safety career training opportunities.

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VOTING
and Reaching Your Public Officials
Voting is Power!!



Who Are Your Public Officials??
They Work for YOU!!

City's Customer Service Number:

General complaints; (broken street lights, holes in road, trash, etc):
508-929-1300

Mayor's Office: **508-799-1153**

City Manager's Office: **508-799-1175**

City Councilors Office: **508-799-1049**

School Superintendent's Office: **508-799-3115**

Worcester School Committee: **508-799-3032**

To find your other public officials:
School , City, State, Federal

Go To:

<http://www.worcesterma.gov/elections/elected-officials>

YOU can call or email your public
Officials with your questions
or to help you!

How Do I register to Vote?

<http://www.worcesterma.gov/elections/voter-assistance/voter-registration>

Where Do I Vote?

<http://www.worcesterma.gov/elections/voter-assistance/where-do-i-vote>

Plan a Voting Drive!!:

Having more registered voters in your
neighborhood gets it more attention

***In Worcester, even 50 votes can decide the
winner of an election*

<http://www.worcesterma.gov/elections/voter-registration-drive>

Youth Violence / Prevention Programs

Call first to check availability

Project Night Light 2:

Contact Iggy Garcia, 508-799-8619

- For youth ages 8-18 in active probation status
- Home visits to determine compliance to the conditions of probation
- Partnership of Worcester Juvenile Probation and WPS
-

G.A.N.G. (Gang Awareness Next Generation) Camp

Worcester Police Department in conjunction with Boys & Girls Club

*On hold due to COVID. For more information contact info@bgcworcester.org

- A three week summer program for youth ages 8-14
- Youth can be referred by Worcester Public School, WPD, or BGC members can sign up at the club
- Application available at the Boys and Girls Club of Worcester

Boys & Girls Club GPTTO (Gang Prevention Through Targeted Outreach) / Contact: Josh Brown: 508-754-2686

- Outreach to young people at risk of delinquency and gang involvement . Providing youth with case management and youth development programming as positive alternatives
- For youth ages 11-18

Worcester Youth Center: Lifeline to Opportunity / 508-791-4702

- Outreach, education, and case management to connect at-risk young adults to positive alternatives
- For youth ages 17-24.
- Provide an eight week job readiness curriculum and HiSET testing

PAAL Basketball League

Contact: Officer Patrick Gallagher: 508-799-8696 / 774-696-1938

GallagherPM@worcesterma.gov

*On hold due to COVID but call!

- For 100 youth ages 13-18.
- Runs 3 times per year for a 10 week session.

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PAAL Boxing League

Contact: Officer Thomas Duffy: 508-799-8619 or DuffyTB@worcesterma.gov

- For 50 youth ages 13-19.

AMPP (Arts and Music Police Partnership) at YOU, Inc.'s Worcester Family Resource Center of Seven Hills Foundation!

- Youth ages 13-17 work with local musicians, artists and police officers to create and develop their art
- CONTACT: <https://www.facebook.com/AMPPWorcester/> and <https://www.instagram.com/amppworchester/> whenever possible.
- Or the YOU, Inc. Family Resource Center of Seven Hills Foundation: 508-796-1411
- Website: amppworchester@gmail.com

Fresh Start 508

16 Austin St, Worcester, MA 01608 / 508-796-5528

- Wellness center devoted to the support and education of male youths struggling with the criminal justice system

Crash Course Creations

189 Washington St., Worcester, MA / 508-755-9393

info@crashcoursecreations.com / dan.eastcoastautoworks@gmail.com.

- Program geared toward giving youth practical work experience in the automotive industry.

Legendary Legacy

508-615-8060: Our mission is to equip young men with the tools to maximize their potential. Our vision is to leave the next generation of men in a better condition: spiritually, socially, financially, and physically.

Services Provided: Outreach, Life Coaching, Mentoring, Service Planning, Goal Setting

CONTINUED ON NEXT PAGE

State Agencies

Dept. of Mental Health (DMH)	774-420-3140
Dept. of Developmental Services (DDS).....	508-792-6200
Dept. of Public Health (DPH).....	617-753-8000
Dept. of Telecommunications and Cable.....	800-392-6066
Dept. of Revenue (Child Support).....	800-332-2733
Dept. of Children and Families Worcester West Office ..	508-929-2000
Dept. of Children and Families Worcester East Office...	508-793-8000
Dept. of Transitional Assistance (DTA).....	508-767-3100
Dept. of Youth Services (DYS).....	508-792-7611

*****There is a Great Need for Foster Families in Worcester and the Surrounding Towns!***

**Long Term...Short Term
Change the Future of a Child in Your Community!**

Did you Know?:

- That you can rent or own your own home
- You can decide on the age or gender of the child
- You may be single, married, partnered, divorced or widowed to become a foster parent
- Foster families can decide to provide 10 day short term stays or longer
- All inquiries are handled individually and in confidence

For More Information Please Call: 1-800-KIDS-508
www.mass.gov/dcf

For additional Community Resource Information, Contact:

MASS 211

(Dial 2-1-1 or Toll free 877-211-6277)

**Mon.-Fri., 8:00 a.m.-8:00 p.m., free, confidential information
and referral help line provided by a statewide
collaboration of United Ways & the Massachusetts
Association of Information and Referral Specialists.**

AND

The YOU, Inc. Worcester Family Resource Center of Seven Hills Foundation

484 Main Street, Suite 460 (4th floor)
508-796-1411

- FREE help for families in connecting to community services.
- Various parent educational and support groups
- Assessment and support services for families with children at-risk for court involvement (due to truancy, behavioral concerns, etc.)

To obtain additional copies of this guide,
please contact:
The Family Needs Committee
of the Worcester Community Connection
Coalition of YOU Inc., an affiliate of Seven Hills Founda-
tion: abureau@sevenhills.org

MVP's Barbershop Teen Mentorship Series

258 Grafton Street, Worcester, MA 01604 / 508-792-3334

The Worcester Police Department Clergy Police Youth Partnership

Contact Lt. Sean Murtha at MurthaS@worcesterma.gov

- Mentoring takes place at several local places of worship
- For any 5-18 year olds whose lives have been affected or influenced by alcohol or other drugs, crime, peer pressure and/or violence
- Participating Parishes: John St. Baptist Church: 508-753-4991
St. Bernard: 508-791-3104 / All Saints: 508-752-3766
Emanuel Baptist: 508-756-0009 / First Assembly
of God: 508-852-5733 / Concordia Lutheran: 508-755-7351

Salvation Army

640 Main Street, Worcester, MA / (508)756-7191

- Bridging the Gap Program (x227) a free, 12-week life skills program for high risk youth ages 12-18 NOT RUNNING DUE TO COVID—Call back in spring

WCAC Jobs & Education Center

484 Main St., Suite 203 / 508-754-1176 x234

- educational and employment programs for youth ages 16-24

YouthConnect:

Contact Judi Kirk at 508-754-2685 x200 / jkirk@bgcworcester.org

- *Limited due to COVID but contact for more information

For youth Ages 11-15

- Evening Summer program at YWCA, YMCA, Boys & Girls Club, Girls Inc, Worcester Youth Center and Friendly House
- School-year access to agencies included after completion of one summer

Neighborhood Services & Centers

Help Right in Your Neighborhood!

- ♦ CENTRO: 508-798-1900
 - ♦ Great Brook Valley office: 774-823-3722
 - ♦ New Americans CDC (Community Development Corporation): 508-798-1900 x229
- ♦ East Side Community Develop. Corp. (CDC): 508-799-6942
- ♦ Friendly House: 508-755-4362
- ♦ Main South CDC: 508-752-6181
- ♦ Pleasant Street Nhbd. Network Center: 774-823-3311
- ♦ Quinsigamond Village Community Center: 508-755-7481
- ♦ South Worcester Neighborhood Center: 508-757-8344
- ♦ Worcester Senior Center: 508-799-1232
- ♦ Good Samaritan: 774-253-1619
- ♦ Worcester Common Ground: 508-754-0908



**Worcester Community Connections Coalition
Works to Support Worcester Families by:**

- *Coordinating resources already in the community*
 - *Bringing out the voices of residents in the planning for local resources*
 - *Ensuring that services meet the needs of the people*
 - *Helping parents to become more confident, competent and nurturing.*
-

*Worcester Community Connections of YOU, Inc., an affiliate of
Seven Hills Foundation is funded by
the Massachusetts Department of Children and Families.*

