

# **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



*June, 2024*

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# 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 updated in 6/24 and is updated periodically)*

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# After School Programs

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

## **508 Forever**

FREE 2022 Basketball Drills and Skills Workouts / Healthy Fitness Program takes place St. Peters Gym 929 Main Street 01610  
Email [508foreveryoung@gmail.com](mailto:508foreveryoung@gmail.com) to register

## ***African Community Education Program (ACE)***

NEW ADDRESS! 51 Gage St Worcester, MA 01604/ 508-459-2284

- Homework tutoring and other culturally tailored extracurricular afterschool & summer programs for all immigrant students of African origin.
- Workforce development and Summer Reading programs

## ***The Audre Lorde Transformative Arts School (ALTAS)***

- Supports youth in developing artistic mindsets & leadership skills
- GO TO: <https://www.facebook.com/ALTASworcester/>

## ***AMPP (Arts and Music Police Partnership) at YOU, Inc.'s Worcester Family Resource Center of Seven Hills Foundation! 20 Cedar Street***

- 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](mailto:amppworcester@gmail.com)

## ***Angel's Net Foundation***

NEW ADDRESS: 70 James Street , suite 259, 01603 / 774-261-4232  
Free afterschool program Monday—Friday for immigrant and refugee youth in grades 1-8.

**Big Brothers Big Sisters of Central Mass and MetroWest**

18 Chestnut St., Suite 340, Worcester, MA 01608 / (508) 752-7868 / [Programs@BigsCM.org](mailto:Programs@BigsCM.org)

- Professionally supported, one-to-one mentoring programs for 'opportunity youth'
- Youth are enrolled between the ages of 8-16, with continued support until they are 25.

***Boys & Girls Club of Worcester***

65 Boys & Girls Club Way, 01610 / (508) 754-2686

16 Laurel Street (Plumley Village), 01608 / (508) 754-5509

180 Constitution Ave., Worcester 01605 / (508) 459-3634

For summer programs: [www.bgcworcester.org/summer](http://www.bgcworcester.org/summer)

· Sports including basketball, swimming lessons and boxing

· Leadership groups

· Music program & Recording studio

· Hip Hop & Dance program & Yoga

· Arts & Crafts & Technology / Digital Arts

• Misc summer programs : [www.bgcworsester.org/summer](http://www.bgcworsester.org/summer)

• NEW! Trans Young Adult support Group and Gender Ed Group for Parents & Caregivers

Teen Programming, including workforce development: Tatyanna Zicherman and Shanika Leon (Cassie Marley is on maternity leave) - [tzicherman@bgcworcester.org](mailto:tzicherman@bgcworcester.org) and [sleon@bgcworcester.org](mailto:sleon@bgcworcester.org)

Lifeguard certification program: Ian Witt at [iwitt@bgcworcester.org](mailto:iwitt@bgcworcester.org)

Education Program: Shauree Allotey and Tatyanna Zicherman (Tiara Price is off this summer) – [sallotey@bgcworcester.org](mailto:sallotey@bgcworcester.org) and [tzicherman@bgcworcester.org](mailto:tzicherman@bgcworcester.org)

***Broad Meadow Brook Conservation Center & Wildlife Sanctuary (Mass Audubon)***

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

<https://www.massaudubon.org/places-to-explore/wildlife-sanctuaries/broad-meadow-brook>

- Summer Day Camp & Nature programs for all ages
- Sanctuary is FREE to Worcester residents

**CHOICES**

108 Grove Street, Suite 205 Worcester MA 01605 +1 (508) 901-9930  
www.4choices.org

PASS: Positive Alternative to Student Suspension: provides treatment and academic support for students who are suspended for drug, alcohol, or non-violent offenses.

APG: Alternative Peer Group: after school program for youth aged 14-21. Provides pro social skill building and recovery support with access to clinical services.

***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

***EasterSeals***

- *Youth Leadership, Accessible Martial Arts / Adaptive Swim*
- *Contact 508-751-6417 / [premy@eastersealsma.org](mailto:premy@eastersealsma.org)*

***Ecotarium***

Ecotarium Naturalist Program

FREE educational initiative geared toward rising ninth and tenth graders interested in natural science, careers in STEM and museum work  
222 Harrington Way, Worcester MA

email [reservations@ecotarium.org](mailto:reservations@ecotarium.org), or call (508) 929-2703

- Misc. summer programs [ecotarium.org/camp](http://ecotarium.org/camp)

***El Buen Samaritano***

39 Piedmont Street / 508-304-1501

Monday—Friday 2-5pm / FREE / must be accompanied by parent

***Friendly House***

36 Wall Street, Worcester 01604 / NEW # for Youth Programs: 267-257-9519  
Www.friendlyhouseema.org

- Afterschool programs, summer camp,
- Teen Drop In Program & Youth Hoops

**Girls Inc. Of Worcester**

**[www.girlsincworcester.org](http://www.girlsincworcester.org)**

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

- Afterschool Drop-in program 2pm to 5:30pm k-6,
- Free teen afterschool program,
- STEAM activities
- Summer camp: 2 locations- Kinneywood and Providence St.
- Swim lessons
- Basketball
- Girls on the Run
- Eureka! Worcester
- Eureka! MetroWest

**Girl Scouts of Central and Western MA**

115 Century Drive, Worcester, MA 01606 / 413-584-2602

Troops for girls in grades K-12, in-person meetings weekly.

What Girl Scouts Do? Follow this link <https://www.gscwm.org/en/discover/about/what-girl-scouts-do.html>

Join now at [gscwm.org](http://gscwm.org) Membership is \$35 for the year, financial assistance is available.

**Guild of St. Agnes**

3 Locations: 50 Croydon Rd, 336 Hamilton St, 14 Blackstone River Rd all in Worcester, MA / (508) 859-1415 ext 2160

- Programs take place at various school sites for grades K-6 / children ages 5 to 12
- School-age programs such as homework help, sports, and arts and crafts

**Highland Street Foundation**

**FREE August Adventures** / Every day during the month, one site will be open for free./ Go to [www.highlandstreet.org/programs/community-events](http://www.highlandstreet.org/programs/community-events)

**Inner Voice Outer Change**

Therapeutic Outlet—Identify and express Yourself through Music

Contact: [Isaiah@ivocforyouth.com](mailto:Isaiah@ivocforyouth.com) / (978) 822-6501 / [https://](https://www.facebook.com/InnerVoiceOuterChange/)

[www.facebook.com/InnerVoiceOuterChange/](https://www.facebook.com/InnerVoiceOuterChange/)

**Jewish Community Center**

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

- Fitness and cultural programming
- Summer camp and afterschool programs



**Joy of Music Program (JOMP)**

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

Individual music lessons in a wide variety of instruments as well as voice. Additionally, JOMP offers classes for babies through age 8, and a variety of ensembles for late beginners through advanced musicians in classical, jazz, voice, and more. Nearly one third of students receive some form of tuition assistance to ensure equity, access, and inclusion in our lesson program. / Summer Programs: [www.jomp.org/summer-programs](http://www.jomp.org/summer-programs)

- Financial aid available

**Latino Education Institute (LEI) at Worcester State University**

486 Chandler St., Worcester, MA 01602 Phone: (508) 798-6507

Email: Kathleen Orenge or Josephine Falero at [lei@worchester.edu](mailto:lei@worchester.edu)

Website: [www.worcester.edu/lei](http://www.worcester.edu/lei)

LEI offers year round enrichment programs to support the academic success and well-being of Latino/BIPOC youth and families.

- ISLA (Innovative Services for Latino Achievers) and LASOS (Latino Achievers in Search of Success) for elementary school students. Offered on campus twice a week during the school year.
- ENLACE (Encouraging Latinos to Achieve Excellence), One Circle, and ASPIRE Summer Academy for middle school students. Offered on campus and in schools.
- LIDER (Latinos Involved in Discovering Educational Resources) and YCU (Youth Civics Union) for high school students. Offers college access programming and free college classes.

**Let's Get Ready:**

College Student Coaches support college application process

For High School Juniors & Seniors

Contact: [enrollment@letsgetready.org](mailto:enrollment@letsgetready.org)

**LUK, Inc.**

140 Shrewsbury St. in Boylston, MA /

Central Referral - 1-800-711-4585/978-829-2222 or [Referrals@luk.org](mailto:Referrals@luk.org)

TREK: Adventure based experiential , ages 16-24

NEW WILD: (for children who are at risk of or have SUD) ages 12-18

**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

Free after school & Summer programs

After School: Monday through Thursday 2:30-5:30pm.

Summer Program: Monday—Thursday 9-12

Closed when school is canceled and for school vacations

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

**MassBike: Electirc Bicycle giving program.**

application: [2024 E-BIKE PROGRAM APPLICATION | QuestionPro Survey](#)

**Open Sky Community Services—**

**SAFE HOMES**

Safe Homes, a program of Open Sky Community Services

· 4 Mann St Worcester, MA 01602 / Call 508-318-7380 or Oscar Oliveira

Soens at 774-418-1109/ [safehomesma@openskycs.org](mailto:safehomesma@openskycs.org) or [os-](mailto:os-car.oliveirasoens@openskycs.org)

[car.oliveirasoens@openskycs.org](mailto:car.oliveirasoens@openskycs.org) / [safehomesma.org](http://safehomesma.org)

Drop-In center for LGBTQ youth ages 14-23

· Variety of programming including games, activities, and field trips

· Trans Resource Center with free gender-affirming supplies

· Clinical support, peer support, no insurance needed

· Hygiene supplies, food pantry, clothing – all free

· For more information about upcoming programming, see the calendar on our website (listed above) or check out our Instagram: [@safehomesma](#)

Ages 14-17: Wednesdays 2-5pm

Ages 18-23: Thursdays 5:30-8:30pm

**Safe Homes North**

Fitchburg State University, Herlihy Hall

Ages 14-23: Tuesdays 6:00 - 8:00pm

**Join us on Discord!**

Ages 14-23: Mondays, 6:30 - 8:30pm

**PLACE for Empowerment Youth Drop In Center**

Young Adult Drop In Program for young adults 16-26 — FREE

Mon 11am-4pm Tues, Wed & Fri 2pm-7pm Thursday 1pm-6pm

Call 774-670-0976 or email [julio.zayas@openskycs.org](mailto:julio.zayas@openskycs.org)

- Academic/Education - Employment & Work Readiness - Housing & Homelessness - LGBTQIA+ Supports - Food Access - Substance use resources

**Packachoag Music Schools**

Birth—Adult Music Classes and summer programs

[info@pakmusic.org](mailto:info@pakmusic.org) / [//pakmusic.org/](http://pakmusic.org/)

**PPAL & Youth Move & Youth Adult Council**

For youth who have emotional, behavioral and mental health needs a youth-led initiative, brings youth together and provides youth-to-youth support and leadership / Call 508-755-1228 x225 / contact:

Colby Mills: [cmills@ppal.net](mailto:cmills@ppal.net)

**Pernet Family Health**

237 Millbury Street Worcester 01601 / (508)755-1228 x225

- Our youth Step Up program runs 3-4:30pm on Thursdays for Middle school and Fridays at the same time for High School / ages 13-17
- & Homework Club: M-W, 3-4:30
- Summer Reading Program
- Contact Meryanne Santiago at [msantiago@pernetfamilyhealth.org](mailto:msantiago@pernetfamilyhealth.org)

**Planned Parenthood League of MA**

Get Real Teen Council Teen Empowerment & Educational Group

For 10th & 12 Graders—Runs during school year

Call Leah Hall at 617-629-8601 / [lhall@pplm.org](mailto:lhall@pplm.org)

**Rainbow Child Development Program**

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

[gsims@rainbowcdc.org](mailto:gsims@rainbowcdc.org)

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

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

We offer full day programs during school vacations and during the summer.

***Regional Environmental Council:***

coordinated YouthGROW, an urban agriculture-focused youth development and employment program for Worcester teens as well as the School Gardens Network, which provides garden resources and educational programming at Worcester Public Schools. Call: 508.799.9139

***Saint Peter's Church / Assumption Mission***

929 Main Street, Worcester, 01610 / 508-752-4674

FREE Youth Basketball for ages 5-15 starting in October

Email 508-foreveryoung@gmail.com or paulsuerichard@yahoo.com.

***Salvation Army***

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

- A free, 12-week life skills program
- for high-risk youth ages 12-18

\*\*The Worcester program is on hold until a new director is hired. However, we now have a virtual program running for all of Massachusetts. **Phone : (978) 744-5181x5 / Email: tina.polemenako@use.salvationarmy.org**

***Southeast Asian Coalition***

50 Portland Street, 5th floor, 01608 /508-791-4373 "Youth Effect" afterschool and summer program for Southeast Asian youth ages 11-17 Lion Dance Monday and Friday 2-4, Boxing Tuesday and Thursday 4-6, Girls Program Wednesday 3-5, Summer program Tuesday-Wednesday-Thursday 12-4

***SWAGLY***

A social support club for LGBTQ youth and straight allies ages 11-18 to socialize, learn, create, and be in community. Hosted by AIDS Project Worcester. Email: [EMartinez@aidsprojectworchester.org](mailto:EMartinez@aidsprojectworchester.org) Phone: 774-578-0817 <https://www.aidsprojectworchester.org/swagly/>

***TLC Sports***

FREE Sports & Fitness Clinics for Boys & Girls 5-13 years old Register online at [tlksports.org](http://tlksports.org)

**Tenacity / Summer Tennis & Reading Program**

Developing and refining tennis skills and age-appropriate literacy programming / For youth ages 6-15  
617-562-0900 / [katebreen@tenacity.org](mailto:katebreen@tenacity.org)  
Includes a summer Tennis & Reading Program

**Torch Foundation Free Teen Leadership (Torch/Ignite) Training**

Our mission is to provide training that supports teens with social-emotional intelligence and leadership tools / for youth 13-18  
617-650-7203 [dianne@thetorchfoundation.com](mailto:dianne@thetorchfoundation.com)

**Turn Back Time Inc.**

250 Marshall St Paxton, MA 01612/ [Lisab@tbtinc.org](mailto:Lisab@tbtinc.org) / 978-760-3707  
Summer Camp, Nature Exploration., Farm Education and Play!  
[www.tbtinc.org](http://www.tbtinc.org): See website for costs / scholarships available.

**United Way of Central MA Woo: Serves Youth Service Institute**

**Contact:** [idaliana.medina@unitedwaycm.org](mailto:idaliana.medina@unitedwaycm.org)  
**Visit:** <https://volunteer.unitedwaycm.org/WooServes>  
Connects youth ages 13-17 with volunteer opportunities

**UMASS Extension Program**

7 Midstate Drive, Auburn, MA 01501 / (508) 831-1223 / <https://ag.umass.edu/mass4h/about>

- Call for information about 4-H Clubs for youth in Worcester area
- Misc. youth programs for youth ages 5-18

**Worcester Arts Museum:**

55 Salisbury Street, Worcester, MA 01609 508-793-4333

- Go to [Worcesterart.org/classes](http://Worcesterart.org/classes)

**Worcester Community Action Council**

YouthWorks Summer Employment: Ages 14-25  
\*Limited slots 2024  
Contact Adrianna Horton: [ahorton@wcac.net](mailto:ahorton@wcac.net) [www.wcac.net](http://www.wcac.net)

**WCCA TV**

415 Main Street, Worcester, MA 01608 / 508-755-1880x110  
[tracy@wccatv.com](mailto:tracy@wccatv.com)

- Afterschool and summer youth media literacy and TV production programs / Worcester's home for community television/media.

### ***The City of Worcester Recreation Worcester Programs***

Is a FREE year-round, out-of-school time program for youth run by the City of Worcester.

activities: athletics, arts, and academic programming.

• Summer program is July 3—August 11th, 9-5pm  
Worcester for ages 7-13. / Call 508-799-1328 or go to  
[www.worcesterma.gov/recreation-worcester](http://www.worcesterma.gov/recreation-worcester) for more details.

- Burncoat Playground (526 Burncoat Street)
- East Park (180 Shrewsbury Street)
- Greenwood Park (14 Forsberg Street)
- Logan Field (539 Mill Street)
- South Worcester Playground (380 Cambridge Street)

MLE: Mentoring, Leadership Experience skill building program for 13-14 year olds. July 1– August 9th, Monday—Friday 9-2. Email

youth@worcesterma.gov. Click here to apply: [https://goo.gl/forms/](https://goo.gl/forms/ELIA55hPa8KGoFwg1)

[ELIA55hPa8KGoFwg1](https://goo.gl/forms/ELIA55hPa8KGoFwg1)

### ***Worcester Children's Chorus***

High Quality choir for youth age 8-18 with inspiring, professional educators

<https://worcesterchildrenschorus.org/>

Youth ages 8-18 / Scholarships available

### ***Worcester Comprehensive Education & Care***

**508-852-3792** / School age program at 117 Constitution Ave.

Ages 5-13 / Private Pay, Voucher and Sliding Fee

### ***Worcester Housing Authority*** / Resident Services 508-635-3306

35 Freedom Way

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 Chamber Music Society***

Classes located throughout the community /

For youth ages 7-17 / \$25 per semester

### ***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)

**Worcester Polytechnic Institute**

- MANY After School and summer pre-college programs:
- Girl's Talk Math for 9th & 12 graders/ email [girlstalkmath@wpi.edu](mailto:girlstalkmath@wpi.edu)
- Les Paul Music Technology for 6-7 graders/ email [vjmanzo@wpi.edu](mailto:vjmanzo@wpi.edu).
- Go to <https://www.wpi.edu/academics/pre-collegiate/school-year>
- AND <https://www.wpi.edu/academics/pre-collegiate/summer-programs>

**Worcester Public Library**

Arts, crafts, storytimes, STEM, and much more available for school-aged children and teens at all library locations.

Not a child care program, we offer classes, programs and events for children and families of all ages.

FREE / All Ages **508-799-1655** / [lsheldon@mywpl.org](mailto:lsheldon@mywpl.org) / [www.mywpl.org](http://www.mywpl.org)

Or [www.facebook.com/worcesterpubliclibrary](https://www.facebook.com/worcesterpubliclibrary)

**Worcester Public Schools**

FREE Elementary, Middle & High School Summer Programs

Go to: <https://worcesterschools.org/activities/summer-school/>

- Various programs for multilingual learners too

**WRAP—Worcester Refugee Assistance Program**

After school and summer programs for ages 5-18

For more information contact

[Millie@Worcesterrefugees.org](mailto:Millie@Worcesterrefugees.org)

Or Whatsapp at 508-320-5819

**Worcester State University**

FREE Early College Summer Academy for 9th & 10th graders from WPS

For information and to register:

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

(508) 854-7418 OR (508) 929-2476

[akupec@qcc.mass.edu](mailto:akupec@qcc.mass.edu) [vguay@worcester.edu](mailto:vguay@worcester.edu)

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**Worcester Youth Center**

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

WYS is an educational, recreational and social facility for youth ages 14-24 (youth 18-24 by appointment only). We offer completely free membership, Work Readiness, Paid Summer Internships, Computer Lab, In House Counseling Services, Recording Studio, Culinary Program, Film Enrichment Program, Healthy Lifestyle Programming, Healthy Snacks/Meals, Pool Tables, Basketball, Teen Cafe, Board & Video Games & recreational activities. Contact: [ncolon@worcesteryouthcenter.org](mailto:ncolon@worcesteryouthcenter.org), 508-791-4702

**Yes We Care at Belmont AME Zion Church**

55 Illinois Street, Worcester, MA 01610 /

- After School Homework Center. Contact Anika Romney: 774-242-3935 or [anika0788@gmail.com](mailto:anika0788@gmail.com)
- Leaders in Committed Action (LICA) for 13-19 year olds. Contact Dianne Langford-James at 617-650-7203 or [djlsvp@gmail.com](mailto:djlsvp@gmail.com)
- The Debutantes of Central Massachusetts Program to educate and inspire the personal growth of young ladies who live within Central Massachusetts
- Basketball Academy: contact [demarr@thementour.com](mailto:demarr@thementour.com) or 508-713-2937

**YMCA of Central Massachusetts—Central Branch**

766 Main Street (Central Branch), 01610 /

**School's Out Program** – licensed afterschool child care providing homework help, physical activity, enrichment activities, clubs, special projects, STEM, and art.

**Alden Summer Program & Camp Blanchard**

Contact Susan Levy at [slevy@ymcaofcm.org](mailto:slevy@ymcaofcm.org) / 508-755-6101 x1229 or

Andrea Morales at [amorales@ymcaofcm.org](mailto:amorales@ymcaofcm.org) / 508-755-6101 x1262

**Fitness in the Parks: June 5-August 26th / FREE/** Brenda Jenkins at 508-755-6101 x1252 or at [bjenkins@ymcaofcm.org](mailto:bjenkins@ymcaofcm.org)



**YMCA Greendale Branch**

75 Shore Drive, Worcester 01606

- **School's Out Program** – licensed afterschool child care providing homework help, physical activity, enrichment activities, clubs, special projects, STEM, and art.
  - Camp Greendale on Indian Lake
- Contact Mike Toedt at [mtoedt@ymcaofcm.org](mailto:mtoedt@ymcaofcm.org) or 508.755.6101 x2238

**YouthConnect**

See website for Contact info: <https://unitedwaycm.org/donor-groups/youthconnect-worcester/> Mgr. is Amie Cox at 508-755-6101 x1240 or [acox@ymcaofcm.org](mailto:acox@ymcaofcm.org)

For youth Ages 11-15 / FREE

- 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

**Youth Villages**; CONTACT: email [Placement.MA@youthvillages.org](mailto:Placement.MA@youthvillages.org)

- Intercept Program: strengthen families to prevent or limit the need for foster care
- LIFESET Program : Helping young adults to make a successful transition to adulthood

CONTINUED ON NEXT PAGE

**YWCA Central Massachusetts**

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

Summer:

Camp Wind-in-the-Pines (summer day camp)

For more information contact the Camp Director at 508-767-2505 x125 or email [clandry@ywcacm.org](mailto:clandry@ywcacm.org)

Fitness in the Parks: <https://ywcacm.org/fitness-in-the-park-form/> For information contact Karin Beardmore / 508-767-2505 x166 / [kbeardmore@ywcacm.org](mailto:kbeardmore@ywcacm.org) or visit the City of Worcester's website at <https://www.worcesterma.gov/summer-fitness>

Rooted in Resilience

July 31, August 10, 10 am- 2 pm / Ages: 10-15, self-identifying girls

Guided nature excursions during which participants will discover the rich history of indigenous peoples and ancestors of color who have shaped our local landscapes; explore the healing power of nature while understanding environmental injustices and gain a deeper connection to the environment; and build skills for environmental advocacy and stewardship.

**Youth Connect @ YWCA**

July 1 – August 23, 2024; Mondays through Thursdays, 6-9 pm

Ages: 11-15, all genders

Free evening program with engaging activities such as dance lessons, creative workshops, collaborative games, and basketball.

Registration link: <https://youthconnect.campbrainregistration.com/FREE> swim lessons at COES Pond for ages 6-16 years old, July 8-August 16, 2024. Email [jdwinell@ywcacm.org](mailto:jdwinell@ywcacm.org)

**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 190-192 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 31*



## ***Resources for Transitional Aged Youth***

### **Open Sky / PLACE for Empowerment Youth Drop In Center**

Young Adult Drop In Program for young adults 16-26 — FREE

Mon 11am-4pm Tues, Wed & Fri 2pm-7pm Thursday 1pm-6pm

Call 774-670-0976 or email [julio.zayas@openskycs.org](mailto:julio.zayas@openskycs.org)

- Academic/Education - Employment & Work Readiness - Housing & Homelessness - LGBTQIA+ Supports - Food Access - Substance use resources

[thePLACE@openskycs.org](mailto:thePLACE@openskycs.org)

<https://www.openskycs.org/services/place-for-empowerment.html>

### **Quinsigamond Community College Gateway to College**

**Program** 508-854-7587, or Glenda Rodriguez at 508-854-7422 or email [GTC@QCC.mass.edu](mailto:GTC@QCC.mass.edu). Visit [www.qcc.edu/gateway](http://www.qcc.edu/gateway) to register

- Serve students between the ages of 16-21 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

### ***Worcester Community Action Council, Inc.***

NEW: 18 Chestnut Street, Suite 500 Worcester, MA 01608

508-754-1176 x234

- Job & Education CenteHiSET and career pathway development programs for youth ages 16-25 for income eligible youth ages 17-24

Youth Villages

Intercept: Intensive in home services to prevent or limit the need for foster care

LIFESET: Helping adults make the successful transition to adulthood.

### ***HOUSING / HOMELESS RESOURCES:***

See page 101

# 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
- Can refer families to CENTRO's CBHI, food pantry, housing, DV<sub>21</sub> etc.

**OR / AND**

**THRIVE Family Support Center**

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

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

- Workshops, Educational advocacy, IEP in Spanish, IEP clinic, Citizenship process workshop for undocumented families, Many after school programs for youth and adults, Para transit workshops

**OR / AND**

**Seven Hills Family Support Center**

**Speak to:** See contacts below per Support Center site

*North Central Family Support Center*

1460 John Fitch Highway, Fitchburg, MA 01420

Joseph Escribano *Senior Family Support Specialist*

Phone: 978.602.8692 office Phone: 508.981.4663 cell

Email: [jescribano@sevenhills.org](mailto:jescribano@sevenhills.org)

*North Central Family Support Center*

208 Charlton Road, Sturbridge, MA 01566 / Elizabeth Carroll

*Senior Family Support Specialist* Phone: 774.241.2500

Email: [ecarroll@sevenhills.org](mailto:ecarroll@sevenhills.org)

- Information and Referral, Navigation Services, Family Training, Individual and Small Group Consultation, Community Connection and Resources

**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<sup>22</sup> (ERISA) Plans

**\*For Worcester Public Schools Autism Services  
see page 25**

**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**

1-800-331-0688 / 617-236-7210 / [info@fcsn.org](mailto:info@fcsn.org) (in MA) / [fcsn.org](http://fcsn.org)

[www.fcsn.org](http://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.

Is your child between the ages of 2 years 6 months and 5 years old? Are you concerned that your child is not developing or learning in the way that they should be?

In the U.S., the law says that children who need special support can get free services to help with talking, understanding, behaving, learning letters, and more.

In many cases this includes free preschool services starting at age 3. Evaluations by the school system are free and do not affect your immigration status.

### **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**

● **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>

**AANE: Asperger/Autism Network:** <https://www.aane.org/>

**PPAL / the Parent Professional Advocacy League**

Advocacy and navigation help for families with a child/youth with DDS.

[info@ppal.net](mailto:info@ppal.net) / (508) 767-9725

**Autism Housing Pathways:** a family-driven, membership-based organization serving individuals and families in Massachusetts i

<https://autismhousingpathways.org/>

Contact: Cathy Boyle: [ccampboyle@autismhousingpathways.org](mailto:ccampboyle@autismhousingpathways.org) or by calling 617-604-4362.

**Worcester Public Schools:**

<https://www.worcesterschools.org/o/wps/page/autism>

For general inquiries, please call the Special Education Department at 508-799-3055.

•Staff Contact: [Lisa Edmonson,edmonsonl@worcesterschools.net](mailto:Lisa.Edmonson@worcesterschools.net) / Supervisor of Autism and Behavioral Services

**•Programs:**

- Specialized Approaches to Individual Learning (pre kindergarten through 6th grade)
- Creative Opportunities for Adolescents on the Secondary Tier (COAST)

If you suspect that your child needs a SAIL or COAST program ask your child's teacher, school administrator or BCBA about how to initiate the screening process.

**FCSNTransition (Google Groups ListServ)**

FCSNTransition is a place to share postsecondary transition topics & issues, share planning strategies, and brainstorm creative ideas to create informed transition planning for students with disabilities aged 14-22 with a focus on Massachusetts.

# Budget and Credit Repair

## **American Consumer Credit Counseling**

(800) 769-3571 / [www.consumercredit.com](http://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/](http://www.daveramsey.com/legacy/class-previews/)

## **Money Management International**

866-889-9347

/ [www.moneymanagement.org](http://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](http://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](mailto:hcec@rcapsolutions.org) or call our HCEC line at: 978.630.6772

## **Worcester Community Action Council:**

**NEW ADDRESS:** 18 Chestnut St Suite 500, 01608 / 508-754-1176

Bank On Worcester County **and NEW Financial Coaching!**

- Help with financial questions or with working towards a goal related to budgeting, saving, building credit, reducing debt & navigating the 'cliff effect' (the sudden drop in public benefits as your earnings increase)
- Encourages banking access by connecting the unbanked and underbanked with local financial institutions. The Bank On checking account is a safe and affordable account with low fees and more flexibility than traditional checking accts.
- Visit: <https://wcac.net/financial-empowerment/bank-on-worcester-county/>  
**AND** <https://wcac.net/financial-empowerment/financial-coaching/>

**To see the whole list of approved credit counseling agencies:**

<https://www.justice.gov/ust/list-credit-counseling-agencies-approved-pursuant-11-usc-111>

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## **Identity Theft**

*Stealing 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](http://www.transunion.com); Fraud Victim Assistance Division, P.O. Box 2000. Chester, PA 19016-2000.
- Equifax: 800-525-6285; [www.equifax.com](http://www.equifax.com); Equifax Information Services LLC, P.O. Box 105069 Atlanta, GA 30348-5069 27
- Experian: 1-888-EXPERIAN (397-3742); [www.experian.com](http://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/> WPS Anonymous / Bullying Reporting Line: 508-799-3472 or by email to [ReportBullying@worcesterschools.net](mailto:ReportBullying@worcesterschools.net) 28**



# Cash Assistance



## **Department of Transitional Assistance (DTA)**

50 SW Cutoff, Worcester 01604

877-382-2363 / 508-767-3100

*or apply on line at DTAConnect.com: [www.dtaconnect.com](http://www.dtaconnect.com).*

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).

For more information on TAFDC please visit: <https://www.mass.gov/how-to/apply-for-tafdc>

**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.

· Upload & submit important documents.

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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](http://DTAconnect.com)

**SNAP:** Massachusetts residents with an active SNAP case can buy eligible SNAP approved-food online from USDA approved retailers using their SNAP benefits EBT card. Learn more at [mass.gov/snap-online-purchasing-program](http://mass.gov/snap-online-purchasing-program)

**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](http://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](http://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.

<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

### *Information and Referral on Local Child Care Resources*

799 West Boylston St. Worcester, MA 01606  
An Affiliate of Seven Hills Foundation  
APPOINTMENTS ARE VIRTUAL AT THIS TIME



\*NEW!! Families on SNAP can now get child care vouchers! For parents involved in a SNAP Path to Work program/ 888-483-0255 / <https://www.mass.gov/service-details/get-child-care-and-transportation-help>

### **Information and Referral Staff:**

Marybeth Brown 508 796-1838 [marbrown@sevenhills.org](mailto:marbrown@sevenhills.org)

Letisha Ferabolli 508 796-1830 [lferabolli@sevenhills.org](mailto:lferabolli@sevenhills.org)

Donmarie Boutillette Smith [dboutillette-smith@sevenhills.org](mailto:dboutillette-smith@sevenhills.org)

Alicia Vargas 508 796-1898 [alvargas@sevenhills.org](mailto:alvargas@sevenhills.org) Speaks Spanish

Helcimara Bicalho 508 796-1851 [hbicalho@sevenhills.org](mailto:hbicalho@sevenhills.org) Speaks

Alia Charria Cruz 508 796-1847 [acharriacruz@sevenhills.org](mailto:acharriacruz@sevenhills.org) Speaks Spanish

Anthony Rossi 508 796-1846 [arossi@sevenhills.org](mailto:arossi@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 508 856-7930 or 508 796-1829 if you are unsure what documents you need to provide.*

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\*You can also use your voucher for summer camp

**TO ACCESS THE MA STATEWIDE AFFORDABLE CHILD CARE WAITING LIST—offered by the MA Department of Early Education and Care (EEC)**

EEC is the State department that provides financial assistance for eligible families in need. To apply, check your status on the waitlist, and/or update contact information: 617-988-6600

- **Call Mass 211 (877-211-6277 / TTY 508-370-4890)**

or

- **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 & NOW SNAP!) can also issue child care authorizations. Ask your case worker.

For information on licensing information and history on a childcare program please go to [Child Care Search \(mass.gov\)](http://www.mass.gov/childcare) and type in the name of the child care program/family child care provider you would like licensing information for.

**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





## 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) / 508-859-1415 x2160
- Rainbow Child Development Center: 10 Edward St. 01605 / 508-791-6849
- Webster Square Day Care: 39 Queen St., 01610 / 508-755-1228 /
- 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.

\*\*Families that are homeless or parents that work for an early education and care program are prioritized on the waitlist. Please contact us for more info.

\*Parents who work in an early childhood program or have a child with special needs can qualify for special, cost saving benefits

\*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 number listed earlier

***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 – <https://www.sevenhills.org/programs/child-care-resources>***

# **City of Worcester & Government Directory**

## **WORCESTER 311: Your One-Stop Resource for All Non-Emergency Questions!**

**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

**Economic Development:** City Hall, 4th Floor / 508-799-1400

**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

**Insufficient or No Heat**  
Between 9 15th and 5/31 call 508-929-1300

**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)** 34  
25 Meade Street / 508-799-1198

**Mayor:** City Hall, room 305 / 508-799-1153

**Parks, Recreation and Cemetery**

50 Office Manny Familia Way / Worcester, MA 01605 / 508-799-1190

**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](http://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

**Collector of Taxes/Parking Administrator**

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

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

**Worcester Senior Center**

128 Providence Street Worcester, MA 01604  
508-799-1232

**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](http://www.facebook.com/WorcesterDPW)). We also have a Twitter feed, where similar information can be found ([twitter.com/WorcesterDPW](http://twitter.com/WorcesterDPW))

**Alert Worcester:** Get alerted about emergencies and other important community news by signing up for [ALERTWorcester](http://ALERTWorcester), the city's Emergency Notification System.

Go to [www.worcesterma.gov](http://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. – 2 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.

- To qualify for a voucher, a professional letter of recommendation on business letterhead should be brought to the main office during regular business hours.

## **Andy's Attic** At South High Community School

170 Apricot Street Worcester, MA 01603 / (508) 799-3325/ EXT. 50599

Open Mon-Friday, from 7:30-1, during the school year.

go to: <https://andysattic.org/> for additional information on how to submit an order form

- ALL orders must be from the person requesting the clothes or a licensed counselor or coalition.
- ALL orders must be picked up 7 days when completed.

## **Catholic Charities** (clothing)

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

## **Dress For Success Worcester** (clothing)

**NEW ADDRESS:** 120 Stafford St, Worcester, MA 01603 / (508) 796-5660

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](http://worcester.dressforsuccess.org)

T-F 10am-2pm by appt. only. Agency referral required for all services

## **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

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**Location:** 6 Institute Road, 01609

774-243-3805 or [dch@cmhaonline.org](mailto:dch@cmhaonline.org)

**Goodwill Store** (clothing & small furniture & appliances at low cost)  
Monday—Saturday 10am-7pm. Closed on Sundays  
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](http://www.householdgoods.org)  
530 Main Street, Acton MA 01720 / 978-635-1710

\*Go to <https://householdgoods.org/receive/>

- 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.

**Laundry Love**

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

Continued on Next Page

**The Little Store** (clothing & furniture, household items & bread)  
242 Canterbury Street, Worcester, MA 01603 / (508) 831-7455  
Open Monday—Friday from 9am—5pm and Saturdays from 9am—4pm

**Neighbors Closet of the Shalom Neighborhood Center at Christian Community Church—** (clothing)  
108 Beacon Street, 2nd floor Worcester, 01610 / message 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

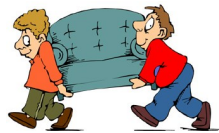
- **Hours: come on Wednesdays from 10am—3:30pm.**  
---At 36 weeks pregnant, mother can show to facility and receive entire layette set for baby (including blankets, clothing, burp clothes etc.) Up to 12 months in baby clothing available, no referral needed., diapers too.

**Salvation Army** (clothing & furniture)  
72 Cambridge Street, Worcester, MA 01603 / (508)799-0528  
Monday—Saturday from 8am –6pm

**Savers** (clothing & furniture)  
490 Lincoln Street Worcester, MA 01605 / 508-853-3653  
Mon-Sat 10am—9pm & Sun. 10am-7pm

**Sleep in Heavenly Places**  
Beds for children ages 3-17 if their application is selected  
<https://www.shpbeds.org/chapter/ma-middlesex-co>

/



# 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](mailto:blackfamiliesaltogether@gmail.com)

## **HOPE Coalition** (Healthy Options for Prevention and Education)

Contact Laurie Ross at 508-793-7642 / [lross@clarku.edu](mailto:lross@clarku.edu) / [www.hopecoalitionwo.org/](http://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](http://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**

[massachusettswoccc@gmail.com](mailto:massachusettswoccc@gmail.com) / on Facebook

Dedicated to eradicating the racial inequities among women of color created by structural, institutional, interpersonal, and internalized racism. Website: [Mawoccc.com](http://Mawoccc.com)

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

Contact Nelly Medina: [nelly@massjjw.net](mailto: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/>

## **Regional Environmental Council**

9 Castle Street, Worcester, MA 01610 / 508-799-9139 / [info@recworcester.org](mailto:info@recworcester.org) CONTINUED ON NEXT PAGE

- 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, 01610 / [www.stonesoupworchester.org](http://www.stonesoupworchester.org). Builds grassroots power by connecting and enriching groups and individuals in our communities who are working for social justice

**The Village Worcester:** 4 King Street / 508-556-0439 / a new Afrocentric cultural, learning, & healing center . Builds grassroots power by connecting BIPOC groups, healers, and individuals whose work is rooted in racial justice, learning, creativity, community, & healing.

**Women in Action** <https://www.facebook.com/womeninactioninc/>  
508-369-2572 or 508-685-9718

- 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.**

NEW 20 Cedar Street Worcester, MA 01609 / 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](mailto: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.

**You're With Us**

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Creates inclusion opportunities for young adults with disabilities  
<https://www.yourewithus.org/>



# 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](http://www.mass.gov/how-to/request-to-seal-your-criminal-record)

[www.masslegalhelp.org/cori/sealing](http://www.masslegalhelp.org/cori/sealing)

## **Community Legal Aid: CORI and Re-Entry Project**

370 Main Street, Suite 200 Worcester, MA 01608

1-800-649-3718 / [www.communitylegal.org](http://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.
- CORI-related employment denials

## **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.

## **MassHire Worcester Career Center—Bar None Legal Clinic**

554 Main Street, Suite 300, Worcester MA. 01608 / 508-799-1600

Employment and resume assistance for individuals with a criminal record

Bar None Legal Clinic occurs monthly on the 2<sup>nd</sup> Wednesday at 1PM

## **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.

**The Worcester County Sheriff's Regional Reentry Center** is a voluntary program designed to help ex-offenders transition from incarceration back into the community. The program services all residents of Worcester County who have been released from any correctional facility or who have been involved in any way with the criminal justice system. The Reentry Center's Post Release Counselors assist clients to connect to community resources which are needed to aid in a successful transition into a productive and meaningful life. All Services are FREE! Our office is located at is 365 Main Street, Worcester, MA / 508-752-1212 Walk-Ins and Appointments available M-F 10 AM – 2 PM

- Birth Certificates / MASS ID / Notary Services
- Benefits Application Referrals: Food, Clothing, Health Insurance, etc.
- Housing Application Referrals
- Sober Living Referrals / Recovery Coaching
- Employment & Job Training Referrals / Education / HiSET
- Mental Health / Substance Abuse Aftercare and Treatment Referrals
- Support Groups / Empowerment Fitness Class

**Open Sky BH-JI Program (Behavioral Health Supports for Justice Involved Individuals) 288 Grove Street, Worcester / 508-755-0333**

- 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.

**Community Compass Program is a fee, walk-in service**, providing supports for successful re-entry for returning citizens after incarceration. 454 Grove Street, Worcester / 508-318-7700 / Will provide services to anyone with incarceration history, including awaiting trial. Community Compass provides a judgement free environment. Staffed by people with lived experience.

**Veterans Inc.** 69 Grove Street, Worcester, MA 01605  
(508) 791-1213 / (800) 482-2565 or [info@veteransinc.org](mailto:info@veteransinc.org)

- Support services include support for Veterans with CORI backgrounds.

**LIBERAL ARTS FOR RETURNING CITIZENS (LARC) at Clark University**

a college program for formerly incarcerated people at Clark University designed to build their knowledge, skills, and self-esteem. 42  
For more information please contact: Dr. John Dobson tel. 724  
221 7207 / email [jdobson@clarku.edu](mailto:jdobson@clarku.edu)

# Disability Resources

## SEE NEW AUTISM SECTION PG. 21-25

### **Center for Living and Working**

NEW ADDRESS: 18 Chestnut Street, Suite 540  
Worcester, Massachusetts 01608 / (508)798-0350  
[www.centerlw.org](http://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/1mRNQIKYYNjIM4vYpRX7OECQkiW-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

**CENTRO Continued:**

**Adult Family Care (AFC)**

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

The Adult Foster Care (AFC) Program at CENTRO provides assistance to adults 16 years and older who, because of illness, weakness, disability, or advanced age, cannot live safely at home alone. This program is designed for those who require constant 24-hour monitoring and need a significant amount of daily assistance.

**Group Adult Foster Care (GAFC)**

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

The Group Adult Foster Care (GAFC) program provides assistance to elderly, low-income Massachusetts residents living in a group home. Benefits include personal care services, homemaker services, and medication management and administration.

**Shared Living Program**

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

CENTRO connects individuals with disabilities to valuable members of the community to provide support at home, much like your family member. These arrangements provide care in a manner that increases the individual's self-respect and quality of life. This service encourage Individuals to gain countless opportunities for a productive lifestyle in the community, and to have the support and companionship of someone who cares for them at home.

**CFC:**

Centro's Comprehensive Foster Care (CFC) Program seeks to place special needs foster children with treatment foster homes that offer a safe, nurturing, and compassionate environment. Service delivery occurs through the training and supervision of all foster families. These families are supported with access to education, case management, clinical services, and community resources. The placement will ensure a safe environment inclusive of culture, beliefs, values, language, and religion. This fostering the goal of achieving permanency, bringing our children home to be nurtured and loved.

**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 44

- For families with children ages birth—22.

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

Or email [drn@jfcsboston.org](mailto:drn@jfcsboston.org).

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

**Easterseals** ([easterseals.com/ma](http://easterseals.com/ma))

18 Chestnut Street, Suite 200, Worcester, MA 01608 | (508) 757-2756

- 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](https://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](http://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](http://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

State Agencies that serve individuals with disabilities:

**\*SEE LISTING OF STATE AGENCIES ON PAGE 51**

## **Mental Health**

### **Genesis Club**

274 Lincoln Street, Worc., MA 01605 / (508) 831-0100 [www.genesisclub.org](http://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](http://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](mailto: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](http://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](mailto:compass@namimass.org)
- **NAMI of Central MA:** FREE support and educational groups 48 508-386-3562



## **Children with Special Needs**

### **SEE NEW AUTISM LISTING PG. 21-25**

**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)

massfamilyties.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

Is your child between the ages of 2years6monthsand 5yearsold? Are you concerned that your child is not developing or learning in the way that they should be?

In the U.S., the law says that children who need special support can get free services to help with talking, understanding, behaving, learning letters, and more.

In many cases this includes free preschool services starting at age 3. Evaluations by the school system are free and do not affect your immigration status.

Reach out to FCSN or MA Advocates for Children—see pg. 51

**For the HMEA Autism Resource Center** see page 21

### **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 [www.ppal.net](http://www.ppal.net)**

18 Lyman St. Suite 260  
Westborough, MA 01581

Toll free statewide number 866-815-8122

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
- Caregiver Support, Groups and Training
- Various Groups—See page 178

**Diamond is the Sky**

774-823-5016 / [www.dits.org](http://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](mailto: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 / <https://massfamilies.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](mailto: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](mailto:MCBinfo@mass.gov)  
Address: 600 Washington Street, Boston, MA 02111  
Website: [www.mass.gov/mcb](http://www.mass.gov/mcb)

MA Comm. for the Deaf and Hard of Hearing / Voice: 617-740-1600  
Video Phone: 617-326-7546  
To request an interpreter visit: [www.mcdhh.net/requests/](http://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](http://www.ywcahelp.com)

- Court advocacy via SAFEPLAN in Worcester Family and Probate and District Courts. We are also in Clinton, Leominster, Fitchburg, Gardner, Winchendon and Ayer.
- Support & Healthy Relationship 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, MA 01604

Phone: 1-877-382-2363

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

**Casa Myrna:** Legal Advocacy Information and Options for Survivors of Domestic Violence: Legal Helpline at (617) 521-0146

**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)

**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.

**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 use abusive behaviors towards their partners.
- Program is taking place in person and virtually

CONTINUED ON NEXT PAGE FOR SEXUAL  
VIOLENCE RESOURCES

## 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!

- **Safe Exit Initiative (SEI) (formerly LIFT) (see next page)**
- **My Life My Choice** - See Below!

### **Other Specific Programs for Sexual Violence:**

#### **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.***

**My Life My Choice:** 617.779.2179 / \*Fill out online form:  
[www.mylifemychoice.org/get-help-here/](http://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. 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-hour hotlines if you or someone you know has been sexually assaulted
- 24/7/365 Hotline: 800-870-5905 / FREE Counseling support
- 24/7/365 Hotline VP with ASL speaking Counselors: 508-502-7681 / FREE Counseling support
- All Genders Welcome!
- Face to face counseling
- Various support groups available
- Medical, Police and Court Advocacy
- Multicultural/Multilingual services provided in ASL, Spanish, Portuguese, and English with more languages via telephone interpreters
- Sexual Exploitation Survivors
- Teen & Adult Survivors
- LGBTQ+ Survivors
- Deaf Survivors Program & ASL Speaking Survivors

Satellite offices by appointment only in: Fitchburg, Barre, North Brookfield, Southbridge, and more. Call 508-852-760 to speak to a counselor for more information.

**Safe Exit Initiative (SEI)**

508-762-9660 / <https://www.safeexitinitiative.org/>

Provides support services for victims, survivors and those at risk of Commercial Sexual Exploitation (CSE) of all ages, races, and genders. SEI operates programs from 2 locations, HARBOR and Jana's Place. HARBOR (Healthcare, Advocacy, Room, Board, Outreach, Rehousing): zero barrier access, day shelter for women, open 7 days a week from 8am to 8pm at 534 Cambridge Street, Worcester. The HARBOR emergency line is (508) 556-6101 and is available 12/7. HARBOR provides community-based services, peer support, case management, and advocacy for prostituted people

CONTINUED ON NEXT PAGE

. HARBOR-located programs include:

1. Day Shelter- Rest, laundry, showers, meals, basic first aid and harm reduction supplies; optional case management and referrals to providers
  2. Street Outreach- Mobile delivery of supplies and resources to the community including meals, harm reduction supplies and referrals to community providers. For information on street outreach schedules, please call HARBOR.
  3. TYME Program- Youth Outreach and Advocacy Program (Mentoring for at-risk and CSEC Youth)
  4. CATI Program- Pre-arraignment diversion program for individuals arrested on charges related to CSE.
  5. SISTER Program- 4-week curriculum delivered to individuals with histories of CSE who are incarcerated at Western MA Women's Correctional Center in Chicopee.
  6. HAUS- Housing case management for survivors of CSE who are in housing, but request continued survivor support
  7. The Advocacy Project- SEI Legal Program for victims and survivors of CSE
  8. Community Naloxone Program- Nasal naloxone kits and nasal naloxone and harm reduction training
- Jana's Place- 16 bed, 6 month residential treatment program for female identifying individuals who have experienced Commercial Sexual Exploitation and have Co-occurring Substance Use Disorders (SUD) and Mental Health Disorders (MHD). To refer someone to Jana's Place, please complete the form on the SEI website.

**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.





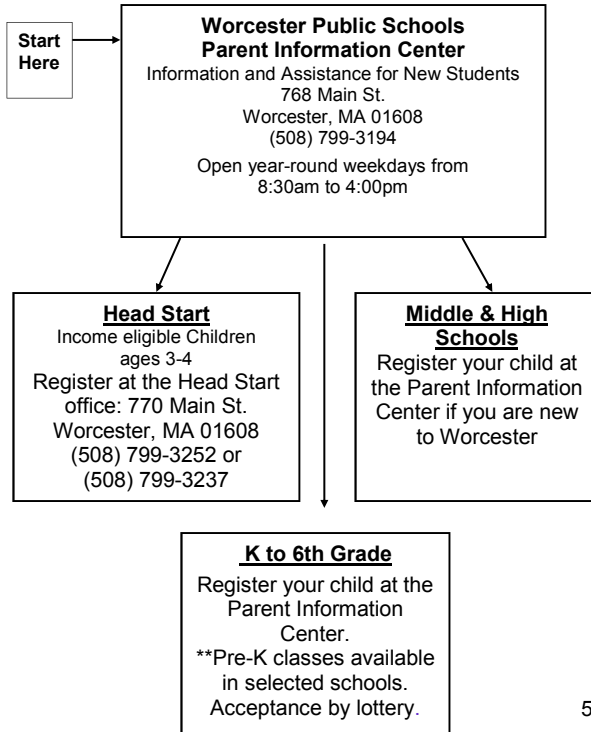


# EDUCATION



## ***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**  
Brian Allen  
(508)799-3401

**School Superintendent**  
Rachel Monárrez  
(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**

NEW ADDRESS: 554 Main Street, Suite 300 / 508-799-1600

Effective 7/10, but limited services still available at 340 Main until then  
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>

**\*\*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: Full engagement workers are below and virtual orientation are held every other Wednesday at 10am.

Molina	Kendall	857-256-4465	<a href="mailto:Kendall.Molina@Mass.gov">Kendall.Molina@Mass.gov</a>
Kamiri	Jude	857-303-0663	<a href="mailto:jude.kamiri@mass.gov">jude.kamiri@mass.gov</a>
Zuniga	Josefina	857-256-4727	<a href="mailto:Josefina.L.Zuniga@mass.gov">Josefina.L.Zuniga@mass.gov</a>
Turner	Marlee	857-256-4243	<a href="mailto:Marlee.Turner@Mass.gov">Marlee.Turner@Mass.gov</a>
Rodriguez	Jasmine	857-293-2040	<a href="mailto:Jasmine.Rodriguez@Mass.gov">Jasmine.Rodriguez@Mass.gov</a>
Morris	Shannon	(857) 298-8503	<a href="mailto:shannon.l.morris@mass.gov">shannon.l.morris@mass.gov</a>
Santiago-Abreu	Raquel	857-256-4379	<a href="mailto:Raquel.Santiago-Abreu@Mass.gov">Raquel.Santiago-Abreu@Mass.gov</a>

*\*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

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**American Red Cross Healthcare Training**

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

**[www.redcross.org/take-a-class](http://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](mailto: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

Teen Programming, including workforce development: Tatyanna Zicherman and Shanika Leon (Cassie Marley is on maternity leave) -

[tzicherman@bgcworchester.org](mailto:tzicherman@bgcworchester.org) and [sleon@bgcworchester.org](mailto:sleon@bgcworchester.org)

**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**

NEW ADDRESS: 120 Stafford Street Worcester, MA 01603

508-796-5660 or email [worcester@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](http://www.worcester.dressforsuccess.org)

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**Easterseals** (easterseals.com/ma)

18 Chestnut Street, Suite 200, Worcester, MA 01608 | (508) 757-2756

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

***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://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

**Massachusetts Education & Career Opportunities, Inc. (MassEdCO)**

[www.massedco.org](http://www.massedco.org)

NEW ADDRESS: 18 Chestnut Street, Suite 210, 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
  - Youth programs are at Burncoat, Claremont, Doherty, North and South

**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](mailto: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](http://www.QCC.edu/WD)

***Regional Environmental Council:***

coordinated YouthGROW, an urban agriculture-focused youth development and employment

program for Worcester teens as well as the School Gardens Network, which provides garden resources and educational programming at Worcester Public Schools. Call: 508.799.9139



### **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

### ***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.

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**Worcester Community Action Council, Inc.**

NEW: 18 Chestnut Street, Suite 500 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.

**NEW Resiliency Center**

● **Community Resource Navigation**

- Help connecting to community resources
  - RAFT application assistance
- SNAP enrollment/application assistance Email: [SNAP@wcac.net](mailto:SNAP@wcac.net)  
Community Clinics held monthly at 18 Chestnut Street (use 1 Maple Place entrance); various agencies/services available in this one location! Visit <https://wcac.net/financial-empowerment/community-clinics/>  
Email [Resiliency@wcac.net](mailto:Resiliency@wcac.net)

○ **Financial Empowerment**

- Free income tax preparation assistance (VITA)
  - Help navigating The Cliff Effect (the sudden drop in public benefits as your earnings increase)
  - Financial Empowerment Coaching
  - Budgeting, saving, building credit, and reducing debt
- Visit <https://wcac.net/financial-empowerment/>

**Worcester Housing Authority (WHA)**

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

**CONTINUED ON NEXT PAGE**

- **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,  
554 Main Street, Suite 401, Worcester, MA 01608  
Arianna Drummy, Director; 508-373-7641 / [drummya@masshirecentral.com](mailto:drummya@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, Pharmacy Technician, IT support specialist, and clinical medical assistant.

**Worcester Public Schools Adult Learning Center**

24 Chatham Street, Worcester, MA 01609 / 508-799-3091

- GED/HiSET, adult literacy, and ESOL classes
- CNA training program

**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

Webster 508-461-9468

Program Director: 508-461-9503

## **Other Programs:**

**NEBA (New England Business Associates)** - <https://www.nebaworks.com/>  
Supports Inclusive employment opportunities

### **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.

- Call Center [\(877\) 626-6800](tel:8776266800) Open 8:30 a.m.–4:30 p.m., Monday–Friday. Multilingual call agents are available.
- **Apply for benefits online:** <https://www.mass.gov/how-to/apply-for-unemployment-benefits>

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\*\*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 the latest information on ESOL programs go to the Worcester Public Library's site: *Looking for English classes in Worcester? Explore our listings online at <https://worcesterwelcomes.wordpress.com>***

**FIND AN ENGLISH CLASS WITH THE ESOL NAVIGATOR**

**508-556-7097**

**[esolnavigator@gmail.com](mailto:esolnavigator@gmail.com) / **Mondays and Tuesdays, 1-4 pm  
and Fridays, 10-12.****

**Worcester Public Library  
3 Salem Square New Americans Corner**

### ***African Community Education (ACE)—ESOL***

51 Gage St, Worcester, MA 01604/ 508-459-2284

Open to students from African countries and Haiti only. Call for more information.

### ***Angel's Net Foundation—ESOL***

360 West Boylston Street #216, West Boylston, MA 01583 / 774-261-4232

### ***Ascentria Care Alliance—ESOL***

11 Shattuck Street, Worcester, 01605

Call 774-243-3100 and ask for English classes.

### ***Catholic Charities Worcester County — ESOL and citizenship classes***

51 Hammond Street, Worcester 01610 / 508-798-0191

Please call to ensure that space is available. Remote and in-person learning opportunities. Free

### ***Clark University American Language & Culture Institute***

[www.clarku.edu/offices/alci](http://www.clarku.edu/offices/alci) / Call 508-793-7794 or email

[alci@worcester.edu](mailto:alci@worcester.edu)

Community English for Academic Success (EAS) classes are generally \$400 per semester. Check website for dates/times and registration information.

**Job Corps—HiSET and vocational training**

ENROLL HERE: <https://enroll.jobcorps.gov/portal>

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

Classes are generally Tuesday and Thursday evenings. There is a waitlist.

Call for more information or email [lei@worchester.edu](mailto:lei@worchester.edu).

**Literacy Volunteers of Greater Worcester—ESOL**

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

Satellite office: 90 Madison Street, Suite 303A

Registration information at [www.lvgw.org](http://www.lvgw.org). Email [info@lvgw.org](mailto:info@lvgw.org) for more information. Classes are weekdays, morning, afternoon and evening, in person or online. Levels from survival to intermediate. Free; students may need to purchase books. One-on-one tutoring also available for free, with a waitlist.

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

236 Lincoln Street, Worcester, 01605 / 508-425-9254

Monday & Wednesday evenings from 6:30-8:30pm.

**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](http://www.qcc.edu/academics/esl-course-offerings). Con-

tact [esl@qcc.mass.edu](mailto: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.

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**QCC Adult Community Learning Center: ESOL & GED/HiSET**

Adult Community Learning Center (ESOL and GED/HiSET), 25 Federal St /

508-751-7926

ESOL Information:

<https://www.qcc.edu/learn-qcc/adult-basic-education/esol-english-speakers-other-languages>

Call 508-751-7926 or email [aclc@qcc.mass.edu](mailto:aclc@qcc.mass.edu). Six levels available, classes during the week, morning or evening. Asynchronous distance learning program also available for advanced students. Check website for latest information.

GED/HiSET Prep Class Information:

<https://www.qcc.edu/learn-qcc/adult-basic-education/hisetged-preparation>

Call 508-751-7926 or email [aclc@qcc.mass.edu](mailto:aclc@qcc.mass.edu). Three levels available, classes during the week, morning or evening. Asynchronous distance learning program also available for advanced students. Check website for latest information.

***St. Peter's Church—ESOL***

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

In person classes on Monday and Wednesday mornings, 10-12. Space is limited. Mostly beginner level.

S.O.S Opération Espoir

ESL classes English as a second language with professor Tom Jones

1070 Pleasant St

Worcester MA 01603

508-373-8121

Every Thursday 2 to 5 PM

***Southeast Asian Coalition—ESOL***

50 Portland Street, 5th floor MA 01608 / 508-791-4373

In person classes Tuesday and Wednesday mornings, 9-12.



***Training Resources of America—HiSET, ESOL, ABE***

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

Call 508-753-2993 to sign up. ESOL classes in-person Monday and Wednesday at their location in downtown Worcester, 4:30-7:45 pm; ABE classes are the same times on Tuesday and Thursday.

***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](mailto:info@warmwelcoming.org) or call 774-701-0081. Individual or small group English conversation & tutoring for refugees only. Free. / [info@warmwelcoming.org](mailto:info@warmwelcoming.org)

***Webster Adult Education (ESOL, HiSET)***

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

***Worcester Community Action Council, Inc.—HiSET***

NEW ADDRESS: 18 Chestnut St Suite 500, 01608 / 508-754-1176

508-754-1176 x146 or x158

For youth ages 16-25

***Worcester Housing Authority—HiSET & ESOL***

For WHA Residents only / 508-635-3306

35 Freedom Way, Worcester 01605

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

***Worcester Public Library- - ESOL***

3 Salem Square, Worcester, MA 01608

508-799-1655 x35324

English Conversation Circle every Tuesday from 5:30-7, mixed level  
Everyday English Classes in partnership with RICEMA on Monday and Wednesday mornings, 10-12 and Saturdays, 1-3 pm. No registration.  
ESOL Navigator service also available. Email [kduncan@mywpl.org](mailto:kduncan@mywpl.org) with questions or for more information.



SEE NEXT PAGE

**Worcester Public Schools Adult Learning Center (ESOL, HiSET)**

24 Chatham Street, Worcester, MA 01609 / (508) 799-3091

Free and open to all. Classes mornings or evenings, many levels. Call to schedule an appointment to take a placement exam and register! 508-799-3091 or 508-799-3171

**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

Webster 508-461-9468

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



# Food



**\*\*NEW WEBSITE TO FIND HELP:** <https://foodhelpworcester.org/>

## **Emergency Food Pantries / Hot Meals**

**Food Pantries Most Updated List:** Any individual can visit a food pantry. No ID necessary! <https://foodbank.org/find-food/#agency-locator>  
-CHECK FOOD PANTRY LIST FOR LATEST HOURS OF OPERATION INFO!

### ***AIDS Project Worcester***

165 Southbridge Street, Worcester 01610/ 508-755-3773  
Distribution to APW clients only: Tuesdays 8AM - 4:00PM

### ***Carty Cupboard at Wesley United Methodist Church***

114 Main Street Worcester, MA 01608  
508-799-4191  
Wednesdays from 1:00—2:30pm

### ***Catholic Charities Food Pantry***

10 Hammond Street, Worcester, 01610 / 508-860-2237 or 508-798-0191.  
Distribution: Monday through Friday, 11:30 AM-2:30 PM

### ***CENTRO***

11 Sycamore Street, Worcester, 01608 / 508-798-1900, ext. 264 or 246  
Distribution: Mondays & Wednesdays 9 AM-1 PM  
Food and limited infant supplies

### ***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: 12:00-4:30pm & Fri from 9:30—3:00pm

### ***Friendly House at Green Island Nhb. Center***

50 Canton Street Worcester, MA 01610 / 508-753-4661 / 508-890-2737  
Wednesday 11am –2pm and Thursdays from 1-4pm.

***Good (El Buen) Samaritan Food Pantry***

39 Piedmont Street, Worcester, 01610 / 508-304-1501

Distribution: Tuesday & Friday 11am-2pm

Call for emergency distribution

***Great Brook Valley Food Pantry (run by CENTRO)***

176 Tacoma Street, Worcester, 01605 / 508-798-1900

Distribution: Tuesdays, 9:00am-1:00pm

***Jeremiah's Inn, Food Pantry***

1059 Main Street, Worcester, 01603 / 508-755-6403

*Mondays noon-3:30pm*

*Tues, Thursday & Friday: 9am—2pm (closed 11:30-noon for lunch)*

***John Street Baptist Church***

43 John Street, Worcester, 01609 / 508-753-4991

Distribution is 2nd & 4th Saturday from 10:30 AM-12:00 PM

Temporarily drive thru distribution only

**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

***The Mustard Seed***

93 Piedmont Street, Worcester, 01609 / 508-754-7098

Pantry Hours: Tuesdays 4:15-5:30pm

Hot meals M-F, 5-6:30pm

Also offering take out dinners now from M-F, 5:00-6:30pm

***Orthodox Food Center—St. Spyridon Cathedral***

102 Russell Street, Worcester, 01609 / 508-841-5287 / 508-841-5287

Distribution: Saturday from 10AM -12:00PM

***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's, 9:00-3:30pm, Tuesdays , 9:00am—4:00pm,

Wednesdays 1:00-4:00pm, Thursdays, 9:30AM – 4:30PM

Wednesdays from 10-2pm & Friday from 9:30-4:30pm

***St. Anne's Human Services***

130 Boston Turnpike Rd., Shrewsbury, MA 01545

508-799-4169 (only for Shrewsbury residents)

Distribution: Mondays from 10:30-noon

***St. John's Church Soup Kitchen***

44 Temple Street, Worcester, MA 01604 / 508-756-7165

Soup Kitchen: M-F, 7am—11am

Pantry: M, W & F, 11-1pm

***St. Oscar Romero / St. Paul's***

19 Chatham Street Worcester, MA 01609 / 508-799-4193x11

Tuesdays 9-11, Thursdays 5-7pm and Saturday 9-11

Call 508-799-5009 for emergency

CONTINUED ON NEXT PAGE

***St. Anthony's Pantry***

Sacred Heart of Jesus Church— St. Catherine of Sweden  
596 Cambridge Street, Worcester, 01610 / 508-753-2555 (call ahead)  
Distribution: Thursday, 9:30am—2:30pm or by appointment

***St. Peter's Church—Saint Vincent de Paul***

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

***\*for Main South & Columbus Park Residents***

***Salvation Army Citadel***

640 Main Street, Worcester, 01608 / 508-756-7191  
Distribution: Wednesday & Thursdays 10am-2pm  
***Sally's Place:*** Drop-in center, hot meals, laundry, and showers:  
M-F 9:00AM-2:00PM  
Sunday from 5:00-6:00pm

***South Worcester Neighborhood Center***

47 Camp Street, Worcester, 01603 / 508-757-8344  
Distribution: Mon., Tues., Thurs & Fri. 9:30-1:30pm AND Wednesdays  
11:30-1:30pm

***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

*Continued on Next Page*

### ***Yes We Care Food Pantry***

55 Illinois Street Worcester, MA 01603  
508-755-4539

This is a choice food pantry set up a like a grocery store where you can select which food you want. What's available: Fresh fruit and vegetables, milk, eggs, yogurt, various meats, canned goods, dry goods, and snacks. Fridays from 2:00-5:00pm

***DON'T STOP HERE—APPLY FOR SNAP!! Go to page 81!!***

## **KIDS' MEAL SITES**

### **Project Bread**

#### **Summer**

#### **Food Service Programs (Summer Eats)**

Free meals for children and youth ages 18 and under

For locations and schedules:

•Check the website:

[www.meals4kids.org](http://www.meals4kids.org)

•Call the hotline:

1-800-645-8333

• Text "meal" or "comida" to 877 877

• Download the SummerEats App for IOS/Android

### ***Worcester Summer Eats!***

***Free meals offered to all children at sites throughout the City!***

**Meals will be provided to all children 18 years of age or under free of charge**

The **Worcester Public Schools Mobile Nutrition** vehicles will make stops at various locations throughout the city, offering meals **Monday** through **Friday** starting **June 24, 2024**.

• Go to: <https://www.worcesterschools.org/page/summer-eats-2024>

Or <https://foodhelpworcester.org/get-food/worcester-summer-meals-sites/>

## OTHER RESOURCES:

### **Summer P-EBT 2024**

P-EBT is a federal food assistance program created in Spring 2024. Eligible families will receive one payment of \$120 per child between July and September, corresponding to \$40 per month. Families already enrolled in SNAP, Temporary Assistance for Needy Families (TANF; known in Massachusetts as Transitional Aid to Families with Dependent Children, or TAFDC), or some MassHealth plans will be automatically enrolled in the summer child nutrition program and do not need to take any action. Families who are not automatically enrolled can apply for the program directly on [DTA Connect](#) between June 15 and September 7, 2024.

Go to: <https://www.mass.gov/summerebt>

**Woo Free Fridge locations:** <https://woofridge.org/>

Community fridges are open 24/7, leaving limited barriers in the way of someone accessing fresh, healthy food of their choosing.

### **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](http://www.recworchester.org)

[farmersmarket@recworchester.org](mailto: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
- NEW Summer EBT for eligible students. Go to [Mass.gov/SummerEBT](https://www.mass.gov/SummerEBT)

## **EBT THEFT PROBLEM RE-PIN Your SNAP CARDS!**

**<https://www.mass.gov/service-details/protect-your-benefits-from-skimming>**

**DO NOT PROVIDE YOUR VERY PERSONAL INFORMATION; social security number, etc.!!**

## **YOU CAN NOW USE SNAP TO ORDER FOOD ONLINE!**

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

## ***You May Receive Assistance to Apply for SNAP at the Following Agencies:***

### ***Family Health Center of Worcester***

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

VISIT THEIR HEALTH BENEFIT ADVISORS TO APPLY

**MA Department of Transitional Assistance (DTA)**

50 SW Cutoff, Worcester, MA 01604

Or call the DTA Assistance Line: 877-382-2363

New applicants can also apply online at the Virtual Gateway:

[www.mass.gov/snap](http://www.mass.gov/snap)

Mobile App: [mass.gov/DTAconnect](http://mass.gov/DTAconnect) (App has been updated / may need to reinstall)

DTA Connect website: [dtaconnect.com](http://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 and 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](http://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, BJs, Daily Table, Stop & Shop, and Walmart, as well as ALDI, Hannaford, Price Chopper, and Stop & Shop, Price Rite & Wegmans via Instacart.

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**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

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, to Massachusetts families who qualify.

Apply Online! <https://www.mass.gov/wic-information-for-participants>

Call 1-800-942-1007 make an appointment at a nearby office.

### **Worcester WIC Program**

WIC office of the Family Health Center:  
18 Chestnut st, 4th floor. Worcester, MA 01608  
Phone: 508-796-7000  
Fax: 508-796-7040

### **Hours of operation**

Monday– 8:30 am – 5:00 pm  
1st Saturday of the month 9:00 am – 1:00 pm  
Closed on the 4th Thursday of the month and holidays

### **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 (Phone Appointments only)

### **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!*

18 Chestnut St Suite 500, Worcester, MA 01608 /  
508-754-1176

- Fuel Assistance (HEAP) 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.

Winter 23-24		
Household size	Annual Income	Income for last 4 weeks.
1	\$45,392	\$3,492
2	\$59,359	\$4,566
3	\$73,326	\$5,640
4	\$87,294	\$6,715
5	\$101,261	\$7,789

Applications may be done online, in person and over the phone. First time applications require an interview. Walk-ins welcome!  
Email [LIHEAP@wcac.net](mailto:LIHEAP@wcac.net) or call 508.796.2423 to schedule an appointment in Southbridge, Webster, Spencer and Warren.  
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 18 and over..

### **NATIONAL GRID:**

#### Forgiveness Program

- If you are on the National Grid income-eligible discount rate, and have a bill you are struggling to pay, 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.
- 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.

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 <https://link.edgepilot.com/s/bf95e47a/giXqFB7Xek6DTa-fRJwShg?u=http://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 If you do not meet the income eligibility requirements for Fuel Assistance:**

[https://link.edgepilot.com/s/6e1852a0/v-gn3F\\_JhEGaYKCTM0Sxcw?u=http://www.masssave.com/](https://link.edgepilot.com/s/6e1852a0/v-gn3F_JhEGaYKCTM0Sxcw?u=http://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*

*NEW Grandparents Raising Grandkids Resource Center in Worcester / 330 Southwest Cutoff, Suite 203 Worcester, 01604 / 508-852-5539 / [www.seniorconnection.org](http://www.seniorconnection.org)*

- *A roving resource center that meets grandparents raising grandchildren and other kin right where they're at,*
- *Connects households led by grandparents to services such as: language translations, housing, transportation, financial literacy, mental and behavioral health, culturally competent and medically tailored food and educational opportunities*

## **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

## **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](http://www.massgrg.com) for listings.

### **Program at the Worcester Family Resource Center of YOU, Inc./ Seven Hills:**

**Call the main phone line (508) 796-1411 or Debbie Bunker at 508-796-0118**

This free, in-person, drop-in support group is for any kinship caregiver parenting a baby or youth up to 18 years old. We are currently meeting once a month (typically on the 3<sup>rd</sup> Friday) from 9:30-11:00. We offer opportunities for: building relationships with other kinship caregivers; presentations on timely issues; guidance on navigating state, federal and local systems of care; helpful resources, activities; and breakfast. *No Judgement*

### **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 <https://www.massbar.org/public/lawyer-referral-service> 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.

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**Go to [www.massgrg.com](http://www.massgrg.com) for more information!**



# Health Care



## ***Need Health Insurance and Healthcare?***

**Massachusetts** requires that all adult residents have health insurance or face a tax penalty. If you aren't covered through a job or family member, apply to see if you're eligible for MassHealth or Health Connector plans – some with no-cost or lower monthly premiums with savings through advance tax credits.

Apply online, shop and enroll into health and dental coverage through the state's health insurance marketplace – [the](#) Massachusetts Health Connector: [www.MAhealthconnector.org](http://www.MAhealthconnector.org)

### **Health Connector Customer Service Call Center**

1-877-MA-ENROLL ([1-877-623-6765](tel:1-877-623-6765)), or TTY 711 for people who are deaf, hard of hearing, or speech [disabled](#) .

**MassHealth Customer Service Center** (800) 841-2900, or TTY: 711 for people who are deaf, hard of hearing, or speech [disabled](#) .

## ***Need local help? Get free help with applying and enrolling into coverage through a Navigator :***

*Navigators can assist with applying for and enrolling into **MassHealth** or **Health Connector** plans. These local Community Health Centers provide access to healthcare and other 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 / 800-853-2288

**NOTE:** *These health centers also run health clinics in various Worcester Public Schools*

**UMass Memorial** and **St. Vincent Hospital** can also help patients sign up for free or lower-cost health insurance, even if you work. For free help from a Certified Application Counselor or financial counselor contact:  
UMass Memorial (508) 334-9300 / St. Vincent Hospital at 508-363-5000

***Other help is available from:***

## **MassHealth**

Schedule a video or phone appointment online with a MassHealth representative using the [MassHealth Appointment Scheduling Tool](#).

If you are a current MassHealth member and need to update your account, enroll in or change your health plan, need to choose your doctor, or have questions about your coverage, call the MassHealth Customer Service Center at 1-800-841-2900, or TTY 1-800-497-4648 for people who are deaf, hard of hearing, or speech disabled.

Business Hours Monday–Friday: 8:00 a.m. to 5:00 p.m.

## **Massachusetts Health Connector**

Walk-In Center 146 Main Street Worcester, MA 01608

Business Hours: Monday–Friday: 9:00 a.m. to 5:00 p.m.

[\*\*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).

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## **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**

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

If you have questions please call Nardy Vega at [508-341-9416](tel:508-341-9416)

NEW Road to Care Mobile Medical Clinic  
**774-336-6264** / [roadtocare@umassmed.edu](mailto:roadtocare@umassmed.edu)

Primary Care Visits

Substance Use Disorder Treatment

Screenings (Blood pressure, Cholesterol, etc.), laboratory and Medication Services



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**FREE WALK-IN HEALTH CLINICS**

*(No insurance needed)*

Visit: <https://www.worcesterfreeclinics.org/>

The Worcester Free Care Collaborative

Updates in red

**AIDS Project Worcester John McKee Care Center**

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

[www.aidsprojectworcester.org/](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

**Akwaaba**

Open Thursdays from 6:00-8:00pm

New England Ghanian Seventh day Adventist Church

67 Vernon Street Worcester, MA 01610

\*entrance is in the rear

- Physiclas, sick visits, prescription refills, bloodwork, urine and TB<sub>2</sub> testing.

**Epworth Free Medical Program**

**508-752-2376** / 64 Salisbury Street 01609

**Mondays 6-8pm EST (walk in patients must arrive by 7:15pm)**

- Physicals, Sick visits, Prescriptions
- Vaccination and Lab Services

Call or connect with a webcam during clinic hours:

**\*\*Epworth will be closed whenever Worcester Public Schools are closed due to weather\*\***

**India Society of Worcester Center's Free Health Stop**

152 Main Street, Shrewsbury, MA / 508-842-9795 /

<https://iswonline.org/Health-Stop>

- Sick visits, prescription refills, lab services, physicals, some Psychiatry, Cardiology, Nephrology and Diatician Services

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

**St. Anne's**

Open Tuesdays from 6:00-8:00pm

130 Boston Turnpike Shrewsbury, MA 01545

- Sick visits, prescription refills, lab services, physicals

**St. Peter's Church**

Open Thursdays from 6-8pm

929 Main Street Worcester, MA 01608

- Sick visits, prescription refills, lab services, physicals
- Cardiology, EKG, TB test reading, Bloodwork

**Wesley Eye and Ear**

Open Mondays from 6:00-8:00pm

114 Main Street Worcester, MA 01608

508-799-4191 x102

- Vision and hearing exams
- Reduced cost eye glasses
- Audiology services are temporarily suspended.



CONTINUED ON NEXT PAGE

**Worcester Islamic Center**

Open on Thursdays from 6:00-8:00pm

\*limited hours during Ramadan

248 East Mountain Street, Worcester, MA 01606

774-420-2636

- Physicals, sici visits, urine testing, TB test reading.

## **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](http://www.prescriptionadvantagemma.org) for an online application.

SEE NEXT PAGE FOR DENTAL CARE

# Dental Care

## **Edward M. Kennedy Community Health Center:**

605 Lincoln Street, Worcester, Ma / (508) 595-1115

Comprehensive Oral Health Care for Adults and Children

Interpreter services available!

Also provides dental services at Worcester Public Schools

The SBHCs offering dental are:

Worcester Tech, North High, Norrback & Roosevelt Elementary

## **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!
- Also provides dental services at 8 Worcester Public Schools

## **Quinsigamond Community College Dental Hygiene Clinic:**

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

- 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
- Free services for active military and veterans
- Also provides dental services at 9 Worcester Public Schools through the KidSeal program

## **UMass Memorial Ronald McDonald Care Mobile:**

Provides no cost preventive dental services in the local neighborhoods and at 24 elementary Worcester Public Schools. Please visit our website [Ronald McDonald Care Mobile - UMass Memorial Medical Center - UMass Memorial Health \(ummhealth.org\)](#) for additional information and to make an appointment.

## **Forsyth Dental Hygiene Clinic** (run through MCPHS University)

- 10 Lincoln Square, Worcester, MA 01608 / 774-243-3410 \*Currently closed. Go to <https://www.forsythtech.edu/student-services/student-resources/dental-clinic/> for availability
- Also provides dental services for 1 Worcester Public School - a new program starting 2024-25 school year.

# 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>**

THANKSGIVING BASKETS & Other Holiday Giving. The following programs usually assist but CALL EARLY!:

- Belmont AME Zion Church: 508-754-4539 55 Illinois Street
- El Buen Samaritano: 39 Piedmont Street / 774-253-1619
- Friendly House / 508-755- 4362 / 36 Wall Street
- Green Island Neighborhood Center- 50 Canton St – 508-890-2737
- The Journey Church: 508-755-7481 / 25 Belmont Street 01605
- St. Anthony Pantry: 596 Cambridge Street / 508-753-2555
- Salvation Army: Baskets for families 508-756-7191
- Green Island Neighborhood Center: 50 Canton St – 508-890-2737
- Saint John's: 44 Temple Street / Serving only 01604, 01610, Vernon Hill area / Point of contact: John 508-756-7165
- Saint Bernard's Catholic Church of our Lady of Providence Parish: 228 Lincoln Street / (Bucky's Food Pantry) Serving only 01605, 508-755-3820
- Saint Peter's Food Pantry: 929 Main Street, Worcester, 01610, 508-752-4674
- AND speak to the Food Pantry's in your area! See page 75.

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<sup>96</sup> December - please call.



# Homework, MCAS Help & College Prep

**ACE, African Community Education Program for African immigrants and refugees / [www.acechildren.org](http://www.acechildren.org)**

NEW ADDRESS! 51 Gage St Worcester, MA 01604/ 508-459-2284

Some remote programming

- Mondays—Thursdays, 2:30-6:00pm & 9am-2:20pm on Saturdays
- Summer Program as well!

**Belmont AME Zion Church**

***Yes We Care at Belmont AME Zion Church***

55 Illinois Street, Worcester, MA 01610 /

- After School Homework Center. Contact Anika Romney: 774-242-3935 or [anika0788@gmail.com](mailto:anika0788@gmail.com)
- Monday—Thursday, 3:00-5:00pm, during the school year

**Bottom Line:** provides personalized, one on one advising and support for high school and college students.

**Contact:** [recruitmentMA@bottomline.org](mailto:recruitmentMA@bottomline.org)

The **College Success Program** is a FREE, hybrid advising program that provides direct support to students throughout college toward graduation. With the support of our advisors, students receive:

- Resources to support their academic growth and personal development / Personalized support with renewing financial aid applications and applying for scholarships / Opportunities to gain hands-on career experience throughout their college journey / Self-care tips and encouragement for navigating aspects of campus and college life
- Prompt, accurate answers to any questions they ask
- Invitations to large group skill development sessions

**To be eligible for the Success Program, students must:**

Plan on attending one of these colleges in Fall 2024 (or take a gap year without earning college credits)

- Be a rising first-year college student / Be a resident of Worcester, MA / Be a US Citizen, Permanent Resident, or Refugee/Asylee
- Priority for first generation students in low income households<sup>97</sup>

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

- Offering SAT Prep beginning Feb 2021. For more information contact Cassie at [cmarley@bgcworchester.org](mailto:cmarley@bgcworchester.org)
- For information on additional programming reach out to [info@bgcworchester.org](mailto:info@bgcworchester.org).

Education Program: Shauree Allotey and Tatyanna Zicherman (Tiara Price is off this summer) – [sallotey@bgcworchester.org](mailto:sallotey@bgcworchester.org) and [tzicherman@bgcworchester.org](mailto:tzicherman@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

**Let's Get Ready**

A Virtual After School & Summer Access SAT Prep Program and near-peer texting mentorship service

<https://www.letsgetready.org/> / [enrollment@letsgetready.org](mailto:enrollment@letsgetready.org)

- For Rising 11th & 12th Graders

**Marie Anne Center**

At St. Bernard's Church, 236 Lincoln Street, Worcester / 508-425-9254

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

**Massachusetts Education & Career Opportunities / MassEdCo**

NEW! 18 Chestnut Street, Suite 210 / 508-754-6829 x3004

- Provides academic and career advising, post secondary education exploration & admissions and financial aid application assistance
- Youth programs are at Burncoat, Claremont, Doherty, North and South

**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 508-854-7422 or email [GTC@QCC.mass.edu](mailto:GTC@QCC.mass.edu). Visit [www.qcc.edu/gateway](http://www.qcc.edu/gateway) to register

- Serve students between the ages of 16-21 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](mailto:myra.assumption@gmail.com) MENTORING PROGRAM online February—April

### **The Southeast Asian Center (SEAC)**

NEW ADDRESS: 50 Portland St, Worc. MA 01608 (5th floor) / 508-791-4373

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

### **Upward Bound**

Discover Upward Bound at Worcester State University!

Empowering high school students for success, Upward Bound offers personalized tutoring, college prep, and mentorship. Gain access to SAT/ACT prep, college application guidance, and campus visits. Let us guide you toward academic excellence and college readiness. Join us and unlock your potential today!

#### **Raisa Bali**

Upward Bound Coordinator | Staff Associate

Office of Multicultural Affairs

Worcester State University

email: [rbali@worchester.edu](mailto:rbali@worchester.edu)

office: 508-929-8909

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**Worcester Housing Authority**

45 Freedom Way Worcester MA 01605  
508-635-3306 / Limited to WHA residents (Great brook Valley & Lakeside)

**Worcester Public Library**

HelpNOW Tutoring / Live Online Tutoring for Homework & SAT Prep.  
Get online help from expert tutors 7 days a week: 2 p.m. - 11 p.m. /  
Go to <https://www.mywpl.org/?q=article/helpnow-tutoring>

**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)
- 

**Need to Pass the MCAS?** Call your school principal to ask about tutoring or supportive course work for your child

**Baby Steps Savings Plan (formerly \$eedMA)**

Go to: <https://www.mass.gov/babysteps>

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



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

**Central Massachusetts Housing Alliance (CMHA)**

6 Institute Road Worcester, 01609 / 508-791-7265 x172

Email: [hc@cmhaonline.org](mailto:hc@cmhaonline.org) for walk-in hours, or visit [www.cmhaonline.org](http://www.cmhaonline.org)

**\*\*\* Now Process RAFT only for Worcester residents**

**RCAP Solutions Housing & Consumer Education Center**

191 May Street, Worcester MA 01602 / 978-630-6772

[HCECEdu@RCAPSolutions.org](mailto:HCECEdu@RCAPSolutions.org)

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

Home modification loans through their HML program

**\*\*\*NOW processes RAFT applications only for towns surrounding Worcester**

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## Struggling to Pay Your Rent or Mortgage?

### **RAFT (Residential Assistance for Families in Transition)**

The current benefit limit is \$7,000 and an income eligibility limit of 50% Area Median Income, or 60% Area Median Income for households who are at risk of domestic violence.

- MUST HAVE A 14 DAY NOTICE TO QUIT OR A CRISIS
- **Everyone has to apply online at this link:**

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

- FOR INFORMATION REGARDING RAFT APPLICATIONS, CMHA NOW SERVES WORCESTER FAMILIES / RCAP- TOWNS OUTSIDE OF WORCESTER!
- \*Worcester Community Action Council is helping families apply in South County. Go to: <https://wcac.net/rental-assistance/>

### **ADDITIONAL HELP FOR HOMEOWNERS:**

For Mortgage Help Info see page 107

## **TYPES OF AFFORDABLE HOUSING TO APPLY FOR: Apply for all 3!**

### **1. PUBLIC Subsidized Housing: All Applications are on CHAMP:**

The centralized application for public housing funded by the state:  
<https://publichousingapplication.ocd.state.ma.us/>.

### **2. Privately Owned Subsidized Housing: go to <https://www.masshousing.com/en/renters/housing-list>**

- Each site must be applied to separately.
- Call to request an application and to make sure their waiting list is open.

### **3. 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.

#### **1. APPLY ONLINE; <http://www.section8listmass.org/How to Apply.php> (click at 'Apply Online')**

**OR**

#### **2. Download the application and take/ mail the application to a participating agency. (Only need to get it to the Worcester Housing Authority to be included for the entire state—see the address / information below)**

## **IMPORTANT TIPS FOR SUBSIDIZED HOUSING**

Get on as many different waiting lists as you qualify for despite the lengths.

- 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!!
- 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 limited and you must act immediately.

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### **Worcester Housing Authority (WHA) Information:**

NEW ADDRESS: 630 Plantation Street Worcester 01605 - (508) 635-3300  
Families/Individuals can apply in person or online at [www.worcesterma.org](http://www.worcesterma.org)

### **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](http://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](http://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.

OR

· **Contact the Office of Human Rights**, City Hall Room 101, 455 Main Street, Worcester, MA 01608 / 508-799-1030 x31136 or CLA at 370 Main Street, Worcester 01608 / 508-752-3718 / 1-855-CLA-LEGAL (1-855-252-5342) ([www.communitylegal.org](http://www.communitylegal.org))

## **Eviction & Homelessness Resources**

*If you are homeless with a child under 21...*

**NEW: EOHLC—the Executive Office of Livable Communities—  
(Formerly DHCD) Emergency Assistance (EA) Application Process  
APPLY HERE:**

<https://www.mass.gov/how-to/apply-for-ea-emergency-family-shelter>

Or 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/EOHLC Office.

(50 SW Cutoff Worcester, MA 01604)

8 AM-4 PM. *Get to the office as early as you can.*

**NOTE!** On Oct. 31, 2023, that the EA emergency family shelter system is ***no longer able to meet all current and projected demand for shelter from families eligible for EA, and EOHLC has created a prioritization system and waitlist for eligible***

**\*\*ALSO** The Massachusetts Legislature has passed a new law that sets a 9-month limit on families' time in the EA Emergency Family Shelter program. Under the new law, families will have 9 months to transition out of EA shelter and into stable housing.

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### **Rules for the 9 Month Rule:**

***Families will receive 90 days notice before their shelter benefit expires, and will not be required to exit EA Emergency Family Shelter due to this policy until September 1, 2024 at the earliest.***

· Families may have the option to extend shelter for up to two 3-month periods if they meet certain criteria specified in the law; i.e., like employment, training program participation, veteran status, disability status, school enrollment, or imminent placement in housing.

### **How does the waitlist work?**

Families with specific clinical/medical and/or safety risks will be prioritized on the waitlist.

The order of the waitlist is based on whether a family has a clinical and safety risk priority designation combined with when they were found eligible.

### **Please follow the following steps:**

EOHLC EA Application Process:

**Step 1:** Are you qualified for EA?

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· 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

**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:** Assessment: All applicants for EA shelter shall be asked to complete a health pre-screen questionnaire for self-reporting immediate clinical and safety risk concerns. Translated forms will be available. If the family self-reports on the pre-screen questionnaire that they meet any of the criteria for full assessment the family shall be offered three options for clinical and safety risk assessment: (1) In-person assessment at a clinical and safety risk assessment site (subject to availability). Or (2) Virtual CSR Assessment by Rapid Response Team Nurse.

**Step 5:** You may be placed on a waitlist: Families will be offered available shelter units in order of position on the waitlist  
The order of the waitlist is based on whether a family has a clinical and safety risk priority designation combined with when they were found eligible.

**Step 6:** 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 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](http://www.masslegalhelp.org).

## **Homeless families who are not eligible for emergency shelter from EOHLA:**

The following are family shelters for families who are not eligible for Emergency Assistance through EOHLA. 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
- **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)
- **Montachussetts Interfaith Hospitality Network:** (978) 466-1704 / 758 Main St, Leominster
- **St. Luke's Guesthouse:** 141 Main St, Southbridge (Individuals, couples & families with children) 774-230-6416. [stlukesquest-house@gmail.com](mailto:stlukesquest-house@gmail.com)
- Meryl's Safe Haven, Tasia Cerezo, [tcerezo@merylssafehaven.com](mailto:tcerezo@merylssafehaven.com), 617-517-611

For housing resources for teen and young parents, please see page 113

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### **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) 796-1971 Email: [housing@fscm.org](mailto:housing@fscm.org)

[www.sevenhills.org/programs/mediation](http://www.sevenhills.org/programs/mediation)

**CENTRAL MA HOUSING ALLIANCE:** Please email [hc@cmhaonline.org](mailto:hc@cmhaonline.org) to Initiate Housing Counseling, or call 508-791-7265 ext. 172.

## Homeless Prevention Funds

There may be assistance for rental arrearages, security deposits, utility terminations & other financial related housing crises from the following

- Central Massachusetts Housing Alliance (508) 791-7265
- Friendly House (508) 755-4362
- Catholic Charities **Worcester County: 508-798-0191**
- RCAP Solutions: 800-488-1969 x6770
- WCAC: 508-754-1176

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### **MORTGAGE HELP:**

1. **RAFT:** Beginning on July 1, 2023, the state-funded Residential Assistance for Families in Transition (RAFT) program became available to low-income homeowners who are at risk of foreclosure. Apply for RAFT through the **Emergency Housing Payment Assistance Portal**. [https://applyhousinghelp.mass.gov/s/?language=en\\_US&LanguageCode=en\\_US2](https://applyhousinghelp.mass.gov/s/?language=en_US&LanguageCode=en_US2)
2. If your foreclosure is scheduled in the next 7 days, you should reach out to **the Massachusetts Division of Banks (DOB)** to request assistance in preventing your foreclosure.  
Go to: <https://www.mass.gov/how-to/help-for-distressed-homeowner>
3. **Worcester's HUD Approved Home Ownership Support Center: RCAP SOLUTIONS, INC.**  
91 May St, Worcester, 4 978-630-6772

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### **Other Programs to Assist Homeless Families & Individuals**

#### **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. 107

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**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 Heathlink 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
- Comprehensive Healthcare, Behavioral Healthcare, and Case Management for Individuals Experiencing Homelessness

**OTHER PLACES TO APPLY FOR HOUSING  
IN WORCESTER**

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

**HousingWorks:** offers updates on low waiting lists, upcoming lotteries, newly open waiting lists - <https://www.housingworks.net/> you can subscribe to their email list

## 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. 101)*

### 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 4<sup>th</sup> Floor – 455 Main St.

508-799-1400

#### 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 508-799-1030 x31136 or at Community Legal Aid at 855-252-5342



## Housing Resources for Single Individuals

### **SMOC Greater Worcester Housing Connection Triage and Asst. Center**

25 Queen Street, Worcester, MA 01610 / [\(508\) 757-0103](tel:5087570103),

- 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
- **\*\*NEW SHOWER PROGRAM:** Visit us for a hot shower, free clothing, and onsite case management support. M-F, 9-4pm

### **Eliot Human Services / Homeless Outreach Program**

To request services email: [hlsmnreferral@eliotchs.org](mailto:hlsmnreferral@eliotchs.org).

Outreach / Support services for individuals with serious mental health illnesses & with co-occurring substance use disorders, who are homeless or at risk of becoming homeless. Outreach Clinicians and Engagement Specialists engage, assess, and develop a recovery-oriented treatment plan.

### **Harbor:**

HARBOR (Healthcare, Advocacy, Room, Board, Outreach, Rehousing): zero barrier access, day shelter for women, open 7 days a week from 8am to 8pm at 534 Cambridge Street, Worcester. The HARBOR emergency line is (508) 556-6101 and is available 12/7. HARBOR provides community-based services, peer support, case management, and advocacy for prostituted people

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CONTINUED ON NEXT PAGE

**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



## Buying and Owning a Home

**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:***  
978-630-6772

***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

## **Programs for Homeless Teens and Youth**

*Also see "Housing Resources for Single Individuals" page 110-111*

**LUK:** Young people **under 25** and their organization partners can contact LUK by calling the TIL In-House number **508-762-3074** or walking into our office **40 Southbridge St. 4th Fl, Worcester** (next to the Hanover Theater) **Monday through Friday 9a-5p**

Services LUK can provide include:

- Access to youth and young adult focused housing and services and financial assistance to preserve tenancies
- Case management focused on helping young people connect with mainstream entitlements and benefits (SNAP/food stamps, Mass Health), linkages to education and training opportunities to include financial aid resources, physical, dental and behavioral health services and legal services.
- Access to basic needs supplies (hygiene products, clothing, food etc.)

**Stand up for Kids Program** / 508-963-5576 (call or text) / [worcester@standupforkids.org](mailto: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.

**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](http://www.1800runaway.org)

**Safe Homes at Open Sky Community Services**

- 4 Mann St Worcester, MA 01602
- NEW PLACE for Empowerment Youth Drop In Center 508-318-7574

**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



## 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).

**Florence House YPLP**- assists homeless teen parents struggling with homelessness. We offer case management, budgeting skills, and housing stability in a safe, supportive shared living environment with access to several other services. Referrals are made through DTA and DCF. Young Parents pregnant and/or parenting age 12-22 are welcomed to apply.

## 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](http://www.mass.gov); Search: "tenant rights"

Attorney General's Guide to Landlord/Tenant Rights  
or [www.masslegalhelp.org](http://www.masslegalhelp.org)

### **Self Sufficiency Programs:**

#### ***Worcester Housing Authority (WHA)***

NEW ADDRESS: 630 Plantation Street Worcester 01605

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

**NEW Office of New Arrivals at Friendly House:**

**Jillian Phillips:**

**[jphillips@friendlyhousema.org](mailto:jphillips@friendlyhousema.org) / Cell: (508) 509-0828**

## **ACE / African Community Education** ([www.acechildren.org](http://www.acechildren.org))

NEW ADDRESS! 51 Gage St Worcester, MA 01604/ 508-459-2284

Some remote programming at this time

- Afterschool tutoring and mentoring for African & Haitian 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**

70 James Street, suite 148 Worcester, 01603, CALL : 774-297-0425 /

[info@awicworchester.org](mailto:info@awicworchester.org) / <https://awicworchester.org/>

- Translation & ESOL
- Women's Empowerment Group & Mentoring / Welcome Program

## **Angel's Net Foundation**

70 James Street, Suite 259 01603 / 774-261-4232

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](mailto: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.

CONTINUED ON NEXT PAGE

**ARISE** / 617 794 9930.

**Refugee Advocate Program:** Refugee Advocates provide 1 on 1 support for refugee families in navigating the complexities of the Resettlement process based on their needs.

**Case Management Services:, Job Placement & ESL**

**Ascentria Care Alliance** ([www.ascentria.org](http://www.ascentria.org))

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

- Refugee resettlement & Case management services
- Employment services & vocational training services
- English for Speakers of other Languages
- Language interpretation and translation services via LanguageBank
- Unaccompanied Refugee Minors Program

11 Shattuck Street Worcester, MA 01605 / 774.243.3045

Serves wide range of New Americans, asylum seekers, survivors of violence, human trafficking, etc.

legal providers.

<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](mailto:foundation@authenticcaribbeanfoundation.org)

**Catholic Charities Worcester County**

10 Hammond Street Worcester, MA 01610 / **508-798-0191**

Accredited immigration representative for family-based immigration ESOL and citizenship classes

**By appointment only**

**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 residence renewals.

**Community Health Awareness Network (CHAN)**

114 Endicott Street, Worcester, MA 01610

P: 774-502-0200 E: [info@changlobal.org](mailto:info@changlobal.org) / E: [Lovo.koliego@changlobal.org](mailto:Lovo.koliego@changlobal.org)

W: [www.changlobal.org](http://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**

370 Main Street, Suite 200 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](http://www.communitylegal.org)

**Edward M. Kennedy Community Health Center**

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

- Refugee Health Assessments/health care
- Group care and health education services
- Immigration physicals

**Family Health Center of Worcester**

26 Queen Street, Worcester MA 01610 / Phone: 508-860-7800

- Refugee Health/Global Health Program
- Immigration Physicals

**Family Continuity Cultural Broker Program:**

Call: (508) 755-0556 Main Office

For Referrals Email: [Igumbe@Familycontinuity.org](mailto:Igumbe@Familycontinuity.org)

This is a short term, voluntary, behavioral health case management services for refugees (age 18+) who are considered to be "at risk" in the community.

Main Contact: Indira Gumbe, Program Director, MSW-LICSW

9 East Mountain Street, Worcester, MA 01606 774 287-3883 Cell.

**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>  
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](http://www.worcester.edu/lei)— SEE PAGE 9 for more information

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](mailto:info@lgbtasylum.org)

\*\*Asylum seekers, please contact the Task Force and complete our Intake Form before traveling.

[info@lgbtasylum.org](mailto: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.

**MassHIRE Career Center:**

NEW Services for Immigrant Families! 508-799-1600

**Massachusetts Organization of African Descendants (MOAD)-**

coalition of volunteer members from diverse African nations living 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

Phone: 774-371-1053 / Email: [Moad.org@gmail.com](mailto:Moad.org@gmail.com)

**Muslim Community Link**

(774) 314-7625 [contact@mclma.org](mailto:contact@mclma.org) / Referral and support services, educational services, and community building programs

**Parent Professional Advocacy League-PPAL [www.ppal.net](http://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

- Hispanic Support Group twice a month / Information and Referral

**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

**Worcester RISE for Health**

[riseworcester.org](http://riseworcester.org) / Contact: Olga Valdman <[olga@worcesterrise.org](mailto:olga@worcesterrise.org)>

RISE Community Health workers (CHW) & medical team identify those with medical needs, coordinate with our colleagues in existent healthcare facilities, help families navigate health insurance, get appointments and provide transportation. RISE CHWs speak Haitian-Creole, French and Spanish.

**S.O.S Opération Espoir**

ESL classes English as a second language with professor Tom Jones

1070 Pleasant St Worcester MA 01603 508-373-8121

Every Thursday 2 to 5 PM

**Southeast Asian Coalition (SEACMA)**

50 Portland Street, 5th Floor / 508-791-4373

- Support services for Southeast Asian and other immigrants and refugee families; i.e., housing search, fuel assistance, healthcare, etc.
- ESL, youth and after-school programs, tutoring and mentoring.
- Small Business Ownership Support. / Asian Cultural Preservation

**Uhai for Health Inc** 65 James St Suite 8A, Worcester, 01603 / 508-948-3999

Uhai for Health works with African Immigrants and Refugees in navigating barriers to social determinants of health, accessing appropriate interventions through culturally responsive services, education and advocacy.

**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.

**USCIS (United States Citizenship and Immigration Service):** Provides informational presentation for groups, on eligibility requirements for available immigration benefits and the filing process required to apply for said benefits. [Boston.communityrelations@uscis.dhs.gov](mailto:Boston.communityrelations@uscis.dhs.gov) .

**WARM , Now Welcoming Alliance for Refugee Ministry**

Mailing address: 210 Park Ave Suite 306, Worcester, MA 01609 /  
774-701-0081 / [info@warmwelcoming.org](mailto:info@warmwelcoming.org) / [www.warmwelcoming.org](http://www.warmwelcoming.org)

- Provide support services for refugees, match volunteers for wraparound care, community building programs, assist with new arrivals

**Worcester Public Schools**

**Contact for Multilingual Education:** 508-799-3623 [mandesi@worcesterschools.net](mailto:mandesi@worcesterschools.net)

**Contacts for Enrollment and Caregiver Engagement**

The Parent Information Center 508-799-3194 768 Main Street 01610  
Caregiver Engagement: FACE Office 508-799-3415  
[FACE@worcesterschools.net](mailto:FACE@worcesterschools.net)

**World Youth Opportunity Inc**

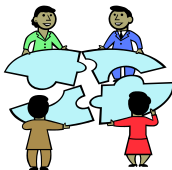
Mailing Address: 310 Boston Turnpike, Shrewsbury MA, 01545  
[www.wyous.org](http://www.wyous.org) / 774-615-9502

- Youth empowerment and mentorship/ STEM programs
- Education and Training in IT and Entrepreneurship.

**WRAP (Worcester Refugee Assistance Project)**

<https://www.worcesterrefugees.org/> Contact Millie Rao at 508-320-5819

WRAP is a network of individuals committed to assisting refugees and resettled migrants achieve sustainable self-reliance through mentoring, advocacy, and educational assistance / ESL / After School Programs, Mentoring





## 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 / 370 Main Street 01608

Catholic Charities **Worcester County:** offers **consultations.**  
Immigration Services / P: 508-798-0191  
10 Hammond Street Worcester, MA 01610

### **New England Justice For Our Neighbors (IFON)**

Free Immigration Legal Aid New England Justice for Our Neighbors provides free, expert legal services to low-income immigrants seeking humanitarian relief (asylum, unaccompanied minors, victims of violence, etc.).

● Visit our website, [www.newenglandjfon.org](http://www.newenglandjfon.org), or ● Contact our Central Mass. clinic directly by phone or text at (978) 400-2126

### **Student Clinic for Immigrant Justice (SCIJ)**

Website: <https://www.scijimmigration.org/> / [info@SCIJimmigration.org](mailto: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,

## CITIZENSHIP CLASSES:

**Ascentria Care Alliance:** See page 105

Citizenship: Catholic Charities **Worcester County:** 10 Hammond Street, 01610 / **508-798-0191**

Application assistance, English, US History, **Civics, Government Classes, Immigration Counseling.**

**Ministerios La Trinidad:** 731 Main St. Worcester MA 01610 (508) 756-3938

● 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](http://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**

NEW ADDRESS: 370 Main Street, Suite 200

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](http://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 370 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 :** CORI re-enty project and -related employment denials

**Family Preservation Project** in Worcester at Community Legal Aid. The FPP is an interdisciplinary team including a parent advocate with lived experience, a case manager, and an attorney, who all work to help families avoid Department of Children and Family removals and close their cases with DCF. Referrals to our program can be made to me via phone or email. Potential clients can also call the CLA intake line at **(855) 252-5342**.



**MassLegalHelp.org:** Online legal information

**Worcester County District Attorney Joseph D. Early, Jr.**

225 Main Street Room #G301, Worcester, MA 01608 / 508-755-8601

- The DA's office works with communities and police departments in 60 cities and towns in Central Massachusetts.
- Oversees a law office of more than 80 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 such as Bullying/Cyber Safety, Healthy/Unhealthy Relationships, Distracted Driving, Hazing, The Impact of Trauma/ ACES, etc.
- Opioid/substance abuse curriculum called "This is (Not) about Drugs" presented to middle and high school students.
- Uses money through the Drug Forfeiture Community Reinvestment Program to support youth-focused and crime prevention programs, including youth sports, the arts, community centers, leadership programs and more.
- Child Abuse Prevention/Mandated Reporter Training through the Child Advocacy Center.
- Community Outreach programs are available in person and also virtually by contacting Don Xenos at 508-755-8601.

**Office of the Attorney General:**

The Office of the Attorney General Andrea Joy Campbell is an advocate and resource for ALL residents of Massachusetts.

10 Mechanic Street, Suite 301, Worcester MA 01608

Worcester: (508) 792-7600 / Boston: (617) 727-2200

[www.mass.gov/ago](http://www.mass.gov/ago)

**Protecting consumers**

**Combatting fraud and corruption**

**Investigating and prosecuting crime**

**Protecting the environment, workers, and civil rights**

**Attorney General Hotlines**

Consumer Hotline: 617-727-8400 (M-F 8 AM-4 PM)

Civil Rights Division: 617-963-2917

For bias-motivated threats, harassment, and violence: 800-994-3228

**CONTINUED**

CONTINUED– OFFICE OF THE ATTORNEY GENERAL  
Elder Hotline: 888-243-5337/888-AG-ELDER (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. 2  
Student Loan Assistance Unit: 888-830-6277 ext. 3  
Insurance and Financial Services Mediation Program: 888-830-6277  
Insurance Fraud Tipline: 617-573-5330  
Medicaid Fraud Tipline: 617-963-2360  
Victim Compensation & Assistance Division **617-963-2160**

**Worcester Court Service Center**

225 Main Street, 1st floor, Worcester MA 01608 / 508-831-2565  
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. Help filling out court related documents.  
In-person services (priority given to emergency cases)

Tuesday:

8:30 am-1:00 pm, 2:00 pm-4:30 pm

Thursday:

8:30 am-1:00 pm, 2:00 pm-4:30 pm

**Remote services**

Offered Monday, Wednesday, and Friday

The Virtual Court Service Center is open for intakes from 9 a.m.–2 p.m, Monday through Friday, for court users who have or want to file cases in our court system.

Here is how you can join the Virtual Court Service Center through Zoom:

Via videoconference: <https://www.zoomgov.com/j/1615261140>

Via phone: dial (646) 828-7666. Enter Meeting ID 1615261140 then press # #

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COURT SERVICE CENTER CONTINUED:

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

**Family Services of Central Massachusetts (FSCM) Mediation Program** / An affiliate of Seven Hills Foundation  
508.796.1971 / <https://www.sevenhills.org/programs/housing-mediation/> / **Email:** [housing@fscm.org](mailto:housing@fscm.org)

- 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 program**

Basic legal advice and guidance for low-income clients:

- Wednesdays, 9:00 a.m. - 12:00 p.m.  
First-come, first-served
- Worcester Court Service Center; 1st floor of the Worcester Trial Court  
225 Main St., 1st Floor, Worcester, MA 01608  
Due to volunteer capacity, we can only assist approximately 5 people each session

\*\*At this pro bono program coordinated by Community Legal Aid, low-income litigants can speak to a free volunteer private attorney to get basic legal advice, help understanding the laws, and assistance filling out forms. Please note that the program only assists with family law matters and does not assist with probate matters.

Because this pro bono program is dependent upon volunteers, we cannot guarantee a volunteer attorney is available each week. Please check [HERE \(https://communitylegal.org/events/category/pro-bono/\)](https://communitylegal.org/events/category/pro-bono/) to confirm whether a volunteer is scheduled for the day you plan to arrive. Occasionally, we are unable to provide an update if a volunteer cancels with less than 24 hours' notice. We are sorry for any inconvenience.

## **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.

- 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. 165 Southbridge Street Worcester, MA 01608.  
Phone: 508-755-3773 Email: [info@aidsprojectworcester.org](mailto:info@aidsprojectworcester.org)

## **Boy's & Girl's Club of Worcester / [www.bgcworcester.org/](http://www.bgcworcester.org/)**

NEW Youth & Family Gender Identity Programs

- Trans Young Adult Support Group
- Caregiver / Parent Support / Gender-Ed Group and more!

## **SWAGLY**

A social support club for LGBTQ youth and straight allies ages 11-18 to socialize, learn, create, and be in community. Hosted by AIDS Project Worcester. Email: [EMartinez@aidsprojectworcester.org](mailto:EMartinez@aidsprojectworcester.org) Phone: 774-578-0817 <https://www.aidsprojectworcester.org/swagly/>

## **Open Sky Community Services–**

### **SAFE HOMES**

Safe Homes, a program of Open Sky Community Services

· 4 Mann St Worcester, MA 01602 / Call 508-318-7380 or Oscar Oliveira Soens at 774-418-1109/ [safehomesma@openskycs.org](mailto:safehomesma@openskycs.org) or [os-car.oliveirasoens@openskycs.org](mailto:os-car.oliveirasoens@openskycs.org) / [safehomesma.org](http://safehomesma.org)

· Drop-In center for LGBTQ youth ages 14-23

· Variety of programming including games, activities, and field trips

· Trans Resource Center with free gender-affirming supplies

· Clinical support, peer support, no insurance needed

· Hygiene supplies, food pantry, clothing – all free

· For more information about upcoming programming, see the calendar on our website (listed above) or check out our Instagram: @safehomesma

Ages 14-17: Wednesdays 2-5pm

Ages 18-23: Thursdays 5:30-8:30pm

**Transpire:** A peer support group for transgender, non-binary, and gender-queer persons ages 18+. Hosted by AIDS Project Worcester. Email: [AStaples@aidsprojectworcester.org](mailto:AStaples@aidsprojectworcester.org) Phone: 508-755-3773 <https://www.facebook.com/TranspireAPW>

**KIVA Center:** NEW Sharing Safety group: An open topic peer support group for members of the LGBTQIA+ community with lived experience in the mental health system. On zoom. Saturday mornings at 11am. Find the link at [kivacenters.org](http://kivacenters.org) .

**WLEN (Worcester LGBT Elder Network)**

Provides information and referral for LGBT elders and their caregivers. Email: [wlen@eswa.org](mailto:wlen@eswa.org) Phone: 1-800-243-5111 or 508-756-1545

**Love Your Labels** [josh@loveyourlabels.org](mailto:josh@loveyourlabels.org) / [loveyourlabels.org](http://loveyourlabels.org):

Programs and advocacy for LGBTQ+ Youth and their families

- **Threads**—a program for high school youth where they use fashion design as a lens to discuss person expression
- **Drag Story Time** events for families—affirming, inclusive stories to show kids they are incredible and valid just as they are.

**Seven Hills:** Gender Wellness Initiative of Seven Hills Behavioral Health Programs dedicated to creating programming to assist the community in increasing competency around the needs of LGBTQIA+ youth <https://www.sevenhills.org/programs/gender-wellness-initiative>

- LGBTQ + YOU (ages 14-17) group: a multi-gender group for teens who are questioning their gender and sexual identities.

Contact: Karam Hanna at 508-571-1655

**Or** contact Central Referral via phone at 1-855-496-8462.

**Boston Child Study Center**

47 Prospect Street West Boylston, Ma 01583 P: (617) 410-6880

- Trans Young Adult Support Group (virtual and in-person; 8 week commitment) Meets 1x/weekly. Tuesdays at 11AM. This group is for young adults (18-30) who are transgender, gender-nonconforming, nonbinary, agender, gender-expansive, or anything other than cis. This is a dedicated space for connection, support, and processing.
- Caregiver/Parent Support / Gender-Ed Group (virtual; rolling admissions; 8 week commitment) Meets 1x/weekly. Wednesdays at 12PM. This group is for parents and/or caregivers . This is a dedicated space for parents/caregivers to come together, share their experiences, and ask questions related to their child's gender expression/transition/needs & learn how to best support their child through their gender transition using multiple lenses of intersectionality.



**Elder Services:** For LGBTQIA Elders **50** and older: Rainbow Lunch Club and Rainbow Supper Club for LGBTQIA Elders **50** and older / 508-756-1545 . Also, LGBTQ 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; also available by email [WLEN@eswa.org](mailto:WLEN@eswa.org)

### **HEALTHCARE SERVICES**

Edward M. Kennedy Center Community Health Center Gender Affirming Care services

Human Rights Campaign Healthcare Equality Index Leader

Kennedy Community Health has a robust gender affirming care team that provides comprehensive health care including: Gender affirming hormone therapy and monitoring Referrals for gender affirming surgery Mental and behavioral health care Comprehensive medical care, including gynecologic care and pregnancy care STD/STI/HIV testing PEP and PrEP Non-medical patient navigation services

You must have a primary care provider at Kennedy Community Health to become a GAC patient. To establish as a GAC patient, please call our gender affirming care team number: **508-595-1160**

<https://www.kennedychc.org/services/lgbtq/>

### **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

### **LEGAL RESOURCES**

#### **Worcester Police Department—LGBTQ Police Community Liaison**

Officer Jesse Bonardi, 774-622-1825

[wpd-lgbtq@worcesterma.gov](mailto:wpd-lgbtq@worcesterma.gov)

#### **GLAD (Gay & Lesbian Advocates & Defenders)**

617-426-1350 [Gladlaw@glad.org](mailto:Gladlaw@glad.org)

#### **Community Legal Aid, Inc. (CLA)**

**370 Main Street, 4th Floor, Worcester, MA 01608**

855-252 5342 [www.communitylegal.org](http://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](http://www.lgbtasylum.org) / [info@lgbtasylum.org](mailto:info@lgbtasylum.org) 508-853-8853

#### **MA Commission Against Discrimination (MCAD)**

NEW Address: 18 Chestnut Street, suite 520, Worcester, MA 01608<sup>129</sup>

508-453-9630 [mcad@mass.gov](mailto: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](http://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 135 & 148**

### **NEW** Massachusetts Behavioral Health Help Line

24/7 help available across the state, in more than 200 languages.

by phone call and text at 833-773- 2445 (BHHL), and online chat at  
masshelpline.com. **NO COST!!**

**\*\*NEW Suicide Hotline: Call 988**

### **Community Behavioral Health Centers and the Behavioral Help line of Community Healthlink –**

*they are the new Front Door for Emergencies.*

- <https://www.communityhealthlink.org/cbhc> 508-860-1000

In Person via two walk in sites in Worcester (12 Queen Street) and  
Leominster (40 Spruce Street) / M-F 8am – 8pm and Sat & Sun 9am – 5pm

### **Websites to do further searches:**

- [www.masspartnership.com/member/FindBHPProvider.aspx](http://www.masspartnership.com/member/FindBHPProvider.aspx)
- Massachusetts Behavioral Health Access: <https://www.mabhaccess.com/Home.aspx>

### **AdCare Hospital of Worcester, Inc.**

Inpatient: 107 Lincoln Street. Worcester, MA 01605 / 508-799-9000

- 24 hour admission and referral: 1-800-ALCOHOL (252-6465)
- Alcohol and drug detoxification and rehabilitation for adults
- Outpatient Intakes: 95 Lincoln Street (Outpatient) / 508-453-3053
- 8am-4:30pm, Walk-ins as available
- Day & evening intensive programs Individual and family counseling
- Early recovery groups
- 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](http://www.iccworcester.com) to complete intake form

- individual, family, and couples counseling via telehealth 131
- Suboxone treatment for opiate addictions / Med. Asst. 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, Ages 21+**

23 Fruit Street, Worcester, MA 01609 / (508) 797-0537/ 508-831-7745

- Outpatient counseling and group therapy
- 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 Prgrams.**

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**

NEW ADDRESS: 51 Union Street, Suite 102, Worcester, MA 01608 / (508) 799-2663 / Institute for Trauma and Healing: 508-799-6306  
[www.attachmentnewengland.com/](http://www.attachmentnewengland.com/)

- 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](http://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 132
- TMS: Transcranial Magnetic Stimulation
- Spravato (esketamine) - for treatment resistant depression

**Boston Child Study Center**

47 Prospect Street West Boylston, Ma 01583

P: (617) 410-6880 / [www.BostonChildStudyCenter.com](http://www.BostonChildStudyCenter.com)

**Outpatient and intensive outpatient services & evidenced based treatments**

**Various assessments including**

**Youth & Family Gender Identity Program**

Referrals: [EMachado@bostonchildstudycenter.com](mailto:EMachado@bostonchildstudycenter.com) or 617-410-6880.

Sliding fee scale starting at \$2

**Boston Neurobehavioral Associates (BNBA)**

116 Belmont St., Suite 26, Worcester, MA 01605 / 508-979-5557

Telehealth only / No in person appointments

Go online to schedule an appointment <https://www.bostonneurobehavioral.com/contents/locations/worcester-ma>

- Individual and family psychotherapy and medication management

**Care4Us Wellness Center**

130 Lincoln St., Unit 6, Worcester, MA 01605 / 774-530-6955

- Psychiatric assessment and medication management..
- Telehealth services offered.
- Ages 18+

**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/](http://www.mass.gov/masshealth/cbhi/)

Go to [www.mabhaccess.com](http://www.mabhaccess.com) to search for providers

**CENTRO**

11 Sycamore Street, Worcester, MA 01608 / 508-798-1900 x350

[www.centroinc.org](http://www.centroinc.org) (for online referrals)

- Intensive Family Stabilization (IFS), Comprehensive Family Care (CFC)
- Adults Foster Care & Group Adult Foster Care, Shared Living for individuals with disabilities and Comprehensive Foster Care

**CONTINUED ON NEXT PAGE**

**Cornerstone Behavioral Health**

397 Grove Street, & 121 Lincoln Street Worcester, MA 01605 /  
(508)644-8911

- 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  
Telehealth and some in person appointments

**Call +1 (508) 756-5400 to make a referral online.**

**<https://www.cacworchester.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)

**Community Healthlink****Community Behavioral Health Centers**

***They are the new Front Door for Behavioral Health  
Emergencies.***

**<https://www.communityhealthlink.org/cbhc>**

**508-860-1000**

**SEE NEXT PAGE**

**Community Healthlink**

Main CHL Address: 72 Jacques Ave., Worcester, MA 01610

Youth and Family Center: 335 Chandler Street Worcester, MA 01602

Referral/Intake Options: 508-860-1000; 8 languages and any via interpreter services

**EMERGENCY SERVICES FOR MENTAL HEALTH**

**Emergency Services: 866-549-2142**

**Addiction Crisis Help: 774-312-2400**

**Outpatient Counseling: 508-860-1260**

**CHL Youth and Family Center: 335 Chandler Street / 508-791-3261**

**Behavioral Health Urgent Care** open 24/7/365 for walk-in addiction treatment or mental health emergencies (at 12 Queen Street basement level).

**Crisis Stabilization Unit**

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 / [eciavattone@communityhealthlink.org](mailto:eciavattone@communityhealthlink.org)

**MYR—Motivating Youth Recovery:** (508) 860-1244 (acute bed detox 24/7 for adolescents)

**School Support:** 508-791-3261

**EMERGENCIES: Youth and Adult Mobile Crisis Intervention:** 1-866-549-2142 (Worcester) / 1-800-977-5555 (North County)

**Families & Communities Together (FCT/CBHI) / 877-778-5030:** Intensive Care Coordination Services and family support and training for families with children with serious emotional issues.

**North County:**

Laura Tillotson, MSW, LICSW

Program Director

(978)-401-3931

Email: [ltillotson@communityhealthlink.org](mailto:ltillotson@communityhealthlink.org)

Angie Garcia

FS&T Manager

(978) 401-3903

Email: [agarcia@communityhealthlink.org](mailto:agarcia@communityhealthlink.org)

\*Also see their additional substance use services on page 167. 135

**Worcester:**

Lindsey Harrington, LCSW, Program Director

(774) 312-2453 ext. 12453

Email: lharrington2@communityhealthlink.org

Or contact:

Phone: 1-877-778-5030

Fax: 800-348-6090

Email: FCTintake@communityhealthlink.org

- **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.

**CrossPoint Clinical Services**

121 Lincoln St., Worcester, MA 01605 / 833-327-6777

Go to [crosspontclinical.org](http://crosspontclinical.org) for appointments

- Outpatient mental health services for children, adolescents, couples, and families with a Christian perspective

**Crysalis Therapy and Wellness**

4 E. Central Street, Suite 321, Worcester, MA 01613 508-579-2964

Monday—Thursday 11am—7pm

Individual counseling for children ages 3+, adolescents, and families

**MA Department of Mental Health:**

**Info and Referral Line:** 1-800-221-0053 / 617-626-8000

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

**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
- Wellness, massage and wellness programming



### **Eating Disorders Treatment**

Walden Behavioral Care Adults and Adolescents  
Intensive Outpatient and Partial Hospitalization Services  
112 Turnpike Road, Suite 100 Rt. 9 Westboro, MA  
Phone: 508-796-5797 / Fax: 508-796-5799

### **Edward M. Kennedy Community Health Center**

605 Lincoln Street, Worcester, MA 01605 / 508-595-0750 / 800-853-2288  
Provides comprehensive and culturally competent behavioral health care.

- Services are available in all languages; bilingual providers and/or interpreter services are available
- Psychotherapy for children, adolescents, and adults.  
Psychiatry is available for adults; on-site pharmacy.

### **MSPCC / Eliot Community Human Services**

108 Belmont Street Worcester, MA 01605  
(508) 753-2967 / 1-800-442-3035

- Survivor Services: specialized trauma-focused treatment, service coordination, consultation, and education for child victims of crime and non-offending caregivers
- Healthy Families: family support and coaching for first time parents
- Encompass: trauma coaching, peer support, and connection for foster, kinship, and pre-adoptive caregivers

### **Eliot Human Services / Homeless outreach Program**

To request services email: [hismnreferral@eliotchs.org](mailto:hismnreferral@eliotchs.org).

Outreach / Support services for individuals with serious mental health illnesses & with co-occurring substance use disorders, who are homeless or at risk of becoming homeless. Outreach Clinicians and Engagement Specialists engage, assess, and develop a recovery-oriented treatment plan.

### **Family Continuity Programs of Advocates**

76 Church Street, suite 301 Whitinsville, MA 01588

[WWW.FAMILYCONTINUITY.ORG](http://WWW.FAMILYCONTINUITY.ORG)

29 East Mountain St – Worcester MA 01606 [www.familycontinuity.org](http://www.familycontinuity.org)

- Outpatient counseling and psychiatry
- CBHI services: (for ages 3-21) In-home therapy, Therapeutic Mentoring 137
- Home-based services
- Behavioral health community partner [WWW.BHPMW.INFO](http://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
- For primary care clients

### **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**

Worried about your child's mental health? Visit [HandholdMA.org](http://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

### **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](http://www.ivychild.org))

P.O. Box 63 Worcester, MA 01613

- Multicultural mindfulness programs offered through yoga, meditation, music & art

**Jewish Family & Children's Service**

- 646 Salisbury Street Worcester, MA / 508-756-1543
- 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](mailto: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.**

104 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)**

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

Visit their website at [kivacenters.org](http://kivacenters.org)

In person hours: Mondays 1-4pm, Tuesdays—Thursdays, 10am-4pm and Fridays from 1-5pm.

- Run by and for people age 18 years and older. Peer-to-peer services and peer-run programs
- Respite Program: in person and online support groups. No charge
- Karaya Peer Run Respite—team of Mobile, Peer Respite Advocates that will offer support to you wherever you are in MA. They also have a 6 Bedroom Respite home. Email [info@kivacenters.org](mailto:info@kivacenters.org) and leave a phone number.

**Legendary Legacies:** 508-615-8060 / [legendlegacy.org](http://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.

**Safe Exit Initiative (SEI) (formerly LIFT)**

508-762-9660 / <https://safeexitinitiative.org/>

provides support services for victims, survivors and those at risk of Commercial Sexual Exploitation (CSE) of all ages, races, and genders.

- SEI operates programs from 2 locations, HARBOR and Jana's Place.

HARBOR (Healthcare, Advocacy, Room, Board, Outreach, Rehousing): zero barrier access, day shelter for women, open 7 days a week from 8am to 8pm at 534 Cambridge Street, Worcester. The HARBOR emergency line is (508) 556-6101 and is available 12/7. Jana's Place- 16 bed, 6 month residential treatment program for female identifying individuals who have experienced Commercial Sexual Exploitation and have Co-occurring Substance Use Disorders (SUD) and Mental Health Disorders (MHD). To refer someone to Jana's Place, please complete the form on the SEI website.

**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](mailto:Referrals@LUK.org)

Behavioral Health Clinic—Mental health services:

Substance Abuse Services

Central MA Child Trauma Center

Children's Behavioral Health Initiative Services: Therapeutic mentoring.

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.

Carly Sebastian, LICSW, Director of Child and Adolescent Services /  
Phone: 774-420-3141

**Massachusetts MENTOR (Central MA Office) Now part of Sevita Health**

48 Sword St., Suite 101, Auburn, MA 01501 / 617-790-4800

- Foster care, behavioral health and therapeutic foster care.
- Sevita Health
- Adult (21+) and Elder supports and Neurorestorative Services

**Mentor South Bay**

324 Clark St Worcester MA 01606

- Foster care, behavioral health, therapeutic foster care and early intervention services
  - CBHI Services: In-Home Therapy and Therapeutic Mentoring
  - Virtual IOP groups
  - Medication Management
  - Mental health and substance use assessments
- Birth through the lifespan

**MSPCC / 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

**The Multicultural Wellness Center**

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) Central Mass**

**Phone: 508-368-3562**

**email: [ncm@namicentralmass.org](mailto:ncm@namicentralmass.org)**

\*FREE education, support, and advocacy for people diagnosed with mental health conditions and their families.

\*Offering: NAMI Basics, Family-to-Family, Support Group for Parents (Caregivers) of Pre-Teens and Teens, Support Group for Caregivers of Adults In conjunction with NAMI Mass: Ending the Silence, In Our Own Voice

**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**

612 Main Street Melrose, MA / 781-462-6988

Telehealth services only—available for Central MA

- 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
- Specializing in mental health and substance use for adults and elders 65+. / Also support for parents of substance using adolescents.

### **Northeast Health Services (NEHS)**

108 Grove Street, Suites 307-310 Worcester, MA 01605

- Central Intake Number: **(508) 663-3859** / form for new clients: <https://nehs.transformationsnetwork.com/schedule-appointment/>
- Adult, Adolescent & Child outpatient therapy, psychiatry & med mgt.
- In-Person and Telehealth Appointments Available
- NEHS providers accept most major insurances
- 25 locations across Massachusetts, providing varied options for care  
Other NEHS locations offer Transcranial Magnetic Stimulation (TMS) & Spravato® for major depressive disorder (MDD)

### **Nulife Behavioral Health**

359 Main Street Worcester, MA / 888-568-2057

Treats mental health and addiction issues as we are dually licensed. We are located at 359 Main Street for anyone seeking MH and/or addiction group therapy treatment. We are open and run groups Monday-Thursday from 9:30 am to 2:30 pm and serve all major insurance companies including some Medicaid and Medicare clients for anyone over the age of 18 years-old.

- Includes partial hospitalization and Intensive outpatient program

### **Open Sky Community Services**

2 Service locations 4 Mann Street Worcester, MA 01602 / 288 Grove Street (508) 755-0333 Comprehensive Behavioral Health Services for children, adolescents, young adults, and adults.

- Residential services
- Respite Services
- Clubhouse Services
- Supported Employment and Education
- The Bridge Counseling Center provides individual and group therapy using evidenced base practice methods such as CBT and DBT, The Bridge
- Counseling services also include medication management with our staff psychiatrist. 508-755-0333

OPEN SKY CONTINUED ON NEXT PAGE

## OPEN SKY CONTINUED

- Deaf and Hard of Hearing Services
- Safe Homes (508-755-0333 x 1142) Weekly educational and social support Drop-In center for LGBTQIA+ youth ages 14-23 and their allies.
- The Place for Empowerment a young adult drop-in center. The Place is a free drop-in program for young adults ages 16 to 26 who live in Central Massachusetts 508-755-0333
- Central Community Health Partnership
- Aggressive Treatment and Relapse Prevention
- Autism Spectrum Disorder
- Crisis Intervention Team Training and Technical Assistance
- Homeless Services
- Integrated Dual Diagnosis Treatment (IDDT)
- Program of Assertive Community Treatment
- Recovery Coaching
- Individual and family counseling.
- Children, Adolescent and Young Adult Service Flexible Support Services
- Intensive Home-Based Therapeutic Care for children and young adults

## **Parent Professional Advocacy League-PPAL [www.ppal.net](http://www.ppal.net)**

18 Lyman St. Suite 260

Westborough, MA 01581

Toll free statewide number 866-815-8122

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
- Caregiver Support, Groups and Training
- Various Groups—See page 167

## **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 144
- 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-hour hotlines if you or someone you know has been sexually assaulted

- 24/7/365 Hotline: 800-870-5905 / FREE Counseling support
- 24/7/365 Hotline VP with ASL speaking Counselors: 508-502-7681 / FREE Counseling support / All Genders Welcome!
- Face to face counseling / Various support groups available
- Medical, Police and Court Advocacy
- Multicultural/Multilingual services provided in ASL, Spanish, Portuguese, and English with more languages via telephone interpreters
- Sexual Exploitation Survivors / Teen & Adult Survivors /
- LGBTQ+ Survivors
- Deaf Survivors Program & ASL Speaking Survivors

Satellite offices by appointment only in: Fitchburg, Barre, North Brookfield, Southbridge, and more. Call 508-852-760 to speak to a counselor for info

**Perkins Behavioral Health**

971 Main Street, Lancaster, MA 01523 / (978) 368-6442

- Individual and family therapy, psychological evaluations, medication management; competency evaluations for adults with disabilities

**Psychology Today:** <https://www.psychologytoday.com/us/therapists> helps find providers, can be filtered by location and insurance

**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. 1060 Main Street, Worcester, MA 01603

- [Www.rmgonline.org](http://www.rmgonline.org) / Network of health and wellness services
- They also serve undocumented individuals.

**Revidas, LLC**

108 Grove Street, Suite LL11, Worcester, MA 01605 / 508-304-7499

Referrals taken online through website [revidas.com](http://revidas.com). A holistic group practice working with children as young as 4 through adults.

- Individual, family, and couples counseling 145
- 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

**Sealy Mental Health Counseling**

390 Main Street Worcester (508) 752-5444

**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 & Parenting Assessments
- Vaping Treatment/Diversion Program (Nicotine/THC)
- Positive Youth Development programs
- Mental Health First Aid Training (Adult, Youth, teen, Public Safety, Older Adult, Higher Education) 146
- School-Based Services (wraparound, clinical consultation, school-based counseling, psychoeducation)

**South Bay Community Services / MENTOR—Early Childhood Services**

548 Park Avenue, Suite B, Worcester, MA 01603 / 508-427-5362

- Early Intervention, Developmental Assessments, Therapeutic groups
- Infant mental health team
- Family support services and care coordination

**South Bay Community Services / NOW MENTOR**

**Mentor South Bay**

324 Clark St Worcester MA 01606

- Foster care, behavioral health, therapeutic foster care and early intervention services
- CBHI Services: In-Home Therapy and Therapeutic Mentoring
- Virtual IOP groups
- Medication Management
- Mental health and substance use assessments  
Birth through the lifespan

**Southeast Asian Coalition of Central MA (SEACMA)**

NEW ADDRESS: 50 Portland Street, 5th Floor / 508-791-4373

- Direct and referral services Mon-Fri. 9am-5pm
- Youth Effect Program: Wed.-Fri. 2pm—9pm
- 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

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**UMass Memorial Medical Center, Inc. (UMMMC)**

**508-334-1000 Services are listed as specified:**

**EMERGENCIES: UMMMC Emergency Mental Health Service**

(University Campus) 55 Lake Avenue North, Worcester, MA /  
(508) 334-3562

**Child Emergency Mental 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

**UMMMC Outpatient Psychiatric Services Ambulatory Psychiatry Service (APS) / 855-UMASS-MD**

100 Century Drive, Worcester, MA 01606 / 508-762-5400

- Psychotherapy and psychopharmacology, Psychiatric evaluations for ages 18 through elders
- Anger management programs and DBT groups

**Children's Medical Center: Developmental and Behavioral Pediatrics:**

774-442-3028

**UMMMC Addiction Comorbidity Treatment Service** within APS

279 Lincoln Street, Worcester, MA 01605 / (508) 796-4348

**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

**UMMMC Depression Specialty Clinic** University Campus

55 Lake Avenue North, Worcester, MA / patient would call: 508-334-0366

**UMMMC Bipolar Specialty Clinic / Comprehensive Mood Disorder Clinic:**

**University Campus** 55 Lake Avenue North, Worcester, MA / patient would call: 508-334-5052

**Center for Neuromodulation** (ECT & TMS)

55 Lave Ave. North (508-334-1055)

**UMMMC MCPAP Consultation Service for Children and Adolescents**

Western/Central Regional Team (508)334-3240

**UMMMC MCPAP for MOMS**

- **UMMC Women's Mental Health Specialty Clinic**

Providers can call: 1-855-MOM-MCPAP (774-828-4246)

Mon - Fri 9AM to 5PM for consultation, resource and referral services, and to schedule training. Additional resources: [www.mcpapformoms.org](http://www.mcpapformoms.org) 148

**UMMMC Neuropsychiatry Referral Center** University Campus  
55 Lake Avenue North, Worcester, MA 01655 / (508) 796-0941  
**UMMMC Neuropsychology Department** University Campus  
55 Lake Avenue North, Worcester, MA 01655 / (508) 334-2767  
**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](http://Umassmed.edu/CTTC)  
Email: [CTTCReferral@umassmedu.edu](mailto:CTTCReferral@umassmedu.edu)

**UMass Memorial Children's Medical Center Child Protection Program  
(CPP)** 55 Lake Avenue North, Worcester, MA 01655 / 855-UMASS-MD  
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) 860-1277

[MIND@umassmed.edu](mailto:MIND@umassmed.edu)

**UMMC Psychotic Disorders Consultation Service**

55 Lake Avenue North, Worcester, MA 01605 / (508) 334-0695

[psychiatry@umassmed.edu](mailto: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](mailto:MIND@umassmed.edu)

**VA Outpatient Clinic**

**403 Belmont Street**

**For mental health care: 413-584-4040 ext. 2336**

Crisis line: Dial 988 and press 1 24/7

Confidential Chat: [veteranscrisisline.net](http://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 site with resources for parents and training materials for educators, social workers and juvenile justice professionals. for early childhood: <https://childwellbeingandtrauma.org/>  
Center on Child Wellbeing and Trauma at UMass Chan Medical School

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### **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

- Outpatient counseling for adults, youth, and children; psychological testing; EMDR (eye movement desensitization).

### **Walden Behavioral Care**

888-305-2997 / Online intake form: <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

### **Wayside Youth & Family Support Network**

88 Lincoln St., Framingham, MA 01701 / 508-630-5907

Outpatient and in home therapy, therapeutic mentoring, intensive care coord.

[Wayside Milford](#)

10 Asylum Street, Milford, MA 01757 / 508-745-6294 (referral line)

The Trauma Intervention Services 508-478-6888 Ext.3135 or 508-478-3121

[Wayside Charlton:](#)

- In home therapy and therapeutic mentoring.
- 159 Worcester Rd., Charlton, MA 01507 / 774-249-1290 (referral line)

**Worcester Recovery Center and Hospital**

309 Belmont St., Worcester, MA 01604 / 508-368-4000

- Recovery for adolescents and adults

**Seven Hills Behavioral Health**

**An integration of YOU, Inc., Children's Friend and Family Services of Central MA, affiliates of Seven Hills Foundation**

For referrals, please use our online referral forms at <https://www.sevenhills.org/cfbh>

For questions about our programs and services, please contact our Central Referral team by email at: [centralreferral@sevenhills.org](mailto:centralreferral@sevenhills.org) or by phone at 1-855-496-8462

- Services are offered throughout Worcester County in Milford, Southbridge, and Worcester
- Services for youth and families include:
  - Outpatient counseling including individual, family, and group therapy
  - CBHI services including in-home therapy, intensive care coordination, family partners, and therapeutic mentors
  - Psychological testing is available in Worcester
  - Psychiatry evaluations and medication management for youth engaged with clinical services at Seven Hills Behavioral Health
  - Early childhood mental health consultation services
- NEW Carriage House Care for Grief and Loss Program coming in the fall of 2024.

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## MENTAL HEALTH PROVIDERS CONTINUED:

### **KIVA Center Network of Care Massachusetts—locate resources Zia Young Adult Access Center**

\*Kiva Center, 427 Main Street, 3rd floor 01608 / <https://ziacenter.com/>  
By appointment Mon.-Fri. 9am-5pm. Walk in on Tues., Wed., and Thurs. from 10am—3pm.

Call (508) 751-9600 or email [info@kivacenters.org](mailto: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 Mass**

**Phone: 508-368-3562**

**email: [ncm@namicentralmass.org](mailto:ncm@namicentralmass.org)**

\*FREE education, support, and advocacy for people diagnosed with mental health conditions and their families.

\*Offering: NAMI Basics, Family-to-Family, Support Group for Parents (Caregivers) of Pre-Teens and Teens, Support Group for Caregivers of Adults In conjunction with NAMI Mass: Ending the Silence, In Our Own Voice

**National Suicide Prevention Lifeline:** [suicidepreventionlifeline.org](http://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

NEW ADDRESS: 51 Gage St, Worcester, MA 01605 / [\(508\) 459-2284](tel:5084592284)

- For African immigrant youth, grades 3rd—12th
- To make a referral email [aabelgadir@acechildren.org](mailto:aabelgadir@acechildren.org)

### **The Assumption Center (previously listed as St. Peters)**

***Saint Peter's Church / St. Andrews***

929 Main Street, Worcester, 01610 / 508-752-4674

Youth Basketball for ages 6-14 &

Mentoring program for ages 6-13- email [sandy@assumptioncenter.org](mailto:sandy@assumptioncenter.org)

Girls with Dreams ages 11-14—email [sandy@assumptioncenter.org](mailto:sandy@assumptioncenter.org)

### **Big Brothers Big Sisters of Central Mass and MetroWest**

18 Chestnut St., Suite 340, Worcester, MA 01608 / (508) 752-7868 / [Programs@BigsCM.org](mailto:Programs@BigsCM.org)

- Professionally supported, one-to-one mentoring programs for 'opportunity youth' / Youth are enrolled between the ages of 8-16

### **Boys & Girls Club of Worcester**

65 Tainter Street Boy's & Girl's Way), Worcester MA 01610 / 508-754-2686

- After School Programs for member children ages 8-18

### **Center for Living and Working Transition to Adulthood Program**

NEW!: 18 Chestnut Street, Suite 540, Worcester 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.

### **Therapeutic Mentoring Services**

Through the Children's Behavioral Health Initiative

[www.mass.gov/masshealth-childrens-behavioral-health-initiative](http://www.mass.gov/masshealth-childrens-behavioral-health-initiative)

Offered by various providers

Go to [www.mabhaccess.com](http://www.mabhaccess.com) for additional info 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.

### **Therapeutic Mentoring Services**

Through the Children's Behavioral Health Initiative  
[www.mass.gov/mashealth-childrens-behavioral-health-initiative](http://www.mass.gov/mashealth-childrens-behavioral-health-initiative)  
Offered by various providers

Go to [www.mabhaccess.com](http://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**

Thrive: Mentoring for Young Women, Brothers Against Discrimination, and Youth Leadership Network

NEW ADDRESS: [18 Chestnut Street, Suite 200, Worcester, Ma 01608.](#)

Brings together people with disabilities to empower and learn from one another. We are offering online community groups to provide a space for these individuals to connect, as well as discuss and learn about topics important to them. Please contact [youth@eastersealsma.org](mailto:youth@eastersealsma.org) or (617) 226-2855

- 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.
- Also summer program, STEM, leadership

### **Latino Education Institute at Worcester State University**

537 Chandler Street, Worcester, MA 01602 / 508-798-6507/  
[lei@worchester.edu](mailto:lei@worchester.edu)

- A variety of programs for Worcester's Latino youth and their families to ensure success in school and in our community
- ENLACE: mentoring for male students

### **LUK Mentoring Program**

40 Southbridge Street, 4th floor Worcester, MA 01608 / 508-762-3000  
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.

**Quinsigamond Community College Mentoring Program**

670 West Boylston Street, Worcester MA 01606 / 508-854-7409

mentoring@qcc.mass.edu: 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. / Seven Hills

- 8-week life skills, parent leadership program for Worcester parents
- 20 Cedar Street 01609 / abureua@sevenhills.org/ 774-312-3828

**Southeast Asian Coalition of Central MA:** 50 Portland Street, 5th Floor / 508-791-4373 •Mentoring program for Asian American youth

**Straight Ahead Ministries,** 791 Main St., Worcester, MA 01605

slarson@straightahead.org, [www.straightahead.org/reentry](http://www.straightahead.org/reentry) 508-479-2354

- Provides mentoring, case management, and job training and placement for justice / court involved youth ages 14-24.No cost / English & Span

**City of Worcester:** MLE: Mentoring, Leadership Experience skill building program for 13-14 year olds. July 1– August 9th, Monday—Friday 9-2. Email youth@worcesterma.gov. Apply: <https://goo.gl/forms/ELIA55hPa8KG0Fwg1>

**The Worcester Police Department Clergy Police Youth Partnership**

Contact Lt. Sean Murtha at [MurthaS@worcesterma.gov](mailto: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

**YMCA: Leaders Club & VOICES**

75 Shore Drive, Worcester, MA 01605 / 508-852-6694 jbrown@ymcaofcm.org

- Leadership incubation program for youth ages 13-17

**VOICES (Valuing our Insights for Civic Engagement)**

YWCA, One Salem Square, Worcester, MA 01608 / 508-767-2505

- 6-week youth development program for ages 12-15

# Parent Support, New Parent and Pregnancy Programs



## **CHILDBIRTH SUPPORT:**

**The City's new Doula program:** A service for black patients. A doula guides and supports you during pregnancy, delivery and beyond. They can answer questions, help manage pain, provide reassurance and be there for whatever you need.

Covered by MassHealth: [Click Here](#) for more information and to apply!  
[Doula Program - UMass Memorial Medical Center - UMass Memorial Health \(ummhealth.org\)](#)

## **DIAPER & BABY FORMULA 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

- 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. (FORMULA TOO)**

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 (FORMULA TOO)**

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

- Provide 30 diapers once a month
- Must bring ID and proof of address

**Little Bottoms Diaper program at Catholic Charities Worcester**

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

During Food Pantry hours; M-F, 11:30 - 2:30 Parents are eligible for one

pack of diapers and wipes/child, per month

Parent will need bring a copy of their ID.

**FOOD:**

For Food: **WIC & SNAP** information go to the food section page: **75**

**EARLY INTERVENTION:**

**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](http://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 / [www.pernetfamilyhealth.org/programs/early-intervention](http://www.pernetfamilyhealth.org/programs/early-intervention)
- **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

**FIRST AID & CPR:**

**American Red Cross** <https://www.redcross.org/local/massachusetts.html>

The national portal is: [www.Redcross.org](http://www.Redcross.org) / 2000 Century Drive Worcester

For mass, best phone number is 1-800-564-1234 – its manned 24/7.

- Adult, Infant, and Child CPR & first aid / 508-595-3700
- Babysitting Classes for children 10-13
- Wilderness & Remote First Aid Program
- Professional rescuer for healthcare providers & lifeguards

## **HOME VISITING (Other than EI) & YOUNG PARENT SUPPORT:**

**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.

### **MSPCC**

108 Belmont Street, Worcester, MA 01605 / 508-753-2967

#### **MSPCC HOMEVISITING PROGRAMS:**

- **Healthy Families**—for first time parents under the age of 24 and child under the age of one at time of referral.

**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

### **Pernet Family Health Service**

237 Millbury Street Worcester, MA 01610 / 508-755-1228

- Family home visiting, pregnant & parenting support
- Young Parents Support Program for parents under the age of 23
- Parenting Classes (Via Family Networks—for DCF involved families)

### **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

### **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 158
- Teen Living Program (Only DCF/DTA) 321 Burncoat St. Worcester, MA

## CONTINUED

### **Positive Parent Coaching Program (Only DCF)**

135 Gold Star Blvd, Worcester, MA, 10606

·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 and in the city of Worcester supporting pregnant, parenting, or caregiving individuals under the age of 25. Case managers are able to assist with education/vocational goals, transportation to medical appointments, skills based parenting education, and more. Referrals can come from anywhere and can go through Centralized Referrals or through emailing [astolitza@sevenhills.org](mailto:astolitza@sevenhills.org)

### **YOU Inc. Worcester Family Resource Center, an affiliate of Seven Hills Foundation**

20 Cedar Street Worcester, 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

### **MATERNAL HEALTH:**

#### **Family Health Center of Worcester**

26 Queen Street, Worcester MA 01610 Phone: 508-860-7800 159

- Maternal and Child Health Care Including OB, Centering Pregnancy Group Visits, Labor and Delivery, Support for PTSD and Postpartum Depression

## CONTINUED

- 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

## HOUSING:

### Visitation House

119 Endicott Street, Worcester, MA 01610 / 508-965-7391 or 508-798-8002

- A home for pregnant women ages 18 and older.

## MENTAL HEALTH & EMOTIONAL SUPPORT

### 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. / <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 / Social Parenting Group

### POSTPARTUM DEPRESSION HELP

Worcester Healthy Baby Collaborative Website: <https://worcesterhealthybaby.org/pc/postpartum-depression/>

for resources You can also call the Postpartum Support International HelpLine at 1-800-944-4773.

- MCPAP FOR MOMS: provides real-time, perinatal psychiatric consultation and resource and referral for providers
- Contact number for providers:  
855-Mom-MCPAP (855-666-6272) / <https://www.mcpapformoms.org>

**The WellStorm, Inc.:** From Mom-To-Mom / Monthly Support Group<sub>160</sub>  
3rd Tuesday of Every Month from 5-6pm at Sevita  
1040 Southbridge Street / Register at [www.thewellstorminc.org](http://www.thewellstorminc.org)



**OTHER CAREGIVER SUPPORT:  
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)

**(FAMILY) PLANNING RESOURCES:**

**Clearway Clinic** \*please note that we are not a medical clinic  
On Line Appointments & Ask the Nurse @ [www.clearwayclinic.com](http://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

- Pregnancy & STI Testing
- Doctor Referrals & Resource Help
- Pre-Natal classes
- Parenting, Adoption, Abortion decision, and post-abortion help

**The Jane Fund of Central Massachusetts:** 508-829-7300

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

- Provides financial help to people who cannot afford abortion care

**Planned Parenthood League of Massachusetts**

470 Pleasant Street (Entrance on Dewey Street), Worcester, MA 01609  
508-854-3300 / 800-258-4448 / [pplm.org](http://pplm.org) / [plannedparenthood.org](http://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

## **PLAY GROUPS:**

### **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

## **SUPPLIES: Car Seats, etc.**

**Car and Booster Seats**—Many insurance companies offer free or discounted infant and booster seats. \*\*Contact your insurance company!

### **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](mailto:carseats@umassmemorial.org)
- 1st & 3rd Wednesday of each month by appointment / 23 Wells Street

ALSO go to the CLOTHING & SUPPLIES SECTION -page \_\_\_

## **SAFE SURRENDER & ADOPTION:**

### **Jewish Family & Children's Services**

P.O. Box 16770 Worcester, 01601 / 508-755-3101

- Guardianship program for elders
- Adoption Services: call 781-647-5327

### **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*

# 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  
10 Winthrop St. 3rd floor / 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](mailto:Recovery@choicerecoverycoaching.org)

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## **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](http://www.healthrecovery.org/safecare)

## **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](http://www.facebook.com/EDMPeer)  
NOWA: 9 Spring Street. Whitinsville, MA / 508-266-0210 /  
[www.nowarsc.org](http://www.nowarsc.org)  
KIVA Center: 508-751-9600  
Genesis: 508-831-0100  
Veterans Services: 508-791-1213  
\*NEW RECOVERY CAPITAL SUPPORT GROUP, Fridays at 1:30

- What do I need to do to support my recovery

### **General Info**

'Stigma Free Worcester' App  
MARSJ Road App:  
*Up-to-date bed availability* . [www.marsi.org/](http://www.marsi.org/)  
AA: 508-752-9000/ NA: 866-624-3578  
Alanon: 508-366-0556  
**Suicide Hotline: 1-800-273-8255**

## **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)

### **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 treatment,  
mothers & children

***\*Go to EDM or MARS mobile APP for listing of Sober Housing*** 165

### **Additional Resource Information:**

*Servies specifically for Youth are \*\**

#### **Access to Recovery (MA-ATR):**

In Worcester call 508-459-9645 / [www.ma-atr.org](http://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

**Alcoholics Anonymous:** (508) 752-9000 / <https://www.aaworcester.org/Homepage.aspx?GRP=WAI>

Many meetings are online at this time

**Al-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

**NEW! Choices Inc.**

108 Grove Street, Suite 205 Worcester MA 01605 +1 (508) 901-9930  
[www.4choices.org](http://www.4choices.org)

- provides treatment for students who are suspended for drug & alcohol
- (they also have a drop-in center and other general services, not just for suspended students)

**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.**

Access through our (508) 860-1000 phone line, option 3, or walk-in at 12 Queen Street first floor reception or 40 Spruce Street, Leominster, 2<sup>nd</sup> floor reception.

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](http://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 of Advocates, Inc. (FCP):** 508-234-4181

NOWA: No One Walks Alone Recovery Support Center [www.nowarsc.org](http://www.nowarsc.org) is a Peer Recovery support Center providing support for all pathways of recovery. Services provided at no charge and regardless of insurance status. 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

**Learn to Cope / 508-738-5148 / [learn2cope.org](http://learn2cope.org)**

Offers education, resources, peer support & hope for parents & 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/>

**LUK Substance Use Treatment Services / 1-800-579-0000**

Central Referral Line: 978-829-2222 / 800-711-4585 / [Referrals@LUK.org](mailto:Referrals@LUK.org)

40 Southbridge Street, Worcester, MA / \*Serves all of Central MA

- Outpatient and substance use counseling

**Mom's Do Care:** 119 Belmont Street, Worcester, MA 01605. 774-622-0896

or 508-801-7979: MDC is a statewide program designed to provide multidisciplinary, peer led, recovery oriented, wrap around support for pregnant, postpartum and parenting women with a history of substance use. For women are 18 or older, are pregnant or parenting a child 36 months or younger, concerned about their current or past experiences with substances.

**Miracle Mamas:** [Kirsten@miracle-mamas.com](mailto:Kirsten@miracle-mamas.com) or [keri@miracle-mamas.com](mailto:keri@miracle-mamas.com)

- Support Groups Wednesdays from 10-11am at Every Day Miracles, 25 Pleasant Street or on zoom
- Recovery Coaching
- Advocacy Group to lead and empower mothers in recovery, to advocate for systematic change in order to promote family reunification.



### **Multicultural Wellness Center**

**NEW:** 10 Winthrop Street, 3rd floor / 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.

### **Nulife Behavioral Health**

359 Main Street Worcester, MA / 888-568-2057

Offers alcohol rehab and drug treatment programs and mental health therapy.

We are open and run groups Monday-Thursday from 9:30 am to 2:30 pm and serve all major insurance companies including some Medicaid and Medicare clients for anyone over the age of 18 years-old.

- Includes partial hospitalization and Intensive outpatient program

### **Road to Care Mobile Medical Clinic**

We are a group of medical providers from UMass Memorial hHealth. Our goal is to meet you right where you are to help you with your health needs. In addition to substance use treatment and primary care, we also provide other healthcare services like naloxone (Narcan) distribution, fentanyl and xylazine test strips, syringe services, etc.

(774) 366-6264 or email [roadtocare@umassmed.edu](mailto:roadtocare@umassmed.edu)

### **Rockdale Recovery High School**

20 Rockdale Street, (2nd floor) Worcester, MA 01606 / [https://www.cmasscollaborative.org/programs\\_services/rockdale\\_high\\_school](https://www.cmasscollaborative.org/programs_services/rockdale_high_school)  
508-538-9102 / [www.cmsec.org/](http://www.cmsec.org/)

· Public High School that integrates recovery supports for students in recovery from substance use.

· Open to students of the Central MA Area

### **Safe Exit Initiative (SEI) (formerly LIFT)**

508-762-9660 / <https://safeexitinitiative.org/>

About organization: Safe Exit Initiative provides support services for victims, survivors and those at risk of Commercial Sexual Exploitation (CSE) of all ages, races, and genders.

**Savida Health**

121 Lincoln Street, Worcester Mass (508)890-0990 / <https://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

**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-  
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

### **Spectrum Mobile MOUD—Mobile Treatment Service Van**

The rapid access treatment program offers on-demand medication for addiction recovery utilizing a “hub and spoke” model of care, with Spectrum’s outpatient treatment centers serving as the intake hub, and once stabilized, transition clients to another community provider (“spokes”) for continuing treatment closer to home.

is offering service seven days a week, 365 days a year at 20 Temple Street in Worcester. The van is also approved to operate at the Southern Middlesex Opportunity Center (SMOC)’s Greater Worcester location at 25 Queen Street and will be operating from both locations each day.  
1-877-MyRehab

### **YOU, Inc., NOW Seven Hills Behavioral Health, an integration of YOU, Inc.,**

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](http://www.makesmokinghistory.org).

**Nicotine Anonymous / <https://www.nicotine-anonymous.org/>**

- 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

Insurance based / for participants 18 years or older

- 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
- No insurance needed

### **Adoption Journeys at Child & Family Services of Central MA**

330 SW Cutoff, Suite 101, Worcester, MA 01604 / 508-459-2339

<https://child-familyservices.org/adoption-journeys-program-components/>

- Adoption / Guardianship parent support group
- Children's support group ages 6-11 for adoptees or those in guardianship.

### **AIDS Project Worcester**

NEW: 165 Southbridge Street, Worcester, MA 01608 / 508-755-3773

[www.aidsprojectworcester.org](http://www.aidsprojectworcester.org).

- HIV+, transgender, and LGBTQ support groups
- SWAGLY: for LGBTQ youth and their allies ages 12-22

### **Angel's Net Foundation**

70 James Street #259, Worcester, MA 01608

[info@angelsnetfoundation.org](mailto:info@angelsnetfoundation.org) / 774-261-4232

- Support groups for immigrant and refugee adults and children 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+ / insurance-based.

**Autism Resource Center of HMEA**

712 Plantation Street Worcester MA 01605/ 508-835-4278

\*Many Groups & Classes for children and parents! [https://](https://www.autismresourcecentral.org/)

[www.autismresourcecentral.org/](https://www.autismresourcecentral.org/)

- Various support & educational programs for individuals with autism and their caregivers & siblings.

**Boston Child Study Center**

47 Prospect Street West Boylston, Ma 01583 P: (617) 410-6880

- Misc DBT Skills groups
- Parent skills training groups
- Mastering Anxiety groups
- Trans Young Adult Support Group & Caregiver/Parent Support
- Gender-Ed Group

**Belmont AME Zion Church**

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

- Financial literacy and support program
- Yes We Care After School Program
- No insurance needed.

**Center for Living and Working**

18 Chestnut Street , suite 540 Worcester, MA 01608 / 508-798-0350

<https://www.centerlw.org>

- Various support groups for individuals with disabilities
- Transition to Adulthood program
- Healthy Relationship Support Group with YWCA Central Massachusetts and Our Deaf Survivors Center, Inc.,
- DHILS (Deaf and Hard of Hearing Independent Living Services) is also offering a monthly Consumer Zoom Chat.
- Spinal Cord Injury Group
- Other Workshop and Events
- Youth Workshops and Events
- No insurance needed.

## **CENTRO**

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

- Family support services
- Autism support group
- Coffee Time— supports group for any parent

## **Community Healthlink Youth & Family Services**

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

- Various groups offered throughout the year on such topics as:
- Mindfulness groups for youth (with companion group for caregivers)
- Empowerment group for LGBTQ+ youth
- Expressive Arts groups (music or art) for youth and young adults
- Social Skills groups for youth

## **The Compassionate Friends**

111 Park Avenue, Worcester, MA 01609 / Gene and Sue (508) 347-0981  
go to [www.compassionatefriends.org/chapter/worcester-chapter/](http://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**

- An in person meet up group for Adult Survivors of Brain Injury
- Registration required by contacting Noreen Alves at 978-230-1982
- Group size limited to 10
- No insurance required.

## **Counseling and Assessment Clinic**

255 Park Avenue, Suite 412, Worcester, MA 01609 (508) 756-5400  
Substance Addiction Recovery Program/ <https://www.cacworchester.org/>  
38 Front Street, 5th Floor Worcester, MA 01608 (508) 756-2005

- Anger Management
- Nurturing Parents
- Dual Diagnosis
- Substance Addiction Education
- Relapse PreventionOutpatient

## **Diamond is the Sky**

P.O. Box 20234, Worcester, MA 01602 / 774-823-5016 / [www.dits.org](http://www.dits.org)

- Social and recreational activities and programs that are inclusive of children and adolescents with disabilities; affiliated with the Summit Academy / for people of all ages / low fees and some scholarships

**Elder Services of Worcester Area, Inc.**

- Making Connections Memory Café: A gathering of individuals with memory loss along with their caregivers and friends. They meet the 3rd Tuesday of each month from 2-3:30pm at 128 Providence Street. Email [memorycafe@eswa.org](mailto:memorycafe@eswa.org) or call 508-756-1545
- NEW SPANISH Memory Café- Cuando: Primer jueves del mes  
Horario: 12:00pm—2:00pm almuerzo gratis servido al mediodía  
Lugar: Christian Community Church 108 Beacon Street, Worcester, MA  
Email [memorycafe@eswa.org](mailto:memorycafe@eswa.org) or call 508-756-1545
- For LGBTQIA Elders **50** and older: Rainbow Lunch Club and Rainbow Supper Club for LGBTQIA Elders **50** and older / 508-756-1545 . Also, LGBTQ 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; also available by email [WLEN@eswa.org](mailto:WLEN@eswa.org)

**Eliot Community Health Services / MSPCC:**

108 Belmont Street Worcester, 01605 (508) 753-2967 / 1-800-442-3035

- Survivor Services: specialized trauma-focused treatment, service coordination, consultation, and education for child victims of crime and non-offending caregivers Contact Julie Warner [jwarner@eliotchs.org](mailto:jwarner@eliotchs.org)
- Healthy Families: family support and coaching for first time parents
- Encompass: trauma coaching, peer support, and connection for foster, kinship, and pre-adoptive caregivers. Contact: Sarah Ahola [sahola@eliotchs.org](mailto:sahola@eliotchs.org)

**Kiva Wellness Center (Central Mass Recovery Learning Center)**

427 Main Street, Worcester, MA 01608 / In person hours: Mondays 1-4pm, Tuesdays—Thursdays, 10am-4pm and Fridays from 1-5pm. (508) 751-9600 / [kivacenters.org](http://kivacenters.org)

- Run by and for people with mental health conditions 18 years and older. Peer-to-peer services and online peer-run programs.  
\*offering many virtual support groups  
Go to <https://kivacenters.org/peer-support/worcester/> for information on their current groups and services.

## KIVA CONTINUED

- **NEW Sharing Safety group:** An open topic peer support group for members of the LGBTQIA+ community with lived experience in the mental health system. On zoom. Saturday mornings at 11am. Find the link at [kivacenters.org](http://kivacenters.org).
- **NEW Finding Freedom:** A space to process trauma that can occur from experiences related to locked facilities, including prison, jail, mental hospitals or nursing homes. Zoom link can be found at [kivacenters.org](http://kivacenters.org). Fridays at 11am on zoom.
- **NEW Living with Suicide group:** Fridays at 4pm on zoom. A group for and by people who are considering suicide right now or at any point in their lives. We support one another and make meaning out of dark and challenging times. Go to [kivacenters.org](http://kivacenters.org) for the zoom link.
- **Black, Brown & Indigenous Peer Run Support.** An affinity group only open for BIPOC people. Fridays at 12pm. Got to [kivacenters.org](http://kivacenters.org) for the zoom link.
- **Karaya Peer Run Respite**—team of Mobile, Peer Respite Advocates that will offer support to you wherever you are in MA. They also have a 6 Bedroom Respite home. Email [info@kivacenters.org](mailto:info@kivacenters.org) and leave a phone number.

### **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.
- Terry Nabulsi: 508-404-6699

**LUK Crisis Center** 40 Southbridge Street, 4th floor, Worcester, MA 01608  
508-762-3000 / 1-800-711-4984

Trauma based virtual groups for children and their caregivers affected by domestic or other violence. No insurance required.

Variety of services (individual and group, some in-person, some virtual), some grant-funded, some insurance-based and closed referrals through state agencies. Focus on supporting adults and children with various needs

### **MA Department of Mental Health**

**SYAC** / Statewide Young Adult Council

A virtual gathering hosted by youth (ages 16-30) who are passionate about mental health and advocacy. Every 4th Tuesday 3:30-5pm 176

Email [cmills@ppal.net](mailto:cmills@ppal.net) for more information



### **MEDA: MA Eating Disorder Association**

<https://www.medainc.org/> 888-350-4049

- Check website for offerings and to register. All groups virtual.
- Free Drop in Group for Family and Friends Mon 6:00 pm – 7:00 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.
- Body image group for teens 15-17 offered Tuesdays at 7pm.
- Several recovery resources available at no cost via MEDA website: [@recoverwithmeda.org](https://www.recoverwithmeda.org).
- Some groups require insurance, some scholarships

### **Mosaic Cultural Complex / 774-823-6181**

- Mosaic circle groups: Fathers' circle, peace circle and trauma circle for men ages 17+.
- Currently on hold but may resume in 2024. Please call!

### **MSPCC (Eliot)**

**\*\*See listing under ELIOT**

### **The Multicultural Wellness Center**

10 Winthrop Street, 3rd Floor, Worcester, MA Worcester Office (508) 752-4665 [info@multiculturalwellness.org](mailto:info@multiculturalwellness.org)

· In-Home Services (CBHI) & Therapeutic Mentoring

- The Broader (Male) & New Horizon (Female) programs are gender and culture-centered youth development programs designed to address the social emotional needs of BIPOC youth between the ages of 13-17. The program aims to impart and increase knowledge of Black identity development and self-concept as well as teaching participants skills to navigate within institutions and environments fraught with cultural hostility.
- Social emotional development and learning groups for elementary age. Skill building of core competencies of self awareness, self management, social awareness, relationships and Responsible decision making.

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**NAMI (National Alliance on Mental Illness) Central Mass**

**Phone: 508-368-3562 / email: [ncm@namicentralmass.org](mailto:ncm@namicentralmass.org)**

\*FREE education, support, and advocacy for people diagnosed with mental health conditions and their families.

\*Offering: NAMI Basics, Family-to-Family, Support Group for Parents (Caregivers) of Pre-Teens and Teens, Support Group for Caregivers of Adults In conjunction with NAMI Mass: Ending the Silence, In Our Own Voice

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

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

- Safe Homes: Drop in support for LGBTQIA youth and allies ages 14-25. Hours are variable. Call for more information.
- The Place for Empowerment: drop in support for anyone ages 16-26 regardless of identification. Call for information.
- No insurance needed

**Parent Professional Advocacy League-PPAL**

Worcester Office T.(508) 767-9725/ [parentsupportgroup@PPAL.net](mailto:parentsupportgroup@PPAL.net)

a statewide family organization improving the mental health and well being of children, youth and families through education, advocacy and partnership.

- All groups are virtual; all groups are drop in; no registration required.
- Parents of Transition Age Youth (P-TAY)
- Family Network Social / Family Connections
- Parent Support Group
- Ask the Advocate: by appointment: [parentsupportgroups@ppal.net](mailto:parentsupportgroups@ppal.net).
- Relax and Connect
- Caregivers of Teens and Young Adults
- Grupo de Apoyo Hispano
- Parents Raising LGBTQIA+ Children
- Grandparents Connections

LIST OF STATEWIDE GROUPS: <https://ppal.net/find-help/support-groups>.

Go to CALENDAR for complete schedule.

### **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 / FREE  
Call 1-800-632-8188, 24 hours a day.
- MANY Free weekly parent support groups: <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

### **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.
  - Sexual Exploitation Survivors
  - Teen & Adult Survivors
  - Deaf Survivor's Program & ASL Speaking Survivors
  - 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. Contact Melissa Wenderoth: ext. 249.

### **St. Francis Adult Day Health**

101 Plantation Street, Worcester, MA 01604

508-755-8605 x258 (use 37 Thorne Street Entrance)

- Support group for people with dementia and their caregivers. Call for information.

### **Samaritans**

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 182**

Our Behavioral Health Centers in the areas of North Central MA, Southbridge and Worcester offer outpatient group therapy services. Groups vary by location, so please reach out to our Central Referral department at 1-855-496-8462 or [centralreferral@sevenhills.org](mailto:centralreferral@sevenhills.org) for the most up to date offerings.

**SMOKING CESSATION: [Individuals can get coaching support for quitting smoking by phone 24/7 by calling 1-800-QUITNOW](#)**

### **Southeast Asian Coalition YOUTH SUPPORT GROUP**

50 Portland Street, 5th floor / 508-791-4373

Youth Effect: drop-in services and activities for ages 9-19

PROVIDES A HEALTHY ENVIRONMENT AND OPPORTUNITIES FOR YOUTH TO EXPRESS THEMSELVES IN A POSITIVE DIRECTION. OUR SERVICES ENCOURAGE AND PROMOTE HEALTHY ACTIVITIES, ACADEMIC SUCCESS AND GUIDANCE TO BECOME BETTER LEADERS IN OUR COMMUNITY.

### **South Bay Early Childhood**

324 Clark Street Worcester, MA 01606 / 774-823-1500

- Toddler Play Group

### **Straight Ahead Ministries**

791 Main Street, Worcester, MA 01610 / 508-753-8700 180

- Offers services for youth 16– 25 both in and as they leave juvenile justice facilities to support positive transitions into their communities.

**UMass Memorial Children's Medical Center**

Resource Parent Curriculum

Workshops for Foster Parents who are Caring for Children with Trauma

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.
- For more questions please email: [zina.fernandez@umassmed.edu](mailto:zina.fernandez@umassmed.edu) or call (508) 425-9662 (voice message)

**The Village Worcester:** 4 King Street / 508-556-0439 / a new Afrocentric cultural, learning, & healing center . Builds grassroots power by connecting BIPOC groups, healers, and individuals whose work is rooted in racial justice, learning, creativity, community, & healing.

**The WellStorm, Inc.** From Mom-To-Mom / Monthly Support Group

3rd Tuesday of Every Month from 5-6pm at Sevita

1040 Southbridge Street / Register at [www.thewellstorminc.org](http://www.thewellstorminc.org)

**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

- All services are free

**Worcester Senior Center**

128 Providence Street, Worcester, MA 01604 / 508-799-1232

- Low vision support group
- African American, Vietnamese, Chinese, Arabic, Latino, and Brazilian Elder Groups
- Bereavement Group
- Caregivers Group
- LGBTQIA Group
- Overeaters Anonymous
- 50+ Job Seekers

**YOU, Inc. Worcester Family Resource Center, & Community Connections Coalition an affiliate of Seven Hills Foundation**

20 Cedar Street Worcester, MA 01609

REFERRAL LINE: 508-796-1411

- Active Parenting of Teens
- Active Parenting of Young Children
- Parenting Journey in English and Spanish – A reflective journey to better understand ourselves as parents
- Grandparents Raising Grandchildren
- Latin X Parent Support Group—for parents / caregivers of children with autism.
- Housing Clinic
- Haitian Family Support group
- Parents in Recovery Group
- Essential of Parenting Tips and Support
- And MORE!

**YOU, Inc., an affiliate of Seven Hills Foundation  
NOW Seven Hills Behavioral Health, an integration of YOU, Inc.,  
Children’s Friend and Family Services of Central MA**

For referrals, please use our online referral forms at [https://  
www.sevenhills.org/cfbh](https://www.sevenhills.org/cfbh)

For questions about our programs and services, please contact our Central Referral team by email at: [centralreferral@sevenhills.org](mailto:centralreferral@sevenhills.org) or by phone at 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)
- LGBTQ+YOU group for adolescents
- Healthy Relationships groups for girls ages 9-17
- Coping & Calming groups for children, adolescents, and adults
- NEW Carriage House Care for Grief and Loss Program coming in the fall of 2024.



## Free Tax Preparation



**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@gcc.mass.edu](mailto:vita@gcc.mass.edu) VIRTUAL (Se habla español) IN PERSON & VIRTUAL / By Appointment Only
  - The Community Builders at Plumley Village Job Development Center 16 Laurel Street, Worcester; 508-770-0508 IN-PERSON (Se habla español) BY APPOINTMENT ONLY
  - Worcester Community Action Council (WCAC)  
18 Chestnut Street, ground floor Worcester
- Book appointments online: [https://link.edgepilot.com/s/59012b75/OXhgDZ2LtUenkuGcM6JB\\_Q?u=http://www.wcac.net/vita](https://link.edgepilot.com/s/59012b75/OXhgDZ2LtUenkuGcM6JB_Q?u=http://www.wcac.net/vita) or email [vita@wcac.net](mailto:vita@wcac.net)

BY APPOINTMENT ONLY . (Se habla español)

- Worcester State University 486 Chandler Street, Worcester; 508-929-8424 <https://link.edgepilot.com/s/aba27e13/pdmuiwEj1k6xORj23kymQg?u=http://www.worcester.edu/vita>; [vita@worcester.edu](mailto:vita@worcester.edu) VIRTUAL Apply online: <https://link.edgepilot.com/s/746090d3/ZHh8F9HiX0CfBtXgnioAlq?u=http://www.getyourrefund.org/wsu> / BY APPOINTMENT ONLY

### **Make Sure to Receive the Child Tax Credit if you Have Not!!!**

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.*

- You can sign up here: [//bit.ly/signup-ctc](https://bit.ly/signup-ctc). And find help here: [//bit.ly/taxhelpma](https://bit.ly/taxhelpma).

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# 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 / The Affordable Connectivity Program

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.

If your household is [eligible](#), you could receive:

- Up to a \$30/month discount on your internet service
- A one-time discount of up to \$100 for a laptop, tablet, or desktop computer (with a co-payment of more than \$10 but less than \$50)
- A low cost service plan that may be fully covered through the ACP\*





# Transportation



## WRTA (Worcester Regional Transit Authority) BUS SERVICE

*The Busses are now fare free until July 1, of 2025!!!*

### **WRTA Customer Service Center**

60 Foster Street Worcester, MA 01608 - 'The HUB'

Customer service: 508-791-9782 (WRTA)

[www.therta.com](http://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](mailto: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 while enabling them to earn a bike from our inventory of donated bicycles.

# Veterans & Their Families

## **Veterans Inc.**

69 Grove Street, Worcester, MA 01605

(508) 791-1213 / (800) 482-2565 or [info@veteransinc.org](mailto: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](http://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](http://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](mailto: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](mailto: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](http://www.redcross.org/ma/worcester) / [christine.platzek@redcross.org](mailto: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.

**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!

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### **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*

**AMPP (Arts and Music Police Partnership)** at YOU, Inc.'s Worcester Family Resource Center of Seven Hills Foundation! 20 Cedar Street

- 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](mailto:amppworchester@gmail.com)

**Boys & Girls Club GPTTO (Gang Prevention Through Targeted Outreach)** / 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
- Josh Brown, Cindy Jackson and Precious Ansah: [jbrown@bgcworcester.org](mailto:jbrown@bgcworcester.org); [cjackson@bgcworcester.org](mailto:cjackson@bgcworcester.org); [pansah@bgcworcester.org](mailto:pansah@bgcworcester.org)
- Youth-led Police & Youth Dialogues: Angelina Carpinetti and Precious Ansah – [acarpinetti@bgcworcester.org](mailto:acarpinetti@bgcworcester.org); [pansah@bgcworcester.org](mailto:pansah@bgcworcester.org)

**CHOICES:** 108 Grove Street, Suite 205 Worcester 01605 +1 (508) 901-9930 / [www.4choices.org](http://www.4choices.org)

**PASS:** Positive Alternative to Student Suspension: provides treatment and academic support for students who are suspended for drug, alcohol, or non-violent offenses.

**APG:** Alternative Peer Group: after school program for youth aged 14-21.

Provides pro social skill building & recovery support / access to clinical svcs.

**Crash Course Creations:** 189 Washington St., Worcester, MA / 508-755-9393 [info@crashcoursecreations.com](mailto:info@crashcoursecreations.com) / [dan.eastcoastautoworks@gmail.com](mailto:dan.eastcoastautoworks@gmail.com).

- Program geared toward giving youth practical work experience in the automotive industry.

**Fresh Start 508**

16 Austin St, Worcester, MA 01608 / 508-796-5528 / Derrick Kiser [d.kiser@freshstart508.org](mailto:d.kiser@freshstart508.org)

- Fresh Start is a holistic healing center devoted to stopping the Trauma-to-substance-to prison-to homicide-to suicide pipeline.

### **G.A.N.G. (Gang Awareness Next Generation) Camp**

Worcester Police Department in conjunction with Boys & Girls Club  
[info@bgcworcester.org](mailto:info@bgcworcester.org) / applications are at the Boy's & Girl's Club

- 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

### **Legendary Legacies, Inc.**

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.

- Outreach, Life Coaching, Mentoring, Service Planning, Goal Setting

### **MVP's Barbershop Teen Mentorship Series**

258 Grafton Street, Worcester, MA 01604 / 508-792-3334

### **PAAL Basketball League**

Contact: Officer Trevis Coleman: 508-799-8696 [colemant@worcesterma.gov](mailto:colemant@worcesterma.gov)

- For 100 youth ages 13-18.
- Runs 3 times per year for a 10 week session.

### **PAAL Boxing League**

Contact: Sgt. Steven Roche: 508-799-8619 [roches@worcesterma.gov](mailto:roches@worcesterma.gov)

- For 50 youth ages 13-19.

### **Project Night Light 2:**

Contact Domenic Mazzone, 508-799-8619 [mezzoned@worcesterma.gov](mailto:mezzoned@worcesterma.gov)

- 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

**Salvation Army:** 640 Main Street, Worcester, MA / (508)756-7191

A free, 12-week life skills program for high-risk youth ages 12-18

The Worcester program is on hold until a new director is hired. However, we now have a virtual program running for all of Massachusetts. **Phone : (978) 744-5181x5 / Email: [tina.polemenako@use.salvationarmy.org](mailto:tina.polemenako@use.salvationarmy.org)**

**Straight Ahead Ministries,** 791 Main St., Worcester, MA 01605

[slarson@straightahead.org](mailto:slarson@straightahead.org), [www.straightahead.org/reentry](http://www.straightahead.org/reentry) 508-479-2354

- Provides mentoring, case management, and job training and placement for justice / court involved youth ages 14-24. No cost / English & Span

**WCAC Jobs & Education Center**

NEW ADDRESS: 18 Chestnut St Suite 500, Worcester, MA 01608 / 508-754-1176 x234

- educational and employment programs for youth ages 16-24

JEC: Programs Include:

**S.M.A.R.T.T.:** a citywide approach that focuses on building healthy, positive relationships between the youth, their school, their home, and their community. SMARTT provides services to at-risk middle school and high school students who require interventions to foster success. The highlights of the program include one to one interaction, setting personal and educational goals and working on life skills such as organization, communication, and safety behaviors.

**For more information, please contact:**

Daniel Hartnett Manager of Positive Youth Development  
Worcester Community Action Council Phone: (508) 801-0037  
Email: [dhartnett@wcac.net](mailto:dhartnett@wcac.net)

**The Worcester Police Department Clergy Police Youth Partnership**

Contact Lt. Sean Murtha at [MurthaS@worcesterma.gov](mailto: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

**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

**YouthConnect**

See website for Contact info: <https://unitedwaycm.org/donor-groups/youthconnect-worcester/> Mgr. is Amie Cox at 508-755-6101 x1240 or [acox@ymcaofcm.org](mailto:acox@ymcaofcm.org)

- For youth Ages 11-15 / FREE
- Evening Summer program at YWCA, YMCA, Boys & Girls Club, Girls Inc, Worcester Youth Center and Friendly House
- School-year access to programs included after completion of one summer.



## **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.**

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**AND**

### **The YOU, Inc. Worcester Family Resource Center of Seven Hills Foundation**

NOW at 20 Cedar Street Worcester, MA 01609  
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](mailto:abureau@sevenhills.org)

## 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

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### ***\*\*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](http://www.mass.gov/dcf)

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## 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.*

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*Worcester Community Connections of YOU, Inc., an affiliate of  
Seven Hills Foundation is funded by  
the Massachusetts Department of Children and Families.*

