



# VIRTUAL REFERENCE CHEAT SHEET

**What do you want to do? Go to...**

Childcare Services	
Child Care & Transportation	<a href="https://www.mass.gov/service-details/get-childcare-and-transportation-help">https://www.mass.gov/service-details/get-childcare-and-transportation-help</a>
Search for Childcare	<a href="https://mass211.org/childcare/">https://mass211.org/childcare/</a>
Early Education and Care/ Guide Financial Assistance for Families in Need	<a href="https://www.mass.gov/guides/early-education-and-care-financial-assistance-for-families">https://www.mass.gov/guides/early-education-and-care-financial-assistance-for-families</a>
Department of Early Education and Care (EEC)	<a href="https://www.mass.gov/orgs/department-of-early-education-and-care">https://www.mass.gov/orgs/department-of-early-education-and-care</a>
Seven Hills Child Care Resources	<a href="https://www.sevenhills.org/programs/child-care-resources">https://www.sevenhills.org/programs/child-care-resources</a>
Report Child Abuse or Neglect	<a href="https://www.mass.gov/how-to/report-child-abuse-or-neglect">https://www.mass.gov/how-to/report-child-abuse-or-neglect</a>
Citizenship Course Listing	
Worcester Welcoming Network English & Citizenship Course Listings	<a href="https://worcesterwelcomes.wordpress.com/esol/">https://worcesterwelcomes.wordpress.com/esol/</a>
Catholic Charities Immigration & Citizenship Services	<a href="https://www.ccworc.org/services/refugee-citizenship-immigration-services/">https://www.ccworc.org/services/refugee-citizenship-immigration-services/</a>
Worcester Public Library Virtual Citizenship Classes	<a href="https://us02web.zoom.us/join/joinMeeting/register/tZwsc--uqTTiHNwTjyAAgC8gxjLEPHQkBGDO">https://us02web.zoom.us/join/joinMeeting/register/tZwsc--uqTTiHNwTjyAAgC8gxjLEPHQkBGDO</a>
City of Worcester Resources	
City of Worcester Website	<a href="http://www.worcesterma.gov/">http://www.worcesterma.gov/</a>
City of Worcester Customer Service	<a href="#">Customer Service   City of Worcester, MA</a>
City of Worcester Employment Opportunities	<a href="http://www.worcesterma.gov/human-resources/employment-opportunities">http://www.worcesterma.gov/human-resources/employment-opportunities</a>
City of Worcester Employee Portal	<a href="http://www.worcesterma.gov/employee-portal">http://www.worcesterma.gov/employee-portal</a>
City of Worcester Daily Check-In Health Screening	<a href="https://worcesterma.viewpointcloud.com/categories/1086/record-types/1006517">https://worcesterma.viewpointcloud.com/categories/1086/record-types/1006517</a>

<b>City of Worcester COVID-19 Assistance &amp; Resources</b>	<a href="http://www.worcesterma.gov/coronavirus/assistance">http://www.worcesterma.gov/coronavirus/assistance</a>
<b>Worcester Community Labor Coalition</b>	<a href="https://www.worcestercommunitylaborcoalition.org/worcester-jobs-fund/">https://www.worcestercommunitylaborcoalition.org/worcester-jobs-fund/</a>
<b>Community Resources</b>	
<b>Massachusetts 2-1-1</b>	<a href="https://mass211.org">https://mass211.org</a>
<b>Epworth Methodist Free Medical Program</b>	<a href="https://www.worcesterfreeclinics.org/epworth.html">https://www.worcesterfreeclinics.org/epworth.html</a>
<b>Worcester Dress for Success</b>	<a href="https://worcester.dressforsuccess.org/">https://worcester.dressforsuccess.org/</a>
<b>Dress for Success Programs</b>	<a href="H:\Profile\Desktop\More Than A Suit Programs Re-imagined Suitings.pdf">H:\Profile\Desktop\More Than A Suit Programs Re-imagined Suitings.pdf</a>
<b>Worcester Public Library Virtual Adult Summer Programs 2020</b>	<a href="https://mywpl.org/?q=article/adult-classes-and-programs#business">https://mywpl.org/?q=article/adult-classes-and-programs#business</a>
<b>Worcester Public Library Resume &amp; Cover letter Online Service</b>	<a href="https://newform.mywpl.org/view.php?id=31860">https://newform.mywpl.org/view.php?id=31860</a>
<b>DUA Resources</b>	
<b>Teleclaim Assigned Day to Call</b>	<a href="https://www.mass.gov/doc/information-on-employees-unemployment-insurance-coverage-form-2553a/download">https://www.mass.gov/doc/information-on-employees-unemployment-insurance-coverage-form-2553a/download</a>
<b>Department of Unemployment Assistance (DUA)</b>	<a href="https://www.mass.gov/orgs/department-of-unemployment-assistance">https://www.mass.gov/orgs/department-of-unemployment-assistance</a>
<b>Department of Unemployment Assistance -<a href="#">Spanish</a> (DUA)</b>	<a href="https://www.mass.gov/info-details/informacion-de-desempleo-de-massachusetts-sobre-el-virus-covid-19">https://www.mass.gov/info-details/informacion-de-desempleo-de-massachusetts-sobre-el-virus-covid-19</a>
<b>Pandemic Emergency Unemployment Compensation (PEUC)</b>	<a href="https://www.mass.gov/info-details/pandemic-emergency-unemployment-compensation">https://www.mass.gov/info-details/pandemic-emergency-unemployment-compensation</a>
<b>Pandemic Emergency Unemployment Compensation -<a href="#">Spanish</a> (PEUC)</b>	<a href="https://www.mass.gov/info-details/informacion-de-desempleo-de-massachusetts-sobre-el-virus-covid-19">https://www.mass.gov/info-details/informacion-de-desempleo-de-massachusetts-sobre-el-virus-covid-19</a>
<b>Training Opportunities (Section 30) Flyer</b>	<a href="https://www.mass.gov/doc/training-opportunities-program-brochure/download">https://www.mass.gov/doc/training-opportunities-program-brochure/download</a>
<b>Income Verification Requests Online or by Mail</b>	<a href="#">Request a letter verifying your unemployment benefits income   Mass.gov</a>
<b>Report Unemployment Benefits Fraud</b>	<a href="https://www.mass.gov/info-details/report-unemployment-benefits-fraud">https://www.mass.gov/info-details/report-unemployment-benefits-fraud</a>
<b>Massachusetts State Website</b>	<a href="https://www.mass.gov">https://www.mass.gov</a>
<b>Education &amp; Training</b>	
<b>Worcester Public Schools</b>	<a href="https://worcesterschools.org/">https://worcesterschools.org/</a>

<b>The Worcester Job Fund</b>	<a href="https://masshirecentral.com/free-cdl-training-for-eligible-city-of-worcester-residents/">https://masshirecentral.com/free-cdl-training-for-eligible-city-of-worcester-residents/</a>
<b>Worcester Night Life &amp; Continuing Education</b>	<a href="https://worcesternightlife.org/free-online-courses-for-workforce-success/">https://worcesternightlife.org/free-online-courses-for-workforce-success/</a>
<b>QCC Free Career Training Programs Snap Path to Work</b>	<a href="https://www.qcc.edu/center-workforce-development-and-continuing-education/free-career-training-programs">https://www.qcc.edu/center-workforce-development-and-continuing-education/free-career-training-programs</a>
<b>SkillBase</b>	<a href="https://www.skillbase.us/welcome-ma">https://www.skillbase.us/welcome-ma</a>
<b>SkillBase Opportunity to Give Feedback Interview Request/earn \$10</b>	<a href="https://calendly.com/tobaolokungbemi/skillbase-interview?month=2020-11">https://calendly.com/tobaolokungbemi/skillbase-interview?month=2020-11</a>
<b>Coursera/Everything You Need to Know</b>	<a href="https://www.mass.gov/coursera-together-free-learning-resources-during-covid-19">https://www.mass.gov/coursera-together-free-learning-resources-during-covid-19</a>
<b>Coursera Learner Guide</b>	<a href="https://www.mass.gov/doc/mdcs-coursera-learners-guide/download">https://www.mass.gov/doc/mdcs-coursera-learners-guide/download</a>
<b>Webster Adult Learning Center manufacturing Technology</b>	<a href="https://www.webster-schools.org/Page/69">https://www.webster-schools.org/Page/69</a>
<b>Manufacturing Training Program reMAke 4.0</b>	<a href="https://remakema.com/">https://remakema.com/</a>
<b>Adult Community Learning Center</b>	<a href="https://www.qcc.edu/services/adult-community-learning-center">https://www.qcc.edu/services/adult-community-learning-center</a>
<b>Navigating Career Choices Community Partner Representative</b>	Dawn Buddington of QCC   (508)854-4453   <a href="mailto:dbuddington@qcc.mass.edu">dbuddington@qcc.mass.edu</a>
<b>Manufacturing Training Community Partner Representative</b>	Jason Walker of QCC   (774)242- 4763   <a href="mailto:jwalker@qcc.mass.edu">jwalker@qcc.mass.edu</a>
<b>ESL/ESOL Classes</b>	
<b>Worcester ESOL Navigator</b>	<a href="https://worcesterwelcomes.wordpress.com">https://worcesterwelcomes.wordpress.com</a>
<b>QCC Adult Community Learning Center ESOL Classes</b>	<a href="https://www.qcc.edu/services/adult-community-learning-center">https://www.qcc.edu/services/adult-community-learning-center</a>
<b>WPS Adult Learning Center HiSET/Testing/ESL//Literacy</b>	<a href="https://worcesterschools.org/academics/adult-education/">https://worcesterschools.org/academics/adult-education/</a>
<b>Catholic Charities ESOL Classes</b>	<a href="https://www.catholiccharitiesdc.org/ESOL/">https://www.catholiccharitiesdc.org/ESOL/</a>
<b>Webster ABE Program ESOL/Workforce/Readiness/Manufacturing Technology/HiSET/GED</b>	<a href="https://www.webster-schools.org/Page/1147">https://www.webster-schools.org/Page/1147</a>
<b>Food &amp; Nutrition Services</b>	
<b>Free Hot Meal Delivery Program for COVID-19 Positive Families</b>	<a href="https://www.healthygreaterworcester.org/covid-19-community-support">https://www.healthygreaterworcester.org/covid-19-community-support</a>

<b>Elder Services of Worcester Area Meals on Wheels Program</b>	<a href="https://eswa.org/about-us/programs-and-information/nutrition/">https://eswa.org/about-us/programs-and-information/nutrition/</a>
<b>Worcester County Food Bank Agency Locator</b>	<a href="https://foodbank.org/find-food/">https://foodbank.org/find-food/</a>
<b>Worcester REC Farmers Market Schedules</b>	<a href="https://www.recworchester.org/market-schedule">https://www.recworchester.org/market-schedule</a>
<b>Friendly House Feeding Schedule</b>	<a href="http://www.worcesterma.gov/uploads/14/55/1455b79ba8282ff5bfdff1c656d6d9c0/friendly-house-feeding-schedule.pdf">http://www.worcesterma.gov/uploads/14/55/1455b79ba8282ff5bfdff1c656d6d9c0/friendly-house-feeding-schedule.pdf</a>
<b>HiSET &amp; GED Resources</b>	
<b>HiSET/GED</b>	<a href="https://www.qcc.edu/services/adult-community-learning-center/hisetged-preparation">https://www.qcc.edu/services/adult-community-learning-center/hisetged-preparation</a>
<b>Worcester Community Action Council (WCAC) HiSET TEST PREP Ages 16 – 25</b>	<a href="https://www.wcac.net/project-excel/">https://www.wcac.net/project-excel/</a>
<b>HiSET/GED Classes in the Worcester Area</b>	<a href="https://mywpl.org/?q=hiset-resources">https://mywpl.org/?q=hiset-resources</a>
<b>HiSET/GED Community Partner Representative</b>	Terry Walles of WPS/ABA/ESOL   508-846-5826   <a href="mailto:walles14@yahoo.com">walles14@yahoo.com</a>
<b>Housing Assistance</b>	
<b>COVID-19 Eviction Legal Help Project (CELHP) Information</b>	<a href="#">Eviction Diversion Initiative - Public Information Campaign Materials   Mass.gov</a>
<b>Rent or Mortgage Payment Assistance Due to Covid-19</b>	<a href="https://www.mass.gov/covid-19-getting-help-with-housing-costs">https://www.mass.gov/covid-19-getting-help-with-housing-costs</a> <a href="https://www.mass.gov/covid-19-getting-help-with-housing-costs-es">https://www.mass.gov/covid-19-getting-help-with-housing-costs-es</a> (Spanish)
<b>Fuel Assistance</b>	<a href="https://www.wcac.net/fuel-assistance/">https://www.wcac.net/fuel-assistance/</a>
<b>Worcester Housing Authority</b>	<a href="#">WHA website (worcesterha.org)</a>
<b>Find Emergency Shelter</b>	<a href="https://www.mass.gov/service-details/find-emergency-shelter">https://www.mass.gov/service-details/find-emergency-shelter</a>
<b>RCAP Solutions Rental Assistance</b>	<a href="https://www.rcapsolutions.org/rental-assistance/">https://www.rcapsolutions.org/rental-assistance/</a>
<b>Housing &amp; Property Resources for Tenant &amp; Landlords</b>	<a href="https://www.mass.gov/topics/housing-property">https://www.mass.gov/topics/housing-property</a>
<b>Housing Court Landlord Issues</b>	<a href="https://www.mass.gov/guides/housing-courts-guide-to-landlord-tenant-issues">https://www.mass.gov/guides/housing-courts-guide-to-landlord-tenant-issues</a>
<b>Friendly House, Inc. Social, Feeding, Housing and Youth Services</b>	<a href="https://www.friendlyhousema.org/">https://www.friendlyhousema.org/</a>

<b>CENTRO</b> (Formerly known as Centro Las Americas) Community Social Services	<a href="https://centroinc.org/">https://centroinc.org/</a>
<b>Labor Issues Assistance</b>	
<b>Massachusetts Attorney General Office</b>	<a href="https://www.mass.gov/orgs/office-of-attorney-general-maura-healey">https://www.mass.gov/orgs/office-of-attorney-general-maura-healey</a>
<b>Attorney General (file complaint)</b>	<a href="https://www.mass.gov/how-to/file-a-consumer-complaint">https://www.mass.gov/how-to/file-a-consumer-complaint</a>
<b>Attorney General (wages)</b>	<a href="https://www.mass.gov/wage-and-hour-laws">https://www.mass.gov/wage-and-hour-laws</a>
<b>Mass Department of Labor Standards</b>	<a href="https://www.mass.gov/orgs/department-of-labor-standards">https://www.mass.gov/orgs/department-of-labor-standards</a>
<b>Report Elder Abuse</b>	<a href="https://eswa.org/services-we-offer/protective-services/">https://eswa.org/services-we-offer/protective-services/</a>
<b>Language Services</b>	
<b>Multilingual Services Unit</b>	1 (866) 874-9048 For <u>brief LEP calls</u> , contact the Internal Volunteer Bilingual Staff list if the language needed is: Spanish, Portuguese, Vietnamese, Mandarin, Cape Verdean Creole, Italian or French
<b>Multilingual Line Report of Usage</b>	When calling the Language line, please identify yourself as MassHire –Worcester, by either using the Code 131 or sending the usage form attached, which is also located in the shared drive–if using the form, please send the form to Sonia. <a href="https://www.mass.gov/doc/08-101-2c-report-of-usage-fillable-form/download">https://www.mass.gov/doc/08-101-2c-report-of-usage-fillable-form/download</a>
<b>Language Link Over-the-phone</b>	1-888-898-7621 Call if language needed or Volunteer Bilingual Staff is not available.
<b>Voice Relay for Hearing Impaired</b>	If you need to place a call a client with a hearing impairment, dial 711. An operator will assist in your communication with the customer.
<b>ASL Interpreters</b>	Speak with your direct report for assistance in requesting one.
<b>Multilingual Services Forms</b>	<a href="https://www.mass.gov/massworkforce-career-center-multilingual-services">https://www.mass.gov/massworkforce-career-center-multilingual-services</a>
<b>Legal Services</b>	
<b>Volunteer Income Tax Assistance</b>	<a href="https://www.wcac.net/vita/">https://www.wcac.net/vita/</a>
<b>Worcester Community Legal Aid</b>	<a href="https://communitylegal.org/">https://communitylegal.org/</a>
<b>Worcester Law Library</b>	<a href="https://www.mass.gov/ask-a-law-librarian">https://www.mass.gov/ask-a-law-librarian</a>
<b>Ascentria Immigration Legal Assistance Program</b>	<a href="https://www.ascentria.org/our-services/services-for-new-americans/legal-services">https://www.ascentria.org/our-services/services-for-new-americans/legal-services</a>
<b>Massachusetts Commissions</b>	

<b>Massachusetts Rehabilitation Commission (MRC)</b>	<a href="https://www.mass.gov/orgs/massachusetts-rehabilitation-commission">https://www.mass.gov/orgs/massachusetts-rehabilitation-commission</a>
<b>Massachusetts Commission for the Blind (MCB)</b>	<a href="https://www.mass.gov/orgs/massachusetts-commission-for-the-blind">https://www.mass.gov/orgs/massachusetts-commission-for-the-blind</a>
<b>Disability Determination Services (DDS)</b>	<a href="https://www.mass.gov/service-details/mrc-disability-determination-services-dds">https://www.mass.gov/service-details/mrc-disability-determination-services-dds</a>
<b>Community Partner Representative</b>	Cindy Purcell of MRC   (508)767-9234   <a href="mailto:cindy.purcell@state.ma.us">cindy.purcell@state.ma.us</a>
<b>MassHire Resources</b>	
<b>MassHire Worcester/Southbridge Career Centers</b>	<a href="https://masshirecentralcc.com">https://masshirecentralcc.com</a>
<b>MassHire Virtual Career Center Seminar Portal (VCCS)</b>	<a href="https://masshirecentralcc.com/masshire-central-virtual-center/careercenterseminarandservices/">https://masshirecentralcc.com/masshire-central-virtual-center/careercenterseminarandservices/</a>
<b>MassHire Virtual Career Center Seminar Presentation (Spanish)</b>	<a href="https://youtu.be/T7azLz_90_8">https://youtu.be/T7azLz_90_8</a>
<b>MassHire CCS Online PPT Presentation</b>	<a href="https://www.mass.gov/doc/ccs-online-ppt-presentation">https://www.mass.gov/doc/ccs-online-ppt-presentation</a>
<b>MassHire JobQuest</b>	<a href="https://jobquest.dcs.eol.mass.gov/jobquest/">https://jobquest.dcs.eol.mass.gov/jobquest/</a>
<b>MassHire JobQuest Help Desk</b>	1-888-578-6599. The hours are Monday through Friday 9:00 AM to 4:30 PM EST. Alternatively, clients can email their questions to the Help Desk at <a href="mailto:MOSES@detma.org">MOSES@detma.org</a> making sure to include their name, email address and phone.
<b>MassHire JQ Guide for Job Seekers</b>	<a href="https://www.mass.gov/doc/masshire-jobquest-guide-for-job-seekers/download">https://www.mass.gov/doc/masshire-jobquest-guide-for-job-seekers/download</a>
<b>Return to Work (Jobseekers)</b>	<a href="#">Return to Work - MassHire Central Career Center (masshirecentralcc.com)</a>
<b>MassHire Central Region Workforce Board</b>	<a href="https://masshirecentral.com">https://masshirecentral.com</a>
<b>Find a MassHire Career Center</b>	<a href="https://www.mass.gov/how-to/find-a-masshire-career-center">https://www.mass.gov/how-to/find-a-masshire-career-center</a>
<b>DCS Complaint Brochure</b>	<a href="https://www.mass.gov/files/documents/2018/05/29/03-101-2G.pdf?_ga=2.17213628.444611282.1595266770-1430179908.1595266770">https://www.mass.gov/files/documents/2018/05/29/03-101-2G.pdf?_ga=2.17213628.444611282.1595266770-1430179908.1595266770</a>
<b>Operation ABLE</b>	
<b>Operation ABLE/SCSEP</b>	<a href="https://operationable.net">https://operationable.net</a>

<b>Community Partner Representative</b>	Maria James of Operation ABLE   (774)303-2325 (Internal use only)
<b>Recovery &amp; Re-Entry Services</b>	
<b>Net of Compassion   674 Main Street</b>	<a href="http://www.bridgeworcester.com/index.html/net-of-compassion/#">http://www.bridgeworcester.com/index.html/net-of-compassion/#</a>   (774)578-1128
<b>Resources for the re-entry population Shelters/Transitional Housing</b>	<a href="https://www.cominghomeworcester.org/shelters-and-transitional-housing/">https://www.cominghomeworcester.org/shelters-and-transitional-housing/</a>
<b>Worcester County Sherriff's Office/ Re-Entry Services</b>	<a href="https://worcestercountysheriff.com/facility/inmate-training-programs/reintegration-service/">https://worcestercountysheriff.com/facility/inmate-training-programs/reintegration-service/</a>
<b>Worcester County Sherriff's Office/ Substance Abuse Treatment Program</b>	<a href="https://worcestercountysheriff.com/facility/inmate-training-programs/s-t-o-p/">https://worcestercountysheriff.com/facility/inmate-training-programs/s-t-o-p/</a>
<b>Massachusetts Access to Recovery (ATR)</b>	<a href="https://www.ma-atr.org/">https://www.ma-atr.org/</a>
<b>Gavin Foundation</b>	<a href="#">Gavin Foundation – Substance Abuse Treatment Professionals</a>
<b>Dismas House/ Recovery &amp; Re-entry Services</b>	<a href="http://www.dismasisfamily.org/">http://www.dismasisfamily.org/</a>
<b>BarNone Community Partner Representative</b>	Anna Rice of Dismas House   (978)771-7773   <a href="mailto:annarice@dismashouse.org">annarice@dismashouse.org</a>
<b>In-House ATR Program Facilitators</b>	Roy Lucas (508)373-7688   James Harrison (508)373-7664   Mikayla Tucker-Davis (508)373-7658
<b>In-House Behind/Beyond the Wall Representative</b>	Cheryl Kelly (508)373-7615   <a href="mailto:KellyCA@masshirecentralcc.com">KellyCA@masshirecentralcc.com</a>
<b>Transportation Services</b>	
<b>Good News Garage</b>	<a href="https://www.goodnewsgarage.org/">https://www.goodnewsgarage.org/</a>
<b>Massachusetts Transportation (older adults, disabled, veterans, commuters, and others)</b>	<a href="https://www.mass.gov/im-looking-for-transportation">https://www.mass.gov/im-looking-for-transportation</a>
<b>Worcester Regional Transit Authority</b>	<a href="https://www.therta.com/">https://www.therta.com/</a>
<b>Small Business Resources</b>	
<b>Starting a Business In Worcester Resources</b>	<a href="http://www.worcesterma.gov/business-community-development/start-a-business">http://www.worcesterma.gov/business-community-development/start-a-business</a>
<b>Worcester Polytechnic Institute – Small Business Digitization Services</b>	<a href="https://www.wpi.edu/academics/business/resources/small-business">https://www.wpi.edu/academics/business/resources/small-business</a>

<b>Center for Women &amp; Enterprise (CWE) Starting a Business Resources</b>	<a href="https://www.cweonline.org/">https://www.cweonline.org/</a>
<b>Worcester Public Library Small Business Resources</b>	<a href="https://mywpl.org/article/small-business-resources">https://mywpl.org/article/small-business-resources</a>
<b>Massachusetts COVID-19 Resources &amp; Guidance for Businesses</b>	<a href="https://www.mass.gov/info-details/covid-19-resources-and-guidance-for-businesses">https://www.mass.gov/info-details/covid-19-resources-and-guidance-for-businesses</a>
<b>U.S. SBA Guidance &amp; Loan Resources</b>	<a href="https://www.sba.gov/page/coronavirus-covid-19-small-business-guidance-loan-resources">https://www.sba.gov/page/coronavirus-covid-19-small-business-guidance-loan-resources</a>
<b>Worcester Business Resource Alliance How to Start a Business</b>	<a href="https://wbra.wordpress.com/starting-a-business/">https://wbra.wordpress.com/starting-a-business/</a>
<b>Worcester SCORE Chapter/ Business Counseling</b>	<a href="https://worcester.score.org/">https://worcester.score.org/</a>
<b>Worcester Chamber of Commerce Online Resource Guide</b>	<a href="http://online.pubhtml5.com/vuff/oeqt/">http://online.pubhtml5.com/vuff/oeqt/</a>
<b>SNAP/Food Stamps Assistance</b>	
<b>DTA – Apply for SNAP benefits (food stamps)</b>	<a href="https://www.mass.gov/how-to/apply-for-snap-benefits-food-stamps">https://www.mass.gov/how-to/apply-for-snap-benefits-food-stamps</a>
<b>DTA Snap Path to Work Client Information</b>	<a href="https://www.snappathtowork.org/clients">https://www.snappathtowork.org/clients</a>
<b>Community Partner Representatives</b>	Kendall Jackson & Ariana Curet of WPP/DTA (508)767-3106   Jasmine & Lalit (508)767-3191
<b>In-house SNAP Representative</b>	Kelsey Lamoureux of WIB   508-373-7641
<b>Specialized Services</b>	
<b>Trade Adjustment Assistance (TAA)</b>	<a href="#">Trade Adjustment Assistance (TAA)   Mass.gov</a>
<b>Guide for Trade TAA &amp; TRA</b>	<a href="#">Guide for Trade (TAA and TRA) COVID-19-Q &amp; A   Mass.gov</a>
<b>Work Opportunity Tax Credit Program (WOTC)</b>	<a href="#">Work Opportunity Tax Credit Program (WOTC) Overview   Mass.gov</a>
<b>Work Opportunity Tax Credit Targeted Groups</b>	<a href="#">Work Opportunity Tax Credit   Internal Revenue Service (irs.gov)</a>
<b>The Federal Bonding Program</b>	<a href="#">The Federal Bonding Program   Fidelity Bonds for Hard-to-Place Job Seekers (bonds4jobs.com)</a>
<b>Veterans' Services</b>	
<b>City of Worcester Veterans' Services</b>	<a href="#">Veterans' Services   City of Worcester, MA</a>



<b>Mass Dept. of Veterans' Services</b>	<a href="#">Massachusetts Department of Veterans' Services   Mass.gov</a>
<b>Veterans' Inc.</b>	<a href="#">Veterans Organizations (veteransinc.org)</a>
<b>Worcester VA Clinic</b>	<a href="#">Worcester VA Clinic - VA Central Western Massachusetts Healthcare System</a>
<b>In-House DVOP's</b>	Bill Ryan (508)373-7620 - Worcester   Michael Hess (508) 765-6430 x 55317 - Southbridge
<b>Vital Records</b>	
<b>Where to write for Birth, Marriage &amp; Death Certificates (process &amp; fees)</b>	<a href="https://www.cdc.gov/nchs/w2w/index.htm">https://www.cdc.gov/nchs/w2w/index.htm</a>
<b>U.S. Social Security Administration</b>	<a href="https://www.ssa.gov/">https://www.ssa.gov/</a>
<b>U.S. Department of State –Bureau of Consular Affairs</b>	<a href="https://travel.state.gov/content/travel/en/passports.html/">https://travel.state.gov/content/travel/en/passports.html/</a>
<b>Volunteer Opportunities</b>	
<b>AARP MA Generation Incorporated Volunteer Opportunity</b>	<a href="https://local.aarp.org/worcester-ma/volunteering/">https://local.aarp.org/worcester-ma/volunteering/</a>
<b>RSVP Volunteers of Central Mass</b>	<a href="https://www.fscm.org/services/rsvp-volunteers/">https://www.fscm.org/services/rsvp-volunteers/</a>
<b>United Way Volunteer Opportunities</b>	<a href="https://www.unitedway.org/get-involved/volunteer#">https://www.unitedway.org/get-involved/volunteer#</a>
<b>VolunteerMatch (Virtual Opportunities)</b>	<a href="https://www.volunteermatch.org/volunteers/">https://www.volunteermatch.org/volunteers/</a>
<b>Literacy Volunteers of Greater Worcester</b>	<a href="http://www.lvgw.org/">http://www.lvgw.org/</a>