

Coming Home

Worcester, MetroWest and Additional Regions

***A Resource Directory of
Offender Re-entry Services***

2020

INCLUDES THE FOLLOWING REGIONS:

Central and Western, MetroWest,
Merrimack Valley, North Shore, South Shore,
South Coast, the Berkshires, and
the Cape and Islands

Please contact us with questions or comments about the directory.

Email: cmdismashouse@aol.com

Telephone: (508) 799-9389

Mail: Coming Home Massachusetts

P.O. Box 30125, Worcester, MA 01603

Printing: Alpha Graphics, www.alphagraphics.com, (508) 793-0956

Book Design: Milk Row Studio, keith@milkrow.com, (617) 872-7585

Acknowledgments

A special thanks to the Family Needs Committee of the Worcester Community Connection Coalition, Worcester Common Ground and Commonwealth Green Low Income Housing Coalition for their help with this booklet. Many thanks to Gardner Howland Shaw Foundation for their commitment to successful re-entry in Central Massachusetts and MetroWest. Special thanks to Inconcept Web Solutions for hosting the site, and to Milk Row Studio for their design and patience.

About

Coming Home Worcester, MetroWest and Additional Regions is a joint venture between Dismas House of Massachusetts and the Commonwealth Green Low Income Housing Coalition sponsored by Worcester Common Ground.

Dismas House of Massachusetts, Inc.

Dismas House of Massachusetts provides critical housing, services, and a family environment for homeless ex-offenders in Central Massachusetts and MetroWest.

At Dismas House, Father John Brooks House, and the Dismas Family Farm, Dismas strives to build a safe, welcoming, accountable and drug-free environment for former offenders turning around their lives. The Dismas Family Farm is a unique residential organic farm where the residents work with staff and a farm steward to operate a small family farm, farmers markets, and partner with restaurants to sustain the farm. BAR None (Basic Advocacy for Reentry), a community-wide civil legal initiative that assists over 800 homeless and former offenders in Central Massachusetts and MetroWest with help on civil legal matters as well as direct connections to healthcare, nutrition, case

Visit www.dismashouse.org for more information.

Commonwealth Green Low-Incoming Housing Coalition

The Commonwealth Green Low-Income Housing Coalition represents multiple agencies and advocates working for clean energy solutions for high utility costs for low-income housing. CGLIHC advocates for policies and programs that create the dual opportunity for low-income housing promotion and environmental protection. CGLIHC action committee also works on this guide, and on other pressing justice issues that affect our constituents. Visit us at www.wglihc.org.

Introduction

Coming Home Worcester, MetroWest and Additional Regions is a directory of services available to ex-offenders returning to, or currently living in the Central Massachusetts and MetroWest area. The directory is a resource that presents important information for ex-offenders about the services available in our community. This guide may also be useful for corrections practitioners, program staff, policy makers and the friends, families, and volunteers that work with former offenders in the community.

When an offender is released from prison, he or she begins the difficult task of re-assimilating into the community. The ex-offender's transition is often times very complicated, and may include significant obstacles that must be overcome to obtain stability. Fortunately, the Central Massachusetts and MetroWest community has a network of services designed to assist those in need. By compiling this directory, it is our hope that we will be able to assist former offenders, and those who care about them, find the resources they need to make the difference between success and a return to incarceration.

How to Use the Directory

The directory contains contact information and a basic description of the services offered for each organization. We have also included other informational resources where possible. When in doubt, contact the organization directly for the best, most up-to-date information. The editors cannot and do not vouch for the accuracy or quality of the services available.

The agencies listed in this directory are not the only resources available. We have tried to include all appropriate agencies and organizations; however, some information may be missing. If you have additional information that you believe should be included, or have a correction to one of our entries, please contact us.

Table of Contents

Agencies by Category

BASIC NEEDS

Cash Assistance	1
Clothing and Furniture	4
Soup Kitchens & Food Pantries	7

EDUCATION AND EMPLOYMENT

Education	14
Financial Aid for Education	16
Employment	17
ESL and GED Preparation Classes	20
Literacy	24
Mentoring Programs	25

HEALTHCARE

Medical Clinics	27
Prescription Assistance	30
Health Insurance	30
Mental Health Providers	31
Substance Abuse	39

HOUSING

Energy and Utility Assistance	43
Public Housing and Section 8	46
Shelters	48
Transitional Housing Programs	52

LEGAL ASSISTANCE

CORI	54
Credit Issues and ID Theft	55
Help with Identity Theft	56
The Major Credit Bureaus	57
Legal Groups	58
License & Identification	59

SUPPORT SERVICES

Hotlines	59
Immigrant Services	62
Support Groups	64
Transportation	70
Veterans and Their Families	70
Women and Families	71

Agencies by Region

THE BERKSHIRES

Adams	100
Northern Berkshire Adult Basic Education Program	100
Great Barrington	101
Berkshire Community College	101
Construct, Inc	101
Parent Child Home Program.....	101
South Berkshire Educational Collaborative.....	101
Lee	101
Literacy Network of Southern Berkshire (Lee Library)	101
North Adams	102
Massachusetts College of Liberal Arts Free Library.....	102
North Adams Career Center (BerkshireWorks)	102
North Berkshire Ad. Basic Education.....	102
Parenting the Positive Discipline Way and Raising a Thinking Child.....	102
Pittsfield	102
Berkshire Community College	102
Helen Berube Teen Parent Program	102
Neighborhood Health Center.....	102
Pittsfield Adult Learning Center.....	103
Pittsfield Public Schools	103
Pittsfield Career Center (BerkshireWorks).....	103
Williamstown	103
Milne Public Library.....	103
Child Care of the Berkshires, Inc.....	103

THE CAPE AND THE ISLANDS

Buzzards Bay	104
Odonata Psychotherapy and Retreat Center	104
Harwich Port	104
Child & Family Services	104
Hyannis	104
Barnstable Housing Authority.....	104
Housing Assistance Corporation Hyannis	105
Noah Shelter – Homeless Shelter for Men and Women.....	105

Transitional Housing Assistance Hyannis 105

CENTRAL

Athol 106
 Clinical and Support Options -Satellite 106

Charlton 106
 Bay Path Regional Vocational Technical High School 106

Clinton 107
 Clinton Adult Learning Center 107

Dudley 107
 Tri-Valley, Inc. 107

Fitchburg 107
 Community Legal Aid 107
 Fitchburg Community Health Center 107
 Fitchburg Comprehensive Treatment Center 107
 Fitchburg Housing Authority 107
 Fitchburg Learning Center, McKay Campus School 107
 GVNA Community Services 108
 Highland Baptist Church 108
 Leona E. Fleming Food Pantry Fitchburg/Leominster CAC 108
 Literacy Volunteers of the Montachusett Area- Fitchburg Public Library 108
 Montachusett Opportunity Council: Fitchburg Community Connections Coalition... 108
 Montachusett Home Care Corporation (MHCC) 108
 Our Father’s House 108
 Permanent Housing for Homeless Men in Recovery 108
 Transitional Housing for Women in Recovery (Elizabeth House) 108
 Work, Inc. 109

Gardner 109
 GAAMHA Inc. –Pathway House 109
 Gardner Career Center 109
 Gardner Community Action Committee 109
 Gardner MWCC Adult Learning Center 110
 Greater Gardner Community Health Center 110
 Heywood Family Medicine 111
 Heywood Hospital 111
 Heywood Rehab Center 111

North Central Human Services.....	111
Regional Adult Education Center (Mount Wachusett Community College).....	111
Grafton	111
Grafton Job Corps.....	111
Leicester	112
Hope House, Inc.....	112
Leominster	112
Allencrest Academic Learning Center.....	112
Boys and Girls Club of Fitchburg and Leominster.....	113
Catholic Charities, Leominster Office.....	113
Community Healthlink, Inc.....	113
Leominster Adult Learning Center.....	113
Leominster Career Center/ Employment Links, Inc.....	113
Leominster Community Health Center.....	113
Leominster Spanish American Center.....	113
North Central Career Centers.....	113
Millbury	114
South Middlesex Opportunity Council-Rhodes to Recovery.....	114
Northborough	114
Center For Recovery.....	114
Princeton	114
McLean Center at Fernside.....	114
Rutland	115
Integrated Treatment Unit.....	115
Shrewsbury	115
India Society of Worcester Free Health Stop.....	115
Southbridge	115
Harrington Memorial Hospital-Recovery Services George B Wells Center.....	115
Worcester	116
ACE – African Community Education.....	116
AdCare Hospital – Worcester.....	116
Advocates, Inc. – Linda Fay Griffin House.....	117
African Community Education Program.....	118
AIDS Project Worcester.....	118
Akwaaba Free Health Clinic at New England Ghanaian SDA Church.....	118

American Red Cross.....119

Health Care Training119

Apogee Mental Health 120

Arbour Counseling Services..... 120

Assumption College121

Attachment Institute of New England.....121

Autism Parents Support Group121

Bar None-Dismas House.....122

Becker College123

Behavioral Healthcare Services.....123

Belmont A.M.E. Zion Church123

Big Brother’s Big Sisters of Central
Mass/MetroWest, Inc. 124

Boys and Girls Club of Worcester..... 124

Bridge of Central MA, The125

Carty Cupboard125

Catholic Charities125

Cedar Street Family Clinic..... 126

Center for Human Development..... 126

Center for Living & Working, Inc..... 126

Central Massachusetts Housing Alliance127

Central Massachusetts Recovery Learning Community Kiva Center127

South Asian Center..... 128

Centro Las Americas 128

Centro Las Americas – Great Brook Valley Pantry..... 129

Channing House (Advocates) 129

Child Care Resources..... 129

Children’s Friend 130

City Clerk 131

Clark University..... 131

Clearway..... 131

Community Builders of Plumley Village East132

Community Healthlink, Inc.132

Comprehensive Assessment Rehab

& Education Center	133
Counseling and Assessment Clinic of Worcester, LLC	134
Worcester Union Street Office.....	134
Crozier House	134
Department of Children and Families (DCF)	135
Department of Developmental Services (DDS)	135
Department of Revenue (Child Support).....	135
Department of Veterans Services for the City of Worcester.....	137
Dismas House	137
Donations Clearinghouse of the Central MA Housing Alliance	138
Dress for Success.....	138
Eastern African Community Outreach.....	138
East Side Community Development Corporation (CDC).....	138
Edward M. Kennedy Community Health Center	139
Elder Services of Worcester Area, Inc.....	139
Emanuel Baptist Thrift Store.....	140
EPOCA (Ex-Prisoners and Prisoners Organizing for Community Advancement).....	140
Epworth United Methodist Church	140
ESL and GED Classes–Boys and Girls Club.....	140
ESL and GED Classes–Great Brook Valley	141
Ethiopian Dream Center	141
Fairbridge Project	141
Faith Boutique of Christ Baptist Church	142
Family Continuity Programs.....	142
Family Health Center of Worcester.....	142
Family Services of Central Massachusetts	143
Federal Supplemental Educational Opportunity Grant (FSEOG).....	144
Footsteps – Alcohol & Drug Free Housing / Sober Housing	144
Free Application for Student Financial Aid (FAFSA).....	144
Friendly House, Inc.	145
Genesis Club.....	145
Girl Scouts (of Central and Western Mass).....	145
Girls, Inc.	146

Good Neighbor Energy Fund (Salvation Army) 146

Good Samaritan Food Pantry 146

Goodwill Store 146

Greater Worcester Housing Connection (SMOC) 147

Greendale Head Start 147

Growth and Opportunities through Applied Learning (GOAL) Institute 147

Guild of Our Lady of Providence Free Medical Program at St. Bernard’s Church 147

Hector Reyes House 147

Interfaith Hospitality Network 148

Island Counseling 148

Jeremiah’s Inn 149

Jewish Family Service of Worcester, Inc. 150

John Street Baptist Church 150

Kids “Feast” (in Salvation Army Post) 150

Learn to Cope 150

Lighthouse Mission Food Pantry 151

LIHEAP Fuel Assistance 151

Little Store at Urban Missionaries of Our Lady of Hope, The 151

Loaves & Fishes Pantry 151

Low Income Home Energy Assistance Program (LIHEAP) 152

Lutheran Social Services 152

Main South CDC 152

Maria Luisa de Moreno International Foundation 153

MLK Business Empowerment Center 153

Mosaic Cultural Complex 153

MSPCC 154

Multicultural Wellness Center 154

The Mustard Seed 155

Neighbors Closet at Christian Community Church 155

New Hope, Inc. 155

New Leaf Program at Workforce Central 157

Newton Square Counseling Center 157

Oasis House 157

Orthodox Food Center	158
Partial Hospitalization and Day Treatment Program	158
Passages (Adult)/ Motivating Youth Recovery Program (Youth)	158
Pathways for Change, Inc.	159
Pernet Family Health Service	159
Pleasant Street Baptist Church – Brephos Boutique	160
Pleasant Street Neighborhood Network Center	160
PPAL, the Parent Professional Advocacy League – Worcester	160
Problem Pregnancy	161
QCC-Adult Basic Education at the Training & Education Center	161
Quinsigamond Community College	161
Quinsigamond Village Community Center	162
Rachel’s Table	162
RAFT Residential Assistance for Families in Transition	162
Central Massachusetts Housing Alliance	163
RCAP Solutions	163
Red Cab & Yellow Cab	164
Refugee and Immigrant Assistance Center	164
Registry of Motor Vehicles	164
Revival Church – Fountain of Life	164
Salvation Army – 6-Month Program and Store	164
Savers	165
Shepherd’s Place	165
SNAP: Food Assistance/ Food Stamp/DAT	165
Social Security Administration	166
South Bay Day Services	166
South Bay Early Childhood	166
South Bay Mental Health	167
Southeast Asian Center	167
South Worcester Neighborhood Center	168
St. Anne’s Free Medical Program	168
St. Bernard’s Church Rectory Marie Anne Center	168
St. Francis Adult Day Health	169

St. Francis & St. Therese Catholic Worker House Hospitality 169

St. John’s Food Pantry and Soup Kitchen 169

St. Paul’s Outreach 170

St. Peter’s Church..... 170

St. Vincent de Paul Food Pantry 171

Thom Worcester Area Early Intervention and Family Support 171

Training Resources of America 172

UMass Medical School 172

UMass Memorial 173

United Way of Central Massachusetts (Worcester)..... 174

US Veterans Administration Boston Health Care System 174

Utility Assistance 175

Veteran Homestead..... 175

Veterans, Inc. 175

Veterans’ Services 176

Visitation House, Inc..... 176

Voices Against Violence 176

Washburn House..... 177

WCCA TV 13 – “The People’s Channel”..... 177

Webster Public Schools: Adult Basic skills Program 177

Wesley United Methodist Church..... 177

Worcester Adoptive Families Together 177

Worcester Common Ground 178

Worcester Community Action Council, Inc. 178

Worcester Community Connections 179

Worcester Community Housing Resources 180

Worcester Division of Neighborhood and Housing Development 180

Worcester Family Partnership 181

Worcester Housing Authority (WHA) 181

Worcester Pastoral Counseling Center..... 183

Worcester Police Department..... 184

Worcester Public Library..... 184

Worcester Public Schools..... 184

Worcester Senior Center	185
Worcester State University	186
Worcester State University Intergenerational Urban Institute	186
Worcester Youth Center	187
Workforce Central Worcester = Mass Hire	187
WRTA (Worcester Regional Transit Authority)	188
YOU, Inc.	189
Youth Central Intake and Care Coordinator, The	191
Youth Net	192
Youville House	192
YWCA of Central MA	193
MERRIMACK VALLEY	
Amesbury	196
Amesbury Center - Community Action, Inc.	196
Haverhill	196
Community Action, Inc.	196
Lawrence	196
Daybreak Emergency Shelter for Men and Women	196
GLCAC, or the Greater Lawrence Community Action	197
Greater Lawrence Family Health Center	197
Greater Lawrence YWCA - Oasis Project Domestic Violence Shelter	197
Lawrence Community Works	197
Lawrence Housing Authority	198
Lazarus House Ministries	198
Lowell	198
Alternative Housing Domestic Violence Shelter	198
Community Teamwork 1 Lowell	198
Lowell Housing Authority	199
Lowell Transitional Living Center	199
Merrimack Valley Catholic Charities	199
New England Prison Ministries Inc. Lowell	200
METROWEST	
Framingham	200
Advocates, Inc. – Linda Fay Griffin House	200
Common Ground Resource Center	

(SMOC Headquarter) 200

Framingham Adult ESL+ 201

Framingham State University, Office of Continuing Education 202

Genesis Counseling Services 202

HOPE Food Pantry 202

Jewish Family Services of MetroWest 202

Literacy Unlimited at Framingham Public Library 202

MetroWest Free Medical Program 203

MetroWest Legal Services 203

MetroWest Mediation Services 203

MetroWest Regional Transit Authority 203

Pathways Family Shelter, SMOC 203

Pearl Street Cupboard & Café (United Way of Tri-County) 203

Salvation Army – Framingham 204

Savers Thrift Store 204

SMOC Behavioral Health Services 204

SMOC Substance Abuse Treatment Residential Programs 204

SMOC Daycare Programs 204

Social Security and Medicare Benefits (Framingham) 204

Turning Point Single Adult Shelter, SMOC 204

United Way of North Central Massachusetts (Fitchburg) 205

WIC Programs, SMOC 205

Waltham 205

 Jewish Family Service of the North Shore 205

NORTH SHORE

Beverly 205

 Beverly Bootstraps Community Services Inc. 205

Danvers 206

 Danvers People to People food pantry 206

Gloucester 206

 Action Emergency Homeless Shelter 206

 Action, Inc. 206

 Catholic Charities - North Massachusetts 207

 Gloucester Housing Authority 207

Lynn	207
Family and Children’s Service of Greater Lynn, Inc.	207
Newburyport	208
Salvation Army - Essex County.....	208
Peabody	208
Haven from Hunger.....	208
North Shore Community Action Programs, Inc.	208
SOUTH COAST	
Brockton	209
Family and Community Resources, Inc.....	209
Fall River	209
Bay Coast Behavioral.....	209
Catholic Social Services Fall River.....	209
Fall River Family Center.....	209
First Step Inn.....	210
Fall River Housing Authority.....	210
New Bedford	211
Catholic Social Services New Bedford.....	211
Child & Family Services - Emergency Mental Health Services.....	211
Community Service Agency.....	211
Department of Children & Families (DCF) – New Bedford Site.....	213
Emotional Wellness Counseling.....	213
Federal Supplement Educational Opportunity Grant (FSEOG).....	213
Greater New Bedford Community Health Center.....	213
Harbour House Family Center.....	213
New Bedford Community Connections Coalition.....	214
New Bedford District Court.....	214
New Bedford Housing Authority.....	214
Next Step Home Homeless Shelter.....	214
Pathways Counseling Services.....	215
Seven Hills Behavioral Health - New Bedford.....	215
Sister Rose House.....	215
SouthCoast Fair Housing.....	215
Southeast Center for Independent Living.....	215
Social Security Office - New Bedford.....	216

St. Luke’s Hospital 216

Wareham District Court..... 216

The Women’s Center..... 216

SOUTH SHORE

Plymouth 216

Map Academy..... 216

Quincy..... 216

Bay State Community Services..... 216

Consumer Credit Counseling Service of Southern New England 217

WESTERN

Amherst 217

Amherst Housing Authority..... 217

Amherst Survival Center..... 218

Craig’s Doors-Emergency Shelter..... 218

Goodwill Industries 219

Jones Library Amherst..... 219

The Literacy Project Amherst (at the Jewish Community of Amherst)..... 219

Chicopee 219

Educational Opportunity Center (Adult Education Program)..... 219

Westover Job Corps Center..... 219

Enfield 219

Enfield Continuing Adult Education 219

Enfield Adult and Continuing Education GED..... 219

Greenfield..... 219

Franklin-Hampshire Career Center..... 219

Greenfield Community Action 219

Holyoke..... 220

Boys and Girls Club of Greater Holyoke..... 220

The Care Center 220

Community Education Project..... 220

Holyoke Adult Learning Opportunities Center..... 220

Holyoke Community College Adult Education 220

Holyoke Tutor-Mentor Program..... 220

Holyoke Works 220

Picknelly Adult and Family Education Center 220

YouthBuild Holyoke Nueva Esperanza	220
Huntington	221
Southern Hilltowns Adult Education Center	221
Ludlow	221
Hampden County Correctional Center	221
Ludlow Adult Learning Center (HCC)	221
Northampton	221
Calvin Coolidge Nursing & Rehab.....	221
Drop In Center.....	221
Franklin County Emergency Shelter	222
Franklin Hampshire Career Center	222
Goodwill Industries	222
Hampshire County Jail GED Program.....	222
The International Language Institute of Massachusetts.....	222
Lathrop Home.....	222
LIHEAP	222
The Literacy Project Northampton	223
Northampton Community Action	223
ServiceNet, Inc.- Recovery Homes	223
ServiceNet, Inc.-Shelter and Housing.....	224
North Quabbin Community Action.....	225
Palmer	225
Baystate Wing Hospital	225
Goodwill Industries	225
Palmer Public Library-ESOL.....	225
Palmer Public Library (Top Floor Learning).....	225
Top Floor Learning, Inc	225
Springfield	226
AdCare Hospital.....	226
Annie’s House	226
Arch Program.....	226
Baystate Brightwood Health Center	226
Branford Hall Career Institute.....	227
Caring Health Center.....	227

Carlson Detox 227

Center For Human Development Springfield 228

Center for Human Development..... 229

Chestnut Accelerated Middle School 229

Friends of the Homeless 230

FutureWorks Career Center of Springfield 231

Gándara Center..... 231

Jefferson Shelter 231

Literacy Works of Hampden County..... 231

Massachusetts Career Development Institute 231

MA Department of Transitional Assistance..... 231

MLK Charter School 232

New England Farm Workers Council..... 232

New Resource Center 232

Open Door Social Services 232

Partners for Community 232

Phoenix House Springfield Center..... 233

Planned Parenthood - Western Massachusetts Health Center..... 234

Prospect House 234

Puerto Rican Cultural Center 234

Safe Haven..... 235

Serenity Club of Springfield 235

The Springfield Adult Learning Center (SALC) 235

Springfield City Library 236

Springfield Department of Health and Human Services 236

Springfield Family Support Program (Boland School)..... 236

Springfield Health And Human Services Department..... 236

Springfield Health Services For Homeless/Smith Clinic 236

Springfield HiSET Prep Classes 236

Springfield O.W.L. Adult Education Center 237

Springfield Public Health Department 237

Springfield Rehabilitation Center 237

Springfield Rescue Mission Center..... 237

Springfield Southwest Community Health Center, Inc.....	238
Springfield Technical Community College.....	238
Weldon Rehabilitation Hospital.....	238
WIC Program.....	238
Worthington Shelter Dental Program.....	238
Young Parents Program.....	239
YWCA YouthBuild Western Massachusetts.....	239
YWCA YouthBuild Springfield.....	239
Westfield	239
Westfield Community Education.....	239
Multiple Towns	239
The Literacy Project.....	239
OTHER RESOURCES	
America Works.....	240
Jobs and Programs for Felons.....	240
TASC Test Prep.....	241

Agencies by Category

Basic Needs

Cash Assistance

Amesbury Center - Community Action, Inc.

44 Friend Street, Amesbury, MA 01913

(978) 388-2570

Services: Low and moderate income families can apply for housing, rent assistance, food, mortgage help, holiday meals and gifts and clothing. They also operate a food pantry and clothing bank. In addition, get help from a counselor in applying for the CAI Low-income Heating Assistance program (LIHEAP) as well as Women, Infants and Children (WIC) nutrition and health program.

Website: <https://www.communityactioninc.org/programs/food/amesbury-center>

Catholic Charities - North Massachusetts

Lynn and Gloucester

(781) 593-2312

Website: <https://www.ccab.org/location-north-boston>

Services: rent payment assistance, free food, mortgage help and payment assistance, rental deposit assistance, or electric, heating, water, and gas bill payment assistance in Essex County.

Community Action, Inc.

3 Washington Square, Haverhill, MA 01830
(978) 373-1971

Services: clothing, shelter, food, income and health and medical care. The non-profit community action agency provides clothing, food, and information of Massachusetts and federal government program and advocacy for tenants. Counselors will offer services to clients requesting assistance with utility companies to maintain services. Administers EFSP funds, Gazette Santa (holiday program), and Coats for Kids in the wintertime.

Service Areas: Haverhill, Lynn and throughout Essex County

Website: <https://www.communityactioninc.org/>

Consumer Credit Counseling Service of Southern New England

Boston, MA 02210
(866) 889-9347

Website: <https://www.moneymanagement.org/locations/massachusetts/boston>

Services: Receive foreclosure counseling and debt reduction from this non-profit. CCCS provides homeowners and people in debt with confidential financial counseling.

Department of Transitional Assistance

50 Southwest Cutoff, Worcester, MA 01604
1-800-445-6604 / (508) 767-3100

Website: <https://www.mass.gov/locations/dta-worcester-transitional-assistance-office-full-service-office>

Massachusetts State Supplement Program (SSP)
Transitional Aid to Families with Dependent Children (TAFDC)
The Emergency Aid to the Elderly, Disabled, and Children (EAEDC)

Department of Transitional Assistance (Framingham Office)

300 Howard Street, Framingham, MA 01702
(508) 661-6600/1-877-382-2363

Website: <https://www.mass.gov/orgs/department-of-transitional-assistance>

Hours: Monday–Friday, 7:30 AM – 5:00 PM

Department of Veterans Services for the City of Worcester

455 Main Street, Room 108, Worcester, MA 01608
(508) 799-1041

Provides ordinary and fuel allowances for everyday living expenses such as food, rent, electric, etc. (for eligible veterans who are citizens of Worcester).

Family and Children's Service of Greater Lynn, Inc.

111 North Common Street, Lynn, MA, 01902

(781) 592-5052

Website: <https://www.fcslynn.org/>

Services: runs the Emergency Financial Assistance Program. Call and apply for financial assistance that can be used only after all other entitlement and government funded aid has been exhausted.

Gardner Community Action Committee

294 Pleasant Street, Gardner, MA 01440

(978) 632-8700

Website: www.gardner-CAC.org

Office Hours: Monday–Thursday, 8:30 AM – 4:30 PM; Friday, 8:30 AM – 4:00 PM

Food Pantry: Monday–Friday, 9:00 AM – 12:00 PM; Friday, 8:30 AM – 4:00 PM

Emergency Funds

Provides families and individuals in crisis assistance with emergency needs such as first months rent, one month's rent to prevent eviction, utility bills with a termination notice and medical prescriptions. Assistance is provided while funds are available. Through this program families and individuals have access to comprehensive case management, advocacy and budget counseling.

Jewish Family Service of the North Shore

1430 Main Street, Waltham, MA 02451

(978) 741-7878

Website: <https://www.jfcsboston.org/>

Services: A social services agency that helps people of all religions. Some of the services and assistance programs run include grants, financial assistance for bills and expenses, food pantries, consultation, counseling, referrals and networks to other service providers and charities.

North Shore Community Action Programs, Inc.

119 Rear Foster Street, Building, 13, Peabody, MA 01960

(978) 531-0767

Website: <https://www.nscap.org/>

Services: An option known as the Housing Assistance Program (HAP) helps people who are facing an eviction or foreclosure. They offer counseling, information on government programs, and grant programs. Learn more on Massachusetts foreclosure programs.

SNAP: Food Assistance/ Food Stamp

13 Sudbury Road Worcester, MA 01609
(978) 665-8700

Office Hours: Monday–Friday, 8:00 AM – 5:00 PM

1 North Street, Southbridge, MA 01550
(508) 765-2400

Office Hours: Monday–Friday, 8:00 AM – 5:00 PM

Social Security Administration – SSI

51 Myrtle Street, Worcester, MA 01608
1-800-772-1213 / 1-866-331-9069

Website: <https://www.ssa.gov>

The Supplemental Security Income (SSI) program pays benefits to disabled adults and children who have limited income and resources. Persons age 65 and older that meet the financial criteria are eligible regardless of disability status.

Social Security and Medicare Benefits

1 Clarks Hill Suite 305, Framingham, MA 01702
1-844-587-1390/1-800-325-0778

Social Security Office - New Bedford

53 North 6th Street, New Bedford, MA 02740
(508) 999-3101

Website: <https://www.ssa.gov>

The Supplemental Security Income (SSI) program pays benefits to disabled adults and children who have limited income and resources. Persons age 65 and older that meet the financial criteria are eligible regardless of disability status.

WIC Programs, SMOC

7 Bishop Street, 1st floor, Framingham, MA 01702
(508) 620-1445

Women, Infants, and Children (WIC) provides free food and nutrition information to help keep pregnant women, infants, and children under five healthy and strong. Participants receive nutrition counseling and financial support to purchase food staples and infant formula. Receiving WIC benefits will not prevent you from getting a green card. Eligibility is based on income level.

Clothing and Furniture

Abby's House Thrift Store

52 High Street, Worcester, MA 01609
(508) 756-5486

Services: Clothing, accessories, home goods, and bargain-priced cosmetics

Website: <https://abbyshouse.org/thrift-shop/>

Amesbury Center - Community Action, Inc.

44 Friend Street, Amesbury, MA 01913
(978) 388-2570

Services: Low and moderate income families can apply for housing, rent assistance, food, mortgage help, holiday meals and gifts and clothing. They also operate a food pantry and clothing bank. In addition, get help from a counselor in applying for the CAI Low-income Heating Assistance program (LIHEAP) as well as Women, Infants and Children (WIC) nutrition and health program.

Website: <https://www.communityactioninc.org/programs/food/amesbury-center>

Catholic Charities, Leominster Office

(Also serves Fitchburg, Gardner area)
196 Mechanic Street, Leominster, MA 01453
(978) 840-0696

Website: <http://www.ccworce.org>

Community Action, Inc.

3 Washington Square, Haverhill, MA 01830
(978) 373-1971

Services: clothing, shelter, food, income and health and medical care.

Website: <https://www.communityactioninc.org/>

Donations Clearinghouse of the Central MA Housing Alliance

6 Institute Road, Worcester, MA 01609
(508) 791-7265 / (508) 752-5519

Services: Donated items of furniture and household goods for families and individuals moving out of shelter to permanent housing, victims of fire, or those fleeing domestic violence, DCF reunification and elders at risk

Dress for Success – Worcester

484 Main Street, Suite 101, Worcester, MA 01608 – Denholm Building
(508) 796-5660

Worcester@dressforsuccess.org

Services: Professional attire, a network of support, and career development tools for women

Emmanuel Baptist Thrift Store

717 Main Street, Worcester, MA 01610
(508) 756-0009 / (508) 756-5336

Faith Boutique of Christ Baptist Church

24 Granby Road, Worcester, MA 01604
(508) 799-9101

Hours: First Tuesday of each month, 10:00 AM – 12:00 PM

Services: Free clothing and diapers

Friendly House, Inc.

36 Wall Street, Worcester, MA 01609
(508) 755-4362

Services: Social service workers help families with food, shelter, clothing, resume, job search, information and referral, holiday baskets and toys, immigration and naturalization services, translation, forms preparation, notary, etc.

Gardner Community Action Committee: Clothing Closet

294 Pleasant Street, Gardner, MA 01440

Website: www.gardner-CAC.org

Office Hours: Monday–Thursday, 8:30 AM – 4:30 PM; Friday, 8:30 AM – 4:00 PM
(978) 632-8700

Goodwill Store

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

Services: Clothing, furniture, toys, etc.

The Little Store at Urban Missionaries of Our Lady of Hope

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

Services: Clothing, shoes, books, tools, furniture, household goods

Neighbors Closet at Christian Community Church

108 Beacon Street, 2nd floor, Worcester, MA 01610
(508) 304-6023

Services: Provides new refugee families and families in a emergency crisis situation with clothes, house hold items, and furniture free of charge as needed and upon availability of items (by referral)

Problem Pregnancy

495 Pleasant Street, Worcester, MA 01609
1-888-310-7217

Services: Clothing, baby furniture

Saint Vincent de Paul Thrift Store

507 Park Avenue, Worcester, MA 01603
(508) 752-4232

saintvincentstore@gmail.com

Services: Clothing, etc.

Salvation Army

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

Services: Six-Month program and store, clothing, etc.

Salvation Army, Fitchburg

739 Water Street, Fitchburg, MA 01420-6479
(978) 342-3300

Office Hours: Monday–Friday, 9:00 AM–4:00 PM

Salvation Army Thrift Store, Gardner

8 Union Street, Gardner, MA 01440
1-800-728-7825

Website: <https://www.salvationarmyusa.org/usn/>

Savers

490 Lincoln Street, Worcester, MA 01605
(508) 853-3653

Services: Clothing, etc.

Savers Thrift Store

500 Cochituate Road, Framingham, MA 01701
(508) 875-0225

Hours: Monday–Saturday, 9:00 AM–9:00 PM; Sunday, 10:00 AM–7:00 PM

Soup Kitchens & Food Pantries**Soup Kitchens:****Gardner Community Action Committee****Fellowship Table Program**

294 Pleasant Street, Gardner, MA 01440
(978) 632-8700

Website: www.gardner-CAC.org

Office Hours: Monday–Thursday, 8:30 AM–4:30 PM; Friday, 8:30 AM–4:00 PM

Food Pantry: Monday–Friday, 9:00 AM–12:00 PM; Friday, 8:30 AM–4:00 PM

John Street Baptist Church

43 John Street, Worcester, MA 01609
(508) 753-4991

Services: Meals on Saturdays from 11:00 AM–1:00 PM. Emergency food distribution is available at the same time.

The Mustard Seed

93 Piedmont Street, Worcester, MA 01609
(508) 754-7098

Services: Meals served Monday–Friday, 5:30 PM–6:30 PM. Food Pantry on Wednesday.

Salvation Army Citadel – Sally's Place

640 Main Street, Worcester, MA 01608
(508) 756-7191

Services: Salvation Army offers breakfast, lunch and dinner Monday–Friday, 9:00 AM – 3:00 PM. Closed on Saturdays. Dinner only on Sunday.

Food Pantries:

AIDS Project Worcester

85 Green Street, Worcester, MA 01604
(508) 755-3773 EXT. 10

Website: <https://www.aidsprojectworcester.org/>

Services: They run a food pantry to their customers on Tuesdays from 9:00 AM – 4:00 PM.

Amesbury Center - Community Action, Inc.

44 Friend Street, Amesbury, MA 01913
(978) 388-2570

Website: <https://www.communityactioninc.org/programs/food/amesbury-center>

Services: housing, rent assistance, food, mortgage help, holiday meals and gifts and clothing for low-income families. Applications for the CAI Low-income Heating Assistance program as well as Women, Infants and Children nutrition and health program are also offered.

Catholic Charities Food Pantry

10 Hammond Street, Worcester, MA 01610
(508) 798-0191

Services: Food distribution Monday – Friday, 11:30 AM – 2:30 PM

Catholic Charities, Leominster Office

196 Mechanic Street, Leominster, MA 01453
(978) 840-0696

Website: www.ccworce.org

(Also serves Fitchburg, Gardner area)

Catholic Charities - North Massachusetts

Lynn and Gloucester
(781) 593-2312

Website: <https://www.ccab.org/location-north-boston>

Services: rent payment assistance, free food, mortgage help and payment assistance, rental deposit assistance, or electric, heating, water, and gas bill payment assistance in Essex County.

CENTRO

11 Sycamore Street, Worcester, MA 01608
(508) 798-1900, EXT. 237

Services: Food distribution Monday–Wednesday, 9:00 AM – 11:00 PM

CENTRO – Great Brook Valley Pantry

176 Tacoma Street, Worcester, MA 01605
(774) 823-3722

Services: Food distribution Monday–Wednesday, 1:30 PM – 4:30 PM

Community Action, Inc.

3 Washington Square, Haverhill, MA 01830
(978) 373-1971

Website: <https://www.communityactioninc.org/>

Services: clothing, shelter, food, income and health and medical care.

Danvers People to People food pantry

12 Sylvan Street, Danvers, MA 01923
(978) 739-4188

Website: <https://www.danverscommunitycouncil.com/danvers-people-to-people-food-pantry>

Services: Provides food to people who need help. There is also a soup kitchen, free holiday meals or hygiene products, and other assistance around hunger prevention in Essex County.

First Step Inn

175 North Main Street, Fall River, MA 02720
(508) 679-8001

Program providing safe shelter and daily nutritional meals to 20 homeless persons in the City of Fall River daily.

Friendly House Pantry

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

Services: Food distribution on Mondays and Wednesdays, 12:00 PM – 4:30 PM and Fridays, 9:30 AM – 3:00 PM

Friendly House Pantry – Plumley Village

16 Laurel Street, Worcester, MA 01608
(508) 757-3801

Services: Food distribution on Tuesday, Wednesday & Friday, 8:30 AM – 4:30 PM

Plumley Village NC

16 Laurel Street, Worcester, MA 01608
(508) 799-6981

Distribution: Monday–Friday, 8:30 AM – 5:00 PM; Saturday/Sunday, closed

Services: Food pantry

Gardner Community Action Committee

294 Pleasant Street, Gardner, MA 01440
(978) 632-8700

Website: www.gardner-CAC.org

Office Hours: Monday–Thursday, 8:30 **AM** – 4:30 **PM**, Friday, 8:30 **AM** – 4:00 **PM**

Food Pantry: Monday–Friday, 9:00 **AM** – 12:00 **PM**; Friday, 8:30 **AM** – 4:00 **PM**

Food Distribution Program once a month

Good Samaritan Food Pantry

85 Pleasant Street, Worcester, MA 01609

(774) 253-1619

Distribution: Tuesday & Friday, 11:00 **AM** – 2:00 **PM**

Services: Food distribution

GVNA Community Services

53 Lunenburg Street, Fitchburg, MA 01420

(978) 345-3050

Food Pantry: Wednesdays, 1:00 **PM** – 3:00 **PM**

Haven from Hunger

71 Wallis Street, Peabody, MA 01960

(978) 531-1530

Website: <https://www.citizensinn.org/>

The low income, unemployed and working poor can contact The Haven From Hunger program, which operates food pantries, congregate meals/nutrition sites, provides holiday and Christmas meals and thanksgiving meals.

Highland Baptist Church

19 Cedar Street, Fitchburg, MA 01420

(978) 342-9646

Food Pantry: 2nd & 4th Saturdays of each month, 9:00 **AM** – 11:00 **AM**

HOPE Food Pantry

214 Concord Street (Boston Church of Christ Building), Framingham, MA 01702

(508) 848-2400

Website: HOPEfoodpantry.org

Hours: Saturdays, 9:00 **AM** – 12:00 **PM**; 1st and 3rd Wednesday of each month,

9:00 **AM** – 12:00 **PM**

Jeremiah's Inn, Food Pantry

1059 Main Street, Worcester, MA 01603

(508) 755-6403

Services: Food distribution on Monday, 12:00 **PM** – 6:00 **PM**; Tuesday, Thursday, and

Friday, 9:00 **AM** – 2:00 **PM**

Services: Food distribution

Jewish Family Service of the North Shore

1430 Main Street, Waltham, MA 02451

(978) 741-7878

Website: <https://www.jfcsboston.org/>

Services: Programs run include grants, financial assistance for bills and expenses, food pantries, consultation, counseling, referrals and networks to other service providers and charities.

John Street Baptist Church

43 John Street, Worcester, MA 01609
(508) 753-4991

Services: Meals on Saturdays from 11:00 AM – 1:00 PM. Emergency food distribution is available at the same time.

Leominster Spanish American Center

Basement of SAC Office,
112 Spruce Street, Leominster, MA 01453
(978) 534-3145

Visit: Monday and Wednesday–Friday, 9:00 AM – 1:00 PM

Leona E. Fleming Food Pantry Fitchburg/Leominster CAC - Fitchburg, MA - Food Assistance

62 Normandy Road, Fitchburg, MA 01420
(978) 342-8617

Food Pantry: Monday and Thursday, 9:00 AM – 2:00 PM; Tuesday, 11:30 AM – 4:30 PM; Wednesday, 8:30 AM – 4:30 PM; Friday, 8:30 AM – 3:00 PM

Lighthouse Mission Food Pantry

165 Pleasant Street, Worcester, MA 01609

Hours: Every Monday (except the 1st): 11:00 AM – 1:00 PM

Loaves & Fishes Pantry

Unitarian Universalist Church of Worcester
90 Holden Street, Worcester, MA 01606
(508) 853-1942

Services: Food distribution Tuesday–Wednesday, 9:00 AM – 3:00 PM; Thursday, 9:00 AM – 3:00 PM and 5:00 PM – 7:00 PM; Friday, 8:00 AM – 11:30 AM

Merrimack Valley Catholic Charities

599 Canal Street, 6th floor West, Lawrence, MA, 01840
(978) 685-5930

70 Lawrence Street, Lowell, MA 01852
(978) 452-1421

Website: <https://www.ccab.org/location-merrimack>

Includes emergency free food, fuel, rent, gas bill, mortgage, and utility assistance, among other resources. Members of Lowell, Lawrence, Haverhill, and surrounding communities may apply for assistance.

The Mustard Seed

93 Piedmont Street, Worcester, MA 01609
(508) 754-7098

Services: Meals served Monday–Friday, 5:30 PM – 6:30 PM. Food Pantry on Wednesday.

Orthodox Food Center

St. Spyridon Cathedral
102 Russell Street, Worcester, MA 01609
(508) 791-7326

Services: Food distribution on Saturdays, 10:00 AM – 12:00 PM

Pearl Street Cupboard & Café (United Way of Tri-County)

46 Park Street, Framingham, MA 01702
(508) 879-2063

Pantry Hours: Monday, 9:00 AM – 1:00 PM; Wednesday, 9:00 AM – 1:00 PM and 5:00 PM – 7:00 PM; Friday, 9:00 AM – 1:00 PM

Café Hours: Tuesday, 5:30 PM – 7:00 PM; Thursday, 5:30 PM – 7:00 PM

Quinsigamond Village Community Center

16 Greenwood Street, Worcester, MA 01607
(508) 755-7481

Distribution: Monday–Friday, 9:30 AM – 5:00 PM

Services: Food distribution

Rachel's Table

633 Salisbury Street, Worcester, MA 01609
(508) 799-7699

Services: Will pick up food from businesses and food institutions in Greater Worcester and deliver it to agencies that have feeding programs for the hungry.

Revival Church – Fountain of Life

23 Coral Street, Worcester, MA 01604
(508) 791-5555

Services: Food distribution on Wednesdays, 6:00 PM – 8:00 PM

Salvation Army – Framingham

35 Concord Street, Framingham, MA 01702
(508) 875-3341

Services: Soup Kitchen/Food Pantry

SNAP: Food Assistance/ Food Stamp

49 Nursery Lane, Ste. 101, Fitchburg, MA 01420
(978) 665-8700

Website: <https://www.usa.gov/food-help>

Office Hours: Monday–Friday, 7:30 AM – 5:00 PM

1 North Street, Southbridge, MA 01550

(508) 765-2400

Office Hours: Monday–Friday, 7:30 **AM** – 5:00 **PM**

St. Paul's Outreach

19 Chatham Street, Worcester, MA 01609

(508) 799-5009

Website: <https://www.spo.org/>

Services: Food distribution on Tuesdays, Wednesdays and Fridays, 9:00 **AM** – 11:30 **AM**, pantry is also open on Thursday, 5:00 **PM** – 7:00 **PM**.

South Worcester Neighborhood Center

47 Camp Street, Worcester, MA 01603

(508) 757-8344

Services: Food distribution Monday – Friday, 9:00 **AM** – 1:30 **PM**

South Worcester Neighborhood Ctr. – Green Island

50 Canton Street, Worcester, MA 01610

(508) 753-4661

Services: Food distribution Monday – Friday, 9:00 **AM** – 1:30 **PM**

South Worcester Neighborhood Ctr. – Lakeside Center

54 Circuit Avenue South, Apt. 1, Worcester, MA 01603

No Phone on site-call (508) 757-8344 (SWNC Camp Street)

Services: Food distribution Monday – Wednesday, 10:00 **AM** – 2:00 **PM** and Thursdays and Fridays, 9:00 **AM** – 1:00 **PM**

St. John's Food Pantry and Soup Kitchen

44 Temple Street, Worcester, MA 01604

(508) 756-7165

Services: Provides free morning meals weekdays 7:00 **AM** – 10:30 **AM**; (no weekends).

St. Vincent de Paul – St. Anthony's Pantry

Sacred Heart of Jesus Church

596 Cambridge Street, Worcester, MA 01610

(508) 753-2555

Services: Food distribution on Thursdays, 9:30 **AM** – 2:30 **PM**, and Saturdays, 10:00 **AM** – 1:00 **PM**

St. Vincent de Paul – St. Peter's Church

929 Main Street, Worcester, MA 01610

(508) 752-4674

Services: Food distribution on Wednesdays, 11:30 **AM** – 2:30 **PM**

Veterans, Inc. Food Pantry

69 Grove Street, Worcester, MA 01605

Main: (508) 791-1213 Food Pantry: (508) 769- 5795

Website: <https://www.veteransinc.org/>

Services: Food distribution on the 2nd & 4th Thursday of each month, 10:00 AM – 4:00 PM Veterans Identification is required.

Wesley United Methodist Church

Carty Cupboard

114 Main Street, Worcester, MA 01608

(508) 799-4191

Services: Food distribution on the 2nd and last Mondays of the month, 6:00 PM – 7:00 PM, Wednesdays, 1:00 PM – 3:00 PM and Fridays, 10:00 AM – Noon.

Education and Employment

Education

Assumption College – Continuing and Career Education

500 Salisbury Street, Worcester, MA 01609

(508) 767-7364

Services: Offers a wide range of bachelor's and associate degrees. Also has a number of certificate and non-credit programs. Financial aid is available.

Bay Path Regional Vocational Technical High School

57 Old Muggett Hill Road, Charlton, MA 01507

(508) 248-5971, **EXT.** 1714 or **EXT.** 1715

Services: Adult evening classes in everything from trade licensing to personal finance.

Bay State Community Services

1120 Hancock Street, Quincy, MA 02169

36 Cordage Park Circle # 305, Plymouth, MA 02360

(617) 471-8400

Website: <https://baystatecs.org/services/criminal-justice/>

Services: Deliver criminal justice supervision through an offering of intensive services including substance use treatment, adult secondary education and job and life skills training and development.

Becker College – Weller Academic Center

61 Sever Street, Worcester, MA 01609

(508) 373-9500

Services: Bachelor's and associate degrees. Certificate courses offered. Accelerated and professional studies are available.

Payments: Financial aid is available.

Community Service Agency

3057 Acushnet Avenue, New Bedford, MA 02745
(508) 990-0894

Website: <https://child-familyservices.org/community-service-agency-csa-intensive-care-coordination-icc/>

Services: facilitate care for youth with serious emotional disturbance (SED) who require or are already utilizing multiple services or are involved with multiple child-serving systems (e.g., child welfare, special education, juvenile justice, mental health) and their families.

Framingham State University, Office of Continuing Education

Dwight Hall 204, 100 State Street, Framingham, MA 01701
(508) 626-4603

Website: <https://www.framingham.edu/academics/continuing-education/>

Part-time degrees and certificates, professional development and workforce education, English language program etc.

Map Academy

11 Resnik Road Plymouth, MA 02360
(508) 830-9500

Website: <https://themapacademy.org/>

Services: a new public charter school located in Plymouth, designed to provide a free option to students that want or need something different than the traditional high school.

Mount Wachusett Community College - Regional Adult Education Center

444 Green Street, Gardner, MA 01440
(978) 632-6600

NAMI Mass Compass

The Schrafft Center 529 Main Street, Suite 1M17 Boston, MA 02129
(617)-580-8541

Website: <https://namimass.org/nami-mass-compass-helpline/>

COMPASS is staffed by people with experience navigating the mental health system for themselves or a loved one. Navigators are available to answer a wide range of questions and refer to NAMI support & education programs and other community resources

Quinsigamond Community College

670 West Boylston Street, Worcester, MA 01606
(508) 853-2300

Services: Community college. Job training courses offered. Financial aid available.

The Women's Center

405 County Street, New Bedford, MA 02740
(508) 999-6636

Website: <http://www.thewomenscentersc.com/index.php>

Services: 24-hour access to services like counseling, education, outreach, referrals and resources. Serve men, women, and children.

Worcester Public Schools Night Life

Locations vary
(508) 799-3090

Website: <http://www.nightlifeworcester.org/>

Services: The Night Life program offers a wide array of classes, in everything from business to recreation. Job training and vocational skills classes are available. Online classes are available. The program also operates an adult learning center at 24 Chatham Street that specializes in adult literacy, ESL, and GED classes.

Worcester State University

486 Chandler Street, Worcester, MA 01602
(508) 929-8000

Website: www.worcester.edu

Services: Graduate and continuing education programs, special institutes for business and teaching. ESL and adult literacy classes offered. Online classes are available.

Financial Aid for Education

To apply for student financial aid, start by filling out the Free Application for Student Financial Aid (FAFSA)

Federal Supplemental Educational Opportunity Grant (FSEOG)

1-800-433-3243

Website: <http://studentaid.ed.gov/contact#call>

The FSEOG program is administered directly by the financial aid office at each participating school and is therefore called "campus-based" aid. Not all schools participate. Priority is given to students already receiving a Pell Grant.

Pell Grants

1-800-433-3243

Website: <http://studentaid.ed.gov/contact#call>

A Federal Pell Grant, unlike a loan, does not have to be repaid. Federal Pell Grants usually are awarded only to undergraduate students who have not earned a bachelor's or a professional degree. Certain eligibility limitations apply for former offenders.

MassGrant

Massachusetts Department of Higher Education-Office of Student Financial Assistance

454 Broadway, Suite 200, Revere, MA 02151

(617) 391-6070

osfa@osfa.mass.edu

The MassGrant program provides need-based financial assistance to undergraduate students who reside in Massachusetts and who are enrolled in and pursuing a program of higher education in any approved public or independent college, university, school of nursing or any other approved institution furnishing a program of higher education.

Employment**Action, Inc.**

180 Main Street, Gloucester, MA 01930

(978) 283-7874.

Employment *Services*: Get training, career counseling, information on local employers, job placement, and services such as computer training and resume review.

American Red Cross Health Care Training***Nurse Assistant and Home Health Aide Training programs***

2000 Century Drive, Worcester, MA 01609

(508) 595-3700 / (978) 537-3339

***Services*:** Provides the information and skills that will enable students to provide quality care for residents in nursing homes, for clients at home and patients in hospitals.

Department of Transitional Assistance (DTA)

13 Sudbury Street, Worcester, MA 01609

(508) 767-3100

***Website*:** <https://www.mass.gov/orgs/department-of-transitional-assistance>

***Services*:** Employment and job training assistance.

Department of Transitional Assistance (Framingham Office)

300 Howard Street, Framingham, MA 01702

(508) 661-6600 / 1-877-382-2363

***Website*:** <https://www.mass.gov/orgs/department-of-transitional-assistance>

Monday–Friday, 7:45 AM – 5:00 PM

Dress for Success

484 Main Street, Suite 101, Worcester, MA 01608

(508) 796-5660

***Services*:** Professional attire, support networks, career development tools for women.

Employment and Training Resources Career Center

1671 Worcester Road, Framingham, MA 01701

(508) 861-7993

Operations Manager: Angie Grant

Website: <https://www.masshiresw.com/>

Hours: Monday–Thursday, 8:45 AM – 4:30 PM; Friday, 9:45 AM – 4:30 PM

Provides services such as resume writing and interviewing skills. Accepts referrals from the Department of Transitional Assistance. Provides support for economically disadvantaged clients with financial barriers to employment and provides individual training programs.

Gardner Career Center

25 Main Street, Gardner, MA 01440

(978) 632-5050

Website: www.unemploymentoffice.us

Job Corps

100 Pine Street, N. Grafton, MA 01536

(508) 887-7300

Services: Residential educational and job training program in North Grafton, MA. Some commuter spots available.

* To apply for unemployment insurance, go to Workforce Central at 44 Front Street, 6th floor, Worcester, MA 01608, or call (508) 799-1600. You can also call the TeleClaim center at 1-877-626-6800.

Lynn Economic Opportunity, Inc.

156 Broad Street, Lynn, MA 01901

(781) 581-7220 Ext: 283

Website: <https://leoinc.org/>

Employment Services: help underemployed Essex County families as well as immigrants access employment. Find more details on increasing income from work from home jobs. Many other resources are also available for income qualified residents.

Mass Rehab Commission

359 Main Street, Worcester, MA 01608-1511

(508) 754-1757

Website: <https://www.mass.gov/orgs/massachusetts-rehabilitation-commission>

Services: Assists individuals with disabilities to obtain and maintain employment.

MLK Business Empowerment Center

237 Chandler Street, Worcester, MA 01609

(508) 756-6330

Services: Free business consultation, access to business resources and training, reasonably priced workshops and seminars, etc.

North Central Career Centers

Leominster Career Center/ Employment Links, Inc.
100 Erdman Way, Leominster, MA 01453
(978) 534-1481

Website: www.ccncm.com

Tempo Young Adult Resource Center

68 Henry Street, Framingham, MA 01701
(508) 879-1424

Website: www.tempoyoungadults.org

Monday, 9:00 AM – 5:00 PM; Tuesday, 8:00 AM – 5:00 PM; Wednesday, 8:00 AM – 8:00 PM;
Thursday, 8:00 AM – 5:00 PM; Friday, 8:00 AM – 4:00 PM

Training Resources of America

2 Foster Street, 3rd floor, Worcester, MA 01608
(508) 753-2991

Website: www.tra-inc.org

Services: Job training (especially in construction and customer service) for youth, adult education, ESL services, etc.

Training Resources of America, Inc

435 Main Street, Suite 2500, Fitchburg, MA 01420
(978) 343-4452

Website: www.tra-inc.org

United Way Fitchburg

649 John Fitch Hwy, Fitchburg, MA 01420
(978) 345-1577

Website: www.uwncm.org

Worcester Public Schools – Nightlife Program

24 Chatham Street, Room 105, Worcester, MA 01609
(508) 799-3090 / (508) 799-1986

Website: www.nightlifeworcester.org

Services: Vocational and career training, work force and continuing education classes, adult literacy and GED, etc.

Worcester Community Action Council, Inc.

484 Main Street, Suite 200, Worcester, MA 01608
(508) 754-1176 EXT. 153

Website: www.wcac.net

Services: GED preparation, pre-employment skills, education and career counseling, job and internship placement assistance, life skills workshops, case management, and summer job opportunities for youth and former offenders.

Workforce Central Worcester = Mass Hire

44 Front Street, 6th floor, Worcester, MA 01608
(508) 397-3495

Website: <http://www.workforcecentralma.org>

Services: Career counseling, referrals to job openings, CORI assistance, job training, etc.

ESL and GED Preparation Classes

Catholic Charities

10 Hammond Street, Worcester, MA 01610
(508) 798-0191

Services: GED and Citizenship classes.

Clark University – COPACE

950 Main Street, Worcester, MA 01610
(508) 793-7794

Services: ESL classes.

Clinton Adult Learning Center

150 School Street, Clinton, MA 01510
(978) 365-4226

Services: GED and ESL classes.

ESL Program, Framingham State

100 State Street, Framingham, MA 01701
(508) 626-1510

See program details here: <https://www.framingham.edu/academics/continuing-education/english-language-programs/>

Framingham Adult ESL+

Fuller Middle School
31 Flagg Drive, Framingham, MA 01702
(508) 626-4282

Services: Free ESL courses. Visit <http://www.faesl.org/> for a class schedule and more information.

Grafton Job Corps – Career Academy

100 Pine Street, N. Grafton, MA 01536
(508) 887-7300

Services: GED and ESL classes.

Grafton Job Corps – Outreach & Admissions Office

61 Harvard Street, 2nd floor, Worcester, MA 01609
(508) 890-1999

Services: GED classes and vocational training.

Latino Education Institute – Club E

Worcester State University
 537 Chandler Street, Worcester, MA 01602
 (508) 414-2590

Services: ESL classes.

Literacy Volunteers of Worcester

Worcester Public Library
 3 Salem Square, Room 332, Worcester, MA 01608
 (508) 754-8056

Services: ESL classes.

Literacy Unlimited at Framingham Public Library

49 Lexington Street, Framingham, MA 01702
 (508) 532-5574

Website: www.framinghamlibrary.org

Lutheran Social Services for New Americans

51 Union Street, Suite 222, Worcester, MA 01608
 (508) 754-1121 EXT. 440

Services: GED and ESL classes.

Community Builders of Plumley Village East

16 Laurel Street, Worcester, MA 01608
 (508) 770-0508

Services: GED and ESL classes.

Literacy Volunteers of the Montachusett Area- Fitchburg Public Library

610 Main Street, Fitchburg, MA 01420

Quinsigamond Community College – Great Brook Valley

180 Constitution Avenue, Worcester, MA 01605
 (508) 635-3358

Services: GED and ESL classes.

Quinsigamond Community College – Boys and Girls Club

65 Tainter Street, Worcester, MA 01610
 (508) 579-4464

Services: GED and ESL classes.

Quinsigamond Community College

751 Grove Street, Worcester, MA 01605
 (508) 751-7900

Services: GED and ESL classes.

Refugee Apostolate

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

Services: ESL classes.

Regional Adult Education Center (Mount Wachusett Community College)

Fitchburg Learning Center, McKay Campus School

67 Rindge Road, Fitchburg, MA 01420
(978) 665-3433

Services: Morning ABE, Pre-ASE and ASE Classes, Evening ESOL classes

Gardner MWCC Adult Learning Center

444 Green Street, Room 56A, Gardner, MA 01440
(978) 630-9259

Leominster Adult Learning Center

110 Erdman Way, Leominster, MA 01453
(978) 534-1563

Services: Evening ABE, Pre-ASE, and ASE classes

St. Bernard's Church Rectory Marie Anne Center

236 Lincoln Street, Worcester, MA 01605
(508) 736-6986

Services: ESL classes.

St. Peter's Church

929 Main Street, Worcester, MA 01610
(508) 752-4674

Services: ESL classes.

Southeast Asian Coalition

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

Services: ESL classes.

Spanish American Center,

112 Spruce Street, Leominster, MA 01453
(978) 534-3145

Training Resources of America

2 Foster Street, 3rd floor, Worcester, MA 01608
(508) 753-2991

Website: www.tra-inc.org

Services: GED and ESL classes.

United Neighbors of Fitchburg

18 Fairmount Street, Fitchburg, MA 01420

(978) 342-2069

Monday, Tuesday and Thursday, 5:30 PM – 7:30 PM

Webster Public Schools: Adult Basic skills Program

77 Poland Street, Webster MA 01570

(508) 943-0104 (administration office directory number)

Worcester Community Action Council, Inc.

484 Main Street, Suite 203, Worcester, MA 01608

(508) 754-1176, EXT. 181

Website: www.wcac.net

Find all Worcester HSE programs here: <http://mycareertools.com/>

Services: GED classes, Computer/ Job Training, HiSET classes.

Worcester Housing Authority

70 Belmont Street, Worcester MA, 01605

(508) 635-3000

Website: www.worcesterha.org

Services: GED and ESL classes.

Worcester Public Schools Adult Learning Center

24 Chatham Street, Worcester, MA 01609

(508) 799-3090

Services: GED and ESL classes.

Worcester Public Schools Adult Learning Center – Greendale Headstart

130 Leeds Street, Worcester, MA 01606

(508) 799-3252

Services: ESL classes.

Worcester Public Schools Adult Learning Center – South East Asian Coalition

484 Main Street, Worcester, MA 01608

(508) 799-3090

Services: ESL classes.

Worcester State University – Intensive English Language Institute

486 Chandler Street, Worcester, MA 01602

(508) 929-8120

Services: ESL classes.

Worcester State University – Intergenerational Urban Institute

486 Chandler Street, Worcester, MA 01602

(508) 929-8978

Services: ESL classes.

Worcester Youth Center

326 Chandler Street, Worcester, MA 01602

(508) 791-4702

Services: GED classes.

YOU, Inc. – Worcester

81 Plantation Street, 2nd floor, Worcester, MA 01604

(508) 849-5600 EXT. 397

Services: GED classes and employment education.

YOU, Inc. – Whitinsville

68-72 Church Street, Whitinsville, MA 01588

(508) 266-2125

Services: GED classes and employment education.

YOU, Inc. – W. Brookfield

7 E. Main Street, West Brookfield, MA 01585

(508) 867-5800

Services: GED classes and employment education.

YOU, Inc. – Milford

3 Exchange Street, Milford, MA 01757

(508) 473-2178

Services: GED classes and employment education.

YOU, Inc. – Southbridge

328 Main Street, 1st floor, Southbridge, MA 01550

(508) 765-9102 EXT. 22

Services: GED classes and employment education.

YWCA of Central Massachusetts

1 Salem Square, Worcester, MA 01608

(508) 767-2505 EXT. 3028

Services: GED classes.

Literacy

Literacy Volunteers of Montachusett Area

Fitchburg Public Library

610 Main Street, Fitchburg, MA 01420

uwncm@uwncm.org

Website: <http://www.lvmonta.org/>

Beverly Bootstraps Community Services Inc.

35 Park Street, Beverly, MA 01915

(978) 927-1561

Website: <https://www.beverlybootstraps.org/>

Financial Literacy: support for people with a notice to quit or court summons, rent or mortgage arrearages, financial literacy classes, individual budget review, and completing public housing applications.

Mentoring Programs**African Community Education Program**

#355 Denholm Building 484 Main Street Worcester, MA 01608

(508) 459-2284

Services: mentoring for African immigrant youth in grades 5–12.

Big Brothers Big Sisters

484 Main Street, Suite 360, Worcester, MA 01608

(508) 752-7868

Services: mentoring services to children at risk (ages 6–13)

Center for Living & Working, Inc. – Transition to Adulthood Program(TAP)

484 Main Street, Suite 345, Worcester, MA 01608

(508) 788-0350

Services: prepare youth (14–22) with significant disabilities for independence of adulthood.

Children’s Behavioral Health Initiative – Therapeutic Mentoring Services

Various Contracted Providers 1-888-217-3501

Services: teaching children new skills, especially how to interact with adults and other children.

Friendly House, Inc. – Pilot Mentoring Program

36 Wall Street, Worcester, MA 01604

(508) 755-4362

Services: Career and college readiness for youths (ages 13–17).

LUK, Inc. – LUK Mentoring Program

545 Westminster Street, Fitchburg, MA 01420
40 Southbridge Street, 4th floor, Worcester, MA 01608
99 Day Street, Fitchburg, MA 01420
251 Main Street, Webster, MA 01570
1-800-579-0000
(978) 345-0685 Main office phone

Services: one-to-one, community-based, and site-based programs for youth (ages 6–17).

LUK, Inc.

545 Westminster Street, Fitchburg, MA 01420
Monday–Friday, 8:30 AM – 5:30 PM
(978) 345-0685
LUK Toll Free: 1-800-579-0000

St. Peter’s Church – After School Mentoring Program

929 Main Street, Worcester, MA 01610
(508) 767-1356

Services: On Wednesday and Thursday, children (ages 6–15) are matched with college volunteer mentors for homework help, arts, sports, and games.

Tempo Young Adult Resource Center

68 Henry Street, Framingham, MA 01701
(508) 879-1424

Website: www.tempoyoungadults.org

Monday, 9:00 AM – 5:00 PM; Tuesday, 8:00 AM – 5:00 PM; Wednesday, 8:00 AM – 8:00 PM;
Thursday, 8:00 AM – 5:00 PM; Friday, 8:00 AM – 4:00 PM

Training Resources of America – Young Parent Demonstration Program

2 Foster Street, 3rd floor, Worcester, MA 01608
(508) 753-2991

Website: www.tra-inc.org

Services: Mentoring services focused on education, career advancement and personal development (ages 14–21).

Worcester Police Department – The Clergy Police Youth Partnership

9-11 Lincoln Street, Worcester, MA 01608
(508) 799-8696

Services: reach, assist, and transform youth, especially those affected or drugs, crime, and/or violence (ages 5–21).

Workforce Central Worcester

44 Front Street, 6th floor, Worcester, MA 01608
 (508) 799-1600 or (508) 799-8000

Website: <https://www.workforcecentralma.org/home/>

YEATEAM (Youth Empowerment and Activism)

Raquel (774) 242-6461 or Marianna (774) 641-1132

Services: young people and adults who creatively and strategically fight racism together (ages 13–18).

YWCA and Big Brothers Big Sisters – The Girl’s CHOICE Program

1 Salem Square, Worcester, MA 01608

(508) 767-2505 EXT. 3073

Services: fosters long term mentoring friendships between professional women and middle school.

Healthcare

Medical Clinics

Greater Lawrence Family Health Center

34 Haverhill Street, Lawrence, MA 01840
 Pharmacy: (978) 688-1567, (978) 686-0090

Website: <https://glfhc.org/>

Services: Primary medical and health care and community medicine for residents regardless of insurance coverage or ability to pay for their medical bills or current programs.

Greater New Bedford Community Health Center

874 Purchase Street, New Bedford, MA 02740

(508) 992-6553

Website: <http://gnbchc.org/>

The Greater New Bedford Community Health Center is a private, non-profit healthcare organization governed by a volunteer Board of Directors, representative of the economic, educational, and cultural diversity of our community.

Lazarus House Ministries

412 Hampshire Street, Lawrence, MA 01841
 (978) 269-5284

Website: <https://lazarushouse.org/>

Services: Free center for patients who have no health insurance and those who cannot afford to see a medical doctor or dentist

MetroWest Free Medical Program

First Parish Church, 110 Edgell Road, Framingham, MA 01701

General: (508) 656-0834

Vision Appointments: (508) 656-0885

Women's Health Appointments: (508) 656-0834

By Appointment only; check the schedule here:

Website: <http://metrowestfreemedicalprogram.org/>

St. Anne's Free Medical Program

130 Boston Turnpike (Rt. 9), Shrewsbury, MA 01609

(508) 757-5254

Services: Women's health services, pediatric services, medical services.

St. Luke's Hospital

101 Page Street, New Bedford, MA 02740

(508) 997-1515

Website: <https://www.southcoast.org/locations/st-lukes-hospital/saintvincentstore@gmail.com>

UMass Memorial Ronald McDonald Care Mobile

(508) 334-6073

Services: Medical services, dental services.

Epworth United Methodist Church

64 Salisbury Street, Worcester, MA 01609

(508) 752-2376

Services: Medical services.

Wesley United Methodist Church

114 Main Street, Worcester, MA 01608

(508) 799-4191

Services: Vision screening, hearing screening.

Akwaaba Free Health Clinic at New England Ghanaian SDA Church

67 Vernon Street, Worcester, MA 01610

(508) 425-4142

Services: Vision services, substance abuse, primary care, pharmacy services, medical services.

India Society of Worcester Free Health Stop

152 W. Main Street, Shrewsbury, MA 01545

(508) 842-3737

Services: Medical services, health education services, urgent care.

Guild of Our Lady of Providence Free Medical Program at St. Bernard's Church

228 Lincoln Street, Worcester, MA 01605
(508) 798-6818

Services: Medical services, health education services, pharmacy services, immunizations.

Family Health Center of Worcester

26 Queen Street, Worcester, MA 01610 (1st floor)
(508) 860-7700

Services: Women's health services, pediatric services, mental health services, medical services, dental services, urgent care.

Edward M. Kennedy Community Health Center

19 Tacoma Street, Worcester, MA 01605
(508) 595-1115

Services: Dental services.

GVNA HealthCare, Inc.

34 Pearly Lane, Gardner, MA 01440
(978) 632-1230
1-800-382-7305

Gardner Community Action Committee

Medical Transportation Program

294 Pleasant Street, Gardner, MA 01440
(978) 632-8700

Website: www.gardner-CAC.org

Office Hours: Monday–Thursday, 8:30 AM – 4:30; Friday, 8:30 AM – 4:00 PM

Fitchburg Community Health Center

326 Nichols Road, Fitchburg, MA 01420

Medical: (978) 878-8100

Dental: (978) 878-8420

Monday and Friday, 8:00 AM – 5:00 PM ; Tuesday–Thursday, 8:00 AM – 7:30 PM; Saturday, 9:00 AM – 1:00 PM

Greater Gardner Community Health Center

175 Connors Street, Gardner, MA 01440

Medical: (978) 410-6100

Dental Service: (978) 410-6100

Leominster Community Health Center

14 Manning Avenue, Leominster, MA 01453

Medical: (978) 847-0110

Dental Service: (978) 847-0110

Urgent Care Center Fitchburg (Umass Memorial)

275 Nicols Road, Fitchburg, MA 01420
(978) 343-5072

Urgent Care Leominster (UMass Memorial)

510 North Main Street, Leominster, MA 01453
(978) 466-8820

Heywood Hospital

242 Green Street, Gardner, MA 01440
(978) 632-3420

Heywood Family Medicine

266 Main Street, Gardner, MA 01440
(978) 630-5030

Quinsigamond Community College Dental Hygiene Clinic

670 West Boylston Street, Worcester, MA 01607
(508) 854-4306

Services: Dental services.

*For more information, please visit: www.worcesterfreeclinics.org and
www.worcesterresources.org

**Individual clinic information from http://www.needymeds.org/free_clinics.taf

Prescription Assistance

MASS Medline

1-866-633-1617

Services: Free prescription drug info and referral service for Massachusetts residents.

Prescription Advantage

1-800-AGE-INFO

Services: State-sponsored prescription drug insurance plan for qualifying Massachusetts seniors and disabled residents.

MCPHS Pharmacy Outreach Program

25 Foster Street, Worcester, MA 01608

1-866-633-1617

Hours: Monday–Friday, 8:30 AM – 5:00 PM

Services: Comprehensive review of individuals' medications and prescription drug coverage.

Health Insurance

If you are in need of free or low-cost medical insurance, apply at one of the following sites:

UMass Memorial – University Campus

55 N. Lake Avenue, Worcester, MA 01655
(508) 334-1000

Family Health Center of Worcester

26 Queen Street, Worcester, MA 01610
(508) 860-7700

Edward M. Kennedy Community Health Center

19 Tacoma Street, Worcester, MA 01605
(508) 595-1115

MassHealth Enrollment Center

1-888-665-9993 / TTY: 1-888-665-9997

Medicare (for those age 65 and older)

1-800-MEDICARE / TTY: 1-877-486-2048

Mental Health Providers**Advocates**

1881 Worcester Road, Framingham, MA 01701
(508) 628-6300
24-hour Crisis Support 1-800-640-5432
Website: <http://www.advocates.org/>

Apogee Mental Health

23 Fruit Street, Worcester, MA 01609
(508) 797-0537
Services: outpatient counseling.

Arbour Counseling Services

411 Chandler Street Worcester, MA 01602
(508) 799-0688
Services: outpatient counseling, psychiatric assessments.

Attachment Institute of New England

21 Cedar Street, 2nd floor, Worcester, MA 01609
(508) 799-2663
Services: specialized for children with attachment disorders, trauma histories, PTSD and ADHD.

Bay Coast Behavioral

170 Pleasant Street, #100, Fall River, MA 02721
(774) 294-5722
Website: <https://www.baycoastbehavioral.com/>

Services: Bay Coast Behavioral is CARF accredited for Outpatient Treatment in Mental Health for Adults, Children and Adolescents. To learn more about CARF, or Bay Coast Behavioral's accreditation

Bay State Community Services

1120 Hancock Street, Quincy, MA 02169
36 Cordage Park Circle #305, Plymouth, MA 02360
(617) 471-8400

Website: <https://baystatecs.org/services/day-treatment-residential/>

Services: an afterschool program designed to offer individually targeted psycho-educational, recreational, and therapeutic groups to develop and practice skills needed to be successful at home and in the community.

Behavioral Healthcare Services

198 Russell Street, Worcester, MA 01609
(508) 756-8003 (for new clients) or (508) 753-5554 (for Psychiatric care)

Services: individual and family counseling, physical/sexual abuse assessments, medication management.

The Bridge of Central MA Safe Homes

4 Mann Street, Worcester, MA 01602
(508) 755-0333

Services: individual & family counseling for LGBT youth ages 14–23.

Cedar Street Family Clinic

340 Main Street, Suite 775, Worcester, MA 01608
(508) 752-1331

Services: Individual, family & couples counseling, home-based counseling, medication management, psychological testing.

Center for Human Development

(Formerly Child and Family Service)

55 Cedar Street, Worcester, MA 01609
(508) 753-1260

Website: www.chd.org

Services: outpatient counseling for adults, children & couples, home visits, substance abuse evaluations & counseling.

Child & Family Services - Emergency Mental Health Services

543 North Street, New Bedford, MA 02740
Emergency Services Child & Family Services: (508) 984-5566
Emergency Services Crisis Center Child & Family Services: (508) 996-3154

Website: <https://child-familyservices.org/new-bedford/>

Services: Emergency Services offers assessments and interventions to children and adults who are in a crisis situation.

Children's Friend

20 Cedar Street, Worcester, MA 01609

(508) 753-5425

Services: outpatient counseling for children, adolescents and their parents, home visits, diagnostic evaluations.

Community Service Agency

3057 Acushnet Avenue, New Bedford, MA 02745

(508) 990-0894

Website: <https://child-familyservices.org/community-service-agency-csa-intensive-care-coordination-icc/>

Services: facilitate access to, and ensure coordination of, care for youth with serious emotional disturbance (SED) who require or are already utilizing multiple services or are involved with multiple child-serving systems (e.g., child welfare, special education, juvenile justice, mental health) and their families.

Community Healthlink, Inc.

72 Jaques Avenue, Worcester, MA 01610

(508) 860-1260

Services: inpatient detox, outpatient counseling, substance abuse counseling, crisis stabilization unit.

Community Healthlink – Youth and Family Services

275 Belmont Street, Worcester, MA 01604

(508) 791-3261

Services: mental health, substance abuse and social services, early intervention.

Comprehensive Assessment Rehab & Education Center

26 Cedar Street, Worcester, MA 01609

(508) 754-8780

Services: assessments, counseling, anger management, sexual abuse survivors, substance abuse services, divorce mediation.

Counseling and Assessment Clinic of Worcester

255 Park Ave Suite 804 Worcester, MA 01608

(508) 756-5400

Services: counseling, therapeutic mentoring, medication assessment.

Counseling and Assessment Clinic – Union Street Office

51 Union Street, Suite G02, Worcester, MA 01608

(508) 756-5011

Services: substance abuse counseling.

Counseling and Assessment Clinic – Fitchburg

76 Summer Street, Suite 200, Fitchburg, MA 01420

(978) 345-9400

Services: counseling, therapeutic mentoring, medication assessment.

Department of Mental Health (DMH) - New Bedford Site

800 Purchase Street, New Bedford, MA 02740

(508) 996-7900

Website: <https://www.mass.gov/orgs/massachusetts-department-of-mental-health>

Services: The Department of Mental Health, as the State Mental Health Authority, assures and provides access to services and supports to meet the mental health needs of individuals of all ages, enabling them to live, work and participate in their communities.

Edward M. Kennedy Community Health Center

19 Tacoma Street, Worcester, MA 01605

(508) 595-1115

Services: Outpatient multilingual psychotherapy and psychiatry services for children, adolescents and adults.

Emotional Wellness Counseling

3267 Acushnet Avenue, New Bedford, MA 02745

(508) 995-1400

Website: <https://www.emotionalwellnesssouthcoast.com/>

Family Continuity Programs

17 Mechanic Street, 3rd floor, Worcester, MA 01608

(508) 755-0556

Services: outpatient counseling and psychiatry, in-home therapy and therapeutic mentoring (ages 3–21).

Family Health Center

26 Queen Street, Worcester, MA 01610

(508) 860-7930

Services: psychiatric services, adult and child therapy.

Family Services of Central MA

31 Harvard Street, Worcester, MA 01609

(508) 756-4646

Services: Outpatient counseling, elder counseling, family mediation.

Fitchburg Comprehensive Treatment Center

155 Airport Road, Fitchburg, MA 01420

855-220-6812 / (978) 627-4182

Genesis Club

274 Lincoln Street, Worcester, MA 01605

(508) 831-0100

Services: Employment, education and housing supports, recovery through work/ friendship.

Heywood Rehab Center

69 Pearson Boulevard #3368, Gardner, MA 01440
(978) 630-6900

Island Counseling

108 Grove Street, Worcester, MA 01605
(508) 753-3220

Services: individual, group, couples and family therapy, crisis intervention, medication management, initial psychiatric evaluations.

Ivy Child International

P.O. Box 63, Worcester, MA 01613
(508) 299-7905

Services: multicultural mindfulness programs, health education, mentoring and leadership programs.

Jewish Family Service of Worcester, Inc.

646 Salisbury Street, Worcester, MA 01609
(508) 755-3101

45 Oak Street, Westborough, MA 01581
(508) 366-5300

Services: outpatient counseling, family mediation, custody evaluation, neuropsychological assessment.

LUK, Inc.

40 Southbridge Street, Worcester, MA 01608
(508) 762-3000

Services: counseling, medication management, psychiatric consultation, substance abuse services.

545 Westminster Street, Fitchburg, MA 01420

1-800-579-0000

Monday–Friday, 8:30 AM – 5:30 PM

MSPCC – Family Counseling Center

108 Belmont Street Worcester, MA 01602
(508) 753-2967 or 1-800-442-3035

Services: Children’s Behavioral Health Initiative Services, family support, adolescent support, sexual abuse and trauma services.

Multicultural Wellness Center – Worcester

44 Front Street #310, Worcester, MA 01608
(508) 752-4665

Services: individual and family therapy, culturally centered counseling, psychiatry, medication management.

Multicultural Wellness Center – Fitchburg

515 Main Street, 3rd floor, Fitchburg, MA 01420
(978) 343-3336

Services: individual and family therapy, culturally centered counseling, psychiatry, medication management.

NAMI Mass Compass

The Schrafft Center 529 Main Street, Suite 1M17 Boston, MA 02129
(617)-580-8541

Website: <https://namimass.org/nami-mass-compass-helpline/>

COMPASS is staffed by people with experience navigating the mental health system for themselves or a loved one. Navigators are available to answer a wide range of questions and refer to NAMI support & education programs and other community resources

Newton Square Counseling Center

338 Highland Street, Worcester, MA 01602
(508) 752-5880

Services: counseling, anxiety, depression and stress management, alcohol and drug counseling.

Seven Hills Behavioral Health - New Bedford

589 S 1st Street, New Bedford, MA 02740
(508) 755-2340

Website: <https://www.sevenhills.org/affiliates/seven-hills-behavioral-health>

SMOC Behavioral Health Services

300 Howard Street, Framingham, MA 01702
(508) 879-2250

South Bay Mental Health

340 Main Street, Suite 818, Worcester, MA 01608
(508) 791-4976 or 1-800-244-4691

Website: www.southbaycommunityservices.com

Services: outpatient counseling, substance abuse counseling, in-home therapy and therapeutic mentoring, urgent care services, kin coaching.

South Bay Mental Health – Early Childhood Services

548 Park Avenue, Suite B, Worcester, MA 01603
(774) 823-1500

Services: early intervention, infant mental health, family support services.

South Bay Mental Health – Day Services

340 Main Street, Suite 819, Worcester, MA 01608
(508) 752-3969

Services: partial hospital program, intensive outpatient program, day treatment program.

Spectrum Outpatient Services – Lincoln Street

585 Lincoln Street, Worcester, MA 01605

(508) 854-3320

Services: substance abuse counseling, adult outpatient counseling, intensive outpatient treatment.

Spectrum Outpatient Services – Merrick Street

105 Merrick Street, Worcester, MA 01607

(508) 797-6100

Services: adolescent substance abuse treatment, substance abuse evaluations.

UMass Memorial – Emergency Mental Health Service

55 Lake Avenue North, Worcester, MA 01655

Services: 24-hour psychiatric emergency service.

UMass Memorial – Ambulatory Psychiatry Service (APS)

328 Shrewsbury Street, Worcester, 01604

(508) 334-5393

Services: General psychiatry clinic with psychotherapy and psychopharmacology.

UMass Memorial – Women’s Mental Health Specialty Clinic

328 Shrewsbury Street, Worcester, MA 01604

(508) 334-5101

Services: Consultation and treatment regarding hormonally influenced conditions (pregnancy, post-partum and menopause).

UMass Memorial – Addiction Co-Morbidity Treatment Service

328 Shrewsbury Street, Worcester, MA 01604

(508) 334-0365

Services: Consultation and/or brief treatment of addiction.

UMass Memorial – Depression Specialty Clinic

328 Shrewsbury Street, Worcester, MA 01604

(508) 334-0366

Services: Consultation service when other treatments for depression have not worked well enough.

UMass Memorial – Barre Family Health Center of UMMMC

151 Worcester Road, Barre, MA 01005

(978) 355-6321

Services: evaluation and treatment.

UMass Memorial – Family Medicine and Community Health

55 Lake Avenue North, Worcester, MA 01655

279 Lincoln Street, Worcester, MA 01605

(508) 334-8830

Services: evaluation and brief treatment.

UMass Memorial – Neuropsychiatry Referral Center

55 Lake Avenue North, Worcester, MA 01655
(508) 856-5548

Services: complex neuropsychiatry consultation.

UMass Memorial – Neuropsychology Referral Center

55 Lake Avenue North, Worcester, MA 01655
(508) 334-8205

Services: neuropsychological testing and evaluations of medical conditions that affect cognitive, behavioral or emotional functioning.

UMass Memorial – The Sleep Center

85 Prescott Street, Worcester, MA 01605
(508) 793-4950

Services: sleep study, cognitive behavioral therapy of insomnia, psychopharmacology for insomnia.

UMass Memorial – Department of Psychiatry Parent’s Apart Program

55 Lake Avenue North, Worcester, MA 01655
(508) 793-6336

Services: court-approved parent education program for divorcing and separating parents.

UMass Memorial – Child Protection Program

55 Lake Avenue North, Worcester, MA 01655
(774) 442-6629

Services: Outpatient evaluation of children for suspected abuse, referral to mental health services.

Worcester Pastoral Counseling Center – Worcester

123 Providence Street Suite #301 Worcester, MA 01604
(508) 757-0376

7 Church Street, Westborough, MA 01581
(508) 366-4000

34 Felton Street, Hudson, MA 01749
(508) 366-4000

Services: outpatient counseling for individuals, couples, marriage and family, grief and loss, alcohol and substance abuse, anxiety, depression & stress management.

YOU, Inc. – Family Center Worcester

81 Plantation Street, Worcester, MA 01604
(508) 849-5600 EXT. 277

Services: Counseling for children, adolescents, adults and families, adolescent substance abuse, psychological testing, trauma evaluations, and after-school programs.

YOU, Inc. – Family Center Gardner

205 School Street, Gardner, MA 01440
(978) 632-2321

Services: Counseling for children, adolescents, adults and families, adolescent substance abuse, psychological testing, trauma evaluations, and after-school programs.

YOU, Inc. – Family Center Southbridge

328 Main Street, Southbridge, MA 01550
(508) 765-9101

Services: Counseling for children, adolescents, adults and families, adolescent substance abuse, psychological testing, trauma evaluations, and after-school programs.

YOU, Inc. – Community Based Services

172 Lincoln Street, Worcester, MA 01605
(508) 770-0511

Services: Counseling for children, adolescents, adults and families, adolescent substance abuse, psychological testing, trauma evaluations, and after-school programs.

Substance Abuse**AdCare Hospital – Worcester**

107 Lincoln Street, Worcester, MA 01605
(508) 799-9000 / Intake: 1-800-345-3552 EXT. 4300

Services: Substance abuse treatment, Detoxification, Methadone Detoxification, Buprenorphine Services.

Advocates, Inc. – Linda Fay Griffin House

15 Northampton Street, Worcester, MA 01605
(508) 755-8990 / Intake: (508) 755-8990 EXT. 0

Services: Substance abuse treatment, Halfway house.

Arbour Counseling

411 Chandler Street Worcester, MA 01602
(508) 799-0688

Services: Substance abuse treatment.

Bay State Community Services

1120 Hancock Street, Quincy, MA 02169

36 Cordage Park Circle # 305, Plymouth, MA 02360
(617) 471-8400

Website: <https://baystatecs.org/services/outpatient/>

BSCS' counseling programs provide behavioral health and substance use disorders treatment for individuals, couples and families.

Catholic Charities – Crozier House

10 Hammond Street, Worcester, MA 01610
(508) 860-2216 / Intake: (508) 860-2209

Services: Substance abuse treatment, Halfway house.

Center For Recovery

300 West Main Street, Northborough, MA 01532
(508) 713-4672

Specialties: Substance abuse recovery, sexual addiction, eating disorders

Channing House

21 Catharine Street, Worcester, MA 01605
(508) 755-8088

Services: Substance abuse treatment, Halfway house.

Clinical and Support Options – Satellite

491 Main Street, Athol, MA 01331
(978) 249-9490

Services: Substance abuse treatment.

Community Healthlink, Inc.

72 Jaques Avenue, Worcester, MA 01610
(508) 860-1260 / Intake: (508) 421-4411

Services: Substance abuse treatment, Buprenorphine Services.

Community Healthlink Inc – Detoxification Program

12 Queen Street, Worcester, MA 01610
(508) 860-1000

Services: Detoxification.

Community Healthlink Inc – Highland Grace House

280 Highland Street, Worcester, MA 01602
(508) 860-1172

Services: Substance abuse treatment, Buprenorphine Services.

Community Healthlink, Inc. – Orchard Street, Program

17 Orchard Street, Leominster, MA 01453
(978) 537-3109 / Intake: (617) 661-3991

Services: Substance abuse treatment.

GAAMHA, Inc. – Pathway House

171 Graham Street, Gardner, MA 01440
(978) 632-4574

Services: Substance abuse treatment, Halfway house.

Genesis Counseling Services

24 Union Avenue, Suite 11, Framingham, MA 01702
(508) 620-2992

Website: <http://www.genesiscounselingservices.org/>

Habit OPCO

155 Airport Road, Fitchburg, MA 01420
(978) 343-6300 **EXT.** 127 / Intake: (978) 343-6300

Services: Substance abuse treatment, Methadone Maintenance, Methadone Detoxification, Buprenorphine Services.

Harrington Memorial Hospital – Recovery Services George B Wells Center

29 Pine Street, Southbridge MA, 01550
(508) 765-2725 / Intake: (508) 765-9167 **EXT.** 4222

Services: Substance abuse treatment, Buprenorphine Services.

Hector Reyes House

27 Vernon Street, Worcester, MA 01610
(508) 753-4664

Services: Substance abuse treatment, Halfway house, Buprenorphine Services.

Hope House, Inc.

119 Forest Street, Worcester, MA 01609
(508) 892-1010 / Intake: (508) 892-1061

Services: Substance abuse treatment, Halfway house, Buprenorphine Services.

Integrated Treatment Unit

P.O. Box 219, Rutland, MA 01543
(508) 886-4746 / Intake: (508) 886-4746 **EXT.** 322

Services: Substance abuse treatment.

Jeremiah's Inn

1059 Main Street, Worcester, MA 01603
(508) 755-6403

Services: Substance abuse treatment, Halfway house.

LUK Crisis Center Inc – LUK Behavioral Health Clinic

545 Westminster Street, Fitchburg, MA 01420
(978) 345-0685 **EXT.** 244 / Intake: (978) 829-2200

Services: Substance abuse treatment.

McLean Ambulatory and Residential – Treatment Center

216 Lake Road, Ashburnham, MA 01430
1-800-230-8764

Services: substance abuse treatment, Buprenorphine services.

McLean Center at Fernside

162 Mountain Road, Princeton, MA 01541
1-800-906-9531 / Intake: (978) 464-2141

Services: Substance abuse treatment, Buprenorphine services.

Motivating Youth Recovery Program

12 Queen Street, Worcester, MA 01610
(508) 860-1244

Services: Substance abuse treatment, Buprenorphine services.

North Central Human Services

P.O. Box 449, Gardner, MA 01440
(978) 632-9400

Services: Substance abuse treatment, Buprenorphine services.

Passages

12 Queen Street, Worcester, MA 01609
(508) 860-1142

Services: Substance abuse treatment, stabilization/ step down.

SMOC Substance Abuse Treatment Residential Programs

7 Bishop Street, Framingham, MA 01702
(508) 872-4853

Website: <http://www.smoc.org/substance-abuse-residential.php>

South Middlesex Opportunity Council – Rhodes to Recovery

5 Rhodes Street, Millbury, MA 01527
(508) 581-7821

Services: Substance abuse treatment, Halfway house.

Spectrum Health Systems, Inc.

176 Main Street, Southbridge, MA 01550
(508) 792-5400 EXT. 5201 / Intake: (800) 464-9555 ext. 1161

Services: Substance abuse treatment, Methadone Maintenance.

Spectrum Health Systems Inc – Outpatient Services

200 East Main Street, Milford, MA 01757
(508) 634-1877 EXT. 3102 / Intake: (800) 464-9555 EXT. 1161

Services: Substance abuse treatment, Detoxification, Methadone Maintenance, Methadone Detoxification, Buprenorphine services.

Spectrum Health Systems Inc – Outpatient Services

585 Lincoln Street, Worcester, MA 01605
(508) 854-3320 / Intake: (800) 464-9555 ext. 1161

Services: Substance abuse treatment, Detoxification, Methadone Maintenance, Methadone Detoxification.

Spectrum Health Systems Inc – Outpatient Services

105 Merrick Street, Worcester, MA 01609
 (508) 797-6100 / Intake: 1-800-464-9555 EXT. 1161

Services: Substance abuse treatment, Methadone Maintenance, Buprenorphine services.

Spectrum Health Systems Inc – Primary Care

154 Oak Street, Westborough, MA 01581
 (800) 366-7732

Services: Detoxification, Methadone Maintenance, Methadone Detoxification.

Spectrum Health Systems Inc – Transitional Support Services

154-155 Oak Street, Westborough, MA 01581
 (508) 898-1570 EXT. 2197

Services: Substance abuse treatment, Methadone Maintenance, Halfway house, Buprenorphine services.

UMass Memorial Medical Center – Ambulatory Psychiatry Service

361 Plantation Street, Worcester, MA 01605
 (508) 334-2537

Services: Substance abuse treatment, Buprenorphine services.

UMASS Memorial Medical Center – Mental Health 8 East

55 Lake Avenue North, Worcester, MA 01655
 (774) 443-2761 / Intake: (508) 856-0011

Services: Substance abuse treatment, Detoxification, Methadone Maintenance, Methadone Detoxification, Buprenorphine services.

Youth Opportunities Upheld Inc – Structured Outpatient Services

172 Lincoln Street, Worcester, MA 01605
 (508) 770-0511 EXT. 109 / Intake: (508) 770-0511 EXT. 120

Services: Substance abuse treatment.

Housing

Energy and Utility Assistance

Fuel Assistance:

If you have a past balance due and need to work out a payment plan please check with your provider about arrearage programs. These programs sometimes allow for a portion of your overdue balance to be “forgiven.”

Action, Inc.

180 Main Street, Gloucester, MA 01930
(978) 283-7874.

Services: Energy **Services:** Can help low income individuals pay heating bills during those cold winter months; Heating system repair or replacement; Weatherization.

Amesbury Center - Community Action, Inc.

44 Friend Street, Amesbury, MA 01913
(978) 388-2570

Website: <https://www.communityactioninc.org/programs/food/amesbury-center>
Energy **Services:** Applications for the CAI Low-income Heating Assistance program

Beverly Bootstraps Community Services Inc.

35 Park Street, Beverly, MA 01915
(978) 927-1561

Website: <https://www.beverlybootstraps.org/>
Energy **Services:** accessing local programs such as fuel and heating oil assistance, or provide help with an eviction.

Citizens Energy Heat Assistance Programs

1-877-JOE-4-OIL

Services: reduction in utility payments for those facing financial hardships. There are no strict income limits and no citizenship requirements. You do not need proof of immigration status.

Family and Children's Service of Greater Lynn, Inc.

111 North Common Street, Lynn, MA, 01902
(781) 592 – 5052

Website: <https://www.fcslynn.org/>
Energy **Services:** it can provide help for such expenses and needs as utility and heating bills, utility and heating costs or other emergencies.

Gardner Community Action Committee

294 Pleasant Street, Gardner, MA 01440
(978) 632-8700

Website: www.gardner-CAC.org
Office Hours: Monday–Thursday, 8:30 AM – 4:30 PM; Friday, 8:30 AM – 4:00 PM

GLCAC, or the Greater Lawrence Community Action

305 Essex Street, Lawrence, MA 01840
(978) 681-4900

Website: <https://www.glcac.org/>
Energy **Services:** programs focused on energy bills and heating expenses. These are funded by the state of Massachusetts and federal government grants.

Jewish Family Services of MetroWest

475 Franklin Street, Suite 101, Framingham, MA 01702
(508) 366-7191

Website: <http://www.jfsmw.org/>

Lawrence Community Works

168 Newbury Street, Lawrence, MA 01841
(978) 685-3115

Website: <https://www.lawrencecommunityworks.org/site/>

Services: Helps people in low income areas. Resources and programs administered help with home rehabilitation programs, housing, counseling, eviction prevention, and mortgage foreclosure assistance.

Low Income Home Energy Assistance Program (LIHEAP)

484 Main Street, 2nd floor, Worcester, MA 01608
1-800-632-8175

Services: Government program to help low-income families and individuals pay their heating bills during the winter.

Lynn Economic Opportunity, Inc.

156 Broad Street, Lynn, MA 01901
(781) 581-7220 Ext: 283

Website: <https://leoinc.org/>

Energy Services: runs the LEO Fuel Assistance. This service provides heating assistance through federal and state of Massachusetts fuel assistance program.

MassSAVE

1-866-527-7283

Services: MassSAVE offers energy tips and information about free home energy assessments, energy-saving products, and loans, rebates, and other incentives for energy-saving home improvements.

Merrimack Valley Catholic Charities

599 Canal Street, 6th floor West, Lawrence, MA, 01840
(978) 685-5930

70 Lawrence Street, Lowell, MA 01852
(978) 452-1421

Website: <https://www.ccab.org/location-merrimack>

Services: Includes emergency free food, fuel, rent, gas bill, mortgage, and utility assistance, among other resources.

National Grid and NSTAR

1-800-322-3223 / 1-866-315-2496

Services: Serve primarily residential customers with balances over \$300 that has been due for at least 60 days.

The Salvation Army's Good Neighbor Energy Fund

640 Main Street, Worcester, MA 01608

(508) 756-7191

Services: Assistance with heating bills, including gas, electric and oil.

Saint Vincent de Paul

507 Park Avenue, Worcester, MA, 01603

(508) 752-4232

Services: offers assistance with emergency new or gently used general clothing, utility or electric bill payment assistance and medical bill payment assistance

RAFT Residential Assistance for Families in Transition

12 East Worcester Street, Worcester, MA 01604

(978) 630-6600

Services: gives short-term financial assistance to low-income families who are homeless or at risk of becoming homeless.

Department of Public Utilities

1-800-392-6066 / (617) 305-3500

Services: Provide lower rates for gas, electricity and telephone for low-income families. Prevent the shutoff of gas of senior households, a low-income family with an infant, someone with a serious illness, or a tenant with utilities included in the rent.

The Worcester Community Action Council

484 Main Street, 2nd floor, Worcester, MA 01608

(508) 754-1176

Services: provides eligible households, homeowners or renters with help paying a portion of winter heating bills.

Public Housing and Section 8

Barnstable Housing Authority

146 South Street, Hyannis, MA 02601

(508) 771-7222

Website: <http://www.barnstablehousing.org/Home.aspx>

Housing authorities provide decent and affordable housing in a safe and secure living environment for low and moderate income residents. They often have multi-year waiting lists.

Fall River Housing Authority

85 Morgan Street, Fall River, MA 02722

(508) 675-3595

Website: <http://fallriverha.org/>

Housing authorities provide decent and affordable housing in a safe and secure living environment for low and moderate income residents. They often have multi-year waiting lists.

Fitchburg Housing Authority

50 Day Street, Fitchburg, MA 01420
(978) 342-5222

Framingham Housing Authority

One John J. Brady Drive, Framingham, MA 01702
(508) 879-7562

Website: <http://www.framha.org/>

Gloucester Housing Authority

259 Washington Street, Gloucester, MA 01931
(978) 281-4770

Website: <http://www.ghama.com/>

Housing authorities provide decent and affordable housing in a safe and secure living environment for low and moderate income residents. They often have multi-year waiting lists.

Housing Assistance Corporation Hyannis

460 West Main Street, Hyannis, MA 02601
(508) 771-5400

Website: <https://haconcapecod.org/>

Develop affordable housing for seniors, families and individuals; and provides an opportunity to become a homeowner with a full-service nonprofit real estate office.

Lawrence Housing Authority

353 Elm Street, Lawrence, MA 01842
(978) 683-2751

Website: <https://lawrencehousing.org/>

Housing authorities provide decent and affordable housing in a safe and secure living environment for low and moderate income residents. They often have multi-year waiting lists.

Lowell Housing Authority

350 Moody Street, Lowell, MA 01853
(978) 937-3500

Website: <https://www.lhma.org/>

Housing authorities provide decent and affordable housing in a safe and secure living environment for low and moderate income residents. They often have multi-year waiting lists.

Main South CDC

875 Main Street, Worcester, MA 01610
(508) 752-6181

Services: This organization helps individuals with rental and homeownership opportunities.

New Bedford Housing Authority

134 South Second Street, New Bedford, MA 02740
(508) 997-4800

Website: <http://newbedfordhousingauthority.org/>

Office Hours: Monday–Friday, 8:30 AM – 4:00 PM

Housing authorities provide decent and affordable housing in a safe and secure living environment for low and moderate income residents. They often have multi-year waiting lists.

RCAP Solutions

90 Madison Street, Suite 303, Worcester, MA 01608
(508) 792-5230

Services: Assistance with applications, homelessness prevention.

SouthCoast Fair Housing

257 Union Street, New Bedford, MA 02740
(774) 473-9994

Website: <http://southcoastfairhousing.org/>
info@southcoastfairhousing.org

Worcester Common Ground

5 Piedmont Street, Worcester, MA 01610
(508) 754-0908

Services: Assistance with housing issues and housing applications.

Worcester Community Housing Resources

11 Pleasant Street, Suite 300, Worcester, MA 01609
(508) 799-0322

Services: Housing opportunities for low income individuals.

Worcester Housing Authority (WHA)

70 Belmont Street, Worcester, MA 01605
(508) 635-3000

Website: www.worcesterha.org

Shelters

Emergency Assistance

Emergency Assistance (EA) is a program that provides emergency shelter and rehousing services to homeless families with children. The program is run by the Department of Housing and Community Development (DHCD). DHCD took over the EA program from the Department of Transitional Assistance (DTA) on July 1, 2009. You can apply for shelter with a DHCD worker at any DTA office. There are DHCD workers at most DTA offices. You have the right to apply for shelter at any time that the DTA office is open. The DHCD worker must take your application the same day you ask for shelter. You also have the right to get DHCD's decision on your

application in writing. If a worker tries to convince you not to apply, ask to speak with a supervisor or office director.

You can get EA shelter if ALL of the following are true:

- You are pregnant or have a child under 21 years old.
- Your income is lower than the income limit and you don't own property worth more than \$2,500

Wages and cash benefits (TAFDC, EAEDC, SSI, etc.) count as income. SNAP/Food Stamps do not count as income. Tell DHCD if your pay or benefits are going down in the future.

- You have no place to stay, including with family and friends, OR you have a place to stay but it is too crowded or is not safe.
- You were not evicted from your last home for criminal conduct, for not paying your rent in public housing or Section 8, or for certain other reasons.

Action Emergency Homeless Shelter

370 Main Street, Gloucester, MA 01930

(978) 283-4125

Sober homeless shelter for men and women. Accepts up to 16 men and 4 women. May stay up to 90 days.

Alternative Housing Domestic Violence Shelter

PO Box 2100, Lowell, MA 01851

(978) 937-5777

24-hour crisis hotline: 1-888-291-6228

Website: <https://www.alternative-house.org/>

Provides shelter, support, counseling, legal advocacy for battered women and their children.

Catholic Social Services New Bedford

59 Rockland Street, New Bedford, MA 02740

(508) 674-4681

Website: <https://www.cssdioc.org/h-o-u-s-e/>

This is a HUD Housing approved Housing Assistance agency. They may be able to provide housing assistance.

Community Action, Inc.

3 Washington Square, Haverhill, MA 01830
(978) 373-1971

Website: <https://www.communityactioninc.org/>

Services: clothing, shelter, food, income and health and medical care.

Central MA Housing Alliance

6 Institute Road, Worcester, MA 01609
(508) 752-5519

Services: CMHA provides education and information to tenants and landlords as to their housing rights and responsibilities.

Hours: Monday: 1:00 PM – 3:30 PM; Tuesday: 1:00 PM – 3:30 PM; Wednesday: 9:00 AM – 11:00 AM; Thursday: 4:30 PM – 6:30 PM; Friday: No walk-in hours

Common Ground Resource Center (SMOC Headquarter)

7 Bishop Street, Framingham, MA 01702
(508) 620-2690

Daybreak Emergency Shelter for Men and Women

19 Winter Street, Lawrence, MA 01843
(978) 975-4547

Website: <https://psychologicalcenter.com/our-programs/daybreak-shelter/>

Emergency Shelter for homeless men and women up to thirty days
Allows up to 40 guests. 30 men allowed and 10 women allowed.

Department of Housing and Community Development

100 Cambridge Street, Suite 300, Boston, MA 02114
(617) 573-1100

Department of Transitional Assistance (as well as DHCD)

13 Sudbury Street, Worcester, MA 01609

Greater Worcester Housing Connection (SMOC)

25 Queen Street, Worcester, MA 01610
(508) 872-4852

Services: Shelter. Help people in crisis, with or without substance abuse problems.

Fall River Family Center

257 Cherry Street, Fall River, MA 02720
(508) 679-2109

Website: <http://www.srnfamilycenters.org/>

Admission Policy: Families are referred by the Dept. of Housing and Community Development (DHCD)

First Step Inn

175 North Main Street, Fall River, MA 02720
(508) 679-8001

Program providing safe shelter and daily nutritional meals to 20 homeless persons in the City of Fall River daily.

Franklin County Emergency Shelter

15 Farren Ave, Turner Falls, MA 01376
(413) 772-0499

Harbour House Family Center

713 Shawmut Avenue, New Bedford, MA 02746
(508) 992-6027 DTA: (508) 646-6200

Admission Policy: Families are referred by the Dept. of Housing and Community Development. Harbor House Family Center houses 16 families.

Housing Assistance Corporation Hyannis

460 West Main Street, Hyannis, MA 02601
(508) 771-5400

Website: <https://haconcapecod.org/>

HAC provides emergency shelter and homelessness prevention assistance for individuals and families.

The Interfaith Hospitality Network of Greater Worcester (IHN)

91 June Street, Worcester, MA 01602
(508) 755-2212

Services: works in partnership with the faith community to provide shelter and assistance to families with children who are homeless.

Next Step Home Homeless Shelter

506 North Main Street, Fall River, MA 02720
(508) 674-2788

The First Step Inn shelter serves sober homeless men and women in Fall River.

Noah Shelter – Homeless Shelter for Men and Women

77 Winter Street, Hyannis, MA 02601
(508) 778-5255

NOAH is a 55-bed emergency homeless shelter for male and female individuals who can prove Cape Cod residency for at least 6 months (off-Cape or pregnant get 1 night only).

Our Father's House

55 Lunenburg Street, Fitchburg, MA 01420
(978) 345-3050, (978) 345-2256

Services: Emergency/ Transitional Shelter for men and women over 18

Pathways Family Shelter, SMOG

248 Edgell Road, Framingham, MA 01701
(508) 879-5047

RCAP Solutions Housing Consumer Education Center

12 East Worcester Street, Worcester, MA 01604
1 800 -488-1969

Services: one-on-one counseling, information, referral and workshops related to income security and housing stability

St. Francis & St. Therese Catholic Worker House Hospitality

52 Mason Street, Worcester, MA 01610
(508) 753-3588

Services: Emergency shelter in addition to two meals a day.

Sister Rose House

75 Division Street, New Bedford, MA 02740
(508) 997-3202

Website: <https://www.cssdioc.org/sr-rose-network/>

Dry Men's Shelter that offers services including assessment, job skills training, budgeting information, and access to mental health and other needed services.

Turning Point Single Adult Shelter, SMOG

3 Merchant Road, Framingham, MA 01701
(508) 875-6429

Veterans, Inc. Homeless Shelter

69 Grove Street, Worcester, MA 01605
(508) 791-5348 or (508) 791-1213

Services: Housing for homeless veterans, and the families of veterans that were killed in combat.

Transitional Housing Programs

Community Teamwork

167 Dutton Street, Lowell, MA 01852
(978) 459-0551

Website: <https://www.commteam.org/>

This is a Non Profit Organization that provides Transitional Housing. Fees may apply for this Transitional Housing resource.

Dismas House

30 Richards Street, Worcester, MA 01603
(508) 799-9389

Services: Transitional housing for former offenders facing homelessness.

Greater Lawrence YWCA - Oasis Project Domestic Violence Shelter

38 Lawrence Street, Lawrence, MA 01840

(978) 682-3039

Website: <https://ywcane.ma.org/>

Domestic Violence Transitional Shelter.

The OASIS Project at the YWCA of Greater Lawrence is a transitional housing service of the YWCA's domestic violence program.

Lowell Transitional Living Center

189 Middlesex Street, Lowell, MA 01852

(978) 458-9888

Website: <https://ltlc.org/>

This is a Non-Profit Organization that provides Transitional Housing. Fees may apply for this Transitional Housing resource.

New England Prison Ministries Inc.

27 Fleming Street, Lowell, MA 01851

(978) 458-1721

Fees may apply for this Transitional Housing resource. Contact New England Prison Ministries Inc. with the contact information we provided to get full details. Oftentimes you can apply for sliding scale fee payment or other options if you are low income.

Oasis House

9 Chadwick Street, Worcester, MA 01605

(508) 860-1175

Services: Transitional housing and services for homeless adults dealing with mental illness.

Transitional Housing Assistance Hyannis

77 High School Road extension, Hyannis, MA 02601

(508) 862-6600

Eligibility requirements vary from one program to another. Families with current substance abuse problems are not allowed. Call for more details and to be admitted to the transitional housing programs

Youville House

133 Granite Street, Worcester, MA 01604

(508) 753-3084

Website: <http://www.ccworc.org>

Services: (DTA/DHCD referral- families only)

Residential Treatment

Channing House (Advocates)

21 Catherine Street, Worcester, MA 01605
(508) 755-8088

Services: Half-way house that focuses on the rehabilitation of clients with substance abuse and mental health issues. They offer long term and short term treatment.

Crozier House (Catholic Charities)

10 Hammond Street, Worcester, MA 01610
(508) 797-6727

Services: Rehab center focusing on alcohol and substance abuse issues. Provides long term sober living treatments.

Salvation Army Adult Rehabilitation Center

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

Services: Six month program for individuals in recovery.

Sober Housing

MA Alliance for Sober Housing

5 Edgell Road, Suite. 30, Framingham, MA 01701
(781) 242-2426

Website: <https://www.mashsoberhousing.org>

Permanent Housing for Homeless Men in Recovery

4 Leighton Street, Fitchburg, MA 01420
(978) 400-5284

Transitional Housing for Women in Recovery

76 Mechanic Street, Fitchburg, MA 01420
(978) 343-5724

Legal Assistance

CORI

For information about the new CORI Law that went into effect May 2012, and how to seal your CORI record, please visit: massresources.org/cori.html and workforcecentralma.org/additional-programs/re-entry.

It is recommended that you seal your record if possible. Most employers will not be able to view a sealed record on your CORI report.

EPOCA (Ex-Prisoners and Prisoners Organizing for Community)

Advancement)

5 Pleasant Street, 3rd floor, Worcester, MA 01609

(508) 410-7676 / (508) 459-0558

exprisoners.org

Services: Ex-prisoners and current prisoners, along with allies, friends and family, working together to create resources and opportunities for those who have paid their debt to society.

Workforce Central

44 Front Street, Worcester, MA 01608

(508) 799-1600

Services: Program designed by workforce development professionals and former offenders to create opportunities for people to prove themselves.

*Information provided by EPOCA and the Workforce Central Career Center

Visit <http://www.workforcecentralma.org/> for more information on the CORI and the process of sealing a criminal record.

BAR None – CORI and the Sealing of Criminal Records

The [CORI Personal Request Form](#) can be accessed at the following web address:

Website: <http://www.mass.gov/courts/selfhelp/criminal-law/seal-record.html>

Credit Issues and ID Theft**Budgeting, Credit Repair and Identity Theft*****What is a Credit Report?***

A credit report contains information about your credit history and the status of your credit accounts. This information includes how often you make your payments on time, how much credit you have, how much credit you have available, how much credit you are using, and whether a debt collector is collecting on any debt you owe. Credit reports also can contain public records such as liens, judgments, and bankruptcies that provide insight into your financial status and obligations. Lenders use these reports to help them decide if they will loan you money, what interest rates they will offer you, or to check the status of an existing loan. Companies can purchase these consumer credit reports to help inform them while making a wide range of business decisions such as providing or pricing insurance; renting you an apartment; and (if you agree to let them look at your consumer report) making employment decisions about you. Credit reporting companies (also known as credit bureaus or consumer reporting agencies) compile these reports.

How do I get a copy of my Credit Report?

Visit AnnualCreditReport.com to get a free copy of your credit report, technically known as a "file disclosure" from the nationwide credit reporting companies. You can receive a free credit report once every 12 months:

- By phone: Call 1-877-322-8228
- Online: Go to www.annualcreditreport.com

- By mail: Download and complete the Annual Credit Report Request Form and mail it to:
Annual Credit Report Request Service
P.O. Box 105281, Atlanta, GA 30348-5281

No matter which method you choose, you have the option to request reports from the nationwide credit reporting companies at once or one report at a time. By requesting the reports at the same time, you can determine whether any of your files have errors. By requesting the reports separately, you can monitor your credit file more frequently throughout the year. Your free credit report does not include a credit score. You are also eligible for free reports from nationwide specialty consumer reporting companies.

Be aware that there are many websites that claim to offer free credit reports.

A number of these sites will only give you a free report if you buy other products or services. Still others give you a free report and then bill you for services you have to cancel. To get the free credit report authorized by law, go to AnnualCreditReport.com, and nowhere else.

Budget and Credit Repair

Go to www.justice.gov for an approved list of credit counseling agencies.

American Consumer Credit Counseling

179 Shrewsbury Street, Worcester, MA 01604
(508) 316-2195 or 800-769-3571

Services: personal and financial counseling, debt management and budget training.

Money Management International

340 Main Street, #813, Worcester, MA 01608
(866) 226-0278

Services: Personal and financial counseling, repayment programs, debt management and housing advising services.

Neighborworks Homeownership Center

138 Green Street, Suite 4, Worcester, MA 01604
(508) 791-2170 EXT. 226

Services: Budget and credit counseling.

RCAP Solutions

12 East Worcester Street, Worcester, MA 01604
1-800-488-1969

Services: Budget and credit counseling.

Help with Identity Theft

The Federal Trade Commission's Identity Theft Hotline

1-877-438-4338

Website: www.consumer.gov/idtheft

For more information on Credit Reports and Identity Theft, visit the website below. BAR None – Credit Reports and Identity Theft. Visit <http://www.dismasisfamily.org/programs/bar-none/> for more information.

Annual Credit Report Request Service

P.O. Box 105281
Atlanta, GA 30348-5281

Budget and Credit Repair

Go to www.justice.gov for an approved list of credit counseling agencies.

American Consumer Credit Counseling

1-800-769-3571

Services: personal and financial counseling, debt management and budget training.

Money Management International

866-889-9347

Services: Personal and financial counseling, repayment programs, debt management and housing advising services.

Neighborworks Homeownership Center

(508) 791-2170 EXT. 226

Services: Budget and credit counseling.

RCAP Solutions

12 East Worcester Street, Worcester, MA 01604

1-800-488-1969

Services: Budget and credit counseling.

The Major Credit Bureaus

Transunion

1-800-680-7289

Website: www.transunion.com

Equifax

1-800-525-6285

Website: www.equifax.com

Experian

1-888-EXPERIAN (397-3742)

Website: www.experian.com

Legal Groups

Basic Advocacy for Reentry (BAR None)

30 Richards Street, Worcester, MA 01603

(508) 799-9389

Services: Education, advisement or direct representation for issues such as suspended drivers licenses, credit issues, child support issues, housing, child custody and visitation, disability claims and sealing of criminal record.

Catholic Charities - North Massachusetts

Lynn and Gloucester

(781) 593-2312

Website: <https://www.ccab.org/location-north-boston>

Legal Services: free general legal aid and advice, immigration/naturalization services

Community Legal Aid

405 Main Street, 4th floor, Worcester, MA 01610

1-800-649-3718

Services: Offers legal advice and representation to clients with domestic violence, divorces, child custody, mental health and disability issues, denied benefits, welfare and public benefits as well as housing discrimination.

Fitchburg Satellite office (by appointment)

76 Summer Street, Fitchburg, MA 01420

General Inquiry: (508) 752-3718

Mass Legal Help

Website: <http://www.masslegalhelp.org>

Services: Provides legal information regarding housing law, SSI and disability family law and domestic violence.

MetroWest Legal Services

63 Fountain Street, Suite 304, Framingham, MA 01702

(508) 620-1830/ 1-800-696-1501

Website: <http://www.mwlegal.org/>

MetroWest Mediation Services

600 Concord Street, Framingham, MA 01702

(508) 872-9495

Website: <http://www.metrowestmediationservices.org/>

Wareham District Court

2200 Cranberry Highway, West Wareham, MA 02576
(508)295-8300

License & Identification**City Clerk**

City Hall, 455 Main Street, Room 206, Worcester, MA 01608
(508) 799-1121 / (508) 799-1133 (elections)

Services: Birth certificates, marriage licenses, voter registration

Registry of Motor Vehicles

611 Main Street, Worcester, MA 01608
(857) 368-8000

Services: Obtain or replace driver's license or Mass ID, pay court fees and taxes, renew registrations.

Social Security Administration

51 Myrtle Street, Worcester, MA 01608
1-866-331-9069

Services: Obtain or replace social security card.

BAR None

Services: License Suspension, Revocation and Reinstatement.

Visit <http://www.dismasisfamily.org/programs/bar-none/> for more information.

Support Services

Hotlines

Community Resources:**Mass 211**

Dial 211 Monday–Friday, 8:00 AM – 8:00 PM

Free statewide confidential information and referral help line

NAMI Mass Compass

The Schrafft Center, 529 Main Street, Suite 1, M17 Boston, MA 02129
(617) 704-6264 or (800) 370-9085

Mental Health Helpline: Monday through Friday, 9:00 AM – 5:00 PM

Website: <https://namimass.org/nami-mass-compass-helpline/>

Domestic Violence and Abuse:

Alternative Housing Domestic Violence Shelter

PO Box 2100, Lowell, MA 01851

(978) 937-5777

24-hour crisis hotline: 1-888-291-6228

Daybreak Resources for Women & Children

(508) 755-9030

Hotline, 24 hours a day, 7 days a week.

Health Imperatives - Violence Intervention & Prevention

942 West Chestnut Street, Brockton, MA 02301

24-Hour Sexual Assault & Domestic Violence Hotline

(508) 588-8255

Website: <https://healthimperatives.org/contact/>

SafeLink Hotline

1-877-785-2020

24-hour hotline for crisis intervention, safety planning, support, information, and referrals to emergency shelters.

SAVE Victim Services (LUK, Inc.)

545 Westminster Street, Fitchburg, MA 01420

(978) 345-0685

LUK Toll Free: 1-800-579-0000

Monday–Friday, 8:30 AM – 5:30 PM

Voices Against Violence

24-hour hotline: 1-800-593-1125 or (508) 626-8686

Help with Substance Abuse:

Massachusetts Substance Abuse Information and Education Helpline

1-800-327-5050

The Youth Central Intake and Care Coordinator (YCICC)

1-866-705-2807

Neighborhood Services & Centers:

Worcester Division of Neighborhood and Housing Development

(508) 799-1400

Centro Las Americas

(508) 798-1900

East Side Community Development Corporation (CDC)

(508) 799-6942

Green Island Neighborhood Center

(508) 753-4661

Main South Community Development Corporation (CDC)

(508) 752-6181

Lakeside Neighborhood Center

(508) 792-5750

Oak Hill Community Development Corporation (CDC)

(508) 754-2858

Pleasant Street, Neighborhood Network Center

(508) 754-7793

Quinsigamond Village Community Center

(508) 754-7481

South Worcester Neighborhood Center

(508) 757-8344

Worcester Senior Center

(508) 799-1232

State Agencies:**Department of Mental Health (DMH)**

(508) 363-3838

Department of Developmental Services (DDS)

(508) 792-6200

Department of Public Health (DPH)

(508) 792-7880

Department of Telecommunications and Energy (DTE)

1-800-392-6066

Department of Revenue (Child Support)

1-800-332-2733

Department of Children and Families (DCF, formerly DSS)

(508) 929-2000

Department of Transitional Assistance (DTA)

(508) 767-3100

Department of Youth Services (DYS)

(508) 792-7611

Immigrant Services

ACE / African Community Education Program

#355 Denholm Building 484 Main Street Worcester, MA 01608

(508) 459-2284

Services: Educational programs, mentoring, and ESL classes for African immigrant refugee children.

Catholic Charities

10 Hammond Street, Worcester, MA 01610

(508) 798-1091

Services: Education programs, health care, legal advice, and resettlement services for refugees and immigrants; citizenship classes

Catholic Charities, Leominster Office

196 Mechanic Street, Leominster, MA 01453

(978) 840-0696

Website: www.ccworce.org

(Also serves Fitchburg, Gardner area)

Catholic Charities - North Massachusetts

Lynn and Gloucester

(781) 593-2312

Website: <https://www.ccab.org/location-north-boston>

Services: free general legal aid and advice, immigration/naturalization services, teen parent/pregnant teen education programs, parenting/family support groups and day camps, and pregnancy counseling.

Centro Las Americas

11 Sycamore Street, Worcester, MA 01608

(508) 798-1900

Services: Information and referral, counseling, and legal advice for refugees and immigrants.

East African Community Outreach

90 Madison Street, Suite 500, Worcester, MA 01608

(508) 318-3430

Services: Helps connect people with community resources

Edward M. Kennedy Community Health Center

19 Tacoma Street, Worcester, MA 01605

(508) 595-1115

Services: Health care; groups for African and Iraqi refugees and immigrants.

Ethiopian Dream Center

18 Millbury Street, Unit A, Worcester, MA 01610
 (508) 762-8085 / (508) 304-8692

Services: Cultural and social activities for Ethiopians and other African immigrants; assistance connecting with community resources.

Fairbridge Project

237 Chandler Street, Suite 216, Worcester, MA 01609
 (508) 453-4884 / (508) 340-1669

Services: Information and referral for African and other immigrants; HIV/AIDS testing, counseling, and education; youth empowerment and violence prevention.

Friendly House

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

Services: Information and referral, translation, job search, and immigration services (especially for the Albanian population).

Community Legal Aid – Immigration Unit

405 Main Street, Worcester, MA 01608
 1-800-649-3718

Services: Immigration law for low-income families.

Jewish Family Services of MetroWest

475 Franklin Street, Suite 101, Framingham, MA 01702
 (508) 366-7191

Website: <http://www.jfsmw.org/>

Lutheran Social Services of New England (LSSNE)

14 East Worcester Street, Suite 300, Worcester, MA 01604
 OR 51 Union Street Suite 222, Worcester, MA 01608
 (508) 754-1121

Services: Resettlement services, basic needs, and legal advice (including help with citizenship forms) for refugees and immigrants.

Lynn Economic Opportunity, Inc.

156 Broad Street, Lynn, MA 01901
 (781) 581-7220 Ext: 283

Website: <https://leoinc.org/>

Services: help underemployed Essex County families as well as immigrants access employment. Find more details on increasing income from work from home jobs.

Urban Missionaries of Our Lady of Hope

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

Services: Food, clothing, furniture, advocacy, language and work skills, citizenship assistance, etc.

Refugee and Immigrant Assistance Center

340 Main Street, Worcester, MA 01609

(508) 756-7557

Services: Resettlement services, counseling, health care, cultural assimilation, job counseling, and social services.

Southeast Asian Center

484 Main Street, Suite 400, Worcester, MA 01608

(508) 791-4373

Services: Educational (including ESL) and support services for Southeast Asian immigrant families.

United Neighbors of Fitchburg

18 Fairmount Street, Fitchburg, MA 01420

(978) 342-2069

Worcester Public Schools Adult Learning Center

24 Chatham Street, Worcester, MA 01609

(508) 799-3171

Services: ESL and citizenship classes.

Support Groups

Aids Project Worcester

85 Green Street, Worcester, MA 01604

(508) 755-3773

Group Type: HIV, LGBTQ support groups; for clients only

Belmont AME Zion Church

55 Illinois Street, Worcester, MA 01604

(508) 754-4539

Group Type: Financial literacy and support program

The Bridge of Central MA

4 Mann Street, Worcester, MA 01602

(508) 631-2699

Group Type: LGBTQ and parents, family and friends of LGBTQ community

Center for Living and Working

484 Main Street, Suite 345, Worcester, MA 01608

(508) 798-0350

Group Type: Individuals with disabilities, transition to adulthood, deaf parenting, parents of youths with disabilities.

Central MA Recovery Learning Community

209 Shrewsbury Street, Worcester, MA 01604
(508) 751-9600

Group Type: Various groups for adults with mental health conditions, healthy living, recovery.

Children's Friends

20 or 21 Cedar Street, Worcester, MA 01609
(508) 753-5425

Group Type: Social skills, dialectical behavior therapy, school age mothers, grief support and adoptive parents.

Community Healthlink – Youth & Family Services

275 Belmont Street, Worcester, MA 01604
(508) 421-4473

Group Type: Act group, yoga, mindfulness, nurturing parent, building bridges.

Clearway

358 Shrewsbury Street, Suite C, Worcester, MA 01604
(508) 438-0144

Group Type: Abortion recovery support, pre-natal classes, parenting classes.

Department of Children & Families (DCF) – New Bedford Site

98 North Front Street, New Bedford, MA 02740
(508) 910-1000

Website: <https://www.mass.gov/orgs/massachusetts-department-of-children-families>

Services: The Department of Children and Families (DCF) is charged with protecting children from abuse and neglect and strengthening families.

Edward M. Kennedy Community Health Center

19 Tacoma Street, Worcester, MA 01605
(508) 595-1115

Group Type: Refugee support groups (specifically those from Iraq, Bhutan, Burma and Burundi).

Elder Services of Worcester Area, Inc.

67 Millbrook Street, #100, Worcester, MA 01606
(508) 756-1545

YWCA, 1 Salem Square, Worcester, MA 01608

(508) 756-1545

1-800-243-5111

TTY: 774-312-7291

Group Type: Grandparents raising grandchildren support.

Emotional Wellness Counseling

3267 Acushnet Avenue, New Bedford, MA 02745
(508) 995-1400

Website: <https://www.emotionalwellnesssouthcoast.com/>

Family Continuity Programs

17 Mechanic Street, 3rd floor, Worcester, MA 01608
(508) 755-0556

Group Type: "Just Dads"

Island Counseling

108 Grove Street, Worcester, MA 01605
(508) 752-3220

Group Type: Dialectical behavior therapy, narcotic addiction support group.

Jewish Family Service of the North Shore

1430 Main Street, Waltham, MA 02451
(978) 741-7878

Website: <https://www.jfcsboston.org/>

Support **Services:** consultation, counseling, referrals and networks to other service providers and charities.

Lawrence Community Works

168 Newbury Street, Lawrence, MA 01841
(978) 685-3115

Website: <https://www.lawrencecommunityworks.org/site/>

Services: Helps people in low income areas. Resources and programs administered help with home rehabilitation programs, housing, counseling, eviction prevention, and mortgage foreclosure assistance.

Learn to Cope

309 Belmont Street, Worcester, MA 01605

Group Type: Peer-led support for families dealing with addiction.

LUK Crisis Center, Inc.

40 Southbridge Street, 4th floor, Worcester, MA 01608
(508) 438-1490

Group Type: Support for those who have been impacted by an under-the- influence accident, support for parents/ guardians of adolescents who are using or in recovery.

Maria Luisa de Moreno International Foundation

90 Madison Street, Suite 300, Worcester, MA 01680
(508) 753-0600

Group Type: Spanish/English naturalization support.

Mosaic Cultural Complex

41 Piedmont Street, Worcester, MA 01610
(508) 963-3878

Group Type: Fathers, peace trauma.

MSPCC

108 Belmont Street Worcester, MA 01602
(508) 753-2967

Group Type: Teen girls, caregivers of children who have been abused and healthy families.

Multicultural Wellness Center

44 Front Street #310, Worcester, MA 01608
(508) 752-4665

Group Type: Balancing life and recovery.

Odonata Psychotherapy and Retreat Center

3229 Cranberry Highway Buzzards Bay MA 02532
774-247-4939

Website: <https://www.phoenixrising.center/>

Services: Odonata Psychotherapy provides both individual and group therapy for a variety of concerns depending on the needs of each client.

PPAL – Worcester

40 Southbridge Street #310, Worcester, MA 01608
(508) 767-9725

Group Type: Teen youth group, living with mental health issues, parent support group.

Parents Helping Parents

108 Water Street, Watertown, MA 02472
(617) 926-5008

Group Type: Parent support group.

Pathways Counseling Services

284 County Street, New Bedford, MA
(774) 628-0001

Pathways for Change, Inc.

588 Main Street, Worcester, MA 01608
275 Nichols Road, Fitchburg, MA 01420
1-800-870-5905 (English) or 1-800-223-5001 (Spanish)

Group Type: Survivors of rape/ sexual abuse, friends and family of survivors

Pernet Family Health Service

237 Millbury Street, Worcester, MA 01610
(508) 755-1228

Group Type: Fathers support, parenting classes.

St. Francis Adult Day Health

101 Plantation Street, Worcester, MA 01604
(508) 752-2546

Group Type: Caregivers of elder or disabled adults.

Samaritans

41 West Street, 4th floor, Boston, MA 02111
(617) 536-2460

Group Type: Survivors of suicide.

South Bay Early Childhood

548 Park Avenue, Suite B, Worcester, MA 01608
(774) 823-1500

Group Type: Toddler play group, mom's support group, parent step curriculum.

SouthCoast Fair Housing

257 Union Street, New Bedford, MA 02740
(774) 473-9994

Website: [http://southcoastfairhousing.org/
info@southcoastfairhousing.org](http://southcoastfairhousing.org/info@southcoastfairhousing.org)

Southeast Center for Independent Living

66 Troy Street, Fall River, MA 02720
(508) 679-9210

Website: <https://www.secil.org/>

Services: training, information and support to help consumers achieve individual goals, experience personal growth and participate fully in community life.

Southeast Asian Center

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

Group Type: Southeast Asian teen support.

The Women's Center

(508) 999-6636
405 County Street
New Bedford, MA 02740

Website: <http://www.thewomenscentersc.com/index.php>

Support *Services:* We provide counseling, education, outreach, referrals and resources. We may be called the Women's center, but we serve men and children as well.

UMass Medical School

365 Plantation Street, Suite 100, Worcester, MA 01605
(508) 320-0314

Group Type: Parents with autistic children.

Worcester Adoptive Families Together

335 Chandler Street, Worcester, MA 01602
(508) 753-2967

Group Type: Parent run groups for adoptive parents.

Worcester WIC Program – Family Health Center

199 Chandler Street, Worcester, MA 01610
(508) 762-5700

Group Type: Breast feeding support, nutrition counseling.

Worcester Community Connections

484 Main Street, Suite 460, Worcester, MA 01608
(508) 796-1411

Group Type: Family needs, parenting.

Worcester Family Partnership

130 Leeds Street, Worcester, MA 01606
(508) 799-3136

Group Type: Playgroup.

Worcester Senior Center

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

Group Type: Low vision, AA.

Worcester Youth Center

326 Chandler Street, Worcester, MA 01602
(508) 791-4702

Group Type: Academic and work readiness.

YOU, Inc.

81 Plantation Street, Worcester, MA 01604
(508) 849-5600

Group Type: Teen specific, harmony/aikido, healthy relationships, JSI, LGBTQ, anger management, peer relationships, adolescent substance abuse, girl power, parenting, domestic violence, cancer support, health/wellness.

YWCA

1 Salem Square, Worcester, MA 01608
(508) 767-2502

Group Types: Young parent program, job search, information and referral, holiday baskets and toys.

Transportation

Worcester Regional Transit Authority (WRTA)

60 Foster Street, Worcester, MA 01608

(508) 791-9782

Services: public bus transportation.

MassHealth Transportation Program

1-800-841-2900

Services: Families on MassHealth may qualify for free transportation to and from medical appointments.

MetroWest Regional Transit Authority

15 Blandin Avenue, Framingham, MA 01702

(508) 935-2222

Office Hours: Monday–Friday, 8:00 AM – 4:00 PM

Cab Companies:

Red Cab

(508) 792-9999

Yellow Cab

(508) 754-3211

Veterans and Their Families

You may be eligible for Veterans' Services if you are a veteran or a dependent of a veteran who served during wartime, you have few resources and little income, and you need financial help.

VA's Veterans Suicide Prevention Line

1-800-273-8255

Dept. of Veterans Services for the City of Worcester

City Hall

455 Main Street, Worcester, MA 01608

(508) 799-1041

Services: Helps Worcester veterans with immediate financial and medical needs. It also refers veterans to other organizations that can deal with long-term needs, such as cash assistance and housing.

US Veterans Administration Boston Health Care System

605 Lincoln Street, Worcester, MA 01605

(508) 865-0104

Services: primary and preventative health care for returning veterans.

US Veterans Administration Boston Health Care System

691 Grafton Street, Worcester, MA 01604
(508) 753-7902

Services: readjustment counseling and mental health services.

American Red Cross

2000 Century Drive, Worcester, MA 01606
(508) 595-3700

Services: For active duty members-offer coping with deployment counseling sessions. Emergency communications during family crisis and health and safety career training opportunities. Limited scholarships available.

Veteran Homestead Hospice, Gardner

69 High Street, Fitchburg, MA 01420
(978) 353-0234

Support services and housing, Fitchburg

Veterans, Inc.

69 Grove Street, Worcester, MA 01605
(800) 482-2565

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.

Veterans, Inc Food Pantry

69 Grove Street, Worcester, MA 01605
Main: (508) 791-1213 Food Pantry: (508) 769- 5795

Website: <https://www.veteransinc.org/>

Women and Families**Women and Families****Grafton Job Corps – Outreach & Admissions Office**

250 Main Street, 2nd floor, Worcester, MA 01609
(508) 890-1999

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

Services: GED classes, vocational training, and information for grandparents raising grandchildren.

Amesbury Center - Community Action, Inc.

44 Friend Street, Amesbury, MA 01913
(978) 388-2570

Website: <https://www.communityactioninc.org/programs/food/amesbury-center>

Family Services: Women, Infants and Children nutrition and health programs.

GLCAC, or the Greater Lawrence Community Action

305 Essex Street, Lawrence, MA 01840
(978) 681-4900

Website: <https://www.glcac.org/>

Services: mostly provides referrals. Qualified low income families can get support for their basic needs from government benefits such as WIC or the Head Start services.

Greater Lawrence YWCA - Oasis Project Domestic Violence Shelter

38 Lawrence Street, Lawrence, MA 01840
(978) 682-3039

Website: <https://ywcaneoma.org/>

Houses ten formerly battered women who are homeless who do not have children in their care. OASIS and The YWCA Residence enable women and families to establish a source of income and stability so they can move on to permanent, safe and affordable housing.

Catholic Charities - North Massachusetts

Lynn and Gloucester
(781) 593-2312

Website: <https://www.ccab.org/location-north-boston>

Family Services: teen parent/pregnant teen education programs, parenting/family support groups and day camps, and pregnancy counseling.

Family and Children's Service of Greater Lynn, Inc.

111 North Common Street, Lynn, MA, 01902
(781) 592 – 5052

Website: <https://www.fcslynn.org/>

Call and apply for financial assistance that can be used only after all other entitlement and government funded aid has been exhausted. The agency may provide everything from interest free loans to referrals and other support from FFS.

Bay State Community Services

1120 Hancock Street, Quincy, MA 02169
36 Cordage Park Circle # 305, Plymouth, MA 02360
(617) 471-8400

Website: <https://baystatecs.org/services/child-family/>

BSCS is proud to be a Children's Behavioral Health Initiative (CBHI) provider offering Intensive Care Coordination (ICC) and Family Support and Training (FS&T) through our Community Service Agencies (CSA), as well as In-Home Therapy (IHT) and Therapeutic Mentoring (TM) services.

Child & Family Services - Emergency Mental Health Services

543 North Street, New Bedford, MA 02740
Emergency Services Child & Family Services: (508) 984-5566
Emergency Services Crisis Center Child & Family Services: (508) 996-3154

Website: <https://child-familyservices.org/new-bedford/>

Services: Emergency Services offers assessments and interventions to children and adults who are in a crisis situation.

Community Service Agency

3057 Acushnet Avenue, New Bedford, MA 02745
(508) 990-0894

Website: <https://child-familyservices.org/community-service-agency-csa-intensive-care-coordination-icc/>

Services: facilitate care for youth with serious emotional disturbance (SED) who require or are already utilizing multiple services or are involved with multiple child-serving systems (e.g., child welfare, special education, juvenile justice, mental health) and their families.

Department of Children & Families (DCF) – New Bedford Site

98 North Front Street, New Bedford, MA 02740
(508) 910-1000

Website: <https://www.mass.gov/orgs/massachusetts-department-of-children-families>

Services: The Department of Children and Families (DCF) is charged with protecting children from abuse and neglect and strengthening families.

Family and Community Resources, Inc.

18 Newton Street, Brockton MA 02301
(508)583-6498

Website: <https://www.fcr-ma.org/>

Services: advocacy, support, individual and group treatment, case management and community education and training.

Health Imperatives - Violence Intervention & Prevention

942 West Chestnut Street, Brockton, MA 02301

A New Day: (508) 588-2045

Brockton Young Parent Services: (508) 894-8543

Monday–Friday, 9:00 AM – 5:00 PM

Website: <https://healthimperatives.org/contact/>

New Bedford Community Connections Coalition

105 William Street, #35, New Bedford, MA 02740
(508) 994-4521

Our mission is to facilitate the organization of comprehensive family support systems in the neighborhoods of the City of New Bedford while promoting a community centered child welfare best practices approach within the DCF system.

The Women's Center

405 County Street, New Bedford, MA 02740
(508) 999-6636

Website: <http://www.thewomenscentersc.com/index.php>

The Women's Center provides free and confidential 24-hour easily accessible services to those in need. We provide counseling, education, outreach, referrals and resources. We may be called the Women's center, but we serve men and children as well.

Family Support:

Montachusett Opportunity Council: Fitchburg Community Connections Coalition

76 Summer Street, Suite 210, Fitchburg, MA 01420
(978) 829-0163

Work, Inc.

18 Mill Street, Fitchburg, MA 01420
(978) 342-0337

Tri-Valley, Inc.

10 Mill Street, Dudley, MA 01571
(508) 949-6640

Work

One – Stop Career Centers – Workforce Central

44 Front Street, 6th floor, Worcester, MA 01608
(508) 799-1600

Services: job-related services including job listings, job fairs, career counseling, workshops, computer access and information about training and apprenticeship programs.

After School Programs for Children:

Allencrest Academic Learning Center

24 Church Street, Leominster, MA 01453
(978) 534-7799

Students in grades K–12 receive afterschool tutoring Monday–Thursday,
2:30 PM – 5:00 PM

Boys and Girls Club of Fitchburg and Leominster

365 Lindell Avenue, Leominster, MA 01453
Juniors (children ages 8–12) and Teen Programs (13–18)

Cleghorn Youth Center After school Programs

18 Fairmount Street, Fitchburg, MA 01420
Monday–Friday, 1:45 PM – 5:00 PM

CYC KIDZ

Youth ages 5–11. Daily homework help and one-on-one tutoring assure academic success.

CYC Teens

Youth ages 11–18.

Belmont AME Zion Church

55 Illinois Street, Worcester, MA 01610
(508) 754-4539

Services: After school program for girls.

Big Brother Big Sisters

484 Main Street, Suite 360, Worcester, MA 01608
(508) 752-7868

Services: A variety of after school programs and activities for at-risk youth (co-ed).

Boys and Girls Club of Worcester

65 Tainter Street, Worcester, MA 01610
(508) 753-3377

32 Great Brook Valley Avenue, Worcester, MA 01605
(508) 852-7620

Services: After school programs for children of all ages.

Community Builders of Plumley Village East

16 Laurel Street, Worcester, MA 01608
(508) 757-3801

Services: Various after school and summer programs for residents of Plumley Village.

Friendly House

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

Services: Provides a variety of service from like after-school programs, immigration assistance, food distribution, furniture and much more.

Girls, Inc.

484 Main Street, Suite 560, Worcester, MA 01608
(508) 791-3181

Services: Provides high quality programming to girls in the Greater Worcester area, ages 5–18.

Girl Scouts (of Central and Western Mass)

81 Gold Star Boulevard, Worcester, MA 01606
(508) 852-7674 OR (508) 653-1070 OR 1-800-462-9100 x3634

Services: Summer and school year programs for girls.

Parent Child Home Program

(413) 717-6260
940 Main Street, Great Barrington, MA 01230

Website: <https://www.parentchildplus.org/>

It is open to Southern Berkshire County families

Pernet Family Health

237 Millbury Street, Worcester, MA 01601
(508) 755-1228

Services: Youth group for, 6th, 7th, and 8th graders.

Salvation Army

640 Main Street, Worcester, MA 01608
(508) 765-7191 EXT. 227

Services: After school program and an after school food service program.

St. Peter's Church

929 Main Street, Worcester, MA 01610
(508) 752-4674

Services: Mentoring Program for children ages 6–14.

Worcester Youth Center

326 Chandler Street, Worcester, MA 01602
(508) 791-4702

Services: Offers leadership, educational, employment, mentoring programs and more for youth between the ages of 14–24.

YMCA

766 Main Street, Worcester, MA 01608
75 Shore Drive, Worcester, MA 01606
(508) 755-6101

Services: They offer childcare, camp opportunities for children, sports, and other programs for youth of all ages. The YMCA has services for children and their families.

YOU, Inc.

81 Plantation Street, Worcester, MA 01604
(508) 770-0511 EXT. 112, or EXT. 114

Services: Youth Making a Difference (YMD) therapeutic afterschool and summer programs for adolescents ages 10–16 (accepts DCF referrals only).

Youth Net

125 Providence Street, Worcester, MA 01604
(508) 755-9525

Services: Free summer program for youth ages 11–15 involving several agencies. Transportation provided.

Summer Programs:

Leominster Public Schools

24 Church Street, Leominster, MA 01453
(978) 534-7700

Food Programs for Children:**Salvation Army/Kids “Feast”**

640 Main Street, Worcester, MA 01608

(508) 756-7191

Services: Meals for children between 1st and 6th grade, Monday–Thursday,
3:00 PM – 6:00 PM

Boys & Girls Club Kids Café

65 Tainter Street, Worcester, MA 01610

(508) 753-3377

Services: Meals available during the school year. Monday–Friday, 5:00 PM – 6:30 PM
Services are for children and youth ages 8–18.

USDA Free Summer Meal Program

145 Border Street, Boston, MA 02128

Project Bread: 1-800-645-8333 or (617) 723-5000

Services: Free meals available at sites around the city. For a location near you, call Project Bread.

Child Care:**Child Care Resources**

799 W. Boylston Street, Worcester, MA 01606

(508) 856-7930

Services: referrals to licensed day care providers for families that receive DTA benefits

Head Start Program of Worcester Public Schools

770 Main Street, Worcester, MA 01608

(508) 799-3608 or (508) 799-3254

Services: Preschool programs for children ages 3 and 4. Must meet Federal Income Guidelines and be a Worcester resident.

SMOC Daycare Programs

7 Bishop Street, Framingham, MA 01702

YWCA Respite Drop – In Program

1 Salem Square, Worcester, MA 01608

(508) 767-2505 EXT. 5500

Services: Childcare services are for families in crisis. Must be referred by another agency. Services available Monday–Friday, 9:00 AM – 1:00 PM

Domestic Violence Resources:

Day Break Resources for Women and Children

P.O. Box 3093, Worcester, MA 01613

(508) 755-9030

Services: The hotline offers court advocacy, information about support groups, individual short-term counseling, and connection with emergency centers

SafeLink Hotline

877-785-2020

Services: Access to emergency shelters statewide. Provides crisis prevention, safety planning, support, information and referrals to a variety of programs. 24-hour line response in English, Spanish and TTY. Has translation in 140 languages.

Worcester Police Department (WP,) WINN Program

(508) 799-8600

Services: Assistance for victims of Domestic Violence within the WPD.

Pathways for Change

588 Main Street, Worcester, MA 01608

1-800-870-5905 (English) or 1-800-233-5001 (Spanish)

Services: 24-hour hotline for those who have been sexually assaulted or know someone who has been sexually assaulted. Various support groups are available.

RCAP Solution's Safe Step Program

1-800-488-1969 EXT. 6772

Services: Transitional Housing and Case management for any women with children who are fleeing from Domestic Violence and meet eligibility criteria. Not for emergency placement.

Community Healthlink Victims Services

A Member of UMass Memorial Health Care

275 Belmont Street, Worcester, MA 01604

(508) 791-3261

Services: Various Therapeutic Programs for Victims of Domestic Violence are available.

New Hope, Inc.

91 Prescott Street, Worcester MA 01605

(508) 753-3146

Services: Offers services to individuals and families involved in domestic violence.

Spectrum's Prevention of Abuse and Violence through Education (P.A.V.E.) Program

585 Lincoln Street, Worcester, MA 01605

1-800-464-9555 EXT. 1156 or (508) 854-3320 EXT. 1156

Services: Offers a 40-week psycho-educational program designed for men who batter their partners.

Parent Support & New Parent/Pregnancy Programs:**American Red Cross**

2000 Century Drive, Worcester, MA 01606

(508) 595-3700

Services: programs for parents and child, including but not limited to adult infant and child CPR, adult infant and child first aid and baby sitting classes for children 10–13.

Baby Safe Haven

866-814-7233 **AKA** 866-814-SAFE

Services: If unable to keep child and wish to give child to a safe place. No questions asked and no criminal charges filed. Any fire station or hospital will take you child under the Baby Safe Haven Program.

Pleasant Street Baptist Church – Baby Boutique

165 Pleasant Street, Worcester, MA 01609

(508) 756-8754

Services: Distribution of baby clothing, shoes and other baby essentials.

Clearway Clinic

358 Shrewsbury Street, Suite C, Worcester, MA 01604

(508) 438-0144

Services: pregnancy tests, options counseling, abortion recovery, referral and resources, STI information, pre-Natal classes, parenting classes and more.

Edward M. Kennedy Community Health Center

19 Tacoma Street, Worcester, MA 01605

(508) 595-1115

Services: preventive care, routine checkups, immunizations, and management of acute and chronic illnesses. Patients have access to social service case management, psychological counseling, extended support services to people living with HIV, patient education and community prevention programs, and many more programs and services to serve our patients and communities.

Family Health Center – NEW Baby Café!

26 Queen Street, Worcester, MA 01610

(508) 762-5703

Services: A comfortable place to breast feed your child: Tuesdays, 1:30 **PM** – 3:30 **PM** and Fridays, 11:00 **AM** – 1:00 **PM**

Ascentria Care Alliance-Adoption Services

11 Shattuck Street, Worcester, MA 01605

(774) 243-3072

Services: Referral assistance for birth mothers looking into adoption options

MSPCC

108 Belmont Street Worcester, MA 01602
(508) 753-2967

Services: Clinical care, and prevention and intervention programs are available in order to promote child well being. Offers home visiting programs.

Parents Helping Parents (Parent Stress Line)

1-800-632-8188

Services: 24-hour free, confidential, and anonymous helpline for parents who need to talk about problems they're having with their children.

Pernet Family Health Services, Inc.

237 Millbury Street, Worcester, MA 01610
(508) 755-1228

Services: Family home visiting, pregnant and parenting support.

Problem Pregnancy

495 Pleasant Street, Worcester, MA 01609
(508) 507-8378

Services: Confidential pregnancy counseling and pregnancy testing, post-abortion counseling, pre and post natal care and free maternity and infant (up to size 12) clothing and baby equipment.

South Bay Early Childhood

548 Park Avenue, Suite B, Worcester, MA 01603
(774) 823-1500

Services: Early intervention, Play groups, Parenting classes, Baby class, Toddler Play Group and Mom Support Group.

Thom Worcester Area Early Intervention and Family Support

239 Mill Street, Suite B, Worcester, MA 01602
(508) 752-8466

Services: Screening for developmental problems, home visits, parent support groups, and play groups are available to families with children under the age of three.

Umass Memorial Medical Center and the Child Passenger Safety Coalition of Worcester County

55 N Lake Avenue, Worcester, MA 01655
(774) 443-8627

Services: Free child passenger safety care seat checks by certified safety technicians.

Visitation House, Inc.

119 Endicott Street, Worcester, MA 01610
(508) 798-8002

WCCC (Worcester Community Connections Coalition) Resource & Referral Center

484 Main Street, Suite 460 (4th floor) Worcester, MA 01608
(508) 796-1411

Services: Helps local families connect to community services. Various parent educational and support groups available.

Worcester Family Partnership

130 Leeds Street, Worcester, MA 01606
(508) 799-3136

Services: home visits, support groups, play groups for children, and parent workshops and family activities. For parents and their children ages 0–8.

Worcester Public Schools Head Start Programs for Homeless Expectant Mothers

770 Main Street, Worcester, MA 01608
(508) 799-3608 or (508) 799-3225

Services: Provides home visiting, resources, support and referrals for families that are currently homeless (including doubled up) and or families who may have recently found housing.

Women/Family Shelters:

Abby's House

52 High Street, Worcester, MA 01609
(508) 756-5486

Services: Housing and shelter services to women and children. In addition to housing, women and children will have support around domestic violence and other issues.

Emergency Assistance – Department of Transitional Assistance (DTA)

13 Sudbury Street, Worcester, MA 01609
1-800-249-2007

Website: <https://www.mass.gov/orgs/departement-of-transitional-assistance>

Services: Gives shelter and other emergency housing services to low-income families with children, and to pregnant women, to prevent homelessness

Youville House

133 Granite Street, Worcester, MA 01604
(508) 753-3084

Services: Shelter for homeless families with DHCD referral

Shepherd's Place

133 Paine Street, Worcester, MA 01605 OR
54 Queen Street, Worcester, MA 01610
(508) 757-5198

Services: Housing for single parent families, females only, age 18 or older with DHCD referral

Friendly House

87 Elm Street, Worcester, MA 01609

(508) 792-1799

Services: Shelter available for homeless families with DHCD referral

Interfaith Hospitality Network

114 Main Street, Worcester, MA 01608 OR

91 June Street, Worcester, MA 01602

(508) 798-6732

Services: Shelter available to homeless families with children. DHCD referral is NOT needed.

Homelessness Prevention Programs:

Central Massachusetts Housing Alliance (CMHA)

6 Institute Road, Worcester, MA 01609

(508) 752-5519

Fax: (508) 752-5009

Services: counseling on tenant and landlord rights and responsibilities, eviction procedures, code violations, and security deposit law.

Community Healthlink

72 Jaques Avenue, Worcester, MA 01610

(508) 860-1260

Services: emergency assessment and response to help the homeless and people at risk of homelessness.

Homeless Prevention Center – Catholic Charities

10 Hammond Street, Worcester, MA 01610

(508) 860-2250

Services: help with utility and rent payments, housing search assistance, a food pantry, referrals, and other prevention services.

State-wide Agencies

America Works

Website: <http://americaworks.com/>

America works is a specialized employment placing service, for people that are difficult to place, such as a felon. America works is only in a few states, but working to cover more of America. Visit the site to see which areas are covered.

Baby Safe Haven

(866) 814-7233 **AKA** (866) 814-SAFE

Services: The Safe Haven Act of Massachusetts (2004) allows a parent to legally surrender newborn infants 7 days old or younger at a hospital, police station, or manned fire station without facing criminal prosecution. The Safe Haven Act is an amendment to Chapter 119 of the Massachusetts General Laws, section 39½. The law becomes effective on October 29, 2004.

Terms

Newborn infant: A baby 7 days old or younger.

Voluntary placed, voluntary placement or voluntary abandonment: Voluntarily leaving the newborn infant with an appropriate person at a designated facility.

Designated Facility: Hospital (it is preferred that the newborns specifically be taken to an acute care hospital emergency department), police department or manned fire station; the locations stipulated by the Safe Haven Law.

Appropriate person: Someone at a designated facility who is able to ensure that the newborn infant is safe; for example, the triage person in a hospital emergency department or duty officer in a police station.

Notification: An immediate notice to be filed with the Department of Children and Families (DCF) on the voluntary surrender of the newborn infant.

Citizens Energy Heat Assistance Programs

88 Black Falcon Avenue, Suite 342, Boston, MA 02210

1-877-JOE-4-OIL

Website: <http://www.citizensenergy.com/assistance-programs>

Services: The Oil Heat Program offers free heating oil to people in financial need who can't afford to pay their heating bills. Each eligible household is allowed a one-time delivery per heating season of 100 gallons of home heating oil for free.

Eligibility: You are eligible if you have a financial hardship and need help paying your heating bills. There are no citizenship requirements. You do not need proof of immigration status.

How to Apply

Applicants must call 1-877-JOE-4-OIL (1-877-563-4645) to apply for the program.

1. Applications are not available online.
2. A customer service representative will take some preliminary information over the phone.
3. The applicant will receive an Income Verification Form by mail.
4. The applicant must fill in their income, sign and return this form.
5. For qualified applicants, a voucher for oil will be sent to their home. The customer is responsible for contacting their approved dealer and scheduling a delivery.
6. Our Program only approves a one time delivery of 100 gallons per household.

Community Service Agency

3057 Acushnet Avenue, New Bedford, MA 02745

(508) 990-0894

Website: <https://child-familyservices.org/community-service-agency-csa-intensive-care-coordination-icc/>

Services: facilitate access to, and ensure coordination of, care for youth with serious emotional disturbance (SED) who require or are already utilizing multiple services or are involved with multiple child-serving systems (e.g., child welfare, special education, juvenile justice, mental health) and their families.

Mental Health Clinic

1061 Pleasant Street, New Bedford, MA 02740

(508) 996-8572

- Adult Behavioral Health Services
- Child Behavioral Health Services

- School-Based Counseling Services
- Mixed Population
- Safe and Successful Youth Initiative (SSYI)

Child & Family Services | Fall River

66 Troy Street, Fall River, MA 02720 ([map](#))

(508) 676-5708

- Adoption Journeys
- Adoption Services
- Adult Behavioral Health Services
- Child Behavioral Health Services
- In-Home Therapy (IHT)
- Parent Mentor
- Therapeutic Mentoring (TM)
- Young Parent Support (services Fall River and New Bedford areas) (YPS)

Child & Family Services | North Street

543 North Street, New Bedford, MA 02740

(508) 996-3154 | (877) 996-3154

- Adult Behavioral Health Services
- Child Behavioral Health Services
- Community Based Acute Treatment (CBAT)
- Community Crisis Stabilization (CCS)
- Emergency Services (Crisis Center)

Child & Family Services | Cape Cod

100 Independence Drive, Unit 8 Hyannis, MA 02601

(508) 778-1839

- Adoption Journeys
- In-Home Therapy (IHT)
- Mental Health Services
- Parent Mentor
- Specialized Adoption Services
- Therapeutic Mentoring (TM)

Child & Family Services | Merrimack Valley

439 South Union Street, (Suite 203B) Lawrence, MA 01843

(978) 687-5852

- Adoption Journeys
- Adoption Services

Child & Family Services | Florence

P. O. Box 60006, 140 Pine Street, Suite 12, Florence, MA 01062

(413) 320-4680 | (800) 972-2734

- Adoption Journeys

Child & Family Services | Waltham

395 Totten Pond Road, Suite 204, Waltham, MA 02451

(781) 444-1042 | (800) 972-2734

- Adoption Journeys

Child & Family Services | Worcester

330 SW Cutoff, Suite 101, Worcester, MA 01604

(508) 459-2339 | (800) 972-2734

- Adoption Journeys

Consumer Credit Counseling Service of Southern New England

Boston, MA 02210

(866) 889-9347

Website: <https://www.moneymanagement.org/locations/massachusetts/boston>

Services: Receive foreclosure counseling and debt reduction from this non-profit. CCCS provides homeowners and people in debt with confidential financial counseling. Services offered to clients include assistance with budgeting and money management, mortgage delinquency, debt management programs, foreclosure and housing counseling, and consumer education.

Department of Mental Health

Central Office

25 Staniford Street, Boston, MA 02114

1-800-221-0053 - Information and Referral Line

TTY: (617) 727-9842

Email: dmhinfo@dmh.state.ma.us

Website: www.mass.gov/dm

Services: The Department of Mental Health, as the State Mental Health Authority, assures and provides access to services and supports to meet the mental health needs of individuals of all ages, enabling them to live, work and participate in their communities. The Department establishes standards to ensure effective and culturally competent care to promote recovery. The Department sets policy, promotes self-determination, protects human rights and supports mental health training and research. This critical mission is accomplished by working in partnership with other state agencies, individuals, families, providers and communities.

Department of Public Health (DPH)

Massachusetts Department of Public Health
250 Washington Street, Boston, MA 02108
(617) 624-6000
TTY/TDD: (617) 624-6001

Services: Dedicated to the health and well-being of Massachusetts citizens.

Department of Public Utilities

1-800-392-6066 / (617) 305-3500

Services: Provide lower rates for gas, electricity and telephone for low-income families. Prevent the shutoff of gas of senior households, a low-income family with an infant, someone with a serious illness, or a tenant with utilities included in the rent. Worcester Residents may contact their utility companies directly, or contact the Department of Public Utilities.

For more information visit their website: <http://www.mass.gov/eea/energy-utilities-clean-tech/electric-power/customer-rights-and-info/consumer-assistance/heating.html>

Department of Telecommunications and Cable

1000 Washington Street, Suite 820, Boston, MA 02118-6500
(617) 305-3580

Services: The Division is responsible for the enforcement of Massachusetts laws and regulations affecting residential customers of telecommunications and cable companies in Massachusetts. The mission of the Consumer Division is to protect consumers from unjust practices and to monitor the quality of service provided.

Department of Transitional Assistance

9 Walnut Street, Worcester, MA 01608
1-800-445-6604 / (508) 767-3100

Website: <http://www.mass.gov/eohhs/gov/departments/dta/>

300 Howard Street, Framingham, MA 01702
(508) 661-6600/1-877-382-2363
Monday–Friday, 7:30 AM – 5:00 PM

Massachusetts State Supplement Program (SSP)

SSI (Supplemental Security Income) is a federal program of the Social Security Administration that makes monthly payments to certain people who are age 65 or older, blind or disabled. Massachusetts adds more money to SSI payments for Massachusetts residents. This is called the State Supplement

Cash Assistance

Transitional Aid to Families with Dependent Children (TAFDC): Transitional Aid to Families with Dependent Children (TAFDC) is a government program that gives cash and health insurance to needy families with dependent children. It is a state and federally funded program which provides cash assistance to families with children

and pregnant women in the last 120 days of pregnancy, with little or no assets or income.

Requirements

- Have at least one dependent child under 18 or 19 (including teen parents) OR pregnant women with no children (the child is expected to be born within 120 days of the application).
- Must meet income and asset limits
- Be a U.S. citizen or a legal immigrant
- Live in Massachusetts.

Emergency Aid to Elders, Disabled and Children (EAEDC)

Emergency Aid to Elders, Disabled and Children (EAEDC) is a Massachusetts state-funded program that provides cash and medical assistance to needy families and individuals who are not receiving TAFDC, SSI, or other similar benefits.

Requirements

- Unable to work due to a physical or mental incapacity which has lasted or will last at least 60 days and meets the Department established medical standards for disability;
- Over 65 years old and waiting for Supplemental Security Income (SSI) payments to begin;
- Caring for a child living in the home and not related to the individual;
- Participating in a Massachusetts Rehabilitation Commission program; or
- Required to be in the home to care for an incapacitated individual who would have to be institutionalized if someone does not provide the care in the home.
- Meet income and asset limits.
- Be a U.S. citizen or a legal immigrant.

Department of Youth Services (DYS)

288 Lyman Street, Westborough, MA 01581

(617) 727-7575

dysinfodesk@massmail.state.ma.us

Services: As the juvenile justice agency for the Commonwealth of Massachusetts, the Department of Youth Services promotes positive change in the youth in our care and custody. Our mission is to make communities safer by improving the life outcomes for youth in our care. We achieve our mission through investing in highly qualified staff and a service continuum that engages youth, families and communities in strategies that support positive youth development.

Eliot Community Human Services

14 John Street, Worcester, MA 01609
 (508) 754-1127
 Eliot is a multi-service agency.

Ivy Child International

35 Beharrell Street, Unit 1265, Concord, MA 01742
 (508) 299-7905
info@ivychild.org
Website: <http://ivychild.org/>

Mental Health Provider

Services: Multicultural mindfulness-based programs offered through yoga, meditation and music. Offers health education and therapeutic care to children, youth, caregivers and health/medical providers. Individual and group assessments available. All programs are offered in various community centers.

Languages: Multilingual services available.

Payment: Accepts Mass Health and Harvard Pilgrim

LIHEAP

Website: <https://www.benefits.gov/benefits/benefit-details/1576>

The Massachusetts Low Income Home Energy Assistance Program (LIHEAP) (Fuel Assistance) provides eligible households with help in paying winter heating bills. The program pays benefits of fixed amounts based on household income. An additional benefit is available to eligible households having a high-energy burden. Local administering agencies determine household eligibility based on several factors including annualized income and the number of members in the household. The agency then will make payments towards the heating bills to the primary heat source vendor (oil, propane, wood or coal dealer, or gas or electric utility). Special provisions are made for those households whose heat is included in their rent and those living in subsidized housing.

In order to qualify for this benefit program, you must be a resident of the state of Massachusetts and you must need financial assistance for home energy costs.

In order to qualify, you must also have an annual household income (before taxes) that is below 60 percent of the State Median Income.

LUK, Inc.***Four Locations***

545 Westminster Street, Fitchburg, MA 01420

40 Southbridge Street, 4th floor, Worcester, MA 01608

99 Day Street, Fitchburg, MA 01420

251 Main Street, Webster, MA 01570

1-800-579-0000: contact number for all sites; (978) 345-0685 main office phone

Mental Health, Substance Abuse Services; Counseling

545 Westminster Street, Fitchburg, MA 01420

Monday–Friday, 8:30 AM – 5:30 PM

LUK Mentoring Program

Services: Free mentoring for youth between the ages of 6–17 in Central MA. Services available in English. Spanish translation is available.

LUK's one-to-one community-based and site-based programs serve youth ages 6–17 living in the 65 cities and towns of Central MA. Adult volunteer mentors meet with mentees for at least one hour per week for at least one year, provide support through friendship, and focus on improving mentees' social competencies, academic engagement and performance and preventing and decreasing offenses.

Mentors, youth, parent/guardians are all interviewed and information gathered helps determine who the mentor and youth will be paired with.

All volunteer mentors agree to a background check and attend training before they are matched with a youth.

Eligibility and additional information: Eligible youth are boys and girls ages 6–17.

The majority of youth involved in the LUK Mentoring Program are youth with a learning, emotional or behavioral disability. We also serve youth living in the foster care system. Any youth who would benefit by having additional adult support may be a part of the program. The program is provided free of cost.

SAVE Victim Services

Counseling, Crisis Intervention, Referrals, Information, Advocacy, Outreach, Education surrounding victim rights and the judicial system, phone counseling and support groups.

Support Groups

Group Types: Therapeutic support group and support group for parents/guardians of adolescents who are using or in recovery.

Services: Childcare and transportation is available for both programs. Stipends maybe provided when applicable.

Therapeutic support group helps those who have been impacted by an under the influence incident including, but not limited to, the loss of a loved one while the other support group is for those in recovery.

The other support group is for parents and guardians of adolescents who are using or in recovery.

Eligibility and Scheduling: Therapeutic support group is for anyone affected by someone operating under the influence incident. All ages encouraged to attend. Program is free. Meets on Tuesdays at 6:30 **PM** (at Southbridge location).

The other support group is for parents & guardians of adolescents who are using or are in recovery from substance abuse. Participation is based on a rolling admission. Program is at no cost to you. Date and times are based on location. Every Thursday, 6:00 **PM** – 7:00 **PM** (LUK Worcester office), every Wednesday, 6:00 **PM** – 7:00 **PM** (LUK Fitchburg office), every Wednesday, 6:00 **PM** – 7:00 **PM** (Lowell General Hospital)

Behavioral Health Clinic

Services: LUK Behavioral Health Clinic – Mental Health Services serves youth and families. With Family Counseling, Individual Therapy, Couples Counseling, Expressive Art Therapy, Group Counseling, Psychoeducation Groups, Psychological Evaluations, Medication Management, Psychiatric Consultation, Individual and Family Assessment and Parenting Assessment.

LUK Behavioral Health Clinic also helps with Substance Abuse. The Moving On Program – Uses the evidence-based Motivational Enhancement Therapy/ Cognitive Behavioral Therapy, an effective treatment of youth. CLYR (Continuous Learning for Youth in Recovery) – Using the evidence-based Adolescent Community Reinforcement Approach/Assertive Continuing Care, an effective home-based recovery support and treatment service for youth. CRAFT (Community Reinforcement and Family Training) – an evidence-based support group for parents of youth in recovery. In addition they provide Substance Abuse Evaluations and Outpatient substance abuse treatment.

Spanish & Portuguese capacity for some programs.

Central Massachusetts Child Trauma Center provides evidence-based trauma-focused treatments for youth ages 0–18 including Trauma Focused Cognitive Behavioral Therapy, Child Parent Psychotherapy, Attachment, Self-Regulation, and Competency Therapy, and Cognitive Behavioral Therapy for Trauma in Schools. They also do training in trauma-focused evidence-based treatment for youth ages 0–18 and training in trauma-informed services.

Children's Behavioral Health Initiative Services division provides In Home Therapy. An intensive therapy for a youth and family to treat the youth's behavioral health needs and assist the family as they support the youth in the home. Therapeutic Mentoring is also available and consists of 1:1 coaching and support for youth to learn social skills, and better ways to interact with other youth and adults. Finally In Home Behavioral Services assist youth and family with specific problem behaviors that get in the way of everyday life.

Victim Services operates the STEP Program, which provides therapeutic services, advocacy, and outreach for individuals (and their friends/families) who have been impacted by an under-the-influence accident.

Languages: Spanish, Cantonese, Thai, French, French Creole, and Polish capacity .

Payments: Accepts various insurances, including the following MassHealth products: MBHP, Neighborhood Health Plan, Beacon, Network Health, Fallon, Medicaid, Limited

Blue Cross/Blue Shield and Tufts, Children's Medical Security Plan. There is limited funding available for uninsured/underinsured for substance abuse treatment. Private pay with sliding fee scale available. CLYR Program is grant funded through DPH and SAMHSA.

The Victims Services is free for individuals who have been impacted by an under-the-influence accident.

Transitional Living Program (TLP)

TLP is available for young people between the age of 16 and 21 who are homeless or at risk of homelessness. Services include case management, job-skill training, legal service and linkages with GED/high school courses.

Maternity Group Home

Maternity Group Home is available for pregnant and parenting young people between the ages of 16–21 throughout Worcester County who are homeless or at risk of homelessness. Services include case management, linkages with high school/ GED/ Continuing educational services, job skill training, housing applications etc. Basic Center Program provides Emergency shelter for youth under 18 years old. Services include transportation to shelter, access to health care, public schools, counseling, meals, case management etc.

Mass 211

Dial 211

Email: info@mass211.org

Hours: Monday–Friday, 8:00 AM – 8:00 PM

Services: Free statewide confidential information and referral help line

Mass 2-1-1 is an easy to remember telephone number that connects callers to information about critical health and human services available in their community. It serves as a resource for finding government benefits and services, nonprofit organizations, support groups, volunteer opportunities, donation programs, and other local resources. Always a confidential call, Mass 2-1-1 maintains the integrity of the 9-1-1 system saving that vital community resource for life and death emergencies. It is available 24 hours a day, 7 days a week, and is an easy way to find or give help in your community.

Massachusetts Substance Abuse Information and Education Helpline

c/o Health Resources in Action

95 Berkeley Street, Suite 208, Boston, MA 02116

1-800-327-5050

Email: helpline@hria.org

Fax: (617) 292-5085

Services: provides free and confidential information and referrals for alcohol and other drug abuse problems and related concerns.

The Helpline is committed to linking consumers with comprehensive, accurate, and current information about treatment and prevention services throughout

Massachusetts. Services are available Monday – Friday, 8:00 **AM** – 10:00 **PM** and on Saturday and Sunday, 9:00 **AM** – 5:00 **PM**. Language interpreters are always available.

MassGrant

Massachusetts Department of Higher Education – Office of Student Financial Assistance

454 Broadway, Suite 200, Revere, MA 02151
(617) 391-6070

Email: osfa@osfa.mass.edu

The MASSGrant program provides need-based financial assistance to undergraduate students who reside in Massachusetts and who are enrolled in and pursuing a program of higher education in any approved public or independent college, university, school of nursing or any other approved institution furnishing a program of higher education.

Eligibility: In order to be eligible for MassGrant you must fit the following criteria:

1. Have an Expected Family Contribution (EFC) between \$0–\$5081.
2. Be a permanent legal resident of Massachusetts.
3. Be a United States citizen or eligible noncitizen.
4. Be enrolled full time (at least 12 credits or its equivalent).
5. Be enrolled in a certificate, associate or bachelors degree program.
6. Not have received a prior bachelors degree or its equivalent.
7. Be in compliance with Selective Service Registration requirements.
8. Be eligible for Title IV financial aid, not be in default of any Federal or State loan or owe a refund on any previously received financial aid.
9. Demonstrate financial aid need as determined by the Federal Methodology need analysis criteria.
10. Be maintaining satisfactory academic progress in accordance with institutional and federal standards.

How to Apply: The first step, like many of the other grant programs, is to fill out the FAFSA. You must submit your FAFSA application before to May 1st to be considered for MassGrant.

MassHealth Transportation Program

1-800-841-2900

Services: MassHealth members who need non-emergency transportation to and from medical appointments may be eligible for free transportation services. Eligible members who use public transportation can get reimbursement for their transportation expenses. Eligible members who need dial-a-ride services can get van or taxi service free of charge.

Your health care provider must fill out a Prescription for Transportation (PT-1) authorizing your need for transportation services. Your health care provider can fill out the PT-1 online, or send or fax a paper form. The form must be submitted by someone who is authorized to prescribe medications. For urgent requests, your health care provider can call MassHealth for verbal authorization.

For urgent requests your health care provider should call MassHealth at 1-800-841-2900 and ask for a verbal PT-1 authorization. Your provider must follow up by submitting an online or paper PT-1.

MassHealth will process your request within five days.

Mass Legal Help

Website: <http://www.masslegalhelp.org/>

MassLegalHelp.org is one of three statewide websites that make up the Massachusetts Legal Websites Project. The project is a collaborative effort of the civil legal aid community of Massachusetts. We are funded by Massachusetts Legal Assistance Corporation.

Other websites included in this project are:

- [MassLegalServices.org](http://www.masslegalservices.org) offers resources about legal issues facing lower income Massachusetts residents to advocates and social service professionals; and
- support to other legal services programs across the state with their websites.

The mission of MassLegalHelp.org is to improve access to justice for low income and disadvantaged persons through innovative use of the Web. We are working to connect, support, and educate advocates and the general public. The content of the website is written by people within the legal services community.

Mass Rehab Commission

359 Main Street, Worcester, MA 01608

(508) 754-1757

Website: <https://www.mass.gov/orgs/massachusetts-rehabilitation-commission>

Services: MRC's Vocational Rehabilitation Program assists individuals with disabilities to obtain and maintain employment. This includes work evaluation and adjustment services, assessment of technology, such as customized computer programs for persons with physical or sensory disabilities, job counseling services, and medical and therapeutic services.

It also works with employers to open more opportunities for its clients, educating the employers about the benefits of a diverse work environment. The Vocational Rehabilitation Program is mandated and regulated by the federal government while being administered through state government.

Eligibility: Service is available to persons suffering from a disability. A referral is required along with an MRC Orientation, which is held every Wednesday at 10:00 **AM** in their conference room.

MassSAVE

1-866-527-7283

Website: <http://www.masssave.com/>

Services: MassSAVE offers energy tips and information about free home energy assessments, energy-saving products, and loans, rebates, and other incentives for energy-saving home improvements.

Mass Resources

Website: www.massresources.org

Free online resource for MA residents in need of housing, food, healthcare, and other basic services

NAMI Mass Compass

The Schrafft Center, 529 Main Street, Suite 1M17, Boston, MA 02129

(617) 580-8541

The NAMI Mass Compass is operated by peers and family members who have dealt with these issues first hand. Navigators are available to answer a wide range of questions and refer to NAMI support & education programs and other community resources

National Grid and NSTAR

1-800-322-3223

1-866-315-2496

Fuel Assistance

Services: These two programs serve primarily residential customers. To be eligible you must have a balance of at least \$300 that has been past due for more than 60 days. If you previously participated in this program you are eligible. When calling please make sure you are the customer on record and qualify for public assistance. Finally the service must be active. If you have any questions about your eligibility or any of the critics listed above please call their number and ask about arrearage programs.

Parents Helping Parents

108 Water Street, Watertown, MA 02472

(508) 852-4239

1-800-632-8188, 24 hours a day hotline

Support Groups

Group Types: Hotline and in support group.

Services: Support for parents and guardians who may feel frustrated or isolated in their parental role. Parent support and share experiences and get support and encouragement from other parents. Support group services given in English only. Hotline services are available in any language. Hotline is for parents who may not be able to go to in person support group or need emergency support.

Eligibility and Scheduling: For parents feeling frustrated, overwhelmed, anxious, or isolated in their role as a parent or guardian.

Pell Grants

Website: <http://studentaid.ed.gov/contact#call>

1-800-433-3243

A Federal Pell Grant, unlike a loan, does not have to be repaid. Federal Pell Grants usually are awarded only to undergraduate students who have not earned a bachelor's or a professional degree.

The amount you get depends on your family's economic situation as well as the tuition costs, if you are full-time or part time and if you will be attending school the whole year.

Eligibility: Certain eligibility limitations apply for former offenders. To receive this grant you must demonstrate significant financial need.

How to apply: There is no direct application process for a Pell Grant; every student is considered after completing and submitting the Free Application for Federal Student Aid, or FAFSA.

Professional Women's Group (PWG)

Services: Offers women ongoing support as they successfully transition into the workforce, build thriving careers and prosper in the mainstream workplace. Once a woman joins the PWG she is a member for life, able to attend meetings at any affiliate throughout the world, and can benefit from additional employment retention and mentoring programs.

Website: <http://www.dressforsuccess.org/>

SafeLink Hotline

P.O. Box 180019, Boston, MA 02118

(617) 521-0100, **FAX:** (617) 521-0105

(877) 785-2020; TTY number: (877) 521-2601

Email: info@casamyrna.org

Services: 24-hour hotline for crisis intervention, safety planning, support, information, and referrals to emergency shelters.

SafeLink is the Massachusetts statewide 24/7 toll-free domestic violence hotline operated by Casa Myrna. SafeLink Hotline advocates are multilingual, and have access to a translation service that can provide translation in more than 130 languages. All calls to SafeLink are free, confidential and anonymous.

SafeLink is a resource for anyone affected by domestic violence. Each call is answered by a trained advocate who provides non-judgmental support, assistance with safety planning and information on appropriate resources. SafeLink's state-of-the-art technology allows the advocate answering your call to keep you on the line while you are being connected to a shelter program in your area. This allows callers who are in danger to get help with a single call, rather than having to make numerous calls to different shelter programs across the state. It is OK to call SafeLink if you just need to talk about your situation – you do not need to be looking for a shelter space.

Salvation Army

Multiple locations, see regional listings

Services: provides services to working poor and low income that include utility, heating bill assistance, access to free food from local pantries, or rent and housing payment assistance. There are also free school supplies, Christmas baskets and meals, prescription expense assistance, and Thanksgiving baskets in Essex County. Learn more on prescription medication programs.

Several other services are offered by the Salvation Army to Essex County families. They revolve around guidance and case management. The working poor, senior citizens, and low income can receive information on self-sufficiency type services, which can include job training, applications for government benefits, and support in overcoming a financial hardship. Read Salvation Army assistance Essex County.

Service Areas: Salem and Lawrence

Samaritans

41 West Street, 4th floor, Boston, MA 02111

(617) 536-2460

The Worcester SafePlace Group

Services: This program runs a peer led support group for survivors of suicide. Grief counseling is also available. The meetings are sponsored by the Samaritans and provide an atmosphere of acceptance, space to share each person's story at their own pace and support around coping with their loss.

Contact: Debbie DiMasi Director of Grief Support Services (617) 674-5237

Hours: First & 3rd Tuesday of every month, 7:00 PM – 8:30 PM

Eligibility: Anyone who has experienced suicide loss or survivors of suicide is invited to attend.

Spectrum Health Systems, Inc.

176 Main Street, Southbridge, MA 01550

(508) 765-5940 EXT. 5201

Website: <http://www.spectrumhealthsystems.org/>

Services: Spectrum has a few locations and its network provides a range of services from primary care to outpatient services, including counseling and medication-assisted treatment, at clinics located across the state. In addition, Spectrum offers affordable drug-free housing and peer recovery support services for adults at varying stages of recovery. Spectrum's full range of services presents individuals with mental health and substance abuse disorders the opportunity to transition to less intensive treatment modalities as their recovery progresses.

They provide acute treatment, residential treatment, clinical stabilization services, transitional support services, outpatient counseling, peer recovery support, opiate treatment, as well as drier alcohol education and services for women and children. Other locations and services:

Outpatient Services

200 East Main Street, Milford, MA 01757

(508) 634-1877 EXT. 3102, Intake: (508) 854-3320 EXT. 1161

Services: Substance abuse treatment, Detoxification, Methadone Maintenance, Methadone Detoxification, Buprenorphine Services

Outpatient Services

585 Lincoln Street, Worcester, MA 01605
(508) 854-3320, Intake: (508) 854-3320 **EXT.** 1161

Services: Substance abuse treatment, Detoxification, Methadone Maintenance, Methadone Detoxification

Outpatient Services

105 Merrick Street, Worcester, MA 01609
(508) 797-6100

Intake: 1-800-464-9555 **EXT.** 1161

Services: Substance abuse treatment, Methadone Maintenance, Buprenorphine Services

Prevention of Abuse and Violence through Education (P.A.V.E.) Program

585 Lincoln Street, Worcester, MA 01605
1-800-464-9555 or (508) 854-3320 **EXT.** 1156

Services: Spectrum's Prevention of Abuse and Violence through Education (P.A.V.E.) program is a 40-week psycho-educational program designed for men who batter their partners. The program helps clients recognize violent and controlling behaviors, take responsibility for their actions, and learn non-violent ways to resolve conflict with others. Clients are required to attend forty 2-hour group sessions. Intervention may also require referrals to develop a sober and drug free lifestyle, obtain employment training or acquire parenting skills.

Primary Care

154-155 Oak Street, Westborough, MA 01581
(508) 898-1570 **EXT.** 2100, Intake: 1-800-366-7732

Services: Detoxification, Methadone Maintenance, Methadone Detoxification

Transitional Support Services

154 Oak Street, Westborough, MA 01581
(508) 898-1570 **EXT.** 2197

Services: Substance abuse treatment, Methadone Maintenance, Halfway house, Buprenorphine Services

United Way

Contact 211 for services and support from United Way.

Website: <https://mass211.org/>

USDA Free Summer Meal Program

145 Border Street, Boston, MA 02128
Project Bread: 1-800-645-8333 or (617) 723-5000

Services: With the help of our community partners and policy makers, we promote the Summer Food Service Program to help ensure that no child is hungry when school is out

In 2013, over 50,000 students in Massachusetts enjoyed healthy meals at one of nearly 900 sites. And summer meal programs do more than just provide children with a healthy meal. They are also paired with enriching activities that keep kids active and safe: physical activity, arts, and educational lessons—giving them the boost in health and energy and the leg up they need as before returning to school in September. Program is run through Project Bread.

TASC Test Prep

Website: <http://www.tasctest.com/practice-items-for-test-takers.html>

Ged Prep Classes. Massachusetts introduced the HiSET exam for the state's High School Equivalency Testing Program to replace the GED®, and listed on this page are all Massachusetts HiSET classes in and around Springfield where you can find assistance to become all set for the new HiSET exam. The HiSET, just like the (General Education Development) examination is developed for people who don't have a high school diploma.

The certificate that you attain when you pass the Massachusetts HiSET (High School Equivalency Test) is all over America recognized as the equivalency to a regular high school diploma by virtually all government institutions, hiring managers and universities. The HiSET test examines general knowledge that students learn in high school, and topics covered in HiSET preparation classes are the subject areas of the five tests: literacy reading, literacy writing, math, science, and social studies. Visit <http://mycareertools.com/massachusetts/> for details.

Agencies by Region

The Berkshires

Adams

Northern Berkshire Adult Basic Education Program

375 Church Street, North Adams, MA 01207

(413) 662-5330 / (413) 662-5310

Website: <http://www.mcla.edu/Academics/continuing-education/adultbasiceducationprogram/index>

The Northern Berkshire Adult Basic Education Program (NBABE) has been based at Massachusetts College of Liberal Arts for over 30 years. In that time it has continuously helped many area adult learners achieve their academic goals. That is the continuing mission of the program. All classes are free and funded by the Massachusetts Department of Elementary & Secondary Education; Adult and Community Learning Services.

Description of Classes

The program offers classes in Basic Skills, HISET Test preparation, College and Career Readiness, Bridge to College and English for Speakers of Other Languages. Students must be at least 16 years old and officially withdrawn from school. The academic year consists of 32 weeks of classes from September through May, though students can enroll at any time.

How to Enroll

Contact the Coordinator to schedule an enrollment meeting. At this meeting, students complete the enrollment form, establish academic goals and take a brief placement test.

Contact: Dale Rich, Clinic Coordinator dale@amherstsurvival.org

Community Store

Hours: 11:00 AM – 3:00 PM; Closed Wednesday and Sunday

Contact: Susan Cox, Community Store Coordinator, can be reached via email at susan@amherstsurvival.org.

Community Store Basic Information:

- Inventory consists of donated goods from people and businesses in the community,
- Participants can come in every day the store is open and select one bag's worth of items for free. Bag is provided.
- Participants can make requests for specific items in the Request Log. They'll be matched with the items if and when they are donated.

Great Barrington**Berkshire Community College**

343 Main Street, Great Barrington, MA 01230
(413) 528-4521

Project Link

343 Main Street, Great Barrington, MA 01230
(413) 236-2175

Construct, Inc

41 Mahaiwe Street, Great Barrington, MA 01230
(413) 528-1985

Parent Child Home Program

940 Main Street, Great Barrington, MA 01230
(413) 717-6260

It is open to Southern Berkshire County families.

South Berkshire Educational Collaborative***Searles Middle School***

79 Bridge Street, Great Barrington, MA 01230
(413) 528-6263

Lee**Literacy Network of Southern Berkshire (Lee Library)**

100 Main Street, Lee, MA 01238
(413) 243-0471

North Adams

Massachusetts College of Liberal Arts Free Library

NBABA offers the free Career Pathways Program or qualifying North Adams residents who sign up the High School Equivalency Completion Program. Vouchers are available to compensate testing fees, and one-on-one career coaching, college readiness and employment training are also offered. The new program is funded by the city of North Adams.

North Adams Career Center (BerkshireWorks)

37 Main Street, North Adams, MA 01247
(413) 663-1111

North Berkshire Ad. Basic Education

375 Church Street, North Adams, MA 01247
(413) 662-5314

Parenting the Positive Discipline Way and Raising a Thinking Child

Child Care of the Berkshires, Inc., Haskins Community Center

210 State Street, P.O. Box 172, North Adams, MA 01247
(413) 663-6593 OR (508) 664-4821

This program is for families with pre-school age children.

Website: <http://ccberkshire.org/support/>

Pittsfield

Berkshire Community College

1350 West Street, Pittsfield, MA 01201
(413) 499-4660

Helen Berube Teen Parent Program

290 South Street, Pittsfield, MA 01202
(413) 443-2530

This is an educational program for pregnant and parenting teens that offers day care on site.

Neighborhood Health Center

510 North Street, Suite 1, Pittsfield, MA 01201
(413) 447-2351

Website: <http://chpberkshires.org/medical/336-2/>

Services: Evaluation and Treatment, Ongoing care for medical problems, Comprehensive care for chronic conditions, Referrals for specialty care and mental health care, patient and parent education, Same day sick visits, and After-hours coverage by a local physician.

Remarks: Community Health, Rural Area, Permanent Clinic, Year-Round, Full-Time (open 50 hours per week)

Pittsfield Adult Learning Center

141 North Street, Pittsfield, MA 01201
(413) 499-9530

Pittsfield Public Schools

10 Lyman Street, Pittsfield, MA 01201
(413) 499-9530

Pittsfield Career Center (BerkshireWorks)

160 North Street, Pittsfield, MA 01201
(413) 499-2220 x 145

Williamstown**Milne Public Library***Northern Berkshire Adult Basic Education*

1095 Main Street, Williamstown, MA 01267
(413) 458-5369

Child Care of the Berkshires, Inc.*Haskins Community Center*

210 State Street, P. O. Box 172, North Adams, MA 01247
(413) 663-6593

Website: <https://ccberkshire.org/>

Parent Child Home Program

Parent Child Home Program is a home based early literacy, school readiness program serving families challenged by poverty, low education levels, language barriers and other obstacles to school success. Parent Child Home Program prepares children to succeed in school and is proven to prevent high school dropouts.

Services:

- Two, half-hour home visits per week by a trained home visitor.
- Free quality books and toys
- Family events and gatherings

Effectiveness/Benefits:

- Parents and children play and read together.
Children are ready to learn when they enter kindergarten.
- PCHP graduates achieve above the norm scores in standardized tests.
- PCHP graduates achieve scores in several areas, including math and reading, which are higher than similar children who did not participate in PCHP.
- PCHP graduates complete high school at a higher rate than similar children who did not participate in PCHP.

- PCHP parents learn to teach through play and talking. They strengthen and enhance their bonds with their children.
- PCHP parents develop skills that continue through formal education.

Eligibility Criteria:

- Parent Child Home Program serves families challenged by poverty, low education, language and other barriers. PCHP also serves Family Child Care Providers.

The Cape and the Islands

Buzzards Bay

Odonata Psychotherapy and Retreat Center

3229 Cranberry Highway, Buzzards Bay, MA 02532

774-247-4939

Services: Odonata Psychotherapy provides both individual and group therapy for a variety of concerns depending on the needs of each client.

Harwich Port

Child & Family Services

Lower Cape Cod Outreach Office

466 Main Street (Route 28), Harwich Port, MA 02646

(800) 576-9444

Child & Family Services | Plymouth

202 South Meadow Unit 5B Plymouth, MA 02360

(800) 469-9888

Hyannis

Barnstable Housing Authority

146 South Street, Hyannis, MA 02601

(508) 771-7222

Housing authorities provide decent and affordable housing in a safe and secure living environment for low and moderate income residents. Oftentimes they provide section 8 housing choice vouchers for those that qualify for low income housing. Most every housing authority that provides vouchers currently has multi year waiting lists. Housing authorities also provide low income public housing options that also often have multi year waiting lists.

Housing Assistance Corporation Hyannis

460 West Main Street, Hyannis, MA 02601

(508) 771-5400

HAC offers a continuum of housing services and solutions that evolve with the changing needs of the community.

HAC provides emergency shelter and homelessness prevention assistance for individuals and families; Administration of the largest housing subsidy in our region; Family self-sufficiency and employment services.

HAC educates, trains and counsels with HAC's consumer education department; weatherizes and conducts energy rehabs for low-income and market-rate properties; develops affordable housing for seniors, families and individuals; and provides an opportunity to become a homeowner with a full-service nonprofit real estate office. We serve people of all ages, races, ethnicity and income levels.

Noah Shelter – Homeless Shelter for Men and Women

77 Winter Street, Hyannis, MA 02601

(508) 778-5255

NOAH is a 55-bed emergency homeless shelter for male and female individuals who can prove Cape Cod residency for at least 6 months (off-Cape or pregnant get 1 night only). Policies must be adhered to, including being clean and sober (random breathalyzers & urine tests are administered), and surrendering cell phones, meds, & lighters upon entry. Guests line up at 4:00 pm, receive a bed and meal, and must be out at 7:30 am. Various specialists and meetings are on site, including housing, employment, health, NA and AA, Recovery, Day Center, and more.

Transitional Housing Assistance Hyannis

77 High School Road Extension, Hyannis, MA 02601

(508) 862-6600

Eligibility requirements vary from one program to another. Some programs only accept homeless women and their children. Other programs accept homeless families headed by men or women. Some limit the age of the children. Most do not require a referral from the Department of Transitional Assistance (DTA). Some programs charge a fee equal to 30% of income. Families with current substance abuse problems are not allowed. Call for more details and to be admitted to the transitional housing programs.

Central

Athol

Clinical and Support Options - Satellite

491 Main Street, Athol, MA 01331

(978) 249-9490

Substance Abuse

Services: Clinical and Support Options offers substance abuse treatment that includes psychotherapy and counseling for depression and other mood disorders, anxiety, adjustment disorders, trauma, behavioral problems, identity issues, family and relationship conflicts, substance abuse and ways to manage the stress of everyday living. There are driver alcohol education classes (DAE) and DUI second offender aftercare treatment. Clinical and Support options also offers Early Recovery groups for substance abuse treatment focused on relapse prevention and harm reduction and the START intensive outpatient treatment program aids those in the early phases of sobriety and recovery from substance abuse.

Eligibility: For MBHP clients only.

Charlton

Bay Path Regional Vocational Technical High School

57 Old Muggett Hill Road, Charlton, MA 01507

(508) 248-5971 EXT. 1714 OR EXT. 1715

Adult Evening Classes

Services: This adult technical school offers a wide range of courses that include cooking, business and finance, entertainment, computer technology, health and fitness and a number of other interests. These classes are non-credit courses and are usually not graded. At the end of the course you will receive a certificate of attendance and completion.

Registration: You choose to register either online, by phone, by mail, in person or by fax. There is a registration fee of \$5, per person, per semester. Registration is open to individuals 18. The program does run a first come, first serve basis so if you interested in any of the classes please register early.

Schedule: Spring semester runs January 2–June 13. Office hours are as follows:

Monday–Thursday, 8:00 AM – 3:00 PM and Friday, 8:00 AM – 3:00 PM.

Summer semester runs June 16–August 22. Office hours are as follows: Monday–

Friday, 8:00 AM – 2:00 PM.

Additional information: More information of schedules, access the registration form and additional information on services offered is available here: http://www.baypath.tec.ma.us/pdf/ns_catalogue.pdf

Clinton

Clinton Adult Learning Center

150 School Street, Clinton, MA 01510
(978) 365-4226

GED and ESL Classes

Services: GED Preparation: Monday and Wednesday, 6:00 **PM**–9:00 **PM**; Evening ESOL classes: Monday and Wednesday, 6:00 **PM**–9:00 **PM**; Morning ESOL classes: Tuesday and Thursday, 9:00 **AM**–12:00 **PM**. Child care is offered in the evening only.

Registration: Call for registration information.

Dudley

Tri-Valley, Inc.

10 Mill Street, Dudley, MA 01571
(508) 949-6640

Fitchburg

Community Legal Aid

405 Main Street, 4th floor, Worcester, MA 01608
800-649-3718

76 Summer Street, Fitchburg, MA 01420

Services: Offers legal advice and representation to clients with domestic violence, divorces, child custody, mental health and disability issues, denied benefits, welfare and public benefits as well as housing discrimination.

Fitchburg Community Health Center

326 Nichols Road, Fitchburg, MA 01420
Medical: (978) 878-8100
Dental: (978) 878-8420

Hours: Monday and Friday, 8:00 **AM**–5:00 **PM**; Tuesday–Thursday, 8:00 **AM**–7:30 **PM**;
Saturday, 9:00 **AM**–1:00 **PM**

Fitchburg Comprehensive Treatment Center

155 Airport Road, Fitchburg, MA 01420
(978) 627-4182

Fitchburg Housing Authority

50 Day Street, Fitchburg, MA 01420
(978) 342-5222

Fitchburg Learning Center, McKay Campus School

67 Rindge Road, Fitchburg, MA 01420
(978) 665-3433

Services: Morning ABE, Pre-ASE and ASE Classes, Evening ESOL classes

GVNA Community Services

53 Lunenburg Street, Fitchburg, MA 01420
(978) 345-3050

Food Pantry: Wednesdays, 1:00 PM – 3:00 PM

Highland Baptist Church

19 Cedar Street, Fitchburg MA 01420
(978) 342-9646

Food Pantry: 2nd & 4th Saturdays of each month, 9:00 AM – 11:00 AM

Leona E. Fleming Food Pantry Fitchburg/Leominster CAC

62 Normandy Road, Fitchburg, MA 01420
(978) 342-8617

Food Pantry: Monday and Thursday, 9:00 AM – 2:00 PM; Tuesday, 11:30 AM – 4:30 PM; Wednesday, 8:30 AM – 4:30 PM; Friday, 8:30 AM – 3:00 PM

Literacy Volunteers of the Montachusett Area- Fitchburg Public Library

610 Main Street, Fitchburg, MA 01420
(978) 829-1783

Trained volunteer tutoring and to empower adults for whom English is a second language. Individual tutoring in basic literacy and English.

Montachusett Opportunity Council: Fitchburg Community Connections Coalition

76 Summer Street, Suite 210, Fitchburg, MA 01420
(978) 829-0163

Montachusett Home Care Corporation (MHCC)

Our mission is to assist elders and disabled persons to remain safely in their own homes through the provision of in-home and community based services designed to prevent unnecessary nursing home placement.

Our Father's House

53 Lunenburg Street, Fitchburg, MA 01420
(978) 345-2256 | (978) 345-3050

Emergency/ Transitional Shelter for men and women over 18

Permanent Housing for Homeless Men in Recovery

4 Leighton Street, Fitchburg, MA 01420
(978) 400-5284

Transitional Housing for Women in Recovery (Elizabeth House)

76 Mechanic Street, Fitchburg, MA 01420
(978) 343-5724

Veteran Homestead Hospice, Gardner

Corporate Office:

69 High Street, Fitchburg, MA 01420

(978) 353-0234

Support services and housing, Fitchburg

Work, Inc.

18 Mill Street, Fitchburg, MA 01420

(978) 342-0337

Gardner**GAAMHA Inc. – Pathway House**

171 Graham Street, Gardner, MA 01440

(978) 632-4574

Substance Abuse

Services: Pathway house is a six month residential treatment program that provides treatment and recovery from substance abuse for males aged 21 years and older.

Participants are required to gain full-time employment and contribute to the cost of their care on a sliding scale fee. Some of the services offered by Pathway House are: A.W.O.L 12-Step group, one-on-one counseling, didactic group, individualized treatment goals, daily living skills training, interpersonal relationships training, Family Day program, as well as participation in outside AA/NA meetings.

Eligibility: Any sober, drug free adult male substance abuser 21 years of age or older, in need of a structured program of recovery.

Gardner Career Center

25 Main Street, Gardner, MA 01440

(978) 632-5050

Website: www.unemploymentoffice.us

Gardner Community Action Committee

294 Pleasant Street, Gardner, MA 01440

(978) 632-8700

Website: <http://www.gardner-cac.org>

Office Hours: Monday–Thursday, 8:30–4:30 PM; Friday, 8:30 AM – 4:00 PM

Clothing Closet

Office Hours: Monday–Thursday, 8:30 AM – 4:30 PM; Friday, 8:30 AM – 4:00 PM

(978) 632-8700

Emergency Funds

Provides families and individuals in crisis assistance with emergency needs such as first months rent, one month's rent to prevent eviction, utility bills with a termination notice and medical prescriptions. Assistance is provided while funds are available.

Through this program families and individuals have access to comprehensive case management, advocacy and budget counseling.

Fellowship Table Program

Provides a free nutritious weekly meal at the United Methodist Church, 161 Chestnut Street, Gardner, MA, every Thursday served at 5:00 **PM**. Transportation to and from the meal site is available at four different locations beginning at 4:15 **PM**. The meal site is handicap accessible with ample parking and follows the public school schedule.

Provides families and individuals in crisis assistance with emergency needs such as first months rent, one month's rent to prevent eviction, utility bills with a termination notice and medical prescriptions. Assistance is provided while funds are available. Through this program families and individuals have access to comprehensive case management, advocacy and budget counseling.

Food Distribution Program once a month

Office Hours: Monday–Thursday, 8:40 **AM** – 4:30 **PM**, Friday, 8:30 **AM** – 4:00 **PM**

Food pantry Hours: Monday–Friday, 9:00 **AM** – 12:00 **PM**

Fuel Assistance Program

The CAC is a seasonal satellite office for the Fuel Assistance Program. A representative from Fuel Assistance arrives weekly, while the program is in effect, to accept applications and answer questions regarding the program. Appointment must be made through the Fuel Assistance Agency prior to your visit.

Medical Transportation Program

Provides medical transportation to the elderly and handicap to medical appointments outside of Gardner, extending as far as Worcester. This program runs Monday through Friday with the earliest pick-up time being 8:30 **AM** and the van returned to Gardner by 4:30 **PM**. Please note that this program books up very quickly, therefore appointments need to be scheduled ahead of time. For the transportation we ask for a donation, this amount varies upon where the appointment is located.

Gardner MWCC Adult Learning Center

444 Green Street, Room 56A, Gardner, MA 01440
(978) 630-9259

Greater Gardner Community Health Center

175 Connors Street, Gardner, MA 01440
Medical: (978) 410-6100
Dental Service: (978) 410-6100

GVNA HealthCare, Inc.

34 Pearly Lane, Gardner, MA 01440

(978) 632-1230

1-800-382-7305

GVNA HealthCare, Inc. is a not-for-profit home healthcare agency dedicated to providing quality care to the community, regardless of their ability to pay. We believe that ALL people have the right to the best healthcare possible, whatever their circumstances, and that they deserve to receive that care in the comfort and security of their homes whenever possible

Heywood Family Medicine

266 Main Street, Gardner, MA 01440

(978) 630-5030

Heywood Hospital

242 Green Street, Gardner, MA 01440

(978) 632-3420

Heywood Rehab Center

69 Pearson Boulevard #3368, Gardner, MA 01440

(978) 630-6900

North Central Human Services

P.O. Box 449 Gardner, MA 01440

(978) 632-9400

Services: This center offers substance abuse treatment and Buprenorphine services.

Payments: Payment forms including self payment, medicaid, medicare, state insurance (other than medicaid), private health insurance, and military insurance are accepted.

**Regional Adult Education Center
(Mount Wachusett Community College)**

444 Green Street, Gardner, MA 01440

(978) 632-6600

Grafton**Grafton Job Corps**

100 Pine Street, N. Grafton, MA 01536

(508) 887-7300

Website: <https://grafton.jobcorps.gov/>

Services: This is a residential educational and job training program in North Grafton, MA. It helps young people ages 16–24 improve the quality of their lives through vocational and academic training. Job Corps uses a career development training approach which integrates the teaching of academic, vocational, employment skills

and social competencies through a combination of classroom, practical and based learning experiences to prepare youth for stable, long-term, high-paying jobs.

Registration: Job Corps is an open enrollment, year-round, education/vocational training program and registration is on-going throughout the year. Job Corps is free for eligible applicants.

Eligibility: At risk youth between the ages of 16–24.

Hours: Please call (508) 887-7300 for more information on the hours.

Payment: Free of cost

*To apply for unemployment insurance, go to Workforce Central at 44 Front Street, 6th floor, Worcester, MA 01608, or call (508) 799-1600. You can also call the TeleClaim center at 1-877-626-6800.

Career Training

Services: Grafton Job Corps provides career technical training in several vocational trades. Job Corps is committed to the development of green job training.

Outreach & Admissions Office

61 Harvard Street, 2nd floor, Worcester, MA 01609

(508) 890-1999

Contact: In Worcester, call Dave Tirendi at (508) 890-1999. Those interested can also call the Grafton center at (508) 887-7398 and ask for Kristy.

Services: GED, drivers' education and vocational training for youth (ages 16–24). Program is Monday–Friday, 8:00 **AM** – 4:00 **PM** and is mostly residential with a smaller commuter component for young parents.

Leicester

Hope House, Inc.

1601 Main Street, Leicester, MA 01524

(508) 892-1010 / Intake: (508) 892-1061

Substance Abuse

Services: Hope House offers substance abuse treatment while also providing emergency housing. Buprenorphine services are also available.

Leominster

Allencrest Academic Learning Center

24 Church Street, Leominster, MA 01453

(978) 534-7799

The Allencrest Academic Learning Center is an after school tutoring center located in the Allencrest Apartment Complex in Leominster. The Leominster Public School has students from the high school, Sky View Middle School and Southeast elementary school attending the center. Students in grades K–12 receive afterschool tutoring Monday–Thursday, 2:30 **PM** – 5:00 **PM**

Boys and Girls Club of Fitchburg and Leominster

365 Lindell Avenue, Leominster, MA 01453
 Juniors (ages 8–12) and Teen Programs (ages 13–18)

Catholic Charities, Leominster Office

(Also serves Fitchburg, Gardner area)
 196 Mechanic Street, Leominster, MA 01453
 (978) 840-0696

Website: www.ccworce.org

Hours: Monday – Friday, 8:30 AM – 4:00 PM

Community Healthlink, Inc.

17 Orchard Street, Leominster, MA 01453
 (978) 537-3109/ Intake: (617) 661-3991

Leominster Adult Learning Center

110 Erdman Way, Leominster, MA 01453
 (978) 534-1563
 Evening ABE, Pre-ASE, and ASE classes

Leominster Career Center/ Employment Links, Inc.

100 Erdman Way, Leominster, MA 01453
 (978) 534-1481

Leominster Community Health Center

14 Manning Avenue, Leominster, MA 01453
 Medical: (978) 847-0110
 Dental Service: (978) 847-0110

Leominster Spanish American Center

112 Spruce Street, Leominster, MA 01453
 (978) 534-3145
 Basement of SAC Office

Hours: Monday and Wednesday–Friday, 9:00 AM – 1:00 PM

Services: Free English Classes every Saturday Morning, 9:00 AM – 12:00 PM (noon)

North Central Career Centers

Leominster Career Center/ Employment Links, Inc.
 100 Erdman Way, Leominster, MA 01453
 (978) 534-1481

Website: www.ccncm.com

Millbury

South Middlesex Opportunity Council-Rhodes to Recovery

5 Rhodes Street, Millbury, MA 01527

(508) 581-7821

Eligibility: Any woman who is over the age of eighteen years of age with a desire for living a drug free lifestyle may voluntarily enter the Rhodes House Program. This program also accepts section 35 referrals.

Services: Rhodes House is a social model recovery home dedicated to providing a safe, stable, and nurturing environment to women in recovery. Primarily funded through the Department of Public Health, the program serves a broad cross-section of the community, including those that have a long history of homelessness. Rhodes House provides treatment and case management services for up to 27 women. Comprehensive services include: individual service planning, group education, skill development, 12-Step fellowship, vocational training, employment search and housing placement. Case managers provide advocacy and for medical, dental, mental health and legal issues that the client may have. The program supports a comprehensive approach to independent living and economic self-sufficiency.

Northborough

Center For Recovery

300 West main Street, Northborough, MA 01532

(508) 713-4672

Specialties: Substance abuse recovery, sexual addiction, eating disorders

Princeton

McLean Center at Fernside

162 Mountain Road Princeton, MA 01541

1-800-906-9531 Intake: (978) 464-2141

Services: The program offers concurrent treatment for addiction and other psychiatric disorders, such as depression and anxiety. Guided by the exceptional clinical care and innovative addiction research at McLean Hospital, the McLean Center at Fernside aims to help adults recover from addiction, maintain abstinence, and gain the insight and skills needed for a full recovery and a life free from drugs and alcohol.

The program offers expert individualized treatment and rehabilitation that includes comprehensive diagnostic evaluation and on-going treatment by an addiction psychiatrist with five-day-a-week availability, along with individual and evidenced-based group therapies, including cognitive-behavioral therapy (CBT), dialectical behavior therapy (DBT), and acceptance and commitment therapy (ACT) provided by highly trained clinicians.

Their comprehensive mind and body rehabilitation program includes yoga, mindfulness, individualized fitness programs, general health education, and expressive art and music therapies. Collaboration with referring providers, family education and support, and extensive aftercare planning are also included in the overall addiction treatment plan.

Rutland

Integrated Treatment Unit

P.O. Box 219, Rutland, MA 01543

(508) 886-4746 Intake: (508) 886-4746 EXT. 322

Services: Integrated Treatment Unit is a treatment center in Rutland, Massachusetts that focuses on mental health and substance abuse services by providing substance abuse treatment services. The programs offered are designed for persons with mental and substance abuse disorders, persons with HIV/ AIDS, gays and lesbians, adolescents, and criminal justice clients. When selecting a facility consider their target populations; the better the fit, the better the results. They provide residential long term treatment.

Payments: Payment forms including self payment, medicaid, medicare, and private health insurance are accepted.

Shrewsbury

India Society of Worcester Free Health Stop

152 W. Main Street, Shrewsbury, MA 01545

(508) 842-3737

Website: <http://www.worcesterfreeclinics.org/india-society-of-worcester.html>

Free Health Clinic

Services: Physical exams, well visits, sick visits, health insurance assistance, dental services on 1st Wednesday of month

Hours: Wednesdays 6:00 PM – 8:00 PM

Accepts: Insured, underinsured, uninsured

Language: English.

Southbridge

Harrington Memorial Hospital-Recovery Services George B Wells Center

29 Pine Street, Southbridge MA 01550

(508) 753-2967 / Intake: (508) 765-9167 EXT. 4222

Substance Abuse

Services: Harrington Memorial Hospital offers substance abuse treatment and Buprenorphine Services. Part of the services they offer are customized initial diagnostic evaluations and treatment recommendations, individual and group

therapy, couples and family therapy, dual diagnosis (mental issues coupled with substance abuse), intensive outpatient services, anger management, and Suboxone Treatment Program.

Healthy Families Parent Support Group is for parents who are enrolled in MSPCC Healthy Families Program.

Worcester

Abby's House

52 High Street, Worcester, MA 01609

(508) 756-5486

Website: http://www.abbyshouse.org/thrift_shop

Abby's House Thrift Store

Services: The Abby's House Thrift Store provides clothing, accessories, home -goods, and bargain-priced cosmetics to the community.

Hours: Monday – Thursday, 10:00 AM – 3:00 PM, Fridays 10:00 AM – 2:00 PM, and Saturdays 10:00 AM – 1:00 PM. The store is closed on holidays.

ACE – African Community Education

#355 Denholm Building 484 Main Street Worcester, MA 01608

(508) 459-2284

Mentoring for Empowerment and Exchange

Contact: Mentor Coordinator

mentor@acechildren.org

Services: One to one mentoring for African immigrant youth grades 5th–12th. English and various African languages spoken.

African Community Education Mentoring for Empowerment and Exchange (ACE MEE) works with African immigrant youth, grades 5–12, who are part of the ACE Community. The youth meet with their mentors on Saturdays, for a year. The mentors work with the mentees to help them reach their academic and career goals, as well as, give guidance for day to day issues through activities and consistent conversation. Our model is site-based and 1:1 mentoring. Registration and additional information: Service is free. Services are made available for children and young adults currently enrolled in the ACE program.

For more information about the youth we serve or about how to become part of the program: www.acechildren.org

AdCare Hospital – Worcester

107 Lincoln Street, Worcester, MA 01605

(508) 453-3053 / (508) 799-9000, Intake: 1-800-345-3552 EXT. 4300

Substance Abuse

Services: Substance abuse treatment, Detoxification, Methadone Detoxification, Buprenorphine Services. There is outpatient and inpatient care.

Advocates, Inc. – Linda Fay Griffin House

15 Northampton Street, Worcester, MA 01605
(508) 755-8990 / Intake: (508) 755-8990 EXT. 0

1881 Worcester Road, Framingham, MA 01701
(508) 628-6300 / 24-hour Crisis Support 1(800) 640-5432

Website: <http://www.advocates.org/>

Substance Abuse

Services: Substance abuse treatment, Halfway house.

Over all, Advocates, Inc. partners with people with disabilities, elders, and those with other challenges to overcome personal obstacles and societal barriers so that they can obtain and keep homes, engage in work and other meaningful activities, and sustain satisfying relationships. Advocates, Inc. services include but are not limited to substance abuse treatment, deaf services, elder services.

Part of their substance abuse treatments is the Drug Court Programs. Under this umbrella there are three substance abuse programs: First Offender Driver Alcohol Education (DAE), Second Offender Aftercare(SOA) and Ayer Drug Court Program. DAE is an alternative sentencing program. SOA continues the treatment efforts for those convicted of their second driving-under-the-influence offense (must have completed the Second Offender 14-Day Residential Program for Driving Under the Influence of Liquor (DUIL)).The Ayer Drug Court Program is a post-adjudication outpatient program; eligible participants can enter the program at various stages of case processing, including arraignment, pre-trial hearing and violation of probation hearings. In addition to these three programs, Advocates, Inc. offers outpatient services and group therapy.

Eligibility and Payments: Eligibility varies by program and services.

For Ayer Drug Court the program is 52 weeks, including four phases of treatment and is intended for Male and female non-violent adult offenders, who reside within the court's jurisdiction, are assessed as having an alcohol and/or other drug (AOD) problem and have no prior record of violent offense.

Each participant entering the program has a legal disposition that includes the potential for incarceration or a defined house of correction (county correctional institution) sentence that has been suspended.

SOA is intended for individuals convicted of driving under the influence for a second time. Individuals may choose this option as an alternative to at least 30 days incarceration. Referrals will be made by the Adjudicating Courts as well as the DUIL Program as part of their aftercare support. Completion of this program is one of several requirements that an individual must fulfill in order to be considered for a hardship driver's license from the Registry of Motor Vehicles.

DAE is intended for individuals convicted of driving under the influence for the first time and who choose this option as an alternative to losing their license or possible incarceration. Referrals are generally made by the adjudicating district court;

however, if the client is under 21, the Registry of Motor Vehicles may mandate the participant's participation. For outpatient care:

Psychiatric Emergency Services (PES) are available to any individual of any age who is in need of emergency mental health and substance abuse services, regardless of insurance or capacity to self-pay. There is no charge to the individual from Advocates for this service.

Advocates Community Counseling (ACC) contracts with most major insurances. To find out if we are in your network, please contact your insurance company or our office. If you do not have insurance, a sliding scale fee schedule is available for outpatient services.

Please contact us at (508) 661-2020 for medication evaluation or group therapy rates.

African Community Education Program

#355 Denholm Building 484 Main Street Worcester, MA 01608
(508) 459-2284

Services: mentoring for African immigrant youth in grades 5–12.

AIDS Project Worcester

85 Green Street, Worcester, MA 01604
(508) 755-3773 EXT. 16

Website: www.aidsprojectworcester.org

All services are for clients only.

Food Pantry

Services: They run a food pantry to their customers on Tuesdays from 9:00 AM – 4:00 PM

Support Groups

Services: Support groups for those living with HIV/AIDS, for Gay, Bisexual and Transgendered individuals and their families/friends.

Group Types: Latino Support Group, HIV support group for Gay men, Women's Group, NEW Horizon Transgender Group, The Empowerment Group, Women's HIV Support Group

Hours: To find out about the dates and times of these groups, must call (508) 755-3773. Transportation or childcare not available.

Eligibility: Clients living with HIV/AIDS, Gay, Bisexual and Transgender individuals their parents, families and friends

Akwaaba Free Health Clinic at New England Ghanaian SDA Church

67 Vernon Street, Worcester, MA 01610
(508) 425-4142

Website: <http://www.worcesterfreeclinics.org/akwaaba.html>

Free Health Clinic

Services: The Akwwaba Free Health Clinic provides physical exams, well visits, sick visits, blood sugar and cholesterol testing, women's health visits, and anonymous HIV testing, among other services. The clinic offers health insurance assistance.

Hours: Thursdays, 6:00 PM – 8:00 PM

Accepts: Uninsured only.

Payments: Free/no fee.

Languages Spoken: English.

American Red Cross

2000 Century Drive, Worcester, MA 01606

(508) 595-3700

Veterans and Their Families

Services: Services available for active duty members. This program offers coping with deployment counseling sessions. Emergency communications during family crisis and health and safety career training opportunities. Limited scholarships available. Also helps veterans come in contact with resources that may be useful to them.

Health Care Training

2000 Century Drive, Worcester, MA 01609

(508) 595-3700 / (978) 537-3339

Nurse Assistant and Home Health Aide Training programs

Services: Provides information and skills that will enable students to provide quality care for residents in nursing homes, for clients at home and patients in hospitals. In addition to the hands on skills such as bathing and bed making, the program focuses on providing concerned individualized care that adheres to the five principles of care: Safety, Privacy, Dignity, Communication and Independence. Students benefit from small classes, with caring, well-trained teachers. They receive hands-on experience as they learn in realistic clinical settings.

Hours: A combined 4-week (day classes) or 7-week (evening classes) Nurse Assistant and Home Health Aide Training Program. The program is 126 hours and includes a CPR for the Professional Rescuer – Health Care Provider training.

Day Session 4 weeks: Monday – Friday, 8:30 AM – 3:30 PM, Clinical Day hours: 40 Hour Week

Evening Session 7 weeks: Monday – Thursday, 5:30 PM – 9:30 PM, Clinical Day hours: 40 Hour Week

Eligibility

1. Must be 16 years of age.
2. Must attend an orientation and pass the Assessment Exam.
3. Present a copy of a current negative TB or Chest x-ray.
4. A physical within the current year with no restrictions to lifting or bending.

5. Present current photo ID – Drivers License, Passport, or state issued ID card.
6. A background check must be completed as a pre-condition to participate in the NAT/HHA program.

Payments: A \$625 enrollment fee is required to hold your place in class. Full payment is due 7 days prior to the start of class.

Apogee Mental Health

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

The Apogee Mental Health Clinic

Services: provides outpatient counseling for adults. You must be 21 years and over to be eligible for the services. They provide group therapy, but do not do home visits.

Payment: Apogee Mental Health accepts various insurances, however it does not accept members of Mass Health or Network Health.

Arbour Counseling Services

411 Chandler Street Worcester, MA 01602
(508) 799-0688

Mental Health

Services: Arbour Counseling Services serves the community with outpatient counseling for adults and children. There are psychiatrists on staff and two Nurse Practitioners. There are psychiatric Assessments available for ongoing clients. Se habla español.

Payment: This clinic does take Mass Health and Fallon but does not accept Cigna, certain forms of Aetna and certain forms of Blue Cross.

Substance Abuse

Services: Arbour Counseling offers a variety of services including substance abuse treatment. Under substance abuse treatment, Arbour house offers outpatient service. These adult programs aim to give participants a heightened level of self-awareness about their addiction, solid relapse prevention skills and a variety of coping skills to help them become more independent, self-caring, and functioning adults in recovery. Outpatient services include psychosocial evaluation, monitoring and treatment; behavioral assessment, treatment and recovery planning; group and individual counseling on substance abuse topics; aftercare and discharge planning and family therapy when necessary. Staff includes a physician specializing in substance recovery available to patients if needed, as well as a nurse practitioner who specializes in addiction treatment. Suboxone services are also available.

Assumption College

500 Salisbury Street, Worcester, MA 01609
(508) 767-7000

Continuing and Career Education

Services: Offers a wide range of bachelor's and associate degrees at affordable prices. Also have a number of certificate and non-credit programs. They offer a range of programs including online, blended and accelerated programs. The application is available online.

Schedule: Please visit the website to view the program dates and deadlines.

Payment: Financial aid is available.

Website: <http://www.assumption.edu/>

Attachment Institute of New England

21 Cedar Street, 2nd floor, Worcester, MA 01609
(508) 799-2663

Website: www.attachmentnewengland.org

Mental Health Provider

Services: Specialized services for children with attachment disorders, trauma histories, PTSD and ADHD. Offers pre and post adoption counseling. Therapeutic groups. Staff are EMDR Level II trained.

Payments: The Attachment Institute of New England will help families get reimbursement for services from insurance companies. Some insurance agencies pay at least partial reimbursements, and some, including MassHealth, will cover costs, with preauthorization. Clients must pay at the time of the visit.

Autism Parents Support Group

365 Plantation Street, Suite 100, Worcester, MA 01605

Services: Come share your experiences and relate with other parents.

Contact: Kelly Hurlay (508) 320-0314

Hours: 2nd Tuesday of the month 7:00 PM – 9:00 PM

Eligibility: Parents of children with autism.

Automated Office Systems/Medical

Services: Enables students to secure employment in a variety of secretarial and clerical positions with emphasis on the medical field. Courses include: Navigating Computers and General Office Equipment, Internet Basics, Microsoft Word, Excel, Keyboarding, Office Procedures and Communications, Medisoft, Medical Terminology, Medical Billing and Coding, and Medical Transcription. Internships, job development and placement and follow-up services all help to ensure students' success.

The 15-week AOS Program is licensed by the Massachusetts Department of Elementary and Secondary Education.

Website: <http://tra-inc.org/worcester-location>

Bar None-Dismas House

P.O. Box 30125, Worcester, MA 01603

cmdismashouse@aol.com

(508) 799-9389

Services: The BAR None program offers legal assistance to citizens with criminal records by addressing civil matters that hinder successful reintegration into the local community. Legal assistance is provided free of charge.

This program addresses this need by assisting clients directly with representation, either by the advocate, or by matching clients with volunteer attorneys to handle issues most commonly encountered by recently re-entered individuals. Referrals to the program are made by local re-entry service providers in partnership with Dismas House to ensure on-site legal support. All assistance is provided free of charge.

BAR None director and attorneys (10–15 mentors and attorneys) will assist with the following legal issues:

- Suspended driver's license
- Credit issues
- Child support issues
- Child custody/visitation issues
- Disability
- Sealing of criminal record

BAR None will provide:

1. Community outreach for referrals from the network of shelters, housing providers and correctional agencies.
2. Recruitment and management of volunteer attorneys to represent former offenders
3. Project management team under the direction of the Dismas Staff Attorney and co-executive director to ensure goals are met and progress is tracked.
4. Project coordination under Dismas Staff Attorney to manage client referrals and intakes for representation on either brief or full case representation
5. Management of a pool of pro-bono attorneys dedicated to resolving unmet needs for this population and matching clients to pro bono attorneys
6. Provide malpractice insurance at no cost to volunteer attorneys
7. Refer only cases that have been screened for eligibility and legal merit
8. Refer cases to attorneys based on their expressed areas of interest
9. Take volunteers' schedules and other time commitments into account

10. Supply backup support, case materials, access to interpreters/translators, and other service providers.
11. Provide administrative assistance such as photo copying to attorneys.
12. Assist attorneys with the Limited Assistance Representation process.

Becker College

61 Sever Street, Worcester, MA 01609
(508) 373-9500

Weller Academic Center

Services: Bachelor's and associate degrees. Certificate courses offered. Accelerated and professional studies are available.

Payments: Financial aid is available.

Website: <https://www.becker.edu/admissions/financial-aid>

Behavioral Healthcare Services

198 Russell Street, Worcester, MA 01609
(508) 756-8003 (x2 for new clients) or (508) 753-5554 (for Psychiatric care)

Services: Behavioral Healthcare Services provides individuals and families with counseling. Children must be ages 4 and up. They also provide physical and sexual abuse evaluations, in addition to medication management and group work. There is a Psychiatrist on staff. This psychiatrist is bilingual and also speaks Arabic.

Payments: Almost all major insurances accepted based on therapist. Mass Health is accepted.

Belmont A.M.E. Zion Church

55 Illinois Street, Worcester, MA 01610
(508) 754-4539
Rev. Clyde D. Talley

Support Groups

Groups Types: Yes We Care After-School Program and a financial literacy program.

Services: Support group for those who wish to gain financial literacy(English only). No childcare or transportation available. Yes We Care After-School Program provides academic and homework support to the parents and their children. Only for children between 1st grade and 6th grade. Eligibility and scheduling: This is open to all families and individuals seeking help in dealing with debt and living debt-free.

Look for scheduled days/times at: daveramsey.com or call the church and ask for Rev. Clyde D. Talley.

Big Brother's Big Sisters of Central

Mass/MetroWest, Inc.

484 Main Street, Suite 360, Worcester, MA 01608

(508) 752-7868

Email: mentor@bbbscm.org

Website: <http://www.bbbscm.org>

Services: Mentoring for boys ages 6–13 and girls ages 6–12.

Provides programs specializing in mentoring services to children at risk. Children are paired with a volunteer in their area with similar interests, and every volunteer is checked for background information to make sure they are the right match for a child.

Registration and additional Information: Boys ages 6–13 and girls ages 6–12 are able to register. English and Spanish spoken. No income guidelines used to determine eligibility.

Service Area: Acton, Ashland, Auburn, Boxborough, Boylston, Charlton, Dover, Dudley, Framingham, Grafton, Holden, Holliston, Hopkinton, Hudson, Leicester, Marlborough, Maynard, Millbury, Natick, Northborough, Northbridge, Oxford, Paxton, Princeton, Rutland, Sherborn, Shrewsbury, Southborough, Southbridge, Spencer, Sterling, Stow, Sturbridge, Sudbury, Sutton, Wayland, Webster, West Boylston, Westborough, Worcester.

Boys and Girls Club of Worcester

65 Tainter Street, Worcester, MA 01610

(508) 753-3377

32 Great Brook Valley Avenue, Worcester, MA 01605

(508) 852-7620

Services: Mission is to help youth, especially those who need us most, develop the qualities needed to become responsible citizens and community leaders, through caring professional staff who forge relationships with our youth members and influence their ability to succeed in life. Provides after school programs covering academic work, healthy eating, art skills, community outreach, leadership, mentoring programs, and other support services.

Kids Café: The Boys & Girls Club is dedicated to positively influencing our youth's lives. While our many programs serve several purposes, one of those purposes is to promote healthy living. Some families who send their children to the Boys & Girls Club struggle to put healthy food on the table each night. Two nights a week during the school year members and their families are invited to enjoy a nutritious prepared meal right here in our Kids Café. Each meal is nutritionally sound, and is geared toward kids' likes.

It's a lot of work to put on a meal for 200 people, and that's why we need so many helping hands in our Kids Café. From teenage volunteers to companies and organizations, volunteers offer their time and skill as they do everything from set tables, to cook and serve meals.

Bridge of Central MA, The

4 Mann Street, Worcester, MA 01602

(508) 755-0333

Contact: Laura Fanswork, Program Director

Support Groups

Group Types: Safe Home and PFLAG.

Services: Safe Homes GLBTQ (Gay, Lesbian, Bisexual, Transgender, Questioning & Straight allies youth support group & drop-in center for youth ages 14–23.

Transportation not available.

PFLAG is a support group for parents, family and friends of the LGBT community (18+).

Eligibility and Schedule: Third Wednesday of each month from, 7:00 **PM** – 9:00 **PM**, drop-in setting, no cost, no sign up, for GLBTQ youth ages 14–23 (ages 18+)

Carty Cupboard

114 Main Street, Worcester, MA 01608

(508) 799-4191

Food Pantry – Carty Cupboard

Services: Food distribution on the 2nd and last Mondays of the month, 6:00 **PM** – 7:00 **PM**, Wednesdays, 1:00 **PM** – 3:00 **PM** and Fridays, 10:00 **AM** – Noon.

Catholic Charities

10 Hammond Street, Worcester, MA 01610

(508) 798-0191

GED Classes

Contact: Joanne Chester, (508) 860-2228

Services: GED classes for homeless, recently homeless and at risk individuals from September – June, Monday – Thursday, 8:30 **AM** – 2:30 **PM**

There is on-site childcare. Transportation is offered yet limited. Computer Instruction also available. These courses are intended for those ages 16 and up. Must contact Joanne Chester (508) 860-2215.

Citizenship Classes

Contact: Bob Cronin at (508) 860-2228

Services: 4 hours per week: \$30 fee includes all materials. Held during the day & evening, Tues. & Thurs., 6:00 **PM** – 8:00 **PM**, Wed. & Fri. 9:00 **AM** – 10:00 **AM**

Registration: Registration is free, walk in or call for an appointment. Call (508) 860-2228 for the citizenship classes and (508) 860-2215 for the GED. Agency follows the Worcester Public Schools schedule. Enter any time. Works with people on their level. Registration is ongoing.

Food Pantry

(508) 860-2237

Services: Food distribution Monday – Friday, 11:30 AM – 2:30 PM

Cedar Street Family Clinic

340 Main Street, Suite 775, Worcester, MA 01608

(508) 752-1331

Services: They provide counseling to individuals, couples and families, the children must be older than five years old. They also provide home-based counseling and medication management. This program also offers psychological testing, medication evaluations. There is a psychiatrist that can prescribe medication monthly. Group counseling is also available.

The Cesar Street Family Clinic also provides a Men's Group, which should be starting in April. Please call them for more information.

Payment: Accepts, Mass Health (all types), Fallon, Blue Cross /Blue Shield, United, Harvard/Pilgrim, Tufts, Beacon Health Strategies, Nhbd. Health Plan.

Center for Human Development

(Formerly Child and Family Service)

55 Cedar Street, Worcester, MA 01609

(508) 753-1260

Website: www.chd.org

Call 1-844-CHD-HELP or (413) 737-1426 **EXT.** 135 or **EXT.** 151 for new intakes between 9:00 AM – 4:00 PM.

Services: The Center for Human Development provides patients with counseling for adults, children and families, children must be 3 or older. Home visits are available. They will help clients with substance abuse evaluations and counseling. In addition they run a domestic violence group. An Early Intervention Program for developmentally delayed children under 3 years old is also available.

There is a Vietnamese speaking clinician available. In addition to Russian and Spanish interpreters.

Payments: There is no sliding fee schedule at this clinic. Mass Health is accepted along with Mass Behavioral Health Plan and the Children's Medical Security Plan.

Center for Living & Working, Inc.

484 Main Street, Suite 345, Worcester, MA 01608

(508) 788-0350

TTY: (508) 755-1003

VP: (508) 762-1164

Contact: Krista Rancourt, (508) 762-1165 (video phone)

Transition to Adulthood Program (TAP)

Services: Preparing disabled youth to transition to the community and have greater independence. Services are available in English yet, interpreters can be provided if needed for certain languages.

Through this MRC state-funded program CLW provides IL services to Chapter 766 eligible youth to prepare them for transition to adult services. Participants are between the ages 14–22 and may have a significant disability of any type. The goal of the TAP Program is to prepare youth with all disabilities, including physical, cognitive, sensory or emotional limitations, for their transition to the community and greater independence through the adult human services system.

Eligibility and additional information: This is a free service program. All youth between the ages of 14–22 who have a significant disability of any type are eligible. For additional information please visit us at: www.centerlw.org

Support Groups

Types of Groups: In addition to the Transition to Adulthood Program, the Center for Living & Working, Inc. also has a support group for deaf parents called Dead Parenting Group.

Services: Support group for deaf and hard of hearing parents at no cost. Transportation and childcare is available if requested ahead of time.

Eligibility and Scheduling: Must be a deaf or hard of hearing parent. Must call for dates of program.

Central Massachusetts Housing Alliance

6 Institute Road, Worcester, MA 01609

(508) 752-5519

Fax: (508) 752-5009

Services: counseling on tenant and landlord rights and responsibilities, eviction procedures, code violations, and security deposit law.

Homeless Prevention Center

Services: Families receive emergency assistance, food and help with budgeting skills to prevent homelessness, while others find useable, wearable clothing at the Catholic Charities boutique.

Parents and children find emergency shelter and transitional services at Catholic Charities Youville House and at the Little Brown House through Catholic Charities partnership with St. Mary's Parish.

Central Massachusetts Recovery Learning Community Kiva Center

209 Shrewsbury Street, Worcester MA 01604

(508) 751-9600 / FAX: (508) 751-9601

info@centralmassrlc.org

Services: Offers peer-support groups. Meetings are frequently straight-up Peer Support: people coming together to discuss experiences, challenges, symptoms or whatever else comes to mind. Other meetings approach recovery through other channels, helping peers with any aspect of life from Aromatherapy to Zen. Examples include Computer Literacy, Creative Writing, Yoga and more.

These meetings help peers with extreme emotional/mental experiences on many levels. They give us a reason to get out of bed when we're having a hard time doing

so, and a place to go when we need one. They ground us in the “here and now” and give us new ways with which to express ourselves by engaging us in creative activities (drumming, writing, knitting, etc). Most importantly, they provide a network of emotional support, simply by bringing us together.

The RLC holds meetings in locations all throughout Central Massachusetts, in hospitals, community centers, book stores, churches--any place that has opened its space for use of the community.

Our physical home, sometimes referred to as our Resource Connection Center, also hosts numerous meetings throughout the week.

KIVA Center

91 Stafford Street, Worcester, MA 01603
(508) 751-9600

Support Groups

Group Types: Various peer support and learning groups for adults with mental health conditions: Healthy Living, Wellness Wednesday, recovery story, coffee hour, and more.

Services: Services are available in English, Spanish and Portuguese. Childcare and transportation is not available. The support groups are for adults with mental health conditions.

Eligibility and Scheduling: Must be 18 or older and with mental health experience (a mental health condition). Must call for time and date of programs.

South Asian Center

484 Main Street, Suite 400, Worcester, MA 01608

Southeast Asian Teen Support and Youth Effect

Services: This program runs an after school program for teens in the community.

Contact: Andrew Le, (508) 791-4373

Hours: After School for youth Monday – Friday, 2:00 PM – 6:00 PM

Eligibility/Payment: In order to participate in this program you must be between the ages of 13–19 years old. This program is free of charge.

Centro Las Americas

11 Sycamore Street, Worcester, MA 01608
(508) 798-1900 EXT. 221

ESL Classes

Services: ESL Classes

Food Pantry

(508) 798-1900, EXT. 237

Services: Food distribution on Wednesdays, Thursdays, and Fridays 9:00 AM – 12:00 PM

Centro Las Americas – Great Brook Valley Pantry

176 Tacoma Street, Worcester, MA 01605
(774) 823-3722

Food Pantry

Services: Food distribution Wednesday – Friday, 1:30 PM – 4:30 PM

Channing House (Advocates)

21 Catherine Street, Worcester, MA 01605
(508) 755-8088

Hours: 24 hours a day, every day of the year

Transitional Housing Programs

Services: The Channing House is a half-way house that focuses on the habilitation of clients with substance abuse and mental health issues. They offer long term and short term treatment.

Visit <http://treatment-facilities.findthebest.com/1/16931/Channing-House> for more information.

Substance Abuse

Services: Channing House is a treatment center in Worcester, Massachusetts that focuses on mental health and substance abuse services by providing substance abuse treatment and halfway house services. The programs offered are designed for men and DUI / DWI offenders.

Payment forms including self payment are accepted.

Child Care Resources

799 W. Boylston Street, Worcester, MA 01606
(508) 856-7930

Hours: Mondays, Tuesdays, Thursdays and Fridays, 7:00 AM – 4:30 PM;
Wednesdays, 7:00 AM – 6:00 PM

Services: The Child Care Resources (CCR) Program at Seven Hills provides resource and referral services to assist families in locating affordable, quality child care programs, and to:

- Ensure families have access to high quality information, resources and referrals to meet their child care needs.
- Educate families on the cost, quality and availability of early education and out of school time care.
- Promote provider development and support, with ongoing access to training and technical assistance.

Children's Friend

20 Cedar Street, Worcester, MA 01609

(508) 753-5425

Intake Dept.: (508) 753-5425 (SKG 8-10), (SKG 11-12), (DBT)

(508) 856-7373, (School Age Mothers)

(508) 753-5425, Karen Ludington, Johanna Sagarin (Garrison House)

(508) 753-5425, Debbie Giza (Adoption parent group)

Services: Our clients are children and families whose lives have been affected by difficulties including abuse, neglect, family instability, death, substance abuse, and mental, emotional and physical problems. We help them through the provision of the highest quality of services designed to meet the mental and emotional needs of children and strengthen families. Children's Friend provides:

- high-level professional mental health services
- adoption and related services
- training and education, including parenting skills that enable young parents to nurture their children appropriately
- early childhood education
- grief support
- These services are provided through our four major programs:
- The Carriage House, A Center for Grieving Children and Families
- The Ellsworth Child and Family Counseling Center
- Adoption and Family Services
- School Age Mothers (SAM) Program

Support Groups

Group Types: Social Skills Group for 8–10-year-olds, Social Skills Group for 11–12-year-olds, DBT (dialectical behavior therapy) groups, School Age Mothers, Carriage House (grief support group), Adoption parent group

Services: All services provided in English only. Transportation not available for any of the programs except Age Mothers program. Mothers in the School Age Mothers program must obtain a bus pass.

Social skills group for children ages 8–10. Must call for meeting times and dates.

No transportation or childcare available. Social Skills group for children ages 11–12.

Must call for meeting times and dates. No transportation or childcare available.

Adoptive Parent Group does not have specific meeting times. It is based on interest.

Eligibility: Varies by program. Most programs are age specific. Social skills groups are for kids 8–10 or 11–12, while School Age Mothers program is for pregnant and young mother registered in the Worcester Public Schools.

Carriage house is for children ages 3–18 while Adoption parent group is for any adoptive parent or caregiver.

City Clerk

City Hall, Room 206, 455 Main Street, Worcester, MA 01608

(508) 799-1121, Fax: (508) 799-1194

Email: clerk@worcesterma.gov

Hours: Monday, 8:45 AM – 5:00 PM; Tuesday–Friday, 8:45 AM – 4:15 PM

Services: Birth Certificates, Marriage Licenses, Voter Registration

The City Clerk is elected by the City Council and is the keeper of the City records entrusted to his care. The Clerk, when requested, attests to the validity of City records. These include records of birth, marriage, death, residency, ordinances, City Council actions, voter and business registration and many others.

In addition, the City Clerk acts as the Clerk of the City Council by preparing the agendas for their meetings and those of the Standing Committees of the City Council. The Clerk's signature is required for all actions of the City as to orders, ordinances and appropriations.

Finally, the City Clerk provides operational and administrative support to the Board of Election Commissioners.

Clark University

950 Main Street, Worcester, MA 01610

(508) 793-7711

COPACE ESL Classes

Contact: Contact Jeannie at (508) 793-7794, and ask for ESL classes

Services: ESL classes are available in the fall and spring. They meet two times a week for a total of five hours a week and 68 hours for a semester. Students have a choice of a Monday and Wednesday or Tuesday and Thursday classes.

Classes hours are 9:30 AM – noon, 1:30 PM – 4:00 PM, 6:30 PM – 9:00 PM

Summer day classes meet Monday – Thursday, 9:00 AM – 12:00 PM, 1:00 PM – 4:00 PM

Summer evening classes meet two times a week, 6:00 PM – 9:00 PM

Registration: ESL classes start August – December. Spring Semester starts in January.

May call any time to get on list. There is a fee to the services available. Community student fee available. Otherwise, \$425 for two, 5-hour classes per week, a total of 68 hours.

Clearway

358 Shrewsbury Street, Suite C, Worcester, MA 01604

(508) 438-0144

Bethann Morton (Pre-natal Class)

Janet Child (Abortion Recovery)

Joyce Morse (Parenting Class)

Support Groups

Group types: Abortion Recovery Support Group, Pre-natal Classes and Parenting Classes.

Services: No childcare or transportation provided for any of the programs.

Abortion Recovery Support Group: provides assistance with abortion recovery for females and males. Pre-natal classes: one to one pre natal classes provided at no cost to you. Parenting Classes: A Christian curriculum based parenting class.

Eligibility and Scheduling: Must call to make an appointment. Must call for days and times, but usually groups meet on the third Monday of every month, 11:30 AM – 1:00 PM. All programs are free. ARSG program is available to men and women in need of abortion recovery assistance. Pre-natal classes are available to expecting mothers while parenting classes are available to any Worcester parent. Must call for meeting information regarding all the programs.

Community Builders of Plumley Village East

16 Laurel Street, Worcester, MA 01608
(508) 770-0508

GED and ESOL Classes

Services: GED & ESOL classes are available.

ESOL: Monday & Wednesday, 6:00 PM – 8:00 PM; GED for Spanish Speakers: Tuesdays & Thursdays, 6:00 PM – 9:00 PM

Registration: Ongoing registration. Registering is fee and GED and ESOL classes are FREE. GED starts in September. ESOL classes will mostly likely start in October.

*Services are only for Plumley Village Residents

Community Healthlink, Inc.

72 Jaques Avenue, Worcester, MA 01610
(508) 860-1260
(508) 421-4473 (Support Groups) Robyn Ernst Program Director

Substance Abuse Treatment Program Locations:

72 Jaques Avenue, Worcester, MA 01610
(508) 860-1260/ Intake: (508) 421-4411
12 Queen Street, Worcester, MA 01610
(508) 860-1200

Detoxification

280 Highland Street, Worcester, MA 01602
(508) 860-1172
17 Orchard Street, Leominster, MA 01453
(978) 537-3109/ Intake: (617) 661-3991

Services: Substance abuse treatment available. Community Healthlink Inc. has a series of services such as adolescent recovery, outpatient care, inpatient care and recovery services. Under adolescent recovery there are two programs: Motivating Youth Recovery (MYR) and Highland Grace House. These are intended for teenagers. Inpatient services have three programs: Detox, PASSages, and Thayer TSS. The Detox program provides 24 hour nursing care and observation for clients that are detoxing from drugs and alcohol. PASSages is a post-detox Clinical Stabilization Service (CSS)

program that provides intensive, community based, short term care that includes residential, group, and individual treatment for individuals in the early stages of substance abuse recovery. Thayer TSS provides transitional support.

Outpatient services include assessment; crisis intervention; health education; individual, group, couples, and family counseling; medical/psychiatric consultation; referral and aftercare planning; self help groups; and treatment planning.

Services vary by locations.

Mental Health Treatment

Services: The Community Healthlink provides help with inpatient Detox, Intensive Post-Acute Recovery Clinical Stabilization Service (PASSAges). Outpatient counseling services for adults is also available.

There is also a crisis stabilization unit available. Substance abuse counseling is available. Community Healthlink also has an Emergency Services 24 hours hot line 1-800-977-555 or 1-866-549-2142.

There are spanish speaking clinicians and Vietnamese speaking interpreters.

Payment: Accepts various insurances with referral, except for Harvard Pilgrim. Fee operate on a sliding schedule. Does accept the Mass Behavioral Health Plan

Support Groups

Services: All of the support group programs offer childcare after 3:00 pm for children 3 and up. ALL services provided in English only.

Act Group: Connect with other teens to discuss relationships, stress, mindfulness, conflict resolution, etc.

Yoga: Yoga for adolescent girls and women affected by trauma. Participate in a yoga class that emphasizes the power of breathing and stretching

Mindfulness: Group for school aged children to participate in activities, games, stories, and art to learn to be mindful

The Nurturing Parent: Helps parents develop nurturing parenting skills. Open to adolescents and young adults. Call for schedule updates.

Building Bridges Program: Program—help individuals who have lost a loved one to homicide connect with others. Open to all. Must call for dates and times.

Eligibility and Scheduling: Act Group: A free program open to individuals ages 15-18. Call for schedule updates.

Yoga: Open adolescent and adult women who have been affected by trauma. Call for schedule updates.

Mundfulness: Open to school age children. Call for schedule updates.

Comprehensive Assessment Rehab & Education Center

26 Cedar Street, Worcester, MA 01609
(508) 754-8780

Services: This program provides assessments, individual, group & family counseling for persons ages 10 and older. They provide help with anger management.

Specialized assessments, male groups and individual counseling. They also help sexual abuse survivors, providing groups of adolescent and adult male survivors. Help is also available to sexual addicts with specialized assessments, group and individual treatment. Lie detector services as needed. Services are also available for substance abuse with Specialized evaluations, supervised collections and individual treatment. Client must be active in AA/NA recovery groups.

Dangerous assessments are specialized assessments for youth involved with school incidents or youth and adults before the Court. Services are also available for divorce mediation meetings which will result in a fair and equitable dissolution of a marital union.

Payments: Major insurance are accepted including PPO and Century. Fees are on a sliding schedule.

Counseling and Assessment Clinic of Worcester, LLC

255 Park Ave Suite 804 Worcester, MA 01608
(508) 756-5400

Worcester Union Street Office

51 Union Street, Suite G02, Worcester, MA 01608
(508) 756-5011

Clinic

Services: They provide services for individual, adolescent & family counseling. Group counseling is available. Therapeutic mentoring is available, along with in home therapy and in home behavior therapy services. There is a Community Support Program and Medication Assessment and Management. You must have a referral from your therapist to be eligible for these. There is a Nurse Practitioner on Staff. Substance abuse counseling is offered at Union Street.

Payments: MassHealth (MBHP, BMC Healthnet, NHP and Network Health) and Fallon Community Health Plan.

Crozier House

10 Hammond Street, Worcester, MA 01610
(508) 798-0191

Emergency Hours: Open 24 hours a day, every day of the year

Services: The Crozier House is a rehab center focusing on alcohol and substance abuse issues. They provide long term sober living treatments. While in the program participants must work or volunteer. There are special groups and programs for men. No special language services are available. Payment assistance is offered on a case by case basis. For more information on these services, must call (508) 797-6727.

Eligibility: Adult males, 18 years of age or older. Must work or do volunteer service while in program. Most clients have a referral from a detoxification program.

Substance Abuse

Services: Substance abuse treatment available.

Department of Children and Families (DCF)

(Formerly DSS)

Worcester East Area Office

121 Providence Street, Suite 200, Worcester, MA 01604

(508) 929-2000, Fax: (508) 754-9803

Services: Strive to protect children from abuse and neglect and, in partnership with families and communities, ensure children are able to grow and thrive in a safe and nurturing environment.

Programs:

- Adolescent Services
- Adoption/Guardianship
- Domestic Violence
- Foster Care
- Housing Stabilization
- Family Support & Stabilization
- Out of Home Placements

Department of Developmental Services (DDS)

24 Southbridge Street, Worcester, MA 01608

(508) 792-6200

Fax: (508) 792-2223

TTY Phone: (508) 792-7781

Services: The Department is dedicated to creating, in partnership with others, innovative and genuine opportunities for individuals with intellectual disabilities to participate fully and meaningfully in, and contribute to, their communities as valued members.

Department of Revenue (Child Support)

Worcester East Area Office

67 Millbrook Street, #300, Worcester, MA 01606

1-800-332-2733

Services: The Child Support Enforcement Division of the Massachusetts Department of Revenue (DOR) stands ready to serve you. However, we cannot properly manage your case(s) if you do not keep us up-to-date regarding changes in your situation. It's very important that you call us immediately if:

- Your address;
 - Your home or cell phone number changes;
 - You change employers;
 - Your employer's name, address, or phone number changes;
 - You change your Social Security number;
 - You change your driver's license number;
 - The court orders a change in your child's custody arrangements;
- and/or

- You receive any new court orders relating to child support.

DOR will:

- Determine what services are available and best suited to establish paternity and establish, enforce and modify a support order.
- Collect support payments and apply them first to satisfy current support (what's due that month). If payments received within a month are more than the total due for that month, then they are applied to past due support (except for the collections made by federal tax refund intercept, which must be applied to past due support only).
- Send child support to every parent or guardian that has a child support order. When one parent is responsible for children who live in different households, support collections may not be enough to pay each child support order in full. In that case, we allocate the payments so that each household receives its share of the collection. We keep track of all unpaid support and use our enforcement services to collect those amounts.
- Upon request of either parent, review support orders for consistency with child support guidelines and determine if it might be appropriate to ask the court to modify the amount of the child support order and assist in processing requests for modification of the order.
- Select and implement appropriate enforcement remedies, such as bank levies, tax refund intercepts and credit reporting, to collect overdue support if the case meets our criteria for the enforcement action.

Services Not Available

DOR:

- Cannot get involved in visitation, custody or property settlement issues, whether in a divorce action or any other legal proceeding.
- Cannot provide child support enforcement services directly to you if you are a child seeking support from your parents. Your guardian or custodian, however, may seek assistance from us on your behalf.
- Cannot pursue criminal enforcement except in extraordinary circumstances. Criminal enforcement is used in specific and rare instances when the District Attorney involved decides to prosecute.
- Cannot provide legal representation to you or the other parent. A Department of Revenue Child Support Enforcement attorney is not assigned to every case and, when an attorney is assigned, the attorney's client is the agency, not you or the other parent. You can contact the following organizations for legal assistance Greater Boston Legal Services, Boston Bar Association, and The

Massachusetts Bar Association. You might also want to visit the Probate & Family Court Web site at www.mass.gov/courts. Here you will find information designed to assist people who do not have legal representation, or who need to learn to navigate the court system.

- Cannot hire private investigators to determine whether a parent may be failing to report all income.
- Cannot modify the provisions of an existing court order. The terms of a court order can be modified only by a court.
- Cannot establish or modify orders for spousal support or alimony. We will, however, enforce and collect an alimony order as long as we are enforcing and collecting an accompanying child support order.
- Cannot enforce orders that are not for a standard amount of money, e.g., orders that call for the payment of a percentage of income.

Department of Veterans Services for the City of Worcester

City Hall, 455 Main Street, Worcester, MA 01608
(508) 799-1041

Veterans and Their Families

Services: Helps Worcester veterans with immediate financial and medical needs. It also refers veterans to other organizations that can deal with long-term needs, such as cash assistance and housing. Services provided: ordinary and fuel allowances for everyday living expenses such as food, rent, electric, etc. Dept. of Veterans Services for the City of Worcester also provides provide all encompassing medical coverage such as prescriptions, hospitals, doctors, dentist, eyeglasses and payment of existing hospital insurance and additional referrals to other sources of possible income such as the United States.

Dismas House

30 Richards Street, Worcester, MA 01603
(508) 799-9389

Hours: Monday – Friday, 11:00 AM – 7:00 PM

Transitional Housing

Services: This half way home has been serving the Worcester Community for over 25 years. They assist former offenders in the rehabilitation process. Clients must be sober and have no record of sex offenders or arson. There is a minimum 90 day commitment to participate in the program. In order to gain access to the services provided by Dismas House, potential clients must access the application found online.

Website: <http://dismashouse.org/about-us/apply/>

Donations Clearinghouse of the Central MA Housing Alliance

6 Institute Road, Worcester, MA 01609

(508) 791-7265 / (508) 752-5519

Hours: Tuesday, 1:00 PM – 4:00 PM; Wednesday, 1:00 PM – 4:00 PM; Thursday, 9:00 AM – 11:00 AM; Friday, 9:00 AM – 11:00 AM

Services: Donated items of furniture and household goods for families and individuals moving out of shelter to permanent housing, victims of fire, or those fleeing domestic violence, DCF reunification and elders at risk

Dress for Success

484 Main Street, Suite 101, Worcester, MA 01608

(508) 796-5660

Worcester@dressforsuccess.org

Services: This international organization helps disadvantaged women by providing professional attire, a network of support and the career development tools to help women thrive in work and in life. On her initial visit a woman receives a suit appropriate for the industry in which she is interviewing and, if available, accessories. After a woman finds a job she returns to Dress for Success for additional clothing that can be mixed and matched to make several outfits, providing her with the foundation for a professional wardrobe.

Hours: By appointment only, Tuesday–Friday, 9:00 AM – 2:00 PM

Eastern African Community Outreach

484 Main Street, No. 2, Worcester, MA 01608

(508) 754-1176

Services: Helps connect people with community resources.

East Side Community Development Corporation (CDC)

409 Shrewsbury Street, Worcester, MA 01604

(508) 799-6942

Hours: Monday–Thursday, 8:30 AM – 4:30 PM; Friday, 8:30 AM – 1:00 PM

Services: Since 1987, the CDC has sought to correct the major issues that have had a negative impact on its service area, which includes diverse, low-income neighborhoods. It has done so by developing holistic programs formulated with the direct input of residents, businesses, and community leaders. The CDC strategically invests significant amounts of leveraged resources and much of its own equity into the community in an effort to address a multitude of issues simultaneously. The ability to act decisively and expeditiously in these matters has enabled the CDC to purchase property inexpensively and to create programs efficiently.

Edward M. Kennedy Community Health Center

19 Tacoma Street, Worcester, MA 01605
(508) 595-1115

Behavioral Health Services

Services: The Community Health Center provides outpatient multilingual psychotherapy and psychiatry services for children, adolescents and adults. There is a pharmacy on site. These services are only available for health center patient only.

Payments: Mass Health all plans are accepted along with Medicare and Medicaid, HSNO, CMSP, Commercial Insurances.

Elder Services of Worcester Area, Inc.

67 Millbrook Street, #100, Worcester, MA 01606

(508) 756-1545

YWCA, 1 Salem Square, Worcester, MA 01608

(508) 756-1545

Toll-Free: 1-800-243-5111

TTY: (774) 312-7291

Services: Our primary goal is to keep eligible elders and younger disabled individuals safe at home for as long as is possible. We do this by providing in home and community services.

- If you're over sixty and interested: Contact us by phone or have someone call for you and talk with staff in our Information and Referral Department. (If you prefer you can send us a question by email.) Tell us about your situation. If you are interested in services, then you will be asked some more detailed questions related to your needs.
- Once the referral is made, one of our case managers will contact you or a designated contact person within the next few days to set up a time to come to your home for an assessment. During the assessment, the case manager will explain our eligibility standards, which include age, income, and level of frailty.
- If you are eligible to become a client of Elder Services of Worcester Area, the case manager will explain the services that may be beneficial to you. With your input we will develop a service plan. Please visit the website for a complete list of the services we offer with brief descriptions.
- Once services begin, your case manager will visit you to check on your status and to make sure that the services are going well. Your case manager is your main contact person for the services and other concerns you may have, and will visit you on a regular, ongoing basis.

Most of our clients pay a relatively small monthly fee based on their income. The income scale was developed by the Massachusetts Executive Office of Elder Affairs.

Clients who have Medicaid coverage are not charged a fee; otherwise, elders pay a graduated fee based upon their annual income. Elders who are caregivers may be interested in Respite services. Respite services are available regardless of income. We suggest that you contact us with any questions. Click here to learn more about Respite services.

Emanuel Baptist Thrift Store

717 Main Street, Worcester, MA 01610

(508) 756-0009 / (508) 756-5336

Hours: Tuesday–Saturday, 10:00 AM – 5:00 PM

Services: The thrift store has furniture and clothing.

EPOCA (Ex-Prisoners and Prisoners Organizing for Community Advancement)

5 Pleasant Street, 3rd floor, Worcester, MA 01609

(508) 410-7676 / (508) 459-0558

Website: <http://www.exprisoner.org>

CORI

Services: CORI information and referral, assistance with sealing CORIs, leadership development. Ex-prisoners and current prisoners, along with allies, friends and family, working together to create resources and opportunities for those who have paid their debt to society

Epworth United Methodist Church

64 Salisbury Street, Worcester, MA 01609

(508) 752-2376

Website: <http://www.epworthworchester.org/medicalsevice>

Free Health Clinic

The Free Medical Service at Epworth is a clinic open to all uninsured or underinsured adults and children and no appointment or documentation is required.

Services: Physical exams, lab tests, treatment of illnesses, medications, referrals to specialists, physical therapy, nutritional counseling, social services information and other referrals.

Hours: Mondays, 6:00 PM – 8:00 PM

Accepts: Uninsured, underinsured.

Payments: Free / no fee.

Language: English.

ESL and GED Classes–Boys and Girls Club

65 Tainter Street, Worcester, MA 01610

Contact: Deborah Gonzalez – call (508) 579-4464 or email dgonzalez@qcc.mass.edu

Services: ESL - Oct. – Dec. (4 hrs. a week); GED preparation, Tuesday – Thursday, 6:00 PM – 8:00 PM (12-week program)

Bus passes provided, and Child care details will be provided during the testing dates.

Registration: Required Placement test and orientation sessions for new students. Books & workbooks free.

ESL and GED Classes–Great Brook Valley

180 Constitution Avenue, Worcester, MA 01605

(508) 635-3358

Services: GED classes and ESL classes.

GED classes are available Monday–Friday, 9:30 **AM** – 12:30 **PM**. ESL classes are available Monday, Wednesday and Friday, 9:30 **AM** – 12:30 **PM**. Classes are free. Advising for next steps and transitions is offered.

Registration: Walk-in Registration and Testing to determine class level. Services are free, Services run on the Public School Schedule. *Open only to Great Brook Valley residents.

Hours: Monday– Friday, 10:00 **AM** – 3:00 **PM**

Ethiopian Dream Center

18 Millbury Street, Unit A, Worcester, MA 01610

Tel/Fax: (508) 762-8085 or (508) 304-8692

Email: info@ethiopiandreamcenter.org

Services:

- Finding Housing and pairing up with Host Families.
- Assistance in obtaining driver's license and navigating the complex process of other legal documents.
- Assistance in finding employment and employment resources.
- Act as a liaison with state and federal agencies to provide necessary services.
- Offer translation services if needed.
- Assistance in locating relatives or family acquaintances.

Fairbridge Project

237 Chandler Street, Suite 217, Worcester, MA 01609

(508) 453-4884

Fax: (508) 751-8591

info@fairbridgeproject.org

Services: The Fairbridge Project International Incorporated (FPI Inc.) works with the community to improve access to health care, education, economic opportunities and resources that would make life better for new immigrants and refugees particularly those from Africa and living within the state of Massachusetts. Through our services we hope that the new arrivals would easily transition to independent and productive lives. Also, FPI, Inc. works to reduce poverty, illiteracy and public health problems in sub-Saharan Africa.

Faith Boutique of Christ Baptist Church

24 Granby Road, Worcester, MA 01604

(508) 799-9101

Hours: First Tuesday of month 10:00 AM – 12:00 PM

Services: Free clothing and diapers.

Family Continuity Programs

17 Mechanic Street, 3rd floor, Worcester, MA 01608

(508) 755-0556

Services: Services include outpatient counseling and psychiatry. Community Based Services through the Mass Health CBHI Initiative (for ages 3–21). These community services include In-home therapy and Therapeutic Mentoring. There is Community Support Program (CSP) – case management program for all ages.

Medical evaluations available. Clinicians are trained in trauma focused cognitive behavioral therapy.

Home-based clinician available who speaks Spanish.

Payments: All forms of Mass Health are accepted. Accepts all private insurances except for Cigna, Aetna and Tufts. There is a waiting list for sliding fee eligibility.

Family Health Center of Worcester

26 Queen Street, Worcester, MA 01610 (1st floor)

(508) 860-7700

Website: <http://www.fhcw.org/en/HealthServices/WalkInCenter>

Free Health Clinic

Services: Sick visits, health insurance assistance, urgent care, social services, dental services.

Hours: Monday–Friday, 8:00 AM – 7:30 PM; Saturdays, 9:00 AM – 4:30 PM

Accepts: Insured, underinsured, uninsured.

Languages spoken: English, Spanish, others by translation service.

Mental Health Services

Services: The Family Health Center has one psychiatric doctors to prescribe medication. There is a pharmacy on site. This is a Virtual Gateway for persons waiting for insurance.

Spanish & English speaking therapists for children, adolescents & adults.

Payments: MassHealth is accepted in addition to Medicare A&B, Blue Cross / BlueShield – Preferred provider organ, (PPO) with co-pay, Health Safety Net (HSN). There is a sliding fee scale according to income.

Nutrition Support/ Breast feeding Peer Counseling

Services: WIC is a free nutrition program that provides healthy foods, nutrition education, breast feeding support, and referrals to healthcare and other services to Massachusetts families who qualify. WIC stands for Women, Infants and Children.

Contact: Edward M. Kennedy Health Center: (508) 853-2904,
Plumley Village: (508) 799-9392.

Mill Swan Head Start

(508) 755-4750

Hours: Call for an appointment or walk-in Monday – Friday, 8:30 **AM** – 3:00 **PM**. Open Monday & Wednesday, 8:30 **AM** – 7:30 **PM** and Tuesday, Thursday, Friday, 8:30 **AM** – 5:00 **PM**.

Eligibility: WIC is for all kinds of families: married and single parents, working or not working. If you are a father, mother, grandparent, foster parent or other legal guardian of a child under 5 or a pregnant woman. Mass health standard & DTA recipients automatically qualify.

Family Services of Central Massachusetts

31 Harvard Street, Worcester, MA 01609

(508) 756-4646

Mediation Program

Contact: Ask for Suzanne Aymes (Mediation Director) or Lori Caravalho (Intake Director)

Services: Offers free mentoring to newly trained mediators who have completed the thirty (30) hour Basic Mediation Training. Newly trained mediators observe three mediations and co-mediate with a senior mediator three times.

Mental Health Treatment

Services: There is outpatient counseling for individuals, groups & families with children ages 3 & up available. There is also elder counseling and trauma support. Family Mediation services are also available.

Payments: Accepts Harvard Pilgrim & Fallon & Tufts, Blue Cross/Blue Shield(certain types), Blue Care 65. Does not accept Mass- Health, the MassBehavioral Health Plan or the Children's Medical Security Plan. There are interns available who will see families free of charge.

Children's Behavioral Health

Offered via various contracted providers

Website: <https://www.mass.gov/childrens-behavioral-health-initiative-cbhi>

Therapeutic Mentoring Services

Contact: Member Behavioral Health Services 1-888-217-3501 (24 hours, seven days a week)

Services: Therapeutic mentoring program geared to helping children and teens learn new and more effective social skills. Services may be available in different languages depending on the provider.

Some children and teens want to get along with others, but need help and practice learning to talk or act in new ways. A Therapeutic Mentor will go with your child to the places where the child has the most trouble and teach him or her new skills, such as better ways to talk or act with other children and adults.

Eligibility: For children under the age of 21 who are on or eligible for MassHealth insurance and who have a mental health diagnosis. Go to: <https://www.mass.gov/childrens-behavioral-health-initiative-cbhi> for additional information and eligibility criteria.

Federal Supplemental Educational Opportunity Grant (FSEOG)

Website: <http://studentaid.ed.gov/contact#call>

1-800-433-324

The FSEOG program is administered directly by the financial aid office at each participating school and is therefore called “campus-based” aid. Not all schools participate.

Eligibility: Priority is given to students already receiving a Pell Grant.

How to Apply: This grant is handled by the financial aid office of the institution you are applying to; therefore there is no formal application process, but please make sure to fill out the FAFSA in order to be considered.

Footsteps – Alcohol & Drug Free Housing / Sober Housing

7 Woodland Street, Worcester, MA 01610

(508) 469 5104

Substance Abuse

Services: Footsteps offers alcohol & drug Free Housing (Sober Housing).

Free Application for Student Financial Aid (FAFSA)

Website: <https://fafsa.ed.gov/>

Anyone who wants to receive financial aid from an institution must first fill out the FAFSA. It gives the institution an idea of what your expected contribution should be, based on yours and your family’s income. The FAFSA is available in several formats, including online, PDF and paper versions. Most people do the online version.

How to Apply

- Log on to the website above and create a profile. Remember to write down your pin number, because it will be very important when you try to access your information in the future.
- Make sure that you have all the information at hand, before beginning your application. This will make the process much smoother.
- Even after submitting your application you will have the opportunity to correct errors.

Deadlines: The earliest you can submit your FAFSA is January 1st, February 15 is ideal and March 1st is the deadline.

Information Required: Information about the student, the student’s dependency status, the student’s parents, the student’s finances and a list of the schools that should receive the results of the FAFSA.

Friendly House, Inc.

36 Wall Street, Worcester, MA 01604
(508) 755-4362, Fax: (508) 793-7800

Pilot Mentoring Program

Contact: Jennifer Lonergan, Program [Coordinator, jlonergan@friendlyhousema.org](mailto:jlonergan@friendlyhousema.org)

Services: Mentoring for teens ages 13–17.

Geared toward career and college readiness, the program works with at-risk teens ages 13–17 in the Worcester Community.

Registration and other information: There is no cost to participate in this program. Those who wish to participate must complete a registration form and attend a training session. Services are in English, but special arrangements may be made for those who are limited-English or non-English speaking.

Food Pantry

(508) 755-4362

Services: Food distribution on Monday and Wednesdays, 12:00 **PM** – 4:30 **PM** and Fridays, 9:30 **AM** – 3:00 **PM**

Plumley Village Location

16 Laurel Street, Worcester, MA 01608

Food distribution on Tuesday, Wednesday & Friday, 8:30 **AM** – 4:30 **PM**

Clothing

Services: Social service workers help families with food, shelter, clothing

Genesis Club

274 Lincoln Street, Worcester, MA 01605

(508) 831-0100

Website: www.genesisclub.org

Services: This program is offered for adults 18+ with serious mental illness. It provides employment, education and housing supports following the ICCD Clubhouse model. This program consists of a structured work ordered day with full member participation Monday – Friday, 8:00 **AM** – 5:00 **PM**. Evening and weekend social on Thursday, 5:00 **PM** – 7:00 **PM** and Saturday, 10:00 **AM** – 2:00 **PM**. It is open to adults 18+ with serious mental illness. The provide assistance with recovery through work, friendships, and contributing to the Club.

Payments: There is no fee, visit the website or call to learn how to become a member.

Girl Scouts (of Central and Western Mass)

81 Gold Star Boulevard, Worcester, MA 01606

(508) 852-7674 OR (508) 653-1070 OR 1-800-462-9100 x3634

arich@gscwm.org

Hours: September–June, 9:00 **AM** – 4:30 **PM** (Monday–Friday); 9:00 **AM** – 1:00 **PM** (1st and 3rd Saturday of each month.)

Summer Hours: Monday–Friday, 9:00 **AM** – 4:30 **PM**, Closed Saturdays.

Services: Girl Scouts of Central and Western Massachusetts (GSCWM) is in the forefront of helping girls develop the courage, confidence and character to make a difference in their own lives, in their communities and in the world.

Girls, Inc.

125 Providence Street, Worcester, MA 01604

(508) 755-6455 OR (508) 755-9525

info@girlsincworchester.org

Services: For over 98 years, Girls, Inc. of Worcester has been serving girls ages 5–18 in Greater Worcester by providing research-based curricula, delivered by trained professionals. We equip girls to lead healthy and physically active lives; achieve academically; manage money; navigate media messages; and discover an interest in science, technology, engineering, and math. Last year we served over 1,800 girls through our facility based and outreach programs.

Good Neighbor Energy Fund (Salvation Army)

640 Main Street, Worcester, MA 01608

(508) 756-7191

Services: Helps Massachusetts residents pay for winter heating fuel and other energy bills. The Fund is for people who are facing a short-term financial crisis and do not qualify for other fuel assistance programs

Eligibility: The Massachusetts Good Neighbor Energy Fund is available to any Massachusetts resident who, because of temporary financial difficulty, cannot meet a month's energy expense and is not eligible for state or federal energy assistance.

Income for either the prior twelve months or the past month (times 12 months for a total annual figure) must fall between 60 and 80 percent of the state's median income levels.

How to Apply: You can apply directly at the Salvation Army center.

Website: <http://www.magoodneighbor.org/>

Good Samaritan Food Pantry

39 Piedmont Street, Worcester, MA 01610

(774) 253-1619

Food Pantry

Services: Food distribution on Tuesday & Friday, 11:00 AM – 2:00 PM

Goodwill Store

25 Park Avenue, Worcester, MA 01605

(508) 752-4042

Hours: Monday–Saturday, 9:00 AM – 7:00 PM; Sundays, 11:00 AM – 6:00 PM

Services: Sale of items such as clothing, furniture, and toys.

Greater Worcester Housing Connection (SMOC)

25 Queen Street, Worcester, MA 01610
(508) 872-4852

Services: Shelter. Helps people in crisis, with or without substance abuse problems. SMOC also provides other housing services. Must call to learn about emergency housing.

Greendale Head Start

130 Leeds Street, Worcester, MA 01606
(508) 799-3227

Family Literacy and ESL Courses

Services: They offer family literacy and ESOL courses. Both are offered in the morning Monday and Wednesday, 9:00 AM – 11:30 AM.

Registration information: On going and free of charge.

Growth and Opportunities through Applied Learning (GOAL) Institute

Services: The purpose of GOAL is to offer workshops and seminars which are designed to give relevant, accurate and the most recent information available to help small business owners maintain a competitive advantage in today's economy. The programs are run consecutively throughout the year.

Additional information: Most of these classes are under \$40.

Website: <http://www.mlkj-bec.org/>

Guild of Our Lady of Providence Free Medical Program at St. Bernard's Church

282 Lincoln Street, Worcester, MA 01605
(508) 798-6818

Free Health Clinic

Services: Adult and pediatric medical care, immunizations, pharmacy assistance, referrals.

Hours: Thursdays, 6:00 PM – 8:00 PM

Accepts: Uninsured, underinsured

Language: English

Hector Reyes House

27 Vernon Street, Worcester, MA 01610
(508) 753-4664

Substance Abuse

Services: Substance abuse treatment, halfway house, Buprenorphine services. This program offers in-house medical treatment, along with intensive cognitive behavioral therapy. The program includes a wide range of services such as ESL courses, educational programs for Literacy and GED completion, spirituality support, health Awareness through Physical Fitness programs, nutrition education, and disease

management support, access to AA, NA, and other 12 step programs, employment opportunities, with development of labor agreements with local businesses, training in vocational, educational, and social skills. There is a three step process to the program: initial phase, transitional phase, and graduation phase.

Eligibility: The Hector Reyes House is for the Latino population.

Interfaith Hospitality Network

91 June Street, Worcester, MA 01602

(508) 755-2212

FAX: (508) 798-8286

Services: Program staff counsels families to help them identify their needs and develop a comprehensive service plan. The families receive case management, advocacy, assistance in securing housing, employment and other vital services such as obtaining a doctor or health insurance, enrolling in school, day care or counseling. They attend weekly classes on budgeting, parenting and developing employment skills, and they are taught to advocate for themselves and their children. Program guests are required to seek employment (unless receiving disability) or enroll into school, develop a budget, save money, payoff past due bills and work on the goals of their service plan. Our goal is to provide the guests with the knowledge and skills that they will need to maintain their families in their new homes. Our volunteers provide meals, supplies and grocery gift cards as well as companionship, moral support and encouragement. Volunteers also work in the evening and overnight staffing.

Island Counseling

108 Grove Street, Worcester, MA 01605

(508) 753-3220 For new intakes press **EXT.** 107

Services: Services available include Group Therapy, Individual Therapy, TMS Therapy, Couples and Family Therapy, Medication Management and Evaluation, Crisis Intervention Services, Educational Groups, Specialized Groups, Couples and Family Therapy, Eye Movement Desensitization(EMDR), Cognitive Behavioral Therapy (CBT), Dialectic Behavioral Therapy (DBT), Therapy Groups: (offered sporadically) Continuing CareGroup, Suboxone Treatment Group. They also do initial Psychiatric Evaluations. Does not offer one-time parenting, psychological sexual abuse or sex offender assessments Suboxone treatment is available for opiate addictions. There are Spanish and Arabic speaking doctors on site.

Payments: They accept most forms of private and public insurance like Blue Cross Blue Shield, Cigna, Tufts, Harvard Pilgrim, United Health Care, Fallon, Network Health, Neighborhood Health, Aetna, Magellan, Medicare, MBHP, Mass Health, Tri Care. Sliding Fee payment schedule is also offered.

Support Groups

Group Types: Continuing Care Group, Dialectical Behavior Therapy (DBT), Suboxone Group.

Services: Childcare and transportation not provided. Services provided in English only. Support groups to help those dealing with depression, anxiety, borderline personality disorder or drug addiction.

Continuing Care Group: Open forum to discuss depression, anxiety and other issues in your life. Do not need to call. Walk-ins welcome.

Suboxone Group: Narcotic addiction support group

Eligibility and Scheduling

Continuing Care Group: Insurance based program that is available to anyone who wishes to participate. The program meets on Monday, Wednesday and Friday, 10:30 AM – 11:30 AM.

Dialectical Behavior Therapy: Insurance based program that focuses on treating people with borderline personality disorder (BPD) as well as chronically suicidal individuals. It combines standard cognitive-behavioral techniques for emotion regulation and reality-testing. Group meets on Tuesdays, 1:15 PM – 2:15 PM

Suboxone Group: Open to anyone with a narcotic addiction. Meets on Thursdays, 11:15 AM – 12:00 PM.

Jeremiah's Inn

1059 Main Street, Worcester, MA 01603
(508) 755-6403

Food Pantry

Services: Food distribution on Monday, 12:00 PM – 6:00 PM; Tuesday, Thursday, and Friday, 9:00 AM – 2:00 PM

Emergency Services: Jeremiah's Inn is a community residential recovery program for men. They work to alleviate issues of homelessness, addiction and hunger. They have a capacity to host 29 men at a time. You must be sober for at least 30 days prior to admission. Guests are asked to make a contribution of \$10 per day for program fees. This contribution will provide you with shelter, meals, clothing and the support to reach your goals. Assistance is available for those who cannot afford to pay this fee.

Additional Services: Jeremiah's Inn operates an emergency food pantry. The pantry provides household with an emergency supply of food once a month for residents in the following zip codes: 01610, 01602 and 01603. In order to receive food you must bring with you a form of ID, proof of residency, which can be a utility bill, rent receipt or other piece of mail and your Jeremiah's Inn card, which new members can sign up for the first time you go. The pantry is opened, 9:00 AM – 2:00 PM on Monday, Tuesday, Thursday and Friday. Closed on Wednesday. All other services are they are conveniently open 24 hours a day, every day of the year.

Substance abuse treatment

Residents in this program work with their case manager to develop individual service plans that give focus to their efforts.

Website: <http://www.jeremiahsinn.org/>

Jewish Family Service of Worcester, Inc.

646 Salisbury Street, Worcester, MA 01609

(508) 755-3101

Services: Outpatient counseling available for adults, children, adolescents, seniors and families. Court approved family mediation is also offered. They operate a “Children Cope with Divorce” Court mandated parent education program. Guardian and item custody evaluations appointed by the court. They also provide Neuropsychological Assessment and education. Behavioral Medicine, biofeedback is available as well as help with adoption services. Spanish speaking Clinician available.

Payments: Accepts most insurances including Fallon, Cigna, MassHealth (only MBHP & Fallon), Medicare, UBH, Blue Cross / Blue Shield, Harvard Pilgrim, Tufts, Aetna, and Employee Assistance Programs. Does take Blue Cross/Blue Shield PPO. Accepts the Mass Behavioral Health Plan.

John Street Baptist Church

43 John Street, Worcester, MA 01609

(508) 753-4991

Soup Kitchen and Food Pantry

Services: Meals on Saturdays from 11:00 AM – 1:00 PM. Emergency food distribution is available at the same time.

Kids “Feast” (in Salvation Army Post)

640 Main Street, Worcester, MA 01608

(508) 756-7191

Nekel.may-Speight@USE.Salvationarmy.org

Services: The Kids FEAST After school Program serves children ages 6–12 throughout the Worcester Community. This is a free program for all eligible income families. The Program runs Monday–Thursday, 2:00 PM – 6:00 PM. We offer homework help and tutoring along with Music, Science, Art, Games & Activities. The Program runs on the same schedule as the Worcester Public School Year.

Learn to Cope

New Worcester Recovery Hospital

309 Belmont Street, Worcester, MA 01605

(508) 738-5148

Website: www.learn2cope.org

Support Groups

Services: A peer-led support network for families dealing with addiction and recovery in a family member. Services are provided in English.

Eligibility and Scheduling: Parents, family members, spouses and caregivers with a family member who is addicted to opiates, alcohol, or other drugs are eligible to attend. Meetings begin at 7:00 PM and are held weekly but are subject to change.

Lighthouse Mission Food Pantry

165 Pleasant Street, Worcester, MA 01609

Services: Food pantry

Hours: Every Monday (except the 1st): 11:00 AM – 1:00 PM

Website: <http://www.homelessshelterdirectory.org/cgi-bin/id/foodbank.cgi?foodbank=9306>

LIHEAP Fuel Assistance

484 Main Street, 2nd floor, Worcester, MA 01608

1-800-632-8175

Services: The Low Income Home Energy Assistance Program (LIHEAP), commonly referred to as fuel assistance, is a government program to help low-income families and individuals pay their heating bills during the winter.

The amount of fuel assistance you will get depends on your income, your housing status, and your heating costs. Some households qualify for extra help if their heating bills last year were very high. You may also be eligible for weatherization services, heating system repairs, discount utility rates, and Citizens Energy heat assistance programs.

Eligibility: LIHEAP fuel assistance is for low-income tenants and homeowners.

Eligibility is based on household gross annual income. If you rent, you may receive fuel assistance even if your heat is included in the rent.

You need to show documentation of income and heating costs when applying.

How to Apply: You may apply any time during the heating season starting November 1. You may apply at the following places: <https://hedfuel.azurewebsites.net/>

Website: <http://www.massresources.org/liheap.html>

Little Store at Urban Missionaries of Our Lady of Hope, The

242 Canterbury Street, Worcester, MA 01603

(508) 831-7455

Hours: Monday–Saturday, 9:00 AM – 4:00 PM

Services: Items such as clothing, shoes, books, tools, furniture, household goods.

Loaves & Fishes Pantry

Unitarian Universalist Church of Worcester

90 Holden Street, Worcester, MA 01606

(508) 853-1942

Food Pantry

Services: Food distribution Tuesday–Wednesday, 9:00 AM – 3:00 PM; Thursday, 9:00 AM – 3:00 PM and 5:00 PM – 7:00 PM; Friday, 8:00 AM – 11:30 AM

Low Income Home Energy Assistance Program (LIHEAP)

484 Main Street, 2nd floor, Worcester, MA 01608
(508) 754-1176

Fuel Assistance

Services: This program is open to those on SSI and Food stamps. As well as families on TANF. They will verify your assets. Those who reside in subsidized housing are not eligible for this program. Please call their number if you are thinking about applying for the program and are unsure about whether you meet the criteria or not.

Website: <http://www.massresources.org/liheap-apply.html>

Log onto their website for more information about the application process and required documentation.

Lutheran Social Services

14 East Worcester Street, Suite 300, Worcester, MA 01604
Toll Free 877-500-8263 or (774) 243-3900

Services: Resettlement services, basic needs, and legal advice (including help with citizenship forms) for refugees and immigrants.

ESOL Classes

51 Union Street, Suite 222, Worcester, MA 01608
(774) 243-3900

Contact: Monica Bond, (508) 754-1121 EXT. 440, mbond@lssne.org

Services: ESOL, web-based practice of essential skills and assistance for entering in other programs such as Pre-GED.

ESOL classes (Literacy to Advanced Levels) Tuesdays, Wednesdays & Thursdays:
9:00 AM – 12:00 PM

LSS's Adult & Community Learning Center Program integrates employability skills, college & career readiness skills in all ESOL Classes, and offers WEB-based practice of skills essential to entering Pre-GED/GED Programs.

Registration: Contact for registration information. Everyone is always welcomed!

Main South CDC

875 Main Street, Worcester, MA 01610
(508) 752-6181

Contact: Robyn Johnston

Public Housing

Hours: Monday – Friday, 9:00 AM – 5:00 PM

Services: This organization helps individuals with rental and home ownership opportunities. Main South CDC aims to create affordable housing. Currently accepting applications to rent one, two, and three bed room apartments.

Maria Luisa de Moreno International Foundation

90 Madison Street, Suite 300, Worcester, MA 01608

(508) 753-0600

mlmfud@gmail.com

Services: Provided in English and Spanish. Child supervision is available. Maria Luisa de Moreno International Foundation provided Spanish/English Naturalization support. Naturalization classes are offered in English or Spanish.

Eligibility and Scheduling: Anyone is eligible. Must call to set up an appointment.

MLK Business Empowerment Center

237 Chandler Street, Worcester, MA 01609

(508) 756-6330

Services: Participants are provided with one-to-one consultation service. The staff is composed of business counselors, all the consulting staff has an MB degree and valuable business experience, who can provide participants with relevant and accurate business advice. Consultation services are tailored to the individuals' time table and goals. We realize that most pre-venture business planning can be a timely process. By following the business plan template clients are educated in the areas of business entity declaration, federal and state tax enrollment, product and service development, market analysis, understanding competition and differentiation, forecasting and setting accurate sales goals, human resource issues, understanding financial documents such as cash flow statements, balance sheets and income statements, and risk analysis.

Mosaic Cultural Complex

41 Piedmont Street, Worcester, MA 01610

(508) 963-3878

Brenda Jenkins

Support Groups

Mosaic Circles Groups: Father's Circle, Peace Circle and the Trauma Circle.

Services: Non-critical support system for men. Helps men recently released from prison and others redirect their lives. Helps them with family reunification and provides mentoring. Services are provided in English and Spanish. Childcare is available sometimes, but transportation is NOT available.

Eligibility and Scheduling: Men only – age 17+ can attend the Mosaic Circles. Program meets on Saturdays at 4:00 PM.

MSPCC

Family Counseling Center

108 Belmont Street Worcester, MA 01602

(508) 753-2967

1-800-442-3035

Services: They are Children's Behavioral Health Initiative Services for eligible children under the age of 21 years, such as In-Home Therapy, Russian, and Albanian speaking available and Therapeutic Mentoring, Spanish-speaking available. Majority of counseling services are provided within the home. The clinicians are trained in TF-CBT, in working with traumatized children and issues around attachment.

There is support available for military families. Sexual Abuse Treatment and Trauma Services (VOCA) are also available.

There is a Parent Support Group Workshop for non-Offending Caretakers with children who have been either abused or traumatized in the Fall and Spring.

Psychiatry available for ongoing clients in addition to young parent support.

Payments: Accepts various insurances including the following MassHealth Products: MBHP, Medicaid, Neighborhood Health Plan, Network Health, Fallon and Boston Medical Center. Limited BC/BS and Tufts Insurances.

Support Groups

Group Types: Support Group for Teen Girls, Support Group for Caregivers when a Child has been a Victim of Abuse, Healthy Families Parent Support Group.

Services: Transportation and childcare is available for Healthy Families Parent Support Group but not for the other two support groups.

Support groups are for girls who have undergone abuse or neglect, for the parents or caregivers of children who have been abused and for parents who are enrolled in the MSPCC Healthy Families Program.

Eligibility and Scheduling: Support Group for Teen Girls is intended for girls ages 12–16, who have experienced the trauma of sexual abuse, physical abuse, emotional abuse, and/or neglect. This program is FREE and meets on Thursdays, 4:30 PM – 6:00 PM. Program runs for 8 weeks.

Support Group for Caregivers is for all non-offending caregivers, including biological/foster/(pre)adoptive parents, grandparents, and/or other adults in a caregiving role. This service is free. Program meets on Thursdays, 9:30 AM – 11:00 AM or on Thursdays 4:30 PM – 6:00 PM. Program runs for 8 weeks.

Multicultural Wellness Center

44 Front Street, #310, Worcester, MA 01608

(508) 752-4665

Website: www.multiculturalwellness.org

Services: Individual, Family and Group Therapy are available. They provide help with Adolescent Issues. They provide psychological, parenting and other assessments. In-home services (CBHI) are available. Therapeutic Mentoring available. They also run a Community Support Program and psychiatry and mediation management. There is

an emphasis on Culturally Centered Counseling: African American, Caribbean, Latino & Biracial.

Spanish, Creole, French, Japanese, Russian and African (multiple languages) speaking clinician.

Payments: Accepts Mass Health, Self pay and some private insurance. Accepts MassBehavioral Health Plan, Network health, Fallon, Neighborhood health plan, BMC & Blue Cross/ Blue Shield as well as Harvard Pilgrim.

Support Groups

Services: Services are provided in English and transportation/childcare is not provided. Balancing Life and Recovery support group is an insurance based support group for those in recovery.

Scheduling: Program meets on Tuesdays, 2:00 PM – 3:30 PM

The Mustard Seed

93 Piedmont Street, Worcester, MA 01609
(508) 754-7098

Soup Kitchen

Services: Meals served Monday–Friday, 5:30 PM – 6:30 PM.

Food Pantry

Services: Food distribution on Wednesday.

Neighbors Closet at Christian Community Church

108 Beacon Street, 2nd floor, Worcester, MA 01610
(508) 304-6023

Services: Provides new refugee families and families in an emergency crisis situation with clothes, house hold items, and furniture free of charge as needed and upon availability of items (by referral).

New Hope, Inc.

91 Prescott Street, Worcester, MA 01605
(508) 753-3146

Services: New Hope is a 501 (C) (3) non-profit organization whose mission is “Ending Domestic and Sexual Violence in Our Community”. While some programs serve only domestic or sexual violence survivors, New Hope is a dual mission agency which addresses both issues together. Since domestic and sexual violence are often intertwined, our clients benefit from the full spectrum of programs we offer, allowing them to receive domestic and sexual violence services all in one place.

We offer a wide range of services which combine crisis intervention, violence prevention, life transition and self-sufficiency opportunities, while promoting behavioral and systemic changes to reduce violence at the individual and community levels.

Toll-Free, 24-Hour Confidential Hotline

Our trained hotline specialists assist callers with crisis intervention, risk assessment, and safety planning. Callers are also provided with information about New Hope's services and other community resources to address domestic and sexual violence. Our hotline is also available to family members, friends, neighbors and co-workers who may be concerned about someone they know that may be a survivor of domestic or sexual violence.

Emergency Shelter

We provide women, men, and children safe haven in New Hope's two confidential emergency shelters. While at the shelter, clients receive crisis intervention, counseling, economic literacy training, financial advocacy and case management, including a housing plan.

Counseling

Dedicated to supporting both groups and individuals, trained counselors work with children, adolescent, and adult survivors of domestic and sexual violence.

SAFEPLAN

Advocates stationed in seven district courts and one probate court assist individuals with obtaining restraining and harassment orders. These advocates are located in Attleboro, Dudley, East Brookfield, Milford, Taunton (District and Probate), Westborough and Uxbridge. This program is partially supported by the Massachusetts Office for Victim Assistance (MOVA) through the 1984 VOCA grant from OVC, OJP, US D.O.J.

New Start Transitional Living Program

The Transitional Living Program (TLP) assists families with securing individual apartments, which they live in for up to 18 months. While in the TLP, these families pay their own utilities and contribute toward the rent, which helps them to build credit and economic independence. New Hope also assists these clients by providing counseling, job-training, budget management, a housing plan and other life skills to transition towards self-sufficiency in the aftermath of violence.

Community–Based Advocacy

Community advocates assist individuals with finding resources to enhance their safety while staying in their home community. Local assistance aims to minimize future risk and prevents the need to flee to shelter.

Supervised Visitation

Located at the MJ Leadenham Center in our Worcester office, supervised visitation is provided to non-custodial parents due to a prior history of domestic or sexual violence. Staff model healthy parenting skills with these adults while they visit their children in a safe, monitored and nurturing setting.

Housing Stabilization

Our housing stabilization program provides individuals with funding for rent, utilities, or other costs necessary for providing stable, reliable housing which was jeopardized as a result of domestic or sexual violence.

Civilian Police Advocate

Our civilian advocate in the Attleboro Police Station provides individuals with services such as crisis intervention, safety planning, and assistance with the criminal justice system.

To inquire about our domestic violence services, please call our Toll-Free, 24-hour hotline at 1-800-323-HOPE (4673).

New Leaf Program at Workforce Central

44 Front Street, Worcester, MA 01608

(508) 799-1600

CORI

Services: Program designed by workforce development professionals and former offenders to create opportunities for people to prove themselves. Informational info sessions available regarding the CORI or tips regarding employment.

Newton Square Counseling Center

338 Highland Street, Worcester, MA 01602

(508) 752-5880

Website: www.nscinfo.org

Services: Individual, couples and family counseling available. Help with grief and loss issues, physical and sexual abuse, anxiety, depression & stress management. Alcohol and Drug Counseling offered. EMDR Specialist available for individuals 15 years and older.

Payments: Accepts most major insurance.

Oasis House

9 Chadwick Street, Worcester, MA 01605

(508) 860-1175

Contact: Father Madden

Hours: 24 hours a day, seven days a week.

Transitional Housing

Services: A variety of programs from transitional housing for individuals suffering with mental health issues to food pantry services.

The clinic is open every Wednesday, 8:00 AM – 11:00 AM.

They also operate a soup kitchen Monday – Friday, 7:00 AM – 11:00 AM. Their food pantry is exclusively for residents in the 01604 zip code and is operated Monday, Wednesday and Friday, 11:00 AM – 1:00 PM. They also operate a Clothing center at 40 Vernon Street, Tuesday and Thursday, 10:00 AM – 12:00 PM (noon).

Call the number above if you have any questions about the scheduling of their programs.

Orthodox Food Center

St. Spyridon Cathedral
102 Russell Street, Worcester, MA 01609
(508) 791-7326

Food Pantry

Services: Food distribution on Saturdays, 10:00 AM – 12:00 PM

Partial Hospitalization and Day Treatment Program

340 Main Street, Suite 819, Worcester, MA 01608

Services: Include the Partial Hospitalization Program, Intensive Outpatient Addiction Program and the Structured Outpatient Addiction Program. Day treatment is also available.

Contacts: Randy Dupell, Intake Liaison, (508) 752-3969 EXT. 1211; Tara Carloni, Intake Liaison, (508) 752-3969 EXT. 1208; Julie DiLeo, Program Director, (508) 752-3969 EXT. 1203

Hours: Monday – Friday, 8:30 AM – 4:30 PM

Eligibility/Payment: This program is for adults male and females age 18+ with mental illness. Insurance based payment.

Passages (Adult)/ Motivating Youth Recovery Program (Youth)

12 Queen Street, Worcester, MA 01610
(508) 860-1244

Motivating Youth Recovery Program

Services: This program helps adolescents ages 13–18 that are struggling with substance abuse issues. MYR provides a comprehensive assessment within 72 hours of admissions. Their team is composed of psychiatrists, masters level clinicians, registered nurses and counselors. They provide the patients with daily activities, and group and individual sessions. The treatment is tailored to meet the needs of the individual adolescents. They set medical, psychological, family and social goals to help stabilize the adolescent.

Passages

Services: Their trained substance abuse treatment specialists work with individuals or families and significant others to achieve an alcohol/drug-free lifestyle; improve educational or vocational functioning; improve social/familial functioning; and reduce illegal behaviors. Staff are Master's level clinicians and certified alcohol and drug counselors. The clinics are located in Worcester and Leominster. Services include: assessment; crisis intervention; health education; individual, group, couples, and family counseling; medical/psychiatric consultation; referral and after-care planning; self-help groups; and treatment planning.

Payments: Accepts Commonwealth, Care Free Services, Health Safety Net (free), Medicare, and HMOs: BMC Health Net, MBHP Partnership, Neighborhood Health Plan, Network Health, United Behavioral Health

Pathways for Change, Inc.

(Formerly Rape Crisis Center of Central MA)

Locations

588 Main Street, Worcester, MA 01608

285 Nichols Road, Fitchburg, MA 01420

1-800-870-5905 (English)

1-800-223-5001 (Spanish)

Contact Persons

1. Barbara, (508) 852-7600 **EXT.** 234 (Monday – Friday, 9:00 **AM** – 5:00 **PM**), (978) 343-5683; Fitchburg (Thursday, 9:00 **AM** – 5:00 **PM** by appointment only)
2. Heidi Sue, (508) 852-7600 **EXT.** 238 (Monday – Friday, 9:00 **AM** – 5:00 **PM**)

If either Barbara or Heidi Sue is unavailable, please leave message on their confidential voicemail.

Support Groups

Group Types: Sexual Assault survivor groups (Healing Circles). Multiple/Various groups/ topics for: All survivors and non-offending family, friends, partners of Rape Survivors, Adult Survivors of Childhood Sexual Abuse/Incest; Teen; College Age; Latino/a (Spanish Speaking) Men; LGBT (adult and youth), Healing Through Creativity (varied survivor experiences), Deaf Survivors, and any all individuals regardless of race, ethnicity, ability, sexuality, gender or economic status.

Services: All services are free and given in English, Spanish or ASL. No childcare or transportation is provided. Support group services are provided to sexual assault survivors and non-offending family. Some programs are geared towards specific groups such as adults, teen, Latino population and deaf survivors.

Eligibility and Scheduling: Anyone who is a sexual assault survivor and non-offending family/friends are eligible for the support groups offered. Must call to inquire about meeting times.

Any questions please email bworthington@centralmasspfc.org or call (508) 852-7600 **EXT.** 112.

Pernet Family Health Service

237 Millbury Street, Worcester, MA 01610

(508) 755-1228

Chris Nelson

Support Groups

Group Types: There are a variety of programs offered by Pernet Family Health Services. These programs include the Fathers Support Group and a parenting class.

Services: Child care is available for the Fathers Support group but not for the parenting class. Neither programs include transportation. Programs are geared to support fathers and families.

Eligibility and Scheduling: The Fathers Support Group is only for fathers and is held every Tuesday, 5:45 PM – 7:15 PM.

The parenting class is for DCF refereed families only. This class is held every Wednesday. Must inquire about timing. This program run in 8-week cycles.

Pleasant Street Baptist Church – Brephos Boutique

165 Pleasant street, Worcester MA 01608

(508) 756-8754

dbruce@edwardstreet.org

Services: The Boutique provides new and gently used children's clothing, accessories, blankets, books etc.

Pleasant Street Neighborhood Network Center

301 Pleasant Street, Worcester, MA 01609

(508) 754-7793

Services: To create a safe, attractive and livable community with people of varied means and backgrounds. This community will respect, recognize and call upon the talents of all. As neighbors, we will create this community by forging new partnerships among residents, neighborhood organizations, businesses, churches, schools, colleges, financial institutions, human service organizations and government so that we all can share in achieving and sustaining this vision.

Support Groups

Services: Support for parents who are divorced or going through a divorce.

Eligibility and Scheduling: For parents who are divorced or going through a divorce. Must call for more information on services. Although location is in 422 Boston Turnpike meetings are held at a different location. Meetings are held in 3 Tennis Drive in Shrewsbury, MA. Each session/group meeting is \$15.

PPAL, the Parent Professional Advocacy League – Worcester

40 Southbridge Street #310, Worcester, MA 01608

(508) 767-9725

Support Groups

Group Types: Teen Youth Group: (HOPE) Helping Others Promote Equality, YOU: You are One of Us, and Parent Support Group.

Services: Services in English. Dinner provided during support group times for all the programs except Parent Support Group. Every 4th week supper is provided for PSG, and every 2nd week there is a pot luck dinner. Support provided for teens that are living with emotional, behavioral or mental health needs. Childcare is limited, must register.

Eligibility and Scheduling: Program is intended for teens ages 14–19 years old who are living with emotional, behavioral or mental health needs. No insurance needed &

no cost Program meets on Tuesdays 5:00 PM – 6:30 PM. For HOPE, participants must be between the ages of 13–18. For YOU, participants must be between the ages of 13–18. **For Parent Support Group:** Parents / caregivers and family members who support children, youth, and young adults with emotional, behavioral and/or mental health needs are eligible. No insurance needed and services are free.

Problem Pregnancy

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

Clothing store

Services: Provides clothing and baby furniture.

QCC-Adult Basic Education at the Training & Education Center

751 Grove Street, Worcester, MA 01605

Contact: Kate Anderson at (508) 751-7910 or kateanderson@qcc.mass.edu.

Services: ABE, ESL, Pre-GED, GED, GED math prep, and ESOL

All classes are free of charge.

ABE, Pre-GED and GED: Monday, Wednesday and Friday, 8:30 AM – 12:30 PM;
Tuesday–Thursday, 5:30 PM – 9:30 PM

GED math prep: Monday and Wednesday, 3:30 PM – 6:00 PM

ESOL for Employment with focus on health professions: Monday–Friday,
8:30 AM – 12:30 PM

ESL levels: Beginner, low intermediate, high intermediate and advanced Monday,
Wednesday and Friday, 1:00 PM – 4:00 PM; Tuesday–Thursday, 6:00 PM – 9:00 PM

Online GED Prep. Registration: Registration for the GED and ESL programs: 2nd
Thursday of each month -except June and August- either at 10:00 AM or 3:00 PM

Quinsigamond Community College

670 West Boylston Street, Worcester, MA 01606
(508) 853-2300

College Level Education

Services: Quinsigamond serves over 13,000 full and part-time day and evening students. Over 70 associate degree and certificate career options in Business, Health Care, Technology, Liberal Arts, and Human Services. The College also offers a wide variety of non-credit courses, workshops, and seminars through its Training and Education Center. In addition, over 300 noncredit and nearly 35 credit courses are offered online. The College also has program locations at the Senior Center in Worcester (Hospitality & Recreation Management), Burncoat High School in Worcester (Automotive Technology), in Marlborough and 5 Optical Drive in Southbridge.

This college also offers the opportunity to get involved outside of the classroom in a variety of clubs and events.

Registration: Visit the website to register for classes.

Website: <http://www.qcc.edu/register-classes>

Payment: Tuition is the lowest in the region at \$181 per credit for Massachusetts residents and \$387 per credit for non-residents. Financial aid is available.

GED Classes in Spanish

Locations: Worcester Business Center, 67 Millbrook Street, Worcester, MA 01606
QCC Main Campus (Surprenant Building), 670 West Boylston Street, Worcester, MA 01606

Contact: Call Deborah Gonzalez to register: (508) 854-7524

Services: GED Classes in Spanish

Classes are Tuesdays and Thursdays, 6:00 **PM** – 8:00 **PM**, (at the Worcester Business Center) and Saturdays, 9:00 **PM** – 11:00 **PM**. (at the QCC Main Campus) – 12 consecutive sessions.

Registration: The classes cost \$245.00. Call Deborah Gonzalez to register: (508) 854-7524

Quinsigamond Village Community Center

16 Greenwood Street, Worcester, MA 01607
(508) 755-7481

Food Pantry

Services: Food distribution Mondays–Thursdays, 9:30 **AM** – 2:00 **PM** and Fridays, 9:30 **AM** – 12:00 **PM**

Rachel's Table

633 Salisbury Street, Worcester, MA 01609
(508) 799-7699

Food Pantry

Services: Will pick up food from businesses and food institutions in Greater Worcester and deliver it to agencies that have feeding programs for the hungry.

RAFT Residential Assistance for Families in Transition

12 East Worcester Street, Worcester, MA 01604
(978) 630-6600
1-800-224-5124

Services: RAFT (Residential Assistance for Families in Transition) is a state-funded homelessness prevention program. RAFT gives short-term financial assistance to low-income families who are homeless or at risk of becoming homeless. RAFT helps families who are behind on rent, mortgage payments, or utility bills. RAFT also helps families who have to move but do not have enough money to pay a security deposit, utility startup costs, or first/last month's rent. Families can get up to \$4000 within a 12-month period.

The Massachusetts Department of Housing and Community Development are in charge of the RAFT program. On the local level, RAFT is run by Regional RAFT Administering Agencies (RAAs). The RAAs coordinate their efforts with the regional

Housing Consumer Education Centers (HCECs) that provide screenings and referrals for emergency housing assistance.

Eligibility

- Your family must be homeless or at risk of becoming homeless.
- Your family (two or more people) must include at least one dependent child under the age of 21; or you can be a pregnant woman who is the head of the household.
- At least one member of your family must be a U.S. citizen or eligible noncitizen.
- Your family income must be at or below 50% of the area median income (AMI).

How Do I Apply: To apply for RAFT, you should contact the RAFT agency that serves your city or town. You can only be approved in the region where you plan to use your RAFT assistance.

To find your regional agency, call 1-800-224-5124, or see:

Central Massachusetts Housing Alliance

When you call, a staff member will do a preliminary screening to see if your family appears to meet the requirements of the RAFT program. If you get preliminary approval, the agency will ask you to fill out a RAFT application.

When you apply, you will need

1. Identification such as a driver's license, other picture ID, or MassHealth card
2. Proof of current income for all adult household members (paystubs, TAFDC/EAEDC award letters, proof of unemployment or child support payments, Social Security/SSI statement, etc.)
3. A copy of your lease or mortgage statement
4. Proof that you need help and the amount of money you need (eviction notice, utility shutoff notice, overdue utility bills, rental startup costs, etc.)
5. A participation agreement from your landlord, if you are a renter who is using RAFT to pay for back rent, first/last month's rent, a security deposit, or monthly rent stipend

Your RAFT agency will give you all of the forms you need and will let you know which proofs you must provide.

RCAP Solutions

90 Madison Street, Suite 303, Worcester, MA 01608

Toll-free: 1-800-488-1969

(508) 792-5230

Section 8 Housing

Services: Aimed to help families gain access to affordable housing and prevent homelessness. You must complete a Section 8 Pre-Application in order to receive

a RCAP Solutions section 8 voucher. Call the toll-free number to obtain a pre-application and more information about the application process.

Red Cab & Yellow Cab

Red Cab: (508) 792-9999

Yellow Cab: (508) 754-3211

Services: 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). Must call and request a prescription for Transportation (PT-1) form to be faxed to your medical MassHealth Provider.

Refugee and Immigrant Assistance Center

340 Main Street, Suite 802, Worcester, MA 01608

Tel: (508) 756-7557

Fax: (508) 756-7708

Website: www.riacboston.org

Services: Refugee Resettlement, Post-Resettlement Support Services, Community Education and Outreach, Counseling Services.

Registry of Motor Vehicles

611 Main Street, Worcester, MA 01608

(857) 368-8000

Monday–Wednesday: 9:00 **AM** – 5:00 **PM**; Thursday: 10:00 **AM** – 6:00 **PM**; Friday: 9:00 **AM** – 5:00 **PM**

Services: All license, registration & title transactions, license plate returns, learner's permit testing and Class D road tests. Class M road tests at Millbury Park & Ride. Written tests for Class D or M given 9:00 **AM** – 4:00 **PM** (10:00 **AM** – 5:00 **PM** on Thursdays for branches with extended hours).

- Written tests for Class A, B, or C given 9:00 **AM** – 3:00 **PM** (10:00 **AM** – 4:00 **PM** on Thursdays for branches with extended hours).
- Road Tests offered between 9:00 **AM** – 5:00 **PM**
- Operating RACE unit serving insurance agents and car dealers for bulk registration paperwork.

Revival Church – Fountain of Life

23 Coral Street, Worcester, MA 01604

(508) 791-5555

Food Pantry

Services: Food distribution on Wednesdays, 6:00 **PM** – 8:00 **PM**

Website: <http://www.wcgcdc.org/index.php/who-we-are/about-wcg>

Salvation Army – 6-Month Program and Store

72 Cambridge Street, Worcester, MA 01603

(508) 799-0528

Hours: Monday–Friday, 7:30 **AM** – 4:00 **PM**

The Citadel

640 Main Street, Worcester, MA 01608
(508) 765-7191 (x227)

Sally's Place

739 Water Street, Fitchburg, MA 01420-6479
(978) 342-3300

Hours: Monday–Friday, 9:00 AM – 3:00 PM

Salvation Army Thrift Store, Gardner

8 Union Street, Gardner, MA 01440

Transitional Housing

Services: The Salvation Army offers a six month program for individuals in recovery. Offers a holistic approach to assist men and women; provide spiritual, social and emotional assistance the center offers residential housing, work, and group and individual therapy.

Eligibility: Every potential participant undergoes a comprehensive intake interview to ensure the ARC program is the best possible match for them. If the interview process determines it's not, we'll make every effort to refer them to a program that will be. If interested in applying or referring someone, may call the Intake Office at 1-800-SATRUCK (728-7825) or the number provided above ((508) 799-0528).

Savers

490 Lincoln Street, Worcester, MA 01605
(508) 853-3653

Clothing

Services: Sale of used and new clothing among other items.

Hours: Monday–Saturday, 9:00 AM – 9:00 PM; Sunday, 10:00 AM – 7:00 PM

Shepherd's Place

54 Queen Street, Worcester, MA 01610
(508) 757-5198

Office hours: 24 hours, every day of the year

Services: Provides shelter for single parent families, females only, age 18 or older with DHCD referral.

SNAP: Food Assistance/ Food Stamp/DAT

13 Sudbury Road, Worcester, MA 01609
(508) 767-3100

Office Hours: Monday–Friday, 8:00 AM – 5:00 PM

1 North Street, Southbridge, MA 01550
(508) 765-2400

Office Hours: Monday–Friday, 8:00 AM – 5:00 PM

Social Security Administration

51 Myrtle Street, Madison Place, Worcester, MA 01608

1-866-331-9069 / (508) 753-4105

Website: www.ssa.gov

Cash Assistance

Supplemental Security Income: The Supplemental Security Income (SSI) program pays benefits to disabled adults and children who have limited income and resources. Persons age 65 and older that meet the financial criteria are eligible regardless of disability status. Visit <https://www.ssa.gov/ssi/text-over-ussi.html> for more information.

Supplemental Security Disability Income: The Supplemental Security Disability Income (SSDI) program is a federal insurance program that protects workers who become totally disabled and cannot work for a year or more.

Visit <https://www.ssa.gov/planners/disability/dqualify.html> for more information.

South Bay Day Services

340 Main Street, Suite 819, Worcester, MA 01608

(508) 752-3969

Randy Dupell, Intake Liaison (x 1211)

Tara Carloni, Intake Liaison (x 1208)

Julie DiLeo, Program Director (x1203)

Support Groups

Group Types: Partial Hospitalization and Day Treatment programs such as the Partial Hospitalization Program, the Intensive Outpatient Addiction Program, Structured Outpatient Addiction Program and Day Treatment.

Services: Care for adults (18+) who have a mental illness. Transportation may be provided depending on their insurance.

Eligibility and Scheduling: Must call between the office hour times (Monday–Friday, 8:30 AM – 4:30 PM) to inquire about programs and their scheduling times. To request services, visit <https://www.southbaycommunityservices.com/contact-us/> and fill out a form.

All these programs are insurance based and are for adult males and females who are 18+ and have with mental illness.

South Bay Early Childhood

548 Park Avenue, Suite B, Worcester, MA 01603

Parent Step Curriculum Group

Services: Focuses on practical skills you need to help your children from the start. Also provides effective discipline strategies that promote both self-esteem and mutual respect.

Contact: Merrie Mackenzie, M. Ed. (774) 823-1500

Hours: Starting June 19th Wednesdays, 5:30 PM – 6:30 PM

Eligibility: Open to any parents looking for support.

Toddler Play Group

Services: Playgroups offer children a safe, leader-led time where they can explore their world and develop new friendships. They are a wonderful opportunity to play and interact with your child and meet new friends.

Contact: Merrie Mackenzie M. Ed. (774) 823-1500

Hours: Please call for days and times.

Eligibility: This service is available for children 18 **MO** – 3 **YRS** and it is free of charge.

South Bay Mental Health

340 Main Street, Suite 818, Worcester, MA 01608

(508) 791-4976 or 1-800-244-4691

Website: www.southbaycommunityservices.com

Mental Health Providers

For intakes call (508) 427-5362

Services: Outpatient counseling is available for children and adults. Substance abuse counseling is also provided. This program will do home visits. Psychiatric evaluations available for adults and children. They also provide In-Home Therapy (IHT) & therapeutic mentoring services as part of CBHI. Urgent Care Services available. Kincoaching (services for kinship foster parents) is provided. Additionally they provide behavioral health interventions for medical disorders.

They operate a Partial Hospital Program/ Intensive Outpatient Program that includes a Mental Health Track, Dual Diagnosis Track and Mindfulness Track.

The Day Treatment Program follows a Mental Health Track, Dual Diagnosis Track, Life Skills Track and Vocational Rehabilitation Track.

Programs are available Monday – Friday, 9:00 **AM** – 3:00 **PM**. There is no waiting list. You have the option to tour the facility prior to admission.

Payments: Accept various insurance such as Mass Health, Fallon, Network Health. Does accept the Mass Behavioral Health Plan. The programs are free of charge.

Southeast Asian Center

484 Main Street, Suite 400, Worcester, MA 01608

(508) 791-4373

Andrew Le

Support Groups

Group Types: Southeast Asian Teen Support and Recreation Group, ‘Youth Effect’

Services: Provided in English and Southeast Asian languages. Southeast Asian Center provides all sort of support for the Southeast Asian youth community through its teen support program and the recreation program called Youth Effect.

Eligibility and Scheduling: Services (after school programs) are available Monday – Friday, 2:00 **PM** – 6:00 **PM**. This program is for youth of Southeast Asian decent between the ages of 13–19.

ESL Classes

Services: Free ESL classes

Our night ESL Level 1 and Level 2 classes are on Monday and Wednesday evenings, 6:00 PM – 8:00 PM. The morning ESL class is on Tuesday and Thursday mornings, 9:00 AM – 11:00 AM. Placement test needed.

Registration: Free and ongoing registration. Contact the South Asian Coalition at (508) 791-4373 to learn how to register or for more information.

South Worcester Neighborhood Center

Food Pantry

South Worcester Neighborhood Ctr.
47 Camp Street, Worcester, MA 01603
(508) 757-8344

Services: Food distribution Monday – Friday, 9:00 AM – 1:30 PM

Green Island

50 Canton Street, Worcester, MA 01610
(508) 753-4661

Services: Food distribution Monday – Friday, 9:00 AM – 1:30 PM

Lakeside Center

54 Circuit Avenue South, Apt. 1, Worcester, MA 01603
No Phone on Site ; Call (508) 757-8344 (SWNC Camp Street)

Services: Food distribution Monday – Wednesday, 10:00 AM – 2:00 PM, and Thursdays and Fridays, 9:00 AM – 1:00 PM

St. Anne's Free Medical Program

130 Boston Turnpike Road (Rt. 9), Shrewsbury, MA 01545

Website: <http://www.worcesterfreeclinics.org/st-annes.html>

The Street Anne's Free Medical Program provides health care services to the uninsured and underinsured in Worcester.

Services: School physicals, sick visits, immunizations, tuberculosis testing, medications for the uninsured, seasonal flu shot clinics, dermatological services (First Tuesday of the month only), pediatrician available (First Tuesday of the month only), podiatric services (last Tuesday of the month only), psychiatric services, health insurance help and assistance.

Hours: Tuesdays, 6:00 PM – 8:00 PM

Accepts: Uninsured, underinsured.

Payments: Free/no fee.

Languages: English.

St. Bernard's Church Rectory Marie Anne Center

236 Lincoln Street, Worcester, MA 01605
(508) 736-6986

ESL Classes

Contact: For additional information call Monde: (508) 425-9254

Contact: Sister Michelle

Services: ESL classes Monday & Thursday evenings, 6:30 **PM** – 8:30 **PM**, GED classes are not offered.

Registration: Registration is on-going. There is a registration fee of \$20. There is also a book fee of \$30.

Classes start in September and January.

Refugee Apostolate

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

Beginner ESL Classes

Contact: Kathy, (508) 831-7455

Services: ESL – Beginner level course Saturday, 10:00 **AM** – 12:00 **PM** (noon). Offered in the spring only.

Registration: \$2 per session, 10 weeks. Sign up prior to starting date is required.

Sign up can be done via phone at (508) 831-7455 or by email:

mailbox@urbanmissionaries.com.

St. Francis Adult Day Health

101 Plantation Street, Worcester, MA 01604
(508) 752-2546 Pat Fanjoy, LCSW or Lisa Pontbriand, LSW

Support Groups

Services: Support group of those who are caregivers of the elderly or disabled adults. During support group, refreshments are provided yet transportation and childcare is not included.

Eligibility and Scheduling: Services are for Caregivers of Elders of Disabled Adults.

Program meets the 2nd Thursday of each month, 7:00 **PM** – 8:30 **PM**

St. Francis & St. Therese Catholic Worker House Hospitality

52 Mason Street, Worcester, MA 01610
(508) 753-3588

Hours: Volunteers are there to assist you twenty-four hours a day, seven days a week.

Services: They provide housing for emergency shelter in addition to two meals a day and laundry twice a week. The program is available from anywhere between two and three weeks. Must be sober.

St. John's Food Pantry and Soup Kitchen

44 Temple Street, Worcester, MA 01604
(508) 756-7165

Website: www.stjohnsfoodforthe poor.org

Hours: Weekdays 7:00 **AM** – 10:30 **AM**; (no weekends).

Services: Provides free morning meals every weekday. Also, has a food pantry that gives out free food packages and food boxes. All poor and homeless citizens (men, women, and children) may receive services.

St. Paul's Outreach

19 Chatham Street, Worcester, MA 01609
(508) 791-8455

Food Pantry

Services: Food distribution on Tuesdays, Wednesdays and Fridays, 9:00 **AM** – 11:30 **AM**, pantry is also open on Thursday, 5:00 **PM** – 7:00 **PM**.

St. Peter's Church

929 Main Street, Worcester, MA 01610
(508) 752-4674

Services: Food distribution on Wednesdays, 11:30 **AM** – 2:30 **PM**

After School Mentoring Program

Contact: Elizabeth Koroleski mentoring@assumptionsisters.org.

Services: Mentoring for children ages 6–15. Services in English and Spanish. Mentoring is every Wednesday and Thursday, 2:30 **PM** – 4:45 **PM** in the St. Peter's meeting room. Children are matched with college volunteer mentors for homework help, arts and crafts, sports in the gym, games and much more!

Eligibility and Cost: Free mentoring to children ages 6–15.

Clothing

507 Park Avenue, Worcester, MA 01603
(508) 752-4232

Services: Providing clothing.

ESL Course

Contact: Amy Neville

Services: ESL courses are available during the Fall, Winter and Spring.

Fall: Sept.–Dec., Winter: Jan.–March, Spring: April–June

There are four different levels of English: basic, intermediate 1, intermediate 2 and advanced. Classes are every Tuesday and Thursday, 10:00 **AM** – 12:00 **PM** and Monday, Wednesday and Friday, 9:00 **PM** – 11:00 **PM** (Only for Spanish speaking learners). These classes takes place year round.

Registration: For future registration dates contact Amy Neville at (508) 752-4674. There is a \$20 fee for enrollment.

St. Vincent de Paul Food Pantry

Locations

St. Anthony's Pantry

Sacred Heart of Jesus Church
596 Cambridge Street, Worcester, MA 01610
(508) 753-2555

Services: Food distribution on Thursdays, 9:30 AM – 2:30 PM
and Saturday, 10:00 AM – 1:00 PM

St. Peter's Church

929 Main Street, Worcester, MA 01610
(508) 752-4674

Services: Food distribution on Wednesdays, 11:30 AM – 2:30 PM

Clothing

507 Park Avenue, Worcester, MA 01603
(508) 752-4232

saintvincentstore@gmail.com

Services: Providing clothing.

Utility Assistance

507 Park Avenue, Worcester, MA 01603
(508) 752-4232

Services: offers assistance with emergency new or gently used general clothing, utility or electric bill payment assistance and medical bill payment assistance

Thom Worcester Area Early Intervention and Family Support

239 Mill Street, Suite B, Worcester, MA 01602
(508) 752-8466

Fax Number: (774) 243-6611

Kelly.brennan@thomchild.org

Services: Early Intervention Program (EI): In Massachusetts is a statewide, family-centered, developmental service. Thom Child & Family Services offers the earliest possible intervention and support for children birth to three years old who have developmental difficulties due to identified disabilities or whose development is at risk due to certain birth or environmental circumstances.

Pregnancy and Newborn Support: Thom Child & Family Services offers free home visits to pregnant women, new mothers and their infants who live in the Springfield and Greater Lowell areas of Massachusetts.

Regional Consultation: Regional Consultation Programs (RCPs) provide consultation, family support, and community-wide workshops and training in Massachusetts.

Training Resources of America

Worcester

2 Foster Street, 3rd floor, Worcester, MA 01608
(508) 753-2991

Fitchburg

435 Main Street, Suite 2500, Fitchburg, MA 01420
(978) 343-4452

ESL and GED Classes

Contact: Cynthia Vlasapy (Coordinator)

Services: Free ESL and GED courses. Other programs also available through TRAsuch as ACHIEVE, Young Parents, Youth Build and Career Pathways course. Programs are guided to help Worcester residents improve language skills, obtain a GED (equivalent to a high school diploma)among other services.

Hours: ESL & GED evening classes ESOL Monday & Wednesday, 4:30 **PM** – 7:45 **PM**, GED Tuesday & Thursday, 4:30 **PM** – 7:45 **PM**

Registration: Registration is on-going. Must call to schedule an intake (interview and testing) or to request information on the other services available through TRA. Most services are for those 16 and older, with the exception of Young Parents.

ACHIEVE

Services: Serves out-of-school youth between the ages of 16–21, assisting with Adult Basic Education/GED preparation and more.

Young Parents

Services: Offers pregnant and parenting out-of-school youth, aged 14–21, who have not achieved a high school diploma with a variety of educational and life skills training.

Youth Build

Services: Provides low-income, out-of-school youth, aged 16–24 with on-the-job, hands on construction skills training and GED preparation.

Career Pathways Course

Services: Offered Monday – Thursday for ESOL students who want to improve their English, work on their job skills and find a career in manufacturing.

UMass Medical School

365 Plantation Street, Suite 100, Worcester, MA 01605
(508) 320-0314
Toll Free: 1-800-842-9375

Website: <http://www.udiscovering.org/>

Services: To help with early intervention, the Shriver Center team of national experts in the fields of autism, applied behavior analysis, psychological sciences, and instructional technology work together, and with NIH grant support, have

developed a number of innovative courses for parents and professionals. These courses are distributed through an online portal called UDiscovering. Developed by the University of Massachusetts Medical School's Shriver Center, UDiscovering offers a new line of online training tools, products, and services to help families and professionals touched by or working in the fields of autism and other intellectual and developmental disabilities. The Shriver Center is a nationally and internationally recognized research, education, and public service center dedicated to improving the lives of individuals with intellectual and developmental disabilities. Established 30 years ago, it became a part of UMass Medical School in 2000. The Center offers a wide range of resources:

- Helping the public understand and ameliorate the challenges faced by those with autism and other intellectual and developmental disabilities
- Training professionals and leaders in the intellectual and developmental disabilities field
- Promoting efforts to enhance the health, safety, and quality of life of individuals with disabilities and their families
- Offering a series of disability related products, starting with Discovering Behavioral Intervention: A Parent's Interactive Guide to Applied Behavior Analysis (ABA).

UMass Memorial

55 N. Lake Avenue, Worcester, MA 01655
(508) 334-1000

Website: <http://www.umassmemorial.org/>

Health Insurance

Services: The UMass Memorial Patient Financial Services Department helps people enroll in free and low-cost Massachusetts health insurance plans, and helps them choose healthcare providers. Language services provided.

Contact: (508) 334-9300

Hours: Monday–Friday, 8:00 AM – 4:30 PM

Emergency Mental Health

Services: UMass Memorial operates a 24/7 emergency mental health hotline that is available to individuals regardless of their insurance or ability to pay.

Contact: 866-549-2142 (24/7 hotline)

Free Health Clinic

Services: The UMass Memorial Ronald McDonald Care Mobile provides preventive medical and dental services to people without health or dental insurance on Mondays, Wednesdays and Thursdays at 10 different community sites. Medical services include physical exams for children, adolescents and adults, sports physicals, immunizations, lab tests, blood pressure tests, health education, vision referrals,

hearing tests and care for serious or ongoing illnesses. Dental services include dental health care, sealants, and dental cleaning.

Contact: (508) 334-6073

Hours: Call for hours and locations.

Accepts: Uninsured, underinsured, insured, Medicare, Medicaid.

Payments: Financial assistance available.

Languages: English.

Substance Abuse

Services: Located at 55 Lake Avenue North, The Mental Health 8 Eat unit helps with Substance abuse treatment, Detoxification, Methadone Maintenance, Methadone Detoxification, Buprenorphine Services.

Mental Health Treatment

Services: 24-hour psychiatric emergency service.

This is an emergency service open to those in the area who believe they have a psychiatric emergency.

Contact: (508) 334-1000 or (508) 334-3562

Payments: UMMMMC accepts payment from most insurers, Medicare and MassHealth whether unmanaged or managed. However, please check with the clinic before accepting a scheduled appointment. Those without coverage may meet with our Financial Counselors toward enrollment in MassHealth or Common health Plans.

Urgent Care Center Fitchburg

275 Nicols Road, Fitchburg, MA 01420

(978) 343-5072

Urgent Care Leominster

510 North Main Street, Leominster, MA 01453

(978) 466-8820

United Way of Central Massachusetts (Worcester)

484 Main Street, No. 300, Worcester, MA 01608

(508) 757-5631

Hours: Monday–Friday, 8:30 AM–4:00 PM

US Veterans Administration Boston Health Care System

Locations

605 Lincoln Street, Worcester, MA 01605

(508) 865-0104

691 Grafton Street, Worcester, MA 01604

(508) 753-7902

Veterans and Their Families

Services: Primary and preventative health care for returning veterans. Services available include optometry, cardiology, mental health services, neurology, podiatry,

dermatology, rheumatology, geriatrics, laboratory test, physical therapy, radiology, rehabilitation medicine nutrition counseling, preventive services such as annual flu and pneumonia shots, electrocardiograms (EKGs) preventative health and access to a pharmacy. Services in the Grafton Street location include but are not limited to readjustment counseling and mental health services

Eligibility: Veterans

Utility Assistance

507 Park Avenue, Worcester, MA 01603

(508) 752-4232

Services: offers assistance with emergency new or gently used general clothing, utility or electric bill payment assistance and medical bill payment assistance

VA's Veterans Suicide Prevention Line

1-800-273-TALK

Veterans and Their Families

Services: The Veterans Suicide Prevention Line connects Veterans in crisis with qualified, caring Department of Veterans Affairs responders through a confidential toll-free hotline, online chat, or text.

Veteran Homestead

Northeast Veteran Training and Rehabilitation Center (NVTRC) is the first and only facility in the United States to serve afflicted veterans returning from Iraq and Afghanistan and their families by combining housing, physical therapy, counseling and college course for PTSD, TBI, amputees and burn patients.

Veterans, Inc.

69 Grove Street, Worcester, MA 01605

(508) 791-1213 EXT. 108, Food Pantry: (508) 769-5795

Food Pantry

Services: Food distribution on the 2nd & 4th Thursday of each month, 10:00 AM – 4:00 PM, Veterans Identification is required.

Homeless Shelter

Hours: Open 24 hours a day, every day of the year.

Services: The Veterans, Inc. is the largest provider of services to veterans and their families in New England. They work hard to assist veterans using a clinical case management approach which allows them to assist veterans in job training and employment, health and wellness and legal advice. They also run a homeless shelter. You must be a veteran to apply.

Log onto their website for resources like the Resident Application:

Website: <http://www.veteransinc.org/contact-us/>

Veterans and Their Families

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. Other services available such as family support.

Veterans' Services

455 Main Street, Room 108, Worcester, MA 01608
(508) 799-1041

Contact: Karen Greenwood

Hours: Monday – Friday, 8:30 AM – 5:00 PM

Shelter

Services: Veterans' Services provides cash assistance to pay for basic needs such as food, shelter, clothing, housing supplies, and medical care. The amount you get depends on your personal situation and needs.

In order to apply for these services you must meet with the Veterans' Service officer at City Hall.

Website: <http://www.worcesterma.gov/veterans-services>

Visitation House, Inc.

119 Endicott Street, Worcester, MA 01610
(508) 798-8002

Email: evelindquist@visitationhouse.org

The pregnant women who come to Visitation House struggle with a number of issues resulting in physical, emotional, and psychological illness. Many are in recovery from substance abuse or have experienced domestic violence.

Although some are receiving support services from area agencies and organizations targeting these issues, there is a further need for women-centered programming that directly addresses women's issues, building their self-esteem and assisting them in becoming better equipped to care for themselves and their infants.

In addition, there is a need to encourage and support them in exploring further education, training, and job readiness, guiding them towards healthy, independent living. Inmates have earned a High School Equivalent Diploma (HiSET) through Sheriff Michael Ashe's office over the last 42 years. Across the U.S., Hampden County Correction Center has the lowest recidivism rate of all correctional institutions.

Voices Against Violence

24-hour hotline: 1-800-593-1125 or (508) 626-8686

Voices provides free and confidential services to victims and survivors of sexual and domestic violence in the MetroWest area. Services are provided in English, Spanish, and Portuguese and are available to everyone regardless of race, ethnicity, gender or sexual orientation.

Services include a 24-hour hotline, crisis intervention, confidential short term emergency shelter, counseling and support groups, information and referrals, and medical, legal and criminal justice advocacy.

Washburn House

1183 Main Street, Worcester, MA 01603

(508) 834-8599

admissions@washburnhouse.com

If you are dealing with drug or alcohol addiction, then learning about Washburn House is a critical first step in your journey. We are a full-service rehab center with our client's well-being and healing in mind.

WCCA TV 13 – “The People’s Channel”

415 Main Street, Worcester, MA 01608

Services: Community Public Access Center- TV Production classes, volunteer opportunities. Youth Media programming, non-profit outreach, grassroots television journalism and more. Helping support groups to educate and inform the public through use of a television and web forums.

Contact: Mauro DePasquale Executive Director (508) 755-1880 EXT. 11

Hours: Scheduled basis: 9:00 AM – closing

Eligibility: Anyone who lives, works, or studies in Worcester

Webster Public Schools: Adult Basic skills Program

77 Poland Street, Webster MA 01570

(508) 943-0104 (administration office directory number)

Free GED preparation program on Tuesday and Thursday evenings, 5:30 PM – 9:00 PM

Wesley United Methodist Church

114 Main Street, Worcester, MA 01608

(508) 799-4191

Free Health Clinic

Services: Vision and hearing services. Low cost glasses (all Mondays), vision tests with low cost glasses (2nd and 4th Mondays), hearing test and low-cost hearing aids (3rd Monday).

Hours: Mondays, 6:00 PM – 8:00 PM

Accepts: Uninsured, under-insured.

Payments: Free/ no fee.

Worcester Adoptive Families Together

335 Chandler Street, Worcester, MA 01602

(508) 753-2967

For more info contact Lori Baeumler (617) 587-1522 or lbaeumler@mस्पcc.org

Group meets 3rd Thursday of every month, 7:00 PM – 9:00 PM

Services: Adoptive Families Together (AFT) provides education, advocacy, training, and support to families, professionals and communities about the unique

circumstances inherent in the adoption experience. Our groups include parents who have adopted children of all ages and races, domestically and internationally, children of kin, and children with special needs. We also welcome adopted individuals, birth parents, foster parents, guardians and pre-adoptive parents.

Meetings are free.

Worcester Common Ground

5 Piedmont Street, Worcester, MA 01610

Public Housing

Services: For over twenty years this organization has been helping people with issues of housing in Worcester. Log onto <https://www.wcgcdc.org/> for access to additional forms with information and housing applications.

Worcester Community Action Council, Inc.

484 Main Street, Suite 203, Worcester, MA 01608

(508) 754-1176

Website: <http://www.wcac.net/>

Services: WCAC provides eligible households, homeowners or renters, with help in paying a portion of the winter heating bills.

Eligibility: Eligibility is based on household size and the gross annual income of all the members of the household that are 18 or older. Immigrants and persons without social security are eligible to apply for this program.

Hours: Monday–Friday, 8:30 AM – 4:30 PM

How to Apply

First time applications can send in their application between November 1 and April 30, Monday, Tuesday, Thursday and Friday between 9:00 AM – 11:00 AM and 12:30 PM – 3:30 PM.

In addition to the services listed above you may also be eligible for weatherization and heating repair programs appliance programs, that provide you with energy saving information, replaces light bulbs and refrigerators with energy efficient models.

GED Glasses

Contact: Michelle Ramirez EXT. 146, Linda Taylor EXT. 158, Alan Tubman EXT. 181

Services: The Worcester Community Action Council, offers GED preparation for young adults ages 16–25. Test fee is covered for program participants. Classes are free. Additionally they provide computer training and job placement assistance. Registration information: Ongoing registration, 9:00 AM – 3:00 PM. Visit their website, WCAC.net, for more information.

Fuel Assistance

Hours: Monday–Friday, 8:30 AM – 4:30 PM

Services: WCAC provides eligible households, homeowners or renters, with help in paying a portion of the winter heating bills. Eligibility is based on household size and the gross annual income of all the members of the household that are 18 or older. Immigrants and persons without social security are eligible to apply for this program. Additional information: First time applications can send in their application between November 1 and April 30, Monday, Tuesday, Thursday and Friday, 9:00 AM – 11:00 AM and 12:30 AM – 3:30 PM.

In addition to the services listed above you may also be eligible for weatherization and heating repair programs appliance programs, that provide you with energy saving information, replaces light bulbs and refrigerators with energy efficient models.

HiSET Classes

(508) 754-1176 EXT. 181

Find all Worcester HSE programs here: <http://mycareertools.com/worcester-ma/>

Worcester Community Connections

484 Main Street 4th floor, Suite 460, Worcester, MA 01608

Anne Bureau, LICSW, Site Director

(508) 552-7469

Email: bureaua@youinc.org

Website: <https://www.sevenhills.org/programs/worcester-family-resource-center>

Nurturing Parenting Program

Services: A 16-week curriculum for building healthy and caring families by enhancing self-worth, empathy, discipline, and empowerment.

Contact: Pat Strong, (508) 796-1411

Hours: 16-week sessions; one in the Fall and one in the Spring.

Eligibility/Payment: All parents or caregivers. Free of charge.

Parenting Journey

Services: The Parenting Journey is a 12-week journey designed for parents who want to learn more about themselves, their childhood relationships and the relationships with their children. Participants will also learn about resources to help with parenting.

Contacts: English: Olga Lopez Hill, (508) 796-1412;

Spanish: Rosa Salazar, (508) 796-1416

Hours: 12-week sessions; one in the Fall and one in the Spring.

Eligibility/Payment: All parents or caregivers. Free of charge.

Effective Co-Parenting

Services: Program focuses on ways to co-parent when you are not living together; ways to improve communication skills and reduce conflicts.

Contact: Amanda Beeso, (508) 796-1411

Hours: 5-week sessions; one in the Fall and one in the Spring.

Eligibility/Payment: All parents or caregivers. Free of charge.

Parenting With Love and Logic

Services: Gives parents practical strategies for reducing behavioral problems, increasing motivation, building responsibility and resiliency.

Contact: Catalina Delaney, (508) 799-3225; Linda Jackson, (508) 799-3252

Hours: 5-week sessions; one in the Fall and one in the Spring.

Eligibility/Payment: All parents or caregivers. Free of charge.

Family Needs Parent Group

Services: Provides activities to promote parent leadership and peer support.

Contact: Anne Bureau, (508) 796-1418

Hours: The 2nd Tuesday of each month at 5:00 PM

Eligibility/Payment: All parents or caregivers. Free of charge.

Worcester Community Housing Resources

11 Pleasant Street, Suite 300, Worcester, MA 01609

(508) 799-0322

Public Housing

Contact: Jini Henderson (Property Manager)

(508) 799-0322 EXT. 104

jhenderson@wchr.org

Services: This program creates and preserves housing opportunities for low income individuals and have assisted living apartments as well. To learn more about program and services, contact Jini Henderson or access the Worcester Community Housing Resources website located below.

Website: <https://www.wchr.org/>

Additional housing information

If you are having problems with housing discrimination because you are being discriminated against, contact the Fair Housing Project at Community Legal Aid by calling (508) 799-8589 or visit their offices at 405 Main Street, Worcester, MA 01608.

How to apply: You may apply online by accessing the online application. The link is located below. This link will provide you with the general application, the emergency application, additional documents and general information.

Website: <http://www.mass.gov/hed/economic/eohed/dhcd/public-housing-applications-and-documentation.html>

Worcester Division of Neighborhood and Housing Development

City Hall 4th floor, 455 Main Street, Worcester, MA 01608

(Formerly Located at 44 Front Street)

(508) 799-1400, Fax: (508) 799-1406

development@worcesterma.gov

Hours: Monday–Friday, 8:30 AM – 5:00 PM

Services: The mission of the Neighborhood Development Division is to develop and administer programs to improve the quality of life in the neighborhoods of the city.

This office provides neighborhood-based Public Services that focus on the provision of enhanced physical and human infrastructure systems in Worcester's most challenged neighborhood areas. In addition to coordinating inter-governmental programs and projects in these areas, the Division facilitates neighborhood redevelopment in collaboration with the neighborhood-based non-profit organizations, numerous neighborhood institutions and stakeholders, regulatory authorities and other City departments to address neighborhood needs and concerns.

Worcester Family Partnership

130 Leeds Street, Worcester, MA 01606

(508) 799-3136

Fax: (508) 799-3129

vietze@worc.k12.ma.us

Services: Worcester Family Partnership is offering you the opportunity to participate in a FREE Screening for your child. The AGES & STAGES Questionnaire only takes a few minutes and will give you important information about your child's development.

WFP Opportunities include:

- Playgroups For parent and child Monday–Friday, 9:30 **AM** – 11:00 **AM**
- Family Literacy In collaboration with Adult Education programming (GED & ESOL) sponsored by partner agencies, family activities are offered to extend learning to the entire family.
- Family Recreational Activities – scheduled monthly
- Workshops Related to parenting topics – scheduled monthly.
- Family Resource Information.
- Support for families transitioning into school/child care settings
- Quality support For early education programs.
- PCHP ParentChild Home Program

Worcester Housing Authority (WHA)

70 Belmont Street, Worcester, MA 01605

(508) 635-3000

Website: www.worcesterha.org

Public Housing

If you are interested in applying for the public housing programs administered by the Worcester Housing Authority, you must file a written application at our Admissions Department located at 40 Belmont Street in Worcester.

To determine your eligibility you will need:

1. Names of all persons who would be living in the unit, their sex, date of birth, social security number (if applicable) and relationship to the family head.
2. Your current home address and mailing address/ telephone numbers.

3. Family characteristics or circumstances that might qualify the tenant for selection preferences.
4. Names and addresses of your current and previous landlords. For information about your family's suitability as a tenant.
5. An estimate of your family's anticipated income for the next twelve months and the sources of that income.
6. The names and addresses of employers, banks and any other information the WHA would need to verify your income, assets and any applicable deductions.

If you are having problems with housing discrimination, contact the Fair Housing Project at Community Legal Aid by calling (508) 799-8589 or visit their offices at 405 Main Street, Worcester, MA 01608.

The first step of the process for obtaining a voucher is to fill out the Centralized Waiting List Pre-Application, which can be found online or at the WHA.

Section 8 Housing Application Steps

There are three ways to apply.

1. You can apply online by making a login, and then accessing the application. The link to the login is located below: https://secure.massnahro.org/Section8LHA_Internet/WebPages/Registration/Registration.aspx
2. You may call the closest housing authority near you and request and application to be emailed to you.

Only one application per family. The application must be complete and signed/dated.

You will receive preference for a WHA Section 8 Voucher if:

- You live and work in Worcester.
- You are a veteran, or the family of a veteran whose death was a service related fatality.
- Homeless persons, those living in substandard housing and those forced to move out due to no fault of their own also receive priority.

Information needed in application and after application:

1. Name of all persons who would be living in the unit, their sex, date of birth, social security number, and relationship to the family head.
2. Family characteristics or circumstances that might qualify the family for tenant selection preferences.
3. Current home address and mail address.
4. An estimate of family income for next twelve months.
5. Names and addresses of employers, banks, and any other information that will help verify income.

6. Need documentation that verifies the information given on application such as birth certificates, tax returns.

GED/ESL Classes

32 Great Brook Valley Avenue, Worcester, MA 01605
(508) 635-3000

Contact: Ruben Lopez, (508) 635-3306

Services: WHA offers GED and ESL courses for WHA Residents only. The program is free of charge as long as the person currently resides in a WHA apartment. ESL classes are offered Monday, Wednesday and Friday, 9:00 AM – 12:00 PM.

GED classes are offered Monday – Friday, 9:00 AM – 12:00 PM.

Registration information: On going registration, free of charge. Placement test is required for the GED classes. Registration takes place between September through mid-June. They operate on the public schools schedule.

Worcester Pastoral Counseling Center

123 Providence Street Suite #301, Worcester, MA 01604
(508) 757-0376

7 Church Street, Westborough, MA 01581
(508) 366-4000

34 Felton Street, Hudson, MA 01749
(508) 366-4000

Website: <http://pccofma.org/>

Mental Health Providers

Services: Outpatient counseling for adults, youth & children, outpatient counseling for Individuals, Couples, Marriage and Family, Grief & Loss, Alcohol and Substance Abuse, Anxiety, Depression & Stress Management. Group therapy – offered sporadically for divorce support, caregivers, grief & loss, meditation, midlife, women’s spirituality. Also offers EMDR (eye movement desensitization).

Payment: Accepts most insurance agencies, but does NOT accept MassHealth, MBHP or Children’s Medical Security Plan. Sliding fee scale.

Clothing

Services: Clothing, etc.

Hours: Monday– Saturday, 9:00 AM – 7:00 PM; Sundays Closed

Soup Kitchen

Services: Salvation Army offers breakfast, lunch and dinner Monday – Friday. Closed on Saturdays. Dinner only on Sunday.

Food Pantry

Services: Food distribution Monday – Friday, 10:00 AM – 12:00 PM and 12:45 PM – 2:00 PM

Worcester Police Department

9-11 Lincoln Street, Worcester, MA 01608

The Clergy Police Youth Partnership Program

Contact: Sgt. Miguel Lopez Program Supervisor

(508) 799-8696

Locations: Mentoring takes place at 10 local places of worship and at the South East Asian Coalition.

Mission: The mission of this collaboration is to reach, assist, and transform youth, especially those whose lives have been affected or influenced by alcohol and other drugs, crime, and/or violence. Through a collaboration of faith leaders and police, the aim is to improve the personal development of youth, build a system of community support and create healthy and safe neighborhoods.

Eligibility: Serving any 5–21-year-olds at no cost.

Worcester Public Library

3 Salem Square, Worcester, MA 01608

(508) 799-1655

Literacy Volunteers of Worcester

(508) 754-8056

Litvolwor@gmail.com

Services: ESL classes for adults

Levels: Survival, Beginner, high beginning, and intermediate.

Classes run for 12-week sessions in fall and spring, 6-week sessions in late spring and summer. One-on-one tutoring sessions are free, meet once a week for 2 hours. Students can attend group classes and tutoring if desired.

Registration: Registration is ongoing for these timeframes: Sept. – Dec., Jan. – April, May – June, July – August.

Cost of classes is free. Donations are gratefully accepted.

Visit office to register: Monday, 9:00 **AM** – 3:00 **PM**; Tuesday & Wednesday,

9:00 **AM** – 2:30 **PM**; Thursday, 9:00 **AM** – 5:00 **PM**; Friday, 3:00 **PM** – 5:00 **PM**

Cost of tutoring is free. Must make an appointment and undergo testing for tutoring.

Worcester Public Schools

24 Chatham Street, Worcester, MA 01609

(508) 799-3090

WPS Adult Learning Center

Services: The WPS Adult Learning Center offers a variety of programs at this main location and other branches throughout the city. The Family Literacy Program runs Tuesday and Thursday for daytime hours, 9:00 **AM** – 11:30 **AM** and evening hours are 5:30 **PM** – 8:00 **PM** on Mondays and Wednesdays.

They also offer GED & ESL courses, Tuesday and Thursday, 9:00 **AM** – 11:30 **AM**. The evening classes take place Tuesday and Thursday, 5:30 **PM** – 7:30 **PM**.

Citizenship Classes are also available, please call for more information.

Registration Information: Free of charge.

Website: <http://adult-education.worcesterschools.org/adult-education>

Head Start

770 Main Street, Worcester, MA 01610

(508) 799-3237

Fax: (508) 799-3633

Recruitment & Enrollment Information: (508) 799-3608

Services: Head Start is a federally funded preschool program whose focus is to provide quality instruction and education with an emphasis on early literacy and mathematics. Children leave Head Start prepared for elementary school and a successful transition to kindergarten. Teachers use research based curriculum. Instruction is provided in both individual and small group settings. The classroom environment and teacher instruction provide opportunities for each child to develop at their own pace in a stimulating and challenging setting.

Comprehensive services are provided to both the child and their family. These services include:

- Health screenings and education
- Oral Health screenings and dental education
- Nutritional services
- Special Needs identification and support services
- Social Service support and referrals
- Family Involvement activities including Adult Education opportunities

The program services 615 children and families who reside in the City of Worcester. Each Head Start building is accredited by the National Association for the Education of Young Children (NAEYC). Limited transportation is provided and multilingual staff are available to assist families.

Worcester Senior Center

128 Providence Street, Worcester, MA 01604

(508) 799-1232

Services: The Worcester Senior Center is a welcoming place for all seniors, their families and caregivers, elder service providers and the community. The Center is on two bus routes and has free parking.

There is a strong emphasis on health and wellness programming, in addition to fitness, intergenerational events, support groups, arts & crafts classes, multi-cultural programs, computer classes and various other educational and recreational activities. Lunch is provided every day, as well as dinner. In addition to scheduled programs, elders enjoy a spacious library, computer lab practice, games, art exhibits and landscaped grounds. They also provide such services as veterans' assistance, health insurance counseling, food stamps, tax return preparation, legal assistance and individual client advocacy. The SeniorScoop is a free monthly newsletter listing activities, menus and programs for the month.

Low Vision

Services: Vision support group.

Hours: 3rd Friday, 10:00 AM – 12:00 PM (noon)

Eligibility/Payment: Anyone with low vision. No cost.

Al-Anon

Services: Alcohol abuse support group.

Hours: Fridays from 12:30 PM – 1:30 PM

Eligibility/Payment: Open Meeting. No cost.

Worcester State University

486 Chandler Street, Worcester, MA 01602

(508) 929-8127

Website: www.worcester.edu

Intensive English Language Institute

Contact: Leah Guzman and Susan Siebel, (508) 929-8120

Services: The Intensive English Language Institute by Worcester State University offers ESL courses.

The Intensive program is offered by semester. There are Spring, Fall and Summer sections that run of the following schedule: Mondays, Wednesdays and Fridays, 8:15 AM – 12:15 PM; Tuesdays and Thursdays, 1:00 PM – 5:00 PM.

The Community Program is a small program using integrated skills with ESL courses. They are for people in levels 1–4. Courses are offered in the day or evening.

Pronunciation and Conversation classes are offered in the evenings. These courses are exclusively for those in level 4 and higher.

Business English and Grammar through Writing classes are also offered in the evenings and only for those in level 4 or higher.

In addition, they provide TOEFL training courses for level 4 and up, in the evenings.

Registration information: The registration fee may vary depending on the course. It can range from \$700 to \$3250 for the Intensive Semester Program. The other programs also have a registration fee that ranges from \$375 to \$475. Discounts and payment plans are available, please call for more information regarding these options.

Worcester State University Intergenerational Urban Institute

486 Chandler Street, Worcester, MA 01602

(508) 929-8978

Services: The Intergenerational Urban Institute offers a variety of services including free conversational English tutoring. The classes run on the following schedule:

Tuesdays, 3:00 PM – 4:00 PM at Worcester Housing Authority, 425 Pleasant Street.

Wednesdays, 11:30 AM – 12:20 PM at Worcester State University, 486 Chandler Street.

Thursdays, 10:00 AM – 11:00 AM at Nu Café, 335 Chandler Street,

Elderly persons are especially welcomed.

Registration information: There is no registration fee. Classes begin the week of 9/23.

Latino Education Institute

537 Chandler Street, Worcester, MA 01602

Contact: Coordinator Josefina, (508) 414-2590

Services: ESL Adult Learner Program held on Tuesdays & Thursdays, 6:00 PM – 8:30 PM

Registration: Must be at least 18 years of age, undocumented OK.

No Cost Registration on-going classes are September–November and March–June. Enrollment dependent upon waiting list and program numbers.

Worcester Youth Center

326 Chandler Street, Worcester, MA 01602

(508) 791-4702

GED Classes

Contact: Laura Suroviak

Services: The Worcester Youth Center offers free, small GED preparation courses. This program pays for the GED testing fee. In addition they offer a bilingual program to prepare for the test in either English or Spanish. Upon earning their GED participants will receive \$100. This program is for people between the ages of 16–24.

Hours: Monday – Fridays, 2:00 PM – 7:00 PM

Eligibility: Youth Ages 14–24. No cost, membership form.

Workforce Central Worcester = Mass Hire

44 Front Street, 6th floor, Worcester, MA 01608

(508) 397-3495

Website: www.workforcecentralma.org

Services: Through the Job Seekers services Workforce Central Worcester is there to provide assistance to those who are beginning their work history or those who are looking for a new job. They provide job training and financial aid is available to assist clients in their career path. The program also operates a Youth Services and Veterans Services division.

Eligibility: Workforce Central Career Centers can provide financial assistance for re-training to eligible applicants 18 years and over, you must reside or have been currently laid off their service area.

To participate in the program you will be asked to provide two documents:

1. Proof of Age in the form of a birth certificate or other legal document that contains your date of birth
2. Work Authorization, this can be a copy of your passport, birth certificate or alien resident card indicating right to work.

New Leaf Program

Services: This program has been designed by job experts and ex-offenders to help clients land the job that they want. The first step is to apply for the Career Center Seminar, in which the client will have the opportunity to meet with job-readiness expert and talk about history and develop career goals.

Youth Services

Services: Assistance with work readiness and job search assistance, work experience in the form of internship opportunities, training, counseling and mentoring. Career development is also available with adult mentoring and follow-up services. Additional Youth Services include GED preparation, MCAS preparation and summer youth employment.

Veterans Services

Services: Veterans receive top priority services. Clients have the opportunity to meet with a Veterans' Representative that will provide job assistance. Additionally they can offer job leads, career planning, career training, resume services, use of personal computers, internet access, workshops and ongoing support, community outreach and other veterans' resources.

Unemployment Insurance

Services: Walk-in customers may use the dedicated UI Online computer stations on a first-come, first-serve basis. Basic computer skills are needed for you to enter all personal and confidential claim information yourself when using the Online system. Stop by the front desk to sign up. UI Online computer stations and printers are available Monday–Thursday, 8:45 AM – 3:00 PM and Fridays, 9:30 AM – 3:00 PM. If you require assistance to fill out this application, please be advised that staff are available on the following days and times: Monday–Thursday, 8:45 AM – 3:00 PM and Fridays, 9:30 AM – 3:00 PM.

Older Worker Services

Services: Offers mature workers assistance in re-employment, including coaching and counseling, internships, job referrals, on-the-job training at non-profit and government agencies and much more. To participate you must first attend a Careers Services Seminar, and then ask for a referral.

Website: <http://www.workforcecentralma.org/>

WRTA (Worcester Regional Transit Authority)

WRTA Customer Service Center
60 Foster Street, Worcester, MA 01608
(508) 791-9782

Website: <http://www.therta.com/>

Services: Call to obtain NEW route information and to find out where bus schedules are distributed.

YEATEAM (Youth Empowerment and Activism)

23 Ferdinand Street, Worcester, MA 01603

Contact: Raquel Castro, (774) 242-6461; Marianna Islam (774) 641-1132

Services: A Worcester-based collective of young people in solidarity with their adult allies who creatively and strategically fight racism in all forms.

YEA is a volunteer-driven collective for youth ages 13–18 and their adult allies. No members are paid, rather we all, youth and adult commit to this work out of our

personal thirst for racial justice and our dedication to a better tomorrow. All members go through a rigorous application and induction process that occurs in September of each year. YEA collaborates with many organizations within and outside of Worcester who share a similar commitment to racial justice and youth empowerment.

Eligibility:

1. Applicant must be aged 13–18.
2. Applicant must have a two year minimum commitment.
3. Applicant must regularly attend every YEA Team meeting (every other Thursday evening).
4. Applicant must follow mandatory attendance at the annual YEA Team Empowerment Retreat.
5. Applicant should bring passion and dedication to examining and fighting racism.
6. Applicant must plan and facilitate anti-racism workshops for youth and the community in Worcester and at conferences and events outside Worcester.
7. Applicant must have openness to learn and grow and commitment to speak truth to power!

YOU, Inc.

81 Plantation Street, 2nd floor, Worcester, MA 01604
(508) 849-5600

GED Classes

Contact: Kate Mallet, (508) 849-5600 **EXT.** 397

Services: In addition to their GED program they also offer an Education for Employment program. Both services are available for persons ages 16–21 that qualify.

Hours: They are open Monday – Friday, 9:00 **AM** – 12:00 **PM**.

Registration Information: They have an ongoing registration. There is no fee. Please call for more information and to set up a placement test.

Mental Health Treatment

Contact: For referrals, (508) 849-5600 **EXT.** 421 or 855-4YOUINC

Services: Counseling available for children, adolescents, adults and families. They help adolescents with Substance Abuse. Psychological testing, neuropsych screening, risk assessments, ADHD evaluations, trauma evaluations are available. After-school programs, Group therapy for parents, grand-parents, teens and kids, Parent Resource Rooms and Prevention Specialists are offered. In-home services are provided. Sexual Abuse treatment & evaluations, Medication management & evaluations for clients receiving services at YOU, Inc. Early Childhood Mental Health Consultation Services, Community-Based Services, Adult Case Management, GED programs, Fire-setters' Prevention program, In Home Behavioral Services, Positive Parenting, and Therapeutic Mentoring available. Spanish speaking clinicians available.

Payments: Accept all private insurances (except CIGNA or TriCare). Limited sliding fee. Accepts all Mass Health plans and the Children's Medical Security Plan.

Parenting Psychotherapy Support Group

Services: The program provides affect management, communication and discipline.

Contact: Centralized Referral Department, (508) 849-5600 EXT. 421

Hours: Accepting referrals Tuesdays, 5:00 PM – 6:00 PM

Eligibility: Mass Health, some private insurances or private pay.

Parenting Skills for Spanish Speaking Parents

Services: This program conducted in Spanish helps the participants develop and tone their parenting skills.

Contact: Centralized Referral Department, (508) 849-5600 EXT. 421

Hours: Accepting referrals Fridays, 1:00 PM – 2:30 PM

Eligibility: Mass Health, some private insurances or private pay. Adults 18+

Martial Arts and Mindfulness

Services: A movement based group using martial arts and mindfulness to support stress reduction and emotional regulation.

Contact: Centralized Referral Department (508) 849-5600 EXT. 421

Hours: Accepting referrals Tuesdays, 12:00 PM – 1:00 PM

Eligibility: Mass Health, some private insurances or private pay.

Young Adults Support Group

Services: Helping young adults navigate sexuality & relationships.

Contact: Centralized Referral Department

(508) 849-5600 EXT. 421

Hours: Accepting referrals Mondays 6:00 PM – 7:00 PM

Eligibility: Young adults ages 16–21 co-ed.

Adolescent Substance Abuse Services

Services: A group treatment that focuses on substance abuse treatment for those who have a history of either experimental or significant substance abuse and addiction.

Contact: Centralized Referral Department (508) 849-5600 EXT. 421

Hours: Rolling admission.

Eligibility/Payment: Must be between the ages of 11–18. Accepts Mass Health, some private insurances or private pay.

PUNCH!

Services: Anger management for adolescent and pre adolescents (11+) who have difficulties managing their anger in any situation.

Contact: Centralized Referral Department (508) 849-5600 EXT. 421

Hours: Rolling admission.

Eligibility/Payment: Must be between the ages of 11–18. Accepts Mass Health, some private insurances or private pay.

LGBTQ Support Group

Services: Assisting clients struggling with issues related to gender and/or sexuality.

Contact: Centralized Referral Department, (508) 849-5600 **EXT.** 421

Hours: Accepting referrals Thursdays, 4:00 **PM** – 5:00 **PM**

Eligibility/Payment: Open to persons struggling with the issues listed above. Accepts MassHealth.

JSI

Services: Group for boys with sexual offending or harmful behavior (ages 13–17)

Contact: Centralized Referral Department, (508) 849-5600 **EXT.** 421

Hours: Meets on Tuesdays, 3:00 **PM** – 4:00 **PM**

Eligibility/Payment: Open to persons struggling with the issues listed above. Accepts MassHealth.

Harmony/Aikido

Services: Building self-regulation and interpersonal relationship skills through movement and martial arts; co-ed ages 8–12.

Contact: Centralized Referral Department, (508) 849-5600 **EXT.** 421

Hours: Meets on Tuesdays, 4:00 **PM** – 5:00 **PM**

Eligibility/Payment: Open to persons with the above criteria. Accepts Mass Health.

Youth Central Intake and Care Coordinator, The

349 Broadway Street, Cambridge, MA 02139

Tel: (617) 661-3991

Fax: (617) 661-7277

Toll Free: 1-866-705-2807

TDD: (617) 661-9051

Services: IHR's programs facilitate access to a range of services for Massachusetts youth with substance use issues, including residential and outpatient treatment. Access Coordinators orient parents and professionals to care services, conduct phone assessments, make referrals to residential or outpatient treatment, work closely with referral sources, and provide support to youth and their families throughout the process. Staff members are committed to promoting a positive, strengths-based substance use treatment approach when working with young adults. IHR also assists young people and their families in accessing substance use treatment and resources through individual and family outpatient counseling and case management, which can occur in schools, community settings, homes, and IHR's clinics. Youth under the age of 18 who receive a citation for possessing marijuana register for the requisite drug awareness classroom instruction through IHR. IHR staff also provide training and technical assistance to the Massachusetts Department of Youth Services on understanding substance use issues.

Youth Net

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

Girls, Inc. Program

484 Main Street, Suite 560, Worcester, MA 01608
(508) 791-3181

Services: YouthNet is a year-round program in collaboration with YOU, Inc. for middle school girls. YouthNet girls help shape their own program here at Girls, Inc. based on their interests. Offered after school on Monday, Wednesday and Friday.

Activities include: Cooking, Dance, Gymnastics, Swimming, Arts, and much more!

Youville House

133 Granite Street, Worcester, MA 01604
(508) 753-3084

Services: Catholic Charities Services helping elders, families and children in need:

- Older and disabled adults maintain their independence by receiving home care services while others enjoy the companionship of our volunteer visitors.
- Low income seniors learn new job skills by working at numerous area agencies as senior aides.
- Homebound elders and people who would otherwise be alone enjoy Thanksgiving and Christmas dinners with the aid of many volunteers.
- Families receive emergency assistance, food and help with budgeting skills to prevent homelessness, while others find usable, wearable clothing at the Catholic Charities boutique.
- Parents and children find emergency shelter and transitional services at Catholic Charities Youville House and at the Little Brown House through Catholic Charities partnership with St. Mary's Parish.
- Women of all ages receive postabortion counseling through Project Rachel.
- Many parents and children benefit from the encouragement and instruction of parent aides.
- A child completed his journey to his adoptive family, while prospective adoptive families are helped to access adoption services. Many others locate their adoptive histories.
- Adult learners, assisted by volunteer tutors, pursue educational and life goals through improved literacy.
- Refugee and immigrant youngsters are tutored after school weekly by college students through a partnership between Catholic Charities and the African Community Project.
- Families discover strength by building life skills through our Family Resource Center group services.

- Catholic Charities Services helping families who seek independence and community support:
- People volunteer in the resettlement and homeless programs.
- Newcomers (asylees, refugees and immigrants) living throughout Worcester County with limited financial means receive free medical physicals, lab work and medical documentation in their quest for US citizenship and permanent residency through a partnership of Catholic Charities and St. Luke's Health Center.
- People participate in citizenship education and while others obtain immigration counseling.
- Former refugees find help in their resettlement and in beginning new lives in the United States and others are enrolled in employment training.
- Immigrants and refugees process legal documents that eventually lead to permanent residency and citizenship.
- Men at Crozier House continue their pursuit of sobriety, while additional men live in the community through Crozier's collaboration with St. John's Parish.
- People with multiple sclerosis are assisted in their efforts to live independently.
- Many of our neighbors access information and referral services.
- Catholic Charities Services helping families faced with developmental disabilities:
- Young adults find jobs through Mercy Centre's employment services and job training or receive community based day services.
- Hearing impaired people find comfort and companionship through deaf ministry.

YWCA of Central MA

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

Girls CHOICE Program

Contact: Jennifer Madson, (508) 767-2505 **EXT.** 3073

Services: Girls CHOICE fosters long term mentoring relationships between professional women and middle school aged girls. The program aims to empower girls to achieve their aspirations through education and financial independence. Girls participate in one-on-one mentoring and weekly programming. Weekly programming is held during the school year and includes topics such as: stress management, bullying, body image, violence prevention, community service and group mentoring events. Girls also receive academic support services as needed. This program is free of charge.

Eligibility

1. Applicants must be entering or enrolled 7th grade girls attending Worcester Public Schools.
2. Applicants must be eligible for free and reduced lunch.
3. Applicants must be able to attend regular weekly programming and occasional events.
4. Applicants must be willing to be matched with a one-on-one mentor through Big Brothers Big Sisters.

The Young Parents Program

Contact: Brenda Safford, (508) 767-2505 EXT. 3028

Services: The Young Parents Program offers pregnant and parenting out-of-school youth, aged 14–21, who have not achieved a high school diploma with GED preparation along with a variety of educational and life skills training.

Registration: Registration is on going. Please call to schedule an appointment if you interested.

Sober Housing

Services: Sober housing available for women. Housing available from four weeks up to two years.

Eligibility: Women in need of short-term housing, full time student and/or working, 18 or older.

Young Parent Program (YPP)

Services: This program provides teen parents and pregnant teens the opportunity to complete their high school education through a GED program. Teen parents also receive community-based assistance while preparing for their GED such as childcare, case management, life and parenting skills training, job search assistance, health services, career exploration and more.

Contact: Alyson Whalen, (508) 767-2505 EXT. 3028

Hours: Mondays–Fridays, 9:00 AM–2:30 PM

Eligibility: DTA referred Parents under 21 years old, pregnant or with children.

Breast / Reproductive Cancer Support Group

Services: Water Exercise, Health and Wellness

Contact: Maureen Burdulis ENCORE Plus Facilitator, (508) 767-2505 EXT. 5509

Hours: Water Exercise component held every Tuesday, 11:00 AM–11:30 AM, Support Group at noon.

Eligibility: Free and open to any woman diagnosed with breast cancer or reproductive cancer.

Daybreak Domestic Violence

Services: Domestic violence services are designed to meet the needs of women and children whose lives are affected by interpersonal violence. All services are

confidential and free of charge. All services can be accessed by calling the 24-hour hotline in your geographic area.

Contact: Hotline (508) 755-9030

Hours: Call for dates, times, & location

Eligibility: Adult victims of domestic violence. No cost.

Merrimack Valley

Amesbury

Amesbury Center - Community Action, Inc.

44 Friend Street, Amesbury, MA 01913

(978) 388-2570

Services: Low and moderate income families can apply for housing, rent assistance, food, mortgage help, holiday meals and gifts and clothing. They also operate a food pantry and clothing bank. In addition get help from a counselor in applying for the CAI Low-income Heating Assistance program (LIHEAP) as well as Women, Infants and Children (WIC) nutrition and health program.

Haverhill

Community Action, Inc.

3 Washington Square, Haverhill, MA 01830

(978) 373-1971

Services: clothing, shelter, food, income and health and medical care. The non-profit community action agency provides clothing, food, and information of Massachusetts and federal government program and advocacy for tenants. Counselors will offer services to clients requesting assistance with utility companies to maintain services. Administers EFSP funds, Gazette Santa (holiday program), and Coats for Kids in the wintertime.

Service Areas: Haverhill, Lynn and throughout Essex County

Lawrence

Daybreak Emergency Shelter for Men and Women

19 Winter Street, Lawrence, MA 01843

(978) 975-4547

Emergency Shelter for Men and Women.

Allows up to 40 guests. 30 men allowed and 10 women allowed.

Services Provided: Counseling; AA meetings; 2 meals/day (lunch in-house for people w/ medical problems); clothing when available; Spanish; handicap accessibility; on-site clinic; day programs; transportation; limited storage facilities. Must be over 18 years old. There is a 9:00 **PM** curfew.

Daybreak Shelter provides temporary shelter, up to thirty days, for homeless men and women over the age of eighteen. It is one of the last "Wet" shelters in the state, meaning we allow individuals under the influence of alcohol or substances to stay, though we do not allow alcohol or substances to be brought onto or used on our property. The Shelter is open from 5:00 **PM** on a first come, first served basis, to 8:00 **AM** each day. Breakfast and dinner are served each day.

GLCAC, or the Greater Lawrence Community Action

305 Essex Street, Lawrence, MA 01840
(978) 681-4900

Services: mostly provides referrals. Qualified low income families can get support for their basic needs from government benefits such as WIC or the Head Start services. There are also programs focused on energy bills and heating expenses. These are funded by the state of Massachusetts and federal government grants, and can be called upon for either energy conservation or to pay delinquent utility bills. Other resources include Project SENIOR or child care vouchers. Case managers can offer referrals to food stamps, disability, and similar benefits too. Resources are for families in Methuen, Lawrence, and Andover only. More Greater Lawrence Community Action Council.

Greater Lawrence Family Health Center

Call (978) 686-0090

Services: This community clinic provides primary medical and health care and community medicine for residents regardless of insurance coverage or ability to pay for their medical bills or current programs.

Low cost or free community clinics

Service Areas: Lawrence

Greater Lawrence YWCA - Oasis Project Domestic Violence Shelter

38 Lawrence Street, Lawrence, MA 01840
(978) 682-3039

Domestic Violence Transitional Shelter.

The OASIS Project at the YWCA of Greater Lawrence is a transitional housing service of the YWCA's domestic violence program. OASIS is a comprehensive program where women with children establish and work towards personal and professional goals so that they may overcome family violence and homelessness to lead safe, self-sufficient lives. Similar in its philosophy and scope of services, the YWCA Residence houses ten formerly battered woman who are homeless who do not have children in their care. OASIS and The YWCA Residence enable women and families to establish a source of income and stability so they can move on to permanent, safe and affordable housing. These residences are more than housing. Participants establish and work towards personal and professional goals while they stabilize their families, employment and emotional well-being. Eligible participants need to meet certain criteria before making an application for an interview. The program coordinator reviews applications before interviews are conducted.

Lawrence Community Works

168 Newbury Street, Lawrence, MA 01841
(978) 685-3115

Services: Helps people in low income areas. Resources and programs administered help with home rehabilitation programs, housing counseling, eviction prevention, and mortgage foreclosure assistance.

Lawrence Housing Authority

353 Elm Street, Lawrence, MA 01842

(978) 683-2751

Housing authorities provide decent and affordable housing in a safe and secure living environment for low and moderate income residents. Oftentimes they provide section 8 housing choice vouchers for those that qualify for low income housing. Most every housing authority that provides vouchers currently has multi year waiting lists.

Housing authorities also provide low income public housing options that also often have multi year waiting lists.

Lazarus House Ministries

412 Hampshire Street, Lawrence, MA 01841

(978) 269-5284

Services: A program known as St. Luke's Dental and Medical Program provides community clinics in the region. The free center also offers patients free dental care and medical care. The clinic is for those patients who have no health insurance and those who cannot afford to see a medical doctor or dentist.

Lowell

Alternative Housing Domestic Violence Shelter

PO Box 2100, Lowell, MA 01851

(978) 937-5777

24-hour crisis hotline: 1-888-291-6228

Provides shelter, support, counseling, legal advocacy for battered women and their children.

Alternative House Outreach Service offers emergency shelter, safe housing, 24-hour crisis hotline, transitional housing, supervised children's visitation, youth/teen domestic violence prevention program, legal advocacy, free legal information clinics, support groups, and training/education on domestic violence.

Community Teamwork 1 Lowell

167 Dutton Street, Lowell, MA 01852

(978) 459-0551

This is a Non Profit Organization that provides Transitional Housing. Review the details below:

Fees may apply for this Transitional Housing resource. Contact Community Teamwork 1 with the contact information we provided to get full details. Oftentimes you can

apply for sliding scale fee payment or other options if you are low income. You will need to speak with them to see if you qualify.

Lowell Housing Authority

350 Moody Street, Lowell, MA 01853

(978) 937-3500

Housing authorities provide decent and affordable housing in a safe and secure living environment for low and moderate income residents. Oftentimes they provide section 8 housing choice vouchers for those that qualify for low income housing.

Most every housing authority that provides vouchers currently has multi year waiting lists.

Housing authorities also provide low income public housing options that also often have multi year waiting lists.

Lowell Transitional Living Center

189 Middlesex Street, Lowell, MA 01852

(978) 458-9888

This is a Non-Profit Organization that provides Transitional Housing. Review the details below:

HOUSING AND MEALS FOR THE HOMELESS

Fees may apply for this Transitional Housing resource. Contact Lowell Transitional Living Center with the contact information we provided to get full details. Oftentimes you can apply for sliding scale fee payment or other options if you are low income. You will need to speak with them to see if you qualify.

Merrimack Valley Catholic Charities

599 Canal Street, 6th floor West, Lawrence, MA, 01840, (978) 685-5930

70 Lawrence Street, Lowell, MA 01852, (978) 452-1421

A couple of offices operate in the region, and low income people in need of assistance from Lowell, Lawrence, Haverhill, and surrounding communities may apply for assistance. A diverse range of services is offered, including so called Basic Needs Services. This includes emergency free food, fuel, rent, gas bill, mortgage, and utility assistance, among other resources. The offices of the Essex County Catholic Charities are.

Mind Matters Monthly TV Series

Mind Matters is a local TV show designed to discuss topics related to behavioral health issues. A new topic is discussed each month. The videos can be viewed via the DCTV Channel 18 website, or you can watch on DCTV Channel 18 in the Dartmouth area.

Mobile Market - Greater New Bedford

Greater Boston Food Bank partners with community health centers to bring fresh produce to low-income working families. Mobile Markets offer fresh produce from July – October at health centers in your community.

Greater New Bedford Community Health Center hosts the Mobile Market for the Greater New Bedford area.

Mobile Market - New Bedford North/South and Wareham

Greater Boston Food Bank partners with community health centers to bring fresh produce to low-income working families. Mobile Markets offer fresh produce from July – October at health centers in your community.

United Way of New Bedford hosts the Mobile Markets for New Bedford North, New Bedford South, and Wareham.

New England Prison Ministries Inc. Lowell

27 Fleming Street, Lowell, MA 01851

(978) 458-1721

This is a Non Profit Organization that provides Transitional Housing. Review the details below:

The goal of New England Prison Ministries is that every prisoner released in New England be welcomed into the community with a safe place to live; help re-establishing their lives; a connection with a church family; and structured programs of Christian encouragement and discipline.

Fees may apply for this Transitional Housing resource. Contact New England Prison Ministries Inc. with the contact information we provided to get full details. Oftentimes you can apply for sliding scale fee payment or other options if you are low income. You will need to speak with them to see if you qualify.

MetroWest

Framingham

Advocates, Inc. – Linda Fay Griffin House

1881 Worcester Road, Framingham, MA 01701

(508) 628-6300 / 24-hour Crisis Support 1(800) 640-5432

Website: <http://www.advocates.org/>

15 Northampton Street, Worcester, MA 01605

(508) 755-8990 / Intake: (508) 755-8990 EXT. 0

See a complete description of services in the Central Massachusetts section.

Common Ground Resource Center (SMOC Headquarter)

7 Bishop Street, Framingham, MA 01702

(508) 620-2690

Employment and Training Resources

1671 Worcester Road, Framingham, MA 01701
(617) 928 0530

Website: <http://www.etrcc.com/>

Provides individual training programs and career services such as resume writing and interviewing skills. Accepts referrals from the Department of Transitional Assistance. Provides support for economically disadvantaged clients with financial barriers to employment and provides individual training programs.

Essex County Massachusetts assistance programs.

Food banks and pantries - Anyone who needs food, groceries, or perishable items can contact a food bank in Essex County. A number of churches, charities and non-profit organizations distribute food to tens of thousands of local families each and every year. Many of the food banks provide other forms of assistance as well, such as clothing, diapers, baby formula, Christmas meals and gifts, and maybe even limited financial help for bills or other basic needs. Find Essex County food bank locations, and get information on the services they administer.

Holiday help is available from charities and churches. There are also some government supported organizations, such as a non-profit community action agency, which can assist with the following.

- Christmas - Free toys, gifts, winter hats, boots, gift certificates, and other donate items are passed out.
- Thanksgiving - Hot meals, including a Turkey, are served to low income families.
- Easter - Some charities in Lawrence and other parts of the county offer this as well.
- There are a few places to try for help. Read more on holiday assistance in Essex County.

Household goods, clothes, and seasonal programs are available at clothing banks. If a family does not qualify for free items at those centers, then thrift stores can provide those clothes, furniture and other items at a reduced price. Some of what may be provided from the Essex County non-profit organizations includes free Christmas assistance, winter jackets, general clothing items, and maybe even school supplies. Find Essex Massachusetts clothing centers.

Transportation is also difficult in Essex County Massachusetts. Low income families often need help commuting or free gas vouchers or bus tickets. Seniors need help getting around as well. There are resources, including free transportation for the disabled, that many of these local agencies can help with.

Framingham Adult ESL+

Fuller Middle School,
31 Flagg Drive, Framingham, MA 01702
(508) 626-4282
Free ESL courses

See class schedule and more information: <http://www.faesl.org/>

Framingham Housing Authority

One John J. Brady Drive, Framingham, MA 01702

(508) 879-7562

Website: <http://www.framha.org/>

Framingham State University, Office of Continuing Education

Dwight Hall 204, 100 State Street, Framingham, MA 01701

(508) 626-4603

Website: <https://www.framingham.edu/academics/continuing-education/>

Part-time degrees and certificates, professional development and workforce education, English language program etc.

ESL Program

100 State Street, Framingham, MA 01701

(508) 626-1510

Website: <https://www.framingham.edu/academics/continuing-education/english-language-programs/>

Genesis Counseling Services

24 Union Avenue, Suite 11, Framingham, MA 01702

(508) 620-2992

Website: <http://www.genescounselingservices.org/>

HOPE Food Pantry

214 Concord Street (Boston Church of Christ Building), Framingham, MA 01702

(508) 848-2400

Website: HOPEfoodpantry.org

Hours: Saturdays, 9:00 AM – 12:00 PM; 1st and 3rd Wednesday of each month

9:00 AM – 12:00 PM

Jewish Family Services of MetroWest

475 Franklin Street, Suite 101, Framingham, MA 01702

(508) 366-7191

Website: <http://www.jfsmw.org/>

Literacy Unlimited at Framingham Public Library

49 Lexington Street, Framingham, MA 01702

(508) 532-5574

Website: www.framinghamlibrary.org

Literacy Unlimited is a nonprofit organization in the Framingham Public Library and the Morse Institute Library in Natick. It provides free, confidential, one-on-one tutoring for about 400 adult learners in the MetroWest area in basic reading, writing, math, HiSET (GED) preparation, citizenship, and English as a second language. There are also conversation groups and survival English classes. Visit or call the office.

MetroWest Free Medical Program

First Parish Church, 110 Edgell Road, Framingham, MA 01701

General: (508) 656-0834

Vision Appointments: (508) 656-0885

Women's Health Appointments: (508) 656-0834

By Appointment only; check the schedule here:

Website: <http://metrowestfreemedicalprogram.org/>

The MetroWest Free Medical Program offers free medical care to those who are uninsured and underinsured the MetroWest communities. The program connects with volunteer health care providers, educators, interpreters and other volunteers to make these services possible at our evening locations in Sudbury and Framingham. We speak English, Portuguese, and Spanish.

MetroWest Legal Services

63 Fountain Street, Suite 304, Framingham, MA 01702

(508) 620-1830 / 1-800-696-1501

Website: <http://www.mwlegal.org/>

Free legal services to low-income clients from 36 area towns. They handle housing evictions, domestic violence, and government benefit appeals, and they represent children with special needs. They do not handle criminal cases or lawsuits. Portuguese and Spanish translators.

MetroWest Mediation Services

600 Concord Street, Framingham, MA 01702

(508) 872-9495

Website: <http://www.metrowestmediationservices.org/>

Impartial assistance in resolving serious disputes arising out of personal, family, social, and business relationships. Separation and divorce mediation also available.

MetroWest Regional Transit Authority

15 Blandin Avenue, Framingham, MA 01702

(508) 935-2222 / Dial-a-ride: (508) 820-4650

MWRTA Office Hours: Monday–Friday, 8:00 AM – 4:00 PM

(508) 935-2222

Pathways Family Shelter, SMOG

248 Edgell Road, Framingham, MA 01701

(508) 879-5047

Pearl Street Cupboard & Café (United Way of Tri-County)

46 Park Street, Framingham, MA 01702

(508) 879-2063

Pantry Hours: Monday, 9:00 AM – 1:00 PM; Wednesday, 9:00 AM – 1:00 PM;

and 5:00 PM – 7:00 PM; Friday, 9:00 AM – 1:00 PM

Café Hours: Tuesday and Thursday, 5:30 PM – 7:00 PM

Salvation Army – Framingham

35 Concord Street, Framingham, MA 01702
(508) 875-3341
Soup Kitchen/Food Pantry

Savers Thrift Store

500 Cochituate Road, Framingham, MA 01701
(508) 875-0225
Hours: Monday–Saturday, 9:00 AM – 9:00 PM; Sunday, 10:00 AM – 7:00 PM

SMOC Behavioral Health Services

300 Howard Street, Framingham, MA 01702
(508) 879-2250

SMOC Substance Abuse Treatment Residential Programs

7 Bishop Street, Framingham, MA 01702
(508) 872-4853
Website: <http://www.smoc.org/substance-abuse-residential.php>

SMOC Daycare Programs

7 Bishop Street, Framingham, MA 01702
(508) 620-2373
SMOC Child Care provides quality, full-day/full-year, center-based and family child care, early education and care services to children ages infant through the 5th grade. Classrooms generally operate Monday through Friday, 7:00–7:30 AM until 5:30 PM – 6:00 PM. After school programs operate from 7:00 AM – 6:00 PM during school vacations and during the summer. Family child care homes are open Monday–Friday, 7:30 AM – 5:30 PM.

Social Security and Medicare Benefits (Framingham)

1 Clarks Hill Suite 305, Framingham, MA 01702
1-844-587-1390/1-800-325-0778

Tempo Young Adult Resource Center

68 Henry Street, Framingham, MA 01701
(508) 879-1424
Monday, 9:00 AM – 5:00 PM; Tuesday, 8:00 AM – 5:00 PM; Wednesday, 8:00 AM – 8:00 PM;
Thursday, 8:00 AM – 5:00 PM; Friday, 8:00 AM – 4:00 PM
Website: <http://tempoyoungadults.org/>

Turning Point Single Adult Shelter, SMOC

3 Merchant Road, Framingham, MA 01701
(508) 875-6429

United Neighbors of Fitchburg

18 Fairmount Street, Fitchburg, MA 01420

(978) 342-2069

Services: Clothes Closet: Tuesdays and Thursdays, 9:30 AM – 2:00 PM; Food pantry: Monday–Thursday, 9:30 AM – 2:00 PM

ESL and GED classes

GED preparation in Spanish (English if needed); ESL classes; ESL Computer classes; Wellness program including Cooking and Nutrition classes, and Zumba; Spanish classes

Adult Education

Hours: Monday, Tuesday and Thursday, 5:30 PM – 7:30 PM

United Way of North Central Massachusetts (Fitchburg)

649 John Fitch Hwy, Fitchburg, MA 01420

(978) 345-1577

Hours: Monday–Friday, 8:30 AM – 5:00 PM

WIC Programs, SMOG

7 Bishop Street, 1st floor, Framingham, MA 01702

(508) 620-1445

Women, Infants, and Children (WIC) provides free food and nutrition information to help keep pregnant women, infants, and children under five healthy and strong. Participants receive nutrition counseling and financial support to purchase food staples and infant formula. Receiving WIC benefits will not prevent you from getting a green card. Eligibility is based on income level.

Waltham**Jewish Family Service of the North Shore**

1430 Main Street, Waltham, MA 02451

(978) 741-7878

Services: A social services agency that helps people of all religions. Some of the services and assistance programs run include grants, financial assistance for bills and expenses, food pantries, consultation, counseling, referrals and networks to other service providers and charities.

North Shore**Beverly****Beverly Bootstraps Community Services Inc.**

35 Park Street, Beverly, MA 01915

(978) 927-1561

Services: rent and mortgage payment assistance, Debt Reduction/Budget Counseling, Financial Management Workshops, Benefits Assistance, and Landlord Tenant Assistance mediation and advice. Coordinators for this program also assist residents in variety of ways, including applying for government programs such as DTA and Food Stamp benefits online, accessing local programs such as fuel and heating oil assistance, or provide help with an eviction. There is also support for people with a notice to quit or court summons, rent or mortgage arrearages, financial literacy classes, individual budget review, and completing public housing applications.

Danvers

Danvers People to People food pantry

12 Sylvan Street, Danvers, MA 01923

(978) 739-4188

Services: Provides food to people who need help. There is also a soup kitchen, free holiday meals or hygiene products, and other assistance around hunger prevention in Essex County.

Gloucester

Action Emergency Homeless Shelter

370 Main Street, Gloucester, MA 01930

(978) 283-4125

Homeless shelter for men and women. Accepts up to 16 men and 4 women.

Allows up to 90 days at shelter.

Services: Counseling; 2 meals/day; Spanish; handicap accessible; limited medical care (referrals); visiting nurse.

Must be sober.

First come first serve.

Action, Inc.

180 Main Street, Gloucester, MA 01930

(978) 283-7874.

Services:

- Energy Services - Can help low income individuals pay heating bills during those cold winter months. Get information on heating oil programs, and financial aid. Learn about the Citgo Free Oil Heat program.
- Heating system repair or replacement - If your system is not working properly, you may qualify for a free heating heating or repairs.
- Weatherization - Save on your winter heating and summer cooling bills from this free energy conserving program. Get energy saving updates to your home.
- Job programs - Get training, career counseling, information on local employers, job placement, and services such as computer training and resume review.

- Housing and rent - Get information about emergency rental assistance programs and eviction prevention. Staff from Action Inc. work to prevent and reverse homelessness in the region.
- **Service Areas:** Gloucester, Rockport, Manchester, Essex, and Ipswich (and sometimes Hamilton)

Catholic Charities - North Massachusetts

Lynn and Gloucester

280 Washington Street, Salem, MA 01970

(781) 593-2312

Services: rent payment assistance, free food, mortgage help and payment assistance, rental deposit assistance, or electric, heating, water, and gas bill payment assistance in Essex County. There is also free general legal aid and advice, immigration/naturalization services, teen parent/pregnant teen education programs, parenting/family support groups and day camps, and pregnancy counseling.

Gloucester Housing Authority

259 Washington Street, Gloucester, MA 01931

(978) 281-4770

Housing authorities provide decent and affordable housing in a safe and secure living environment for low and moderate income residents. Oftentimes they provide section 8 housing choice vouchers for those that qualify for low income housing. Most every housing authority that provides vouchers currently has multi year waiting lists.

Lynn

Family and Children's Service of Greater Lynn, Inc.

111 North Common Street, Lynn, MA, 01902

(781) 592-5052

Services: runs the Emergency Financial Assistance Program. This is a so called fund of "last resort" and can help people who have no other options. Call and apply for financial assistance that can be used only after all other entitlement and government funded aid has been exhausted. The agency may provide everything from interest free loans to referrals and other support from FFS.

Depending on funding from the United Way and other agencies, it can provide help for such expenses and needs as utility and heating bills, eviction prevention, utility and heating costs or other emergencies. Food as well as security deposits can also be partially paid learn more on Lynn based Family and Children Service.

Lynn Economic Opportunity, Inc.

156 Broad Street, Lynn, MA
(781) 581-7220 Ext: 283

Services: runs the LEO Fuel Assistance. This service provides heating assistance through federal and state of Massachusetts fuel assistance program. Many other programs are run as well, as follows.

- Head Start and Family Child Care Center help children in Essex County.
- Emergency grants can help with rent, and this service also offers legal support.
- LEO runs low income apartments in the region.
- They also help underemployed Essex County families as well as immigrants access employment. Find more details on increasing income from work from home jobs.

Many other resources are also available for income qualified residents. The address is, , or more on Lynn Economic Opportunity assistance programs.

Service Areas: Lynn, Lynnfield, Nahant, Saugus, Swampscott and Wakefield

Newburyport

Salvation Army - Essex County

40 Water Street, Newburyport, MA 01950
(978) 465-0883

Peabody

Haven from Hunger

71 Wallis Street, Peabody, MA 01960
(978) 531-1530

The low income, unemployed and working poor can contact The Haven From Hunger program, which operates food pantries, congregate meals/nutrition sites, provides holiday and Christmas meals and thanksgiving meals.

Health Imperatives Violence Intervention & Prevention

24-Hour Sexual Assault & Domestic Violence Hotline
(508) 588-8255

North Shore Community Action Programs, Inc.

119 Rear Foster Street, Building, 13, Peabody, MA 01960
(978) 531-0767

Website: <https://www.nscap.org/>

Services: An option known as the Housing Assistance Program (HAP) helps people who are facing an eviction or foreclosure. They offer counseling, information on government programs, and grant programs. Learn more on Massachusetts foreclosure programs.

South Coast

Brockton

Family and Community Resources, Inc.

18 Newton Street, Brockton MA 02301

(508) 583-6498

Services: advocacy, support, individual and group treatment, case management and community education and training.

Fall River

Bay Coast Behavioral

170 Pleasant Street, #100, Fall River, MA 02721

(774) 294-5722

Services: Bay Coast Behavioral is CARF accredited for Outpatient Treatment in Mental Health for Adults, Children and Adolescents. To learn more about CARF, or Bay Coast Behavioral's accreditation

Catholic Social Services Fall River

1600 Bay Street, Fall River, MA

(508) 674-4681-12

This is a HUD Housing approved Housing Assistance agency. They may be able to provide housing assistance.

Housing assistance programs include:

- Fair Housing Pre purchase Education Workshops
- Financial Management
- Budget Counseling
- Mortgage Delinquency and Default Resolution Counseling
- Non-Delinquency Post Purchase Workshops for Homeowners
- Pre purchase Counseling
- Pre purchase Homebuyer Education Workshops
- Predatory Lending Education Workshops
- Rental Assistance Housing Counseling
- Services for Homeless Counseling

We can also assist by speaking the following languages:

- English
- Portuguese
- Spanish

Fall River Family Center

257 Cherry Street, Fall River, MA 02720

(508) 679-2109

Admission Policy: Families are referred by the Dept. of Housing and Community Development (DHCD)

First Step Inn

175 North Main Street, Fall River, MA 02720
(508) 679-8001

Program providing safe shelter and daily nutritional meals to 20 homeless persons in the City of Fall River daily. Case Management services provide at the Inn connect guests to housing, employment, entitlements, behavioral health, and an array of other services. These services, provided in a safe, comfortable environment, help homeless persons become housed in stable, permanent housing. Guests become engaged in all supportive services needed and as a result, successfully transition into the community and experience housing stability and an improved quality of life.

Admission Criteria

- 18 years of age or older
- Homeless in the City of Fall River
- Willing to submit to search upon entry
- Must meet HUD's income guidelines
- Willing to authorize a CORI check, CORI report must be without warrants
- Medically and psychologically stabilized

Services

- Food and nutritional assistance
- Safe and secure sleeping environment
- Comprehensive case management
- Housing placement assistance
- Psycho-educational groups
- Assistance with applications to income resources
- Crisis intervention
- 12 step meetings, and other AA/NA recovery related activities
- Residential substance abuse treatment access
- Outpatient substance abuse treatment access
- Coordination of emergency and long term psychiatric care
- Referrals to community-based collateral services, educational opportunities, medical care, domestic violence and other forms of supportive services
- Discharge and aftercare planning

Fall River Housing Authority

85 Morgan Street, Fall River, MA 02722
(508) 675-3595

Housing authorities provide decent and affordable housing in a safe and secure living environment for low and moderate income residents. Oftentimes they provide section 8 housing choice vouchers for those that qualify for low income housing. Most every housing authority that provides vouchers currently has multi year waiting lists.

Housing authorities also provide low income public housing options that also often have multi year waiting lists.

New Bedford

Catholic Social Services New Bedford

59 Rockland Street, New Bedford, MA 02740

(508) 674-4681

This is a HUD Housing approved Housing Assistance agency. They may be able to provide housing assistance.

Housing assistance programs include:

- Fair Housing Pre purchase Education Workshops
- Financial Management
- Budget Counseling
- Mortgage Delinquency and Default Resolution Counseling
- Non-Delinquency Post Purchase Workshops for Homeowners
- Pre purchase Counseling
- Pre purchase Homebuyer Education Workshops
- Predatory Lending Education Workshops
- Rental Assistance Housing Counseling
- Services for Homeless Counseling

We can also assist by speaking the following languages:

- English
- Portuguese
- Spanish

Child & Family Services - Emergency Mental Health Services

543 North Street, New Bedford, MA 02740

Emergency Services Child & Family **Services:** (508) 984-5566

Emergency Services Crisis Center Child & Family **Services:** (508) 996-3154

Services: Emergency Services offers assessments and interventions to children and adults who are in a crisis situation. Interventions with children ages 0-20 can occur at any location including homes with Emergency Services involvement for up to 8 hours the first day and an additional 6 days of support as needed. Outreach for children ages 0-20 is provided 24/7.

Community Service Agency

3057 Acushnet Avenue, New Bedford, MA 02745

(508) 990-0894

Services: facilitate access to, and ensure coordination of, care for youth with serious emotional disturbance (SED) who require or are already utilizing multiple services or are involved with multiple child-serving systems (e.g., child welfare, special education, juvenile justice, mental health) and their families.

Mental Health Clinic

1061 Pleasant Street, New Bedford, MA 02740
(508) 996-8572

- Adult Behavioral Health Services
- Child Behavioral Health Services
- School-Based Counseling Services
- Mixed Population
- Safe and Successful Youth Initiative (SSYI)

Child & Family Services | Fall River

66 Troy Street, Fall River, MA 02720 (map)
(508) 676-5708

- Adoption Journeys
- Adoption Services
- Adult Behavioral Health Services
- Child Behavioral Health Services
- In-Home Therapy (IHT)
- Parent Mentor
- Therapeutic Mentoring (TM)
- Young Parent Support (services Fall River and New Bedford areas) (YPS)

Child & Family Services | North Street

543 North Street, New Bedford, MA 02740
(508) 996-3154 | (877) 996-3154

- Adult Behavioral Health Services
- Child Behavioral Health Services
- Community Based Acute Treatment (CBAT)
- Community Crisis Stabilization (CCS)
- Emergency Services (Crisis Center)

Child & Family Services | Cape Cod

100 Independence Drive, Unit 8 Hyannis, MA 02601
(508) 778-1839

- Adoption Journeys
- In-Home Therapy (IHT)
- Mental Health Services
- Parent Mentor
- Specialized Adoption Services
- Therapeutic Mentoring (TM)

Child & Family Services | Merrimack Valley

439 South Union Street, (Suite 203B) Lawrence, MA 01843
(978) 687-5852

- Adoption Journeys
- Adoption Services

Child & Family Services | Florence

P. O. Box 60006, 140 Pine St Suite 12, Florence, MA 01062

(413) 320-4680 | (800) 972-2734

- Adoption Journeys

Child & Family Services | Waltham

395 Totten Pond Rd, Ste 204, Waltham, MA 027451

(781) 444-1042 | (800) 972-2734

- Adoption Journeys

Child & Family Services | Worcester

330 SW Cutoff, Ste 101, Worcester, MA 01604 (map)

(508) 459-2339 | (800) 972-2734

- Adoption Journeys

Department of Children & Families (DCF) – New Bedford Site

98 North Front Street, New Bedford, MA 02740

(508) 910-1000

Services: The Department of Children and Families (DCF) is charged with protecting children from abuse and neglect and strengthening families.

Department of Mental Health (DMH) - New Bedford Site

800 Purchase Street, New Bedford, MA 02740

(508) 996-7900

Services: The Department of Mental Health, as the State Mental Health Authority, assures and provides access to services and supports to meet the mental health needs of individuals of all ages, enabling them to live, work and participate in their communities.

Emotional Wellness Counseling

3267 Acushnet Avenue, New Bedford, MA 02745

(508) 995-1400

Federal Supplement Educational Opportunity Grant (FSEOG)

1-800-433-3243

Website: <https://studentaid.gov/understand-aid/types/grants/fseog>

Greater New Bedford Community Health Center

874 Purchase Street, New Bedford, MA 02740

(508) 992-6553

The Greater New Bedford Community Health Center is a private, non-profit health care organization governed by a volunteer Board of Directors, representative of the economic, educational, and cultural diversity of our community.

Harbour House Family Center

713 Shawmut Avenue, New Bedford, MA 02746

(508) 992-6027

Admission Policy: Families are referred by the Dept. of Housing and Community Development (DHCD).

Call (508) 992-6027 or DTA @ (508) 646-6200

Harbor House Family Center houses 16 families

New Bedford Community Connections Coalition

NBCCC was established in 1995. We are one of twenty two coalitions across Massachusetts that is federally funded through the Department of Children and Families. Our mission is to facilitate the organization of comprehensive family support systems in the neighborhoods of the City of New Bedford while promoting a community centered child welfare best practices approach within the DCF system.

New Bedford District Court

75 North 6th Street, New Bedford, MA 02740

(508) 999-9700

New Bedford Housing Authority

134 South Second Street, New Bedford, MA 02740

(508) 997-4800

Office Hours: Monday–Friday, 8:30 AM – 4:00 PM

We recommend you call your local housing authority for low cost and affordable housing options along with finding area resources for affordable housing options and locations for area shelters in their area.

Website: <http://newbedfordhousingauthority.org/>

Next Step Home Homeless Shelter

506 North Main Street, Fall River, MA 02720

(508) 674-2788

The First Step Inn shelter serves homeless men and women in Fall River who meet the following criteria:

- 18 years of age or older
- Homeless in the City of Fall River
- Willing to submit to a search upon entry
- Willing to authorize a CORI check, CORI
- report must be without warrants
- Alcohol and drug free
- Medically and psychologically stabilized

Services Provided:

- Guests at the shelter are required to engage in case management meetings which result in the development of a Three Phase Individual Service

- Plan designed to identify issues and refer guests to needed services. Guests in the First Step Inn receive the following services:

- Food and nutritional assistance
- Safe and secure sleeping environment
- Comprehensive case management

- Housing placement assistance
- Psycho-educational groups
- Assistance with applications to income resources
- Crisis intervention
- 12 step meetings, and other AA/NA recovery related activities
- Residential substance abuse treatment access
- Outpatient substance abuse treatment access
- Coordination of emergency and long-term psychiatric care
- Referrals to community-based collateral services, educational, medical care, domestic violence, and other forms of assistance
- Discharge and aftercare planning

Pathways Counseling Services

284 County Street, New Bedford, MA
(774) 628-0001

Seven Hills Behavioral Health - New Bedford

589 S 1st Street, New Bedford, MA 02740
(508) 755-2340

Sister Rose House

75 Division Street, New Bedford, MA 02740
(508) 997-3202

Sister Rose's House is a Dry Men's Shelter and is staffed 24 hours a day. The program offers a wide range of supportive services including assessment, job skills training, budgeting information, and access to mental health and other needed services, and the goal of Sr. Rose House is to help our clients to gain long term sustainability while working on the current issues that lead to their homelessness.

SouthCoast Fair Housing

257 Union Street, New Bedford, MA 02740
(774) 473-9994

Email: info@southcoastfairhousing.org

Southeast Center for Independent Living

43 High Street, Wareham, MA 02571
(508) 295-0880 | (508) 679-9210

The Philosophy of Independent Living maintains that individuals with disabilities have the right to choose services and make decisions for themselves.

Services: training, information and support to help consumers achieve individual goals, experience personal growth and participate fully in community life.

Tobey Hospital

Social Security Office - New Bedford

53 North 6th Street, New Bedford, MA 02740
(508) 999-3101

St. Luke's Hospital

101 Page Street, New Bedford, MA 02740
(508) 997-1515
Email: saintvincentstore@gmail.com

Wareham District Court

2200 Cranberry Highway, West Wareham, MA 02576
(508) 295-8300

The Women's Center

405 County Street, New Bedford, MA 02740
(508) 999-6636

Website: <http://www.thewomenscentersc.com/index.php>

The Women's Center provides free and confidential 24-hour easily accessible services to those in need. We provide counseling, education, outreach, referrals and resources. We may be called the Women's center, but we serve men and children as well.

South Shore

Plymouth

Map Academy

11 Resnik Road Plymouth, MA 02360
(508) 830-9500

Services: a new public charter school located in Plymouth, designed to provide a free option to students that want or need something different than the traditional high school.

Quincy

Bay State Community Services

1120 Hancock Street, Quincy, MA 02169
36 Cordage Park Circle #305, Plymouth, MA 02360
(617) 471-8400

Services/Programs: A New Way Recovery Center, Beal Street Residential, Billings Human Services, Center for Community Counseling and Education, Dianne DeVanna Center, Granite House Residential, Hospital Emergency Action Recovery Coach Team (HEART), Impact Quincy, Plymouth STARR Residential, Quincy Family Resource Center, and Survival STARR Residential.

Consumer Credit Counseling Service of Southern New England

(866) 889-9347

Services: Receive foreclosure counseling and debt reduction from this non-profit. CCCS provides homeowners and people in debt with confidential financial counseling. Services offered to clients include assistance with budgeting and money management, mortgage delinquency, debt management programs, foreclosure and housing counseling, and consumer education.

Western

Amherst

Amherst Housing Authority

33 Kellogg Avenue, Suite 81, Amherst, MA 01002

(413) 256-0206

Website: amhersthousingauthority.org

Hours: Monday–Thursday, 8:00 AM – 4:00 PM; Friday, 8:00 AM – 3:00 PM

Funded by the State 705 Family Housing program, these twenty-two 2- or 3-bedroom apartments (including one wheelchair accessible unit) are located in duplexes on five sites in the Town of Amherst. Each unit has laundry hook-ups and a storage shed. Tenants are responsible for utilities, snow removal and lawn mowing. Rent for these programs is figured annually on each tenant's or family's income after allowable deductions: 27–30% of monthly income for family programs with tenant-paid utilities.

The Amherst Housing Authority administers the federally funded Section 8 Housing Choice Voucher Program. Participants in this program rent private apartments in the community and receive financial assistance from the Voucher Program to pay a portion of the rent. They may have to pay for some utilities. Citizenship status applies.

Applications and information about eligibility guidelines and waiting lists may be obtained from the Amherst Housing Authority at 33 Kellogg Avenue, Amherst, MA, or by calling (413) 256-0206 x309. Please specify which program you are interested in, as applications differ for each. If you are disabled and need some assistance in completing applications for housing, or need some other accommodations in the application process, please tell us.

Rent is calculated at 30-40% of monthly income for the Section 8 Voucher Program.

Annual income is the sum of all income including wages, Social Security, pensions, interest and dividend payments, etc. Deductions such as medical and childcare expenses may be allowed.

Amherst Survival Center

138 Sunderland Road, North Amherst, MA 01002
(413) 549-3968

Website: <https://amherstsurvival.org>

Free Clinic

Amherst Survival Center Free Drop-In Health Clinic:

- includes medical care without an appointment
- provides timely medical care to patients
- offers patients support and encouragement to access primary care physicians to ensure continuity of care
- offers access and referral to basic dental services (for example: cleanings, oral exams) to protect oral health,
- makes referrals to other health care clinicians and health and human service providers,
- facilitates patients' enrollment in public health insurance,
- increases patient's access to information on health issues, and
- builds patient's awareness on the connections between food and health.

Survival Center Hours: Monday–Friday, 11:00 AM – 3:00 PM; Thursday, 11:00 AM – 7:00 PM

Food Pantry Hours: 9:30 AM – 11:30 AM, on the third Saturday each month; Lunch is served at 12:00 PM each weekday except Wednesday. Dinner is served 5:00 PM – 6:00 PM on Thursdays.

Clinic Hours: Mondays, 12:30 PM – 1:30 PM; Thursdays, 4:30 PM – 5:30 PM

Contact: Dale Rich, Clinic Coordinator, can be reached at dale@amherstsurvival.org

Community Store

Hours: 11:00 AM – 3:00 PM; Closed Wednesday and Sunday

Contact: Susan Cox, Community Store Coordinator, can be reached via email at susan@amherstsurvival.org.

Community Store Basic Information:

- Inventory consists of donated goods from people and businesses in the community,
- Participants can come in every day the store is open and select one bag's worth of items for free. Bag is provided.
- Participants can make requests for specific items in the Request Log. They'll be matched with the items if and when they are donated.

Craig's Doors-Emergency Shelter

434 N. Pleasant Street, Amherst, MA 01002
(413) 256-0704

Website: <http://www.craigdoors.org/about/craigs-place/>

Shelter is hosted in the First Baptist Church on North Pleasant Street. Craig's Place Emergency Shelter operates from November 1st through April 30th, from

9:30 **PM** – 8:00 **AM**. Admission is based on a behavior policy: all who show respect for the safety and well-being of the guests, volunteers, and staff are welcome.

Goodwill Industries

183 University Drive, Amherst, MA 01002

(413) 835-0096

Hours: Monday–Wednesday, 9:00 **AM** – 6:00 **PM**; Thursday–Saturday, 9:00 **AM** – 7:00 **PM**; Sunday, 12:00 **PM** – 5:00 **PM**

Jones Library Amherst

43 Amity Street, Amherst, MA 01002

(413) 259-3093

The Literacy Project Amherst (at the Jewish Community of Amherst)

742 Main Street, Amherst, MA 01002

(413) 259-1663

Hours: Monday–Thursday, 9:00 **AM** – 2:00 **PM**

Chicopee

Educational Opportunity Center (Adult Education Program)

35 Mount Carmel Avenue, 3rd floor, Chicopee, MA 01013

(413) 612-0206

Westover Job Corps Center

103 Johnson Road, Chicopee, MA 01022

1-800-733-5627

Enfield

Enfield Continuing Adult Education

124 N. Maple Street, Enfield, MA 06082

(860) 763-7033

Enfield Adult and Continuing Education GED

1010 Enfield Street, Enfield, MA 06082

(860) 763-7032

Greenfield

Franklin-Hampshire Career Center

1 Arch Place, Greenfield, MA 01301

(413) 774-3182

Greenfield Community Action

393 Main Street, Greenfield, MA 01301

(413) 774-2318

HALO

206 Maple Street, Holyoke, MA 01040
(413) 552-2916
Beginning Literacy, pre-HiSET and HiSET (former GED) instruction

Holyoke

Boys and Girls Club of Greater Holyoke

70 Nick Cosmos Way, Holyoke, MA 01040
(413) 534-7366

The Care Center

247 Cabot Street, Holyoke, MA 01040
(413) 532-2900 x 127
HiSET (former GED) Classes for Pregnant/Parenting Teens

Community Education Project

317 Main Street, Holyoke, MA 01040
(413) 538-5770

Holyoke Adult Learning Opportunities Center

57 Suffolk Street, Holyoke, MA 01040
(413) 534-2026

Holyoke Community College Adult Education

303 Homestead Avenue, Holyoke, MA 01040
(413) 538-7000

Holyoke Tutor-Mentor Program

177 High Street, Holyoke, MA 01040
(413) 534-3376

Holyoke Works

100 Front Street (4th floor), Holyoke, MA 01040
(413) 532-2683

Picknelly Adult and Family Education Center

HCC Adult Learning Center

206 Maple Street, Holyoke, MA 01040
(413) 552-2912, EXT. 2990
HCC's Adult Learning Center is located at the Picknelly Adult and Family Education Center (upper floors of the Holyoke Transportation Center, downtown Holyoke).

YouthBuild Holyoke Nueva Esperanza

401 Main Street, Holyoke, MA 01040
(413) 533-9442

Huntington

Southern Hilltowns Adult Education Center

9 Russell Road, Huntington, MA 01050
(413) 667-0217

Gateway Regional High School

12 Littleville Road, Huntington, MA 01050
(413) 685-1052

Ludlow

Hampden County Correctional Center

627 Randall Road, Ludlow, MA 01056
(413) 547-8000 EXT. 245

Not publicly available

Almost 4,800 inmates have earned a High School Equivalent Diploma (HiSET) through Sheriff Michael Ashe's office over the last 42 years. Across the U.S., Hampden County Correction Center has the lowest recidivism rate of all correctional institutions.

Ludlow Adult Learning Center (HCC)

54 Winsor Street, 2nd floor, Ludlow, MA 01056
(413) 583-0320

Northampton

Calvin Coolidge Nursing & Rehab

548 Elm Street, Northampton, MA 01060-2832
(413) 586-3150

Services: We offer the following sub-acute services: Stroke Rehabilitation, Orthopedic Rehabilitation, Cardiac Care and Rehabilitation, Wound Care, Diabetes Care, General Surgery Care and Rehabilitation, Oncology and Hospice Care, IV Therapy, and Pulmonary Care.

Remarks: Community Health, Urban Area, Permanent Clinic, Year-Round, Full-Time (open 40 hours per week)

Drop In Center

43 Center Street, Northampton, MA 01060
(413) 582-4262

Remarks: Community Health, Health Care for the Homeless, Rural Area, Permanent Clinic, Seasonal, Part-Time (open 32 hours per week)

Franklin County Emergency Shelter

Northampton, MA 01060-3240

(413) 586-5555

Remarks: Community Health, Health Care for the Homeless, Rural Area, Seasonal Clinic, Year-Round, Part-Time (open 2 hours per week)

Franklin Hampshire Career Center

178 Industrial Drive, Northampton, MA 01060

(413) 586-6506

Goodwill Industries

971 Bridge Road, Northampton, MA 01060

(413) 320-4911

Hours: Monday–Saturday, 9:30 AM – 7:00 PM; Sunday, 12:00 PM – 5:00 PM

Hampshire County Jail GED Program

205 Rocky Hill Road, Northampton, MA 01060

(413) 584-5911 EXT. 221

The International Language Institute of Massachusetts

17-25 New South Street, Northampton, MA 01060

(413) 586-7569

Lathrop Home

215 South Street, Northampton, MA 01060

(413) 584-2865

Email: crystal@lathrophome.org

Website: <https://www.lathrophome.net/>

Remarks: Community Health, Urban Area, Permanent Clinic, Year-Round, Full-Time (open 40 hours per week)

LIHEAP

Website: <https://www.benefits.gov/benefits/benefit-details/1576>

The Massachusetts Low Income Home Energy Assistance Program (LIHEAP) (Fuel Assistance) provides eligible households with help in paying winter heating bills. The program pays benefits of fixed amounts based on household income. An additional benefit is available to eligible households having a high-energy burden. Local administering agencies determine household eligibility based on several factors including annualized income and the number of members in the household. The agency then will make payments towards the heating bills to the primary heat source vendor (oil, propane, wood or coal dealer, or gas or electric utility). Special provisions are made for those households whose heat is included in their rent and those living in subsidized housing.

In order to qualify for this benefit program, you must be a resident of the state of Massachusetts and you must need financial assistance for home energy costs. In order to qualify, you must also have an annual household income (before taxes) that is below 60 percent of the State Median Income.

The Literacy Project Northampton

James House Community Learning Center

42 Gothic Street, Northampton, MA 01062
(413) 584-6755

Northampton Community Action

56 Vernon Street, Northampton, MA 01060
(413) 582-4230

ServiceNet, Inc.- Recovery Homes

Website: <https://www.servicenet.org/services/addiction-services/>

Email: info@servicenet.org

Beacon House

57 Beacon Street, Greenfield, MA 01301
(413) 773-1706
(Formerly separated for men and women)

Orange Recovery House

35 Congress Street, Orange, MA 01301
(978) 544-6507

Three recovery homes serve as transitional residences for men and women 18 years of age and older who are in the early stages of substance abuse recovery. We provide a lightly structured, drug free environment. This supportive environment is maintained through 24-hour staffing and case management services. The social model and milieu encourages house residents to provide one another with a culture of recovery, support, sharing, and positive peer role modeling. The programs are built on the philosophy that each individual must learn to take responsibility for their own recovery process.

Our dedicated staff establish and nurture a safe, drug-free, health-oriented, supportive environment steeped in the culture of recovery. As residents cross the threshold of the programs, they will not be faced with the imposition of a tightly structured daily schedule. Rather, the houses operate from the premise that residents have an illness of addiction, have entered into abstinence/recovery, and need to take advantage of a safe place to acquire added skills and supports to ensure that their illness remains in remission.

The goal of every resident is to establish meaningful drug-free living with a return to independent living in the community. Referral mechanisms exist to provide residents with outpatient substance abuse counseling, mental health services, vocational rehabilitation, educational and literacy services, and housing assistance

services. Residents are encouraged to develop a recovery support system in the community on which they can rely after discharge.

ServiceNet, Inc.-Shelter and Housing

Website: <http://www.servicenet.org/content/shelter-and-housing-services>

131 King Street, Northampton, MA 01060

(413) 585-1300

Email: info@servicenet.org

Shelter and Housing Services provides support to families and individuals who are homeless, at risk of homelessness, or who have previously been homeless. Our network of resource centers and housing options provides a range of services that promote and assist people's efforts to achieve stable and self-supporting lives. Our family shelters, the Greenfield Family Inn and Our Friends' House, provide temporary room and board, assistance in finding permanent housing, and a variety of other support services including a new Rapid ReHousing program, through which we hope to minimize each family's crisis by facilitating their move back into stable housing as soon as possible.

The Wells Street Shelter, Grove Street Inn, and Barton's Crossing provide emergency overnight shelter for adults. The Interfaith Shelter provides overnight shelter for adults during the six coldest months of the year. The Interfaith operates in partnership with the City of Northampton and the Friends of Hampshire County Homeless Individuals. The Friends also has overflow winter space in Easthampton, with 4-6 beds, operated in partnership with Soldier On.

Grove Street Inn

91 Grove Street, Northampton, MA 01060

(413) 586-6001

Hours: Monday–Friday, 4:00 PM – 8:00 AM

All day Saturday and Sunday

Hampshire County Interfaith Shelter

43 Center Street, Northampton, MA 01060

(413) 586-6750

Hours: November 1–May 1, 6:00 PM – 7:00 AM

Entrance line up starts at 5:30 PM.

Hampshire County Resource Center

43 Center Street, Northampton, MA 01060

(413) 586-6750

Hours: Monday, 9:00 AM – 12:00 PM

Tuesday–Friday, 9:00 AM – 12:00 PM and 1:00 PM – 3:00 PM

Orange

North Quabbin Community Action

167 S. Main Street, Orange, MA 01364
(978) 544-5423

Palmer

Baystate Wing Hospital

40 Wright Street, Palmer, MA 01069
(413) 283-7651

Website: <https://www.baystatehealth.org/locations/wing-hospital>

This Hospital provides a range of inpatient and outpatient health care services to meet the needs of the Quaboag Hills and Pioneer Valley. They also are committed to providing quality health care services to everyone, regardless of financial situation. Patients that have limited or no health insurance, or those on a fixed or limited income, are encouraged to speak with our financial counselor, who can provide information on state and federal programs available to help fund health care services. This Hospital is based on Sliding scale fees which are variable prices for products, services, or taxes based on a customer's ability to pay. Such fees are thereby reduced for those who have lower incomes, or alternatively, less money to spare after their personal expenses, regardless of income.

Goodwill Industries

1581 N. Main Street, Palmer, MA 01069
(413) 289-6399

Hours: Monday–Saturday, 9:00 AM–6:00 PM, Sunday, 12:00 PM–5:00 PM

Palmer Public Library-ESOL

1455 North Main Street, Palmer, MA 01069
Name: Magaret Boyko
(413) 283-2329

Palmer Public Library (Top Floor Learning)

1445 N. Main Street, Palmer, MA 01069
(413) 283-2329

Top Floor Learning, Inc

1455 N. Main Street, Palmer, MA 01069
Name: Margaret Boyko
(413) 283-2329

Springfield

AdCare Hospital

117 Park Ave, West Springfield, MA 01089

(413) 209-3124

Website: <http://adcare.com/programs/adcare-outpatient/west-springfield-op/>

Email: wspringfield@adcare.com

Open 24 hours a day

AdCare Hospital is a level 4, 114-bed facility in Worcester, MA. Staffed by the region's most highly qualified physicians, nurses, clinicians, nurse practitioners, counselors, and case managers, your care is always in the most capable hands.

Our services are designed to recognize and meet an individual's personal needs, which is why we offer a range of inpatient treatment programs

Annie's House

20 Wilbraham Avenue, Springfield, MA 01109

(413) 747-5384

Remarks: Community Health, Health Care for the Homeless, Urban Area, Permanent Clinic, Year-Round, Part-Time (open 3 hours per week)

Arch Program

29-33 Arch Street, Springfield, MA 01107

(413) 732-3121

Remarks: Community Health, Health Care for the Homeless, Urban Area, Permanent Clinic, Year-Round, Part-Time (open 8 hours per week)

Baystate Brightwood Health Center

380 Plainfield Street, Springfield, MA 01199

(413) 794-4458

Website: <https://www.baystatehealth.org/locations/brightwood-health-center-centro-de-salud>

Baystate Brightwood Health Center/Centro de Salud is a Service of Baystate Medical Center

Hours: Monday and Friday: 8:00 AM – 5:00 PM

Tuesday, Wednesday, and Thursday, 8:00 AM – 8:00 PM

Services for people of all ages, from newborn to adults, including:

- Diabetes Education
- Family Planning
- Foot Care
- Gynecology Services
- HIV Testing & Counseling
- Home Visits for homebound patients
- Interpreters Spanish, Vietnamese & Russian are available. (Other languages are available by special arrangement)

- Immunization Clinic
- Onsite Lab Services
- Onsite Pharmacy
- Pregnancy Testing
- Social Services identifying & assessing the needs of patients and their families

Branford Hall Career Institute

189 Brookdale Drive, Springfield, MA 01104

(413) 781-2276

Hours: Monday–Friday, 8:00 AM – 8:00 PM

Caring Health Center

1049 Main Street, Springfield, MA 01103

Website: caringhealth.org/about_us.html

Hours: Monday and Thursday, 8:30 AM – 5:00 PM

Services: Illness, vaccinations, physical exams, OB/Gyn, STD testing and treatment, nutrition counseling. Services are always free and confidential: Illness, vaccinations, physical exams, OB/Gyn, STD testing and treatment, nutrition counseling

Clinics/Health Programs

1049 Main Street, Springfield, MA 01103

(413) 739-1100 / Fax: (413) 735-1133

Hours: Monday, 8:30–5:00 PM; Tuesday–Friday, 8:30 AM – 7:00 PM;

Saturday, 9:00 AM – 5:00 PM

Main Street Clinic - Urgent Care

1049 Main Street, Springfield, MA 01103

(413) 739-1100

Caring Health Center Patients Only.

No appointment necessary.

Hours: Monday–Friday, 9:30 AM – 6:00 PM; Saturday, 9:00 AM – 3:00 PM

532 Sumner Avenue, Springfield, MA 01108

(413) 739-1100 / Fax: (413) 737-1643

Hours: Monday–Wednesday and Friday, 8:30 AM – 5:00 PM

Thursday, 8:30 AM – 6:00 PM

860 Boston Road, Springfield, MA 01119

(413) 739-1100

Hours: Monday–Friday, 8:30 AM – 5:00 PM

Carlson Detox

471 Chestnut Street, Springfield, MA 01107

(413) 252-4912

Website: <http://bhninc.org/content/carlson-recovery-center>

Hours: Open 24/7

Carlson Detox offers traditional clinical and outreach outpatient and therapeutic services delivered through six licensed clinics. Specializations include:

- Services to the chronically mentally ill adult population and to the Seriously Emotionally Disturbed child population and their families;
- Addiction counseling, services to infants and young children and their families, services to the Latino populations of Springfield and Holyoke; services to the medically involved, intellectually disabled population and services to the elderly population.
- Day Treatment and Community-Based Partial Hospitalization programs in a community licensed facility
- Addiction Services (Detox, Intensive Outpatient, short-term & long-term residential)
- Respite and Crisis Stabilization services in three communities
- Crisis Intervention Teams that provide community-based site or mobile assessment and triage into services for communities of the Lower Pioneer Valley, and response to six hospital Emergency

Rooms:

- › Baystate Medical Center
 - › Mercy Hospital
 - › Holyoke Medical Center
 - › Mary Lane Hospital
 - › Noble Hospital
 - › Wing Memorial Hospital
- Forensic court evaluation and treatment services offered to the Trial, Superior and Juvenile Courts in Hampden, Hampshire, Berkshire and Franklin counties; occasional consultation to the Probate Court
- Forensic treatment services within the correctional facilities of Hampden County, including an inpatient Emergency Stabilization Unit in HCCC and the Women's Jail;
- Residential, Individual and Family Supports that assist individuals who want to live within their community

Center For Human Development Springfield

367 Pine Street, Springfield, MA 01105

(413) 737-1426

Website: <http://chd.org/counseling/locations/springfield-clinic/>

Hours: Monday–Thursday, 9:00 AM – 7:00 PM; Friday, 9:00 AM – 5:00 PM

CHD's Outpatient Behavioral Health Clinic on Pine Street in Springfield offers a full range of counseling services to address the multitude of struggles that can emerge for people during the course of their life. Services include individual and family therapy, groups and home-based therapy. Clinicians are available who specialize in

working with young children, teens, couples and families. Our Pine Street office has a robust Dialectical Behavior Therapy program (DBT), a counseling method frequently used to help people who've been traumatized, as well as groups to address substance abuse issues. The Springfield Clinic also has many multilingual counselors to meet the changing needs of our culturally rich community.

Languages spoken: English, Spanish, Arabic, Somali, German, Burmese, Vietnamese
 Counseling expertise: Depression, anxiety, drug and alcohol issues, couples therapy, divorce mediation, family therapy, LGBTQ concerns, refugee issues, trauma treatment including Dialectical Behavior Therapy.

Insurance Accepted: Private insurance including Blue Cross/Blue Shield, Health New England, Cigna, UBH and many more. Medicaid, Medicare, MassHealth and Tricare. Please call with insurance questions. We can help!

Center for Human Development

332 Birnie Avenue, Springfield, MA 01107

(413) 733-6624

Website: <https://chd.org>

With over 70 programs and services, CHD is one of the largest social service organizations in Western Massachusetts, delivering a broad array of critical services with proven effectiveness, integrity and compassion. CHD has been helping people build strong, productive relationships since 1972. Each year, our community based social service and behavioral health programs reach over 18,000 people in Western Massachusetts and Connecticut. We currently employ more than 1,400 professionals across all of our locations. Working in local communities, and partnering with local agencies, we provide focused, personalized services that promote real and lasting change.

CHD is internationally accredited by CARF, the Commission on Accreditation of Rehabilitation Facilities. CARF is an organization that reviews and grants accreditation services nationally and internationally. CARF standards are rigorous, so services that meet them are among the best available.

CHD is driven by a focus on excellence and a spirit of innovation. As a non-profit organization, our only motivation is helping people create successful lives. All of our relationships are rooted in respect – for our clients, for the communities we are honored to serve, for our colleagues, and for all the lives we touch.

CHD is a non-profit organization that is tax-exempt under section 501 (c) (3) of the Internal Revenue Code.

Chestnut Accelerated Middle School

335 Plainfield Street, Springfield, MA 01107

(413) 750-2339

CleanSlate Centers

1985 Main Street, Suite E, Springfield, MA 01103

(413) 736-1458

Website: <http://cleanslatecenters.com/location/springfield-ma/>

Hours: Monday, Wednesday, Thursday: 9:00 AM – 5:00 PM; Tuesday, 9:00 AM – 8:00 PM,

Friday, 9:00 AM – 2:00 PM

At CleanSlate, we specialize in the treatment of opioid addiction. When we talk about opioids (or ‘opiates’), we’re talking about heroin and prescription drugs like Percocet, Vicodin, and OxyContin.

At CleanSlate, we treat opioid addiction using two innovative and proven medications: buprenorphine (Suboxone) and Vivitrol.

CleanSlate has created a program for treating alcoholism effectively that has helped patients find recovery. Our addiction specialists are experienced in using Vivitrol to help patients overcome their alcohol dependency.

We screen all of our patients with drug or alcohol dependencies for other substances as well. We commonly treat patients with multiple dependencies.

The occurrence of two or more addictions in the same person (at the same time or one after the other) is called comorbidity, and the interactions between multiple addictions can worsen the course of both. In addition to opioids and alcohol, we use a combination of medications to treat addictions to the following substances:

- Benzodiazepines
- Cocaine
- Tobacco
- Marijuana

Friends of the Homeless

Men's Shelter

769 Worthington Street, Springfield, MA 01105

Women's Shelter

755 Worthington Street, Springfield, MA 01105

(413) 732-3069

Website: www.fohspringfield.org

Services: FOH provides separate men’s and women’s overnight shelters, serving single individuals 18 years of age and older every evening. Shower and laundry facilities are available for our shelter guests.

Fully Licensed Kitchen

Meals are served Sunday–Saturday: Breakfast, 8:00 AM – 9:00 AM;

Lunch, 12:00 PM – 1:00 PM; Supper, 4:30 PM – 5:30 PM.

Housing

For more information about Friends of the Homeless, Inc.’s housing options, contact the FOH Housing Department by email: Housing@FOHspringfield.org, or call at (413) 732-3069.

Healthcare Clinic Information

Health Care for the Homeless operates a clinic on-site at Friends of the Homeless. Healthcare is available Monday–Saturday on a walk-in basis. For clinic hours and to reach the clinic at FOH call (413) 734-7140.

FutureWorks Career Center of Springfield

1 Federal Street, Building 103-3, Springfield, MA 01105
(413) 781-5640

Remarks: Community Health, Health Care for the Homeless, Urban Area, Permanent Clinic, Year-Round, Part-Time (open 4 hours per week)

Gándara Center

Website: <https://gandaracenter.org/>

The mission of the Gándara Center is to promote the well-being of Hispanics, African-Americans and other culturally diverse populations through innovative, culturally competent behavioral health, prevention, and educational services.

Mental Health Center

85 St. George Road, Springfield, MA 01104
(413) 732-2120

Addiction Recovery Program

29-33 Arch Street, Springfield, MA 01107
(413) 781-2234

Outpatient Clinic

2155 Main Street, Springfield, MA 01104
(413) 736-0395

Jefferson Shelter

287 State Street, Springfield, MA 01105
(413) 736-2263

Remarks: Community Health, Health Care for the Homeless, Urban Area, Permanent Clinic, Full-Time (open 4 hours per week)

Literacy Works of Hampden County

1441 Main Street, Springfield, MA 01103
(413) 755-1367

Contact: Maura Geary

Massachusetts Career Development Institute

140 Wilbraham Avenue, Springfield, MA 01109
(413) 781-5640 x 302

MA Department of Transitional Assistance**Springfield/Liberty**

95 Liberty Street, Springfield, MA 01103
(413) 858-1000

Springfield/State

310 State Street, Springfield, MA 01105

(413) 858-1300

Website: <http://www.mass.gov/eohhs/gov/departments/dta/>

MLK Charter School

285 Dorset Street, Springfield, MA 01108

(413) 214-7806

Remarks: Community Health, Urban Area, Seasonal Clinic, Seasonal, Part-Time (open 30 hours per week)

New England Farm Workers Council

1628 Main Street, #2, Springfield, MA 01103

(413) 272-2207

Remarks: Community Health, Health Care for the Homeless, Urban Area, Permanent Clinic, Year-Round, Part-Time (open 10 hours per week)

New Resource Center

18 Gaucher Street, Springfield, MA 01109

(413) 732-3069

Remarks: Community Health, Health Care for the Homeless, Urban Area, Permanent Clinic, Full-Time

Open Door Social Services

287 State Street, Springfield, MA 01103

(413) 737-7062

Remarks: Community Health, Health Care for the Homeless, Urban Area, Permanent Clinic, Year-Round, Full-Time (open 40 hours per week)

Partners for Community

11-13 Hampden Street, Springfield, MA 01103

(413) 272-2200

Website: <http://www.partnersforcommunity.org/default/index.cfm>

Fuel Assistance Program

1666 Main Street, 1st floor, Springfield, MA 01103

(413) 272-2209

Website: <http://www.partnersforcommunity.org/default/index.cfm/fuel-assistance/>

Child Care Resources

1628-1640 Main Street, 2nd floor, Springfield, MA 01103

(413) 272-2207

Website: <http://www.partnersforcommunity.org/default/index.cfm/voucher-day-care/>

Housing & Shelter Resources

2702 Main Street, Springfield, MA 01107

(413) 214-7221

Website: <http://www.partnersforcommunity.org/default/index.cfm/housing-shelter/>

Youth & Education Resources

1628-1640 Main Street, 4th floor, Springfield, MA 01103

(413) 272-2280

Website: <http://www.partnersforcommunity.org/default/index.cfm/youth-education/>

Workforce Development

Contact Betsy Caraballo, Program Director

(413) 272-2370

Website: <http://www.partnersforcommunity.org/default/index.cfm/workforce-development/>

Young Parents Program

11-13 Hampden Street, Springfield, MA 01103

(413) 272-2200

Hours: Monday–Friday, 9:00 AM – 5:00 PM

Phoenix House Springfield Center

5 Madison Avenue, Springfield, MA 01105

(413) 733-2178

Website: <http://www.phoenixhouse.org/>

Open 24/7

Residential Program

5 Madison Avenue, Springfield, MA 01105

1-888-671-9392

Email: anherrick@phoenixhouse.org

Outpatient Services

15 Mulberry Street, Springfield, MA 01105

1-888-671-9392

Phoenix House provides substance abuse, mental health, and/or support services which have been specifically designed to address the unique experiences and challenges of the military community. In various locations, Phoenix House provides independent assessments and evaluations of substance use disorders as requested by individuals, families, schools and the Criminal Justice System.

The Phoenix House Academies for Youth offer intensive substance abuse and mental health services with high school academic programs in CARF-accredited facilities.

Substance abuse and addiction often go hand-in-hand with mental health issues, and Phoenix House offers treatment programs designed specifically to meet this need.

As Phoenix House has always been fully committed to prevention and early intervention, it's natural that we offer Screening, Brief Intervention and Referral Treatment as developed by the Substance Abuse and Mental Health Administration (SAMHSA).

Phoenix House's prevention and education services highlight the dangers of drug use, reinforce self-esteem, and educate youth and adults to make positive choices.

Phoenix House adolescent programs provide treatment in a safe, supportive environment that gives youth and their families a chance to break free from substance abuse.

Our Sober Living facilities vary based on location and can provide either a safe transitional space before a full return to independent living or an alternative to residential treatment for clients who may need more than outpatient services.

Our adult medical and social detoxification and stabilization services first help each individual to safely detoxify and then connect them to the next level of care: either residential, sober living or outpatient services.

Phoenix House offers comprehensive and professional services for pregnant women and mothers and their young children in residential settings.

Our adult outpatient services are a comprehensive array of substance abuse and mental health programs—all using evidence-based practices—delivered in safe, supportive, CARF-accredited settings.

Phoenix House's residential treatment services are wide-ranging and comprehensive, allowing us to tailor each client's treatment solutions to meet individual needs.

Planned Parenthood - Western Massachusetts Health Center

3550 Main Street, Springfield, MA 01107

1-800-258-4448

Services: Abortion Services, Birth Control, HIV Testing, LGBT Services, Men's Health Care, Morning after pill (Emergency contraception), Pregnancy Testing & services, STD Testing and treatment and Vaccines, Woman's Health Care.

Remarks: PPLM will be closed on Saturday, May 26th and Monday, May 28th in observance of Memorial Day.

Prospect House

103 Prospect Street, Springfield, MA 01107

(413) 737-5518

Remarks: Community Health, Health Care for the Homeless, Urban Area, Permanent Clinic, Year-Round, Part-Time (open 2 hours per week)

Puerto Rican Cultural Center

38 School Street, Springfield, MA 01105

(413) 777-3425

Rutledge House

16 Rutledge Avenue, Springfield, MA 01105
(413) 748-9064

Remarks: Community Health, Health Care for the Homeless, Urban Area, Permanent Clinic, Year-Round, Part-Time (open 2 hours per week)

Safe Haven

30 High Street, Springfield, MA 01105
(413) 746-4780

Remarks: Community Health, Health Care for the Homeless, Urban Area, Permanent Clinic, Year-Round, Part-Time (open 6 hours per week)

Serenity Club of Springfield

143 Main Street, Springfield, MA 01105
(413) 736-9512
Alcoholism Treatment Program

The Springfield Adult Learning Center (SALC)

STCC Adult Education Center, Building 27, 1st floor
One Armory Street, Springfield, MA 01105-9000
(413) 755-4300

Website: <http://www.stcc.edu/adulteducationcenter/>

Hours: Monday–Friday, 8:00 AM – 4:00 PM

STCC offers free classes for adults for the High School Equivalency Test (HiSET) preparation (previously known as the GED test) and English for Speakers of Other Languages (ESOL). These classes take place in four locations both on and off campus during the daytime and evening hours. The classes focus on preparing students for careers in addition to entering community college and vocational certificate programs. The STCC / Springfield Adult Learning Center (SALC) is a unique partnership among Hampden County organizations including Holyoke Community College (HCC), Springfield Technical Community College (STCC) and the Springfield Housing Authority (SHA). The services are funded through a generous grant by the Department of Elementary and Secondary Education (DESE).

The Springfield Adult Learning Center provides a range of classes and services including:

- Preparation for the High School Equivalency Test (HiSET)
- English for Speakers of Other Languages (ESOL)
- The Transitions to College Program
- Computer Literacy classes
- Specialized software for computerbased instruction
- Career Exploration
- Workforce Readiness Skills

Springfield City Library

204 Boston Road, Springfield, MA 01109
(413) 263-6839

Springfield Department of Health and Human Services

1145 Main Street, #208, Springfield, MA 01103

Website: <http://www.springfield-ma.gov/hhs/>

Community nursing services are offered on a rotating basis at a variety of sites, generally community centers and housing projects. Services consist of blood pressure readings, health screening, and referrals. To obtain a complete list of sites with days and times of nurses' visits, call (413) 787-6740. A nurse provides health care six mornings and two evenings a week for homeless people at 769 Worthington Street. Call 734-7140 for more information. Dental services for the homeless are also available two days a week at this location. Call 731-9575 for more information.

Website: <https://www.csoinc.org/housing-homeless-services>

Springfield Family Support Program (Boland School)

18 Gaucher Street, Springfield, MA 01104

(413) 733-7699

Hours: Monday–Friday, 9:00 AM – 12:00 PM and 1:00 PM – 5:00 PM

Springfield Health And Human Services Department

1145 Main Street, #208, Springfield, MA 01103

(413) 787-6740

Services: Dental Care Services, Enabling Services, Other Professional Services, Primary Medical Care

Remarks: Administrative Only

Springfield Health Services For Homeless/Smith Clinic

755 Worthington Street, Springfield, MA 01105

(413) 734-7140

Services: Dental Care Services, Enabling Services, Other Professional Services, Primary Medical Care

Remarks: Year round

Springfield HiSET Prep Classes

Springfield Technical Community College (Adult Education Center)

1 Armory Square (Bldg. 27, 1st Fl), Springfield, MA 01102

(413) 755-4300

Hours: Monday–Friday, 8:00 AM – 4:00 PM; Tuesday and Thursdays, 8:00 AM – 7:00 PM

Website: <http://www.stcc.edu/adulteducationcenter/>

STCC offers free classes for adults for the High School Equivalency Test (HiSET) preparation (previously known as the GED test) and English for Speakers of Other Languages (ESOL). These classes take place in four locations both on and off campus during the daytime and evening hours. The classes focus on preparing students for careers in addition to entering community college and vocational

certificate programs. The STCC / Springfield Adult Learning Center (SALC) is a unique partnership among Hampden County organizations including Holyoke Community College (HCC), Springfield Technical Community College (STCC) and the Springfield Housing Authority (SHA). The services are funded through a generous grant by the Department of Elementary and Secondary Education (DESE). The Springfield Adult Learning Center provides a range of classes and services including:

- Preparation for the High School Equivalency Test (HiSET)
- English for Speakers of Other Languages (ESOL)
- The Transitions to College Program
- Computer Literacy classes
- Specialized software for computerbased instruction
- Career Exploration
- Workforce Readiness Skills

All applications for classes and other services begin with a visit to the STCC Adult Education Center located in Building 27/1st floor. The Center is centralized walk-in information, support and referral center for use by members of the community who would like to obtain a High School Equivalency diploma, improve their English speaking and listening skills, or further their education. Due to the high demand for these free services the Center limits the number of applications for ABE, HiSET prep classes to 130 per month.

Springfield O.W.L. Adult Education Center

310 State Street, Springfield, MA 01105
(413) 787-7210

Springfield Public Health Department

95 State Street, Suite 201, Springfield, MA 01103
(413) 787-6740

Services: HIV/AIDS Mobile Outreach to IV drug users, Youth Against AIDS Coalition - young people conducting AIDS prevention education., Springfield AIDS Council - advocates raising awareness about AIDS., Substance Abuse Prevention Program – a speaker's bureau.

Remarks: Community Health, Health Care for the Homeless, Urban Area, Permanent Clinic, Year-Round, Full-Time (open 38 hours per week)

Springfield Rehabilitation Center

780 Chestnut Street #24, Springfield, MA 01107
(413) 846-4340
Open 24/7

Springfield Rescue Mission Center

148 Taylor Street, Springfield, MA 01105
(413) 732-0516

Remarks: Community Health, Health Care for the Homeless, Urban Area, Permanent Clinic, Year-Round, Part-Time (open 18 hours per week)

Springfield Southwest Community Health Center, Inc.

1049 Main Street, Springfield, MA 01103

(413) 739-1100

Services: Dental Care Services, Enabling Services, Other Professional Services, Primary Medical Care

Remarks: Administrative/Clinic

Springfield Technical Community College

1 Armory Square, Building 20, Room 219, Springfield, MA 01105

(413) 420-2111

Services: Primary and Preventive Care for adults and children, Non-Emergency, Same Day Medical Care, Specialized programs for patients with Asthma, Diabetes, HIV/AIDS, and other chronic illnesses, On-site access to: Endocrinology, Nephrology, Pharmacy Assistance.

Remarks: Community Health, Urban Area, Permanent Clinic, Full-Time (open 40 hours per week)

Weldon Rehabilitation Hospital

233 Carew Street, Springfield, MA 01104

Main: (413) 748-6800, Inpatient Rehabilitation: (413) 748-7060, Outpatient or Day Rehabilitation: (413) 748-6880, Pediatric Rehabilitation: (413) 748-6855

Website: <http://www.mercycares.com/weldon>

WIC Program

1139 Main Street, Springfield, MA 01103

(413) 737-5142

Services: Dental Care, Enabling, Other Professional Services, Primary Medical Care

Remarks: Year round

Forest Park

532 Sumner Avenue, Springfield, MA 01108

(413) 787-1877

Services: Dental Care, Enabling, Other Professional Services, Primary Medical Care

Remarks: Year round

Worthington Shelter Dental Program

755 Worthington Street, Springfield, MA 01105

(413) 787-7079

Remarks: Community Health, Health Care for the Homeless, Urban Area, Permanent Clinic, Full-Time

Young Parents Program

2345 Main Street, Springfield, MA 01105
 (413) 734-2144

YWCA YouthBuild Western Massachusetts

1 Clough Street, Springfield, MA 01118
 (413) 733-9172

YWCA YouthBuild Springfield

7 Orleans Street, Springfield, MA 01109
 (413) 733-9172

Westfield**Westfield Community Education**

4 School Street, 2nd Fl, Westfield, MA 01085
 (413) 336-3100

Multiple Towns**The Literacy Project***Greenfield*

15 Bank Row Street, Greenfield, MA 01301
 (413) 774-3934

North Quabbin

34 N. Main Street, Orange, MA 01364
 (978) 544-8917

Ware

23 W. Main Street, Suite 3, Ware, MA 01082
 (413) 967-9902

Other Resources

Worcester Resources

Website: www.worcesterresources.org

Free online resource for Worcester MA residents in need of housing, food, health care, and other basic services

Other Resources in the Boston Area

Boston Coming Home Directory

Website: www.cominghomedirectory.org

Provides a very similar resource as Coming Home Central Massachusetts and MetroWest, but focused on the greater Boston geographical area

Other Resources in Massachusetts

Mass 211

Dial 211 Monday–Friday, 8:00 AM–8:00 PM

Free statewide confidential information and referral help line.

Mass Resources

Website: www.massresources.org

Free online resource for MA residents in need of housing, food, healthcare, and other basic services

Massachusetts Substance Abuse Information and Education Helpline

1-800-327-5050

Website: www.helpline-online.com

Free and confidential referral for alcohol and/or drug abuse problems

America Works

Website: <http://americaworks.com/>

America works is a specialized employment placing service, for people that are difficult to place, such as a felon. America works is only in a few states, but working to cover more of America. Visit the site to see which areas are covered.

Jobs and Programs for Felons

Website: <https://xamire.com/jobs-for-felons/massachusetts>

Find employers and jobs that hire felons, in your city and state! Browse through employers and find a job today without having to hide your criminal background. Also you can view local and federal programs, and help agencies for felons, as well as state/city specific programs, and information. All services are free of charge. Jobs, housing, programs, and help are available in all fifty states and the District of Columbia.

Housing that accepts felons

Website: <https://xamire.com/jobs-for-felons/massachusetts>

Find houses, townhomes, apartments, condos and more that rent to persons with a felony, and other background convictions. The housing section is neatly located with jobs, information, and programs for felons in each state and city.

TASC Test Prep

Website: <http://www.tasctest.com/practice-items-for-test-takers.html>

Ged Prep Classes. Massachusetts introduced the HiSET exam for the state's High School Equivalency Testing Program to replace the GED®, and listed on this page are all Massachusetts HiSET classes in and around Springfield where you can find assistance to become all set for the new HiSET exam. The HiSET, just like the (General Education Development) examination is developed for people who don't have a high school diploma.

The certificate that you attain when you pass the Massachusetts HiSET (High School Equivalency Test) is all over America recognized as the equivalency to a regular high school diploma by virtually all government institutions, hiring managers and universities. The HiSET test examines general knowledge that students learn in high school, and topics covered in HiSET preparation classes are the subject areas of the five tests: literacy reading, literacy writing, math, science, and social studies. Visit

Website: <http://mycareertools.com/massachusetts/> for details.

**Welcome
Home.**