

# ***Coming Home***

***MetroWest, Central, & Western  
Massachusetts***

A Resource Directory of  
Offender Re-entry Services

2017 EDITION

Please contact us with questions or comments about the directory.

**Email:** *cmdismashouse@aol.com*

**Telephone:** (508) 799-9389

**Mail:** Coming Home MetroWest, Central & Western Massachusetts  
P.O. Box 30125, Worcester, MA 01603

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

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## About

Coming Home Central Massachusetts and MetroWest is a joint venture between Dismas House of Massachusetts and the Oak Hill CDC.

### **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 400 homeless and former offenders in Central Massachusetts and MetroWest with help on civil legal matters as well as direct connections to healthcare, nutrition, case management, and housing support.

Visit [www.dismashouse.org](http://www.dismashouse.org) for more information.

### **Oak Hill CDC**

Oak Hill CDC has been a crucial neighborhood-based organization serving the east side of Worcester, centered on Union Hill, since 1972. OHCDC has a positive track record of building the neighborhood infrastructure and strengthening affordable housing, neighborhood cohesion, and youth services in one of the most stressed urban districts in Massachusetts. Facing crime, blight, low home-ownership rates and disenfranchisement, OHCDC has created an approach that is rooted in neighborhood leadership development, building new parks, opening the Homeownership Center of Worcester County, and developing the Youth Leadership Academy.

Visit [www.oakhillcdc.org](http://www.oakhillcdc.org) for more information.

# Introduction

Coming Home Central Massachusetts and MetroWest is an online 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 listed by category

<b>Basic Needs</b> .....	2
Cash Assistance.....	2
Clothing and Furniture.....	3
Soup Kitchens & Food Pantries.....	6
<b>Education and Employment</b> .....	12
Education.....	12
Financial Aid for Education.....	13
Employment.....	14
ESL and GED Preparation Classes .....	16
Mentoring Programs .....	21
<b>Healthcare</b> .....	23
Free Medical Clinics .....	23
Prescription Assistance.....	25
Health Insurance .....	26
Mental Health Providers.....	26
Substance Abuse.....	34
<b>Housing</b> .....	38
Energy and Utility Assistance .....	38
Public Housing and Section 8.....	40
Transitional Housing Programs.....	43
<b>Legal Assistance</b> .....	44
CORI.....	44
Help with Identity Theft.....	46
The Major Credit Bureaus .....	47
Legal Groups .....	47
License & Identification .....	48
<b>Support Services</b> .....	48
Hotlines.....	48
Immigrant Services.....	50
Support Groups .....	53
Transportation.....	57
Women and Families .....	59

## Agencies listed A-Z

<b>A</b> .....	70
Abby's House.....	70
ACE – African Community Education .....	70
Advocates, Inc. – Linda Fay Griffin House .....	71
AIDS Project Worcester .....	72
Allcrest Academic Learning Center .....	73
Akwaaba Free Health Clinic at New England Ghanaian SDA Church.....	73
American Red Cross .....	73
Apogee Mental Health.....	74
Arbour Counseling Services.....	75
Assumption College .....	75
Attachment Institute of New England.....	76
Autism Parents Support Group.....	76
Automated Office Systems/Medical.....	76
<b>B</b> .....	76
Baby Safe Haven.....	76
Bar None-Dismas House .....	77
Bay Path Regional Vocational Technical High School .....	78
Becker College .....	79
Behavioral Healthcare Services.....	79
Belmont A.M.E. Zion Church .....	79
Big Brother's Big Sisters of Central Mass/MetroWest, Inc.....	80
Boys and Girls Club of Fitchburg and Leominster .....	80
Boys and Girls Club of Worcester.....	80
Bridge of Central MA, The.....	81
<b>C</b> .....	81
Carty Cupboard .....	81
Catholic Charities.....	81
Cedar Street Family Clinic.....	82
Center for Human Development.....	82
Center for Living & Working, Inc.....	83
Center For Recovery .....	84
Central Massachusetts Housing Alliance .....	84
Central Massachusetts Recovery Learning Community .....	84
Central Mass Recovery Learning Community .....	85
Centro Las Americas.....	85
Centro Las Americas – Great Brook Valley Pantry.....	85
Channing House (Willis Center) .....	85

Child Care Resources .....	86
Children's Friend .....	86
Citizens Energy Heat Assistance Programs .....	87
City Clerk .....	88
Clark University .....	89
Clearway .....	89
Clinical and Support Options- Satellite .....	90
Clinton Adult Learning Center .....	90
Common Ground Resource Center (SMOC Headquarter) .....	90
Community Builders of Plumley Village East .....	90
Community Legal Aid .....	91
Comprehensive Assessment Rehab & Education Center .....	91
Counseling and Assessment Clinic of Worcester, LLC .....	91
Crozier House .....	92
<b>D</b> .....	92
Department of Children and Families (DCF) .....	92
Department of Developmental Services (DDS) .....	93
Department of Mental Health .....	93
Department of Public Health (DPH) .....	93
Department of Public Utilities .....	93
Department of Revenue (Child Support) .....	94
Department of Telecommunications and Cable .....	95
Department of Transitional Assistance .....	96
Department of Veterans Services for the City of Worcester .....	97
Department of Youth Services (DYS) .....	97
Dismas House .....	97
Donations Clearinghouse of the Central MA Housing Alliance .....	98
Dress for Success .....	98
<b>E</b> .....	98
Eastern African Community Outreach .....	98
East Side Community Development Corporation (CDC) .....	98
Edward M. Kennedy Community Health Center .....	99
Elder Services of Worcester Area, Inc. ....	99
Emanuel Baptist Thrift Store .....	100
Employment and Training Resources .....	100
EPOCA (Ex-Prisoners and Prisoners Organizing for Community Advancement) .....	100
Epworth United Methodist Church .....	101
ESL and GED Classes--Boys and Girls Club .....	101
ESL and GED Classes--Great Brook Valley .....	101

Ethiopian Dream Center ..... 102

**F** ..... 102

Fairbridge Project ..... 102

Faith Boutique of Christ Baptist Church ..... 102

Family Continuity Programs ..... 103

Family Health Center of Worcester ..... 103

Family Services of Central Massachusetts ..... 104

Federal Supplemental Educational Opportunity Grant (FSEOG) ..... 105

Fitchburg Community Health Center ..... 105

Fitchburg Comprehensive Treatment Center ..... 105

Fitchburg Housing Authority ..... 105

Fitchburg Learning Center, McKay Campus School ..... 105

Footsteps – Alcohol & Drug Free Housing / Sober Housing ..... 106

Framingham Adult ESL+ ..... 106

Framingham Housing Authority ..... 106

Framingham State University, Office of Continuing Education ..... 106

Free Application for Student Financial Aid (FAFSA) ..... 106

Friendly House, Inc. .... 107

**G** ..... 108

GAAMHA Inc. – Pathway House ..... 108

Gardner Career Center ..... 108

Gardner Community Action Committee ..... 108

Gardner MWCC Adult Learning Center ..... 109

Genesis Club ..... 109

Genesis Counseling Services ..... 110

Girl Scouts (of Central and Western Mass) ..... 110

Girls, Inc. .... 110

Good Neighbor Energy Fund (Salvation Army) ..... 110

Good Samaritan Food Pantry ..... 111

Goodwill Store ..... 111

Grafton Job Corps Career Academy ..... 111

Greater Gardner Community Health Center ..... 111

Growth and Opportunities through Applied Learning (GOAL) Institute ..... 112

Guild of Our Lady of Providence Free Medical Program at St. Bernard’s Church ..... 112

GVNA Community Services ..... 113

GVNA HealthCare, Inc. .... 113

**H** ..... 113

Habit OPCO ..... 113

Harrington Memorial Hospital-Recovery Services George B Wells Center ..... 113

Hector Reyes House ..... 114

Heywood Family Medicine ..... 114

Heywood Hospital .....	114
Heywood Rehab Center .....	114
Highland Baptist Church .....	114
HOPE Food Pantry .....	115
Hope House, Inc. ....	115
<b>I</b> .....	115
India Society of Worcester Free Health Stop .....	115
Integrated Treatment Unit .....	115
Interfaith Hospitality Network .....	116
Island Counseling .....	116
Ivy Child International .....	117
<b>J</b> .....	117
Jeremiah's Inn .....	117
Jewish Family Services of MetroWest .....	118
Jewish Family Service of Worcester, Inc. ....	118
Job Corps .....	119
John Street Baptist Church .....	119
<b>K</b> .....	119
Kids "Feast" (in Salvation Army Post) .....	119
<b>L</b> .....	120
Learn to Cope .....	120
Leominster Adult Learning Center .....	120
Leominster Career Center/ Employment Links, Inc. ....	120
Leominster Community Health Center .....	120
Leominster Spanish American Center .....	120
Leona E. Fleming Food Pantry Fitchburg/Leominster CAC .....	121
Lighthouse Mission Food Pantry .....	121
LIHEAP Fuel Assistance .....	121
Literacy Unlimited at Framingham Public Library .....	121
Literacy Volunteers of the Montachusett Area- Fitchburg Public Library .....	122
Little Store at Urban Missionaries of Our Lady of Hope, The .....	122
Loaves & Fishes Pantry .....	122
Low Income Home Energy Assistance Program (LIHEAP) .....	122
LUK, Inc. ....	123
Lutheran Social Services .....	125
<b>M</b> .....	126
Main South CDC .....	126
María Luisa de Moreno International Foundation .....	126
Mass 211 .....	127
Massachusetts Substance Abuse Information and Education Helpline .....	127

MassGrant .....	127
MassHealth Transportation Program .....	128
Mass Legal Help .....	128
Mass Rehab Commission .....	129
MassSAVE .....	129
McLean Center at Fernside.....	130
MetroWest Free Medical Program .....	130
MetroWest Legal Services.....	130
MetroWest Mediation Services.....	131
MetroWest Regional Transit Authority.....	131
MIHN Montachusett Interfaith Hospitality Network.....	131
MLK Business Empowerment Center .....	132
Montachusett Opportunity Council: Fitchburg Community Connections Coalition.....	132
Montachusett Home Care Corporation (MHCC) .....	132
Mosaic Cultural Complex .....	132
MSPCC .....	133
Mt. Carmel Outreach Ministry.....	134
Multicultural Wellness Center .....	134
<b>N</b> .....	135
National Grid and NSTAR.....	135
Neighbors Closet at Christian Community Church.....	135
New Hope, Inc.....	135
New Leaf Program at Workforce Central.....	137
Newton Square Counseling Center.....	137
North Central Human Services.....	137
<b>O</b> .....	138
Oak Hill Community Development Corporation (CDC).....	138
Oasis House .....	138
Orthodox Food Center.....	139
Our Father’s House .....	139
<b>P</b> .....	139
Parents Helping Parents .....	139
Partial Hospitalization and Day Treatment Program.....	140
Passages (Adult)/ Motivating Youth Recovery Program (Youth) .....	140
Pathways for Change, Inc.....	141
Pearl Street Cupboard & Café (United Way of Tri-County).....	142
Pell Grants.....	142
Pernet Family Health Service.....	142
Pleasant Street Baptist – Brephos Boutique .....	143
Pleasant Street Neighborhood Network Center .....	143

Potential Plus .....	143
PPAL, the Parent Professional Advocacy League – Worcester .....	143
Problem Pregnancy .....	144
Professional Women's Group (PWG) .....	144
<b>Q</b> .....	144
QCC-Adult Basic Education at the Training & Education Center .....	144
Quinsigamond Community College .....	145
Quinsigamond Village Community Center .....	146
<b>R</b> .....	146
Rachel's Table .....	146
RAFT Residential Assistance for Families in Transition .....	146
RCAP Solutions .....	147
Recovery Learning Community .....	148
Red Cab & Yellow Cab .....	148
Refugee and Immigrant Assistance Center .....	148
Regional Adult Education Center (Mount Wachusett Community College) .....	148
Registry of Motor Vehicles .....	149
Revival Church – Fountain of Life .....	149
<b>S</b> .....	149
SafeLink Hotline .....	149
Salvation Army .....	150
Salvation Army – Framingham .....	151
Samaritans .....	151
Savers .....	151
Savers Thrift Store .....	152
SMOC Behavioral Health Services .....	152
SMOC Substance Abuse Treatment Residential Programs .....	152
SMOC Daycare Programs .....	152
SNAP: Food Assistance/ Food Stamp .....	152
Social Security Administration .....	152
Social Security and Medicare Benefits (Framingham) .....	153
South Bay Day Services .....	153
South Bay Early Childhood, .....	153
South Bay Mental Health .....	154
Southeast Asian Center .....	154
South Middlesex Opportunity Council-Rhodes to Recovery .....	155
South Worcester Neighborhood Center .....	155
Spectrum Health Systems, Inc. ....	156
SRO Central MA Housing Alliance .....	157
St. Anne's Free Medical Program .....	157

St. Bernard’s Church Rectory Marie Anne Center .....	158
St. Francis Adult Day Health .....	158
St. Francis & St. Therese Catholic Worker House Hospitality .....	158
St. John’s Food Pantry and Soup Kitchen .....	159
St. Paul’s Outreach .....	159
St. Peter’s Church .....	159
St. Stephen’s Thrift Store .....	160
St. Vincent de Paul Food Pantry .....	160
<b>T</b> .....	161
Tempo Young Adult Resource Center .....	161
Thom Worcester Area Early Intervention and Family Support .....	161
Training Resources of America .....	162
Tri-Valley, Inc. ....	162
Turning Point Single Adult Shelter, SMOC .....	163
<b>U</b> .....	163
UMass Medical School .....	163
UMass Memorial. ....	163
United Neighbors of Fitchburg. ....	165
United Neighbors of Cleghorn. ....	165
United Way of North Central Massachusetts (Fitchburg) .....	165
United Way of Central Massachusetts (Worcester) .....	166
USDA Free Summer Meal Program .....	166
US Veterans Administration Boston Health Care System .....	166
Utility Assistance .....	166
<b>V</b> .....	167
Valley Psychiatric Services, Inc. ....	167
VA’s Veterans Suicide Prevention Line .....	167
Veteran Homestead .....	167
Veterans, Inc. ....	168
Veterans’ Services .....	168
Victory In Christ / Victory Center .....	169
Voices Against Violence. ....	169
<b>W</b> .....	169
WCCA TV 13 – “The People’s Channel”. ....	169
Webster Public Schools: Adult Basic skills Program. ....	170
Wesley United Methodist Church .....	170
WIC Programs, SMOC .....	170
Worcester Adoptive Families Together .....	170
Worcester Common Ground .....	171
Worcester Community Action Council, Inc. ....	171
Worcester Community Connections .....	172

Worcester Community Housing Resources .....	173
Worcester Division of Neighborhood and Housing Development .....	174
Worcester Family Partnership .....	174
Worcester Housing Authority (WHA) .....	175
Worcester Pastoral Counseling Center .....	177
Worcester Police Department .....	177
Worcester Public Library .....	178
Worcester Public Schools .....	178
Worcester Senior Center .....	179
Worcester State University .....	180
Worcester Triage and Assessment Center (SMOC) .....	181
Worcester Youth Center .....	181
Work, Inc. ....	182
Workforce Central Worcester .....	182
WRTA (Worcester Regional Transit Authority) .....	183
<b>Y</b> .....	183
YEATEAM (Youth Empowerment and Activism) .....	183
YOU, Inc. ....	184
Youth Central Intake and Care Coordinator, The .....	187
Youth Net .....	187
Youville House .....	187
YWCA of Central MA .....	189

## **Additional resources in Western Massachusetts by town**

<b>Adams</b> .....	192
Northern Berkshire Adult Basic Education Program .....	192
<b>Amherst</b> .....	192
Amherst Housing Authority .....	192
Amherst Survival Center .....	193
Craig's Doors-Emergency Shelter .....	194
Goodwill Industries .....	194
Jones Library Amherst .....	195
The Literacy Project Amherst (at the Jewish Community of Amherst) .....	195
<b>Northampton</b> .....	195
Calvin Coolidge Nursing & Rehab .....	195
Drop In Center .....	195
Franklin County Emergency Shelter .....	195
Franklin Hampshire Career Center .....	196
Goodwill Industries .....	196
Hampshire County Jail GED Program .....	196

The International Language Institute of Massachusetts .....	196
Lathrop Home.....	196
LIHEAP .....	196
The Literacy Project Northampton .....	197
Northampton Community Action .....	197
ServiceNet, Inc.- Recovery Homes .....	197
ServiceNet, Inc.-Shelter and Housing.....	198
<b>Palmer .....</b>	<b>199</b>
Baystate Wing Hospital .....	199
Goodwill Industries.....	199
Palmer Public Library-ESOL .....	199
Palmer Public Library (Top Floor Learning) .....	200
Top Floor Learning, Inc .....	200
<b>Pittsfield.....</b>	<b>200</b>
Berkshire Community College .....	200
Helen Berube Teen Parent Program .....	200
Neighborhood Health Center .....	200
Pittsfield Adult Learning Center .....	200
Pittsfield Career Center (BerkshireWorks) .....	201
<b>Springfield .....</b>	<b>201</b>
AdCare Hospital .....	201
Annie’s House .....	201
Arch Program .....	201
Baystate Brightwood Health Center .....	201
Branford Hall Career Institute .....	202
Caring Health Center .....	202
Carlson Detox .....	203
Center For Human Development Springfield .....	204
Center for Human Development .....	204
Chestnut Accelerated Middle School.....	205
CleanSlate Centers.....	205
FutureWorks Career Center of Springfield .....	206
Gándara Center.....	206
Jefferson Shelter .....	206
Literacy Works of Hampden County.....	207
Massachusetts Career Development Institute .....	207
MA Department of Transitional Assistance .....	207
MLK Charter School.....	207
New England Farm Workers Council.....	207
New Resource Center.....	207
Open Door Social Services.....	208

Partners for Community .....	208
Phoenix House Springfield Center .....	208
Planned Parenthood - Western Massachusetts Health Center .....	210
Prospect House .....	210
Puerto Rican Cultural Center .....	210
Rutledge House .....	210
Safe Havens .....	210
Serenity Club of Springfield .....	211
The Springfield Adult Learning Center (SALC) .....	211
Springfield City Library .....	212
Springfield Department of Health and Human Services .....	212
Springfield Family Support Program (Boland School) .....	212
Springfield Health And Human Services Department .....	212
Springfield Health Services For Homeless/Smith Clinic .....	212
Springfield HiSET Prep Classes .....	213
Springfield O.W.L. Adult Education Center .....	214
Springfield Public Health Department .....	214
Springfield Rehabilitation Center .....	214
Springfield Rescue Mission Ctr .....	214
Springfield Southwest Community Health Center, Inc. ....	214
Springfield Technical Community College .....	215
Worthington Shelter Dental Program .....	215
Young Parents Program .....	215
YWCA YouthBuild Western Massachusetts .....	215
YWCA YouthBuild Springfield .....	215
<b>Locations Around Springfield .....</b>	<b>216</b>
Berkshire Community College .....	216
Boys and Girls Club of Greater Holyoke .....	216
The Care Center .....	216
Community Education Project .....	216
Construct, Inc .....	216
Educational Opportunity Center (Adult Education Program) .....	216
Enfield Continuing Adult Education .....	216
Enfield Adult and Continuing Education GED .....	216
Friends of the Homeless .....	217
Franklin-Hampshire Career Center .....	217
Greenfield Community Action .....	217
HALO .....	217
Hampden County Correctional Center .....	218
Holyoke Adult Learning Opportunities Center .....	218
Holyoke Community College Adult Education .....	218

Holyoke Tutor-Mentor Program .....	218
Holyoke Works .....	218
Literacy Network of Southern Berkshire (Lee Library) .....	218
The Literacy Project .....	218
Ludlow Adult Learning Center (HCC) .....	219
Massachusetts College of Liberal Arts Free Library .....	219
Milne Public Library .....	219
New England Farm Workers Council .....	219
North Adams Career Center (BerkshireWorks) .....	219
North Berkshire Ad. Basic Education .....	219
North Quabbin Community Action .....	219
Parent Child Home Program .....	219
Parenting the Positive Discipline Way and Raising a Thinking Child .....	220
Picknelly Adult and Family Education Center .....	220
South Berkshire Educational Collaborative .....	220
Southern Hilltowns Adult Education Center .....	221
Weldon Rehabilitation Hospital .....	221
Westfield Community Education .....	221
Westover Job Corps Center .....	221
Worcester Comm. Action Council HiSET Classes .....	221
YouthBuild Holyoke Nueva Esperanza .....	221
<b>Other Resources .....</b>	<b>222</b>
America Works .....	222
Jobs and Programs for Felons .....	223
TASC Test Prep .....	223

# **Agencies listed by category**

# Basic Needs

## Cash Assistance

### Department of Transitional Assistance

9 Walnut Street, Worcester, MA 01608  
1-800-445-6604 / (508) 767-3100

#### *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 Program, or SSP.

#### *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.

#### *The Emergency Aid to the Elderly, 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.

### Department of Transitional Assistance (Framingham Office)

300 Howard Street, Framingham, MA 01702  
(508) 661-6600/1-877-382-2363  
Monday–Friday, 7:30 AM – 5:00 PM

### SNAP: Food Assistance/ Food Stamp

473 Main Street, Fitchburg, MA 01420  
(978) 665-8700  
*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

### Gardner Community Action Committee

294 Pleasant Street, Gardner, MA 01440  
*Office Hours:* Monday–Thursday, 8:30 – 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.

### **Social Security Administration – SSI**

51 Myrtle Street, Worcester, MA 01608  
1-800-772-1213 / (508) 753-4105  
[www.ssa.gov](http://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**

100 Concord Street, Suite 2A, Framingham, MA 01702  
1-866-964-7589 / 1-800-325-0778 / 1-800-772-1213

### **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).

### **WIC Programs, SMOC**

7 Bishop Street, 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

### **Catholic Charities, Leominster Office**

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

**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](mailto: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

**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

**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) 202-4532

**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](mailto:saintvincentstore@gmail.com)

**Services:** Clothing, etc.

**Salvation Army**

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

**Services:** 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  
 (978) 632-9854

**Savers**

50 Mill Street, Worcester, MA 01604  
 (508) 363-2777

**Services:** Clothing, etc.

**Savers Thrift Store**

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

**Hours:** Monday–Saturday, 9:00 AM–10:00 PM; Sunday, 10:00 AM–8:00 PM

**St. Stephen's Thrift Store**

20 Hamilton Street, Worcester, MA 01604  
 (508) 755-3165

**Services:** Clothing, etc.

## Soup Kitchens & Food Pantries

### ***Soup Kitchens***

#### **Gardner Community Action Committee**

##### *Fellowship Table Program*

294 Pleasant Street, Gardner, MA 01440

(978) 632-8700

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

#### **John Street Baptist Church**

43 John Street, Worcester, MA 01609

(508) 753-4991

**Services:** This is a local soup kitchen, which serves 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 at this food pantry are served Monday – Saturday. Winter hours are 4:00 **PM** – 6:30 **PM**. Summer hours are 5:00 **PM** – 6:30 **PM**. On Sunday meals are served at 12:00 **PM**.

#### **Salvation Army – Framingham**

30-45 Concord Street, Framingham, MA 01702

(508) 875-3341

Monday–Friday, Door opens at 5:00 **PM** every night; dinner is served at 6:00 **PM**.

#### **Salvation Army Citadel – Sally's Place**

640 Main Street, Worcester, MA 01608

(508) 756-7191

Monday–Friday, 9:30 **AM** – 2:00 **PM**

**Services:** Salvation Army offers breakfast, lunch and dinner Monday – Friday. Closed on Saturdays. Dinner only on Sunday.

### ***Food Pantries***

#### **AIDS Project Worcester**

85 Green Street, Worcester, MA 01604

(508) 755-3773 EXT. 16

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

**Catholic Charities Food Pantry**

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

**Services:** Food distribution Monday – Friday, 8:00 AM – 4:30 PM

**Catholic Charities, Leominster Office**

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

**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

**Friendly House Pantry**

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

**Services:** Food distribution on Monday 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

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

**Gardner Community Action Committee**

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

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

**Food pantry Hours:** Monday–Friday, 9:00 AM – 12:00 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**

35 Main Street, Fitchburg, MA 01420  
(978) 665-9078

**Food Pantry:** Wednesdays, 2:00 PM – 4:00 PM

### **Henry Lee Willis – Plumley Village NC**

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

**Distribution:** Tuesday, 8:00 AM – 12:00 PM; Wednesday 12:00 PM – 5:00 PM,  
Thursday, 12:00 PM – 2:00 PM. Schedule may vary, call first.

**Services:** Food distribution

### **Highland Baptist Church**

27 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  
(617) 899-5222

**Hours:** Saturdays, 9:00 AM – 12:00 PM

9:00 AM –

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

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

**Distribution:** Mondays, Tuesdays, Thursdays, and Fridays,  
9:00 AM – 2:00 PM; Wednesdays, closed.

**Services:** Food distribution

### **John Street Baptist Church**

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

**Services:** Food distribution on 2nd and 4th Saturdays, 10:30 AM – 12:30 PM.

### **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 on the 3rd Saturday of the month, 10:00 AM – 12:00 PM

**The Mustard Seed**

93 Piedmont Street, Worcester, MA 01609

(508) 754-7098

**Services:** Food distribution for individuals on the third Friday of the month,  
4:00 PM – 5:00 PM

**Mt. Carmel Outreach Ministry**

24 Mulberry Street, Worcester, MA 01605

(508) 791-0731

**Services:** Food distribution on Tuesdays only 9:30 AM – 1:30 PM

**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)**

10 Pearl Street, Framingham, MA 01702

(508) 370-4921

**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

**St. Paul's Outreach**

19 Chatham Street, Worcester, MA 01609  
(508) 791-8455

**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.

**Salvation Army – Framingham**

30-45 Concord Street, Framingham, MA 01702  
(508) 875-3341

Tuesday and Thursday, 11:00 AM – 12:00 PM (noon)

**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 every weekday.

**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 Saturday 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

**United Neighbors of Cleghorn**

18 Fairmount Street, Fitchburg, MA 01420  
(978) 342-2069

**Food Pantry:** Monday–Thursday, 9:30 AM – 2:00 PM

**United Neighbors of Fitchburg**

18 Fairmount Street, Fitchburg, MA 01420  
(978) 342-2069

Food Pantry and Clothes Closet  
Tuesdays and Thursdays, 9:30 AM – 2:00 PM

**Veterans, Inc. Food Pantry**

69 Grove Street, Worcester, MA 01605  
(508) 791-1213 EXT. 108

**Services:** Food distribution on the 2nd & 4th Thursday of each month,  
10:00 AM – 4:00 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.

### **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.

### **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.

### **Mount Wachusett Community College - Regional Adult Education Center**

444 Green Street, Gardner, MA 01440

(978) 632-6600

### **Quinsigamond Community College**

670 West Boylston Street, Worcester, MA 01606

(508) 853-2300

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

### **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

**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)

### **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.

### **Federal Supplemental Educational Opportunity Grant (FSEOG)**

1-800-433-324

**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.

### **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](mailto: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

### **Workforce Central Worcester**

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

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

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

9 Walnut Street, Worcester, MA 01608  
(508) 767-3100

**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  
Monday–Friday, 7:45 AM – 5:00 PM

### **Employment and Training Resources**

1671 Worcester Road, Framingham, MA 01701  
(508) 766-5700

**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.

### **Gardner Career Center**

25 Main Street, Gardner, MA 01440  
(978) 632-5050

### **Mass Rehab Commission**

359 Main Street, Worcester, MA 01608-1511  
(508) 754-1757

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

### **North Central Career Centers**

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

### **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

**Training Resources of America**

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

**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

**United Way Fitchburg**

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

**Worcester Public Schools – Nightlife Program**

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

**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

**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.

**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.

**Dress for Success**

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

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

**American Red Cross Health Care Training*****Nurse Assistant and HomeHealth 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.

### **Job Corps**

100 Pine Street, N. Grafton, MA 01536  
(508) 890-1999

**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.

## **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

**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

*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

**Victory In Christ / Victory Center**

371 Pleasant Street, Worcester, MA 01609  
(508) 832-4696

*Services:* Citizenship and ESL classes.

**Webster Public Schools: Adult Basic skills Program**

41 East Main Street, Webster, MA 01570  
(508) 943-0104

**Worcester Community Action Council, Inc.**

484 Main Street, Suite 203, Worcester, MA 01608  
(508) 754-1176

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

**Worcester Housing Authority**

32 Great Brook Valley Avenue, Worcester, MA 01605  
(508) 635-3306

*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.

## Mentoring Programs

### **African Community Education Program**

24 Chatham Street, Worcester, MA 01610

(508) 799-3653

**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) 755-1782

**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.

**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

**MIHN Montachusett Interfaith Hospitality Network**

923 Main Street, Fitchburg, MA 01420  
(978) 342-9501

**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

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/>

**Training Resources of America – Young Parent Demonstration Program**

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

*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).

**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

## Free Medical Clinics

### **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.

### **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) 753-3120

**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 (First 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) 852-1805

**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

**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) 878-8300

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](http://www.worcesterfreeclinics.org) and  
[www.worcesterresources.org](http://www.worcesterresources.org)

\*\*Individual clinic information from [http://www.needymeds.org/free\\_clinics.taf](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) 852-1805

### **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**

255 Park Avenue, Suite 305, Worcester, MA 01609  
(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.

**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

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

**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 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**

38 Front Street, 5th Floor, 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) 756-2005

*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.

**Edward M. Kennedy Community Health Center**

19 Tacoma Street, Worcester, MA 01605

(508) 852-1805

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

**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

**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, 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

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

**Jewish Family Service – Westborough**

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.

**LUK, Inc.**

*Mental Health, Substance Abuse Services; Counseling*

545 Westminster Street, Fitchburg, MA 01420  
1-800-579-0000  
Monday–Friday, 8:30 AM – 5:30 PM

**MSPCC – Family Counseling Center**

335 Chandler Street, Suite 1, 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**

250 Commercial Street, 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.

**Newton Square Counseling Center**

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

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

**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

*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  
(508) 334-3562

**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.

**Valley Psychiatric Services, Inc.**

225 Park Avenue, No. 500, Worcester, MA 01609  
 (508) 753-2900 or 1-800-800-5504

**Services:** in-clinic and home-based counseling, psychological testing, medication evaluation, group therapy.

**Worcester Pastoral Counseling Center – Worcester**

128 Providence Street, 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**

255 Park Avenue, Worcester, MA 01609

(508) 799-0688

**Services:** Substance abuse treatment.

### **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**

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) 860-1200

*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.genescounselingservices.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**

176 Main 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) 459-1801

*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.”

### 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.

### Gardner Community Action Committee

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

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

### Jewish Family Services of MetroWest

475 Franklin Street, Suite 101, Framingham, MA 01702  
(508) 875-3100

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

### 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.

**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.

**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

**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, Second 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**

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

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

### **Fitchburg Housing Authority**

50 Day Street, Fitchburg, MA 01420  
(978) 343-7025

### **Framingham Housing Authority**

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

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

### **Main South CDC**

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

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

### **Oak Hill CDC**

74 Providence Street, Worcester, MA 01610  
(508) 754-2858

*Services:* Assistance with lending, real estate development, homeownership and other areas.

### **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.

### **RCAP Solutions**

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

*Services:* Assistance with applications, homelessness prevention.

## Shelters

### *Emergency Services:*

If you are homeless the MA Department of Housing and Community Development may be able to help. They are located at 9 Walnut Street, Worcester and their phone number is (508) 767-3189. Their offices are open 8:00 **AM** – 4:00 **PM**. Arrive early in the day in order to guarantee you are seen that day.

For one-on-one counseling, information, referral and workshops related to income security and housing stability go to RCAP Solutions Housing Consumer Education Center located at 12 East Worcester Street or call them at 1-800-488-1969.

### **Common Ground Resource Center (SMOC Headquarter)**

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

### **Jeremiah's Inn**

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

**Services:** Community residential recovery program for men.

### **LUK, Inc.**

#### ***Main office:***

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

#### ***Webster Office:***

251 Main Street, Webster, MA 01570  
(508) 640-0011

#### ***Fitchburg Office:***

99 Day Street, Fitchburg, MA 01420  
(978) 345-0685

#### ***Transitional Living Program (TLP)***

(508) 762-3200

**MIHN Montachusett Interfaith Hospitality Network**

923 Main Street, Fitchburg, MA 01420  
(978) 342-9501

**Our Father's House**

55 Lunenburg Street, Fitchburg, MA 01420  
(978) 345-3050, (978) 345-2256  
Emergency/ Transitional Shelter for men and women over 18

**Pathways Family Shelter, SMOC**

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

**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.

**SRO Central MA Housing Alliance**

6 Institute Road, Worcester, MA 01609  
(508) 791-7265  
*Services:* Provide single room occupancies for single individuals.

**Turning Point Single Adult Shelter, SMOC**

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.

**Worcester Triage and Assessment Center (SMOC)**

701 Main Street, Worcester, MA 01610  
(508) 872-4853  
*Services:* The Worcester Triage and Assessment Center (SMOC) help people in crisis, with or without substance abuse problems.

## Transitional Housing Programs

### **Channing House (Willis Center)**

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.

### **Dismas House**

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

**Services:** Transitional housing for former offenders facing homelessness.

### **Oasis House**

9 Chadwick Street, Worcester, MA 01605  
(508) 860-1175

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

### **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

### **Salvation Army Adult Rehabilitation Center**

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

**Services:** Six month program for individuals in recovery.

# 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](http://massresources.org/cori.html) and [workforcecentralma.org/additional-programs/re-entry](http://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](http://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

[www.consumer.gov/idtheft](http://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](http://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  
[www.transunion.com](http://www.transunion.com)

### **Equifax**

1-800-525-6285  
[www.equifax.com](http://www.equifax.com)

### **Experian**

1-888-EXPERIAN (397-3742)  
[www.experian.com](http://www.experian.com)

## **Legal Groups**

### **Community Legal Aid**

405 Main Street, 4th Floor, Worcester, MA 01610  
(508) 752-3718

**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

### **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.

### **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**

94 Lincoln Street, Framingham, MA 01702

(508) 872-9495

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

## **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.dismasfamily.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

## ***Domestic Violence and Abuse***

### **Daybreak Resources for Women & Children**

(508) 755-9030

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

### **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**

24 Chatham Street, Worcester, MA 01609

(508) 799-3653

**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 (Also serves Fitchburg, Gardner area)***

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

**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) 854-2122

**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  
(508) 752-3718

*Services:* Immigration law for low-income families.

**Jewish Family Services of MetroWest**

475 Franklin Street, Suite 101, Framingham, MA 01702  
(508) 875-3100

*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.

**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

### **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.

### **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, Worcester, MA 01604  
(508) 438-0144

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

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

19 Tacoma Street, Worcester, MA 01605  
(508) 852-1805

*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.

**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.

**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**

335 Chandler Street, Worcester, MA 01602

(508) 753-2967

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

**Multicultural Wellness Center**

250 Commercial Street, Suite 330, Worcester, MA 01608  
(508) 752-4775

*Group Type:* Balancing life and recovery.

**PPAL – Worcester**

51 Union Street, Suite 312, Worcester, MA 01609  
(508) 767-9725

*Group Type:* Teen youth group, living with mental health issues, parent support group.

**Parents Helping Parents**

129 Granite Street, Worcester, MA 01610  
(508) 852-4239

*Group Type:* Parent support group.

**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.

**Potential Plus**

422 Boston Turnpike Road, Suite 100, Shrewsbury, MA 01545  
(508) 450-5593

*Group Type:* Divorced women.

**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.

**St. Francis Adult Day Health**

101 Plantation Street, Worcester, MA 01604  
(508) 752-2546

*Group Type:* Caregivers of elder or disabled adults.

**Samaritans**

4 Mann Street, Worcester, MA 01602  
(617) 674-5237

*Group Type:* Survivors of suicide.

**Southeast Asian Center**

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

*Group Type:* Southeast Asian teen support.

**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.

**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.

# Women and Families

## **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.

**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

Services are for children and youth between the ages of 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 (WPD) 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, 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) 852-1805

**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**

335 Chandler Street, Worcester, MA 01605  
(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) 792-1125

**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 Ave, Worcester, MA 01655

(774) 443-8627

**Services:** Free child passenger safety care seat checks by certified safety technicians.

### **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)**

9 Walnut Street, Worcester, MA 01608  
1-800-249-2007

**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.

# **Agencies listed A-Z**

# A

## Abby’s House

52 High Street, Worcester, MA 01609

(508) 756-5486

**Website:** [http://www.abbyshouse.org/thrift\\_shop](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

24 Chatham Street, Worcester, MA 01610

(508) 799-3653

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

### Mentoring for Empowerment and Exchange

**Contact:** Mentor Coordinator

[mentor@acechildren.org](mailto: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](http://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.

## AIDS Project Worcester

85 Green Street, Worcester, MA 01604  
(508) 755-3773 EXT. 16

### Food Pantry

**Services:** They run a food pantry to their costumers 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

## 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

## 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 Akwaaba 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

255 Park Avenue, Suite 305, Worcester, MA 01609  
(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  
[www.attachmentnewengland.org](http://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 Hurley (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>

## B

### 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.

## Bar None-Dismas House

P.O. Box 30125, Worcester, MA 01603

[cmdismashouse@aol.com](mailto: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.

## 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](http://www.baypath.tec.ma.us/pdf/ns_catalogue.pdf)

## 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](http://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

*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 Fitchburg and Leominster**

Juniors (children ages 8–12) and Teen Programs (13–18)

365 Lindell Avenue, Leominster, MA 01453

## **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+)

## C

### 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**

### **Catholic Charities, Leominster Office**

(Also serves Fitchburg, Gardner area)

196 Mechanic Street, Leominster, MA 01453

(978) 840-0696

## **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

Call 1-800-232-0510 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) 755-1782

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](http://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.

## Center For Recovery

West Main Street, Northborough, MA 01532

(508) 713-4672

**Specialties:** Substance abuse recovery, sexual addiction, eating disorders

## 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

91 Stafford Street, Worcester MA 01603

(508) 751-9600

Fax: (508) 751-9601

[info@centralmassrlc.org](mailto: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.

## Central Mass Recovery Learning Community

91 Stafford Street, Worcester MA 01603

### 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 (Willis Center)

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//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 (Garriage 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.

## **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.

## **City Clerk**

City Hall, Room 206, 455 Main Street, Worcester, MA 01608  
(508) 799-1121, Fax: (508) 799-1194

**Email:** [clerk@worcesterma.gov](mailto: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, 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.

## 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.

## 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.

## Common Ground Resource Center (SMOC Headquarter)

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

## 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 Legal Aid

405 Main Street, 4<sup>th</sup> Floor, Worcester, MA 01608  
(508) 755-3620

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.

## 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

38 Front Street, 5th Floor, Worcester, MA 01608  
(508) 756-5400

### **WORCESTER UNION Street OFFICE**

51 Union Street, Suite G02, Worcester, MA 01608  
(508) 756-2005

### **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 Cozier 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.

## D

### 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 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](mailto:dmhinfo@dmh.state.ma.us)

**Website:** [www.mass.gov/dm](http://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

**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 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](http://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 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 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.

## Department of Youth Services (DYS)

288 Lyman Street, Westborough, MA 01581  
(617) 727-7575  
[dysinfodesk@massmail.state.ma.us](mailto: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.

## 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](mailto: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

# E

## 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 expediently in these matters has enabled the CDC to purchase property inexpensively and to create programs efficiently.

## Edward M. Kennedy Community Health Center

### Behavioral Health Services

19 Tacoma Street, Worcester, MA 01605

(508) 852-1805

**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.

## Employment and Training Resources

1671 Worcester Road, Framingham, MA 01701

(508) 766-5700

**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.

## 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](http://exprisoners.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.epworthworcester.org/medicalservice>

### 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](mailto: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.

\*Open only to great Brook Valley residents

Services are free, Services run on the Public School Schedule.

**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](mailto: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.

## **F**

### **Fairbridge Project**

237 Chandler Street, Suite 217, Worcester, MA 01609

(508) 453-4884

Fax: (508) 751-8591

[info@fairbridgeproject.org](mailto: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 (First floor)

(508) 860-7700

**Website:** <http://www.fhcnw.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 Carvalho (Intake Director)

**Services:** Mentoring for newly trained mediators.

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

[www.mass.gov/masshealth/childbehavioralhealth](http://www.mass.gov/masshealth/childbehavioralhealth)

### **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: [www.mass.gov/masshealth/childbehavioralhealth](http://www.mass.gov/masshealth/childbehavioralhealth) 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.

## Fitchburg Community Health Center

326 Nichols Road, Fitchburg, MA 01420

Medical: (978) 878-8300

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

855-220-6812

## Fitchburg Housing Authority

50 Day Street, Fitchburg, MA 01420

(978) 343-7025

## 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

## **Footsteps – Alcohol & Drug Free Housing / Sober Housing**

7 Woodland Street, Worcester, MA 01610  
(508) 756-8320

### **Substance Abuse**

**Services:** Footsteps offers alcohol & drug Free Housing (Sober Housing).

## **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/>

## **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

## G

### 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

### Gardner Community Action Committee

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

**Website:** <http://www.gardner-cac.org/contact.html>

**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

## **Genesis Club**

274 Lincoln Street, Worcester, MA 01605

(508) 831-0100

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

## Genesis Counseling Services

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

**Website:** <http://www.genescounselingservices.org/>

## 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](mailto: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](mailto:info@girlsincworchester.org)

**Services:** For over 98 years, Girls 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.

## Grafton Job Corps Career Academy

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

### 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.

**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.

## Greater Gardner Community Health Center

175 Connors Street, Gardner, MA 01440  
Medical: (978) 410-6100  
Dental Service: (978) 410-6100

## Greendale Head Start

130 Leeds Street, Worcester, MA 01606  
(508) 799-3252

### 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.

### Southeast Asian Coalition

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

### 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.

## 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.mlki-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

## GVNA Community Services

35 Main Street, Fitchburg, MA 01420

(978) 665-9078

**Food Pantry:** Wednesdays, 2:00 PM – 4:00 PM

## 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

# H

## Habit OPCO

155 Airport Road, Fitchburg, MA 01420

(978) 343-6300 **EXT. 127** / Intake: (978) 343-6300

### Substance Abuse

**Services:** Substance abuse treatment available such as heroine, painkiller, opiate, methadone and Suboxone addiction treatment. There are over 20 program sites. Services include but are not limited to screening/Intake, orientation to Treatment and Patient Education, initial assessment, initial treatment planning and periodic reviews, medication-assisted maintenance and medically-supervised withdrawal, Individual, group, and family counseling services, case management and referral, medical service, and follow-up and discharge planning.

**Eligibility and Payment:** Anyone facing substance abuse and wishes to obtain help is eligible. Habit OPCO takes over 15 types of insurance.

## Harrington Memorial Hospital-Recovery Services George B Wells Center

176 Main Street, Southbridge, MA 01550

(508) 765-2725 / 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.

## Hector Reyes House

27 Vernon Street, Worcester, MA 01610  
(508) 459-1801

### 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.

## 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, Gardner, MA 01440  
(978) 630-6900

## Highland Baptist Church

27 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

**Hours:** Wednesday and Saturday Mornings

## 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.

## I

## India Society of Worcester Free Health Stop

152 W. Main Street, Shrewsbury, MA 01545

(508) 753-3120

**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.

## Integrated Treatment Unit

P.O. Box 219, Rutland, MA 01543

(508) 886-4746 Intake: (508) 886-4746 EXT. 322

### Integrated Treatment Unit

**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.

## **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.

## Ivy Child International

35 Beharrell Street, Unit 1265, Concord, MA 01742

(508) 299-7905

[info@ivychild.org](mailto:info@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

Visit the website at <http://ivychild.org/> or email [info@ivychild.org](mailto:info@ivychild.org) for more information.

## J

### Jeremiah's Inn

1059 Main Street, Worcester, MA 01603

(508) 755-6403

**Food Pantry**

**Services:** Food distribution on Mondays, Tuesdays, Thursdays and Fridays, 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 Services of MetroWest**

475 Franklin Street, Suite 101, Framingham, MA 01702  
(508) 875-3100

**Website:** <http://www.jfsmw.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.

## Job Corps

100 Pine Street, N. Grafton, MA 01536

(508) 890-1999

**Website:** <http://grafton.jobcorps.gov/about.aspx>

**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.

**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.

## John Street Baptist Church

43 John Street, Worcester, MA 01609

(508) 753-4991

### Soup Kitchen

**Services:** This is a local soup kitchen, which serves meals on Saturdays, 11:00 AM – 1:00 PM. Emergency food distribution is available at the same time.

### Food Pantry

**Services:** Food distribution on Saturdays, 10:30 AM – 12:30 PM, during lunch meal.

# K

## Kids “Feast” (in Salvation Army Post)

640 Main Street, Worcester, MA 01608

(508) 756-7191

[Nekel.may-Speight@USE.Salvationarmy.org](mailto: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.

## L

### Learn to Cope

New Worcester Recovery Hospital  
309 Belmont Street, Worcester, MA 01605  
(508) 738-5148  
[www.learn2cope.org](http://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.

### 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)

## 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

## 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.homelesshelterdirectory.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>

## Literacy Unlimited at Framingham Public Library

49 Lexington Street, Framingham, MA 01702

(508) 532-5574

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.

## **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.

## **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 on the 3rd Saturday of the month, 10:00 AM – 12:00 PM

## **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.

## 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

### 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 may be 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.

## **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, 01608  
(774) 243-3900

**Contact:** Monica Bond, (508) 754-1121 **EXT.** 440, [mbond@lssne.org](mailto: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:** Registration for September, 2013 begins August 26, 2013. Classes are funded to be available Sept. – June at no cost to you. Enrolling Every Monday (except holidays), 1:00 **PM** – 3:00 **PM**.

Everyone is always welcomed!

## **M**

### **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](mailto: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.

## Mass 211

### Dial 211

*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

The Massachusetts Substance Abuse Helpline

c/o Health Resources in Action

95 Berkeley Street, Suite 208, Boston, MA 02116

**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

*osfa@osfa.mass.edu*

Massachusetts Department of Higher Education – Office of Student Financial Assistance 454 Broadway, Suite 200, Revere, MA 02151

(617) 391-6070

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

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* 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.

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

## Mass Rehab Commission

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

**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.

**Website:** <http://www.mass.gov/eohhs/consumer/disability-services/vocational-rehab/vr-area-offices/worcester.html>

## 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.

To access services must go to the MassSAVE website <http://www.masssave.com/>.

## 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.

## 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:

<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**

94 Lincoln 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) 647-6446

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

(508) 935-2222

## **MIHN Montachusett Interfaith Hospitality Network**

923 Main Street, Fitchburg, MA 01420

(978) 342-9501

## **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.

## **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.

## **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  
335 Chandler Street, Suite 1, 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 starts on 3/6/2014 and 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 care-giving 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 starts on 3/6/2014 and runs for 8 weeks.

## **Mt. Carmel Outreach Ministry**

24 Mulberry Street, Worcester, MA 01605  
(508) 791-6139

### **Food Pantry**

**Services:** Food distribution on Tuesdays only 9:30 AM – 1:30 PM

## **Multicultural Wellness Center**

250 Commercial Street, Worcester, MA 01608  
(508) 752-4665

[www.multiculturalwellness.org](http://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 at this food pantry are served Monday–Saturday, Winter hours, 4:00 PM – 6:30 PM, and 5:00 PM – 6:30 PM in the summertime. On Sunday meals are reserved at 12:00 PM.

### **Food Pantry**

**Services:** Food distribution on the third Friday of the month, 4:00 PM – 5:00 PM for individuals.

# N

## 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 costumer 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.

## Neighbors Closet at Christian Community Church

108 Beacon Street, 2nd floor, Worcester, MA 01610

(508) 202-4532

**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 Leadendam 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  
[www.nscinfo.org](http://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.

### **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.

## O

### Oak Hill Community Development Corporation (CDC)

74 Providence Street, Worcester, MA 01604

(508) 754-2858

Fax (508) 754.0138

[info@oakhillcdc.org](mailto:info@oakhillcdc.org)

**Services:** Since 1972, Oak Hill Community Development Corporation has been working to improve the physical condition of the Union Hill, Oak Hill and Upsala Street neighborhoods of Worcester as we improve the quality of life and economic status of those that live and work here. We achieve this through our focused lines of business goals in housing promotion and preservation with our NeighborWorks® HomeOwnership Center of Central Massachusetts (NW HOCCM), and through our Community Development Agenda, which includes community engagement, rental property & asset management, real estate development, economic development, resident & youth employment, and leadership programming. Our overarching goal is to make the Oak Hill service area a place where people want to invest their time, money and energy to make a better life.

### 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

## Our Father’s House

53 Lunenburg Street, Fitchburg, MA 01420  
(978) 345-2256  
Emergency/ Transitional Shelter for men and women over 18

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

### 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

## P

## Parents Helping Parents

129 Granite Street, Worcester, MA 01610  
(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.

## **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

**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 Family Shelter, SMOC

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

## 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](mailto:bworthington@centralmasspfc.org) or call (508) 852-7600 **EXT. 112**.

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

10 Pearl Street, Framingham, MA 01702

(508) 370-4921

**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

## 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 maximum amount awarded for the 2013-14 school year is \$5,645. 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.

## 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 referred families only. This class is held every Wednesday. Must inquire about timing. This program run in 8-week cycles.

## Pleasant Street Baptist – Brephos Boutique

50 Portland Street, Worcester, MA 01608

(508) 792-0220

[dbruce@edwardstreet.org](mailto:dbruce@edwardstreet.org)

**Services:** The Boutique provides new and gently used children's clothing, accessories, blankets, books etc.

## Pleasant Street Neighborhood Network Center

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.

## Potential Plus

422 Boston Turnpike Road, Suite 100, Shrewsbury, MA 01545

(508) 450-5593

Robbin Miller

[miller\\_robbin@yahoo.com](mailto:miller_robbin@yahoo.com)

### 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

51 Union Street, Suite 312, Worcester, MA 01609

(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  
1-888-310-7217

### Clothing store

**Services:** Provides clothing and baby furniture.

## 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/>

## Q

## 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](mailto: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>

**Schedule:** Summer I Classes begin on May 19, 2014. Summer II Classes begin on July 7, 2014. Fall Classes begin on September 2, 2014.

**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

## R

### 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.

## Recovery Learning Community

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.

## Red Cab & Yellow Cab

Red Cab: (508) 792-999

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

[riac@riacboston.org](mailto:riac@riacboston.org)

**Services:** Refugee Resettlement, Post-Resettlement Support Services, Community Education and Outreach, Counseling Services.

## Regional Adult Education Center (Mount Wachusett Community College)

444 Green Street, Gardner, MA 01440

(978) 632-6600

## 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>

## S

### SafeLink Hotline

P.O. Box 180019, Boston, MA 02118

(617) 521-0100

Fax: (617) 521-0105

**Email:** [info@casamyrna.org](mailto: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.

The SafeLink number is (877) 785-2020. If you are hearing-impaired, please call the SafeLink TTY number (877) 521-2601.

## **Salvation Army**

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 – 4:00 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-SA-TRUCK (728-7825) or the number provided above ((508) 799-0528).

## Salvation Army – Framingham

30-45 Concord Street, Framingham 01702  
(508) 875-3341

**Hours:** Monday–Friday, Door opens at 5:00 **PM** every night; dinner is served at 6:00 **PM**

Salvation Army – Framingham

30-45 Concord Street, Framingham, MA 01702  
(508) 875-3341

**Hours:** Tuesday and Thursday, 11:00 **AM** – 12:00 **PM**

## Samaritans

4 Mann Street, Worcester, MA 01602

### 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:** 1st & 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.

## Savers

50 Mill Street, Worcester, MA 01604  
(508) 363-2777

### 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.

## Savers Thrift Store

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

**Hours:** Monday–Saturday, 9:00 AM–10:00 PM; Sunday, 10:00 AM–8:00 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, 7–7:30 AM until 5:30–6:00 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.

## SNAP: Food Assistance/ Food Stamp

473 Main Street, Fitchburg, MA 01420  
(978) 665-8700

**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

## Social Security Administration

51 Myrtle Street, Madison Place, Worcester, MA 01608  
1-866-331-9069 / (508) 753-4105  
[www.ssa.gov](http://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.

## Social Security and Medicare Benefits (Framingham)

100 Concord Street, Suite 2A, Framingham, MA 01702  
1-866-964-7589/ 1-800-325-0778/ 1-800-772-1213

## 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

### **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.

## 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.

## 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**

## **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

## **SRO Central MA Housing Alliance**

6 Institute Road, Worcester, MA 01609

(508) 791-7265

**Website:** <http://www.cmhaonline.org/index.php>

### **Shelter**

**Services:** They provide single room occupancies for single individuals. CMHA’s Housing Assistance Program (HAP) provides homelessness prevention, housing stabilization services, and housing search assistance to low-income families. CMHA also provides resources. Must call or access their website in order to gain more information on how to apply.

## **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 (1st Tuesday of the month only), pediatrician available (1st 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](mailto: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

### **Emergency**

**Services:** Housing

**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

[www.stjohnsfoodforthe poor.org](http://www.stjohnsfoodforthe poor.org)

**Hours:** Serves breakfast Monday–Friday, 7:00 AM – 11:00 AM, food pantry open Monday–Friday, 11:00 AM – 1:00 PM.

**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](mailto: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. Stephen's Thrift Store**

20 Hamilton Street, Worcester, MA 01604  
(508) 755-3165

**Services:** Used clothing available for sale.

**Hours:** Tuesday–Thursday, 9:00 **AM** – 3:00 **PM**; Saturdays, 9:00 **AM** – 3:00 **PM**

## **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](mailto: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

**T****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/>

**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](mailto: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.

## Tri-Valley, Inc.

10 Mill Street, Dudley, MA 01571  
(508) 949-6640

## Turning Point Single Adult Shelter, SMOC

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

## U

### 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:** UMMMC 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 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 Neighbors of Cleghorn**

18 Fairmount Street, Fitchburg, MA 01420  
(978) 342-2069

A free community dinner is held every second and fourth Tuesday of the month, 5:00 **PM** – 6:30 **PM**

### **Cleghorn Youth Center After school Programs**

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.

## **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**

## 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

## 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.

## 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

# V

## Valley Psychiatric Services, Inc.

225 Park Avenue, No. 500, Worcester, MA 01609  
(508) 753-2900 or 1-800-800-5504

### **Mental Health Provider**

**Services:** In clinic and home-based counseling. Mediation management, medication evaluations, psychological testing. Individual and family counseling, dual diagnosis, and dialectical behavior therapy. Psychiatrists on staff. Therapists on staff speak Vietnamese, Spanish, French Haitain/Creole.

**Payments:** Accepts Network Health, Medicare, MassHealth, MBHP, Health New England. Sliding fee scale for payment. Does not accept Children’s Medical Security Plan or HMO’s.

**Website:** <http://valleypsychiatric.com/>

## 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, **AM**putees and burn patients.

### **Veteran Homestead Hospice, Gardner**

Corporate Office:

69 High Street, Fitchburg, MA 01420

(978) 353-0234

Support services and housing, Fitchburg

## **Veterans, Inc.**

69 Grove Street, Worcester, MA 01605  
(508) 791-1213 **EXT.** 108

### **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/ocm/veterans-services> for additional information.

## Victory In Christ / Victory Center

371 Pleasant Street, Worcester, MA 01609  
 (508) 832-4696  
 (508) 795-7313

### ESL Classes

**Contact:** Pastor Muriel Sanborn  
*pastormurielvic@aol.com*

**Services:** Free ESL classes and citizenship classes for ADULTS (Childcare is not provided)

ESL Classes are offered in three levels: Beginner, Advanced Beginner/Intermediate and Advanced). Classes are every Thursday, 6:00 PM – 7:30 PM. ESL classes Starting October 3rd and will end November 21.

Citizenship Classes: For those interested in becoming a citizen. Basic understanding of English is required. Classes do not run at the same time as ESL.

## 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.

## W

### 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

41 East Main Street, Webster, MA 01570

(508) 943-0104

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.

## WIC Programs, SMOC

7 Bishop Street, 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.

## Worcester Adoptive Families Together

335 Chandler Street, Worcester, MA 01602

(508) 753-2967

For more info contact Lori Baeumler (617) 587-1522 or [lbaeumler@mspcc.org](mailto:lbaeumler@mspcc.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 their website to get 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:** WACA 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](http://WCAC.net), for more information.

### Fuel Assistance

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

**Services:** WACA 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.

## Worcester Community Connections

484 Main Street 4th Floor, Suite 460, Worcester, MA 01608

Website: [http://worcestercommunityconnections.org/our\\_programs/WCCCResourceAndReferralCenter.html](http://worcestercommunityconnections.org/our_programs/WCCCResourceAndReferralCenter.html)

### 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) 796-1417

**Hours:** 16-week sessions; one in the Fall and one in the Spring.

**Eligibility/Payment:** All parents or caregivers. Free of charge.

The following support groups are offered at 484 Main Street, Suite 460, Worcester, MA 01608.

### 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](mailto: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:** [http://www.wchr.org/Property\\_Management.html](http://www.wchr.org/Property_Management.html)

### **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](mailto: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](mailto: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. See flyer below

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)

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

### 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. The application must be filed 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](https://secure.massnahro.org/Section8LHA_Internet/WebPages/Registration/Registration.aspx)
2. You may do a preliminary application. Link to preliminary application is found below: [http://massnahro.org/S8\\_Page2.php](http://massnahro.org/S8_Page2.php)
3. 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

128 Providence Street, 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  
*Litvolworc@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/modules/groups/integrated\\_home.phtml?gid=1509019&sessionId=b74f8990e7abb2f1229c8ae6d89560e6](http://adult-education.worcesterschools.org/modules/groups/integrated_home.phtml?gid=1509019&sessionId=b74f8990e7abb2f1229c8ae6d89560e6)

### **Head Start (added to Worcester public schools post)**

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.

### **AI-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

### **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 Triage and Assessment Center (SMOC)**

701 Main Street, Worcester, MA 01610

(508) 872-4853 (SMOC)

#### **Shelter**

**Services:** The Worcester Triage and Assessment Center (SMOC) help people in crisis, with or without substance abuse problems. SMOC also provides other housing services. Must call to learn about emergency housing.

### **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.

## **Work, Inc.**

18 Mill Street, Fitchburg, MA 01420  
(978) 342-0337

## **Workforce Central Worcester**

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

**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.

## **X**

There are no entries for "X."

## **Y**

### **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, Second 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.

Adults: 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+

**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.

## **Z**

There are no entries for "Z."

**Additional  
resources  
in Western  
Massachusetts  
by town**

# Adams

## Northern Berkshire Adult Basic Education Program

C.T. Plunkett Elementary School  
14 Commercial Street, Adams, MA 01220  
(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.

# Amherst

## Amherst Housing Authority

33 Kellogg Avenue, Suite 81, Amherst, MA 01002  
(413) 256-0206

**Website:** <http://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 AM 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](mailto: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](mailto: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

**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

# **Northampton**

## **Calvin Coolidge Nursing & Rehab**

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**

Northampton, MA 01060-3005  
(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 **PM** – 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

*crystal@lathrophome.org*

*http://www.lathrophome.net/*

**Remarks:** Community Health, Urban Area, Permanent Clinic, Year-Round, Full-Time (open 40 hours per week)

## LIHEAP

*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: <http://www.servicenet.org/content/outpatient-substance-abuse-services>  
Email: [info@servicenet.org](mailto: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](mailto: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 PM

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 PM

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

# 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

# **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  
<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

# Springfield

## AdCare Hospital

117 Park Ave, West Springfield, MA 01089  
(413) 209-3124

**Website:** <http://adcare.com/programs/adcare-outpatient/west-springfield-op/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

<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:* [http://caringhealth.org/about\\_us.html](http://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>

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:* <http://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

## **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

Name: 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) 272-2200

**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

<http://www.partnersforcommunity.org/default/index.cfm>

### **Fuel Assistance Program**

1666 Main Street, 1st Floor, Springfield, MA 01103  
(413) 272-2209

<http://www.partnersforcommunity.org/default/index.cfm/fuel-assistance/>

### **Child Care Resources**

1628-1640 Main Street, 2nd Floor, Springfield, MA 01103  
(413) 272-2207

<http://www.partnersforcommunity.org/default/index.cfm/voucher-day-care/>

### **Housing & Shelter Resources**

2702 Main Street, Springfield, MA 01107  
(413) 214-7221

<http://www.partnersforcommunity.org/default/index.cfm/housing-shelter/>

### **Youth & Education Resources**

1628-1640 Main Street, 4th Floor  
Springfield, MA 01103  
413-272-2280

<http://www.partnersforcommunity.org/default/index.cfm/youth-education/>

### **Workforce Development**

Contact Betsey Caraballo, Program Director  
413-272-2370

<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

*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**

39 School Street, Springfield, MA 01105

(413) 737-7450

## **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 Havens**

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

391 Belmont Avenue, Springfield, MA 01108  
 (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://www3.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:** <http://www.fohspringfield.org/resource-center/>

## **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) 787-6736

**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 Ctr**

10 Mill Street, Springfield, MA 01108  
(413) 732-0808

**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

### **WIC Program**

1139 Main Street, Springfield, MA 01103  
(413) 737-5142

**Services:** Dental Care Services, Enabling Services, Other Professional Services, Primary Medical Care

**Remarks:** Year round

### **Forest Park**

532 Sumner Avenue, Springfield, MA 01108

(413) 787-1877

**Services:** Dental Care Services, Enabling Services, Other Professional Services, Primary Medical Care

**Remarks:** Year round

### **Springfield Technical Community College**

Building 20 Room 219

1 Armory Square, 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)

### **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

## **Locations Around Springfield**

### **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

### **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

### **Construct, Inc**

41 Mahaiwe Street, Great Barrington, MA 01230  
(413) 528-1985

### **Educational Opportunity Center (Adult Education Program)**

35 Mount Carmel Avenue, 3rd Floor, Chicopee, MA 01013  
(413) 612-0206

### **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

## 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

[www.fohspringfield.org](http://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](mailto: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.

## 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

## **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.

## **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

## **Literacy Network of Southern Berkshire (Lee Library)**

100 Main Street, Lee, MA 01238

(413) 243-0471

## **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

## Ludlow Adult Learning Center (HCC)

54 Winsor Street, 2nd Fl, Ludlow, MA 01056  
(413) 583-0320

## 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.

## Milne Public Library

*Northern Berkshire Adult Basic Education*

1095 Main Street, Williamstown, MA 01267  
(413) 662-5314

## New England Farm Workers Council

205 High Street, Holyoke, MA 01040  
(413) 272-0200

## 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

## North Quabbin Community Action

167 S. Main Street, Orange, MA 01364  
(978) 544-5423

## 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.

## **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/>

## **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).

## **South Berkshire Educational Collaborative**

***Searles Middle School***

79 Bridge Street, Great Barrington, MA 01230  
(413) 528-6263

## **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

## **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>

## **Westfield Community Education**

4 School Street, 2nd Fl, Westfield, MA 01085  
(413) 336-3100

## **Westover Job Corps Center**

103 Johnson Road, Chicopee, MA 01022  
(413) 593-4000

## **Worcester Comm. Action Council HiSET Classes**

484 Main Street, Suite 200, Worcester, MA 01608  
(508) 754-1176 EXT. 181  
Find all Worcester HSE programs here: <http://mycareertools.com/worcester-ma/>

## **YouthBuild Holyoke Nueva Esperanza**

401 Main Street, Holyoke, MA 01040  
(413) 533-9442

## Other Resources

### **Worcester Resources**

[www.worcesterresources.org](http://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**

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

Provides a very similar resource as Coming Home Central Massachusetts and MetroWest, but focused on the greater Boston geographical area

#### **Boston Resource Net**

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

Provides a listing of Boston's human service community

### **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**

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

[www.helpline-online.com](http://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 <http://mycareertools.com/massachusetts/> for details.

**The End**