

St. Vincent de Paul  
Worcester Diocesan Council  
Outreach Guide ~ Central District

*We must live for the good of others. Let us do whatever good lies in our hands"*

- Frederic Ozanam

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*{Source: Quote from an unknown Vincentian}*

**“Our mission is to serve those in need – people without jobs or without money, people who are hungry, people sitting in darkness because their electricity has been cut off, people who are losing hope. We go to them in a Home Visit, we listen to them, we pray with them, and we provide whatever help we can to meet their needs. We show them that even in their darkest hours, God has not abandoned them.”**



## I. EMERGENCY RENTAL ASSISTANCE/PREVENTING HOMELESSNESS

### **SECTION OVERVIEW:**

Section I. provides information to help a conference assist a renter or homeowner who is in a rental/mortgage crisis, and may be on the verge of being evicted. An explanation of the eviction process and the tenant’s position to stay housed is included.

An overview of RAFT (Residential Assistance for Families in Transition), explains the financial assistance program that is set up by the state to keep families and individuals housed during a crisis. Conferences are provided with instructions to inform friends on how to apply for RAFT benefits, and include criteria, documentation needed; and includes legal information for those who may have been wrongly denied RAFT.



## I. EMERGENCY RENTAL ASSISTANCE/PREVENTING HOMELESSNESS

1. OVERDUE RENT, NOTICE-TO-QUIT AND EVICTION	Standard Rental Agreements
<b>Pending eviction/Arrears</b>	<ul style="list-style-type: none"> <li>• A renter is in arrears when <u>2 consecutive months of rent are not paid</u> to the landlord per the rental contract</li> </ul>
<b>Notice to Quit Document</b>	<ul style="list-style-type: none"> <li>• Once in arrears, the landlord will send the renter a document called a “Notice to Quit.”</li> <li>• This is <i>not</i> an eviction notice; and a renter does not need to leave their unit.</li> <li>• Helpful instructions are included outlining programs for individuals to apply for rental assistance. (see following page)</li> </ul>
<b>Eviction for non-payment of rent</b>	<ul style="list-style-type: none"> <li>• If a payment has not been made for the rent in arrears, the landlord and the court will proceed with a court date for eviction.</li> <li>• At the eviction hearing, the renter has one last chance to come up with the rent in arrears.</li> <li>• If funding cannot be attained, the renter will be asked to move out by a certain date.</li> </ul>
<b>Tenant Rebuttal/Unjust termination</b>	<ul style="list-style-type: none"> <li>• If a tenant feels that they are unjustly being evicted or improperly terminated for any reason, they may file a “Grievance for an Improper Termination”. *</li> <li>• This must be for any reason <i>other than lease violations</i>. If eligible, they may be reinstated.</li> </ul>
2. TENANT AT WILL	No Formal Lease
<b>What is a “tenant at will?”</b>	<ul style="list-style-type: none"> <li>• The tenant rents a unit on a month-to month basis</li> </ul>
<b>Terms and agreement</b>	<ul style="list-style-type: none"> <li>• The landlord may terminate the rental agreement if the renter fails to pay the rent when due</li> </ul>
<b>Notice to Quit</b>	<ul style="list-style-type: none"> <li>• The tenant is given a 14-day notice to quit</li> <li>• The rental may be terminated by written notice from the landlord at least one rental period in advance</li> <li>• Termination will become effective on the last day of the next rental period</li> </ul>

3. RAFT: RESIDENIAL ASSISTANCE FOR FAMILIES IN TRANSITION	Benefits
<p>Emergency funds for low-income residents facing housing emergencies, including:</p> <ul style="list-style-type: none"> <li>• Risk of losing current housing</li> <li>• Behind on Rent (facing eviction)</li> <li>• Behind on Mortgage (facing foreclosure)</li> <li>• In jeopardy of having utility shutoff</li> <li>• Inability to stay in home due to health or safety risk</li> <li>• At risk individuals requiring funds to move to new rental unit (1<sup>st</sup> month, last and security)</li> </ul>	<p>Short-term financial assistance: <i>\$7,000 per year</i> (within a 12-month period) provides:</p> <ul style="list-style-type: none"> <li>• A “temporary freeze” of the eviction process or foreclosure process</li> <li>• Financial assistance for utilities</li> <li>• After 12 months, another application can be filed for an additional \$7000 yearly</li> <li>• Funds paid directly to landlords, mortgage providers or utility providers</li> </ul>

4. RAFT APPLICATION OPTIONS	Contact Info
<p><b>*Online</b></p> <ul style="list-style-type: none"> <li>• Best method to expedite the application process.</li> <li>• Will hear within 2 weeks</li> </ul>	<p><a href="http://www.mass.gov/service-details/residential-assistance-for-families-in-transition-raft-program">www.mass.gov/service-details/residential-assistance-for-families-in-transition-raft-program</a></p>
<p><b>RCAP – by appointment</b></p>	<p>rcapsolutions.org 191 May Street, Worcester 978-630-6771; 800-488-1969</p>
<p><b>CMHA (Central Mass Housing Authority)</b></p>	<p>6 Institute Road, Worcester 508-752-5519; 774-243-3872 Walk-in hours: Tuesday: 9:30-11:30am Wednesday: 1:00-3:00pm</p>
<p><b>Contact Housing Authorities in specific towns/cites in Central MA</b></p>	<p>See page 29</p>

5. CRITERIA FOR RAFT ASSISTANCE	Description
Currently Housed	<ul style="list-style-type: none"> <li>• Family or individual is currently in rental crisis</li> <li>• At risk of becoming homeless</li> <li>• Low-income</li> </ul>
Must prove that RAFT benefits will stabilize the current situation and will prevent homelessness	<ul style="list-style-type: none"> <li>• working or will be working</li> <li>• have income to cover rent</li> <li>• or are receiving benefits that will cover rent</li> </ul>

6. DOCUMENTS REQUIRED FOR RAFT APPLICATIONS	List of Documents
<b>ID</b>	<ul style="list-style-type: none"> <li>• Driver’s License</li> <li>• picture ID <i>or</i></li> <li>• MassHealth Card</li> </ul>
<b>Proof of Income</b>	<ul style="list-style-type: none"> <li>• Paystubs</li> <li>• unemployment docs</li> <li>• TAFDC or EAEDC awards</li> <li>• child support payments</li> <li>• Social Security SSI statement</li> </ul>
<b>Proof of Residency</b>	<ul style="list-style-type: none"> <li>• Copy of Lease</li> </ul>
<b>Proof of Assistance Requested</b>	<ul style="list-style-type: none"> <li>• Eviction notice, amount requested <i>and</i> letter from landlord</li> </ul>



\*If a renter feels that the eviction was unjust, please recommend a call to the resources listed below for counseling and legal aid.

7. MEDIATION & LEGAL SUPPORT FOR RENTERS	Assistance	Contact Info
<b>Community Legal Aid</b>		800-649-3718
<b>Mass Gov</b>	to avoid eviction during rental crisis	<a href="https://www.mass.gov/applying-for-rental-assistance-in-massachusetts-to-avoid-eviction">https://www.mass.gov/applying-for-rental-assistance-in-massachusetts-to-avoid-eviction</a>
<b>Mass State Government</b>	for low-income tenants with referrals, legal information, and legal representation for evictions statewide	<a href="http://www.mass.gov/info-details/eviction-diversion-initiative-legal-services-and-mediation">http://www.mass.gov/info-details/eviction-diversion-initiative-legal-services-and-mediation</a>
<b>Mass Fair Housing</b>	free legal advice	413-539-9796
<b>Suffolk University Law School</b>	free legal counseling to eligible participants	617-573-8100
<b>Central and West Justice Center</b>	Legal counseling	413-686-9015
<b>Worcester County Bar Association</b>	Support in Housing Court, <i>see section VIII page 46</i>	508-752-1311

## II. SUPPORT FOR THE HOMELESS & THE MA SHELTER SYSTEM

### SECTION OVERVIEW:

Section II. provides information to help a conference assist homeless families who are in need of shelter, and do not have a roof overhead.

By directing Families to the DTA (Department of Transitional Assistance) to sign up for the shelter waitlist, the household can apply for cash assistance, MassHealth and other benefits. A conference can help families in need by



A conference can help families in need by explaining how the emergency shelter system works. An overview of the process is outlined, along with criteria for eligibility to apply for shelter and to qualify for the state emergency shelter system. The better prepared a family is to complete the application, the faster the family will get on the waiting list.

When a family qualifies and is placed on a waiting list, a conference can decide to assist the family by providing lodging, or twin with another conference to lengthen the family's stay. A conference can be instrumental in assisting the homeless family by explaining expectations and timing. Information is also provided to assist a family who has been denied emergency shelter.

## II. SUPPORT FOR THE HOMELESS & MA SHELTER SYSTEM

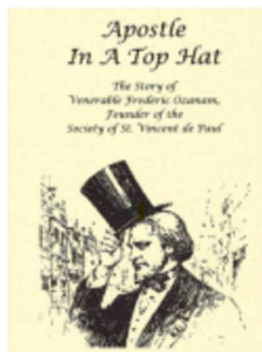
1. DEFINITION OF HOMELESS
<ul style="list-style-type: none"> <li>• No roof overhead; staying in car, tent or unsheltered</li> </ul>
<ul style="list-style-type: none"> <li>• Living in the street</li> </ul>
<ul style="list-style-type: none"> <li>• Living in emergency shelter or transitional housing</li> </ul>
<ul style="list-style-type: none"> <li>• Is a Victim of Domestic Violence</li> </ul>
<ul style="list-style-type: none"> <li>• Has no Home given Health Safety Issue(s)</li> </ul>
<ul style="list-style-type: none"> <li>• Doubling up/Couch hopping</li> </ul>

*\*THE MA SHELTER SYSTEM SHELTERS **FAMILIES** AND DOES NOT SHELTER HOMELESS INDIVIDUALS.*

**\*\* MASS shelter terminology: EA, Emergency Assistance Shelters for Families**

2. MASSACHUSETTS FAMILY SHELTER OVERVIEW	Process for Applying to MASS EA FAMILY SHELTER SYSTEM
<p><b>State Agency:</b></p> <p><b>DTA: DEPARTMENT of TRANSITIONAL ASSISTANCE</b></p>	<ul style="list-style-type: none"> <li>• Direct family to the DTA to apply for shelter &amp; benefits</li> <li>• DTA creates and maintains a waiting list of those seeking shelters through the entire state</li> <li>• DTA provides cash benefits, food stamps/SNAP, and workforce training</li> </ul>
<p><b>Risk Assessment and Qualification Process</b></p>	<ul style="list-style-type: none"> <li>• DTA will conduct assessment of risk to the family</li> <li>• DTA will determine if the family is eligible and meets the criteria for permanent housing</li> <li>• Once deemed eligible, the family will be placed on the waiting list, and after a few months will be assigned a shelter</li> <li>• If not eligible, the family should be instructed to contact non-state-run shelters (see listings on page:</li> </ul>

3. STATE EMERGENCY (EA) FAMILY SHELTERS	Placement
<b>Living Spaces:</b>	<ul style="list-style-type: none"> <li>• Apartment unit</li> <li>• Hotel/motel room</li> <li>• Congregate (shared living) spaces</li> <li>• Co-shelters (shared apartments)</li> <li>• Scattered sites (private /separate living spaces)</li> </ul>
<b>Temporary Respite Centers</b>	<ul style="list-style-type: none"> <li>• Overflow shelters: located outside of Boston</li> <li>• “Pop-ups”: temporary shelters housing large numbers of homeless</li> </ul>
4. HOW TO SIGN UP WITH THE DTA	CONTACT INFO
Send family to the DTA Office	50 SW Cutoff, Worcester 508-767-3100 <ul style="list-style-type: none"> <li>• Self-service: DTA Kiosk with limited services at 11 Shattuck St., Worcester</li> </ul>
Call – ask for a Homeless Coordinator	866-584-0653 8am-5pm Mon-Fri
To learn more, go online	<a href="https://mass.gov/how-to/apply-for-ea-emergency-family-shelter">mass.gov/how-to/apply-for-ea-emergency-family-shelter</a>
OR CALL – EMERGENCY #	DIAL 211



5. ELIGIBILITY CRITERIA FOR APPLYING FOR EMERGENCY (EA) SHELTERS	
<p><b><u>Who is Eligible?</u></b></p> <p><b>For State-run Emergency EA Shelters:</b></p>	<ul style="list-style-type: none"> <li>• <b>Families</b></li> <li>• <b>Pregnant women</b></li> <li>• <b>Women with children</b></li> </ul> <p><i>All listed above must be residents of Massachusetts</i></p>
<p><b><u>Who is Not Eligible?</u></b> <b>for Emergency Shelters:</b></p> <p>See lists of non-Emergency Assistance Shelters Section III.</p>	<ul style="list-style-type: none"> <li>• Couples <i>without</i> children</li> <li>• Single Adults <i>without</i> children</li> <li>• <i>*Refer these individuals to independent shelters or non-AE state shelters- See section III.</i></li> </ul>
<p><b>Situational Circumstances which allow <i>Families</i> to Apply for Emergency Shelters:</b></p>	<ul style="list-style-type: none"> <li>• No fault fire, flood, natural disaster condemnation or foreclosure</li> <li>• Fleeing domestic violence (anytime within the past 12 months)</li> <li>• No-fault eviction (i.e. Building is sold)</li> <li>• If children are exposed to a significant health/safety risk; i.e. mold or unsafe structure.</li> </ul>
<p><b>Expectations Once Application is Accepted:</b> <b>See page ____ for explanation</b></p> <p><b>for explanation: See page 16</b></p>	<ul style="list-style-type: none"> <li>• A “housing search specialist” will help locate a shelter that will be assigned to the family.</li> <li>• Timing can take up to 3 months.</li> <li>• The family must complete a CORI and DSS will conduct an evaluation.</li> <li>• The family must take the shelter assigned, and move in immediately.</li> <li>• If the family turns down the shelter, they will lose the ability to be sheltered.</li> </ul>

## 6. EMERGENCY ASSISTANCE APPLICATION CHECKLIST

### STEP 1. Prequalify the family:

Check to see if they meet the basic eligibility criteria for Emergency Family Assistance.

#### First Set of Criteria:

- Must be residents of Massachusetts – and
- The family’s gross income must within the Federal Poverty Level\* - and
- Family definition must be one of the three:
  - 2 spouses and *children under 21*
  - Or single mom *with children under 21*
  - Or pregnant woman alone or with child/children

#### Or it’s Situational & *the family* is homeless because:

- No fault: fire, flood, natural disaster or foreclosure
- Or they are fleeing domestic violence within the past 12 months
- Or it’s a no-fault eviction (I.e. sale of property)
- Or children are exposed to a significant health/safety risk

\*See MA.gov website for current federal poverty level chart

### STEP 2. Review the List of Documents Needed:

These official documents must be submitted. Missing documents can result in delays and missed deadlines; and results in the need to re-apply.

#### Required Documents:

- Proof of identity: driver’s license, birth certificate *or* passport
- Proof of family relationship: birth certificate, custody paperwork
- MA Residency Documents: any Mass ID, MassHealth form, voter *or* school registration form
- Financial Information: Assets and Income statements including pay stubs and bank statements
- Citizenship or Immigration Documents: US Passport, green card for at least one family member

7. APPLICATION DENIALS	EXPLANATIONS/RATIONAL	CONSEQUENCES
Family does not meet Eligibility Criteria	<ul style="list-style-type: none"> <li>• Pre-qualifying requirements are not met</li> <li>• Reasons for denial will be provided on denial form</li> </ul>	Family must look for alternative arrangements, i.e. independent shelters or other living arrangements
Information requested was missing/omitted	<ul style="list-style-type: none"> <li>• The application is missing required documents</li> <li>• It may take days or even months to locate missing documents</li> <li>• *Refer to checklist on pg. 13</li> </ul>	if documents are not submitted by a deadline, the process “times out.” The application process must start all over again resulting in further delays for a family to get into a shelter
Prior Eviction Status	Record(s)of Eviction prevent applicant from Shelter	must look for alternative arrangements i.e. independent shelters or other living arrangements
If the applicant feels they were unjustly disqualified	Due to an error in processing -or due to a situation such as unsafe living conditions, further evaluation may be required. Applicant feels that they should be eligible.	Direct Applicant to: file an appeal with the agency Consult legal counsel: Central West Justice Center at cwjustice.org. Attorney Marion Hohn at mhohn@cwjustice.org ; Or, call 413-686-9015
8. ASSISTANCE FOR DENIED FAMILIES	<i>It the family has <u>no income</u>:</i> *Suggest applying for cash assistance through the state/DTA	<i>If the family <u>has income-SSI, SSDI, and/or Wages</u>:</i>
<b>What Support can SVdP Conferences Offer if Applicant is Denied EA Shelter:</b>	<ul style="list-style-type: none"> <li>• Refer family to independent shelters/non-Emergency Assistance Shelters that do not require applications with the DTA. Please see Section III.</li> <li>• Suggest that they stay with friends and/or family</li> <li>• Conferences may consider lodging families in a hotel on a case-by-case basis</li> </ul>	Encourage family to work with Local Housing Agencies to apply for vouchers, CHAMP, and seek affordable housing options. See section V.  <i>Note: Subsidized housing takes 30% of a family’s total income for rent.</i>

9. SETTING REALISTIC EXPECTATIONS ONCE A FAMILY IS APPROVED FOR A SHELTER	PROCESS and TIMING
<b>Approval Notification</b>	<ul style="list-style-type: none"> <li>• The DTA will send an email or letter indicating an acceptance/denial for a shelter request</li> <li>• The family must follow up with the housing navigator to determine the timing of the move</li> <li>• Timing can take from weeks to months</li> </ul>
<b>Major Factors Influencing Timing (to get into a shelter)</b>	<p>A unit must be/become available that matches the needs of the family and depends on:</p> <ul style="list-style-type: none"> <li>• size of the family (#bedrooms needed per # children)</li> <li>• accommodate for special needs (I.e. handicapped accessibility for a family member)</li> <li>• unit in suitable facility I.e. for a pregnant female or single mother with baby or young children</li> <li>• if it's for victim of Domestic Violence</li> </ul>
<b>Responsibility of the Family</b>	<p>The family must accept the housing assignment and be on location within 24hours or lose the shelter entirely.</p>
<b>Supportive Services Provided to the Family</b>	<p>Once in a shelter, residents are provided with</p> <ul style="list-style-type: none"> <li>• financial and job counseling;</li> <li>• a step to permanent subsidized housing</li> </ul>

10. HomeBASE FINANCIAL ASSISTANCE FOR HOMELESS FAMILIES AND INDIVIDUALS	HomeBASE BENEFITS
<b>HomeBASE: Available via DTA to qualifying homeless families and individuals</b>	<p>A family who is eligible for an EA Emergency family shelter is eligible for HomeBASE, up to \$10,000. *Note: HomeBASE is <b>not available</b> to DTA applicants who were denied state shelters</p>
<b>Immediate Benefits of HomeBASE for Homeless Families:</b>	<p>HomeBASE allows a family or individual to bypass a state shelter and find an apartment if they have the means to continue to pay rent. Designed for homeless to have funding necessary to move into apartment:</p> <ul style="list-style-type: none"> <li>• First, Last and Security Deposit</li> <li>• Furniture</li> <li>• Moving expenses</li> <li>• Utilities</li> </ul>



### III. INDEPENDENT SHELTERS

#### **SECTION OVERVIEW:**

Section III. offers conferences lists of shelters that operate independently of the state and, therefore, do not require an application. Each list is organized by category to assist conferences when making recommendations to families and individuals who are homeless and in need of shelter - or even a specific type of shelter. Both local and state-wide independent shelters are provided.



If families or individuals are in need of a shelter or long-term assistance with lodging, a conference may refer them to the appropriate shelters. If families are denied shelter or do not want state-provided shelter, refer them to an appropriate family friendly shelters provided in this section.

### III. INDEPENDENT SHELTERS

*\*When families are denied state-run EA Shelters, direct them to contact the following Independent Shelters which are not run by the state & do not require applications.*

1. LOCAL INDEPENDENT SHELTERS	Service	Contact Info
<b>Abby’s House</b> 52 High St, Worcester.	Emergency Housing for Women with or without Children	508-756-5486 Call Directly, no DTA referral needed
<b>Catholic Charities</b> Family Shelter (via DHCD in alliance with Central Mass Housing Alliance Inc.)	Pregnant women and Children	508-753-3084 <a href="http://www.ccworc.org">www.ccworc.org</a>
<b>Daybreak YWCA</b> P.O. Box 3093, Worcester	Women and Children DV (Domestic Violence Shelter)	<b>508-755-9030</b> <b>* 24hr hotline</b> <a href="mailto:dhall@ywcacm.org">dhall@ywcacm.org</a> ywcacm.org
<b>Francis Perkins Home</b> 70 James St. Worcester	Women w/Children	508-757-7506 Francisperkinscenter.org
<b>IHN – In the Hour of Need</b>	Family Shelter 91 June St. Worcester	508-755-2212 Call on Tuesdays
<b>IHN- NorthStar Family Services</b>	Family Shelter 758 N. Main St., Leominster	978-466-1704
<b>St. Francis &amp; St. Theresa Catholic Social Worker</b>	Men and Women	52 Mason St. Worcester, MA
<b>Queen St., Shelter</b> See page ___ for additional info	Women and Men (no children)	25 Queen St., Worc. 508-872-4853 <a href="http://www.smoc.org">www.smoc.org</a>
<b>Visitation House</b>	Pregnant Women	119 Endicott St. Worcester 508-798-8002

*\* If local independent shelters do not have vacancies, instruct families to contact the following shelters*

<b>2. STATE-WIDE INDEPENDENT FAMILY SHELTERS</b>	<b>Address</b>	<b>Contact info</b>	<b>Criteria</b>	<b>Other</b>
<b>Project Hope</b>	45 Magnolia Dorchester,	617-442-1880 Ext. 270	1 room: for 1 adult & 1 sm. Child.; boys up for age 14	Waiting list
<b>Queen of Peace</b>	401 Quincy Street, Dorchester	617-288-4182	4 rooms; no boys over 4 yrs old; No men; Household head must be over 20	No intakes Thursdays; 3 wk. stay - Nights only;
<b>Promise North Shore Boston</b>	8 Rantoul St Beverly	978-922-0787 ext.1	3 rooms; 1 child must be under 18; or can be a pregnant head of household	Waiting list
<b>Inn Between</b>	25 Holton St Peabody	978-532-2372	1 community room; 3 family members max	Waiting list, CORI needed
<b>MetroWest Interfaith Hospitality Network</b>	6 Mulligan St Natick	978-689-8575	3 families 4 people per room	Sober program, Cori checks, must be employed waiting list
<b>Lazarus House</b>	48 Holly St. Lawrence	978-689-8575	8 Community Rooms	No waiting lists, 4- month limit, no drug/alcohol use
<b>Sisters of Charity</b>	556 County St New Bedford	508-997-7347	Boys to age 5, must leave 8- 5; 3 wk. limit, meals provided	Referrals from a social worker preferred but not mandatory
<b>Pathways Family Shelter</b>	248 Edgehill Framingham	508-879-5047	8 beds	90-day limit Need good record

3. LOCAL RECOVERY SHELTERS	SERVICE	CONTACT INFO
<b>Crozier House</b> (via Catholic Charities)	Men Recovery	508-860-2216 Worcester
<b>Dismas House</b>	Former Prisoners	30 Richards St. Worcester 508-700-9398
<b>Everyday Miracles</b>	Peer Recovery	25 Pleasant St. Worcester 508-799-6221
<b>Healthline Homeless Outreach.</b>	Individuals	162 Chandler St. Worcester 508-860-1080
<b>Jeremiah’s Inn</b>	<i>Sober Men Fee-based</i>	1059 Main St. Worcester 508-755-6403
<b>Living in Freedom Together</b>	Women	534 Cambridge St Worcester 508-556-6101
<b>Vanderburg House</b>	Women and Men	119 Forest St. Worcester 844-762-3747
<b>Women’s Recovery Program</b> (via Catholic Charities)	Women Recovery	196 Mechanics St. Worcester 508-754-1865

4. SHELTERS FOR VETERANS	SERVICE	CONTACT INFO
<b>Veteran’s Inc.</b>	<p>WOMEN: Shelter Transitional Housing RAFT assistance Financial Grants</p> <p>MEN: Shelter Transitional Housing RAFT assistance Financial Grants</p>	<p>6 Sheridan St., Worcester</p> <p>69 Grove St. Worcester 800-482-2565</p>
5. SHELTERS FOR VICTIMS OF DOMESTIC VIOLENCE	CONTACT INFO	
<p><b>NewHope</b></p> <p><b>Daybreak</b></p>	<p>Hotline: 800-323-4675 Worcester</p> <p>Hotline: 800-323-4673 Worcester</p>	
6. SHELTERS FOR YOUNG ADULTS	CONTACT INFO	
<p><b>LUK</b> <b>800-579-0000</b></p>	<p>40 Southbridge St, Worcester, MA 508-762-3000</p>	
<p><b>Contact for the MA Unaccompanied Homeless Youth Commission</b></p> <p><b>Lists of Youth Shelters:</b></p>	<p>1 Ashburton Place, Boston MA 617-301-3851 For a list of shelters by other regions and towns in MA, go to:</p> <p>Mass.gov/info-details/list-of-young-adult-emergency-housing-options-support-ages-24-and-under</p>	

7. SHELTERS FOR EXPECTANT TEENS	CONTACT INFO
<b>Abby’s House</b>	77 Chatham St Worcester 508-756-5486
<b>Visitation House</b>	119 Endicott St. Worcester 508-798-8002
<b>Catholic Social Services</b>	Fall River 508-674-4681
<b>Christina’s House</b>	Springfield 413-271-2105
<b>Friends of Homeless</b>	Weymouth 781-340-1604
<b>Louison David Jon Ctr</b>	Brocton 508-584-4315
<b>Women’s Lunch Place</b>	Boston 617-267-0200
8. SHELTERS FOR TEEN MOTHERS	CONTACT INFO
<b>Florence House Young Parent Program</b>	104 Fairfield St, Worcester 508-756-2396 Call for other location(s)

## IV. SERVICES FOR HOMELESS SEEKING SHELTER/HOUSING

### **SECTION OVERVIEW:**

Section IV. provides a list of agencies that provide housing and shelter assistance to address the special needs and considerations of specific individuals.



Conferences are encouraged to direct individuals to the appropriate agency if the friend requires a greater level of assistance with a housing search. A conference may contact the agency to learn more about their programs – or to facilitate the connection between client and agency.

## IV. SERVICES FOR HOMELESS SEEKING SHELTER/HOUSING

1. HOMELESS DISABLED INDIVIDUALS	CONTACT INFO	SERVICES
<b>Mass ReHAB: Center for Living and Working</b>	18 Chestnut St., Suite 540 Worcester, MA 01608 800-5704020 508-76-1164	<ul style="list-style-type: none"> <li>• Direction and assistance provided to disabled individuals <i>with housing applications</i></li> <li>• Finds housing options for independent living</li> </ul>
2. HOMELESS WITH MENTAL ILLNESS AND SUBSTANCE ABUSE	CONTACT INFO	SERVICES
<b>Open Sky (HIP)</b> Housing initiative Program	4 Mann St, Worcester 508-755-0333 <a href="mailto:Info@openskycs.org">Info@openskycs.org</a>	<p><i>Emergency and LT housing for homeless with:</i></p> <ul style="list-style-type: none"> <li>• mental illness</li> <li>• substance abuse</li> <li>• former incarcerated individuals</li> </ul>
3. HOMELESS WITH ACUTE MEDICAL AND PSYCHIATRIC NEEDS	CONTACT INFO	SERVICES
<b>UMASS Memorial Road-to-Care Mobile Medical Clinic</b>	774-366-6264 Call for list of mobile clinic sites in Central MA	<ul style="list-style-type: none"> <li>• provides onsite medical and psychiatric evaluations in select Central MA town</li> <li>• <i>evaluation for possible housing and counseling services</i></li> </ul>
<b>Riverside Community Care</b>	781-329-0909 Serves Grafton and Millbury	On-site medical & psychiatric evaluations. Possible lead to <i>in patient care and housing services.</i>
4. HOMELESS SENIOR CITIZENS	CONTACT INFO	SERVICES
<b>Eldercare</b>	hud.gov contact local City Government Offices for Eldercare Director	helps determine what kind of assistance <i>or living establishments are available for aging people</i> helps seniors with housing options



5. HOMELESS YOUNG ADULTS	CONTACT INFO	SERVICES
<p><b>LUK</b></p> <p><b>Unaccompanied Homeless Youth Commission</b></p>	<p>40 Southbridge St Worcester, MA 508-762-3000</p> <p>1 Ashburton Place Boston MA 617-301-3851</p>	<p>Includes “<i>out of home stabilization</i>”, training and counseling for youth</p> <p><u>Unaccompanied Homeless person:</u></p> <ul style="list-style-type: none"> <li>• 24 yrs or younger</li> <li>• not in the physical custody of a parent/legal guardian</li> <li>• lacks permanent residence</li> </ul>
6. VICTIMS OF DOMESTIC VIOLENCE	CONTACT INFO	SERVICES
<p><b>Daybreak DV Worcester</b></p> <p><b>New Hope Worcester</b></p> <p><b>DTA – Department of Transitional Assistance</b></p> <p><b>MA/State Hotline SAFELINK</b></p> <p><b>National Domestic Hotline</b></p>	<p><b>HOTLINE:508-755-9030</b></p> <p><b>HOTLINE:800-323-4673</b></p> <p>50 Southwest Cutoff, Worc</p> <p>877-785-2020</p> <p>800-799-SAFE</p>	<p><i>emergency shelter</i>, emotional support, child support, career counseling, clothing &amp; education</p> <p>emergency rental assistance and <i>housing search assistance</i></p> <p>Emergency Assistance</p> <p>Emergency Assistance</p>

7. HOMELESS VETERANS	CONTACT INFO	SERVICES
<p><b>Homeless Shelters For Men</b></p> <p><b><i>For Women</i></b></p>	<p>69 Grove St. Worcester 800-482-2565;</p> <p>6 Sheridan St., Worc</p>	<p>For Both: Homeless Veterans must be qualified to receive a room before transitioning to permanent housing</p> <p>Permanent Housing: RAFT benefits may be available. Offers a \$300 financial grant for rental assistance</p>

**“The money or assistance in-kind that we give to those who are poor will not last long. We must aspire to a more complete and longer lasting benefit: study their abilities...and help them get work to help them out of their difficulties.”**

**– Blessed Rosalie Rendu**

## V. HOUSING ASSISTANCE

### **SECTION OVERVIEW:**

Section V. helps to explain the application process for housing, and the various means by which individuals can apply for housing. Summarized are the state's voucher programs, CHAMP application program, and the process for navigating affordable housing in the state.



This information is useful when friends are homeless and have the ability to live in subsidized housing or request assistance with finding an affordable rental unit in the community or in the state.

## V. HOUSING ASSISTANCE

1. HOUSING APPLICATION PROCESS	Housing Authorities	Private Regional Agencies RCAP	Private Regional Agency CMHA (Central Mass Housing Alliance)
<p><b>Housing Assistance Sources:</b></p>	<p><u>Contact Housing Authorities in desired location</u></p> <p><i>See page 29</i></p>	<p><u>Call for appointment w/RCAP:</u> 978-630-6771 May St., Worcester</p>	<p><u>Call:</u> 508-891-7265; 508-752-5519 <u>Apply Online:</u> <a href="http://www.cmhaonline.org/programs">www.cmhaonline.org/programs</a> <u>or walk-in:</u> 6 Institute Rd, Worc Tues 9:30-11:30am, and Wednesday 1-3:00pm</p>
<p><b>OVERVIEW of SERVICES:</b></p>	<p><b>Housing Authorities</b></p> <p>Located within city or town government</p> <p>Assists low-income:</p> <ul style="list-style-type: none"> <li>• individuals</li> <li>• families</li> <li>• elderly</li> <li>• disabled</li> </ul> <p>Housing Authorities provide:</p> <ul style="list-style-type: none"> <li>• public housing</li> <li>• <u>vouchers</u></li> </ul>	<p><b>RCAP</b></p> <p>Network of non-profit agencies</p> <p>“1 stop shopping” for affordable housing:</p> <ul style="list-style-type: none"> <li>• individuals</li> <li>• families</li> <li>• elderly</li> <li>• disabled</li> </ul> <p>RCAP provides:</p> <ul style="list-style-type: none"> <li>• <u>vouchers</u> for affordable housing</li> <li>• <u>RAFT</u> Rental Assistance for Families in Transition</li> </ul>	<p><b>EOHLC/CMHA</b></p> <p>Heads a collaborative effort to facilitate entry into housing from all agencies and entry points.</p> <ul style="list-style-type: none"> <li>• <u>provides vouchers</u> for affordable housing</li> <li>• develops housing plans with shelter families and provides counseling and case management services</li> <li>• offers <u>RAFT</u> (Rental Assistance for Families in Transition) to prevent homelessness</li> </ul>

*\*Voucher holders pay 30% of their income (or total household income) toward the rent*

2. VOUCHER PROGRAMS	Mobile vouchers	Project-Based Vouchers
<b>Overview: Program differences</b>	<p><b><u>Renter locates the rental</u></b></p> <ul style="list-style-type: none"> <li>• a unit can include Section 8 throughout the state</li> <li>• renter must find a unit that accepts vouchers</li> <li>• rental unit must be inspected before move-in</li> </ul>	<p><b><u>Renter must move to an assigned rental unit</u></b></p> <ul style="list-style-type: none"> <li>• unit is in a specific housing project/apartment building that has been awarded to them</li> </ul>
<b>Benefits</b>	<ul style="list-style-type: none"> <li>• the voucher holder selects a rental from many communities throughout the city and state</li> <li>• transfer vouchers can be requested for moves within the state</li> </ul>	<p>tenants do not have to search for the apartment unit</p>
<b>Challenges</b>	<ul style="list-style-type: none"> <li>• voucher holder must find their own unit within a certain time period; if not a new application needs to be processed</li> <li>• it can take from 5 to 10 years to move up to the top of the long list of applicants</li> <li>• Recipient must find a landlord who accepts vouchers.</li> </ul>	<p>units must match specific needs of applicants which takes time – I.e.:</p> <ul style="list-style-type: none"> <li>• # of bedrooms needed</li> <li>• Units specific for the mentally disabled, physically disabled and seniors/elderly</li> </ul>

3. SMOC: Rental Assistance	Go to <b>SMOC.ORG</b> for Pre-application info
<b>Benefits</b>	<ul style="list-style-type: none"> <li>• provides subsidies to low-income families to rent in the private market</li> <li>• Tenants pay 30-40% of income to rent while the balance paid by program</li> </ul>
<b>Program Coverage</b>	<ul style="list-style-type: none"> <li>• Vouchers for Section 8 Housing: private market</li> <li>• Mobile and Vouchers (see above)</li> </ul>

<b>4. CHAMP HOUSING</b> (1-STOP SHOPPING)	<b>Common Housing Application for Massachusetts Program</b>
<b>Contact/Online Source</b>	publichousingapplication.ocd.state.ma.us
<b>What does CHAMP cover</b> Offers one application and allows applicants to select their desired towns and housing authorities	<ul style="list-style-type: none"> <li>• State-aided public housing</li> <li>• Mass Rental Voucher Program (MRVP)</li> <li>• Alternative Housing Voucher Program (AHVP)</li> </ul>
<b>WAITLIST and Important Follow-ups</b>	The waitlist is periodically updated. Please remind people to update their applications if they move or need to change vital information.
<b>Local Housing Authorities: In Central District</b>	Note: the list below is for central MA towns. Applicants can choose from all/other participating towns and cities in the state with Housing Authorities.
<b>Auburn</b>	508-832-3852
<b>Barre</b>	978-355-6643
<b>Charlton</b>	508-248-5067
<b>Clinton</b>	978-365-2474
<b>Grafton</b>	508-839-6089
<b>Holden</b>	508-829-9182
<b>Leicester</b>	508-829-4620
<b>Millbury</b>	508-865-2660
<b>Northborough</b>	508-393-2408
<b>Oxford</b>	508-987-5055
<b>Shrewsbury</b>	508-757-0323
<b>Southboro</b>	508-481-2166
<b>Sterling contact: Leominster</b>	978-537-5300
<b>West Boylston</b>	508-835-6060
<b>Westboro</b>	508-366-1225
<b>Worcester</b>	508-798-4506; 508-635-3000

5. AFFORDABLE HOUSING	Key Elements
<b>What is Affordable Housing:</b>	<ul style="list-style-type: none"> <li>• Income-restricted rental units operated in the private sector</li> <li>• Provides rental opportunities to low-income in cities and town across MA</li> <li>• 3,700 currently exist</li> </ul>
<b>How to Access Affordable Housing:</b>  <b>MA Housing Navigator</b> <a href="https://housingnavigatorma.org">https://housingnavigatorma.org</a>	<ul style="list-style-type: none"> <li>• Keeps database of low-income rental units</li> <li>• Provides a search tool to help people find housing by searching the state’s inventory and see what is available by different sorting criteria. age, income</li> <li>• Works with property owners and building developers by providing them with tax credits when setting aside affordable housing units</li> </ul>
<b>Rental Fees</b>	<ul style="list-style-type: none"> <li>• Rent is capped at approx. 30 % of one’s household income</li> </ul>
<b>Vacancies, Waitlists and Lotteries</b>	<ul style="list-style-type: none"> <li>• First Come First Served: vacancies are immediately listed and are available to the first applicants</li> <li>• Waitlists may exist for up to 6 months</li> <li>• Lotteries occur when a building is new or there are currently active vacancies to fill</li> </ul>
<b>Strong recommendation for those looking for Affordable Housing:</b>	<ul style="list-style-type: none"> <li>• Even when there are no openings, get on the waitlist.</li> </ul>
<b>If this is a housing crisis</b>	<ul style="list-style-type: none"> <li>• Recommend Emergency Housing Assistance through the State EA Family Shelters (for families)</li> </ul>

## VI. FIGHTING FOOD INSECURITIES/FOOD PANTRIES

### **SECTION OVERVIEW:**

Section IV. Part 1 provides a list of contact information for state-run food programs; while the majority of this section contains lists of food pantries in the district by town or city. Conferences may add additional sources in the appropriate lists.





## VI. FIGHTING FOOD INSECURITIES/FOOD PANTRIES

<b>1. STATE CONTACT INFORMATION</b>	
<b>Food Pantries</b>	Dial 211
<b>Other Sources of Info</b>	Mass211.org foodpantries.org helpwhenyouneedit.org whyhunger.org freefood.org
<b>Food Stamps</b>	Dept of Transitional Assistance (DTA) 800-249-2007
<b>WIC (Woman, Infants &amp; Children)</b>	800-942-1007
<b>Meals on Wheels – for Seniors</b>	Contact Council of Aging or 800-882-2003

<b>2. FOOD PANTRIES by Town/City</b>	<b>ADDRESS</b>	<b>Contact Info</b>	<b>Schedule</b>
<b>Auburn</b>			
<b>Auburn Youth and Family Services</b>	21 Pheasant St, Auburn	508-832-5707	Auburn Residents
<b>N. American Martyrs</b>	8 Wyona Dr., Auburn	508-797-8779	Sat 10-noon
<b>Barre</b>			
<b>Barre Food Pantry Christ Episcopal</b>	499 Vernon Ave. Barre	978-355-4061	2 <sup>nd</sup> Wed of mnth 10am – noon
<b>Clinton</b>			
<b>WHEAT Community Connections/Cafe</b>	272 High St, Clinton	978-365-6349	Tue-Fri;10am-1pm Contact for meals
<b>St. John the Guardian SVdP</b>	St. John’s Gym 149 Chestnut St.	978-368-0366	Thurs 4-6pm
<b>Grafton</b>			
<b>Market Sunday Ministry/Out Lady of Hope Parish</b>	17 Waterville St.	508-839-3993	Sign up prior is necessary – Grafton Residence
<b>St. James</b>	89 Main St.	508-839-5354	
<b>Grafton Food Bank</b>	30 Providence Rd	508-277-4535	2 <sup>nd</sup> & 4 <sup>th</sup> Wed; 9:30-1:30 & 4-6pm

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<b>Millbury</b>			
<b>Friends of Millbury Seniors Pantry</b>	1 River St., Millbury	508-865-9154	M-F 9-4
<b>Federated Church</b>	20 Main St Millbury	508-865-6274	
<b>Catholic Parishes of Millbury, SVdP</b>	59 N. Main St., Millbury	774-276-8915	
<b>Northborough</b>			
<b>Northborough Food Pantry</b>	63 Main St., Northborough		W 9-10am; Th 7-8pm
<b>Oxford</b>			
<b>Ecumenical Pantry</b>	465 Main St., Oxford	508-987-5378	Thurs. 6-7:30pm
<b>Shrewsbury</b>			
<b>St. Anne's Human Services Food Pantry</b>	130 Boston Turnpike Shrewsbury	508-799-4169	3 <sup>rd</sup> Monday 10-noon; 6-7pm
<b>Spencer</b>			
<b>Mary Queen of Rosary</b>	60 Maple St, Spencer	508-885-3111	Mon. & Thurs 10 am
<b>Sterling</b>			
<b>Wachusett Food Pantry</b> serves Holden, Paxton, Princeton, Rutland and Sterling	50 Worcester Rd, Sterling	978-563-1064 * Call for emergency assist.	3 <sup>rd</sup> Sat 9-11am; Seniors, Fridays
<b>Southboro</b>			
<b>Community Fridge</b>	27 Main St., Southborough		
<b>Southborough Food Pantry</b>	15 Common St. Southborough		
<b>Westboro</b>			
<b>St. Luke's Parish</b>	1 Ruggles St Westboro	508-366-5502	Call for hours
<b>West Boylston</b>			
<b>West Boylston Pantry</b>	26 Central St. West Boylston		

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<b>Worcester</b>			
<b>Carty Cupboard</b>	114 Main St.	508-799-4191	Wed 1-2:30
<b>Catholic Charities Food Pantry</b>	10 Hammond St.	508-798-0191	M-F 8-1:30
<b>Centro Las Americas</b>	11 Sycamore St.	508-798-1900	W, Th 9-noon
<b>Friendly House Pantry</b>	36 Wall St.	508-755-4362	M & W 12-4:30; Fri 9:30-3
<b>El Buen Samaritano Food Program</b>	39 Piedmont St.	774-253-1619	Fri 11-1
<b>Good Samaritan Pantry</b>	85 Pleasant St.	508-792-0636	M-F 10-3
<b>Great Brook Valley</b>	176 Tacoma St.	508-852-8905	M-F 8:30-5:30; F 8-1
<b>Green Isle Neighborhood Ctr.</b>	50 Canton St.	508-890-2737	Call for hrs.
<b>Immaculate Conception/SVdP</b>	353 Grove St.	508-754-8419	2 <sup>nd</sup> and 4 <sup>th</sup> Tues. 11am-1pm
<b>John Street Kitchen</b>	43 John St.	508-791-4447	Sat. 10-12
<b>Little Store Pantry (Urban Missionaries)</b>	242 Canterbury St.	508-831-7455	Mon thru Fri 9-4
<b>Loaves &amp; Fishes Pantry Unitarian Universalist Church</b>	90 Holden St.	508-853-1942	3 <sup>rd</sup> Sat 10-noon
<b>Mustard Seed</b>	93 Piedmont St.	508-754-7098	Call
<b>Rachel's Table</b>	633 Salisbury St.	508-799-7600	Call
<b>St. Joan of Arc</b>	570 Lincoln St.	508-852-3232	Call
<b>St. John's Food for the Poor</b>	43 Temple St. Meals 7 days/wk. yr. round	508-756-7165	7-11 am Call for additional food pgrms
<b>St. Oscar Romero Pantry (Urban Missionaries)</b>	19 Chatham St., At Cathedral of St. Paul's	508-799-4193 508-83-7455	Tue & Sat 9-12; Th 5-7pm

<b>St. Peter’s Pantry</b>	929 Main St. Worc	508-752-4674	W 7-11
<b>St. Spyridon Orthodox Food Pantry</b>	102 Russell St. Worc	508-841-5287	Sat 10-2; free meal on the 2nd Sat of each mnth 11:30-1pm
<b>Salvation Army</b>	640 Main St. Worc	508-756-7191	Call for food information
<b>South Worc. Neighborhood Center (SWINC)</b>	47 Camp St., Worc	508-757-8344	M-F 9:30-1:30
<b>Veteran’s Inc Pantry</b>	69 Grove St. Worc	508-791-1213	call for hrs. Vets & fam
<b>Worcester Common Ground</b>	7-11 Bellevue St. Worc	508-754-0908	Call for hrs.
<b>“Community Fridge” Locations:</b>	44 Portland St. Worc		
	16 Brooks St. Worc		
	42 South St. Worc		
	695 Southbridge St., Worc		
	2 Kansas St. Worc		

**“Peace is worth more than all worldly possessions.”**

**– St. Vincent de Paul**

## VII. MEDICAL AND PERSONAL CARE SERVICES

### **SECTION OVERVIEW:**

Section VII. is instrumental when friends call for assistance with health-related issues, or express a need to be cared for by a professional ... or, if someone should ask for assistance that is not an emergency... or if your conference feels that an individual would benefit from being seen by a professional for a specific health evaluation. Provided is a list of free clinics and mobile clinics, and other personal care services.



## VII. MEDICAL AND PERSONAL CARE SERVICES

### 1. FREE CLINICS

The following are free clinics serving Central MA. Schedules are subject to change. Individuals are advised to call ahead to verify the times for the FREE services listed below. For updates, [Go to worcesterfreecare.org](http://Go to worcesterfreecare.org).

Worcester and Surrounding Area Free Health Clinics

	St. Anne's Free Medical Program	Epworth Methodist Free Medical Program	Ronald McDonald Care Mobile	Wesley Eye and Ear Clinic	Akwaaba Free Health Program	India Society of Worcester Free Health Stop	St. Peter's Church Free Medical Program	Worcester Islamic Center Social Services
<b>Hours</b>	Tuesday 6-8 pm	Monday 6-8 pm	Select weekdays 9 am-3 pm	1 <sup>st</sup> and 3 <sup>rd</sup> Mondays 6-8 pm	Thursday 6-8 pm	Wednesday 6-8 pm	Thursday 6-8 pm	Thursday 6-8 pm
<b>Phone number</b>	508-523-6138	508-752-2376	508-334-6073	508-799-4191	None listed	None listed	508-523-6500	774-420-2636
<b>Address</b>	130 Boston Turnpike (Route 9) Shrewsbury	64 Salisbury St. Worcester	Varies, call for details	114 Main St. Worcester	61 Vernon St. Worcester	152 Main St. Shrewsbury	929 Main St. Worcester	248 East Mountain St. Worcester
<b>Appointment Required</b>	Yes Call ahead	Encouraged Call Ahead	Yes Call Ahead	No	No	No	Yes Call Ahead	No
<b>ID/ Insurance</b>	No	No	No	No	No	No	No	No
<b>Services offered</b>	Checkups Sick Visits Work Physicals Prescription Refills Case Management Lab Testing	Checkups Sick visits Lab testing TB testing Dental services (Screenings & exams) Pediatric	Physical Exams Non-Urgent Sick Visits Blood pressure checks Lab tests Dental	Vision Exams Low costs eyeglasses	Checkups Sick Visits Work Physicals Prescription Refills Case Management Lab Testing	Physical exams Sick visits Pediatrician-Weekly Psychiatrist, Dentist, Dietitian and Cardiologist available on request for consults	Work Physicals Adult Sick Visits Prescription Refills Case Management Tuberculosis Test Reading and Documentation	School Physical Exams Sick visits Checkups Lab testing-\$50 charge TB Readings Pediatrics

*\*Omitted from chart: Queen St. Shelter/SMOC Clinic in conjunction with the Family Health Center. Operates daily at 3 pm and provides medial triage.*

2. MOBILE CLINICS	Services	Contact Info
<b>Riverside Mobile Care</b>	<ul style="list-style-type: none"> <li>• Mobile medical clinic visits select Cities and Towns upon request</li> <li>• provides evaluation and care to homeless</li> </ul>	508-422-8095 RiversideCC.org  (covers select central MA towns)
<b>UMASS Mobile Medical Clinic</b>	<ul style="list-style-type: none"> <li>• Medical providers provide free health evaluations &amp; Lab Services</li> <li>• Contact to verify the daily schedule of locations and times throughout C. Mass</li> </ul>	774-366-6264 Roadtocare@umassmed.edu
<b>Community Health Link Crisis Stabilization</b>	<ul style="list-style-type: none"> <li>• Provides short-term psychiatric treatment</li> <li>• Offers Adult Mobile Crisis intervention</li> </ul>	508-860-1283
3. PERSONAL CARE SERVICES	Services	Contact Info
<b>Salvation Army Worcester, Sally's Place</b>	<ul style="list-style-type: none"> <li>• Shower and laundry services available daily in the Main Street location</li> <li>• free breakfast and lunch served at that time</li> </ul>	640 Main St. Worcester 508-756-7191
<b>HOAP Shower Program (Homeless Outreach and Advocacy Program)</b>	<ul style="list-style-type: none"> <li>• Private showers (Linen provided)</li> <li>• Clothing</li> <li>• Case management</li> <li>• Snacks and refreshments</li> </ul>	162 Chandler St., Worcester 508-860-7888; 508-860-7930 M-F 9am – 4 pm
<b>Clothing</b>	<ul style="list-style-type: none"> <li>• Salvation Army</li> <li>• Goodwill</li> <li>• Catholic Charities</li> <li>• HOAP</li> </ul>	508-756-7191 508-752-4042 508-798-0191 508-860-7885; 508-860-7930
<b>Soap Pantry</b>	<ul style="list-style-type: none"> <li>• Diapers, toiletries, cleaning Products *all towns</li> </ul>	333 Lancaster St. W. Boylston thegoodcitizenshipproject@gmail.com

## VIII. LOCAL & STATE AGENCIES - SUPPORT SERVICES

### **SECTION OVERVIEW:**

This section provides a list of agencies and sources that offer general services and provide resources to a broad range of individuals to help them meet their needs. Included is a go-to list for recommending sources for diapers, job searches, elderly services, sources for living skills including financial empowerment





## VIII. LOCAL & STATE AGENCIES - SUPPORT SERVICES

(Refer to Section III. for agencies providing services for sheltering/housing)

1. SUPPORT FOR SENIOR CITIZENS	Contact Info
<b>Elderly Home Care via Catholic Charities</b>	Worcester: 508-756-1545
<b>Eldercare via Tri Valley</b>	Grafton, Millbury, West Boylston, and Worc :800-286-6640
<b>Elder Care, MA Elder Care Services, MA</b>	Mass.gov/topics/seniors 800-243-4636
<b>COA (Council on Aging)</b>	Auburn: 508-832-7799 Clinton: 978-733-4747 Grafton: 508-839-5335 Millbury:508-865-9154 West Boylston:508-835-6916; 800-286-6640 Worcester: 508-853-2300
<b>Community Legal Aid for Elderly</b>	800-649-3718
<b>Parent/Caregiver Guide to Community Resources</b>	www.wcac.net
<b>SNAP for Seniors</b>	<a href="https://www.retireguide.com/social-security/benefits/food-stamps-for-seniors/">https://www.retireguide.com/social-security/benefits/food-stamps-for-seniors/</a>
<b>Meals on Wheels for Seniors</b>	<a href="https://www.retireguide.com/retirement-life-leisure/senior-housing/aging-in-place/meals-on-wheels/">https://www.retireguide.com/retirement-life-leisure/senior-housing/aging-in-place/meals-on-wheels/</a>
<b>SMOC Home Modification Loan Program</b>	Provides 0-3% interest loans up to \$50,000 to modify homes for elders and individuals with disabilities SMOC: 508-326-5349

2. SUPPORT FOR NEW PARENTS	Services/Support	Contact Info
<b>Problem Pregnancy <i>All of Worcester County</i></b>	<ul style="list-style-type: none"> <li>Diapers, wipes, formular, cribs, car seats, and other baby items available</li> <li>call for emergency needs</li> </ul>	495 Pleasant St. Worcester 508-507-8378 Wed. 10am-4pm <i>Or call for appointment</i>
<b>Soap Pantry/The Good Citizen's Project</b>	Diapers, toiletries, cleaning <ul style="list-style-type: none"> <li>Products *all towns</li> </ul>	333 Lancaster St. W. Boylston thegoodcitizenshipproject@gmail.com
<b>Catholic Charities</b>	<ul style="list-style-type: none"> <li>Diapers</li> </ul>	See page 44
<b>Pernet Family Health Services <i>All of Worcester County</i></b>	<ul style="list-style-type: none"> <li>Diapers</li> <li>Formula</li> </ul>	237 Millbury St., Worcester 508-755-1228 Tue & Wed 9am-3pm
<b>Food</b>	<ul style="list-style-type: none"> <li>Food Stamps &amp; WIC</li> </ul>	DTA

3. SUPPORT FOR THE DISABLED	Services	Contact Info
<b>Center for Living and working – via Mass Rehab</b>	<ul style="list-style-type: none"> <li>Assists those with disabilities</li> <li>Helps people live at home <i>or</i> find housing outside of the home</li> <li>offers independent living skills and counseling</li> <li>Helps disabled get equal access to jobs and community life</li> <li>Investigates reported abuse of physically disabled</li> </ul>	<p><b>Center for Living and Working,</b> 18 Chestnut Street Suite 540 Worcester, MA 01608</p> <p>508-754-1752 508-798-0350</p>
<b>DDS (Disability Determination Services)</b> Funded by Social Security Administration	<p>DDS works with doctors to determine eligibility of applicants for SSDI:</p> <ul style="list-style-type: none"> <li><b>SSDI</b> – Social Security Disability Insurance ages 18-65</li> <li><b>SSI</b> Supplemental Security Income</li> </ul>	<p><b>Social Security Administration</b> Online: <a href="http://www.ssa.gov">www.ssa.gov</a> 1-800-551-5532 Worc: 508-752-5001</p>
4. MENTAL HEALTH, SUBSTANCE ABUSE, AND RE-ENTRY SERVICES	Services	Contact Info
<b>OPEN SKY Mental Health/Substance Abuse</b>	<ul style="list-style-type: none"> <li>Support for individuals who have on-going mental health challenges and substance abuse disorders</li> <li>Assists individuals with locating housing, housing subsidies, treatment services assistance with benefits access to care and more</li> </ul>	<p><b>Open Sky</b> 508-403-5923 Worcester, MA</p>
<b>OPEN SKY Community Resource Justice Program</b>	<ul style="list-style-type: none"> <li>Open Sky Navigator works with MassHealth to set up a health plan for Recently Incarcerated individuals:</li> <li>Open Sky Clinicians provide substance abuse counseling &amp; therapy.</li> </ul>	<p><b>Open Sky</b> <a href="mailto:info@openskycs.org">info@openskycs.org</a> 508-403-5923</p>

5. LIFE SKILLS, EDUCATION & EMPLOYMENT	Services	Contact
<b>Adults</b>	<ul style="list-style-type: none"> <li>• Budgeting, financial security, Financial Educ</li> <li>• Education assistance</li> <li>• Access to job training</li> </ul>	<b>Community Action Councils</b> Worcester, MA 508-754-1176 <a href="http://masscap.org/agency/Worcester-community-action-council-inc">masscap.org/agency/Worcester-community-action-council-inc.</a> or <a href="http://wcac.net">wcac.net</a>
<b>Youth</b>	<ul style="list-style-type: none"> <li>• Youth Mentoring Programs</li> <li>• Substance abuse program free to families</li> </ul>	<b>Community Action Councils</b>  <b>Youth Sobriety: Choices</b> 108 Grove St. Worcester <ul style="list-style-type: none"> <li>• 617-993-6083</li> </ul>
<b>Language/Learning</b>	<ul style="list-style-type: none"> <li>• ESL/ESOL (English as a Second Language)</li> </ul>	<ul style="list-style-type: none"> <li>• CAC</li> <li>• Local Libraries</li> <li>• High Schools -offering Adult Education</li> <li>• Catholic Charities</li> </ul>
<b>Emergency Assistance</b>	<ul style="list-style-type: none"> <li>• Benefits Assistance and Emergency Assistance</li> </ul>	<b>Community Action Council</b>
<b>Employment Assistance</b>	<ul style="list-style-type: none"> <li>• Online</li> <li>• In-person counseling</li> <li>• Job Fairs</li> <li>• Access for equal employment opportunities for the disabled</li> </ul>	<b>Mass Hire - Central Career Center</b> 554 Main St, Suite 300, 3 <sup>rd</sup> Fl, Worcester 508-799-1600 <a href="mailto:Info@MassHireCentralCC.com">Info@MassHireCentralCC.com</a> <b>Center for Living and Working,</b> 18 Chestnut Street Suite 540 Worcester, MA 01608 508-754-1752 508-798-0350
6. SUPPORT FOR IMMIGRANTS	Services	Contact
<b>Ascentria</b>	Housing, medical, insurance, financial independence	11 Shattuck St. Worcester
<b>St. Stephens Housing</b>	Via Urban Missionaries 3 yr housing initiative program	Canterbury St. Worcester

7. SMOC	Services	Contact
<p><b>SMOC Rental Assistance</b></p>	<ul style="list-style-type: none"> <li>• provides vouchers and RAFT benefits to income eligible families (in 37 communities)</li> <li>• government funding is through the EOHLC.</li> </ul>	<p><b>SMOC Rental Assistance Program</b></p> <p>508-620-2335</p>
<p><b>Shelter Assistance and Outreach</b></p> <p><b>*SMOC family shelters are based on referrals from the DTA</b></p>	<ul style="list-style-type: none"> <li>• Conducts outreach and assessment of homeless on the street and <i>partners with others community agencies to offer emergency shelter, substance abuse treatment, employment and benefits</i></li> <li>• Housing search managers work with families to assist in placing them into shelter units once they have applied through the DTA provides permanent housing to homeless and case management;</li> <li>• Operates congregate (group) and scattered site shelter units in Metro West and Worcester areas</li> </ul>	<p><b>SMOC Shelters 508-757-0103</b></p> <p>Two SMO shelters are located in Central MA: Queen St. and The Winter Shelter: Seeds of Hope.</p> <p>Both provide:</p> <ul style="list-style-type: none"> <li>• Overnight shelter</li> <li>• case management,</li> <li>• Clothing,</li> <li>• hygiene products</li> </ul>
<p><b>SMOC Energy Assistance</b></p>	<p>Assists with application for Utility Assistance See Section IX</p>	<p>SMOC Energy and Financial Assistance</p> <p>800-286-6776</p> <p>smoc.org-home-energy-assistance-program</p>
<p><b>Other SMOC Services and Programs</b></p>	<ul style="list-style-type: none"> <li>• Open Pantry Community Services Behavioral Healthcare</li> <li>• Education, Employment and Training</li> <li>• Family and Nutrition</li> </ul>	

8. CATHOLIC CHARITIES	Services	Contact
<b>Family Shelter</b>	<ul style="list-style-type: none"> <li>• Referral necessary: families are referred to Catholic Charities by the DHCD</li> <li>• Must apply via DHCD</li> <li>• Services include case management and direct services to assist families with affordable housing search</li> </ul>	<p>10 Hammond St., Worcester 508-798-0191</p>
<b>Other Programs Available</b>	<ul style="list-style-type: none"> <li>• Food pantry/ services</li> <li>• Diaper Program</li> <li>• Men’s and Women’s Recovery Programs</li> <li>• Citizenship &amp; Immigration</li> <li>• Special Needs Programs</li> <li>• Home Care Programs</li> <li>• Education Programs (including EOSL)</li> <li>• Senior Community Service Employment Program</li> <li>• Clothing</li> <li>• Application assistance with SNAP and MassHealth</li> </ul>	<p>10 Hammond St., Worcester 508-798-0191</p>

9. LEGAL ASSISTANCE: WORCESTER COUNTY BAR ASSOCIATION	Programs	Coverage
	<p><b>Go to: <a href="http://worcestercountybar.org">worcestercountybar.org</a></b> <b>Search: community programs.</b> <b>508-752-1311</b></p>	
	<ul style="list-style-type: none"> <li>• Lawyer referral service</li> </ul>	Covers most areas of law
	<ul style="list-style-type: none"> <li>• Reduced Legal Fee programs</li> </ul>	Based on financial eligibility
	<ul style="list-style-type: none"> <li>• Honorable Harry Zarrow Homeless Advocacy Program</li> </ul>	Legal services for homeless in shelters
	<ul style="list-style-type: none"> <li>• Lawyer of the Day Program</li> </ul>	Assistance at Housing Court
	<ul style="list-style-type: none"> <li>• Legal Arbitration</li> </ul>	Resolve Disputes between clients and attorneys

10. SALVATION ARMY	Services	Contact
<b>Homeless Programs: Sally’s Place Day Shelter</b>	Day Shelter: Monday thru Friday 9:00am-1:30pm <ul style="list-style-type: none"> <li>• Food distribution 10:00am 2:00pm, Tuesday &amp; Thursday (can go in for food both days)</li> <li>• Breakfast: Daily 9:00am- 11:30am;</li> <li>• Lunch Daily 12 noon- 1:30pm</li> <li>• Laundry room and showers available Daily 9:00 am-1:30pm</li> </ul>	. 640 Main St., Worcester, 508-756-7191  <i>(To find a Salvation Army                      Service location near you, call                      the Divisional Headquarters in                      Canton, MA 339-502-5900)</i>
<b>The “Good Neighbor                      Energy Fund”</b>	<ul style="list-style-type: none"> <li>• Electricity</li> <li>• Gas</li> <li>• Oil</li> </ul>	Call 508-756-7191 for assistance
<b>Vouchers</b>	<ul style="list-style-type: none"> <li>• Clothing – up to \$50</li> <li>• Furniture: need to be specific on item(s)</li> </ul>	Call 508-756-7191 for assistance
<b>Social Services</b>	<ul style="list-style-type: none"> <li>• Support groups</li> <li>• Art and fitness classes</li> <li>• Recovery coaching</li> </ul>	Call 508-756-7191 for assistance

11. ASCENTRIA	Services
<b>774-243-3100                      11 Shattuck St. Worcester</b>	<ul style="list-style-type: none"> <li>• Children and family</li> <li>• Refugee and Immigration</li> <li>• Programs for Seniors</li> <li>• Mental Health &amp; Disability</li> <li>• Formerly Lutheran Social Services</li> </ul>

12. FURNITURE AND HOME GOODS	Services	Contact
<b>Fresh start furniture bank</b>	Furniture, mattresses, linens and other and home good items for Free.	16 Brent Dr. Hudson MA 508-485-2080 <i>Upon appointment only</i>
<b>Little Store: Urban Missionaries</b>	<b>New and used furniture and appliances offered for a minimal donation</b>	242 Canterbury St. Worc M-F 9am – 5pm Saturday 9 m – 4 508-831-7455



## IX. UTILITY ASSISTANCE

### **SECTION OVERVIEW:**

Section IX. provides an overview of programs designed to assist low-income households with utility (heat, electricity) expenses. It includes discount programs. payment plans and other services to reduce the financial burden associate with rising energy costs.





## IX. UTILITY ASSISTANCE

1. AGENCIES OFFERING UTILITY PROGRAMS	Contact Info
<b>SMOC</b>	<ul style="list-style-type: none"> <li>• North Central MA; Fitchburg 978-342-7025</li> <li>• Other: 508-620-1230 or 800-286-6776</li> <li>• smoc.org-home-energy-assistance-program</li> </ul>
<b>RCAP</b>	800-488-1969
<b>Worcester Community Action Council</b>	wcac.net/fuel-assistance
<b>Housing Authorities</b>	See list of Housing Authorities for specific Town or City
<b>Salvation Army</b>	Good Neighbor Energy Fund 508-756-7191
<b>Council of Aging</b>	Contact city/town government
<b>Citizens Energy Heat Assistance Program</b>	Oil 877-543-4645; gas 866-427-9918
<b>MASS SAVE</b>	866-527-7283

2. LIHEAP LOW INCOME HOME ENERGY ASSISTANCE PROGRAM AKA Fuel Assistance Program	Overview <i>(See Agencies and contact info in the previous chart above)</i>
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>• helps low-income households afford heat in the winter months</li> <li>• supports over 45 communities in Central MA with heating bills</li> <li>• provides discounts on telephone, electric and gas/oil</li> </ul>
<b>Program Duration</b>	November 1 – April 30 each year
<b>Other Services</b>	<ul style="list-style-type: none"> <li>• past due payment management eligible households receive assistance paid directly to their heating supplier</li> </ul>

3. HEARTWAP EMERGENCY ASSISTANCE PROGRAM	HEARTWAP Conditions
<p><b>What is HEARTWAP:</b> The Heating Emergency Assistance Retrofit Task Weatherization Assistance Program</p> <p>Heating System Management, Heating Repair, and Heating Replacement Program</p>	<ul style="list-style-type: none"> <li>• Emergency-based heating system repair program</li> <li>• Eligible homeowners receive help paying for repairs to or replacement of defective heating systems.</li> <li>• Homeowners are required to meet the eligibility for the Fuel Assistance Program to qualify for this program</li> </ul> <p><b>(see list of agencies and contact info on previous page)</b></p>

4. NATIONAL GRID - FINANCIAL HARDSHIP/BUDGETING	Hardship/Budget Plan Contact Info
<b>Bill Help Info</b>	<a href="http://Nationalgridus.com/MA-Home/Bill-Help">Nationalgridus.com/MA-Home/Bill-Help</a>
<b>Customer Protection</b>	<a href="http://nationalgridus.com//MA-Home/Special-Protections/Customer-Protections-Forms">nationalgridus.com//MA-Home/Special-Protections/Customer-Protections-Forms</a>  <a href="http://nationalgridus.com/media/pdfs/billing-payments/ma-protectionsapplicationform.pdf">nationalgridus.com/media/pdfs/billing-payments/ma-protectionsapplicationform.pdf</a>
<b>Contact # for electric</b>	1-888-211-0313
<b>Contact # for gas</b>	1-800-233-5325
<b>Arrears Management Program</b>	<a href="http://Nationalgridus.com/MA-Home/bill-Help/Arrears-Management-Program">Nationalgridus.com/MA-Home/bill-Help/Arrears-Management-Program</a>
<b>Financial Hardship Statement</b>	<a href="http://nationalgridus.com/media/pdfs/billing-payments/ma-financialhardshipstatement.pdf">nationalgridus.com/media/pdfs/billing-payments/ma-financialhardshipstatement.pdf</a>
<b>Budget Plan Contact info</b>	National Grid Emergency Contact 1-800-322-3223 Nationalgridus.com

5. NATIONAL GRID PAYMENT PROGRAMS	<b>Arrears Management Programs: (AMP)</b>
<b>The “Forgiveness Program” Payment Plan</b>	<ul style="list-style-type: none"> <li>• payment plan is available to customers on income eligible discount rates who have a <i>balance of at least \$300</i> that is more than <i>60 days past due</i>.</li> <li>• If account is active, no down payment is required</li> <li>• if the account has been shut off, a down payment must be made</li> <li>• if payments are made on time, part of the past due amount may be forgiven – up to \$12,000 a year!)</li> <li>• For those <b>not eligible</b>, customers are recommended to apply for the “More Time to Pay Program” below</li> </ul>
<b>More Time to Pay</b>	<ul style="list-style-type: none"> <li>• payment plan is based on an individual customer’s situation</li> </ul>
<b>Budget Plan</b>	<ul style="list-style-type: none"> <li>• divides annual energy costs into 12 balanced/equal monthly charge</li> <li>• spreads out payments over the 12- month timeframe</li> </ul>
<b>Health Emergencies and Protection</b>	<ul style="list-style-type: none"> <li>• assists customers with diabetes, asthma or a medical condition that requires refrigerated medications</li> <li>• use the key phrase “<b>refrigerated medications</b>” when applying for payment assistance from National Grid</li> <li>• will buy the requester time to get the payment issues resolved</li> <li>• must have medical provider provide a written document on letterhead verifying the patient’s name and address, the illness, and whether it is classified as a Serious or Chronic illness:</li> <li>• Serious illness which grants 90 days of protection</li> <li>• Chronic illness which grants 180 days of protection</li> </ul>
<b>Infant Protection</b>	<ul style="list-style-type: none"> <li>• Infant protection applies to households with a child under 12 months of age</li> </ul>
<b>Elderly or Elderly with Minor Protection</b>	<ul style="list-style-type: none"> <li>• available when household members are 65 years or older and/or under 18 years old</li> </ul>