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Southern Worcester County Family Guide

Community Resources for
Parents, Caregivers, and
Families

2023



Introduction

The purpose of this guide is to provide simplicity for providers, caregivers, and families who work and reside in Southern Worcester County.

By combining community resources into one guide, we hope this can serve as a starting point for your specific needs. Access to community resources is so important for both community organizations and caregivers, especially when time is limited and during times of stress.

This is our first edition (printed in April 2023), and we plan to continuously revise and update this document as new information becomes available. We welcome your feedback, so please reach out with suggestions, questions, or concerns as you use this resource.

YOU, Inc. Southbridge Community Connections, an affiliate of Seven Hills Foundation

YOU, Inc. Southbridge Family Resource Center, an affiliate of Seven Hills Foundation

Worcester Community Action Council, Inc.

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Bullying and Cyberbullying

Bullying and Cyberbullying: Definition and Information

Bullying occurs when one or more students repeatedly act out against a targeted student(s) and this conduct is unfair and one-sided. It can be physical, verbal, emotional, or mental.

Cyberbullying occurs when the aggressive student(s) use technology such as the internet, email, or texting via cell phone to harm a target(s).

If you think your child may be the target of bullying, you should:

- Stay calm, listen to, support, and reassure your child.
- NEVER tell your child to fight back or respond in an aggressive way.
- Role-play to build your child's confidence to respond to aggressive peers peacefully.
- Immediately make a report to your child's school.
- Work with the school to ensure your child's safety.

Contact the Police Department if your child is in immediate danger, or if the aggressive behavior is occurring outside of school.

Bullying and Cyberbullying: Local and National Resources

Contact Your Child's School	StopBullying.Gov
<p>Contact Info – Area Schools:</p> <ul style="list-style-type: none">• Dudley-Charlton Bullying Page• North Brookfield Bullying Page• Oxford Bullying Page• Southbridge Bullying Page• Sutton Bullying Page• Tantasqua Regional & Union 61 Bullying Page• Webster Bullying Hotline: 508-943-0104 ext 40001	<p>StopBullying.gov</p>
<p>Services:</p> <ul style="list-style-type: none">• Spectrum's Prevention of Abuse and Violence through Education (P.A.V.E.) program is a 40-week 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 involve referrals to develop a sober and drug-free lifestyle, obtain employment training or acquire parenting skills.	<p>Services:</p> <ul style="list-style-type: none">• Government hosted website through Department of Health and Human Services listing resources for parents, children and caregivers. Also offers insight on working with your child's school when they have been bullied

Child Abuse

Child Abuse-Specific Agencies

CASA Project (Court Appointed Special Advocates) for Children-Worcester	Massachusetts Society for the Prevention of Cruelty to Children (MSPCC)
508-757-9877 100 Grove St. #403 Worcester, MA 01605 https://www.thecasaproject.org/ kfagerquist@thecasaproject.org	508-753-2967 or 800-442-3035 108 Belmont St. Worcester, MA 01605 https://www.msppcc.org/
Services: <ul style="list-style-type: none"> • Court appointed special advocates for abused, neglected children who are the subject of Care and Protection proceedings. • Children receive a CASA advocate as part of the court process. • Languages spoken include English, Spanish, French, Portuguese, Swedish and Italian. 	Services: <ul style="list-style-type: none"> • Prevention counseling services for families and children • Teen parent program • Family life education, community education and child abuse prevention programs • Self-help and treatment groups • Information and referral • Emergency services

Massachusetts Department of Children and Families (DCF)			
Contact: See contact info for local Southern Worcester County office(s) below			
Services: <ul style="list-style-type: none"> • Family & child welfare services (adoption, foster care, and protective services) • Social casework; • Family life education; • Housing search assistance; • Homemaker and daycare services; • Alcohol, drug, and family planning counseling; • Information and service referral(s) 			
South Central Area DCF	North Central Area DCF	Worcester East Area DCF	Worcester West Area DCF
Contact: Telephone: (508)-753-2967 or 1-800-442-3035 Address: 108 Belmont St. Worcester MA	Contact: Telephone: (978)-353-3600 Fax: (978)-353-3800 Address: 690 Mechanic St. Suite 100 Leominster, MA 01453	Contact: Telephone: (508)-793-8000 Address: 151 W Boylston Dr., Worcester, MA 01606	Contact: Telephone: (508)-929-2000 Address: 5 Brussels St. Building C Worcester, MA 01609

Child Abuse

Child Abuse-Specific Agencies (continued)

Massachusetts Department of Youth Services (DYS)
(508) 792-7611 288 Lyman St. Westboro, MA
Services: <ul style="list-style-type: none"> Foster care; detention and placement of juveniles; funds and evaluates agencies which provide those services; includes counseling and casework. Ages 7-18; referred by courts or police

Child Abuse-Specific Hotlines

Child-at-Risk-Hotline	Parental Stress Line
1-800-792-5200	1-800-632-8188
Services: <ul style="list-style-type: none"> Available 24 hours, 7 days a week to report child abuse and neglect 	Services: <ul style="list-style-type: none"> For parents and caregivers who are having difficulty caring for their children, experiencing mental distress, or in need of support. Staffed by volunteer counselors who are sympathetic and nonjudgmental. Available 24 hours a day, 7 days a week.

Clothing and Furniture

Free and Affordable Resources

Bethlehem's Closet- Bethlehem Lutheran Church	Catholic Charities Boutique	Carol's Closet at First United Methodist Church- Southbridge
508-347-7297 33 Central Street Southbridge, MA https://bethlehemsturbridge.org/bethlehems-closet	79 Elm Street Southbridge, MA 01550 508-765-5936 mtorres@ccworc.org https://www.ccworc.org/locations/southbridge-area-office/	(508)-764-6501 449 Main Street Southbridge, MA 01550 https://www.fumcsouthbridge.org
Services: <ul style="list-style-type: none"> Bethlehem's Closet is a ministry of Bethlehem Lutheran Church, staffed fully by volunteers. They offer gently used clothing and accessories at more than affordable prices. 	Services: <ul style="list-style-type: none"> Gently used clothing and accessories for children and adults. Clothing closet is open daily for those in need. Also provides back-to-school supplies and personal care items for those who qualify 	Services: <ul style="list-style-type: none"> Free clothing and shoes, men, women, children, all styles, all sizes (even large ones!), hygiene products, blankets, etc

Central Massachusetts Housing Alliance, Inc. (CMHA) Donations Clearinghouse	Dress for Success
(508)-791-7265 (508)-752-5519 6 Institute Rd. Worcester, MA 01609 https://www.cmhaonline.org/background-dch dch@cmhaonline.org	508-796-5660 120 Stafford Street Worcester, Massachusetts 01603 https://worcester.dressforsuccess.org/
Services: <ul style="list-style-type: none"> 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. Case worker referral needed. Case worker can fax or email referral documents and DCH will contact you directly to complete an intake via email or phone, during which time an appointment will be scheduled for you to pick out your furniture. See website (above) for referral form. 	Services: <ul style="list-style-type: none"> Providing professional attire, a network of support and the career development tools to help women thrive in work and in life

Disabilities and Special Education

State Agencies

MA Commission for the Blind	MA Department of Mental Health	MA Department of Developmental Services
1-800-392-6450 390 Main St #620 Worcester, MA 01608 https://www.mass.gov/orgs/massachusetts-commission-for-the-blind	(508)-887-1100 40 Institute Road, Oaks "B" Bldg. No. Grafton, MA 01536 https://www.mass.gov/orgs/massachusetts-department-of-mental-health	(508)-764-0751 1 North Street Suite C Southbridge, MA 01550 https://www.mass.gov/orgs/department-of-developmental-services
Services: <ul style="list-style-type: none"> MCB services individuals in Massachusetts who are legally blind by providing access to employment opportunities and social rehabilitation with the goal of increasing independence and self-determination. 	Services: <ul style="list-style-type: none"> State Mental Health Authority that 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. 	Services: <ul style="list-style-type: none"> State agency that offers resources and services for individuals with intellectual and developmental disabilities.

Community Agencies

Asperger/Autism Network (AANE)	Autism Resource Center of Central MA	Parent/ Professional Advocacy League (PPAL)
(617) 393-3824 85 Main Street, Suite 3 Watertown, MA 02472 https://www.aane.org/	(508)-835-4278 712 Plantation Street Worcester, MA 01605 www.autismresourcecentral.org	(508)-767-9725 21 Cedar St. Worcester, MA 01609 https://ppal.net/
Services: <ul style="list-style-type: none"> Provides individuals, families, and professionals with information, education, community, support, and advocacy. 	Services: <ul style="list-style-type: none"> Provide services such as education, family activities, referrals, and support to families affected by Autism Spectrum Disorder (ASD). The agency offers information on a great variety of issues, so that parents and professionals have what they need to provide effective support to individuals with ASD. 	Services: <ul style="list-style-type: none"> The MA Family Voice for Children's Mental Health- help in accessing treatments, services and supports; Individual and Public advocacy; Information exchange on education, legal, and policy issues

Disabilities and Special Education

Community Agencies (continued)

Seven Hills Foundation Family Support Center	Federation for Children with Special Needs	Centro Multi-Cultural Family Support Center
(774)-241-2500 208 Charlton Road Sturbridge, MA 01566 https://www.sevenhills.org/programs/family-support-centers	1-800-331-0688 529 Main Street, Suite 1M3 Boston, MA 02129 https://fcsn.org/	(508)-798-1900 11 Sycamore St. Worcester, MA 01608 https://www.centroinc.org/
Services: <ul style="list-style-type: none"> Funded by the MA Department of Developmental Services; Information and referral and one-on-one support in accessing resources for individuals with disabilities, parent networking; Shared living; Adult family care; Transition to Adulthood support 	Services: <ul style="list-style-type: none"> Provides information, support, and assistance to parents of children with disabilities, their professional partners, and their communities. We are committed to encouraging full participation in community by all people, especially those with disabilities. 	Services: <ul style="list-style-type: none"> Funded by the MA Department of Developmental Services; provides information and support services to developmentally disabled clients and their families.

Center for Living and Working	Center of Hope	Kennedy Donovan Center, Inc.
800-570-4020 484 Main Street, Suite 345 Worcester, MA 01608 https://www.centerlw.org/	508-764-4085 100 Foster St. Southbridge, MA https://www.thecenterofhope.org/	508-765-0292 486 Worcester St. Southbridge, MA https://www.kdc.org/locations/south-central/
Services: The Center for Living and Working is a non-profit independent living center which empowers persons with disabilities to take active roles in their lives and in the community in which they live.	Services: Day services and employment opportunities that offer opportunities for personal growth, friendship, skills building and community membership.	Services: Offers early intervention services for children (birth through 3)

Domestic Violence

Emergency Shelters, Victim Services, Information,
Abuse Prevention Education, and Hotlines

New Hope	Catholic Charities of Worcester County: South County Area Office
800-323-4673 (hotline) 6 River Court Webster, MA 01570 https://www.new-hope.org/	508-765-5936 79 Elm Street Southbridge, MA 01550 mtorres@ccworc.org
Services: <ul style="list-style-type: none"> • 24-hour, confidential hotline assists callers with crisis intervention, risk assessment, and safety planning • emergency shelter in confidential location; individual and group counseling; • Legal advocacy • Community education, RESPECT: Intimate Partner Abuse Education Program 	Services: <ul style="list-style-type: none"> • Case management and emergency assistance for families in South County • Provides food, clothing, utility, and housing assistance, as well as referrals for additional counseling and supportive services.

Southbridge Police Department Domestic Violence/Family Services Unit	Casa Myrna SafeLink Hotline
41 Elm Street Southbridge, MA 01550 https://www.ci.southbridge.ma.us/364/Domestic-Violence-Family-Services-Unit 508-764-5420 Email Officer Gerald Arvelo: garvelo@southbridgemass.org	1-877-785-2020 toll free Online chat: CasaMyrna.org/chat
Services: <ul style="list-style-type: none"> • Specialized unit within the Southbridge Police Department on call 24/7 • Transportation for victims to court, cell phones for victims in need of communication services. 	Services: <ul style="list-style-type: none"> • 24-hour live chat in English, Spanish, and TeleTypewriter /TeleCommunication for the Deaf (TTY); Translation in 140 languages; • Crisis intervention, safety planning, support, information and referrals; access to emergency shelter statewide.

Domestic Violence

Emergency Shelters, Victim Services, Information, Abuse Prevention Education, and Hotlines

YWCA	Abby's House
508-755-9030 (24/7 hotline) 508-767-2505 One Salem Sq. Worcester, MA 01608 https://ywcacm.org/domestic-violence/	508-756-5486 52 High St. Worcester, MA 01609 https://abbyshouse.org/
Services: <ul style="list-style-type: none"> • Support services for battered women and their children • Court advocacy, support groups • individual counseling; shelter at an undisclosed location. • 24/7 chatline at www.ywcahelp.com 	Services: <ul style="list-style-type: none"> • Shelter for single women and women with/without children. • Advocacy, childcare, meals, food pantry, day program and thrift shop.

Spectrum's Prevention of Abuse and Violence through Education (PAVE)	A Call for Change Helpline (formerly known as the Ten to Ten Helpline)
1-800-464-9555 176 Main Street Southbridge, MA 01550	877-898-3411 https://acallforchangehelpline.org/ Help@ACallForChangeHelpline.org
Services: <ul style="list-style-type: none"> • Spectrum's Prevention of Abuse and Violence through Education (P.A.V.E.) program is a 40-week 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 involve referrals to develop a sober and drug-free lifestyle, obtain employment training or acquire parenting skills. 	Services: <ul style="list-style-type: none"> • Free, anonymous, and confidential intimate partner abuse prevention helpline. • For men and women who feel driven to harm their partner, family members or friends who are worried that someone they know is hurting their partner, those who want to learn about being a safe partner, and professionals who are concerned someone they are working with mistreats their partner. • Open 10 a.m. to 10 p.m. 365 days a year. • Voicemails will be returned within 24 hours. • Language translation available. 711 Relay friendly.

Financial Resources

Financial Coaching

Worcester Community Action Council Resiliency Center: Financial Coaching	Worcester Community Action Council Resiliency Center: Benefits Cliff Coaching
<p>18 Chestnut Street, Ground Floor Worcester, MA 01609</p> <p><i>*Coaches are available to meet in both Worcester and South County</i></p> <p>To apply, fill out interest form on WCAC website: https://wcac.net/financial-empowerment/financial-coaching/</p>	<p>18 Chestnut Street, Ground Floor Worcester, MA 01609</p> <p><i>*Coaches are available to meet in both Worcester and South County</i></p> <p>To apply, fill out interest form on WCAC website: https://wcac.net/financial-empowerment/financial-coaching/</p>
<p>Services:</p> <ul style="list-style-type: none"> Financial coaches are available to answer questions and help you toward goals related to budgeting, saving, building credit or reducing debt. Fill out application (see "Contact" section for link) and indicate your interest in meeting with WCAC's financial coach for anything from asking a quick question to working on an ongoing goal. 	<p>Services:</p> <ul style="list-style-type: none"> Support with navigating benefits cliffs, or a loss of benefits as a result of increased income or career advancements. Help with maximizing current benefits, connecting to community resources, and setting goals. See "Contact" section above for link to application.

Free Tax Preparation

Worcester Community Action Council Volunteer Income Tax Assistance (VITA) Program
<p>18 Chestnut Street, Ground Floor Worcester, MA 01609</p> <p>To sign up, fill out form on website: https://www.wcac.net/vita/ OR contact by email or phone: vita@wcac.net; 508-754-1176 ext. 171</p>
<p>Services:</p> <ul style="list-style-type: none"> Free tax preparation for qualifying households (income of less than \$54,000; depending on household size) Take the earned income credit if you can! The EITC is a federal tax program for low-to-moderate income workers. To learn about EITC eligibility, or to make an appointment for FREE tax preparation, call the VITA (Volunteer Income Tax Assistance) site at Worcester Community Action Council 508-754-1176. Program operates from January to April Visit https://wcac.net/vita/ to review what's in scope for VITA returns and the list of documents you should bring with you to your appointment to prepare ahead of time.

Financial Resources

Transitional Assistance

Transitional Aid to Families with Dependent Children (TAFDC)	
DTA Southbridge Transitional Assistance Office 80 Optical Drive, Southbridge, MA 01550 (508) 765-2400 https://www.mass.gov/how-to/apply-for-tafdc	
Services: <ul style="list-style-type: none"> • Transitional Aid to Families with Dependent Children (TAFDC) and Emergency Aid to the Elderly, Disabled and Children (EAEDC) are administered through the Department of Transitional Assistance (DTA). • Benefits include case management to help you reach your goals, monthly payments to help you pay for necessities like housing, utilities, and clothing. • Health Insurance • Education, training, and employment opportunities. 	

Women, Infants, and Children (WIC)	
South Central Office	Webster Office
508-765-0139 29 Pine St. Southbridge MA https://www.mass.gov/locations/south-central-wic-program-main-clinic	508-943-6183 228 Main St. Webster MA https://www.mass.gov/locations/webster-wic-program
Services: <ul style="list-style-type: none"> • Vouchers redeemable for nutritious food, nutrition education, and information and referral. • Eligible recipients must live in Massachusetts, have a nutritional need, be a child under 5, a new mom, or a pregnant or breastfeeding woman, and have a family income less than WIC guidelines. 	Services: <ul style="list-style-type: none"> • Vouchers redeemable for nutritious food, nutrition education, and information and referral. • Eligible recipients must live in Massachusetts, have a nutritional need, be a child under 5, a new mom, or a pregnant or breastfeeding woman, and have a family income less than WIC guidelines.

Food Resources

Local Food Pantries

Catholic Charities South Area Office Food Pantry; Southbridge Food Share	The Wellstorm, Inc. (also known as The Bridge Fridge)
508-764-6583 79 Elm St. Southbridge MA https://www.ccworc.org/locations/southbridge-area-office/	Located in the Renaissance Medical Group (RMG) parking lot: 11 Sandersdale Road Southbridge, MA 01550 774-318-6989; info@thewellstorminc.org
Services: <ul style="list-style-type: none"> Food Share Pantry Hours: Monday, Wednesday, & Friday from 10 AM -11:15 AM Register and call ahead before visiting. 	Services: <ul style="list-style-type: none"> 24/7 access to community fridge, no pre-registration required. More information can be found on their facebook page: https://www.facebook.com/TheWellStormInc/ Note: The Bridge Fridge also has pet food options.

St. John Paul II Food Pantry	Webster-Dudley Food Share	The Church of Reconciliation Food Pantry
508-765-0245 279 Hamilton St. Southbridge MA 01550 https://stjp2parish.org/food-pantry	508-943-9171 4 Church St. Webster, MA 01570	508-943-8714 5 N. Main St. Webster, MA 01570
Services: <ul style="list-style-type: none"> Open daily 9 a.m. – 11 a.m. 	Services: <ul style="list-style-type: none"> Register and call ahead Open Tuesday and Thursday Mornings 9:00 – 11:00 AM 	Services: <ul style="list-style-type: none"> Tuesdays And Thursdays 9 Am – Noon

Search for Food Resources using the Worcester County Food Bank	St. John's Episcopal Church Food Pantry
508-842-3663 474 Boston Turnpike Shrewsbury, MA https://foodbank.org/	508-865-3103 3 Pleasant St. Sutton, MA
Services: <ul style="list-style-type: none"> Tool for finding local food resources. 	Services: <ul style="list-style-type: none"> The community cupboard provides food pantries and free groceries to people who need emergency food assistance

Food Resources

Local Food Pantries (continued)

Mary, Queen of the Rosary Parish	Regional Environmental Council Mobile Farmer's Market (Southbridge, Webster, Worcester)	Food Pantry Search Engine: CommunityHELP.net
508-885-3111 ext. 110 60 Maple St. Spencer, MA https://maryqueenoftherosary.org/food-pantry	(508)-799-9139 Regional Environmental Council 42 Lagrange St., Rear Worcester, MA 01610 https://www.recworchester.org/farmers-markets	Fill out contact form at: https://www.communityhelp.net/contact.html
Services: <ul style="list-style-type: none"> The MQR Food Pantry is open every Thursday and serves clients from 10:30AM-12:30PM. 	Services: <ul style="list-style-type: none"> Healthy, affordable, local food access in Southbridge, Webster, and Worcester. For updated schedule, visit website (above) SNAP recipients can earn free, fresh produce when they use their EBT card at REC markets through the Healthy Incentives Program. 	Services: <ul style="list-style-type: none"> Search engine operated by UMass Memorial Health and Reliant Medical Group Enables parents/families and their clinicians to find local services, including food pantries.

Transitional Assistance: Women, Infants, and Children (WIC)

Women, Infants, and Children (WIC) Southbridge	Women, Infants, and Children (WIC) Webster
508-765-0139 29 Pine St. Southbridge MA https://www.mass.gov/locations/south-central-wic-program-main-clinic	508-943-6183 228 Main St. Webster MA https://www.mass.gov/locations/webster-wic-program
Services: <ul style="list-style-type: none"> Vouchers redeemable for nutritious food, nutrition education, and information and referral. Eligible recipients must live in Massachusetts, have a nutritional need, be a child under 5, a new mom, or a pregnant or breastfeeding woman, and have a family income less than WIC guidelines. 	Services: <ul style="list-style-type: none"> Vouchers redeemable for nutritious food, nutrition education, and information and referral. Eligible recipients must live in Massachusetts, have a nutritional need, be a child under 5, a new mom, or a pregnant or breastfeeding woman, and have a family income less than WIC guidelines.

Healthcare

Outreach Services

American Red Cross	Auburn Youth and Family Services
508-595-3700 2000 Century Dr. Worcester, MA https://www.redcrossblood.org/local-homepage/location/worcester-american-red-cross.html	508-832-5707 21 Pheasant Court Auburn, MA https://www.ayfs.org/
Services: <ul style="list-style-type: none"> • Trainings on adult, infant, and child CPR, adult, infant, and child first aid, Babysitting Classes for children 10-13, Bloodborne pathogen training, wilderness and remote first aid, and trainings for healthcare providers and lifeguards. Call for costs. • The Red Cross also offers services for military families and disaster relief. 	Services: <ul style="list-style-type: none"> • Individual and family counseling, middle school tutoring, advocacy services, food pantry, and community assistance services.

Child Lead Poisoning Prevention	Massachusetts Society for the Prevention of Cruelty to Children (MSPCC)
800-532-9571 Address: 250 Washington St. Boston, MA https://www.mass.gov/orgs/childhood-lead-poisoning-prevention-program	508-753-2967 108 Belmont St. Worcester, MA https://www.mspcc.org/
Services: <ul style="list-style-type: none"> • Provides information to families about preventing lead poisoning in themselves and their children. • The program works to help prevent, screen, diagnose, and treat childhood lead poisoning. They work to eliminate sources of poisoning through research and educational, epidemiological, and clinical and environmental activities. 	Services: <ul style="list-style-type: none"> • Children's behavioral health services, family resource liaison services, and trauma coaching, a peer support program, and the ability to connect with supportive community volunteers for foster, kinship, and pre-adoptive caregivers.

Healthcare

Family Medicine

Harrington Memorial Hospital	Harrington Hospital Human Services
508-765-9771 Address: 100 South Street Southbridge MA Website: https://www.harringtonhospital.org/locations/harrington-southbridge-campus/	(508) 909-7260 Address: 139 South Street Southbridge, MA https://www.harringtonhospital.org/locations/behavioral-health-services/
Services: <ul style="list-style-type: none"> Medical and surgical inpatient and outpatient care, including emergency services to patients in Southbridge, Sturbridge, Brimfield, Charlton and beyond. 	Services: <ul style="list-style-type: none"> Mental health services for adults and children

Renaissance Medical Group (RMG)	Family Health Center of Worcester	Planned Parenthood League
11 – 15 Sandersdale Road Southbridge, MA 01550 Phone: (774) 420- 2311 https://rmgonline.org/	(508) 860-7700 26 Queen Street Worcester, MA, 01610 http://www.fhcw.org/en/Home	1-800-258-4448 470 Pleasant Street Worcester, MA 01609 https://www.plannedparenthood.org/health-center/massachusetts/worcester/01609/central-massachusetts-health-center-2660-90610
Services: <ul style="list-style-type: none"> Primary care, behavioral & mental health, pharmacy Home care; transportation Group adult foster care, adult day health center Dental care RMG's caregivers are known to live up to their commitment to delivering culturally competent, community oriented, and personalized care. 	Services: <ul style="list-style-type: none"> Primary care services Dental care Behavioral health Pharmacy Maternal and child health services Assistance with WIC, services for individuals with HIV/AIDS, teen health services, LGBTQIA+ health services, and programs offering healthcare to the homeless. 	Services: <ul style="list-style-type: none"> Offer men and women's health care, birth control and emergency contraception, HIV services, pregnancy testing, transgender hormone therapies, and more comprehensive health services.

Healthcare

Primary Care Physicians

Charlton Family Practice 246 Southbridge Rd. Charlton, MA 508-248-4801	South County Pediatrics 336 Thompson Rd Suite 3 Webster, MA 508-943-5224
Family Health Center Southbridge Family Medicine 29 Orchard Street Southbridge, MA 01550 774-318-1445	Reliant Medical Group Pediatrics (508) 852- 0600 Multiple locations: Auburn, Framingham, Holden, Leominster, Milford, Shrewsbury, Southborough, Westborough, Worcester

Dentists

Ivory Dental 176 Main St. Unit 210. Southbridge MA 774-402-8400	Southbridge Family Dental 305 Main St. Southbridge, MA 508-765-0880
Webster Smiles 70 Worcester Rd Webster, MA 01570 (508) 640-6040	Wellness Dental 96 Worcester Rd. Webster, MA 508-943-2300
Zajac & Associates 6 Slater St. Webster, MA 508-943-8111	Family Health Center Southbridge Family Dental Care 32 Orchard Street Southbridge, MA 01550 774-318-1484
Cute Smiles 809 Grafton St. Worcester, MA 508-770-0800	New England Dental Group 456 Park Ave. Worcester, MA 508-755-1444

Health Benefits Advising

Family Health Center of Worcester Health Benefits Advising
Contact: Phone: (508) 860-7700 26 Queen Street Worcester, MA, 01610 Website: http://www.fhcw.org/en/Home
Services: <ul style="list-style-type: none"> • Bilingual/bicultural Health Benefits Advisors (HBAs) provide individual counseling sessions to all individuals seeking assistance with health insurance enrollment applications. • HBAs educate individuals about their rights and responsibilities and assist clients every step of the way, from applying for health insurance, choosing a health plan, open enrollment periods, changes in health plans and transition options, and the importance of having a primary care provider. They are also available to help you apply for the sliding fee scale.

Healthcare

Eye Doctors

Dr. Amarjeet Gill 473 Main St. Sturbridge, MA 508-347-7997	Hugh M. Cooper, MD PC 100 South Street Southbridge, MA 01550 508-764-4400
Hugh M. Cooper, MD PC 340 Thompson Road Webster, MA 01570 508-949-8800	Reliant Medical Group Optical Multiple locations for varying eye services 508-856-9599

Elder Care Services, Information, and Hotlines

Tri-Valley, Inc.	Elder Abuse Hotline
(508) 949-6640 10 Mill St. Dudley, MA 01571 info@tves.org https://www.trivalleyinc.org/	(800) 922-2275 https://www.mass.gov/reporting-elder-abuse-neglect
Services: <ul style="list-style-type: none"> In-home services, nutritious services, caregiver support, Alzheimer's support network, Healthy Aging Programs, Community-Based Services 	Services: <ul style="list-style-type: none"> 24/7 hotline Alternatively, reports of elder abuse can be filed online at https://www.mass.gov/reporting-elder-abuse-neglect

Home Health Care & Hospice

Care Central VNA & Hospice
508-791-0081 191 Pakachoag St. Auburn MA https://www.carecentralvnahospice.org/
Services: <ul style="list-style-type: none"> Home health care and hospice services.

High School Equivalency

Academic Support

Career Pathways (YOU, Inc.)	Jacob Edwards Library
508-461-9503 127 Main Street, Webster, MA 01570 https://www.sevenhills.org/programs/career-pathways	508-764-5426 236 Main St Southbridge, MA 01550 https://www.jacobedwardslibrary.org/
Services: <ul style="list-style-type: none"> Structured academic supports and tutoring to students who have dropped out of a traditional high school and want to attain a High School Equivalency (HiSET), formerly known as the GED, or have graduated and are seeking additional enhanced occupational training skills. 	Services: <ul style="list-style-type: none"> Meeting space; computer access; programing opportunities to engage with the community; Community and information referral database online listing local organizations

Quinsigamond Community College, Southbridge	Webster Adult Basic Education Linkages
508-453-3800 132 Torrey Road, Southbridge, MA, 01550 https://www.qcc.edu/southbridge	508-949-8282 Main Entrance 52 Lake Parkway Webster, MA 01570 https://sites.google.com/view/wabelinkages/home?authuser=0
Services: <ul style="list-style-type: none"> QCC provides affordable, accessible and high-quality programing leading to transfer, career, or professional enrichment. Additional campus in Worcester. 	Services: <ul style="list-style-type: none"> The adult basic skills and HiSET/GED preparation program serves adults ages 16 and older, not currently enrolled in high school, who want to improve basic reading, writing and math skills for college and career or who want to prepare for the HiSET or GED high school equivalency test. Webster ABE Linkages also offers English classes for speakers of other languages.

Housing and Shelter

Individual/Family Shelters

St. Luke's Guesthouse	Friendly House	In the Hour of Need Family Shelter
774-230-6416 141 Main Street Southbridge, MA https://stlukesguesthouse.wordpress.com/	508-755-4362 36 Wall St. Worcester, MA https://www.friendlyhousema.org/	508-755-2212 Address: 91 June St. Worcester, MA https://www.ihnworchester.org/
Services: <ul style="list-style-type: none"> • Homeless Shelter 	Services: <ul style="list-style-type: none"> • Families must be referred directly from the Department of Housing and Community Development (DHCD) • Temporary emergency shelter program for families with children and expectant parents who are homeless • Provides families with extensive housing search services 	Services: <ul style="list-style-type: none"> • Family transitional housing/shelter (no single individuals) with case management services onsite.

Shelters for Expecting Mothers

You, Inc. Teen Parent Apartment Program	Visitation House, Inc.
774-239-3424 https://www.sevenhills.org/programs/teen-parent-supported-living-program	508-798-8002 119 Endicott Street, Worcester MA 01610
Services: <ul style="list-style-type: none"> • Provides homeless teen parents, or those at risk of becoming homeless, with a safe, comfortable, and supportive home in which they can learn to care for their child and for themselves. • House parents and counselors provide supervision and support to the teen parents, and help coordinate their day-to-day activities. 	Services: <ul style="list-style-type: none"> • Shelter for pregnant women 18 and over. • Includes support services for personal growth and recovery. • Prospective residents must have no active substance abuse issues. • Criminal background check is performed in the interest of protecting the women and babies living in the home.

Housing and Shelter

Rent and Housing Payment Assistance

YOU, Inc. Southbridge Family Resource Center	Southbridge Housing Authority	Central MA Housing Alliance (CMHA)
508-519-3590 328 Main Street Southbridge, MA Supports for adults: https://www.sevenhills.org/supports/residential-options Supports for children: https://www.sevenhills.org/supports/residential	508-765-5858 60 Charlton St # 2 Southbridge, MA 01550 http://www.southbridgehousing.org/	(508) 752-5519 6 Institute Road Worcester, MA 01609 https://www.cmhaonline.org/
Services: <ul style="list-style-type: none"> • Residential options for children and adults with complex needs. • Resources related to housing, food insecurity, transportation coupons, legal assistance, employment issues, utility bills, parenting support, mental health services. 	Services: <ul style="list-style-type: none"> • Assists with Massachusetts Rental Voucher Program. and the Section 8 Housing Voucher Program. • Housing programs for families, elderly and handicapped individuals, and those with special needs. 	Services: <ul style="list-style-type: none"> • Help with rent, mortgage, furniture, home repairs, and housing advocacy.

RCAP Solutions Individual and Family Resources	RCAP Solutions Home Modification Loan Program
978-630-6725 191 May St. Worcester, MA https://www.rcapsolutions.org/individual-and-family-resources/	800-488-1969 191 May St. Worcester, MA https://www.rcapsolutions.org/home-modification-loan-program/
Services: <ul style="list-style-type: none"> • Homelessness prevention, workforce development, family unification and self-sufficiency programs; housing assistance payments for low-income tenants, transitional housing, assistance for homeless or those fleeing domestic violence. 	Services: <ul style="list-style-type: none"> • Provides loans to make modifications to primary, permanent residences for elders, adults with disabilities and families with children with disabilities. Contact Ashur Gurbuz.

Jobs, Education & Training

Career Centers

MassHire Southbridge Career Center	MassHire Worcester Career Center
Telephone: 508-765-6430 Address: 14 Mechanic Street, Suite 330 Southbridge, MA 01550 Website: https://masshirecentralcc.com/	Telephone: (508) 799-1600 Address: 340 Main Street, Suite 400, Worcester, MA 01608 Website: https://masshirecentralcc.com/
Services: <ul style="list-style-type: none">• FREE employment and training services for job seekers and employers• Career planning; resume development; job search workshops; labor market information; testing services; access to America's Job and Talent bank; counseling; veterans services; fax and copy machine accessibility; information for applying for unemployment.	Services: <ul style="list-style-type: none">• FREE employment and training services for job seekers and employers• Career planning; resume development; job search workshops; labor market information; testing services; access to America's Job and Talent bank; counseling; veterans services; fax and copy machine accessibility; information for applying for unemployment.

Legal Resources

Child Support

Massachusetts Department of Revenue (DOR) Child Support Enforcement Division (CSE)
508-792-7300 67 Millbrook St., Suite 300, Worcester, MA 01606 https://www.mass.gov/orgs/child-support-enforcement-division
Services: <ul style="list-style-type: none">• CSE assists parents in establishing paternity and child support orders, collecting child support, and asking courts to adjust child support orders when circumstances change

Legal Resources

Criminal Offender Record Information (CORI)

MassHire – Workforce Central MA – Re-Entry
<p>508-765-6430 5 Optical Dr. Suite 200 Southbridge, MA Website – CORI info: http://www.workforcecentralma.org/additional-programs/re-entry</p>
<p>Services:</p> <ul style="list-style-type: none"> • Get information about the CORI law that went into effect May 2012, and how to seal your CORI record • Sealing your record is generally recommended. If your record is sealed and you apply for most jobs or housing, then the sealed record will not appear on your CORI report.

Legal Aid: General

Catholic Charities Community Legal Aid: Southbridge Satellite Office
<p>855-252-5342 Catholic Charities 79 Elm Street Southbridge, MA 01550 https://communitylegal.org/</p>
<p>Services:</p> <ul style="list-style-type: none"> • Free civil legal services to low-income and elderly residents of Central and Western Massachusetts.

Central West Justice Center	American Civil Liberties Union (ACLU) of MA
<p>800-649-3718 370 Main Street, Suite 200 Worcester, MA 01608 https://www.cwjjustice.org/contact/#</p>	<p>(617) 482-3170 One Center Plaza, Suite 850 Boston, MA 02108 https://www.aclum.org/en</p>
<p>Services:</p> <ul style="list-style-type: none"> • The Central West Justice Center, a wholly-owned subsidiary of Community Legal Aid, provides free legal help to low-income and elderly residents of central and western Massachusetts. • Advocates focus on cases involving humanitarian-based immigration law, employment rights, housing and homelessness issues, and access to public benefits. 	<p>Services:</p> <ul style="list-style-type: none"> • Information, advocacy and representation for people who feel that their constitutional rights have been violated.

Mental Health

Resources for Parents and Families

YOU, Inc. – Southbridge Family Resource Center: Behavioral Health	Harrington Behavioral Health Services (Southbridge)
328 Main Street, Southbridge, MA 01550 508-519-3590	508-909-7260 https://www.harringtonhospital.org/services/behavioral_health_services/
Services: <ul style="list-style-type: none"> • Outpatient behavioral health services for individuals, families, and couples • Southbridge Behavioral Health Center is also home to Southbridge Family Resource Center. 	Services: <ul style="list-style-type: none"> • Child and family mental health services, serving children 4-24 and their families.

Parental Stress Hotline	MA Dept. of Mental Health Behavioral Health Helpline (BHHL)
800-632-8188 https://www.mass.gov/service-details/parent-and-caregiver-support	https://www.mass.gov/info-details/behavioral-health-help-line-bhhl-faq
Services: <ul style="list-style-type: none"> • Counseling service for parents under stress with their children. Callers may remain anonymous. • For parents under stress with children of any age; children needing support with family or personal difficulties; friends, relatives, or neighbors who are concerned about a family may call for guidance. • Available 24 hours a day, 7 days a week. 	Services: <ul style="list-style-type: none"> • The BHHL is available 24 hours a day, 365 days a year by phone call and text at 833-773-2445 (BHHL), and online chat at masshelpline.com. • Connects people to treatment in their community, including one of the new Community Behavioral Health Centers (CBHCs) across the state (Community Health Link in Worcester).

Grandparents Raising Grandchildren	Open Sky
617-748-2454 https://www.massgrg.com/massgrg_2019/resources-support-locator.html and https://www.massgrg.com/massgrg_2019/assets/files/Support_Group_List.pdf	4 Main St. Worcester, MA 508-755-0333 https://www.openskycs.org/
Services: <ul style="list-style-type: none"> • Provides virtual and in person support groups and information to grandparents raising their grandchildren. • Locations and times vary by town. Resources can also be found on the website for support services, tip sheets, financial and legal services. 	Services: <ul style="list-style-type: none"> • With over 100 programs throughout Central Massachusetts, each year Open Sky provides services and supports to more than 5,000 adults, young adults and youth with mental health challenges, developmental disabilities, brain injury, substance use disorders or other complex challenges. We also provide services and supports for LGBTQIA+ youth ages 14 to 23 through our Safe Homes program.

Mental Health

Youth Resources

SafeHomes	Supporters of Worcester Area Gay and Lesbian Youth (S.W.A.G.L.Y.)
508-755-0333 4 Mann Street, Worcester, MA https://www.safehomesma.org/	774-578-0817 165 Southbridge Street, Worcester, MA https://www.aidsprojectworchester.org/swagly/
Services: <ul style="list-style-type: none"> • Support services for LGBTQIA+ youth ages 14-23 in Worcester and Central Massachusetts. • Safe space to make friends, have fun, find support, access resources, get to know adult mentors and gain valuable leadership experience. The program also offers support for homeless youth, transgender resources and HIV testing. 	Services: <ul style="list-style-type: none"> • Social support club for LGBTQIA+ youth and allies who are 18 years old and under.

LUK Inc. Webster Office	LUK Inc. Worcester Office
251 Main St. Webster, MA 01570 508-640-0011 https://www.luk.org/	40 Southbridge St. 4th Floor, Worcester, MA 01608 508-762-3000; https://www.luk.org/
Services: <ul style="list-style-type: none"> • LUK is a not-for-profit social service agency located in Central Massachusetts dedicated to improving the lives of youth and their families. We offer a full spectrum of programs addressing mental health, trauma, addiction and substance abuse prevention, homelessness, and more. 	Services: <ul style="list-style-type: none"> • LUK is a not-for-profit social service agency located in Central Massachusetts dedicated to improving the lives of youth and their families. We offer a full spectrum of programs addressing mental health, trauma, addiction and substance abuse prevention, homelessness, and more.

The Key Program	National Runaway Hotline
508-753-6263 104 Lincoln Street Worcester, MA https://www.key.org/programs/programs-by-location	800-786-2929 https://www.1800runaway.org/
Services: <ul style="list-style-type: none"> • Counseling, casework, activity groups, two community residences for DYS committed clients, intake and placement for CHINS referred juveniles, foster care for adolescents (short term) recreation, family supportive services. Ages 7-17, 11-17 for some programs. • Referred through the police departments, DYS, DCF, Courts 	Services: <ul style="list-style-type: none"> • Crisis intervention and information and referral to programs in your area. Provides phone counseling. Always confidential. For runaways or their families. • Available 24 hours per day, 7 days a week.

Mental Health

Resources for Adults

Seven Hills Behavioral Health Southbridge	Harrington Behavioral Health Services (Charlton)
508-765-9101 328 Main Street, Southbridge, MA 01550	508-765-2222 139 South Street Southbridge, MA
Services: <ul style="list-style-type: none"> Provides a wide range of social, psychological, educational, vocational, and other preventive and rehabilitative programs for trouble and at-risk children, adolescents, and families. Most insurances are accepted. 	Services: <ul style="list-style-type: none"> Social support club for LGBTQIA+ youth and allies who are 18 years old and under.

Baystate Behavioral Health Griswold Center	Community Health Link
413-370-5285 40 Wright Street Palmer, MA https://www.baystatehealth.org/locations/wing-hospital/behavioral-health-palmer	508-860-1000 72 Jaques Ave. Worcester MA http://www.communityhealthlink.org/chl/
Services: <ul style="list-style-type: none"> In addition to TMS treatment for depression and diagnostic and psychopharmacology services, the team provides individual, couples, family, and group therapy. 	Services: <ul style="list-style-type: none"> Outpatient counseling services for children, youth, and adults.

Family Continuity	Family Services of Central MA
508-234-4181 76 Church St. Suite 301 Whitinsville, MA https://familycontinuity.org/	508-756-4646 210 Lincoln Street, Worcester, MA, 01605, Lower Level https://www.sevenhills.org/affiliates/family-services-of-central-massachusetts
Services: <ul style="list-style-type: none"> Outpatient Counseling 	Services: <ul style="list-style-type: none"> Individual, couple, and family therapy Most insurance accepted

Mental Health

Resources for Adults (continued)

Genesis Club	Edward M. Kennedy Community Health Center (Kennedy Health) Social and Behavioral Health Services
508-831-0100 274 Lincoln St. Worcester, MA http://genesiscub.org/	(508) 595-0750 605 Lincoln Street, Worcester, MA, 01605 https://www.kennedychc.org/services/bh
Services: <ul style="list-style-type: none"> We are a work-focused community based in Worcester, Massachusetts. While at the clubhouse and in their own time, members receive support to return to work, stabilize their housing, go back to school to pursue a degree, and build new social connections. 	Services: <ul style="list-style-type: none"> Outpatient counseling for individuals, couples, and families, psychiatric evaluation and ongoing medication management, and culturally competent behavioral health treatment for non-English speaking patients, including refugees and immigrants

National Alliance on Mental Illness (NAMI) of Central MA
508-368-3562 309 Belmont St. Worcester, MA http://www.namcentralmass.org/
Services: <ul style="list-style-type: none"> NAMI empowers and educates mental health consumers to address their issues around care, treatment, services, mutual support and consumer rights.

Mental Health

Web Resources

Psychology Today	CommunityHelp.net
https://www.psychologytoday.com/us	www.communityhelp.net
Services: <ul style="list-style-type: none">Psychology Today has a verified tool for finding a therapist or psychiatrist in your area that takes your insurance.	Services: <ul style="list-style-type: none">Internet-based free and reduced cost program.This service is available in all languages and provides assistance with food, goods, education, transportation, wellness, and medical needs.

Veterans

Veterans Administration Outpatient Clinic
413-584-4040 x2336 403 Belmont Street, 1st Floor Worcester, MA https://www.va.gov/central-western-massachusetts-health-care/locations/worcester-v-a-clinic/
Services: <ul style="list-style-type: none">Mental health services for veterans.No fee for service-connected veterans.

Pregnancy, Sexual Health, and Reproductive Care

Family Planning and Reproductive Care

Women's Health of Central Massachusetts: Webster Obstetrics & Gynecology	Women's Health of Central Massachusetts: Sturbridge Obstetrics & Gynecology
325 Thompson Road Webster, MA 01570 508-755-4861 https://www.whcma.com/	118 Main Street, Suite 1 Sturbridge, MA 01566 508-755-4861 https://www.whcma.com/
Services: <ul style="list-style-type: none"> • Yearly check-ups for women • Experienced and caring delivery of a baby • Minimally invasive surgery • Major gynecologic surgery 	Services: <ul style="list-style-type: none"> • Yearly check-ups for women • Experienced and caring delivery of a baby • Minimally invasive surgery • Major gynecologic surgery

UMass Memorial Medical Center – Community Women's Care	UMass Memorial Medical Center – Memorial Campus
Community Women's Care 119 Belmont Street 508-334-6388 https://www.ummhealth.org/umass-memorial-medical-center/services-treatments/women%E2%80%99s-health/services-we-provide/general-obstetrics-and-gynecology/practice-locations	33 Kendall Street 508-334-6255 https://www.ummhealth.org/umass-memorial-medical-center/services-treatments/women%E2%80%99s-health/services-we-provide/general-obstetrics-and-gynecology/practice-locations
Services: <ul style="list-style-type: none"> • Obstetrical Services including Maternal Fetal Medicine (High Risk Pregnancy) • Gynecologic Oncology • Reproductive Endocrinology and Infertility & IVF Center • Female Pelvic Medicine and Reconstructive Surgery (Urogynecology) • Benign gynecologic surgery and out-patient care • OB/GYN Department headquarters, including administrative offices, departmental library and classrooms 	Services: <ul style="list-style-type: none"> • Obstetrical Services including Maternal Fetal Medicine (High Risk Pregnancy) • Gynecologic Oncology • Reproductive Endocrinology and Infertility & IVF Center • Female Pelvic Medicine and Reconstructive Surgery (Urogynecology) • Benign gynecologic surgery and out-patient care • OB/GYN Department headquarters, including administrative offices, departmental library and classrooms

Pregnancy, Sexual Health, and Reproductive Care

Planned Parenthood	Reliant Obstetrics & Gynecology
800-258-4448 470 Pleasant St, Worcester MA https://www.plannedparenthood.org/planned-parenthood-massachusetts	508-368-3110 123 Summer Street Worcester, MA 01608
Services: <ul style="list-style-type: none"> • Birth control; pregnancy testing; counseling and referral; high school peer education; • HIV/AIDS Information and referral; • Abortion services; • Norplant available 	Services: <ul style="list-style-type: none"> • Contraceptive counseling • Gynecological surgery and treatments • State-of-the-art fertility treatments • Virtual care through video visits • Reliant Medical Group OB-Gyn providers deliver at Saint Vincent Hospital's Center for Women and Infants.

Postpartum Care

Babies in Common
6 Maple St, Northborough, MA 01532 617-686-0052
Services: <ul style="list-style-type: none"> • Babies in Common is a small, woman-owned, community-based parenting company that provides prenatal and childbirth education, lactation and feeding support and offers classes and workshops for parents and professionals in Central and MetroWest Massachusetts.

Veterinary Care

Second Chance Animal Services: Southbridge Community Vet Hospital	The Wellstorm, Inc. (also known as The Bridge Fridge)
<p>Southbridge Community Vet Hospital 700 Worcester Street Southbridge, MA 01550 (774) 318-1101 southbridge@secondchanceanimals.org</p>	<p>Located in the Renaissance Medical Group (RMG) parking lot: 11 Sandersdale Road Southbridge, MA 01550 774-318-6989 info@thewellstorminc.org</p>
<p>Services:</p> <ul style="list-style-type: none"> • Wellness exams, sick visits, surgery, x-ray, ultrasound, dental care and more. Plus weekly vaccine clinics and low-cost spay/neuter services. Our hospitals are open to everyone and offer subsidized rates for qualified households as part of our Community Healthy Pet Initiative. • Reduced fees available to those that qualify. You must meet the income requirement to receive the subsidized rates. Those that do not qualify pay the regular fees and all proceeds benefit the programs that help pets in need. 	<p>Services:</p> <ul style="list-style-type: none"> • Community fridge with 24/7 access that provides pet food for those in need. • More information can be found on their facebook page: https://www.facebook.com/TheWellStormInc/

Youth Recreational Programming

Town of Southbridge Recreation Department	Town of Webster Parks & Recreation Department
Southbridge Community Center 153 Chestnut Street Southbridge, MA 01550 508-764-6459 https://www.ci.southbridge.ma.us/532/Recreation	350 Main Street, Lower Level Webster, MA 01570 508-949-3800 x4012 https://www.webster-ma.gov/566/Parks-Recreation
Services: <ul style="list-style-type: none"> Information on walking trails, community pool, parks, events, and seasonal programming. 	Services: <ul style="list-style-type: none"> Information about parks/open spaces and associated programming; beach fees and regulations, summer concert series and other events.

Town of Spencer Conservation Commission	Town of Charlton Recreation Commission
(508) 885-7500 Ext. 180 https://www.spencerma.gov/conservation-commission	508-248-2200 Ext. 2216 https://www.townofcharlton.net/321/Recreation-Commission
Services: <ul style="list-style-type: none"> Information on open spaces and recreational resources. 	Services: <ul style="list-style-type: none"> Information on parks, open spaces, recreational resources, and events.

Sexual Abuse

Resources and Hotlines

Pathways for Change (formerly Rape Crisis Program of Worcester)	Jane Doe INC.
Contact: Telephone: (508)-852-7600 Address: 558 Main St. Worcester, MA	Contact: Telephone: 1-(617)-248-0922 Website: https://www.janedoe.org/
Services: <ul style="list-style-type: none">• 24-hour crisis intervention; short term counseling; support groups• medical and legal advocacy;• community education program;• information and referral;• HIV testing	Services: <ul style="list-style-type: none">• Non-urgent resource line for sexual assault survivors.

State Agencies and Community Resources

Agency Contact Info

MA Commission for the Blind Telephone: 800-392-6450 Address: 390 Main St. Suite 620 Worcester, MA	MA Commission for the Deaf and Hard of Hearing Telephone: (508) 752-5441 Address: 340 Main St, Worcester, MA 01608
Department of Children and Families (DCF) 508-929-1000 185 Church St., Whitinsville, MA 01588	Department of Developmental Services (DDS) Telephone: 508-764-0751 Address: 1 North Street, Suite C, Southbridge, MA 01550
Department of Mental Health (DMH) Telephone: 774-420-3140 Address: 361 Plantation Street 1st Floor Worcester, MA 01605	Department of Public Health (DPH) Telephone: (617) 624-6000 Address: 250 Washington Street, Boston, MA 02108
Department of Revenue (Child Support) Telephone: 508-792-7300 Address: 67 Millbrook St., Suite 300, Worcester, MA 01606-2844	Department of Telecommunication and Energy (DTE) Telephone: 800-392-6066 Address: 1000 Washington Street, Suite 600, Boston, MA 02118
Department of Transitional Assistance (DTA) Telephone: 508-765-2400 Address: 80 Optical Dr, Southbridge, MA 01550	Department of Youth Services (DYS) Telephone: 508792-7611 Address: 288 Lyman Street, Westborough, MA 01581
Social Security Administration 866-331-9069 51 Myrtle Street Worcester, MA 01608	Internal Revenue Service (IRS) Taxpayer Assistance Center 120 Front St, Worcester, MA 01608 (844)545-5640
Southbridge Registry of Motor Vehicles (RMV) Service Center 6 Larochelle Way, Southbridge, MA 01550	Central Mass Housing Alliance Southbridge, MA 01550 Phone: 508-752-5519
Southbridge Department of Public Works 185 Guelphwood Rd, Southbridge, MA 01550 (508)764-5403	Webster Department of Public Works 23 Cudworth Rd, Webster, MA 01570 (508)949-3861

Community Resource Hotlines

Mass211: United Way of Central MA Phone: 211 484 Main St. Suite 300. Worcester MA Services: Comprehensive information and referral helpline focusing on social services and human service professional. Biennial publication of HELP directory; referral agent training provided in workplace; community education; data collection and distribution; provides sign language interpreters or cultural and community events.

Substance Use & Recovery Resources

If you are experiencing an emergency, please call 911 or seek immediate care from the nearest hospital emergency room.

Help Lines

Massachusetts Substance Use Helpline	Mass.gov Emergency/Crisis Services Behavioral Health Helpline
800-327-5050 https://helplinema.org/	Call or text 833-773-2445 https://www.mass.gov/emergencycrisis-services
Services: <ul style="list-style-type: none"> The Helpline is the only statewide, public resource for finding substance use treatment, recovery, and problem gambling services. Helpline services are free and confidential. Our caring, trained Specialists will help you understand the treatment system and your options. 	Services: <ul style="list-style-type: none"> If you or a family member are experiencing a mental health or substance use disorder crisis, the Behavioral Health Help Line (BHHL) is available 24 hours a day, 7 days a week, 365 days a year. Anyone may contact the Help Line. Call toll-free or text 833-773-2445 for immediate help.

12-Step Programs

Alcoholics Anonymous	Narcotics Anonymous Central MA
Worcester Area Intergroup (covers central MA): (508) 752-9000 Website - AA/Find a Meeting: https://www.aa.org/find-aa/north-america Website - Worcester Area Intergroup: http://www.aaworcester.org/Homepage.aspx?GRP=WAI	(866) 624-3578 25 Francis St, Worcester, MA 01606 Website - NA/Find a Meeting: https://www.na.org/meetingsearch/ Website - NA of Central MA: http://centralmassna.org/meeting-lists/
Services: <ul style="list-style-type: none"> Alcoholics Anonymous is a fellowship of people who share their experience, strength and hope with each other that they may solve their common problem and help others to recover from alcoholism. The AA Worcester Area Intergroup has its own website (see above) and lists in-person and online meetings in central MA. 	Services: <ul style="list-style-type: none"> The program consists of recovering addicts who meet regularly to help each other stay clean. This is a program of complete abstinence from all drugs.

Substance Use & Recovery Resources

General Services and Coaching Referrals

Choice Recovery Coaching	Massachusetts Substance Use Helpline
413-272-8520 155 Maple St, Suite 301 Springfield, MA 01105	1-800-327-5050 (TTY 1-800-439-2370) HELPLINEMA.org
Services: <ul style="list-style-type: none"> Guides individuals in discovering their strengths that will help them remove barriers to recovery, while building on them to maximize potential and create resilience. 	Services: <ul style="list-style-type: none"> Worried about yourself or someone else? They can help find the right substance abuse services, with or without insurance.

Outpatient and Inpatient Hospital Programs

Adcare Hospital	UMass Community Healthlink, Inc.	South Bay Mental Health: Structured Outpatient Addictions Program
800-345-3552 107 Lincoln Street Worcester, MA Outpatient: 95 Lincoln St. Worcester, MA	(508)-860-1000 72 Jaques Avenue Worcester, MA	(508)-521-2200 324 Clark Street Worcester, MA
Services: <ul style="list-style-type: none"> Inpatient and outpatient detox and rehab; Individual family counseling; Dual diagnosis treatment 	Services: <ul style="list-style-type: none"> Substance abuse treatment, detoxification; residential short-term treatment, outpatient, partial hospitalization/day treatment; payment assistance 	Services: <ul style="list-style-type: none"> Relapse prevention; Vivitrol administration; Toxin/ Drug Screening; Individual and Family Therapy; Case management and discharge planning.

Spectrum Health Systems	Harrington Recovery Services	Right Choice Health Group
(508) 854-3320 585 Lincoln St, Worcester, MA 01605	(508)-765-9167 176 Main St. Southbridge MA	(774)-402-8800 100 Central Street, Suite 3 Southbridge, MA 01550 http://rightchoicehealthgroup.com
Services: <ul style="list-style-type: none"> All of Spectrum's outpatient treatment centers offer medication for substance use disorders, including methadone and naltrexone (Vivitrol) to reduce relapse, lessen withdrawal and prevent overdose. 	Services: <ul style="list-style-type: none"> Customized initial diagnostic evaluations and treatment recommendations, Individual and group therapy, Couples, and family therapy-Occurring Disorders (mental issues coupled with substance abuse), Intensive Outpatient Services, Suboxone Treatment Program 	Services: <ul style="list-style-type: none"> Medication-assisted treatment for substance abuse disorders.

Substance Use & Recovery Resources

Support Groups for Affected Loved Ones

Al-Anon	AlaTeen
(508)-366-0556 alanonma.org	(508)-366-0556 57 East Main St. #109 Westborough, MA https://alanonma.org/meetings/?tsml-day=any&tsml-type=Y
Services: <ul style="list-style-type: none"> Self-help groups for men and women whose lives have been or are being disturbed by another person's compulsive drinking. Answering service provides contact with groups meeting on a daily basis in the area for referral phone numbers for related services. 	Services: <ul style="list-style-type: none"> Self-help groups for teens whose lives have been or are affected by the drinking of a parent or a close relative Additional Information: Answering service will provide information about groups in the local area.

Transitional Assistance

Department of Transitional Assistance	
Emergency Aid to Elders, Disabled, and Children (EADC)	Transitional Aid to Families with Dependent Children (TAFDC)
508-765-2400 80 Optical Dr, Southbridge, MA 01550 https://www.mass.gov/service-details/check-eaadc-eligibility-and-how-to-apply	508-765-2400 80 Optical Dr, Southbridge, MA 01550 https://www.mass.gov/how-to/apply-for-tafdc
Services: <ul style="list-style-type: none"> Provides cash and medical assistance to needy families and individuals not receiving TAFDC, SSI, or other similar benefits. To apply, call or visit DTA (see above). Services are for individuals who cannot work due to a disability; for individuals caring for a disabled person living in their household who needs constant care and who would be in an institution without someone to provide the care; individuals who are participating in a MA Rehab Commission Program; if you are over 65 and waiting for SSI payments to begin; if you are ineligible for SSI and meet all other EAEDC eligibility requirements 	Services: <ul style="list-style-type: none"> Provides cash and medical assistance to needy families with dependent children. To apply, call or visit the Department of Transitional Assistance (DTA) (see number listed above)

Transitional Assistance

Department of Transitional Assistance (continued): Supplemental Nutrition Assistance Program (SNAP)

Administered by the Department of Transitional Assistance (DTA)
(877) 382-2363
dtaapphelpdesk@state.ma.us

Services:

- Administered by the Department of Transitional Assistance (DTA), the Supplemental Nutrition Assistance Program (SNAP) can help you expand your healthy food budget and explore opportunities to support your wellbeing and education and employment goals.
- SNAP benefits include:
 - Monthly funds on an EBT card to buy food
 - \$40, \$60 or \$80 a month put back on your EBT card when you use SNAP to buy local produce via the Healthy Incentives Program (HIP)
 - SNAP Path to Work free education and training opportunities
 - Free nutrition education classes and resources
 - Connections to other kinds of help, like utility discounts, free school meals and discounted admissions to many Commonwealth museums and cultural institutions via EBT Card to Culture
- For more information about SNAP benefits, to determine your eligibility, and to apply, visit <https://www.mass.gov/guides/how-to-contact-dta>

Supplemental Security Income (SSI) and Supplemental Security Disability Income (SSDI)

1-866-331-9069
51 Myrtle St.
Worcester, MA
<https://www.mass.gov/service-details/eligibility-for-ssi-and-ssdi>

Services:

- The Social Security Administration (SSA) makes disability payments under 2 programs:
 - Social Security Disability Insurance (SSDI) for workers (and their children or surviving spouses) who have Social Security coverage
 - Supplemental Security Income (SSI) for people with little or no income and resources
- SSA Benefits Screening Tool: <https://ssabest.benefits.gov/>

Transportation

MassHealth Transportation Program	SCM Elderbus
800-841-2900 https://www.mass.gov/how-to/request-transportation-for-a-member	800-321-0243 124 Southbridge Road Charlton, MA 01507 Website: http://www.scmelderbus.org/index.html
Services: <ul style="list-style-type: none"> 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. Transportation requests are best made online. Red Cab Phone Number: 508-792-9999 Yellow Cab Phone Number: 508-754-3211 	Services: <ul style="list-style-type: none"> Medical appointments, grocery shopping, rides to work, etc. Service is available Monday through Friday, from 8:30am – 4:00pm for rides within your community. Out-of-town medical transportation is provided for each of the twenty-one communities served three days per week (see Service Area for specific details by town). Each in-town trip is \$1.50 (one way). Out-of-town trips cost an additional \$0.25 for each town beyond the one you reside in.

Worcester Regional Transit Authority (WRTA)	
WRTA Bus Service	WRTA Travel Training
508-791-9782 60 Foster Street Worcester, MA https://www.therta.com/	(508)453-3451 ttrainer@therta.com https://www.therta.com/services/travel-training/
Services: <ul style="list-style-type: none"> Areas served by WRTA fixed route service include: Auburn, Brookfield, Charlton, East Brookfield, Leicester, Millbury, Oxford, Shrewsbury, Southbridge, Spencer, Webster, West Boylston, Worcester For route maps and a service overview, visit: https://www.therta.com/fixed-route-service-overview-and-maps/ 	Services: <ul style="list-style-type: none"> FREE training with a WRTA Travel Trainer who will help find solutions that best fit your situation, abilities, and needs. Training starts with a series of steps from initial one-on-one instruction to less assistance from a trainer, which leads to independent travel. Anyone who is at least 13 years old can participate in WRTA Travel Training.

Utilities

Worcester Community Action Council Home Heating Assistance Program	National Grid Income Eligible Services
508-754-1176 484 Main St. 2nd floor. Worcester, MA https://www.wcac.net/fuel-assistance/ LIHEAP@wcac.net	1-800-322-3223 https://www.nationalgridus.com/MA-Home/Energy-Saving-Programs/Income-Eligible-Services
Services: <ul style="list-style-type: none"> • Assistance with payments for energy/heating costs during winter season. Includes weatherization program to provide energy saving materials/energy efficient appliances to income eligible clients, including caulking, weather stripping, glass replacement, storm windows, etc. • Can help with arrearages on utility bills. • Materials installed by WCAC sub-contractors. • For low-income households. 	Services: <ul style="list-style-type: none"> • Electric and natural gas into homes in New York, Rhode Island, parts of New Hampshire and Massachusetts. If you meet the requirements, you receive a discount on your monthly bill. • To apply, go to https://www.nationalgridus.com/MA-Home/Bill-Help/Payment-Assistance-Programs • To report a power outage/ wire down: 800-465-1212 • To report a gas leak or other gas emergency: 800-233-5325

Webster PowerUp-Electricity Aggregator Program	Salvation Army's Good Neighbor Energy Fund
https://crimsonpwr.com/webster/	508-756-7191 640 Main Street Worcester, MA http://www.magoodneighbor.org/assistance.html
Services: <ul style="list-style-type: none"> • Webster PowerUp is a Town electricity aggregation program, which is a type of group electricity buying program, from the Town of Webster for residents and businesses. • Visit https://crimsonpwr.com/webster/ for more information and eligibility requirements. 	Services: <ul style="list-style-type: none"> • For individuals and families who do not qualify for fuel assistance

Youth & Family Community Agencies; Childcare Services

Infant Care, Toddler Care, and Preschool

Guild of St. Agnes (Charlton)	Guild of St. Agnes (Webster)
508-434-2345 88 Masonic Home Road Charlton, MA 01507 https://www.guildofstagnes.org/	508-461-6556 58 Bigelow Road Webster, MA 01570 https://www.guildofstagnes.org/
Services: <ul style="list-style-type: none"> • Toddler care • Preschool 	Services: <ul style="list-style-type: none"> • Infant care • Toddler care • Preschool

Kids Unlimited
800-422-6738 35 Trolley Crossing Rd. Charlton, MA https://kidsus.com/
Services: <ul style="list-style-type: none"> • Subsidized daycare • Referrals to day care homes; provider training support groups; monthly newsletter focusing on childcare, activities, nutritious recipes and more; planned activities, field trips, educational supplies at group rates; speakers on daycare topics.

Caregiver Support and Early Intervention

Worcester Community Action Council (WCAC) Healthy Families of Southern Worcester County	YOU, Inc. Young Parent Support Program
508-909-0061 61 Pine Street 2nd Floor Southbridge, MA https://www.wcac.net/healthy-families-of-southern-worcester-county/	508-909-7909 328 Main St. Southbridge, MA
Services: <ul style="list-style-type: none"> • Healthy Families partners with first-time, young moms and dads to provide coaching and support navigating the ups and downs of parenting. 	Services: <ul style="list-style-type: none"> • Case management and parenting education for youth who are pregnant or at risk of becoming pregnant, and/or young parents under the age of 24.

Youth & Family Community Agencies; Childcare Services

Caregiver Support and Early Intervention

Early Head Start: Southbridge and Webster	
Apply here: https://wcac.net/youth-and-family-services/early-head-start/ 508-765-4738 25 Cole Ave Southbridge MA 01550	Apply here: https://wcac.net/youth-and-family-services/early-head-start/ 508-461-5840 116 School Street, Webster, MA 01570
Services: <ul style="list-style-type: none"> • Home-based program serving families from pregnancy through infants/toddlers to age three, with the goal of involving the parent in the education of their child. • Optional socialization events held at Head Start center. • Weekly home visits, early intervention services, and opportunities to attend workshops and/or become members of parent-center committees. 	Services: <ul style="list-style-type: none"> • Home-based program serving families from pregnancy through infants/toddlers to age three, with the goal of involving the parent in the education of their child. • Optional socialization events held at Head Start center. • Weekly home visits, early intervention services, and opportunities to attend workshops and/or become members of parent-center committees.

Kennedy Donovan Center: South Central Location	Mass.gov Early Intervention Division
508-765-0292 486 Worcester St. Southbridge, MA https://www.kdc.org/locations/south-central/	250 Washington St., 5th Floor, Boston, MA 02108 https://www.mass.gov/orgs/early-intervention-division
Services: <ul style="list-style-type: none"> • Early intervention services for children (birth through 3) • Applied behavior analysis autism services (all ages) • Note: the Southbridge location only offers children's services, but the KDC also offers the following adult services: <ul style="list-style-type: none"> ◦ Foster care and family services ◦ Day habilitation (ages 22+), Adult foster care (ages 16+), Shared living (ages 22+), Family support center (across lifespan), Individual/Supported living (ages 22+), community job support (ages 22+), respite services (ages 18+) 	Services: <ul style="list-style-type: none"> • Information about Early Intervention (EI) services and how to apply. • Early Intervention (EI) is for Massachusetts families with children under the age of three who are not reaching age-appropriate milestones, diagnosed with certain conditions, or have medical or social histories which may put them at risk for a developmental delay. • EI services are meant to help support families and caregivers and to enhance the development and learning of infants and toddlers.

Youth & Family Community Agencies; Childcare Services

Caregiver Support and Early Intervention

Head Start: Southbridge	Head Start: Webster
508-765-4738 25 Cole Ave Southbridge MA Website (apply here): https://wcac.net/youth-and-family-services/head-start/	508 461-5840 116 School Street, Webster, MA 01570 Website (apply here): https://wcac.net/youth-and-family-services/head-start/
Services: <ul style="list-style-type: none"> Center-based preschool program for 3- and 4-year olds. Head Start provides developmentally appropriate services in core areas of early learning, health and nutrition (breakfast, lunch and snack), special education opportunities, and family services. 	Services: <ul style="list-style-type: none"> Center-based preschool program for 3- and 4-year olds. Head Start provides developmentally appropriate services in core areas of early learning, health and nutrition (breakfast, lunch and snack), special education opportunities, and family services.

YOU, Inc. Southbridge Family Resource Center	Tri-Community Y.M.C.A
508-519-3590 328 Main St Southbridge, MA https://www.sevenhills.org/programs/southbridge-family-resource-center	508-765-5466 43 Everett St Southbridge, MA https://www.ymcaofcm.org/locations/tri-community-family-branch/
Services: <ul style="list-style-type: none"> Food insecurity, transportation coupons, legal assistance, employment issues, utility bills, parenting support, mental health services. 	Services: <ul style="list-style-type: none"> Recreational/swim programs for individuals, families, and children; After school groups Day care/ preschool programs. Some programs have additional costs.

Caregiver Support and Early Intervention

Boys & Girls Club of Webster/Dudley	Big Brothers/Big Sisters of Worcester County
508-943-0037 55 Oxford Ave Dudley, MA https://www.bgcwebsterdudley.org/	508-752-7868 484 Main St Suite 360 Worcester MA https://bbbscm.org/
Services: <ul style="list-style-type: none"> Youth ages 5-14. Athletic, recreational, and educational programs. \$50 membership fee per year 	Services: <ul style="list-style-type: none"> One-to-One relationships provided by reliable adult role models to children ages 6-12.

Adoption and Foster Care Resources

Ascentria Care Alliance	Baby Safe Haven
774-243-3900 11 Shattuck Street, Worcester, MA 01605 https://www.ascentria.org/locations/massachusetts	866-796-4673 Any fire department or hospital will take your child under the Baby Safe Haven Program https://www.mass.gov/baby-safe-haven
Services: <ul style="list-style-type: none"> Refugee aid, independent living for individuals with disabilities, foster care for unaccompanied refugee and immigrant children. 	Services: <ul style="list-style-type: none"> A safe place to give your baby if you can't keep them; No questions asked; no criminal charges filed