

HOTLINES

ABUSE

Child at Risk Hotline (Child Abuse)	(800) 792-5200
Elder Abuse Reporting Line	(800) 922-2275
National Youth Crisis Hotline	(800) HIT-HOME
New Hope Hotline (Domestic Violence)	(800) 323-4673
Parent's Anonymous	(800) 882-1250
SafeLink Hotline	877-785-2020

EMERGENCY SERVICES

24 Hour Emergency Psychiatric Line	(800) 852-0103
Advocate's Psychiatric Emergency (PES)	(800) 640-5432
American Red Cross, Worcester	(508) 756-5711
First Call for Help (United Way)	(508) 755-1233
National Runaway Hotline	(800) 621-4000
Samaritans (Suicide Helpline)	(508) 875-4500
UMASS Emergency Mental Health	(508) 856-3562
Westborough Fire Department	(508) 366-3040
Westborough Police Department	(508) 366-3060

HEALTH

AIDS Hotline Mass Dept. of Public Health	(617) 727-0368
Health Helpline (Healthcare for All)	(800) 272-4232
HIV/AIDS Hotline	(800) 235-2331
Lead Poisoning Hotline	(800) 532-9571
Poison Control	(800) 682-9211
Sexually Transmitted Disease Hotline	(800) 272-2577

HUNGER AND HOMELESSNESS

First Call For Help	(800) 231-4377
Project Bread FoodSource Hotline	(800) 645-8333
Hunger Hotline	(617) 523-7010

SUBSTANCE ABUSE

Alcohol and Drug Hotline	(800) 821-4357
Cocaine Hotline	(800) 262-2463
National Drug & Alcohol Treatment Hotline	(800) 662-HELP

INDEX

There are two indexes in this book; one lists agencies according to the services they provide, and the other lists agencies alphabetically.

Westborough Youth and Family Services does not promote or endorse any of the agencies included in this booklet - the purpose of the booklet is to provide information on outreach assistance. Since agency information changes often, please notify us if you find that information needs to be updated or is incorrect.

ABUSE

Community Healthlink

Daybreak

DOVE (Domestic Violence Ended)

Jane Doe, Inc.

Massachusetts Department of Social Services

Massachusetts Society for the Prevention of Cruelty to Children

New Hope

Parents Helping Parents

Rape Crisis Center

SafeLink Hotline

South Middlesex Opportunity Council

ADOPTION AND FOSTER CARE

Catholic Charities

Jewish Family and Children Services

Massachusetts Adoption Resource Exchange

Massachusetts Department of Social Services

AIDS

AIDS Action Committee/AIDS Action Line

AIDS Information Hotline, Massachusetts Department of Public Health

AIDS Project Worcester

Health Awareness Services

HIV/AIDS Support Group

CHILDCARE

Child Care Connection of Central Mass
Child Care Resources
SPIRIT (Before and After School Care)
SMOC
YWCA of Central Mass

COUNSELING

Advocates Community Counseling
Assabet Valley Pastoral Counseling
Counseling Associates
Marlboro Hospital
Mass Psychotherapy Associates
SMOC
UMASS Psychiatric Department
Wayside Metro West Counseling
Westborough Youth and Family Services

DISABILITY AGENCIES

Massachusetts Commission for the Blind
Massachusetts Commission for the Deaf and Hard of Hearing
Massachusetts Department of Mental Health
Massachusetts Department of Mental Retardation
Massachusetts Office on Disability
Massachusetts Rehabilitation Commission
Outdoor Explorations

DONATIONS ACCEPTED

Central Massachusetts Housing Alliance
Friendly House
Marlboro Resource Center (SMOC)
Mass Coalition for the Homeless
Refugee Apostolate, Inc.
Sage House
SPIRIT
YWCA

EDUCATION

Worcester Educational Opportunity Center

ELDERLY SERVICES

AVCOA

Bay Path Elder Services

Community Health Link Geriatric Services

Massachusetts Executive Office of Elder Affairs

Westborough Council on Aging

EMERGENCY AID

American Red Cross

Catholic Charities

First Call For Help

R.A.F.T.

RCAP Solutions

United Way of Central Massachusetts

EMPLOYMENT

Employment Options

Job Corps

Massachusetts Department of Employment and Training

Massachusetts Department of Workforce Development

Massachusetts Division of Unemployment Assistance

Massachusetts Rehabilitation Commission

ENERGY ASSISTANCE PROGRAMS

Citizens Energy Heat Assistance Programs

Fuel Assistance

Good Neighbor Energy Fund

MassSAVE

Utility Arrearage Programs

Utility Discounts

Utility Shutoff Protection

FINANCIAL ASSISTANCE PROGRAMS

EAEDC, Emergency Aid to Elders, Disabled and Children

TAFDC, Transitional Aid to Families with Dependent Children

SSI, Supplemental Security Income
VS, Veterans' Services

FOOD SERVICES

Abby's House
Food Stamp Assistance
Friendly House
Mustard Seed
Project Bread
Rachel's Table
United Way Hunger Info.
Westborough Food Pantry
WIC
Worcester Food Bank

HEALTH SERVICES

Children's Medical Security Plan
Free Health Stop
Health Awareness Services of Central Massachusetts
Health Care for All (Listed on Additions Page)
Healthy Start
Marlborough Hospital
Mass Health
Massachusetts Department of Public Health
Open Door Free Medical Program
St. Anne's Free Medical Care
UMASS Memorial Medical Center
UMASS Memorial Ronald McDonald Care Mobile
Women's Health Network
Worcester Evening Free Medical Service Program

HOUSING

Central Mass Housing Alliance
Habitat for Humanity
Westborough Housing Authority

LEGAL AID

Better Business Bureau of Central New England
Catholic Charities
Children's Law Center of Massachusetts
Consumer Credit Counseling Service
Disability Law Center
Legal Assistance Corporation of Central Massachusetts
Marlborough District Court
Massachusetts Justice Project
Middlesex Probate Court
Westborough Court Victim Advocate Program
Westborough District Court

MINORITY/IMMIGRATION SERVICES

Catholic Charities
Friendly House
Lutheran Social Services of New England
Refugee and Immigrant Assistance Center (RIAC)
Refugee Apostolate, Inc.

SHELTERS

Abby's House
Central Massachusetts Housing Alliance
Common Ground
Daybreak
DOVE
First Call For Help
Friendly House
Homeless Prevention Center
Jeremiah's Inn
Marlborough Shelter Center (Through Common Ground)
New Hope
R.A.F.T.
Renewal House
Transition House

SUBSTANCE ABUSE

Adcare

Alcoholics Anonymous, Al-Anon, Al-A-Teen

Alcohol and Drug Hotline

Massachusetts Department of Public Health

SUPPORT GROUPS

Alcoholics Anonymous, Al-Anon, Al-A-Teen

C.H.A.D.D.

Domestic Violence Support Group

HIV/AIDS Support Group

Massachusetts Council on Compulsive Gambling

Overeaters Anonymous

Parents Helping Parents

Samaritans

VETERANS SUPPORT

Central Mass. Veterans Shelter Pantry

Westborough Veterans' Services

WESTBOROUGH FAITH COMMUNITIES

Beth Tikvah Synagogue
45 Oak Street
Westborough, MA
(508)616-9037

Good Shepard Lutheran
183 West Main Street
Westborough, MA
(508)366-2601

Congregation B'nai Shalom
117 East Main Street
P.O. Box 1019
Westborough, MA
(508)366-7191

New Hope Chapel
Box 1612
Westborough, MA
(508)836-4231

Evangelical Congregational
8 Church Street
Westborough, MA
(508)366-2000

St. Luke's Parish
70 West Main Street
Westborough, MA
(508)366-8509

First Baptist Church of Westborough
46 West Main Street
Westborough, MA
(508)366-2601

St. Stephen's Episcopal
4 John Street
Westborough, MA
(508)366-4134

First United Methodist
120 West Main Street
Westborough, MA
(508)366-4910

Unitarian Universalist Church
64 West Main Street
Westborough, MA
(508)366-2635



ABBY'S HOUSE

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

Abby's House is a multi-service, non-profit organization in Worcester, Massachusetts that serves homeless and battered women and children.

ADCARE

107 Lincoln Street
Worcester, MA 01605
(800) 345-3552

In addition to offering a broad continuum of alcohol and drug abuse treatment, AdCare Hospital sponsors **1-800-ALCOHOL, 252-6465**, the nationwide, 24-hour Admission and Referral Line, which attracts over 120,000 calls each year.

ADVOCATES

One Clark Hill, Suite 305
Framingham, MA 01702
(508) 628-6300

Advocates offers a comprehensive network of services including residential programs serving over 400 people with disabilities annually; a psychiatric emergency team which responds to 30,000 requests for emergency assistance each year; and outpatient mental health and substance abuse counseling for nearly 1500 residents of the Greater MetroWest Area.

AIDS ACTION COMMITTEE

294 Washington Street, 5th Floor
Boston, MA 02108
(617) 437-6200

AIDS Action Committee provides support services for people living with AIDS and HIV; educating the public and health professionals about how to prevent HIV transmission; and advocating for fair and effective AIDS policy at the city, state and federal levels.

AIDS PROJECT WORCESTER

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

Offers counseling, support groups, financial and housing assistance, medical and employment advocacy, other basic needs, legal assistance, legislative lobbying, public speaking and education. Anonymous and/or confidential HIV/AIDS testing arranged.

AL-ANON FAMILY GROUPS OF MASSACHUSETTS, INC.

57 East Main Street, Suite 109
Westborough, MA 01581-1457
(508) 366-0556

Meetings are free, anonymous and confidential. Primary purpose: to help families of alcoholics. We believe that alcoholism is a family illness and that changed attitudes can aid recovery.

ALCOHOLICS ANONYMOUS

12 CHANNEL ST, SUITE 604, MARINE INDUSTRIAL PARK
BOSTON, MA 02210
Tel: 617-426-9444

Meetings are free, anonymous and confidential.

AMERICAN RED CROSS

American Red Cross of Central Massachusetts
2000 Century Drive
Worcester, MA 01606
508-595-3700

In addition to domestic disaster relief, the American Red Cross offers compassionate services in five other areas: community services that help the needy; support and comfort for military members and their families; the collection, processing and distribution of lifesaving blood and blood products; educational programs that promote health and safety; and international relief and development programs.

ASSABET VALLEY PASTORAL COUNSELING

8 Church Street
Westborough, MA 01581
508-366-4000

The Assabet Valley Pastoral Counseling Center (AVPCC) provides quality therapeutic services, child, adolescent, adult, couple, family and group psychotherapy, testing and assessment, and preventative education programs, serving over 60 communities in the greater Central/Metro West Massachusetts area.

AVCOA

35 Lyman Street
Northborough, MA 01532
(508) 393-1600

Transportation for Westborough Senior Citizens.

B

BAY PATH ELDER SERVICES

33 Boston Post Road West
Marlboro, MA 01752
(508) 573-7200

BayPath is a non-profit community service organization that has been providing services since 1977. Our mission is to enable older people to live independently and comfortably in the community for as long as possible, while promoting their well-being and dignity.

BETTER BUSINESS BUREAU OF CENTRAL NEW ENGLAND

340 Main Street, Suite 802
Worcester, MA 01608
(508) 754-4158

C

CATHOLIC CHARITIES

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

Provides many services including emergency shelter, adoption services, counseling and emergency financial assistance.

CENTRAL MASS HOUSING ALLIANCE

7-11 Bellevue St,
Worcester, Ma 01609
(508) 791-7265

The **Central Massachusetts Housing Alliance (CMHA)** is committed to a leadership role in helping the communities of Greater Worcester and Worcester County respond to the needs of the homeless and near homeless by supporting prevention programs, ensuring the availability of sheltering

and support services, encouraging the availability and access to decent affordable housing and empowering people through education.

CENTRAL MASS. VETERANS SHELTER PANTRY

69 Grove Street
Worcester, MA 01605
508-791-5348

Distribution 1st and 3rd Thursday of each month, 9am - 5pm.

C.H.A.D.D.

Metrowest CHADD
(508) 651-2423

CHADD (Children and Adults with Attention-Deficit/Hyperactivity Disorder) is the nation's leading non-profit organization serving individuals with AD/HD and their families. CHADD has over 16,000 members in 200 local chapters throughout the U.S. Chapters offer support for individuals, parents, teachers, professionals, and others.

CHILD AT RISK

Judge Baker Children's Center
53 Parker Hill Avenue
Boston, MA 02120-3225
(617) 232-8390
(800) 792-5200

Working under the auspices of the Massachusetts Department of Social Services (DSS) since July 1982, Judge Baker Children's Center directs the Child At-Risk Hotline, a statewide after-hours emergency response system. Each year, the Baker's highly trained staff responds to more than 140,000 requests for crisis intervention, information, or referrals.

CHILD CARE CONNECTION OF CENTRAL MASS

100 Grove Street, Suite 115
Worcester, MA 01605
800-278-1503

Child Care Connection, a program of [Family Services of Central Massachusetts](#), provides child care resource & referral. Working with families, child care providers, businesses and the community, CCC promotes available, affordable, quality early care and education in the Central & Southern Worcester County & the Blackstone Valley. [Families](#) receive free child care referrals and information on how to select quality child care, plus parenting resources. We offer recruitment, training and technical assistance for new or established [child care providers](#). Child Care Connection also plans for the need for child care in our community, and provides data for community groups and child care advocacy.

CHILD CARE RESOURCES

799 Boylston Street
Worcester, MA 01606
508-856-7930

Referrals to licensed day care providers for families receiving DTA benefits.

CHILDREN'S LAW CENTER OF MASSACHUSETTS

PO Box 710, 298 Union Street
Lynn, MA 01903
781-581-1977

The Children's Law Center Of Massachusetts is a private, non-profit, legal advocacy and resource center providing direct representation to low income children in Eastern Massachusetts, and technical assistance and training to lay and professional communities throughout New England on issues affecting children's education, civil rights, custody, health and welfare.

CHILDREN'S MEDICAL SECURITY PLAN

1 (888) 665-9993

The Children's Medical Security Plan (CMSP) is a basic health insurance program offered by the Executive Office of Health and Human Services for Massachusetts children and teens under the age of 19 years. CMSP is run by MassHealth.

CITIZENS ENERGY HEAT ASSISTANCE PROGRAMS

(800) 632-8175

Citizens Energy heat assistance programs help low-income people who cannot afford to pay their heating bills. Citizens Energy has a program for people who use heating oil, and a program for people who heat with natural gas.

- The **Citizens Energy Oil Heat Program** offers free heating oil to people in need. Each eligible household is allowed a one-time delivery per heating season of 100 gallons of home heating oil for free. The Oil Heat Program is a joint effort between Citizens Energy Corporation, CITGO Petroleum, Massachusetts fuel oil dealers, fuel assistance agencies, and the MASSCAP Directors Association.
- The **Citizens Energy / Distrigas Heat Assistance Program** gives a \$150 utility bill credit to eligible households who heat with natural gas. The program is run by Citizens Energy and funded by Distrigas.

COMMON GROUND

90 Lincoln Street
Framingham, MA 01702

The CGRC is the hub of SMOC's housing and shelter services for single adults in Metrowest. The CGRC provides a single point of entry into all SMOC's emergency, transitional and sober housing for the targeted population. The CGRC is staffed by an inter-disciplinary team that evaluates all referrals to make the most appropriate placements and coordinates all housing, case management and services for guests and participants in SMOC's continuum of housing and services in Metrowest. The CGRC operates with the goals of homeless prevention, diversion, reduction of shelter stays and stabilization and maximized self-sufficiency.

COMMUNITY HEALTHLINK

72 Jaques Ave
Worcester, MA 01610
(508) 860-1000

Community Healthlink, Inc. is a multi-service, private, non-profit organization committed to promoting, maintaining and restoring the dignity, well-being and mental health of individuals and families in Central Massachusetts.

CONSUMER CREDIT COUNSELING SERVICE

8 Winter Street

Boston, MA

(866) 889-9347

Information, counseling and advice for those who are facing credit problems.

COUNSELING ASSOCIATES

45 Lyman Street, # 19

Westborough, MA

(508) 366-8576

D

DAYBREAK

YWCA Central Massachusetts

1 Salem Square

Worcester, MA, 01608

(508) 755-9030

Daybreak Resources, a program of the YWCA Central Massachusetts, is the most comprehensive program in central Massachusetts designed to meet the needs of women and children whose lives are affected by interpersonal violence.

DISABILITY LAW CENTER

11 Beacon Street, Suite 925

Boston, MA 02108

(617) 723-8455 (800) 872-9992 Voice

(617) 227-9464 (800) 381-0577 TTY

The Disability Law Center (DLC) is the Protection and Advocacy agency for Massachusetts. DLC is a private, non-profit organization responsible for providing protection and advocacy for the rights of Massachusetts residents with disabilities. DLC receives federal, state and private funding but is not part of the state or federal government.

DOVE

P.O. Box 690267, Quincy, MA 02269
617-471-1234 or 888-314-3683

DOVE, Inc. (Domestic Violence Ended) assists thousands of victims of domestic violence each year through our 24-hour hotlines, emergency shelter and community services. During the last three decades, DOVE has grown from a small emergency shelter to a comprehensive multi-service agency providing life-saving services by addressing the complex issues of domestic violence.

E

EAEDC, EMERGENCY AID TO ELDERS, DISABLED AND CHILDREN

1-800-249-2007

Emergency Aid to the Elderly, Disabled, and Children (EAEDC) is a state-funded program that provides emergency assistance to individuals and certain families with children. It is administered by the Department of Transitional Assistance (DTA).

EMPLOYMENT OPTIONS

82 Brigham Street
Marlborough, MA 01752
(508) 485-5051

Assists adults recovering from mental illness to find employment, housing, advocacy, education, parenting support and wellness.

F

FIRST CALL FOR HELP

(508) 755-1233

A telephone information and referral service designed to link people with problems to the appropriate services.

FOOD STAMP ASSISTANCE

Massachusetts Department of Transitional Assistance

600 Washington Street

Boston, MA 02111

617-348-8500

(800) 249-2007

FREE HEALTH STOP

India Center

152 West Main Street

Shrewsbury, MA 01545

Open every Wednesday from 6:00 pm to 8:00 pm.

This program provides the needed healthcare for the under served and uninsured in our community.

FRIENDLY HOUSE

36 Wall Street

Worcester, MA 01604

Friendly House offers a wide range of programs and services for the Worcester community, including: Social Services (help with food stamps, housing, MassHealth and other benefit program applications), Recreation (after-school drop-in program, summer camp), Housing Services (emergency shelter and transitional housing), Food Programs (food stamp applications, farmer's market coupons, a food pantry, summer and school-year meals programs for kids.).

FUEL ASSISTANCE

1-800-632-8175

Fuel assistance, also known as the Low Income Home Energy Assistance Program (LIHEAP), is a government program to help low-income families and individuals pay their heating bills during the winter.

G

GOOD NEIGHBOR ENERGY FUND

(800) 334-3047

Now in its 23rd year, the Massachusetts Good Neighbor Energy Fund has provided energy assistance to hundreds-of-thousands of residents in temporary crisis who are struggling to pay their energy bills and do not qualify for federal or state energy funds.

H

HABITAT FOR HUMANITY

111 Park Avenue

Worcester, MA 01609

(508) 799-9259

Our mission at Habitat is to create decent homes in good communities by working in continuing partnership with those of God's people in need who are committed and able to become homeowners.

HEALTH AWARENESS SERVICES OF CENTRAL MASSACHUSETTS

405 Grove St

Worcester, MA 01605

(508) 753-0800

Since 1976, Health Awareness Services has been providing health care and social support to the people of Worcester County and Metro West Region. All services are accessible, affordable, and client-centered. We're

committed to removing barriers to services, whether they're due to finances, language, race ethnicity, distance, sexual orientation, or life choices.

HEALTHY START

1-800-841-2900

Healthy Start is a free health insurance program for pregnant uninsured low-income women, to help them give their babies a healthy start in life. The program offers early, complete prenatal care to pregnant women and their unborn children, two months of postpartum care, family planning services, and counseling and referrals.

J

JANE DOE, INC.

(617) 248-0922

Jane Doe Inc. brings together organizations and people committed to ending domestic violence and sexual assault.

JEREMIAH'S INN

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

Jeremiah's Inn is a social model residential recovery program for men. We also operate an Emergency Food Pantry.

JEWISH FAMILY AND CHILDREN SERVICES

174 Portland Street
Boston, MA 02114
(617) 227-6641

Services include: adoption resources, family counseling, geriatric care, disabilities resource network.

JOB CORPS

100 Pine Street
North Grafton, MA 01536
(508) 839-6904

Our aim is to identify young adults aged between 16-24 that are struggling with employability skills and employment success and motivate them to attend our Center. Grafton is a career technical training academy of excellence and we offer a wide range of career technical skills training, academic improvement with High School Diploma's and GED as well as leadership, teambuilding, employability, social, and life skills training.

L

LEGAL ASSISTANCE CORPORATION OF CENTRAL MASSACHUSETTS

405 Main Street, 4th Floor
Worcester, MA 01608
(508) 752-3718

LACCM is the state-funded civil legal aid program for Central Massachusetts. LACCM provides free civil legal assistance to low-income and elderly residents of Worcester County.

LUTHERAN SOCIAL SERVICES OF NEW ENGLAND

888 Worcester Street
Wellesley MA 02482
(877) 500-8263 or (781) 997-0800

Delivers a broad variety of services to children, youth and families, persons with disabilities, the economic disadvantaged, refugees and older adults.



MARLBORO HOSPITAL

157 Union Street
Marlborough, MA 01752
508-481-5000

Marlborough Hospital provides treatment for psychiatric problems and addictive behaviors at all levels of care. Comprehensive services include an inpatient program, including short-term stabilization and partial hospitalization. Emergency evaluation by a mental health professional is available 24 hours a day in the Emergency Department.

MARLBORO RESOURCE CENTER (SMOC)

133 East Main Street
Marlborough, MA
508 460-9699

Marlboro Resource Center is a multi-service center that provides information and referral to health, education, housing and social services and links consumers to emergency services where appropriate. The area the MRC serves is Marlboro, Hudson, Sudbury and the surrounding communities. Landlord/tenant and affordable housing information is available. The Center also serves as the contact for the Salvation Army for Marlboro.

MARLBOROUGH SHELTER CENTER

57 Mechanic St, Marlborough, MA 01752
508) 481-7847

*Part of Common Ground

The CGRC is the hub of SMOC's housing and shelter services for single adults in Metrowest. The CGRC provides a single point of entry into all SMOC's emergency, transitional and sober housing for the targeted population.

MASS COALITION FOR THE HOMELESS

Main Office:

15 Bubier Street
Lynn, MA 01901
Phone: 781.595.7570
Fax: 781.595.7574

Furniture Donation 781.595.7570 x13

Founded in 1981, the Massachusetts Coalition for the Homeless is committed to ensuring that everyone has a place to call home. They also accept and distribute furniture donations.

MASS PSYCHOTHERAPY ASSOCIATES

33 Lyman Street
Westborough, MA
508-870-5872

MASSACHUSETTS ADOPTION RESOURCE EXCHANGE

45 Franklin Street, 5th Floor
Boston, MA 02110
617-54-ADOPT (617-542-3678) - 1-800-882-1176

MARE exists to find "a place to call **HOME**" for **CHILDREN** in foster care, including sibling groups and children who are traditionally harder to place. We do this by recruiting, educating, supporting and advocating for **FAMILIES** throughout the adoption process.

MASSACHUSETTS ADVOCATES FOR CHILDREN

25 Kingston Street, 2nd. Floor
Boston, MA 02111
Phone: 617-357-8431
Helpline: 617-357-8431 extension 224

Massachusetts Advocates for Children, formerly Massachusetts Advocacy Center, is a private non-profit organization dedicated to being an independent and effective voice for children who face significant barriers to equal educational and life opportunities. MAC works to overcome these

barriers by changing conditions for many children, while also helping one child at a time.

MASSACHUSETTS COMMISSION FOR THE BLIND

Worcester Office

390 Main Street

Suite 620

Worcester, Ma 01608-2111

(508) 754-1148 VOICE

(800) 263-6944 (MASS. ONLY) VOICE

MCB provides the highest quality rehabilitation and social services to blind individuals, leading to independence and full community participation.

MASSACHUSETTS COMMISSION FOR THE DEAF AND HARD OF HEARING

340 Main Street, Suite 700

Worcester, MA 01608

(800) 530-7570 TTY

(800) 882-1155 Voice

Our commitment is to leverage experience and know-how from people of all ages who are deaf, hard of hearing, and late-deafened, to the point where everyone's opportunities for interpersonal communication and information exchange are both readily accessible and supported effectively with assistive technology.

MASSACHUSETTS COUNCIL ON COMPULSIVE GAMBLING

190 High Street, Suite 5

Boston, MA 02110

Phone: (617) 426-4554

Helpline: 1 (800) 426-1234

The Massachusetts Council on Compulsive Gambling is a private, non-profit health agency dedicated to reducing the social, financial and emotional costs of problem gambling. The Council provides information, prevention, education, advocacy and referral services for problem gamblers, their loved ones and the greater community.

MASSACHUSETTS DEPARTMENT OF MENTAL HEALTH

Worcester State Hospital
305 Belmont Street
Worcester, MA 01604
Phone (508) 368-3838

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

MASSACHUSETTS DEPARTMENT OF MENTAL RETARDATION

500 Harrison Avenue
Boston, MA 02118
Voice: (617) 727-5608

DMR is dedicated to creating, in partnership with others, innovative and genuine opportunities for individuals with mental retardation to participate fully and meaningfully in, and contribute to, their communities as valued members.

MASSACHUSETTS DEPARTMENT OF PUBLIC HEALTH

250 Washington Street
Boston, MA 02108-4619
(617) 624-6000

We are dedicated to our mission, to serve all the people in the Commonwealth, particularly the under served, and to promote healthy people, healthy families, healthy communities and healthy environments through compassionate care, education and prevention. Your health is our concern

MASSACHUSETTS DEPARTMENT OF SOCIAL SERVICES

25 Winthrop Street
Suite 300
Worcester, MA 01604
(508) 929-2130

The Department's vision is to ensure the safety of children in a manner that holds the best hope of nurturing a sustained, resilient network of relationships to support the child's growth and development into adulthood.

MASSACHUSETTS DEPARTMENT OF WORKFORCE DEVELOPMENT

One Ashburton Place

Suite 2112

Boston, MA 02108

Tel: 617-626-7122ton, MA 02108

Tel: 617-626-7122

Hire skilled talent, apply for state workforce training grants, file for unemployment insurance or workers' compensation benefits or make your workplace safer, the Executive Office of Labor and Workforce Development is committed to working on your behalf.

MASSACHUSETTS DIVISION OF UNEMPLOYMENT ASSISTANCE

44 Front Street

Worcester, MA 01608

(508) 799-1600

The Division of Unemployment Assistance (DUA) is the state agency responsible for administering the unemployment insurance program in Massachusetts.

MASSACHUSETTS EXECUTIVE OFFICE OF ELDER AFFAIRS

617-727-7750

Through the statewide elder network, the Executive Office of Elder Affairs ("Elder Affairs") provides services locally via Aging Services Access Points (ASAP), Councils on Aging (COA) and senior centers in communities across the Commonwealth. This network reaches out to elders in need of services that include home care and caregiver support, nutrition programs, protective services, health and wellness services, housing options, SHINE counseling (Serving the Health Information Needs of Elders), or counseling services for elders with limited English proficiency

MASSACHUSETTS JUSTICE PROJECT

405 Main Street, Suite 300

Worcester, MA 01608

Main Phone: 508-831-9888

Since 1997, the mission of the Massachusetts Justice Project (MJP) has been to assist low income people in Central and Western Massachusetts to effectively access civil, social and economic justice for themselves and their communities.

MASSACHUSETTS OFFICE OF DISABILITY

One Ashburton Place, Room 1305
Boston, MA 02108
617-727-7440, 1-800-322-2020

Advocacy agency that serves people with disabilities of all ages.

MASSACHUSETTS REHABILITATION COMMISSION

251 West Central Street, Suite 25
Natick, MA 01760
Tels: (508) 651-7531 (617) 727-6208
Fax: (508) 655-8799
TTY/TTD: (508) 651 7531 (617) 727-6208

We assist individuals of all disabilities to go to work. If you are unemployed or underemployed, you may be able to benefit from vocational services. All VR consumers must reside in Massachusetts and be eligible to work in the United States. The Natick MRC Office serves individuals who reside in the following towns: Ashland, Dover, Framingham, Holliston, Hopkinton, Hudson, Lincoln, Marlborough, Maynard, Medfield, Natick, Needham, Northborough, Sherborn, Southborough, Stow, Sudbury, Wayland, Wellesley, Westborough, Weston and Westwood.

MASSACHUSETTS SOCIETY FOR THE PREVENTION OF CRUELTY TO CHILDREN - MSPCC

335 Chandler Street
Worcester, MA 01602
Tel: 508.753.2967
Fax: 508.753.5540

MSPCC is a private, nonprofit society with a legacy of strengthening families and preventing child abuse through essential child welfare and mental health treatment and effective public advocacy. Incorporated in 1878, MSPCC serves children and families across Massachusetts with an unmatched range of services designed to respond to the individual needs of infants, children, adolescents and their families.

MASS-SAVE

National Grid

Conservation Services Group

40 Washington Street

Westborough, MA 01581

1-800-632-8300

homeimprovement@csgrp.com

Designed to save you money, improve the energy performance of your home, and reduce air pollution, MassSAVE is brought to you by your local electric and gas utilities and energy efficiency service providers. MassSAVE provides year-round home energy solutions.

MUSTARD SEED

29 Janes Avenue

Medfield, MA 02052

Tel: 508-242-9622

Tel: 508-242-9655

N

NEW HOPE

MJ Leadenham Center

91 Prescott Street

Worcester, MA 01605

508-753-3146

Fax 508-753-3148

RESPECT : 877-222-0083 (Toll Free)

Through continuous evaluation and constant improvement, our staff and volunteers strive to fulfill our commitment to our mission of working to strengthen individuals and families by ending domestic and sexual violence.



OPEN DOOR FREE MEDICAL PROGRAM

34 Felton Street, Hudson, MA

Physical exams and immunizations - Mondays, 6:00 pm to 7:45 pm

OUTDOOR EXPLORATIONS

98 Winchester Street

Medford, MA 02155

Voice: (781) 395-4999

Fax: (781) 395-4183

TTY: (781) 395-4184

Email: info@outdoorex.org

Outdoor Explorations is committed to creating communities where every person's unique strengths and perspectives are valued. We look to the day when all people with disabilities have access to the full range of freedom and opportunity in the world.



PARENTS ANONYMOUS

675 West Foothill Blvd., Suite 220

Claremont, CA 91711-3475

(909) 621-6184

Parents anonymous is the nation's oldest child abuse prevention organization, dedicated to strengthening families and building caring communities that support safe and nurturing homes for children.

PARENTS HELPING PARENTS

108 Water Street, Watertown, MA 02472

617-926-5008

Marlborough, Mondays 6:30-8:00pm, child care available
For over 35 years Parents Helping Parents has been a place for
Massachusetts parents and caregivers to reach out for support. We know
that parents need support for themselves in order to support their
children. All services are free, confidential, and anonymous

PROJECT BREAD

Project Bread - The Walk for Hunger
145 Border Street
East Boston, MA 02128
617-723-5000

As the state's leading anti-hunger organization, Project Bread is dedicated
to alleviating, preventing, and ultimately ending hunger in Massachusetts.

R

RACHEL'S TABLE

Rachel's Table
633 Salisbury Street
Worcester, MA 01609
508) 799 - 7600

The mission of Rachel's Table is to distribute donated and specially
purchased foods, without charge, to agencies feeding hungry families and
individuals in greater Worcester, Massachusetts and to reduce the waste of
nourishing food. The Children's Milk Fund purchases milk for needy children.

R.A.F.T.

RAFT (Residential Assistance for Families in Transition)

South Middlesex
Opportunity Council, Inc.
300 Howard St.
Framingham, MA 01701
(508) 620-2675
(800) 286-6776

The RAFT programs helps families who are behind on their rent, mortgage
payments, heating, or utility bills. RAFT will also assist families who have to
move but do not have enough money to pay some of the costs involved, such

as utility startup costs, a security deposit, or first/last month's rent. Families can get up to \$3000 in aid to apply towards rent or expenses.

RAPE CRISIS CENTER

Greater Framingham Area

Voices Against Violence

300 Howard Street (SMOC)

Framingham, MA 01702

Hotline: (800) 593-1125

Office: (508) 820-0834

TTY: (508) 626-8686

REFUGEE APOSTOLATE, INC

27 Chandler Street

Worcester, MA 01609

E-mail: mailbox@refugeeapostolate.com

508-831-7455

We are a Catholic Social Action ministry in the Diocese of Worcester, Massachusetts. We have been "just helping" since 1979. It is our hope that this site will inform you about our works, inspire you to perform a "reckless act of caring," and become a volunteer in helping.

REFUGEE AND IMMIGRANT ASSISTANCE CENTER (RIAC)

Refugee and Immigrant Assistance Center (RIAC)

340 Main Street, Suite #965

Worcester, MA 01608

Phone: 508-756-7557

Fax: 508-756-7708

R.I.A.C.'s overarching vision is to provide culturally and linguistically appropriate services to refugees.

RENEWAL HOUSE

UU Urban Ministry

10 Putnam St.

Roxbury, MA 02119

Tel: 617-318-6010

Renewal House provides one-on-one advocacy that addresses the particular needs of each individual or family, including public assistance as well as

connecting residents to area programs that offer financial assistance, legal services, job training and education, counseling, health and dental services, and childcare. We provide structured support groups on parenting, self-esteem and domestic violence in an overall program rooted in love that believes in, and seeks out, restorative justice.

S

SAFELINK HOTLINE

SafeLink is Massachusetts' statewide domestic violence hotline and is operated by Casa Myrna Vazquez, Inc. in Boston. The SafeLink toll-free number is 1-877-785-2020. SafeLink is answered by trained advocates 24 hours a day in English, Spanish and TTY (1-877-521-2601). It also has the capacity to provide multilingual translation in more than 140 languages. SafeLink is integrated with Casa Myrna Vazquez's already existing toll-free hotline; callers can access SafeLink by calling either number. SafeLink provides an integrated and seamless response to victims of domestic violence through its use of technology and its multilingual capacity.

SAGE HOUSE

508 620-2645

Sage House is a shelter providing substance abuse treatment and supportive services for seven homeless families who participate in the program for 6 to 8 months. Clients and their children receive a variety of supports including relapse prevention groups, group and individual counseling, and vocational training. Staff assists families in acquiring permanent, affordable housing, as well as medical, education, vocational, and social services and referrals

ST. ANNE'S FREE MEDICAL CARE

St. Anne's Church

130 Boston Turnpike (Rte. 9)

Shrewsbury, MA 01545

Telephone: 508-754-7920

This program provides medical services free of charge for children and adults with no insurance or very little insurance. It serves Shrewsbury and surrounding towns, including Worcester.

SAMARITANS

24 Hour Helplines: 617 247-0220, 508-875-4500, 877-870-HOPE
Samaritans, Inc. is a non-denominational, not-for-profit volunteer organization dedicated to reducing the incidence of suicide by befriending individuals in crisis and educating the community about effective prevention strategies

SOUTH MIDDLESEX OPPORTUNITY COUNCIL (SMOC)

300 Howard Street
Framingham, MA 01702
508 620-2645

Offers a wealth of programs aimed at improving the quality of life of low-income and disadvantaged individuals and families by advocating for their needs and rights; providing services; educating the community; building a community of support; participating in coalitions with other advocates and searching for new resources and partnerships.

SPIRIT

(508) 836-7765
Westborough Community Education
90 West Main Street
Westborough, MA 01581

The SPIRIT Program is a before and after school program operated by the Community Education Department. It is designed to meet the needs of parents and students in our community. Morning and afternoon programs are located at the Armstrong School, the Fales School, and the Hastings School. There is an afternoon program located at the Mill Pond School as well. Any Mill Pond parent in need of before school care is welcome to have their child join the before school program at the Armstrong School. A bus for Mill Pond departs from the front of the Armstrong School at approximately 7:25am. The cost for Mill Pond student to attend the morning program is reduced by 70%

SSI SUPPLEMENTAL SECURITY INCOME

SOCIAL SECURITY
MADISON PLACE

51 MYRTLE ST
WORCESTER, MA 01608
(508) 753-4105

Supplemental Security Income (SSI) is a Federal income supplement program funded by general tax revenues (not Social Security taxes): it is designed to help aged, blind, and disabled people, who have little or no income, and it provides cash to meet basic needs for food clothing and shelter.

T

TAFDC, TRANSITIONAL AID TO FAMILIES WITH DEPENDENT CHILDREN

Call the DTA 1-800-249-2007 for your local office information
The public welfare program in Massachusetts, known as Transitional Aid to Families with Dependent Children (TAFDC), is a U.S. government program that provides cash and medical assistance to needy families with dependent children to help them provide the basic necessities for their children.

U

UMASS PSYCHIATRIC DEPARTMENT

55 Lake Avenue North
Worcester, MA 01655
508-334-1000

UNITED WAY OF CENTRAL MASSACHUSETTS

484 Main Street
Worcester, MA 01608
508-757-5631

For 85 years, the United Way of Central Massachusetts has played a critical role in the local community by helping those in need. As community leaders, we convene local resources - donors, volunteers, partners, and agencies to address the most critical human needs, and create a positive, measurable impact in the community.

UTILITY ARREARAGE PROGRAMS

Community Teamwork, Inc. (CTI)

167 Dutton Street, Lowell, MA 01852

Phone (978) 459-0551

Fax (978) 453-9128

South Middlesex Opportunity Council, Inc. (SMOC)

300 Howard Street, Framingham, MA 01701

Phone (508) 620-2300

Fax (508) 620-2310

Worcester Community Action Council, Inc. (WCAC)

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

Phone (508) 754-1176

Fax (508) 754-0203

Arrearage Management Programs are utility company programs that forgive overdue bills and help low-income customers manage their utility expenses. Every investor-owned utility in Massachusetts is required by law to offer an arrearage management program.

UTILITY DISCOUNTS

1-800-392-6066

Utility discounts are lower rates charged to low-income customers for gas, electricity, and telephone service. Massachusetts law requires regulated utility companies to offer discounted rates to customers who receive public assistance benefits and meet income limits. Customers with low-income rates get the same level of service as customers paying the standard rate.

UTILITY SHUTOFF PROTECTION

1-800-392-6066

Massachusetts laws prevent utility companies from shutting off service to people in special situations. Each utility company in Massachusetts must follow the laws and provide service to households that qualify for shutoff protection.

V

VS VETERANS' SERVICES

800-827-1000

The mission of the Department of **Veterans' Services** (DVS) is to be the leading advocate for the more than half-million **veterans** of the Commonwealth.

W

WAYSIDE METRO WEST COUNSELING

88 Lincoln Street

Framingham MA 01702

Phone: (508) 620-0010

Mental health and substance abuse services.

WESTBOROUGH COUNCIL ON AGING

4 Rogers Road

Westborough, MA 01581

508-336-3000

WESTBOROUGH COURT-VICTIM ADVOCATE PROGRAM

186 Oak Street

Westborough, MA 01581

Phone: (508) 366-8266 x119

Phone: Victim Witness Advocate: (508) 366-8266 x144

Town's in this court's jurisdiction: Worcester County, Grafton, Northborough, Shrewsbury, Southborough, Westborough.

WESTBOROUGH DISTRICT COURT

186 Oak Street

Westborough, MA 01581

508) 366-8266

WESTBOROUGH FOOD PANTRY

P.O Box 502

Westborough, MA 01581

508-366-3007

Open Thursdays: 9:30 am to 11:30 pm and 7:00pm to 8:00 pm

WESTBOROUGH HOUSING AUTHORITY

2 Rogers Road
Westborough, MA 01581
508-366-1225

WESTBOROUGH YOUTH AND FAMILY SERVICES

45 West Main Street
Westborough, MA 01581
508-366-3090

Provides counseling for children and families. Promotes prevention through collaboration with other town and community agencies and provides education, programming and information which will enhance the lives of children and families in Westborough,

WESTBOROUGH VETERANS' SERVICES

45 West Main Street
Westborough, MA 01581
508-366-3085

WIC

Worcester WIC Program

26 Queen Street
Worcester, MA 01610
(508) 860-7744

WIC is a nutrition program that provides nutrition and health education, healthy food and other services free of charge to Massachusetts families who qualify. WIC stands for Women, Infants and Children.

WOMEN'S HEALTH NETWORK

Bureau of Family and Community Health
250 Washington Street
Boston, MA 02108
Phone: (617) 624-5434
64 Salisbury St.
Worcester, MA 01609
Telephone: 508-752-2376

WORCESTER EDUCATIONAL OPPORTUNITY CENTER

The Worcester EOC - Colleges of Worcester Consortium
484 Main Street, Suite 500
Worcester, MA 01608
508-754-6829 ext. 3004
www.cowc.org

The Educational Opportunity Centers for Massachusetts is a project of the Colleges of Worcester Consortium, Inc. Known as EOC, this program provides education access services primarily to low-income adults (age 19 and above) who are interested in returning to school. Their goal may be to complete a high school program or enroll in a postsecondary education or training program. This may include a short-term training program or a four-year college or university. More than 7,000 individuals are served each year at one of our convenient locations.

WORCESTER EVENING FREE MEDICAL SERVICE PROGRAM

Epworth United Methodist Church
64 Salisbury St.
Worcester, MA 01609
Telephone: 508-752-2376

Wesley United Methodist Church
114 Main St. (near Courthouse)
Worcester, MA 01608
Telephone: 508-799-4191

The Worcester Evening Free Medical Service Program (WEFMSP) has two walk-in clinics for adults and children with little or no health insurance. The clinic at Epworth United Methodist Church offers free general medical care. The clinic at Wesley United Methodist Church offers free eye exams and hearing evaluations, and free or low-cost eyeglasses and hearing aids. Services are provided by volunteers from the Worcester area.

WORCESTER FOOD BANK

474 Boston Turnpike (Route 9)
Shrewsbury, MA 01545
508-842-3663

The Worcester County Food Bank is a wonderful collaboration of local non-profit human and social service providers, donors from the food industry, corporate, government, civic and private sectors, and individual volunteers whose support and partnership is focused on "providing relief from hunger" to friends and neighbors in Central Massachusetts.



YWCA OF CENTRAL MASSACHUSETTS

15 Grove Street
Westborough, MA 01581
Telephone: (508) 366-5777
Fax: (508) 389-1815
E-mail: lsalek@ywcawestboro.org

The YWCA of Central Massachusetts will strive to be an all-inclusive women's advocacy and resource center with a pro-active membership serving the diverse needs of women through leadership, service and support.

ADDITIONS

HEALTH CARE FOR ALL

30 Winter Street, 10th Floor

Boston, MA 02108

800-272-4232

www.hcfama.org

HCFA seeks to create a consumer-centered health care system that provides comprehensive, affordable, accessible, culturally competent, high quality care and consumer education for everyone, especially the most vulnerable. We work to achieve this as leaders in public policy, advocacy, education and service to consumers in Massachusetts.