



**\*Call the Worcester Family Resource Center for assistance seeking community services: 508-796-1411.**

Leave a message and someone will get back to you! Hablamos Español & other languages available!

**Cash:**

- Are you struggling to find enough money to pay for your basic needs? If so, federal cash benefits can help. There's a federal cash benefit program called the Transitional Aid to Families with Dependent Children (TAFDC) and a state cash program called Emergency Aid to Elders, Disabled and Children (EAEDC). These programs provide small cash allowances to help pay for basic needs. TAFDC comes with additional benefits, including childcare, a clothing allowance, and transportation assistance. You can apply by calling the Department of Transitional Assistance :
- Worcester: 508-767-3100 / Fitchburg: 978-665-8700 / Southbridge: 508-765-2400
- You can also apply on line at DTACconnect.com: [www.dtaconnect.com](http://www.dtaconnect.com).
- If you are applying for DTA's cash assistance benefits, DTA will automatically determine if you are eligible for SNAP & sign you up.

**Child Care / Remote Learning Help for Working Parents:**

- Child Care Resources Information and Referral Line: Mary Beth Brown at 508-796-1838 or [marbrown@sevenhills.org](mailto:marbrown@sevenhills.org)

**Domestic Violence:**

- YWCA Domestic Violence Services: 24/7 Hotline: 508-755-9030 / live chat line: [www.ywcahelp.com](http://www.ywcahelp.com)

**Food:**

- **WIC:** Can apply for child under 18: 1-800-645-8333 or chat at [Gettingsnap.org](http://Gettingsnap.org)
- **SNAP:** Great food resources that works like a debit card for your family to purchase food if you are struggling financially. You and your family may be eligible. You can apply Online: [DTAconnect.com](http://DTAconnect.com) or over the phone by calling Project Bread's hotline: 800-645-8333
- **Food Pantries:** Any individual can visit a food pantry. No ID necessary! <https://foodbank.org/find-food/#agency-locator>
- **P-EBT:** Pandemic EBT: over \$100 per child – for all Worcester School children!! & Healthy Meals to Go Program <https://www.map-ebt.org/> DTA Assistance Line at 877-382-2363
- **Worcester Public Schools Grab and Go Meals Program:** <https://worcesterschools.org/2020-spring-summer-mobile-meal-schedule/> All meals are free of charge and parents/guardians are allowed to pick-up meals for their child(ren).
- **Hot meal delivery program:** If you have COVID-19. Register with the Family Resource Center at 508-796-1411 or [wfrc@youinc.org](mailto:wfrc@youinc.org).

**Heat & Electric / Fuel Assistance:**

- Worcester Community Action Council: No walk-ins. Doing applications via phone or online. / 508-754-1176 / 508-754-7281 to check status / Or email: [liheap@wcac.net](mailto:liheap@wcac.net). Past bill forgiveness programs / Can help you qualify for lower electric rate / Refrigerator, etc. replacement programs.

**Health:**

- A COVID-19 Information Line has been established by the city at 508-799-1019.
- Link to find info on latest COVID Testing sites!: <https://www.mass.gov/info-details/stop-the-spread#worcester->

**Housing:**

- Emergency funds are available *\*with various eligibility criteria*. The State just issued a Comprehensive Eviction Diversion Initiative to Keep People Safely Housed During the Pandemic. **To find out if you are eligible & for other help CALL:**
- Central MA Housing Alliance: Please email [hc@cmhaonline.org](mailto:hc@cmhaonline.org) to Initiate Housing Counseling, or call 508-791-7265 ext. 172./ NEW online application for emergency housing RAFT funds: [www.cmhaonline.org](http://www.cmhaonline.org) or <https://www.cmhaonline.org/raft-erma-apply-now-english>
- RCAP Solutions: Email is the best way to reach staff / Housing Consumer Education Center: [HCED@rcapsolutions.org](mailto:HCED@rcapsolutions.org)  
Rental Assistance: [RentalAssistance@rcapsolutions.org](mailto:RentalAssistance@rcapsolutions.org) / or call: 800.488.1969, Monday – Friday from 8:30 AM – 4:30 PM.

**Employment / Unemployment Help:**

- MassHire Worcester Career Center: Offices are closed to the public but services are provided remotely: Please visit their MANY online tools: <https://masshirecentralcc.com> or call 508-799-1600.
- Job seekers: Visit their Job Search website. <https://masshirecentralcc.com/jobseekers/job-search/>

**Legal Assistance:**

- Community Legal Aid/Central West Justice Center: Assistance for low income individuals for civil legal needs involving eviction defense, family law issues, education, unemployment benefits law for kids with special needs, and access to government benefits. To apply for services, please use our online application at <https://communitylegal.org/communitylegal/apply-online> or call our intake line at 855.CLA.LEGAL (855.252.5342).

**Mental Health:**

- Call the Worcester Family Resource Center for assistance seeking community services: 508-796-1411. Leave a message and they will respond!
- Community Healthlink: Provides FREE urgent behavioral health and addiction services.
  - Mental health: Adults with acute needs can call 800-977-5555 or visit 12 Queen Street.  
No insurance is needed. Children with acute needs call: 800-977-5555 (do not visit site with children).

**School:**

- Connect with your teacher! – Also for behavioral needs. There are teams of staff who can help! Each building has connection to a language line.
- Latest info: go to Worcester Public Schools website: <https://worcesterschools.org/>
- Technology Help: <https://sites.google.com/worcesterschools.net/caregiverstechacademy/home/> / Hot Spots Available - Call your child's school!
- Fact Sheet for Children with Disabilities: <https://worcesterschools.org/wp-content/uploads/2020/04/Family-Resource-Toolbox-for-Families-of-Students-with-Disabilities-English.pdf>

**Transportation:**

- As of April 1, the WRTA is waiving fares for the bus until January 1, 2021! **ALSO!** The Family Resource Center has free LYFT rides for individuals unable to ride the busses due to health concerns. Please call 508-796-1411. (*pending availability*)