



11 Sycamore Street, Worcester MA 01608
508-798-1000
Info@centroinc.org
www.centroinc.org

Community partners:

American Red Cross ♦ Amor para Puerto Rico ♦ Catholic Charities ♦
Central Mass Housing Alliance City Council ♦ City Manager ♦ College of
the Holy Cross ♦ Congressman James P. McGovern ♦ Ed Kennedy
Community Health Center ♦ Family Health Center of Worcester ♦
Friendly House ♦ HECMA ♦ Latino Education Institute ♦ Mass 211 ♦
Telegram & Gazette ♦ UMass Memorial Health Care ♦ United Way of
Central Massachusetts ♦ Worcester Housing Authority ♦ Worcester
Public Schools



Welcome to Worcester

A guide to City of Worcester services for new residents affected by hurricanes

Here in Worcester, we're proud to come together—
local non-profit organizations, our faith-based community,
local and state government, and businesses—caring and
collaborating to assist individuals and families who
have been displaced by natural disaster in
the journey to attain self-sufficiency.

*On behalf of our caring community,
welcome to Worcester!*



Step 1.

Register with FEMA

FEMA Individual Assistance Program provides disaster survivors with information, support, services, and a way to access and apply for disaster assistance.

To apply, visit: www.disasterassistance.gov

Need help with a FEMA application?

The FEMA Helpline is available seven days a week, 7 a.m. – 11 p.m.

- ♦ FEMA Helpline: 1-800-621-FEMA (1-800-621-3362)
 - ♦ TTY: 1-800-462-7585
- ♦ 711 or Video Relay Service (VRS): 1-800-621-3362

Step 2.

Register with Massachusetts

Mass 211 responds immediately during times of crisis, directing callers to the most appropriate services for their needs. The Commonwealth of Massachusetts runs the Department of Transitional Assistance at 1010 Massachusetts Avenue, Boston, and administers the Family Shelter system.

To register:

- ♦ Mass 211 – Dial 211.
If you're unable to reach 2-1-1 via your telephone/cellphone, please call 1-877-211-MASS
 - ♦ Mass 211 TTY- 1-508-370-4890

Step 3.

Register with Centro

Centro will conduct an intake and needs assessment, and develop a care plan for you and/or your family. Based on this care plan, Centro will either serve the family and/or refer them to the appropriate provider or community partner for assistance.

- ♦ Phone: 508-798-1000
- ♦ Email: info@centroinc.org
- ♦ Web: www.centroinc.org

Programs and Services



Housing Support

A limited number of programs are available to help displaced persons access housing. Rules vary for private or public housing. For more information, contact CENTRO:

- ♦ 11 Sycamore Street, Worcester, MA 01608
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Worcester Public Schools

If you need to register a child (children) in school, you may do so at the **Worcester Public Schools Parent Information Welcome Center**. A registration specialist will help you every step of the way. Multi-lingual support is available.

- ♦ 768 Main Street, Worcester, MA 01608
Monday – Friday: 8:30 A.M. – 4:00 P.M.
508-799-3193 / 508-799-3299
www.worcesterschools.org



Health Care Questions

Free, confidential, multi-lingual health care and referral services are available at the following locations:

- ♦ **Family Health Center of Worcester, Inc.**
26 Queen Street Worcester, MA 01610
508-860-7700 / TTY 508-860-7750
- ♦ **Edward M. Kennedy Community Health Center**
19 Tacoma Street, Worcester, MA, 01605
508-852-1805 / info@kennedychc.org



Veterans Support

Financial assistance is provided to veterans and their families displaced by a natural disaster who have lived in Massachusetts for longer than one day.

- ♦ **Veterans Inc.**
Address: 69 Grove Street, Worcester, MA 01605
800-482-2565 / www.veteransinc.org