

Quick Summary of Community Resources Information for Worcester Families during COVID-19

A collaboration of Healthy Greater Worcester and Worcester Community Connection of YOU, Inc.

Updated March 26, 2020

For a more detailed listing of resources per agency go to:

https://docs.google.com/spreadsheets/d/1du2_SDDEvC1TxN5vooN3ouWT01E0p7zH5kGgTwWQUc/edit?ts=5e7b60c1#gid=1714159397

Thank you to Gina Plato Nino of Community Legal Aid and other agencies for providing a lot of these helpful resource updates!

***For more detailed Know Your Rights information from Community Legal Aid on many resources and public benefits:**

https://docs.google.com/document/d/1GNefNz6RSk1zVYRRlaqFFjADBnVpg90suP_6dxPE7Dk/edit?usp=sharing

For Up-to-date Information on the Coronavirus in Worcester

Go To:

<http://www.worcesterma.gov/coronavirus>

***Worcester Mutual Aid Facebook Page: Another Great Clearinghouse of Community Updates**

<https://www.facebook.com/groups/MutualAidWorcester/>

MASS 211 is another resource

Case Management support and additional assistance connecting with local resources:

The YOU, Inc. Worcester Family Resource Center

Call 508-796-1411 and they will get back to you

Cash

Department of Transitional Assistance Fact Sheets:

- [DTA Info Flyer](#)
- [DTA Info Flyer in Spanish](#)

TAFDC and EAEDC applications can now be filed (started) online!!

Cash assistance applications can be filed online at DTAConnect.com

Child Care:

Governor Baker announced the closure of all child care facilities effective Monday, March 23, with exemptions for family of emergency personnel, medical staff and "other critical to fighting the COVID-19 outbreak."

<https://mailchi.mp/b27f6a78b173/early-learning-networking-opportunities-1516420?e=046fa4655b>

MA Department of Early Education and Care Info for Parents including info on access to emergency child car sites:

https://eeclead.force.com/apex/EEC_ChildCareEmergencyParents

In Worcester, the designated sites include the Boys & Girls Club, the YWCA, the two YMCA locations, and the Guild of St. Agnes, Children's Friend as well as some private home daycare providers.

Here are the categories of parents/caregivers who qualify to use these emergency child care sites: healthcare workers with priority to healthcare workers working with COVID-19 patients, essential state workers, grocery store employees, emergency response personnel, law enforcement, transportation & infrastructure workers, sanitation workers, DCF-involved families, and families living in shelters. Access is not exclusively limited to families in these categories at this time, but they will be given priority access to the available slots.

Education:

Schools will remain closed through 5/1/20

Worcester Public Schools website: <https://worcesterschools.org/>

Extended Learning Info – for learning at home:

<https://sites.google.com/worcesterschools.net/wpsextendedlearning/home>

Arts at Home

the Worcester Cultural Commission is creating several collections for audiences of all ages to enjoy at home. These videos include tours, interviews, performances, and other content from Worcester area organizations and individuals, with more to come! Check out the start of our online collection and playlists at WorcesterCulture.org/arts-at-home or our [YouTube channel](#), to be updated regularly.

Elder Services:

The Worcester Senior Center is closed but helping seniors. Call 508-799-1232 and leave a message to be returned asap.

Employment:

MassHIRE & the Worcester Workforce Investment Board:

Please feel free to share our online workforce resources page including information the critical worker connection effort at: <https://masshirecentral.com/covid19resources/>

Unemployment:

You now file an unemployment claim online. Go to this site for additional information:

<https://www.mass.gov/info-details/massachusetts-covid-19-unemployment-information>

Virtual Town Halls on Unemployment:

. <https://www.mass.gov/forms/massachusetts-department-of-unemployment-assistance-dua-virtual-town-halls>

Family Court:

All non emergency family court cases are postponed until May 1, 2020

The court will only be open to accept paperwork about emergency matters. Visit communitylegalaid.org for more info

Food

Healthy Meals to Go Program for Worcester Public Schools Students:

<https://worcesterschools.org/2020-spring-summer-mobile-meal-schedule/> - *parents can pick up the food without their children accompanying them*

Food Pantries:

FOOD PANTRIES ARE OPEN AT THIS TIME!

The Worcester County Food bank continues to support all of its food pantries and has reassured us they have plenty of supplies. The best way to find current hours and availability is by going to <https://foodbank.org/find-food/#agency-locator>

SNAP: 1-800-645-8333 or chat at Gettingsnap.org: to help people find key resources and services in the community especially applying for SNAP and access to local food pantries. ***APPLY FOR SNAP!**

Due to COVID, After April 1st, families will automatically qualify for the maximum benefit

WIC:

Worcester WIC Main Office 508-796-7000

Plumley Village WIC Office 508-799-9392

EMK (GBV) WIC Office 508- 853-2904

If you're concerned about your WIC appointment for any reason, call your local WIC office for assistance. You can find your local WIC office phone number on our website @ www.mass.gov/wic or call us 1-800-WIC-1007.

Fuel Assistance

The Worcester Community Action Council:

If you learn of anyone that has a no-heat emergency or needs heating assistance, please have them call 508-754-1176 and select Option 2. Staff is continually monitor our phone lines and will be in touch with people as quickly as possible.

We'll also be setting up a new resource page on our website www.wcac.net for critical info, COVID19 resources, and at home education activities for children, youth and their families. We'll update our Facebook page regularly with those resources as well.

Health:

- **A COVID-19 Information Line** has been established by the city at 508-799-1019. The line provides facts and information about COVID-19, how to stop the spread, what to do if someone is experiencing symptoms and quarantine information. The line will be available in multiple languages.

- **The public is encouraged to contact their PCP first** if they believe they are exhibiting symptoms, follow up if symptoms escalate

- **CareMobile** – is off the road due to safety precautions

- **Worcester Free Clinics Telephone & Video Visits**

The Worcester Free Clinics are currently closed to in-person visits but have begun performing telephone and video visits for acute and chronic medical concerns, medication refills, and health screenings. All free medical programs are closed to in-person visits until further notice due to COVID epidemic. Telephone and video visits are available. Visit website to obtain more information. (Posted by Claudia Snell)

Housing:

Division of Housing Stability, DHCD (the State's Emergency Shelter system) will continue to stay in operation through this crisis but their offices are closed:

DHCD– *overview sheets*

- [DHCD Info Flyer](#)
- [DHCD Info Flyer in Spanish](#)

Families who need to apply for EA Shelter should call remote line 1-866 584-0653 Shelter families should reach out their case manager if they need assistance with food, cleaning supplies, other means of mitigating the spread of COVID19

Central MA Housing Alliance Updates:

Visit: cmhaonline.org/announcements

Housing Counseling Walk-Ins are *cancelled* until further notice. Please email hc@cmhaonline.org to initiate Housing Counseling, or call 508-791-7265 ext 172.

RCAP Solutions:

Closed through April 29th. Email is the best way to reach staff

Visit: <http://www.rcapsolutions.org/closing/>

Housing Consumer Education Center: HCED@rcapsolutions.org

Rental Assistance: RentalAssistance@rcapsolutions.org

Housing applications and other assistance: <http://www.rcapsolutions.org/housing-applications/>
First time applicants: download intake form : <http://www.rcapsolutions.org/hcec-application/> Completed documents can be emailed to: HCEC@rcapsolutions.org
Our phone number is: 800.488.1969 and staff is available Monday – Friday from 8:30 AM – 4:30 PM.

RAFT: The state has released additional RAFT funding which families can access through CMHA and RCAP for rental assistance. To apply at RCAP:

○ If this is a family's first contact with RCAP: HCEC@rcapsolutions.org - families should attach the intake forms found here: <http://www.rcapsolutions.org/hcec-application/>, which can be filled out electronically without having to print/scan forms

If the family has already been engaged with RCAP: RentalAssistance@rcapsolutions.org

Tenant's Rights

All current eviction cases are postponed until April 21, 2020

The housing courts are only open for emergency matters until April 6, 2020

****NOTE:** Have you lost your job? Were your work hours cut? Has your household lost other income?*

If you live in public or subsidized housing and your rent is calculate based on your income, you can ask your housing authority or landlord to recalculate and lower your rent

Internet:

Charter is offering limited free internet access to families with students. Click [here](#) for more information

Legal

Community Legal Aid's intake line at 855.CLA.LEGAL (855.252.5342) or apply on line at Communitylegal.org.

Attorney General's Office

If you or someone you know is having their rights violated regarding sick time, travel compensation, or other issues as a result of the public health situation – our office is here to help! Please give our Consumer Advocacy and Response Division hotline a call at 671-727-8400.

Mental Health:

A listing is being developed, but in the meantime, please call The YOU, Inc. Worcester Family Resource Center at 508-796-1411 and they will get back to you to provide you with information on available mental health resources.

Parent Support:

The Parent Professional Advocacy League of Worcester: Support for parents of children with mental health needs. We can be reached through email at parentsupportgroup@ppal.net or by phone on our office line at 508-767-9725

Virtual Support Groups they are Holding at This Time:

Every Monday and Friday from 9am-11am

Family Support Drop-In (need a resource, have a question or just feel like chatting)

Phone Number: 1(574) 807-6224 PIN: 481 219 769#

Every Tuesday from 9am-11am

Hispanic Family Support Group

Phone Number: 1(401) 542-3257 PIN:438 858 848#

First and Third Wednesday from 6pm-8pm

Parents of Transition Age Youth (P-TAY) Support Group

Phone Number: 1(909) 687-0321 PIN: 846 569 410#

Substance Use Recovery

Everyday Miracles has transitioned to Zoom meetings: <https://www.facebook.com/pg/EDMPeer>

- Every morning 10:00 am morning check in

To Join Zoom Meeting: <https://zoom.us/j/265977481> / Meeting ID: 265 977 481

Every Tuesday we will roll into Recovery Maintenance and Every Tuesday we will roll into a book club.

- All Recovery Meeting – everyday at 2pm

To Join Zoom Meeting: <https://zoom.us/j/516915919> / Meeting ID: 516915919

SAMHSA is offering virtual recovery meetings on this

schedule: <https://www.samhsa.gov/sites/default/files/virtual-recovery-resources.pdf>

Businesses

Here is the Chamber of Commerce's complete information list updated daily for resources.

<https://www.worcesterchamber.org/daily-chamber-communication-focusing-impact-covid-19/>