

Meet Our Staff

Area Administrator

Cindy directs the Worcester Area Office, managing staffing, volunteers, budget and daily operations. Cindy has extensive clinical and case management experience working with families and meeting their needs in Worcester County.

Charlotte Vera

Assistant Area Administrator

Works with individuals and families who need emergency assistance such as food, clothing, utility and housing assistance, and in some cases referrals for additional counseling or supportive services.

Guillermina Caraballo

Food Pantry Coordinator

Maintains the Worcester Area Office food pantry; Ensures that our available inventory remains steady, coordinates with volunteers for all food deliveries and donations, and helps to maintain accurate and updated client files.

Catholic Charities

Worcester Area Office

Area Administrator

10 Hammond Street
Worcester, MA 01610

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Email: cmercedes@ccworc.org

Serving the communities of: Auburn, Boylston, Holden, Leicester, Millbury, Northborough, Paxton, Rutland, Shrewsbury, Southborough, West Boylston, Westborough, and Worcester.



WORCESTER Area Office

508.860.2237
www.ccworc.org



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Catholic Charities Worcester County is a multi-faceted, 501 (c)(3) social service agency serving all of Worcester County with a broad mix of programs addressing issues including hunger, access to emergency services, housing assistance and health care, developmental disabilities, job training, home care, parenting education, immigration and citizenship services, and substance use disorder treatment and recovery. We are committed to strengthening families and to serving individuals in need regardless of racial, ethnic, cultural or religious origins, ability to pay, or mental, physical or developmental challenges.

Our Service Model

We support individuals and families experiencing difficult economic challenges with a combination of case management and direct service, provided in an environment that affirms the dignity of the person being served.

Every individual who visits or calls our office completes an assessment that helps us to address immediate needs, and move towards self-sufficiency:

▶ **Food distribution:** We supplement household food supplies, addressing individual needs, including the special needs of ethnic groups, seniors, those with health issues, and pediatric supplies when and if available.

▶ **Clothing:** We maintain a large supply of gently used clothing and accessories for children and adults. Our clothing closet is open daily for those in need.

▶ **Housing and Utilities:** For those who qualify, and if funding is available, we provide direct assistance with rent and utility payments, which are made directly to landlords and vendors.

▶ **SNAP, Mass Health & Fuel Assistance Applications:** We assist qualified individuals and families to apply for or recertify Supplemental Nutrition Assistance and fuel assistance benefits and Mass Health applications.

▶ **Holiday Assistance:** We provide Thanksgiving baskets, and maintain a Giving Tree for families and children in need during the holidays.

▶ **BACK-TO-SCHOOL SUPPLIES**
School supplies are provided through generous donations from local parishes and organizations

▶ **Diaper Program:** We provide 30 diapers and a pack of wipes per child in household in diapers once a month.

▶ **Pet Pantry:** We provide pet food and other products to help individuals and families to care for their pets and keep them at home.

▶ **Personal Care Items:** Through donations provided on a monthly basis per household.



Ongoing Case Management

Just as important as the emergency assistance we provide are the case management and educational services we offer. Once stabilized, we can help individuals and families to address underlying issues and barriers that may be preventing them from achieving a safe and stable home environment. Our Case Managers work proactively to enroll or refer clients to a number of exceptional programs and supportive services:

- ▶ **Financial Literacy and Budget Training**
- ▶ **HiSet (High School Equivalency) Classes**
- ▶ **Vocational Training**
- ▶ **Positive Parenting Classes**
- ▶ **Immigration/Citizenship Services and Assistance**
- ▶ **Behavioral Health Counseling**
- ▶ **Housing Search and Advocacy**
- ▶ **Job Search and Resume Preparation**
- ▶ **ESL Classes**

