



2024

Programs and Services Booklet

LOCATIONS

Worcester Area Office
10 Hammond Street
Worcester, MA 01610
508-798-0191

Leominster Area Office
196 Mechanic Street
Leominster, MA 01453
978-840-0696

Milford Area Office
200 Main Street
Milford, MA 01757
508-234-3800

Southbridge Area Office
79 Elm Street
Southbridge, MA 01550
508-765-5936

Crozier House
10 Hammond Street
Worcester, MA 01610
508-860-2216

Women's Recovery Program
196 Mechanic Street
Leominster, MA 01453
508-754-1865

Family Shelter
4 Caroline Street
Worcester, MA 01604
508-753-3084

Mercy Centre
25 West Chester Street
Worcester, MA 01605
508-852-7165

Athol Home Care
12 Riverbend Road
Athol, MA 01331
978-249-4563

Gardner Home Care
1 Lake Street, #161
Gardner, MA 01440
1-800-249-4563

Greenfield Home Care
91 Main Street, 1st Floor
Greenfield, MA 01301
413-512-2017

Leominster Home Care
196 Mechanic Street
Leominster, MA 01453
1-800-461-7131

Milford Home Care
200 Main Street
Milford, MA 01757
1-800-649-4364

Shelburne Falls Home Care
114 State Street
Shelburne Falls, MA 01370
413-489-3045

Worcester Home Care
25 West Chester Street
Worcester, MA 01605
508-860-2271



"Do not neglect to do good and to share what you have, for such sacrifices are pleasing to God."

(Heb. 13:16)

"The measure of the greatness of a society is found in the way it treats those most in need, those who have nothing apart from their poverty!"

Pope Francis



A MESSAGE FROM BISHOP MCMANUS

Dear Friends in Christ,

Our Holy Father reminds the Church of the awesome role we play when we practice the virtue of charity by serving the poor and those who are struggling in society in a variety of ways.

Catholic Charities has continued in their mission to serve clients with food pantries, homeless prevention or transitional assistance, substance use recovery, support for seniors and programs for the developmentally disabled.

I invite you to learn how Catholic Charities is committed to bringing the face of Christ, the ultimate source of all hope, to individuals and families who otherwise may live in despair. Your contributions make a difference for tens of thousands of people in Central Massachusetts. Thank you for helping Catholic Charities respond to those in need in the coming year. As Pope Francis wrote in *The Joy of the Gospel*, "...none of us can think we are exempt from concern for the poor and for social justice...."

With every prayerful best wish, I remain
Sincerely yours in Christ,

+ Robert J. McManus

Most Reverend Robert J. McManus,
Bishop of Worcester





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Contact Us



**catholic-charities-of-
worcester-county**



ccworchester



cc_worcester



cc_worc



Email
info@ccworc.org



Administrative Office
25 W. Chester Street
Worcester, MA 01605



Phone Number
508-798-0191



The Mission

Inspired by the teachings of Jesus Christ and the Church and the pastoral leadership of the Bishop of Worcester, Catholic Charities Worcester County is committed to meeting the needs of the poor, the homeless and the infirm and to enhancing the quality of life for all.

We promote the gift and sacredness of life from the first moment of conception through all stages of human growth and development. 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.

We believe that every person has the right to life, housing, food, shelter, clothing, and health care, and that all should be enabled to participate in the decisions that vitally affect them.

While our resources are not unlimited, Catholic Charities will strive to advocate cooperatively with parishes and civic organizations, seeking support from private and public agencies, and encouraging and availing itself of the rich human resource which its volunteers and staff provide – to create a network of care throughout Worcester County in the “... promotion of justice for the poor and of Christ’s kind of love for them.”

1 Second Vatican Council

The Population and Service Area

Catholic Charities Worcester County serves people of all faiths and no faith tradition, and provides services throughout Worcester County for elders, single households, families, children, and people with developmental disabilities.

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BASIC NEEDS & EMERGENCY STABILIZATION

Leominster Area Office

We offer support services such as financial aid, case management, budgeting assistance, and financial literacy programs, based on available resources. We also provide access to a clothing closet, food pantry, diapers, and personal care items on a monthly basis, as needed. We have referral services to connect with additional assistance.

Low Income Home Energy Assistance Program (LIHEAP) application assistance and MassHealth application assistance.

Supplemental Nutrition Assistance Program (SNAP) Outreach Partner: Provides outreach, sign-up assistance, and re-certification for eligible households.

Service area: Ashburnham, Athol, Berlin, Bolton, Clinton, Fitchburg, Gardner, Harvard, Hubbardston, Lancaster, Leominster, Lunenburg, Petersham, Phillipston, Princeton, Royalston, Sterling, Templeton, Westminster, Winchendon

Location: 196 Mechanic Street, Leominster, MA 01453

Office hours: 8:30 A.M. to 4:30 P.M., Monday through Friday

Food pantry is closed on Fridays.

Contact: 978-840-0696

Milford Area Office

We offer monthly access to clothing, diapers, and personal care items as needed, as well as financial assistance when resources permit. We also provide case management, budget coaching, food pantry access, community resources, support with job searches, and resume writing.

SNAP Outreach Partner: Provides outreach, sign-up assistance, and re-certification for eligible households.

South Middlesex Opportunity Council (SMOC), LIHEAP Partners:

Provides assistance with sign up and recertifications for federal fuel assistance applications.

BASIC NEEDS & EMERGENCY STABILIZATION

Milford Area Office (*continued*)

Service area: Blackstone, Douglas, Grafton, Hopedale, Mendon, Milford, Millville, Northbridge, Sutton, Upton, Uxbridge, Whitinsville

Location: 200 Main Street, Milford, MA 01757

Office hours: 8:30 A.M. to 4:00 P.M., Monday through Friday

Contact: 508-234-3800

Southbridge Area Office

We offer basic needs and financial assistance as available, along with case management and budgeting support. Our services include clothing, diapers, and referrals to other necessary resources. Through our partnership with the Food Share Program, clients can access food supplies on Mondays, Wednesdays, and Fridays from 10 A.M. to 11:15 A.M.

Service area: Barre, Brimfield, Brookfield, Charlton, Dudley, East Brookfield, North Brookfield, West Brookfield, Hardwick, New Braintree, Oakham, Oxford, Spencer, Southbridge, Sturbridge, Ware, Warren, Webster

Location: 79 Elm Street, Southbridge, MA 01550

Office hours: 8:00 A.M. to 4:00 P.M., Monday through Friday

Contact: 508-765-5936

Worcester Area Office

We offer basic needs and financial aid as resources allow, along with case management and financial education. Our services include a food pantry, clothing closet, diapers, and personal care items on a monthly basis as needed. We also provide referrals to other service providers.

Service area: Auburn, Boylston, Holden, Leicester, Millbury, Northborough, Paxton, Shrewsbury, Southborough, West Boylston, Westborough, Worcester

Location: 10 Hammond Street, Worcester, MA 01610

Office hours: 8:30 A.M. to 4:30 P.M., Monday - Friday (Closed Tuesdays)

Food pantry hours: 11:30 A.M. to 2:30 P.M., Monday through Friday

Contact: 508-860-2237 (*triage line - please leave message*)

SENIOR SERVICES

Home Care Programs

Allows homemakers and personal care attendants to serve elders and people with disabilities. Services include homemaking, personal care, home health aide services, and in-home assistance.

Locations and Contact:

12 Riverbend Street, Athol, MA 01331

1-800-244-4563

91 Main Street, Greenfield, MA 01301

1-800-244-4563

196 Mechanic Street, Leominster, MA 01453

1-800-461-7131

200 Main Street, Milford, MA 01757

1-800-649-4364

114 State Street, Shelburne Falls, MA 01370

1-800-244-4563

79 Elm Street, Southbridge, MA 01550

1-800-649-4364 (*call for appointment*)

25 W. Chester Street, Worcester, MA 01605

508-860-2271

Office hours: 7:30 A.M. to 3:30 P.M., Monday through Friday

Senior Community Services Employment Program (SCSEP)

Provides employment, training, and job search assistance to low-income mature workers. Participants must be 55 years old+, fall at or below 125% of the Federal Poverty Guidelines, and lack the necessary skillset for today's workplace. Participants perform up to 20 hours per week of community service at non-profit and government agencies for which they are paid minimum wage.

SENIOR SERVICES

SCSEP (*continued*)

Service area: Worcester County and Franklin County

Locations and Contact:

1. 10 Hammond Street, Worcester, MA 01610

508-798-0191

2. 1 Arch Place, Greenfield, MA 01301 - c/o Career Center

413-774-4361

3. 100 Erdman Way, Leominster, MA 01453 - c/o Career Center

978-534-1481 ext. 261

Office hours: 8:00 A.M. to 4:30 P.M., Monday through Friday

PROGRAMS FOR ADULTS WITH IDDS

Mercy Centre

Provides four programs for adults aged 18 and older with intellectual and/or developmental disabilities. The emphasis is placed on enriching their lives through employment, training, skill building, and a full range of activities. Each program fosters growth through strengthening self-esteem, independence, communication skills, and encouraging interactions with peers and community members.

Employment Supports: Job skill building, enhancing work opportunities, and explore meaningful employment in the community.

Group Supported Employment: Provides individuals with the opportunity to acquire skills at various supervised work sites in the community, giving them valuable work experience.

PROGRAMS FOR ADULTS WITH IDDS

Mercy Centre Adult Services (*continued*)

Community Based Day Support Services: Enables individuals with the skills to engage in a full range of experiences and activities within their community either independently or in a group setting with the focus being on community, recreational, and leisure activities. This program is designed for adults who for medical, social, or cognitive reasons have chosen to de-emphasize the role of work in their lives.

Day Habilitation Program: Provides challenging, supportive, and individual-driven skills training programs. The focus is on social and communication skills, relationship building, and recreational activities. Each individual will be helped to achieve their highest level of independence.

Service area: Worcester and the surrounding cities/towns
Location: 25 West Chester Street, Worcester, MA 01605
Office hours: 7:30 AM - 3:00 PM, Monday through Friday
Program hours: 8:00 AM - 2:00 PM, Monday through Friday
Contact: 508-860-2257

FAMILY SERVICES

Adoption History & Search Program

We offer support to individuals who have placed a child for adoption through Catholic Charities, provide background information to adoptees and, upon request, facilitate reunification efforts for both parties.

FAMILY SERVICES

Adoption History & Search Program (*continued*)

Service area: Worcester County
Location: 10 Hammond Street, Worcester, MA 01610
Office hours: 8:30 A.M. to 4:30 P.M., Tuesday & Thursday
Contact: 508-860-2238

Parent Aide Program

The Catholic Charities Parent Aide Program, established over 25 years ago, provides vital support and resources to English and Spanish-speaking families across Worcester County. With a core focus on family reunification, Therapeutic Parent Aides offer short-term assistance tailored to individual family needs, typically spanning three to four months. Collaborating closely with the Department of Children and Families (DCF), our program aims to restore positive family functioning during times of crisis.

Service area: Worcester County
Location: 196 Mechanic Street, Leominster, MA 01453
Office hours: 8:30 A.M. to 4:30 P.M., Monday through Friday
Contact: 508-860-2226

Parent Education Workshops & Activities

Provides parenting groups, workshops, and activities on various parenting topics including developmental information, behavioral strategies for parents addressing issues from infancy through teen years, health and safety, and other topics.

Service area: Worcester County
Location: 196 Mechanic Street, Leominster, MA 01453
Office hours: 8:30 A.M. to 4:30 P.M., Monday through Friday
Contact: 508-860-2226

HOLIDAY ASSISTANCE & SCHOOL SUPPLIES



Bishop's Holiday Dinners - Sit Down Meals

Thanksgiving and Christmas dinners with the Bishop are held for those who wish to join. In 2023, over 300 sit-down meals were served.

Service area: Worcester

Location: St Paul's Cathedral, 15 Chatham Street, Worcester, MA 01609

Dates: Thanksgiving and Christmas days, 12:00 P.M.

Bishop's Holiday Dinners - Meal Delivery

Hot Thanksgiving and Christmas dinners are delivered to housebound individuals, who are referred by elder agencies. In 2023, over 6,500 meals were provided by hundreds of volunteers.

Service area: Worcester and the surrounding towns

Location: Meals are delivered from 10 Hammond Street

Dates: Thanksgiving and Christmas days

Contact: 508-798-0191

HOLIDAY ASSISTANCE & SCHOOL SUPPLIES

Leominster Area Office

We offer Thanksgiving baskets and Christmas toys for children up to 13 years old, supported by donations from local parishes. School supplies are provided through community businesses. Sign up at the Leominster office during the holiday season or before the school year begins.

Service area: Ashburnham, Athol, Berlin, Bolton, Clinton, Fitchburg, Gardner, Harvard, Hubbardston, Lancaster, Leominster, Lunenburg, Petersham, Phillipston, Princeton, Royalston, Sterling, Templeton, Westminster, Winchendon

Location: 196 Mechanic Street, Leominster, MA 01453

Office hours: 8:30 A.M. to 4:30 P.M., Monday through Friday

Contact: 978-840-0696



Milford Area Office

We collaborate with the Marine Corps Toys for Tots program, local parishes, and donations to provide Christmas toys for children. We also ensure children have backpacks, school supplies, and clothing for the start of the school year.

Service area: Blackstone, Douglas, Grafton, Hopedale, Mendon, Milford, Millville, Northbridge, Sutton, Upton, Uxbridge, Whitinsville

Location: 200 Main Street, Milford, MA 01757

Office hours: 8:30 A.M. to 4:00 P.M., Monday through Friday

Contact: 508-234-3800

HOLIDAY ASSISTANCE & SCHOOL SUPPLIES

Southbridge Area Office

We supply Christmas toys for children through the T&G Santa Fund, private donors, and generous contributions from parishes, Harrington Hospital, and others. Additionally, school supplies are provided through donations.

Sign up applications are available during the Christmas season and before the school year begins.

Service area: Barre, Brimfield, Brookfield, Charlton, Dudley, East Brookfield, North Brookfield, West Brookfield, Hardwick, New Braintree, Oakham, Oxford, Spencer, Southbridge, Sturbridge, Ware, Warren, Webster

Location: 79 Elm Street, Southbridge, MA 01550

Office hours: 8:00 A.M. to 4:00 P.M., Monday through Friday

Contact: 508-765-5936

Worcester Area Office

We offer Thanksgiving assistance and school supplies through the Emergency Stabilization Program, with school supplies donated by local parishes. Christmas assistance is provided through a community-wide effort. Sign up during the Thanksgiving season or before the start of the school year.

Service area: Auburn, Boylston, Holden, Leicester, Millbury, Northborough, Paxton, Rutland, Shrewsbury, Southborough, West Boylston, Westborough, Worcester

Location: 10 Hammond Street, Worcester, MA 01610

Office hours: 8:30 A.M. to 4:00 P.M., Monday through Friday

Contact: 508-798-0191 or 508-860-2237

ADULT EDUCATION & CITIZENSHIP

Beginner & Intermediate English for Speakers of Other Languages Programs

Beginner and intermediate levels English for Speakers of Other Languages (ESOL) classes are provided to adults in the community needing help with English in order to gain access further education, training, or employment.

Location: Zoom/online

Office hours: Tuesday and Thursday from 9 A.M. to 11:30 A.M.

Contact: 508-860-2215

Citizenship Assistance Program

Provides classes for legal permanent residents seeking to pass the U.S. Citizenship Exam. Citizenship counseling and application assistance are made by appointment only.

Service area: Leominster, Milford, Worcester

Location: Zoom/online, **by appointment only**

Office hours: Tuesdays from 6:00 P.M. to 7:30 P.M. and Wednesdays from 9:00 A.M. to 11:30 A.M.

Contact: 508-860-2215



Image courtesy of SCIJ (Student Clinic for Immigrant Justice)

FAMILY SHELTER

Family Shelter

Catholic Charities Family Shelter is a closed referral shelter that offers refuge for up to 15 families. To access the shelter, individuals must qualify for Emergency Assistance through the Executive Office of Housing and Livable Communities (EOHLC). The shelter collaborates closely with families, identifying housing barriers and providing resources, workshops, parenting classes, and financial literacy programs. Through a trauma-informed approach, the shelter aims to empower families on their journey to self-sufficiency. For assistance, contact EOHLC at 866-584-0653.

Location: 4 Caroline Street, Worcester, MA 01604

Office hours: 8:00 A.M. to 5:00 P.M., Monday through Friday

Contact: 508-753-3084

RECOVERY PROGRAMS

Crozier House

Crozier House is a licensed residential recovery home catering to adult men seeking treatment for substance use and co-occurring disorders. Operating 24/7, it offers a holistic approach to addiction treatment in a supportive, substance-free environment for a duration of 3 to 6 months.

The program, backed by years of experience, encourages residents to independently work towards recovery with the guidance of clinical staff. Crozier House's policies and procedures are influenced by feedback from past program graduates who now lead clean and sober lives in their communities. Additionally, residents have the opportunity to actively participate in various self-help groups, believed to be integral for sustained recovery post-program completion.

RECOVERY PROGRAMS

Crozier House (*continued*)

Service area: Referrals are from a variety of situations to include but limited to detoxification facilities, hospitals, behavioral health facilities, and Massachusetts prisons.

Location: 10 Hammond Street, Worcester, MA 01610

Office Hours: Admissions is open 8:30AM to 4:30PM, Monday – Friday

Admissions: 508-797-6732

Crozier Recovery Specialists: 508-860-2216

Crozier $\frac{3}{4}$ House

Offers ongoing support for post-residential program residents, fostering strong sober connections and aiding in the transition to independent living. Residents can work, save money, and stay connected with the community in a clean, sober communal arrangement. Weekly rents, mandatory group meetings, and mentorship from $\frac{3}{4}$ House members contribute to building lasting sober bonds and involvement in activities like bowling, field trips, and softball teams."

Service Area: All of MA; centered in Central MA

Location: 19A Ripley Street, Worcester, MA 01610

Office Hours: 8:30AM to 4:30PM, Monday through Friday

Contact: 508-797-6732, ask for the $\frac{3}{4}$ House Admissions Coordinator

Leominster Women's Program

Provides a voluntary three-to-six-month residential program for the treatment of substance use disorder and co-occurring enhanced disorder(s). Referrals are provided through various treatment facilities and hospital units within the Commonwealth of MA.

Service area: Commonwealth of MA

Location: 196 Mechanic Street, Leominster, MA 01453

Office hours: 8:30 A.M. to 4:30 P.M., Monday through Friday

Contact: 508-754-1865

VOLUNTEER OPPORTUNITIES

Individuals of all ages, faiths, backgrounds, and abilities are encouraged to provide their talents, skills, and time to our various volunteer opportunities. Volunteers enhance our programs, provide hope to individuals in need, and increase resources for the communities we serve.

The following are examples of volunteer opportunities at CCWC: picking up food from the Worcester County Food Bank, working with community members in our food pantries, sorting donations in our clothing closets, organizing diaper drives, delivering and serving holiday meals, and working with participants with developmental and/or intellectual disabilities.

To learn about volunteer opportunities and to fill out a **mandatory** Volunteer Application, please visit our website. All information will be found under [Volunteer Opportunities](#).

Location: 10 Hammond Street, Worcester, MA 01610
Office hours: 8:30 A.M. to 4:30 P.M., Monday through Friday
Contact: 508-860-2233



DONATION ANGEL VEHICLE DONATION

Donation Angel makes the donation of your car, truck, motorcycle, RV, or boat to Catholic Charities Worcester County easy and uncomplicated.

The donation of your vehicle can help people begin again after a difficult setback in their lives.

You will receive full fair market value for your donation as an IRS tax deduction.

Donation Angel will come tow your vehicle away absolutely free! Donation Angel is a nationwide service, so don't worry... even if your vehicle is far away it can still help Catholic Charities Worcester County.

To learn how you can donate, visit:
ccworc.org/donate-your-vehicle or call 866-434-1131.



LITTLE BOTTOMS DIAPER PROGRAM

Nearly 1 in 3 American families cannot afford diapers, which leads to babies staying in one diaper all day and developing serious health issues. Help us build a healthy foundation for our most vulnerable.



To learn how you can donate to the Diaper Program, visit ccworc.org/diaper-program
For more information, call **508-798-0191**.

Disposable diapers and wipes can also be donated to our Area Offices:
10 Hammond Street, Worcester, MA 01610
196 Mechanic Street, Leominster, MA 01453
200 Main Street, Milford, MA 01757
79 Elm Street, Southbridge, MA 01550

2024 BISHOP'S DINNERS ARE COMING SOON!

Each year, with the help of thousands of volunteers and multiple sponsors, we deliver and serve meals on both Thanksgiving and Christmas to **over 6,500** housebound elders, individuals with disabilities, individuals experiencing homelessness, and those who may otherwise go without a holiday meal.

If you're interested in sponsoring, donating to, or volunteering for the 2024 Bishop's Holiday Dinners, please contact Lauren Morocco (lmorocco@ccworc.org).

