



About Us

Established in 1977, CENTRO is one of the largest minority led, community based, multiservice, multicultural, multilingual, non-profit organization in Central Massachusetts.

Our Mission

To assist individuals and families, striving to become self-sufficient, achieve their dream.

Contact Us

Phone: 508-798-1900

Email: info@centroinc.org

Website: centroinc.org

Address: 11 Sycamore St, Worcester, MA



The City of Worcester is united to help our fellow Americans from Puerto Rico and the U.S Virgin Islands who were impacted by Hurricane Irma & Maria.

If you are a victim of the effects of Hurricane Irma or Maria, please call 211 and ask for support here in Worcester.

Even if you are unsure of how long you plan on staying here in Worcester, calling 211 is the first step when arriving in Massachusetts.

Call 211 to be directed to CENTRO. CENTRO will help you register with FEMA and additional services that you may need.



**WELCOME TO
THE CITY OF
WORCESTER**

A guide to resources provided in the City of Worcester for new residents affected by Hurricane Irma or Maria.

Are you a victim of Hurricane Irma or Maria? What's next?

A) Call Mass 2-1-1

- Mass 211 is the primary information center during times of emergency.
- Mass 211 directs callers to the most appropriate services in Massachusetts for their needs.

To contact Mass 211, dial **2-1-1**

If you're unable to reach Mass 211,

Call: **1-877-211-6277**

TTY: **1-508-370-4890**

B) Register with CENTRO

- CENTRO will conduct an intake and needs assessment, and develop a care plan for individuals and/or families.
 - CENTRO will either serve the individual and/or family directly or refer them to the appropriate provider for further assistance. To contact CENTRO, refer to CENTRO page.
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C) Register with FEMA

- Victims first need to register online with FEMA to determine eligibility for any available federal assistance.
- FEMA Individual Assistance Program provides disaster victims with information, support & services. To apply,
Website: <http://disasterassistance.gov>
Call: FEMA Helpline: **1-800-621-3362**
TTY: **1-800-462-7585**
FEMA Helpline is open 7am – 11pm daily

Getting you started

Programs and Services



Housing Support

- There are a limited number of programs for helping displaced persons access housing.
- Rules vary for private versus public housing.

Worcester Housing Authority

Address: 40 Belmont St. Worcester

Website: www.worcester-housing.com/

Call: **1-508-635-3000**

Health Care

- In the case of an emergency, dial **9-1-1**.
- Free, confidential, multilingual health care and referral services are available at:
- Edward Kennedy Community Health Center
Address: 19 Tacoma St, Worcester, MA
Call: **1-508-852-1805** / TTY: 508-860-7750
- Family Health Center of Worcester, Inc.
Address: 26 Queen St, Worcester, MA
Call: **1-508-860-7700** / TTY: 508-860-7750

Education in Worcester

- For children 18 & under, register for school by visiting the Worcester Public Schools (WPS) Parent Information Welcome Center.
- A WPS Information Center staff member will help guide you through the registration process.
To contact the information center,
Address: 768 Main St, Worcester, MA
Website: www.worcesterschools.org
Call: **1-508-799-3194 / 1-508-799-3299**
Hours: 8:30 am-4:00 pm, Monday-Friday

Education Continued

- For students 18 & older, the City of Worcester is home to 9 colleges & universities.
Website: <http://www.worcesterma.gov/living-working/sites-sounds/colleges-universities/>

Job Opportunities

- Workforce Central Career Center
- Workforce Central offers job seekers free resources and information
- To register, attend a Workforce Central Career Center Seminar.
For more information,
Website: www.workforcecentralma.org/
Call: **1-508-799-1600** (Worcester Location)

Veteran Support

- Veterans (and their families) can receive financial assistance if displaced by a natural disaster & if they have lived in Massachusetts for more than 1 day.
 - Veterans Inc.
Address: 69 Grove St, Worcester, MA
Website: www.veteransinc.org
Call: **1-800-482-2565**
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Community Partners:

American Red Cross • Amor Para Puerto Rico • Catholic Charities • Central Mass Housing Alliance City Council • City Manager • College of Holy Cross • Congressman James McGovern • E.M. Kennedy Community Health Center • Family Health Center of Worcester • Friendly House • HECCMA • Latino Education Institute • Mass 211 • Telegram & Gazette • UMass Memorial Health Care • United Way of Central Massachusetts • Worcester Housing Authority • Worcester Public Schools • Worcester Polytechnic Institute •