

# Listing of Institutional Resources for Incoming Victims of a Natural Disaster



Elianna Buckley, Joshua Herlands, Marc Printz

WORCESTER POLYTECHNIC INSTITUTE

# Listing of Resources & Institutions

## For All Incoming Victims of a Natural Disaster

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|----------------|---|--------------------|---------------------------------|
| <b>Authors</b> | Elianna Buckley<br>Josh Herlands<br>Marc Printz | <b>Institution</b> | Worcester Polytechnic Institute |
| <b>Date</b>    | December 15, 2017                               |                    |                                 |

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| <b>Submitted to</b> | <b>Gladys Rodriguez-Parker</b><br>Representative of Congressman James McGovern<br><b>Tim Murray</b><br>President and CEO of the Worcester Chamber of Commerce<br><b>Dan Racicot</b><br>Chief of Staff for Worcester Mayor Joseph Petty<br><b>Sarai Rivera</b><br>Worcester City Councilor<br><b>Juan Gomez</b><br>Director of CENTRO<br><b>Miguel Rivera</b><br>Director of Worcester Housing Development Division<br><b>Jeffrey Turgeon</b><br>Executive Director for Central Massachusetts Workforce Investment Board |
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### Abstract

This document consists of a resource list that was put together by students from Worcester Polytechnic Institute (WPI). The following document demonstrates the efforts of the student-authors (Elianna Buckley, Joshua Herlands & Marc Printz), who developed the resource list as part of their Interactive Qualifying Project (IQP). The students conducted extensive background research as well as a number of interviews with key individuals and institutions within Worcester to produce this document. As one component of the IQP, the three WPI students offer a detailed listing of the institutional resources in place in the city of Worcester for victims of natural disaster.

### More About the Project

At Worcester Polytechnic Institute, students in their junior year complete their Interactive Qualifying Project (IQP) as partial fulfillment of the requirement for a Bachelors Degree of Science. This nine-credit-hour project involves students, whose majors do not necessarily pertain to the project, to address an issue that relates science, engineering, or technology to society. Ms. Buckley, Mr. Herlands and Mr. Printz developed a project that addressed the resettlement of Puerto Ricans arriving in the city of Worcester post Hurricane Maria. More specifically, the students investigated what kinds of institutional resources are critical for resettlement in a U.S community, such as Worcester, to prepare for an influx of internally displaced migrants from climate-induced disasters.

## The Authors



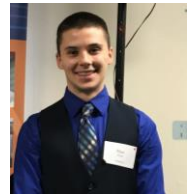
### **Elianna Buckley**

Ms. Buckley is from Scituate, Massachusetts and is currently pursuing a Mechanical Engineering Major. She is looking to pursue a career in manufacturing and machining. Ms. Buckley's extracurricular activities include being a former varsity athlete on the WPI women's soccer team, life guarding and being a member of the Alpha Xi Delta Sorority, Iota Xi chapter.



### **Joshua Herlands**

Mr. Herlands is from Glastonbury, Connecticut and is currently pursuing a Mechanical Engineering Major. He is passionate about sports. In his leisure time, Mr. Herlands is a varsity athlete on the WPI men's baseball team and is a member of the Sigma Phi Epsilon Fraternity, Mass Beta chapter.



### **Marc Printz**

Mr. Printz is from Billerica, Massachusetts and is currently pursuing a Business Major with a concentration in social entrepreneurship. He is passionate about starting new ventures and is looking to continue working on his current on-campus startup after graduation. Outside of academia, Mr. Printz rock climbs, is a cook at The Fix restaurant, and works on his startup. He is a member of the Lambda Chi Alpha Fraternity, Pi Zeta chapter.

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|              |       |   |
|--------------|-------|---|
| <b>Terms</b> | DHCD  | Department of Housing and Community Development     |
|              | DTA   | Department of Transitional Assistance               |
|              | EFSP  | Emergency Food and Shelter Program                  |
|              | EOLWD | Executive Office of Labor and Workforce Development |
|              | ESG   | Emergency Solution Grants                           |
|              | FEMA  | Federal Emergency Management Agency                 |
|              | FRC   | Family Resource Centers                             |
|              | IHP   | Individuals and Households Program                  |
|              | LER   | Lodging Expense Reimbursement                       |
|              | MEMA  | Massachusetts Emergency Management Agency           |
|              | MRVP  | Massachusetts Rental Voucher Program                |
|              | ONA   | Other Needs Assistance                              |
|              | RAFT  | Residential Assistance for Families in Transition   |
|              | RMV   | Registry of Motor Vehicles                          |
|              | SBA-D | Small Business Administration - Disasters           |
|              | SGA   | Substantial Gainful Activity                        |
|              | TSA   | Transitional Shelter Assistance Program             |

# A Brief Note: Hurricane Irma & Maria

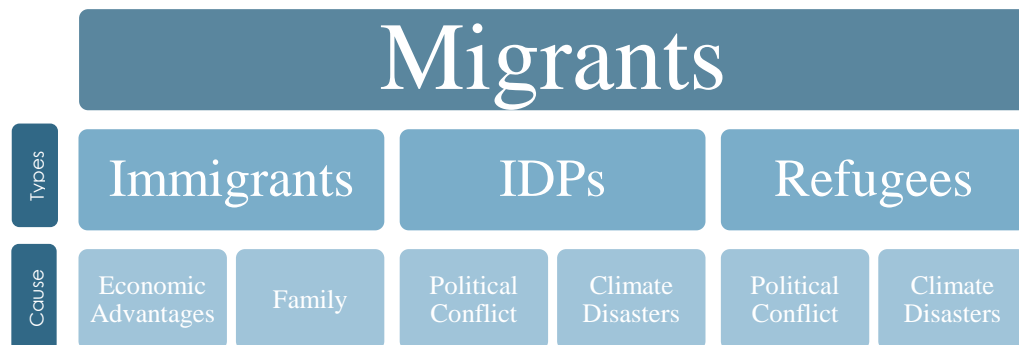
## How to Appropriately Address the Incoming Puerto Rican Migrants

### Preface

The 2017 Atlantic hurricane season had a total of ten hurricanes, six of which were Category 3 or higher. Three of these hurricanes- Harvey, Irma and Maria- caused much destruction in the United States. As a result of these storms and their lasting impacts, many Americans have been displaced from their homes. While those in Puerto Rico are indeed U.S citizens, a new poll by Morning Consult, as highlighted in an article by the New York Times, found that more than half of Americans are not aware that they are citizens<sup>1</sup>. Congress has recognized Puerto Ricans as U.S Citizens since 1917 by the Jones-Shafroth Act.

In speaking with a multitude of persons in the government and key non-governmental organizations, and various individuals, it became clear that there is not a commonly accepted term for what to call the people displaced by the recent hurricanes. With respect to the island of Puerto Rico, sources have referred to people leaving the island post-hurricane as 'residents', 'evacuees', 'self-evacuees', 'victims', 'migrants', or 'internally displaced persons'. Since Puerto Rico is a U.S territory, other sources refer to them as 'U.S citizens'. On a broader scale, the movement of humans from one place to another can be defined as human migration; therefore, it is correct to simply refer to them as 'migrants'. On a more specific level, however, it is not so simple. As seen below, 'migrants' includes immigrants, internally displaced persons (IDPs) and Refugees<sup>2</sup>.

Migrants who have "been forced to flee his or her country because of persecution,



war, or violence" are refugees according to the UN Refugee Agency<sup>3</sup>. The key words to consider in this definition are 'flee' and 'country'. Refugees are migrants who cross their country's border as a result of conflict. Although climate disasters are another cause for refugee migration, it is not recognized in international or U.S policy. Although the root cause for migration is commonly different for immigrants compared to refugees (advantage versus necessity), they are also persons who cross national borders.

<sup>1</sup> Dropp, K., & Nyhan, B. (2017). Nearly half of Americans don't know Puerto Ricans are fellow citizens. *New York Times*

<sup>2</sup> Although asylees, among others, fall under the term 'migrants', we omitted it for simplicity.

<sup>3</sup> UNHCR. (2008). Protecting internally displaced persons: A manual for law and policymakers.

Per the United Nations High Commissioner for Refugees (UNHCR), migrants who are forced or obliged to leave their homes and move within the borders of their own country in order to avoid political conflict, persecution, widespread violence, or, natural or human-made disasters are referred to as internally displaced persons<sup>3</sup>. Because Puerto Ricans are citizens, this proves the most accurate term to use when referring to persons displaced within the United States by the recent hurricanes.

To be even more precise, because the recent hurricane season was exasperated by climate change<sup>4</sup>, we can consider Hurricanes Harvey, Irma and Maria as climate-induced disasters. Thus, we can preface the previous term (IDP) by saying that persons recently displaced within the U.S due to the 2017 Atlantic hurricane season are internally displaced persons by climate-induced disaster.

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<sup>4</sup> Romm, J. (2017). Deniers dismiss link between climate change, super-hurricanes as 'idle chatter.' It's anything but.

## Table Description

The following table is a listing of institutional resources that are currently assisting the evacuees of Hurricane Irma and Maria. The three WPI students deemed included resources they deemed appropriate (and were aware of) for the audience that this document is intended for. The listing does not report all existing institutions or resources in the City of Worcester. The intended audience consists of persons or institutions involved in addressing the resettlement (in the City of Worcester) of persons displaced by natural disasters. The purpose of this document is to expand awareness of the institutions and individuals who are actively working to address and assist the incoming Puerto Ricans and other American victims of the recent 2017 Atlantic hurricanes. The intention for this document is that it will also be utilized for future cases of incoming evacuees or displaced persons searching for resettlement assistance in Worcester.

### Structure of Table

The table is organized by institutions and resources that are available statewide [the Commonwealth of Massachusetts] and then citywide [the City of Worcester]. The first table, which covers the resources available statewide, includes:

1. FEMA
2. MEMA
3. Other Resources

The second table, which describes the resources available citywide, is organized by the four categories of resources that these students identified through interviews and literature review as essential for resettlement:

1. Housing
2. Employment
3. Healthcare
4. Education

Furthermore, there is a fifth sub-section that is labeled miscellaneous for resources that did not fit within any of the four key categories of resettlement. All resources that are reported in the table below are followed by a brief description of what they are and/or what further programs the institution offers<sup>5</sup>.

### Institutional Resources: Address and Contact Information

A table of the addresses and contact information of the Institutions named can be found on Page 12<sup>6</sup>.

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<sup>5</sup> Some resources are listed twice under statewide and citywide as those resources are applicable to both (e.g. have a Worcester location).

<sup>6</sup> Addresses and contact information are not available for all of the institutional resources.

## The Commonwealth of Massachusetts

### Federal Emergency Management Agency (FEMA)

|  |  |
|--|--|
| Transitional Shelter Assistance (TSA) Program        | A short-term housing option, the program provides vouchers for hotel rooms for 5-14 days; extensions may be offered under certain situations upon approval. TSA is available to all eligible applicants. Program applications close on January 13, 2018.                           |
| Individuals and Households Program (IHP)             | Provides financial aid for Housing and Other Needs Assistance (ONA). Per Puerto Rico's presidential disaster declaration, individuals or households may receive up to \$33,300.  |
| a) Housing Assistance                                | Funding for housing-related expenses when other resources cannot fulfill the need. May help with temporary housing, housing repair or semi-permanent housing construction. Assistance is generally not provided until FEMA verifies damages to the primary home via an inspection. |
| i. Lodging Expense Reimbursement (LER)               | Reimbursements for out-of-pocket expenses for temporary housing when the primary home is deemed uninhabitable or inaccessible. Inhabitability and inaccessibility are determined by inspection.  |
| a. Voluntary Organizations Active in Disaster (VOAD) | VOAD is a forum where organizations (government, corporate and non-profit) share resources and knowledge to aid disaster survivors and impacted communities.   |
| ii. Rental Assistance                                | Provides funding for those displaced by a presidentially-declared disaster to rent a temporary home if the primary home is uninhabitable, inaccessible, or has utility outages. A Permanent Housing Plan will be created by FEMA for the applicant while they are receiving aid.   |
| b) Other Needs Assistance (ONA)                      | Funding for expenses not pertaining to housing but are disaster-related, necessary expenses.   |
| i. Childcare Assistance                              | One-time payment to help with the expense of having a child under the age of 13 or a child between the ages of 14 and 18 with a recognized disability. It can cover up to eight weeks of expenses.   |
| ii. Funeral Assistance                               | If someone passes away as direct result of the disaster, funding may be available for burial or reburial.  |
| iii. Medical & Dental Assistance                     | Provides financial assistance for medical and dental services; lost medication and medical equipment; and injuries and illness.  |
| iv. Moving and Storage Assistance                    | Offers aid in relocating and storing belongings away from a damaged primary home so they do not come to further harm.  |
| v. Personal Property Assistance                      | This category includes funding for the repair or replacement of furnishings and appliances; accessibility items as defined by the Americans with Disabilities Act; and employer-required specialized tools/protective clothing.  |
| vi. Transportation Assistance                        | Funds for repairing or replacing a vehicle, or other transportation-related costs.   |



## **Massachusetts Emergency Management Agency (MEMA)**

Mass 2-1-1

A Massachusetts hotline that directs callers to the most appropriate resources during a time of crisis. They have a 'disaster' request category that helps evacuee-callers find food, transportation, safety, shelter and healthcare resources.

## **Department of Housing and Community Development (DHCD)**

Provides affordable housing options, financial assistance and other support in Massachusetts. In 2017, they extended the guest-stay regulation from 21 days to 45 days. They also recommended cities relax the requirements to add an additional member to an apartment so long as the State Sanitary Code is not violated.

## **Executive Office of Education**

The office has provided information on enrolling students who have been recently displaced. They have issued guidance to superintendents on the process for enrolling incoming students. The office monitors the number of incoming students to ensure schools have adequate funding and English language learning programs.

## **Department of Transitional Assistance (DTA)**

The DTA works to help provide verification of documentation and case monitoring through collateral contacts they may have and with Puerto Rican administrators. They offer various materials in both Spanish and English.

## **Family Resource Centers (FRC)**

The 22 FRCs in the Commonwealth are working to register evacuees with FEMA for disaster benefits and provide further support. These FRCs help direct individuals and families to career centers, apply for DTA and MassHealth, connect to non-profits providing donated goods or other resources, help find temporary shelter, and register children for school.

## **MassHealth**

MassHealth is healthcare insurance program that helps provide coverage to many of the most vulnerable and intensive users of health care services in the state. Incoming hurricane evacuees who do not have documentation of income or housing, may apply for MassHealth through the Self-Attestation Form. The process may take approximately one week. MassHealth may offer additional aid to organizations experiencing high need for application or enrollment support.

## **Executive Office of Labor and Workforce Development (EOLWD)**

The EOLWD helps coordinate all employment agencies and unemployment insurance claims. There are Spanish-speaking agents that can help with unemployment insurance claims. They are partnered with the Department of Career Services (DCS) and the Department of Unemployment Assistance (DUA) to support hurricane victims in accessing unemployment benefits and locate employment services as quickly as possible.

## **One-Stop Career Centers**

This organization helps individuals access unemployment benefits and locate employment through career counselors, workshops, and aiding them develop a resume and cover letter. These centers are working with the Department of Professional Licensure (DPL) to help individuals apply for relicensing to practice in the Commonwealth of Massachusetts.

## **Massachusetts Registry of Motor Vehicles (RMV)**

For evacuees who are staying temporarily in Massachusetts, they may continue to use their identification from Puerto Rico (or their home state). If they plan to reside here permanently, they may convert their license or ID to the Commonwealth. They must have a driving record less than 30 days old from Puerto Rico (or their home state) to be able to convert. If the individual does not have a license or ID, they can apply for one. A permit test and road test; and proof of date of birth, residency and signature are necessary to obtain a license.

**Small Business Administration – Disasters (SBA-D)**

SBA-D provides loans to small businesses impacted by a declared disaster for the repair and recovery of assets or cover operating expenses. They also provide loans for homeowners for repairing damages to their property.

**Supplemental Nutrition Assistance Program (SNAP)**

SNAP, also known as food stamps, helps low income individuals buy nutritious food.

**South Middlesex Opportunity Council (SMOC)**

SMOC is a support group that helps people become more self-sustaining and provides services, support and education in regards to behavioral health; housing; economic development; employment and workforce development; education; economic development; energy; finance; family; and nutrition.

**Emergency Solution Grants (ESG)**

ESG helps provide assistance to those who recently lost their home due to a crisis or are homeless, re-establish them in permanent housing. Based on the applicant's location, ESG will determine how much money the applicant would need.

**Substantial Gainful Activity (SGA)**

SGA helps those with disabilities apply for disability benefits. To be eligible, applicants must prove they are unable to partake in substantial gainful activity by showing they make under a certain salary (specified below).  
Blind - \$1,970                      Non-Blind - \$1,180

**Emergency Food and Shelter Program (EFSP)**

The EFSP is a national program created and funded by the U.S. Government to aid hungry and homeless persons. Funds are available for food, housing, and utility aid, along with equipment for feeding or sheltering those in need.

## The City of Worcester

### Housing

|  |  |
|--|--|
| Central Massachusetts Housing Alliance, Inc. (CMHA)      | CMHA works to prevent homelessness by providing long term, affordable housing to families and individuals at risk through quality service, education and advocacy. They also offer training for homeless families to increase job opportunities and income so they may become economically stabilized.   |
| Family Low-Income Housing                                | A state funded program that works to provide housing for low-income persons and create affordable housing. The Local Housing Authorities (LHAs) will acquire existing or construct new homes or condominium units as low-income housing options. To be eligible to live in low-income housing, there is a percentage of income cap that the tenant can be paying:<br>Rent with utilities- 30% of income<br>Rent without utilities- 25% of income |
| Massachusetts Rental Voucher Program (MRVP)              | The MRVP provides rental subsidies in the form of vouchers to help families and individuals find housing throughout the state of Massachusetts. To be eligible, applicants' income must not exceed 80% of the area's median income.  |
| Worcester Housing Authority: Section 8                   | The Worcester Housing Authority: Section 8 is a rental subsidy from the city for the private housing market, specific to Worcester. There are more than 3,000 vouchers administered.   |
| Residential Assistance for Families in Transition (RAFT) | RAFT offers financial aid for families who are homeless or are in danger of becoming homeless. The funds can be used for rental stipends, utility, along with help on security deposits, first and last month's rent and furnishings.  |

### Employment

|                                 |   |
|---------------------------------|---|
| Dress For Success               | The organization lends women professional outfits for interviews and their first few weeks work so that they may gain confidence. They also provide support to help them perform well at interviews and their job.          |
| E-Verify                        | This is an online verification used by employers to make sure that a recent hire is eligible to work in the US and their documentation is correct. E-Verify uses Form I-9 and other identifiers.                            |
| Stepping Up 4 Men               | This is program that mirrors Dress for Success, but for men.  |
| Workforce Central Career Center | The One-Stop Career Center in Worcester refers people to training opportunities; helps you make career plan; assists in job searches, counseling, and veteran's services; and more. The workers are also fluent in Spanish. |

### Healthcare

|   |   |
|---|---|
| Edward M. Kennedy Community Health Center | This center provides free and confidential medical services for those in need. The workers are bilingual.   |
| Family Health Center of Worcester, Inc.   | This organization provides free and confidential medical services for all ages. All patients are admitted to the office. The workers are bilingual. |

| <b>Education</b>  |  |
|---|--|
| Big Brothers Big Sisters (BBBS)                           | BBBS is a support system for children who may need an additional mentor. The program helps to develop skills and “critical competencies” through one-on-one relationships. Mentors spend time with an assigned child to aid them with homework, go to sporting events and partake in other fun activities. Mentors are meant to be positive role models. |
| ESOL  | ESOL is a course program designed to help one learn how to speak or improve upon speaking English and overall language comprehension. The program can accommodate any level of English language ability.   |
| The Intensive English Language Institute                  | A program offered at Worcester State University, courses are offered to help those who need to improve their English language ability. The aim is to help participants succeed in their studies and professionally, and reach personal goals. Students course range from 16 to 70 years old.   |
| Worcester Public Schools                                  | Students may be registered with the Worcester Public School. Multi-lingual support is offered. Based upon need, the schools offer resources to help incoming students transition into the new environment and getting school supplies.   |
| <b>Miscellaneous</b>                                      |  |
| Amor Para Puerto Rico                                     | The Amor Para Puerto Rico community action group in Worcester was organized after Hurricane Maria to provide relief efforts to Puerto Rico. Specifically, they help those affected by the hurricane who have moved to Worcester and help raise money to help repair the island.  |
| Cradles to Crayons  | Cradles to Crayons' mission is to ensure that children that have moved to Massachusetts have the necessary winter supplies. They are currently providing Winterpacks to incoming children who were impacted by Hurricane Maria. Each pack includes a coat, hat and mittens.  |
| Friendly House  | Friendly House, in one aspect, provides emergency aid to families in need in Worcester. This includes services such as transitional housing programs, shelters, food, immigrant assistance and referrals, as well as programs specifically for children and teens.   |
| Mustard Seed  | Mustard Seed is a Catholic soup kitchen which provides meals and prayers. They help those who are hungry, lonely and homeless.   |
| The Good Samaritan Food Pantry                            | The Good Samaritan is a food pantry available in Worcester for those who are hungry and homeless.  |
| The Salvation Army  | The Salvation Army is an organization that helps those in need with different types of services. This includes, but is not limited to, helping with food, clothing, and shelter.   |
| Veterans Inc.   | Veterans Inc. helps incoming veterans and their families. The only requirement is that the veteran must have been a Massachusetts resident for at least a day. They provide clothing and other resources.  |
| Worcester Connections Family Resource Center of YOU, Inc. | This Family Resource Center helps families in need access various resources. They also provide resources for children that may need additional aid. This includes counseling, family activities and more.  |

| Contacts                | Address   | Information                                     |   |
|-------------------------|---|---|---|
| <b>FEMA</b>             | n/a   | Website (Primary):                              | <a href="https://www.disasterassistance.gov">https://www.disasterassistance.gov</a>   |
|                         |   | Website 1:<br><i>(Replacing documents)</i>      | <a href="https://www.fema.gov/news-release/2017/10/24/4339/fact-sheet-after-maria-replacing-important-lost-or-damaged-documents">https://www.fema.gov/news-release/2017/10/24/4339/fact-sheet-after-maria-replacing-important-lost-or-damaged-documents</a>                   |
|                         |   | Website 2:<br><i>(More general info)</i>        | <a href="https://www.fema.gov/disaster/4294-4297/updates/fact-sheet-what-femas-individual-assistance-program">https://www.fema.gov/disaster/4294-4297/updates/fact-sheet-what-femas-individual-assistance-program</a>   |
|                         |   | Website 3:<br><i>(Website 2 – ES version)</i>   | <a href="https://www.fema.gov/es/news-release/2017/10/24/4339/hoja-informativa-luego-de-maria-como-reemplazar-documentos-importantes-que">https://www.fema.gov/es/news-release/2017/10/24/4339/hoja-informativa-luego-de-maria-como-reemplazar-documentos-importantes-que</a> |
|                         |   | Phone:  | (800) 621-3362  |
|                         |   | TTY:  | (800) 462-7585  |
| MA 211                  | n/a   | Dial 2-1-1 in Massachusetts                     |   |
| <b>FRC</b>              | 484 Main Street, Suite 460 4 <sup>th</sup> Floor, Worcester, MA 01608 | Website:  | <a href="https://www.frcma.org/locations">https://www.frcma.org/locations</a><br><a href="http://www.worcestercommunityconnections.org">http://www.worcestercommunityconnections.org</a>  |
| One-Stop Career Centers | n/a   | Website 1:<br><i>(find a location near you)</i> | <a href="https://www.mass.gov/service-details/find-a-career-center-near-you">https://www.mass.gov/service-details/find-a-career-center-near-you</a>   |
|                         |   | Website 2:<br><i>(More info)</i>                | <a href="https://www.mass.gov/news/notice-to-puerto-rico-claimants">https://www.mass.gov/news/notice-to-puerto-rico-claimants</a>   |
|                         |   | Phone:  | (877) 355-1135  |
| <b>MassHealth</b>       | n/a   | Self-Attestation Form:                          | <a href="https://www.mass.gov/files/documents/2017/10/13/SAF%20%2810-17%29-fillable.pdf">https://www.mass.gov/files/documents/2017/10/13/SAF%20%2810-17%29-fillable.pdf</a>   |
|                         |   | Other information about enrolling:              | <a href="https://www.mass.gov/files/documents/2017/10/13/Communication%20for%20Hurricane%20Evacuee%20Applications-2017.10.13.pdf">https://www.mass.gov/files/documents/2017/10/13/Communication%20for%20Hurricane%20Evacuee%20Applications-2017.10.13.pdf</a>                 |
|                         |   | Phone:  | 1 (844) 748-3928  |
|                         |   | TTY:  | 1 (800) 497-4648  |
| Veterans Inc.           | 69 Grove Street, Worcester, MA 01605                                  | Website:  | <a href="http://www.veteransinc.org">http://www.veteransinc.org</a>   |
|                         |   | Phone:  | 800) 482-2565   |

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|--|---|--|---|
| <b>Family Health Center of Worcester Inc.</b>    | 26 Queen Street,<br>Worcester, MA<br>01610            | <i>Phone:</i>  | (508) 860-7700  |
| <b>Edward M. Kennedy Community Health Center</b> | 19 Tacoma Street,<br>Worcester, MA<br>01605           | <i>Phone:</i>  | (508) 852-1805  |
| <b>DHCD</b>                                      | 100 Cambridge Street, Suite 300, Boston, MA 02114     | <i>Website:</i>  | <a href="https://www.mass.gov/files/documents/2017/10/10/2017-23.pdf">https://www.mass.gov/files/documents/2017/10/10/2017-23.pdf</a> |
|  |   | <i>Phone:</i>  | (617) 573-1100  |
| <b>CMHA</b>                                      | 6 Institute Road,<br>Worcester, MA<br>01609           | <i>Website:</i>  | <a href="http://www.cmhaonline.org">http://www.cmhaonline.org</a>   |
|  |   | <i>Phone:</i>  | (508) 752-5009  |
| <b>SMOC</b>                                      | 7 Bishop Street,<br>Framingham,<br>MA 01702           | <i>Website:</i>  | <a href="http://www.smoc.org/mission-statement.php">http://www.smoc.org/mission-statement.php</a>                                     |
|  |   | <i>Phone:</i>  | (508) 872-4853  |
| <b>ESG</b>                                       | 455 Main Street, 4th Floor,<br>Worcester, MA<br>01608 | <i>Website:</i>  | <a href="https://www.benefits.gov/benefits/benefit-details/5890">https://www.benefits.gov/benefits/benefit-details/5890</a>           |
|  |   | <i>Main Contact- Miguel Rivera</i>   |   |
|  |   | <ul style="list-style-type: none"> <li>▪ <i>Housing Development Division</i></li> <li>▪ <i>Executive Office of Economic Development</i></li> </ul> |   |
|  |   | <i>Phone:</i>  | (508)799-1400   |
| <b>Worcester Housing Authority</b>               | 40 Belmont Street,<br>Worcester, MA                   | <i>Website:</i>  | <a href="http://www.worcester-housing.com/apply-section8.html">http://www.worcester-housing.com/apply-section8.html</a>               |
|  |   | <i>Phone:</i>  | (508)635-3300   |
| <b>SNAP</b>                                      | n/a   | <i>Website:</i>  | <a href="https://www.mass.gov/snap-benefits-food-stamps">https://www.mass.gov/snap-benefits-food-stamps</a>                           |
|  |   | <i>Phone:</i>  | (877)382-2363   |
|  |   | <i>Contact DTA</i>   |   |

|   |  |   |  |
|---|--|---|--|
| <b>SBA-D</b>                                | One Federal Street Building<br>101-R<br>Springfield, MA                        | <i>Website:</i>   | <a href="https://www.sba.gov/funding-programs/disaster-assistance">https://www.sba.gov/funding-programs/disaster-assistance</a>  |
|   |  | <i>Phone:</i>   | (413)785-0484  |
| RMV   | n/a  | <i>Converting a license or ID:</i>                          | a) <a href="https://www.mass.gov/how-to/transfer-your-out-of-state-drivers-license-to-massachusetts">https://www.mass.gov/how-to/transfer-your-out-of-state-drivers-license-to-massachusetts</a><br>b) <a href="https://www.mass.gov/files/2017-08/Documents%20Requirement%20Chart.pdf">https://www.mass.gov/files/2017-08/Documents%20Requirement%20Chart.pdf</a> |
|   |  | <i>Obtaining a license or ID:</i>                           | a) <a href="https://www.mass.gov/how-to/apply-for-a-passenger-class-d-learners-permit">https://www.mass.gov/how-to/apply-for-a-passenger-class-d-learners-permit</a><br>b) <a href="https://www.mass.gov/files/documents/2017/09/22/Acceptable%20ID%20Documents_2.pdf">https://www.mass.gov/files/documents/2017/09/22/Acceptable%20ID%20Documents_2.pdf</a>       |
|   |  | <i>Phone:</i>   | (800) 858-3926   |
| <b>The Salvation Army</b>                   | 640 Main Street,<br>Worcester, MA<br>01608                                     | <i>Website:</i>   | <a href="http://massachusetts.salvationarmy.org/MA/WORCitadel">http://massachusetts.salvationarmy.org/MA/WORCitadel</a>  |
|   |  | <i>Phone:</i>   | (508) 756-7191   |
| Worcester Public Schools                    | 768 Main Street,<br>Worcester, MA<br>01608                                     | <i>Phone 1:</i>   | (508) 799-3193   |
|   |  | <i>Phone 2:</i>   | (508) 799-3299   |
| <b>Intensive English Language Institute</b> | Worcester State University<br>Shaughnessy Administration Building, Suite A-418 | <i>Website:</i>   | <a href="https://www.worcester.edu/Intensive-English-Language-Institute/">https://www.worcester.edu/Intensive-English-Language-Institute/</a>  |
|   |  | <i>Mailing Address:</i>                                     | 486 Chandler Street,<br>Worcester, MA 01602  |
|   |  | <i>Phone:</i>   | (508) 929-8031   |
| EOLWD                                       | n/a  | <i>One-Stop Career Centers closest to your location:</i>    | <a href="https://www.mass.gov/service-details/find-a-career-center-near-you">https://www.mass.gov/service-details/find-a-career-center-near-you</a>  |
|   |  | <i>Regular or disaster unemployment insurance benefits:</i> | <a href="https://www.mass.gov/news/notice-to-individuals-who-left-puerto-rico-due-to-the-recent-hurricanes-and-may-be-temporarily">https://www.mass.gov/news/notice-to-individuals-who-left-puerto-rico-due-to-the-recent-hurricanes-and-may-be-temporarily</a>  |
|   |  | <i>Professional Licensing:</i>                              | <a href="https://www.mass.gov/orgs/division-of-professional-licensure">https://www.mass.gov/orgs/division-of-professional-licensure</a>  |
|   |  | <i>Phone:</i>   | (877) 355-1135   |

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|----------------------------------|---|--|---|
| <b>RAFT</b>                      | n/a   | Website:                                     | <a href="https://www.mass.gov/service-details/residential-assistance-for-families-in-transition-raft">https://www.mass.gov/service-details/residential-assistance-for-families-in-transition-raft</a> |
|                                  |   | Phone:                                       | 1 (800) 224-5124  |
|                                  |   | <i>Contact CMHA</i>                          |   |
| TSA                              | n/a   | Website:<br><i>(More info)</i>               | <a href="https://www.fema.gov/transitional-shelter-assistance">https://www.fema.gov/transitional-shelter-assistance</a>   |
|                                  |   | Website:<br><i>(Participating locations)</i> | <a href="http://www.femaevachotels.com/">http://www.femaevachotels.com/</a>   |
|                                  |   | <i>Contact FEMA</i>                          |   |
| <b>Family Low-Income Housing</b> | n/a   | Website:                                     | <a href="https://www.mass.gov/service-details/family-low-income-housing">https://www.mass.gov/service-details/family-low-income-housing</a>   |
|                                  |   | <i>Contact DHCD</i>                          |   |
| MRVP                             | n/a   | Website:                                     | <a href="https://www.mass.gov/service-details/massachusetts-rental-voucher-program-mrvp">https://www.mass.gov/service-details/massachusetts-rental-voucher-program-mrvp</a>                           |
|                                  |   | Phone:                                       | (627) 573-1150  |
| <b>EFSP</b>                      | n/a   | Website:                                     | <a href="https://www.efsp.unitedway.org/efsp/website/websiteContents/index.cfm?template=about.cfm">https://www.efsp.unitedway.org/efsp/website/websiteContents/index.cfm?template=about.cfm</a>       |
| DHCD                             | 100<br>Cambridge St,<br>Suite 300,<br>Boston, MA<br>02114 | Website:                                     | <a href="https://www.mass.gov/orgs/housing-and-community-development">https://www.mass.gov/orgs/housing-and-community-development</a>   |
|                                  |   | Phone:                                       | (617) 573-1100  |
| <b>Cradles to Crayons</b>        | 155 North<br>Beacon Street,<br>Brighton, MA<br>02135      | Website:                                     | <a href="https://www.cradlestocrayons.org/">https://www.cradlestocrayons.org/</a>   |
|                                  |   | Phone:                                       | (617) 779-4700  |
| Big Brothers<br>Big Sisters      | 484 Main<br>Street, Suite<br>360, Worcester,<br>MA 01608  | Website:                                     | <a href="https://bbbscm.org/">https://bbbscm.org/</a>   |
|                                  |   | Phone:                                       | (508) 752-7868  |



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|-----------------------------------|---|----------------------|---|
| <b>E-Verify</b>                   | n/a   | <i>For employees</i> |   |
|                                   |   | <i>Phone:</i>        | (888) 897-7781  |
|                                   |   | <i>Email:</i>        | <a href="mailto:E-Verify@dhs.gov">E-Verify@dhs.gov</a>  |
|                                   |   | <i>For employers</i> |   |
|                                   |   | <i>Phone:</i>        | (888) 464-4218  |
|                                   |   | <i>Email:</i>        | <a href="mailto:E-Verify@dhs.gov">E-Verify@dhs.gov</a>  |
| Dress for Success                 | Denholm Building, 484 Main Street, Suite 110, Worcester, MA 01608 | <i>Website:</i>      | <a href="https://worcester.dressforsuccess.org">https://worcester.dressforsuccess.org</a>   |
|                                   |   | <i>Phone:</i>        | (508) 796-5660  |
| <b>Stepping Up 4 Men</b>          | 340 Main Street, Suite 865, Worcester, MA 01608                   | <i>Email:</i>        | <a href="mailto:beautifulsoulinc@gmail.com">beautifulsoulinc@gmail.com</a>  |
|                                   |   | <i>Phone:</i>        | (774) 633-7366  |
| ESOL                              | n/a   | <i>Website:</i>      | <a href="https://worcesterwelcomes.wordpress.com/esol/">https://worcesterwelcomes.wordpress.com/esol/</a>   |
| <b>Good Samaritan Food Pantry</b> | 85 Pleasant Street, Worcester, MA 01609                           | <i>Phone:</i>        | (774) 253-1619  |
| IHP                               | n/a   | <i>Website:</i>      | <a href="https://www.disasterassistance.gov/disaster-assistance/forms-of-assistance/4471/1/805">https://www.disasterassistance.gov/disaster-assistance/forms-of-assistance/4471/1/805</a> |
|                                   |   | <i>Phone:</i>        | 1(800) 621-3362   |
|                                   |   | <i>TTY:</i>          | 1(800)462-7585  |
| <b>DTA</b>                        | 13 Sudbury Street, Worcester, MA 01609                            | <i>Phone:</i>        | (508) 767-3100  |
| Friendly House                    | 36 Wall Street, Worcester, MA 01604                               | <i>Phone:</i>        | (508) 755-4362  |

|                           |   |               |                 |
|---------------------------|---|---------------|-----------------|
| <b>The Mustard Seed</b>   | 93 Piedmont Street,<br>Worcester, MA<br>01609 | <i>Phone:</i> | (508) 754-7098  |
| <b>The Salvation Army</b> | 640 Main Street,<br>Worcester, MA<br>01609    | <i>Phone:</i> | (508) 756- 7191 |

## Final Note

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### Moving Forward

Our aim for this resource listing was to aggregate a number of institutional resources, which are accompanied by brief descriptions, on a single document for key stakeholders within the City of Worcester. While developing the resource listing it came to our attention that there was a discrepancy between what is being done to aid the incoming internally-displaced persons, and what actions people knew about. It's simply an issue of communication. Ultimately, we hope our intended audience, and others who are interested, will have an enhanced awareness about the institutions working to assist the victims of the recent September hurricanes. Furthermore, we hope this listing will prove instrumental in increasing transparency and cross communication between the various institutions. Moving forward, this listing could be useful for assisting any migrant arriving to the City of Worcester. The City can reference this document as needed.

### Endnote

This document is merely a fragment of a project report that was submitted to the faculty of WPI as evidence of completion of a degree requirement. Therefore, the content expressed herein does not necessarily represent the views or opinions of Worcester Polytechnic Institute<sup>7</sup>. The final report is titled "Analyzing of the Resettlement of Puerto Ricans Post-Hurricane Maria in the City of Worcester, Massachusetts."

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<sup>7</sup> WPI routinely publishes these reports on its website without editorial or peer review. For more information about the projects, please see <http://www.wpi.edu/Academics/Projects>