



# Elder Information Guide

Resources to assist  
Worcester's seniors and  
their caregivers~





## Elder Information Guide

The Worcester Commission on Elder Affairs was established by local city ordinance in June 1970 as the Council on Aging. It serves and operates under the jurisdiction of the City Manager who appoints each of the fifteen members and designates the chairperson. Each member is a resident of the City and serves an appointed term of three years. The Division of Elder Affairs staff works with the Commission on Elder Affairs to carry out the following mission:

*Enhance the well being of the senior population by optimizing services on behalf of mature adults and their families. This includes the Worcester Senior Center Campus, where participation in the community life is encouraged by providing advocacy, programs, services and activities that promote health, wellness fitness education and independence.*

Opened in 2000 and operated by the Division of Elder Affairs, the Worcester Senior Center is a friendly gathering place for Worcester's diverse and growing community of seniors. Located approximately one mile from City Hall, the Center is on a bus route and has ample on-site free parking. The Worcester Senior Center is open to the public weekdays from 9 a.m. to 3 p.m. Its main telephone number is 508-799-1232.

The Center provides easy access to information and support in the areas of housing, transportation, health, employment, consumer and benefit issues. In collaboration with community services providers, the Center provides a wide array of programs such as educational and recreational activities; trips through Friends of Worcester's Senior Center; intergenerational and multicultural events; computer classes; a daily lunch and light fare at Bobby M's Diner; health, wellness and fitness programs; support groups; counseling; legal consultation and

tax return preparation, and so much more. The Center also offers volunteer opportunities, on site and in the community, through the RSVP program. The “Senior Scoop” is a free monthly newsletter listing Senior Center activities and menus. It is available at various drop-off sites throughout the City, and is also available on-line at [www.worcesterma.gov](http://www.worcesterma.gov). Call 508-799-1200 to join the Friends of Worcester’s Senior Center which entitles you to receive the newsletter by post.

*The following services are primarily targeted to seniors: listed in alphabetical order:*

**ALZHEIMER’S DISEASE**

Support groups for family members and people with dementia. Programs and services include: 24 hour a day Helpline, Safe Return Wanderer’s Alert, information & referral, educational materials, public policy advocacy Speaker’s Bureau, research support, training and conferences for families, professionals and community groups.

- Alzheimer’s Association 508-799-2386
- Central Mass. Regional Office
- [www.alz.org/MANH](http://www.alz.org/MANH)
- Helpline-24 hours a day 800-272-3900

**EMPLOYMENT FOR THE OLDER WORKER**

The Senior Employment program sponsored by the Catholic Charities provides meaningful employment and job training opportunities for economically eligible area residents age 55 or older on a 20 hour per week basic in non- profit settings. Paid computer training is also available for qualifying applicants.

- Worcester Area Senior Employment 508-798-0191
- Work Force Central 508-799-1600

## **FINANCIAL COUNSELING**

Elder Services of Worcester Area, Inc. provides Representative Payee service and bill paying assistance to elders who, for a variety of reasons, are unable to manage their finances.

Elder Services of Worcester Area, Inc.      508-756-1545  
[www.eswa.org](http://www.eswa.org)

## **HEALTH INSURANCE COUNSELING**

SHINE (Serving Health Information Needs of Elders) is a free health benefits counseling program available in Massachusetts for people age 60+ or Medicare beneficiary of any age. Trained volunteers provide one-on-one counseling and information on topics such as Medicare, HMOs, public benefits and supplemental insurance. A counselor may also assist with billing issues, the appeal process and fraud and abuse claims.

City of Worcester Division of Elder Affairs   508-799-1232

800AgeInfo      800-243-4636  
[www.800ageinfo.com](http://www.800ageinfo.com)  
[www.mass.gov/elder](http://www.mass.gov/elder)

## **HOME CARE SERVICES**

Elder Services of Worcester Area, Inc. offers housekeeping and personal care assistance, heavy cleaning, case management, transportation, health assessments for nursing home admissions, social day care, companionship and respite care, as well as crisis intervention for elders in high-risk situations. Eligibility requirements based on age, income and need are associated with some of these services.

Elder Services of Worcester Area, Inc.      508-756-1545  
[www.eswa.org](http://www.eswa.org)

## **HOME MAINTENANCE**

Elder Home Maintenance, a program of Central Mass. Housing Alliance, provides to Worcester homeowners age 60 and over home maintenance such as lawn mowing and snow shoveling. Donations are requested.

Elder Home Maintenance Program 508-752-5519

## **HOME REPAIRS**

Elder Home Repair, a program of Central Mass. Housing Alliance, provides elder homeowners with basic home repairs. Clients must pay for materials, and while the labor is free, donations are requested.

Elder Home Repair Program 508-752-5519

## **INFORMATION, REFERRAL, INDIVIDUAL ADVOCACY and OUTREACH**

Elder Affairs provides information and referral services for elder and community service programs. Staff provides individual advocacy and support to assist in the resolution of problems involving service and benefits-related matters, as well as housing and other applications. Home visits to isolated elders are arranged to assess needs and provide assistance. Staff is available to speak with senior groups on a variety of issues.

Worcester Division of Elder Affairs 508-799-1233 (English)  
508-799-8067 (Vietnamese)

[www.worcesterma.gov](http://www.worcesterma.gov)

St. Paul's Elder Outreach 508-799-5009 (English)

Centro Las Americas 508-799-1900 (Spanish)

Latino Outreach

[www.centrolasamericas.org](http://www.centrolasamericas.org)

## **LEGAL ASSISTANCE**

Community Legal Aid offers free legal assistance to persons over age 60. Services are provided by lawyers and trained, supervised paralegals. Services include, but are not limited to: personalized legal counseling; representation & advocacy with regard to Social Security, Medicare, Medicaid and other benefit or pension programs; consumer disputes and contractual matters; discrimination and violation of rights and entitlements; probate; tenant and other housing matters.

Community Legal Aid 508-752-3718  
[www.communitylegal.org](http://www.communitylegal.org)

Live Justice 800-649-3718  
[www.livejustice.org](http://www.livejustice.org)

[www.MassLegalHelp.org](http://www.MassLegalHelp.org)  
Lawyer Referral Service of Worcester 508-752-1311

Worcester County Bar Association 508-752-1311  
[www.worcestercountybar.org](http://www.worcestercountybar.org)

Mass Justice Project 508-831-9888  
[www.neighborhoodlaw.org](http://www.neighborhoodlaw.org)

Worcester Senior Center 508-799-1233  
Consultation by appointment

National Academy of Elder Law Attorneys (NAELA) 703-942-5711  
[www.NAELA.org](http://www.NAELA.org)

## **MEALS: DAILY AND WEEKEND**

Noontime meals are provided at neighborhood sites through the City, including the senior center. Home delivery of regular, ethnic and special diet meals is also provided for those who cannot get to a site. Transportation to and from sites is an

available, as well as educational/recreational programs at the site. Participants must be 60 years or older. A donation of \$2.00 is requested.

Elder Services of Worcester Area, Inc.            508-852-3205  
[www.eswa.org](http://www.eswa.org)

**NEIGHBORHOOD BASED HEALTH CLINICS**

Staffed by UMass Memorial Medical Center physicians and nurses, neighborhoods-based clinics offer examinations and medical history, diagnostic testing, treatment and management of routine and chronic health problems, health education, seasonal flu shots, and referral to specialists. Services are available at some Worcester Housing Authority sites. Lack of insurance coverage is not an obstacle to receiving care. Call 508-799-1233 for a list of free clinics.

**PROTECTIVE SERVICES FOR ELDER ABUSE/ELDER AT RISK**

The Protective Services program assesses cases of suspected abuse and provides comprehensive assistance to persons age 60 and over residing in the community who are the victims of emotional and physical abuse neglect or financial exploitation. It also offers intensive case management services to elders who are in “crisis”. The program provides public information on the subject of elder abuse.

Elder Services of Worcester Area, Inc            508-852-3205  
[www.eswa.org](http://www.eswa.org)

Elder Abuse Hotline                                    800-922-2275

**SENIOR COMPANION PROGRAM**

Family Services of Central Massachusetts, Inc. offers volunteer opportunities to act as companions to persons with special health care needs on a 20 hour per week basis. Eligibility is based on age (over 60) and limited income. An hourly stipend is provided.



WRTA Customer Service Center  
Mon-Fri. 9:00 a.m.-3:00 p.m.

508-791-9782  
508-752-9283

### **Worcester Senior Center**

Elder Services of Worcester Area, Inc. Nutrition Program offers van transportation to and from the Senior Center. While participants in the Nutrition Program receive priority, those not wishing to eat lunch at the senior center may receive rides when space is available. A donation of 50 cents round trip is suggested. To make a van reservation, please call the Nutrition Program at 508-852-3205.

The WRTA fixed route buses to the Worcester Senior Center Campus are #1 and #11. For more information, call 508-791-9782.

### **VOLUNTEERISM**

RSVP Worcester Area Volunteers engages people 55 and older in meaningful opportunities that address compelling needs within the greater Worcester area. Located at the Senior Center campus, RSVP recruits and places volunteers at over 80 local non-profits and municipal departments. RSVP also coordinates its signature programs that focus on childhood literacy, math proficiency, immunization, emergency preparedness, public health and safety. RSVP volunteers receive regular newsletters, professional development opportunities, free accident and liability insurance and recognition for their efforts. Limited mileage reimbursement may be available.

RSVP Worcester Area Volunteers  
[www.RSVP-Worcester.org](http://www.RSVP-Worcester.org)

508-791-7787

*Most of the following services are not restricted by age. Call individual agencies for further details. Services are in alphabetical order.*

## **BLIND/VISUALLY IMPAIRED ASSISTANCE**

Audio Journal <a href="http://www.audiojournal.net">www.audiojournal.net</a>	508-797-1117
MAB Community Services <a href="http://www.mabcommunity.org">www.mabcommunity.org</a>	508-854-0700
Mass. Commission for the Blind Mass Only Voice	508-754-1148(Voice) 800-263-6944
Talking Books/Public Library 1730 <a href="http://www.worcpublib.org">www.worcpublib.org</a>	508-799- (in-State) 1-800-762-0085

## **CAREGIVER'S SUPPORT**

Elder Services of Worcester Area, Inc. <a href="http://www.eswa.org">www.eswa.org</a>	508-756-1545
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## **CONSUMER PROTECTION**

Attorney General's Worcester Elder Hotline <a href="http://www.mass.gov/ago">www.mass.gov/ago</a>	508-792-7600 888-243-5337
Better Business Bureau of Central New England (Mon.-Fri. 9 a.m. - 3 p.m.) Toll Free Consumer Hotline <a href="http://www.central-westernma.bbb.org">www.central-westernma.bbb.org</a>	508-755-2548 866-566-1323 866-566-9222
Citizen Information Service	800-392-6090

Mass Office of Consumer Affairs 888-283-3757  
And Business Regulation, Toll-Free Hotline

Worcester Community Action Council 508-754-1176

Worcester Division of Elder Affairs 508-799-1232

## **COUNSELING**

Community Health Link 508-860-1260  
[www.commmunityhealthlink.org](http://www.commmunityhealthlink.org)

Catholic Charities Family Services 508-798-0191  
[www.worcesterdiocese.org](http://www.worcesterdiocese.org)

Family Services of Central Mass. 508-756-4646  
[www.fscm.org](http://www.fscm.org)

Jewish Family Services 508-755-3101  
[www.jfsworcester.org](http://www.jfsworcester.org)

Pastoral Counseling Center 508-757-0376

UMass Memorial Mental Health Services 508-334-2551

Veterans' Outreach Center 508-856-0104

## **ELDER DAY CARE**

Dodge Park Rest Home and The Day Club 508-853-8180  
[www.dodgepark.com](http://www.dodgepark.com)

Summit Elder Care (PACE) 800-698-7566  
[www.summiteldercare.org](http://www.summiteldercare.org)

St. Francis Adult Day Health 508-752-2546

Seven Hills Foundation 508-755-2340

Adult Day Health & Social Day Care 508-757-3333  
Programs (Operated by The Dream Center)

Worcester ADULT Day Care Center 508-831-7500

## **FINANCIAL ASSISTANCE, INCOME & BENEFITS PROGRAMS**

Social Security Administration 800-772-1213  
[www.socialsecurity.gov](http://www.socialsecurity.gov)

(Retirement, survivor's disability, and Supplemental Security Income for low-income persons age 65 and older, and those under 65 who are disabled)

Medicare 800-633-4227  
[www.medicare.gov](http://www.medicare.gov)

Mass. Dept. of Transitional Assistance 508-767-3100  
(Emergency Assistance for Elderly and Disabled, SNAP benefits)  
[www.mass.gov/EOHHS](http://www.mass.gov/EOHHS)

## **FOOD PROGRAMS**

Pantries: Most neighborhood centers have food pantries. See Neighborhood Services listing and or Call for a list of City food pantries:508-799-1233

(SNAP) Food stamps 800-645-8333  
[www.gettingfoodstamps.org](http://www.gettingfoodstamps.org)

Elder Services of Worcester Area, Inc. 508-852-3205  
Nutrition Program: Home Delivery & Congregate Meals for individuals age 60 and over  
[www.eswa.org](http://www.eswa.org)

Catholic Charities 508-798-0191  
Bishop's Holiday Dinners

Friendly House 508-755-4362  
Farmer's Market Coupons (seasonal)

### **FUEL ASSISTANCE PROGRAMS**

Worcester Community Action Council 508-754-1176  
[www.wcac.net](http://www.wcac.net)

### **HOSPICE PROGRAMS**

These programs offer medical and support services to terminally ill persons and their families. The programs also offer a directed peer-support group for families, friends and caretakers of patients.

Care Alternatives 866-821-1212

Evercare Hospice & Palliative Care 800-956-1276

Hospice & Palliative Care 800-962-2973  
Federation of Massachusetts

Hospice Services of Western Mass 877-786-4004  
[hospiceofwesternma.com/](http://hospiceofwesternma.com/)

National Hospice and Palliative Care  
Organization Helpline 800-658-8898

Notre Dame Hospice 508-852-5505

VNA Care Network 508-756-7176

## **HOSPITALS**

St. Vincent Hospital 508-363-5000

UMass Memorial Medical Center 508-334-1000  
(This number connects all departments and physician offices at the Memorial, University and Hahnemann campuses.)

## **HOUSING**

Subsidized housing eligibility is based on income and varies somewhat from project to project. Rent is approximately 30 percent of an applicant's adjusted income.

Worcester Housing Authority 508-635-3000

Call 508-799-1233 for additional info regarding housing options.

## **INFORMATION AND REFERRAL**

City of Worcester Division of Elder Affairs 508-799-1232

Central Mass. Agency on Aging, Region II 508-852-5539

Elder Services of Worcester Area, Inc. 508-756-1545  
A state-designated Aging Services Access Point (ASAP)

Mass 2-1-1 211  
Statewide Helpline provided by collaboration of specialists  
United Way and Mass. Assoc. of I & R.  
[www.mass211.org](http://www.mass211.org)

Mass Resources, a free online resource for Massachusetts residents in need of basic services  
[www.Massresources.org](http://www.Massresources.org)

Elder Care Locator 800-677-1116  
[www.eldercare.gov](http://www.eldercare.gov)

## **LONG-TERM CARE UNIT**

Mass Health Enrollment Center 800-332-5545  
[masshealth.gov](http://masshealth.gov)

For person residing in long-term care facilities and also for applicants for Medicaid who are, or expect to be, entering a long-term care facility. Screening done by Elder Services of Worcester Area, Inc.

## **NEIGHBORHOOD SERVICES**

Centro Las Americas 508-798-1900

East Side Neighborhood Center 508-791-0731

Friendly House 508-755-4362

Green Island Neighborhood Center 508-753-4661

Henry Lee Willis Community Center 508-799-6981

Pleasant St. Network Center 508-754-7793

Saint Paul's Elder Outreach 508-799-5009

South Worcester Neighborhood Center 508-757-8344

## **NURSING HOME OMBUDSMAN**

A federal program of trained, supervised advocates who visit Worcester area nursing and rest homes on a regular basis and who will intercede on behalf of residents by investigating and seeking resolution to residents' complaints to service quality and/or arbitrary administrative actions.

Elder Services of Worcester Area, Inc.      508-756-1545  
[www.eswa.org](http://www.eswa.org)

## **RESPITE PROGRAMS**

These programs assist caregivers, on a sliding-fee basis, by making available trained respite workers who will provide regular, in-home supervision and companionship, allowing family members time away from their at-home responsibilities. Overnight respite care is provided at some area nursing/rest homes.

Elder Services of Worcester Area, Inc.      508-756-1545  
[www.eswa.org](http://www.eswa.org)

## **SOCIAL/CIVIC ORGANIZATION**

Centro Las Americas      508-798-1900

South East Asian Center      508-791-4373

Mass Senior Action Council      508-755-7878

AARP Massachusetts      800-424-3410  
866-448-3621

Friends of Worcester's Senior Center      508-799-1200

## **SUBSTANCE ABUSE/ADDICTIONS**

Ad Care/Alcohol Addiction	508-799-9000 800-345-3552
Community Health link	508-860-1000
Salvation Army Rehabilitation Program	508-799-0528
Henry Lee Willis Center	508-753-0321
Gamblers Anonymous	800-426-1234
Over Eaters Anonymous U.S. Main Office	505-891-2664
Smokers Quit Line	800-879-8678

## **SUPPORT GROUPS (\*Meets at the Senior Center)**

AIDS/HIV	508-755-3773
*Al /Anon	508- 799-1232
*Alcoholics Anonymous Sober Over Sixty	508-799-1232
*Alzheimer's Association <a href="http://www.alz.org/manh">www.alz.org/manh</a>	800-272-3900 508-799-2386
Bereavement-YANA (You Are Not Alone)	508-752-4200
UMass Memorial Hospice	508-754-0052
*Pastoral Counseling	508-757-0376
Cancer-American Cancer Society	800-227-2345

Caregivers	508-756-1545
Grandparents Raising Grandchildren	508-756-1545
MAB Low Vision	508-854-0700
Multiple Sclerosis	800-344-4867
Parkinson's Disease	800-651-8466
Stroke (Fairlawn Rehab)	508-471-9393
Suicide Hotline (Samaritans)	508-875-4500 800-784-2433

**VOLUNTEERISM**

Volunteer Action Center/United Way  
508-757-5631

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