

Rapid Guide to Resources for Brief Encounters with Refugee/Immigrant Patients

Step 1: Ask the patient if they worked with a resettlement agency or sponsor to come to the USA or if they recognize any of the names below. If they say yes or have documents suggesting that, contact the said organization first for the fastest connection to services.

Refugee and Immigrant Assistance Center (R.I.A.C.)

Email: riac@riacboston.org

Phone: (508) 756-7557

Ascentria

Online Form: <https://www.ascentria.org/service/services-for-new-americans/>

Phone: (774) 243-3100

Organization for Refugee/Immigrant Success (O.R.I.S)

Email: faristildeelysee@refugeesuccess.org

Phone: 603-296-0445

If they say no, verify if there is any existing community organization or individual helping them that you can contact to partner with. This is crucial to avoid duplication of work.

If unable to obtain this information or if they truly have no one involved, proceed to Step 2.



Step 2: Refer them to the community follow up clinic:

The Office of New Americans

Walk-In Services Every Thursday 9AM-12PM, no appointment needed

18 Chestnut Street, Suite 230 Worcester, MA 01608 Phone: 508-509-0828

They will support patients in establishing a PCP and connect them to needed resources.

OR

Worcester RISE for Health

Rise is an organization aimed at providing comprehensive health care, support services, and case management to refugees and immigrants. Referrals can be placed in two ways:

1. Directly in EPIC you can place an order for referral, and someone will contact the family.
Type in "AMB Referral to RISE Clinic" to access this.
2. Referrals can be securely sent to info@riseworcester.org

Reference Guide for Refugee and Immigrant Health

Food Insecurity

Yes We Care Food Pantry

Resource: Provides access to healthy food, including vegetables and fruits.

Address: 55 Illinois Street, Worcester, MA 01610

Phone: (508) 754-4539

Website: yeswecare@outlook.com



El Buen Samaritano

Resource: Provides access to healthy food, including vegetables and fruits.

Address: 39 Piedmont St, Worcester, MA 01610

Phone: 774-253-1619

Website: info@ebsamaritano.org

Community Connection Resources/Homelessness

Worcester Community Action Council

Resource: 18 Chestnut Street Suite 500, Worcester, MA

Phone: (508) 754-1176

Website: wcac.net



Friendly House

Resource: 36 Wall St, Worcester, MA 01604

Phone: (508) 755-4362

Website: <https://www.friendlyhousema.org/>

Legal Aid

Community Legal Aid

Resource: Legal Aid in 60+ Languages

Phone: 855-252-5342

Website: <https://communitylegal.org/>



Massachusetts Immigration and Refugee Advocacy Coalition

Resource: 24/7 Helpline for Immigration Concerns and “Know your Rights” Resources

Phone: 508-293-1871

Website: <https://miracoalition.org/news/know-your-rights/>

Education Access

Parent Information Welcome Center

Resource: Starting point for public school enrollment of all ages.

Phone: 508-799-3194 Address: 768 Main Street, Worcester, MA (walk-ins welcome)



Worcester Family Partnership

Resource: Provides educational support services including play groups and early education services.

Phone: 508-799-3115 Address: 20 Irving Street Worcester, MA 01609

Parenting Support

Worcester Family Resource Center

Resource: Multi-Cultural Parenting Programs, Support Groups, Referral Resources

Phone: 508-796-1411

Website: N/A



Miscellaneous/General Needs

Mass 2-1-1

Resources: Referral Network & Aid for Application Completion (24/7 & 140+ languages)

Phone: 211 (just 211) Website: www.mass211.org/