

# City of Springfield

## Hurricane Maria Recovery Resource Guide Puerto Rico



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Provided by the Office of  
Mayor Domenic J. Sarno



(updated – 10/20/2017)



## *Springfield Welcomes You*



As the 54<sup>th</sup> Mayor of the City of Springfield, it is my honor and pleasure to welcome you to our fine city. While known around the world as the birthplace of basketball and Dr. Seuss, Springfield is also renowned for being the “City of Homes” for its great neighborhoods and impressive architecture. This Old House magazine, USA Today, and Forbes magazine have all recently highlighted Springfield’s neighborhoods and housing stock as being both impressive and affordable.

Springfield has also been a leader in clean and green development, being named the 4th “Greenest City” by Country Home Magazine. Specifically, Springfield was cited for its splendid parks, the purity of its drinking water system, its regional recycling center, and organizations such as EcoBuilding Bargains. EcoBuilding recently opened a brand new expanded facility on Warwick Street due to their success in the city.

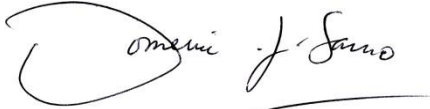
Springfield is the cultural center of Western Massachusetts. Our world-class museums, the Springfield Symphony, City Stage and historic Armory rival attractions in cities twice our size. Our Basketball Hall of Fame is a one-of-a-kind, spherical museum that features legends of the game’s past, present and future. We also have exciting professional sports being home to the AHL’s Springfield Thunderbirds.

The Springfield Museums feature the brand new and world renowned Dr. Seuss Museum and the Museum of Springfield History as well as being home to the spectacular Dr. Seuss National Memorial Sculpture Garden - a magical place that brings out the inner child in all who visit. The Museums include five museums in total on the beautifully landscaped Quadrangle green.

Springfield has a thriving business community. While small businesses find the city a great place for a startup, we are also the home to large, global businesses. MassMutual Financial Group is a Fortune 100 company that is headquartered in Springfield and employs 3,800 in Springfield alone. Companies like Smith & Wesson, Big Y Foods, Merriam-Webster, Performance Food Group, Liberty Mutual, Peter Pan Bus Lines, CRRC MA and MGM Springfield all call Springfield home as well as major healthcare providers such as Baystate Health and Mercy Medical Center.

Home to four higher education institutions, Springfield is a proud affiliate of the Knowledge Corridor, which has the second highest number of higher education institutions in all of New England.

These are just a few things that make this city a great place to live and work. Springfield is a place with a storied history and an exciting future, and we hope you will join us in making this the best city in America.

A handwritten signature in black ink that reads "Domenic J. Sarno". The signature is written in a cursive style with a large, sweeping initial "D" that loops around the first part of the name.

Mayor Domenic J. Sarno

## Welcome Center

### **New North Citizens Council**

3012 Main Street  
Springfield, MA 01107

Tel: (413) 732-3229

New North Citizens Council (NNCC) will be acting as the official welcome center for citizens moving into the City of Springfield from Puerto Rico.

New North will assist families with assimilating into our community and easing the transition into public services including: Spanish-to-English translation, schools, housing, jobs, banking, etc.

### Emergency Numbers:

• <b>Agencia Estatal para el Manejo Emergencias y Administración Desastres (AEMEAD)</b>	- 787-724-0124
• <b>Puerto Rico Police Force</b>	- 787-343-2020
• <b>Cuerpo de Bomberos de Puerto Rico</b>	- 787-343-2330
• <b>American Red Cross</b>	- 787-757-8150
• <b>Autoridad de Acueductos y Alcantarillados (AAA)</b>	- 787-620-2482
• <b>Autoridad de Energía Eléctrica (AEE)</b>	- 787-521-3434
• <b>Transportation Department (DTOP)</b>	- 787-787-9918 -787-225-1539

### FEMA RUMOR CONTROL:

After major storms, rumors circulate and scammers may try to take advantage of you. Make sure you know what's real and what's fake. Check FEMA's [rumor control information](#) for trusted storm and recovery updates.

<https://www.fema.gov/disaster/updates/hurricane-maria-rumor-control>

**Federal Disaster Assistance:**

Apply for disaster assistance. The quickest way to apply for federal disaster assistance is online through [DisasterAssistance.gov](https://DisasterAssistance.gov). If you don't have access to the Internet, you can apply by phone. **Call 1-800-621-3362.**

**How to Locate Family and Help Hurricane Maria Survivors**

We will continue to provide more information for friends and family members of those in Puerto Rico and the U.S. Virgin Island as it becomes available.

**How to Reach Your Family Members and Friends**

- Register on the American Red Cross [Safe and Well website](https://safeandwell.communityos.org/cms/index.php) (<https://safeandwell.communityos.org/cms/index.php>). It is a free public reunification tool that allows individuals and organizations to register and post messages to indicate that they are safe or to search for loved ones. Registrations and searches can be done directly on the website or by texting SAFE to 78876. Messages exist in both English and [Spanish](#). **To speak with someone at the American Red Cross concerning a missing friend or relative, please contact 1-800 RED CROSS.**
- Write or call the Puerto Rico Federal Affairs Administration at [maria1@prfaa.pr.gov](mailto:maria1@prfaa.pr.gov) or **202-800-3133**. They are experiencing high email volume, please do not send more than one email unless the situation of your loved one has changed.
- Call the Puerto Rican radio station WIPR **787-777-0940**.

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**Disclaimer:**

If an agency you know or work with would like to be included in the City of Springfield’s Citizen Resource Guide, please contact the Office of Mayor Domenic J. Sarno at (413) 787-6100.

## **ACKNOWLEDGEMENTS**

This document is a compilation of information and materials that have been gathered from a variety of sources, including federal, state, city, voluntary and faith-based organizations that have as their mission a commitment to public assistance and well-being.

While every effort has been made to ensure accuracy of the information presented in this publication, the City of Springfield and the Mayor's Office cannot guarantee the accuracy of this information due to the fact that much of the information is created from external sources and are subject to change.

This guide belongs to the City of Springfield. Please submit any changes/updates to the contact below. Changes and updates brought to our attention will be verified, reviewed and corrected in future editions.

### **Please submit any changes/updates to:**

William J. Baker, Director of Constituent Services  
Office of Mayor Domenic J. Sarno  
City Hall  
36 Court Street  
Springfield, MA 01103

413-787-6100

[wbaker@springfieldcityhall.com](mailto:wbaker@springfieldcityhall.com)

The City of Springfield expresses appreciation to those who contributed to this document. Much cooperation, communication, coordination and collaboration went into making this as complete as possible.

## **INTRODUCTION**

The City of Springfield is the cultural and urban center of Western Massachusetts. As the fourth largest city in New England and home to over 153,000 people, it is a vibrant and energetic hub of the region. Situated along the “Knowledge Corridor”, the City sits in the middle of some of the nation’s top-ranked schools.

The City of Springfield’s Citizen Resource Guide is provided on behalf of the Office of Mayor Domenic J. Sarno to provide useful resources for citizens in need of city services, public assistances, recovery from natural and human caused disasters, education and workforce training, mitigation, and more.

For a full listing of City resources and services, please visit our website at [www.springfieldma.gov](http://www.springfieldma.gov) or call our 311 Call Center at (413) 736-3111 from a landline or 311 from a cell phone.



## Clothing

### **Springfield Rescue Mission**

**413.732.0808 ext. 101** for an appointment.

Clothing and Give-Away Center:

The Center was established for the purpose of distributing clothing and other donated items to those who are in need. This program is available to men, women, and families. All clothing and household items are distributed free of charge

### **Big Brothers Big Sisters of Hampden County**

HartSprings Foundation  
101 State Street Suite 204  
Springfield, Massachusetts, 01103

Call (413) 732-7111 or (888) 413-2227

A program known as the HartSprings fund provides assistance to the needy. The organization supports people in Hartford Connecticut, and the Springfield area. Based on donations, the program provides free general clothing, household goods, and maybe even small appliances to the low income. The general public may be able to buy goods at a low cost.

### **Open Pantry Community Services, Inc - People's Center**

287 State Street, Springfield, MA, 01105

Tel: (413) 737-5354

The center provides free, gently used clothing and other household goods to those in need of assistance. Items passed out can include winter coats, backpacks for students, and professional work attire such as suits or dresses.

## Food

<b>Open Pantry Community Services, Inc</b>	
<b>Food Pantry -</b>	(413) 737-5353
2460 Main Street, Springfield, MA	
<b>Loaves &amp; Fishes Kitchen –</b>	(413) 731-5668
Meal Sites and Times:	
<b>South Congregational</b> – Mon/Tues/Thurs/Fri/Sat	
45 Maple St - Lunch: 12 pm, Dinner 5 pm	
<b>Shiloh Church</b> - Saturday and Sunday	
797 State St. - Lunch 12 pm, Dinner 5 pm	
<b>Christ Church Cathedral</b> - Wednesday	
35 Chestnut St - Lunch: 12 pm, Dinner: 5 pm	
The center provides non-perishable groceries and prepared meals for people in need.	

<b>Lorraine's Soup Kitchen &amp; Pantry</b>	
170 Pendexter Ave, Chicopee, MA	
Tel: (413) 592-9528	
The center provides pantry service to only Chicopee residents. They can provide list of agencies for other communities.	

<b>The Gray House Food Pantry</b>	
22 Sheldon Street Springfield, MA, 01107	
Telephone (413) 734-6696	
The Food Pantry distributes groceries every Thursday from 9:00 am to 1:00 pm	

## **Financial assistance for rent, bills, prescriptions, and other aid**

<b>Catholic Charities – Springfield - (413) 452 – 0605</b>
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Provides, among other things, rent payment and housing assistance, diapers, prescription medication expense assistance, comprehensive information and referral on government programs (federal and Massachusetts) and they may be able to provide other forms of assistance.
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<b>Salvation Army - Holyoke. - (413) 532 – 6312</b>
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271 Appleton Street, Holyoke, MA
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This non-profit agency provides limited mortgage payment assistance, congregate meals, groceries, nutrition sites, access to food pantries and soup kitchens, rent payment assistance, electric and heating bill payment assistance and gas bill payment assistance. They may also from time to time have limited funding for other expenses.
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<b>VOC - Valley Opportunity Council, Inc. (Holyoke) - (413) 552-1554.</b>
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300 High Street, Holyoke, MA
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Possible help for low to moderate income families, the working poor, unemployed, and others. Services offered by the non-profit include: Mortgage Foreclosure Assistance, Food Pantries, Food Vouchers, Soup Kitchens, Housing Search and Information, and information and referrals to Community Action Agencies.
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<b>Churches of Western Massachusetts- (413) 733-2149.</b>
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Provides emergency assistance to income qualified families. While the resources are limited and depend on donations, the council may offer funds for paying heating bills, homeless prevention, and other crisis support. Hampden County residents of all religions can get support. There are also summer programs for children and referrals to other non-profits and government organizations.
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<b>Springfield Partners for Community Action - (413) 263-6500</b>
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721 State Street, Springfield, MA 01109
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Offers Programs such as HUD Certified Housing Counseling, Early Education and Child Care, Veterans Program, Emergency Fuel Assistance, and an Eviction Clinic. Counseling, advice and free support is offered for tenants that are behind on their rent and facing eviction. Staff also try to mediate a solution between the tenant and the landlord.
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**Council of Churches of Greater Springfield** - (413) 733 – 2149

39 Oakland Street, Springfield, MA

May have financial support programs and emergency loans. The charity and its staff can help with utility companies and landlords to deal with unpaid energy bill or rent.

**New England Farm Workers' Council (Partners for Community)** – (413) 272-2200

11-13 Hampden Street, Springfield, MA

Offers Fuel Assistance, Child Care Resources, Housing & Shelter Assistance, Youth & Education and Workforce Development.

## Housing

<b>Springfield Housing Authority</b> 35A Saab Court Springfield, MA	67 Sanderson Street Springfield, MA
Tel: (413) 785-4517	
Rental Voucher Program, Section 8 Housing Assistance and Chronically Homeless	

<b>Way Finders (former HAP Housing)</b> 322 Main Street Springfield, MA
Tel: (413) 233-1600
Housing Support programs, home ownership programs and resources

## Shelters

<b>Department of Housing and Community Development</b>
310 State Street
Tel: (413) 858-1369
Emergency Shelter and housing assistance for families with children or pregnant women.

<b>Friends of the Homeless</b>
Main Office: 755 Worthington Street, Springfield, MA
Tel: (413) 732-3069
<b>Men's Shelter</b> 769 Worthington Street, Springfield, MA
Provides housing shelter for single men over 18 yrs old
<b>Women's Shelter</b> 755 Worthington Street, Springfield, MA
Provides housing shelter for single women over 18 yrs old

<b>Springfield Rescue Mission – (Men Only)</b> 148 Taylor Street Springfield, MA
Tel: (413) 732-0516
Call at 8am to reserve a bed or arrive 3:30-4pm

## Work/Career Center Help

<b>FutureWorks Career Center</b> STCC Technology Park 1 Federal Street Building 103-3 Springfield, MA 01105
413-858-2800
<i>Mon, Tues, Wed, Fri</i> 8:30am-4:30pm
<i>Thurs</i> 8:30am-3:00pm

## Consumer Information

<b>Mayor's Office of Consumer Information</b>
<b>(Working in Cooperation with the Massachusetts Attorney General's Office)</b>
City Hall, Room 315
36 Court Street
Springfield, MA 01103
Tel: (413) 787-6437
<p>The MOCI's services are provided throughout Hampden County and the following cities and towns of Worcester County: Brookfield, Charlton, Douglas, Dudley, East Brookfield, Holden, Holland, North Brookfield, Oxford, Paxton, Southbridge, Spencer, Sturbridge, Sutton, Tolland, Wales, Warren, Webster, and West Brookfield.</p> <p>It provides education, referral and informal mediation services at no cost to consumers. Mediation allows consumers and businesses the opportunity to address and resolve disputes, although no legal advice or services are provided.</p> <p><b>Spanish-speaking staff is available.</b> WALK-INS ARE WELCOMED FROM 10AM TO 3PM, otherwise by appointment.</p> <p>The MOCI staff will educate consumers on their rights in many consumer-related areas and has an array of brochures readily available. Following are some of the areas the MOCI can assist with:</p> <p><i>Lemon Laws</i> <i>Home Improvement</i> <i>Debt Collection</i> <i>Retail Rights</i> <i>Credit</i> <i>Landlord/Tenant Rights</i> <i>Identity Theft</i> ...and more</p>

## **Respite Care**

Looking for short-term *respite* care options in *Springfield, MA*? *Respite* care is a temporary care option offered in an assisted living community for seniors

### **The Wellington at Springfield**

Talk to a local Advisor about this community

**855-980-5257**

942 Grayson Dr  
Springfield, MA 01119

**LandMark Senior Living**  
110 Monastery Avenue  
West Springfield, MA 01089  
(413) 781-1282

### **Respite Care at Saint Luke's Home**

**Mercy Continuing Care Network**  
Mercy Continuing Care Network

Need a break from caregiving? [Saint Luke's Home](#) can help.

If you're caring for an elderly family member or friend, respite care can give you a temporary rest from caregiving, while the person you're caring for continues to receive care in a safe, supportive and home-like environment.

We understand that caregiving is demanding, and it's absolutely normal to need a break. That's why we provide respite care stays of up to one month.

During this time, your loved one can take advantage of the full range of services and activities enjoyed by our full-time residents. And you can take some time for yourself.

#### **Learn More about Respite Care at Saint Luke's Home**

Simply call us at **413-736-5494**. We also encourage you to visit, meet our staff and take a tour of our home.



## Misc. Assistance

**American Red Cross of Pioneer Valley** – (413) 737-4306

506 Cottage Street  
Springfield, MA 01104

Provides: disaster assistance, volunteer services, preparedness, health and safety services, biomedical services.

**FEMA** – (617) 956-7506

99 High Street  
Boston, MA

Federal Emergency Management Agency, Region 1, works closely with federal, tribal, state and local governments, volunteer agencies, private sector partners, and the public to ensure the nation is secured and prepared to respond to and recover from terror attacks, major disasters and other emergencies.

**Social Security** – (866) 964-5061

70 Bond Street  
Springfield, MA

SS Benefits include; retirement, disability, medicare, survivors, replacement cards, name changes, etc.

**Community Legal Aid (formerly Western Mass Legal Services)**

One Monarch Place, Suite 400  
Springfield, MA 01144

(413) 781-7814 or (800) 639-1109

Community Legal Aid and its wholly owned subsidiary, the Central-West Justice Center, gives free civil (non criminal) legal help to low-income and elderly people in central and western Massachusetts.

**Greater Springfield Senior Services** – (413) 781-8800 / 1-800-649-3641

66 Industry Ave, Suite 9  
Springfield, MA 01104

1-800-922-2275 – Elder Abuse Hotline

Programs include: Adult Family Care, Caregiver Support, Congregate Housing, Elder Abuse and Neglect, Health & Wellness, Home Care, Long-Term Care, Meals, Personal Care Attendant, Etc.

**Big Brothers Big Sisters of Hampden County**

83 Maple Street, Suite 201

Springfield, MA 01105

(413) 781-4730

Provides one-to-one mentoring relationships with children and adults.

**Bilingual Veterans Outreach Centers of Mass Inc.**

**(Formerly Puerto Rican Veterans Association of MA)**

281 Franklin Street

Springfield, MA

Tel: (413) 731-0194

Offers a variety of services to our Veterans including: SSI assistance, Notary Public Services, Housing, Mass Health referrals, Veteran benefits, clothing assistance, counseling, veterans claims, legal assistance referrals, etc.

**Mental Health Crisis Hotline:**

(413) 733-6661

**Domestic Violence Hotline:**

(413) 733-7100

**United States of America**  
(Federal Resources)

**Social Security Administration**

70 Bond Street  
Springfield, MA

Tel: 1-866-964-5061

Services include: SS Cards, benefits, disability, Medicare, retirement, Supplemental Security Income, etc.

**Congressman Richard Neal**

300 State Street, #200  
Springfield, MA

Tel: (413) 785-0325

Constituent services for federal agencies

**Senator Elizabeth Warren**

Boston Office  
2400 JFK Federal Building  
15 New Sudbury Street  
Boston, MA

Tel: (617) 565-3170

Springfield Office  
1550 Main Street, Suite 406  
Springfield, MA

Tel: (413) 788-2690

**Senator Ed Markey**

Boston Office  
975 JFK Federal Building  
15 New Sudbury Street  
Boston, MA

Tel: (617) 565-8519

Springfield Office  
1550 Main Street, 4<sup>th</sup> Floor  
Springfield, MA

Tel: (413) 785-4610

**Veterans Administration**

25 Bond Street, Springfield, MA 01104

(413) 731-6000

Open: M-F, 8 am – 4 pm

**Commonwealth of Massachusetts**  
(State Resources)

**State Representative Carlos Gonzalez** (413) 251-0007

District Office  
1655 Main Street, Suite 202  
Springfield, MA

Helps constituents in dealings with state agencies. Provides resources to connect and refer residents to address their concerns.

**State Senator James T. Welch** (413) 737-7756

District Office  
32-34 Hampden Street  
Springfield, MA

Helps constituents in dealings with state agencies. Provides resources to connect and refer residents to address their concerns.

**Department of Transitional Assistance** (413) 858-1000

95 Liberty Street  
Springfield, MA

Services: SNAP benefits (food stamps), families with dependent children

**Registry of Motor Vehicles** (800) 858-3926

1250 St. James Ave  
Springfield, MA

Services: Mass ID, driver's license/permits, registration, out-of-state conversion

**Massachusetts Small Business Development Center Network's Western Regional Office**

Scibelli Enterprise Center  
One Federal Street, Building 101R  
Springfield, MA

Tel: (413) 737-6712 <http://www.msbdc.org/wmass/>

Services: Small business development and start-up.

**MassHealth Enrollment Center**

333 Bridge Street  
Springfield, MA

Tel: (413) 785-4100 – Self-service available 24 hrs/day in English and Spanish  
**1-844-748-3928 – Customer Service dedicated line for hurricane evacuees**  
**(only for hurricane-related matters)**

Mon – Friday: 8am to 5pm

Health coverage, eligibility, MassHealth benefits and enrollment

**City of Springfield**  
**(City Resources)**

**311 Call Center**

City Hall  
36 Court Street  
Springfield, MA

Services: Call center for city services. 736-3111

**City Clerk**

City Hall  
36 Court Street, Room 123  
Springfield, MA

Tel: (413) 736-3111

Services: Vital Records (Birth, Death, Marriage), Dog Licenses

**Office of Planning and Economic Development**

70 Tapley Street  
Springfield, MA

Tel: (413) 787-6020

Services: Business incentives, small business assistance, guides to starting a business.

**Springfield Public School Department -**

1550 Main Street  
Springfield, MA

Tel: (413) 787-7100

**Parent and Community Engagement (PACE) Center -**

91 School Street  
Springfield, MA

Tel: (413) 787-7276

**Department of Health and Human Services**

1145 Main Street, Suite 208  
Springfield, MA

Tel: (413) 787-6741

**Thomas J. O'Connor Animal Control Center**  
Hours: Monday, Tuesday, Saturday – 12pm to 4pm  
Thursday – 2pm to 7pm

Tel: (413) 781-1484

Services: Adoptions and emergency response for ill, injured or aggressive animals.

**Department of Veterans Services**

City Hall  
36 Court Street, Room 101  
Springfield, MA

Tel: (413) 787-6141

Services: The Springfield Department of Veterans Services can provide information about:  
Annuities • Awards and Medals • Benefits • Burial • Education • Elder Services • Employment •  
Flags and Markers • Financial Assistance • Food • Graves Care • Housing • License Plates •  
Medical Assistance • Pensions • Pharmaceuticals • Real Estate Tax Exemption • Review of  
Discharge • Sales Tax Exemptions