



HopeWell's

Family Together Program

WORCESTER OFFICE

24/7 Emergency Support
508-755-7100

We are here if your family
is experiencing a crisis.



What can you help my family with? What will we do together?

We will work side by side with you, focusing on your family's stability and well-being through:



Navigating Change & Building Forward

- Setting goals that matter to your family
- Identifying your strengths and building on what's already working
- Expanding skills and support structures to navigate life changes and transitions



Finding Community & Practical Support

- Linking you and/or your child with tools to support mental and emotional health
- Accessing resources to ease financial stress
- Problem-solving everyday challenges together



Healing Together

- Learning new ways to manage conflict and stress
- Addressing the impact of domestic violence, substance use, and/or trauma on your family
- Preventing, managing, and recovering from crises



Strengthening Family Connections

- Strengthening your family's relationships and communication
- Developing new parenting skillsets and finding strategies that work during tough parenting moments
- Working with schools to help your child succeed academically

About HopeWell's Family Together Program

HopeWell partners with families receiving services from the Department of Children & Families (DCF). Our goal is to help your family stay together, heal, and thrive.

We believe families are experts in their own lives — and we understand that sometimes you need the right support. Together, we'll build on your family's skills and wisdom as you work toward your goals.

Contact Information



HopeWell's Worcester Office

SERVING CENTRAL MA

Ana Portillo, Program Director



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aportillo@hopewellinc.org

YOUR HOPEWELL TEAM MEMBER:



What can my family expect?

You will have a caring partner.

You can expect your HopeWell team member(s) to be kind, thoughtful, and prepared. They will get to know your family and understand your strengths, challenges, and perspectives. We know how important relationships and trust are, so you will meet with the same person each time.

We won't judge you.

We understand every family's story is different and that sometimes life can be complicated. Our goal is to learn from you and help you develop solutions that work for your family. We encourage you to ask us questions and share concerns — and we'll do the same.

We'll help you create a plan that focuses on practical, real-life solutions.

It's okay if you don't know which goals you want to work on or where to start — we will figure this out together (in coordination with DCF). We will work with you to identify the goals that matter most to your family, then explore strategies that fit your unique strengths and circumstances.

The level of support will match your family's needs.

Sometimes families need help with one specific challenge; other times, families benefit from support in multiple areas. HopeWell offers different types and levels of support. These services vary in intensity and frequency from one family to another because we coordinate them with DCF based on your family's strengths and needs. Typically, we will meet between 1-3 times per week.

We'll stay flexible.

Most of our meetings will take place in your home, but we can meet wherever works best for your family. We offer extended hours if needed, based on your schedule. We also have partnerships in your local community to connect you with additional supports — such as mental health services, educational resources, food and clothing, childcare, and more.

About HopeWell

We are a nonprofit social services agency with more than 60 years of experience supporting children and families. We offer services across Massachusetts and work with 1,500+ family members each year.

What is our relationship with DCF?

DCF uses outside service agencies like HopeWell to meet needs and provide services. We receive a portion of our funding from DCF and coordinate services with them — but HopeWell is a separately run, private nonprofit organization. We are not part of any state agency.

Our 6 regional offices:

Andover, Boston, Dedham, Taunton, Worcester, and Springfield

Connect With Us

 Website: hopewellinc.org

 Facebook: [@hopewellinc](https://www.facebook.com/hopewellinc)