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Advocacy and Information

Advocacy and Information Organizations

Connecticut Association for Human Services (CAHS)

CAHS is an independent, statewide nonprofit organization dedicated to making the human services system work on behalf of all Connecticut residents. Through community outreach, policy development, advocacy, public education, research and evaluation, CAHS generates innovative ideas, forms creative partnerships and advances realistic solutions across a broad range of social policy issues to help disadvantaged people in this state.

The **Community Outreach Unit** works in communities throughout Connecticut to disseminate information on, as well as to increase and facilitate participation in, programs relating to hunger and nutrition, child care and early education, maternal and child health, and family economic security.

The **Public Education Unit** collects and disseminates national, state and local data on the well-being of Connecticut's children - including annual publication of the Kids Count data book; mobilizes public support for children's issues; and provides decision-makers with potential solutions to the problems facing Connecticut's children. CAHS staff with expertise in multiple children's issues work with businesses and organizations to increase access to affordable, quality child care.

The **Research and Evaluation Unit** focuses on research to improve the health and well-being of all Connecticut families, with special attention to low-income infants, children, adolescents and women of childbearing age.

CAHS staff also work on other issues such as welfare reform, community development, and workforce development. CAHS holds issue-related conferences and is an administrative and legislative advocate for human services programs.

CAHS membership includes concerned citizens, human services professionals and organizations, religious leaders, corporations, labor leaders, educators, and policy-makers working together to ensure that Connecticut's human services are of the highest quality, cost-effective, and responsive to people's needs. Membership support is welcome. For more information on our work, our publications, or our e-mail/fax alert networks, contact CAHS. **Address:** 110 Bartholomew Avenue, Suite 4030, Hartford, CT 06106-2201. **Telephone:** (860) 951-2212. **Fax:** (860) 951-6511. **E-mail:** info@cahs.org. **Website:** cahs.org.

Advocacy Unlimited

Advocacy Unlimited. is a mental health consumers' organization which offers people with psychiatric disabilities free advocacy, education, information and referrals for mental health services in Connecticut. The agency also provides speakers on the subjects of mental illness and community mental health resources. For more information, call 1-800-573-6929 or (860) 667-0460. **Fax:** (860) 667-2240. **E-mail:** webmaster@mindlink.org. **Website:** mindlink.org.

American Cancer Society, New England Division

The American Cancer Society, New England Division, is a statewide nonprofit agency that provides support and information services for patients, family members and the general public. Services include: access to cancer information and local resources, 24 hours a day, 7 days a week; transportation to treatment; self-help/support groups; and, patient visitation programs. **Address:** American Cancer Society, New England Division, 538 Preston Avenue, Box 1004, Meriden, CT 06450-1004. **Telephone:** 1-800-ACS-2345. **Fax:** (203) 379-5060. **Website:** cancer.org.

Cancer Information Service (CIS) of New England

CIS of New England is a program of the National Cancer Institute, located at the Yale Cancer Center. CIS's trained staff provides toll-free, confidential information about cancer and cancer-related questions to patients and their families, the general public and health professionals. The information also includes available community services. Free publications on a variety of subjects connected with cancer are also available upon request. **Address:** 55 Church Street, Suite 400, New Haven, CT 06510. **Telephone:** 1-800-4-CANCER (1-800-422-6237) or (203) 865-2655. **Fax:** (203) 865-0163. **E-mail:** barbara.lumpkin@yale.edu. **Website:** info.med.yale.edu/yc.

Connecticut Association for Home Care (CAHC)

The Connecticut Association for Home Care is a voluntary, nonprofit organization which advocates for and educates nonprofit and for-profit state-licensed home health care agencies, homemaker/home health aide agencies, homemaker/companion agencies and hospice agencies operating in Connecticut. For referrals, information on available services, or the nearest home health agency provider, contact CAHC. **Address:** 110 Barnes Road, Wallingford, CT 06492. **Telephone:** (203) 265-9931. **Fax:** (203) 949-0031. **E-mail:** clayton@chime.org. **Website:** health-connect.com/cahc/.

Connecticut Association of Nonprofits (CAN), Formerly CARF

CAN is a private, nonprofit organization providing necessary services to nonprofit organizations in Connecticut. These services include information, professional training, insurance, group purchasing programs, advocacy and much more. CAN publishes monthly and bi-monthly informational updates and newsletters. CAN also publishes and sells a directory of programs that can be used for referrals for individuals looking for a supervised or supportive residential setting throughout Connecticut. **Address:** CAN, 90 Brainard Road, Hartford, CT 06114. **Telephone:** (860) 525-5080. **Website:** ctnonprofits.org.

Connecticut Coalition Against Domestic Violence (CCADV)

CCADV is a nonprofit network of 18 domestic violence programs located throughout Connecticut. CCADV provides active, statewide advocacy on behalf of victims of domestic violence, including participation in public policy evaluation and development, and works to ensure adequate funding for domestic violence programs. CCADV also serves as a clearinghouse for information, provides technical assistance and training to member programs and manages

the Family Violence Victim Advocate Program. **Address:** 106 Pitkin Street, East Hartford, CT 06108. **Telephone:** (860) 282-7899. Emergency statewide, **Toll-free Hotline:** 1-888-774-2900 **Fax:** (860) 282-7892. **Website:** ctcadv.org. (see also CRISIS INTERVENTION and CRIMINAL JUSTICE)

Connecticut Coalition to End Homelessness (CCEH)

CCEH is a statewide network of shelters, transitional living programs, religious organizations, social services agencies and other organizations, and individuals concerned about homelessness. CCEH works to support programs providing services to people who are homeless and to identify and eradicate the root causes of homelessness through advocacy, public education, training, and empowering people who are homeless. **Address:** 30 Jordan Lane, Wethersfield, CT 06109. **Telephone:** (860) 721-7876. **Fax:** (860) 257-1148. **E-mail:** coalition@snet.net. **Website:** cceh.org.

Connecticut Commission on Human Rights and Opportunities (CHRO)

CHRO is the state's chief civil rights law enforcement agency. It receives and investigates complaints alleging discrimination in employment, housing, public accommodations and credit transactions because of age, ancestry, color, genetic information, learning disability, marital status, past or present history of mental disability, mental retardation, national origin, physical disability, race, religious creed, sex (including pregnancy and sexual harassment), sexual orientation, workplace hazards to reproductive systems, criminal record (in state employment and licensing), breastfeeding in a place of public accommodation, familial status (in housing), lawful source of income (in housing), and use of/training a guide dog (in housing and public accommodations). Where a violation is found, the Commission provides appropriate relief. Complaints must be filed within 180 days of the alleged act of discrimination.

The agency also administers the state Equal Opportunity contract compliance laws to assure that contractors to the state exhibit equal opportunity in their employment and contracting practices.

CHRO offices are open 8:00 a.m.-5:00 p.m., Monday-Friday. **Website:** state.ct.us/chro.

Central Office

21 Grand Street
Hartford, CT 06106
Telephone: (860) 541-3400
Fax: (860) 246-5419
TDD: (860) 541-3459 or
Toll free, in-state: 1-800-477-5737
Housing Complaints: (860) 541-3403

Capitol Region

1229 Albany Avenue
Hartford, CT 06112
Telephone: (860) 566-7710
Fax: (860) 566-1997
TDD: (860) 566-7710

Eastern Region

100 Broadway
Norwich, CT 06360
Telephone: (860) 886-5703
Fax: (860) 886-2550
TDD: (860) 886-5707

Southwest Region

1057 Broad Street
Bridgeport, CT 06604
Telephone: (203) 579-6246
Fax: (203) 579-6950
TDD: (203) 579-6246

West Central Region

Rowland Government Center
55 West Main Street, Suite 210
Waterbury, CT 06702-2004
Telephone: (203) 805-6530
Fax: (203) 805-6559
TDD: (203) 805-6579

Connecticut Fair Housing Center

The Connecticut Fair Housing Center is a statewide, private, nonprofit organization dedicated to enforcing housing laws. The Center provides advocacy, attorney referrals, and information in connection with individual housing discrimination complaints. **Hartford Office:** 221 Main Street, Suite 204, Hartford, CT 06106. **Telephone:** (860) 247-4400. **Fax:** (860) 247-4236. **New Haven Office:** 205 Church Street, Suite 335, New Haven, CT 06510. **Telephone:** (203) 772-3247. **Fax:** (203) 562-7107.

Connecticut Housing Coalition

The Connecticut Housing Coalition comprises more than 250 groups including nonprofit developers, social services agencies, tenant associations and other housing activists and advocates. It acts as the primary communication link for nonprofit housing efforts. Coalition activities include policy analysis and advocacy, conferences and workshops, a newsletter, and the Public Housing Resident Network. **Address:** 30 Jordan Lane, Wethersfield, CT 06109. **Telephone:** (860) 563-2943. **Fax:** (860) 529-5176. **E-mail:** ct.housing@snet.net.

Connecticut Office of Protection and Advocacy for Persons with Disabilities

The Office of Protection and Advocacy for Persons with Disabilities (OP&A) was established in 1977 to promote the rights of children and adults with disabilities. The Office:

- provides information on disability rights and services;
- advocates for people with disabilities who have been discriminated against or who are experiencing difficulty securing relevant supports and services;
- provides legal assistance within existing resources;
- investigates complaints of abuse and neglect of adults with mental retardation and psychiatric disabilities;
- provides training and technical assistance; and
- supports the development of community advocacy groups.

Address: 60B Weston Street, Hartford, CT 06120-1551. **Telephone:** (860) 297-4300. **Toll-free V/TDD:** 1-800-842-7303. **TDD:** (860) 566-2102. **Fax:** (860) 566-8714. **E-mail:** OPA-information@po.state.ct.us. **Website:** state.ct.us/OPAPD.

Connecticut Parent Advocacy Center (CPAC)

The Connecticut Parent Advocacy Center is a statewide nonprofit organization established to inform parents of children with disabilities about special education rights and procedures, and to provide information and referral services for problems related to the education and welfare of their children. Services include workshops for parents, in-service training for professionals, a newsletter, resource collection and individual assistance. Spanish-speaking staff are available. CPAC **main office Address:** 338 Main Street, Niantic, CT 06357. **Telephone:** (860) 739-3089. **TDD:** (860) 739-7460. **Toll free:** 1-800-445-CPAC (2722). **Fair Haven Community Health Center satellite office: Telephone:** (203) 776-3211. **E-mail:** cpac@cpacinc.org. **Website:** cpacinc.org. Office hours are 8:00 a.m.- 4:00 p.m., Monday-Friday.

Connecticut Psychological Association (CPA)

CPA, a nonprofit corporation, provides a speakers bureau service for organizations that want speakers on psychological topics. **Address:** 342 North Main Street, West Hartford, CT 06117-2507. **Telephone:** (860) 586-7522. **Fax:** (860) 586-7550. **E-mail:** info@connpsych.org. **Website:** connpsych.org.

Connecticut Sexual Assault Crisis Services, (CONNSACS)

CONNSACS is a statewide association of sexual assault crisis programs that work to end sexual violence through victim assistance, community education and public policy advocacy. CONNSACS seeks and administers funds to develop and support its member organizations; provides a forum for the exchange of skills and information regarding the response to, and prevention of, sexual assault and sexual abuse; and serves as a mechanism for the development and maintenance of appropriate standards of service for rape crisis centers. In addition, CONNSACS advocates for public policy changes; promotes public awareness; and provides training and technical assistance to local, state, national, and international organizations. **Address:** 96 Pitkin Street, East Hartford, CT 06108. **Telephone:** (860) 282-9881. **Fax:** (860) 291-9335. **E-mail:** info@connsacs.org. **Website:** connsacs.org. If you have an emergency, call the statewide, **Toll-free Hotline:** 1-888-999-5545.

Connecticut Voices for Children

Connecticut Voices for Children is a statewide, non-partisan, citizen-based advocacy organization devoted to making Connecticut the best state in the nation for children, youth and their families. CT Voices seeks to influence state and local policy and budget decisions through high quality research and policy analysis, strategic communications, citizen mobilizing and coalition building, and youth development. CT Voices' primary areas of substantive focus are early care and education, state tax and budget, family economic security, child and community benchmarking and related data analysis, children's mental health, youth workforce development, and technology. Voices' electronic newsletter, *E-Notes*, reaches nearly 3,000 Connecticut residents each month. Voices also maintains three specialty listservs – on early care and education, children's mental health, and youth issues. All of Voices' publications are available through its website. CT Voices' partner organization, Advocates for Connecticut's Children and Youth, lobbies on children's issues. For more information, contact Connecticut Voices for Children. **Address:** 33 Whitney Avenue, New Haven, CT 06510. **Telephone:** (203) 498-4240. **Fax:** (203) 498-4242. **E-mail:** voices@ctkidslink.org. **Website:** ctkidslink.org.

Consumer Credit Counseling Service of Southern New England (CCCS)

CCCS of SNE is a private, nonprofit agency licensed by the State Department of Banking and affiliated with the National Foundation for Consumer Credit. It is also accredited by the Council on Accreditation for Families and Children. CCCS provides confidential, in-person and/or telephone counseling, money management and budgeting skills, debt repayment planning assistance and educational seminars on financial management and credit issues. CCCS has offices in Danbury, East Hartford, Milford, and Norwich and throughout Massachusetts and Rhode Island. **Address:** 111 Founders Plaza, Suite 1400, East Hartford, CT 06108. **Telephone:** 1-800-208-CCCS (2227). **Fax:** (860) 291-2765. **Website:** creditcounseling.org.

Divorced Men's Association of Connecticut (DMAC)

The Divorced Men's Association of Connecticut provides peer networking and support before, during and after divorce. Services include written information and individual case review, peer support, attorney referral, and attorney and judge evaluations. In addition, the Association has a library of information on divorce issues. **Address:** P.O. Box 734, Manchester, CT 06045. **Telephone:** (203) 729-2853.

End Hunger CT!

End Hunger CT! is a statewide anti-hunger organization dedicated to ending hunger in Connecticut. The goal of End Hunger CT! is to raise awareness of hunger in the state of Connecticut, promote funding for and access to nutrition assistance programs, and to speak out to help eliminate the root causes of hunger.

Community Partners for Food, a project of End Hunger CT!, provides outreach for the Food Stamp Program. Outreach Educators work one-on-one with individuals and assist them in the process of applying for food stamps. Workers also provide workshops and trainings on the Food Stamp Program. **Address:** 509 Wethersfield Avenue, Hartford, CT 06114. **Telephone:** (860) 296-1127. **Fax:** (860) 296-1137. **E-mail:** endhungerct@endhungerct.org.

Housing Education Resource Center (HERC)

The HERC provides housing information and resources to Capitol Region tenants, landlords, homeowners, agencies, and others. Services are provided throughout the following HERC programs:

Direct Services Program

Landlord/Tenant Information and Counseling – Housing counselors provide tenants, landlords and others with information, answers and options regarding rental and other housing issues and problems. Seminars, workshops and in-service training are offered on specific housing and landlord/tenant topics. HERC operates a specialized phone line for housing information and landlord/tenant counseling Tuesdays and Fridays, 9 a.m.- 5 p.m. **Telephone:** (860) 296-4372.

Home Ownership Counseling and Classes

Pre-purchase counseling prepares households for first-time home ownership. Individual sessions include confidential budget and credit counseling, income and debt ratio evaluations, advantages and responsibilities of home ownership, preparing for a loan application interview and a detailed review of the complete home buying process. Landlord/tenant seminars are offered to those purchasing owner-occupied multi-family dwellings. Follow-up post-purchase counseling services are provided to those who have newly purchased homes. Group seminars are available.

Housing Mobility Services

In partnership with the State of Connecticut's Department of Social Services (DSS), HERC assists DSS rental subsidy recipients with their housing needs. Services focus on preparing clients for all phases of their housing search and helping them to secure housing in lower poverty-impacted areas. Services include:

- Tenant Education Classes on such topics as Fair Housing, Money Management & Budgeting, Landlord/Tenant Relations, and Communication Skills

- Community familiarization through visits and resource materials
- Housing search assistance
- Literature and referrals addressing individual needs and interests
- Lease and landlord/tenant negotiation assistance

Address: Housing Education Resource Center, 901 Wethersfield Avenue, Hartford, CT 06114. **Telephone:** (860) 296-4242. Housing Counseling Line: (860) 296-4372. **Fax:** (860) 296-1317. **E-mail:** here@hartnet.org.

INFOLINE 211

INFOLINE is the statewide Information, Referral, and Crisis Intervention Service. Callers can reach help 24 hours a day by dialing 211. INFOLINE's professional caseworkers are backed by community representatives and an extensive computerized database of human services. They provide up-to-date information about agencies and programs; make referrals to appropriate community resources; and intervene in crises, including suicide prevention. Extensive information is available on child care resources and availability, alcohol and drug treatment programs, Alzheimer's disease, maternal and child health programs, etc. Child Care Resources can now be accessed through 211.

All services are free and confidential and may be accessed toll-free by calling 211. TDD (Telecommunications Devices) and multi-lingual staff are available. INFOLINE is a public/private partnership of the State of Connecticut and the United Way of Connecticut. **Address:** 1344 Silas Deane Highway, Rocky Hill, CT 06067. **Office Telephone:** (860) 571-7500. **Fax:** (860) 571-7525. **Website:** infoline.org.

Mental Health Association of Connecticut

The Mental Health Association of Connecticut is a private, nonprofit organization providing advocacy, educational programs and direct services to promote mental health, prevent mental illness, and improve care and treatment of persons with mental illness. Services include programs for schools on mental health issues and co-occurring disorders, referral to private practitioners, mental health literature, a psychosocial rehabilitation center, supported employment, housing programs, and support groups. The statewide toll-free number 1-800-842-1501 operates 9:00 a.m. - 5:00 p.m., Monday-Friday, to refer callers to appropriate services. **Address:** 20-30 Beaver Road, Wethersfield, CT 06109. **Telephone:** (860) 529-1970, ext.10. **Fax:** (860) 529-6833. **E-mail:** mntlhlth@tiac.net. **Website:** mhact.org.

National Alliance for the Mentally Ill (NAMI-CT)

NAMI-CT is a nonprofit, volunteer organization of families, friends and individuals suffering from serious mental illness. Its purpose is to provide support, education, and advocacy for members of the alliance, to keep members informed of the services and facilities available to them in or near their communities, to develop public understanding of serious mental illness, and to advocate for more and better services and treatment for the mentally ill. **Contact:** Joseph R. Baker, Executive Director, NAMI-CT. **Address:** 30 Jordan Lane - Third Floor, Wethersfield, CT 06109. **Telephone:** (860) 882-0236, or 1-800-215-3021 (Connecticut only). **Fax:** (860) 882-0240. **E-mail:** wlopez@conversent.net. **Website:** namict.org.

Office of the Child Advocate

The Office of the Child Advocate is an independent state agency established to protect the civil, legal and special rights of all children in Connecticut, and to advance policies throughout the state that promote children's well-being and best interests. The mission of the OCA is to oversee the protection and care of children and to advocate for their well-being. **Address:** Office of the Child Advocate, 18-20 Trinity Street, Hartford, CT 06106. **Telephone:** (860) 566-2106 or 1-800-994-0939. **Fax:** (860) 566-2251. **Website:** oca.state.ct.us.

Legal Assistance

Children's Law Center

The Children's Law Center is a nonprofit organization which provides legal representation for children in northeastern Connecticut, using a lawyer/mental health team approach. The Center also provides legal information about situations involving children through **The Children's Lawline** (1-888-LAWDOOR). **Address:** Children's Law Center, 30 Arbor Street South, Hartford, CT 06106. **Telephone** (860) 232-9993. **Fax** (860) 232-9996. **E-mail:** clc@clcct.org. **Website:** clcct.org.

Connecticut Lawyers Legal Aid to the Elderly (CLLAE)

CLLAE offers legal assistance to low-income elderly in the Hartford area. For information, contact Fran Mainville. **Address:** CLLAE, Law and Regulatory Affairs, RC4A, 151 Farmington Avenue, Hartford, CT 06156-3124. **Telephone:** (860) 273-4303.

Connecticut Legal Rights Project (CLRP)

The Connecticut Legal Rights Project provides free legal assistance and advocacy for low-income adults who have, or are perceived to have, psychiatric disabilities. CLRP's advocacy focuses on an individual's treatment-related rights and civil rights, particularly with regard to housing matters. CLRP staff may also assist clients on cases which involve protecting their civil rights in conservatorship and commitment proceedings, or in discrimination in housing. **Address:** P.O. Box 351, Silver Street, Middletown, CT 06457. **Telephone:** (860) 262-5030. **Fax:** (860) 262-5035.

Connecticut Women's Education and Legal Fund (CWEALF)

CWEALF is a statewide, nonprofit organization. CWEALF's Information & Referral Program (I&R) is a free telephone counseling, information and legal referral line for assistance on discrimination, harassment and family matters. **Address:** 135 Broad Street, Hartford, CT 06105. **I&R Line:** (860) 524-0601 (Greater Hartford) or 1-800-479-2949 (toll-free), weekdays from 9 a.m. to 5 p.m. **Fax:** (860) 524-0804. **E-mail:** cwealf@snet.net. **Website:** cwealf.org.

CWEALF also offers community education and training, mainly in employment law and family law. For information on workshops, call (860) 247-6090.

Lawyer Referral Service

The Lawyer Referral Service can recommend a private attorney who, for a nominal consultation fee, will assess a case and provide an estimate of

charges. **Address:** P.O. Box 1441, New Haven, CT 06506, **Fax:** (203) 624-8695. **E-mail:** irs.newhavenbar.org. **Website:** newhavenbar.org.

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|------------------------------------|----------------|
| Fairfield County | (203) 335-4116 |
| Hartford | (860) 525-6052 |
| New Haven County (incl. Waterbury) | (203) 562-5750 |
| New London/Norwich | (860) 889-9384 |

Legal Assistance Programs

Connecticut's legal assistance programs provide free civil legal services to income-eligible people in crisis situations. The programs provide direct representation, legal counseling, referrals and legal self-help materials. Assistance is provided in a variety of areas of law, including housing, family, special education, public benefits, access to medical coverage and treatment, employment, energy assistance, Medicare, Social Security disability and the rights of elderly people and people with disabilities.

Statewide Legal Services screens cases for all legal assistance programs in the state, providing brief services and advice, community education materials, and, where appropriate, referrals to local legal services offices for all non-criminal-related matters. Elder applicants and applicants referred by social services agencies or government offices, however, should call local legal services offices directly. (see ELDERS, DSS for regional offices serving elders) For information, call:

| Town | Agency | Phone |
|-------------|--|----------------------------------|
| STATEWIDE | Statewide Legal Services (Middletown) | 1-800-453-3320 (860) 344-0380 |
| Bridgeport | Connecticut Legal Services (CLS)* (serving Greater Bridgeport) | (203) 336-3851 |
| Hartford | Greater Hartford Legal Aid (serving Greater Hartford) | (860) 541-5000 |
| New Britain | Connecticut Legal Services* (serving New Britain & Meriden areas & Middlesex County) | (860) 225-8678 1-800-233-7619 |
| New Haven | New Haven Legal Assistance | (203) 946-4811 |
| New London | Connecticut Legal Services* (serving New London County) | (860) 447-0323 1-800-413-7798 |
| Stamford | Connecticut Legal Services* (serving Greater Stamford & Norwalk areas) | (203) 348-9216 1-800-541-8909 |
| Waterbury | Connecticut Legal Services* (serving Waterbury & Danbury areas & Litchfield County) | (203) 756-8074 1-800-413-7797 |
| Willimantic | Connecticut Legal Services* (serving Tolland & Windham Counties) | (860) 456-1761 1-800-413-7796 |

Spanish-speaking staff available at all offices.

** Uses telephone-based translation service to work with clients in virtually all languages*

Medicare Advocacy and Assistance

Center for Medicare Advocacy

The Center for Medicare Advocacy provides legal advice, written materials, and representation to elderly and disabled people denied Medicare coverage for home health care, hospital care, skilled nursing facility care, rehabilitation and other health services. Services are free to residents of Connecticut. **Address:** P.O. Box 350, Willimantic, CT 06226. **Telephone:** (860) 456-7790

(Mansfield area) or 1-800-262-4414. **Fax:** (860) 456-2614. **E-mail:** center@medicareadvocacy.org. **Website:** medicareadvocacy.org.

Qualidigm® Formerly CPRO

Qualidigm® is a private, nonprofit, statewide group of more than 2,100 Connecticut physicians which contracts with Medicare to assure quality care for Medicare beneficiaries. Qualidigm® is authorized to intervene on behalf of Medicare beneficiaries on quality of care issues or with hospital notices of noncoverage for beneficiaries with traditional Medicare or a Medicare managed care plan. **Address:** Qualidigm®, 100 Roscommon Drive, Middletown, CT 06457. For answers to questions about the Medicare program or to request a case review, call the **Toll-free Hotline:** 1-800-553-7590 or (860) 632-2008 from 8:30 a.m - 4:30 p.m., Monday - Friday. **Fax:** (860) 632-5865. **Website:** qualidigm.org.

Children, Youth and Family

Adoption and Foster Care

Family Connections

Family Connections is a program offered by Casey Family Services to help parents living with HIV/AIDS. The program assists parents with planning for the present and future care of their children. No-cost services include home-based services, advocacy for children's needs, counseling for parents and children, parent education, support groups, Life Book/Video Memories, a child care plan in the event of hospitalization, and long-term permanent planning for children. Additionally, Family Connections staff focus on family preservation for families most at risk of involvement with Department of Children and Families (DCF). For information, contact Family Connections, Casey Family Services. **Address:** 789 Reservoir Avenue, Bridgeport, CT 06606. **Telephone:** (203) 372-3722 or 1-800-332-6991. **E-mail:** dtorres@caseyfamilyservices.org. **Website:** caseyfamilyservices.org.

Connecticut Department of Children and Families (DCF)

DCF recruits, trains, licenses and provides support to foster care families. DCF provides medical coverage and a monthly reimbursement to cover the expenses of caring for a foster child. For more information on becoming a foster care family, call toll-free: 1-888-KID-HERO (543-4376).

DCF provides information to prospective adopting parents and parents considering releasing a child for adoption. A social worker will discuss options with parents and refer them to private adoption agencies if desired. Children free for adoption are listed with DCF's Office of Foster and Adoption Services, which also offers services to parents and adult adoptees (including search and reunion information). Support groups and subsidies are available for parents adopting children with special needs. For adoption information, **Telephone:** 1-800-842-6348 (toll-free in Connecticut), or (860) 550-6578.

The Village for Families & Children

The Village for Families & Children is a private, nonprofit community service agency dedicated to the prevention and treatment of child abuse and violence affecting families. For nearly 200 years, the Village has

helped troubled children suffering from emotional, behavioral and learning problems. Among the services the Village provides are specialized foster care, special needs adoption, day treatment, education, outpatient behavioral health services, residential services, juvenile monitoring and supervision program, school-based family resource centers, youth centers, teen parent resource and referral, and many more. **Hours:** 8:30 a.m.- 4:30 p.m., Monday-Friday. **Address:** 1680 Albany Avenue, Hartford, CT 06105. **Telephone:** (860) 236-4511. **Fax:** (860) 243-3183. **E-mail:** edugan@villageforchildren.org. **Website:** villageforchildren.org.

Child Day Care

Child Care INFOLINE

Child Care INFOLINE is a free, statewide resource and referral service that informs parents about child care options and openings near their home or workplace. This service is staffed by child care specialists working with a current computerized database of licensed family day care homes and day care centers. Also, Child Care INFOLINE can refer parents to additional regional resource agencies. For child care information, dial **211**. (see also **ADVOCACY & INFORMATION**)

Connecticut Department of Social Services (DSS)

Child Care Assistance Program: DSS funds the Care 4 Kids program, which provides child care financial assistance to Temporary Family Assistance (TFA) recipients and eligible low-income working families to help them pay for child care. Child care assistance continues after families leave welfare for work as long as the household income is below 75% of the state median income (\$52,102 for a family of three). CCAP assists families with children up to age 13 (or 18 if the child has special needs) who are in licensed family day care homes, group day care homes, child day care centers, the child's own home, or a relative's home. Payment is based on the difference between published state rates (depending on the age of the child, setting of care, and region of the state) and the actual cost of care, whichever is lower, and a percentage of the family's income. For more information about child care benefits, call 1-888-214-5437.

Child Care Centers: DSS provides funding and technical assistance to over 100 child day care centers run by cities and nonprofit organizations that support almost 4,500 children. Child care fees are reduced for low-income families. Call Child Care INFOLINE for the location of centers by dialing **211**.

Child Care Facilities Loan Fund: DSS, with the Connecticut Health and Educational Facilities Authority (CHEFA), administers the Child Care Facilities Loan Fund to provide low-cost capital improvement and site development funds to the child care community. Various program financing opportunities are available. **Telephone:** (860) 520-4002.

Child Care Training and Information: DSS provides funding to support statewide training of child care personnel through the Early Childhood Training and Resource Academy. **Telephone:** (860) 793-3879; supports a volunteer professional career development system for caregivers through the CT Charts A Course Project. **Telephone:** 1-800-832-7784; provides education and information through a quarterly newsletter, *All Children Considered*, which is coordinated by the UConn Cooperative Extension System; and provides quality

enhancement grants to selected Connecticut School Readiness Councils.

School-Age Child Care: DSS provides funding and technical assistance to municipalities, Boards of Education and nonprofit child care providers to encourage use of school facilities for school-age child care services which support working parents. **Telephone:** 1-800-811-6141, press 6.

Day Care Licensing

The Department of Public Health (DPH) licenses family day care homes, group day care homes and child day care centers. For information about becoming a licensed provider, call DPH at 1-800-282-6063 or (860) 509-8045.

Child Support Enforcement

All Connecticut families are eligible for state child support enforcement services, regardless of income level or public assistance status. Enforcement of child support is administered through cooperative efforts and reciprocal agreements with all states and many foreign countries.

The main services include: location of absent parents; establishment of paternity through voluntary acknowledgment or court action; establishment or modification of child support obligations, either voluntarily or through court order; establishment or modification of medical support obligations; enforcement of support obligations through court or other legal remedies; and collection and distribution of support payments.

To apply for child support enforcement services, contact the Department of Social Services (DSS) office nearest you. For information about the program, contact the Child Support Information and Problem Resolution Unit of DSS. **Telephone:** 1-800-228-5437. (see also **ADVOCACY & INFORMATION**)

Family Education and Support

Child Development INFOLINE

Child Development INFOLINE serves as the access point for the Connecticut Birth to Three System, the Help Me Grow program, and the Preschool Special Education Services. The Birth to Three System provides evaluations for children under 36 months of age, who have significant developmental delays or disabilities, and early intervention services for eligible children and their families. Help Me Grow offers information on child development issues and referrals to existing community-based programs which can provide supports, services, and resources for families of children birth through age 5. Preschool Special Education Services are provided by the local school systems to children ages 3 through 5 who need special education services. For information or to make a referral, call the Child Development INFOLINE. **Telephone:** 1-800-505-7000.

Connecticut Council of Family Service Agencies (CCFSA)

The Connecticut Council of Family Service Agencies (CCFSA) is a statewide network of independent, nonprofit, family-serving agencies. Through its member agencies, which are licensed by the State of Connecticut and nationally accredited, CCFSA is one of the largest

non-governmental providers of services in Connecticut, serving over 100,000 children, adults and seniors annually. Over two-thirds of the families served live in poverty, including many who are considered the “working poor.” Member agencies provide a wide range of services including, but not limited to: outpatient mental health care, family stabilization services, child care, foster care, adoption, home health care, parent education programs, elder services, employee assistance programs and welfare-to-work services. For further information, please contact Peter S. DeBiasi, President/CEO, CCFSA. **Address:** 1310 Silas Deane Highway, Wethersfield, CT 06109. **Telephone:** (860) 571-0093, ext. 11. **Fax:** (860) 571-0118. **E-mail:** pdebiasi@ctfsa.org. **Website:** ctfsa.org.

Connecticut Department of Children and Families (DCF)

DCF provides and funds a variety of services to Connecticut's children, youth and families. Major program areas are the protection of children and youth from abuse, neglect, abandonment and exploitation; foster care; adoption; prevention; education; substance abuse; mental health; and juvenile justice. DCF licenses adoption agencies and out-of-home placement facilities and provides grants to community service providers.

Direct services and referrals to community programs are provided for children with mental health needs, parents with counseling and support needs, and for other child and family service needs. The department serves clients through 14 offices and several institutions, including Riverview Hospital for Children and Youth, High Meadows Residential Treatment Center, the Connecticut Children's Place, the Wilderness School, and Long Lane School. For information and referral to services, contact DCF's Child Abuse & Neglect **Hotline**, 1-800-842-2288, during business hours. (see also CRISIS INTERVENTION)

Early Childhood Programs, funded by DCF, serve families and preschool children who are at risk of abuse and neglect and/or development delay. Call the program nearest you for more information.

| Area | Agency | Phone |
|---------------------|---|----------------|
| Greater New London | Connecticut College Child Development Children's Program | (860) 439-2920 |
| Greater Hartford | CREC PIP Program | (860) 524-4055 |
| Greater Waterbury | Easter Seal Rehabilitation Center PIP Program | (203) 754-5141 |
| Greater Willimantic | EASTCONN PIP Program | (860) 456-4717 |

Connecticut Department of Social Services (DSS)

Family Services: Provides social work services, individual and family counseling, assistance with parenting and home management, temporary foster placement of children during emergencies, emergency housing placement of families and individuals, assistance in location of permanent housing, other family-related services to TFA and income-eligible clients. Contact the Preventive Services Unit at the local regional DSS office. (see MULTISERVICE AGENCIES)

Connecticut Mentoring Partnership (CMP)

The CMP, a program of The Governor's Prevention Partnership, is a free contact and support for those who would like to start mentoring programs, those who want to become mentors or help individual children and youth, and for those programs that are involved in mentoring and would like training, guidelines or technical assistance. **Contact:** Jill Spinetti, Program Director. **Address:** CMP, 30 Arbor Street, Hartford, CT

06106. **Telephone:** 1-800-422-5422, ext. 34 or (860) 523-8042, ext. 34. **Fax:** (860) 236-9412. **E-mail:** mentor@preventionworksct.org. **Website:** preventionworksct.org.

Coordinating Council for Children in Crisis (CCCC)

CCCC prevents child abuse, neglect and victimization across the life span through: home visiting; parent education; family strengthening activities and advocacy to families; individual and group counseling and safety planning to abused women; individual and group counseling; and, support and advocacy to child and adult victims of sexual abuse and assault. CCCC covers the 20 towns of the Greater New Haven area. **Address:** 131 Dwight Street, New Haven, CT 06511. **Telephone:** (203) 624-2600. **Fax:** (203) 562-6232. **E-mail:** info@cccchnh.org. **Website:** cccchnh.org.

Danbury Regional Commission on Child Care, Rights, and Abuse

The Danbury Regional Commission on Child Care, Rights, and Abuse is an organization dedicated to protecting children by supporting and empowering families. The Commission programs include: Parent Mentoring, Parent Education and Support, Child Protection Teams, Multi-disciplined Investigation Teams, and Parent Aide Programs. The Commission covers towns in the Greater Danbury Area. Spanish- and Portuguese-speaking staff are available. **Address:** 268 Main Street, Danbury, CT 06810. **Telephone:** (203) 748-4542. **Fax:** (203) 797-0847. **E-mail:** childcom@aol.com. **Website:** danbury.org/commission.

Family Leave

State law provides that anyone working for an employer who has 75 or more employees in Connecticut may take an unpaid leave of up to 16 weeks over a two-year period of birth, adoption, or the serious illness of a child, parent, spouse, parent-in-law, or the employee him/herself. An employee must have worked for the company at least one year and at least 1,000 hours in the year prior to the requested leave. At the end of the leave, the employee is entitled to return to the same or an equivalent job with equivalent pay and benefits. For more information on the state law, contact the Connecticut Department of Labor (DOL). **Address:** 200 Folly Brook Boulevard, Wethersfield, CT 06109. **Telephone:** (860) 263-6791. **Fax:** (860) 263-6541. **Website:** ctdol.state.ct.us.

Federal law provides that anyone working for a company of more than 50 employees is entitled to up to 12 weeks of unpaid leave for birth, adoption, placement of a foster child, or to care for a seriously ill child, spouse, parent or the employee him/herself. The employer must continue to pay its share of health care coverage during this time. For more information on the federal law, call the U.S. Department of Labor. **Telephone:** (860) 240-4160 (Hartford), or (203) 773-2249 (New Haven).

In cases where employees are covered by both laws, the more generous provisions apply.

Family Service Agencies, Child Guidance Clinics and Mental Health Centers

Family Service Agencies listed below are private agencies which will provide crisis and mental health counseling for troubled parents, couples, youth and elderly individuals. They help people locate home care, day care, health care or other needed services near them.

Child Guidance Clinics, funded in part by the Department of Children and Families (DCF), provide diagnostic and crisis counseling services and other psychiatrically oriented treatment services to children (usually up to age 18) and their parents. Mental Health Centers provide services to children and adults. (see also CRISIS INTERVENTION)

| Town | Agency | Phone | Agency | Phone | |
|---------------|---|----------------|--|---|----------------|
| STATEWIDE | Connecticut Association of Mental Health Clinics for Children | (860) 297-0583 | Catholic Family Services * | (203) 787-2207 | |
| Ansonia | Birmingham Group * | (203) 736-2601 | Clifford Beers Guidance Clinic * | (203) 772-1270 | |
| Bridgeport | Catholic Family Services | (203) 735-7481 | Family Counseling of Greater New Haven | (203) 495-7431 | |
| | Catholic Family Services of Bridgeport * | (203) 372-4301 | Hill Health Center Child Guidance | (203) 503-3055 | |
| Bristol | Child Guidance Center of Greater Bridgeport* | (203) 367-5361 | Jewish Family Services of New Haven | (203) 389-5599 | |
| | Family Services - Woodfield | (203) 368-4291 | Yale University Child Study Center * | (203) 785-2513 | |
| | Jewish Family Services | (203) 366-5438 | New London | Catholic Charities/Catholic Family Services | (860) 443-5328 |
| Danbury | Catholic Family Services * | (860) 589-8662 | Child and Family Agency of | (860) 443-2896 | |
| | Family Services | (860) 583-9225 | Southeastern Connecticut * | | |
| Danielson | Catholic Family Services * | (203) 743-4412 | Child Guidance Clinic of | (860) 437-4550 | |
| | Child Guidance Center of Family & Children's Aid | (203) 748-5689 | Southeastern Connecticut * | | |
| Darien | Family and Children's Aid * | (203) 748-5689 | Family Service Association * | (860) 442-4319 | |
| Enfield | United Services * | (860) 774-2020 | Jewish Family Services | (860) 444-6333 | |
| | Catholic Family Services * | (203) 655-2169 | Newtown | Family Counseling Center | (203) 426-8103 |
| Essex | Family Centers * | (203) 655-0547 | Niantic | Family Service Association * | (860) 442-4319 |
| | North Central Counseling Services | (860) 253-5020 | Norwalk area | Catholic Family Services | (203) 838-2316 |
| Fairfield | Child & Family Agency of | (860) 767-0147 | Family and Children's Agency * | (203) 855-8765 | |
| | Southeastern Connecticut | | Mid-Fairfield Child Guidance Center * | (203) 847-3891 | |
| Greenwich | Mental Health/Shoreline Clinic | (860) 344-6560 | Norwich area | Catholic Charities/Catholic Family Services | (860) 889-8346 |
| | Gateway Counseling Service | (860) 767-2025 | Old Saybrook | United Community Services | (860) 892-7042 |
| Guilford | Child Guidance Center of Greater Bridgeport. | (203) 255-2631 | Orange | Youth and Family Services | (860) 395-3190 |
| | Child Guidance Center of | | Plainville | Orange Family Counseling | (203) 795-6698 |
| Hamden | Southern Connecticut * | | Ridgefield | The Wheeler Clinic * | (860) 793-3500 |
| | Family Center | (203) 869-4848 | Shelton | Family Service | (860) 793-0094 |
| Hartford area | Jewish Family Services | (203) 622-1881 | Catholic Family Services | (203) 431-8170 | |
| | Catholic Family Services | (203) 453-5746 | Catholic Family Services * | (203) 924-9604 | |
| Lakeville | Family Counseling of Guilford * | (203) 453-2925 | Lower Naugatuck Valley | (203) 924-2537 | |
| | Guilford Youth and Family Services | (203) 453-8047 | Parent-Child Resource Center | | |
| Madison | Institute for the Hispanic Family * | (860) 246-9322 | Shelton Youth Service Bureau | (203) 924-7614 | |
| | Institute of Living | (860) 545-7000 | Catholic Family Services | (203) 323-1105 | |
| Manchester | Institute of Living Child Guidance Clinic | (860) 545-7239 | Child Guidance Center of | (203) 324-6127 | |
| | South End Community Services * | (860) 296-5068 | Southern Connecticut * | | |
| Meriden | The Village for Families & Children * | (860) 236-4511 | Family Centers * | (203) 324-3167 | |
| | The Wheeler Clinic * | 1-888-793-3500 | Jewish Family Services | (203) 921-4161 | |
| Middletown | Northwest Center for Family Services & Mental Health | (860) 435-2529 | United Community Family Services * | (860) 442-4319 | |
| | Family Counseling Service of Madison | (203) 245-4498 | Child Guidance Center of Greater Bridgeport | (203) 378-1654 | |
| Milford | Jewish Family Services of New Haven | (203) 389-5599 | Catholic Family Services of Bridgeport * | (203) 375-9553 | |
| | Community Child Guidance Clinic | (860) 643-2101 | Family Service | (860) 589-6333 | |
| Montville | Catholic Family Services * | (203) 235-2507 | Catholic Family Services | (860) 482-5558 | |
| | Child Guidance Clinic-Central Connecticut * | (203) 235-5767 | Charlotte Hungerford Hospital | (860) 489-3391 | |
| New Britain | Family Services of Central Connecticut | (203) 235-7923 | Child Guidance Clinic | | |
| | Community Health Center Child Guidance Clinic * | (860) 347-6971 | Northwest Center for Family Services & Mental Health | (860) 482-8561 | |
| New Haven | Outpatient Mental Health Clinic | (860) 358-8760 | Bishop Flanagan Ministry Center | (860) 848-2237 | |
| | Middlesex Hospital | | Office of Family Life | | |
| New London | Catholic Family Services | (203) 874-6270 | Hockanum Valley Community Council | (860) 872-9825 | |
| | Bridges | (203) 878-6365 | Catholic Family Services * | (203) 755-1196 | |
| Norwalk | Family Service * | (860) 442-4319 | Child Guidance Clinic of Waterbury * | (203) 756-7287 | |
| | Catholic Family Services * | (860) 225-3561 | Family Services of Greater Waterbury * | (203) 756-8317 | |
| Norwich | Child Guidance Clinic of CMHA * | 1-800-547-1452 | The Bridge Family Center * | (860) 521-8035 | |
| | Family Services Counseling Program | (860) 223-2778 | Jewish Family Services of Greater Hartford | (860) 236-1927 | |
| Rockville | CAMPES - Child & Adolescent Mobile | (860) 223-9291 | West Haven Mental Health Clinic | (203) 789-7858 | |
| | Psychiatric Emergency Services * | 1-888-979-6884 | The Family Center * | (203) 226-7007 | |
| Waterbury | | | Jewish Family Services | (203) 454-4992 | |
| | | | Catholic Charities | (860) 423-7065 | |
| West Hartford | | | United Services * | (860) 456-2261 | |
| | | | Catholic Family Services | (203) 834-2076 | |
| West Haven | | | Northwest Center for Family Services & Mental Health | (860) 379-3337 | |
| | | | Family Counseling of Woodbridge / Bethany | (203) 387-6780 | |
| Westport | | | | | |
| | | | | | |
| Willimantic | | | | | |
| | | | | | |
| Wilton | | | | | |
| | | | | | |
| Winsted | | | | | |
| | | | | | |
| Woodbridge | | | | | |
| | | | | | |

* Spanish-speaking staff available

Family Support Centers

Family Support Centers serve at-risk children and children receiving protective services from the Department of Children and Families (DCF). They provide assessment, family service plans, case management, home visiting, and parent education in the following areas: Bridgeport, Danbury, Manchester, New Britain, New Haven, New London, Norwalk, Norwich, Rockville, Waterbury, and

Willimantic. Call DCF for more information. (see also CRISIS INTERVENTION for phone number listing)

Help Me Grow

Help Me Grow, a program of the Children's Trust Fund, provides access to a variety of community resources that can help identify and address a child's behavioral or developmental needs. The program offers information on child development issues and referrals to existing community-based programs, which can provide supports, services, and resources for families of children birth through age 5. For more information or to make a referral, call the Child Development INFOLINE at 1-800-505-7000.

Linda's Place

Linda's Place is a program of North Central Counseling Services that helps meet the need for low-cost housing, guidance, support and education for young, single mothers ages 18-24. It provides them with tools to develop their educational and parenting skills, to pursue education and job-training goals, and to reach a level of financial and emotional independence. Skills are developed through programs offered to residents of Linda's Place. **Address:** 184 Deerfield Road, Windsor, CT 06095. **Telephone:** (860) 687-1798. **Fax:** (860) 253-5030.

New Haven Home Recovery (NHHR)

NHHR is a nonprofit organization working in the New Haven area to address housing and supportive service needs of single women or women with children who are heads of household and are homeless or at risk of homelessness. **Address:** 153 East Street, Suite 300, New Haven, CT 06511. **Telephone:** (203) 492-4866. **Fax:** (203) 492-4872. **E-mail:** nhhr1@cshore.com. **Website:** nhhr.org.

Parent Support Centers

Parent Support Centers, funded by DCF, are located throughout the state. Centers typically offer parenting classes, support groups, book and toy lending libraries, drop-in programs, newsletters, and special family events for parents and their children. These services, many free of charge, are available to all parents residing in towns served by the Centers. Centers also provide training, technical assistance and consultation on issues related to parenting for service providers and business professionals.

| Town | Agency | Phone |
|--------------|---|----------------|
| Bridgeport | PEARL (Parent Education and Resident Leadership Program)* | (203) 382-8088 |
| Canton | Canton Parents As Teachers | (860) 693-7765 |
| Danielson | United Services* (Also serves Willimantic) | (860) 774-2020 |
| Manchester | Manchester Memorial Hospital (Also serves Andover, Bolton, Coventry, East Hartford, East Windsor, Ellington, Glastonbury, Hebron, Marlborough, Stafford, Vernon) | (860) 646-1222 |
| Meriden | Catholic Family Services* (Also serves Wallingford) | (203) 235-2507 |
| Middletown | Community Health Center (Also serves Cromwell, Portland) | (860) 347-6971 |
| New Britain | Family Service* (Also serves Berlin, Bristol, Burlington, Plainville, Plymouth, Southington) | (860) 827-8285 |
| | Human Resources Agency | (860) 225-8601 |
| New London | Centro de la Comunidad* | (860) 442-4463 |
| Norwich | Madonna Place | (860) 886-6600 |
| Old Saybrook | Youth and Family Service | (860) 395-3190 |

(Also serves Chester, Deep River, Essex Lyme, and Old Lyme)

| | | |
|------------|---|----------------|
| Torrington | McCall Foundation (Also serves Goshen, Morris, Warren and Winchester) | (860) 496-2103 |
| Waterbury | Waterbury Youth Services* (Also serves Beacon Falls, Bethlehem, Cheshire, Middlebury, Naugatuck, Prospect Southbury, Thomaston, Watertown, Wolcott and Woodbury) | (203) 573-0264 |
| Windsor | Town of Windsor, Milo W. Peck Child Development Center | (860) 285-1400 |

* Spanish-speaking staff available

Supervised Visitation

Supervised visitation is designed to provide a safe setting for children and their parents or significant others (e.g., grandparents) to meet when the children are living out of the home of the person that needs visitation. Referrals for visitation are made by Family Relations, Department of Children and Families, attorneys, therapists and other sources. Third parties are present during the visitations. AMPS is a supervised visitation center and accepts referrals from any area of Connecticut, as well as from other states. For other supervised visitation services, call Family Relations for the Superior Court Family Division located in your area or INFOLINE at 211. **Address:** AMPS Inc., 7 Keynote Drive, Suite B, Vernon, CT 06066. **Telephone:** (860) 870-8788. **Fax:** (860) 875-6809.

Youth Service Bureaus

Youth Service Bureaus are located throughout the state. Each is a municipally-based or private, nonprofit agency responsible for planning, coordinating and maintaining a network of community services for children, youth and their families. In addition, the agency either provides or contracts for direct services including youth and family counseling, emergency shelter, crisis intervention, youth employment, alternative education, wilderness experiences, and a variety of prevention programs. Contact the nearest Youth Service Bureau through your local town hall, or call the Connecticut Youth Services Association. **Address:** 90 Brainard Road, Hartford, CT 06114. **Telephone:** (860) 525-5063. **E-mail:** Julia Wilcox at jwilcox@ctnonprofits.org. **Website:** ctnonprofits.org/cysa.asp. (see also MULTISERVICE AGENCIES for additional services.)

Criminal Justice

Community Partners in Action (CPA), Formerly Connecticut Prison Association

Community Partners in Action, formerly the Connecticut Prison Association, is a nonprofit agency building community by providing services that promote accountability, dignity, and restoration for people affected by the criminal justice system. For additional information, contact Community Partners in Action, Administrative Offices. **Address:** 110 Bartholomew Avenue - 3rd Floor, Hartford, CT 06106. **Telephone:** (860) 566-2030. **Fax:** (860) 566-8089. **Website:** hartnet.org/cpa.

Major program services include:

| Program | Phone |
|------------------------------------|-------|
| Alternative Incarceration Centers: | |

| | |
|---|----------------|
| Hartford | (860) 525-6691 |
| Manchester | (860) 649-8338 |
| New Britain | (860) 827-8045 |
| Beyond Fear (HIV/AIDS peer education) | (860) 293-3985 |
| Coalition Employment Services | (860) 543-8930 |
| Community Court | (860) 756-7035 |
| CPA Arts Program | (860) 722-9450 |
| Day Incarceration Center | (860) 244-3672 |
| Family Reunification Program | (860) 543-8482 |
| Hartford Area Mediation Program (HAMP) | (860) 280-1184 |
| Juvenile Detention for Girls | (860) 244-0700 |
| Juvenile Recreation Program | (860) 543-8460 |
| Resettlement Program | (860) 522-7400 |
| Substance Abuse/Mental Health (SAMH) (for persons living with, or affected by, AIDS) | (860) 233-1350 |
| Transitional Linkage to the Community (TLC) | (860) 527-1866 |
| Work Release Program | (860) 543-8929 |
| Young Offender Program | (860) 280-1185 |

Community Solutions, Inc. (CSI)

Community Solutions, Inc. is a human services agency that promotes self-reliance, responsibility and accountability among at-risk and disadvantaged adults and adolescents referred from criminal justice, juvenile justice and child welfare agencies. Using evidence-based assessment instruments and treatment methods, CSI provides treatment and services that meet each client's needs. For additional information on programs, contact CSI. **Address:** 310 Collins Street, Hartford, CT 06105. **Telephone:** (860) 527-0101. **E-mail:** info@csimail.org. **Website:** csi-online.org.

Family Violence Victim Advocate Program

The Family Violence Victim Advocate Program provides advocates for victims of family violence in each of the 20 Geographical Area Courts. It is managed by the Connecticut Coalition Against Domestic Violence (CCADV) and funded by the Connecticut Judicial Branch, Family Division, and the Office of Victim Services. **Address:** 106 Pitkin Street, East Hartford, CT 06108. **Telephone:** (860) 282-7899.

Connecticut Department of Mental Health and Addiction Services (DMHAS)

DMHAS provides forensic mental health services, including psychiatric diagnosis and treatment, for individuals involved with the criminal courts in Connecticut. The Whiting Forensic Division of Connecticut Valley Hospital provides psychiatric care in a maximum security setting for forensic patients and Department of Correction inmates with mental illnesses. Forensic clients not in need of maximum security may receive mental health services at the state hospitals and community mental health centers. **Address:** 410 Capitol Avenue, P.O. Box 341431, Hartford, CT 06134. **Telephone:** 1-800-446-7348 or (860) 418-7000. **TDD:** (860) 418-6707. **Website:** dmhas.state.ct.us.

Families In Crisis

Families In Crisis provides counseling and support services to offenders and their family members living in the greater Hartford, Waterbury, New Haven and Bridgeport areas. Services are designed to assist each member to cope with change, to promote independence, and to ensure healthy, supportive family relationships. Spanish-speaking services are available. Major areas of service

include family counseling, court outreach, family support groups, parent education groups, trainings, and transportation services.

Address: Families in Crisis, 30 Arbor Street, North Wing, Hartford, CT 06106. **Telephone:** Hartford, (860) 236-3593; Bridgeport/New Haven, (203) 498-7790; or Waterbury, (203) 573-8656. **E-mail:** administration@familiesincrisis.org. **Website:** familiesincrisis.org.

Family ReEntry

Since 1984, Family ReEntry has provided counseling services and psycho-educational programs to offenders/ex-offenders and their families. Family ReEntry's programs assist our clients in becoming responsible partners, capable and skilled parents, and productive members of their communities. These programs are concentrated in seven interconnected areas: Individual and Family Therapy, Life Skills programs, Fatherhood Initiatives, Parenting programs, Mentoring programs, Domestic Violence Offender Treatment programs, and Anger Management programs. We facilitate programs in Bridgeport, Stamford, Norwalk and New Haven, as well as in two correctional facilities located in Niantic and Cheshire. Our programs in Bridgeport are housed in Family ReEntry's Bridgeport Community ReEntry Center. **Address:** 9 Mott Avenue - Suite 104, Norwalk, CT 06850. **Telephone:** (203) 838-0496. **Fax:** (203) 866-9291. **E-mail:** info@familyreentry.org. **Website:** familyreentry.org.

Justice Education Center

The Justice Education Center, a national and statewide educational resource, provides information, technical and staff assistance to policy-makers, members of the media, criminal justice administrators, social service organizations, and church and civic associations. Through its educational forums, research and evaluation studies, publications and media programming, the Justice Education Center focuses on the development of community-based prevention, treatment, and punishment options. **Address:** 62 LaSalle Road, West Hartford, CT 06107. **Telephone:** (860) 231-8180. **E-mail:** justiceeducation@aol.com.

Office of Victim Services

The Office of Victim Services is a Connecticut Judicial Branch agency which responds to the needs of victims through information, referral, and direct assistance; and encourages the development of support and assistance services for victims through networking, cooperative projects, coalition building and coordination. Financial compensation through the Victims' Compensation Program reimburses victims for medical bills, counseling, lost wages, and other expenses that are the direct result of a crime. Compensation cannot be paid to victims for property that is stolen or damaged. Direct services are provided through the court-based Victim Advocate Program, Homicide Outreach Program, Victims' Rights Information Clearinghouse, Victims' Notification Clearinghouse, and Hotline. **Address:** 31 Cooke Street, Plainville, CT 06062. **Telephone:** (860) 747-3994 or 1-800-822-8428.

Salvation Army Victim Assistance Program

The Salvation Army Victim Assistance Program provides crime victim advocacy and counseling for seniors and other adult victims of assault, crime, fraud, and family violence/abuse or financial exploitation. Services are free, confidential and include counseling, community advocacy, basic material assistance, and information about compensation for victims of violent crimes. It is not necessary for victims to file police reports to receive services. **Telephone:** (860) 543-8400. (see also

Crisis Intervention

Child Abuse and Neglect

Connecticut Department of Children and Families (DCF)

DCF is legally responsible for providing services to protect children and youth up to age 18 from abuse, neglect, abandonment and exploitation. Services include family assessment, treatment planning, counseling, intensive family preservation, temporary emergency shelter, homemakers, parent aides, parenting classes, aid to unwed mothers, foster care and adoption.

| Region | Address | Phone |
|----------------------|----------------------------|----------------|
| East | | |
| Norwich | 2 Courthouse Square | (860) 886-2641 |
| Willimantic | 322 Main Street | (860) 450-2050 |
| North Central | | |
| Hartford | 250 Hamilton Street | (860) 418-8000 |
| New Britain | 1 Grove Street | (860) 832-5200 |
| Manchester | 364 West Middle Tpke. | (860) 533-3600 |
| Northwest | | |
| Waterbury | 395 West Main Street | (203) 759-7000 |
| Danbury | 131 West Street | (203) 207-5100 |
| Torrington | 62 Commercial Blvd. | (860) 496-5700 |
| South Central | | |
| New Haven | One Long Wharf | (203) 786-0500 |
| Meriden | Undercliff Road, Whitehall | (203) 238-6185 |
| Middletown | 121 Main Street Extension | (860) 638-2100 |
| Southwest | | |
| Bridgeport | 100 Fairfield Avenue | (203) 384-5300 |
| Norwalk | 25 Van Zant Street - 15A | (203) 899-1400 |
| Stamford | 401 Shippan Avenue | (203) 965-0127 |

To report suspected child maltreatment or to obtain DCF services, call the Child Abuse & Neglect Hotline, a statewide, toll-free service for reporting suspected abuse, neglect, abandonment or exploitation of children and youth under 18. Social workers are on call 24 hours to intervene in a crisis and help families. **Hotline:** 1-800-842-2288. **TDD:** 1-800-624-5518. Spanish-speaking staff is available. (*see also CHILDREN, YOUTH, AND FAMILY for additional services*)

Elder Abuse and Neglect

Connecticut Department of Social Services (DSS)

Protective Services for the Elderly evaluates complaints of abuse, neglect, exploitation or abandonment of persons age 60 or older in the community. If you suspect or believe that an elderly person is a victim of abuse, neglect (including self-neglect) or exploitation, contact the Protective Services intake lines listed below or the statewide toll-free line at 1-888-385-4225:

| Region | Phone |
|---------------------------------|----------------|
| East | |
| Greater Norwich/New London Area | (860) 886-2641 |
| Windham Area | (860) 465-3550 |

| | |
|--------------------------------------|----------------|
| North Central | |
| Hartford Area | (860) 723-1003 |
| Manchester/New Britain/Bristol Areas | (860) 647-5930 |
| Northwest | |
| Torrington Area | (860) 496-6950 |
| Waterbury/Danbury Area | (203) 596-4242 |
| South Central | |
| Middletown/Meriden/Wallingford Areas | (860) 704-3040 |
| New Haven | (203) 974-8029 |
| Southwest | |
| Bridgeport Area | (203) 551-2701 |
| Norwalk Area | (203) 855-2759 |
| Stamford Area | (203) 251-9392 |

For after-hours emergencies, call INFOLINE at **211**.

The Nursing Home Ombudsman Program provides advocacy and investigates complaints concerning the quality of care received in nursing homes. Services are free and confidential. Contact your regional Ombudsman office listed below, or the State Ombudsman. **Telephone:** (860) 424-5200 or (860) 424-5221.

| Region | Phone |
|---------------|----------------|
| Central | (860) 612-3573 |
| East | (860) 823-3366 |
| North Central | (860) 723-1390 |
| North West | (203) 597-4181 |
| South Central | (203) 974-3030 |
| South West | (203) 551-5530 |

Shelter

Emergency shelters provide the minimum necessities of life to individuals and families on a limited basis during a period of dislocation, crisis or emergency. Services are available without regard to income. Shelter services may be restricted at various sites to particular age, sex and population groups. Services may include housing assistance, counseling information and referral, crisis intervention, nutrition and hygiene. A list of shelters follows. For more information on these and other shelters, contact the Department of Social Services (DSS). **Telephone:** (860) 424-5875.

Emergency Shelters

| Town | Shelter/Address | Phone |
|---------------|-------------------------------------|----------------|
| Bridgeport | Alpha Home | (203) 336-4292 |
| | 647 Clinton Avenue | |
| | Prospect House | (203) 576-9041 |
| Bristol | 392 Prospect Street | |
| | YMCA Families in Transition | (203) 367-2599 |
| | 387 Clinton Avenue | |
| Bristol | St. Vincent DePaul Homeless Shelter | (860) 589-9098 |
| Danbury | 19 Jacobs Street | |
| | Dorothy Day Shelter (day only) | (203) 743-7988 |
| | 5 Spring St. | |
| Danbury | Thresholds Emergency Shelter | (203) 792-8609 |
| | 5 Harmony Street | |
| | City Shelter | (203) 796-1661 |
| Danielson | 41 New Street | |
| | Access Emergency Shelter | (860) 774-4977 |
| Derby | 51 Reynolds Street | |
| | Spooner House | (203) 734-1638 |
| East Hartford | 119 Caroline Street | |
| | East Hartford Shelter | (860) 568-0323 |
| | 385 Main Street | |

| | | | | |
|-------------|---|----------------|--|----------------|
| Fairfield | Operation Hope 50 Nichols Street | (203) 254-2935 | Bacharach Community Center 3 Wassell Lane | (203) 222-9260 |
| Hartford | Hartford Regional YWCA 135 Broad Street | (860) 525-1163 | Willimantic Holy Family House and Shelter 88 Jackson Street | (860) 423-7719 |
| | Hartford Residential Services Shelter 118 Main Street | (860) 560-4100 | Winsted Winsted/Winchester Emergency Shelter 480 Main Street | (860) 379-0708 |
| | Immaculate Conception 560 Park Street | (860) 724-4823 | | |
| | My Sister's Place 102 Capen Street | (860) 522-0416 | | |
| | Open Hearth 437 Sheldon Street | (860) 525-3447 | | |
| | Salvation Army/Marshall House 225 South Marshall Street | (860) 543-8423 | | |
| | South Park Inn 75 Main Street | (860) 724-0071 | | |
| | Stewart McKinney Shelter 34 Huyshope Avenue | (860) 722-6921 | | |
| Manchester | Samaritan Shelter 400 Main Street | (860) 647-8003 | | |
| Meriden | Shelter Now 43 St. Casimir Drive | (203) 634-1734 | | |
| Middletown | American Red Cross 117 Daddario Road | (860) 347-8686 | | |
| | The Eddy Center LaBella Circle | (860) 343-5520 | | |
| Milford | Beth El Shelter 90 New Haven Avenue | (203) 876-0747 | | |
| New Britain | Friendship Center 241-249 Arch Street | (860) 225-0211 | | |
| | The Men's Emergency Shelter 78 Franklin Square | (860) 225-6662 | | |
| New Haven | Care Ways Shelter 223-225 Portsea Street | (203) 492-4873 | | |
| | Christian Community Action 166 & 168 Davenport Avenue | (203) 777-7848 | | |
| | Columbus House 200 Columbus Avenue | (203) 773-9673 | | |
| | Emergency Shelter Management Services 645 Grand Avenue | (203) 777-2522 | | |
| | Life Haven 447 Ferry Street | (203) 776-6208 | | |
| | Women in Crisis 193 Ward Street | (203) 624-5798 | | |
| New London | Covenant Shelter 42 Jay Street | (860) 443-0537 | | |
| Norwich | TVCCA Homeless Shelter 401 W. Thames Street - Unit 201 | (860) 889-1365 | | |
| Norwalk | Norwalk Emergency Shelter 4 Merrit Street, South Norwalk | (203) 866-1057 | | |
| Stamford | Pacific House 597 South Pacific Street | (203) 348-2792 | | |
| | St. Luke's Life Works Family Shelter 141 Franklin Street | (203) 888-0100 | | |
| | Women's Shelter 8 Woodland Place | (203) 388-0100 | | |
| Torrington | FISH Shelter 322 South Main Street | (860) 496-1648 | | |
| Vernon | Tri Town Emergency Shelter Prospect Street | (860) 875-9702 | | |
| Wallingford | Wallingford Emergency Shelter 123 Quinpiac Street | (203) 294-0102 | | |
| Waterbury | St. Vincent DePaul Shelter 114 Benedict Street | (203) 573-9018 | | |
| | Salvation Army Family Emergency Shelter 74 Central Ave. | (203) 756-1718 | | |
| Westport | Interfaith Housing of Westport/Weston Gillespie Center 45 Jessup Road | (203) 222-9260 | | |
| | Hoskins Interfaith Center 45 Jessup Road | (203) 226-1661 | | |

Food Emergencies

Food Pantries (where food may be obtained for use in a household setting) and Soup Kitchens (where food may be eaten) exist throughout the state. Facilities may have eligibility requirements. Hours of operation vary from location to location.

To obtain the most recent information on local sources of emergency food assistance, contact any of the following: the nearest Food Bank; the Connecticut Food Bank in East Haven; (203) 469-5000; Foodshare of Greater Hartford, (860) 688-6500; Connecticut Food Bank - Fairfield Branch, (203) 256-1935; Food Bank of Lower Fairfield County in Stamford, (203) 358-8898; Connecticut Food Bank - Waterbury Branch, (203) 759-1919; End Hunger CT! (860) 298-1127, and the Connecticut Association for Human Services (CAHS), (860) 951-2212. Local town halls, Community Action Agencies and INFOLINE at 211 may also have information. (*see also* ADVOCACY AND INFORMATION *and* FOOD AND NUTRITION)

Health Emergencies

Local hospitals (listed under *Hospitals* in the Yellow Pages of the telephone directory) or community health centers (*see* HEALTH, *Health Care Services*), should be called or visited in the event of a health emergency. Emergency rooms are always open; however, another location (e.g., a local detoxification or psychiatric treatment center) may be more appropriate.

Health facilities will ask for evidence of medical coverage, e.g., a health insurance card or Medicaid card. Those who do not have coverage and cannot afford to pay for care, should inquire about eligibility for free services under the Hill Burton Act.

Connecticut Department of Mental Health and Addiction Services (DMHAS)

For individuals experiencing a psychiatric crisis, help is available at crisis intervention centers throughout the state. These centers are designed to provide immediate assessment and treatment, and then linking individuals to appropriate continuing treatment and support services. Crisis phone lines, on-site crisis intervention staff, and crisis and respite beds are available at the following locations:

| Town | Shelter/Address | Phone |
|------------|---|----------------------|
| Ansonia | Valley Mental Health Center 435 East Main Street | (203) 736-2601, x370 |
| Branford | Clinical/Outpatient Harbor Health 14 Sycamore Way | (203) 483-2650 |
| Bridgeport | Greater Bridgeport Community Mental Health Center 1635 Central Avenue | (203) 551-7404 |
| Danbury | S. A. Hotline 1-800-586-9902 Danbury Hospital 152 West Street | 1-888-447-3339 |

| | | |
|---------------|--|--|
| East Hartford | Emergency Services 281 Main Street | (860) 895-3100 |
| Enfield | North Central Counseling Services 47 Palomba Drive | (860) 253-5020 |
| Hartford | Capitol Region Mental Health Center 500 Vine Street | (860) 297-0999 |
| Manchester | Genesis Center 330 Broad Street | 1-877-884-3571 (860) 731-5522, x238 |
| Meriden | Mid-State Medical Center 883 Paddock Avenue | 1-800-567-0902 |
| Middletown | River Valley Services Leak Hall, Silver Street | (860) 262-5220 |
| Milford | Bridges Community Support System 949 Bridgeport Avenue | (203) 878-6365 |
| New Haven | Connecticut Mental Health Center 34 Park Street | (203) 974-7713 |
| Norwich | Southeastern Mental Health Authority 401 West Thames Street, Bldg. 301 | (860) 886-9302 |
| Plainville | Wheeler Clinic 91 North West Drive | (860) 747-8719 |
| Stamford | F.S. DuBois Center 1515 Summer Street | (203) 358-8500 |
| Torrington | Northwest Mental Health Authority 249 Winsted Road, 3 rd Floor | (860) 482-1560 |
| Waterbury | Regional Hotline Waterbury Hospital 1068 West Main | 1-888-447-3339 (203) 573-6500 |
| Willimantic | United Services 1007 North Main Street Dayville | (860) 456-2261 (860) 774-2020 |
| Windsor | Columbia Crisis Stabilization Services (NCCS) 995 Day Hill Road | (860) 228-4480 1-877-884-3571 (860) 683-8068 |

placement of young people with emotional or behavioral disturbances. The service is for children, age birth to seventeen and/or the family, is available 24 hours a day, and contains no out-of-pocket costs. For more information, contact the nearest regional service.

| Region | Agency | 24-Hour Hotline |
|---------------|--|--|
| East | United Community Services United Services | (860) 892-7042 (860) 774-2020 (860) 228-4480 |
| North Central | Community Child Guidance Clinic Community Mental Health Affiliates | (860) 643-2101 (860) 223-2778 1-888-343-9994 |
| | Counseling and Support Connections Institute of Living/Hartford Hospital Wheeler Clinic | (860) 253-5020 (860) 545-7456 (860) 747-8719 |
| North West | Charlotte Hungerford Hospital CGC of Family & Children's Aid CGC of Greater Waterbury | (860) 496-6650 (203) 748-0267 (203) 756-7287 |
| South Central | Northwest Center for Families Clifford W. Beers Guidance Clinic Middlesex Hospital Veterans Memorial Medical Center | 1-800-704-1104 1-888-979-6884 (860) 638-1320 1-800-567-0902 (203) 238-8382 |
| South West | CGC of Greater Bridgeport CGC of Southern Connecticut Mid-Fairfield Child Guidance Center | (203) 367-5361 (203) 324-6127 (203) 847-3891 |

(see also HEALTH)

Family Emergencies

Domestic Violence

Domestic violence shelter programs provide short-term emergency shelter for adult victims and their children, as well as free and confidential 24-hour hotlines, counseling and advocacy services, and support groups. Referrals to other community resources, including counseling programs for abusers, are also available. For non-crisis information on shelters and services, contact the Department of Social Services (DSS). **Telephone:** (860) 424-5241. **Hours:** 8:30 a.m.- 4:30 p.m., or the Connecticut Coalition Against Domestic Violence (CCADV). **Telephone:** (860) 282-7899. **Hours:** 9:00 a.m.-5:00 p.m. For an emergency, call the statewide, 24-hour **Toll-free Hotline:** 1-888-774-2900.

Domestic Violence Shelter Programs

| Town | Agency | 24-Hour Hotline |
|---------------|--|-----------------|
| Ansonia | The Umbrella Project* | (203) 736-9944 |
| Avon | Interval House | (860) 409-2583 |
| Bridgeport | Center for Women & Families of Eastern Fairfield County * | (203) 384-9559 |
| Danbury | Women's Center of Greater Danbury * | (203) 731-5206 |
| Danielson | Domestic Violence Program/ United Services | (860) 774-8648 |
| Enfield | Network Against Domestic Abuse | (860) 763-4542 |
| Falls Village | Women's Support Services * | (860) 824-1080 |
| Greenwich | Domestic Abuse Service - Greenwich YWCA | (203) 622-0003 |
| Hartford | Interval House * | (860) 527-0550 |
| Manchester | Interval House | (860) 645-4033 |
| Meriden | Meriden-Wallingford Chrysalis * | (203) 238-1501 |
| Middletown | New Horizons * | (860) 347-3044 |
| New Britain | Prudence Crandall Center for Women * | (860) 225-6357 |
| New Haven | Domestic Violence Services of Greater New Haven * | (203) 789-8104 |
| New London | Women's Center of Southeastern Connecticut * | (860) 701-6000 |
| Norwalk | Domestic Violence Crisis Center | (203) 852-1980 |
| Stamford | Domestic Violence Crisis Center * | (203) 357-8162 |

WARM Lines

WARM Lines are telephone services staffed by people with psychiatric disabilities who offer phone support to their peers. These lines are not crisis lines and the hours of operation vary at each facility.

| Town | Agency | Phone |
|---------------|---|----------------|
| Ansonia | Birmingham Group | (203) 732-2004 |
| Danbury | Greater Danbury Mental Health Authority | (203) 830-0153 |
| East Hartford | Inter Community Mental Health Center | (860) 895-3013 |
| Hartford | Capitol Region Mental Health Center | (860) 297-0920 |
| Middletown | River Valley Services | 1-800-316-9145 |
| New Haven | Connecticut Mental Health Center | 1-800-258-1528 |
| Norwich | Reliance House | (860) 376-2599 |
| Torrington | North West Mental Health Authority | (860) 482-1783 |
| Waterbury | Greater Waterbury Mental Health Authority | 1-800-314-2680 |

Connecticut Poison Control Center

A statewide program of the University of Connecticut Health Center, the Connecticut Poison Control Center is a 24-hour emergency service for poisoning. The staff of specially trained nurses and pharmacists is directed by a physician who is board certified in medical toxicology. The Center also provides information on hazardous materials. Clinic services are available for poisoning problems related to occupational and environmental exposures. **Hotline:** 1-800-222-1222. **TDD:** (866) 218-5372. **Website:** poisoncontrol.uhc.edu.

Emergency Mobile Psychiatric Services

The Department of Children and Families (DCF) funds community-based Emergency Mobile Psychiatric services to prevent unnecessary

| | | |
|-------------|--|----------------|
| Torrington | Susan B. Anthony Project | (860) 482-7133 |
| Waterbury | Women's Emergency Shelter * | (203) 575-0036 |
| Willimantic | Domestic Violence Program / United Services* | (860) 456-9476 |

* Spanish-speaking staff available

Runaway and Troubled Youth and Their Families

The Department of Children and Families (DCF), Child Guidance Clinics, Family Service Agencies, community-based youth shelters, and crisis intervention programs can provide counseling assistance to youth and their families. Local Youth Service Bureaus across the state provide peer counseling, shelter services (in some instances) and employment-related services as part of their delinquency preventive programs. Call INFOLINE at **211**, local Youth Service Bureaus, or the Child Abuse & Neglect Hotline at 1-800-842-2288, 24 hours-a-day, for information about locally available shelters or host homes for youths who cannot remain at home.

A nationwide hotline provides message relay services for runaways and their parents. The runaway must contact the service, and his/her location is held confidential. Call the NATIONAL RUNAWAY SWITCHBOARD at 1-800-621-4000. (*see also* CHILDREN, YOUTH, AND FAMILIES)

Sexual Assault

Sexual assault crisis programs provide free, confidential, direct services for past and present victims of sexual assault and their families. Services include:

- 24-hour, statewide, toll-free hotline with immediate access to trained certified counselors;
- Crisis intervention and short-term counseling;
- Accompaniment and advocacy through the medical, police, and court systems;
- Information and referral for other needs and additional counseling;
- Support groups for rape and incest victims/survivors and also for parents and partners;
- Male counselors to work with male victims and friends and family;
- Professional in-services, community education, and child sexual abuse prevention training;
- TDD Access, Monday-Friday, 9:00 a.m.- 4:30 p.m.;
- Sign language interpreters;
- Spanish response service.

Statewide, 24-hour, toll-free Hotline: 1-888-999-5545
 Spanish Response Service (toll-free): 1-888-568-8332

For additional information, contact Connecticut Sexual Assault Crisis Services (CONNSACS). **Telephone:** (860) 282-9881. **Hours:** 9:00 a.m.-5:00 p.m. (*see also* ADVOCACY AND INFORMATION *and* CHILDREN, YOUTH, AND FAMILY)

Sexual Assault Crisis Programs

| Agency | Phone |
|--|---|
| Center for Women and Families of Eastern Fairfield County Rape Crisis Services * | Office (203) 334-6154 Hotline (203) 333-2233 |
| Women's Center of Greater Danbury Sexual Assault Crisis Services * | Office (203) 731-5200 Hotline (203) 731-5204 |
| Hartford Region YWCA Sexual Assault Crisis | Office (860) 525-1163 |

| Services * | Hotline |
|---|---|
| Women and Families Center Sexual Assault Crisis Services * | (860) 522-6666 Office (860) 344-1474 |
| Rape Crisis Center of Milford * | Hotline (860) 635-4424 Office (203) 874-8712 |
| New Britain YWCA Sexual Assault Crisis Services * | Hotline (203) 878-1212 Office (860) 225-4681 |
| Coordinating Council for Children in Crisis * | Hotline (860) 223-1787 Office (203) 789-1425 |
| Greater New Haven Sexual Assault Crisis Services * | Hotline (203) 624-2273 Office (203) 348-9346 |
| Susan B. Anthony Project (serving Northwestern CT) | Hotline (203) 329-2929 Office (860) 489-3798 |
| Safe Haven of Greater Waterbury Crisis Services * | Hotline (860) 482-7133 Office (203) 753-3613 |
| Women's Center of Northeastern CT Sexual Assault Crisis Services* | Hotline (203) 753-3613 Office (860) 456-3593 Hotline (860) 423-7673 |

* Spanish-speaking staff and a variety of other languages are available.

Suicide Prevention and Intervention

INFOLINE 211

INFOLINE's 24-hour suicide prevention and intervention service links individuals in crisis with appropriate community resources. INFOLINE staff also provide training on suicide prevention skills for youth groups and community service providers. INFOLINE holds certification from the American Association of Suicidology. To reach INFOLINE's 24-hour hotline, dial **211**. (*see also* ADVOCACY AND INFORMATION)

Disabilities

Arc of Connecticut (Arc/CT)

Arc of Connecticut, formerly the Association for Retarded Citizens/Connecticut, is a private, nonprofit advocacy organization committed to protecting the rights of people with mental retardation and related developmental disabilities and increasing opportunities for their full inclusion in community life. It seeks to accomplish its goals through public education, advocacy efforts, and legislative action. Arc of Connecticut has 23 statewide local chapters that offer a variety of services to citizens with developmental disabilities and their families and friends. Services that chapters offer include assistance with vocational services, residential options, clinical services, family support, elderly enrichment, advocacy, recreation, education, and appropriate referrals. **Address:** Arc/CT, 1030 New Britain Avenue, Suite 102, West Hartford, CT 06110. **Telephone:** (860) 953-8335. **Fax:** (860) 953-8343. **E-mail:** arcct@aol.com. **Website:** arcct.com

| Town | Agency | Phone |
|------------|---|----------------|
| Branford | SARAH Seneca | (203) 315-3770 |
| Canton | Farmington Valley ARC | (860) 693-6662 |
| Columbia | Tri-County Arc | (860) 228-2070 |
| Danbury | WeCAHR | (203) 792-3540 |
| Deep River | LOVARC | (860) 526-3457 |
| Enfield | Arc of Greater Enfield | (860) 763-5411 |
| Guilford | SARAH | (203) 458-4040 |
| | SARAH Tuxis | (203) 458-8532 |
| Manchester | MARC | (860) 646-5718 |
| Meriden | Meriden-Wallingford Society for the Handicapped | (203) 237-9975 |
| Middletown | Directions | (860) 347-5099 |
| New Haven | Arc of Greater New Haven | (203) 288-7932 |

| | | |
|--------------|--|----------------|
| New Milford | Friends of New Milford | (860) 355-5343 |
| Norwalk | STAR | (203) 846-9581 |
| Old Saybrook | Arc of New London County | (860) 464-6302 |
| Plainville | Arc of Plainville | (860) 747-4119 |
| Plantsville | Arc of Southington | (860) 628-9220 |
| Portland | MARC: Community Resources | (860) 342-0700 |
| Putnam | Arc of Quinebaug Valley | (860) 928-1951 |
| Torrington | Litchfield County Association for Retarded Citizens (LARC) | (860) 482-9364 |
| Waterbury | Waterbury Arc | (203) 575-0707 |
| Winsted | Options Unlimited | (860) 738-1410 |

Board of Education and Services for the Blind (BESB)

The Connecticut Board of Education and Services for the Blind is the lead state agency in serving adults who are blind and children who are blind or visually impaired. The agency's primary goal is to help adults and children achieve and maintain their independence and self-sufficiency as fully contributing members of an integrated society. BESB provides (1) certification of legal blindness; (2) social work and referrals for people who are blind; (3) low-vision evaluations and equipment to adults who are blind and children who are blind or visually impaired; (4) employment training, job placement, worker retention support, and adaptive equipment to adults who are blind; (5) school-to-career transition services to adolescents who are blind or visually impaired; (6) financial and technical support to women and men who own or want to own their own business; (7) independent travel instruction and training in activities of daily living for people who are blind. **Address:** 184 Windsor Avenue, Windsor CT 06095. **Telephone:** 1-800-842-4510. **Voice/TDD:** (860) 602-4002.

Brain Injury Association of Connecticut (BIAC)

BIAC is a private, nonprofit agency helping people in Connecticut who have a brain injury and their families. BIAC provides case consultation, referral and advocacy services, educational prevention programs, in-service programs, recreational social opportunities, and statewide support groups. **Address:** 1800 Silas Deane Highway, Suite 224, Rocky Hill, CT 06067. **Telephone:** (860) 721-8111. **Family Help Line:** 1-800-278-TBIA (8242). **Fax:** (860) 721-9008. **Website:** biact.org.

Commission on the Deaf and Hearing Impaired (CDHI)

CDHI serves deaf and hard of hearing persons with hearing losses ranging from slight to profound as well as the hearing community who live and work with persons with hearing disabilities. CDHI provides interpreting services, job counseling and placement, personal and family counseling, information and referral services, as well as advocacy. **Hours:** 8:30 a.m.-5:00 p.m., Monday-Friday. **Address:** CDHI, 1245 Farmington Avenue, West Hartford, CT 06107. **Telephone:** General information: (860) 561-0196 or 1-800-708-6796. Interpreting services: (860) 566-7414. **E-mail:** cdhi@po.state.ct.us. **Website:** state.ct.us/cdhi/index.htm. For emergency interpreting services after-hours, call (860) 242-7698 TDD/VOICE. CDHI does not subscribe to Caller ID.

Connecticut Association for Children with Learning Disabilities (CACLD)

CACLD is a regional, nonprofit organization providing support and information to benefit children and adults with learning disabilities and attention deficit disorders. CACLD offers newsletters, conferences, reprints, workshops, consultations, education, referrals, advocacy, and research for families and professionals. For membership information, write to 25 Van Zant St., Suite 5-15, East Norwalk, CT 06855-1719. **Telephone:** (203) 838-5010. **E-mail:** CACLD@att.net. **Website:** CACLD.org.

The Connecticut Birth to Three System

The Connecticut Birth to Three System offers a statewide, early intervention systems for infants and toddlers with disabilities and significant developmental delays. The system includes a range of services for eligible children from birth to 36 months, such as home visits, service coordination, evaluation, and parent support. INFOLINE serves as the access point for the program. For information or to make a referral to the program, call the Child Development INFOLINE at 1-800-505-7000.

Connecticut Bureau of Rehabilitation Services (BRS)

BRS is a part of the Department of Social Services (DSS). The Bureau oversees three programs:

Vocational Rehabilitation, which helps individuals with physical and mental disabilities prepare for, obtain, and maintain employment. While most vocational rehabilitation services are free, clients may be asked to share in the cost of some services. Information on BRS services is available by contacting the offices listed below or by calling the toll-free number 1-800-537-2549. All telephones listed below are TDD equipped.

| District | Address | Phone |
|------------|--|----------------|
| Bridgeport | 1057 Broad Street | (203) 551-5500 |
| Hartford | 3580 Main Street | (860) 723-1400 |
| New Haven | 414 Chapel Street, Suite 301 | (203) 974-3000 |
| Norwich | 113 Salem Tpke, North Bldg., Suite 200 | (860) 859-5720 |
| Waterbury | 249 Thomaston Avenue | (203) 578-4550 |

Independent Living, which supports a statewide network of community-based, consumer-controlled centers for independent living which assist persons with disabilities to live more independently. **Telephone:** (860) 424-4878 or 1-800-537-2549.

Disability Determination Services, which makes determinations, in cooperation with the Social Security Administration (SSA), or claims under the Social Security Disability Insurance (SSDI) and Supplemental Security Income (SSI) programs. **Telephone:** 1-800-842-8320.

Connecticut Community Providers Association (CCPA)

Connecticut Community Providers Association (CCPA) is a private, nonprofit organization which represents organizations that provide services and support for people with disabilities including children and adults with addictions, mental illness, developmental, and physical disabilities and special needs. CCPA offers education and training, technical assistance, contract development, and a job bank.

We are also the lead advocate for rehabilitation and behavioral health service providers, supporting services for people with disabilities and special needs at the state legislature and with state agencies. CCPA also serves as a central information source for individuals with disabilities seeking rehabilitation and behavioral health services and for those wishing to learn more about rehabilitation and behavioral health in Connecticut. On July 1, 2001, CCPA and the Connecticut Association of Mental Health Clinics for Children combined into one association. CCPA provides referrals to local child guidance clinics throughout the state. **Address:** 35 Cold Springs Road, Suite 522, Rocky Hill, CT 06067. **Hours:** 8:30 a.m.-4:30 p.m., Monday-Friday. **Telephone:** (860) 257-7909. **TDD:** (860) 529-2480. **Fax:** (860) 257-7777. **E-mail:** ccpamail@ccpa-inc.org. **Website:** ccpa-inc.org.

Connecticut Department of Mental Retardation (DMR)

DMR purchases or provides supports and services for Connecticut citizens of all ages with mental retardation. These include family supports, case management, day programs, employment supports, community-based residential supports, and clinical services. All services are subject to the availability of resources and may require a waiting period. DMR's central office is at 460 Capitol Avenue, Hartford, CT 06106. **Telephone:** (860) 418-6000. **TDD:** (860) 496-3093. Eligibility and referrals are available through five regions.

| Region | Address | Phone |
|----------------------|------------------------------------|---------------------------------------|
| East | | |
| Norwich | 401 West Thames Street Unit 202 | (860) 859-5400 TDD: (860) 859-5493 |
| North Central | | |
| Farmington | 270 Farmington Avenue Suite 245 | (860) 679-7000 TDD: (860) 679-7001 |
| Northwest | | |
| Waterbury | 250 Freight Street | (203) 805-7400 |
| South Central | | |
| Wallingford | 104 South Turnpike Road | (203) 294-5049 TDD: (203) 294-4475 |
| Southwest | | |
| Bridgeport | 115 Virginia Avenue | (203) 576-3600 TDD: (203) 576-3616 |

Connecticut Department of Social Services (DSS)

Acquired Brain Injury (ABI) Waiver: Provides a rehabilitation waiver that offers 21 home and community-based services to eligible individuals who choose to return to a community setting from an institution. Persons may also be diverted from an institution setting with the assistance of waiver services. Income/asset eligibility applies. Contact the local DSS regional office.

Adult Services: Provides home care services to eligible people with disabilities. Social workers coordinate planning and management of services to help clients stay independent in the community. Services include homemaker, housekeeper, adult companion, day care, and home-delivered meals. Income/asset eligibility applies. Contact the local DSS regional office. (see MULTISERVICE AGENCIES for listing)

Family Support Grant Program: Provides grants to help families finance the extraordinary expense of children with physical disabilities. Contact the local DSS regional office Preventive Services Unit.

Personal Care Assistance: Provides grants to people with disabilities for the purpose of retaining personal care assistants needed to enable the person to work. Income eligibility applies. Contact the local DSS regional office.

Personal Care Assistance Medicaid Waiver: Provides a home and community-based services waiver for the purpose of paying for personal care assistance services under Medicaid. Income eligibility applies. Contact the local DSS regional office.

Connecticut Radio Information System (CRIS)

CRIS broadcasts readings from up-to-date local and national newspapers, current magazines and books 24 hours a day. Listeners may be visually, physically or learning disabled so that they cannot read conventional printed information. CRIS radios are provided at no charge, to be kept as long as needed. Listeners can also receive CRIS over a special cable TV hook-up or on a touch tone telephone. **Address:** CRIS, 184 Windsor Avenue, Suite C, Windsor, CT 06095-4536. **Telephone:** (860) 527-8000 or 1-800-708-0004. **Fax:** (860) 727-9581. **Email:** crisradio@snet.net. **Website:** cslib.org/cris.

Connecticut State Library for the Blind and Physically Handicapped

The Connecticut State Library for the Blind and Physically Handicapped lends books and magazines on cassette and in braille, along with the necessary playback equipment, free, to any Connecticut adult or child who is prevented by a visual or physical disability from reading ordinary-size print. All materials are available by postage-free mail. Call or write to request application and certification procedures, or visit the website for program information and to print an application. **Address:** 198 West Street, Rocky Hill, CT 06067-3545. **Hours:** 9:00 a.m.-3:00 p.m., Monday-Friday. **Telephone:** (860) 566-2151, or 1-800-842-4516, **Website:** cslib.org/lbph.htm.

Connecticut Workers' Compensation Commission, Workers' Rehabilitation Services

Workers' Rehabilitation Services are designed to return people to work who have been injured on the job or have contracted an occupational disease and qualify under the Connecticut Workers' Compensation Act. The program offers vocational rehabilitation services, provides interest and aptitude testing, evaluation, job-seeking skills training, on-the-job and formal training. **Address:** The Workers' Compensation Commission, Rehabilitation Services, 21 Oak Street, 4th floor, Hartford, CT 06106. **Telephone:** (860) 493-1500. **Fax:** (860) 247-1361. **Website:** wcc.state.ct.us.

Converse Communications

Converse Communications provides support functions for people who are deaf, hearing impaired, or speech disabled. Some of its services include:

- Text Telephone Loan Distribution Service in Connecticut.
- Converse Closed Captioning Service - encodes various types of tapes for use with closed captioned equipment.

Address: 4 Jerome Avenue, Bloomfield, CT 06002. **Hours:** 8:00 a.m.-4:30 p.m., Monday-Friday. **Telephone:** (860) 242-4974 or 1-800-743-1219. **Fax:** (860) 243-1320. **E-mail:**

sales@conversecommunications.com.
conversecommunications.com.

Website:

Easter Seals of Connecticut

Easter Seals of Connecticut provides comprehensive programs and services to children and adults with disabilities and special needs. Those services include medical rehabilitation (physical, occupational, and speech therapies as well as audiology), camping and recreation, early intervention services, vocational training and job placement, inclusive child care, adult day services, and driver assessment. Varying programs are available at ten sites throughout the state with offices located in Hebron, Colchester, New London, Uncasville, Chaplin, Meriden, and Norwalk. Easter Seals of Connecticut owns and operates Easter Seals Camp Hemlocks which is a barrier free recreational facility located in Hebron which offers year round activities including summer camp sessions. **Address:** Easter Seals of Connecticut at 85 Jones Street, P.O. Box 100, Hebron, CT 06248-0100. **Hours:** 9:00 a.m.-5:00 p.m., weekdays. **Telephone:** (860) 228-9438 ext. 104, or (in CT) 1-800-874-7687, ext. 104. **TDD:** (860) 228-2091. **Fax:** (860) 228-9670. **E-mail:** denisek@eastersealsofct.org. **Website:** ct.easter-seals.org.

IAM CARES

IAM CARES, an affiliate of the International Association of Machinists, is a no-cost program that helps people with disabilities find employment. Candidates must be 18 years old and meet Bureau of Rehabilitation Services eligibility criteria. **Address:** IAM CARES, 806 Main Street, Suite 5B, Manchester, CT 06040. **Telephone:** (860) 643-2799. **Fax/TDD:** (860) 643-2893. **E-mail:** iam.cares@choiceonemail.com. (see also ADVOCACY AND INFORMATION, EDUCATION, ELDER, HEALTH, HOUSING for additional services)

Education and Training

Connecticut Department of Education

The Bureau of Career and Adult Education manages and provides funding to local school districts for mandated adult education programs. Every school district in Connecticut has an obligation to provide free classes for its residents in citizenship preparation, basic skills instruction, classes for adults who wish to learn to speak English, and classes for adults who want to complete high school through either a diploma program or the General Educational Development (GED) equivalency.

In addition, most local school districts offer a variety of general interest, vocational and recreational courses which are available to residents, usually with a course fee attached. Many programs waive course fees or reduce them for senior citizens. For more information, contact the local school district adult education office, or the Bureau of Career and Adult Education. **Address:** 25 Industrial Rd., Middletown, CT 06457. **Hours:** 8:00 a.m. - 5:00 p.m., Monday-Friday. **Telephone:** (860) 807-2128. **Fax:** (860) 807-2127. **Website:** state.ct.us/sde/.

Connecticut Department of Higher Education

The Education & Employment Information Center (EEIC) of the Department of Higher Education has information on education offerings at all levels: high school; college (Connecticut and nationwide); adult; continuing education; and job training programs. The EEIC also has information on student financial aid, private occupational schools, job descriptions and listings of career and education counseling services. The information specialists help

teenagers making college or career decisions; unemployed workers exploring job and college options; adults who have not completed high school; professionals making career changes; senior citizens pursuing knowledge; and employers seeking training programs or recent college graduates. The EEIC also offers information on tuition waivers for veterans and senior citizens, the 8-week Alternate Route to Teacher Certification program, and national and community service. **Address:** EEIC, 61 Woodland St., Hartford, CT 06105. **Hours:** 9:00 a.m.-4:00 p.m., weekdays. **Telephone:** 1-800-842-0229 or Hartford (860) 947-1810. **E-mail:** center@ctdhe.org. **Website:** ctdhe.org.

Connecticut Department of Mental Health and Addiction Services (DMHAS)

DMHAS offers a variety of vocational programs which are designed to help people with mental illness and substance abuse engage in employment in the community through the provision of specialized services and supports. A range of supported work settings are available. **Telephone:** 1-800-446-7348.

Connecticut Department of Social Services (DSS)

Employment and Training: The Temporary Family Assistance (TFA) program requires all able adults to find work. The Department helps TFA recipients by referring them to the Department of Labor's Connecticut Works Centers (*CT Works*) and contracted case managers for employment services which are provided by the Regional Workforce Investment Boards and their service providers. Case managers help clients develop an employment plan to assist in finding a job or, when necessary, training is provided to give clients the necessary skills to find employment before reaching the TFA time limit. Contact the DSS central office Family Support Unit. **Telephone:** (860) 424-5540.

Connecticut Talent Assistance Cooperative Educational Opportunity Center (CONNTAC-EOC)

CONNTAC-EOC is a federally funded agency that provides no-cost assistance to Connecticut residents seeking to enter or re-enter postsecondary education. Services include academic and financial aid counseling, college referral services and college tutoring. Counselors are available for presentations to groups as well as for individual assistance. Income-qualified students receive admission application fee waivers which are accepted by most U.S. colleges and universities. Expertise is available with defaulted student loans. CONNTAC-EOC comprises a central office and ten satellite sites. For information, contact the office nearest you. Central Office **Address:** CONNTAC-EOC, 1229 Albany Avenue, Second Floor, Hartford, CT 06112. **Telephone:** (860) 249-4588.

Site Office

Bridgeport
Farmington
Hartford
Manchester
Meriden/Middletown
New Haven
Norwalk
Norwich
Waterbury
Williamantic

Phone

(203) 332-5041
(860) 678-2190
(860) 520-7816
(860) 512-3556
(860) 343-5800 /-6999
(203) 789-6994
(203) 857-7109
(860) 885-2316
(203) 574-1140
(860) 423-4491

Goodwill Industries of the Springfield/Hartford Area

Goodwill Industries is a nonprofit education, training, and employment center. Goodwill offers a wide range of services especially designed for people with disabilities or other special needs who are unemployed, underemployed, entering the work force for the first time, or students making the transition from a school to work environment. These services include case management, individual and group-supported employment, work tryouts, vocational evaluation, competitive job placement and follow-up. Supported Living Arrangements and Day Support Option Programs are also available for developmentally disabled individuals. **Address:** Goodwill Industries of the Springfield/Hartford Area, 3580 Main Street, Hartford, CT 06120. **Telephone:** (860) 278-5890. **Fax:** (860) 278-6237.

Kuhn Employment Opportunities

Kuhn Employment Opportunities supports individuals with developmental disabilities, mental illness and physical disabilities to participate in employment. Kuhn provides situational assessment, career planning, job development and placement services, on-the-job training, job coaching, and transportation services. Employment opportunities include individual placement, enclaves, work crews, subcontract work services, and community experience programs. **Address:** 165 Pratt Street, P.O. Box 941, Meriden, CT 06450-0941. **Telephone:** (203) 235-2583 or (860) 347-5843. **E-mail:** rstephens@kuhneemployment.com. **Website:** kuhngroup.org. **Satellite office Address:** 100 Plaza Middlesex, Middletown, CT 06457. **Telephone:** (860) 347-8923. **Fax:** (203) 235-0827.

Literacy Volunteers of Greater Hartford (LVGH)

Literacy Volunteers of Greater Hartford is a private, nonprofit organization offering free and small-group instruction to out-of-school youth and adults needing help with reading, writing and speaking English. Tutors provide instruction in either Basic Literacy or English as a Second Language. Services are available statewide through a network of 15 local affiliates. **Address:** 30 Arbor Street, Hartford, CT 06106. **Telephone:** (860) 233-3853. **Fax:** (860) 236-1640. **E-mail:** cj.hauss@lvgh.org. **Website:** lvgh.org.

Opportunities Industrialization Centers (OIC)

OIC is a network of human service providers who implement employment and training programs across the nation. The OICs in Connecticut provide a feeder system which allows all clients and trainees to participate in a pre-vocational system designed to prepare them to enter vocational training or employment. Each OIC provides education, free training, job placement assistance and support services to the unemployed, under-employed, unskilled and youth in the region. Call Bridgeport (203) 335-0577; New London (860) 447-1731; New Britain (860) 224-7151; New Haven (203) 787-9910; or Waterbury (203) 756-7987. **Address:** OIC State Council, 232 North Elm Street, Waterbury, CT 06702. **Telephone:** (203) 756-7987. **Fax:** (203) 754-2118. **E-mail:** opportunity.indus@snet.net.

Regional Workforce Investment Boards

The state is divided into eight regional Service Delivery Areas (SDAs). The SDAs are responsible for providing employment and training services to state residents who are receiving Temporary Family Assistance (TFA), have limited incomes or who have been laid off from employment, regardless of income levels. These

services include basic skills training, occupational skill training, job counseling, job search assistance and job placement services, along with support services such as day care, transportation costs, etc.

| Regional SDA | Phone | Region | Phone |
|---------------------------|----------------|------------------------|----------------|
| <i>Capital</i> | | <i>Mid-Connecticut</i> | |
| Hartford | (860) 522-1111 | New Britain / Bristol | (860) 223-4421 |
| <i>Danbury/Torrington</i> | | <i>Southeastern</i> | |
| Danbury | (203) 794-0786 | New London | (860) 440-3534 |
| Torrington | (860) 489-3556 | <i>Southwestern</i> | (203) 576-7030 |
| <i>Greater New Haven</i> | | Bridgeport | (203) 783-3243 |
| New Haven | (203) 562-7811 | Milford | (203) 831-5528 |
| <i>Greater Waterbury</i> | | Norwalk | (203) 352-4862 |
| Waterbury | (203) 574-6971 | Stamford Valley | (203) 736-1059 |
| <i>Northwest</i> | | | |
| Danielson/Windham | (860) 455-8009 | | |

University of Connecticut Cooperative Extension System

The Cooperative Extension System is an educational outreach program of the University of Connecticut and is linked to a nationwide educational network in conjunction with the U.S. Department of Agriculture. Throughout Connecticut's communities, this program provides the latest information concerning agriculture, family and consumer sciences, natural resources and 4-H youth development. Youth and adults obtain educational resources through useful workshops, projects and materials. For more information or to volunteer, contact the nearest Cooperative Extension Center:

| Center | Address | Phone |
|--|---|----------------|
| Bethel Cooperative Extension Center | 67 Stony Hill Road Bethel, CT 06801-3056 | (203) 207-8440 |
| Brooklyn Cooperative Extension Center | 139 Wolf Den Road Brooklyn, CT 06234-1729 | (860) 774-9600 |
| Haddam Cooperative Extension Center | 1066 Saybrook Road, Box 70 Haddam, CT 06438-0070 | (860) 345-4511 |
| New London County Cooperative Extension Center | UCONN Avery Point Campus 1884 Shennecossett Rd., Bldg 19 Groton, CT 06340 | (860) 887-1608 |
| North Haven Cooperative Extension Center | 305 Skiff Street North Haven, CT 06473 | (203) 407-3161 |
| Torrington Cooperative Extension Center | 1304 Winsted Road Torrington, CT 06790-2940 | (860) 626-6240 |
| Vernon Cooperative Extension Center | 24 Hyde Avenue Vernon, CT 06066-4599 | (860) 875-3331 |
| West Hartford Cooperative Extension Center | West Hartford Campus University of Connecticut 1800 Asylum Avenue West Hartford, CT 06117-2600 | (860) 570-9010 |
| State Administrative Office | Cooperative Extension System College of Agriculture and Natural Resources - U36 1376 Storrs Road Storrs, CT 06269-4036 | (860) 486-1987 |

(see also VETERANS for aid and training available for veterans)

Elders

Area Agencies on Aging (AAA)

AAAs are private, nonprofit advocacy organizations serving the needs of older adults and their families. AAAs provide planning and financial

support to agencies serving older adults, as well as information and assistance on health insurance programs, community-based service programs, elder care, training and education programs on aging issues. Your nearest AAA can be contacted at 1-800-994-9422, or:

| Agency | Address | Phone |
|--|--|---|
| Eastern Connecticut Area Agency on Aging | 4 Broadway, 3 rd Floor Norwich, CT 06360 | (860) 887-3561 1-800-690-6998 Fax: (860) 886-4736 |
| North Central Area Agency on Aging | Two Hartford Sq. West, Suite 101 Hartford, CT 06106 | (860) 724-6443 Fax: (860) 251-6107 |
| South Central Area Agency on Aging | 201 Noble Street West Haven, CT 06516 | (203) 933-5431 Fax: (203) 933-7078 |
| Southwestern Area Agency on Aging | 10 Middle Street Bridgeport, CT 06604 | (203) 333-9288 Fax: (203) 696-3866 |
| Western Connecticut Area Agency on Aging | 84 Progress Lane Waterbury, CT 06705 | (203) 757-5449 Fax: (203) 757-4081 |

Connecticut Association of Adult Day Care Centers CAADC)

Adult Day Care is a term that applies to the programs offering services for older adults during the day. These programs are certified by the Department of Social Services (DSS) and CAADC. The programs offer nursing care, personal care, nutrition, social services, rehabilitation services and recreation. Adult Day Health Centers offer these services in a congregate setting, during the daytime hours. Beyond providing care and services to older adults, the caregivers of these individuals receive respite from responsibility during the time their loved ones are at the center. Centers average 7 to 10 hours of care each day for 5 or 6 days a week. **Telephone:** (203) 379-4437.

Connecticut Community Care (CCCI)

CCCI is a statewide, nonprofit care management organization whose mission is to help older individuals and others with similar chronic care needs and their caregivers to remain as independent as possible in the most cost-effective manner. CCCI care managers are specially trained nurses and social workers who make recommendations regarding care options based on an objective and comprehensive assessment. CCCI care managers arrange and oversee care from local, qualified homecare providers to ensure proper coverage, appropriate use of personal assets, and to prevent premature nursing home placement. **Address:** 43 Enterprise Drive, Bristol, CT 06010-7472. **Hours:** 8:30 a.m.-4:30 p.m., Monday-Friday. **Telephone:** 1-800-654-2183. CCCI offices are at the following locations:

| Region | Town | Phone |
|------------------------|--------------|----------------|
| Eastern | Norwich | (860) 885-2960 |
| North Central | Wethersfield | (860) 257-1503 |
| Northwest | Waterbury | (203) 596-4800 |
| Corporate Headquarters | Bristol | (860) 589-6226 |

Connecticut Department of Social Services (DSS)

DSS coordinates and funds a variety of services that enhance the quality of life for the state's elderly citizens. Services include:

Alzheimer's Respite Care Program: This program provides respite services for families caring for a person with Alzheimer's disease or a related disorder. The person must have an income of \$30,000 or less and liquid assets of \$80,000 or less. The program pays for \$3,500 in respite care services per family per year.

Congregate and Home Delivered Meals: (see FOOD AND NUTRITION)

Connecticut Medicare Assignment Program (ConnMAP): (see HEALTH)

Conservator of Estate Program: Department social work staff act as Conservators of Estate when appointed by the Probate Court, when no other Conservator can be found, for low-income (assets of \$1,500 or less) elderly people who cannot manage their affairs.

Conservator of Person Program: Social workers act as conservator designees for income-eligible people over 60 who have been determined by the probate court to be incapable of making sound decisions. This program enables substitute decision-making in areas such as housing and personal medical treatment, and gives the DSS Commissioner legal responsibility for their care and well-being.

Eldercare Locator Service: This is an information and referral service that gives a person access to an extensive network of organizations serving older people throughout the continental United States. Callers should have the name, address and zip code of the older person being assisted, and a brief description of the problem or type of assistance being sought. **Hours:** 9:00 a.m.-5:00 p.m., Monday-Friday. **Telephone:** 1-800-677-1116.

Information and Referral: The Department has specialists who are up-to-date on all benefit programs for the elderly and can direct people to the proper federal, state or local agency for assistance. Call 1-800-443-9946 for help. In addition, each town and city in Connecticut has a Municipal Agent who will assist in locating services and provide help in completing applications for programs. Call the town hall.

Insurance: Residents of Connecticut may now purchase long-term care insurance to protect a specified amount of their assets from the "spend down" provisions of the Medicaid program. For information and counseling, call 1-800-547-3443.

Jobs: The Senior Community Service Employment Program and the Job Training Partnership Act provide training and work for low-income older workers. **Telephone:** (860) 424-5293 (Hartford) or 1-800-443-9946 for more information.

Living Wills and Affidavits: Forms to be used to ensure the individual's wishes in the case of terminal illness or permanent unconsciousness may be obtained in the Healthcare Planning Packet from The Center for Medicare Advocacy, 1-800-262-4414 (see ADVOCACY AND INFORMATION); or for information, call DSS: 1-800-443-9946.

Long Term Care Ombudsman Program: Investigates complaints concerning the quality of care received in nursing homes, provides information on long-term care programs and services, and advocates for improved laws and regulations. Services are free and confidential. For more information, contact the Connecticut Long Term Care Ombudsman. **Telephone (toll-free):** (866) 388-1888. **E-Mail:** ltcop@po.state.ct.us.

Prescription Drug Assistance (ConnPACE): (see HEALTH)

Protective Services for the Elderly: This office receives and investigates reports of neglect, self-neglect, abuse, and exploitation of persons 60 years old or older living in the community. Contact the DSS regional office, Protective Services for the Elderly Unit. (see CRISIS INTERVENTION, Elder Abuse, for a listing)

Social Services: Social services are provided through the Area Agencies on Aging (AAA).

Legal Services: Connecticut's legal assistance programs provide no-cost legal representation for the elderly through five regional offices and two statewide offices.

| Region | Agency | Phone |
|---------------|-------------------------------------|----------------------------------|
| Eastern | Connecticut Legal Services * | (860) 447-0323 1-800-413-7798 |
| North Central | Greater Hartford Legal Assistance * | (860) 541-5000 |
| South Central | New Haven Legal Assistance * | (203) 946-4811 |
| Southwestern | Connecticut Legal Services * | (203) 336-3851 |
| Western | Connecticut Legal Services | (203) 756-8074 1-800-413-7797 |
| Statewide | Statewide Legal Services * | (860) 344-0380 1-800-453-3320 |

* Spanish-speaking staff available

The Legal Services Developer assists the state's aging network, legal services network, and the Bar to ensure that the legal rights of seniors are protected. For more information, call DSS at (860) 424-5244.

Connecticut Health Insurance Assistance, Outreach, Information, Counseling and Eligibility Screening Program (CHOICES)

CHOICES provides free information and referral about older adult services and health insurance options. Trained CHOICES Counselors provide information and assistance with current Medicare choices (fee-for-service and managed care options), Medicare Supplemental Insurance (Medigap), insurance options for individuals with low income, and other options. CHOICES also provides eligibility screening for federal and state programs. For more information about CHOICES, call 1-800-994-9422 for the nearest Area Agency on Aging (AAA).

Connecticut Homecare Program for Elders

The Connecticut Homecare Program for Elders is a comprehensive home care program designed to enable older persons at risk of institutionalization to receive the support they need to remain living at home.

Available services include adult day health, homemaker, companion, chore, home-delivered meals, emergency response systems, care management, home health, assisted living and minor home modification services.

In order to become eligible, applicants for services must first be screened by the Connecticut Department of Social Services (DSS). Individuals meeting the screening criteria (both financial and functional) are referred for an independent, comprehensive assessment. This assessment determines the prospective client's needs and whether a plan of care can be developed which will safely and cost-effectively meet these needs in the community. To obtain more information regarding the Connecticut Home Care Program for Elders or to make a referral, contact DSS. Telephone: 1-800-445-5394

Connecticut Statewide Respite Care Program

The Respite Care Program provides relief to the caregiver who is caring for someone with Alzheimer's disease or related disorder. The program

connects eligible families with services and provides financial assistance for these services. Arrangements are made for daytime or overnight respite care services including: adult day care, home health aide, homemaker/companion, skilled nursing care, short-term nursing care or assisted living care. To request an application, contact your regional Area Agency on Aging at 1-800-994-9422.

Connecticut National Family Caregiver Support Program

This federally-funded respite care program is designed to provide relief for family caregivers caring for a person aged 60 or over with any type of debilitating illness. The program connects eligible families with services and provides financial assistance for these services. Arrangements are made for daytime or overnight respite care services including: adult day care, home health aide, homemaker/companion, skilled nursing care, or assisted living care. To request an application, contact your regional Area Agency on Aging at 1-800-994-9422.

Elderly Companionship

Friendly Visitor programs provide trained volunteers to make regular home visits to frail and socially isolated older adults who are living in their own homes and, in some instances, to provide transportation for shopping and medical appointments. Call the area programs for more specific information.

| Region | Agency | Phone |
|------------|--|----------------------|
| Statewide | Breakthrough to the Aging | (860) 236-1295 |
| Danbury | Volunteer Center | (203) 797-1154 |
| Greenwich | Friendly Visitors | (203) 622-3806 |
| Guilford | Interfaith Caregivers | (203) 453-8359 |
| Lakeville | Center for Family Services and Mental Health | (860) 435-2529 |
| Middletown | HOME Outreach Ministry to the Elderly | (860) 347-5661 |
| New Haven | Interfaith Caregivers | (203) 230-8994 |
| New Haven | Senior Companion Program | (203) 933-5431 |
| Putnam | Peer Companion Programs | (860) 963-6344 |
| Stamford | Interfaith Caregivers | (203) 348-2800, x310 |
| Waterbury | Senior Companion Program | (203) 575-9799 |
| Westport | Peer Counseling Program | (203) 968-1997 |

Elderly Health Screening Service

Elderly Health Screening Service is a private, nonprofit agency which provides preventive health screenings to people at 60 years and older. The annual screening is comprehensive and includes health history, pulse and blood pressure readings, electrocardiogram (EKG), glaucoma test, breast exam (with instruction in self-examination), blood test (CBC, glucose, total cholesterol), urinalysis, hearing, distance vision, optional Pap test for women, optional prostate exam for men, and more. There is a suggested donation of \$25 for the screening, \$35 with Pap testing. Services are provided in 40 towns in western Connecticut. For information, call or write: Elderly Health Screening Service, 161 North Main Street, Waterbury, CT 06702. Telephone: (203) 753-9284. Fax: (203) 596-0640. E-mail: ehss@rocketmail.com. Website: members.tripod.com/~ElderlyHealth.

EyeCare America® – National Eye Care Project® (NECP)

The EyeCare America – National Eye Care Project (NECP) is a major public service outreach program ensuring that every elderly American has access to medical eye care. The program is designed for individuals without an ophthalmologist and with limited funds. The project has

helped over 620,000 older Americans since 1986.

HOW IT WORKS: Eligible callers to the toll-free helpline are matched with one of 7,300 volunteer ophthalmologists nationwide. The physician provides a comprehensive medical eye examination and treatment for any condition diagnosed at the initial visit, for up to one year.

ELIGIBILITY: To receive a referral through the National Eye Care Project, a caller must be 65 years of age or older, a U.S. citizen or legal resident, not had an eye examination by an ophthalmologist in the last three years, and not belong to a doctor-restricted HMO plan or receive VA eye care benefits.

PAYMENT: Volunteer ophthalmologists accept Medicare and/or other insurance reimbursement as payment in full. Patients who are without insurance receive care at no charge.

NOT COVERED: Eyeglasses, prescriptions, hospital services and fees of other medical professionals are not covered.

FUNDING: Co-sponsored by The Foundation of the American Academy of Ophthalmology, the Knights Templar Eye Foundation, and supported by state ophthalmological societies.

CONTACTS: Richard P. Mills, M.D., Chair; Betty Lucas, Director

National Eye Care Project **HELPLINE:** 1-800-222-EYES (3937) – 24 hours, 7 days a week.

Senior Centers

Senior Centers in Connecticut vary in scope and number of programs and services offered. Most municipalities have multipurpose Senior Centers which provide counseling, health services, nutrition, education and recreational activities, transportation, wellness programs, volunteer opportunities, and other supportive services. Specific program information may be obtained by contacting the local Senior Center. For information on Connecticut's Senior Centers and Senior Center standards, contact the Connecticut Association of Senior Center Personnel (CASCP), Anne Potter, President. **Address:** New Milford Senior Center. **Telephone:** (860) 355-6075. (see also **ADVOCACY AND INFORMATION, DISABILITIES, FOOD AND NUTRITION, HEALTH, AND HOUSING for additional services**)

Food and Nutrition

Food Stamp Program

The Department of Social Services (DSS) operates the federal Food Stamp program. It also operates a State-Funded Food Stamp program for people who are not eligible for the federal program solely due to their status as non-citizens. The purpose of both programs is to help low-income people buy food.

Q. Who can get Food Stamps?

A. People who work for low wages or part time, people who receive cash assistance, and people who are elderly or disabled and live on small incomes may be able to get Food Stamps if they meet the program's eligibility rules. People who are unemployed may also receive Food Stamps if they meet certain work rules.

Q. Who is eligible?

A. Eligibility depends on the income and resources of a person or people who live in the same household. A household is normally a group of people who live together and buy and prepare food together.

To receive Food Stamps, a household's income and assets must fall within certain limits. The gross income limit is 130% of the federal poverty level for the particular household size. However, elderly and disabled people can have income over this amount. The asset limit is \$2,000, or \$3,000 if at least one person is disabled or over age 60. Not all assets count toward the asset limit. For example, a house a person owns and the full value of all motor vehicles are not counted.

Income Eligibility Guidelines for the Free Meals and Food Stamp Programs

(130% of Federal Poverty Level)

October 1, 2002 - September 30, 2003

| Household Size | Annual Income |
|----------------------|---------------|
| 1 | \$ 11,520 |
| 2 | 15,528 |
| 3 | 19,536 |
| 4 | 23,532 |
| 5 | 27,540 |
| 6 | 31,548 |
| 7 | 35,544 |
| 8 | 39,522 |
| Each additional, add | 4,008 |

Some people are not eligible for federal Food Stamps. Most strikers and students between the ages of 18 through 49 are not eligible. Able-bodied adults age 18 to 50, who do not have children and are not pregnant, can only get Food Stamps for three months in a three-year period unless they work or participate in a work or workfare program. There are a few exceptions to this rule.

Some people who are not U.S. citizens may be ineligible. However, non-citizens who are ineligible for *federal* Food Stamps are usually eligible for *state-funded* benefits when they meet all the other eligibility tests for the federal program and have lived in Connecticut for at least six months.

NOTE: Federal rules are changing in 2003 and many non-citizens currently ineligible will be able to receive Food Stamps again. Contact DSS for current information.

Q. What amount of Food Stamps will an eligible household get?

A. The amount of Food Stamps for a household that passes the program's eligibility tests depends on the number of people in the household and on how much monthly income is left after certain expenses are subtracted. Some examples of these expenses are deductions for excess shelter costs and medical deductions for elderly and disabled people.

Q. Where do people apply?

A. People can apply for Food Stamps at the DSS office located nearest the town where they live. Elderly and disabled people can apply for Food Stamps by mail. They do not need to go the DSS office to apply or for an application interview. People who

receive SSI can also apply for Food Stamps at the Social Security office located nearest their home.

Q. How long does it take to get Food Stamps?

A. The DSS office must act on applications within 30 days of the date a person signs an application. Eligible households will have benefits in their EBT account within four days of the date that DSS grants their application.

Some people can get Food Stamps within seven days of the date they apply. These are people with incomes of less than \$150 and total assets of less than \$100 when they apply; people with shelter expenses exceeding their combined monthly gross income and liquid assets; and, destitute migrant or seasonal farm workers.

Q. What help is available if food stamps are denied?

A. If food stamps are denied, a request for appeal must be made within 90 days of the date of the decision notice, by requesting a hearing. Contact the local DSS office or write: Fair Hearing Unit, Department of Social Services, 25 Sigourney Street, Hartford, CT 06106. Be sure to include name and address. For information concerning legal rights or for assistance with an appeal, call the local Legal Services office. (see ADVOCACY AND INFORMATION)

For more information about the Food Stamp program, call the local DSS office (see listing under MULTISERVICE AGENCIES), the DSS free information line at 1-800-842-1508, End Hunger CT! at (860) 296-1127 or the Community Outreach Unit of the Connecticut Association for Human Services (CAHS) at (860) 951-2212.

Child Food Programs

School Lunch and Breakfast Programs

Federal and state governments subsidize the school meals programs for all children in schools that participate. Eligibility for free or reduced price meals is based on family income and size. (A family's gross income must be 130% or less of the federal poverty level for free meals, and 185% or less for reduced meals.) Children can be enrolled throughout the school year. For more detailed information, call the Department of Education, Office of Child Nutrition at (860) 807-2082. Individuals with children in schools which do not participate should contact End Hunger CT! at (860) 296-1127 or the Community Outreach Unit of the Connecticut Association for Human Services (CAHS) at (860) 951-2212, for help in organizing a school breakfast program. (see Food Stamps, Income Guidelines)

Summer Food Service Program for Children (Summer Lunch and Breakfast)

Children under the age of 19 are eligible for free meals during the summer months through participating towns and organizations. There are no forms or income tests. For participating locations, call the Department of Education, Office of Child Nutrition; (860) 807-2071; INFOLINE at 211; End Hunger CT! (860) 296-1127; or the Community Outreach Unit of the Connecticut Association for Human Services (CAHS) (860) 951-2212.

Child and Adult Food Programs

Special Supplemental Food Program for Women, Infants, and Children (WIC)

WIC is a federally funded food and nutrition education program for pregnant, postpartum and breast-feeding women and children under the age of five. Administered by the Department of Public Health (DPH), WIC serves as an adjunct to preventive health care, designed to improve the health of its participants.

Q. Who is eligible?

- A. Pregnant, postpartum and breastfeeding women and children up to the age of five years may be eligible if they meet the following criteria:
1. Reside in Connecticut;
 2. Are certified to be nutritionally at risk;
 3. Meet the physical presence requirement (by having a WIC employee see your child); and
 4. Have a gross household income at or below 185% of the federal poverty level.

Income Eligibility Guidelines for the WIC Program*

April 12, 2002 – June 30, 2003

| Household Size | Annual Income |
|----------------------|---------------|
| 1 | \$ 16,391 |
| 2 | 22,089 |
| 3 | 27,787 |
| 4 | 33,485 |
| 5 | 39,183 |
| 6 | 50,579 |
| 8 | 56,277 |
| Each additional, add | 5,698 |

* Based on OMB Poverty Income Guidelines: Annual WIC income guidelines are obtained by multiplying the annual federal poverty income guidelines by 1.85 and rounding the results upward to the nearest dollar.

Q. What type of assistance is provided?

A. WIC provides healthy food and nutrition information. WIC foods include: eggs, milk, beans, carrots, tuna fish, cheese, juice, cereal, peanut butter and infant formula. WIC provides information on breastfeeding and healthy eating for mothers and children. Also, WIC provides Farmers' Market coupons for designated months to eligible participants. If needed, referrals are made to other programs.

Q. Where do people apply?

A. At any of the 22 local programs throughout the state (see below). For more information, contact the local WIC office below, or the state WIC office at (860) 509-8084 or toll-free in Connecticut at 1-800-741-2142.

Local WIC Programs/Offices

| | | | |
|---------------|----------------|--------------------|----------------|
| Bridgeport | (203) 576-8072 | New Haven | |
| Bristol / | (860) 585-9160 | Fair Haven Clinic | (203) 773-5007 |
| New Britain | (860) 225-8695 | Hill Health Center | (203) 503-3080 |
| Danbury | (203) 797-4629 | Hosp. St. Raphael | (203) 789-3563 |
| East Hartford | (860) 291-7323 | Yale / NH Hosp. | (203) 688-7264 |
| Hartford | | Norwalk | (203) 854-7885 |

| | | | |
|--------------|----------------|--------------------|----------------|
| Coventry St. | (860) 543-8835 | Norwich | (860) 889-1365 |
| Park St. | (860) 722-8030 | Putnam | (860) 928-3660 |
| Meriden | (203) 630-4245 | Rockville / Vernon | (860) 875-0602 |
| Middletown | (860) 344-8014 | Stamford | (203) 977-4385 |
| Naugatuck | (203) 924-1831 | Torrington | (860) 489-1138 |
| | | Waterbury | (203) 574-6785 |
| | | Windham | (860) 450-7405 |

Child and Adult Care Food Program

This program is designed to assure nutritious meals for children up to age 12, the elderly, and people with disabilities who participate in a nonprofit, licensed, or approved day care program. Eligible providers are reimbursed all or part of the money by the Department of Education for meals and snacks served to the children or adults in their care. Any child or adult attending a participating institution is entitled to meals. Programs eligible for participation include nonresidential child or adult care institutions such as group or family day care. Head Start, recreation centers, settlement houses, after-school programs, and emergency homeless shelters for families with children.

To find out if an institution participates in the program or is eligible to do so, or to learn more about how a provider applies for the meal reimbursements, contact the Department of Education, Office of Child Nutrition. **Address:** 25 Industrial Park Road, Middletown, CT 06457-1543. **Telephone:** (860) 807-2070. **Fax:** (860) 807-2084. **E-mail:** Maureen.Staggenborg@po.state.ct.us. **Website:** state.ct.us/sde/.

Expanded Food and Nutrition Education Program (EFNEP)

EFNEP is a specially funded program of the U.S. Department of Agriculture and the UCONN Cooperative Extension System. Its purpose is to teach families with limited resources about food shopping skills, nutritious meal planning and preparation, and safe food storage and handling. These activities are aimed at lowering the risk of infant mortality, low-birthweight babies, chronic diseases, as well as enhancing a child's ability to learn and optimizing the diet quality of limited resource adults. For more information, contact the nearest EFNEP office:

| | |
|-----------------------|----------------|
| North Haven | (203) 407-3169 |
| Northeast Connecticut | (860) 405-9270 |
| West Hartford | (860) 570-9010 |
| Brooklyn | (860) 774-9600 |

Information is also available at Cooperative Extension Centers across the state. (see EDUCATION AND TRAINING)

SERVE New England Food Cooperative

SERVE New England is a nonprofit, wholesale food cooperative and volunteer organization with no membership fees and no restrictions on quantities ordered. SERVE is open to the public statewide, regardless of income or age and can save a member from 25 to 50% on groceries. Each month, participants can order one or more grocery packages for \$15 (some sites charge up to \$1 extra for expenses), and receive a substantial savings over retail prices.

To participate in SERVE, simply sign up at the host site nearest you at the beginning of the month; prepay for your packages in cash, food stamps, or both; and do two hours of volunteer service (i.e., volunteering at a community organization, taking a senior citizen to the store, etc.) for each package purchased of your choice. Then,

pick up your SERVE food packages from your host site on the designated distribution day (usually the third or fourth weekend of the month). Each regular package contains meats, fresh fruits and vegetables, staple items, and more. Nonmeats, extra meats, specialty and holiday packages are also available. **Address:** SERVE New England, 146 Will Drive, Canton, MA 02021. **Telephone:** 1-888-742-7363. **Contact:** Ann Adams, ext. 216 or Nancy Falvey, ext. 223. **Fax:** (781) 828-5152. **Website:** servenewengland.org.

Elders

Congregate Meals Program

Federally-funded nutrition programs help improve the health of the elderly by providing nutritionally balanced meals and reducing the isolation of many older people living in the community. Community-based Elderly Nutrition Projects administer the program and provide at least one hot meal a day, five days a week. People 60 years of age and older, their spouses, and handicapped or disabled individuals who reside in housing facilities occupied primarily by older people and at which congregate nutrition services are provided, are eligible for the program, regardless of income level.

Meals are served at various sites, usually in senior centers, churches, and elderly housing projects. In some cases, kosher and ethnic meals are available, and often transportation can be arranged for those who cannot walk to the nearest site. Check with the individual project for information about menus and transportation. No fee is charged for the meals, but participants are encouraged to contribute toward the cost of the meal according to their means, with either money or food stamps. All donations are used to provide additional meals and services.

Reservations are usually required a day or two in advance. For more information about the program and to make reservations, contact the nearest Elderly Nutrition Project (*see below*). Information can also often be obtained from local senior centers or Area Agencies on Aging (AAA) (*see ELDERS*), Community Action Agencies (*see MULTISERVICE AGENCIES*), or the local newspaper.

Friendly Shoppers

Friendly Shoppers is a grocery shopping program that provides trained volunteers to take frail or isolated older adults to the grocery store or pick up groceries for them. For more information, call the area programs:

| Area | Agency | Phone |
|---------------|---------------------------|---------------------|
| Guilford | Interfaith Caregivers | (203) 453-8357 |
| New Haven | Interfaith Caregivers | (203) 230-8994 |
| North Central | Breakthrough to the Aging | (860) 236-1295 |
| Norwich | Project Independence | (860) 886-0677 |
| | Senior Companion Program | (860) 889-1355.x226 |
| South Central | Senior Companion Program | (203) 933-5431 |
| Stamford | Interfaith Caregivers | (203) 348-2800 |
| Waterbury | Senior Companion Program | (203) 575-9799 |

Grocery Delivery Service

Administered by the nonprofit Hartford Food System, the Grocery Delivery Service is designed for homebound elderly. The primary areas served are Hartford, West Hartford, Wethersfield, Bloomfield, and New Britain. Although there is no delivery fee, there is a \$25 minimum order. Orders may be placed anytime and clients pay for

groceries by cash or check upon receipt. There is no income limit, though the service is designed for those who would have difficulty paying a normal delivery charge. For information or to sign up for the service, contact the Hartford Food System. **Address:** 509 Wethersfield Ave., Hartford, CT 06114. **Telephone:** (860) 296-9325. **Fax:** (860) 296-8326. **Website:** hartfordfood.org.

Meals on Wheels Home Delivery Programs

Administered by the local Elderly Nutrition Project, the Meals Home Delivery program is designed for homebound elderly people who are unable to travel to local meal sites. Meals are prepared and delivered to the home. No fee is charged for the meals, but participants are encouraged to contribute toward the cost of the meals according to their means. All donations are used to provide additional meals and services. For more information, call the Area Agency on Aging (AAA), 1-800-994-9422.

There are also private "Meals on Wheels" that do charge a fee. For more information, call the nearest Elderly Nutrition Project (*see below*), INFOLINE at **211**, or the Area Agency on Aging (AAA).

Elderly Nutrition Projects

| City/Town | Phone |
|------------------------|-------------------------------|
| Bridgeport | (203) 576-7955 |
| · congregate meals | (203) 367-0605 |
| · home-delivered meals | (203) 368-4291,x311,x313,x339 |
| Bozrah | (860) 886-1720 |
| | 1-800-560-5015 |
| Clinton | (860) 388-5796 |
| | (860) 388-1611 |
| Danbury | (203) 743-5418 |
| Danielson | 1-800-953-1365 |
| Derby | (203) 736-5420 |
| Enfield | (860) 249-4862 |
| | 1-800-862-1551 |
| Hartford | (860) 560-5600 |
| Middletown | (860) 347-4465 |
| New Haven | (203) 387-4793 |
| New London | 1-800-953-1365 |
| Norwich | (860) 885-2745 |
| Old Saybrook | (860) 388-5796 |
| Stamford | (203) 324-6175 |
| Torrington | (860) 482-4151 |
| Waterbury | (203) 757-7738 |

Health

AIDS

AIDS Testing Sites

The following local health departments and health care facilities offer free or low-cost testing for HIV infection with funds provided by the AIDS Division of the Department of Public Health (DPH). Testing at the sites is done on a confidential basis (in which the client's name is kept secret). Anonymous testing (in which the client's name is not requested) is available, either on site or by referral, to those clients who refuse confidential testing. For more information about AIDS resources, call INFOLINE at **211**, your local health department or physician, or your local American Red Cross chapter.

| Area | Test Site | Phone |
|---------------------------------------|---|----------------|
| Bridgeport | Bridgeport Health Department | (203) 576-7679 |
| | Bridgeport Hospital | (203) 384-3659 |
| | Chemical Abuse Services Agency | (203) 339-4112 |
| | Community Health Center | (203) 696-3260 |
| | Greater Bridgeport Adolescent Pregnancy Program (GBAPP) | (203) 366-3255 |
| | Kinsella Treatment Center | (203) 335-2173 |
| | Park City Primary Care | (203) 579-5350 |
| | Planned Parenthood of Bridgeport Regional Network | (203) 366-0664 |
| | Southwest Community Health Center | (203) 335-2173 |
| | Danbury Health Department | (203) 330-6000 |
| | Danielson | (203) 796-1613 |
| | Enfield | (860) 774-0533 |
| | Greenwich | (860) 741-2197 |
| | Hartford | (203) 622-6460 |
| Manchester | AIDS Project Hartford | (860) 951-4833 |
| | Alcohol, Drug Recovery Center | (860) 769-7960 |
| | Charter Oak Terrace/Rice Heights Health Center | (860) 550-7500 |
| | Connecticut Children's Medical Center | 1-888-322-0008 |
| | Community Health Services | (860) 249-9625 |
| | Community Substance Abuse Center | (860) 247-8300 |
| | Hartford Dispensary | |
| | Main Street | (860) 525-2181 |
| | Weston Street | (860) 527-5100 |
| | Hartford Gay & Lesbian Health Collective | (860) 278-4163 |
| | Hartford Health Department | (860) 543-8822 |
| | Hartford Hospital AIDS Program | (860) 545-5398 |
| | Latinas/os Contra SIDA | (860) 296-6400 |
| | Planned Parenthood of Hartford | (860) 728-0203 |
| St. Francis Hospital & Medical Center | (860) 714-4532 | |
| Meriden | Planned Parenthood of Manchester | (860) 643-1607 |
| | Meriden Health Department | (203) 630-4176 |
| Middletown | Planned Parenthood of Meriden | (203) 238-0542 |
| | The Connection | (860) 343-5510 |
| New Britain | Middletown Community Health Center | (860) 347-6971 |
| | New Britain Health Department | (860) 224-2420 |
| New Haven | APT Foundation | (203) 781-4640 |
| | Fair Haven Community Health Center | (203) 786-6556 |
| New London | Hill Health Center | |
| | Columbus Avenue | (203) 503-3151 |
| | Dixwell Avenue | (203) 503-3492 |
| | New Haven Gay and Lesbian Community Center | (203) 946-6453 |
| | New Haven Health Department | (203) 946-6453 |
| | Planned Parenthood of New Haven | (203) 387-3131 |
| | Yale/New Haven Hospital | (203) 688-3184 |
| | Hartford Dispensary – New London | (860) 886-0446 |
| | New London Health Department | (860) 447-2437 |
| | Planned Parenthood of New London | (860) 443-5820 |
| | Norwalk Health Department | (203) 854-7979 |
| | Planned Parenthood of South Norwalk | (203) 853-2605 |
| | Connecticut Counseling Center | (203) 838-6508 |
| | Hartford Dispensary – Norwich | (860) 886-0446 |
| Planned Parenthood of Norwich | (860) 889-5211 | |
| William Backus Hospital | (860) 823-6343 | |
| Old Saybrook | Planned Parenthood of Old Saybrook | (860) 388-4459 |
| | Planned Parenthood of Old Shelton | (203) 924-7756 |
| Shelton | Liberation Program | (203) 356-1980 |
| | Stamford Community Health Center | (203) 327-5111 |
| | Stamford Health Department | (203) 967-2437 |
| | Planned Parenthood of Stamford | (203) 327-2722 |
| Torrington | Northwestern CT AIDS Project | (860) 482-1596 |
| | Planned Parenthood of Torrington | (860) 489-5500 |
| Vernon | Vernon Area Community Health Ctr. | (860) 875-6199 |
| Waterbury | Connecticut Counseling Center | (203) 755-8874 |
| | Planned Parenthood of Waterbury | (203) 753-2119 |
| | Waterbury Health Department | (203) 574-6883 |
| | Planned Parenthood of West Hartford | (860) 953-6201 |
| West Hartford | Hartford Dispensary – Willimantic | (860) 886-0446 |
| | Planned Parenthood of Willimantic | (860) 423-8426 |

Windham Regional Community Council (860) 423-4534

Statewide Resources

CT AIDS Drug Assistance 1-800-233-2503
CT AIDS Drug Insurance Program 1-800-842-1508
Pediatric AIDS Project (203) 232-3319
Greater Hartford Legal Assistance (860) 541-5000

AIDS Health Insurance (CIAPAP)

The state offers the Connecticut Insurance Assistance Program for AIDS Patients (CIAPAP) for people who have AIDS. The program helps patients take advantage of state and federal laws that allow for an extension of employer-provided group health insurance to persons who leave their jobs. The Department of Social Services (DSS) can pay for extended insurance premiums to the extent allowed by state and federal law for people who meet the financial, medical and other requirements.

Under federal law (for employers with 20 or more employees), election to continue coverage must be made within 60 days of the date the insurance coverage ends, or 60 days from the date of notification of the option to continue coverage, whichever is later. Under state law (for employers with fewer than 20 employees), election to continue coverage must be made within 30 days after eligibility for coverage ends. A person must be diagnosed by a physician as having AIDS or an AIDS-related disease, have been covered by an employee's medical insurance, and be eligible for an extension of employer-provided health insurance. To be eligible, a person must have less than \$10,000 in countable assets and income that is less than 200% of the Federal Poverty Level. In 2002, the monthly income limits are:

| Family Size | Monthly Income Limit |
|-------------|----------------------|
| 1 | \$ 1,478 |
| 2 | 1,990 |
| 3 | 2,504 |
| 4 | 3,018 |

Connecticut AIDS Drug Assistance Program (CADAP)

The Department of Social Services (DSS) administers the Connecticut AIDS Drug Assistance Program (CADAP). CADAP currently pays for 19 antiviral drugs and as well as certain other drugs approved by the Food and Drug Administration that may prevent serious deterioration in the health of persons who have Human Immunodeficiency Virus (HIV) or Acquired Immune Deficiency Syndrome (AIDS).

To qualify for CADAP, one must be a state resident who has been diagnosed by a physician as having AIDS, being HIV Positive Symptomatic or having HIV infection. One may have medical insurance which does not pay for prescriptions or pays only a portion of one's prescriptions. A doctor must certify an individual's need for the drugs covered by CADAP. The income limit for the program is set at 400% of the federal poverty level. There is no asset limit. As a condition of eligibility for CADAP, one must also apply for State Medical Assistance (Medicaid/Title XIX). Eligibility for CADAP is reviewed every six months. **Telephone:** 1-800-233-2503.

AIDS Projects

AIDS Projects are direct service, community-based organizations staffed largely by volunteers. Although AIDS Projects vary, some of the available services include outreach and education, hotlines in English and Spanish, financial support, transportation, group support,

case management, meals-on-wheels, housing, and referral to clergy, physicians, lawyers and volunteer "buddies." Group support for HIV-infected people, people with AIDS, and caregivers is provided through group meetings facilitated by trained volunteers. Bereavement groups and youth groups are also sometimes available. **Address:** AIDS Project Hartford, 110 Bartholomew Avenue, Hartford, CT 06106-2241. **Hotline:** (860) 247-AIDS (2437). **HIV/AIDS Resource Hotline:** 1-800-953-2371, (860) 953-3334. **V/TDD:** (860) 951-4791. **Fax:** (860) 951-4779. **Website:** aidsprojecthartford.org.

For specific services offered, call the nearest AIDS Project:

| City | Projects | Phone |
|-------------|-------------------------------------|-----------------------|
| Danbury | AIDS Project of Greater Danbury | (203) 778-AIDS (2437) |
| Hartford | AIDS Project/Hartford | (860) 951-4833 |
| Manchester | Area Network on AIDS (MANA) | (860) 646-6260 |
| Middletown | AIDS Project of Middlesex County | (860) 344-3482 |
| New Britain | AIDS Project of Greater New Britain | (860) 225-6789 |
| New Haven | AIDS Project New Haven | (203) 624-0947 |
| | AIDS Interfaith Network | (203) 624-4350 |
| | Hispanos Unidos Contra El SIDA | (203) 781-0226 |
| New London | Alliance for Living | (860) 447-0884 |
| Norwalk | Mid-Fairfield AIDS Project | (203) 855-9535 |
| Southport | Evergreen Network | (203) 254-0511 |
| Stamford | Stamford CARES | (203) 977-5096 |
| Torrington | Northwestern CT AIDS Project | (860) 482-1596 |
| Windham | Windham AIDS Program | (860) 423-4534 |

AIDS Rehabilitation and Long-Term Care

Leeway - a skilled nursing facility for persons with AIDS, offering short term, long term, palliative, and chronic care services. **Address:** 40 Albert Street, New Haven, CT 06511. **Telephone:** (203) 865-0068. **Fax:** (860) 865-0399. **Website:** Leeway.net.

AIDS Legal Network (ALN) for Connecticut

The ALN is a collaborative project of the legal services programs in Connecticut designed to respond to the legal needs of persons living with HIV/AIDS in Connecticut. Some of the situations confronting persons with HIV have legal remedies, and there are attorneys throughout the state who are willing and able to represent people with HIV. ALN links persons with HIV-related legal needs with these attorneys, who can usually provide representation at no cost. Additionally, ALN maintains a legal information clearinghouse for up-to-date information about AIDS and state and federal law. **Address:** AIDS Legal Network for Connecticut, 999 Asylum Avenue, 3rd Floor, Hartford, CT 06105. **Telephone:** 1-888-380-3646 or (860) 541-5027. **Fax:** (860) 541-5050.

St. Luke's LifeWorks / Bread & Roses

St. Luke's LifeWorks/Bread & Roses works with people in crisis who may lack housing, life skills, or any support systems. St. Luke's LifeWorks/Bread & Roses provide housing, education, direct care, and advocacy in a supportive community that offers hope and direction to help people lead meaningful and fulfilling lives.

Clients and guests of St. Luke's LifeWorks/Bread & Roses are provided a variety of housing options that include emergency, two-year transitional, round-the-clock critical care, and even permanent supportive housing as well as support services. These housing options and services are provided at sites located throughout Fairfield

County and focus on families, single adults, people living with HIV/AIDS and people with psychiatric disabilities.

At the heart of St. Luke's LifeWorks/Bread & Roses are volunteers who give beauty and nourishment to people in need. **Contact:** Frankie Ann Socci, Manager of Marketing and Communications. **Address:** 141 Franklin Street, Stamford, CT 06901. **Telephone:** (203) 388-0124. **Website:** stlukeslifeworks.org.

Family Connections

Family Connections is a program offered by Casey Family Services to help parents with AIDS. The program assists parents with planning for the present and future care of their children. No-cost services include home-based services, advocacy for children's needs, counseling for parents and children, parent education, support groups, Life Book/Video Memories, a child care plan in the event of hospitalization, and long-term permanent planning for children. Additionally, Family Connections staff focus on family preservation for families most at risk of DCF involvement. **Address:** Family Connections, Casey Family Services, 789 Reservoir Avenue, Bridgeport, CT 06606. **E-mail:** dtorres@caseyfamilyservices.org. **Website:** caseyfamilyservices.org.

Ryan White AIDS Consortia and Related Services

The Ryan White HIV consortia are provider networks around the state which provide case management, emergency assistance, and medical services reimbursement to persons with HIV/AIDS. The consortia receive some of their funding through federal grants to the states via the Ryan White Care Act, Title II, and have locations throughout Connecticut (listed below).

| Consortium | Phone |
|--|--|
| Greater Bridgeport Bridgeport | (203) 365-4291 (203) 696-3260,x380 |
| Greater Hartford Hartford | (860) 233-7561,x111 (860) 286-6400 (860) 550-7500 (860) 527-0147,x143 (860) 545-4012 (860) 545-7477 (860) 547-1426,x7155 (860) 714-4000 |
| New Britain | (860) 224-2651 (860) 826-4741 |
| Greater New Haven Meriden New Haven | (203) 630-4288 (203) 624-0947 (203) 624-4350 (203) 781-0226 (203) 946-8709 (203) 574-6994 |
| Waterbury Middlesex Mid/Lower Fairfield: | (860) 347-6971,x3902 |
| Stamford/Greenwich Norwalk | (203) 977-5096 (203) 854-7779 (203) 855-9535 |
| Danbury | (203) 778-2437 (203) 796-1613 |
| Northwest Southeast Tolland Windham | (860) 482-1596 (860) 447-0884 (860) 872-9163 (860) 423-4534 |

Statewide Consortia

| | |
|---|----------------|
| AirBridge (LCS) | (860) 296-6400 |
| Community Partners in Action (CPA) | (860) 527-1866 |
| Connecticut AIDS Residence Coalition (CARC) | (860) 231-8212 |
| Connecticut Department of Mental Health (DMH) | (860) 418-6930 |
| Connecticut Pediatric AIDS Project (CPAC) | (860) 727-0400 |
| Consumer Outreach and Training (CAAC) | (860) 246-1001 |
| Ryan White Title I Planning Council | (203) 946-7831 |

Health Assistance

Children's Health INFOLINE

Families enrolled in the HUSKY health insurance plan can call for help if they have problems getting services from their HUSKY health plan or have questions about HUSKY services. Care coordinators can answer questions and help resolve problems. Assistance is available in multiple languages. Free and confidential **Helpline (TDD/Voice):** 1-800-434-7869. **Hours:** 8 a.m.- 5p.m.

Connecticut Medicare Assignment Program (ConnMAP)

ConnMAP, administered by the Department of Social Services (DSS), is a program for lower-income, elderly Connecticut residents who meet residency requirements and are enrollees of Medicare Medical Insurance (Part B). It is designed to assure Connecticut's lower-income Medicare Part B enrollees that health care providers who agree to treat them will not charge more than Medicare-approved rates for services covered by Medicare Part B.

Q. What type of assistance is provided?

A. ConnMAP ensures that Connecticut's eligible Medicare Part B enrollees will have assignment accepted for Medicare-covered health care providers who agree to treat them. When the assignment method of payment is used, the health care provider agrees that the total charge for the covered service will be the charge approved by Medicare.

Medicare pays 80 percent of the approved charge, after subtracting any part of the \$100 deductible not yet met. The health care provider will charge for the part of the deductible not yet met and for the co-insurance, which is the remaining 20 percent of the approved charge. Also, the health care provider can charge for any services that Medicare does not cover.

Q. Who is eligible?

A. A qualified resident of Connecticut currently enrolled in the Medical Insurance portion of Medicare (Part B), with an annual income under \$33,000 (single) or under \$44,715 (married), is eligible. The person's adjusted gross income, plus any other income not subject to federal taxation (such as Social Security), is considered when determining income eligibility.

Q. How is the card used?

A. At an office visit, the card is presented to the office staff of the health care provider. A provider who agrees to provide treatment automatically accepts assignment for the medical care.

Persons enrolled in Medicare Part B may use a valid ConnPACE card (*see below*) as a Medicare Assignment Card.

Q. Where do people apply?

- A. Information and applications are available from DSS. **Address:** 25 Sigourney Street, Hartford, CT 06106. **Telephone:** (860) 424-4925 or **toll-free** 1-800-443-9946. Local Senior Centers, Municipal Agents and physicians' offices may have applications available.

Connecticut Office of Health Care Access (OHCA)

The Connecticut Office of Health Care Access can assist consumers with questions about hospital billing and health care access issues. **Address:** 410 Capitol Avenue - MS #13HCA, PO Box 340308, Hartford, CT 06134-0308. **Telephone:** (860) 418-7001 or 1-800-797-9688. **Fax:** (860) 418-7053. **Website:** ohca.state.ct.us.

Connecticut Pharmaceutical Assistance Contract to the Elderly and Disabled Program (ConnPACE)

The Department of Social Services (DSS) operates the ConnPACE program, which pays the cost of prescription drugs, after a \$12 co-pay per prescription, for people 65 years of age or over, or over the age of 18 and disabled under Social Security.

Incomes must be under \$20,000 for single persons, or under \$27,100 for married couples. Income is defined as adjusted gross income (as determined for purposes of the federal income tax), plus other income not subject to federal taxation (such as Social Security), minus Medicare Part B premium payments. Medicaid payments made on behalf of such a person or spouse does not constitute income. The applicant must be a state resident for at least six months and pay a \$25 annual registration fee.

The program will pay only if no other type of insurance or medical coverage pays for prescription drugs once a deductible has been met. For those who are enrolled in managed care, such as a health maintenance organization (HMO), the program will pay for prescription drugs after the prescription drug benefits available from the managed care organization have been exhausted. **Telephone:** (860) 832-9265, or 1-800-423-5026. (*see also* ELDERS)

HealthCARE for Uninsured Kids and Youth (HUSKY)

HUSKY is Connecticut's free or low-cost health insurance program for children and youth up to age 19. Designed to provide health coverage to all uninsured children, HUSKY is open to children in working families of every income level. Children receive a comprehensive health care benefits package, including preventative care, physician visits, prescriptions, vision care, dental care, physicals, mental health and substance abuse services, durable medical equipment, emergency and hospital care. Parents, relative caregivers and pregnant women may also be eligible, depending on income.

HUSKY is a managed care program similar to health insurance benefits of children of state government and private-sector workers. After enrolling children in HUSKY, parents choose an affiliated managed care organization (health plan) to coordinate the benefits

package. Parents have the freedom to choose a health plan and participating doctors and hospitals.

HUSKY has three parts: HUSKY A, services under the traditional Medicaid program; HUSKY B, services for children from higher-income families; and HUSKY Plus, special coverage for children with intensive physical or behavioral health care needs.

Depending on family income, HUSKY services may be free or low-cost. Even families with the highest-level incomes can receive most HUSKY services at a group rate. Parents are encouraged to contact a customer service representative to learn more about how HUSKY can cover the health of their children. For more information or to order an application, call **Toll-free** 1-877-CT-HUSKY (284-8759). To apply directly by phone, call 1-800-656-6684. **TDD/TTY:** 1-800-410-1681. **E-mail:** webmaster@huskyhealth.com. **Website:** huskyhealth.com.

Health Care for Families (HUSKY A / Medicaid Managed Care)

In addition to HUSKY healthcare for children and youth (see above), parents and relative caregivers may be eligible for medical coverage under the state's Medicaid managed care program. HUSKY A services are available to parents with incomes up to and including 150% of the federal poverty level (for example, a family of three can earn up to \$22,531 annually in 2002). There is no asset test or limit to qualify.

Eligible families choose a managed care health plan. Benefits include: physician services; maternity, newborn and well-child care; immunizations; family planning services; laboratory and prescription services; hospital services; urgent and emergency care; x-ray/imaging; physical and osteopathic manipulative therapy; chiropractic services; dental, vision and hearing care; mental health and addiction services; and medical transportation.

Parents are encouraged to contact a customer service representative to learn more about how HUSKY can cover the health of their children. For additional information or to order an application, call toll free: 1-877-CT-HUSKY (284-8759). To apply directly by phone, call : 1-800-656-6684. **TDD/TTY:** 1-800-410-1681. **E-mail:** webmaster@huskyhealth.com. **Website:** huskyhealth.com.

Medicaid (Title XIX)

In Connecticut, Medicaid encompasses both managed care for income-eligible children and their parents under HUSKY A (described in the previous two sections); and fee-for-service coverage for adults with disabilities and the elderly (65 and over). The following section outlines this program.

Q. What type of assistance is provided?

- A. The state Department of Social Services (DSS) issues a medical card containing a program identification number to eligible participants. Recipients present the card to health providers (e.g., physicians and hospitals), who then request reimbursement for their services from DSS. Payments are made according to the agency's rates, and providers are required to accept reimbursement as payment in full. Medicaid provides coverage for a comprehensive array of health services and medical needs, including some of the items not covered by Medicare. Some services require prior authorization from DSS.

Q. Who is eligible?

- A. People who receive State Supplement for the Aged, Blind or Disabled (State Supplement) automatically qualify for Medicaid. If an applicant's income is not from this source, assistance under other medical coverage categories may still be possible. If an applicant's income is too high to qualify under normal income eligibility guidelines, eligibility for medical assistance may still be possible if the medical bills are very high. The asset eligibility criteria for this program varies.

For pregnant women or children under 19, the income limit is 185% of the federal poverty level. There is no asset limit for pregnant women or children whose family incomes are less than 185% of the poverty level. (*see also HUSKY and Healthy Start for information on expanded eligibility for pregnant women and families*)

Generally, DSS does not put a lien on the property of a Medicaid recipient. In most cases, there is no state recovery of medical assistance except from the estate of an individual who was institutionalized or 55 years old or older when receiving such assistance. Recovery is made only after the death of the surviving spouse and when there is no surviving, dependent child under the age of 21, or one who is blind or disabled.

Q. Where do people apply?

- A. Applications are made through any regional office of the Department of Social Services (DSS), either in person or by mail (*see MULTISERVICE AGENCIES for listing*). An appeal of denial of assistance or other unsatisfactory decisions made by DSS may be made within 60 days from the date of the decision notice. DSS will notify the appellant of the place and date of the hearing. To request an appeal, write to Administrative Hearings, Department of Social Services, 25 Sigourney Street, Hartford, CT 06106. For information or assistance in preparing for the hearing, contact the nearest DSS regional office or a local Legal Services office (*see ADVOCACY AND INFORMATION; see also INCOME ASSISTANCE*)

Medicare

Medicare is a federal health insurance program administered by the Health Care Financing Administration, for people age 65 or older, people with permanent kidney failure, and certain disabled people. Local Social Security offices take applications, assist participants and provide information about the program.

Q. What type of assistance is provided?

- A. A Medicare health insurance card is issued to each participant. The card shows what coverage the participant has, the date the protection started, and the health insurance claim number which is necessary for filing claims.

Medicare is similar to private health insurance in that it only pays a portion of the cost of medical care. Participants must pay a deductible toward their medical bills and co-insurance, part of some medical fees. For most eligible members, Part A (hospital insurance) is paid while they or their spouse are working. Medicare provides hospital coverage and medical coverage. HOSPITAL COVERAGE, called PART A, covers a share of the costs for hospital, nursing home, and home health care. The MEDICAL COVERAGE, called PART B, pays for a share of the costs for physicians and other medical expenses and health services not covered under the hospital coverage. Most

participants must ask to be enrolled in Part B of the program and must pay a monthly premium of \$54 per month for 2002.

Q. Who is eligible?

- A. A person 65 years or older and collecting Social Security is automatically eligible for Medicare. An applicant at least 65 years but not yet retired can enroll in the program. A person over 65 years and not eligible for Social Security can buy into the program.

People who are under 65 and have been entitled to Social Security disability benefits for 24 months are also eligible. People who have serious kidney disease can also enroll in the program regardless of age. There are no income or asset limits for this program.

Q. Where do people apply?

- A. People can apply for Medicare at any Social Security office (*see INCOME ASSISTANCE for listing*). The Social Security Office also assists beneficiaries in filing claims and provides information about the program. To ask for a review of whether services are covered by Medicare or a decision on the amount Medicare will pay for a claim, call or write the Medicare claim office within six months of the date the claim was processed.

The Qualified Medicare Beneficiary (QMB), Specified Low-Income Medicare Beneficiary (SLMB), and Additional Low-Income Medicare Beneficiary (ALMB) Programs

The Qualified Medicare Beneficiary (QMB), the Specified Low Income Medicare Beneficiary (SLMB), and the Additional Low Income Medicare Beneficiary (ALMB) programs are federal and state-funded programs that provide health care coverage and financial assistance in paying Medicare costs for certain Medicare beneficiaries. These programs are administered by the Department of Social Services (DSS).

Q. What type of assistance is provided?

- A. The QMB program pays all Medicare premiums, deductibles and co-payments (up to the Medicaid approved rate) for eligible individuals. It was designed to fill the gaps in Medicare coverage by eliminating out-of-pocket expenses for Medicare-covered services. For those eligible for the QMB program, there should be no cost for any of the services covered by Medicare. The QMB program duplicates most of the benefits provided by Medicare Supplemental Health Insurance (Medigap) policies with the exception of prescription coverage.

The SLMB program pays the Medicare Part B premium only. The Part B premium is \$54 per month in 2002.

The ALMB program has two coverage levels based on income. The ALMB level 1 pays the full amount of the Medicare Part B premium (\$54). The ALMB Level 2 pays a portion of the Medicare Part B premium (\$3.91 per month). Funding for the ALMB program is limited, so it is important to apply early each year (as soon after January 1 as possible). Once funding runs out, applications to the program will not be accepted.

The QMB, SLMB, and ALMB programs are available at no cost to Medicare beneficiaries (both elderly and those with disabilities) with limited income and assets.

Q. Who is eligible?

- A. To be eligible for any of the programs, you must meet the following criteria:
 1. You must be a citizen or legal resident of the United States and the State of Connecticut and be enrolled in Medicare Part A or be eligible to enroll in Medicare Part A.
 2. You must have limited assets. If single, a QMB or SLMB applicant may have no more than \$4,000 in liquid assets; a couple may have \$6,000 in liquid assets. Some assets are not counted: your home, car, a burial account for up to \$5,400 each for you and your spouse, and life insurance with a cash value of \$1,500 or less.
 3. You must have limited income. The income limit requirements for each program are as follows in 2002:

| Program | Single | Couple |
|--------------|------------|------------|
| QMB | \$ 922.00 | \$1,361.00 |
| SLMB | \$1,069.80 | \$1,361.00 |
| ALMB Level 1 | \$1,180.65 | \$1,560.00 |
| ALMB Level 2 | \$1,476.25 | \$2,107.25 |

The part B premium deducted from your Social Security check is counted as income and will be considered when determining eligibility. The monthly income limits for most clients include a disregard of \$183 per month per person of unearned income, such as Social Security or Pension benefits.

Clients are entitled to a \$250.90 monthly disregard if they share nonrated housing with at least one person who is not related to them as a parent, spouse, or child. (This does not apply to individuals who reside in shelters for battered women or shelters for the homeless.) The disregard if \$90.70 for individuals who pay for room and board in licensed boarding homes or adult family living homes.

Q. Where do people apply?

- A. Call DSS for an application at 1-800-609-5627, or visit your local office. (see MULTISERVICE AGENCIES for regional office listing)

An appeal of a denial of assistance or other unsatisfactory decision made by DSS may be made within 60 days from the date of the decision notice. For more information or assistance regarding either program, contact your local DSS office or Legal Services office. (see ADVOCACY INFORMATION)

State-Administered General Assistance Medical Program (SAGA Medical)

The Department of Social Services (DSS) regional offices may provide medical assistance (SAGA Medical) to persons who are unable to pay for necessary medical care and who are not eligible for other programs.

Q. What type of assistance is provided?

- A. The SAGA Medical program can help people with and expenses for necessary medical care such as doctor visits, prescriptions, and the cost of hospitalizations.

Q. Where do people apply?

- A. Apply for SAGA Medical at the DSS office nearest to where you live (see listing under MULTISERVICE AGENCIES). For questions, call DSS at 1-800-842-1508. A personal appointment is not necessary if only applying for SAGA Medical assistance. If the applicant is hospitalized and cannot afford to pay, the hospital’s billing department should be informed as soon as possible and requested to file an application for SAGA Medical on behalf of the applicant. If assistance is denied, a hearing can be requested. Legal assistance and information may be obtained from the local Legal Services office. (see ADVOCACY AND INFORMATION, also INCOME ASSISTANCE)

Health Care Services

Community Health Centers

Community Health Centers offer a wide variety of primary health care and other services for all age groups at an affordable cost. Improved health is achieved through the provisions of early detection, preventive care, treatment, and follow-up care. Services may include diagnostic, laboratory and radiologic services; family planning; perinatal, material and child health; pharmaceutical services; mental health; social services; and health promotion. Bilingual services are often available.

The following Community Health Centers provide care to persons in need. Most centers are also participating providers in the Healthy Start Program. (see page 35).

| Town | Agency | Phone |
|---------------|---|----------------|
| Ansonia | Community Health Connections 15 West Main Street 06401 | (203) 736-5000 |
| Bridgeport | Bridgeport Community Health Center 471 Barnum Avenue 06608 | (203) 333-6864 |
| | Southwest Community Health Center 361 Bird Street 06605 | (203) 576-8446 |
| | Ralphola Taylor Center 790 Central Avenue 06607 | (203) 332-4567 |
| | Marina Village 743 South Avenue 06605 | (203) 576-7745 |
| Clinton | Community Health Center of Clinton 114 East Main Street 06413 | (860) 664-0787 |
| East Hartford | East Hartford Community Health Care 94 Connecticut Boulevard 06108 | (860) 528-1359 |
| Groton | Community Health Center of New London 333 Long Hill Road 06340 | (860) 447-8304 |
| Hartford | Charter Oak Family Health Center 21 Grand Street 06106 | (860) 550-7500 |
| | Community Health Services 520 Albany Avenue 06120 | (860) 249-9625 |
| Killingly | Generations Family Health Center 231 Broad Street 06239 | (860) 774-7501 |
| Meriden | Community Health Center (CHC) 134 State Street 06450 | (203) 237-2229 |
| Middletown | Community Health Center 635 Main Street 06457 | (860) 347-6971 |
| New Britain | Community Health Center One Washington Square 06051 | (860) 224-3642 |
| New Haven | Fair Haven Community Health Center 374 Grand Avenue 06513 | (203) 777-7411 |
| | Fair Haven Medical Group 339 Eastern Street 06513 | (203) 469-5331 |
| | Hill Health Center | (203) 773-1134 |

400-428 Columbus Avenue 06519

| | | |
|---|---|----------------|
| <i>Additional Hill Health Center Sites:</i> | | |
| | Dixwell Health Center | (203) 787-9055 |
| | 226 Dixwell Avenue 06511 | |
| | South Central Rehabilitation Center | (203) 503-3300 |
| | 232 Cedar Street 06519 | |
| | Northside Community Outreach Services | (203) 773-8039 |
| | 226 Dixwell Avenue 06511 | |
| | Grant Street Partnership | (203) 785-9100 |
| | 62 Grant Street 06519 | |
| | Columbus House Shelter | (203) 773-9673 |
| | 200 Columbus Avenue 06519 | |
| | Women's Health Services | (203) 777-4781 |
| | 911 State Street 06511 | |
| New London | Community Health Center of New London | (860) 447-8304 |
| | One Shaw's Cove 06320 | |
| Norwalk | Norwalk Community Health Center | (203) 899-1770 |
| | 121 Water Street 06851 | |
| Norwich | Generations Family Health Center | (860) 885-1308 |
| | 112 Lafayette Street 06360 | |
| Old Saybrook | Community Health Center of Old Saybrook | (860) 388-4433 |
| | 263 Main Street 06475 | |
| Stamford | Stamford Community Health Center | (203) 327-5111 |
| | 137 Henry Street 06902 | |
| | Chester Addison Clinic | (203) 359-6990 |
| | 245 Selleck Avenue 06902 | |
| Stratford | Stratford Community Health Center | (203) 375-7242 |
| | 727 Honeyspot Road 06497 | |
| Vernon | Vernon Area Community Health Center | (860) 875-6199 |
| | 43 West Main Street 06066 | |
| Waterbury | Stay Well Health Center | (203) 756-8021 |
| | 232 North Elm Street 06702 | |
| West Haven | West Haven Community Health Center | (203) 931-3750 |
| | 285-287 Main Street 06516 | |
| Willimantic | Generations Family Health Center | (860) 450-7471 |
| | 1315 Main Street 06226 | |

A. At any one of the nineteen CBCCEDP provider sites located throughout the state (*see below*), women will be screened for eligibility, scheduled for an appointment, and receive screening and diagnostic services as needed.

| Town | Provider Sites | Phone |
|-------------|--------------------------------|----------------------|
| Bridgeport | Planned Parenthood | (203) 322-1388 |
| Danbury | Danbury Hospital | (203) 731-8668 |
| Hartford | Hartford Hospital | (860) 545-5363 |
| | Saint Francis Hospital | (860) 714-6400 |
| Meriden | Mid-State Medical Center | (203) 238-8480 |
| Middletown | Community Health Center | (860) 347-6971 /3513 |
| New Britain | New Britain General Hospital | (860) 224-5505 |
| New Haven | Hospital of Saint Raphael | (203) 867-5436 |
| New Haven | Yale-New Haven Hospital | (203) 688-5555 |
| New London | Lawrence and Memorial Hospital | (860) 442-0711 /2197 |
| Norwalk | Norwalk Hospital | (203) 852-2887 |
| Norwich | William W. Backus Hospital | (860) 823-6318 |
| Putnam | Day Kimball Hospital | (860) 963-5331 |
| Sharon | Sharon Hospital | 1-800-632-7242 |
| Shelton | Planned Parenthood | (203) 924-7756 |
| Torrington | Charlotte Hungerford Hospital | (860) 496-6513 |
| Vernon | Women's Center for Wellness | (860) 872-7833 |
| Waterbury | St. Mary's Hospital | (203) 596-3812 |
| Willimantic | Windham Community Hospital | (860) 456-6896 |

Contact: Connecticut Department of Public Health, Breast and Cervical Cancer Early Detection Program. **Address:** 410 Capitol Avenue, Hartford, CT 06106. **Telephone:** (860) 509-7804.

Connecticut Department of Mental Health and Addiction Services (DMHAS)

DMHAS ensures quality services for people with a psychiatric disability or an addiction disorder, or both, through a coordinated array of services. DMHAS serves anyone 18 years or older with a chronic psychiatric disability or an addiction disorder, who lives at or below the poverty level. Services provided include:

MENTAL HEALTH SERVICES

Community Psychiatric Services (*see* CRISIS INTERVENTION)

Community Support Services are designed to enable adults with psychiatric disabilities to live in communities. Support is offered through residential, employment, social rehabilitation, and case management services, to reduce the stress which can precipitate the symptoms of mental illnesses.

Inpatient Services include a comprehensive range of care for people whose illness precludes treatment in a less structured setting. Inpatient facilities provide high intensity care, focusing on clinical interventions.

Special Programs have been developed to meet the care needs of specific groups. These include people who are homeless and mentally ill; abusing substances and HIV-positive; deaf and hearing impaired; dually diagnosed with a mental illness and substance abuse; and clients who are involved with the courts.

ADDICTION SERVICES

State Operated Facilities offer acute care and rehabilitation services to Connecticut citizens. Clients receive individual and group counseling, family therapy, AIDS counseling and referrals, occupational therapy, linkage to community and social services, and exposure to 12-step

Connecticut Breast and Cervical Cancer Early Detection Program (CBCCEDP)

The CBCCEDP is a federal and state funded program that provides free screening and diagnostic services for uninsured and underinsured women in the state. Administered by the Department of Public Health (DPH), CBCCEDP serves to reduce breast and cervical cancer mortality by diagnosing these cancers at earlier stages.

Q. What services are available?

A. Free services include screening and diagnostic mammograms, Pap test, pelvic exams, clinical breast exams, breast biopsies, ultrasounds, fine needle aspirations, and colposcopies. Other activities supported by this program include community outreach, case management, tracking and follow-up of clients, professional education for providers, public education, and promotional activities to increase awareness of the benefits of early detection.

Q. Who is eligible?

A. For mammograms, women who are age 35-39 with risk factors and women who are 40 and over without risk factors; for Pap tests, women who are age 19 and over. All women must be at or below 200% of the federal poverty level and have no health insurance or health insurance that does not cover these services.

Q. Where are services available?

groups such as Alcoholics Anonymous. Priority access is granted to pregnant women.

Community Treatment Programs are funded and monitored by DMHAS throughout the state, including services exclusively for pregnant substance abusing women and their children. Funded treatment programs offer a variety of residential and outpatient services to male and female substance abusers. There are also pre- and post-trial education and criminal justice programs.

Alcohol and other drug abuse prevention organizations throughout the state are funded by DMHAS. Programs such as The Governor’s Prevention Partnership and the Connecticut Clearinghouse promote substance abuse awareness through informational campaigns and the distribution of educational materials about alcohol, drugs, and mental health.

INFOLINE operates the statewide referral service for individuals experiencing problems with mental illness, alcohol or drug abuse. Individuals seeking referral for treatment services should call INFOLINE by dialing **211**.

More information about these programs can be obtained by calling the Office of the Commissioner, Department of Mental Health and Addiction Services (DMHAS), 1-800-446-7348; or Connecticut Clearinghouse (for mental health and addiction-related information), 1-800-232-4424.

Connecticut Department of Public Health (DPH)

Information and assistance is available from DPH on the following issues:

| | |
|--|----------------------------------|
| AIDS | (860) 509-7801 |
| Behavioral Health (substance abuse and mental health treatment) | (860) 509-8045 |
| Child Day Care Licensing | 1-800-282-6063 |
| | 1-800-439-0437 |
| | (860) 509-8045 |
| Children with Special Health Care Needs (CSHCN) | (860) 509-8074 |
| Communicable Diseases (Lyme Disease, Rabies, etc.) | (860) 509-7995 |
| Consumer Rights | |
| (complaints against licensed health care facilities) | (860) 509-7400 |
| (complaints against licensed health care professionals) | 1-800-842-0038 |
| (complaints against home health care agencies) | 1-800-828-9769 |
| Diabetes Control Program | (860) 509-7975 |
| Environmental Epidemiology and Occupational Health (toxic hazards) | (860) 509-7742 |
| Environmental Health Services | (860) 509-7293 |
| (drinking water, sewage, disposal, radon testing, etc.) | |
| Healthy Start | (860) 509-8081 |
| (prenatal care, family planning, newborn screening, genetic services) | |
| Home Health Care Hotline | 1-800-828-9769 |
| Immunization | (860) 509-7929 |
| Injury Prevention | (860) 509-7805 |
| Nutrition and Physical Activity Program | (860) 509-7803 |
| Sexually Transmitted Diseases Hotline (Herpes, Gonorrhea, Syphilis, etc.) | 1-800-227-8922 (860) 509-7920 |
| TB Control Program | (860) 509-7722 |
| Tobacco Use Prevention Program | (860) 509-7802 |
| Vital Records (births, deaths, marriages) | (860) 509-7897 |

COMPLAINTS

Against Health Care Institutions - Any consumer can obtain information or file a complaint about the care and services they were provided in a health care institutions; e.g., hospital, nursing home, out-patient clinic, by calling (860) 509-7400, or by writing to the Division at the address below.

Against Health Care Professionals - DPH provides a toll-free hotline for consumer complaints involving health care professionals. Consumers may request a petition to file a complaint with DPH. Any person can obtain information or file a complaint against a health professional licensed by DPH by calling, 1-800-842-0038, or by writing to the Division at the address below.

Against Home Health Care Agencies - DPH provides a toll-free hotline for consumer complaints involving home health care agencies. Any consumer can obtain information or file a complaint about home health services by calling 1-800-828-9769 or by writing to the Division at the address below.

Contact: Connecticut Department of Public Health (DPH), Division of Health Systems Regulation. **Address:** 410 Capitol Avenue - MS#12HSR, P.O. Box 340308, Hartford, CT 06134-0308. **Toll-free Hotline:** 1-800-828-9769

School-Based Health Centers (SBHCs)

There are many School-based Health Clinics in Connecticut which serve school-age children and adolescents. Some of them also offer services to siblings of enrolled children and other family members. SBHCs provide a broad array of health and mental health services at affordable rates or no cost, and several also offer dental services. They serve uninsured, as well as privately and publicly insured, children. Staff range from physicians, dental hygienists and nurse practitioners to social workers and health educators. Services commonly offered include routine physicals, sports exams, immunizations, treatment of injuries and illness, substance abuse prevention counseling, crisis intervention, nutrition education, and more. In addition to the schools listed below, there are some schools with clinics offering fewer services. For more information about SBHCs, contact the School and Primary Health Unit, Connecticut Department of Public Health (DPH) at (860) 509-8057.

| Town | School | Phone |
|---------------|------------------------------------|----------------|
| Ansonia | Ansonia High | (203) 736-6977 |
| Branford | Walsh Intermediate Middle | (203) 315-3534 |
| | Branford High | (203) 315-6727 |
| Bridgeport | Bassic High | (203) 576-7995 |
| | Central High | (203) 332-5546 |
| | Harding High | (203) 576-8213 |
| | Blackham Elementary | (203) 576-7815 |
| | Columbus Elementary | (203) 576-8461 |
| | Dunbar Elementary | (203) 332-4567 |
| | JFK Elementary | (203) 576-7535 |
| | Read Elementary | (203) 576-8087 |
| | Roosevelt Elementary | (203) 576-8090 |
| Danbury | Danbury High (+ ACES) | (203) 790-2886 |
| | Broadview Middle | (203) 731-8272 |
| East Hartford | East Hartford High (Trantolo HC) | (860) 622-5340 |
| | East Hartford Middle (S. Leone HC) | (860) 622-5670 |
| | Silver Lane Elementary | (860) 622-5514 |
| Groton | Fitch High | (860) 446-9543 |
| | Claude Chester Elementary | (860) 445-2133 |
| | Eastern Point Elementary | (860) 445-2191 |
| | West Side Middle | (860) 446-1775 |
| Hamden | Hamden High | (203) 248-6107 |
| Hartford | Hartford High | (860) 695-1357 |
| | Weaver High | (860) 695-1743 |
| | Quirk Middle | (860) 695-2309 |
| | M.D. Fox Elementary | (860) 695-3604 |
| | Maria Sanchez Elementary | (860) 695-4964 |
| Middletown | Woodrow Wilson Middle | (860) 343-0333 |
| | McDonough Elementary | (860) 344-9821 |

| | | |
|--------------------------|---------------------------------|-----------------|
| New Britain New Haven | New Britain High | (860) 826-8845 |
| | Hill House High | (203) 946-8555 |
| | Wilbur Cross High | (203) 946-8742 |
| | Roberto Clemente Middle | (203) 946-8961 |
| | Fair Haven Middle | (203) 946-8603 |
| | Jackie Robinson Middle | (203) 946-5611 |
| | Sheridan Middle | (203) 946-6606 |
| | Troupe Science Academy Middle | (203) 946-7538 |
| | Clinton Avenue Elementary | (203) 946-6602 |
| | Dwight Elementary | (203) 946-5439 |
| | Lincoln-Bassett Elementary | (203) 946-7581 |
| | Vincent Mauro Elementary | (203) 946-7103 |
| | Truman Elementary | (203) 946-6650 |
| | New London | New London High |
| Bennie D. Jackson Middle | | (860) 701-3772 |
| Edgerton Elementary | | (860) 701-3777 |
| Nathan Hale | | (860) 701-3780 |
| Harbor Elementary | | (860) 701-3770 |
| Jennings Elementary | | (860) 701-3779 |
| Norwalk | Multicultural Magnet Elementary | (860) 437-7775 |
| | Winthrop Elementary | (860) 701-3778 |
| | Brian McMahon High | (203) 854-0524 |
| | Norwalk High | (203) 838-0253 |
| | Briggs High | (203) 846-6385 |
| Norwich | Norwich Free Academy | (860) 887-1955 |
| | Stamford High | (203) 977-5511 |
| Stamford | Westhill High | (203) 977-4937 |
| | Dollan/Toquam Middle | (203) 977-4698 |
| | Wooster Middle | (203) 381-6922 |
| Stratford | Driggs Elementary | (203) 596-9503 |
| Waterbury | Windham High | (860) 465-2465 |
| Windham | Windham Middle | (860) 465-2620 |

Sexually Transmitted Disease (STD) Clinics

All residents of Connecticut are eligible for STD services at any of the clinics listed below. Clinics offer free, confidential testing and treatment for most STDs, including syphilis, gonorrhea, chlamydia, herpes, vaginal infections and other STDs. Counseling and testing for HIV is offered, and patients can receive the vaccine series for Hepatitis A&B. Confidential services are also available to assist those infected with STDs in telling their partners. Patients 13 years of age and older may be seen at these clinics confidentially and without parental consent. Hours at each site vary and it is best to call ahead. It is also advisable to arrive as early as possible, as most operate on a first-come, first served basis. For more information, call the STD Control Program at (860) 509-7920.

| Town | Phone | Town | Phone |
|------------|----------------|-------------|----------------|
| Bridgeport | (203) 576-7468 | New Britain | (860) 826-3464 |
| Danbury | (203) 797-5050 | New Haven | (203) 946-8181 |
| Fairfield | (203) 256-3020 | New London | (860) 447-8304 |
| | (203) 256-3150 | Norwalk | (203) 854-7976 |
| Greenwich | (203) 622-6496 | Norwich | (860) 823-6344 |
| Hartford | (860) 543-8800 | Stamford | (203) 977-5933 |
| | (860) 278-4163 | Waterbury | (203) 574-6881 |
| Manchester | (860) 643-1607 | West Haven | (203) 932-4000 |
| Meriden | (203) 238-0542 | Willimantic | (860) 423-8426 |
| Middletown | (860) 704-5663 | | |

Tuberculosis (TB) Control Program

The Department of Public Health Tuberculosis (TB) Control Program helps to prevent TB transmission and reduce and prevent death, disability, illness, emotional trauma, family disruption, and social stigma still caused by this disease. The program works in collaboration with hospitals, private physicians, medical clinics, and municipal health departments to identify and cure persons with the life-threatening, active form of the disease; identify persons who

have been exposed to or have TB infection (the inactive form) and who are at risk for developing active TB disease; and ensure that infected persons are offered and complete 9 months of treatment for their infection so that they do not develop active infectious TB disease.

Q. Who is eligible and what does the state provide?

- A. All state residents are eligible for the services provided by this program. By state law, no resident can be held liable for the costs of their care and treatment for TB.

If a patient's medical insurance or other third party coverage pays for care at or above the state's Medicaid rate, then the patient's charges are considered paid in full. If insurance reimburses the provider below the Medicaid rate, then DPH's TB Control Program can pay the provider the difference up to the Medicaid rate.

In addition, the program provides free anti-tuberculosis drugs to physicians who request them for their patients regardless of the patients' ability to pay. The program, local health departments, and home care agencies also offer outreach services for patients ingesting TB medications, and may provide locally available incentives and inducements for completing treatment.

Q. Where can people access care?

- A. Most licensed physicians in the state can provide TB evaluation and treatment services. Persons with medical insurance coverage should first check with their insurer to determine where they may receive evaluation and treatment. Otherwise, there are a number of established TB clinics at acute care hospitals that are part of most medical insurance plans. There are also TB clinics at some of Connecticut's larger municipal health departments.

For more information, call your local health department; or the American Lung Association of Connecticut at 1-800-332-LUNG (5864) or contact the state's TB control program. **Address:** DPH, 410 Capitol Avenue, MS 11TUB, P.O. Box 340308, Hartford, CT 06134-0308. **Telephone:** (860) 509-7722. **Fax:** (860) 509-7743. **Website:** dph.state.ct.us/bch/infectiousdise/tubercul.htm.

Home Health and Hospice Agencies

Home Health Agencies provide home care and hospice services to recovering, disabled or chronically ill persons who need medical treatment and/or assistance with the activities of daily living. Persons of all ages receive home care, from newborns to the elderly. Services include skilled nursing, physical therapy, occupational therapy, speech therapy, medical social worker, psychiatric and mental health, maternal and child care, home health aide, home-delivered meals, transportation, homemaker, companion, chore person, LifeCall, and caregivers' support. Hospices provide support and care for people in the final phases of an incurable illness.

| Town | Agency | Phone |
|-------------|--|----------------|
| Berlin | Berlin VNA | (860) 828-7030 |
| Bethel | Bethel Visiting Nurse Association | (203) 792-0864 |
| Branford | Connecticut Hospice | (203) 315-7500 |
| | Visiting Nurse Services of Connecticut | (203) 576-0002 |
| Bridgeport | | 1-800-551-8671 |
| | E.V.S. Home Health Care Agency | (203) 367-7542 |
| Bristol | Connecticut Community Care | (860) 589-6226 |
| | Greater Bristol Visiting Nurse Association | (860) 583-1644 |
| Centerbrook | Visiting Nurses of the Lower Valley | (860) 767-0186 |

| | | |
|---------------|---|--|
| Cromwell | New England Home Care | (860) 632-4000 1-800-950-1004 |
| Danbury | Danbury Visiting Nurses Association Gentiva Health Services | (203) 792-4120 (203) 792-6400 1-800-456-9175 |
| | Regional Hospice of Western CT | (203) 797-1685 |
| Deep River | Deep River Visiting Nurses | (860) 526-6033 |
| East Haven | Utopia Home Care | (203) 466-3050 |
| Enfield | Home and Community Health Services | (860) 763-7600 |
| Fairfield | Interim Health Care of Southwestern CT | (203) 332-4585 |
| Farmington | Interim Health Care of Hartford | (203) 677-0005 |
| Greenwich | Greenwich Hospital Home Care & Home Hospice | (203) 863-3883 |
| Guilford | VNA Community Healthcare | (203) 458-4200 |
| Hamden | VNA Services Maxim Healthcare Services | (203) 288-1623 1-877-629-4651 |
| | XL-Care Agency of CT | (203) 281-5500 |
| Hartford | Professional Relief Nurses Saint Francis Hospital Home Health Agency | (860) 296-3555 (860) 714-4682 |
| Hartford | VNA Health Care | (860) 249-4862 |
| Jewett City | Griswold Public Health Nursing Service | (860) 376-7077 |
| Ledyard | Ledyard Public Health Nursing Service | (860) 464-8464 |
| Litchfield | Visiting Nurse and Home Care NW | (860) 567-6000 |
| Mansfield Ctr | VNA East | (860) 456-7288 |
| Meriden | Franciscan Home Care and Hospice Care MidState VNA and Hospice | (203) 238-1441 (203) 235-5714 |
| Middletown | Middlesex Hospital Homecare Unison Health Services | (860) 704-5600 (860) 347-4446 |
| Milford | Home Care Plus | (203) 874-8414 |
| Naugatuck | Naugatuck Visiting Nurses Association | (203) 729-8321 |
| New Britain | VNA of Central Connecticut | (860) 224-7131 |
| New Haven | Continuum Home Health VNA of South Central CT | (203) 782-3192 (203) 777-5521 |
| New Milford | New Milford Visiting Nurse Association | (860) 354-2216 |
| North Haven | Interim Health Care of New Haven | (203) 230-4785 |
| Norwalk | Health and Home Care Resources | (203) 840-6656 |
| Norwich | United Community & Family Services | (860) 892-7042 |
| Orange | Orange Visiting Nurse Association | (203) 891-2165 |
| Plainville | Bristol Hospital Home Care Agency | (860) 585-4752 |
| Portland | Portland Visiting Nurse Association | (860) 342-3300 |
| Putnam | Health Network HomeCare Northeast Homemakers | (860) 928-0422 (860) 928-5441 1-800-540-0186 |
| Ridgefield | Visiting Nurse Association of Ridgefield | (203) 438-5555 |
| Salisbury | Salisbury VNA Farmington Valley VNA McLean Visiting Nurses and Community Services | (860) 435-0816 (860) 651-3539 (860) 658-3700 |
| Stamford | Tender Loving Care Staff Builders Visiting Nurse and Hospice Care of SW CT | (203) 327-2680 (203) 325-7200 |
| Stratford | Family Care Visiting Nurse & Home Care Agency Priority Care | (203) 380-3220 1-800-946-6331 (203) 381-1333 1-800-443-3024 |
| | Stratford VNA | (203) 375-5871 |
| Terryville | Plymouth Public Health Nursing Service | (860) 585-4026 |
| Trumbull | United Visiting Nurse Association | (203) 330-9198 |
| Uncasville | Hospice of Southeastern Connecticut | (860) 848-5699 |
| Vernon | Visiting Nurse & Health Services of CT | (860) 872-9163 |
| Wallingford | Connecticut VNA (affiliate of Masonicare) Professional Home Care Services Visiting Nurse Association of Wallingford | (203) 679-5200 1-800-253-3738 (203) 269-1475 |
| Waterford | VNA of Southeastern Connecticut | (860) 444-1111 |
| Watertown | VNA Health at Home | (860) 274-7531 |
| West Hartford | Avery Heights Home Health Agency Hebrew Community Services Home Health Agency | (860) 527-4663 (860) 523-3888 |
| | Mercy Community Home Care | (860) 586-8318 |
| Westbrook | Westbrook Public Health Nursing Service | (860) 399-3088 |
| Wilton | Nursing & Home Care | (203) 762-8958 |
| Winsted | Foothills Visiting Nurse & Home Care | (860) 379-8561 |

Child Health Programs

Connecticut Childhood Lead Poisoning Prevention Program (CLPPP)

The CLPPP conducts statewide surveillance of children tested for lead poisoning, including the collection of demographic, medical, and environmental/dwelling data on children affected by lead poisoning. This data is used to identify and monitor high-risk communities that most benefit from targeted prevention and intervention strategies.

Program staff evaluate the quality and appropriateness of existing risk reduction educational materials and develop additional materials for, and provide training to, targeted audiences. For more information, contact the Bureau of Community Health (BCH), CLPPP at (860) 509-7745.

The CLPPP also provides technical assistance to local health officials, the public and lead professionals on implementation of Connecticut's lead regulations and requirements for licensure and certification for lead abatement, inspection and consulting professionals. For more information, contact the Bureau of Regulatory Services (BRS), Division of Environmental Health (DEH) section of the CLPPP at (860) 509-7299.

The Division of Laboratory Services, Biochemistry Section, performs blood lead analyses for all Connecticut children at no cost. Physicians can call the State Lab at (860) 509-8500 to obtain fingerstick and venous blood lead test kits free of charge.

To have a child tested for lead in the blood, contact a physician, your local health department, or the regional treatment center nearest you.

Contact: Hartford Regional Lead Treatment Center. **Address:** St. Francis Hospital & Medical Center, 114 Woodland Street, Hartford, CT, 06105. **Telephone:** (860) 714-4792. **Fax:** (860) 714-8054. **Contact:** Yale-New Haven Regional Lead Treatment Center. **Address:** 333 Cedar, P.O. Box 208064, New Haven, CT 06525. **Telephone:** (203) 764-9106. **Website:** dph.state.ct.us/brs/lead/lead-program.

The Connecticut Children with Special Health Care Needs Program (CSHCN)

CSHCN provides diagnostic and ambulatory specialty care services to Connecticut children under age 18 who are suspected of having or present with a chronic, organic disabling condition. Individuals with cystic fibrosis are not restricted by age limitations. Medical and financial eligibility requirements must be met. Hospitalization and routine pediatric care are not covered by the program.

Children who receive Supplemental Security Income (SSI) and meet the program's medical criteria are automatically financially eligible for program coverage.

Services, including medical and financial eligibility determination, case management, and coordination of services and benefits, are provided through the Regional Centers at Connecticut Children's Medical Center (CCMC) and the Children's Hospital at Yale.

For an application, contact the CSHCN Regional Centers. **Address:** CCMC, 282 Washington Street, Suite 5B, Hartford, CT 06106.

Telephone: (860) 545-9230; or Yale, (203) 737-5462. For information, call the Department of Public Health (DPH), (860) 509-8074.

Family Planning Services and Pregnancy Aid

Planned Parenthood of Connecticut (PPC)

PPC offers a wide range of reproductive health services for women and men of all ages. Services include all FDA-approved birth control methods (including Emergency Contraception), Pap tests and breast exams, testing and treatment for sexually transmitted infections, HIV counseling and testing, female and male premarital blood testing, and pregnancy testing and counseling. PPC also offers medical and surgical abortion services. PPC in Bridgeport offers prenatal care. Most centers provide colposcopy and cyrosurgery. In addition, PPC operates a resource center in New Haven that is open to the public by appointment. The resource center has medically accurate, age appropriate and culturally competent videos, books, brochures and teaching materials addressing a variety of sexual topics. For a medical appointment, call 1-800-230-PLAN (7526) to be connected to the health center nearest you. You can also call the health centers directly at the numbers listed below. (Spanish-speaking staff is available at most health center locations.) For an appointment at the resource center and information on professional training services call the Education Department at the state administrative office at (203) 865-5158.

| Town | Phone | Town | Phone |
|------------|----------------|--------------|----------------|
| Bridgeport | (203) 366-0664 | New London | (860) 443-5820 |
| Danbury | (203) 743-2446 | Norwalk | (203) 853-2605 |
| Danielson | (860) 774-0533 | Norwich | (860) 889-5211 |
| Enfield | (860) 741-2197 | Old Saybrook | (860) 388-4459 |
| Hartford | (860) 953-6201 | Shelton | (203) 924-7756 |
| | (860) 527-0845 | Stamford | (203) 327-2722 |
| Manchester | (860) 643-1607 | Torrington | (860) 489-5500 |
| Meriden | (203) 238-0542 | Waterbury | (203) 753-2119 |
| New Haven | (203) 387-3131 | Williamantic | (860) 423-8426 |

Birthright

Birthright offers free pregnancy tests, friendship counseling, and practical support. All services are free and confidential. Birthright helps any girl or woman who is distressed by her pregnancy to mobilize her own resources and those of the community so that she may face the future and plan constructively for herself and her child. Referrals are provided to professional agencies and individuals for medical care, financial assistance, counseling, adoption information, legal aid, education counseling, job placement, and maternity homes. Speakers and educational materials on fetal development and Birthright are available. For information, call the nearest office or the toll-free, national **Hotline:** 1-800-550-4900.

| Town | Phone | Town | Phone |
|-------------|----------------|--------------------|----------------|
| Danbury | (203) 744-3737 | Norwalk | (203) 853-4872 |
| Derby | (203) 734-6545 | Norwich/New London | (860) 443-6205 |
| Hartford | (860) 290-8800 | Stamford | (203) 348-4355 |
| Meriden | (203) 237-9887 | Torrington | (860) 482-6282 |
| New Britain | (860) 665-0234 | Westbrook | (860) 664-9466 |
| New Haven | (203) 248-6550 | Windham | (860) 456-9495 |

Genetic Counseling

Genetic counseling services help prospective parents consider the risks of recurrent hereditary problems in deciding whether to have children. Clinical genetic services are also available for children and adults. To identify genetic counseling and clinical services in your area, call INFOLINE at **211**.

Healthy Start

The Healthy Start program provides medical coverage through Connecticut's Medicaid program to pregnant women and to children up to age 19 who live in households with incomes at or below 185% of the federal poverty level. When calculating the size of a family, a pregnant woman would be counted as two members of the household, a woman expecting twins counted as three members. Resources other than income (e.g., savings accounts, insurance policies, cars) are not be taken into consideration when income eligibility is determined. Once determined eligible, a woman has continuous Medicaid coverage for up to 60 days after the pregnancy, regardless of any changes in her financial situation. Children born to women on Healthy Start are eligible for Medicaid coverage for the first year of life. Family income is disregarded during this period of time.

Healthy Start pregnancy-related benefits include prenatal care, case-management services to high-risk pregnant women, labor and delivery, and 60 days of postpartum care. Children approved for Medicaid coverage are entitled to a full range of health services through Connecticut Medicaid's Early and Periodic Screening, Diagnosis, and Treatment, or EPSDT program. This benefit package includes comprehensive preventive health services (such as well-child care, dental care, immunizations, anticipatory guidance, and vision, hearing, and developmental screenings) in addition to coverage for any medically necessary services which have been identified during the course of an EPSDT screening. For information, call INFOLINE at **211** or the Department of Social Services (DSS) at 1-800-842-1508.

Hopeline Women's Center

Hopeline Women's Center offers free and confidential pregnancy tests with a staff that provides compassionate nonjudgmental help whether a woman chooses to keep her child, chooses adoption or chooses abortion. Hopeline provides decision-making counseling for those in unplanned pregnancies, emotional and spiritual support during and after pregnancy, assistance with resources, baby supplies, referrals, and information to help make an informed choice. Help is also offered in postabortion support groups, relationship counseling, and abstinence counseling. Hopeline has offices in Bridgeport, Danbury, Monroe and New Milford. **Telephone:** 1-800-203-HOPE (4673).

Hospitals and Clinics

Services are also available, subject to some residency and insurance restrictions, at the following hospitals:

| Location | Clinic | Phone |
|---|----------------------------------|----------------|
| Bridgeport Hospital | Ob-Gyn Clinic | (203) 384-3232 |
| Bristol Hospital | Women's Health Clinic | (860) 585-3295 |
| Fair Haven Community Health Center, New Haven | Family Planning Clinic | (203) 777-7411 |
| Hartford Health Department | Family Planning Women's Services | (860) 543-8833 |

| | | |
|-----------------------------------|------------------------------------|----------------|
| Hartford Hospital | Women's Ambulatory Health Services | (860) 545-2780 |
| Hill Health Center (New Haven) | Women's Health Services | (203) 789-1272 |
| John Dempsey Hospital, Farmington | Ob-Gyn Module | (860) 679-2792 |
| St. Francis Hospital, Hartford | Ob-Gyn Clinic | (860) 714-2815 |
| New Britain General Hospital | Family Planning Clinic | (860) 224-5515 |
| Norwalk Hospital | Ambulatory Clinic | (203) 852-2240 |
| Rockville General Hospital | Family Planning Clinic | (860) 872-5170 |
| Stamford Hospital | Clinic Information | (203) 325-7878 |
| Staywell Health Center, Waterbury | Family Planning Clinic | (203) 756-8021 |
| Yale-New Haven Hospital | Women's Health Services | (203) 777-4781 |

Similar services are available at local Community Health Centers. (see listing under HEALTH, Health Care Services)

Housing

Connecticut Department of Economic and Community Development (DECD)

The Connecticut Department of Economic and Community Development offers a variety of technical and financial assistance programs, including programs for construction and rehabilitation of low- and moderate-income housing. These include:

Grants and loans for accessibility: Low-interest loans and grants are provided to qualified owners or tenants to make housing accessible to, and usable by, people with disabilities. For more information, call the Corporation for Independent Living (860) 563-6011.

Home Investment Partnership Program: Housing and Urban Development (HUD) grants/loans are awarded on a competitive basis to eligible developers/housing authorities/individuals for affordable housing activities.

Limited Equity Cooperatives: Grants and loans are provided to nonprofit corporations to develop limited equity cooperatives for low- and moderate-income families. Funds may be used to acquire, rehabilitate or build housing. Cooperative members must contribute either labor, cash or both. Resale prices are limited to keep the units available to low- and moderate-income families.

Mutual Housing Associations: Loans and grants are provided to associations of low- and moderate-income tenants who participate in both the operation and management of their housing. The associations use the funds to acquire, build or rehabilitate housing for low- and moderate-income families. The residents do not possess either equity or ownership interests in the housing, but retain their residency rights as long as they comply with the occupancy agreement.

Programs for community development and neighborhood preservation: Grants and loans are provided to municipalities and designated site development agencies for programs that encourage home ownership for low- and moderate-income families, housing rehabilitation, neighborhood revitalization and community development.

Programs to make housing safer and more sanitary: Loans are provided to owners/developers to remove lead-based paint and asbestos and to repair faulty septic systems.

Programs to produce housing at affordable rents: Grants and/or low-interest loans are provided to eligible applicants to build and/or rehabilitate very low-income family housing, low-income elderly and congregate housing, and moderate-rental family housing. Housing authorities, nonprofit corporations, and municipal developers are eligible. Limits apply on maximum household incomes.

Small Cities Community Development Block Grant Program: HUD grants are awarded to communities with fewer than 50,000 people for housing, economic development, and community facilities.

Information on these and many other programs and housing issues can be obtained from DECD at (860) 270-8000.

Connecticut Department of Social Services (DSS)

DSS offers several programs to assist people who are homeless or at risk of becoming homeless, and rent subsidies to qualified households.

Emergency Shelter Services: The homeless assistance program includes: grants supporting transitional living programs and emergency shelters across the state; emergency shelter/housing; placement of families made homeless by natural disaster, fire or eviction; eviction intervention; and, social work services to homeless families.

Eviction Prevention Program: This program assists low- and moderate-income residents who are at risk of becoming homeless or losing their homes due to inability to pay their rent or mortgage. The program also works to prevent litigation, eviction, or foreclosure through assessment, community-based mediation, conflict resolution, and the use of a rent bank.

Section 8 Rental Assistance Program: This federally funded program assists very low-income families in obtaining housing and provides direct rental subsidies to property owners. These subsidies fill the gap between what a renter can afford to pay (30% of income) and the fair market rent charged by the landlord. Housing subsidized under this program must meet HUD minimum housing quality standards of safety and sanitation. Rental assistance may be used in existing housing, newly constructed units, and in moderately or substantially rehabilitated units.

Security Deposit Assistance: This program helps homeless individuals and families afford to move into rental housing. Qualifying emergency situations include: homelessness; living in a domestic violence shelter, motel or hotel, or temporary residence with friends or relatives during the homeless crisis; eviction; and, release from a hospital, prison or other institution. Applicants on public assistance, or those who meet the income limits and other criteria, may be eligible for the equivalent of up to two-month's rent in the form of a security deposit guarantee.

State Rental Assistance Program (RAP): This program provides rent subsidies for low- and moderate-income households. For families, RAP pays the difference between the gross rent and 40% of adjusted gross monthly income or 20% of unadjusted gross monthly income, whichever is greater. For the elderly and disabled, RAP pays the difference between the gross rent and 30% of the adjusted gross monthly income or 10% of the unadjusted gross monthly income, whichever is greater. The Transitional Rental Assistance Program provides rental assistance for a maximum of one year to families who are making the transition off Temporary Family Assistance.

For more information about these programs, contact a regional office of DSS, Preventive Services Unit. (see listing under MULTISERVICE AGENCIES)

Connecticut Housing Finance Authority (CHFA)

CHFA is a self-supporting quasi-public agency. It finances the purchase of existing housing, rehabilitation of substandard housing, and construction of new housing with below-market interest rate mortgages and other financial incentives for owner-occupancy or rental housing. It administers the federal Low-Income Housing Tax Credit (LIHTC) Program in Connecticut. In its 33-year history, CHFA has assisted over 93,000 first-time home buyers with low-interest loans and financed the construction or rehabilitation of more than 26,000 rental apartments. Major financing programs include:

SINGLE FAMILY

Downpayment Assistant Program: Downpayment loans are available to low- and moderate-income homebuyers statewide. Loans are made at below-market interest rates and secured by a second mortgage on the income.

Home Mortgage Lending Programs: Homebuyer Mortgages are 30-year fixed rate mortgage loans, offered at interest rates as much as one-half to one percent below conventional lender rates. CHFA lends to first-time homebuyers with low or moderate incomes who are buying modestly priced homes. Low-rate mortgages are also available to tenants in public or subsidized housing, to eligible police officers in participating municipalities, to teachers who teach in a Priority or Transitional school district or teach in a subject matter shortage area, and to full-time military personnel. Information and loan applications are available from over 60 Participating Lenders with offices statewide.

Urban Rehabilitation Homeownership (UR Home) Program: State, municipal or private sector employees may be eligible to purchase a home that needs repairs in one of the 16 targeted areas of the state. CHFA provides reduced rate financing for the purchase with a forgivable loan for repairs up to \$35,000.

Rehabilitation Mortgage Loans: This program provides funds to purchase and rehabilitate an existing home. It can also assist current homeowners who wish to refinance and renovate the home in which they live.

Reverse Annuity Mortgages (RAM): The RAM Program provides direct loans to lower-income elderly homeowners with long-term care needs.

MULTIFAMILY

Low-Income Housing Tax Credit Program (LIHTC): CHFA allocates tax credits on a competitive basis. Owners of qualifying low-income housing projects receive a dollar-for-dollar reduction in federal tax liability. The credit can be claimed annually for ten consecutive years.

Multifamily Mortgage Financing: Construction and/or permanent financing is available for developers creating new or substantially rehabilitated affordable housing units for individuals and families. Proposals of 25 or more dwelling units with no more than 25% of gross income from nonresidential sources may apply. Programs include mortgages from surplus funds, taxable bond

proceeds, and tax-exempt bonds. Developers should request a Developer's Packet for program information.

MISCELLANEOUS

Employer-Assisted Housing Tax Credit: Up to \$1 million in credits against state business tax liability are available to qualified businesses that establish revolving loan funds to assist their employees in buying a home or renting an apartment. Applications must be received by November 1 each year.

Housing Tax Credit Contribution Program: Up to \$5 million in credits are allocated annually to Connecticut businesses which make contributions to eligible housing programs sponsored by nonprofit organizations. Nonprofit sponsors must submit proposals to CHFA by July 1 and secure contributions from business firms by December 1 each year.

Address: CHFA, 999 West Street, Rocky Hill, CT 06067-4005.
Telephone: (860) 721-9501. **Fax:** (860) 257-8614. **E-mail:** rose.holbrook@chfa.org. **Website:** chfa.org.

Connecticut Housing Investment Fund (CHIF)

CHIF is a statewide, nonprofit housing finance organization which provides a comprehensive range of services to individuals, community groups, municipalities and organizations. Programs and services offered include downpayment and home improvement loans, purchase and rehabilitation mortgages, multifamily lending, energy conservation programs, home-ownership counseling, loan servicing and consulting services.

Construction/Acquisition Loans: CHIF's Neighborhood Rebuilder Program provides financing to community-based nonprofit developers to purchase and rehabilitate single-family deteriorated properties. Once the rehabilitation is complete, the nonprofit sells the property to a qualified buyer. Grants are available to the nonprofit developer to lower the cost of acquisition, repair and carry, and to pass along to the homebuyer.

Energy Conservation Loans: CHIF is the administrative agent to the Department of Economic and Community Development (DECD) for the Energy Conservation Loan Program. Loans are available at below-market interest rates to qualified owners of single-family homes and multifamily apartment buildings. Loans of up to \$15,000, with interest rates ranging from 1% to 6%, are available to income-eligible single-family homeowners. The maximum loan amount for multifamily properties is \$2,000 per unit, up to \$60,000 per building. Interest rates are 3% and 6% and are determined by tenants' incomes. Eligible improvements include the purchase and installation of heating systems, vinyl siding, windows, attic and wall insulation, alternative energy devices, and implementation of various cost-saving energy conservation measures.

Home Improvement Loans: Qualified owner-occupants of one to four unit residential properties can borrow up to \$10,000 at a fixed annual percentage rate (currently 7.99%). Eligible improvements include structural additions, remodeling of bathrooms and kitchens, elimination of health and safety hazards, roofing, reconditioning or replacement of plumbing, air conditioning and electrical systems.

For over thirty years, CHIF's technical and financial resources have helped expand affordable housing opportunities for those who have been excluded by virtue of discrimination or economic status.

Address: CHIF, 121 Tremont Street, Hartford, CT 06105.
Telephone: (860) 233-5165 or 1-800-992-3665. **Website:** chif.org.

Fair Housing

Fair housing is the right of all individuals with similar income levels to have a similar range of housing choices in the same housing market. A landlord, real estate agent, contractor, or management agent cannot deny housing to a person because of race, color, ancestry, familial status, disability, religious creed, national origin, sex, sexual orientation, age, or source of income. Assistance can be obtained from the Connecticut Commission on Human Rights and Opportunities (CHRO) (*see* ADVOCACY AND INFORMATION), HUD, or your local government.

Home Sharing Programs

These programs are designed to help families, the elderly, and people with disabilities to find decent, affordable housing.

Family Housing Alternatives (FHA) is a program of the Village for Families & Children that is designed to provide innovative housing choices for single-parents in Hartford, East Hartford and New Britain. It matches single-parent homeowners with single parent home seekers, home seekers with other home seekers, and home seekers with property managers. Participants benefit from information and referrals, case management, and home-based services as needed. **Address:** FHA, 1680 Albany Avenue, Hartford, CT 06105. To register, call Central Intake at (860) 297-0555; or Bessie Wilson at (860) 297-0533. **Fax:** (860) 231-8449.

Project Home Share is a service that matches single adults who are having difficulty maintaining their homes because of financial, social or physical needs with other single adults who need affordable housing. One of the adults must be age 60 or older. Home Sharing offers adults shared financial and social benefits, reduced housing costs, shared responsibilities, and household chores and companionship. The service covers the Greater Hartford Region. **Contact:** Eileen Faust at the Newington Senior and Disabled Center. **Telephone:** (860) 594-4197 or **Contact:** Department of Social Services (DSS). **Telephone:** (860) 424-5293 or 1-800-443-9946.

Tax Relief

Homeowner Aid for Elderly and Disabled: Property tax credits of up to \$1,250 (if married) or \$1,000 (if unmarried) are available. Credits are based on a graduated income scale. Eligibility may be possible if:

1. Homeowner or spouse is 65 or over, or is the widow/widower, age 50 or over, of a previously approved applicant; OR totally disabled and receiving benefits under a federal, state or local retirement program which contains requirements comparable to those of the Social Security Administration (SSA).
2. Individual must have lived in Connecticut for one year.
3. Income limits are determined annually in the fall. Income is defined as income from all sources, including tax-exempt interest and Social Security (e.g., for 2002 applicants, 2001 income from all sources can be no more than \$31,100 for married couples, or \$25,400 for unmarried persons). Property must have been owned as of October 1 of the year prior to the application, and at the time of filing an application.

Individuals may have received State Supplementary Income (SSI), Energy Assistance, or property tax exemptions and still be eligible. Individuals who were participating in the tax freeze program may choose to remain in that program so long as their income (excluding Social Security) does not exceed \$6,000. Applications must be filed

with the local tax Assessor between February 1 and May 15. To continue to receive tax relief, reapplying is necessary every second year as long as income remains within the program limits.

For more information, call the local tax Assessor or the Office of Policy and Management (OPM) at 450 Capitol Avenue, MS54GSU, Hartford, CT 06106-1308. **Telephone:** (860) 418-6290.

Property Tax Exemptions for Blind or Totally Disabled Persons:

State law provides for a \$3,000 property tax exemption for persons who are legally blind. Proof of blindness (i.e., certification by a qualified medical practitioner) must be presented to the Assessor prior to October 1 for the exemption to be granted. State law also provides for a \$1,000 property tax exemption for persons who are receiving a benefit from SSA because they are totally and permanently disabled. Totally disabled persons who are receiving benefits under a federal, state, or local retirement or disability plan which contains requirements comparable to those of the SSA may also be eligible for this exemption. Proof of total disability must be presented to the Assessor prior to October 1 for the exemption to be granted.

Homeowners who are totally disabled may also apply for a benefit under the state's program of Tax Relief, even if they have not reached age 65. An application must be filed annually for the Homeowners' Tax Relief Program between February 1 and May 15. Income limits are determined annually in the fall. Income is defined as income from all sources, including tax-exempt interest and Social Security (*see #3 above*). Proof of all income received during the prior calendar year must be presented to the Tax Assessor at the time the application is filed. For more information, contact the local Assessor.

Local Option Exemptions for Blind or Totally Disabled Persons:

Some towns in Connecticut also have income-dependent local option exemptions for the blind or totally disabled. A legally blind person who can meet the income requirements will be entitled to an additional exemption of \$2,000. A permanently and totally disabled person who can meet the income requirements will be entitled to an additional exemption of \$1,000. Income limits are determined annually in the fall. Income includes income from all sources, including tax-exempt interest and Social Security (*see #3 above*). Annual application must be made prior to October 1, with the Assessor of the town of residence. Proof of the claimant's income for the previous calendar year must be presented to the Tax Assessor at the time of application. For more information, contact the local Assessor.

Tax Relief for Renters: A person renting a room or an apartment, living in cooperative housing or a mobile home may be eligible for a partial refund of rent/utility (excluding telephone) bills if:

1. Renter or spouse is age 65 or over, or is the widow/widower, age 50 or over, of a previously approved applicant; OR totally disabled and receiving benefits under a federal, state or local retirement or disability plan which contains requirements comparable to those of the SSA.
2. Income limits are determined annually in the fall. Income includes income from all sources, including tax-exempt interest and Social Security (*see #3 above*).

In order to obtain a rebate, 35% of annual rent and utilities must exceed 5% of income. A renter may have received Social Security, Energy Assistance, Federal Supplementary Security Income, pension income, veterans disability benefits or subsidized housing accommodations, but shall not have received financial aid or subsidy

from federal, state, county or municipal funds. Applications must be filed annually with the local Assessor/town agent between May 15 and September 15.

Property Tax Exemptions for Veterans: State law provides for a \$1,000 basic property tax exemption for veterans who were honorably discharged after having actively served at least 90 days during war time. (The amount of the basic exemption may be greater than \$1,000 in a town which implements a revaluation on or after October 1, 1989.) The veteran's original copy of his/her Honorable Discharge (DD-214 Form) must be filed in the Land Records of the town of residence prior to October 1 in order that the exemption may be granted. Veterans who have received a disability rating from the Veterans' Administration of at least 10% are also eligible for a property tax exemption. The exemption amount, which ranges from \$1,500 to \$3,000, is dependent on the percentage of disability. All veterans receiving the basic benefit will get an additional exemption of at least 50%.

Veterans who can meet certain income requirements are now eligible for an additional exemption of 200% of the basic exemption. Income limits are determined annually in the fall and includes income from all sources, including tax-exempt interest and Social Security (*see 3 above*), unless the veteran has received a 100% disability rating from the Veterans' Administration. In such cases, only adjusted gross income is counted, and the income limits differ. The additional exemption may also be granted to the unmarried surviving spouse or minor child of a veteran, or the sole surviving parent of an unmarried deceased veteran who can meet the applicable income requirements. An application must be filed biennially with the Assessor's Office of the town of residence between February 1 and October 1. Proof of the claimant's income for the previous calendar year must be presented to the Assessor at the time of application.

For more information, contact your local Tax Assessor or the Office of Policy and Management (OPM). **Address:** 450 Capitol Avenue, MS54GSU, Hartford, CT 06106-1308. **Telephone:** (860) 418-6290.

Local Option Veterans' Exemptions: Some towns in Connecticut also have income-dependent local option veterans' exemptions. A veteran who can meet the income requirements will be entitled to an additional exemption of \$1,000. The 2001 income requirement for a local option veteran's exemption is \$31,100 for a married couple and \$25,400 for an unmarried individual. Income includes all taxable and nontaxable income. An annual application must be made prior to October 1, with the Assessor of the town of residence. Proof of the claimant's income for the previous calendar year must be presented to the Assessor at the time of application. For information, contact the local Assessor.

U.S. Department of Housing and Urban Development (HUD)

HUD programs are designed to fulfill six objectives: 1) reduce the number of homeless Americans; 2) make public housing a source of pride to communities; 3) expand housing opportunities for low- and moderate-income people through partnerships; 4) open housing markets to minorities through vigorous enforcement of fair housing laws; 5) empower communities by supporting local efforts to transform neighborhoods by reinvigorating economic development programs; and 6) bring excellence to HUD's management.

HUD-funded programs are administered in Connecticut by the state, municipalities, private nonprofit agencies, and private owners. The

most popular programs are Rental Assistance through Section 8 Certificates and Vouchers; Low-Income Public Housing; and Elderly and Disabled Housing.

Information about HUD-funded programs may be obtained from the following agencies: the public housing authority or housing department in each town or city; the Department of Economic and Community Development (DECD), (860) 270-8000; the Department of Social Services (DSS), (860) 424-5872, which manages the Section 8 program statewide; the Connecticut Housing Finance Authority (CHFA), (860) 721-9501; Imagineers of Hartford, (860) 522-1028, which manages the Section 8 program for the City of Hartford; or the individual management agents for the approximately 300 privately owned apartment developments subsidized by HUD, as listed in the booklet *Looking for HUD-Associated Rental Housing in Connecticut*. Copies of the booklet may be obtained at the HUD office (*see below*).

Also available through HUD are Community Development Block Grants, the HOME Program, Connecticut Small Cities Block Grants, and Homeless Housing Grants. Information about these programs may be obtained by calling the following agencies: the Department of Economic and Community Development (DECD) in Hartford, for the HOME Program and the Connecticut Small Cities Block Grants; and the Department of Social Services (DSS), for the Community Development Block Grants and the Homeless Housing Grants.

Address: HUD, One Corporate Center, 20 Church Street, 19th Floor, Hartford, CT 06103. **Telephone:** (860) 240-4800.

Income Assistance Programs

Connecticut Department of Social Services (DSS)

Temporary Family Assistance (TFA)

TFA (previously Aid to Families with Dependent Children, or AFDC) is a cash assistance program that provides basic human needs to families. It helps single and two-parent families, and relatives who have the responsibility of caring for children under the age of 19. Many families eligible for TFA are also eligible for food stamps, medical assistance, and energy assistance. Contact your local DSS regional office for more information or to apply for assistance. (*see listing under MULTISERVICE AGENCIES*)

The TFA is a 21-month time-limited cash assistance program. Many families may receive TFA and be exempt (*see below*) from the time limit. Other families will be subject to the 21-month time limit and will be required to look for and find work. Extensions to the 21-month limit can be granted in 6-month increments for families that have made good faith efforts to find work. There are rules limiting the number of such extensions and an overall 60-month limit for families who are not exempt.

Exempt categories:

- Incapacitated and unable to work
- Not the parent of the child or children applying for assistance and not requesting assistance for yourself

- Needed at home to take care of someone in your household who is incapacitated
- 60 years old or older
- Caring for a child under one year old
- Pregnant or recently having given birth
- Parent under 18 years old and attending school

Q. What type of assistance is provided?

- A. Benefits to participants are issued monthly by DSS. The amount of assistance is determined by the number of people in the assistance unit, the amount of their income, and the particular town of residence. The typical benefit for a family of three is \$543. People receiving TFA are usually eligible for the Medicaid program which pays for medical expenses. (*see Medicaid*)

In addition to the regular checks and medical card, other benefits may be available to participants. If a recipient is working, DSS will cover child care payments. DSS will also arrange for and/or pay for emergency housing in certain circumstances. Also in certain circumstances, DSS may pay for transportation to a hospital or a doctor's office. Whenever there is a special need, participants should always contact the nearest DSS office to learn whether the Department will pay for it.

Q. Who is eligible?

- A. To be eligible, a family must have a low income and assets of less than \$3,000. Families may also have a motor vehicle with an equity value of up to \$9,500. If an adult in a TFA family goes to work, their earnings are disregarded up to the federal poverty level for their family size. Families who have earned income when they lose TFA eligibility usually qualify for Medicaid and can continue to receive Medicaid for two years after they become otherwise ineligible due to their earnings.

TFA payments can also be made on behalf of children even if no eligible adult resides in the household. For example, a grandparent may be able to get TFA payment for the children even though the grandparent does not meet the eligibility requirements. If children eligible for TFA are living with a stepparent, part of the stepparent's income is applied toward the support of the child.

A pregnant woman who does not have other minor children is also eligible for financial assistance. Medicaid for pregnant women is also available and follows different eligibility criteria. (*see Healthy Start for further information*)

Q. Where do people apply?

- A. Applications can be made at any DSS regional office (*see listing under MULTISERVICE AGENCIES*). If assistance is denied, requests for appeals must be made within 60 days of the date of the decision notice. To request an appeal, write to Administrative Hearings, Department of Social Services, 25 Sigourney Street, Hartford, CT 06106. Name and address must be included. Information and assistance in preparing for a fair hearing can be obtained from a local Legal Services office. (*see ADVOCACY AND INFORMATION*)

State Supplement for the Aged, Blind or Disabled (State Supplement)

The State Supplement program is a state income maintenance program administered by the Department of Social Services (DSS) designed to supplement assistance under the federal Supplemental Security Income (SSI) program. However, actual receipt of SSI is not required. For example, recipients of a low monthly Social Security benefit, private pension, Veteran's benefit, or limited income from another source may still qualify for the State Supplement.

Q. What type of assistance is provided?

- A. The amount paid is based on a determination of total needs, using department standards. This amount is compared to the applicant's applied income. The difference between the income (with certain deductions) and expenses determines the amount of the State Supplement award. Monthly payments are issued by check from DSS or electronically through the Electronic Benefits Transfer (EBT).

Rent is budgeted based on actual cost up to limits set by DSS. Many expenses for special needs, such as telephone, laundry, special diets, transportation and excess utility costs, and other (check with DSS), are covered. People receiving State Supplement also receive Medicaid to cover medical expenses. The medical card will be sent to the recipient. In addition, recipients who apply and are qualified can receive food stamps and energy assistance.

Q. Who is eligible?

- A. Applicants must be at least 18 years old, although there are no age limitations for aid to the blind. The SSI Eligibility criteria of aged (65 or over), blind or disabled must be met. Net income must be below applicant's needs, using state standards. DSS allows an income disregard of any unearned income (e.g., Social Security, Unemployment Compensation) which is subtracted from gross income before comparing the applicant's income with the Department's standards. Currently, \$183 per month is disregarded for an applicant living alone in the community; \$250.90 for an individual sharing living arrangements with a person not related to them; and \$90.70 for an applicant living in a boarding home or adult family living home. When an applicant is a member of a household, expenses are prorated in calculating need.

Disabled or aged recipients are eligible for the following additional disregards if they have earnings: \$65 of earnings; allowable work expenses, if impairment related; one-half of remaining earned income. Blind recipients are eligible for the following disregards from earnings: \$85 of earnings; allowable work expenses, if impairment related; one-half of remaining earned income. All families are able to keep part of their earnings with no reduction of benefits and may also own reliable transportation.

Q. Where do people apply?

- A. Applications can be made at any DSS regional office (*see listing under MULTISERVICE AGENCIES*). If assistance is denied, requests for appeals must be made within 60 days of the date of the decision notice. To request an appeal, write to Fair Hearing

Division, Department of Social Services, 25 Sigourney Street, Hartford, CT 06106. Name and address must be included. Information and assistance in preparing for a fair hearing can be obtained from a local Legal Services office. (see ADVOCACY AND INFORMATION)

living out of state, can call DOL’s Interstate office, 1-800-942-6653.

Deaf or hearing-impaired callers (TDD/TTY users) may reach TeleBenefits by calling 1-800-842-9710. Individuals with disabilities or barriers preventing them from using the telephone to file a claim can also visit the nearest Connecticut Department of Labor/*CT Works* office at the address provided in the blue pages of the telephone book. All offices are accessible to people with disabilities.

Connecticut Department of Labor (DOL)

Unemployment Insurance

Unemployment Insurance is a joint federal-state program providing benefits for eligible workers who qualify under Connecticut's law. Administered by the state Department of Labor (DOL), Unemployment Insurance does not cover all cases, and benefits are paid only when certain legal conditions are met.

Q. Who is eligible?

- A. Claimants must be involuntarily unemployed, but able to work, available for full-time employment, actively seeking a job and willing to accept suitable work. Partial benefits may also be paid to a worker with less than full-time employment. An interstate claim may also be filed by a person who moves out of state.

Q. How do I apply for unemployment insurance?

- A: With the Connecticut Department of Labor’s new automated “Dial to File” TeleBenefits system, applying for Unemployment Benefits is now done by telephone. A series of local telephone numbers (listed below) connects callers to the automated TeleBenefits system. Callers respond to a series of questions by telephone keypad or by speaking the answers into the phone. Once the automated portion is completed, callers are connected to a Customer Service Representative to provide additional information needed to complete a claim.

As part of the new TeleBenefits system, DOL will provide employers with a separation packet known as the UC-62T. This packet is a comprehensive guide to filing for unemployment. It contains the questions that will be asked by the TeleBenefits automated system, along with the list of information a caller will need to have handy when filing a claim. The packet also contains the UC-61 Unemployment Notice, also known as the “pink slip,” to be completed by the employer.

| Calling Area | Local Numbers |
|---|----------------|
| Bridgeport | (203) 579-6291 |
| Danbury | (203) 797-4150 |
| Danielson, Willimantic | (860) 423-2521 |
| Greater Hartford, including Bristol, Enfield, Manchester, New Britain | (860) 566-5790 |
| Meriden, Middletown | (860) 344-2993 |
| New Haven, Hamden, Ansonia | (203) 230-4939 |
| New London, Norwich | (860) 443-2041 |
| Stamford, Greenwich, Norwalk | (203) 348-2696 |
| Torrington | (860) 482-5581 |
| Waterbury | (203) 596-4140 |

Persons calling from the following seven exchanges—Kent, North Thompson, Salisbury, Sharon, Stafford Springs, Westport and Wilton—can call 1-800-354-3305. This number is *only* for these seven exchanges and is not accessible statewide. Callers

Q. Who is disqualified?

- A. Reasons for disqualification under the state law include: leaving suitable work voluntarily and without sufficient cause as defined by the law; being discharged for repeated willful misconduct or felonious conduct; conduct constituting larceny of property or service with a value exceeding \$25; just cause; participating in an illegal strike; or refusing to apply for or accept suitable work without sufficient cause. Theft of money is disqualifying regardless of the amount taken.

Q. Is there a set weekly benefit rate?

- A. No. The benefit rate varies from person to person and is roughly 50% of the individual's average weekly pay up to the maximum benefit rate. The rate is based on the averages of the wages earned in the two highest quarters of the base period (the first four of the last five completed calendar quarters preceding the quarter in which a claim is filed).

Q. What is the maximum benefit rate?

- A. The recent maximum is \$406 per week. Claimants may also qualify for an additional allowance of \$15 per dependent per week with a maximum of five dependents or 100% of total unemployment rate of the individual.

Q. How long can benefits be received?

- A. Check for regular benefits are paid for up to 26 weeks during an established 52-week benefit year. A high unemployment rate can trigger additional emergency benefits.

Q. What are the rights of appeal?

- A. If a claim is denied, written notice, which includes information on the appeal process, will be sent to the applicant. Appeal can be made within 21 days of the mailing date of the notification. Information and assistance are available at each local office. Appeals are handled by independent referees. Claims should continue to be filed while awaiting a hearing.

Unemployment Insurance claimants may also qualify for Food Stamps, Energy Assistance, Medicaid, Temporary Family Assistance (TFA) and State-Administered General Assistance (SAGA), as long as eligibility standards are met.

Employment-Related Programs

With offices statewide, *CT Works* unites job seekers with potential employers through access to a wide variety of job and career information and services. The system also works to keep Connecticut businesses competitive by helping to upgrade workers' skills and providing training for potential workers.

At a *CT Works* center (see below), job seekers can learn to create a resume, brush up on interview and networking skills, develop an education program to launch a new career, find solid job leads, and get the tools, information and support they need to conduct their own job search or make a career transition. Employers can find qualified applicants for open positions, develop customized job training and apprenticeship programs, explore access to funding for training programs, and even conduct on-site screening of job applicants.

CT Works offerings are also available to businesses and individuals through on-line Internet services such as the Connecticut Department of Labor's home page at www.ctdol.state.ct.us, which contains a variety of Labor Market information; America's Job Bank, the largest nationwide job listing service; and America's Talent Bank, through which job seekers can market their qualifications to potential employers and employers can screen potential candidates' resumes.

Connecticut Works Centers (*CT Works*)

| Town | Address | Zip | Phone |
|-------------|---|-------|----------------|
| Ansonia | 555 Main Street | 06401 | (203) 736-1059 |
| Bridgeport | 2 Lafayette Square | 06604 | (203) 330-4830 |
| Bristol | 55 South Street | 06010 | (860) 314-2592 |
| Danbury | 152 West Street | 06813 | (203) 731-2929 |
| Danielson | 95 Westcott Road | 06239 | (860) 779-5850 |
| Enfield | 620 Enfield Street | 06082 | (860) 741-4295 |
| Hamden | 37 Marne Street | 06514 | (203) 789-6582 |
| Hartford | 3580 Main Street | 06120 | (860) 566-5727 |
| Manchester | 587 East Middle Tpke. | 06040 | (860) 649-4558 |
| Meriden | 290 Pratt Street | 06450 | (203) 238-6148 |
| Middletown | 645 South Main Street | 06457 | (860) 344-2661 |
| New Britain | 260 Lafayette Street | 06053 | (860) 827-4460 |
| New London | Shaw's Cove Six | 06320 | (860) 447-6211 |
| New Haven | 560 Ella T. Grasso Blvd. | 06519 | (203) 624-1493 |
| Norwich | 113 Salem Turnpike North Building, Suite 200 | 06360 | (860) 859-5600 |
| Stamford | 1340 Washington Blvd. | 06902 | (203) 425-2439 |
| Torrington | 486 Winsted Road | 06790 | (860) 626-6220 |
| Waterbury | 249 Thomaston Avenue | 06702 | (203) 596-4454 |
| Willimantic | 1320 Main St. (Tyler Sq.) | 06226 | (860) 465-2120 |

APPEALS DIVISION

Referees

| | | | |
|--------------|--|-------|----------------|
| Bridgeport | 35 Courtland St., 2 nd Floor | 06604 | (203) 579-6271 |
| Hamden | 39 Marne Street | 06514 | (203) 230-3700 |
| Hartford | 3580 Main St., 2 nd Floor | 06120 | (860) 566-5262 |
| Norwich | 113 Salem Turnpike North Building, Suite. 101 | 06360 | (860) 859-5650 |
| Waterbury | 249 Thomaston Avenue | 06702 | (203) 596-4138 |
| Wethersfield | 38 Wolcott Hill Road | 06109 | (860) 566-1494 |

Board of Review

| | | | |
|--------------|---------------------|-------|----------------|
| Wethersfield | 8 Wolcott Hill Road | 06109 | (860) 566-3045 |
|--------------|---------------------|-------|----------------|

State-Administered General Assistance (SAGA)

The SAGA program provides cash to eligible individuals and families in Connecticut who do not have enough money to meet their basic needs and are unable to work. In addition, SAGA provides medical assistance to indigent individuals regardless of their employability status. Decisions for cash assistance are made in ten days. Decisions for medical assistance may take up to 45 days. Cash and medical emergencies can be processed in four days, and food and medical vouchers can be issued for emergencies.

Q. What type of assistance is provided?

- A. Unemployable individuals receive up to \$350 per month. Transitional individuals who are unable to work for at least two months receive up to \$200 or \$150 per month, depending upon housing costs. Families receive a payment based on size, the type of housing in which they live, and the region of the state where they reside.

SAGA recipients receive benefits electronically, called Electronic Benefits Transfer (EBT), rather than by check. EBT allows people to receive their cash, medical and food stamp benefits through one electronic swipe card that can be used at many automated teller machines (ATMs) and grocery stores.

Q. Who is eligible?

- A. Individuals and households, who do not have enough income or assets to meet their basic living expenses as established by the state Department of Social Services (DSS) may qualify for aid. Employable individuals are not eligible for SAGA cash assistance but may qualify for SAGA medical assistance.

There are additional eligibility rules. SAGA applicants and recipients must participate in digital imaging (fingerprinting), pursue other available benefits or resources that may meet their financial or medical needs, agree to a lien on their home if they own one, and participate in substance abuse treatment if they have a problem with alcohol or drugs.

Q. What about Norwich?

- A. Individuals and families in Norwich are not eligible for SAGA unless they previously received SAGA cash or medical benefits. Persons who live in Norwich and have never received SAGA should apply for General Assistance at City of Norwich Social Services Office. **Address:** Union Square, Norwich, CT 06360. **Telephone:** (860) 823-3778.

Q. Where do people apply?

- A. Apply for SAGA at the DSS office nearest to where you live (see listing under MULTISERVICE AGENCIES). For questions, call DSS at (860) 424-5250. A personal appointment is not necessary if only applying for SAGA medical assistance. Call any of the DSS offices to request an application. If assistance is denied, a hearing may be requested at the local office to review the decision. A state Fair Hearing may be requested to review a decision by the city or town. Legal assistance for a fair hearing may be obtained from a local Legal Services office. (see ADVOCACY AND INFORMATION, also HEALTH)

Social Security Administration (SSA)

Social Security (OASDI)

Social Security, also called OASDI (Old Age, Survivors and Disability Insurance), is a federal program for the retired and disabled, as well as survivors of a deceased wage earner. The program is an insurance program. For this reason, only people who have worked enough quarters and have paid into the program are eligible, and there are no income or

asset requirements. **Address:** Social Security Administration, 20 Church St., One Corporate Center, Suite 900, Hartford, CT 06103. **Telephone:** (860) 493-1857. **Fax:** (860) 522-6420. **Website:** ssa.gov. More information can be obtained from the nearest SSA office. (*see listing below*)

Q. What type of assistance is provided?

- A. Monthly checks are issued to beneficiaries by SSA. The amount paid depends on the wage earner's level of earned income and date of birth, since the date of birth determines the number of years used to compute the benefit amount. Qualified dependents can receive benefits if the wage earner is collecting or is deceased. A lump sum death benefit can be paid to a spouse or an entitled child covered by Social Security when a wage earner dies.

Medicare, which helps pay for hospitalization and physician's services, is available at age 65, to people any age who have permanent kidney failure, and to the blind and the disabled who have been receiving disability benefits for two years or more (*see Medicare*). In addition, if the monthly Social Security benefit is low, participants may qualify for Supplemental Security Income (SSI), State Supplemental for the Aged, Blind or Disabled, and Medicaid.

People whose only source of income is Social Security often qualify for food stamps, Energy Assistance and tax relief. The SSA office does not process applications for any of these programs but will refer applicants to the appropriate agency.

Q. Who is eligible?

- A. People who are at least 62 and retired, disabled at any age, or qualified dependents or survivors of the insured, are eligible for benefits. Most people need 40 credits (10 years of work) to qualify for benefits. Younger people need fewer credits to be eligible for disability benefits or for their family members to be eligible for survivor benefits if they should die. Individuals can begin collecting full retirement benefits when reaching age 65. For persons born 1938 and later, the full retirement age will gradually increase to age 67 (persons born 1960 and later). Despite the increase in the full retirement age, people can still collect reduced benefits at age 62, but the amount of the monthly benefit will be reduced.

Survivors' benefits are paid to certain dependents of deceased wage earners. Qualified persons are a spouse with minor children, a widow or widower age 60 or older, a widow or widower age 50 or older and disabled, minor children, or a parent age 62 or older who was dependent on the wage earner.

Disability benefits can be paid to disabled persons who are unable to engage in substantial gainful activity due to a medically determinable physical or mental impairment which has lasted or can be expected to last for a continuous period of not less than 12 months, or whose disability will result in death. Certain dependents or disabled wage earners can also collect benefits. A disabled widow or widower can collect benefits beginning at age 50.

This program has no asset limits or income requirements, but there are earnings limitations after which one is not considered retired, dependent, or disabled. In the year 2002, people under 65 can earn \$11,280 and still be considered retired. After

earning that amount, the benefit rate is reduced \$1 for every \$2 of earnings above the limit (\$11,280) for people under 65. People age 70 and older can earn any amount without a reduction in their benefits. Effective April 7, 2000, legislation was passed that eliminated the annual earnings test/limit for persons who attain full retirement age. (Full retirement age is 65-67 depending on your year of birth—refer to the first paragraph in this section entitled "Who is eligible?"). If you attain full retirement age in 2002, you are allowed to earn \$30,000.00 up to the month you attain full retirement age. The benefit is reduced by \$1 for each \$3 of earnings above the \$30,000 limit.

People age 70 and older can earn any amount without a reduction in their benefits. For persons collecting disability benefits, earnings will affect benefits in a different way. For more information about how a return to work could affect benefits, contact the local SSA office.

Q. Where do people apply?

- A. Most business can be conducted by phone by calling Social Security's toll-free number at 1-800-772-1213 from 7:00 a.m. to 7:00 p.m. or by calling your local office (*see below*). Application can be made at the nearest SSA office (*see below*). If SSA denies benefits or issues a decision deemed unsatisfactory, an appeal can be made at the SSA office within 60 days from the time that written notice is received. To obtain information regarding rights or assistance in preparing for an appeal, contact the local Legal Services office (*see ADVOCACY AND INFORMATION*) or a private attorney. Names of private attorneys who handle Social Security matters can be obtained by calling the area Lawyer Referral Service (*see ADVOCACY AND INFORMATION*). Attorneys generally do not become involved in such cases until the Administrative Law Judge Hearing stage, and usually handle the case on a contingency fee basis (charging for their services only if they win). Their fees must be approved by SSA or a court.

Supplemental Security Income (SSI)

SSI is a federal income maintenance program for the aged, blind, and disabled. Unlike Social Security, SSI has limits on the amount of money and resources a recipient can have. Recipients may receive both Social Security and SSI, if eligible for both.

Q. What type of assistance is provided?

- A. Monthly payments are issued to participants from the Social Security Administration (SSA). In 2002 the amount paid is set at a flat monthly rate of \$545 for an individual and \$817 for a couple. If the participant lives in a household which provides in-kind support (e.g., food, lodging), the monthly payment is reduced by one-third.

Q. Who is eligible?

- A. To be eligible, a person must meet the following requirements:
 1. be aged 65 or older, or blind or disabled (having a physical or mental impairment which prevents substantial work and will last at least 12 months);
 2. have resources below \$2,000 for an individual or \$3,000 per couple. (Note: resources do not include the value of a

home, a car, and household goods of reasonable value); and,

3. have income below the flat monthly rate above. [(Note: SSI disregards certain income so a person may still be eligible if income is above this rate. For example, \$20 a month of unearned income (e.g., Social Security, Workers' Compensation) is ignored, and if coupled with earned income, \$65 a month plus 1/2 of the remainder is ignored. For a person with only earned income, \$85 a month plus 1/2 of the remainder is ignored. The remaining income above that level reduces the SSI payment on a dollar-for-dollar basis.)]

Q. Where do people apply?

- A. At the nearest SSA Office. If assistance is denied, an appeal may be requested from SSA. Assistance in preparing for such an appeal can be obtained by contacting the local Legal Services office (see **ADVOCACY AND INFORMATION**) or a private attorney. The same procedures for Social Security denial apply to SSI.

| SSA Office | Address | Phone |
|---------------|--------------------------------|----------------|
| STATEWIDE | | 1-800-772-1213 |
| Ansonia | 307 Main Street | (203) 735-6201 |
| Bridgeport | 3885 Main Street | (203) 365-8452 |
| Bristol | 225 N. Main Street, Room 400 | (860) 584-2716 |
| Danbury | 131 West Street | (203) 748-3569 |
| East Hartford | 580 Burnside Avenue | (860) 290-5420 |
| Hartford | 20 Church Street, Suite 900 | (860) 493-1857 |
| Meriden | One West Main Street | (203) 238-0346 |
| Middletown | 425 Main Street | (860) 347-8562 |
| New Britain | 100 Arch Street | (860) 229-4844 |
| New Haven | 150 Court Street, Room 325 A | (203) 773-5201 |
| New London | 2 Shaw's Cove, Room 203 | (860) 443-8455 |
| Norwich | Thames Plaza, 101 Water Street | (860) 886-7118 |
| South Norwalk | 24 Belden Avenue | (203) 849-1911 |
| Stamford | 2 Landmark Square, Suite 105 | (203) 359-0030 |
| Torrington | 147 Litchfield Street | (860) 489-1633 |
| Waterbury | 95 Scovill Street | (203) 756-7476 |
| Willimantic | 1320 Main Street | (860) 423-6386 |

Other Income Assistance

Earned Income Credit (EIC)

The EIC is a federal tax benefit for low- and moderate-income working people. In 2002, workers raising one child and earning less than \$29,201 (\$30,201, if married filing jointly) may be eligible for a credit of up to \$2,506. Workers raising two or more children and earning less than \$33,178 (\$34,178, if married filing jointly) in 2002, may be eligible for a credit of up to \$4,140. In addition, a smaller EIC of up to \$376 is available to workers between the ages of 25 and 65 who are not raising a child and earned less than \$11,060 (\$12,060, if married filing jointly) in 2002. Eligible workers can be single or married and can qualify for the larger EIC if they are raising great/grandchildren, stepchildren, adopted children, or foster children. Children must have lived with the worker for more than six months.

The EIC is obtained by filing a federal income tax return. Workers raising children in 2002 must file a return using either Form 1040 or 1040A and must fill out and attach a Schedule EIC form (pick one up where federal tax forms are available, call the Internal Revenue Service [IRS] at 1-800-TAX-FORM / 829-3676 to order

a free copy, or download the form at www.irs.gov). Workers with children cannot get the EIC if they file Form 1040EZ or fail to attach Schedule EIC. Married workers must file a joint return to get the EIC. Workers who were not raising children in 2002 can file any tax form, including the 1040EZ; they do not need to file Schedule EIC. The amount of the EIC will reduce or eliminate the income tax the worker owes, and any additional amount is refunded to the worker. Even workers who don't owe income tax can qualify, and receive their entire EIC as a refund from the IRS.

A correct name and Social Security number must be provided for every person listed on the tax return and Schedule EIC. If this information is incorrect or missing, the IRS will delay, and may reduce, the refund by removing any dependent with incorrect information. For legal immigrants to be eligible for the EIC, the workers and qualifying children must each have a Social Security number authorizing them to work in the United States.

Most workers receive their EIC in a lump sum from the IRS after they file a tax return. However, workers raising children can also choose to increase their take-home pay and receive about half of their EIC in advance through their paychecks during the year. To receive the Advance Earned Income Credit, workers must give their employer an IRS Form W-5. (see your employer or call 1-800-TAX-FORM (829-3676)) Workers receiving the Advance EIC also must file a federal tax return and a Schedule EIC at the end of the year.

Under federal law, the amount of money received through the EIC, or Advance EIC, is not counted as income (nor immediately as a resource) and does not affect eligibility or benefit amounts for Food Stamps, Medicaid, SSI or public/subsidized housing. Advance EIC does affect benefits from the State of Connecticut and TFA; lump sum does not, provided it is used within 60 days of receipt.

Workers can get more information about EIC eligibility by reading the instruction booklet of their tax return, by calling the IRS at 1-800-829-1040, or by visiting the website at www.irs.gov. Workers can also visit an IRS office and receive free tax return preparation if they qualify. In addition, workers can call INFOLINE at 211 to find out where they can get free help from the IRS Volunteer Income Tax Assistance Program (VITA) or Tax Counseling for the Elderly (TCE) in preparing a tax return.

State Income Tax

Information about the state income tax may be obtained from the Connecticut Department of Revenue Services' CONNTAX Infoline at (860) 297-5962, or 1-800-382-9463.

Multiservice Agencies

Community Action Agencies

Community Action Agencies address the needs of low-income people by assisting them to obtain skills and knowledge necessary for self-sufficiency and dignity. Agency programs include job training, education, child day care, energy and weatherization, housing, criminal justice, community centers, mental health, food commodities, homeless services, pretrial intervention, retired senior volunteer programs, senior centers and nutrition programs. Community Action Agencies strive for the maximum feasible

participation of the poor in planning, evaluation, implementation and policy-making.

| Town | Agency | Phone |
|-------------|--|--|
| Bridgeport | ABCD (Action for Bridgeport Community Development) * 1070 Park Avenue Energy Assistance Office | (203) 366-8241 (203) 384-6904 |
| Bristol | BCO (Bristol Community Organization) * 100 North Main Street, Suite 127 Bristol Centre Mall Energy Assistance Office | (860) 584-2725 (860) 582-7490 |
| Danbury | CACD (Community Action Committee of Danbury) 66 North Street Energy Assistance Office | (203) 744-4700 (203) 748-5422 |
| Danielson | The ACCESS Agency 173A Mechanic Street Energy Assistance Office (Willimantic) | (860) 774-0418 (860) 450-7429 |
| Derby | TEAM (Training, Education and Manpower) 30 Elizabeth Street Energy Assistance Office | (203) 736-5420 (203) 736-5420 |
| Hartford | Community Renewal Team * 555 Windsor Street Energy Assistance Office | (860) 560-5600 (860) 560-5730 |
| Jewett City | TVCCA (Thames Valley Council for Community Action) One Sylvandale Road, P.O. Box 215 Energy Assistance Office (Norwich) | (860) 889-1365 (860) 889-1365 |
| Meriden | New Opportunities * 191 Pratt Street Energy Assistance Office | (203) 235-0278 (203) 235-0278 |
| Middletown | Community Renewal Team * 51 Green Street Energy Assistance Office | (860) 347-4465 (860) 347-4465 |
| New Britain | HRA-NB (Human Resources Agency of New Britain) * 180 Clinton Street Energy Assistance Office | (860) 225-8601 (860) 223-2288 |
| New Haven | CAANH (Community Action Agency/ New Haven) * 781 Whalley Avenue Energy Assistance Office | (203) 387-7700 (203) 387-7700 |
| New London | TVCAA (Thames Valley Council for Community Action), 83 Huntington Street Energy Assistance Office | (860) 444-0006 (860) 889-1365, x352 |
| Norwalk | NEON (Norwalk Economic Opportunity Now) * 98 South Main Street Energy Assistance Office | (203) 899-2420 (203) 899-2444 |
| Norwich | TVCAA (Thames Valley Council for Community Action) Uncas-on-Thames, 401 West Thames Street, Unit 201 Energy Assistance Office (Norwich) | (860) 889-1365 (860) 889-1365 |
| Stamford | CTE * 34 Woodland Street Energy Assistance Office | (860) 889-1365, x252 (203) 327-3260 (203) 352-4846 |
| Waterbury | New Opportunities for Waterbury (NOW) * 232 North Elm Street Energy Assistance Office | (203) 575-9799 (203) 756-8151 |
| Willimantic | The ACCESS Agency * 1315 Main Street Energy Assistance Office | (860) 450-7400 (860) 450-7429 |

* Spanish-speaking staff available

Connecticut Department of Social Services (DSS)

The mission of DSS is to serve families and individuals who need assistance in maintaining or achieving their full potential for self-

direction, self-reliance, and independent living. DSS provides direct services through a network of regional offices and administers grants to Community Action Agencies, municipalities and other nonprofit organizations. Many DSS programs are explained elsewhere in this booklet. They include:

- **Child Support Enforcement** (see CHILDREN, YOUTH AND FAMILY)
- **Child Care Services** (see CHILDREN, YOUTH AND FAMILY)
- **Family Services** (see CHILDREN, YOUTH AND FAMILY)
- **Services to Persons with Disabilities** (see DISABILITIES)
- **Employment and Training** (see EDUCATION AND TRAINING)
- **Services to the Elderly** (see ELDERS)
- **Food Assistance** (see FOOD AND NUTRITION)
- **Housing Assistance** (see HOUSING)
- **Energy and Weatherization Assistance** (see ENERGY)

DSS administers the following programs:

- Temporary Family Assistance (TFA)
- State-Administered General Assistance (SAGA)
- State Supplement for the Aged, Blind and Disabled (State Supplement)
- Refugee Assistance
- Medicaid
- Food Stamps
- Energy Assistance

(see INCOME ASSISTANCE, FOOD AND NUTRITION, and HEALTH)

DSS Regional Offices are open from 8:30 a.m.- 4:30 p.m., Monday-Friday. Spanish-speaking staff are available at all offices.

| Town | Address | Zip | Phone |
|-------------|------------------------|-------|---------------------|
| Bridgeport | 925 Housatonic Avenue | 06606 | (203) 551-2700 |
| Bristol | 45 North Main Street | 06010 | (860) 314-6500 |
| Danbury | 342 Main Street | 06810 | (203) 207-8900 |
| Hartford | 3580 Main Street | 06120 | (860) 723-1000 |
| | | | TDD: (860) 566-7913 |
| | | | (860) 647-1441 |
| | | | TDD: (860) 647-5821 |
| Manchester | 699 East Middle Tpke. | 06040 | (203) 630-6000 |
| Meriden | 55 West Main Street | 06450 | (860) 704-3100 |
| Middletown | 117 Main Street Ext. | 06457 | (860) 612-3400 |
| New Britain | 270 Lafayette Street | 06053 | (203) 974-8000 |
| New Haven | 194 Bassett Street | 06511 | (203) 855-2700 |
| Norwalk | 7 Concord Street | 06854 | (860) 823-5000 |
| Norwich | 401 West Thames Street | 06360 | TDD: (860) 823-3400 |
| | | | (203) 251-9300 |
| Stamford | 1642 Bedford Street | 06905 | (860) 496-6900 |
| Torrington | 62 Commercial Blvd. | 06790 | (203) 597-4000 |
| Waterbury | 249 Thomaston Avenue | 06702 | TDD: (203) 597-4175 |
| | | | (860) 465-3500 |
| Willimantic | 676 Main Street | 06226 | |

The Consultation Center

The Consultation Center provides a wide range of prevention and consultation programs to enhance individual development and coping ability and to promote organizational effectiveness. The Center is located in New Haven and is a collaborative endeavor of the Community Consultation Board, the Connecticut Mental Health Center, and the Department of Psychiatry, Yale University School of Medicine. Programs offered by the Center include:

Amethyst House - Center for Child and Parent Development, an on-site therapeutic nursery/preschool and parenting component for parents in residential treatment for substance abuse at Amethyst House.

Child & Adolescent Consultation Programs, workshops, consultation, and program evaluation designed to enhance organizational effectiveness offered to schools and communities throughout the state.

Community Support Services Team (of the Riverside Educational Academy), an on-site collaborative of health, mental health, community support, and social services offered to students and their families.

Connecticut Self-Help Network, a statewide clearinghouse which provides information and referral services and technical assistance in starting self-help groups and employee development programs.

Crossroads Parent and Child Program, an on-site therapeutic nursery/preschool for children up to age 5 whose mothers are in residential treatment for substance abuse at Crossroads.

Early Childhood Training and Consultation, provides training and consultation in psychosocial development of young children and in early childhood programming and design.

The Family Education and Support Program, an on-site therapeutic preschool and parent education support group aimed at preventing child abuse and neglect.

Grandparents Raising Grandchildren, an educational and support program for grandparents who are raising their grandchildren.

Landlord/Service Provider Training Program, training series to promote collaboration between landlords and service providers.

The Natural Supports Program, designed to help family caregivers of the frail elderly manage the responsibility of providing care.

Positive Youth Development, a community-based mentoring and leadership development program for middle school age youth who engage in activities with younger children and senior citizens.

Shelter Plus Care Program, rental assistance for homeless individuals and families suffering from mental illness, substance abuse, and/or HIV- and AIDS-related disorders.

Supportive Housing Program, a program that provides specialized housing and supportive services to homeless adults with mental illness and co-occurring substance abuse disorders.

Youth Development, Training and Resource Center, a collaborative endeavor with the City Wide Youth Coalition to bring competency-oriented training and resources to youth service providers and managers.

Address: The Consultation Center, 389 Whitney Avenue, New Haven, CT 06511. **Telephone:** (203) 789-7645. **Website:** theconsultationcenter.org.

International Institute of Connecticut (IIC)

The IIC is a social services agency serving foreign-born and limited-English speaking people. It provides immigration and naturalization counseling, refugee resettlement services, interpreter/translator assistance, English language classes, vocational training and job assistance, and referrals. IIC is recognized by the U.S. Board of Immigration Appeals and, is able to represent aliens before the Immigration and Naturalization Service. Charges for services are based on the person's ability to pay. **Address:** International Institute, 670 Clinton Avenue, Bridgeport, CT 06605. **Telephone,** 24-hour: (203) 336-0141. Satellite offices are located in Hartford, (860) 692-3085, and Stamford, (203) 965-7190. **E-mail:** iiconn@aol.com. **Website:** members.aol.com/iiconn.

Municipal Services

Most municipalities offer some support services to adults and families. Towns often provide help in the form of food, clothing, special funds, employment, counseling, information and referral, and case management. The nature and number of services provided to adults and families vary from town to town. Even when such services are not available through town government, town social service personnel can usually refer individuals to the right private agency for assistance. In addition, many towns have a Youth Service Bureau to help young people (see CHILDREN, YOUTH, AND FAMILY) and an Agent for the Elderly to help senior citizens.

The Salvation Army

At 30 Corps Community and Worship Centers and through 53 Service Extension volunteer units, the Salvation Army's programs are delivered to thousands of men, women and children, without discrimination, throughout Connecticut. The Army's programs and services include, but are not limited to:

- Family & Youth Shelters (Hartford & Waterbury)
- The Right Place School Readiness & Family Resource Center (Hartford, Danbury, Meriden)
- Service Unit Service Center – food and clothing bank (Winsted)
- Grandparents' Support Group (Hartford)
- Young Parents Program (Hartford)
- Adult Drug & Alcohol Rehabilitation Center (Hartford, Bridgeport, Providence, New Haven)
- Girls, Inc. (Hartford)
- AIDS Ministries of Connecticut – food for life pantries (Stamford & Bristol)
- Senior Center (Hartford)
- Camp CONNRI – Youth (Ashford)
- CONNRI Lodge Retreat & Conference Center – Senior Summer Retreat (Ashford)
- Homeless Prevention Programs (Hartford, Danbury)
- After School Programs (Hartford, Manchester, Meriden, Stamford, Willimantic)
- Teens in Jeans (Hartford)
- Adult Day Care (Middletown)
- Men's Lodge (New Britain)

Soup kitchens, feeding and nutrition programs, friendly visitors, food and clothing banks and other services are available throughout the Division.

Contact: Captain Tonie Cameron, Divisional Program Secretary. **Hours:** 8:30 a.m.- 4:30 p.m., Monday - Friday. **Address:** 855 Asylum Avenue, Hartford, CT 06105. **Telephone:** (860) 543-8406, ext. 130. **Fax:** (860) 543-8412. **Website:** salvationarmy-ct-ri.org.

The Salvation Army Corps, Connecticut

| | | |
|----------------------|--|----------------------------------|
| Ansonia | 26 Lester Street Ansonia, CT 06401 | (203) 736-0707 |
| Bridgeport (Citadel) | 30 Elm Street Trumbull, CT 06611 | (203) 334-0995 |
| Bristol | 19 Stearns Street Bristol, CT 06011 | (860) 583-4651 (860) 583-4652 |
| Danbury | 15 Foster Street Danbury, CT 06810 | (203) 792-7505 |
| East Hartford | 1535 Forbes Street East Hartford, CT 06118 | (860) 568-8513 |
| Hartford (Citadel) | 225 Washington Street Hartford, CT 06126 | (860) 543-8413 |
| Hartford (Temple) | 225 Washington Street Hartford, CT 06126 | (860) 543-8413 |
| Hartford (Northend) | 100 Nelson Mandela Way Hartford, CT 06143 | (860) 543-8419 |
| Manchester (Citadel) | 661 Main Street Manchester, CT 06040 | (860) 649-7787 |
| Meriden | 23 St. Casimir Drive Meriden, CT 06450 | (203) 235-6532 |
| Middletown | 515 Main Street Middletown, CT 06457 | (860) 347-7493 |
| New Britain | 78 Franklin Square New Britain, CT 06050 | (860) 225-8491 (860) 223-8402 |
| New Haven (Citadel) | 450 George Street New Haven, CT 06511 | (203) 624-9891 |
| New London | 11 Governor Winthrop Blvd. New London, CT 06320 | (860) 443-6409 |
| Norwalk | 14 Byington Place Norwalk, CT 06850 | (203) 866-2125 |
| Norwich | 262 Main Street Norwich, CT 06360 | (860) 889-2329 (860) 889-2330 |
| Stamford | 432 Fairfield Avenue Stamford, CT 06904 | (203) 359-2320 |
| Torrington | 234 Oak Avenue Torrington, CT 06790 | (860) 482-3569 |
| Waterbury | 74 Central Avenue Waterbury, CT 06720 | (203) 754-7056 |

Salvation Army Thrift Stores

| | | |
|---------------|---|----------------------------------|
| Bridgeport | 1313 Connecticut Ave., 06607 1174 East Main Street, 06608 | (203) 367-8621 (203) 384-6934 |
| Brooklyn | 1174 East Main Street, 06608 Brooklyn Commons Plaza, 06234 | (203) 384-6934 (860) 779-1970 |
| Danbury | 129 Main Street, 06810 | (203) 792-9799 |
| East Hartford | 801 Silver Lane, 06118 | (860) 568-4300 |
| Enfield | 565 Enfield Street, 06082 | (860) 741-3364 |
| Hamden | 1359 Dixwell Avenue, 06514 | (203) 230-2323 |
| Manchester | 285 Broad Street, 06040 | (860) 646-6216 |
| Mansfield | Route 195 Storrs Road, 06250 | (860) 423-3318 |
| New Britain | 165 Arch Street, 06050 | (860) 224-3833 |
| New Haven | 274 Crown Street, 06511 | (203) 776-2448 |
| Newington | 3261 Berlin Turnpike, 06111 | (860) 667-9805 |
| New London | 170 Bank Street, 06320 | (860) 443-1116 |
| Rockville | 166 Union Street, 06066 | (860) 872-1434 |
| Stamford | 896 Washington Blvd., 06901 | (203) 975-7630 |

| | | |
|---------------|-----------------------------|----------------|
| Torrington | 57 Main Street, 06790 | (860) 489-7170 |
| Wallingford | South Colony Road, 06492 | (203) 269-3371 |
| West Hartford | 136 Shield Street, 06110 | (860) 953-6104 |
| Hartford | To arrange for Pickups Only | 1-800-842-7356 |

Transportation

Access to Jobs Initiative

The Jobs Access Program is designed to give welfare recipients and low-income people transportation to work and to improve the public transportation systems in Connecticut. Since the program started in 1997, services have been expanded by adding new routes and adjusting schedules to cover more work shifts and take groups of people to suburban jobs. Services are designed for those transitioning off welfare and others earning low incomes, but can be used by anyone. Fares are reasonable and contributions from employers are welcomed.

In the Hartford area, individuals needing transportation to a job should contact Connecticut Transit at (860) 525-9181 or The Rideshare Company at 1-800-842-2150 for assistance. A job developer, an employer, or a group of employees needing transportation assistance is encouraged to call Mario Marrero at the Capitol Region Council of Governments (CRCOG) at (860) 522-2217 for more information.

Similar programs are operating across the state. For more information on Access to Jobs programs and other transportation projects call: South Central – (203) 867-6364, Southwest – (203) 576-7030, Northwest – 1-888-353-5828, Northeast – (860) 456-1462, Southeast – (860) 439-1207.

Transit Districts

For public transportation information call your local Transit District.
Website: ctrides.com.

| District | City | Phone |
|-------------------------------------|---------------------|----------------|
| Connecticut Transit | Hartford | (860) 525-9181 |
| Connecticut Transit | New Haven | (203) 624-0151 |
| Connecticut Transit | Stamford | (203) 327-7433 |
| Connecticut Transit | New Britain/Bristol | 1-800-828-0511 |
| Connecticut Transit | New Britain | 1-800-229-4878 |
| Connecticut Transit | Meriden | 1-800-704-3113 |
| Estuary Transit District | Old Saybrook | (860) 388-3497 |
| Greater Bridgeport Transit District | Bridgeport | (203) 333-3031 |
| Housatonic Area Regional Transit | Danbury | (203) 748-2034 |
| Middletown Area Transit District | Middletown | (860) 346-0212 |
| Milford Transit District | Milford | (203) 874-4507 |
| Northeastern CT Transit District | Dayville | (860) 774-3902 |
| Connecticut Transit | Wallingford | 1-800-704-3113 |
| Connecticut Transit | Waterbury | (203) 753-2538 |
| Northwestern CT Transit District | Torrington | (860) 489-2535 |
| Norwalk Transit District | Norwalk | (203) 852-0000 |
| Southeast Area Transit District | Norwich | (860) 886-2631 |
| Valley Transit District | Derby | (203) 735-6824 |
| Windham Region Transit District | Willimantic | (860) 456-2223 |

Veterans

Connecticut Department of Veterans' Affairs

The Department of Veterans' Affairs was established to provide an expanded, integrated, and coordinated program of services to

Connecticut veterans and their families. The agency provides comprehensive assistance to veterans, their spouses, or eligible dependents in obtaining rights, benefits and privileges to which they may be entitled under federal, state and local laws. Counsel is provided to veterans concerning the availability of educational training and retraining facilities; health, medical and rehabilitation services; housing facilities and services; and benefits that veterans in nursing homes are receiving or should receive. The agency assists in the establishment, preparation, and presentation of claims to rights, benefits or privileges accrued to veterans.

The Department of Veterans' Affairs maintains a staffed office in each Congressional District:

| District | Address | Phone |
|----------|---|----------------------|
| 1st | 287 West Street, Building 7 Rocky Hill 06067 | (860) 721-5893 |
| 1st | 450 Main Street Hartford 06103 | (860) 240-3427 |
| 2nd | 102 Main Street Norwich 06360 | (860) 887-9162 |
| 3rd | 487B Campbell Avenue West Haven 06516 | (203) 931-0460 |
| 4th | 75 Middle Street (First Floor) Bridgeport 06604 | 1-800-447-0962 /5801 |
| 5th | 55 West Main Street, Suite 140 Waterbury, CT 06704 | (203) 805-6340 |
| 6th | 1 Grove Street, Suite 101 New Britain 06051 | (860) 225-4920 |

For additional information, including the Rocky Hill Home & Hospital, contact the Department of Veterans' Affairs. **Address:** 287 West Street, Rocky Hill, CT 06067. **Telephone:** 1-800-447-0961; (860) 721-5891 (Commissioner); (860) 721-5892 (Deputy Commissioner, Office of Advocacy and Assistance).

U.S. Department of Veterans Affairs (VA)

Benefits available to veterans include educational assistance, home loan guaranties, disability compensation, pension, medical care, life insurance and burial benefits, and dependent benefits. The main programs are summarized briefly below. **Contact:** The U.S. Department of Veterans Affairs Regional Office (VARO). **Address:** 450 Main Street, Hartford, CT 06103. **Telephone:** 1-800-827-1000.

Dependency and Indemnity Compensation is available to spouses, parents, and children of service personnel or veterans who die from a disease or injury incurred on duty or, under certain circumstances, who suffered total service-connected disability before death. VA's death pension may also be paid to surviving spouse and children under 18 (23 if attending school) if family income does not exceed certain limits. Children who become permanently incapable of self-support after age 18 may receive the benefit, as long as the disability remains and they do not marry. An additional allowance is payable to a surviving spouse who is a patient in a nursing home or otherwise determined to be in need of regular aid and attendance, or who is permanently housebound because of a disability.

Dependents' Benefits: Monthly allowance for education will be paid by VA to help educate spouses and children of veterans who are completely disabled from service-connected causes, who die as a result of service, or who die while completely disabled from service-connected causes. These payments are provided for children

between the ages of 18 and 26 (handicapped children may begin special courses as early as age 14).

Disability Compensation: VA pays compensation for veterans disabled by injury or disease incurred in, or aggravated by, active service in the line of duty. Payments are based on the degree of disability and the amount it inhibits a veteran's employability. Additional moneys are payable for dependents if a veteran's service-connected disabilities are evaluated as 30% or more disabling.

Home Loan Guarantees: Veterans, reservists and service personnel may be eligible for GI loans made by private lenders for homes. Such loans are also available to unmarried surviving spouses of service personnel who die on active duty or as a result of service-connected disabilities. Grants are also available for specially adapted homes for veterans with severe service-connected disabilities.

Life Insurance: Various types of lower-cost VA life insurance are available for certain service-disabled veterans.

The Montgomery GI Bill: Active Duty/Selected Reserve – Individuals who first enter active duty after July 1, 1985 may be eligible for up to 36 months of educational assistance with three years of continuous active duty service. Members contribute \$100 a month for the first twelve months of service to receive \$528 per month while attending school full-time. Eligibility expires ten years from date of separation. Eligible members of the selected reserves may also qualify under a separate act for \$251 per month for full-time school attendance.

Nonservice-Connected Pension: A war-time veteran who becomes permanently and totally disabled for reasons not traceable to service may be eligible for VA's nonservice-connected disability pension if family income does not exceed certain limitations.

Post-Vietnam Veterans Educational Assistance: Persons who entered the service after 1976 may be eligible for up to four years of educational assistance under a voluntary, contributory, matching program. For every \$1 contributed while on active duty, the government will contribute \$2. Contributions are limited to a range of \$25 to \$100 monthly and a total maximum of \$2,700. Expiration date is 10 years after separation.

Veterans Affairs Medical Care: VA provides hospital or outpatient care when needed for all service-connected medical conditions. Treatment is available at VA Medical Centers or clinics. Under certain circumstances, VA may pay for outpatient care by a hometown doctor or dentist.

VA hospital care is provided to service-connected veterans and to lower-income veterans. Those veterans with higher incomes will be provided VA health care on a space-available basis and may be charged a co-payment for their care based on their level of income.

Veterans not subject to an eligibility assessment are: a service-connected veteran; a former prisoner-of-war; a veteran who was exposed to herbicides while serving in Vietnam or for a condition that might be related to exposure to ionizing radiation during atmospheric testing; a veteran receiving a VA pension; a veteran of the Mexican Border War period or World War I; or a veteran eligible for Medicaid. The eligibility assessment applies to all other nonservice-connected veterans, regardless of age.

VA Medical Centers are in Newington and West Haven. Under certain circumstances, outpatient treatment, ambulatory care, home

health services, mental health services, prosthetic appliances, dental care, and alcohol and drug dependence treatment are available.

Medical care under CHAMPVA (Civilian Health and Medical Program of the Veterans Administration) is available to a spouse or child of a veteran with a total and permanent service-connected disability. Under certain circumstances, it is also available to a surviving spouse and child in the event of the veteran's death.

Vocational Rehabilitation: Veterans and service members who served in the Armed Forces on or after September 16, 1940, are eligible for vocational rehabilitation if three conditions are met:

1. They suffered a service-connected disability or disabilities in active service which entitles them to at least 20 percent compensation or would do so but for receipt of military retirement pay. Veterans with a 10 percent disability also may be found eligible if they have a serious employment handicap;
2. They were discharged or released under other than dishonorable conditions or are hospitalized awaiting separation for disability;
3. VA determines that they need vocational rehabilitation consistent with their abilities, aptitudes and interests to overcome an employment impairment. Their service-connected disabilities must materially contribute to this handicap.

VA provides evaluation counseling, employment assistance and pays, for four or more years, for the cost of tuition, fees, books, supplies and equipment. Eligible veterans may receive a monthly subsistence allowance.

Connecticut Department of Mental Health and Addiction Services (DMHAS)

DMHAS provides special assistance to veterans who are in need of mental health and substance abuse services. DMHAS coordinators work with veterans in DMHAS-funded programs and with the Connecticut Department of Veterans Affairs to insure that appropriate services are provided to all of Connecticut's veterans. They assist with registration into the state's VA system and with the reviewing of status for eligibility for state VA disability; advocate for veterans' health care issues; and advocate for veterans within DMHAS programs and the state VA. **Telephone:** 1-800-446-7348.

Soldiers', Sailors', and Marines' Fund

The Soldiers', Sailors', and Marines' Fund provides temporary assistance to veterans or their dependents who demonstrate need for food, clothing, medical aid, shelter, assistance in paying utility bills, and temporary financial service. The veteran must have served in the Armed Forces of the United States during a wartime period, have an honorably discharge, and be a legal resident of the State of Connecticut. Wartime service dates are:

| War | Period |
|-----------------|---------------------------------------|
| World War I | April 6, 1917 to November 11, 1918 |
| World War II | December 7, 1941 to December 31, 1946 |
| Korean Conflict | June 27, 1950 to December 31, 1955 |
| Vietnam Era | December 22, 1961 to July 1, 1975 |

Persian Gulf War /
Desert Shield/Storm

August 7, 1990 to June 30, 1994

Call to learn about additional non-wartime combat and combat support service dates. Applications may be filed through the American Legion Service Officer in the town in which the veteran resides, or at five main branch offices in Bridgeport, Hartford, New Haven, Norwich, and Waterbury. **Telephone:** (860) 953-4345. **Website:** state.ct.us/ssmf.

Veterans' Employment Training Service Office (VETS)

The mission of the agency is to help veterans, reservists, and National Guard members in securing employment and the rights and benefits associated with such, through existing programs, the coordination and merger of programs, and the implementation of new programs. Services provided are to be consistent with the changing needs of employers and the eligible veterans' population.

The Veterans' Employment and Training Service (VETS) mission includes:

Enforcement: Resolution of claims by veterans, reservists, and National Guard members under the Uniformed Services Employment and Reemployment Rights Act; and fact-finding assistance to veterans who believe their veteran preference rights have been violated.

Employment and Training Assistance: The provision of services to eligible veterans through grants to states, local governments, and non-profit agencies.

Public Information Activities: The provision to VETS' internal and external customers of information regarding the program services available and results achieved.

Inter-Agency Liaison: The establishment and maintenance of effective service delivery networks involving other agencies, such as the Departments of Defense and Veterans Affairs for transition assistance to individuals leaving the armed forces.

Training: The development and delivery of specific professional skills and program-oriented curricula to service providers' staffs and managers.

Information Collection and Reporting: The compilation, synthesis, and publication of data required by the Congress and Department.

Address: Veterans' Employment and Training Service, U.S. Department of Labor, 200 Folly Brook Blvd., Wethersfield, CT 06109. **Telephone:** (860) 263-6490.

Veterans Tuition Waiver Program - State of Connecticut

Certain veterans may attend public colleges in Connecticut tuition-free under the Veterans Tuition Waiver Program. Waivers generally are limited to credit-bearing courses at all campuses of the University of Connecticut, the Connecticut State University System, and the community technical colleges. Children of certain Connecticut MIA/POW veterans are also eligible. For more information regarding the Veterans Tuition Waiver Program, contact any public college or university, or the Education & Employment Information Center (EEIC). (see EDUCATION AND TRAINING, *Connecticut Department of Higher Education*; also HOUSING, Tax Relief and ENERGY ASSISTANCE)

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