Programs that Help People
in Connecticut

Benefits available
Who is eligible
Where to go for assistance

2012-2014 edition

Produced by Connecticut Light & Power
www.cl-p.com

In Partnership with
CAHS
100 years
Programs that Help People in Connecticut has been connecting Connecticut residents to federal, state, and local agencies for over twenty years. Need information? Need Help? Need Services? LOOK INSIDE!

The Connecticut Association for Human Services (CAHS) updates the program entries and Connecticut Light and Power (CL&P) publishes this booklet. We are grateful to everyone who supplied information for the new edition.

THIS BOOKLET IS A GUIDE, containing brief descriptions of complex programs. Eligibility criteria, services offered, and funding are subject to change. PLEASE CHECK WITH THE ADMINISTERING AGENCY FOR THE MOST UP-TO-DATE INFORMATION.

If you need a particular service but do not see it reflected in any of these pages, you may wish to begin with a call to United Way 2-1-1, described after the table of contents. In addition, every Connecticut town is required to have a Municipal Agent to help senior citizens and most also have a Youth Services Bureau that can link you to groups that could meet the needs of children. You can find these numbers in the blue pages of your phone book.

Many services have income and asset eligibility guidelines. Generally, income is money available to you from an ongoing source. Assets are referred to as other financial resources – a bank account, a home, a car, etc. Don’t assume you are not eligible! Check with the agency that administers the program. If you do not meet the guidelines for service, they should offer you an alternative.

A special note to individuals who have never accessed social services in the past: The on-going recession, with the loss of tens of thousands of jobs and widespread home foreclosures in Connecticut, has necessitated the use of social services by many people who have never had occasion to seek social services before. Navigating the social service system can be confusing and time consuming, even for experienced consumers. For individuals new to this process, it can be difficult to access all of the resources needed for a family at a single agency. To find services to meet a variety of needs, dial 2-1-1, or the Connecticut Association for Human Services or other multi-service agencies listed on page 24 of this book. These agencies can help families access and determine eligibility for multiple programs and public benefits including: SNAP (formerly food stamps), health care, housing, cash assistance and other resources. Accessing benefits may still not be as easy as people would like, but these agencies will do their best to address new and multiple needs.

We would like to hear from you! Please let us know of any services that should be added, deleted or revised. Programs that Help People in Connecticut is updated every two years. Additional copies are available through CL&P or CAHS by written request, and can be downloaded directly from the CAHS website.
# Programs That Help People 2012-2014 Edition

## Table of Contents

### Basic Needs
- Food .................................................................................................................. 1
- Cash Assistance .................................................................................................. 2
- Housing .............................................................................................................. 3
- Energy ................................................................................................................. 5

### Self-Sufficiency ................................................................................................ 6
- Jobs ..................................................................................................................... 6
- Adult Education .................................................................................................. 7
- Money Management ............................................................................................ 8
- Homeownership .................................................................................................. 9

### Health Care ...................................................................................................... 11
- Insurance ............................................................................................................ 11
- Clinics .................................................................................................................. 12
- Children and Youth ............................................................................................. 14
- Mental Health and Addiction .............................................................................. 15
- Statewide HIV/AIDS Programs ........................................................................... 20
- Specialized Health Services ................................................................................. 22

### Families and Children ..................................................................................... 24
- Child Care ............................................................................................................ 24
- Support Services .................................................................................................. 24

### Multi-service Agencies .................................................................................... 27

### Special Populations .......................................................................................... 30
- Elderly .................................................................................................................. 30
- Disabled ................................................................................................................ 31
- Veterans ............................................................................................................... 34
- LGBTQ .................................................................................................................. 35
- Foreign Born ........................................................................................................ 35

### Know Your Rights ............................................................................................. 35
- Workers’ Rights .................................................................................................. 35
- Denial of Benefits or Services .............................................................................. 36
- Legal Advice and Representation ......................................................................... 37

### Index .................................................................................................................. 41
United Way 2-1-1

2-1-1 is Connecticut’s statewide information, referral, and crisis intervention service. 2-1-1 specialists 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, alcohol and drug treatment, elder services, maternal and child health, problem gambling, and many more helpful services and programs. Calls are free and confidential. 2-1-1 may be accessed 24 hours a day. TTY (for people who are hearing or speech impaired) and multi-lingual operators are available. The 2-1-1 database of statewide health and human services is available on-line at www.211ct.org/referweb. Some phones may not connect to 2-1-1. In such cases, use the Toll-Free number: (800) 203-1234.

PLEASE NOTE:
An asterisk (*) near any entry signifies that a Spanish-speaking staff member is available.
Basic Needs

Food

Supplemental Nutrition Assistance Program (SNAP, formerly the Food Stamp program)

The State Department of Social Services (DSS) administers the United States Department of Agriculture’s Supplemental Nutrition Assistance Program (SNAP) and a State-funded SNAP 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. Eligibility for most households depends on the income of the household. The amount of SNAP for an eligible household depends on the number of people in it, and on how much monthly income is left after certain expenses are subtracted. People can apply for SNAP at the DSS office located nearest the town where they live. People who cannot get to an office can apply for SNAP by mail, or authorize a responsible adult to represent them. People who receive SSI can also apply for Food Stamps at the Social Security office located nearest their home. For more information about SNAP call 2-1-1 Infoline or DSS Toll-free: (800) 842-1508. A complete list of local DSS offices can be found in the Multi-service Agencies section of this book.

End Hunger Connecticut! (EHC!) is a statewide anti-hunger and food security organization. By focusing on advocacy, outreach, education and research, EHC! serves as a comprehensive anti-hunger resource for community organizations, legislators, and low-income families. The work of EHC! is vital to the visibility and coordination of various federal food assistance programs that are meant to lower the prevalence of food insecurity and hunger. The goal of EHC! is to improve the levels of food security and nutrition among Connecticut families while creating and supporting policies that move families toward self-sufficiency.

EHC! provides state-wide SNAP (formerly Food Stamps) outreach through application assistance, prescreening for SNAP benefits, and conducting workshops and presentations with clients or staff. EHC! maintains an online SNAP Benefit Calculator (www.ctfoodstamps.org) that determines potential eligibility and offers application information. Spanish speaking assistance is available.

Additionally, End Hunger Connecticut!, Governor Dannel P. Malloy and a national anti-hunger organization, Share our Strength, are partnering in a strategic plan to end childhood hunger in Connecticut through the Connecticut No Kid Hungry Campaign. The goals of the Campaign are to improve access to public and private programs that provide food to families and their children who need and are not receiving it; strengthen community infrastructure and systems for getting healthy food to children; and improve families’ knowledge about available programs, healthy food choices and how to get the most from limited resources. Working together and with key partners, the Campaign is currently focusing its efforts on increasing participation in the federal School Breakfast, Summer Food, and At-Risk After School Meals Programs. Please contact EHC! to learn how you can be involved in the CT No Kid Hungry Campaign. Address: 65 Hungerford Street, Hartford, CT 06106 Phone: (860) 560-2100 Websites: www.endhungerct.org

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

WIC is a federally-funded program that serves to safeguard the health of low-income women, infants, and children up to age 5 who are at nutritional risk by providing nutritional assessment and education, referrals to health care, and nutritious foods to supplement diets. Information on breastfeeding and healthy eating are provided as well as Farmers’ Market coupons for designated months. Eligibility is based on income, residency, certification of nutritional risk, and a physical presence requirement, which means having a WIC employee see your child. Pregnant women, breastfeeding women (up to infant’s 1st birthday), non-breastfeeding postpartum women (up to 6 months after the birth of an infant or after pregnancy ends), infants (up to 1st birthday), and children up to their 5th birthday are eligible to receive WIC benefits. Please call any of the WIC offices listed below or contact the State WIC Office, Department of Public Health for more information. Address: 410 Capitol Avenue, MS#11 WIC, Hartford, CT 06134 Toll-free: (800) 741-2142 Phone: (860) 509-8000

Access Agency/Willimantic...................................................(860) 450-7405
Day Kimball Hospital/Putnam..............................................(860) 928-3660
Bridgeport.................................................................(203) 576-8073
Bristol.......................................................................(860) 585-3280
Danbury......................................................................(203) 797-4629
East Hartford...............................................................(860) 528-1458
Hartford:
Coventry Street.......................................................(860) 757-4780
Park Street...............................................................(860) 722-8030
Seymour.................................................................(203) 888-1271
New Britain...............................................................(860) 225-8695
New Haven:
Fair Haven........................................................................(203) 773-5007
Hill Health Center ......................................................(203) 503-3080
Hospital St. Raphael.......................................................(203) 789-3563
Yale-New Haven Hospital...............................................(203) 688-5150
TVCCA New London....................................................(860) 425-6620
Norwalk.................................................................(203) 854-7885
TVCCA Norwich..........................................................(860) 425-6562
Cooperative Extension Food Services

The Cooperative Extension System, through the University of Connecticut, offers group and individual nutrition education, including individual dietary analysis, nutritious meal planning and preparation, and safe food storage and handling. Contact a local Cooperative Extension Center or affiliate for assistance.

Brooklyn
139 Wolf Den Road .............................................. (860) 774-9600*

North Haven
305 Skiff Street ............................................ (203) 407-3161 / (203) 407-3169*

West Hartford
UCONN West Hartford Campus
.................................................................(860) 570-9010 / (860) 570-9061*

Norwich
562 New London Turnpike ........................................ (860) 887-1608

Bethel
67 Stony Hill Rd .................................................................(203) 207-8440

Food and Fuel Banks

There are many food pantries and fuel banks available throughout the state to help individuals and families in need. To learn more about food pantries and soup kitchens throughout the state, contact dial 2-1-1.

Cash Assistance

Temporary Family Assistance (TFA)

TFA 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. TFA is limited to 21 months, requiring adults to look for and find work; however, some families may be exempt from the time limit. The amount of assistance is determined by the number of people in the household, the amount of their income, and the particular town of residence. Applications are accepted at all Department of Social Services offices listed in the Multi-service Agency of this book. Phone: (860) 424-5540.

An asterisk (*) near any entry signifies that a Spanish-speaking staff member is available.

State-Administered General Assistance (SAGA)

The SAGA program, administered by the State Department of Social Services (DSS), provides cash assistance to adults without children who are unable to work for medical reasons. The program also helps families who do not meet the rules for other department programs. Employable individuals are not eligible for SAGA cash assistance but may qualify for medical assistance. Food vouchers can be issued on an emergency basis. SAGA applicants and recipients must pursue other available benefits or resources that may meet their financial or medical needs, and agree to a lien on their home if they own one. Call any of the DSS offices listed under Multi-service Agencies in this book or Toll-free: 2-1-1 Infoline or DSS (800) 842-1508.

Social Security – Old Age, Survivors and Disability Insurance (OASDI)

Social Security, also called OASDI, is a federal program for the retired and disabled, as well as for survivors of a deceased wage earner. People who have worked enough quarters and have paid into the program are eligible; there are no income or asset requirements. People who are at least 62 and retired, the disabled at any age, or qualified dependents or survivors of the insured are eligible for benefits. Survivors’ benefits are paid to a spouse with children who are minors, 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 people who are unable to engage in substantial gainful activity or whose disability will result in death. Address: Social Security Administration, 960 Main Street, 2nd Floor, Hartford, CT 06103. National Toll-free: (800) 772-1213 Phone: (860) 493-1857* Website: www.socialsecurity.gov

Ansonia
307 Main Street .................................................................(860) 331-7096

Bridgeport
3885 Main Street .................................................................(860) 331-6399

Bristol
225 North Main Street, Room 400 ........................................ (860) 314-2304

Danbury
131 West Street .................................................................(203) 748-3569

East Hartford
478 Burnside Avenue ...................................................... (860) 706-6759

Hartford
960 Main Street 2nd Floor .................................................. (860) 493-1857

Meriden
One West Main Street ....................................................... (877) 409-8429

Middletown
425 Main Street .................................................................(860) 347-8562
Supplemental Security Income (SSI)
SSIDes 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. Flat monthly payments are issued to participants. If the participant lives in a household which provides in-kind support e.g. food and/or lodging, the monthly payment is reduced by one-third. Eligibility is based on age, blindness, disability, income, and assets. Contact a Social Security Office listed above.

State Supplement for the Aged, Blind, and Disabled (State Supplement)
The State Supplement program is a state income maintenance program administered by the Department of Social Services to supplement assistance under the federal Supplemental Security Income (SSI) program. However, actual receipt of federal 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. The benefit is based on a standard calculation of total need compared to the applicant’s income. Applicants must be age 65 and older, or at least 18 years old if disabled. People receiving State Supplement also receive Medicaid to cover medical expenses. In addition, many recipients may also be eligible for SNAP and energy assistance. Toll-free: 2-1-1 Infoline or DSS (800) 842-1508.

Housing

Emergency Shelter Services
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 which are available without regard to income may be restricted to particular ages, sex, population groups, or referring agency. The Department of Social Services (DSS) funds emergency shelters that support individuals and families who have become homeless due to a variety of causes such as fire, eviction, unemployment, and/or natural disaster. Emergency Shelter Services may include initial food and shelter, housing assistance, counseling, information and referral, crisis intervention, and assistance with hygiene. Transitional Living Programs help facilitate the movement of homeless people into decent housing and stable living environments. Local emergency shelters (DSS funded and non-DSS funded shelters) are listed below or contact DSS for general information. 2-1-1 Infoline or Phone: (860) 424-5875

Bridgeport
Alpha Community Services (YMCA Families in Transition)
387 Clinton Avenue ............................................ (203) 366-2809
Alpha Community Services (YMCA Families in Transition)
309 Brook Street ................................................. (203) 366-2809
Bridgeport Rescue Mission,
1088 Fairfield Avenue ........................................... (203) 333-4087
Prospect House, 392 Prospect Street .......................... (203) 576-9041

Bristol
St. Vincent DePaul Homeless Shelter,
19 Jacobs Street .................................................. (860) 589-0702

Danbury
Harmony House Shelter, 5 Harmony Street .................... (203) 792-8609
City of Danbury Shelter, 41 New Street ....................... (203) 796-1661

Danielson
Access Emergency Shelter, 51 Reynolds Street ..(860) 774-4977

East Hartford
East Hartford Shelter, 385 Main Street ......................... (860) 568-0323

Fairfield
Operation Hope, 50 Nichols Street ............................. (203) 254-2935

Hartford
Immaculate Conception, 560 Park Street .......... (860) 724-4823
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
St. Elizabeth House, 118 Main Street ....................... (860) 560-4100
Stewart McKinney Shelter, 34 Huyshep Avenue (860) 722-6922*

Manchester
Samartitan Shelter, 466 Main Street (860) 647-8003

Meriden
Shelter Now, 43 Saint Casimir Drive (203) 237-4020

Middletown
American Red Cross, 117 Daddario Road (860) 347-8686
The Eddy Shelter, 1 LaBella Circle (860) 343-5520

Milford
Beth El Shelter, 90 New Haven Avenue (203) 876-0747

Mystic/Groton
Mystic Area Shelter, 119 High Street (860) 441-6760

New Britain
Friendship Center, 241-249 Arch Street (860) 225-0211
Salvation Army 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 Hillside Family Shelter, 168 Davenport Avenue and New Haven Family Shelter, 124 Sylvan Avenue (203) 777-7173
Columbus House, 586 Ella Grasso Blvd (203) 773-9673*
Emergency Shelter Management Services, 645 Grand Avenue (203) 777-2522
Life Haven, 447 Ferry Street (203) 776-6208*
Women in Crisis, 559 Howard Avenue (203) 624-5798*

New London
Covenant Shelter, 42 Jay Street (860) 443-0537*
Sound Community Services, 38 Green Street (860) 442-4289

Norwalk
Norwalk Emergency Shelter, 4 Merritt Street (203) 866-1057*

Norwich
TVCCA Homeless Shelter, 401 W. Thames Street - Unit 201 (860) 889-1365

Shelton
Spooner House, 30 Todd Road (203) 225-0453

Stamford
Shelter for the Homeless, 597 South Pacific Street (203) 348-2792*
St. Luke's Life Works Family Shelters, 141 Franklin Street (203) 388-0152*
St. Luke’s Life Works Women’s Shelter, 8 Woodland Place (203) 388-0152*

Torrington
FISH Shelter, 332 South Main Street (860) 482-7300

Vernon
Tri-Town Emergency Shelter, 93 East Main Street (860) 875-9702

Wallingford
Wallingford Emergency Shelter (seasonal, closed in spring and summer) 123 Quinnipiack Street (203) 294-0102

Waterbury
St. Vincent DePaul Shelter, 114 Benedict Street (203) 573-9018*
Salvation Army Family Emergency Shelter, 74 Central Avenue (203) 756-1718*

Westport
Interfaith Housing of Westport/Weston, 45 Jessup Road (203) 226-1191*
Bacharach Community Center, 3 Wassell Lane (203) 222-9260

Willimantic
Holy Family House and Shelter, 88 Jackson Street (860) 423-7719*

Winsted
YMCA Winsted/Winchester Emergency Shelter, 480 Main Street (860) 379-0708

New Haven Home Recovery (NHHR)
NHHR provides emergency shelter, supportive housing, stabilization and furniture services for women and children confronting homelessness, HIV/AIDS, and/or behavioral health issues. Address: 153 East Street, Suite 200, New Haven Phone: (203) 492-4866* Website: www.nhhr.org

Additional Connecticut Department of Social Services Programs (DSS)

Eviction Prevention Program (EPP)
This program assists low- and moderate-income residents at risk of becoming homeless or losing their homes due to inability to pay their rent or mortgage. For more information about EPP: Toll-Free 2-1-1 Infoline

Section 8 Housing Choice Voucher Program
This federally funded program assists 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 and the rent charged by the landlord.

An asterisk (*) near any entry signifies that a Spanish-speaking staff member is available.
Security Deposit Assistance
This program helps two groups of income-eligible persons afford to move into rental housing. The first includes persons who hold a Section 8 voucher or state rent subsidy (RAP) certificate newly issued while the applicant was on a housing authority waiting list. The second includes homeless individuals and families. 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. For referral, Toll-Free 2-1-1 Infoline.

State Rental Assistance Program (RAP)
This program provides rent subsidies for low-income households. For families, RAP pays the difference between the gross rent and 40% of adjusted gross monthly income. For the elderly and disabled, RAP pays the difference between the gross rent and 30% of the adjusted gross monthly income.

Housing Education Resource Center (HERC)
HERC provides housing counseling, information, education and resources to tenants, landlords, homeowners, agencies, and others. In addition to providing individual counseling regarding specific housing questions and problems, HERC’s Landlord/Tenant Information and Counseling program offers workshops, resources, and in-service training on specific housing and landlord/tenant topics. In partnership with Connecticut Department of Social Services (DSS), HERC operates a housing mobility program that assists DSS rental subsidy recipients with their housing needs. Services include: Tenant Education Classes; Community Familiarization; Housing Search Assistance; Literature and Referrals; and Lease and Landlord/Tenant Negotiation Assistance. HERC also provides Housing Coordinator services for the Connecticut DSS Money Follows the Person Program. Through this program, HERC locates housing and provides other services to help those living in nursing homes relocate to community-based housing. Housing Counseling Line (Tuesday and Friday, 9 a.m.–5 p.m.): (860) 296-4372. Phone: (860) 296-4242 (General Mailbox x100), (Tenant/Landlord x101, Mobility Services x102) Website: www.herc-inc.org Mailing Address: HERC, 901 Wethersfield Ave. Hartford, CT 06114

U.S. Department of Housing and Urban Development (HUD)
HUD’s mission is to increase homeownership, support community development, and increase access to affordable housing free from discrimination. Programs include: Rental Assistance through Housing Choice Vouchers; Low-Income Public Housing; and Elderly and Disabled Housing. Information is available from the Department of Economic and Community Development (DECD), (860) 270-8000; the Department of Social Services (DSS), (860) 424-5031; the Connecticut Housing Finance Authority (CHFA), (860) 721-9501; or the public housing authority or housing department in each town or city. Address: 1 Corporate Center, 20 Church Street, 10th Floor, Hartford, CT 06103. Phone: (860) 240-4800* TTY: (860) 240-4665 Website: www.hud.gov

Energy

Home Energy Solutions
CL&P and Yankee Gas partner with Energize Connecticut to deliver the Home Energy Solutions-IE (HES-IE) program to help income-eligible residents reduce their home’s energy bill. HES-IE is a free service that provides weatherization services, insulation and energy-efficient appliances that assist residents in improving their home’s energy efficiency. Qualified customers will receive an in-home visit from an energy efficiency specialist who will conduct an energy assessment. To find out if you qualify, call 1.877.WISE.USE (877.947.3873)

Matching Payment Program
CL&P and Yankee Gas’ Matching Payment Program provide year-round electric service and possible forgiveness of back balances to low-income electric and gas heating customers who have past-due balances. To be part of the Matching Payment Program eligible electric heating and electric customers must apply for energy assistance by calling 2-1-1 or contacting a local community action agency. Enroll in the CL&P or Yankee Gas Matching Payment Program and have energy assistance funds applied to your CL&P or Yankee Gas account. Customers who make and keep their payment arrangement under the Matching Payment Program will see an additional reduction in their past-due amount for every dollar paid to CL&P or Yankee Gas. For more information, contact CL&P at 1-800-286-2000 or 1-800-438-2278. Website: www.cl-p.com or www.yankeegas.com.

NUSTART
NUSTART is CL&P’s program designed to give a fresh start to low-income customers whose income is below 60 percent of the federal income guidelines and have a past-due balance of $100 or more on a CL&P bill. Through NUSTART, customers can reduce or eliminate their past-due balance if they pay an agreed-upon budgeted amount on time each month. For eligibility requirements and more information contact CL&P. Toll-Free: (800) 286-2828 Website: www.cl-p.com
Winter Protection Plan

CL&P or Yankee Gas Winter Protection plans (WPP) protect customers from service shutoff during the winter months, if a customer’s household income is at or below 60 percent of the state median income, or they receive public income assistance. The WPP runs from November 1 through May 1. Customers will still receive their monthly bill. It is very important that the customer pays what they can on their bill each month. To apply for CL&P’s WPP, call (800) 286-2828. Yankee Gas customers should call (800) 438-2278.

Connecticut Energy Assistance Program (CEAP)

This federally-funded Connecticut Energy Assistance Program (CEAP) is designed to help low-income households (individuals and families) pay their winter heating bills. Applications for CEAP are handled by the local Community Action Agencies. Phone: 2-1-1 Infoline. Website: www.ct.gov/staywarm.

Operation Fuel

Operation Fuel partners with communities, businesses, government and individuals to ensure people in need have access to year-round energy assistance. Operation Fuel uses a network of over 100 fuel banks that are in direct contact with local households in need. These include town social services agencies, community action agencies, nonprofit organizations, and religious organizations. These agencies voluntarily take applications for the program. In addition to providing our clients with crisis funding, the network of fuel banks also provides referral for both long-term and immediate solutions. Services may include budget counseling, consumer credit counseling, help with a job search, and referrals to food pantries, day care centers, legal aid counseling, housing assistance, and treatment services. For more information on applying for assistance dial 2-1-1. Spanish speaking staff is available.

You can also reach United Way 2-1-1 by dialing (800) 203-1234.

Self Sufficiency

Jobs

CTWorks

CTWorks Career Centers, also known as One Stops, offer free employment services for those interested in finding a job, upgrading job skills, or starting a new career. With offices statewide, the CTWorks system can unite job seekers with potential employers through access to a wide variety of no-cost job and career information and services. For individuals seeking job assistance, the CTWorks Career Centers offer electronic job listings through CT JobCentral, job search support, education and skills training, specialized workshops, career counseling, and veterans’ employment programs. Workshops include interview tips and résumé/cover letter preparation while services include the use of phones, fax, copiers, and computers to find the right job. CTWorks employment services are available at CTWorks Career Centers listed below. TTY/TDD numbers also available. Website: www.ct.gov/dol

Bridgeport
2 Lafayette Square .............................................(203) 455-2700
GPS Users: 350 Fairfield Avenue

Danbury
4 Liberty Street ..................................................(203) 437-3380

Danielson
95 Westcott Road ...................................................(860) 412-7000

Enfield
786 Enfield Street ...................................................(860) 745-8097

Hamden
37 Marne Street ....................................................(203) 859-3200

Hartford
3580 Main Street ...................................................(860) 256-3700

Meriden
85 West Main Street .............................................(203) 238-6148

New Britain
260 Lafayette Street .............................................(860) 827-6200

New London
Shaw’s Cove Six ....................................................(860) 496-3300

Norwich
113 Salem Turnpike, North Building, Suite 200...(860) 859-5777

Torrington
685 Main Street, Kmart Plaza ..................................(860) 496-3300

Waterbury
249 Thomaston Avenue ...........................................(203) 437-3380
Many CTWorks offices have Spanish speaking staff available, along with the use of Language Line.

Dress for Success

Dress for Success promotes economic independence of disadvantaged women by providing professional attire, a network of support, and the career development tools to help women thrive in work and in life. Clients are referred by nonprofit, state and government agencies. All programs are free. Hartford: (860) 525-5015
Mid-Fairfield County: (203) 333-6505
Website: www.dressforsuccess.org

Transportation to Work (TTW)

TTW provides transportation to work for individuals transitioning off public assistance and for others earning low incomes. A job developer, an employer, or a group of five or more employees needing transportation assistance can contact the local TTW contractor for specific services provided:

Northwest Regional Workforce Investment
Board Waterbury (203) 574-6971 x448
Toll-free (888) 353-5828

Capitol Region Council of Governments Hartford (860) 522-2217 x233

Regional Growth Connection
New Haven (203) 624-1493 x245*

The Workplace Bridgeport (203) 610-8544

Eastern CT Workforce Investment
Board Franklin (860) 859-4100 x22

Adult Education

Learn to Read

Literacy programs exist in every region of the state. Contact United Way 2-1-1 or the local program listed below:

Bridgeport
Literacy Volunteers, 475 Clinton Ave (800) 368-5526*
Mercy Learning Center, 637 Park Avenue (203) 334-6699*

Danbury
LVA School, 248 Main Street (203) 792-8260*

East Hartford
Literacy Volunteers, 656 Burnside Avenue (860) 528-7422*

Hartford
Catholic Charities, 45 Wadsworth Street (860) 524-6853*
Literacy Volunteers, 30 Arbor Street (860) 233-3853*
Village for Children and Families, 1680 Albany Avenue (860) 236-4511*
YMCA of Greater Hartford, 241 Trumbull Street (860) 522-9622 x2315

Milford
Literacy Center, 16 Dixon Street (203) 878-4800*

New Britain
Literacy Volunteers, 20 High Street, 3rd Floor (860) 229-7323
New Haven (203) 865-3867
New Haven Reads, 45 Bristol Street (203) 752-1923*

New London
Literacy Volunteers, 106 Truman Street (860) 443-4800

Norwich
LVA School, 248 Main Street (203) 792-8260*

Stamford
Literacy Volunteers, 141 Franklin Street (203) 324-5214*

Winsted
North West YMCA, 480 Main Street (860) 379-0708*

An asterisk (*) near any entry signifies that a Spanish-speaking staff member is available.
**Education & Employment Information Center (EEIC)**

The Office of Financial & Academic Affairs for Higher Education operates the EEIC, which has information on education offerings at all levels: high school; colleges 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 EEIC also offers information on tuition waivers for veterans and senior citizens, an eight-week summer and weekend Alternate Route to Teacher Certification program, and national and community service. **Address:** EEIC, 61 Woodland Street, Hartford, CT 06105 **Email:** edinfo@ctdhe.org **Toll-free:** (800) 842-0229 or (860) 947-1810 **Website:** www.ctohe.org.

**CONNTAC-EOC**

CT Talent Assistance Cooperative Educational Opportunity Center (CONNTAC-EOC) CONNTAC, Inc. provides no-cost assistance to Connecticut residents seeking to enter or re-enter post-secondary education. Services include academic and financial aid counseling, college referral services, career planning, and financial literacy information. Counselors are available for presentations to groups as well as for individual assistance. Income-qualified participants receive admission application fee waivers, which are accepted by most U.S. colleges and universities. Expertise with defaulted student loans is also available. **Phone:** (203) 634-7669 **Website:** www.conntacinc.org*

Bridgeport..........................(203) 332-5041
Farmington..........................(860) 255-3535
Hartford............................(860) 906-5073
Manchester.........................(860) 512-3556
Meriden/ Middletown............(860) 343-5800 x6999
New Haven...........................(203) 285-2216
Norwalk............................(203) 857-7109
Norwich..............................(860) 383-5295
Waterbury...........................(203) 574-1140
Willimantic..........................(860) 412-7263

**Graduate! CT**

The Graduate! CT program offers one-on-one advising, counseling, and advocacy to adults who want to return to college. Advisors can help to identify programs specifically for adult learners, help with the financial aid process, and maintain connections with clients until graduation. **Phone:** (860) 702-3800 **Website:** www.graduatect.org or text ‘GRADCT’ to 25827

**Opportunities Industrialization Centers (OIC)**

OIC programs provide education, free training, job placement assistance, and support services to the unemployed, under-employed, unskilled, and youth.

Danbury..............................(203) 797-4629
East Hartford......................(860) 528-1458
Hartford:
  Coventry Street..................(860) 757-4780
  Park Street.......................(860) 722-8030
Seymour.............................(203) 888-1271
New Britain........................(860) 224-7151
New Haven:
  Fair Haven........................(203) 773-5007
  Hill Health Center..............(203) 503-3080
  Hospital St. Raphael............(203) 789-3563
  Yale-New Haven Hospital.......(203) 688-5150
TVCCA New London..............(860) 444-0006
Norwalk............................(203) 854-7885
TVCCA Norwich...................(860) 889-1365
Meriden.............................(203) 630-4245
Middletown.........................(860) 358-4070
Rockville Hospital................(860) 975-0602
Stamford...........................(203) 977-4385
Torrington........................(860) 489-1138
Waterbury..........................(203) 574-6785

**Money Management**

**Consumer Credit Counseling Service (CCCS)**

CCCS, a division of Money Management International, is a HUD-approved counseling agency. CCCS provides free, confidential, in-person telephone and web-based financial counseling, money management and budgeting skills, CCCS also provides budget and debt counseling, debt management, foreclosure prevention, reverse mortgage counseling, bankruptcy counseling, bankruptcy education, and financial workshops. The Center for Financial Education offers educational seminars on financial management, credit issues, home buying, and bankruptcy discharge. CCCS has local offices in East Hartford and Milford. **Toll-free:** 1(800) 337-9166* **Website:** www.moneymanagement.org.

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**Programs that Help People in Connecticut**

is available on-line at cahs.org/publications.
Connecticut Money School

Connecticut Money School (CMS) is a project of the Connecticut Association for Human Services (CAHS) and five nonprofit partners. CMS provides free financial education for adults and seniors. CMS believes that everyone should have the opportunity to become financially stable and successful. Free financial education classes are offered on a variety of topics in greater Bridgeport, New Haven, and Hartford. Classes range from basic issues, like budgeting, to more complex concepts, like savings and investing. To find a class or register visit our website. Phone: (860) 951-2212 Ext.230 Website: www.ctmoney.org

Internal Revenue Service (IRS)

The IRS educates families about tax issues like the Earned Income Tax Credit (EITC), child tax credit and Individual Tax Identification Number (ITIN) certification for those who do not have a social security number. Working with local partners, tax returns are prepared at no charge through Volunteer Income Tax Assistance (VITA) and Tax Counseling for the Elderly (TCE) programs. VITA and TCE programs train volunteers to prepare simple tax returns, and in most cases, file the return electronically for the tax filer. Address: 135 High Street, Hartford, CT 06103 Phone: (860) 756-4505 Website: www.irs.gov*

Homeownership

Housing Education Resource Center (HERC)

HERC offers first time homeownership classes as well as individual confidential counseling sessions on budget and credit, income-to-debt ratio evaluations, advantages and responsibilities of homeownership, special home buying financing programs, preparing for a loan application interview, and a detailed review of the complete home buying process. Foreclosure Prevention Clinics address the needs of those who are delinquent in their mortgage payments and need help to prevent their mortgage from going into default. Services include extensive financial and budget analysis to evaluate current and future ability to reconcile mortgage debt; an exploration of various loss mitigation strategies; determination of eligibility for special assistance programs; and working with lenders to facilitate resolution. Counselors can also help do the following: Review mortgage and financial documents; Analyze the homeowners financial situation, including credit status; Work with owners to develop a family budget; Determine an affordable monthly mortgage payment; Determine eligibility for any financial relief programs available; Explain various funding programs, their criteria and application procedures; Review loss mitigation strategies that may be available; Negotiate with lenders to develop a resolution, if possible. Housing Counseling Line (Tuesday and Friday, 9 a.m.–5 p.m.): (860) 296-4372. Phone: (860) 296-4242 (Homebuying x101, Foreclosure Prevention x106) Website: www.herc-inc.org

Homeownership

These programs assist local residents in overcoming obstacles that prevent homeownership. Services offered at each site vary and can include pre-purchase homebuyer education; down payment assistance; closing cost assistance; low-interest mortgages; referrals for rental housing and landlord-tenant issues; counseling regarding mortgage delinquencies; loans for property rehabilitation; savings programs; and help in choosing loan sources and obtaining loan approvals.

Bridgeport

Mission of Peace ................................................. (203) 366-4180*
Bridgeport Neighborhood Trust ........................................ (203) 332-7977

Danbury

Community Action Committee of Danbury, Inc. .....................(203) 744-4200 x110*

East Hartford

Financial Counselor’s of America – Connecticut Branch .................. (860) 986-7470*
Money Management International .......................................... (866) 232-9080*

Hartford

Christian Activities Council .............................................. (860) 527-9860*
Co-Opportunity, Inc .................................................(860) 236-3617 x103*
Community Renewal Team, Inc ........................................ (860) 560-5600*
Hartford Areas Rally Together ........................................... (860) 525-3449 x102*
Housing Education Resource Center ......................... (860) 296-4242 x101*
Mutual Housing Association ............................................... (860) 296-1797 x14
Urban League of Greater Hartford ............................. (860) 527-0147 x283

Milford

Money Management International .......................................... (866) 232-9080*

New Britain

Neighborhood Housing Services ........................................ (860) 224-2433*

New Haven

Greater New Haven Community Loan Fund ............ (203) 624-2406
Neighborhood Assistance Corporation of America(203) 562-6220*
Neighborhood Housing Services of New Haven ..(203) 562-0598

Norwich

Catholic Charities ................................................... (860) 889-8346 x271*

Rocky Hill

Connecticut Housing Finance Authority ............ (860) 721-4396*

Stamford

Housing Development Fund, Inc ....................... (203) 969-1830*
Urban League ..........................................................(203) 327-5810 x108*
Habitat for Humanity

Habitat for Humanity offers interest-free loans to qualifying families who wish to purchase a home. A 1-3% down payment, 100-400 hours of sweat equity and homebuyer education workshops are required to obtain the loan. Interested persons should contact their local area affiliate.

CT Housing Investment Fund (CHIF)

CHIF offers loan products to first-time homebuyers wishing to purchase a home anywhere in Connecticut. Energy conservation loans to qualified owners of single-family homes and multi-family apartment buildings help pay for the purchase and installation of heating systems, vinyl siding, roofing, windows, attic and wall insulation, and alternative energy devices, and implementation of various cost-saving energy conservation measures. Home Improvement Loans are available to qualified owner-occupants of one- to four-unit properties. While CHIF does not directly lend to borrowers, a step-by-step tutorial is available on-line that explains how to get in touch with participating lenders who pre-qualify applicants by reviewing credit history and verifying income and employment. In addition, the website is host to a vast array of resources on housing – including rental housing – and homeownership preparation and tools. Website: www.chif.org

An asterisk (*) near any entry signifies that a Spanish-speaking staff member is available.
Health Care

Insurance

Health Care for Uninsured Kids and Youth (HUSKY)

HUSKY is Connecticut’s health insurance program for eligible children, parents, elders and adults with disabilities, low-income adults, pregnant women; available to residents of Connecticut who are U.S. citizens or qualified non-citizens. HUSKY provides a comprehensive benefits package including regular medical check-ups and well-child care; prescriptions; mental health and substance abuse services; dental checkups and dental care; immunizations; counseling; vision care; durable medical equipment; and hospital care. All children enrolled in HUSKY are entitled to Early and Periodic Screening, Diagnosis, and Treatment (EPSDT), which is a formal vision, hearing, and developmental screening. All treatment for medically necessary services identified during the course of an EPSDT screening are covered. HUSKY health care is either free or low-cost, depending on family size and income. The program has two parts, HUSKY A and HUSKY B. HUSKY A is free and covers low-income children and their parents or a caretaker relative. HUSKY B is for higher income families but only covers uninsured children up to age 19. HUSKY B requires co-payments and may also require a monthly premium depending on income and family size. Toll-free: (877) 284-8759* TDD/ TTY: (800) 410-1681 Website: www.huskyhealth.com

Questions about EPSDT can be directed to United Way 2-1-1, or (877) CT-HUSKY.

Charter Oak Health Plan

Charter Oak Health Plan offers coverage to the uninsured and adults experiencing financial hardship in paying non-group premiums on their own. The State of Connecticut is contracting with Community Health Network of CT, to coordinate benefits and medical providers. There is a single monthly premium for all members. Annual deductibles and co-insurance depend on household income. Charter Oak covers enrollees with pre-existing medical conditions (no exclusions). Toll-free: (877) 772-8625 Website: www.charteroakhealthplan.com

Medicaid for Low-Income Adults (HUSKY D)

Medicaid for Low Income Adults (HUSKY D) replaced the State Administered General Assistance medical program in April 2010. The Department of Social Services (DSS) may provide medical assistance, Medicaid for Low Income Adults to persons with monthly incomes less than 55% of the Federal Poverty Level (individuals in most Fairfield county towns can have income less than 68% of the Federal Poverty Level. Individuals must be ages 19 – 64 and cannot receive Medicare, SSI or be pregnant. If the applicant is hospitalized and cannot afford to pay, the hospital’s billing department should be informed as soon as possible and request to file an application for Medicaid for Low Income Adults on behalf of the applicant. Toll-free: (877) CT-HUSKY, or apply through any local DSS office listed under Multi-service Agencies in this book.

Medicaid (HUSKY C, or Title XIX)

Medicaid provides coverage for a comprehensive array of health services and medical needs, including services not covered by Medicare. Some services require prior authorization from the Department of Social Services (DSS). People who receive State Supplement for the Aged, Blind or Disabled automatically qualify. Eligibility depends in part on the size of the medical bills and the assets available to the family. Applications are made through any local DSS office listed under Multi-service Agencies in this book. Referral information: (877) CT-HUSKY

Connecticut Pre-Existing Condition Insurance Plan

The Connecticut Pre-Existing Condition Insurance Plan offers comprehensive health insurance, regardless if you have one or more pre-existing conditions. The Plan covers primary and specialty care, hospital care, and prescription drugs. Radiology, diagnostic imaging and laboratory services are also covered. In order to be eligible, you must have been uninsured (without health coverage) for at least 6 months

- Have a pre-existing condition such as diabetes, cancer, or asthma.

Toll-free: (800) 656-6684 Website: www.ctpreexistingconditionplan.com

Medicare Savings Programs — Qualified Medicare Beneficiary (QMB) Specified Low-Income Medicare Beneficiary (SLMB) Additional Low-Income Medicare Beneficiary (ALMB) Programs

QMB, SLMB, and ALMB provide health care coverage and financial assistance in paying Medicare costs for certain Medicare beneficiaries. QMB pays Medicare premiums, deductibles and co-payments to fill the gaps in Medicare coverage by eliminating out-of-pocket expenses. The SLMB program pays the Medicare Part B premium only. QMB, SLMB and ALMB recipients automatically qualify for the Medicare Part D Low Income Subsidy, also known as “Extra help”, which helps with Medicare Part D prescription drug copays and deductibles. To be eligible for any of the programs, clients must be a citizen or legal resident of the United States and the State of Connecticut; be enrolled or eligible to enroll in Medicare Part A and have limited income. Toll-free: (800) 609-5627, or visit a local Department of Social Services office listed under Multi-service Agencies in this book.
Medicare Assignment Program (ConnMAP)

ConnMAP is a program for lower-income elders who meet residency requirements and are enrollees of Medicare Medical Insurance (Part B). It is designed to assure 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. Information and applications are available from local senior centers, municipal agents and some physicians’ offices or through the Department of Social Services Toll-free: (800) 443-9946 Phone: (860) 424-4925

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 that exceed $16.25 per prescription. People 65 years of age or over and those over the age of 18 and disabled under Social Security with income under $25,100 (single) or under $33,800 (married) are eligible. The applicant must have been a state resident for at least six months. There is a $45 annual registration fee. The program will pay for prescriptions only after the deductible has been met and no other type of insurance or medical coverage is available. Phone: (860) 269-2029 Toll-free: (800) 423-5026.

Clinics

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 provision of early detection, preventative care, and treatment. Services may include: diagnostic, laboratory and radiological services; family planning; prenatal, maternal and child health care; pharmaceutical services; mental health services; social services; and health promotion programs. Bilingual services are often available.

Ansonia
Community Health Connections,
15 West Main Street............................... (203) 503-3570*

Bridgeport
Optimus Health Care, 982 East Main Street ...... (203) 696-3260*
Bridgeport Community Health Center,
471 Barnum Avenue.............................. (203) 333-6864*
Hollow Community Health Center,
82 George Street............................... (203) 579-5000*
Park City Primary Care, 64 Black Rock Avenue. (203) 332-4567*
Ralphola Taylor Health Center,
790 Central Avenue.............................. (203) 332-5464*

Southwest Community Health Center,
968 Fairfield Avenue........................... (203) 330-6000*
Southwest Community Health Center,
510 Clinton Avenue............................. (203) 366-4000*
Southwest Community Health Center,
1046 Fairfield Avenue........................... (203) 330-6054*
Marina Village, 743 South Avenue............... (203) 330-6010*

Brooklyn
Generations Family Health Center,
54 Reynolds St....................................... (860) 779-3080

Clinton
Community Health Center of Clinton,
114 East Main Street............................ (860) 664-0787*

Danielson
Generations Family Health Center,
54 Reynolds Street................................ (860) 774-7501

East Hartford
Community Healthcare,
94 Connecticut Boulevard ....................... (860) 528-1359*

Groton
Community Health Center of New London,
333 Long Road.................................... (860) 447-8304*

Hartford
Community Health Services, 500 Albany Avenue (860) 249-9625*
Charter Oak Health Center, 21 Grand Street...... (860) 550-7500*
Charter Oak Health Center,
401 New Britain Avenue........................... (860) 550-7500*

Killingly
Generations Family Health Center,
54 Reynolds St....................................... (860) 774-7501

Meriden
Community Health Center (CHC),
134 State Street.................................... (203) 237-2229*

Manchester
Community Health Services,
150 North Main Street............................ (860) 646-8117*

Middletown
Community Health Center, 635 Main Street....... (860) 347-6971*

New Britain
Community Health Center, 85 Lafayette .......... (860) 224-3642*

New Haven
Fair Haven Medical Group, 339 Eastern Street.. (203) 469-5331*
Fair Haven Community Health Center,
371 Grand Avenue ................................ (203) 777-7411*
Hill Health Center, 400 Columbus Avenue....... (203) 503-3000*
Dixwell Health Center, 226 Dixwell Avenue ...... (203) 503-3420*
Columbus House Shelter, 586 Ella T Grasso Boulevard............. (203) 401-4400*
State Street Health Services, 911 State Street 06511 ..... (203) 503-3530*

**New London**
Community Health Center of New London, 1 Shaw’s Cove........................... (860) 447-8304*

**Norwalk**
Norwalk Community Health Center, 120 Connecticut Avenue .................. (203) 899-1770*

**Norwich**
Generations Family Health Center, 330 Washington Street – Suite 510......... (860) 885-1308*
United Community & Family Services, 47 East Town Street .................. (860) 892-7042*

**Old Saybrook**
Community Health Center of Old Saybrook, 263 Main Street ..................... (860) 892-7042*

**Stamford**
Stamford Community Health Center, 137 Henry Street .......................... (203) 359-6990*
Chester Addison Clinic, 245 Selleck Avenue .... (203) 359-6990*

**Stratford**
Stratford Community Health Center, 727 Honeyspot Road ...................... (203) 375 7242*

**Vernon**
Vernon Community Health Services, 3 Prospect Street ......................... (860) 896-1616*

**Torrington**
Community Health and Wellness Center, 469 Migeon Avenue .................. (860) 489-0931*

**Waterbury**
Stay Well Health Center, 80 Phoenix Avenue .... (203) 756-8021*
Stay Well Health Center, 1302 South Main Street ................................. (203) 597-9044*

**West Haven**
West Haven Health Center, 285 Main Street. (203) 931-3750*

**Willimantic**
Generations Family Health Center, 1315 Main Street ........................... (860) 450-7471*

**School-Based Health Centers (SBHCs)**
SBHCs are located within or on the grounds of schools. SBHCs are licensed out-patient facilities or hospital satellite clinics that offer primary preventive health and mental health and in some cases oral health services and health promotion/education/risk reduction activities for students in grades Pre-K through 12. Services include but are not limited to: routine checkups and health counseling; physical examinations; immunizations; treatment of acute injuries or illnesses: crisis intervention; individual, group and family counseling; and health promotion/education/risk reduction activities. Services are aimed at, but not limited to, students who do not have access to a family doctor, or whose families have little or no health insurance. All students enrolled at the school serviced by the SBHC are eligible; however, parent consent is required. Contact numbers for Department of Public Health (DPH) funded SBHCs are listed below.

**Ansonia** ............................................................. (203) 736-6977*
Ansonia High

**Bloomfield** ........................................................ (860) 242-7834*
Metropolitan Learning Center Middle/High

**Branford** ............................................................. (203) 315-3534*
Murphy Elementary ........................................ (203) 483-1832
Walsh Intermediate ........................................ (203) 488-8317
Branford High ......................................................... (203) 488-7291

**Bridgeport** ....................................................... (203) 375-7242
Blackham Elementary ....................................... (203) 396-8532
Columbus Elementary ...................................... (203) 275-2100
Dunbar Elementary ........................................ (203) 576-7194
JFK ................................................................. (203) 576-7534
Read Elementary ................................................. (203) 576-7743
Roosevelt Elementary ....................................... (203) 576-7743
Marin Elementary ............................................ (203) 576-8202
Bassick High ........................................................ (203) 224-8833
Central High ........................................................ (203) 332-5546
Harding High ....................................................... (203) 576-7330

**Danbury** .............................................................. (203) 797-4625*
Broadview Middle
Rogers Park Middle
Danbury High

**East Hartford** .................................................... (860) 622-5660*
Silver Lane Elementary
East Hartford High
East Hartford Middle

**Groton** .............................................................. (860) 437-4555 x322
Chester Elementary ........................................ (860) 449-5636
Kolnaski Elementary ........................................ (860) 449-5612
West Side Middle ............................................. (860) 449-5630
Fitch Senior High ............................................. (860) 449-7200
Fitch Middle ....................................................... (860) 449-5620

An asterisk (*) near any entry signifies that a Spanish-speaking staff member is available.
### HEALTH CARE

#### Hamden
- Hamden High

#### Hartford
- Fox Elementary
- Sanchez Elementary
- Weaver High
- Hartford Public High

#### Middletown
- Macdonough Elementary
- Keigwin Middle
- Wilson Middle
- Vinal Technical High School
- Middletown High School

#### New Britain
- Roosevelt Middle
- New Britain High

#### New Haven
- Barnard Magnet
- Clinton Avenue
- Clemente Leadership Academy
- King/Robinson Magnet
- Mauro-Sheridan Magnet
- Lincoln-Bassett
- Troup Magnet Science Academy
- Truman
- Fair Haven
- Hillhouse High
- Wilbur Cross High

#### New London
- Hale Elementary
- Harbor Elementary
- Jennings Elementary
- Regional Multicultural Magnet
- Winthrop Elementary
- BD Jackson Middle
- New London High
- Inter-district School for Arts and Communication (ISSAC)

#### Norwalk
- Briggs High
- McMahon High
- Norwalk High

#### Norwich
- Kelly Middle
- Teachers Middle
- Norwich Free Academy

#### Stamford
- Dolan Middle/Toquam
- Rippowam/Academy of Information Technology and Engineering (AITE)
- Stamford High
- Westhill High

#### Stratford
- Wooster Middle

#### Waterbury
- Briggs High
- McMahon High
- Norwalk High

#### Norwich
- Kelly Middle
- Teachers Middle
- Norwich Free Academy

#### Windham
- Windham High
- Windham Middle


### Children and Youth

#### Healthy Start

The Healthy Start program provides access to Medicaid medical coverage to pregnant women and to children up to age 19 who live in households with incomes at or below 250% of the federal poverty level. Eligible women receive continuous Medicaid coverage for up to 60 days after the pregnancy, regardless of any changes in financial situation. Children born to women on Healthy Start are eligible for Medicaid coverage for the first year of life, regardless of family income after the initial application and enrollment. Medicaid/HUSKY coverage includes a full complement of pregnancy-related benefits including: prenatal care; case-management services to high-risk pregnant women; labor and delivery; 60 days of postpartum care; dental and mental health services. **Dial 2-1-1**

#### Planned Parenthood of Southern New England (PPSNE)

PPSNE 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; pregnancy testing and counseling; and vaccinations, including HPV and Hepatitis B. PPSNE also offers medication and surgical abortion services. Most centers provide colposcopy, cryosurgery and LEEP. A resource center in New Haven is open to the public by appointment. For a medical appointment, call one of the health centers listed below or **Toll-free**: (800) 230-7526
**Website:** [www.ppsne.org](http://www.ppsne.org)
Norwich ...................................................... (860) 889-5211
Danielson .................................................. (860) 774-0533
Old Saybrook ............................................. (860) 388-4459
Enfield ....................................................... (860) 741-2197
Shelton ....................................................... (203) 924-7756
Hartford ..................................................... (860) 728-0203*
Stamford .................................................... (203) 327-2722*
Manchester ............................................... (860) 643-1607
Torrington ............................................... (860) 489-5500*
Meriden ..................................................... (203) 238-0542*
Waterbury .................................................. (203) 753-2119*
New Haven ............................................... (203) 503-0450*
West Hartford ........................................... (860) 953-6201
New London .............................................. (860) 443-5820
Willimantic ............................................... (860) 423-8428

Birthright

Birthright is an emergency pregnancy service for any female concerned by her pregnancy. Birthright provides free pregnancy tests, friendship counseling, practical support, community resource information and referrals to help her throughout her pregnancy and for as long as needed. All services are free and confidential. Referrals are provided for medical care, financial assistance, adoption information, legal aid, education counseling, job placement, and housing. For more information call the nearest office or the National Hotline: (800) 550-4900

Ansonia .................................................... (203) 734-6545
Clinton ..................................................... (860) 664-9466
Newington ............................................... (860) 665-0234
Danbury ................................................... (203) 744-3737
New London ............................................. (860) 443-6205
Norwalk .................................................... (203) 853-4872
East Hartford ............................................ (860) 290-8800
Stamford ................................................... (203) 348-4355
Hamden .................................................... (203) 248-6550
West Haven .............................................. (203) 934-3105
Meriden .................................................... (203) 237-9887
Willimantic ............................................... (860) 456-9495

Hopeline Pregnancy Resource Center

Hopeline offers free, confidential pregnancy tests and ultrasounds 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 make an informed choice. Help is also offered in post-abortion support groups, relationship counseling, and abstinence counseling. Offices are located in Bridgeport, Danbury, and Shelton. Toll-free: (800) 203-4673* Website: www.hopelineprc.org

CT Birth to Three System

Connecticut Birth to Three System offers a statewide early intervention system for infants and toddlers with disabilities and significant developmental delays. Eligible children from birth to 36 months of age, have access to a range of services and supports, such as home visits by trained early childhood staff from a variety of professions; service coordination, evaluation, and parent support. In addition to statewide coverage by general programs, there is also statewide coverage by programs specializing in children with autism spectrum disorder and those who are deaf/hard-of-hearing. There is a monthly fee schedule for families whose incomes are $45,000 or more, based on income and family size. Child Development Infoline: (800) 505-7000*

Connecticut Medical Home Initiative (CMHI)

CMHI promotes family-centered, community-based, culturally competent, coordinated care for children with, or at risk for, chronic and disabling conditions. Care Coordinators work with primary care providers (medical homes) to identify children and provide their families access to comprehensive coordinated care. Limited funding is available for approved medical goods and services including but not limited to: hearing aids, wheelchairs, prescription medicines, and special nutritional formulas for those who meet family income and insurance eligibility guidelines. For more information contact the nearest CMHI or Child Development Infoline: (800) 505-7000* For information on respite and approved medical goods and services, contact CT Lifespan Respite Coalition Toll-free: (877) 737-1966*

Stamford
Stamford Health Systems................................. (866) 239-3907*

New Haven
Coordinating Council for Children in Crisis........ (877) 624-2601*

Mental Health and Addiction

Suicide Prevention and Intervention

Suicide prevention and intervention hotline operates 24 hours per day, 365 days per year, and links individuals in crisis with appropriate community resources. In addition, staff members train youth groups, schools, and community service providers in suicide prevention skills. 2-1-1 holds certification from the American Association of Suicidology. Dial 2-1-1 or (800) 203-1234*

Programs that Help People in Connecticut is available on-line at cahs.org/publications.
Alcohol and Drug Treatment
24/7 information and referral to drug and alcohol treatment and supportive recovery services can be accessed by dialing 2-1-1 or (800) 203-1234*

Mental Health Association of Connecticut
The Mental Health Association of Connecticut offers advocacy, educational programs and direct services that promote mental health, prevent mental illness, and improve care and treatment of persons with mental illness. Services include: programs for children and adults on mental health issues; referral to mental health services; a psychosocial rehabilitation center; supported employment; housing programs; specialized residential and employment services for people who are both deaf and mentally ill; and support groups. Toll-Free: (800) 842-1501 Phone: (860) 529-1970 x10 Website: www.mhact.org

Emergency Mobile Psychiatric Services for Youth (EMPS)
EMPS is for children and youth from birth through age 18 and their family. Anyone, including parents, school personnel, behavioral health providers, youth, or anyone in contact with a child in crisis may call for assistance. The service is available 24 hours a day, and requires no out-of-pocket costs. EMPS provides a rapid crisis response and prevents unnecessary placement of young people with emotional or behavioral disturbances. EMPS is easily accessed statewide, by dialing 2-1-1 and choosing the menu option for crisis/EMPS response. A 2-1-1 crisis specialist will assist the caller and link them with a local provider available to travel to the home, school, or appropriate location. Additional information on EMPS is available on the DCF Website: www.ct.gov/def. Enter EMPS in the search field and then select the link labeled “DCF: Emergency Mobile Psychiatric Services.”

National Alliance on Mental Illness (NAMI)
NAMI is a volunteer organization of families, friends, and individuals living with serious mental illness. Its purpose is to provide support, education, and advocacy; keep individuals informed of services and resources available to them in or near their communities; develop public understanding of mental illness; and advocate for better services and treatment. Toll-Free: (800) 215-3021 Phone: (860) 882-0236* Website: www.namict.org

DMHAS Problem Gambling Services
DMHAS Problem Gambling Services provides a full range of services to help problem gamblers and their families. Services include educational programs as well as individual, financial, group, marital and family counseling and are available at 14 “Bettor Choice” sites throughout the state. Problem Gambling Helpline is available 24/7, is toll free and confidential. Interpreter services available for non-English speaking clients. Toll-Free: (866) 440-4375 Phone: (860) 344-2244

Warm Lines
Warm Lines are staffed by people with psychiatric disabilities who offer phone support to their peers. These lines are not crisis lines and the hours of operation tend to be in the evening.

Ansonia
Birmingham Group ........................................... (203) 732-2004*

Bridgeport
Soundview Warmline...................................... (800) 921-0359

Danbury
New Heights ................................................ (203) 830-0153*

East Hartford
Inter Community MHC .................................. (860) 205-3706

Hartford
Capitol Region MHC ....................................... (860) 297-0920

Manchester
Reach Warmline .............................................. (866) 927-6225

Middletown
River Valley Services ..................................... (800) 316-9145

New Haven
Connecticut MHC .......................................... (800) 258-1528

Norwich
Shareline ...................................................... (860) 855-7274

Stamford
Laurel House ................................................ (203) 363-7174

Torrington
North West MH Authority ............................... (860) 482-1783

Waterbury
Greater Waterbury MH Authority .................... (800) 314-2680

Nonprofit Counseling Services
The Family Service Agencies listed below are community-based resources for crisis and mental health counseling for troubled parents, couples, youth, and the elderly. Child Guidance Clinics provide diagnostic and crisis counseling services, behavioral management and psychiatric treatment to children – usually up to age 18 – and their parents. Mental Health Centers provide similar services to adults as well as children and youth.

Statewide
Connecticut Association of Mental Health
Clinics for Children ............................................. (860) 297-0583

Ansonia
BHCare......................................................... (203) 736-2601*

Catholic Charities ........................................... (203) 735-7481
<table>
<thead>
<tr>
<th>Location</th>
<th>Organization</th>
<th>Phone Number</th>
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<tbody>
<tr>
<td>Bridgeport</td>
<td>Catholic Charities*</td>
<td>(203) 416-1311*</td>
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<td></td>
<td>Child Guidance Center</td>
<td>(203) 394-6529*</td>
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<td></td>
<td>FSW*</td>
<td>(203) 368-4291*</td>
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<td>Jewish Family Services</td>
<td>(203) 366-5438</td>
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<td>Bristol</td>
<td>Catholic Charities</td>
<td>(860) 589-8662*</td>
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<td>Wheeler Clinic</td>
<td>(860) 793-3500*</td>
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<td>Colchester</td>
<td>United Community &amp; Family Services</td>
<td>(860) 537-7676</td>
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<td>Danbury</td>
<td>Family and Children's Aid</td>
<td>(203) 748-5689*</td>
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<tr>
<td>Darien</td>
<td>Family Centers, Inc.</td>
<td>(203) 655-0547*</td>
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<td>Dayville</td>
<td>United Services</td>
<td>(860) 774-2020*</td>
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<td>Enfield</td>
<td>CHR/North Central Counseling Services</td>
<td>(860) 253-5020*</td>
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<td>Essex</td>
<td>Child &amp; Family Agency of SE CT</td>
<td>(860) 767-0147*</td>
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<td>Middlesex Hospital Shoreline Clinic</td>
<td>(860) 358-3700*</td>
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<td>Fairfield</td>
<td>Child Guidance Center</td>
<td>(203) 394-6529*</td>
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<td>Greenwich</td>
<td>Child Guidance Center</td>
<td>(203) 324-6127*</td>
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<td>Guilford</td>
<td>Guilford Youth and Family Services</td>
<td>(203) 453-8047</td>
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<td>Hamden</td>
<td>Behavioral Health Services</td>
<td>(203) 288-6253</td>
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<tr>
<td>Hartford Area</td>
<td>Village for Families and Children</td>
<td>(860) 527-4224*</td>
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<td></td>
<td>Catholic Charities*</td>
<td>(860) 522-8241*</td>
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<td></td>
<td>Institute for the Hispanic Family*</td>
<td>(860) 246-9322*</td>
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<td>IHF Child Guidance Clinic*</td>
<td>(860) 527-1124*</td>
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<tr>
<td></td>
<td>Institute of Living*</td>
<td>(860) 545-7000*</td>
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<td>Institute of Living Child Guidance Clinic</td>
<td>(860) 545-7239*</td>
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<td></td>
<td>Jewish Family Service of Greater Hartford</td>
<td>(860) 236-1927</td>
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<td>The Village for Families &amp; Children</td>
<td>(860) 236-4511*</td>
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<td></td>
<td>Wheeler Clinic</td>
<td>(888) 793-3500*</td>
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<tr>
<td>Lakeville</td>
<td>NW Center for Family Services</td>
<td>(860) 435-2529</td>
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<tr>
<td>Manchester</td>
<td>Community Child Guidance Clinic</td>
<td>(860) 643-2101*</td>
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<td>Meriden</td>
<td>Catholic Charities</td>
<td>(203) 235-2507*</td>
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<td>Child Guidance Clinic Central Connecticut</td>
<td>(203) 235-5767*</td>
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<td>Middletown</td>
<td>CHC Child Guidance Clinic</td>
<td>(860) 347-6971*</td>
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<td></td>
<td>Outpatient Mental Health Clinic of Middlesex Hospital</td>
<td>(860) 358-8760</td>
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<td>Milford</td>
<td>Catholic Charities</td>
<td>(203) 874-6270*</td>
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<td>New Britain</td>
<td>Catholic Charities</td>
<td>(860) 225-3561*</td>
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<tr>
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<td>Child Guidance Clinic of CMHA</td>
<td>(860) 223-2778*</td>
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<td>Family Services of Central CT</td>
<td>(860) 223-9291*</td>
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<td>New Haven</td>
<td>Catholic Charities</td>
<td>(203) 787-2207*</td>
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<td>Clifford Beers Guidance Clinic</td>
<td>(203) 772-1270*</td>
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<td>Connecticut Mental Health Center</td>
<td>(203) 974 5800*</td>
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<td>Hill Health Center Child Guidance</td>
<td>(203) 503-3066*</td>
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<td>Jewish Family Service of New Haven</td>
<td>(203) 389-5599</td>
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<td>Yale University Child Study Center</td>
<td>(203) 785-2513*</td>
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<td>New London</td>
<td>Child and Family Agency of SE CT</td>
<td>(860) 443-2896*</td>
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<td>Child Guidance Clinic of SE CT</td>
<td>(860) 437-4550</td>
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<td>United Community &amp; Family Services</td>
<td>(860) 442-4319*</td>
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<td>Newtown</td>
<td>Family Counseling Center</td>
<td>(203) 426-8103</td>
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<td>Niantic</td>
<td>Family Service Association</td>
<td>(860) 442-4319</td>
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<tr>
<td>Norwalk</td>
<td>Catholic Charities</td>
<td>(203) 750-9711</td>
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<td>Family and Children's Agency Inc.</td>
<td>(800) 676-4066*</td>
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<td>Mid-Fairfield Child Guidance Center</td>
<td>(203) 299-1315*</td>
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<td>Family and Children's Agency, Inc.</td>
<td>(203) 855-8765</td>
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<tr>
<td>Norwich</td>
<td>United Community and Family Services</td>
<td>(860) 892-7042*</td>
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<tr>
<td>Old Saybrook</td>
<td>Youth and Family Services</td>
<td>(860) 395-3123</td>
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<tr>
<td>Orange</td>
<td>Orange Family Counseling</td>
<td>(203) 795-6698*</td>
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<tr>
<td>Plainville</td>
<td>Wheeler Clinic</td>
<td>(860) 793-3500*</td>
</tr>
<tr>
<td>Shelton</td>
<td>Lower Naugatuck Valley Parent-Child Resource Center</td>
<td>(203) 954-0543*</td>
</tr>
</tbody>
</table>

An asterisk (*) near any entry signifies that a Spanish-speaking staff member is available.
Stamford
Child Guidance Center of SE CT ......................(203) 324-6127
Family Centers, Inc..................................(203) 324-3167*
Jewish Family Services..................................(203) 921-4161

Stratford
Child Guidance Center of Greater Bridgeport .... (203) 378-1654*

Terryville
Family Services of Central CT .......................(860) 589-6333

Torrington
Catholic Charities ....................................(860) 482-5558
Charlotte Hungerford Child Guidance Clinic....... (860) 489-3391*
NW Center for Family Services & Mental Health..(860) 482-8561

Uncasville
Bishop Flanagan Ministry Center ....................(860) 848-2237

Vernon
Hockanum Valley Community Council .............(860) 872-9825*

West Hartford
The Bridge Family Center* .........................(860) 521-8035*
Jewish Family Services of Greater Hartford.......(860) 236-1927

West Haven
West Haven Memorial Health Clinic .................(203) 974-5900

Westport
Jewish Family Services ..............................(203) 921-4161

Winsted
NW Center for Family Services & Mental Health..(860) 379-3337*

CT Department of Mental Health and Addiction Services (DMHAS)
DMHAS serves anyone 18 years or older who lacks resources to pay for mental health or addiction treatment services. Community psychiatric support services are designed to enable adults with psychiatric disabilities to live successfully in the community. Support is offered through residential treatment, employment, social rehabilitation, and case management to enhance community living skills and to prevent and address problems that can exacerbate symptoms of mental illnesses. Individuals seeking referral for treatment services should call United Way 2-1-1. Non-emergency customer assistance can be accessed through Toll-free: (800) 446-7348*. For general information on mental health and recovery contact the Connecticut Clearinghouse Toll-free: (800) 232-4424 TDD: (860) 418-6707 Website: www.ct.gov/dmhas

Wellmore
Wellmore is a behavioral health agency for individuals who wish to maintain recovery from addiction and mental health disorders. Services are provided in Waterbury and the Lower Naugatuck Valley by a professionally trained, multi-cultural staff. Services include: residential facilities; women and children’s programs; adolescent treatment; school-based prevention; employee assistance programs; gambling treatment; case management; intensive outpatient for adults and adolescents; outpatient mental health and support services; evaluation; referral; individual counseling; family and group counseling; advanced recovery; early intervention; and other behavioral-health related services. Toll-free: (800) 721-1230 Phone: (203) 755-1143* Website: www.wellmore.org

Wellspring
Wellspring is a multi-service mental health agency that provides intensive residential treatment for children ages 5-13, adolescent girls ages 12-18, and adults; extensive outpatient services; and a state-approved special education school. The highly structured but intimate programs are designed to treat persons with a wide range of emotional issues, including mood anxiety, personality, attachment, eating, and traumatic stress disorders. Wellspring’s professional staff includes board certified psychiatrists, physicians, doctors of psychology, psychotherapists, licensed clinical social workers, and registered nurses. Address: 21 Arch Bridge Road, Bethlehem, CT 06751 Phone: (203) 266-8000 Website: www.wellspring.org

Salvation Army Adult Rehabilitation Center
This is a nine-month Christian residential rehabilitation program for men between the ages of 18 and 65 who are dealing with life issues such as drug and/or alcohol abuse and are looking to change their lives. Address: 1313 Connecticut Avenue, Bridgeport, CT 06607 Phone: (203) 367-8621 ext. 304*

Advocacy Unlimited, Inc. (AU)
Advocacy Unlimited, Inc. (AU) is a statewide nonprofit organization in Connecticut that helps countless persons with or in recovery from psychiatric disabilities or co-occurring disorders and their families. AU offers comprehensive recovery and advocacy education for persons in recovery, including our long-standing Advocacy Education Course taught in both English and Spanish, a Young Adult “Super Advocate” Program for persons age 18 -25, and the Recovery University Certification Program. In addition, AU offers a wealth of information, support, and resources pertaining to mental health and the discrimination surrounding mental illness. Toll-free: (800) 573-6929 (Spanish speaking staff available) Website: www.mindlink.org

You can also reach United Way 2-1-1 by dialing (800) 203-1234.
CT Counseling Centers

Connecticut Counseling Centers operate three sites that provide a full range of licensed outpatient substance abuse and mental health prevention, education and treatment services to assist adults in becoming productive members of society. Centers are accredited and provide methadone maintenance, ambulatory opioid taper, outpatient mental health and addiction services, and intensive outpatient treatment programs. Integrated co-occurring treatment services are available for all levels of care. Centers also provide HIV, Tuberculosis, and Hepatitis A-C testing and counseling. Corporate Phone: (203) 743-4698 Website: www.ctcounseling.org

Community Substance Abuse Centers (CSAC)

CSAC is a private outpatient program that provides treatment for those who abuse drugs and alcohol. CSAC specializes in addiction to narcotics and provides outpatient medical withdrawal treatment for opioid users. Patients who are pregnant or have medical complications such as AIDS are given priority admission. Address: 55 Fishfry Street, Hartford, CT Phone: (860) 247-8300*

APT Foundation

The APT Foundation provides services to individuals with substance use and mental health disorders. Headquartered in New Haven, APT offers a full range of treatment options, including methadone and other medication-based treatments, outpatient counseling, group counseling, residential treatment, primary health care, psychiatric care, and vocational services. Additionally, APT offers specialized programs for women, mothers, and individuals living with HIV/AIDS. Address: 1 Long Wharf Drive, Suite 10, New Haven, CT 06511 Phone: (203) 781-4357* Website: www.aptfoundation.org

Psychiatric and Emergency Management

For individuals experiencing a psychiatric crisis, help is available throughout the state at crisis intervention centers that provide immediate assessment and treatment and then link 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.

<table>
<thead>
<tr>
<th>Location</th>
<th>Phone</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ansonia Valley Mental Health Center</td>
<td>(203) 736-2601 x370*</td>
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<tr>
<td>Branford Clinical/Outpatient Harbor Health</td>
<td>(203) 483-2630*</td>
</tr>
<tr>
<td>Bridgeport Community Mental Health Center</td>
<td>(203) 551-7507* or (203) 551-7512</td>
</tr>
<tr>
<td>Danbury Danbury Hospital</td>
<td>(888) 447-3339*</td>
</tr>
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</table>

Dayville United Services ...........................................(860) 774-2020*
East Hartford Emergency Services ..................................(860) 895-3100*
Enfield North Central Counseling Services .................(860) 683-8068*
Hartford Capitol Region Mental Health Center .......(860) 297-0999*
Manchester Genesis Center ............................(877) 884-3571*
Meriden Rushford Center ..................................(800)-567-0902*
Middletown River Valley Services .......................(860) 344-2100*
New Haven Connecticut Mental Health Center.....(203) 974-7735*
Norwich Southeastern Mental Health Authority .......(860) 886-9302*
Plainville Wheeler Clinic Helpline ..................(860) 747-3434*
Stamford F.S. DuBois Center* ................................(203) 358-8500*
Torrington Northwest Mental Health Authority .....(888) 447-3339*
Windsor Crisis Stabilization Services ...............(877) 884-3571*

The Consultation Center

The Consultation Center provides prevention, intervention, research, evaluation, education, and training services in New Haven, throughout Connecticut, nationally, and internationally. Our work with adolescents, adults, and elders includes program and professional development, consultation, education, technical assistance, and psychotherapy to individuals, families, groups, schools, community-based organizations, and corporations. Examples of this work include the Youth Development Training & Resource Center, Gear Up, Workplace Wellness, Grandparents Raising Grandchildren, Caregiver Coaching, Family Violence Prevention, and the Connecticut Self-Help Network which refers callers to issue-specific self-help groups and provides training for group facilitators (phone: 203-624-6982). For more information on all services provided please call the number below or visit our website. Phone: (203) 789-7645* Website: www.theconsultationcenter.org

Chemical Abuse Services Agency, Inc. (CASA)

CASA offers culturally relevant treatment services to individuals struggling with drug and alcohol issues. The main focus is to serve Latinos and people of African origin. Casa Hostos of Bridgeport focuses on clients whose primary language is Spanish. Residential and outpatient services are available. Counselors provide treatment services completely in Spanish. Phone: (203) 339-4112*. Project Courage in Bridgeport offers outpatient services and works primarily with pregnant and/or parenting women. Child care services are available while the mother is in treatment. Phone: (203) 339-4777* Multicultural Ambulatory Addiction Services
your private insurance premiums, please see below for more CADAP clients. If you would like the Department to pay for premium assistance on medical insurance policies for eligible application. The Department of Social Services may provide prescription insurance card (front and back) along with the coverage, you If you have a private insurance plan with prescription drug benefits. You may be eligible for CADAP, even if you now have a private medical insurance plan with prescription drug benefits. There is no asset limit. You may be eligible for CADAP, even if you now have a private medical insurance plan with prescription drug benefits.

**Alcoholics Anonymous (AA)**

AA is a fellowship of men and women who have found a solution to their drinking problem. The only requirement for membership is a desire to stop drinking. There are no dues or fees; AA is supported by voluntary contributions of its members, neither seeking nor accepting outside funding. Members observe personal anonymity outside of the fellowship group. There are approximately 3,000 AA meetings held each week in Connecticut. **Toll-free**: (866) 783-7712 **Spanish**: 1-855-377-2628 **Website**: www.ct-aa.org

**Narcotics Anonymous**

Narcotics Anonymous is a 12-step self-help program for recovering addicts, based on the belief of one addict helping another. The Connecticut Chapter serves nine areas within the state. For meeting schedules or information **Toll-free Hotline**: (800) 627-3543 **Website**: www.ctna.org

**Statewide HIV/AIDS Programs**

**CT AIDS Drug Assistance Program (CADAP)**

The Connecticut AIDS Drug Assistance Program (CADAP) is administered by the Department of Social Services (DSS) under a Memorandum of Agreement with the Department of Public Health. CADAP is a pharmaceutical assistance program that pays for HIV/AIDS medications approved by the U.S. Food and Drug Administration (FDA) and other drugs that may prevent the serious deterioration of health in persons who have Human Immune-deficiency Virus (HIV) or Acquired Immune Deficiency Syndrome (AIDS). To be eligible, total individual or family net monthly income must be at or below 400% of the current Federal Poverty Level. There is no asset limit. You may be eligible for CADAP, even if you now have a private medical insurance plan with prescription drug benefits. **Toll-Free**: (800) 233-2503

**Medical Insurance Under Cadap**

You may be eligible for CADAP, even if you now have a private medical insurance plan with prescription drug benefits. If you have a private insurance plan with prescription drug coverage, you must attach a readable copy of your medical/prescription insurance card (front and back) along with the application. The Department of Social Services may provide premium assistance on medical insurance policies for eligible CADAP clients. If you would like the Department to pay for your private insurance premiums, please see below for more information on the Connecticut Insurance Premium Assistance (CIPA) program. **If your insurance policy is terminated or changes, please notify the CADAP office immediately, and send us a copy of the policy termination letter.**

**AIDS Projects and AIDS Service Organizations**

AIDS Projects are direct-service, community-based organizations. Although AIDS projects vary, services may include outreach and education; hotlines in English and Spanish; financial support; transportation; group support; case management; meals-on-wheels; housing; and referrals to clergy, physicians, and lawyers. For specific services offered, call the nearest AIDS Project listed below:

**HIV/AIDS Hotline**: (800) 953-2371 **Phone**: (860) 247-2437 **T/D**: (860) 951-4791

**Bridgeport**
Greater Bridgeport Area Prevention Program (GBAPP)...........................................................(203) 384-3629

**Danbury**
AIDS Project of Greater Danbury...........(203) 778-AIDS (2437)
Interfaith AIDS Ministry............................(203) 748-4077

**Hartford**
AIDS Project Hartford.............................(860) 951-4833
Latino/as Community Services................(860) 296-6400
Hartford Gay and Lesbian Health Collective........(860) 278-4163
AIDS Legal Network for CT....................(860) 541-5027
..................................................................................................................................................(888) 380-3646
Connecticut AIDS Resource Coalition..........(860) 761-6699

**Manchester**
Hartford Gay and Lesbian Health Collective East (860) 646-6260

**Middletown**
Oasis Wellness Center.............................(860) 347-6971

**New Britain**
Wellness Center........................................(860) 826-4741

**New Haven**
AIDS Project New Haven........................(203) 624-0947
Hispanos Unidos Contra el SIDA...............(203) 781-0226
CT AIDS Education and Training Center.......(203) 737-2312

**New London**
Alliance for Living....................................(860) 447-0884

**Norwalk**
Mid-Fairfield AIDS Project....................(203) 855-9535

**Stamford**
Family Centers/Stamford CARES.............(203) 977-5096

**Waterbury**
Waterbury Health Department................(203) 574-6780

(MAAS) in New Haven is a substance abuse outpatient treatment center offering ambulatory detoxification, medication assisted treatment and drug-free treatment. Special groups are offered for women, men, and Spanish-speakers. Phone: (203) 495-7710*
Windham
Windham AIDS Program ...........................................(860) 423-4534

**AIDS Testing Sites**

The following local health departments and health care facilities offer free or low-cost testing for HIV infection. Testing at the sites is done on a strict confidential basis.

**Bridgeport**
- Bridgeport Community Health Center.................................(203) 333-6864
- Bridgeport Health Department ..................................................(203) 576-7679

**Bridgeport Adolescent Pregnancy Program (GBAPP)** .................(203) 384-3629
- Kinsella Treatment Center .......................................................(203) 335-2173
- Park City Primary Care ..............................................................(203) 579-5350

**Greater Bridgeport**
- Planned Parenthood of Bridgeport ............................................(203) 366-0664
- Shelter for Homeless ...............................................................(203) 348-2792

**Southwest Community Health Center** ......................................(203) 576-8368

**Danbury**
- Danbury Health Department ....................................................(203) 797-4625
- AID$ Project Greater Danbury ...................................................(203) 778-2437

**Danielson**
- Planned Parenthood of Danielson .............................................(860) 774-0533

**East Hartford**
- Town of East Hartford ..........................................................(860) 291-7295

**Enfield**
- Planned Parenthood of Enfield .................................................(860) 741-2197

**Fairfield**
- Fairfield Health Department .....................................................(203) 256-3150

**Greenwich**
- Greenwich Health Department ...............................................(203) 622-6488

**Hartford**
- Asylum Hill Outpatient Clinic .................................................(860) 714-4212
- Community Health Services ....................................................(860) 249-9625
- Connecticut Children’s Medical Center .................................(888) 322-0008
- Hartford Dispensary—Main Street .........................................(860) 527-5100
- Hartford Dispensary—Weston Street .......................................(860) 527-5100
- Hartford Gay & Lesbian Health Collective ...............................(860) 278-4163
- Hartford Health Department ....................................................(860) 757-4700
- Hispanic Health Council .........................................................(860) 527-0856
- Latinos/as Community Services ..............................................(860) 296-6400
- Planned Parenthood of Hartford ..............................................(860) 953-6201
- Saint Francis Hospital ...........................................................(860) 714-4532

**Manchester**
- Gay and Lesbian Health Collective East ....................................(860) 646-6260
- Planned Parenthood of Manchester ...........................................(860) 643-1607

**Meriden**
- Meriden Health Department ....................................................(203) 630-4176

**Planned Parenthood of Meriden** ............................................(203) 238-0542

**Middletown**
- Community Health Center .....................................................(860) 347-6971
- Oasis Wellness Center .............................................................(860) 347-6971

**New Britain**
- Human Resources Agency .......................................................(860) 826-4482
- New Britain Health Department ...............................................(860) 612-2771

**New Haven**
- AIDS Interfaith Teen Line ......................................................(203) 777-HELP
- AID$ Project New Haven ...........................................................(203) 624-0947
- APT Foundation .................................................................(203) 781-4600
- Fair Haven Community Health Center ....................................(203) 786-6556
- Family Intervention Center .....................................................(203) 753-2153
- Hill Health Center Columbus Avenue .....................................(203) 503-3000
- Dixwell Avenue ....................................................................(203) 503-3000
- New Haven Health Department ...............................................(203) 946-6481
- Planned Parenthood of New Haven ..........................................(203) 503-0450
- Yale/New Haven Hospital .........................................................(203) 688-3184

**New London**
- Lawrence Memorial Hospital ...................................................(860) 447-2437
- Planned Parenthood of New London ........................................(860) 443-5820

**Norwalk**
- Connecticut Counseling Center ...............................................(203) 838-6508
- Norwalk Health Department .....................................................(203) 854-7979

**Norwich**
- Hartford Dispensary – Norwich ...............................................(860) 886-0446
- Planned Parenthood of Norwich ...............................................(860) 889-5211
- William Backus Hospital .........................................................(860) 823-6344

**Old Saybrook**
- Planned Parenthood of Old Saybrook ........................................(860) 388-4459
- Planned Parenthood of Shelton ...............................................(203) 924-7756

**Stamford**
- Stamford CARES .................................................................(203) 977-5096
- Stamford Health Department ...................................................(203) 977-4387

**Torrington**
- Planned Parenthood of Torrington ..........................................(860) 489-5500

**Vernon**
- Vernon Area Community Health Center ...................................(860) 896-1616

**Waterbury**
- Planned Parenthood of Waterbury ............................................(203) 753-2119
- Waterbury Health Department ................................................(203) 574-6883

**West Hartford**
- Planned Parenthood of West Hartford ......................................(860) 953-6201

**Willimantic**
- Hartford Dispensary – Willimantic ...........................................(860) 886-0446
- Perceptions Program ..............................................................(860) 450-7122
- Planned Parenthood of Willimantic ...........................................(860) 423-8426
**Specialized Health Services**

**Connecticut Association for Home Care & Hospice (CAHCH)**

CAHCH provides leadership, education and advocacy information by fostering collaboration around issues addressing access, quality and the affordability of home care & hospice services in Connecticut. Over 100 educational programs are available to members and non-members for clinical, professional and executive leadership that facilitate best practices and collaborative learning across the continuum of care. To find a home care or hospice provider in your area, visit our website: [www.cahch.org](http://www.cahch.org)

**HIV/ AIDS Housing Services**

The following agencies offer housing services to individuals and their families living with HIV/AIDS. The scope of services provided can differ for each agency, for more information on the services available in your area, please contact one of the agencies listed below.

**New Britain**

Human Resource Agency of New Britain .......... (860) 225-8601

**Hartford**

Immaculate Conception Shelter and Housing ..... (860) 724-4823
Merry Housing and Shelter Corp ................. (860) 808-2040
Tabor House ........................................ (860) 244-3876
Christian Activities Council ........................ (860) 527-9860
Chrysalis Center.................................... (860) 263-4400
Community Renewal Team .......................... (860) 722-6922
Hands on Hartford/ Peter’s Retreat ............... (860) 793-2221

**Willimantic**

Perception Program .................................. (860) 450-7122
Windham Regional Community Council .......... (860) 423-4534

**New London**

Alliance for Living ................................... (860) 447-0884

**New Haven**

Columbus House ...................................... (203) 401-4400 x106
Liberty Community Services ......................... (203) 495-7600
New Haven Home Recovery .......................... (203) 492-4866

**Naugatuck**

Independence Northwest ............................. (203) 729-3299

**Waterbury**

New Opportunities Inc ............................... (203) 575-9799

**Alzheimer’s Association**

The Alzheimer’s Association enhances the quality of life of all Connecticut residents affected by Alzheimer’s disease and related disorders through advocacy, education, and support systems. A Helpline operates 24 hours a day, seven days a week, offering emotional support to callers and providing information about Alzheimer’s disease, chapter services, and community resources. **Toll-free:** (800) 272-3900 **Website:** [www.alz.org/ct](http://www.alz.org/ct)

**Tuberculosis (TB) Control Program**

TB Control helps to prevent transmission, death, disability, illness, emotional trauma, family disruption, and social stigma caused by this disease. TB is a potentially fatal disease transmitted through the air and is fully treatable and preventable. All CT state residents are eligible for TB services. By state law, no resident can be held liable for the costs of their care and treatment for TB. TB Control provides free anti-tuberculosis drugs to physicians who request them for their patients regardless of the patients’ ability to pay. Local health departments, and home care agencies offer outreach services for observing ingestion of TB medications. There are a number of established TB clinics at hospitals and at some larger municipal health departments. For more information or literature about TB **Phone:** (860) 509-7722 **Website:** [www.ct.gov/DPH](http://www.ct.gov/DPH)

**Poison Control**

The Connecticut Poison Control Center is a Toll-Free statewide emergency helpline that is staffed 24 hours a day by health care professionals. Call for help if someone eats, breathes, or touches poison, or gets it in the eyes. Interpreters are available in all languages. **Toll-Free:** (800) 222-1222 **TDD:** (866) 218-5372 **Website:** [www.poisoncontrol.uchc.edu](http://www.poisoncontrol.uchc.edu)

**Brain Injury Alliance of Connecticut (BIAC)**

BIAC serves as a statewide clearinghouse of brain injury resources and information. Brain Injury Specialists provide resource facilitation and collaborate with organizations and professionals serving individuals with brain injuries. Other programs include annual professional conference on brain injury, statewide support groups, prevention education and outreach, social events and legislative advocacy. **Phone:** (860) 219-0291. **Toll-free:** (800) 278-8242. **Website:** [www.biaact.org](http://www.biaact.org). **Office location:** 200 Day Hill Road, Suite 250, Windsor, CT.

**Lead Prevention and Treatment**

The Connecticut Childhood Lead Poisoning Prevention and Control Program (CLPCCP), a division of the Department of Health (DPH), conducts statewide surveillance of children tested for lead poisoning. This includes the collection of demographic, medical, and environmental/dwelling data on children affected by lead poisoning. Staff evaluates the quality and appropriateness of existing risk reduction educational materials and develops additional materials and trainings for targeted audiences. **Phone:** (860) 509-7299
Sexually Transmitted Disease (STD) Clinics

All residents of Connecticut are eligible for STD services at any of the clinics listed below. Some clinics offer free services. Each site provides confidential testing and treatment for most STDs including Syphilis, Gonorrhea, Chlamydia, Herpes, HIV, and vaginal infections. Patients may receive the vaccine series for Hepatitis A&B and the HPV vaccine is provided for those 26 and under. Confidential assistance is also available to those infected with STDs in telling their partners. Patients age 13 years and older may be seen at these clinics without parental consent. For more information, call STD Control Program, CT Department of Public Health at (860) 509-7920 or the National CDC Info Line (800) CDC-INFO (800) 232-4636. Website: www.ct.gov/dph

Bridgeport Health Department...............................(203) 576-7468*
Danbury Community Health Center .......................(203) 791-5050
Fairfield Health Department ... (203) 256-3020 or (203) 256-3150*
Greenwich Health Department...............................(203) 622-6496*
Hartford Burgdorf Health Center.................................(860) 543-8820*
Hartford Gay and Lesbian Health Collaborative.....(860) 278-4163*
Manchester; Planned Parenthood.........................(860) 643-1607*
Meriden; Planned Parenthood ................................(203) 238-0542*
New Britain Health Department...........................(860) 826-3464*
New Haven Health Department..............................(203) 946-8181*
New London Community Health Center .................(860) 447-8304*
Norwalk Health Department ................................(203) 854-7976*
Norwich William Backus Hospital STD Clinic ........(860) 823-6344*
Stamford Health Department... (203) 977-5933 or (203) 977-4399*
Waterbury Health Department ............................(203) 574-6880*
West Haven Health Department(203) 932-4000 or (203) 932-3660
Willimantic; Planned Parenthood.........................(860) 423-8426

CT Breast and Cervical Cancer Early Detection Program (CBCCEDP)

CBCCEDP provides free screening and diagnostic services for uninsured and underinsured women ages 19-64. Administered by the Department of Public Health, CBCCEDP reduces breast and cervical cancer morbidity and mortality by diagnosing these cancers at earlier stages. Women are screened for eligibility; scheduled for an appointment, receive diagnostic testing, and receive treatment referral services as needed at any one of the following sites. Phone: (860) 509-7804

Bridgeport
Planned Parenthood..............................................(203) 336-0664*
Danbury
Danbury Hospital ..................................................(203) 739-6533

Hartford
Hartford Hospital ..................................................(860) 545-3078*
Saint Francis Hospital ...........................................(860) 714-2759*

Middletown
Community Health Center .................................(860) 347-6971 ext. 3513

New Haven
Hospital of Saint Raphael .......................................(203) 867-5436*
Yale-New Haven Hospital ......................................(203) 688-4562*

New London
Lawrence and Memorial Hospital .........................(860) 442-0711 ext. 2197*

Norwalk
Norwalk Hospital ..................................................(203) 852-2887

Shelton
Planned Parenthood ...............................................(203) 922-1744

Torrington
Charlotte Hungerford Hospital ..............................(860) 496-6513

Vernon
Eastern Connecticut Health Network........................(860) 872-5368

Waterbury
St. Mary’s Hospital ...............................................(203) 709-3800

Willimantic
Windham Community Hospital ..............................(860) 456-6896

American Cancer Society, New England

The American Cancer Society, New England Division, is a statewide resource for cancer information, community referrals, guidance and services for patients, family members, and the general public. Access to cancer information is available 24 hours a day, 7 days a week. Local services include transportation to treatment, educational programs, camps for children with cancer; support groups for patients and their families, peer to patient visitation, and programs that address changes in appearance, such as hair loss from treatment effects. Toll-free: (800)-227-2345* Website: www.cancer.org

CT Department of Public Health (DPH)

DPH offers patient supports and information on a variety of issues. The local Director of Health may also be able to provide information on these and other topics of concern.

Infectious Diseases .............................................. (860) 509-7995*
Diabetes Prevention and Control Program .............. (860) 509-7737*
Drinking Water Section .......................................... (860) 509-7333*
Recreation (sewage/private wells/swimming pools) ............ (860) 509-7296*
Environmental Health .......................................... (860) 509-7740*
Radon Program .................................................... (860) 509-7367*
Immunization ..................................................... (860) 509-7929*
Injury Prevention .................................................. (860) 509-7805*
Tobacco ................................................................ (860) 509-8251*
Families and Children

Child Care

2-1-1 Child Care

2-1-1 Child Care is a statewide child care resource and referral service staffed by early childhood specialists who access an up-to-date computerized database of licensed family day care homes, day care centers, and summer camps. Specialists inform individuals about child care options and openings near their home or workplace and can refer them to additional regional resource agencies. Dial 2-1-1 or (800) 505-1000*

CT Department of Children and Families (DCF)

DCF funds early childhood programs for families and preschool children who are at risk of abuse, neglect, and/or developmental delay.

Norwich: Madonna Place, 240 Main Street .... (860) 886-6600*
Bridgeport: Child First, 267 Grant Street .... (203) 384-3626
Hartford: Catholic Charities, 15 Newfield Avenue ...(860) 240-5667

CT Department of Education (SDE)

SDE funds Head Start and School Readiness programs. Both programs vary in the length of day and how many months of the year they operate. Locations include community-based, faith-based, and public school facilities. Most programs charge a fee based on family size, income, and the number of hours in the program. Programs must be accredited by the National Association for the Education of Young Children, or approved by the federal Head Start Program. SDE also advocates for children with disabilities. Through a partnership with the State Education Resource Center (SERC), SDE provides technical assistance, training, and professional development for those serving young children with disabilities. Contact the local school district superintendent or the Bureau of Teaching and Learning in Hartford. Phone: (860) 713-6771* Website: www.state.ct.us/sde

Support Services

John S. Martinez Fatherhood Initiative of Connecticut

Connecticut’s Fatherhood Initiative is a broad-based, statewide program led by the Department of Social Services (DSS) and focused on changing systems to improve fathers’ ability to be fully and positively involved in the lives of their children. DSS works with numerous state and community-based partners throughout Connecticut to support the Initiative’s objectives. Services available at the fatherhood programs listed below may include the following areas: parenting/co-parenting; workforce development; job readiness, placement and retention services; healthy relationships; patriarchy establishment; court readiness; support groups; and individual counseling. For more information, contact a state-certified program listed below. Website: www.ct.gov/fatherhood Phone: (860) 424.5696 Toll-free number: 1-866-6-CTDADS

Bridgeport

Fathers For Life Program ......................................................(203) 953-3278
GBAPP ..............................................................................(203) 366-8255*

Hartford

Families In Crisis, Inc. ...............................................................(860) 727-5830
Community Renewal Team, Inc. ...........................................(860) 560-5765
Village for Families and Children, Inc. ...............................(860) 297-0521

New Haven

New Haven Family Alliance, Inc. ............................... (203) 786-5970 x318

Norwich

Madonna Place, Inc. ..............................................................(860) 886-6600 x117

Torrington

Family Strides, Inc. ...............................................................(860) 482-3236*

Waterbury

New Opportunities, Inc. ............................................................(203) 575-4210

Wethersfield

CT Department of Correction .............................................(860) 692-7691

Parent Support Centers

Parent Support 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. For specific program services, contact a local Center.

Canton

Canton Parents As Teachers ...................................................(860) 693-7765

Danielson/Willimantic

United Services .................................................................(860) 774-2020*

Manchester, Andover, Bolton, Coventry, East Hartford, East Windsor, Ellington, Glastonbury, Hebron, Marlborough, Stafford, and Vernon

Manchester Family Resource Center .................................(860) 647-3330

Meriden/Wallingford

Catholic Charities ..............................................................(203) 235-2507*
Middletown, Cromwell, Portland
Community Health Center.................................(860) 347-6971

New Britain
Human Resources Agency...........................................(860) 225-8601* 

New London
Centro de la Comunidad...........................................(860) 442-4463

Norwich
Madonna Place...........................................................(860) 886-6600 

Old Saybrook, Chester, Deep River, Essex, Lyme,
and Old Lyme
Youth and Family Services...........................................(860) 395-3190

Torrington, Goshen, Morris, Warren, and Winchester
McCall Foundation.....................................................(860) 496-6112

Waterbury, Beacon Falls, Bethlehem, Cheshire, Middlebury,
Naugatuck, Prospect, Southbury, Thomaston, Watertown,
Wolcott, and Woodbury
Waterbury Youth Services...........................................(203) 573-0264

Windsor
Milo W. Peck Child Development Center...............(860) 285-1410

Coordinating Council for Children in Crisis
(CCCC)
CCC addresses child abuse, neglect, and victimization
across the life span through home visiting; parent education;
family strengthening and advocacy activities; individual and
group counseling; care coordination for children and youth
with special health care needs and safety planning for abused
women. CCCC covers the 20 towns of the Greater New
Haven area. Services are free. Address: 131 Dwight Street,
New Haven, CT 06511 Phone: (203) 624-2600* Website:
www.ccccnh.org

Bureau of Child Support Enforcement
The Department of Social Services provides all families with
child support enforcement services, at no charge, regardless
of income level or public assistance status. Enforcement of
child support is administered in Connecticut through the
cooperative efforts of several state agencies, and also among
all states and with many foreign countries. Services include
but are not limited to: establishment or modification of child
support obligations, voluntarily or through court order;
and enforcement of support obligations through income
withholding, court action or other administrative enforcement
remedies. To apply for child support enforcement services,
contact the Department of Social Services office nearest you
listed in this book under Multi-service Agencies or contact
the Child Support Information and Problem Resolution Unit.
Toll-free: (800) 228-5437*

Supervised Child Visitation
The following programs offer access to a secure and safe
environment in which parents are allowed to visit with
their children. The visitation occurs in the presence of a
professional, who acts as a monitor.

Ansonia
Catholic Charities.......................................................(203) 735-7481*

Bridgeport
Child Guidance Center..............................................(203) 394-6529*
............................................................................(203) 540-9861

Cromwell
The Children’s Home Community
Service, Inc ..............................................................(860) 635-6010 x338

Danbury and Northwest Region
Visitation Solutions, LLC...........................................(203) 740-0091*

Danielson, Willimantic - Eastern Region
Access.................................................................(860) 774-0418*

Fairfield and New Haven Counties
Family Counseling and Mediation Center...............(203) 414-6477*

Hartford/New Britain
Klingberg Family Centers...........................................(860) 243-4444 x243*

Northwest Region
Litchfield Visitation Services.................................(860) 274-0046*
Thomaston Counseling Center...............................(860) 283-8224*

Norwich and Niantic
Children’s Rights Council........................................(860) 625-6570*

Statewide
Kidsafe CT...............................................................(860) 872-1918*

Vernon
AMPS Inc...............................................................(860) 870-8788*

Woodbridge
Family Matters.........................................................(203) 389-1630*

Youth Services Bureaus (YSB)
YSBs are located throughout the state. These agencies are
responsible for planning, coordinating and maintaining a
network of community services for children, youth and
their families. They provide or contract for direct services
in the areas of juvenile justice, mental health services,
youth development, community outreach, parent education,
and child welfare services. Contact a local town hall,
or contact the Connecticut Youth Services Association.
Address: P.O. Box 551, Glastonbury, CT 06033 Website:
www.ctyouthservices.org

Programs that Help People in Connecticut
is available on-line at cahs.org/publications.
Youth in Crisis

The Department of Children and Families, Child Guidance Clinics, Family Service Agencies, community-based youth shelters, and crisis intervention programs all provide counseling assistance to youth, and their families. Local Youth Service Bureaus offer peer counseling, employment-related services and in some instances, shelter services. For youth services, including crisis services, dial 2-1-1. 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. National Runaway Switchboard Toll-free: (800) 621-4000*

Child Abuse and Neglect CARELINE

The Department of Children and Families (DCF) is legally responsible for protecting children and youth from abuse, neglect, abandonment and exploitation. Services include family assessment, treatment planning, counseling, intensive family preservation, temporary emergency shelter, homemakers, parent aides, parenting classes, child care aid to unwed mothers, foster care, and adoption. Case Workers are on call 24 hours a day to intervene in a crisis and help families. Regional offices are listed below. For general information, referral to local services, or to report child abuse or neglect: Toll-free: (800) 842-2288* TDD: (800) 624-5518.

Bridgeport 100 Fairfield Avenue .................... (203) 384-5300*
Danbury 131 West Street .......................... (203) 207-5100
Hartford 250 Hamilton Street ....................... (860) 418-8000*
Manchester 364 West Middle Turnpike ........... (860) 533-3600*
Meriden One West Main Street .................. (203) 238-8400*
Middletown 2081 South Main Street .......... (860) 638-2100*
Milford 38 Wellington Road ....................... (203) 306-5300*
New Britain 1 Grove Street ..................... (860) 832-5200*
New Haven One Long Wharf .................... (203) 786-0500*
Norwalk 149 Water Street ......................... (203) 899-1400*
Norwich 2 Courthouse Square ................. (860) 886-2641*
Stamford 401 Shippman Avenue .............. (203) 348-4294*
Torrington 62 Commercial Boulevard .... (860) 496-5700
Waterbury 395 West Main Street ............... (203) 759-7000*
Willimantic 322 Main Street .................. (860) 450-2000*

Danbury Regional Child Advocacy Center

The Danbury Regional Child Advocacy Center programs include: parent mentoring, parent education and support, child protection teams, multi-disciplined investigation teams, and parent aide programs. The Center covers towns in Greater Danbury. Address: 268 Main Street, Danbury, CT 06810 Phone: (203) 748-4542* Website: www.danburychildadvocacy.org

Office of Foster Care and Adoption Services

The Department of Children and Families (DCF) recruits, trains, licenses, and supports foster care families. Medical coverage and a monthly reimbursement cover the expenses of caring for a foster child. DCF also provides information to prospective adopting parents and parents considering releasing a child for adoption. Children awaiting adoption are listed with the 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. Toll-free: (888) 543-4376 or 1-888-KID-HERO*(Yes, Spanish speaking staff is available)

Connecticut Coalition Against Domestic Violence (CCADV)

CCADV is comprised of 18 member programs throughout the state. These programs provide services to victims of domestic violence. Services are confidential, and available to all individuals regardless of age, race, religion, sexual preference, class, or physical ability. CCADV offers safety planning, advocacy, information, referrals, counseling, support groups and emergency shelter. Call the toll free domestic violence hotline to link up to a program. Hotline: (888) 774-2900 Office phone: (860) 282-7899 Website: www.ctcadv.org

CT Sexual Assault Crisis Services (CONNSACS)

CONNSACS works to end sexual violence through victim assistance, community education, and public policy advocacy. CONNSACS promotes public awareness, training, and technical assistance to groups that wish to learn more about sexual assault and rape prevention. Phone: (860) 282-9881 Emergency Statewide Hotlines: (888) 999-5545 (English) (888) 568-8332 (Español) Website: www.connsacs.org

The American Red Cross in Connecticut

The Red Cross helps Connecticut residents prevent, prepare for and respond to emergencies. The Red Cross serves every community in Connecticut with a variety of programs and services including health and life safety programs, disaster response, blood services, international tracing, and services for members of the armed forces and their families. There are volunteer opportunities at every office that can be tailored to any schedule or level of skill. To find a local office call Toll-free: (877) 287-3327* Website: www.redcross.org

Community Solutions Inc. (CSI)

CSI works with individuals and families involved, or at risk of involvement, in the child welfare, juvenile justice, and criminal justice systems. CSI offers community-based programs statewide that include adult reentry and residential services as well as home-based youth services. Toll-free: (800) 425-3896 Website: wwwcsi-online.org
Family ReEntry

Family ReEntry provides behavioral health, mentoring, case management, and psycho-educational services for individuals and their families. Family ReEntry’s programs assist clients in becoming responsible partners, capable and skilled parents, and productive members of their communities. Services include domestic violence re-education, life skills training, substance abuse treatment, prisoner re-entry, mentoring, and case management. Programs are located in Bridgeport, Stamford and Norwalk. Address: 9 Mott Avenue, Suite 104, Norwalk, CT 06850 Phone: (203) 838-0496* Website: www.familyreentry.org

Families In Crisis, Inc.

Families In Crisis provides counseling and support services to offenders and their family members. Services are designed to assist with life changes, promote independence, and ensure healthy, supportive family relationships. Major areas of service include counseling, family visitation, parenting, domestic violence intervention, and prevention services. Hartford: (860) 727-5800* New Haven: (203) 498-7790* Waterbury: (203) 573-8656 Website: www.familiesincrisis.org

Community Partners in Action (CPA)

CPA, formerly the Connecticut Prison Association, provides services to offenders, ex-offenders, juveniles, and persons who are at risk of incarceration. Services include alternative incarceration centers, employment services, juvenile programming, art in prison and other services designed to assist self-development. Programs are listed below. For other services & more information: Phone: (860) 566-2030 Website: www.cpa-ct.org


Paul and Lisa Program

The Paul and Lisa Program offers programs for children, teens, and adults, presentations around commercial sexual exploitation, human trafficking, and internet dangers. The program also explains the dangers of running away, the role of drugs in commercial exploitation, the profile of the child exploiter, and how to prevent child recruitment by the sex industry. Address: P.O. Box 348, Westbrook, CT 06498 Phone: (860) 767-7660* Website: www.paulandlisa.org

Multi-service Agencies

The Village for Children & Families, Inc.

The Village for Families & Children, Inc. since 1809 has provided services that include but are not limited to: residential and outpatient behavioral health treatment for children; adoption, foster care and family preservation services; school- and community-based programs that promote education, early childhood education and assessment, positive youth development, assessment and support for children involved with the courts; school-based family resource centers; and after school programs for middle and high school students. Services are provided at several agency sites throughout Greater Hartford and Central Connecticut, in schools and in community settings. Phone: (860) 236-4511* Website: www.villageforchildren.org

The Hispanic Health Council (HHC)

The Hispanic Health Council provides bilingual and bicultural (Spanish-English) case management and support to Latinos and others who need assistance. Services include: breastfeeding peer counseling, diabetes case management, assistance to people struggling with substance abuse and HIV/AIDS, parenting support and child abuse prevention, pre-natal case management and support; nutrition education and assistance; migrant farm workers’ health care, and cancer case management and support. Address: 175 Main Street, Hartford Phone: (860) 527-0856 Website: www.hispanichealth.com

Community Action Agencies

Community Action Agencies address the needs of low-income people by assisting them in obtaining skills and knowledge necessary for self-sufficiency and dignity. Agency programs include job training, education, child day care, energy assistance and weatherization, housing, criminal justice and pretrial intervention, community centers, mental health, food commodities, homeless services, retired senior volunteer programs, senior centers, and nutrition programs such as Meals-on-Wheels.
The Salvation Army

The Salvation Army’s programs and services include:

Family Shelters, The Right Place School Readiness Programs, Young Parents Program, Grandparent Support Groups, Adult Drug & Alcohol Rehabilitation Centers, Camp CONNRI –Youth Camp, CONNRI Lodge Retreat & Conference Center – Senior Summer Retreat, Homeless Prevention Programs, After School Programs, and Men’s Lodge. Thrift stores, soup kitchens, feeding and nutrition programs, friendly visitors, food, and clothing banks and other services are available throughout Connecticut. To learn about specific services in a particular part of the State, contact a local Army center listed below, or the Divisional Office: 855 Asylum Avenue, Hartford Phone: (860) 702-0000 Website: www.salvationarmyct.org

Program Locations:

Ansonia
26 Lester St ............................................ (203) 736-0707

Bristol
30 Elm Street ........................................... (203) 334-0995

Bridgeport
1070 Park Avenue ................................ (203) 366-8241*

Energy Assistance .................................. (203) 384-6904*

Bristol BCO
55 South Street ....................................... (860) 584-2725*

Energy Assistance .................................. (860) 582-7490*

Danbury CACD
66 North Street ....................................... (203) 744-4700 *

Energy Assistance .................................. (203) 748-5422*

Derby TEAM
30 Elizabeth Street ................................... (203) 736-5420*

Energy Assistance .................................. (203) 736-5420*

Hartford CRT
555 Windsor Street ................................... (860) 560-5600*

Energy Assistance .................................. (860) 560-5800*

Jewett City TVCCA
One Sylvandale Road ................................ (860) 889-1365*

Energy Assistance (Norwich) .............. (860) 889-1365*

Meriden New Opportunities
74 Cambridge St .................................... (203) 235-0278*

Energy Assistance .................................. (203) 235-0278*

Middletown CRT
44 Hamlin Street .................................... (860) 347-4465*

Energy Assistance .................................. (860) 347-4465*

New Britain HRA
180 Clinton Street ................................... (860) 225-8601*

Energy Assistance .................................. (860) 223-2288*

New Haven CAANH
419 Whalley Avenue ................................. (203) 387-7700*

Energy Assistance .................................. (203) 387-7700*

New London TVCAA
83 Huntington Street ................................ (860) 444-0006*

Energy Assistance .................................. (860) 444-0006*

Norwalk NEON
98 South Main Street ................................ (203) 899-2420*

Energy Assistance .................................. (203) 899-2420*

Stamford CTE
34 Woodland Avenue ............................... (203) 327-3260*

Energy Assistance .................................. (203) 352-4842*

Waterbury New Opportunities
232 North Elm Street ................................ (203) 575-9799*

Energy Assistance .................................. (203) 575-9799*

Willimantic Access
1315 Main Street .................................... (860) 450-7400*

Energy Assistance .................................. (860) 450-7400*

An asterisk (*) near any entry signifies that a Spanish-speaking staff member is available.
for potentially-eligible clients through a variety of community settings. CAHS coordinates coalitions of free tax preparation sites, which link filers with the EITC and other opportunities to improve their financial situation. CAHS mobilizes public support for increased access to affordable, quality workforce supports, health care, and asset-building programs. Additionally, CAHS works with partner organizations in several Connecticut cities to promote awareness of and access to asset building services through free, volunteer-run classes under the banner of the Connecticut Money School. Phone: (860) 951-2212 Websites: www.cahs.org, www.ctmoney.org

CO-OPPORTUNITY, INC.

Co-opportunity’s mission is to create neighborhood stability and economic prosperity by increasing the income, earnings, and wealth of low- and moderate-income individuals and families. YouthBuild Hartford is an education and job training program for low-income Hartford young adults 18 to 24 years old interested in carpentry. Its HUD-approved Homeownership Center provides first-time homeowners with information and support to complete a purchase. Volunteer Income Tax Assistance and Earned Income Tax Credit Outreach offers free tax preparation for low-income, working tax filers and connections to other financial services. Individual Development Accounts are matched savings accounts for income-eligible individuals who complete financial education and counseling and save regularly toward a specified asset (home, new business, education). Address: 20-28 Sargeant Street, Hartford, CT 06105 Phone: (860) 236-3617 Website: www.co-opportunity.org.

CT Council of Family Service Agencies (CCFSA)

CCFSA is a network of nonprofit family service agencies that deliver services from over 90 offices located throughout the state of Connecticut. Professional services are provided to low income, the middle class and the affluent in a variety of settings and across all social service disciplines. Member agencies are community-based, licensed by the State of CT, and nationally accredited. All sites are equipped to provide the following: Empowering People for Success, for families transitioning from welfare to self-sufficiency; Parenting Education, a structured curriculum to help divorcing couples continue to be effective parents; and Focus on K.I.D.S., a solution-focused program that helps high-conflict divorcing or divorced parents improve their communication and nurture their children more effectively. For locations and information on these and other programs call or visit the CCFSA on the web. Phone: (860) 571-0093 Website: www.ctfsa.org.

You can also reach United Way 2-1-1 by dialing (800) 203-1234.
Special Populations

Elderly

Senior Centers

Senior Centers in Connecticut vary in scope and number of programs and services offered. Most municipalities have multi-purpose Senior Centers that provide counseling, health services, nutrition, education, recreational activities, transportation, wellness programs, volunteer opportunities, and other supportive services. Specific program information may be obtained by contacting the town’s Senior Center, town hall, or by dialing 2-1-1.

Area Agencies on Aging

Area Agencies on Aging provide information and referral assistance on health insurance, community-based services, elder care, and training and education on aging issues. Statewide Toll-free: (800) 994-9422 New Haven: (203) 785-8533 Norwich: (860) 887-3561 Hartford: (860) 724-6443 Bridgeport: (203) 333-9288 Waterbury: (203) 757-5449 Website: www.ctagenciesonaging.org

Grocery Delivery Service

Administered by the Community Renewal Team (CRT), the Grocery Delivery Service is for homebound elderly residing primarily in Hartford, West Hartford, Wethersfield, Bloomfield, and Windsor. Deliveries are one day per week in each area and orders are placed at least one day in advance. Clients pay for groceries by cash or check upon receipt. Although there is no delivery fee, the clients are asked to make a donation each quarter to help defray the delivery cost. Phone: (860) 560-5828* Website: www.crtct.org

AARP

AARP is a nonprofit, non-partisan, membership organization for people age 50+. The organization provides consumer information and resources, engages in legislative, regulatory and legal advocacy; and assists members in serving their communities. AARP offers benefits, products, and services for its members, including opportunities to volunteer and the community-based programs listed below. Toll-free: 1-866-295-7279. Toll-free: 1-866-295-7279. Toll-free: 1-866-295-7279. Toll-free: 1-866-295-7279. Website: www.aarp.org/ct

Driver Safety – available on-line or as an four hour classroom refresher course, the program covers normal changes in vision, hearing, and reaction time, and offers practical techniques to compensate for these changes. Toll-free: (888) 227-7669

Tax-Aide - volunteers provide free tax preparation services to low and moderate income taxpayers, including electronic filing and on-line counseling. Toll-free: (888) 227-7669

Benefits Outreach – volunteers help older people with low or moderate- incomes find public and private benefit programs for which they may be eligible to help pay for prescription drugs, groceries, doctors, heating bills, property taxes, and more. To receive help in connecting with benefits, call AARP CT state office Toll-free: (866) 295-7279 or check Website: www.aarp.org/quicklink. For those interested in finding out how to save money on their monthly grocery bill, call the CT SNAP Line at 1-866-974-SNAP (7627).

Money Management – volunteers provide daily money management services to help people who have difficulty budgeting, paying bills, and keeping track of financial matters. Contact the CT Institute for Communities, Inc. Phone: (203) 743-9760 x111 or for residents in the Greater Waterbury area contact New Opportunities at (203) 575-4220 and for residents in the Greater New Haven area contact the Agency on Aging of South Central CT at (203) 752-3059.

Create The Good® - Online resource where people and organizations can find meaningful volunteer activities, time flexible opportunities, organizations and individuals can post and share their own ideas and opportunities, and connect with others on a wide variety of areas of interest. Website: www.CreateTheGood.org

Decide.Create.Share - AARP CT Women to Women: Living Smarter, Living Stronger - volunteers provide facilitated discussions to organizations and groups to promote awareness and education on future needs facing women as the age. Topics include home and community based services, what are the options to pay for long term services, advance directives and taking care of your own health. To request/participate in a session or to learn about becoming a volunteer, contact the AARP CT state office Toll-free: (866) 295-7279. For additional resources on any of the topics, go to www.aarp.org/decide

CT Association of Adult Day Centers (CAADC)

Adult Day Health Centers offer programs in a group setting for older adults during the day. Services can include nursing care, personal care, nutrition, social services, rehabilitation services and recreation certified by the Department of Social Services and CAADC. Phone: (860) 828-8653* Website: www.leadingagect.org

MaturityWorks

MaturityWorks is a short-term, job training program for people age 55 and older. In MaturityWorks participants upgrade employment skillsthroughpaidcommunityserviceortraining. Participants must live in Fairfield, Litchfield, Middlesex or New Haven counties. Bridgeport: (203) 953-3236 x353; Waterbury/Danbury: (203) 574-6971 x434; New Haven: (203) 610-8514. Federal guidelines apply.
Senior EyeCare Program (SEP)

Formerly known as the National Eye Care Project, SEP ensures that every senior has access to medical eye care. The program is designed for individuals age 65 and older who have not seen an ophthalmologist (Eye MD) in three years or more, do not belong to an HMO or receive eye care benefits through the VA. Eligible seniors receive a comprehensive medical eye exam and treatment for any disease diagnosed at the time of the initial visit for up to one year at no out-of-pocket cost for the physician’s services. Medicare and other insurance will be billed and accepted as payment in full. Uninsured will be seen at no cost. Eyeglasses, prescriptions, hospital services, and fees of other medical professionals are not covered. Phone: (877) 887-6327 Mon-Fri, 8 am to noon, (PT) Visit www.eyecareamerica.org to take online referral questionnaire. English and Spanish available on phone and website.

Connecticut Community Care, Inc. (CCCI)

CCCI identifies choices and provides services to help people of all ages, abilities and incomes to live at home. The non-profit care management organization is an access agency to the CT Home Care Programs (CHCP) and to Money Follows the Person (MFP) in 124 towns in the North Central, Northwest and Eastern CT. It also runs a private division, Care Management Associates, which serves others statewide who do not qualify for the CHCP or MFP. CCCI serves more than 13,000 individuals and their families each year through regional offices located in Wethersfield, Watertown and Franklin. The Corporate Office is located in Bristol. Toll-free: 866-845-2224 Website: www.ctcommunitycare.org.

Compassion & Choices

Counselors and volunteers work one-on-one with terminally ill adult patients and their families to ensure that the patient’s wishes for end-of-life care are documented and honored. Services include assistance in preparing advance health care directives (living wills), advocating on the patient’s behalf for better pain and symptom management, and exploring end-of-life options including hospice, relief from chronic pain, withholding and withdrawal of treatment, stopping eating and drinking, and other legal alternatives. There is no fee for service. Phone: (860) 922-1988 National Toll-free: (800) 247-7421*

Connecticut Home Care Program for Elders (CHCPE)

To be eligible, applicants must be 65 years of age or older, be a CT resident, be at risk of nursing home placement and meet the program’s financial eligibility criteria. To be at risk of nursing home placement means that the applicant needs assistance with critical needs such as bathing, dressing, eating, taking medications, toileting. The CHCPE helps eligible clients continue living at home instead of going to a nursing home. Each applicant’s needs are reviewed to determine if the applicant may remain at home with the help of home care services. For more information on eligibility criteria, please see the link below. Services may include case management services, companion services, homemaker services, and home delivered meals. For more information, or to start the application process, please call 1-800-445-5394 (toll-free) or 860-424-4904 locally in the Hartford area.

Aging Services Division

As part of the DSS Bureau of Aging, Community and Social Work Services, the DSS Aging Services Division (also known as the State Unit on Aging) administers approximately $26 million from the federal Older Americans Act and other federal and state funds to provide a wide range of services to older adults in Connecticut. Under the Older Americans Act, services are provided to adults age 60 and older. The goal of the programs under the Older Americans Act is to enable older adults to remain in their home and the community of their choosing for as long as possible through the provision of home and community-based services including supports for family caregivers. Phone: (860) 424-5274 Toll-free: (866) 218-6631- In-state Website: www.ct.gov/agingservices

Protective Services for the Elderly (PSE)

This program is designed to safeguard people 60 years and older from physical, mental and emotional abuse, neglect and abandonment and/or financial abuse and exploitation. DSS social workers devise a plan of care aimed at assuring an elder’s safety while preserving the person’s right of self-determination. The Social Work service plan may include crisis intervention, arranging for and coordinating any of the following services: adult day-care, companionship, counseling, homemaker, home health care, home-delivered meals, long-term care and, if necessary, emergency convalescent placement. To report cases of suspected abuse, neglect or exploitation, call the toll-free In State referral line at 1-888-385-4225, Out of State call Infoline at 1-800-203-1234.

Disabled

CT Department of Developmental Services (DDS)

DDS is responsible for planning, development, and administration of services for persons with mental retardation and persons medically diagnosed as having Prader-Willi Syndrome. DDS delivers services through private agencies under contract with DDS. Services include residential placement, day programs, early intervention, family support, respite, and case management. Eligibility and referrals are available through the regional offices listed below. Phone: (860) 418-6000* Toll-free: (866) 737-0330 TDD: (860) 418-6079 Website: www.ct.gov/dds

North Region/East Hartford........................... (860) 263-2500* Toll-free .............................................(800) 558-9527
Newington .......................... (860) 331-2100
Putnam .................................. (860) 630-4000
Willimantic ................................ (860) 456-6300
South Region/Wallingford ........................ (203) 294-5049*
Toll-free ................................ (868) 263-4445
After Hours Emergency .................. (800) 752-0005 PIN: 20433
TTD ........................................ (203) 294-4475
New Haven ................................ (203) 974-4200*
Norwich .................................. (860) 859-5400*
Toll-free ................................ (866) 584-3376
Meriden ................................ (203) 514-3200*
Mystic .................................. (860) 536-1805
West Region/Waterbury ................. (203) 805-7400
Toll-free ................................ (866) 274-3888
After Hours Emergency .................. (800) 347-2574 PIN: 80848
Cheshire ................................ (203) 806-8700
Danbury ................................ (203) 448-3500
Stratford ................................ (203) 455-3100
Lower Fairfield County ................. (203) 642-5000
Northwest Center ...................... (860) 496-3000

Bureau of Rehabilitation Services (BRS)

Vocational Rehabilitation (VR) is available for individuals, including youths transitioning out of high school, with significant physical and mental disabilities. They get help to prepare for, obtain, and maintain employment. Most VR services are free. Phone: (860) 424-4844* Toll-free: (800) 537-2549 Video Phone: (860) 920-7163

Connect-Ability connects employers to residents with disabilities who are seeking employment. The goal is to remove employment barriers and increase opportunities for employers, consumers, their families, and providers to improve perceptions and realities about the contributions people with disabilities can make in the work arena. Toll-free: (866) 844-1903 Website: www.connect-ability.com

Connecticut Tech Act Project provides access to assistive technology (AT) devices and services for work, home, school, or community participation. A low-interest loan is also available to help some consumers obtain AT and an online exchange for free or donated AT can be found at www.getATstuff.com. Phone: (860) 424-4881 Website: www.cttechact.com

Work Incentives Planning and Assistance Program (WIPA) Community Work Incentive Coordinators help consumers determine how working will impact their federal or state benefits. Through benefits counseling, consumers can better decide about work based on facts. Toll-free: (800) 773-4636 Website: www.connectoworkcenter.state.ct.us

Independent Living supports community-based, consumer-controlled centers that assist persons with disabilities to live more independently. Toll-free: (800) 537-2549 Phone: (860) 424-4878

Disability Determination works in cooperation with Social Security Administration (SSA) on claims under the Social Security Disability Insurance (SSDI) and Supplemental Security Income (SSI) programs. Toll-free: (800) 842-8320 Regional BRS offices are listed below:

Hartford ...................................... (860) 723 1400* Video Phone: (860) 560-2792
Danielson .................................. (860) 412-7070
Enfield Temporarily located in Hartford (860)-987-3140
Manchester ............................. (860) 647 5960* Video Phone: (869) 288-4870
New Britain .............................. (860) 612 3569*
New Haven ............................. (203) 974 3000* Video Phone: (203) 584-9840
Middletown ............................. (860) 704 3070
New London .......................... (860) 439-7686
Norwich .................................. (860) 859-5720
Video Phone: (860) 237-3525
Bridgeport .............................. (203) 551 5500
Video Phone: (203) 416-6761
Danbury ................................ (203) 207-8990
Stamford ............................... (203) 251 9430
Torrington ............................ (860) 496-6990
Waterbury .............................. (203) 578-4550
Video Phone:.......................... (203) 577-5319

Planned Lifetime Assistance Network (PLAN) of Connecticut

PLAN assists families of all incomes in planning for the future of a family member with a disability and arranges continuity of care after the principal advocates/care-givers have died or are unable to continue their services. PLAN assists in setting up and managing special needs trusts that help loved ones with a disability to maintain self sufficiency, prevent unnecessary hospitalizations, and enhance quality of life. PLAN trusts require no minimum funding and serves people with any disability. Phone: (860) 523-4951* Website: www.planofct.org

Kuhn Employment Opportunities

Kuhn Employment Opportunities supports individuals with developmental disabilities, mental illness, and physical disabilities to obtain employment so they can become valued members of the community, and more independent. Kuhn provides situational assessment, career planning, job development and placement services, on-the-job training,
job coaching, school to work transition, and transportation services. Employment opportunities include individual job placement, work crews, work services, and community experience programs. Program services vary by location and funding sources. Call for additional information. **Meriden:** (203) 235-2583* **Middletown:** (860) 347-8923. Website: www.abilitybeyonddisability.org

**Commission on the Deaf and Hearing Impaired (CDHI)**

CDHI provides interpreting and counseling services for deaf and hard of hearing people as well as the hearing community who live and work with individuals with hearing loss. The counseling services include personal and family support. CDHI also provides information and referral services. **Toll-free:** (800) 708-6796 **Phone:** (860) 231-8756 **TTY:** (860) 231-8169 **Voice/TTY:** (860) 231-1690 **After-hours Emergency Voice/TTY Interpreting Services:** (860) 231-7623. Website: www.ct.gov/cdhi

**Oak Hill**

Oak Hill is the largest nonprofit private provider of services for people with disabilities in Connecticut, offering community-based education, housing, employment, assistive technology, early intervention, therapeutic education on healthy relationships, recreation, and arts. Hundreds of people from birth to over 90 years of age are served directly by Oak Hill, and tens of thousands of connections are made annually through their assistive technology program. **Address:** 120 Holcomb Street, Hartford, CT 06112. **Phone:** (860) 242-2274* **TTY:** (860) 286-3113. Website: www.eboakhill.org

**Goodwill Industries of Western and Northern CT, Inc.**

Goodwill offers a wide range of services especially designed for people with disabilities or other special needs who are unemployed, underemployed, entering the workforce for the first time, or making the transition as a student from a school to work environment. These services include: case management, individual and group-supported employment, work tryouts, vocational evaluation, and competitive job placement, and follow-up. Residential support and day programs are also available.

**Bridgeport** .......................................................... (203) 368-6511

**Converse Communications**

Converse Communications supports people who are deaf, hearing impaired, or speech disabled. Services include text-telephone loan distribution, caption distribution, and closed captioning services. These services may be available at no cost as part of the Americans with Disabilities Act. **Address:** 34 Jerome Avenue, Suite 202, Bloomfield CT 06002. **Phone:** (860) 242-4974. Website: www.conversecommunications.com

**Easter Seals Capital Region & Eastern Connecticut**

Easter Seals Capital Region & Eastern Connecticut provides comprehensive medical and vocational services to people with disabilities throughout Hartford, Tolland, Windham, New London, and eastern Middlesex Counties. Services include: medical rehabilitation, including physical, occupational, and speech therapies as well as neuropsychological services; Autism Initiative, Pathways Breast Cancer Rehabilitation Program; comprehensive traumatic brain injury rehabilitation; comprehensive stroke rehabilitation; Lymphedema treatment and management; vocational rehabilitation including job coaching, job seeking, and employment skills training programs; Individual and Group Supported Employment programs; school to work transition services; adult day programs and Senior Community Service Employment Program (SCSEP). Varying programs are available at three sites located in Windsor, East Hartford, and Norwich.

**Medical Services & Administration:** 100 Deerfield Road, Windsor, CT 06095. **Vocational Services:** 22 Prestige Park Circle, East Hartford, CT 06108. **Day Services:** 24 Stott Avenue, Norwich, CT 06360 **Phone:** 860-552-2002* Website: www.hartford.easterseals.com

**Ability Beyond Disability**

Ability Beyond Disability is a resource for people with developmental disabilities, autism spectrum disorder, brain injury, mental illness, and physical disabilities that often accompany these ailments. The majority of individuals are adults or young adults and the services provided can address a single life episode or span a lifetime. The organization provides community living supports, individual home supports, employment resources, social and community integration supports, clinical supports, transportation services, aging specialties, behavioral and transitional living supports, school to community supports, and service coordination. **Toll-free:** (888) 832-8247 **Website:** www.abilitybeyonddisability.org*

You can also reach United Way 2-1-1 by dialing (800) 203-1234.
American School for the Deaf (ASD)

ASD offers students a full-range of education from pre-school to 12th grade, serving deaf and hard of hearing students ages 3 to 21, including those with additional disabilities. Alternative education for students with emotional-behavioral disorders is also available. ASD offers Birth-to-Three services through its Early Childhood Intervention, as well as employment training and support through Adult Vocational Services. Other special services include instruction in communication skills, cochlear implant support, counseling, occupational and physical therapy, “sister school” arrangements with local public schools, and other mainstream opportunities. Family education activities such as sign language classes, parent support groups, and family events are available. **Address:** 139 North Main Street, West Hartford CT 06107 **Phone:** (860) 570-2300* **TTY:** (860) 570-2222 **Website:** www.asd-1817.org

Board of Education Services for the Blind (BESB)

BESB provides educational, vocational and independent living services to adults who are legally blind and children who are blind or visually impaired to help them achieve and maintain independence and self-sufficiency as fully contributing members of an integrated society. BESB provides certification of legal blindness; social work and referrals; low-vision evaluations and equipment, employment training, job placement, worker retention support, adaptive equipment; school-to-career transition services to adolescents; financial and technical support to clients who own or want to own their own business; independent travel instruction; and training in activities of daily living. **Toll-free:** (800)-842-4510* **Voice/ TDD:** (860) 602-4221 **Website:** www.ct.gov/besb

CT Association for Children and Adults with Learning Disabilities (CACLD)

CACLD is a regional, nonprofit organization providing information and support to benefit children and adults with learning disabilities and attention deficit disorders. CACLD offers a telephone HelpLine, advocacy, newsletters, referrals, conferences, reprints, workshops, consultations, education, and support for individuals, families, and professionals. **Address:** 25 Van Zant Street, Suite 15-5 East Norwalk, CT 06855 **Phone:** (203) 838-5010 **Website:** www.cacld.org **E-mail:** cacld@optonline.net

Veterans

CT Department of Veterans’ Affairs

The Department of Veterans’ Affairs was established to provide expanded, integrated, and coordinated services to Connecticut veterans and their families. Counsel is provided to veterans concerning educational training and retraining, health, medical and rehabilitation services, housing assistance, and benefits for veterans in nursing homes. 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 the towns listed below. **Commissioner Address:** 287 West Street, Rocky Hill, CT 06067 **Phone:** (860) 616-3600 **VET INFO:** (866) 928-8387

- **Rocky Hill** 287 West Street Bldg. 7 .................(860) 616-3687
- **Norwich** 100 Broadway – City Hall Rm. 305 ......(860) 887-9162
- **West Haven** 487B Campbell Avenue ..............(203) 931-0460*
- **Bridgeport** 75 Middle Street...........................(203) 336-2570*
- **Newington** 555 Willard Avenue, 3rd floor.........(860) 594-6604
- **Waterbury** 55 West Main Street # 140 ............(203) 805-6340

Veterans’ Employment Training Service (VETS)

This agency assists Veterans, Reservists, and National Guard members in securing employment and benefits, including resolution of claims under the Uniformed Services Employment and Reemployment Rights Act (USERRA) and fact-finding assistance to veterans who believe their veterans’ preference rights, Veterans Employment Opportunities Act (VEOA) in federal employment have been violated. The agency also provides employment and training assistance through local governments and nonprofit agencies. **Address:** 200 Folly Brook Blvd., Wethersfield, CT 06109 **Phone:** (860) 263-6490*

**Website:** www.dol.gov/vets

Soldiers’, Sailors’, and Marines’ Fund

The Soldiers’, Sailors’, and Marines’ Fund provides temporary assistance to wartime veterans or their dependents who are legal residents of Connecticut and who demonstrate need. Available assistance includes food, clothing, medical expenses, mortgage interest or rent, assistance in paying utility bills, or other temporary financial needs. The veteran must have served in the Armed Forces of the United States during a wartime period and have been honorably discharged. Applications may be filed through the American Legion Service Officer in the town in which the veteran resides, or at the offices listed below. To learn about additional non-wartime combat and combat support service, contact your local assistance office. **Phone:** (860) 296-0719 **Website:** www.ct.gov/ssmf

- **Bridgeport** 350 Fairfield Avenue .....................(203) 331-8876

Programs that Help People in Connecticut is available on-line at cahs.org/publications.
Hartford 999 Asylum Avenue, Suite 506 ..........(860) 566-2677
New Haven 746 Chapel Street......................(203) 789-7841
Norwich 100 Broadway, Room 307 .............(860) 886-8557
Waterbury 55 West Main Street, Suite 150....(203) 805-6350

LGBTQ

True Colors

True Colors works to create a world where youth, adults and families of all sexual orientations and gender identities are valued and affirmed. We challenge all forms of oppression through education, training, advocacy, youth leadership development, mentoring and direct services to youth and those responsible for their well-being. We can be reached at 888-565-5551, or on the web at www.ourtruecolors.org

Foreign Born

International Institute of Connecticut (IIC)

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; job assistance; and referrals. IIC is recognized by the U.S. Board of Immigration Appeals and is able to represent aliens before the US Customs and Immigration Service. Charges for services are based on a person’s ability to pay. The IIC can also assist victims of human trafficking. Bridgeport: 670 Clinton Avenue (203) 336-0141* Hartford: (860) 692-3085* Stamford: (203) 965-7190* Derby: (203) 751-8696 Website: www.iiconn.org

Documented and undocumented immigrants can be helped through most of the organizations listed in this directory. The agencies below have a mission-related interest in serving the immigrant community.

Hartford Area:
Alianca Brazileira, 2074 Park Street, 2nd Floor....(860) 236-0788
Asian Family Services, 1921 Park Street .........(860) 951-8770
The Conference of Churches, 224 Farmington Avenue .................................................(860) 247-0017

Catholic Charities See listings in Nonprofit Counseling section of this book.
Community Health Center (Provides health services in over 10 languages)

675 Main Street, Middletown.......................860-347-6971
Connecticut Coalition of MAAs Inc.
143 Madison Avenue.................................(860) 236-6452
Franciscan Center for Urban Ministry
285 Church Street ...................................(860) 756-4034
Hartford Public Library (Educational programs pertaining to citizenship, immigrant rights, etc) 500 Main Street(860) 695-6300
Jewish Federation Association of CT
40 Woodland Street ....................................(860) 727-5770

New Haven Area:
Catholic Charities See listings in Nonprofit Counseling section of this book.
Centro San Jose (Food pantry, community center)
290 Grand Avenue ......................................(203) 777-6771
IRIS (Integrated Refugee and Immigrant Services)
235 Nicoll Street, 2nd Floor .........................(203) 562-2095
Junta (Multi-service agency) 169 Grand Avenue ..(203) 787-0191

Bridgeport Area:
Catholic Charities See listings in NonProfit Counseling section of this book.

Know Your Rights

Workers’ Rights

Family Leave

State law:
Sec. 31-51ll. Family and medical leave: Length of leave; eligibility; intermittent or reduced leave schedules; substitution of accrued paid leave; notice to employer. (a) (1) Subject to section 31-51mm, an eligible employee shall be entitled to a total of sixteen workweeks of leave during any twenty-four-month period, such twenty-four-month period to be determined utilizing any one of the following methods: (A) Consecutive calendar years; (B) any fixed twenty-four-month period, such as two consecutive fiscal years or a twenty-four-month period measured forward from an employee’s first date of employment; (C) a twenty-four-month period measured forward from an employee’s first day of leave taken under sections 31-51kk to 31-51qq, inclusive; or (D) a rolling twenty-four-month period measured backward from an employee’s first day of leave taken under sections 31-51kk to 31-51qq, inclusive. Connecticut Department of Labor Address: 200 Folly Brook Boulevard, Wethersfield, CT 06109 Phone: (860-263-6790)* Website: www.ct.gov/dol
Workers’ Rehabilitation Services, Bureau of Rehabilitative Services

Workers’ Rehabilitation Services is designed to return to work those who have been injured on the job or who have contracted an occupational disease and qualify under the Connecticut Workers’ Compensation Act. The program offers vocational rehabilitation services including interest and aptitude testing, evaluations, on-the-job or formal training, job seeking skills and placement assistance. Please contact Rehabilitation Services at 21 Oak Street, 4th Floor, Hartford, CT 06106 or 860-493-1500 for an application or further information.

Bridgeport 350 Fairfield Avenue ...................(203) 382-5600
Hartford 999 Asylum Avenue .....................(860) 566-4154
Middletown 90 Court Street .......................(860) 344-7453
New Britain 233 Main Street ......................(860) 827-7180
New Haven 700 State Street ......................(203) 789-7512
Norwich 55 Main Street .............................(860) 823-3900
Stamford 111 High Ridge Road ...............(203) 325-3881
Waterbury 55 West Main Street .................(203) 596-4207
WCC Chairman’s Office, Hartford
21 Oak Street ..................................(860) 493-1500

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 benefits are paid when certain legal conditions are met. Individuals can apply for Unemployment Insurance either by telephone (TeleBenefits) or online by visiting the DOL website at www.ct.gov/dol. To determine your local TeleBenefits number, visit the DOL website, the blue pages of your phone directory or call Infoline at 211.

Kent, North Thompson, Salisbury, Sharon, Stafford Springs, Westport and Wilton
(This number is not accessible statewide) .......(800) 354-3305
Danielson, Willimantic ..........................(860) 423-2521*
Greater Hartford, Bristol, Enfield, Manchester, New Britain ...............(860) 566-5790*
Meriden, Middletown .............................(860) 344-2993*
Bridgeport ...........................................(203) 579-6291*
Danbury ..............................................(203) 797-4150*
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*

Denial of Benefits or Services

Social Security Administration

Social Security (OASDI): If the Social Security Administration denies benefits or issues a decision deemed unsatisfactory, an appeal can be made at the SSA office within 60 days from the receipt of written notice. To obtain information regarding rights or assistance in preparing for an appeal, contact Statewide Legal Services listed separately in this guide, or a private attorney. Attorneys generally do not become involved in such cases until the Administrative Law Judge Hearing. They usually handle the case on a contingency fee basis – charging for their services only if they win. Attorney fees must be approved by SSA or a court. Statewide Legal Services Toll-free: (800) 453-3320*

Supplemental Security Income (SSI): The same procedures for Social Security denial apply to SSI

Center for Medicare Advocacy

CMA provides education, advocacy, and legal assistance to help older people and people with disabilities obtain necessary health care. CMA focuses on the needs of Medicare beneficiaries, people with chronic conditions, and those in need of long-term care. Advice, written materials, and legal services are free to residents of Connecticut. Address: P.O. Box 350, Willimantic, CT 06226 Toll-free: (800) 262-4414 Phone: (860) 456-7790* TDD available Website: www.medicareadvocacy.org

Qualidigm

Qualidigm is a national consulting and research company dedicated to advancing the quality, safety and cost-effectiveness of healthcare. As the Medicare Quality Improvement Organization (QIO) for Connecticut, Qualidigm serves as an advocate and credible information resource for patients and their families. They work with health care clinicians and providers to ensure consistent, high quality medical care and patient safety. Medicare beneficiaries who have concerns about the quality of their health care or who have received a notice of non-coverage from a hospital, nursing home or other type of Medicare provider should contact Qualidigm for assistance. Qualidigm’s Beneficiary Helpline: 1-800-553-7590. Address: 1111 Cromwell Avenue, Suite 201, Rocky Hill, CT 06067. Website: www.qualidigm.org.

An asterisk (*) near any entry signifies that a Spanish-speaking staff member is available.
Office of the Healthcare Advocate (OHA)

OHA assists consumers with managed care selection by providing information, referral and assistance to individuals about obtaining health insurance coverage and services. OHA assists consumers in filing and assisting in grievances and appeals and is responsible for tracking and quantifying these complaints. This agency is also responsible for educating the general population on managed care rights. The agency assists consumers will public and private plans. Toll-free: (866) 466-4446 Website: www.ct.gov/oha

CT Department of Public Health (DPH)

Complaints about health care services are handled by DPH, Division of Health Systems Regulation. Address: 410 Capitol Avenue, MS#12HSR, P.O. Box 340308, Hartford, CT 06134-0308 Toll-free: (800) 828-9769. For specific complaints about: Health Care Institutions such as a hospital, nursing home or out-patient clinic: (860) 509-7400; Health Care Professionals licensed by DPH: (860) 509-7552; Home Health Care Agencies write to DPH or call Toll-free: (800) 828-9769

Legal Advice and Representation

Statewide Legal Services (SLS)

Statewide Legal Services provides free legal advice on a variety of civil law issues such as housing, including landlord-tenant and foreclosure matters; family problems; public benefits problems, such as Supplemental Nutrition Assistance Program (SNAP, formerly Food Stamps), energy assistance, State Supplement and Supplemental Security Income (SSI); and consumer issues, including bankruptcy. In some cases SLS can refer the applicant to other legal aid offices in their area for further assistance, representation, and clinics. SLS also provides a wide variety of educational pamphlets on most common legal problems relating to housing, family, public benefits, and consumer issues. Please note that seniors are encouraged to call their local Legal Services office, listed below, rather than SLS. Phone: (800) 453-3320* Website: www.slsct.org

Bridgeport* ..................................................(203) 336-3851
Hartford* ..................................................(860) 541-5000
New Britain* .............................................(860) 225-8678
New Haven* ..............................................(203) 946-4811
New London* ...........................................(860) 447-0323
Stamford* ..................................................(203) 348-9216
Waterbury* ..............................................(203) 756-8074
Willimantic* .............................................(860) 456-1761

Consumer Law Project for Elders (CLPE)

Connecticut Legal Services, Inc. offers seniors with consumer problems free legal assistance through a CLPE Hotline that provides free advice, representation and referrals to seniors 60 and older with such consumer problems as credit card debt, medical debt, abusive and harassing collection practices, and identity theft. Seniors with other consumer problems can also call the hotline for advice. Toll-free: (800) 296-1467*

CT 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 on the basis 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), sexual orientation, Gender Identity or Expression, criminal record (in state employment and licensing), familial status and lawful source of income in terms of housing discrimination, as well as the use of training a guide dog. 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. Toll-free: (800) 477-5737* Phone: (860) 541-3400* Website: www.ct.gov/chro

Office of the Child Advocate (OCA)

OCA is an independent state agency established to protect the civil, legal, and special rights of all children in Connecticut and to advance policies that promote children’s best interests. OCA’s mission is to oversee the protection and care of children and to advocate for their well-being. Address: 999 Asylum Avenue, Hartford, CT 06105 Toll-free: (800) 994-0939

You can also reach United Way 2-1-1 by dialing (800) 203-1234.
CT Parent Advocacy Center (CPAC)

CPAC offers information and support to families of children and young adults – from birth to age 26 – with any disability or chronic illness. CPAC believes that parents can be the most effective advocates for their children, given the knowledge and understanding of special education laws and their procedures. CPAC is staffed by parents of children with disabilities who have training in, and personal experience with, the law and disability issues. CPAC conducts in-service presentations for schools, teachers-in-training, and service providers; communicates with parents on a daily basis; and serves on numerous statewide committees. V/TTY: (860) 739-3089 Toll-free: (800) 445-2722 Website: www.cpacinc.org Email: cpac@cpacinc.org

Danbury Children's First
83 West Street, Danbury, CT 06810 ................. 203-794-1259

Fair Haven Community Health Center
374 Grand Ave., New Haven, CT 06513 .............. 203-776-3211

The Office of Protection and Advocacy for Persons with Disabilities (P&A)

P&A is an independent state agency providing information, referrals, advocacy assistance, and limited legal services to people with disabilities whose civil rights have been violated or who are experiencing difficulty securing relevant support services. P&A supports the development of community advocacy groups by providing training and technical assistance. P&A is responsible for investigating abuse and neglect of individuals with Intellectual Disabilities ages 18-59 and deaths of all individuals with Intellectual Disabilities over the age of 18 where abuse and /or neglect may have been the cause. Address: 60 B Weston Street, Hartford, CT 06120 Phone: 860-297-4300(V) Toll Free: 1-800-842-7303 (V/TTY): 860-297-4380 Website: www.ct.gov/opapd

Office of Victim Services (OVS)

OVS, Connecticut Judicial Branch, is the state’s lead agency established to provide services to victims of violent crime. OVS responds by offering information, referral, court-based advocacy, notification programs to victims and their family members, and financial compensation for crime-related expenses to eligible claimants. Toll-free: (800) 822-8428* Website: www.jud.ct.gov/crimevictim

AIDS Legal Network for CT (ALN)

ALN is a collaborative project of the legal services programs in Connecticut that responds to the legal needs of people living with HIV/AIDS. Some of the situations confronting people with HIV have legal remedies, and there are attorneys throughout the state who may be able to assist them. ALN links persons with HIV-related legal needs with attorneys at no cost. ALN also offers legal education to consumer and provider groups, in the areas of housing, family law, government benefits, etc. ALN prepares Health Care Instructions (Living Wills) for people living with HIV/AIDS. Call our toll-free number, (888) 380-3646* or ALN directly at, (860) 541-5027* for more information.

CT Fair Housing Center

The Connecticut Fair Housing Center is a statewide organization dedicated to enforcing housing laws. The Center provides advocacy, attorney referrals, and information in connection with individual housing discrimination complaints. Phone: (860) 247-4400* Website: www.ctfairhousing.org

Connecticut Women’s Education and Legal Fund (CWEALF)

CWEALF provides legal information, referrals and advocacy on family, employment, education, and civil rights law. These include discrimination, harassment and family matters such as divorce, child support and custody. A community advocate is available to meet in person in Hartford and New Haven. Phone: (860) 524-0601 Toll-free: (800) 479-2949 Website: www.cwealf.org

Lawyer Referral Services

For civil and criminal cases or just to get some advice or a will, contact the local Bar Association for the name of an attorney who offers the type of legal service that you need.

Hartford County Bar Association ......................... (860) 525-6052
Fairfield County Bar Association ......................... (203) 335-4116
New Haven County Bar Association ..................... (203) 562-5750
New London County Bar Association .................... (860) 889-9384

Programs that Help People in Connecticut
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Energy Assistance

Introduction

There are several energy assistance programs available to Connecticut residents. The programs described in this section are listed in the table of contents below. They provide financial aid to help many low-income households pay heating and related costs. At the time of publication, the federal government has not approved the budget that covers the Connecticut Energy Assistance Program (CEAP). Therefore, it is possible that the provisions of CEAP and other programs discussed are subject to change. The Department of Social Services (DSS) toll-free ENERGY HOTLINE at 1-800-842-1132 will provide information about state energy assistance and weatherization programs, eligibility criteria and where to apply for assistance. Various special or local programs are also available in certain areas of the state. Call 2-1-1, to learn about any additional local programs.

Contents

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<td>Connecticut Energy Assistance Program (CEAP)</td>
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<tr>
<td>Oil Program</td>
<td>E-5</td>
</tr>
<tr>
<td>Appeals Procedure</td>
<td>E-6</td>
</tr>
<tr>
<td>Timetable for CEAP Programs</td>
<td>E-6</td>
</tr>
<tr>
<td>Budgeting Utility Expenses for CEAP Recipients</td>
<td>E-6, E-7</td>
</tr>
<tr>
<td>Operation Fuel and Local Fuel Banks</td>
<td>E-7, E-8</td>
</tr>
<tr>
<td>Budget Worksheets for CEAP Energy Assistance Recipients</td>
<td>E-7, E-8</td>
</tr>
<tr>
<td>Recipients</td>
<td>E-9, E-10</td>
</tr>
<tr>
<td>Potential Energy Assistance for Veterans</td>
<td>E-11</td>
</tr>
<tr>
<td>Utility Shut-Offs</td>
<td>E-11, E-12</td>
</tr>
<tr>
<td>Weatherization and Conservation Assistance</td>
<td>E-13</td>
</tr>
<tr>
<td>Connecticut Light &amp; Power (CL&amp;P) and Yankee Gas Programs and Services for Low- and Fixed-Income Customers</td>
<td>E13-E15</td>
</tr>
</tbody>
</table>

Connecticut Energy Assistance Program (CEAP)

NOTE: CEAP program benefits are not designed to meet the total heating costs of low-income households.

CEAP is designed to help low-income households (individuals and families) pay their winter heating bills. The program makes vendor payments for primary heat. Cash payments may be available for households where heat is included in the rent. CEAP benefits are not large enough to pay the entire heating bill; households must plan to pay a part of the bills themselves. Payments made to a vendor by a household will not reduce their energy assistance benefits.

Income Eligibility and Assets Limitation

Any household in which all household members are participating in one of the following DSS programs (Temporary Family Assistance [TFA], State Supplement to the Aged, Blind and Disabled, Refugee Cash Assistance Program), or any household whose gross income is at or below 150% of the Federal Poverty Income Guidelines (or child under 6 of age or elderly and/or disabled households with income up to 200% of the Federal Poverty Income Guidelines) will be considered income eligible for the CEAP, but must meet all other requirements to receive benefits. Homeowners with liquid assets over $10,000 and all other households with liquid assets over $7,000 are ineligible for energy assistance unless the household is income eligible and the combination of income and the amount of liquid assets which are in excess of the appropriate asset limit are within the income guidelines.
Applications

All applications for CEAP will be handled by the local Community Action Agency (CAA). Call 2-1-1 or the Department of Social Services (DSS) at 1-800-842-1132 to find the nearest social service agency or intake site office at which to apply and to check on the hours the location is open. Applicants who are homebound due to illness or disability may request a home visit.

All applicants must provide proof of their income for the previous four weeks (or six months if self-employed). Documentation may be paycheck stubs, Social Security checks, letters from the Social Security Administration (SSA), Supplemental Security Income (SSI) or SSA checks, retirement checks, child support checks, letters from employers on their stationery, or other forms of income verification. State Administered General Assistance (SAGA) recipients may use a letter that verifies receipt of state general assistance benefits and includes the applicant's income information and household size. Income and asset documentation for all people in the household should be submitted at the time of application. Households have the option of having eligibility determined from the 52 weeks prior to the date of application if the previous four weeks (six months for self-employed) do not accurately reflect the household income level. Households which have had no income for the previous four weeks must sign an affidavit indicating their means of support for that period.

Once all documentation has been provided, applications may take up to 45 calendar days (excluding state holidays) to be processed. In an emergency, assistance must be provided within 24 hours.

Benefits for Winter 2012-2013

Eligibility for CEAP benefits is based on the household’s total gross annual income, household size and liquid assets. Liquid assets that exceed $10,000 for homeowners or $7,000 for other households will be included as income (liquid assets are defined as those assets that are readily convertible to cash such as savings accounts, bonds, stocks and certificates of deposit). Benefits are available only until funds run out. It is important that households apply early to maximize the possibility of receiving benefits.

<table>
<thead>
<tr>
<th>Family Size</th>
<th>150% Poverty Income</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Monthly</td>
</tr>
<tr>
<td>1</td>
<td>$1,396</td>
</tr>
<tr>
<td>2</td>
<td>1,891</td>
</tr>
<tr>
<td>3</td>
<td>2,386</td>
</tr>
<tr>
<td>4</td>
<td>2,881</td>
</tr>
<tr>
<td>5</td>
<td>3,376</td>
</tr>
<tr>
<td>6</td>
<td>3,871</td>
</tr>
<tr>
<td>7</td>
<td>4,366</td>
</tr>
<tr>
<td>8</td>
<td>4,861</td>
</tr>
</tbody>
</table>

Any household in which all household members are participating in one or more of the following DSS programs will automatically be considered income eligible for CEAP, but must meet all other eligibility requirements to receive benefits: TFA, State Supplement, or Refugee Cash Assistance Program. If the total annual household income exceeds 150% of poverty, the household will be eligible for the benefit amount at 150% of the poverty level.

Households with income between 150% and 200% of poverty and with a member who is under 6 years of age, disabled or at least 60 years old may be eligible for CEAP. Disabled is generally defined as someone with a physical or mental impairment, which substantially limits one or more life activities—medical evidence may be required. Anyone who may be eligible should apply to the nearest Community Action Agency (CAA). The income guidelines for this program are as follows:
CEAP payments are provided for fuel deliveries from November 15. If the heat source is a utility service, the benefit will be sent to the utility company. If the heat source is a deliverable fuel, the CAA should be contacted to request a delivery. Bills for fuel deliveries must be provided to the CAA in order to be paid. Payments will be made directly to the fuel dealer. Benefits may pay the cost of a start-up of a gas or oil heating system, but are not provided for gas reconnection fees. CEAP Crisis benefits of $400 may be available to households whose primary heat source is a deliverable fuel. Safety Net benefits may be available for deliverable fuel heated households who meet the “risk assessment” criteria. Additional Safety Net Assistance benefits may be available to CEAP vulnerable households. Eligible households may request a clean, tune and test of their deliverable fuel heating system, however the cost will be deducted from their basic and or crisis award.

At the time of application, households must designate their primary source of heat. If a household which has a deliverable fuel source moves to a utility heated dwelling, the balance of any of the household’s remaining Basic Benefits can be paid to the utility company.

### CEAP Basic Benefits

(Note: These may change depending on federal funding levels.)

<table>
<thead>
<tr>
<th>Income as a percent of poverty level</th>
<th>Vulnerable Households</th>
<th>Non-vulnerable Households</th>
</tr>
</thead>
<tbody>
<tr>
<td>0-100%</td>
<td>$575</td>
<td>$525</td>
</tr>
<tr>
<td>101%-125%</td>
<td>500</td>
<td>450</td>
</tr>
<tr>
<td>126%-150%</td>
<td>425</td>
<td>375</td>
</tr>
<tr>
<td>151%-200%</td>
<td>350</td>
<td>n/a</td>
</tr>
</tbody>
</table>

**Note:** A vulnerable household is defined as a household including a member who is either at least 60 years old, under 6 years old, or disabled. All other households are non-vulnerable.
B. Renters’ Benefits for Households with Heat Costs Included In the Rent

Households, including renters and owners of dwelling units, whose primary source of heat is not separately billed to the household by a vendor, may receive a direct, one-time cash payment based on income, assets and family size. Households must also pay over 30% of gross income for rent. Households must be income eligible and provide verifiable income, asset, and rent documentation. Benefits are listed below.

<table>
<thead>
<tr>
<th>CEAP Renter Benefits</th>
<th>Income as a percent of the poverty level</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>0-100%</td>
<td>$120</td>
</tr>
<tr>
<td></td>
<td>101%-125%</td>
<td>$110</td>
</tr>
<tr>
<td></td>
<td>126%-150%</td>
<td>$100</td>
</tr>
</tbody>
</table>

*Note: See poverty levels on page 2.*

CEAP Crisis Assistance for Deliverable Fuels

Crisis is defined as being unable to secure heat due to an inability to pay, causing a life-threatening situation after November 15 and before March 15. A life-threatening situation is defined as being without, or within one week of being without, primary heating fuel.

1. **Crisis Assistance:** Following actual or virtual exhaustion of Basic Benefits and subject to availability of funds, a Crisis Assistance Benefit of up to $400 may be available to CEAP households that are unable to obtain heat because of an inability to purchase a deliverable fuel, causing a life threatening situation. Crisis assistance will be available through March 15, 2013.

2. **Safety Net Assistance:** A Safety Net Assistance benefit may be available for CEAP households who have exhausted their basic and crisis assistance benefits and are unable to obtain deliverable fuel for heat due to an inability to pay, causing a life-threatening emergency. Subject to availability of funds, up to $400 for a deliverable fuel purchase may be available to eligible households. Households requesting Safety Net Assistance Benefits must complete a risk assessment determination to review the household’s income, liquid assets and expenditures. A total of three Safety Net Assistance benefits of $400 each may be available to CEAP vulnerable households. (A vulnerable household is defined as a household including a member which is either at least 60 years old, under 6 years old, or disabled.) Non-vulnerable households who meet the criteria are eligible for two Safety Net Assistance deliveries. This is available through March 15, 2013. Call 2-1-1, or the local CAA for assistance.
Contingency Heating Assistance Program (CHAP)

Households with incomes up to 60% State Median Income, who are not eligible for CEAP, may be eligible for CHAP. A household of 1 is eligible if income is under $31,816. A household of 2 is eligible if income is under $41,605. To see if you are within the income limits for the CHAP eligibility, or to set up an appointment to apply, please call 2-1-1 for an application site near you or check out the information on our website at: www.ct.gov/staywarm.

<table>
<thead>
<tr>
<th>Income as a percent of poverty level</th>
<th>CHAP Basic Benefit</th>
<th>CHAP Crisis Benefit</th>
</tr>
</thead>
<tbody>
<tr>
<td>151% Federal Poverty Level – 60% State Median Income</td>
<td>$300</td>
<td>$100</td>
</tr>
</tbody>
</table>

The CHAP Basic Benefit is $300.

A one-time Crisis Assistance benefit of $100 may be available to all CHAP households whose primary heat source is a deliverable fuel.

A Safety Net Assistance benefit is not available for CHAP-eligible households.

<table>
<thead>
<tr>
<th>CHAP INCOME LIMITS</th>
<th>151% FPG - 60% SMI</th>
</tr>
</thead>
<tbody>
<tr>
<td>Family Size</td>
<td>Monthly</td>
</tr>
<tr>
<td>1</td>
<td>$ 2,651</td>
</tr>
<tr>
<td>2</td>
<td>3,467</td>
</tr>
<tr>
<td>3</td>
<td>4,283</td>
</tr>
<tr>
<td>4</td>
<td>5,099</td>
</tr>
<tr>
<td>5</td>
<td>5,914</td>
</tr>
<tr>
<td>6</td>
<td>6,740</td>
</tr>
<tr>
<td>7</td>
<td>6,730</td>
</tr>
<tr>
<td>8</td>
<td>7,036</td>
</tr>
</tbody>
</table>

CEAP Oil Program (FIXED MARGIN PRICING PROGRAM)

Deliveries made by oil vendors to CEAP/CHAP households will be based on the daily oil price as determined from Oil Price Information Service (OPIS), plus a fixed margin of 31 cents per gallon and a county differential, or the vendor’s normal retail price, whichever is lower. The county differentials reflect transportation, delivery and operation costs. The differentials vary from county to county, and are determined based on a county-by-county comparison of the retail prices of 67,600 oil deliveries completed under last year’s energy assistance program.
CEAP/CHAP Appeals Procedure

Applicants and recipients who are dissatisfied with any matter regarding CEAP/CHAP applications or benefits are entitled to appeal and have a hearing. There are two steps to the appeal process:

1. If an applicant is not notified of a decision on an application within 45 days, or does not believe that appropriate assistance has been provided, he or she may seek a desk review. A request for a desk review must be filed within 60 days but no later than September 30, 2013. Write to the executive director of the CAA responsible for providing the CEAP/CHAP benefits and ask the CAA to review the problem.

2. If the CAA decision does not resolve the problem, it can be appealed by sending a written request for a hearing within 60 days of the desk review decision to: Department of Social Services, Office of Legal Council, Regulations and Administrative Hearings, 25 Sigourney Street, Hartford, CT 06106.

Requests for reviews to the CAA or requests for a hearing with the Department of Social Services should be in writing and signed by a member of the household.

Timetable for CEAP/CHAP Programs

**Nov. 15** First day for authorization of fuel deliveries.

**Mar. 15** Deadline for fuel authorizations or deliveries.

**May 1** Last day that a household can apply to establish its eligibility for Basic Benefits unless the household is utility heated and has a shut off notice for its primary source of heat.

**May 15** Last day that a utility heated household with a shut off notice for its primary source of heat can apply to establish its eligibility for benefits.

**May 31** Last day to submit deliverable fuel bills.

Budgeting Utility Expenses for CEAP Recipients

It is possible to set up year-round budgeted payment plans for gas and electric utility expenses for CEAP energy assistance recipients that take into account energy assistance benefits. This has the advantage of showing the low-income person, in understandable terms, what must be paid on a monthly basis in order not to fall behind. The Budget Worksheets on pages E9-10 will help in setting up the budget.

Where there is an existing arrearage (back bill), budget plans can be used to develop reasonable payment agreements by adding an increment to the monthly payment. Public Utilities Regulatory Authority (PURA) decisions allow low-income households to budget such arrearage payments over the course of a year, taking into account actual and anticipated energy assistance with low payments toward the arrearage, when this is all the household can afford. To justify a proposed increment towards an arrearage using this budget plan, the household must be prepared to delineate the household's income and expenses for the utility company.

Utilities operate arrearage forgiveness programs for those customers determined eligible for CEAP, who use the utility as their primary heat, enter into the utility's low-income Matching Payment Program, and make their budgeted payments to the utility. These arrearage forgiveness programs should be applied for as soon after November 1 as possible every year. Check with the company for information on participation requirements and available benefits.
There are several things to keep in mind when using these budgeting systems.

- They are designed specifically for utility bills (electricity and natural gas), not deliverable fuels (e.g., oil, propane gas, coal or wood). They require that the household be eligible for, and fully cooperate with CEAP or other fuel assistance requirements. The household should file an application for CEAP as soon as possible after November 1 to get the most out of possible benefits.
- A household which uses both gas and electricity will need to have budget worksheets completed for each utility.
- The budget relies on past consumption to estimate future costs. It will therefore be most accurate when there are no major changes in energy use. Numbers should be rounded up slightly in an effort to account for minor variations in energy use and to make payment amounts easy to remember.
- These plans should be evaluated once a year to make sure utility bills are fully covered and, if an arrearage is involved, to make sure the arrearage is decreasing over time. Households participating in a gas company arrearage forgiveness program will need to arrange a new budget payment plan as soon after November 1 as possible each year.
- Payments must be made year-round. It is important to note that CEAP benefits are not reduced if the household makes winter payments toward their utilities. It is also important to note that reducing or skipping payments will likely result in an increased arrearage that can lead to utility shut-offs between May 1 and October 31 (and the refusal of the gas company to provide service after November 1 in limited situations (see Utility Shut-Offs p.E-11)). Households on this budget system may run credit balances during the winter. They should be advised to make all scheduled payments or they may not be able to make the increased payments in the summer necessary to avoid a shut-off of service.

### Operation Fuel and Local Fuel Banks

Operation Fuel is a private, nonprofit energy assistance program for people who need emergency help with energy bills and are not eligible for state or federal assistance. Payments are made directly to the company that supplies the household with the heating fuel or utility services. Applications are made at the local fuel bank. Applicants are encouraged to call the Fuel Bank in their area for appointments. Applicants should bring verification of income and their fuel dealer's name and account number, or their latest utility bills. See below for Operation Fuel approved local fuel banks or call 2-1-1, or visit operationfuel.org.

<table>
<thead>
<tr>
<th>Fuel Bank</th>
<th>Telephone</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>FAIRFIELD REGION</strong></td>
<td></td>
</tr>
<tr>
<td>First Baptist Church - Bridgeport Fuel Bank</td>
<td>203-333-9033</td>
</tr>
<tr>
<td>Salvation Army - Bridgeport</td>
<td>203-334-0995</td>
</tr>
<tr>
<td>Brookfield Social Services</td>
<td>203-775-7312</td>
</tr>
<tr>
<td>The Community Action Committee of Danbury, Inc.</td>
<td>203-748-5422</td>
</tr>
<tr>
<td>Town of Greenwich</td>
<td>203-622-3800</td>
</tr>
<tr>
<td>Town of Monroe Senior Center</td>
<td>203-452-3771</td>
</tr>
<tr>
<td>New Fairfield Social Services</td>
<td>203-312-5669</td>
</tr>
<tr>
<td>Town of Newtown</td>
<td>203-270-4330</td>
</tr>
<tr>
<td>Norwalk Energy Assistance Program</td>
<td>203-899-2420</td>
</tr>
<tr>
<td>Town of Sherman Fuel Bank</td>
<td>860-354-2414</td>
</tr>
<tr>
<td>Neon, Stamford</td>
<td>203-352-4865</td>
</tr>
<tr>
<td>Stratford Senior Services Fuel Bank</td>
<td>203-385-4055</td>
</tr>
<tr>
<td>Trumbull Social Services</td>
<td>203-452-5198</td>
</tr>
<tr>
<td>Weston Social Services</td>
<td>203-222-2663</td>
</tr>
<tr>
<td>Town of Westport</td>
<td>203-341-1050</td>
</tr>
<tr>
<td>Town of Wilton</td>
<td>203-834-6238</td>
</tr>
<tr>
<td><strong>HARTFORD REGION</strong></td>
<td></td>
</tr>
<tr>
<td>Avon, Gifts of Love</td>
<td>860-676-2323</td>
</tr>
<tr>
<td>Town of Bloomfield Fuel Bank</td>
<td>860-242-1895</td>
</tr>
<tr>
<td>Bristol Community Organization</td>
<td>860-582-7490</td>
</tr>
<tr>
<td>Town of East Hartford Social Services</td>
<td>860-291-7248</td>
</tr>
<tr>
<td>Town of East Windsor</td>
<td>860-623-2430</td>
</tr>
<tr>
<td>Town of Enfield</td>
<td>860-253-6396</td>
</tr>
<tr>
<td>Town of Glastonbury</td>
<td>860-652-7638</td>
</tr>
</tbody>
</table>
Granby Emergency Fuel Bank 860-844-5351  
Hartford, CRT, Inc. 860-560-5887  
Hartford, The Salvation Army 860-543-8413  
Manchester Area Conference of Churches (MACC) 860-647-8003  
HRA of New Britian Inc. 860-225-1084  
Newington Department of Human Services 860-665-8590  
South Windsor Food & Fuel Bank 860-648-6361  
Emergency Aid Association Fuel Bank 860-668-1986  
Town of West Hartford Fuel Bank 860-561-7561  
Town of Wethersfield 860-721-2977  
LP Wilson Community Center 860-285-1839  
Windsor Locks Social Services 860-627-1446  
Town of Rocky Hill Human Services 860-258-2799  

**LITCHFIELD REGION**  
Cornwall Fuel Bank 860-672-2603  
Community Fuel Bank of New Milford 860-355-6075  
North Canaan Fuel Bank 860-824-3133  
Town of Roxbury 860-210-0201  
Town of Salisbury 860-435-5187  
Sharon Fuel Bank 860-364-1003  
Torrington Chapter of FISH, Inc. 860-482-7300  
Washington Senior Center 860-868-0735  
Winchester Fuel Bank 860-379-8444  
Town of Woodbury 203-263-4117  

**MIDDLESEX REGION**  
Connecticut River Fuel Bank 860-227-4641  
Cromwell Human Services 860-632-3476  
Town of Chester Fuel Bank 860-526-0013  
Town of Clinton Fuel Bank 860-669-7347  
Deep River Fuel Bank 860-526-6033  
Town of Durham 860-343-6714  
East Hampton Volunteer Food Bank 860-267-6720  
Town of Killingworth 860-663-4002  
St. Vincent DePaul Place 860-344-0097  

**NEW HAVEN REGION**  
Town of Branford 203-315-0610  
TEAM, Inc. 203-736-5420  
Guilford Social Services 203-453-8009  
Town of Madison Fuel Bank (senior center) 203-245-5687  
Town of Madison Fuel Bank 203-245-5655  
Middlebury Senior Center 203-577-4166  
New Haven Community Fuel Bank 203-387-7700  
Town of North Branford 203-315-6006  
Town of Orange 203-891-2154  
Town of Wallingford 203-294-2175  
Meriden, New Opportunities 203-370-0278  
Waterbury, New Opportunities 203-575-4311  
Cheshire Youth and Social Services 203-271-6690  
Jewish Family Services of New Haven 203-389-5599  

**NEW LONDON REGION**  
Colchester Social Services 860-537-7235  
Groton Human Services 860-441-6760  
TVCCA 860-444-0006  
Catholic Charities Diocese of Norwich 860-889-8346  
Norwich Fuel Bank 860-889-8346  
Norwich Human Services 860-823-3778  
Pawcatuck Neighborhood Center 860-599-3285  
Lebanon Social Services 860-642-4580  

**TOLLAND REGION**  
Coventry Human Services 860-742-5324  
Town of Ellington Fuel Bank 860-870-3128  
Hebron Russell Mercier Senior Center 860-228-1700  
Somers Fuel Bank 860-763-4379  
Town of Stafford Fuel Bank 860-684-3906  
Town of Tolland Human Services 860-871-3612  
Tri-Town Fuel Bank 860-870-3661  

**WINDHAM REGION**  
Thompson (TEEG) 860-923-3458  
Windham Area Interfaith Ministry 860-456-7270  
Danielson Methodist Church 860-774-4684  

There are also local fuel banks which have locally raised funds that can be used to supplement Operation Fuel funds. 2-1-1, can give information on contacting these local fuel banks. This information was written and printed in December 2012. Operation Fuel and local fuel listings are subject to change.
# Budget Worksheet

Complete this worksheet only for utility services (electricity and natural gas).

Customer’s Name: 

Utility Co.: Account No.: 

**Enter utility bills for last 12 months** (available from utility company). If actual billings are unavailable, ask utility company to provide estimates of bills for the missing months:

<table>
<thead>
<tr>
<th>Month/Year</th>
<th>Billing</th>
<th>Month/Year</th>
<th>Billing</th>
</tr>
</thead>
<tbody>
<tr>
<td>_<strong><strong>/</strong></strong></td>
<td>$_______</td>
<td><em><strong><strong>/</strong></strong></em></td>
<td>$_______</td>
</tr>
<tr>
<td>_<strong><strong>/</strong></strong></td>
<td>$_______</td>
<td><em><strong><strong>/</strong></strong></em></td>
<td>$_______</td>
</tr>
<tr>
<td>_<strong><strong>/</strong></strong></td>
<td>$_______</td>
<td><em><strong><strong>/</strong></strong></em></td>
<td>$_______</td>
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<td>_<strong><strong>/</strong></strong></td>
<td>$_______</td>
<td><em><strong><strong>/</strong></strong></em></td>
<td>$_______</td>
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<td>_<strong><strong>/</strong></strong></td>
<td>$_______</td>
<td><em><strong><strong>/</strong></strong></em></td>
<td>$_______</td>
</tr>
<tr>
<td>_<strong><strong>/</strong></strong></td>
<td>$_______</td>
<td><em><strong><strong>/</strong></strong></em></td>
<td>$_______</td>
</tr>
</tbody>
</table>

12-Month Total: =$_______ (A)

**Enter in (B) one of the following:**

1) if utility is primary heat source, enter expected energy assistance, or

2) if no energy assistance is expected but a charitable payment (e.g., fuel bank) will be made, enter amount of payment, or

3) if no energy assistance or charitable payment is expected, enter $0. -$_______ (B)

**Subtract (B) from (A):** =$_______ (C)

**Divide (C) by 12:** $_______(C) ÷ 12 =$_______ (D)

**No back utility bill:** round (D) up to an easy to remember amount for the amount the household should pay each month: =$_______  

**OR**

**Back utility bill:** add an affordable amount to (D) towards the back bill for the amount the household should pay each month (may be waived or reduced for arrearage forgiveness program - contact utility):

$_______(D) + $_______ (for back bill) =$_______
Income/Expense Worksheet

Sometimes it is helpful to look at monthly income and expenses to determine what a household can pay toward a back utility bill. Fill in the following worksheet with the household's best estimates. The household can use this information to explain to the utility company what it can afford to pay.

**Monthly Income***

$ _________________________

$ _________________________

= $ _________________________

*If the household is paid by the week, multiply weekly income by 4.3. For employment income, use net pay (after taxes and deductions).

**Income is Temporary Family Assistance, ask family when benefits are scheduled to end so that the payment agreement does not assume the income is available after it ends.

**Monthly Expenses:**

Bills

$ _______ Rent or mortgage, Insurance & Taxes

$ _______ Food and Household Supplies

$ _______ Medical Expenses (bills, insurance, medicine)

$ _______ Clothing

$ _______ Personal Needs (e.g., work uniforms, haircuts)

$ _______ Transportation (car, insurance, gas, maintenance, bus, or other transportation)

$ _______ Child Care

$ _______ Telephone

$ _______ Other Utility or Energy Expense:

$ _______ Other Utility or Energy Expense:

$ _______ Debits:

$ _______ Other Expenses: ___________________

= $ _______ Total Monthly Expenses

TOTAL MONTHLY INCOME $ _______________

TOTAL MONTHLY EXPENSES -$ _______________

REMAINING INCOME*** = $ _______________

***Part of remaining income can be applied toward utility bill each month. Avoid paying all remaining income toward this bill as there may be other unexpected expenses.
Veterans

The Soldiers’, Sailors’, and Marines’ Fund has funds for relief available to provide limited assistance to veterans who are residents of Connecticut, who served during certain time periods, and were honorably discharged or released from active service. Assistance is also available to spouses living with the veteran at the time of the veteran’s death, and dependent children under age 18. The eligibility criteria of the program are somewhat complicated and the amount of assistance is limited, but it is possible to use the assistance to help pay for a utility or fuel bill. Application sites are scattered throughout the state and local sites can be identified by contacting 2-1-1. For more information, call the Soldiers’, Sailors’, and Marines’ Fund at (860)296-0719.

Utility Shut-offs

Special protections pertain to provision of utility service in certain situations. At no time during the year may a gas or electric utility shut off service or refuse to turn service on in situations where a lack of utility service is life-threatening and medical documentation is updated regularly.

Electric utility companies cannot refuse to supply electric service to “identified hardship cases” between November 1 and May 1, even if payments are not made toward the utility bill. If electric service was terminated before November 1, it must be reinstated between November 1 and May 1 on the request of the hardship customer. Hardship customers that owe a past due bill are still encouraged to call their utility company to make an agreeable payment arrangement.

Gas utility companies cannot terminate gas service used for heat to “identified hardship cases” between November 1 and May 1 even if payments are not made toward the utility bill. If gas service was terminated between April 16 and October 31, the gas company can refuse to reinstate gas service between November 1 and May 1 if:

- the household had gas service maintained because they were a hardship case during the prior November 1 to May 1; and
- since the preceding November 1 the customer has not paid the lesser of: $100; the minimum payments due under the customer’s amortization agreement; or, 20% of the amount owed the gas company as of the date of the shut off.

A “hardship case” is a customer who lacks the resources to pay the bill and:

1. is receiving the following state or federal public assistance:
   - State Supplement to the Aged, Blind or Disabled (State Supplement); or
   - Temporary Family Assistance (TFA), previously known as Aid to Families with Dependent Children (AFDC); or
   - Medicaid; or
   - Supplemental Security Income (SSI); or
   - General Assistance (GA)/State-Administered General Assistance (SAGA); or

2. whose sole source of financial support is Social Security, Veterans’ Administration or Unemployment Compensation benefits; or

3. who is head of a household and unemployed if the household income during the preceding 12 months is less than 300% of the poverty level (income of children or persons in the household for less than six months is not counted); or
4. who is seriously ill or who has a household member who is seriously ill; or

5. whose income falls below 200% of the poverty level; or

6. whose circumstances threaten deprivation of food and the necessities of life if payment of a delinquent bill is required.

Each year hardship customers must follow the utility company's certification procedure to ensure that the customer receives the benefits of the Winter Protection Program.

All customers who have a debt to the utility company are entitled to a reasonable amortization (payment) agreement to pay off the debt and avoid a termination of service. Although service is still protected, customers are encouraged to call the utility company to enter into a payment arrangement. The agreement must allow the customer to apply for and receive the benefits of energy assistance programs and take into account the financial circumstances of the customer. A customer whose financial circumstances change may seek to have the terms of the agreement amended by contacting the utility company. Additionally, any time a customer cannot make a scheduled payment, the company should be contacted to make alternative arrangements and avoid a termination of service. Companies may charge a late payment fee each month on the unpaid balance of the account. However, customers coded hardship are not charged a fee during the moratorium.

Avoiding a utility termination is important; once service is terminated, some companies require substantial payment of the delinquent bill before service is reinstated. Customers may make payments toward their winter utility bills without risk of losing energy assistance benefits. This makes year-round budgeting feasible for hardship customers. All of the major utilities have special programs to assist hardship customers, including budget plans and payment programs which coordinate customer payments with available energy assistance. When making a payment arrangement, customers should ask whether there are programs which may assist them that can be factored into their agreement (see above discussion on budgeting utility bills for CEAP recipients).

At the beginning of any discussion with a customer regarding a reasonable payment arrangement, the company must notify the customer that there is a process for resolving disputes about payment arrangements. If the customer and the company cannot agree, as a first step the company must refer the dispute to a company review officer. If the review officer and the customer cannot agree, the review officer must provide the customer with a written report, which may include a company's proposed payment terms. If the customer is unable to meet the company's proposed payment terms or otherwise unable to make an agreement with the company, within five days of the receipt of the company’s report, the customer can appeal to the Public Utilities Regulatory Authority (PURA) in New Britain at (860) 827-2622, or toll-free at 1-800-382-4586. PURA will try to resolve the dispute and will send its report to the company and customer. If the dispute remains unresolved, within ten days of the mailing of the PURA report, the customer should write to PURA at 10 Franklin Square, New Britain, CT 06051, to appeal and request a hearing. During the appeal process, utility service will not be shut off. However, to keep the debt to the utility company as low as possible, during an appeal, customers should try to
pay current bills plus whatever they can afford toward the arrearage.

Customers with questions about billing or termination policies should contact the utility company first. They can also call the PURA office for Consumer Assistance and Information (860-827-2622 or 1-800-382-4586) or the Office of Consumer Counsel in New Britain at (860) 827-2900. Customers who are hardship cases may contact Statewide Legal Services (1-800-453-3320 or (860) 344-0380 in Middletown), or 2-1-1 for information regarding their rights and responsibilities.

Weatherization and Conservation Assistance

1. Community Action Agencies (CAAs)

CAAs are funded by the federal government to provide an average of $6,500 in weatherization and conservation assistance for apartments and homes occupied by households who meet the income eligibility guidelines for CEAP. This assistance is available whether the household owns or rents the dwelling, although in rental situations the landlord must agree to pay between $30 and $500 toward the cost of materials.

Households found income eligible for CEAP are given an opportunity to request weatherization. All other households with income up to 60 percent of the State Median Income are also income eligible for weatherization assistance. The CAAs prioritize provision of weatherization assistance to households with a child under 6 years, or a disabled or elderly (at least 60 years old) member. The CAA conducts energy audits to determine what assistance will be provided. Some CAAs have other grants, private funds or utility company funds which allow expansion of available weatherization assistance in their service area. For more information, contact the local CAA or call the Department of Social Services’ ENERGY HOTLINE at 1-800-842-1132.

2. Connecticut Housing Investment Fund, Inc. (CHIF)

CHIF administers the State's Energy Conservation Loan Program. Low interest loans are available to eligible homeowners and multifamily property owners for the purchase and installation of numerous cost-saving conservation measures as well as alternative energy improvements. For more information, contact CHIF at 1-800-992-3665 or (860) 233-5165.

Connecticut Light & Power (CL&P) and Yankee Gas Programs and Services

Programs and Services for Limited-Income Customers

Third Party Notification

With the customer’s permission, a copy of a customer's bill can be forwarded to a third person—a friend, relative or neighbor, or someone else who can remind the customer that the bill is past due. This is designed to help a person who is elderly, ill or who has a reading or language difficulty. Call CL&P at 1-800-286-2000 or Yankee Gas at 1-800-989-0900 for more information.
Winter Protection Plan

Winter Protection Plan (WPP) protects qualified customers from service shutoffs between November 1 and May 1. CL&P and Yankee Gas will arrange special payment plans with no late charges. Customers having problems paying their electric bills should call CL&P at 1-800-286-2828. Customers having problems paying their gas bills should call Yankee Gas at 1-800-438-2278, for more information on the WPP.

Stay Warm Brochure

Comprehensive Bilingual/Spanish brochure with information on CL&P and Yankee Gas’ energy assistance and efficiency programs. Other programs featured are Connecticut Energy Assistance Program and Operation Fuel. Safety and emergency preparedness tips are also provided.

Home Energy Solutions – Income Eligible/HES-IE

CL&P and Yankee Gas partner with Energize Connecticut to deliver the HES-IE program to help income-eligible residents (renters or homeowners) reduce their home’s energy bill. HES-IE is a free service that provides weatherization services, insulation and energy-efficient appliances that assist customers in improving their home’s energy efficiency. Qualified customers will receive an in-home visit from an energy efficiency specialist who will conduct an energy assessment. To find out if you qualify, call 1-877-WISE-USE (877-947-3873).

CL&P’s NUSTART PROGRAM

NUSTART helps limited - income CL&P customers maintain electric service by removing the delinquent balance when customers pay their agreed-upon budget bill each month on time. Eligible customers can enroll into the NUSTART program anytime. To be eligible for NUSTART, you need to:

- apply for and be eligible to receive energy assistance funds, or provide other proof of income;
- have income at or below 60 percent of the state median income;
- have a past-due balance of $100 or more on a CL&P bill which is 60 days overdue, or more; and
- have not been dropped from NUSTART for nonpayment within the past 12 months.

For questions and an application, please call CL&P at 1-800-286-2828.
CL&P’s Matching Payment Program

CL&P offers a Matching Payment Program to limited - income electric heating customers who have a past due balance.

To qualify for CL&P’s Matching Payment Program, customers must:

1. Apply and qualify for energy assistance to be applied to their CL&P account.
2. Make and keep a payment arrangement.

Customers who do this will have their delinquent balance reduced by an amount equal to the amount of money paid on their CL&P account, up to a zero balance. Under this program, you will never receive a credit balance due to the match on your account.

If you would like more information, please contact CL&P at 1-800-286-2828.

Yankee Gas Matching Payment Program

Yankee Gas offers a Matching Payment Program to limited - income gas heating customers who have a past due balance.

To qualify for the Yankee Gas Matching Payment Program, customers must:

1. Apply and qualify for energy assistance to be applied to their Yankee Gas account.
2. Make and keep a payment arrangement.

Customers who do this, will have their delinquent balance reduced by an amount equal to the amount of money paid on their Yankee Gas account, up to a zero balance. Under this program, you will never receive a credit balance due to the match on your account.

If you would like more information, please contact Yankee Gas at 1-800-438-2278.