



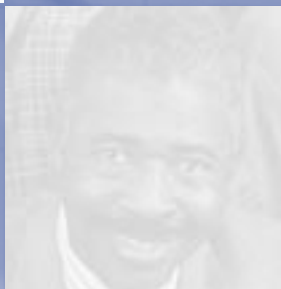
*Benefits Available*

*Who is Eligible*

*Where to go for Assistance*

# PROGRAMS THAT HELP PEOPLE IN CONNECTICUT

*A guide for agencies*



*2006-2008 Edition*



**Connecticut  
Light & Power**

The Northeast Utilities System



Connecticut Association for Human Services

*Programs That Help People in Connecticut* is an overview of federal, state, and local programs that provide assistance to Connecticut residents. The Connecticut Association for Human Services (CAHS) verified and updated the information in this booklet and Connecticut Light and Power (CL&P) provided the printing and publishing. We thank everyone who supplied information for this 2006-2008 edition.

**THIS BOOKLET SHOULD BE USED AS A GUIDE** as it contains only brief descriptions of complex programs whose guidelines, eligibility levels, and funding are subject to change. Since this booklet is printed every other year, **IT IS IMPORTANT TO CHECK WITH THE ADMINISTERING AGENCY FOR CURRENT INFORMATION.**

If you think that you or your client may be eligible for any programs described herein, we urge you to apply. For further information on these and other local public and private programs, contact Infoline at 2-1-1, or your municipal Social Service Agency. Many towns have a Youth Service Bureau to help young people and a Municipal Agent on aging to help senior citizens.

Many services have income and asset (resources) eligibility guidelines. Generally, income is money available to you from an ongoing source. The definition of assets varies from program to program, but generally includes bank accounts, stocks, bonds, and sometimes a car or a legal interest in a house. You should check with the agency that administers the program for more details.

This booklet is divided into sections, each covering assistance for a specific area. Some of the sections contain subheadings for faster reference. The Table of Contents lists all of the subheadings, and the Index in the back of the booklet lists all agencies, programs and some subcategories. After certain program entries, references are given for other sections that might also have information of interest on the subject.

NOTE: We would like to hear from you. Please let us know if any services should be added, deleted or revised. Additional copies are available from Connecticut Light and Power (CL&P), or use the order form in the pocket at the back of the booklet. Please direct comments to:

**Connecticut Association for Human Services**

110 Bartholomew Avenue – Suite 4030  
Hartford, Connecticut 06106-2201  
Telephone: 860-951-2212

**Community Relations Department**

Connecticut Light and Power (CL&P)  
P.O. Box 270  
Hartford, CT 06141-0270  
Telephone: 1-800-286-5000 or 860-947-2121

The Connecticut Association for Human Services (CAHS) is a private, nonprofit organization that works with service providers, public officials, and others to ensure that 1) all children and families have the resources and public policy support to become economically successful, and 2) those who cannot achieve self-sufficiency have access to basic needs. See the Advocacy section in this booklet for a complete description of CAHS.

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## 2-1-1 Infoline

2-1-1 is the statewide information, referral, and crisis intervention service. It is a public/private partnership between the State of Connecticut and the United Way of Connecticut. 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, Medicare Part D, problem gambling, and many more helpful services and programs. Calls are free and confidential. 2-1-1 may be accessed 24 hours a day. TDD (Telecommunications Devices for the Deaf) and multi-lingual staff are also available. A database of statewide health and human services is available on-line. **Address:** 1344 Silas Deane Highway, Rocky Hill, CT 06067.

**Office Telephone:** (860) 571-7500. **Website:** [211infoline.org](http://211infoline.org).

# Basic Needs

## Food

Food may be obtained from Food Pantries for use in a household setting or at Soup Kitchens where food is prepared and may be eaten on the premises. Both types of facilities exist throughout the state. They may have eligibility or referral requirements and hours of operation vary widely. To obtain the most current information on local emergency food assistance, call Infoline at **2-1-1**.

## Connecticut Association for Human Services (CAHS)

CAHS provides food stamp outreach in western, southern, and central Connecticut, including Hartford and periodically updates a statewide guide on *How to Get Food in Connecticut*. Outreach workers are available to conduct eligibility prescreening events, public information sessions, and trainings for social service providers. CAHS staff promotes increased awareness of several federally funded nutrition programs such as WIC, school-year, and summer meals. They are available to assist in locating potential sites and sponsors for these programs. Outreach staff also delivers information about other public benefits that meet the basic needs of lower-income families. Increasingly, trainings on financial management and building assets for economic security are offered in conjunction with outreach activities. For more information, or to schedule an outreach event, contact CAHS. **Address:** 110 Bartholomew Avenue, Suite 4030, Hartford, CT 06106-2201. **Telephone:** (860) 951-2212 x 236. **E-mail:** [info@cahs.org](mailto:info@cahs.org). **Website:** [cahs.org](http://cahs.org).

## End Hunger CT!

End Hunger CT! Inc. is a statewide anti-hunger and food security, advocacy organization dedicated to ending hunger and promoting healthy nutrition in Connecticut. Goals include raising awareness of hunger in the state of Connecticut, promoting access to federal nutrition assistance programs and speaking out to eliminate the root causes of hunger. End Hunger CT! provides food stamp outreach in Hartford, New London, Tolland, and Windham counties. Outreach workers assist clients with prescreening for food stamps and conduct workshops and presentations with clients or staff. End Hunger CT! also provides an online Food Stamp Calculator that determines potential eligibility and offers application information at [www.foodstampsct.org](http://www.foodstampsct.org). Child nutrition services include Summer Food Service Program participation grants and School Breakfast Program research, outreach and education. If you have a question about a federal nutrition program or want to learn how to advocate for food and nutrition in the state, call End Hunger CT!. **Address:** 102 Hungerford Street, Hartford, CT 06106. **Telephone:** (860) 560-2100. **E-mail:** [endhungerct@endhungerct.org](mailto:endhungerct@endhungerct.org). **Website:** [endhungerct.org](http://endhungerct.org).

## Food Stamps

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

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

together. Eligibility limits are more liberal for people who are disabled or 60 years and older, and the households that include them. The amount of Food Stamps 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. Some examples of these expenses are deductions for excess shelter costs and medical deductions for elderly and disabled people.

People can apply for Food Stamps at the DSS office located nearest the town where they live. People who cannot get to an office can apply for Food Stamps 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. The DSS office must act on applications within 30 days of the date a person signs an application. Eligible households will have benefits in their EBT account within four days of the date that DSS grants their application. Some people are eligible for an expedited review and could get Food Stamps within seven days of the date they apply.

For more information about the Food Stamp Program call DSS **Toll-free Telephone:** 1-800-842-1508, End Hunger CT! **Telephone:** (860) 560-2100 or Connecticut Association for Human Services **Telephone:** (860) 951-2212 x 236. **See list of local DSS offices under Multiservice Agencies in this book.**

## School Lunch, Breakfast and After-School Snacks

Federal and state governments subsidize the school meals programs for all children in schools that participate. Eligibility for free or reduced-price meals is based on family income and size. Food stamp recipients are automatically qualified for free school meals. Children can be enrolled throughout the school year. For more detailed information, call the Department of Education, Child Nutrition Programs at **Telephone:** (860) 807-2070. Individuals with children in non-participating schools can get help in organizing a school breakfast program by contacting End Hunger CT! **Telephone:** (860) 560-2100 or Connecticut Association for Human Services **Telephone:** (860) 951-2212 x 236.

## Summer Breakfast and Lunch for Children

Children under the age of 19 are eligible for free meals during the summer months through participating towns and organizations. There are no forms or income tests. For participating locations, call the Department of Education, Child Nutrition Programs **Telephone:** (860) 807-2070; **Infoline:** 2-1-1; End Hunger CT! **Telephone:** (860) 560-2100; or Connecticut Association for Human Services **Telephone:** (860) 951-2212 x 236.

## Child and Adult Care Food Program

This program is designed to ensure nutritious meals for children up to age 12, the elderly, and people with disabilities who participate in a non-profit, licensed, or approved day care program. Children up to the age of 18 in emergency homeless shelters may also participate. Eligible providers are reimbursed all or part of the money by the Department of Education for meals and snacks served to the children or adults in their care. Any child or adult attending a participating institution is entitled to meals. Programs eligible for participation include nonresidential child or adult care institutions such as group or family day care; Head Start; recreation centers; settlement houses; after-school programs; and emergency homeless shelters for families with children.

To find out if an institution participates in the program, or is eligible to do so; or to learn more about how a provider applies for meal reimbursements, **Contact:** Connecticut Department of Education, Child Nutrition Programs. **Address:** 25 Industrial Park Road, Middletown, CT 06457-1543. **Telephone:** (860) 807-2074. **E-mail:** [susan.boyle@ct.gov](mailto:susan.boyle@ct.gov). **Website:** [ct.gov/sde](http://ct.gov/sde).

## Expanded Food and Nutrition Education Program (EFNEP)

EFNEP is a specially funded program of the U.S. Department of Agriculture and the UCONN Cooperative Extension System. Its purpose is to teach families and youth with limited resources about food shopping skills, nutritious meal planning and preparation, and safe food storage and handling. These activities are aimed at lowering the risk of infant mortality, low-birthweight babies, and chronic diseases, as well as enhancing a child's ability to learn and optimizing the diet quality when resources are limited. Education is primarily conducted on-site at community agencies; but individual counseling can sometimes be arranged. Local EFNEP programs are listed below. Information is also available through Cooperative Extension Centers across the state, which can be found at **Website:** [canr.uconn.edu/nusci/outrch](http://canr.uconn.edu/nusci/outrch).

City	Telephone
North Haven	(203) 407-3169
New London	(860) 887-1608
West Hartford	(860) 570-9061
Brooklyn	(860) 774-9600

## Serve New England Food Cooperative (SERVE)

SERVE is a nonprofit food cooperative that offers monthly distributions of meats, produce and other grocery items at 30 – 50% discounts. SERVE operates 250 host sites – typically churches, senior centers, civic facilities or any accessible place where people gather – throughout New England, which are open to all persons regardless of age, race or income level. To qualify, participants are required to complete two hours of volunteer service a month in their own communities. All food purchased through SERVE is top quality and obtained through local distributors when available. Content varies from month to month, but a typical family meal package consists of four meat selections, eight or nine produce items and staple products such as rice, peanut butter and more – all for only \$20. Orders are due the first week of each month, and delivery is made on the third or fourth Saturday of each month. Orders may be placed through a local chapter, by phone or online. Payment is made by cash, credit or electronic bank transfer. To find a SERVE location near you or for more information: **Toll-free Telephone:** 1-888-742-7363. **Address:** 145 Bodwell Street, Avon, MA 02322. **E-mail:** [aadams@servenewengland.org](mailto:aadams@servenewengland.org). **Website:** [servenewengland.org](http://servenewengland.org).

## Nutrition for Women, Infants, and Children (WIC)

WIC is a federally-funded food and nutrition education program for pregnant, postpartum and breastfeeding women and their children up to the age of five. WIC provides nutrition information and healthy food such as, eggs, milk, beans, cheese, juice, cereal, peanut butter and infant formula. Information on breastfeeding and healthy eating are provided as well as Farmers' Market coupons for designated months. Administered by the Department of Public Health (DPH), WIC is designed as a preventive health measure for its participants. Eligibility is based on income; residency; certification of nutritional risk; and a physical presence requirement, which means having a WIC employee see your child.

Applications are accepted at local WIC offices listed below or **Contact:** State WIC office. **Toll-free Telephone:** 1-800-741-2142. **Telephone:** (860) 509-8084.

City	Telephone	City	Telephone
Bridgeport	(203) 576-8072	New Haven	
Bristol/	(860) 585-3280	Fair Haven Clinic	(203) 773-5007
New Britain	(860) 225-8695	Hill Health Center	(203) 503-3080
Danbury	(203) 797-4629	Hosp. St. Raphael	(203) 789-3563
East Hartford	(860) 291-7323	Yale / NH Hosp.	(203) 688-5150
Hartford		New London	(860) 444-0006
Coventry Street	(860) 543-8835	Norwalk	(203) 854-7885
Park Street	(860) 722-8030	Norwich	(860) 889-1365
Meriden	(203) 630-4245	Putnam	(860) 928-3660
Middletown	(860) 344-8014	Rockville / Vernon	(860) 875-0602
Naugatuck	(203) 924-1831	Stamford	(203) 977-4385
		Torrington	(860) 489-1138
		Waterbury	(203) 574-6785
		Windham	(860) 450-7405

## Congregate Meals and Home Meal Delivery

Federally-funded food programs help improve the health of the elderly by providing nutritionally balanced meals and reducing the isolation of many older people. Community-based Elderly Nutrition Projects, listed below, administer the programs. Information on meals for the elderly can often be obtained from local senior centers or newspapers.

The **Senior Nutrition Program** is for homebound elders unable to travel to local meal sites. Meals are prepared and delivered to the home. No fee is charged for the meals, but participants are encouraged to contribute toward the cost of the meals according to their means. All donations are used to provide additional meals and services. For more information, call the nearest Elderly Nutrition Project listed below. There are also private *Meals on Wheels* programs that do charge a fee. They can be reached by calling **Infoline:** 2-1-1.

The **Congregate Meals Program** provides at least one hot meal a day, five days a week, regardless of income. No fee is charged, although contributions are encouraged. Meals are served in the community at senior centers, churches, and elderly housing projects. In some cases, kosher and ethnic meals are available, and often transportation can be arranged for those who cannot walk to the nearest site. Reservations are normally required a day or two in advance. People 60 years of age and older and their spouses are eligible, as well as handicapped or disabled individuals who reside in housing facilities at which congregate nutrition services are provided. For more information about the program and to make reservations, contact the nearest Elderly Nutrition Project listed below.

**Contact:** Area Agency on Aging **Toll-free Telephone:** 1-800-994-9422. **Also see Community Action Agencies in this book.**

## Elderly Nutrition Projects

City/Town	Telephone
Bridgeport	(203) 576-7955
• congregate meals	(203) 367-0605
• home-delivered meals	(203) 368-4291, x311, x313, x339
Bozrah	(860) 886-1720
	1-800-560-5015
Clinton	(860) 388-5796
	(860) 388-1611
Danbury	(203) 743-5418
Danielson	1-800-953-1365
Derby	(203) 736-5420
Enfield	(860) 249-4862
	1-800-862-1551

Hartford	(860) 560-5600
Middletown	(860) 347-4465
New London	1-800-953-1365
Norwich	(860) 885-2745
Old Saybrook	(860) 388-5796
Stamford	(203) 324-6175
Torrington	(860) 482-4151
Waterbury	(203) 757-7738

## Grocery Delivery Service

Administered by the Hartford Food System, the Grocery Delivery Service is for homebound elderly residing primarily in Hartford, West Hartford, Wethersfield, Bloomfield, and New Britain. Although there is no delivery fee, there is a \$25 minimum order. Deliveries are one day per week and orders are placed one day in advance. Clients pay for groceries by cash or check upon receipt. There is no income eligibility requirement, although the service is designed for those who would have difficulty paying a normal delivery charge. **Contact:** Hartford Food System. **Address:** 191 Franklin Avenue, Hartford, CT 06114. **Telephone:** (860) 296-9325. **Website:** [hartfordfood.org](http://hartfordfood.org).

## Housing

### Housing Education Resource Center (HERC)

HERC provides housing information and resources to tenants, landlords, homeowners, agencies, and others. HERC programs include Landlord/Tenant Information and Counseling, which offers seminars, workshops, publications and in-service training on specific housing and landlord/tenant topics. HERC operates a telephone counseling line that primarily addresses tenant/landlord rights and responsibilities, in conjunction with other housing-related issues. In partnership with Connecticut Department of Social Services (DSS), HERC assists DSS rental subsidy recipients with their housing needs. Services focus on preparing clients for all phases of their housing search and helping them to secure housing in lower poverty-impacted areas. Services include: Tenant Education Classes; Community Familiarization; Housing Search Assistance; Literature and Referrals; Lease and Landlord/Tenant Negotiation Assistance. **Address:** 901 Wethersfield Avenue, Hartford, CT 06114. **Telephone:** (860) 296-4242. **Housing Counseling Line** (Tuesday and Friday, 9 a.m. – 5 p.m.): (860) 296-4372.

### Connecticut Department of Social Services (DSS)

**Eviction Prevention Program:** 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. The program also works to prevent litigation, eviction, or foreclosure through assessment, community-based mediation, conflict resolution, and the use of a rent bank.

**Section 8 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. Housing subsidized under this program must meet federal minimum housing quality standards of safety and sanitation. Rental assistance may be used in existing housing, newly constructed units, and in moderately or substantially rehabilitated units.

**Security Deposit Assistance:** This program helps 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, T-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.

**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.

**Transitional Rental Assistance Program (T-RAP):** This program provides rental assistance for a maximum of one year to families who are making the transition off Temporary Family Assistance (TFA). An adult family member must have income from employment which exceeds the TFA payment standard or an adult member of the household who works at least twelve hours per week. A family must not already be receiving a rental subsidy and applications must be submitted within six months of leaving TFA.

**DSS Rental Programs Telephone:** (860) 424-5578

### Home Sharing Programs

The Department of Social Services funds three programs that provide interested individuals with an opportunity to "home share." Home Sharing is an arrangement between two parties in which one shares his or her home with another in exchange for a financial contribution to household expenses, services, companionship, or some combination. Home Share programs match single adults (at least one must be over age 60) who are having difficulty maintaining their homes because of financial, social, or physical needs, with other adults who need decent, affordable housing and/or do not want to live alone. Staff of the Home Share program interview potential home sharers and home seekers to identify those with complementary needs. Program participants must provide references and background information, which are screened and checked by program staff. The staff introduces individuals found to be compatible, helps them develop a home sharing agreement, offers follow-up counseling if a match is made, and/or refers persons to other appropriate services when necessary. Connecticut's programs are listed below.

Agency on Aging of South Central Connecticut, New Haven  
**Telephone:** (203) 785-8533

Senior Resources Agency on Aging, Norwich  
**Toll-free Telephone:** 1-800-690-6998  
**Telephone:** (860) 886-4736

Newington Senior & Disabled Center, Newington  
**Telephone:** (860) 665-8778

### Tax Relief for Renters

A person renting a room or an apartment, living in cooperative housing or a mobile home may be eligible for a partial refund of rent/utility (excluding telephone) bills if renter or spouse is age 65 or over; or is the widow/widower, age 50 or over, of a previously approved applicant; or if the renter is totally disabled and receiving benefits under a federal, state or local retirement or disability plan which contains requirements

comparable to those of the Social Security Administration. **Applications must be filed annually with the local assessor/town agent** between May 15 and September 15.

## 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. The most popular programs are Rental Assistance through Housing Choice Vouchers; Low-Income Public Housing; and Elderly and Disabled Housing. Information is available from the following agencies: the public housing authority or housing department in each town or city; the Department of Economic and Community Development (DECD), (860) 270-8000; the Department of Social Services (DSS), (860) 424-5031; the Connecticut Housing Finance Authority (CHFA), (860) 721-9501; or the individual management agents for the approximately 300 privately owned apartment developments subsidized by HUD. These are listed in the booklet *Looking for HUD-Assisted Rental Housing in Connecticut*, which can be obtained from the HUD office. The HUD website also contains a contact list of HUD-approved home buyer/renter counseling agencies across the state. **Address:** One Corporate Center, 20 Church Street, 19<sup>th</sup> Floor, Hartford, CT 06103. **Telephone:** (860) 240-4800. **TTY:** (860) 240-4665. **Website:** [hud.gov](http://hud.gov).

## Energy and Fuel Assistance

Help paying home fuel and energy costs is available from Connecticut's public utility companies. An **Energy Assistance Guide** is located in the pocket at the back this book. **See also Multiple Service Agencies and Community Action Agencies in this book.**

## Income Assistance

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

The State Supplement program is a state income maintenance program administered by Department of Social Services to supplement assistance under the federal Supplemental Security Income (SSI) program. 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. Income must not exceed total need. The difference between the income (with certain deductions) and expenses is the amount of the State Supplement. Monthly payments are issued by check or electronically to a bank account. Applicants must be age 65 and older, or at least 18 years old if disabled or blind. People receiving State Supplement also receive Medicaid to cover medical expenses. In addition, many recipients will also be eligible for food stamps and energy assistance. **Toll-free Telephone:** 1-800-842-1508.

### 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. Many families eligible for TFA are also eligible for food stamps, medical assistance, and energy assistance.

TFA is limited to 21 months; however, some families may be exempt from the time limit. Other families will be subject to the 21-month time limit and will be required to look for and find work. Extensions to the 21-month limit can be granted in 6-month increments for families that have made good faith efforts to find work. There are rules limiting the number of such extensions and an overall 60-month limit for families who are not exempt. The amount of assistance is determined by the number of people in the assistance unit, the amount of their income, and the particular town of residence. The typical benefit for a family of three is \$543.

TFA payments can also be made on behalf of children even if no eligible adult resides in the household. For example, a grandparent may be able to get TFA payment for the children even though the grandparent does not meet the eligibility requirements. A pregnant woman who does not have other minor children is also eligible for financial assistance. **Toll-free Telephone:** 1-800-842-1508.

## State-Administered General Assistance (SAGA)

The SAGA program, administered by the State Department of Social Services (DSS), provides cash and medical assistance to eligible individuals and families in Connecticut who do not have enough money to meet their basic needs and are unable to work. Employable individuals are not eligible for SAGA cash assistance but may qualify for SAGA medical assistance. Decisions for cash assistance are made in ten days. Decisions for medical assistance may take up to 45 days. Cash and medical emergencies can be processed in four days. Food and medical vouchers can be issued on an emergency basis.

Unemployable individuals receive up to \$200 per month. Transitional individuals who are unable to work for at least two months receive between \$50 and \$200 per month, depending upon housing costs. Individuals receive a payment based on size, the type of housing in which they live, and the region of the state where they reside. There are additional eligibility rules. SAGA applicants and recipients must participate in digital imaging (fingerprinting), pursue other available benefits or resources that may meet their financial or medical needs, agree to a lien on their home if they own one, and participate in substance abuse treatment if they have a problem with alcohol or drugs. A personal appointment is not necessary if only applying for SAGA medical assistance. Call any of the DSS offices to request an application. **Toll-free Telephone:** 1-800-842-1508.

## 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.

**Eligibility:** Claimants must have earned covered wages during a certain period of time prior to becoming unemployed. In addition, claimants must be involuntarily unemployed, but able to work, available for full-time employment, actively seeking a job and willing to accept suitable work. Partial benefits may also be paid to a worker with less than full-time employment. A person who moves out of state may also file an interstate claim. Individuals are disqualified for leaving suitable work voluntarily and without good cause attributable to the employer; being discharged for willful misconduct during the course of employment or felonious conduct; theft of property or service worth more than \$25, or theft of money in any amount; participating in an illegal strike; or refusing to apply for or accept suitable work without sufficient cause.



**Benefits:** The benefit rate varies from person to person and is roughly 50% of the individual's average gross weekly pay up to the maximum benefit rate, which, by law, changes periodically. The current maximum is \$465 per week. Claimants may also qualify for an additional allowance of \$15 per dependent per week with a maximum of five dependents or 100% of the weekly benefit rate. A non-working spouse may qualify as a dependent under certain conditions. Benefits are paid for up to 26 weeks (26 times the weekly benefit rate); however, a high unemployment rate can trigger additional emergency benefits.

**Application:** Applying for Unemployment Benefits is now done by telephone or by Internet. If using the Internet, visit the Connecticut Department of Labor **Website:** at [ct.gov/dol](http://ct.gov/dol) and select "File Your New Claim, Weekly Claim, or Claim Inquiry." If filing by telephone, a series of local telephone numbers listed below connects callers to the automated system. Once the automated portion is done, callers are connected to a Customer Service Representative to complete a claim.

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

Persons calling from the following seven exchanges — Kent, North Thompson, Salisbury, Sharon, Stafford Springs, Westport and Wilton — can call toll-free 1-800-354-3305. This number is *only* for these seven exchanges and is not accessible statewide. Callers living out of state can call DOL's toll-free interstate office: 1-800-942-6653. Deaf or hearing-impaired callers (TDD/TTY users) may reach TeleBenefits by calling **Toll-free Telephone:** 1-800-842-9710. Individuals who have difficulty using a phone can visit the nearest Connecticut Department of Labor/CT Works. All offices are accessible to people with disabilities. **Also See Connecticut Works in this book.**

## 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 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. Individuals can begin collecting full retirement benefits when reaching age 65. For people born 1938 and later, the full retirement age will gradually increase to age 67; these people can still collect reduced benefits at age 62.

Survivors' benefits are paid to a spouse with minor children, a widow or widower age 60 or older, a widow or widower age 50 or older and disabled, minor children, or a parent age 62 or older who was dependent on the wage earner. Disability benefits can be paid to people who are unable to engage in substantial gainful activity or whose disability will result in death.

There are earnings limitations after which one is not considered retired, dependent, or disabled. In the year 2006, people under 65 years and 4 months can earn \$12,480. After earning that amount, the benefit is reduced \$1 for every \$2 of earnings above the limit. Legislation in 2000 eliminated the annual earnings limit for people who attain full retirement age (ages 65-67 depending on the year of birth). People who attain full retirement age in 2006 (65 years and 4 months) can earn \$33,240 up to the month they attain full retirement age. The benefit is reduced by \$1 for each \$3 of earnings above that limit. People age 70 and older can earn any amount without a reduction in their benefits. For persons collecting disability benefits, earnings will affect benefits in a different way.

Most business can be conducted on the phone by calling the national toll-free number or the local office listed below. **Address:** Social Security Administration, 960 Main St. 2<sup>nd</sup> Floor, Hartford, CT 06103. **National Toll-free Telephone:** 1-800-772-1213. **Telephone:** (860) 493-1857. **Website:** [ssa.gov](http://ssa.gov).

Ansonia	307 Main Street	(203) 735-6201
Bridgeport	3885 Main Street	(203) 365-8452
Bristol	225 North Main Street, Room 400	(860) 584-2716
Danbury	131 West Street	(203) 748-3569
East Hartford	580 Burnside Avenue	(860) 290-5420
Hartford	960 Main St 2 <sup>nd</sup> Floor	(860) 493-1857
Meriden	One West Main Street	(203) 238-0346
Middletown	425 Main Street	(860) 347-8562
New Britain	100 Arch Street	(860) 229-4844
New Haven	150 Court Street, Room 325 A	(203) 773-5201
New London	2 Shaw's Cove, Room 203	(860) 443-8455
Norwich	Thames Plaza, 101 Water Street	(860) 886-7118
South Norwalk	24 Belden Avenue	(203) 849-1911
Stamford	2 Landmark Square, Suite 105	(203) 359-0030
Torrington	147 Litchfield Street	(860) 489-1633
Waterbury	95 Scovill Street	(203) 756-7476
Willimantic	1320 Main Street	(860) 423-6386

## Supplemental Security Income (SSI)

SSI is a federal income maintenance program for the aged, blind, and disabled. Unlike Social Security, SSI has limits on the amount of money and resources a recipient can have. Recipients may receive both Social Security and SSI, if eligible for both. Flat monthly payments are issued to participants; the 2006 benefit level is \$603 for one person, \$904 for a couple. 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. **See Social Security in this book.**

# Crisis and Emergency Management

## 2-1-1 Infoline

Free 24-hour information, referral, crisis intervention services, problem solving, and more helpful services and programs. Calls are free and confidential. TDD (Telecommunications Devices for the Deaf) and multi-lingual staff are also available. **Website:** [211infoline.org](http://211infoline.org). **Toll-free infoline:** 2-1-1.

## Suicide Prevention and Intervention 2-1-1

Infoline's 24-hour suicide prevention and intervention service links individuals in crisis with appropriate community resources. In addition, staff members train youth groups and community service providers in preventing suicide prevention skills. **2-1-1 Infoline** holds certification from the American Association of Suicidology. **Telephone Hotline: 2-1-1.**

## Runaway and Troubled Youth and Their Families

The Department of Children and Families (DCF), Child Guidance Clinics, Family Service Agencies, community-based youth shelters, and crisis intervention programs 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 as part of their delinquency prevention program. For information 24 hours-a-day about locally available shelters or host homes for youth who cannot remain at home, call Infoline at **2-1-1**, or the **Child Abuse and Neglect Toll-free Hotline at 1-800-842-2288**. A nationwide hotline provides message relay services for runaways and their parents. The runaway must contact the service and his/her location is held confidential. Call the **National Runaway Switchboard Toll-free Hotline: 1-800-621-4000**. Also see **Children, Youth and Families, Youth Service Bureaus, Family Service Agencies, and Department of Children and Families in this book**.

## Health Emergencies

Local hospitals, listed under *Hospitals* in the Yellow Pages of the telephone directory, and Community Health Centers should be called or visited in the event of a health emergency. Although emergency rooms are always open, other facilities such as a local detoxification or psychiatric treatment center may be more appropriate. Health facilities will ask for evidence of medical coverage such as a health insurance card or Medicaid card. Those who do not have coverage and cannot afford to pay for care should inquire about eligibility for free services under the *Hill Burton Act*. If the medical event is life threatening, contact **911**. Also see **Health Care Services in this book**.

## Connecticut Department of Mental Health and Addiction Services (DMHAS)

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:

Ansonia	Valley Mental Health Center* 435 East Main Street	(203) 736-2601, x370
Branford	Clinical/Outpatient Harbor Health* 14 Sycamore Way	(203) 483-2630
Bridgeport	Greater Bridgeport Community* Mental Health Center 1635 Central Avenue	(203) 551-7507 (203) 551-7512
Columbia	United Services 233 Rte 6	(860) 228-4480
Danbury	Danbury Hospital 152 West Street	1-888-447-3339

Dayville	United Services* 1007 North Main Street	(860) 774-2020
East Hartford	Emergency Services 281 Main Street	(860) 895-3100
Enfield	North Central Counseling Services 47 Palomba Drive	(860) 683-8068 1-877-884-3571
Hartford	Capitol Region Mental Health Center* 500 Vine Street	(860) 297-0999
Manchester	Genesis Center* 587 East Middle Turnpike	1-877-884-3571 (860) 683-8068
Meriden	Mid-State Medical Center 883 Paddock Avenue	1-800-567-0902 (203) 630-5280
Middletown	Spanish Line River Valley Services Leak Hall, Silver Street	(860) 630-5220 (860) 344-2100 (860) 262-5200
Milford	Bridges Community Support System* 949 Bridgeport Avenue	(203) 878-6365
New Haven	Connecticut Mental Health Center 1 Long Wharf Drive	(203) 974-7735 (203) 974-5800
Norwich	Southeastern Mental Health Authority* 401 West Thames Street, Bldg. 301	(860) 886-9302
Plainville	Wheeler Clinic 91 North West Drive	(860) 747-8719
Stamford	F.S. DuBois Center* 1515 Summer Street	(203) 358-8500
Torrington	Northwest Mental Health Authority 249 Winsted Road, 3 <sup>rd</sup> Floor	1-888-447-3339
Waterbury	Waterbury Hospital 1068 West Main	(203) 573-6500
Willimantic	United Services 1007 North Main Street	(860) 456-2261
Wauregan	United Services 303 Putnam Road	(860) 564-6100
Windsor	Crisis Stabilization Services (NCCS)* 995 Day Hill Road	1-877-884-3571 (860) 683-8068

## 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 funds a number of 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 environment. Local emergency shelters are listed below. For general information call **Telephone (860) 424-5875**.

Bridgeport	Alpha Home* 387 Clinton Avenue	(203) 366-2809
	Bridgeport Rescue Mission 1088 Fairfield Avenue	(203) 333-4087
	Prospect House* 392 Prospect Street	(203) 576-9041
	YMCA Families in Transition 387 Clinton Avenue	(203) 366-2809
Bristol	309 Brooks Street St. Vincent DePaul Homeless Shelter	(860) 589-0702
Danbury	19 Jacobs Street 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
Derby	Spooner House 119 Caroline Street	(203) 734-1638
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
	My Sister's Place 102 Capen Street	(860) 522-0416
	Open Hearth* 437 Sheldon Street	(860) 525-3447
	Salvation Army/Marshall House 225 South Marshall Street	(860) 543-8423
	South Park Inn 75 Main Street	(860) 724-0071
	St. Elizabeth House* 118 Main St.	(860) 560-4100
	Stewart McKinney Shelter* 34 Huyshope Avenue	(860) 722-6922
Manchester	Samaritan 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 and New Haven Family Shelter*	(203) 777-7173
	168 Davenport Avenue 124 Sylvan Avenue	
	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 St.	(860) 442-4289
Norwalk	Norwalk Emergency Shelter* 4 Merrit Street	(203) 866-1057
Norwich	TVCCA Homeless Shelter* 401 W. Thames Street - Unit 201	(860) 889-1365
Stamford	Shelter for the Homeless* 597 South Pacific Street	(203) 348-2792
	St. Luke's Life Works Family Shelter 141 Franklin Street	(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 123 Quinnipiac Street	(203) 294-0102
	(seasonal, closed in spring and summer)	

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: Gillespie Center	
	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 is a nonprofit organization providing emergency shelter and supportive housing for women and children confronting homelessness, HIV/AIDS, and/or behavioral health issues. **Address:** 153 East Street, Suite 300, New Haven, CT 06511. **Telephone:** (203) 492-4866. **E-mail:** [shammerbacher@nhhr.org](mailto:shammerbacher@nhhr.org). **Website:** [nhhr.org](http://nhhr.org).

## Emergency Mobile Psychiatric Services

The Department of Children and Families (DCF) funds community-based Emergency Mobile Psychiatric Services to prevent unnecessary placement of young people with emotional or behavioral disturbances. The service is for children from birth through age 17 and/or their family, is available 24 hours a day, and requires no out-of-pocket costs.

Region	Agency	24-Hour Hotline
East	United Community Services	1-866-498-8662
	United Services	(860) 774-2020 (860) 228-4480
North Central	Community Child Guidance Clinic	(860) 643-2101
	Community Mental Health Affiliates	(860) 223-2778
	Counseling and Support Connections	1-888-343-9994 (860) 253-5020
Northwest	Institute of Living/Hartford Hospital	(860) 545-7456
	Wheeler Clinic	(860) 747-8719
	Charlotte Hungerford Hospital	(860) 496-6650
Northwest	CGC of Family & Children's Aid	(203) 748-0267
	CGC of Greater Waterbury	(203) 756-7287
Northwest	Center for Families	1-800-704-1104
South Central	Clifford W. Beers Guidance Clinic	1-888-979-6884
	Middlesex Hospital	1-800-567-0902
Southwest	Rushford Behavioral Health Services	1-800-567-0902 (203) 238-8382
	CGC of Greater Bridgeport	(203) 367-5361
Mid-Fairfield	CGC of Southern Connecticut	(203) 324-6127
	Child Guidance Center	(203) 847-3891

## Poison Control

The Connecticut Poison Control Center is a statewide 24-hour emergency service for consumers and health care providers with problems related to poisoning. Specially trained nurses and pharmacists at the University of Connecticut Health Center are directed by a physician certified in medical toxicology. The Center also provides information on drug and chemical hazards. Clinical services are available for poisoning problems related to occupational and environmental exposure. **Toll-free Hotline:** 1-800-222-1222. **TDD:** (866) 218-5372. **Website:** [poisoncontrol.uhc.edu](http://poisoncontrol.uhc.edu).

## 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 training and services for members of the armed forces and their families. Some chapters offer more. There are volunteer opportunities at every chapter that can be tailored to any schedule or level of skill. To find your local chapter call **Toll-free Telephone:** 1-877-287-3327 or visit **website:** [ctredcross.org](http://ctredcross.org).

# Abuse and Neglect — Children, Women, Elders

## Connecticut Department of Children and Families (DCF)

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. Regional offices are listed below:

Office	Address	Telephone
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 Tpke.	(860) 533-3600
Meriden	Undercliff Road, Whitehall	(203) 238-6185
Middletown	121 Main Street Extension	(860) 638-2100
New Britain	1 Grove Street	(860) 832-5200
New Haven	One Long Wharf	(203) 786-0500
Norwalk	25 Van Zant Street - 15A	(203) 899-1400
Norwich	2 Courthouse Square	(860) 886-2641
Stamford	401 Shippan Avenue	(203) 965-0127
Torrington	62 Commercial Blvd.	(860) 496-5700
Waterbury	395 West Main Street	(203) 759-7000
Willimantic	322 Main Street	(860) 450-2050

A **Child Abuse & Neglect Hotline** provides statewide toll-free service for reporting suspected abuse, neglect, abandonment or exploitation of children and youth under 18. Social workers are on call 24 hours a day to intervene in a crisis and help families. **Toll-free Telephone:** 1-800-842-2288.\* **Toll-free TDD:** 1-800-624-5518.

## Domestic Violence

Domestic violence shelter programs provide short-term emergency shelter for adult victims and their children, as well as free and confidential 24-hour hotlines, counseling and advocacy services, and support groups. Referrals to other community resources, including counseling programs for abusers, are also available. For non-crisis information on shelters and services, contact the state Department of Social Services (DSS). **Telephone:** (860) 424-5241 or the Connecticut Coalition Against Domestic Violence (CCADV) **Telephone:** (860)-527-0550. For an emergency, call the statewide, 24-hour **Toll-free Hotline:** 1-888-774-2900.

Local domestic violence shelter programs are listed below:

Town	Agency	24-Hour Hotline
Ansonia	The Umbrella Project *	(203) 736-9944
Bridgeport	Center for Women & Families of Eastern Fairfield County *	(203) 384-9559
Danbury	Women's Center of Greater Danbury *	(203) 731-5206
Dayville	Domestic Violence Program/ United Services*	(860) 774-8648
Enfield	Network Against Domestic Abuse*	(860) 763-4542
Greenwich	Domestic Abuse Service – Greenwich YWCA*	(203) 622-0003
Hartford	Interval House *	(860) 527-0550
Manchester	Interval House*	(860) 645-4033
Meriden	Meriden-Wallingford Chrysalis *	(203) 238-1501
Middletown	New Horizons *	(860) 347-3044
New Britain	Prudence Crandall Center for Women	(860) 225-6357
New Haven	Domestic Violence Services of Greater New Haven *	(203) 789-8104
New London	Women's Center of Southeastern Connecticut *	(860) 701-6000
Norwalk	Domestic Violence Crisis Center*	(203) 852-1980
Sharon	Women's Support Services	(860) 364-1900
Stamford	Domestic Violence Crisis Center *	(203) 357-8162
Torrington	Susan B. Anthony Project	(860) 482-7133
Waterbury	Women's Emergency Shelter *	(203) 575-0036
Willimantic	Domestic Violence Program/United Services *	(860) 456-9476

## Sexual Assault Crisis Centers

Sexual assault crisis programs provide free, confidential, direct services for past and present victims of sexual assault and their families. Services include a 24-hour, statewide, toll-free hotline with immediate access to trained certified counselors; crisis intervention and short-term counseling; accompaniment and advocacy through the medical, police, and court systems; information and referral for other needs and additional counseling; support groups for rape and incest victims/survivors and also for parents and partners; male counselors to work with male victims and friends and family; professional in-services, community education, and child sexual abuse prevention training; TDD Access, Monday-Friday, 9:00 a.m. - 4:30 p.m.; sign language interpreters. To be connected with your local **Sexual Assault Crisis Center**, call the **Statewide, 24-hour, Toll-free Hotline:** 1-888-999-5545. **Toll-free Spanish Response Service:** 1-888-568-8332. For non-emergencies, call **Telephone:** (860) 282-9881 or check the list below for a Sexual Assault Crisis Program near you. **Website:** [connasacs.org](http://connasacs.org).

Bridgeport	Center for Women and Families of Eastern Fairfield County Rape Crisis Services *	(203) 334-6154
Danbury	Women's Center of Greater Danbury Sexual Assault Crisis Services *	(203) 731-5200
Hartford	Hartford Region YWCA Sexual Assault Crisis Services*	(860) 525-1163
Meriden	Women and Families Center Sexual Assault Crisis Services*	(203) 624-4576
Middletown	Women and Families Center Central Connecticut Sexual Assault Crisis Services *	(860) 344-1474
Milford	Rape Crisis Center of Milford *	(203) 874-8712
New Britain	New Britain YWCA Sexual Assault Crisis Services *	(860) 225-4681
Stamford	Sexual Assault Crisis Center *	(203) 348-9346
Torrington	Susan B. Anthony Project	(860) 489-3798
Waterbury	Safe Haven of Greater Waterbury *	(203) 575-0036
Willimantic	Women's Center of Northeastern CT *	(860) 456-3595

## Protective Services for the Elderly (PSE)

PSE receives and investigates reports of neglect, self-neglect, abuse, abandonment and exploitation of persons 60 years old or older living in the community. DSS Social Workers provide intervention and short-term services to protect vulnerable elders. **Contact a DSS regional office listed under Multiservice Agencies in this book, or Toll-free Telephone: 1-888-385-4225. For Urgent Calls After 4:30 p.m. (EST) Infoline: 2-1-1.**

# Health Care

## Facilities

### 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, preventive 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. The following centers provide care to persons in need.

Ansonia	Community Health Connections 15 West Main Street 06401	(203) 736-5000
Bridgeport	Optimus Health Care 982 East Main Street 06608	(203) 396-3260
	Bridgeport Community Health Center 471 Barnum Avenue 06608	(203) 333-6864
	Chase Wellness Center 1071 East Main Street 06608	(203) 330-2783
	Hollow Community Health Center 82 George Street	(203) 576-3881
	Northend Clinic 1381 Reservoir Avenue 06606	(203) 576-8371
	Park City Primary Care 64 Black Rock Avenue 06605	(203) 579-5000
	Ralphola Taylor Health Center 790 Central Avenue 06607	(203) 332-4567
	Southwest Community Health Center 361 Bird Street 06605	(203) 330-6000
	510 Clinton Avenue 06605	(203) 366-4000
	1046 Fairfield Avenue 06605 Marina Village 743 South Avenue 06605	(203) 330-6054 (203) 576-7745
Brooklyn	Generations Family Health Center 23 Wauregan Road 06234	(860) 779-3080
Clinton	Community Health Center of Clinton 114 East Main Street 06413	(860) 664-0787
East Hartford	East Hartford Community Health Care 94 Connecticut Boulevard 06108	(860) 528-1359
Groton	Community Health Center of New London 333 Long Hill Road 06340	(860) 446-8858
Hartford	Charter Oak Health Center 21 Grand Street 06106	(860) 550-7500
	401 New Britain Avenue 06106	(860) 550-7500
	Community Health Services 500 Albany Avenue 06120	(860) 249-9625
Killingly	Generations Family Health Center 231 Broad Street 06239	(860) 774-7501
Meriden	Community Health Center (CHC) 134 State Street 06450	(203) 237-2229
Middletown	Community Health Center 635 Main Street 06457	(860) 347-6971

New Britain	Community Health Center One Washington Square 06051	(860) 224-3642
New Haven	Fair Haven Community Health Center 374 Grand Avenue 06513	(203) 777-7411
	Hill Health Center 400-428 Columbus Avenue 06519	(203) 773-1134
	Dixwell Health Center 226 Dixwell Avenue 06511	(203) 787-9055
	Grant Street Partnership 62 Grant Street 06519	(203) 785-9100
	Columbus House Shelter 200 Columbus Avenue 06519	(203) 773-9673
	Women's Health Services 911 State Street 06511	(203) 777-4781
New London	Community Health Center of New London One Shaw's Cove 06320	(860) 447-8304
Norwalk	Norwalk Community Health Center 121 Water Street 06851	(203) 899-1770
Norwich	Generations Family Health Center 112 Lafayette Street 06360	(860) 885-1308
	United Community & Family Services 47 East Town Street 06360	(860) 892-7042
Old Saybrook	Community Health Center of Old Saybrook 263 Main Street 06475	(860) 388-4433
Stamford	Stamford Community Health Center 137 Henry Street 06902	(203) 327-5111
	Chester Addison Clinic 245 Selleck Avenue 06902	(203) 359-6990
Stratford	Stratford Community Health Center 727 Honeyspot Road 06497	(203) 375-7242
Vernon	Vernon Area Community Health Center 43 West Main Street 06066	(860) 875-6199
Torrington	Community Health and Wellness Center of Greater Torrington 88 East Albert Street 06790	(860) 489-0931
	Waterbury	Stay Well Health Center 232 North Elm Street 06702
West Haven	80 Phoenix Avenue 06702	(203) 574-8460
	1302 South Main Street 06706	(203) 597-9044
West Haven	West Haven Health Center 285-287 Main Street 06516	(203) 931-3750
Willimantic	Generations Family Health Center 1315 Main Street 06226	(860) 450-7456

### School-Based Health Centers (SBHC's)

SBHC's are comprehensive primary health care facilities located within or on the grounds of schools. SBHC's are licensed as outpatient facilities or hospital satellite clinics that offer primary preventive health and mental health services for students in grades Pre-K through 12. SBHC's are staffed by multidisciplinary teams of professionals who have special expertise in the healthcare of children and/or adolescents. Services may include dental care; crisis intervention; routine checkups and health counseling; physical examinations; immunizations; referral and follow-up for specialty care; laboratory testing; reproductive health care; diagnosis and treatment of sexually transmitted diseases; individual, family and group counseling; prescriptions and dispensing of medications; nutrition counseling and weight management; treatment of acute injuries or illnesses; and outreach to families. 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 but parent consent is required. **Contact:** School and Primary Health Unit, Connecticut Department of Public Health (DPH). **Telephone:** (860) 509-8057 or contact the school-based clinics directly.

Ansonia	Ansonia High	(203) 736-6977
Branford	Walsh Intermediate Middle	(203) 315-3534
	Branford High	(203) 315-6727
Bridgeport	Bassick High	(203) 576-7995
	Central High	(203) 332-5546

	Harding High	(203) 576-8213
	Blackham Elementary	(203) 576-7815
	Columbus Elementary	(203) 576-8461
	Dunbar Elementary	(203) 332-4567
	JFK Elementary	(203) 576-7535
	Read Elementary	(203) 576-8087
Danbury	Roosevelt Elementary	(203) 576-8090
	Danbury High (+ ACES)	(203) 790-2886
	Broadview Middle	(203) 731-8272
East Hartford	East Hartford High (Trantolo HC)	(860) 622-5340
	East Hartford Middle (S. Leone HC)	(860) 622-5670
	Silver Lane Elementary	(860) 622-5514
Groton	Fitch High	(860) 446-9543
	Claude Chester Elementary	(860) 445-2133
	Eastern Point Elementary	(860) 445-2191
	West Side Middle	(860) 446-1775
Hamden	Hamden High	(203) 248-6107
Hartford	Hartford High	(860) 695-1357
	Weaver High	(860) 695-1743
	Quirk Middle	(860) 695-2309
	M.D. Fox Elementary	(860) 695-3604
	Maria Sanchez Elementary	(860) 695-4964
Middletown	Woodrow Wilson Middle	(860) 343-0333
	McDonough Elementary	(860) 344-9821
New Britain	New Britain High	(860) 826-8845
New Haven	Hillhouse High	(203) 946-8555
	Wilbur Cross High	(203) 946-8742
	Clemente Academy	(203) 946-8961
	Fair Haven Middle	(203) 946-8603
	Jackie Robinson Middle	(203) 946-5611
	Sheridan Middle	(203) 946-6606
	Troup Middle	(203) 946-7538
	Clinton Avenue Elementary	(203) 946-6602
	Dwight Elementary	(203) 946-5439
	Lincoln-Bassett Elementary	(203) 946-7581
	Vincent Mauro Elementary	(203) 946-7103
	Truman Elementary	(203) 946-6650
New London	New London High	(860) 701-3771
	Bennie Dover Jackson Middle	(860) 701-3772
	Edgerton Elementary	(860) 701-3777
	Nathan Hale Elementary	(860) 701-3780
	Harbor Elementary	(860) 701-3770
	Jennings Elementary	(860) 701-3779
	Magnet Elementary	(860) 437-7775
	Winthrop Elementary	(860) 701-3778
	Friendship School	(860) 434-4837
Norwalk	Brian McMahon High	(203) 854-0524
	Norwalk High	(203) 838-0253
	Briggs High	(203) 846-6385
Norwich	Norwich Free Academy	(860) 887-1955
	Kelly Middle	(860) 823-4211
	Teachers Memorial Middle	(860) 823-4212
Stamford	Stamford High	(203) 977-5511
	Westhill High	(203) 977-4937
	Dollan Middle/Toquam Elementary	(203) 977-4698
Stratford	Wooster Middle	(203) 381-6922
Waterbury	Driggs Elementary	(203) 596-9503
Windham	Windham High	(860) 465-2465
	Windham Middle	(860) 465-2620

**Hotline** 1-800-227-8922 or an individual clinic. **Website:** [ct.gov/dph](http://ct.gov/dph).

Bridgeport	(203) 576-7468	New Haven	(203) 946-8181
Danbury	(203) 797-5050	New London	(860) 447-8304
Fairfield	(203) 256-3020	Norwalk	(203) 854-7976
	(203) 256-3150	Norwich	(860) 823-6344
Greenwich	(203) 622-6496	Stamford	(203) 977-5933
Hartford	(860) 543-8820		
	(203) 977-4399		
	(860) 278-4163	Waterbury	(203) 574-6880
Manchester	(860) 643-1607	West Haven	(203) 932-4000
Meriden	(203) 238-0542	Waterbury	(203) 937-3660
New Britain	(860) 826-3464	Willimantic	(860) 423-8426

## Connecticut Breast and Cervical Cancer Early Detection Program (CBCCEDP)

CBCCEDP is a federal- and state-funded program that provides free screening and diagnostic services for uninsured and underinsured women ages 19-64. Administered by the Department of Public Health (DPH), 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 treatment referral services as needed at any one of the following sites. **Contact:** Connecticut Department of Public Health, CBCCEDP. **Address:** 410 Capitol Avenue, Hartford, CT 06106. **Telephone:** (860) 509-7382.

Bridgeport	Planned Parenthood	(203) 332-1388
Danbury	Danbury Hospital	(203) 731-8668
Hartford	Hartford Hospital	(860) 545-2193
Hartford	Saint Francis Hospital	(860) 714-2759
Meriden	Mid-State Medical Center	(203) 694-8401
Middletown	Community Health Center	(860) 347-6971/3313
New Britain	New Britain General Hospital	(860) 224-5505
New Haven	Hospital of Saint Raphael	(203) 867-5436
New Haven	Yale-New Haven Hospital	(203) 688-4562
New London	Lawrence and Memorial Hospital	(860) 442-0711/2197
Norwalk	Norwalk Hospital	(203) 852-2887
Norwich	William W. Backus Hospital	(860) 892-2746
Putnam	Day Kimball Hospital	(860) 963-5331
Shelton	Planned Parenthood	(203) 922-1744
Torrington	Charlotte Hungerford Hospital	(860) 496-6513
Vernon	Women's Center for Wellness	(860) 872-7833
Waterbury	St. Mary's Hospital	(203) 709-3812
Willimantic	Windham Community Hospital	(860) 456-6896

## AIDS Testing Sites

The following local health departments and health care facilities offer free or low-cost testing for HIV infection with funds provided by the AIDS Division of the Department of Public Health. Testing at the sites is done on a strict confidential basis. For more information about AIDS resources, call **Infoline:** 2-1-1, your local health department, physician, or the local American Red Cross **Toll-free Telephone:** 1-877-287-3327.

Bridgeport	Bridgeport Community Health Center	(203) 333-6864
	Bridgeport Health Department	(203) 576-7679
	Bridgeport Hospital	(203) 384-3355
	Chemical Abuse Services Agency	(203) 339-4112
	(only for their clients)	
	Greater Bridgeport Adolescent	
	Pregnancy Program (GBAPP)	(203) 384-3629
	Interfaith AIDS Ministry	(203) 748-4077
	Kinsella Treatment Center	(203) 335-2173
	Park City Primary Care	(203) 579-5350
	Planned Parenthood of Bridgeport	(203) 366-0664
	Shelter for Homeless	(203) 348-2792
	Southwest Community Health Center	(203) 576-8368

## Sexually Transmitted Disease (STD) Clinics

All residents of Connecticut are eligible for STD services at any of the clinics listed below. Clinics offer free services or base the fee on income. Each site provides confidential testing and treatment for most STDs including syphilis, gonorrhea, chlamydia, herpes, and vaginal infections. Counseling and testing for HIV is offered. Patients can also receive the vaccine series for Hepatitis A&B. Confidential assistance is also available to those infected with STDs in telling their partners. Patients 13 years of age and older may be seen at these clinics without parental consent. Hours at each site vary and it is best to call ahead. **Contact:** STD Control. **Telephone:** (860) 509-7920, **STD Toll-free**

Bristol	Bristol-Burlington Health District	(860) 584-7682	Willimantic	Hartford Dispensary – Willimantic	(860) 886-0446
Danbury	Danbury Health Department	(203) 796-1613		Perceptions Program	(860) 450-7122
	AIDS Project Greater Danbury	(203) 778-2437		Planned Parenthood of Willimantic	(860) 423-8426
Danielson	Planned Parenthood of Danielson	(860) 774-0533	Windham	Regional Community Council	(860) 423-4447
East Hartford	Town of East Hartford	(860) 291-7295		Statewide Resources	
Enfield	Planned Parenthood of Enfield	(860) 741-2197		AIDS Legal Network	(860) 541-5000
Fairfield	Fairfield Health Department	(203) 256-3150		AIDS Ministries of CT/Salvation Army	(860) 543-8400
Greenwich	Greenwich Health Department	(203) 622-6460		Catholic Charities	(860) 522-8241
Hartford	Asylum Hill Outpatient Clinic	(860) 714-4212			
	Burgdorf Health Center	(860) 714-4000		CT AIDS Drug Assistance	1-800-233-2503
	Central Connecticut AHEC	(860) 233-7561		CT AIDS Drug Insurance Program	1-800-842-1508
	Charter Oak Health Center	(860) 550-7500		Pediatric AIDS Project	(203) 389-9203
	Community Health Services	(860) 249-9625		True Colors	(860) 649-7386
	Community Substance Abuse Center (only for clients)	(860) 247-8300			
	Connecticut Children’s Medical Center (Teens Against Negligence)	1-888-322-0008			
	Connecticut Positive Action Coalition	(860) 247-1990			
	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) 543-8822			
	Hartford Hospital AIDS Program	(860) 545-5398			
	Hispanic Health Council	(860) 527-0856			
	Latinos/as Contra SIDA	(860) 296-6400			
	Planned Parenthood of Hartford	(860) 953-6201			
	Saint Francis Hospital	(860) 714-4532			
	The Living Center (CRT)	(860) 247-1088			
	Urban League Greater Hartford	(860) 527-0147			
Manchester	Manchester Area Network on AIDS	(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	AIDS Project Middlesex County	(860) 344-3482			
	Community Health Center	(860) 347-6971			
	Middletown Health Department	(860) 344-3474			
	Oasis Wellness Center	(860) 344-0551			
New Britain	Human Resources Agency, New Britain	(860) 826-4482			
	New Britain Health Department	(860) 224-2420			
New Haven	AIDS Interfaith Network	(203) 624-4350			
	AIDS Interfaith Teen Line	(203) 777-HELP			
	AIDS Project New Haven	(203) 624-0947			
	APT Foundation	(203) 781-4640			
	Fair Haven Community Health Center	(203) 786-6556			
	Family Intervention Center	(203) 753-2153			
	Hill Health Center				
	Columbus Avenue	(203) 776-9594			
	Dixwell Avenue	(203) 787-9055			
	New Haven Gay and Lesbian Comm. Ctr	(203) 946-6453			
	New Haven Health Department	(203) 946-7878			
	Planned Parenthood of New Haven	(203) 387-3131			
	Yale/New Haven Hospital	(203) 688-3184			
New London	Hartford Dispensary – New London	(860) 886-0446			
	Lawrence Memorial Hospital	(860) 442-0711, x2056			
	New London Health Department	(860) 447-2437			
	Planned Parenthood of New London	(860) 443-5820			
Norwalk	Connecticut Counseling Center	(203) 838-6508			
	Norwalk Health Department	(203) 854-7979			
	Planned Parenthood of South Norwalk	(203) 853-2605			
Norwich	Hartford Dispensary – Norwich	(860) 886-0446			
	Planned Parenthood of Norwich	(860) 889-5211			
	William Backus Hospital	(860) 823-6343			
Old Saybrook	Planned Parenthood of Old Saybrook	(860) 388-4459			
Shelton	Planned Parenthood of Shelton	(203) 924-7756			
Stamford	Stamford CARES	(203) 977-5096			
	Stamford Health Department	(203) 977-4387			
Torrington	Northwestern CT AIDS Project	(860) 482-1596			
	Planned Parenthood of Torrington	(860) 489-5500			
Vernon	Vernon Area Community Health Center	(860) 875-6199			
Waterbury	Planned Parenthood of Waterbury	(203) 753-2119			
	Waterbury Health Department	(203) 574-6883			
West Hartford	Planned Parenthood of West Hartford	(860) 953-6201			

## Patient Supports

### Connecticut Parkinson’s Working Group (CPWG)

The Connecticut Parkinson’s Working Group provides education and support, including group meetings, for those affected by Parkinson’s disease and collaborates with the medical community to enhance treatment and research. Contact Stan Wertheimer **Telephone:** (860) 572-9965 or Jackie Dorwin **Telephone:** (203) 453-2655. **Address:** 132 Highwoods Drive, Guilford, CT. **E-mail:** [jdorwin@aol.com](mailto:jdorwin@aol.com).

### American Cancer Society, New England Division

The American Cancer Society, New England Division, is a statewide nonprofit agency that provides 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. Services include transportation to treatment; educational programs; camps for children with cancer; support groups for patients and their families; peer patient visitation; and programs that address changes in appearance, like hair loss, from treatment effects. **Address:** 538 Preston Avenue, Box 1004, Meriden, CT 06450-1004. **Toll-free Telephone:** 1-800-ACS-2345. **Website:** [cancer.org](http://cancer.org).

### Cancer Information Service (CIS) of New England

CIS of New England is a program of the National Cancer Institute, located at the Yale Cancer Center. CIS’s trained staff can answer questions and provide information about cancer and cancer-related topics to patients and their families, the general public and health professionals. Free publications on a variety of subjects connected with cancer are also available upon request. **Address:** 55 Church Street, Suite 400, New Haven, CT 06510. **Toll-free Telephone:** 1-800-4-CANCER (1-800-422-6237). **Telephone:** (203) 865-2655. **E-mail:** [barbara.lumpkin@yale.edu](mailto:barbara.lumpkin@yale.edu). **Website:** [info.med.yale.edu/ycc](http://info.med.yale.edu/ycc).

### Tuberculosis (TB) Control Program

The Tuberculosis (TB) Control Program helps to prevent TB transmission and reduce and prevent 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. It particularly affects people living in crowded conditions and in poverty. The homeless, injections drug users and people

who have HIV infection are especially vulnerable. All 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. The state also 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 also offer outreach services for patients ingesting TB medications. Most licensed physicians in the state can provide TB evaluation and treatment services and there are a number of established TB clinics at hospitals and at some of the larger municipal health departments. For more information call your local health department listed in the blue pages of the phone book or **Contact:** American Lung Association of Connecticut. **Toll-free Telephone:** 1- 800-332-LUNG (5864); or the Connecticut's TB Control Program, DPH **Address:** 410 Capitol Avenue, MS 11TUB, P.O. Box 340308, Hartford, CT 06134-0308. **Telephone:** (860) 509- 7722. **Website:** [ct.gov/dph](http://ct.gov/dph).

## Home Health Agencies

Home Health Agencies provide home care services to recovering, disabled or chronically ill people who need medical treatment and/or assistance with the activities of daily living. People of all ages, from newborns to the elderly may receive home care. Services include: skilled nursing, physical therapy, occupational therapy, speech therapy, medical social worker, and home health aide. Additional programs and/or referrals may be provided in the following areas: psychiatric and mental health; maternal and child care; home-delivered meals; transportation; homemaker; companion; chore person; LifeCall; and caregivers' support. Some home health agencies may also provide hospice services to individuals requiring support and care during the final phases of an incurable illness or at the end of life. **Toll Free Hotline** 1-800-828-9769.

Berlin	Berlin Visiting Nurse Association	(860) 828-7030
Bethel	Bethel Visiting Nurse Association	(203) 792-0864
Bloomfield	Seabury Home Care	(860) 243-6073
Branford	Connecticut Hospice	(203) 315-7500
Bridgeport	Visiting Nurse Services of Connecticut Unicare	(203) 336-3821 (203) 368-6112
Bristol	Greater Bristol Visiting Nurse Association	(860) 583-1644
	Centerbrook Visiting Nurses of the Lower Valley	(860) 767-0186
Danbury	Danbury Visiting Nurses Association	(203) 792-4120
	Patient Care, Inc./Priority Care	(203) 778-0055
	Regional Hospice of Western CT	(203) 797-1685
	Deep River Deep River Visiting Nurses East Hartford Maxim Healthcare Services	(860) 526-6033 (860) 291-9985
	Nursing Services	(860) 568-8881
	East Haven Utopia Home Care	(203) 466-3050
Enfield	Enfield Visiting Nurse Association	(860) 763-7600
Fairfield	Interim Health Care of Southwestern CT PSA Healthcare	(203) 332-4585 (203) 256-4346
	Shamrock Visiting Nurse and Home Health Aide Agency	(203) 256-1804
Farmington	Interim Health Care of Hartford	(203) 677-0005
	Gentiva Health Services	(860) 674-1302
Greenwich	Greenwich Hospital Home Care Dept. Patient Care, Inc.	(203) 863-3883 (203) 629-4792
Guilford	Branford VNA & Guilford VNA	(203) 488-8357
Hamden	VNA Services	(203) 288-1623
	Visiting Nurse Services of Southern CT	(203) 281-5500
Hartford	Avery Heights Home Health Agency St. Francis Hospital Home Health Agency	(860) 527-4663 (860) 714-4682
	VNA Health Care	(860) 249-4862
Hebron	Staff Mates Homecare	(860) 228-4321
Jewett City	Griswold Regional Visiting Nurse Agency	(860) 376-7077
Ledyard	Ledyard Public Health Nursing Service	(860) 464-8464
Litchfield	Visiting Nurse and Home Care NW	(860) 567-6000

Madison	Patient Care, Inc.	(203) 245-3941
Mansfield	Center VNA East	(860) 456-7288
Meriden	Franciscan Home Care and Hospice Care	(203) 238-1441
	MidState VNA and Hospice	(203) 235-5714
Middlebury	All About You Home Care Services	(203) 410-4382
Middletown	Middlesex Hospital Homecare Unison Home Care Services	(860) 347-7266 (860) 347-4446
Milford	Home Care Plus New England Home Care	(203) 874-8414 (203) 874-6667
Naugatuck	Naugatuck Visiting Nurses Association	(203) 729-8321
Newington	Patient Care, Inc./Priority Care	(860) 665-7755
New Britain	VNA of Central Connecticut	(860) 224-7131
New Milford	New Milford Visiting Nurse Association	(860) 354-2216
New Haven	Continuum Home Health On Duty Metropolitan CT Patient Care, Inc./Priority Care VNA of South Central CT	(203) 782-3192 (203) 562-3935 (203) 787-8660 (203) 777-5521
North Haven	Interim Health Care of New Haven	(203) 230-4785
Norwalk	Bayada Nurses Health and Home Care Resources Patient Care, Inc./Priority Care	(203) 854-5100 (203) 840-6656 (203) 840-8312
Norwich	Connecticut VNA, SE Interim Healthcare of Eastern CT United Community & Family Services	(860) 889-7198 (860) 889-3388 (860) 892-7042
Orange	Orange Visiting Nurse Association	(203) 891-2165
Plainville	Bristol Hospital Home Care Agency	(860) 585-4752
Portland	Portland Visiting Nurse Association	(860) 342-3300
Putnam	Day Kimball Homecare	(860) 928-0422
Quinebaug	Visiting Nurse Association of Southern Worcester County	(860) 935-5267
Ridgefield	Visiting Nurse Association of Ridgefield	(203) 438-5555
Salisbury	Salisbury VNA	(860) 435-0816
Simsbury	Farmington Valley VNA McLean Visiting Nurses & Community Services	(860) 651-3539 (860) 658-3950
Southbury	Home Healthcare Services	(203) 264-8812
Stamford	Caring, Inc. Personalized Home Care, Ltd. of CT Tender Loving Care	(203) 325-2225 (203) 348-8488 (203) 327-2680
Stratford	Visiting Nurse and Hospice Care Family Care Visiting Nurse & Home Health Care Agency Equinox Home Care Patient Care, Inc./Priority Care Stratford Visiting Nurse Association	(203) 380-3220 (203) 380-9252 (203) 381-1333 (203) 375-5871
Terryville	Plymouth Visiting Nurse Association	(860) 585-4026
Trumbull	CT Home Health Care Gentiva Health Services Patient Care, Inc./Priority Care United Visiting Nurse Association	(203) 374-4555 (203) 452-2202 (203) 371-8161 (203) 330-9198
Uncasville	Hospice of Southeastern Connecticut	(860) 848-5699
Vernon	Visiting Nurse & Health Services of CT	(860) 872-9163
Wallingford	Connecticut VNA Visiting Nurse Association of Wallingford	(203) 269-1489 (203) 269-1475
Waterbury	Hamlet Health Services Waterbury Patient Care, Inc./ Priority Care	(203) 757-2004 (203) 573-0866
Waterford	VNA of Southeastern Connecticut	(860) 444-1111
Watertown	VNA Health at Home	(860) 274-7531
West Hartford	Hebrew Health Care Home Health Care Agency Mercy Community Home Care Patient's Choice Home Care	(860) 523-3800 (860) 586-8318 (860) 236-4222
West Haven	Professional Nursing Home Care Agency	(203) 934-5541
Westbrook	Westbrook Public Health Nursing Service	(860) 399-3088
Wilton	Mid Fairfield Hospice Nursing & Home Care	(203) 847-7646 (203) 762-8958
Winsted	Foothills Visiting Nurse & Home Care	(860) 379-8561



**Homemaker Home Health Aides:** Offer assistance with personal hygiene, dressing, feeding, and household chores.

Madison	Patient Care	(203) 245-3941
New Haven	A & J Personnel Newton Foster	(203) 562-4466
	Homemaker Home Health Aide Agency	(203) 773-5097
Norwalk	Homecare Plus	(203) 831-2900
Stratford	Partners in Care	(203) 378-8444
Trumbull	Arcadia Health Care	(203) 378-2478

## Connecticut Department of Public Health

Information available from DPH not listed in other sections of this book, include the following:

Communicable Diseases	(860) 509-7995
Diabetes Control Program	(860) 509-7900
Environmental Health Drinking Water	(860) 509-7333
Recreation (sewage/private wells/swimming pools)	(860) 509-7296
Toxic Hazards	(860) 509-7740
Radon Program	(860) 509-7367
Immunization	(860) 509-7929
Injury Prevention	(860) 509-7805
Nutrition and Physical Activity Program	(860) 509-7803
Tobacco Use Prevention Program	(860) 509-8251

## AIDS

### AIDS Projects

AIDS Projects are direct-service, community-based organizations staffed largely by volunteers. Although AIDS Projects vary, some of the available services include outreach and education; hotlines in English and Spanish; financial support; transportation; group support; case management; meals-on-wheels; housing; and referral to clergy, physicians, lawyers and volunteer "buddies." Group support for HIV-infected people, people with AIDS, and caregivers is provided at meetings facilitated by trained volunteers. Bereavement groups and youth groups are also sometimes available. For specific services offered, call the nearest AIDS Project listed below. **Address:** AIDS Project Hartford, 110 Bartholomew Avenue, Hartford, CT 06106-2241. **Hotline:** (860) 247-AIDS (2437). **Toll-free HIV/AIDS Hotline:** 1-800-953-2371. **Telephone:** (860) 953-3334. **V/TDD:** (860) 951-4791. **Website:** [aidsprojecthartford.org](http://aidsprojecthartford.org).

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

### AIDS Rehabilitation and Long-Term Care

**Leeway** is a skilled nursing facility for people with AIDS offering short-term, long-term, palliative, and chronic-care services. **Address:** 40 Albert Street, New Haven, CT 06511. **Telephone:** (203) 865-0068. **Website:** [leeway.net](http://leeway.net).

## Ryan White AIDS Consortia and Related Services

The Ryan White HIV consortia are provider networks around the state offering case management, emergency assistance, and medical service reimbursement to persons with HIV/AIDS.

Greater Bridgeport	(203) 368-4291 (203) 696-3260,x380
Greater Hartford	(860) 233-7561,x104 (860) 296-6400 (860) 550-7500 (860) 527-0147,x143 (860) 545-9583 (860) 545-7477, x475 (860) 527-5100 (860) 714-4000 (860) 951-4833 (860) 527-5100
New Britain	(860) 612-2771 (860) 826-4741 (860) 826-3472 (860) 646-6260 (203) 630-4288
Manchester	(860) 646-6260
Meriden	(203) 630-4288
New Haven	(203) 624-0947, x4253 (203) 624-4350, x4253 (203) 781-0226 (203) 946-8351 (203) 574-6994
Waterbury	(860) 347-6971,x3902
Middlesex	(203) 977-5096
Mid/Lower Fairfield County	(203) 977-4387 (203) 854-7779 (203) 855-9535
Norwalk	(203) 778-2437
Danbury	(860) 482-1596
Northwest	(860) 447-0884
Southeast	(860) 872-9163,x2324
Tolland	(860) 423-4534
Windham	
<b>Statewide Consortia</b>	
AirBridge	(860) 296-6400
Community Partners in Action (CPA)	(860) 527-1866 (860) 293-3985
Connecticut AIDS Residence Coalition (CARC)	(860) 231-8212
CT AIDS Drug Assistance Program (CADAP)	(860) 424-5152 1-800-233-2503
CT Department of Mental Health (DMHAS)	(860) 418-6930
CT Primary Care Association (CTCPA)	(860) 727-0004
Ryan White Title I Planning Council – New Haven	(203) 946-7831
Ryan White Title I Planning Council – Hartford	(860) 543-8806

### St. Luke's LifeWorks / Bread & Roses

LifeWorks provides housing, education, case management and advocacy in a supportive community. Three transitional housing residences are available through the organization's *Bread & Roses* programs for people living with HIV/AIDS. Other services include emergency, two-year transitional, and permanent supportive housing as well as support services. Nine locations throughout Fairfield County focus on families, single adults, people living with HIV/AIDS and people recovering from mental illness. **Address:** 141 Franklin Street, Stamford, CT 06901. **Telephone:** (203) 388-0152 or (203) 388-0100. **Website:** [stlukeslifeworks.org](http://stlukeslifeworks.org).

## Financial Assistance

### Office of Health Care Access (OHCA)

OHCA can provide guidance to consumers about how to get assistance with hospital bills. **Address:** 410 Capitol Avenue - MS #13HCA, PO Box 340308, Hartford, CT 06134-0308. **Toll-free Telephone:** 1-800-797-9688. **Telephone:** (860) 418-7001. **Website:** [ct.gov/ohca](http://ct.gov/ohca).

### CHOICES

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

The Department of Social Services, in partnership with Area Agencies on Aging, administers CHOICES, a program providing free information and referrals to elders. Trained staff and volunteer counselors provide assistance with health insurance options including Medicare fee-for-service, managed care (Advantage), Medicare Part D prescription plans, Medicare supplemental insurance (Medigap), and Medicare Savings Programs for individuals with low-income, and sometimes a Benefits Checkup eligibility screening for federal and state programs. Specialists who are up-to-date on all benefit programs for the elderly direct people to the proper federal, state, or local agency for assistance. **Contact:** Area Agencies on Aging. **Toll-free Telephone:** 1-800-994-9422. or **DSS Telephone:** (860) 424-5862.

#### Connecticut Insurance Assistance Program for AIDS Patients (CIAPAP)

The state offers CIAPAP for income eligible persons who have AIDS. The program helps patients take advantage of state and federal COBRA laws that allow for an extension of employer-provided group health insurance to people who leave their jobs. The state Department of Social Services can pay for extended insurance premiums to the extent allowed by state and federal law for people who meet the financial, medical and other requirements. A person must be diagnosed by a physician as having AIDS or an AIDS-related disease, have been covered by an employee's medical insurance, and be eligible for an extension of employer-provided health insurance. Both federal and state laws require the former employee to file for these special benefits within a month or two the date the insurance coverage ends, or the date of notification of the option to continue coverage, whichever is later. Applications must therefore be made within the timeframe allowed. **Toll-free Telephone:** 1-800-842-1508. **Toll-free TDD/ TTY:** 1-800-842-4526.

### Medicare

Medicare is a federal health insurance program administered by the Health Care Financing Administration (HCFA) for people age 65 or older, people with permanent kidney failure, and certain disabled persons. Part A Hospital Coverage pays a share of the costs for hospital, nursing home, and home health care. Part B Medical Coverage pays for a share of the costs for physicians and other medical expenses and health services not covered under the hospital coverage. Most participants must ask to be enrolled in Part B of the program and must pay a monthly premium for that service.

A person 65 years or older and collecting Social Security is automatically eligible for Medicare. An applicant at least 65 years but not yet retired can enroll in the program. A person over 65 years and not eligible for Social Security can buy into the program. People who are under 65 and have been entitled to Social Security disability benefits for 24 months

are also eligible. People who have serious kidney disease can enroll regardless of age. There are no income or asset limits for this program.

Any local Social Security office can take applications, assist beneficiaries in filing claims and provide general information about the program. To ask for a review of whether services are covered by Medicare or a decision on the amount Medicare will pay for a claim, call or write the Medicare claim office within six months of the date the claim was processed. National Social Security **Toll-free Infoline:** 1-800-772-1213 **TTY** 1-800-325-0778.

### Medicare Assignment Program (ConnMAP)

ConnMAP, administered by the Department of Social Services (DSS), 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 Connecticut 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. Medicare pays 80 percent of the approved charge, after subtracting any part of the \$100 deductible not yet met. The health care provider will charge the patient for the part of the deductible not yet met and for the remaining 20 percent of the approved charge. The health care provider can charge for any services not covered by Medicare.

At an office visit, the patient presents a card to the office staff of the health care provider. Once the card is presented, providing treatment means the health care provider agrees to accept Medicare-approved rates for the medical care. Residents of Connecticut with an annual income under \$34,320 (single) or under \$46,365 (married) are ConnMAP eligible. Information and applications are available from DSS. Local senior centers, municipal agents and physicians' offices may also have applications. **DSS Toll-free Telephone:** 1-800-443-9946. **Telephone:** (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 \$20,800 (single) or under \$28,100 (married) are eligible. The applicant must have been a state resident for at least six months. There is a \$30 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. For those enrolled in managed care programs, ConnPACE will pay for prescription drugs after the prescription drug benefits available from the managed care organization have been exhausted. **DSS Toll-free Telephone:** 1-800-423-5026. **Telephone:** (860) 832-9265.

### Health Care for Uninsured Kids and Youth (HUSKY)

HUSKY is Connecticut's health insurance program for children and families. HUSKY is available to residents of Connecticut who are US citizens or legal immigrants. HUSKY provides a comprehensive benefits package including regular medical check-ups and well-child care; prescriptions; mental health and substance abuse services; dental check-ups 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 healthcare 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 small co-payments and may also require a monthly premium depending on income and family size. Once enrolled in HUSKY, families choose a Managed Care Organization (health plan) to coordinate the benefits package. Each health plan offers a network of participating doctors, dentists, hospitals, pharmacies, and other specialty providers that families must use. Mental health and substance abuse services are available to HUSKY members through the CT Behavioral Health partnership. For more information about the HUSKY program or to apply, **Toll-free Telephone** 1-877-CTHUSKY (1-877-284-8759). Press option 1 for general information and an application. Press option 2 to apply by phone. **TDD/TTY** 1-800-410-1681. **Website:** [huskyhealth.com](http://huskyhealth.com) **Email:** [Webmaster@huskyhealth.com](mailto:Webmaster@huskyhealth.com) Questions about *EPSDT* can be directed to **Toll-free Infoline:** 2-1-1, or **Contact:** Department of Social Services (DSS) **Toll-free Telephone:** 1-800-842-1508.

## Medicaid (Title XIX)

Medicaid is a joint federal/state health insurance program administered by the state Department of Social Services (DSS). 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 DSS.

Medicaid encompasses both managed care for income-eligible children and their parents under HUSKY A as well as fee-for-service coverage for adults with disabilities and persons 65 and over. People who receive State Supplement for the Aged, Blind or Disabled automatically qualify for Medicaid. If an applicant's income is not from this source, assistance under other medical coverage categories may still be possible. If an applicant's income is too high to qualify under normal income eligibility guidelines, eligibility for medical assistance may still be possible if the medical bills are very high. The asset eligibility criteria for this program vary. Applications are made through any **local DSS office listed under Multiservice Agencies in this book.**

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

QMB, SLMB, and ALMB, administered by the Department of Social Services (DSS), are federal and state-funded programs that provide health care coverage and financial assistance in paying Medicare costs for certain Medicare beneficiaries. QMB pays all Medicare premiums, deductibles and co-payments – up to approved rates – for eligible individuals. It was designed to fill the gaps in Medicare coverage by eliminating out-of-pocket expenses for Medicare-covered services. For those eligible for QMB there should be no cost for any Medicare-covered services from medical providers who participate in both the Medicare and Medicaid plans. The SLMB program pays the Medicare Part B premium only. The ALMB program also pays the full amount of the Medicare Part B premium per month. However, funding for the ALMB pro-

gram is limited, so it is important to apply as soon after January 1 as possible each year. Once funding runs out, applications will not be accepted. These programs are available at no cost to Medicare beneficiaries (both elderly and those with disabilities). To be eligible for any of the programs, you 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; have limited income; and have limited assets. Call DSS for an application at **Toll-free Telephone:** 1-800-609-5627, or visit a **local DSS office listed under Multiservice Agencies in this book.** The income limit requirements for each program in 2006 are as follows:

Program	Single	Couple
QMB	\$ 1,024.00	\$1,514.00
SLMB	\$1,187.40	\$1,734.00
ALMB (Level 1)	\$1,309.95	\$1,899.00

## State-Administered General Assistance Medical Program (SAGA Medical)

The Department of Social Services (DSS) regional offices may provide medical assistance (SAGA Medical) to persons who are unable to pay for necessary medical expenses such as doctor visits, prescriptions, and the cost of hospitalizations. If the applicant is hospitalized and cannot afford to pay, the hospital's billing department should be informed as soon as possible and requested to file an application for SAGA Medical on behalf of the applicant. For questions, call DSS **Toll-free Telephone:** 1-800-842-1508.

## Children

### Children with Special Health Care Needs Program (CSHCN)

CSHCN is a statewide program for children with chronic illness or disability. There are five Regional Medical Home Support Centers (RMHSC) providing information and support to families in their own community. RMHSCs offer care coordination; resource linkage to support groups, agencies and other helpful services; educational supports; and respite funding when available. The centers work with Primary Care Providers (Medical Homes) in identifying children with special health care needs and partnering with them to help families receive comprehensive coordinated care. CSHCN can pay for certain medical goods and services that include but are not limited to: hearing aids, wheelchair, and special nutritional formulas for families who meet the family income and insurance eligibility guidelines. **Telephone:** (860) 509-8074 or Contact the nearest RMHSC for more information.

Yale Center for Children with Special Health Care Needs, New Haven	1-888-842-1937 or (203) 785-7176
Stamford Hospital, Stamford	1-866-239-3907 or (203) 276-5929
LEARN, Old Lyme	1-877-479-0694 or (860) 434-4890
Charter Oak Health Center, Hartford	1-866-790-0646 or (860) 550-7500
St. Mary's Children's Health Center, Waterbury	1-866-517-4288 or (203) 709-5716

### Connecticut Childhood Lead Poisoning Prevention and Control Program (CLPPCP)

CLPPCP 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 edu-

cational materials and develops additional materials and trainings for targeted audiences. **Contact:** DPH, Bureau of Community Health, CLPPCP. **Telephone:** (860) 509-7745.

The Division of Laboratory Services, Biochemistry Section, performs blood lead analyses for all Connecticut children at no cost. Physicians can call the State Lab at (860) 509-8500 to obtain finger stick and venous blood lead test kits free of charge. To have a child tested for lead poisoning, contact a physician, your local health department listed in the blue pages of the telephone book, or one of the two regional treatment centers listed below.

**Hartford Regional Lead Treatment Center:** Services include: testing; medical management; environmental and relocation assistance; nutritional education and other services to families of lead-poisoned children. **Contact:** St. Francis Hospital & Medical Center. **Address:** 114 Woodland Street, Hartford, CT, 06105. **Telephone:** (860) 714-4792. **Website:** [saintfranciscare.com](http://saintfranciscare.com).

**Yale-New Haven Regional Lead Treatment Center:** Services include testing; medical care; psychological and social supports; education for lead-poisoned children, their families and communities; a Lead Safe Home; and a Lead Resource Center. **Address:** 333 Cedar Street, P.O. Box 208064, New Haven, CT 06520-8064. **Telephone:** (203) 764-9106. **Website:** [ynhh.org/pediatrics](http://ynhh.org/pediatrics).

In addition, the Bureau of Regulatory Services (BRS) provides technical assistance to local health officials, the general public, and lead professionals on implementation of Connecticut's lead regulations. BRS enforces the requirements for licensure and certification in lead abatement, and assists inspection and consulting professionals. **Contact:** DPH, Bureau of Regulatory Services, Division of Environmental Health. **Address:** 410 Capitol Avenue MS #11 LDS, PO Box 340308, Hartford CT 06106. **Telephone:** (860) 509-7299. **Website:** [ct.gov/dph](http://ct.gov/dph).

## Family Planning and Pregnancy

### Birthright

Birthright is an emergency pregnancy service for any girl or woman concerned by her pregnancy. Birthright provides free pregnancy tests, friendship counseling, practical support, community resource information and referrals to help her throughout her pregnancy for as long as she chooses. 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 **Toll-free National Hotline:** 1-800-550-4900.

Clinton	(860) 399-5395	Newington	(860) 665-0234
Danbury	(203) 744-3737	New London	(860) 443-6205
Derby	(203) 734-6545	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

### Genetic Counseling

Genetic counseling services help prospective parents consider the risks of recurrent hereditary problems in deciding whether to have children. Clinical genetic services are also available for children and adults. To identify genetic counseling and clinical services in your area, call **Infoline Toll-free:** 2-1-1.

### Healthy Start

The Healthy Start program provides Medicaid medical coverage to pregnant women and to children up to age 19 who live in households with incomes at or below 185% of the federal poverty level. When calculating the size of a family, a pregnant woman would be counted as two members of the household, and a woman expecting twins counted as three members. Resources other than income (e.g., savings accounts, insurance policies, cars) are not taken into consideration when determining eligibility. 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 during this period of time. Healthy Start pregnancy-related benefits include: prenatal care; case-management services to high-risk pregnant women; labor and delivery; and 60 days of postpartum care. Call Infoline at **2-1-1** or, **Contact:** Department of Social Services (DSS). **Toll-free Telephone:** 1-800-842-1508.

### Hopeline Pregnancy Resource Center

Hopeline Pregnancy Resource Center offers free and confidential pregnancy tests with a staff that provides compassionate nonjudgmental help whether a woman chooses to keep her child, chooses adoption, or chooses abortion. Hopeline provides decision-making counseling for those in unplanned pregnancies; emotional and spiritual support during and after pregnancy; assistance with resources; baby supplies; referrals; and information to make an informed choice. Help is also offered in post-abortion support groups, relationship counseling, and abstinence counseling. Hopeline has offices in Bridgeport, Danbury, Monroe, Shelton, and New Milford. **Statewide Toll-free Telephone:** 1-800-203-HOPE (4673). **E-mail:** [hopeline@sbcglobal.net](mailto:hopeline@sbcglobal.net). **Website:** [hopelineprc.org](http://hopelineprc.org).

### Pregnancy Services at Hospitals and Clinics

Family planning and pregnancy aid services are available, subject to residency and insurance restrictions, at the following hospitals:

Bridgeport Hospital Ob-Gyn Clinic	(203) 384-3232
Bristol Hospital Women's Health Clinic	(860) 585-3295
Hartford Health Department Family Planning Women's Services	(860) 543-8833
Hartford Hospital Women's Ambulatory Health Services	(860) 545-2780
John Dempsey Hospital Ob-Gyn Module Farmington	(860) 679-2792
St. Francis Hospital Ob-Gyn Clinic Hartford	(860) 714-2815
New Britain General Hospital Family Planning Clinic	(860) 224-5515
Norwalk Hospital Ambulatory Clinic	(203) 852-2240
Rockville General Hospital Family Planning Clinic	(860) 872-5170
Stamford Hospital Clinic Information	(203) 325-7878
Yale-New Haven Hospital Women's Health Services	(203) 777-4781

### Planned Parenthood of Connecticut (PPC)

PPC offers a wide range of reproductive health services for women and men of all ages. Services include all FDA-approved birth control methods (including emergency contraception); Pap tests and breast exams; testing and treatment for sexually transmitted infections; HIV counseling and testing; and pregnancy testing and counseling. PPC also offers medical and surgical abortion services. Most centers provide colposcopy and cyrosurgery. In addition, PPC operates a resource center in New Haven that is open to the public by appointment. It offers medically accurate, age appropriate and culturally competent videos, books, brochures

and teaching materials addressing a variety of sexual topics. For an appointment at the resource center or for information on professional training services call PPC state administrative offices at **Telephone:** (203) 865-5158. For a medical appointment call **Toll-free Telephone:** 1-800-230-PLAN (7526) or call the health centers listed below. **Website:** [ppct.org](http://ppct.org).

Bridgeport	(203) 366-0664*
Norwalk	(203) 853-2605*
Danbury	(203) 743-2446*
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) 423-8426*

## Mental Health

### Wheeler Clinic

Wheeler Clinic is a multi-service behavioral health agency providing outpatient and intensive mental health services, substance abuse, special education, crisis intervention and counseling, foster care, early childhood development, child abuse prevention programs, judicial support services for adolescents and adults, advocacy, and community education and prevention programs throughout Central Connecticut. A full continuum of mental health services for children, adolescents, adults and families features multi-disciplinary and multicultural staff representing all major clinical disciplines.

Services include outpatient and intensive outpatient psychiatric services for all ages; mental health and substance abuse resource library; psychiatric and substance abuse services for adolescents and adults; special education for children from age 3 to 21; juvenile justice and court support services for adolescents and adults; statewide advocacy and education for the prevention of child abuse; group homes; and specialized foster placement for children. Psychiatric crisis intervention, information and referral is delivered through **HELPLINE** (860) 747-3434 or (860) 524-1182; Wheeler Clinic **Address:** 91 Northwest Drive, Plainville, CT 06062. **Toll-free Telephone:** 1-888-793-3500. **Telephone:** (860) 793-3500. **Website:** [wheelerclinic.org](http://wheelerclinic.org). Mental Health Association of Connecticut.

### 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 and co-occurring disorders; referral to private practitioners; mental health literature; a psychosocial rehabilitation center; supported employment; housing programs; and support groups. **Address:** 20-30 Beaver Road, Wethersfield, CT 06109. **Toll-free Telephone:** 1-800-842-1501. **Telephone:** (860) 529-1970, ext.10. **E-mail:** [webmaster@mhact.org](mailto:webmaster@mhact.org). **Website:** [mhact.org](http://mhact.org).

### National Alliance on Mental Illness (NAMI-CT)

NAMI-CT is a volunteer organization of families, friends, and individuals living with serious mental illness. Its purpose is to provide support, education, and advocacy to: 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. **Address:** 30 Jordan Lane - Third Floor, Wethersfield, CT 06109. **Toll-free Telephone:** 1-800-215-3021. **Telephone:** (860) 882-0236. **E-mail:** [namicted@namict.org](mailto:namicted@namict.org). **Website:** [namict.org](http://namict.org).

### Connecticut Department of Mental Health and Addiction Services (DMHAS)

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

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

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

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

**State Operated Facilities** offer acute care and rehabilitation services to Connecticut citizens. Clients receive individual and group counseling, family therapy, AIDS counseling and referrals, occupational therapy, linkage to community and social services, and exposure to 12-step groups such as Alcoholics Anonymous. Priority access is granted to pregnant women.

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

**Substance abuse prevention organizations** throughout the state are funded by DMHAS. Programs such as *The Governor's Prevention Partnership* and the *Connecticut Clearinghouse* conduct informational campaigns and the distribution of educational materials about alcohol, drugs, and mental health. **2-1-1 Infoline** operates the statewide referral service for individuals experiencing problems with mental illness, alcohol or drug abuse.

**Contact:** Office of the Commissioner, Connecticut Department of Mental Health and Addiction Services (DMHAS). **Toll-free Telephone:** 1-800-446-7348. **Contact:** Connecticut Clearinghouse. **Toll-free Telephone:** 1-800-232-4424. Individuals seeking referral for treatment services should call **Toll-free Infoline:** 2-1-1.

# Disabilities

## WARM Lines for the Disabled

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

Ansonia	Birmingham Group	(203) 732-2004
Danbury	New Heights	(203) 797-2690
East Hartford	Inter-Community Mental Health Center	(860) 895-3013
Hartford	Capitol Region Mental Health Center	(860) 297-0920
Middletown	River Valley Services	1-800-316-9145
New Haven	Connecticut Mental Health Center	1-800-258-1528
Stamford	Laurel House	(203) 363-7174
Torrington	North West Mental Health Authority	(860) 482-1783
Waterbury	Greater Waterbury Mental Health Authority	1-800-314-2680

## American School for the Deaf (ASD)

ASD offers students a full-range of education from pre-school to twelfth 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. Additionally, ASD offers **Birth to Three** services through its Early Childhood Intervention program, as well as employment training and support through **Adult Vocational Services**. ASD provides comprehensive evaluation and assessment services through the Children's Center. 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. Requests for admission may be initiated by the prospective student's parents, guardians, local education agency, or a social service provider. **Address:** 139 North Main Street, West Hartford CT 06107. **Telephone:** (860) 570-2300. **TTY:** (860) 570-2222. **Website:** [asd-1817.org](http://asd-1817.org).

## ARC of Connecticut (ARC/CT)

ARC/CT, formerly the Association for Retarded Citizens/Connecticut, is a private, nonprofit advocacy organization committed to protecting the rights of people with mental retardation and related developmental disabilities and increasing opportunities for their full inclusion in community life. Programs include assistance with vocational services, residential options, clinical services, family support, elderly enrichment, advocacy, recreation, education, and appropriate referrals. Satellite offices are listed below. **Address:** 1030 New Britain Avenue, Suite 102, West Hartford, CT 06110. **Telephone:** (860) 953-8335. **E-mail:** [arcct@aol.com](mailto:arcct@aol.com). **Website:** [arcct.com](http://arcct.com).

Branford	SARAH Seneca	(203) 315-3770
Canton	Farmington Valley ARC	(860) 693-6662
Columbia	Tri-County ARC	(860) 228-2070
Danbury	WeCAHR	(203) 792-3540
Danielson	ARC of Quinebaug Valley	(860) 774-2827
Deep River	LOVARC	(860) 526-3457
Enfield	ARC of Greater Enfield	(860) 763-5411
Guilford	SARAH	(203) 458-4040
	SARAH Tuxis	(203) 458-8532
Manchester	MARC	(860) 646-5718
Meriden	ARC of Meriden-Wallingford	(203) 237-9975

Middletown	Directions	(860) 347-5099
New Haven	ARC of Greater New Haven	(203) 288-7932
New Milford	Friends of New Milford	(860) 355-5343
Norwalk	STAR	(203) 846-9581
Old Saybrook	ARC of New London County	(860) 464-6302
Plainville	ARC of Plainville	(860) 747-4119
Plantsville	ARC of Southington	(860) 628-9220
Portland	MARC: Community Resources	(860) 342-0700
Torrington	Litchfield County Association for Retarded Citizens (LARC)	(860) 482-9364
Waterbury	Waterbury ARC	(203) 575-0707
Winsted	Options Unlimited	(860) 738-1410

## Board of Education Services for the Blind (BESB)

BESB is the lead state agency serving adults who are blind and children who are blind or visually impaired. The agency's primary goal is to help individuals achieve and maintain their 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, and adaptive equipment; school-to-career transition services to adolescents; financial and technical support to women and men who own or want to own their own business; independent travel instruction; and, training in activities of daily living. **Address:** 184 Windsor Avenue, Windsor, CT 06095. **Toll-free Telephone:** 1-800-842-4510. **Voice/TDD:** (860) 602-4221.

## Brain Injury Association of Connecticut (BIAC)

BIAC serves as a clearinghouse for brain injury information and referrals; and collaborates with organizations serving individuals with brain injuries. Other programs include case consultation; support groups; educational and recreational events; outreach education and legislative advocacy. **Address:** 333 East River Drive, Suite 106, East Hartford, CT 06108. **Telephone:** (860) 721-8111. **Toll-free Family Help Line:** 1-800-278-TBIA (278- 8242). **Website:** [biact.org](http://biact.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, family and employment support. CDHI also provides information and referral services. **Address:** 67 Prospect Avenue, West Hartford, CT 06107. **Toll-free Telephone:** 1-800-708-6796. **Telephone:** (860) 231-8756. **Voice/TTY:** (860) 231-8169 **TTY/TDD Interpreting services:** (860) 231-1690. **After-hours Emergency Interpreting Services:** (860) 231-7623 **TDD/Voice. E-mail:** [cdhi@po.state.ct.us](mailto:cdhi@po.state.ct.us). **Website:** [ct.gov/cdhi](http://ct.gov/cdhi) (CDHI does not subscribe to Caller ID).

## Connecticut 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, newsletters, conferences, reprints, workshops, consultations, education, refer-

als, advocacy, and support for individuals, families and professionals. **Telephone:** (203) 838-5010. **E-mail:** [caclld@optonline.net](mailto:caclld@optonline.net) **Website:** [caclld.org](http://caclld.org).

## Connecticut 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 (three years), have access to a range of services such as home visits, case coordination, evaluation, and parent support. Call the **Toll-free Child Development Infoline:** 1-800-505-7000.

## Connecticut Bureau of Rehabilitation Services (BRS)

BRS is part of the Department of Social Services (DSS). **Address:** 25 Sigourney Street, 11th Floor, Hartford, CT 06106. **Telephone:** (860) 424-4871. **E-mail:** [evelyn.knight@po.state.ct.us](mailto:evelyn.knight@po.state.ct.us). The Bureau oversees three programs:

**Vocational Rehabilitation:** helps individuals with physical and mental disabilities prepare for, obtain, and maintain employment. Most vocational rehabilitation services are free, clients may be asked to share in the cost of some services. Regional DSS offices are listed below. All offices are TDD equipped. **Toll-free Telephone:** 1-800-537-2549.

Bridgeport	Sub-Offices: Danbury, Stamford, Torrington & Waterbury	(203) 551-5500 [TTY]
Hartford	Sub-Offices: Dayville, East Hartford, Enfield, Manchester & New Britain	(860) 723-1400; (860) 723-1430 [TTY]
New Haven	Sub-Offices: Ansonia, Middletown, New London & Norwich	(203) 974-3000; (203) 974-3013 [TTY]

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

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

## Connecticut Community Providers Association (CCPA)

CCPA serves as a central information source for individuals with disabilities seeking rehabilitation and behavioral health services and for those wishing to learn more about rehabilitation and behavioral health in Connecticut. CCPA also provides referrals to local Child Guidance Clinics. **Address:** 35 Cold Springs Road, Suite 522, Rocky Hill, CT 06067. **Telephone:** (860) 257-7909. **TDD:** (860) 529-2480. **E-mail:** [ccpamail@ccpa-inc.org](mailto:ccpamail@ccpa-inc.org). **Website:** [ccpa-inc.org](http://ccpa-inc.org).

## Kuhn Employment Opportunities

Kuhn Employment Opportunities, Inc. supports individuals with develop-

mental disabilities, mental illness and physical disabilities to obtain employment so they can become valued members of the community, more independent and proud. Kuhn provides situational assessment, career planning, job development and placement services, on-the-job training, job coaching, and transportation services. Employment opportunities include individual placement, work crews, work services, and community experience programs. **Address:** 1630 North Colony Road, P.O. Box 941, Meriden CT 06450-0941. **Telephone:** (203) 235-2583 or (860) 347-5843.

**Satellite Office Address:** 100 Plaza Middlesex, Middletown, CT 06457. **Telephone:** (860) 347-8923. **E-mail:** [rstephens@kuhneemployment.com](mailto:rstephens@kuhneemployment.com). **Website:** [kuhngroup.org](http://kuhngroup.org).

## Connecticut Department of Mental Retardation (DMR)

DMR, with the advice of the Council on Mental Retardation, is responsible for statewide planning, development and administration of complete, comprehensive, and integrated services for persons with mental retardation and persons medically diagnosed as having Prader-Willi Syndrome. DMR provides services within available appropriations through a decentralized system that relies on private provider agencies with which the Department contracts. Eligibility and referrals are available through the regions listed below. Services include residential placement, day programs, early intervention, family support, respite, and case management. **Address:** 460 Capitol Avenue, Hartford, CT 06106. **Telephone:** (860) 418-6000. **TDD:** (860) 496-3093.

North/Farmington	270 Farmington Avenue Suite 245	1-800-558-9527 (860) 679-7000 TDD: (860) 679-7001
South/Norwich	401 West Thames Street Unit 202	1-866-584-3376 (860) 859-5400 TDD: (860) 859-5493
South/Wallingford	104 South Turnpike Road	1-888-263-4445 (203) 294-5053 TDD: (203) 294-5049
West/Waterbury	250 Freight Street	1-866-274-3888 (203) 805-7400
West/Southbury	Route 172, P.O. Box 872	(203) 586-2602 TDD: (203) 586-2001
New Haven	One Long Wharf Drive	1-866-433-8192

## Connecticut Department of Social Services (DSS)

DSS provides help for families to finance the extraordinary expense of children with physical disabilities through a **Family Support Grant Program**. **Adult Services** provides home care to eligible people with disabilities. Social workers coordinate planning and management of services – homemaker, housekeeper, adult companion, day care, and home-delivered meals – to help clients stay independent in the community. Rehabilitation waivers, **Acquired Brain Injury (ABI) Waivers**, offer home and community-based services to individuals choosing to return to a community setting from an institution. Persons may also be diverted from entering an institutional setting with the assistance of waiver services. Other home and community-based services waivers, **Personal Care Assistance Medicaid Waivers**, serve the purpose of paying for personal care assistance services under Medicaid. Income/asset eligibility may apply. **Contact the DSS regional office listed under Multiservice Agencies in this book or Disability Services Toll-free Telephone: 1-888-794-6337.**

## Connecticut Radio Information System (CRIS)

CRIS provides radio broadcasts of readings from daily local and national newspapers, current magazines and books 24 hours a day. Listeners may be visually, physically, mentally or learning disabled and therefore unable to read or hold conventional printed information. Radios are provided at no charge, to be kept as long as needed. Listeners can also receive CRIS over a special cable TV hook-up or on a touch-tone telephone. **Address:** 184 Windsor Avenue, Suite C, Windsor, CT 06095-4536. **Toll-free Telephone:** 1-800-708-0004. **Telephone:** (860) 527-8000. **E-mail:** [crisradio@snet.net](mailto:crisradio@snet.net). **Website:** [cslib.org/cris](http://cslib.org/cris) or [crisradio.org](http://crisradio.org).

## Connecticut State Library for the Blind and Physically Handicapped

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

## Connecticut Workers' Compensation Commission, Workers' Rehabilitation Services

Workers' Rehabilitation Services are designed to return to work those who have been injured on the job or have contracted an occupational disease and qualify under the Connecticut Workers' Compensation Act. The program offers vocational rehabilitation services including interest and aptitude testing; evaluation; job-seeking skills training; placement assistance; and on-the-job or formal training. **Address:** 21 Oak Street, 4<sup>th</sup> floor, Hartford, CT 06106. **Telephone:** (860) 493-1500. **E-mail:** [linda.brogan@po.state.ct.us](mailto:linda.brogan@po.state.ct.us). **Website:** [ct.gov/wcc](http://ct.gov/wcc).

Bridgeport	350 Fairfield Avenue	(203) 382-5616
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	90 Sagem Street	(860) 823-3900
Stamford	111 High Ridge Road	(203) 325-3881
Waterbury	55 West Main Street	(203) 596-4207
<b>Chairman's Office</b>		
Hartford	21 Oak Street	(860) 493-1500

## Converse Communications

Converse Communications provides support functions for people who are deaf, hearing impaired, or speech disabled. Services include text telephone loan 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 305, Bloomfield, CT 06002. **Toll-free Telephone:** 1-800-743-1219. **Telephone:** (860) 242-4974. **Website:** [conversecommunications.com](http://conversecommunications.com).

## Easter Seals Connecticut

Easter Seals provides comprehensive programs and services to children and adults with disabilities and special needs. *The Allen Institute* is a post secondary education program for young adults with learning disabilities. Other services include Head Start; medical rehabilitation; physical, occupational, and speech therapies as well as audiology; birth-to-three early intervention; inclusive childcare; respite and residential summer camping; accessible challenge course; drive assessment fulfillment; job training, placement and support; and the Senior Community Service Employment. Varying programs are available at seven sites throughout the state with offices located in Hebron, Norwich, Chaplin, Meriden, and Norwalk. **Administrative Office Address:** 85 Jones Street, P.O. Box 100, Hebron, CT 06248-0100. **Toll-free Telephone:** 1-800-874-7687, ext. 100. **Telephone:** (860) 228-9438 ext. 100. **TDD:** (860) 228-2091. **E-mail:** [dhornbecker@eastersealsct.org](mailto:dhornbecker@eastersealsct.org). **Website:** [ct.easterseals.com](http://ct.easterseals.com).

## Oak Hill

Oak Hill is the largest private provider of services for people with disabilities in Connecticut, offering community-based education; housing; employment; healthy relationships; recreation; and arts. Over 600 children and adults are served directly by Oak Hill including group home living, and thousands of connections are made annually through its assistive technology program, the New England Assistive Technology (NEAT) Marketplace. **Address:** 120 Holcomb Street, Hartford, CT 06112. **Telephone:** (860) 242-2274. **TTY:** (860) 286-3113. **E-mail:** [info@ciboakhill.org](mailto:info@ciboakhill.org). **Website:** [www.ciboakhill.org](http://www.ciboakhill.org).

## Planned Lifetime Assistance Network (PLAN) of Connecticut

The mission of PLAN is to assist families in planning for the future of a disabled family member and to provide continuity of services after the principal advocates/care-givers have died or are unable to continue. PLAN helps families set up and manage trusts that supplement State and Federal benefits provided to the disabled individuals. Trusts help disabled loved ones to maintain self sufficiency; prevent unnecessary hospitalizations; and enhance quality of life. PLAN is for families of all financial levels who have a relative with a disability. PLAN trusts require no minimum funding. **Telephone:** (860) 523-4951. **E-mail:** [director@planofct.org](mailto:director@planofct.org). **Website:** [planofct.org](http://planofct.org).

Also see Education and Job Training in this book.

# Substance Abuse

## 2-1-1 Infoline

Free 24-hour information and referral to drug and alcohol treatment and supportive recovery services can be accessed through **Infoline: 2-1-1**. **Website:** [211infoline.org](http://211infoline.org).

## 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 fund-



ing. Members observe personal anonymity outside of the fellowship group. **E-mail:** [committee@ct-aa.org](mailto:committee@ct-aa.org). **Website:** [ct-aa.org](http://ct-aa.org).

## The APT Foundation, Inc.

The APT Foundation is headquartered in New Haven and provides treatment programs covering the full range of substance abuse treatment (opiates, cocaine, alcohol and marijuana) with an emphasis on underserved populations. Specialized programs are offered for adolescents, addicted women with children, and those living with HIV/AIDS. Services include primary healthcare evaluation and treatment, outpatient counseling, outpatient detoxification, methadone maintenance, residential treatment, job placement and vocational services. Bilingual/bicultural services are available. **Address:** One Long Wharf Drive, Suite 321, New Haven, CT 06511. **Telephone:** (203) 781-4600. **Website:** [aptfoundation.org](http://aptfoundation.org).

The APT Foundation operates three **Methadone Maintenance Clinics** in New Haven with a full range of services for men and women. Two clinics also have programs for people with HIV/AIDS, Legion Clinic, **Address:** 495 Congress Avenue, **Telephone:** (203) 781-4740 and Park Hill, **Address:** 540 Ella Grasso Blvd, **Telephone:** (203) 781-4710, Orchard Clinic, **Address:** 540 Ella Grasso Blvd, **Telephone:** (203) 781-4695.

## Chemical Abuse Services Agency, Inc. (CASA)

CASA was established to offer culturally relevant treatment services to individuals addicted to drugs and alcohol. The main focus is to serve Latinos and people of African origin. Three programs with Spanish-speaking staff are available. **Address:** PO Box 2197, 690 Arctic Street, Bridgeport, CT 06608. **Telephone:** (203) 339-4112.

**Casa Hostos:** focuses on clients whose primary language is Spanish. Counselors provide treatment services completely in Spanish. A continuum of care is available in intensive residential treatment, day treatment and outpatient treatment settings. **Address:** 690 Arctic Street, Bridgeport, CT 06608. **Telephone:** (203) 339-4112.

**Project Courage:** works primarily with pregnant and/or parenting women, offering childcare services while the mother is in treatment. Counselors link clients to a range of community services that provide supports that enhance recovery, including housing, clothing, food, utilities, job training, domestic violence educational groups, parenting groups and transportation to treatment and support groups. **Address:** 592 Kossuth Street, Bridgeport, CT 06608. **Telephone:** (203) 339-4777.

**MAAS (Multicultural Ambulatory Addiction Services):** is a substance abuse outpatient treatment center created to respond to the need for culturally competent and sensitive services. Treatment programs include ambulatory detoxification, chemically supported treatments and drug-free treatment. Special groups are offered for women, men and Spanish-speakers. **Address:** 426 East Street, New Haven, CT 06511. **Telephone:** (203) 495-7710.

## Community Substance Abuse Centers (CSAC)

CSAC is a private outpatient program that provides humanistic 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 complica-

tions such as AIDS are given priority admission. **Address:** 55 Fishfry Street, Hartford, CT. **Telephone:** (860) 247-8300.

## Connecticut Counseling Centers, Inc.

Connecticut Counseling Centers operate 3 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, partial hospital, and intensive outpatient treatment programs. There are integrated co-occurring treatment services available for all levels of care. **Corporate Office Address:** 60 Beaver Brook Road, Danbury. **Telephone:** (203) 743-4698. **Website:** [ctcounseling.org](http://ctcounseling.org).

20 North Main Street	Norwalk	(203) 838-6508
4 Midland Road	Waterbury	(203) 755-8874
60 Beaver Brook Road	Danbury	(203) 743-7574

## Connecticut Department of Mental Health and Addiction Services (DMHAS)

DMHAS is the state's lead agency for the prevention and treatment of alcohol and other substance abuse. It provides a variety of services to a broad population. Treatment is aimed at assisting people recover from their illness, while prevention services increase resiliency factors that reduce the likelihood of substance abuse. DMHAS operates three inpatient state treatment facilities (Blue Hills Hospital, Connecticut Valley Hospital and Greater Bridgeport Community Mental Health Center). **Toll-free Telephone:** 1-800-446-7348. **Website:** [ct.gov/dmhas](http://ct.gov/dmhas).

## Morris Foundation, Inc.

Morris Foundation is a behavioral health agency that seeks to empower individuals to create change and maintain recovery from addiction and mental health disorders. Services are provided in Waterbury and Naugatuck Valley by a professionally trained, multi-cultural staff that is committed to the belief that change is possible for every person. Services include: residential facilities, women and children's programs, adolescent treatment, school-based prevention, employee assistance programs, case management, outpatient and support services; evaluation; referral; individual counseling; family and group education/counseling; advanced recovery; early intervention; and other substance abuse-related services. **Address:** 402 East Main Street, Waterbury, CT 06702. **Toll-free Telephone:** 1-800-721-1230. **Telephone:** (203) 755-1143. **Website:** [morris4change.org](http://morris4change.org).

## Narcotics Anonymous, Connecticut Region

Narcotics Anonymous is a nonprofit, community-based, self-help organization for recovering addicts. This 12-step program to recovery is based on the belief of one addict helping another and focuses on the problem of addiction, not on any particular drug. Meetings and other services are funded entirely by addict members; no financial contributions are accepted from non-members. The Connecticut Chapter serves nine areas within the state. For meeting schedules, **Contact:** Conn. R.S.C. Schedule Committee. **Address:** P.O. Box 310545, Newington CT 06121-0545. **Toll-free Hotline:** 1-800-627-3543 **Chapter Address:** P.O. Box 1817, Meriden CT 06450. **Telephone:** (203) 269-3133. **Website:** [ctna.org](http://ctna.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. **Telephone:** (203) 367-8621.

# Criminal Justice

## 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; mediation; employment services; juvenile programming; young offender programming; fatherhood programs; art in prison and other services designed to assist self-development. **Address:** Administrative Office - 110 Bartholomew Avenue, Suite 3010, Hartford, CT 06106. **Telephone:** (860) 566-2030. **Website:** [cpa-ct.org](http://cpa-ct.org).

### Alternative Incarceration Centers:

Hartford	(860) 525-6691
Manchester.	(860) 649-8338
Beyond Fear (HIV/AIDS peer education)	(860) 293-3985
Coalition Employment Services	(860) 543-8930
Community Court	(860) 756-7035
CPA Arts Program	(860) 722-9450
Day Incarnation Center	(860) 244-3672
Family Reunification Program	(860) 543-8482
Hartford Area Mediation Program	(860) 280-1184
Juvenile Detention for Girls	(860) 244-0700
Reception and Assessment Program	(860) 241-6021
Resettlement Program	(860) 522-7400
Substance Abuse/Mental Health (for persons living with, or affected by, AIDS)	(860) 247-1990
Transitional Linkage to the Community	(860) 527-1866
Work Release Program	(860) 543-8929
Young Offender Program	(860) 280-1185

## Community Solutions Inc. (CSI)

CSI is a statewide community-based, human services agency delivering supervision and comprehensive, individualized services to socially disadvantaged adults and adolescents in need of support and treatment. CSI promotes self-reliance, responsibility and accountability among individuals referred from criminal justice, juvenile justice and child welfare agencies. The following services are offered:

**Adult Services** - Alternative Incarceration Centers; Community Court; Community Service Restitution; Day Reporting; DWI Mandatory Sentence Placements; Mother-and-Infant Community Correction Centers; Alternative to Probation and Parole violation; Residential Work Release; and Substance Abuse Assessment and Treatment.

**Youth Services** - Assessment and Stabilization; Community Service; Education and Special Education School; Emergency Shelter; Family Services; Mentoring; Multi-System Juvenile Risk Reduction Therapy and Functional Family Therapy; Safe Homes; Substance Abuse Assessment and Treatment; Truancy Prevention; and Vocational Education.

**Central Office Address:** 4 Griffin Road North, Windsor, CT 06095. **statewide Toll-free Telephone:** 1-800-425-3896. **E-mail:** [npappas@csmail.org](mailto:npappas@csmail.org). **Website:** [csi-online.org](http://csi-online.org).

## Connecticut Department of Mental Health and Addiction Services (DMHAS)

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

## Families In Crisis

Families In Crisis provides counseling and support services to offenders and their family members living in greater Hartford, Waterbury, New Haven and Bridgeport. Services are designed to assist with life changes, promote independence, and ensure healthy, supportive family relationships. Major areas of service include family counseling, outreach, family support groups, parent education groups, education, and transportation services. **Address:** 30 Arbor Street, North Wing, Hartford, CT 06106. **Telephone:** Hartford, (860) 236-3593\*; New Haven, (203) 498-7790\*; Waterbury, (203) 573-8656.\* **E-mail:** [administration@familiesincrisis.org](mailto:administration@familiesincrisis.org). **Website:** [familiesincrisis.org](http://familiesincrisis.org).

## Family ReEntry

Family ReEntry provides behavioral health, mentoring, case management, and psycho-educational services for individuals and their families. Most clients are on probation, in pre-trial, prison, or post-incarceration. In Bridgeport, the Champions mentoring program serves children with a parent in prison. Family ReEntry's programs assist clients in becoming responsible partners, capable and skilled parents, and productive members of their communities. Programs center around Individual and Family Therapy, Domestic Violence Re-Education for Offenders, Life Skills Training, Substance Abuse Treatment, Prisoner ReEntry, Mentoring, Anger Management, Parenting, and Case Management. Programs are located in Bridgeport, Stamford, Norwalk and New Haven, and at the Niantic and Cheshire correctional facilities. **Address:** 9 Mott Avenue - Suite 104, Norwalk, CT 06850. **Telephone:** (203) 838-0496. **E-mail:** [info@familyreentry.org](mailto:info@familyreentry.org). **Website:** [familyreentry.org](http://familyreentry.org).

## Justice Education Center

The Justice Education Center, a national and statewide resource, provides information, technical and staff assistance to policymakers, members of the media, criminal justice administrators, social service organizations, and church and civic associations. Through its educational forums, research and evaluation studies, publications and media programming, the Justice Education Center focuses on the development of community-based prevention, treatment, and punishment options. **Address:** 62 LaSalle Road, Suite 308, West Hartford, CT 06107. **Telephone:** (860) 231-8180. **E-mail:** [justiceeducation@aol.com](mailto:justiceeducation@aol.com).

## 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 to the

needs of crime victims 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 helpline: 1-800-822-8428** or **Website: [ct.gov/crimevictim](http://ct.gov/crimevictim)**.

# Children, Youth and Families

## *Adoption and Foster Care*

### Casey Family Services

**Foster care program:** Designed for children who, for a variety of reasons, cannot live with their birth parents or extended family of origin, or be adopted. The program recruits, trains, and supports qualified foster families to provide a stable family experience for each foster child while maintaining, to the fullest extent possible, a connection with the child's birth family. The program seeks to help children reach the highest level of permanency.

**Post Adoption Program:** Provides services to individuals and families who have adopted children and need treatment and support to strengthen and preserve the family. The program helps adoptive families understand the developmental process of adoption - including issues of bonding and attachment, grief/loss, birth family concerns, transitioning from foster care to adoption, and transracial or transcultural adoptions. The program provides counseling, training, technical assistance, family strengthening activities, school advocacy, and groups for adopted children and parents.

**Address:** 789 Reservoir Avenue, Bridgeport, CT 06606. **Toll-free Telephone:** 1-800-332-6991. **Telephone:** (203) 372-3722. **Email:** [tmurphy@caseyfamilyservices.org](mailto:tmurphy@caseyfamilyservices.org). **Website:** [caseyfamilyservices.org](http://caseyfamilyservices.org).

### Connecticut Department of Children and Families (DCF)

DCF recruits, trains, licenses and provides support to foster care families. DCF provides medical coverage and a monthly reimbursement to cover the expenses of caring for a foster child. DCF provides information to prospective adopting parents and parents considering releasing a child for adoption. Children free for adoption are listed with DCF's Office of Foster and Adoption Services, which 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 Telephone:** 1-888-KID-HERO (543-4376).

## *Early Childhood Development*

### Child Care Infoline

Child Care Infoline is a free, statewide resource and referral service staffed by child care specialists working with an up-to-date computerized database of licensed family day care homes and day care centers. It informs parents about child care options and openings near their home or workplace and can refer them to additional regional resource agencies. **Infoline Toll-free Telephone:** 2-1-1.

### Connecticut Department of Social Services

**Child Care Assistance Program:** The *Care 4 Kids* program provides child care financial assistance to eligible Temporary Family Assistance (TFA) recipients and low to moderate income working families to help them pay for child care. *Care 4 Kids* assists families with children up to age 13 (or 18 if the child has special needs). Care may be provided in licensed family day care homes, group day care homes, child day care centers, the child's own home, or a relative's home. Payment is the lesser of the published state rates (determined by the age of the child, setting of care, and region of the state) and actual cost of care. Employed families may be required to pay a weekly fee in addition to the child care subsidy. **Toll-free Telephone:** 1-888-214-KIDS (5437).

**Child Care Centers:** DSS provides funding and technical assistance to over 110 child day care centers run by municipalities and nonprofit organizations supporting almost 4,500 children. Families are charged fees on a sliding scale based on family size and income. For the location of centers, call **Toll-free Infoline:** 2-1-1.

**Child Care Training:** DSS provides education and information to child care personnel through a quarterly newsletter, *All Children Considered*, which is coordinated by the UConn Cooperative Extension System. Quality enhancement grants are also available to selected Connecticut School Readiness Councils. DSS funds the education of caregivers through the *Training Program in Child Development*, **Toll-free Telephone:** 1-888-793-3500 extension 4405; and supports a professional career development system for child care personnel through **CT Charts-A-Course**, **Toll-free Telephone:** 1-800-832-7784.

**School-Age Child Care:** DSS provides funding and technical assistance to municipalities, Boards of Education and nonprofit child care providers to encourage the use of school facilities for school-age child care programs that support working parents. **Toll-free Telephone:** 1-800-282-6063.

### Department of Education (SDE)

The Department of Education provides funding to support **Head Start** and **School Readiness** preschools. Programs vary in length of day and how many months of the year they operate. Some are available 10 hours a day, 5 days a week for 50 weeks. Locations include community-based, faith-based, and public school facilities. Some programs charge a fee based on the family size, income and the number of hours in the program. Quality standards are defined through legislation and programs must be accredited by the National Association for the Education of Young Children, or approved by the federal Head Start Program, the New England Association of Schools and Colleges for Public Schools, the Independent Schools, or the American Montessori Society. Contact the district Superintendent's office or the Bureau of Early Childhood/Career and Adult Education. **Address:** 25 Industrial Rd., Middletown, CT 06457. **Telephone:** (860) 807-2050. **Website:** [ct.gov/sde](http://ct.gov/sde).

**Preschool Special Education** services are provided to more than 3,022 children throughout the state, in public and private schools. Through a partnership with the State Education Resource Center (SERC) the SDE provides technical assistance, training and professional development on serving young children with disabilities for public school teachers, teachers in community-based settings and others. Contact the district Superintendent or the Bureau of Early Childhood/Career and Adult Education. **Address:** 25 Industrial Rd., Middletown, CT 06457. **Telephone:** (860) 807-2050. **Website:** [ct.gov/sde](http://ct.gov/sde).

## The 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. Call the program nearest you.

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

### Child Development Infoline

Child Development Infoline is the access point for several child health and development services. **Help Me Grow** offers information on child development and referrals to existing community-based programs which can provide supports, services, and resources for families of children birth through age five. **Birth to Three** provides evaluations and early intervention services for children who have significant developmental delays or disabilities from birth to age three. **Preschool Special Education Services** are provided by local school systems to children ages three through five. **Children and Youth with Special Health Care Needs** provides care coordination, family support services, respite planning and linkages to health care services for children and youth up to age 21 who have chronic physical, developmental, behavioral or emotional conditions. **Toll-free Telephone:** 1-800-505-7000.

### Day Care Licensing

The Connecticut Department of Public Health (DPH) regulates, licenses and monitors family day care homes, group day care homes and child day care centers. **Toll-free Telephone:** 1-800-282-6063 or **Telephone:** (860) 509-8045.

## Youth Development

### Youth Service Bureaus (YSB)

YSBs are located throughout the state. Each YSB are either municipal or private. 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 including youth and family counseling, emergency shelter, crisis intervention, youth employment, alternative education, wilderness experiences, and a variety of prevention programs. Contact your local town hall, or call the Connecticut Youth Services Association. **Address:** P.O. Box 551, Glastonbury, CT 06033. **Phone:** (860) 659-5586 **E-mail:** [cysa@ctyouthservices.org](mailto:cysa@ctyouthservices.org)

### Connecticut Mentoring Partnership (CMP)

CMP provides leadership, resources and training to schools, businesses, community and faith-based organizations throughout Connecticut to increase the number of positive adult and child relationships and promote

safe, quality mentoring programs. CMT activities and services include: a *Mentoring Training Institute*; technical assistance and support on *Connecticut Quality Standards for Mentoring*; resources about mentor recruitment, screening, training and program design; regional mentoring networks for program providers; mentor recruitment; an annual *Mentoring Showcase* conference and workshops; the Mentoring Corporate Honor Roll and Corporate Mentoring Round Table to promote, support and recognize corporate involvement; and, program evaluation tools and resources. **Toll-free Mentor Referral Line:** 1-877-CTMENTOR; **Address:** 30 Arbor Street, Hartford, CT 06106. **Toll-free Telephone:** 1-800-422-5422, ext. 18. **Telephone:** (860) 523-8042, ext. 18. **E-mail:** [mentor@preventionworksct.org](mailto:mentor@preventionworksct.org). **Website:** [preventionworksct.org](http://preventionworksct.org).

## Family Supports

### Connecticut Department of Children and Families (DCF)

DCF was established to protect children and youth from abuse, neglect, abandonment and exploitation. The Department provides and funds a variety of services including family preservation; early childhood care; foster care; adoption; education; substance abuse; mental health; and juvenile justice. DCF licenses adoption agencies and out-of-home placement facilities and provides grants to community-based service providers.

Direct services and referrals to community programs are provided for children with mental health and substance abuse treatment needs, parents with counseling and support needs, and for other child and family issues. DCF serves clients through 13 regional offices and several institutions, including Riverview Hospital for Children and Youth; High Meadows Residential Treatment Center; the Connecticut Children's Place; the Wilderness School, and the Connecticut Juvenile Training School. For general information, referral to local services, or to report child abuse or neglect: **Toll-free Hotline:** 1-800-842-2288.

**Family Support Centers** in Bridgeport, Danbury, Manchester, New Britain, New Haven, New London, Norwalk, Norwich, Rockville, Waterbury, and Willimantic serving at-risk children and children receiving protective services from DCF. The Centers provide child and family assessments, development of family service plans, case management, home visiting, and parent education. Call DCF for more information. **Toll-free Hotline:** 1-800-842-2288.

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

Canton	Canton Parents As Teachers	(860) 693-7765
Danielson	United Services * (Also serves Willimantic)	(860) 774-2020
Manchester	Manchester Memorial Hospital (Also serves Andover, Bolton, Coventry, East Hartford, East Windsor, Ellington, Glastonbury, Hebron, Marlborough, Stafford, and Vernon)	(860) 646-1222
Meriden	Catholic Family Services * (Also serves Wallingford)	(203) 235-2507
Middletown	Community Health Center (Also serves Cromwell and Portland)	(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	Youth and Family Service (Also serves Chester, Deep River, Essex, Lyme, and Old Lyme)	(860) 395-3190
Torrington	McCall Foundation (Also serves Goshen, Morris, Warren, and Winchester)	(860) 496-2103
Waterbury	Waterbury Youth Services * (Also serves Beacon Falls, Bethlehem, Cheshire, Middlebury, Naugatuck, Prospect, Southbury, Thomaston, Watertown, Wolcott, and Woodbury)	(203) 755-7196
Windsor	Town of Windsor, Milo W. Peck Child Development Center	(860) 285-1400

## Connecticut Department of Social Services (DSS)

DSS provides social work services, individual and family counseling, assistance with parenting and home management, temporary foster placement of children during emergencies, emergency housing placement of families and individuals, assistance in location of permanent housing, and other family-related services to income-eligible clients. **Contact the Preventive Services Unit at the regional DSS office listed under Multiservice Agencies in this book.**

## 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 through cooperative efforts among all states and with many foreign countries. Services include: location of noncustodial parents; establishment of paternity through voluntary acknowledgment or court action; establishment or modification of child support obligations, voluntarily or through court order; establishment or modification of medical support obligations; enforcement of support obligations through income withholding, court action or other administrative enforcement remedies; and collection and disbursement of support payments. To apply for child support enforcement services, contact the Department of Social Services office nearest you – see **Multiservice Agencies, DSS Regional Offices**, in this book – or contact the Child Support Information and Problem Resolution Unit. **Toll-free Telephone:** 1-800-228-5437.

## Coordinating Council for Children in Crisis (CCCC)

CCCC prevents child abuse, neglect and victimization across the life span through home visiting; parent education; family strengthening and advocacy activities; individual and group counseling; 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. **Telephone:** (203) 624-2600. **E-mail:** [info@cccch.org](mailto:info@cccch.org). **Website:** [www.cccch.org](http://www.cccch.org).

## Danbury Regional Child Advocacy Center

The Danbury Regional Child Advocacy Center is an organization dedicated to protecting children by supporting and empowering families. The Center's 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 with English, Spanish and Portuguese-speaking staff. **Address:** 268 Main

Street, Danbury, CT 06810. **Telephone:** (203) 748-4542. **E-mail:** [childcom@aol.com](mailto:childcom@aol.com). **Website:** [danbury.org/commission](http://danbury.org/commission).

## Family Leave Policies

**State law:** Anyone working for an employer who has 75 or more employees in Connecticut may take an unpaid leave of up to 16 weeks over a two-year period for birth, adoption, placement of a foster child, or the serious illness of a child, parent, spouse, parent-in-law, or the employee him/herself. An employee must have worked for the company at least one year and at least 1,000 hours in the year prior to the requested leave. At the end of the leave, the employee is entitled to return to the same job, if available, or an equivalent job with equivalent pay and benefits. Contact the Connecticut Department of Labor **Address:** 200 Folly Brook Boulevard, Wethersfield, CT 06109. **Telephone:** (860) 263-6791. **Website:** [ct.gov/dol](http://ct.gov/dol).

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

## Private Family Service Agencies

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 both children, youth and adults.

Town	Agency	Telephone
STATEWIDE	Connecticut Association of Mental Health Clinics for Children	(860) 297-0583
Ansonia	Birmingham Group * Catholic Family Services	(203) 736-2601 (203) 735-7481
Bloomfield	Catholic Charities/Catholic Family Services	(860) 242-9577
Bridgeport	Catholic Family Services of Bridgeport * Child Guidance Center of Greater Bridgeport * FSW* Jewish Family Service	(203) 372-4301 (203) 394-6529 (203) 368-4291 (203) 366-5438
Bristol	Catholic Family Services * Family Services of Central CT Wheeler Clinic	(860) 589-8662 (860) 583-9225 (860) 793-3500
Colchester	United Community & Family Services	(860) 537-7676
Danbury	Catholic Family Services * Child Guidance Center of Family & Children's Aid	(203) 748-5689 (860) 774-2020
Danielson	United Services *	(203) 655-0547
Darien	Family Centers, Inc. *	(203) 954-0543
Derby	Parent Child Resource Center	(860) 253-5020
Enfield	North Central Counseling Services	(860) 767-0147
Essex	Child & Family Agency of Southeastern Connecticut Middlesex Hospital Mental Health/Shoreline Clinic Gateway Counseling Service	(860) 344-6560 (860) 767-2025
Fairfield	Child Guidance Center of Greater Bridgeport*	(203) 394-6529
Greenwich	Child Guidance Center of Southern Connecticut * Family Centers, Inc.	(203) 324-6127 (203) 869-4848

Fairfield	Jewish Family Service	(203) 622-1881	Stamford	Catholic Family Services	(203) 323-1105
Guilford	Catholic Family Services *	(203) 453-5746		Child Guidance Center of	
	Family Counseling of Guilford *	(203) 453-2925		Southern Connecticut *	(203) 324-6127
	Guilford Youth and Family Services	(203) 453-8047		FamilyCenters, Inc. *	(203) 324-3167
		(203) 453-8070		Jewish Family Service	(203) 921-4161
Hamden	Family Services of Central CT	(203) 288-4784	Stratford	Child Guidance Center of Greater	
	Behavioral Health Services, Hamden	(203) 288-6253		Bridgeport	(203) 378-1654
Hartford Area	Dr. Isaiah Clark Family and		Terryville	Family Services of Central CT	(860) 589-6333
	Youth Clinic *	(860) 527-4224	Torrington	Catholic Family Services	(860) 482-5558
	Catholic Family Services *	(860) 522-8241		Charlotte Hungerford Hospital	
	IHF Child Guidance Clinic *	(860) 527-1124		Child Guidance Clinic *	(860) 489-3391
	Institute for the Hispanic Family *	(860) 246-9322		Northwest Center for Family Services	
	Institute of Living *	(860) 545-7000		& Mental Health	(860) 435-2529
	Institute of Living Child Guidance Clinic	(860) 545-7239		Uncasville Bishop Flanagan Ministry	
	Jewish Family Service of			Center Office of Family Life	(860) 848-2237
	Greater Hartford	(860) 236-1927	Vernon	Hockanum Valley Community Council	(860) 872-9825
	South End Community Services *	(860) 296-5068	Waterbury	Catholic Family Services *	(203) 755-1196
	The Village for Families & Children *	(860) 236-4511		Child Guidance Clinic of Waterbury *	(203) 756-7287
	Wheeler Clinic	1-888-793-3500		Family Service of Greater Waterbury *	(203) 756-8317
Lakeville	Northwest Center for Family		West Hartford	The Bridge Family Center *	(860) 521-8035
	Services & Mental Health	(860) 435-2529		Jewish Family Service of	
Madison	Family Counseling of Madison	(203) 245-4498		Greater Hartford	(860) 236-1927
	Jewish Family Service	(203) 389-5599	West Haven	West Haven Mental Health Clinic	(203) 974-5900
Manchester	Community Child Guidance Clinic	(860) 643-2101	Westport	Jewish Family Service	(203) 454-4992
Meriden	Catholic Family Services *	(203) 235-2507	Willimantic	Catholic Charities	(860) 423-7065
	Child Guidance Clinic-Central			United Services *	(860) 456-2261
	Connecticut *	(203) 235-5767	Wilton	Catholic Family Services	(203) 834-2076
	Family Services of Central CT	(203) 235-7923		Family and Children's Agency, Inc.	(203) 834-0758
Middletown	Community Health Center Child		Winsted	Northwest Center for Family Services	
	Guidance Clinic *	(860) 347-6971		& Mental Health	(860) 379-3337
	Outpatient Mental Health Clinic of		Woodbridge	Family Counseling of Woodbridge /	
	Middlesex Hospital	(860) 358-8760		Bethany	(203) 387-6780
Milford	Catholic Family Services	(203) 874-6270			
	Bridges	(203) 878-6365			
Montville	United Community and Family				
	Services *	(860) 442-4319			
New Britain	Catholic Family Services *	(860) 225-3561			
		1-800-547-1452			
	Child Guidance Clinic of CMHA *	(860) 223-2778			
	Family Services of Central CT	(860) 223-9291			
New Haven	CAMPES - Child & Adolescent Mobile				
	Psychiatric Emergency Services *	1-888-979-6884			
	Catholic Family Services *	(203) 787-2207			
	Clifford Beers Guidance Clinic *	(203) 772-1270			
	Connecticut Mental Health Center *	(203) 974-5800			
	Hill Health Center Child Guidance *	(203) 503-3055			
	Jewish Family Service of New Haven	(203) 389-5599			
	Yale University Child Study Center *	(203) 785-2513			
New London	Catholic Charities/Catholic Family				
	Services *	(860) 443-5328			
	Child and Family Agency of				
	Southeastern Connecticut *	(860) 443-2896			
	Child Guidance Clinic of				
	Southeastern Connecticut *	(860) 437-4550			
	Jewish Family Service	(860) 444-6333			
	United Community & Family Services *	(860) 442-4319			
Newtown	Family Counseling Center	(203) 426-8103			
Niantic	Family Service Association *	(860) 442-4319			
North Branford	Family Services of Central CT	(203) 488-5579			
Norwalk area	Catholic Family Services	(203) 750-9711			
	Family and Children's Agency, Inc. *	(203) 855-8765			
	Mid-Fairfield Child Guidance Center *	(203) 847-3891			
Norwich area	Catholic Charities	(860) 750-9711			
Old Saybrook	Youth and Family Services	(860) 395-3190			
	United Community & Family Services	(860) 395-0437			
Orange	Orange Family Counseling	(203) 878-6365			
Plainville	Wheeler Clinic	(860) 793-3500			
Ridgefield	Catholic Family Services	(203) 431-8170			
Shelton	Catholic Family Services *	(203) 416-4100			
	Lower Naugatuck Valley Parent-Child				
	Resource Center	(203) 954-0545			
	Shelton Youth Service Bureau	(203) 924-7614			

## Supervised Visitation

Listed below are four agencies that offer third party supervised visitation facilities. Supervised visitation is designed to provide a safe setting for children and their parents or significant others (e.g., grandparents) to meet when the children are living out of the home of the person with visitation privileges. Referrals for visitation are made by Family Relations, Department of Children and Families, attorneys, therapists and other sources.

**AMPS, Inc.** accepts referrals from anywhere in the state, and from any other state. **Address:** 7 Keynote Drive, Suite B, Vernon, CT 06066. **Telephone:** (860) 870-8788. **Fax:** (860) 875-6809.

**Children's Rights Council of Connecticut Norwich Child Access Site** provides neutral drop off and pick up for children between their parents who do not live together and also provides supervised access/visitation. **Address:** 47 Town Street, Norwich CT 06360. **Telephone:** (860) 437-8010.

**Kidsafe CT** is a child abuse prevention/treatment agency that helps parents learn positive parenting skills. It serves 12 towns. **Address:** 19 Elm Street, Vernon CT 06066. **Telephone:** (860) 872-1918.\* **Website:** [kidsafect.org](http://kidsafect.org).

**Southern Connecticut State University – Marriage and Family Therapy Clinic** serves the greater New Haven area. **Address:** 501 Crescent Street, Davis Hall B-2, New Haven CT 06515. **Telephone:** (203) 392-6415.\*

For other supervised visitation agencies, call Family Relations within the Family Division of the state Superior Court. **Check the local listing in the blue pages of your local telephone directory or call Infoline at 2-1-1.**

## The Village for Families & Children

The Village for Families & Children is a private, nonprofit community service agency providing prevention, treatment and placement services to children and families in the Hartford area. These include specialized foster care, such as therapeutic and medically fragile; special needs adoption, and post adoption services; outpatient, intensive outpatient, extended day and residential treatment; assessment and support for children involved with the courts; school-based family resource centers; after school programs for middle and high school students; and *Friends of the Family*, a resource and referral agency for pregnant and parenting youth under 21. Services are provided at three agency sites, in schools and in community settings. **Main Address:** 1680 Albany Avenue, Hartford, CT 06105. **Telephone:** (860) 236-4511. **Website:** [villageforchildren.org](http://villageforchildren.org).

## Elders

### AARP

AARP is a nonprofit, nonpartisan membership organization that helps people 50+ have independence, choice and control as they age. AARP provides information; engages in legislative, regulatory and legal advocacy; assists members in serving their communities; and offers a wide range of unique benefits, products and services to its 36 million members. Specific programs, some conducted in partnership with others, include the following.

**AARP Tax-Aide:** A confidential, free and quality service available to middle and low income taxpayers of all ages with special attention to those aged 60 and older. IRS certified volunteers are trained to assist in filing basic tax forms and answer tax questions.

**AARP Driver Safety Program:** The nation's first and largest classroom driver refresher course specially designed for motorists age 50 and older. Trained volunteers help older drivers improve their skills while teaching them to avoid accidents and traffic violations.

**AARP Connecticut Chapters:** There are 65 AARP chapters in CT. Chapters provide community service and advocacy opportunities locally, statewide and nationally. Chapters also offer education, usually through a dynamic speaker invited to a monthly meeting. Chapters are a way to make new friends, develop your potential to lead and motivate others, and have a part in building a better community.

**AARP Benefits Outreach Program:** This program uses an online screening tool developed by the National Council on Aging to connect adults 55 and older with programs and services for which they may qualify, such as help paying for prescription drugs, energy and housing, and getting in-home supportive services and employment. To use this free, private tool, visit our website and go to "Find Help with the *Benefits Outreach Program*."

**AARP Money Management Program:** Promotes independent living for older people on a limited income who cannot manage their financial affairs and do not have friends and family who can help. Trained volunteers help clients manage their money for daily living. AARP recruits members to serve as volunteers and provides technical assistance.

**AARP Faith in Action Community Volunteer Transportation Program:** Provides seniors and people with disabilities transportation in their communities. Volunteers now serve in two local *Faith in Action* programs in the Middletown and New Haven regions.

**AARP Grief & Loss Program:** Provides support to people experiencing a loss in their life. Volunteers are trained to help a person through the grieving process through one-on-one peer counseling and support groups.

To join AARP, obtain AARP information and services, and/or to volunteer, contact: **Address:** AARP Connecticut, 21 Oak Street, Suite 104, Hartford, CT 06106-8003. **Toll-free Telephone:** 1-888-OUR-AARP (1-888-687-2277). **National Website:** [aarp.org](http://aarp.org). **Connecticut State Website:** [aarp.org/ct](http://aarp.org/ct).

### Alzheimer's Association

The Alzheimer's Association, Connecticut Chapter enhances the quality of life of all Connecticut residents affected by Alzheimer's disease and related disorders through advocacy, education and support systems, while promoting research efforts. A Helpline operates 24 hours a day, seven days a week and offers emotional support to callers and provides information about Alzheimer's disease, chapter services and community resources. **Address:** 279 New Britain Road, Kensington, CT 06037. **Multi-lingual, Toll-free Helpline** 1-800-356-5502. **Telephone:** (860) 828-2828. **Website:** [alzct.org](http://alzct.org).

### Area Agencies on Aging

Area Agencies on Aging are private, nonprofit advocacy organizations serving the needs of older adults and their families. They provide planning and financial support to organizations serving older adults, as well as information and assistance on health insurance, community-based services, elder care, and training and education on aging issues. **State-wide Toll-free Telephone:** 1-800-994-9422.

Eastern Connecticut	4 Broadway, 3 <sup>rd</sup> Floor Norwich, CT 06360	(860) 887-3561 1-800-690-6998
North Central Area	2 Hartford Square West Hartford, CT 06106	(860) 724-6443
South Central Area	1 Long Wharf Dr. New Haven, CT 06510	(203) 785-8533
Southwestern Area	10 Middle Street Bridgeport, CT 06604	(203) 333-9288
Western Connecticut	84 Progress Lane Waterbury, CT 06705	(203) 757-5449

### Breakthrough to the Aging (BTA)

BTA, sponsored by the Capitol Region Conference of Churches and its affiliate agencies, trains volunteers throughout Connecticut to help homebound and isolated older and disabled persons – usually aged 60 and over – remain independent so they can enjoy and maintain a high quality of life. **Friendly Visitors** offer companionship to people who are isolated and/or homebound. Weekly home visits last at least 90 minutes. **Friendly Shoppers** provide grocery-shopping assistance to people who are isolated and/or homebound through weekly or bi-weekly trips to the local market. A pilot **Therapeutic Companions** program has also begun to provide visitors to elders in nursing homes and other residential care facilities. **Contact:** Millicent Peart at The Capitol Region Conference of Churches. **Address:** 60 Lorraine Street, Hartford, CT 06105. **Telephone:** (860) 236-1295, ext. 13. **Website:** [conferenceofchurches.org](http://conferenceofchurches.org).

<b>Friendly Shopper</b>		
Newington Senior and Disabled Center		(860) 665-8778
Bloomfield Social Services		(860) 242-1895
Farmington Senior Center		(860) 675-2490

### Friendly Visitor

Catholic Charities/Catholic Family Services, Hartford (860) 527-1124  
Sacred Heart Church, Bloomfield (860) 236-4717  
Plainville Senior Center (860) 747-5728  
Rockville/Vernon HVCC (860) 872-9825  
Tolland Human Services (860) 870-3730

### Friendly Shopper & Friendly Visitor

South Windsor Adult & Senior Services (860) 648-6361  
Wethersfield Social Services (860) 721-2977  
Ellington Elderly Outreach Program (860) 870-3131  
Manchester Elderly & Family Services (860) 647-3096  
Glastonbury Senior Services (860) 652-7644  
Suffield Emergency Aid Association (860) 668-1986  
Windsor Health & Social Services (860) 285-1839

## Connecticut Association of Adult Day Centers (CAADC)

CAADC is a statewide professional organization representing nearly all adult day centers in the state. Adult Day Health Centers offer programs in a congregate 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 (DSS) and CAADC. Primary caregivers for these individuals receive respite from responsibility during the time their loved ones are at the center. **Address:** 1340 Worthington Ridge, Berlin CT 06037.

**Telephone:** (860) 828-8653. **Website:** [canpfa.org/Content/caadc](http://canpfa.org/Content/caadc).

## Connecticut Community Care, Inc. (CCCI)

CCCI is a statewide care management organization that helps older individuals and others needing chronic care to remain at home, living as independently as possible in the most cost-effective manner. CCCI care managers are specially trained nurses and social workers who make recommendations regarding care options based on an objective and comprehensive assessment. CCCI care managers arrange and oversee care from local, qualified homecare providers. CCCI serves as an access agency to the State's Home Care Program for elders in the Eastern, North Central and Northwestern regions of the state. **See Department of Social Services in this section.** **Address:** 43 Enterprise Drive, Bristol, CT 06010-7472. **Hours:** 8:30 a.m. – 4:30 p.m. **Toll-free Telephone:** 1-866-845-2224. **Website:** [ctcommunitycare.org](http://ctcommunitycare.org).

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

## Connecticut Department of Social Services (DSS)

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

**Connecticut Statewide Respite Care Program:** Provides respite services, information, and support for families caring for a person with Alzheimer's disease or related dementias. The person must have an income of \$30,000 or less and liquid assets of \$80,000 or less. The program is operated through the five Area Agencies on Aging in CT and pays up to \$3,500 in respite care services per family per year. **Statewide Toll-free Telephone:** 1-800-994-9422. **Telephone:** (860) 424-5279.

**Connecticut Partnership for Long Term Care:** Enables residents to pay for future long-term care without impoverishing themselves. They

can buy a pre-approved private long-term care insurance policy from a company that is participating in the Partnership and protect a specified amount of assets from Medicaid spend-down. **Toll-free Telephone:** 1-800-547-3443.

**Connecticut's National Family Caregiver Support Program:** Provides information, assistance, support groups, counseling, training, respite and supplemental services to families caring for someone aged 60 and over and grandparents 60 and over raising children. **Toll-free Telephone:** 1-800-994-9422. **Telephone:** (860) 424-5199.

**Conservators:** DSS Social Workers act as *Conservators of Estate* for persons 60 years of age and older, when no other Conservator can be found by the Probate Court. Clients must meet income guidelines (assets of \$1,500 or less). Financial management is provided to elders whose assets and welfare would be jeopardized without this service. DSS Social Workers also act as *Conservator's of Person* for income-eligible people, over age 60, who have been determined by the probate court to be incapable of making sound decisions to assure their own health and welfare. This program enables substitute decision-making in areas such as housing, medical treatment, advanced directive planning and gives the DSS Commissioner legal responsibility for an elder's care and well-being. **Telephone:** (860) 424-5241.

**Education:** DSS, in partnership with Elderhostel Inc., provides financial assistance – hostelships – to low-income individuals who wish to attend an Elderhostel programs but cannot afford the cost. Individuals must provide proof of income for eligibility purposes. **Toll-free Telephone:** 1-866-218-6631. **Telephone:** (860) 424-5293.

**Employment:** The Senior Community Service Employment Program (SCSEP), also called Title V, provides subsidized employment training and job search assistance for low-income adults, aged 55 and older. The goal of the program is to assist older adults with transition to unsubsidized employment. **Toll-free Telephone:** 1-866-218-6631. **Telephone:** (860) 424-5293.

**Grandparents as Parents Support Network (GAPS):** This statewide network promotes the creation of services and support groups for grandparents and relatives raising children. **Toll-free Telephone:** 1-866-218-6631. **Telephone:** (860) 424-5199.

**National Family Caregiver Support Program:** Provides information, assistance, support groups, counseling, training, respite and supplemental services to families caring for someone aged 60 and over and grandparents 60 and over raising children. **Toll-free Telephone:** 1-800-994-9422. **Telephone:** (860) 424-5199.

**Homecare Program:** The Connecticut Homecare Program for Elders enables older persons – 65 or older – at risk of institutionalization to receive the support they need to remain living at home. Available services include adult day health care; assisted living; care management; chore assistance; companionship; home delivered meals; emergency response; homemaker help; home health care; minor home modifications; personal care assistance; and visiting nurse. After an initial screening by the Alternate Care Unit of DSS, individuals meeting the both the financial and functional screening criteria are referred for an independent, comprehensive assessment. This assessment determines the prospective client's needs and whether a community-based plan of care can be developed that is safe, cost-effectively and meets the individual's needs. **Toll-free Telephone:** 1-800-445-5394. **See also Connecticut Community Care in this book.**

**Respite Care:** This program provides respite services, information, and support for families caring for a person with Alzheimer's disease or related dementias. The person must have an income of \$30,000 or less and



liquid assets of \$80,000 or less. The program is operated through the five Area Agencies on Aging in CT and pays up to \$3,500 in respite care services per family per year. **Toll-free Telephone:** 1-800-994-9422. **Telephone:** (860) 424-5279.

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

CHOICES provides **Eldercare Locator Services**, which gives Connecticut residents access to an extensive network of organizations serving older people throughout the United States. Callers should have the name, address and zip code of the older person seeking assistance and a brief description of the problem or type of help needed. **Contact:** Area Agencies on Aging. **Toll-free Telephone:** 1-800-994-9422. or **DSS Telephone:** (860) 424-5862.

## Municipal Agent

Each town and city in Connecticut has a municipal agent who will assist in locating services and provide help in completing program applications. **For a Municipal Agent call the local town hall.**

## Senior Centers

Senior Centers in Connecticut vary in scope and number of programs and services offered. Most municipalities have multi-purpose Senior Centers which 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 or through the Connecticut Association of Senior Center Personnel (CASCP). **Address:** New Milford Senior Center, 40 Main Street, New Milford, CT 06776. **Telephone:** (860) 355-6075. **E-mail:** [apotter@newmilford.org](mailto:apotter@newmilford.org).

## 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 in 3 years or more; are not in a doctor-restricted health plan; or do not have VA benefits. The program is free for the uninsured. For the insured, Medicare or private insurance is billed and the balance is waived. 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. Eyeglasses, prescriptions, hospital services and fees of other medical professionals are not covered. **Address:** 655 Beach Street, San Francisco CA 94142-9098. **Toll-free Telephone:** 1-800-222-EYES (3937). **E-mail:** [pubserv@ao.org](mailto:pubserv@ao.org). **Website:** [eyecareamerica.org](http://eyecareamerica.org).

# Veterans

## Connecticut Department of Veterans' Affairs

The Department of Veterans' Affairs was established to provide expanded, integrated, and coordinated services to Connecticut veterans and their families. The agency provides comprehensive assistance to veterans, their spouses, or eligible dependents in protecting their rights and privileges and obtaining the benefits to which they are entitled under federal, state

and local laws. 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 each Congressional District:

District		
1st	450 Main Street Hartford 06103	(860) 240-3427
2nd	102 Main Street Norwich 06360	(860) 887-9162
3rd	487B Campbell Avenue West Haven 06516	(203) 931-0460
4th	75 Middle Street (First Floor) Bridgeport 06604	1-800-447-0962 1-800-447-5801
5th	55 West Main Street, Suite 140 Waterbury, CT 06704	(203) 805-6340

Commissioner **Address:** 287 West Street, Rocky Hill, CT 06067. **Toll-free Telephone:** 1-800-447-0961. **Telephone:** (860) 721-5818.

## Soldiers', Sailors', and Marines' Fund

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

War Period	
World War I	April 6, 1917 to November 11, 1918
World War II	December 7, 1941 to December 31, 1946
Korean Conflict	June 27, 1950 to December 31, 1955
Vietnam Era	December 22, 1961 to July 1, 1975
Desert Shield/Storm/ Persian Gulf War	August 7, 1990 to Indefinite

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

## U.S. Department of Veterans' Affairs (VA)

Benefits available to veterans include educational assistance, home loan guaranties, disability compensation, pension, medical care, life insurance and burial benefits, and dependent benefits. The main programs are summarized briefly below. **Contact:** U.S. Department of Veterans Affairs Regional Office (VARO). **Mailing Address:** P.O. Box 310909 Newington, CT 06111 **Website:** [va.gov](http://va.gov) **Toll-free Telephone:** 1-800-827-1000.

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

**Dependents' Benefits:** Monthly allowance for education will be paid by VA to help educate spouses and children of veterans who are completely disabled from service-connected causes, who die as a result of service, or who die while completely disabled from service-connected causes. These payments are provided for children between the ages of 18 and 26 (handicapped children may begin special courses as early as age 14).

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

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

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

**The Montgomery GI Bill: Active Duty/Selected Reserve** – Individuals who first entered active duty after July 1, 1985 may be eligible for up to 36 months of educational assistance with three years of continuous active duty service. Members contribute \$100 a month for the first twelve months of service to receive up to \$1034 per month while attending school full-time. Eligibility expires ten years from date of separation. Eligible members of the selected reserves may also qualify under a separate act for \$297 per month for full-time school attendance.

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

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

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

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

The eligibility assessment applies to most nonservice-connected veterans, regardless of age, but there are exceptions, so ask about them.

VA Medical Centers in Connecticut are in Newington (out patient only) and West Haven. Under certain circumstances, outpatient treatment, ambulatory care, home health services, mental health services, prosthetic appliances, dental care, and alcohol and drug dependence treatment are available.

Medical care may also be available to a spouse or child of a veteran with a total and permanent service-connected disability. Under certain circumstances, it is also available to a surviving spouse and child in the event of the veteran's death.

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

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

## Mental Health and Addiction

The Department of Mental Health and Addiction Services (DMHAS) provides special assistance to veterans who are in need of mental health and substance abuse treatment. DMHAS coordinators with the Connecticut Department of Veterans Affairs insure that appropriate services are provided to all of Connecticut's veterans. The agency assists with registration into the state's VA system; reviews eligibility for state VA disability; and advocates for veterans' health care including mental health. **Toll-free Telephone:** 1-800-446-7348.

## Veterans' Employment Training Service (VETS)

The mission of this agency is to help veterans, reservists, and National Guard members in securing employment and the associated rights and benefits including: resolution of claims under the Uniformed Services Employment and Reemployment Rights Act and fact-finding assistance to veterans who believe their veteran preference rights have been violated. The agency also provides: employment and training assistance through grants to states, local governments, and non-profit agencies; effective service delivery networks involving other agencies; and training of specific professional skills to service providers. **Contact:** Veterans' Employment and Training Service. **Address:** 200 Folly Brook Blvd., Wethersfield, CT 06109. **Telephone:** (860) 263-6490. **Website:** [dol.gov/vets](http://dol.gov/vets).

## Veterans' Tuition Waiver Program - State of Connecticut

Certain veterans may attend public colleges in Connecticut tuition-free under the Veterans Tuition Waiver Program. Waivers generally are limited to credit-bearing courses at all campuses of the University of Connecticut, the Connecticut State University System, and the community technical colleges. Children of certain Connecticut MIA/POW veterans are also eligible. For more information regarding the Veterans Tuition Waiver Program, contact any public college or university, or call the Education & Employment Information Center (EEIC), **Toll-free Telephone:** 1-800-842-0229.

## Property Tax Exemptions for Veterans

State law provides for a \$1,000 (or more in some towns) basic property tax exemption for veterans who were honorably discharged after having actively served at least 90 days during war time. The veteran's original copy of his/her Honorable Discharge (DD-214 Form) must be filed in the Land Records of the town of residence prior to October 1 in order that the exemption may be granted. Veterans who have received a disability rating from the Veterans' Administration of at least 10% are also eligible for a property tax exemption. The exemption amount, which ranges from \$1,500 to \$3,000, is dependent on the percentage of disability. All veterans receiving the basic benefit will get an additional exemption of at least 50%. Veterans who can meet certain income requirements are now eligible for an additional exemption of 200% of the basic exemption. The additional exemption may also be granted to the unmarried surviving spouse or minor child of a veteran, or the sole surviving parent of an unmarried deceased veteran who can meet the applicable income requirements. An application must be filed biennially with the local tax assessor's office of the town of residence between February 1 and October 1.

## Local Option Veterans' Property Tax Exemptions

Some towns in Connecticut have income-dependent local option veterans' tax exemptions. An eligible veteran may be entitled to an additional exemption of \$1,000. An annual application must be made prior to October 1, with the tax assessor of the town of residence.

# Money Management

## *Financial Literacy*

### Money Matter\$

Connecticut Light & Power (CL&P) offers a *Money Matter\$* program to help customers on limited incomes take a close look at how to manage their household income and reduce their overall energy burdens. Basic money management skills, setting goals, developing a spending plan, reducing expenses, and debt reduction are topics included in the program. Real-life examples engage participants and empower them to manage their household's resources to achieve their financial goals. Participants receive a complimentary calculator and notebook. To arrange a workshop for your organization or group, **Contact:** CL&P Community Relations. **Telephone:** (860) 721-4007.

## Connecticut Association for Human Services (CAHS)

CAHS advocates for public policies that move families out of poverty to self-sufficiency and economic security. CAHS supports the creation of a state Earned Income Tax Credit, the funding of work force development programs, and improving access to quality child care. Community-based agencies, trained by CAHS, provide access to basic needs and financial management education. CAHS helps low-income workers access free tax preparation by working with community agencies to open new Volunteer Income Tax Assistance (VITA) sites in underserved areas of the state. **Address:** 110 Bartholomew Avenue, Suite 4030, Hartford, CT 06106-2201. **Telephone:** (860) 951-2212. **Website:** [cahs.org](http://cahs.org).

## Federal Deposit Insurance Corporation (FDIC)

FDIC's Community Affairs Program promotes financial literacy through the *Money Smart* curriculum, working jointly with financial institutions, community organizations and other stakeholders on community development. In addition to supporting classroom financial education, FDIC offers a tutorial version of *Money Smart* for individual study available at **Website:** [fdic.gov/consumers/consumer/moneysmart/mscbi/mscbi.html](http://fdic.gov/consumers/consumer/moneysmart/mscbi/mscbi.html). The **Boston Area Office** covers all of New England. **Address:** Community Affairs Officer, FDIC, 15 Braintree Hill Office Park, Suite 300, Braintree, MA 02184. **Telephone:** (781) 794-5632. **E-mail:** [tdleessio@fdic.gov](mailto:tdleessio@fdic.gov). **National Website:** [fdic.gov](http://fdic.gov).

### FDIC Money Smart Agencies:

Statewide	Connecticut Department of Labor (IDA Programs)	(860) 263-6794
Danbury	Bridge to Independence & Career Opportunities	(203) 743-6695
Danielson	Connecticut Works One Stop Center	(860) 779-5850
Hartford	Capitol Region Education Council	(860) 247-2732
Hartford	Connecticut Association for Human Services	(860) 951-2212
Hartford	Bank of America, Consumer Banking and Distribution	1-800-841-4000
New Britain	Neighborhood Housing Services	(860) 224-2433
New Haven	Community Action Agency	(203) 387-7700
Stamford	CTE	(203) 352-4846
Thomaston	Thomaston Savings Bank	(860) 283-1874
Willimantic	ACCESS Agency	(860) 450-7400
Willimantic	Connecticut Works One Stop Center	(860) 465-2120

### FDIC Financial Literacy Programs

Bethel	UCONN Cooperative Extension System Fairfield County Center, 67 Stony Hill Road, 06801	(203) 207-3263
Brooklyn	UCONN Cooperative Extension System Windham County Center, 139 Wolf Den Road, 06234	(860) 774-9600
Hartford	Urban League of Greater Hartford 140 Woodland Street, 06105	(860) 527-0147
Mansfield	UCONN Cooperative Extension System Home and Garden Education Center 1376 Storrs Road, Box U-4115, 06269	1-877-486-6271
North Haven	UCONN Cooperative Extension System New Haven County Center, 305 Skiff Street, 06473	(203) 407-3161
Waterbury	La Casa Bienvenida Senior Center 135 East Liberty Street, 06706 (for seniors only)	(203) 754-5684

## Co-opportunity, Inc.

Co-opportunity assists low- and moderate-income individuals and families, living in Hartford by providing housing, workforce development, financial literacy, and asset-building programs. *YouthBuild Hartford* is a job skills training program for at-risk young adults. Other programs include housing counseling and homebuyer education; financial education; Individual Development Accounts (matched savings accounts for low-income people seeking to make long-term investments in certain assets); and access to free income tax assistance during the annual tax season. **Address:** 20-28 Sargeant Street, Hartford, CT 06105. **Telephone:** (860) 236-3617 ext.112. **E-mail:** [fyi@co-opportunity.org](mailto:fyi@co-opportunity.org).

## New Life Corporation (NLC)

NLC serves under-employed and unemployed residents of New Haven, paying particular attention to the unique needs of Latino residents. Programs offered include workforce development in which individuals are assisted in finding and obtaining jobs; asset building through promotion of the Earned Income Tax Credit (EITC) and free tax preparation for low- and moderate-income working families; financial education classes where residents are taught to better manage money, fix credit and become more bankable by developing working collaborations with banking institutions; and a low Income Taxpayer Clinic/Individual Tax Identification Number (ITIN) certification site where non-documented workers can obtain an ITIN in order to pay income tax as well as learn about the EITC. **Address:** 540 Ella Grasso Boulevard, New Haven, CT 06519. **Telephone:** (203) 777-0313. **E-mail:** [arielm@newlifecorp.org](mailto:arielm@newlifecorp.org). **Website:** [newlifecorp.org](http://newlifecorp.org).

## Consumer Credit Counseling Service of Southern New England (CCCS)

CCCS of SNE, a division of Money Management International (MMI), is a private, nonprofit credit counseling agency licensed by the State Department of Banking and affiliated with the National Foundation for Consumer Credit and the Association of Independent Consumer Credit Counseling Agencies. CCCS provides free, confidential, in-person telephone and web-based counseling, money management and budgeting skills and also provides debt repayment planning assistance and bankruptcy counseling. The Center for Financial Education, also part of MMI, offers educational seminars on financial management, credit issues, home buying and bankruptcy discharge. CCCS has local offices in Danbury, East Hartford, Milford, and Norwich. **Connecticut Address:** 111 Founders Plaza, Suite 1400, East Hartford, CT 06108. **Toll-free Telephone:** 1-800-208-CCCS (2227). **Website:** [creditcounseling.org](http://creditcounseling.org).

## Credit Reporting Agencies/Online Tutorials

Federal law now regulates credit-reporting companies to ensure that they follow reasonable procedures to furnish correct information about borrowers. On September 1, 2005, the Federal Trade Commission made a new rule for Connecticut consumers to obtain a **free** copy of their credit **once every 12 months**. The three major credit reporting agencies provide credit reports, basic information about credit reports and fraud issues, and a variety of online tools and tutorials.

**Equifax Toll-free Telephone:** 1-800-685-1111. **Website:** [equifax.com](http://equifax.com).  
**Experian Toll-free Telephone:** 1-888-397-3742. **Website:** [experian.com](http://experian.com).  
**TransUnion Toll-free Telephone:** 1-800-916-8800.  
**Website:** [transunion.com](http://transunion.com).

## Credit When Credit Is Due (CWCD)

CWCD is a 12-hour course of study designed to help individuals gain a better knowledge of money issues and responsibilities regarding credit, and provides assistance to those seeking to establish or reestablish credit. The course is offered in Connecticut by the State Treasurer's Office in collaboration with the Centers for Financial Education (aka Consumer Credit Counseling Service) and local community based organization partners, with generous funding support provided by Bank of America. The program includes a free confidential budget and credit assessment session with a certified financial counselor. Course curriculum is covered in four

three-hour classroom sessions with required home study. Topics include: *The Facts of Life, To Borrow or Not to Borrow* and *Dealing with Delinquency, Bankruptcy and Building/Rebuilding Credit*. Successful graduates are registered with the three major national credit reporting agencies. **Website:** [ct.gov/ott](http://ct.gov/ott).

## Free Income Tax Assistance

### Internal Revenue Service (IRS)

The IRS helps to educate families about tax issues like the Earned Income Tax Credit (EITC) and tax return preparation through its **Stakeholder Partnerships, Education & Communication** division. Working with local partners, tax awareness and education are provided to low- and moderate-income individuals and families, those with limited English proficiency, the disabled, and people over 60 years old. Their tax returns can be prepared at no charge through **Volunteer Income Tax Assistance (VITA)** and **Tax Counseling for the Elderly (TCE)**. VITA & TCE programs train volunteers to prepare simple tax returns, and in most cases, file the return electronically for the client. **Address:** 135 High Street, Stop 116, Hartford, CT 06103. **Telephone:** (860) 756-4658. **E-mail:** [ct.vita.tce@irs.gov](mailto:ct.vita.tce@irs.gov).

Free tax return preparation is available in many Connecticut cities through the **Volunteer Income Tax Assistance Program (VITA)**. VITA sites use certified community volunteers to help residents file income tax returns and obtain special credits, such as the Earned Income Tax Credit (EITC), Child Tax Credit and Credit for the Elderly. VITA sites offer electronic filing, which shortens the time to receive a refund if it can be deposited directly into the filer's bank account. Some VITA sites also offer financial education classes or booklets, and ways to manage debt or clean up bad credit. **Tax Counseling for the Elderly (TCE)** can also help individuals prepare a tax return for filing. Both programs operate in neighborhood centers, libraries, schools, shopping malls, and other convenient locations. Call **Infoline Toll-free at 2-1-1** to find out where the nearest VITA or TCE site is located. **Also see AARP and Financial Literacy in this book.**

The IRS is also mandated to assist filers in completing their returns and answering any tax-related questions they may have. **Toll-free Telephone:** 1-800-829-1040. **Website:** [irs.gov](http://irs.gov).

**Information to take to a tax assistance site:** (1) Photo identification for client and spouse; (2) Social Security cards for client, spouse and dependents; (3) Birth dates for client and spouse as well as dependents on the tax return; (4) Current year's tax package, if one was received; (5) Wage and earning statement(s) Form W-2, W-2G, 1099-R, from all employers; (5) Interest and dividend statements from banks (Forms 1099); (6) A copy of last year's Federal and State returns if available; (7) Bank routing number and client account number for direct deposit; and (8) Other relevant information, such as total child care paid per child and child care provider's federal identification number. When filing a joint tax return electronically, both spouses are required to sign forms.

## Earned Income Tax Credit (EITC)

The EITC is a federal tax benefit for low- and moderate-income working people. It is recognized as the single most effective policy to provide a path out of poverty. It has recently been expanded. **The EITC is like a cash rebate from the federal government for holding a lower-wage job.** Eligible households get up to \$4400 from the EITC. The amount of the earned income credit reduces or eliminates the income tax owed, and any additional amount is refunded to the worker. **Even work-**

ers who don't owe income tax can qualify, and receive their entire EITC as a refund from the IRS.

Income eligibility in 2005 was capped at \$37,263, but it changes every year. Workers with children obtain the EITC by filing a 1040 or 1040A federal income tax return and attaching a Schedule EITC form. Married workers must file a joint return. Workers who were not raising children during the tax year can file any tax form, including the 1040EZ; they do not need to file Schedule EITC. Workers can get more information about eligibility by reading the instruction booklet of the tax return or visiting an IRS office. Tax forms and eligibility information are also available through Internal Revenue Service **Toll-free Telephone** 1-800-829-3676 or at **Website:** [irs.gov](http://irs.gov).

## Savings and Assets

### Individual Development Accounts (IDA)

IDAs are matched savings accounts designed to help low-income individuals and families accumulate funds that can be used for one of several allowable assets such as: post secondary education or job training; home ownership; small business capitalization; lease deposits on primary residences; and vehicle purchases for obtaining or maintaining employment.

### State-Sponsored IDA Programs

IDA programs administered by the Connecticut Department of Labor (DOL), strengthen families and communities by facilitating self-sufficiency and economic stability through financial education and asset development. **Address:** Connecticut Department of Labor, 200 Folly Brook Blvd., Wethersfield, CT 06109-1114. **Telephone:** (860) 263- 6794. **E-mail:** [Lisa.arends@ct.gov](mailto:Lisa.arends@ct.gov) **Website:** [ct.gov/dol](http://ct.gov/dol).

### Local/Regional IDA Programs

For specific program descriptions, contact the IDA program operator in the city or town nearest to where you live.

ACCESS Agency, Inc.	
1315 Main Street, Willimantic, 06226	(860) 450-7479
Action for Bridgeport Community Development, Inc. (ABCD)	
1070 Park Avenue, Bridgeport, 06604	(203) 366-8241
Community Action Agency of New Haven, Inc. (CAANH)	
781 Whalley Avenue, New Haven, 06515	(203) 387-7700
Community Action Committee of Danbury (CACD)	
66 North Street, Danbury, 06810	(203) 748-4941
Community Renewal Team, Inc. (CRT)	
1229 Albany Avenue, 2nd Floor, Hartford, 06112	(860) 560-4663
CTE, Inc. 34 Woodland Avenue, Stamford, 06902	(860) 352-4858
Empower New Haven	
59 Elm Street, Suite 410, New Haven, 06510	(203) 776-2777
FSW 475 Clinton Avenue, Bridgeport, 06605	(203) 368-5594
Hartford IDA Collaborative (HIDAC)	
c/o Co-Opportunity, Veeder Place, 20-28 Sargeant Street, Hartford, 06105	(860) 236-3617
Neighborhood Housing Services	
333 Sherman Avenue, New Haven, 06511	(203) 562-0598
New Opportunities, Inc.	
232 North Elm Street, Waterbury, 06702	(203) 575-9799
Norwalk Economic Opportunity Now, Inc. (NEON)	
98 South Main Street, Norwalk, 06854	(203) 899-2436
Shiloh Development Corporation	
3 Garvin Street, New London, 06320	(860) 443-4462

TEAM, Inc.

30 Elizabeth Street, Derby, 06418 (203) 736-5420  
Thames Valley Council for Community Action, Inc. (TVCCA)  
38 Granite Street, New London, 06320 (860) 444-0006

# Education and Job Training

## Connecticut Department of Education

The Bureau of Early Childhood/Career and Adult Education provides funding to local school districts for mandated adult education programs. Every school district in Connecticut has an obligation to provide free classes for its residents in: citizenship preparation; basic skills instruction; English for speakers of other languages; and completion of high school through either a diploma program or the General Educational Development (GED) equivalency. Most local school districts offer a variety of general interest, vocational and recreational courses which are available to residents, usually with a course fee attached. Many programs waive course fees or reduce them for senior citizens. Contact the local school district adult education office, or the Bureau of Early Childhood/Career and Adult Education. **Address:** 25 Industrial Rd., Middletown, CT 06457. **Telephone:** (860) 807-2050. **Website:** [ct.gov/sde](http://ct.gov/sde).

## Connecticut Department of Higher Education

The Education & Employment Information Center (EEIC) of the Department of Higher Education has information on education offerings at all levels: high school; college (Connecticut and nationwide); adult; continuing education; and job training programs. The EEIC also has information on student financial aid, private occupational schools, job descriptions and listings of career and education counseling services. Information specialists help teenagers making college or career decisions; unemployed workers exploring job and college options; adults who have not completed high school; professionals making career changes; senior citizens pursuing knowledge; and employers seeking training programs or recent college graduates. The EEIC also offers information on tuition waivers for veterans and senior citizens, an eight week *Alternate Route to Teacher Certification* program, and national and community service. **Hours:** 9:00 a.m. - 4:00 p.m. **Address:** EEIC, 61 Woodland St., Hartford, CT 06105. **Toll-free Telephone:** 1-800-842-0229. **Telephone:** (860) 947- 1810. **E-mail:** [EEIC@ctdhe.org](mailto:EEIC@ctdhe.org). **Website:** [ct.gov/dhe](http://ct.gov/dhe).

## Connecticut Department of Mental Health and Addiction Services (DMHAS)

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

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

CONNTAC, Inc. receives federal funds to provide no-cost assistance to Connecticut residents seeking to enter or re-enter postsecondary education. Services include academic and financial aid counseling, college

referral services, career planning, and college tutoring. 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. **Central Office Address:** CONNTAC, Inc. – Educational Opportunity Center, 35 Pleasant Street, Suite 1C, Meriden, CT 06450. **Telephone:** (203) 634-7669. **E-mail:** [cnugent.conntac@snet.net](mailto:cnugent.conntac@snet.net).

Bridgeport	(203) 332-5041
Farmington	(860) 255-3535
Hartford	(860) 906-5073
Manchester	(860) 512-3556
Meriden/Middletown	(860) 343-5800 ext. 6999
New Haven	(203) 285-2216
Norwalk	(203) 857-7109
Norwich	(860) 383-5295
Waterbury	(203) 574-1140
Willimantic	(860) 774-1130 ext. 364

## 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. The Department of Labor suggests you check out the variety of employment services offered through the state's CTWorks Career Centers. With 14 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 the CT Job Bank, job search support, education and skills training, specialized workshops, career counseling and veterans' employment programs. Workshops include interview tips and resume/cover letter preparation while services include the use of phones, fax, copiers and computers to find the right job. CTWorks services are also available at **Website:** [ct.gov/dol](http://ct.gov/dol) or **contact the nearest CTWorks Career Center listed below.** TTY/TDD numbers also available.

Bridgeport	2 Lafayette Square	(203) 455-2714
Danbury	152 West Street	(203) 731-2929
Danielson	95 Westcott Road	(860) 779-5850
Enfield	620 Enfield Street	(860) 741-4295
Hamden	37 Marne Street	(203) 859-3200
Hartford	3580 Main Street	(860) 256-3700
Meriden	85 West Main Street	(203) 238-6148
Middletown	645 S. Main Street	(860) 754-5000
New Britain	260 Lafayette Street	(860) 827-4460
New London	Shaw's Cove Six	(860) 439-7400
Norwich	113 Salem Turnpike North Bldg., Suite 200	(860) 859-5600
Torrington	Torrington Parkade 486 Winsted Road	(860) 626-6220
Waterbury	249 Thomaston Ave.	(203) 437-3380
Willimantic	Tyler Square 1320 Main Street	(860) 465-2120
CT Job Bank	Middletown	(860) 754-5050

## Dress for Success

Dress for Success helps low-income women transition into the workplace by providing each client, free-of-charge, one suit for job interviews and a second when hired for the job. The organization's Professional Women's Group program then provides ongoing support to help the individual build a successful career. Women are referred by not-for-profit and government agencies. **Hartford Address** 100 Allyn Street, Lower Level, Hartford, CT 06103. **Telephone:** (860) 525-5015. **E-mail:** [hartford@dressforsuccess.org](mailto:hartford@dressforsuccess.org). **Website:** [dressforsuccess.org](http://dressforsuccess.org) **Fairfield**

**County Address:** 35 Brentwood Avenue, Fairfield, CT 06825 **Telephone:** (203) 333-6505. **E-mail:** [midfairfield@dressforsuccess.org](mailto:midfairfield@dressforsuccess.org).

## Goodwill Industries of Springfield/Hartford

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

## Literacy Volunteers of Greater Hartford (LVGH)

LVGH offers small-group instruction to adults needing help with reading, writing and speaking English. Tutors provide instruction in: basic literacy; *English for Speakers of Other Languages*; citizenship; and Spanish literacy. Services are available at several locations in the Greater Hartford area and several other locations. **Address:** 30 Arbor Street, Hartford, CT 06106. **Telephone:** (860) 233-3853. **Website:** [lvgh.org](http://lvgh.org).

## Opportunities Industrialization Centers (OIC)

OIC is a network of human service providers who implement employment and training programs across the nation. Each OIC provides education, free training, job placement assistance and support services to the unemployed, under-employed, unskilled and youth in a given region. Call **Bridgeport Telephone:** (203) 335-0577; **New London Telephone:** (860) 447-1731; **New Britain Telephone:** (860) 224-7151; **New Haven Telephone:** (203) 787-9910; or **Waterbury Telephone:** (203) 756-7987. **Contact:** OIC State Council, **Address:** 232 North Elm Street, Waterbury, CT 06702. **Telephone:** (203) 756-7987. **E-mail:** [opportunity.indus@snet.net](mailto:opportunity.indus@snet.net) or [Bridgeport.oic@snet.net](mailto:Bridgeport.oic@snet.net).

## University of Connecticut Cooperative Extension System

The Cooperative Extension System is an educational outreach program linked to a nationwide network in conjunction with the U.S. Department of Agriculture. This program provides the latest information concerning: agriculture; family and consumer sciences; natural resources; and 4-H youth development. Youth and adults obtain educational resources through useful workshops, projects and materials.

Center	Address	Telephone
Bethel Cooperative Extension Center	67 Stony Hill Road Bethel, 06801-3056	(203) 207-8440
Brooklyn Cooperative Extension Center	139 Wolf Den Road Brooklyn, 06234-1729	(860) 774-9600
Haddam Cooperative Extension Center	1066 Saybrook Road, Box 70 Haddam, 06438-0070	(860) 345-4511
New London County Cooperative Extension Center	UCONN Avery Point Campus 1884 Shennecossett Rd., Bldg 19 Groton, 06340	(860) 887-1608
North Haven Cooperative Extension Center	305 Skiff Street North Haven, CT 06473	(203) 407-3161

Torrington Cooperative Extension Center	1304 Winsted Road Torrington, 06790-2940	(860) 626-6240
Vernon Cooperative Extension Center	24 Hyde Avenue Vernon, 06066-4599	(860) 875-3331
West Hartford Cooperative Extension Center	UCONN West Hartford Campus 1800 Asylum Avenue West Hartford, 06117-2600	(860) 570-9010
State Administrative Office Cooperative Extension System	College of Agriculture and Natural Resources - U36 1376 Storrs Road Storrs, 06269-4036	(860) 486-1987

# Transportation

## Access to Jobs Initiative

The Jobs Access Program is designed to give TANF recipients and low-income individuals transportation to work and to improve the public transportation systems in Connecticut. Services are designed for those transitioning off public assistance and others earning low incomes, but can be used by anyone. Fares are reasonable and contributions from employers are welcomed. A job developer, an employer, or a group of employees needing transportation assistance is encouraged to call the Council of Governments in the **Capitol Region:** (860) 522-2217 x 33, **South Central:** (203) 867-6364, **Southeast:** (860) 439-1207, **Southwest:** (203) 576-7030, **Northwest:** Toll-free 1-888-353-5828, **North-east:** (860) 456-1462.

## Transit Districts

For public transportation information call your local Transit District. **Website:** [ctrides.com](http://ctrides.com).

Greater Bridgeport Transit District	Bridgeport	(203) 333-3031
Housatonic Area Regional Transit	Danbury	(203) 748-2034
Northeastern CT Transit District	Dayville	(860) 774-3902
Valley Transit District	Derby	(203) 735-6824
Connecticut Transit	Hartford	(860) 525-9181
Rideshare Company	Hartford	1-800-842-2150
Connecticut Transit	New Haven	(203) 624-0151
Connecticut Transit	Meriden	1-800-704-3113
Middletown Area Transit District	Middletown	(860) 346-0212
Milford Transit District	Milford	(203) 874-4507
Connecticut Transit	New Britain	1-800-229-4878
Connecticut Transit	New Britain/ Bristol	1-800-828-0511
Norwalk Transit District	Norwalk	(203) 852-0000
Southeast Area Transit District	Norwich	(860) 886-2631
Estuary Transit District	Old Saybrook	(860) 388-3497
Connecticut Transit	Stamford	(203) 327-7433
Northwestern CT Transit District	Torrington	(860) 489-2535
Connecticut Transit	Wallingford	1-800-704-3113
Connecticut Transit	Waterbury	(203) 753-2538
Windham Region Transit District	Willimantic	(860) 456-2223

# Homeownership

## ACORN Housing Corporation (AHC)

AHC assists families to become homeowners and provides homeowners with refinancing and predatory lending counseling. A lot of AHC's work takes place in forgotten areas that have seen serious disinvestment. AHC operates in low- and very low-income neighborhoods where over 90%

of the residents are African-American, Mexican-American, and/or recent immigrants from Central America or the West Indies. Services include community outreach, pre-purchase counseling, delinquency counseling, homeownership and credit counseling. AHC helps homeowners choose appropriate loan sources and obtain loan approval through partnerships with both prime and sub-prime lenders. **Bridgeport Address:** 2310 Main Street, 3<sup>rd</sup> Flr. Bridgeport, CT 06606. **Telephone:** (203) 366-4180. **E-mail:** [ahcctlcbr@acorn.org](mailto:ahcctlcbr@acorn.org).

## Federal National Mortgage Association (FNMA/ Fannie Mae)

Fannie Mae works with lenders to offer a range of home loan programs including **Flexible 97%** and **Flexible 100%** financing, **HomeStyle Renovations** program, and a **Community Solutions** program for teachers, police officers, firefighters, and healthcare workers. **Website:** [fanniema.com](http://fanniema.com).

## Habitat for Humanity

Habitat for Humanity offers interest free loans to qualifying families to purchase a home. A one percent down payment and 100-400 hours of sweat equity – labor relating to Habitat projects – are required to obtain the loan. Interested persons should contact their local area affiliate. **Website:** [habitat.org](http://habitat.org).

Danbury	1 Padanaram Rd, Ste 151, 06811 <a href="mailto:habitat@danburyhabitat.org">habitat@danburyhabitat.org</a>	(203) 744-1340
Bridgeport	1470 Barnum Avenue, 06610 <a href="mailto:bknebel@bridgeporthabitat.org">bknebel@bridgeporthabitat.org</a>	(203) 333-2642
Danielson/ NE Connecticut	P.O. Box 58, 06239-0058 <a href="mailto:Alisa.Padgett@rogerscorporation.com">Alisa.Padgett@rogerscorporation.com</a>	(860) 774-0505
Hartford	PO Box 1933, 06144 <a href="mailto:stockman@hartfordhabitat.org">stockman@hartfordhabitat.org</a>	(860) 541-2208
Middletown	South Church, 9 Pleasant St., 06457 <a href="mailto:habita@sbcglobal.net">habita@sbcglobal.net</a>	(860) 343-9179
New Haven	37 Union St., 06511 <a href="mailto:casey@habitatgnh.org">casey@habitatgnh.org</a>	(203) 785-0794
Hartford/ SE Connecticut	377 Broad St., 06320 <a href="mailto:bbates@habitatsect.org">bbates@habitatsect.org</a>	(860) 442-7890
New Milford/ Litchfield Hills	P.O. Box 177706776 <a href="mailto:dvcl@earthlink.net">dvcl@earthlink.net</a>	(860) 350-3275
Salisbury/ NW Connecticut	P.O. Box 106068 <a href="mailto:jpogue@snet.net">jpogue@snet.net</a>	(860) 435-4747
Wallingford	P.O. Box 2026, 06492	(203) 265-5009
Waterbury	161 North Main St., 06720 <a href="mailto:thergorman1@aol.com">thergorman1@aol.com</a>	(203) 596-0014
Windham area	P.O. Box 214, 06226 <a href="mailto:gaskew2hamptonn@webtv.net">gaskew2hamptonn@webtv.net</a>	(860) 423-7142

## Housing Education Resource Center (HERC)

HERC offers first time home ownership counseling and classes, including individual confidential sessions on budget and credit counseling; income-to-debt ratio evaluations; advantages and responsibilities of homeownership; preparing for a loan application interview; a detailed review of the complete home buying process; seminars for those purchasing multi-family dwellings and follow-up post-purchase counseling. HERC is part of the statewide anti-predatory lending awareness campaign, *Don't Borrow Trouble*, and offers education and counseling to all consumers regarding this topic. **Address:** 901 Wethersfield Avenue, Hartford, CT 06114. **Telephone:** (860) 296-4242. **Housing Counseling Line** (Tuesday and Friday, 9 a.m. – 5 p.m.): (860) 296-4372.

## Corporation for Independent Living (CIL)

CIL is a housing development corporation that produces community housing for people with developmental disabilities, accessible homes for people with physical disabilities, affordable multifamily housing, and homes for first time buyers of low income. **Telephone:** (860) 563-6011.

## Connecticut Housing Finance Authority (CHFA)

CHFA finances the purchase of existing housing, rehabilitation of substandard housing, and construction of new housing with below-market interest rate mortgages and other financial incentives for owner-occupancy or rental housing. Major financing programs include:

**Down payment Assistance Program:** Down payment loans are available to eligible homebuyers at below-market interest rates and secured by a second mortgage on the income.

**Home Mortgage Lending Programs:** Low-rate mortgages are available to first-time homebuyers with low or moderate incomes, tenants in public or subsidized housing, eligible police officers in participating municipalities, teachers in a priority or transitional school district or in a subject matter shortage area, and full-time military personnel.

**Rehabilitation Mortgage Loans:** This program provides funds to purchase and rehabilitate an existing home or to refinance and renovate the home in which the owner lives. Borrowers must meet requirements of CHFA's regular homebuyer programs.

**Reverse Annuity Mortgages (RAM):** RAM provides loans to lower-income elderly homeowners, 70 years of age or older, with long-term care needs.

**Address:** 999 West Street, Rocky Hill, CT 06067-4005. **Telephone:** (860) 721-9501. **E-mail:** [linda.iglesias@chfa.org](mailto:linda.iglesias@chfa.org). **Website:** [chfa.org](http://chfa.org).

## Connecticut Housing Investment Fund (CHIF)

CHIF is a statewide, nonprofit Community Development Financial Institution providing flexible financing, loan servicing, and technical expertise to developers of affordable housing and neighborhood revitalization projects. CHIF also offers loan products to homeowners to rehabilitate existing or build new, affordable homes and apartments.

**Construction/Acquisition Loans:** CHIF's Neighborhood Rebuilder Program provides financing to developers to purchase and rehabilitate vacant buildings to convert them into single-family homes. Once the rehabilitation is complete, the nonprofit organization sells the property to a qualified first-time home-buyer.

**Energy Conservation Loans:** CHIF is the administrative agent for the Department of Economic and Community Development's Energy Conservation Loan Program, available at below-market interest rates to qualified owners of single-family homes and multifamily apartment buildings. Eligible improvements include 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:** Qualified owner-occupants of one to four unit owner-occupied properties can borrow up to \$10,000 at a fixed annual percentage rate through the CHIF/People's Bank Home Improvement Program. Eligible improvements include structural additions; re-

modeling of bathrooms and kitchens; elimination of health and safety hazards; roofing; and reconditioning or replacement of plumbing, air conditioning and electrical systems.

**Rural Services Homeownership Program:** CHIF provides mortgages to qualified first-time homebuyers who wish to purchase homes in rural communities in Connecticut through the USDA Homeownership Program. The interest rate on the loan is generally below market rate, and the term of the loan is 30 years.

For more information about CHIF programs: CHIF **Address:** 121 Tremont Street, Hartford, CT 06105. **Toll-free Telephone:** 1-800-992-3665. **Telephone:** (860) 233-5165. **Website:** [www.chif.org](http://www.chif.org).

## State of Connecticut Department of Economic and Community Development (DECD)

DECD offers funds to assist individuals with home buying and homeownership. **American Dream Down Payments** of up to \$10,000 are available through the following four organizations: Urban Suburban Affordables in Hartford; Eastern CT Housing Opportunities in New London; Neighborhood Housing Services in New Haven; and Neighborhood Housing Services in Waterbury. **DECD Address:** 505 Hudson Street, Hartford, CT 06106-7107. **Main Telephone Line:** (860) 270-8000. **Office of Housing Finance Telephone:** (860) 270-8066. **Website:** [ct.gov/ecd](http://ct.gov/ecd).

## Home Solutions Program

Home Solutions is a statewide combined loan and grant program administered by Community Renewal Team in Hartford. The Home Solutions Program offers financial assistance for hazardous material abatement; septic system repair, removal or enlargement; senior citizen emergency repairs and rehabilitation projects; and Energy Conservation Loans that may only be used in conjunction with lead and asbestos abatement activities. **Telephone:** (860) 560-5689.

## Neighborhood Reinvestment Corporation (NRC)

The NRC is a national nonprofit organization created by Congress to provide financial support, technical assistance, and training for community-based revitalization efforts. Local NeighborWorks® organizations and Neighborhood Housing Services of America (NHSa) make up the NeighborWorks® system. **Website:** [nw.org](http://nw.org). NeighborWorks® and NHSa programs in Connecticut are listed below. These programs generally assist local residents in overcoming obstacles that prevent homeownership. Services offered at each site vary and can include: pre-purchase homeowner 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, and savings programs.

### NeighborWorks® Hartford

Catholic Family Services	Bloomfield	(860) 242-9577
Christian Activities Council	Hartford	(860) 527-9860
House Hartford	Hartford	(860) 757-9005
Mutual Housing Association (MHA) of Greater Hartford	Hartford	(860) 296-1797
Urban League of Greater Hartford (ULGH)	Hartford	(860) 527-0147



### NeighborWorks® Eastern CT

Catholic Charities	Norwich	(860) 889- 8346
City of Norwich		(860) 823-3700
Eastern Connecticut Housing Opportunities (ECHO)	New London	(860) 447-8055
H.O.P.E., Inc.	Mystic	(860) 447-0812
Shiloh Development Corp.	New London	(860) 443-4462

### NeighborWorks® New Haven

Catholic Charities	New Haven	(203) 787-2207
Empower New Haven	New Haven	(203) 776-2777
Hill Development Corporation	New Haven	(203) 776-3759
Livable City Initiative	New Haven	(203) 789-8690
Neighborhood Housing Services (NHS) of New Haven, Inc.	New Haven	(203) 562-0598
Yale Homebuyer Program	New Haven	(203) 432-5535

### NeighborWorks® Southwestern CT

City of Bridgeport	Bridgeport	(203) 576-8144
Housing Development Fund, Inc., Adopt A House Program	Stamford	(203) 969-1830
Mutual Housing Association of Southwestern CT (MHASWCT)	Stamford	(203) 359-6940
Stamford Community Development (SCD)	Stamford	(203) 977-4155
Urban League of Southwestern CT	Stamford	(203) 327-5810

### NeighborWorks® Central Connecticut

Neighborhood Housing Services of New Britain	New Britain	(860) 224-2433
Neighborhood Housing Services of Waterbury, Inc.	Waterbury	(203) 753-1896

## Property Tax Relief

For additional information about the programs listed below, such as eligibility, income requirements, deadlines and necessary documents, contact the local **Tax Assessor** listed in the blue pages of the telephone book.

**Homeowner Aid for the Elderly and Disabled:** Property tax credits of up to \$1,250 (if married) or \$1,000 (if unmarried) are available. Credits are based on a graduated income scale. Eligibility is based on age, disability, residency and income. The widow or widower, age 50 or over, of a previously approved applicant may also be eligible. Individuals who have received State Supplementary Income (SSI), Energy Assistance, or property tax exemptions may be eligible. Property must have been owned as of October 1 of the year prior to the application, and at the time of filing an application. Applications must be filed with the local tax assessor between February 1 and May 15. To continue to receive tax credits, refiling is necessary every second year as long as income remains within the program limits.

**Property Tax Exemptions for Blind or Totally Disabled Persons:** State law provides for a \$3,000 property tax exemption for persons who are legally blind. State law also provides for a \$1,000 property tax exemption for people who are receiving SSA benefits because they are totally and permanently disabled. Totally disabled people who are receiving benefits under a federal, state, or local retirement or disability plan which contains requirements comparable to those of the SSA may also be eligible for this exemption. Proof of blindness or total disability must be presented to the assessor prior to October 1 for the exemption to be granted.

**Local Option Exemptions for Blind or Totally Disabled Persons:** Some towns in Connecticut also have income-dependent local option exemptions for the blind or totally disabled. An eligible blind person will be entitled to an additional exemption of \$2,000. An eligible permanently and totally disabled person will be entitled to an additional exemption of \$1,000. Annual application must be made prior to October 1, with the assessor of the town of residence.

# Multiservice Agencies

## Community Action Agencies

Community Action Agencies address the needs of low-income people by assisting them to obtain skills and knowledge necessary for self-sufficiency and dignity. Agency programs include job training, education, child day care, energy 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. Community Action Agencies strive for the maximum feasible participation of the poor in planning, evaluation, implementation and policy-making.

Bridgeport	ABCD (Action for Bridgeport Community Development) *	
	1070 Park Avenue	(203) 366-8241
	Energy Assistance Office	(203) 384-6904
Bristol	BCO (Bristol Community Organization) *	
	55 South Street	(860) 584-2725
	Energy Assistance Office	(860) 582-7490
Danbury	CACD (Community Action Committee of Danbury)	
	66 North Street	(203) 744-4700
	Energy Assistance Office	(203) 748-5422
Danielson	The ACCESS Agency	
	173A Mechanic Street	(860) 774-0418
	Energy Assistance Office (Willimantic)	(860) 450-7423
Derby	TEAM (Training, Education and Manpower)	
	30 Elizabeth Street	(203) 736-5420
	Energy Assistance Office	(203) 736-5420
Hartford	Community Renewal Team (CRT) *	
	555 Windsor Street	(860) 560-5600
	Energy Assistance Office	(860) 560-5730
Jewett City	TVCCA (Thames Valley Council for Community Action)	
	One Sylvandale Road, P.O. Box 215	(860) 889-1365
	Energy Assistance Office (Norwich)	(860) 889-1365
Meriden	New Opportunities *	
	191 Pratt Street	(203) 235-0278
	Energy Assistance Office	(203) 235-0278
Middletown	Community Renewal Team (CRT) *	
	282 Main St. Ext.	(860) 347-4465
	Energy Assistance Office	(860) 347-4465
New Britain	HRA-NB (Human Resources Agency of New Britain) *	
	180 Clinton Street	(860) 225-8601
	Energy Assistance Office	(860) 223-2288
New Haven	CAANH (Community Action Agency/ New Haven) *	
	781 Whalley Avenue	(203) 387-7700
	Energy Assistance Office	(203) 387-7700
New London	TVCAA (Thames Valley Council for Community Action)	
	83 Huntington Street	(860) 444-0006
	Energy Assistance Office	(860) 889-1365
Norwalk	NEON (Norwalk Economic Opportunity Now)*	
	98 South Main Street	(203) 899-2420
	Energy Assistance Office	(203) 899-2484

Norwich	TVCAA (Thames Valley Council for Community Action) Uncas-on-Thames, 401 West Thames Street, Unit 201	(860) 889-1365 (203) 899-2420
Stamford	Energy Assistance Office (Norwich) CTE *	(860) 889-1365
	34 Woodland Street	(203) 327-3260
	Energy Assistance Office	(203) 352-4846
Waterbury	New Opportunities, Inc. *	
	232 North Elm Street	(203) 575-9799
	Energy Assistance Office	(203) 756-8151
Willimantic	The ACCESS Agency *	
	1315 Main Street	(860) 450-7400
	Energy Assistance Office	(860) 450-7423

A statewide network of Community Actions Agencies exists to foster good programs and good public policies to help low-income residents reach economic security. Connecticut Association for Community Action (CAFCA) **Telephone:** (860) 560-5845.

## Connecticut Council of Family Service Agencies (CCFSA)

CCFSA is a statewide network of independent, nonprofit, state-licensed and nationally accredited family service agencies that serve over 150,000 families annually from more than 90 sites. Member agencies provide a wide range of services that include, but are not limited to: outpatient counseling and psychotherapy; family stabilization services; parent education programs; child care; foster care; adoption; home health care; elder services; employee assistance programs and welfare-to-work services. CCFSA agencies offer the **Empowering People for Success** program to welfare recipients; teach the court-mandated parent education program for divorcing parents and engage high-conflict divorcing parents in *Focus on KIDS* (Knowledge, Insight, Decisions, Solutions). **Address:** 1310 Silas Deane Highway, Suite 219, Wethersfield, CT 06109. **Telephone:** (860) 571-0093. **E-mail:** [info@ctfsa.org](mailto:info@ctfsa.org). **Website:** [ctfsa.org](http://ctfsa.org). **Also see Family Supports in this book.**

## Connecticut Department of Social Services (DSS)

The mission of DSS is to serve families and individuals who need assistance in maintaining or achieving their full potential for self-direction, self-reliance, and independent living. DSS provides direct services through a network of regional offices and administers grants to Community Action Agencies, municipalities and other nonprofit organizations. Many DSS programs are explained elsewhere in this book. They include: Child Support Enforcement; Child Care Services; Family Services; Services to Persons with Disabilities; Services to the Elderly; Food Assistance; Energy and Weatherization Assistance; and Housing. DSS administers Temporary Family Assistance (TFA); State-Administered General Assistance (SAGA); State Supplement for the Aged, Blind and Disabled (State Supplement); Refugee Assistance; Medicaid; Food Stamps; Energy Assistance. **DSS Regional Offices** are open from 8:30 a.m. - 4:30 p.m., Monday- Friday. Multilingual staff available at all offices.

**Central Office:**  
25 Sigourney Street, Hartford, CT 06106  
**Toll-free Telephone: 1-800-842-1508**  
**TDD/TTY 1-800- 842-4524**

**Hartford Regional Office Towns:** Avon, Bloomfield, Canton, East Granby, Farmington, Granby, Hartford, Newington, Rocky Hill, Simsbury,

Suffield, West Hartford, Wethersfield, Windsor, Windsor Locks.  
**Telephone:** (860) 723-1000 **TTY** (860) 566-7913

**Manchester Sub-Office Towns:** Andover, Bolton, East Hartford, East Windsor, Ellington, Enfield, Glastonbury, Hebron, Manchester, Marlborough, Somers, South Windsor, Stafford, Tolland, Vernon.  
**Telephone:** (860) 647-1441 **TTY** (860) 647-5968

**New Britain Sub-Office Towns:** Berlin, Bristol, Burlington, New Britain, Plainville, Plymouth, Southington.  
**Telephone:** (860) 612-3400 **TTY** (860) 612-3569

**Willimantic Sub-Office Towns:** Ashford, Brooklyn, Canterbury, Chaplin, Columbia, Coventry, Eastford, Hampton, Killingly, Mansfield, Plainfield, Pomfret, Putnam, Scotland, Sterling, Thompson, Union, Willington, Windham and Woodstock.  
**Telephone:** (860) 465-3500

**New Haven Regional Office Towns:** Ansonia, Bethany, Branford, Derby, East Haven, Hamden, Milford, New Haven, North Branford, North Haven, Orange, Seymour, Shelton, Wallingford, West Haven, Woodbridge. **Telephone:** (203) 974-8000

**Middletown Regional Office Towns:** Chester, Clinton, Cromwell, Deep River, Durham, East Haddam, East Hampton, Essex, Guilford, Haddam, Killingworth, Lyme, Madison, Meriden, Middlefield, Middletown, Old Lyme, Old Saybrook, Portland, Westbrook. **Telephone:** (860) 704-3100

**Norwich Regional Office Towns:** Bozrah, Colchester, East Lyme, Franklin, Griswold, Groton, Lebanon, Ledyard, Lisbon, Montville, New London, North Stonington, Norwich, Preston, Salem, Sprague, Stonington, Voluntown, Waterford. **Telephone:** (860) 823-5000

**Bridgeport Regional Office Towns:** Bridgeport, Easton, Fairfield, Monroe, Norwalk, Stratford, Trumbull, Weston, Westport.  
**Telephone:** (203) 551-2700

**Stamford Regional Office Towns:** Darien, Greenwich, New Canaan, Stamford, Wilton. **Telephone:** (203) 251-9300

**Waterbury Regional Office Towns:** Beacon Falls, Cheshire, Middlebury, Naugatuck, Oxford, Prospect, Southbury, Waterbury, Watertown, Wolcott. **Telephone:** (203) 597-4000

**Danbury Regional Office Towns:** Bethel, Bridgewater, Brookfield, Danbury, New Fairfield, New Milford, Newtown, Redding, Ridgefield, Sherman. **Telephone:** (203) 207-8900

**Torrington Regional Office Towns:** Barkhamsted, Bethlehem, Canaan, Colebrook, Cornwall, Goshen, Hartland, Harwinton, Kent, Litchfield, Morris, New Hartford, Norfolk, North Canaan, Roxbury, Salisbury, Sharon, Thomaston, Torrington, Warren, Washington, Winchester, Woodbury. **Telephone:** (860) 496-6900

## The Connection

The Connection is a multi-faceted, statewide human service and community development agency offering an array of services in the areas of Behavioral Health, Child and Family Welfare, Community Development, Community Justice, Housing, Sexual Abuse and Trauma, Women's Services, Youth Development and Asset Building. **Address:** 955 South Main Street, Middletown CT 06457. **Telephone:** (860) 343-5500 ext. 2125. **E-mail:** [herb@theconnectioninc.org](mailto:herb@theconnectioninc.org). **Website:** [theconnectioninc.org](http://theconnectioninc.org).

## The Consultation Center

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

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

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

**Community Support Services Team:** An on-site collaborative of health, mental health, community support, and social services offered to students and their families at the Riverside Educational Academy.

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

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

**Early Childhood Training and Consultation:** Provides training and consultation in psychosocial development of young children and in early childhood programming and design.

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

**Grandparents Raising Grandchildren:** An educational and support program for grandparents who are raising their grandchildren.

**The Natural Supports Program:** Designed to help family caregivers of the frail elderly manage the responsibility of providing care.

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

**Address:** 389 Whitney Avenue, New Haven, CT 06511. **Telephone:** (203) 789-7645. **Website:** [theconsultationcenter.org](http://theconsultationcenter.org).

## 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 Immigration and Naturalization Service. Charges for services are based on a person's ability to pay. The IIC can also assist victims of human trafficking. **Address:** 670 Clinton Avenue, Bridgeport, CT 06605. **Telephone,** 24-hour: (203) 336-0141. Satellite offices are located in **Hartford,** (860) 692- 3085, and **Stamford,** (203) 965-7190. **E-mail:** [iiconn@aol.com](mailto:iiconn@aol.com). **Website:** [members.aol.com/iiconn](http://members.aol.com/iiconn).

## Town and City Services

Most municipalities offer some support services to their residents. Cities and towns often provide food, clothing, special funds, employment, counseling, information and referral, and case management. Many towns have a Youth Service Bureau to help young people and a Municipal Agent to assist the elderly. The nature and number of services provided varies, but even when such services are not available through town government, nearby community-based social service personnel can usually refer individuals to the right place for assistance.

## The Salvation Army

At 30 Corps Community and Worship Centers and through 53 Service Extension volunteer units, the Salvation Army's programs are delivered to thousands of men, women and children, without discrimination, throughout Connecticut. The Army's programs and services include, but are not limited to: Family & Youth Shelters (Hartford & Waterbury); The Right Place School Readiness & Family Resource Center (Hartford, Danbury, Meriden); Food and Clothing Bank (Winsted); Grandparents' Support Group (Hartford); Young Parents Program (Hartford); Adult Drug & Alcohol Rehabilitation Center (Hartford, Bridgeport, New Haven); Girls, Inc. (Hartford); AIDS Ministries of Connecticut – food for life pantries (Stamford & Bristol); Senior Center (Hartford); Camp CONNRI –Youth (Ashford); CONNRI Lodge Retreat & Conference Center – Senior Summer Retreat (Ashford); Homeless Prevention Programs (Hartford, Danbury); After School Programs (Hartford, Manchester, Meriden, Stamford, Willimantic); Men's Lodge (New Britain).

Thrift stores, soup kitchens, feeding and nutrition programs, friendly visitors, food and clothing banks and other services are available throughout the Division. To learn about specific services in your area, contact a local Army Corps office listed below. **Address:** 855 Asylum Avenue, Hartford, CT 06105. **Telephone:** (860) 543-8406, **Website:** [salvationarmy-ct-ri.org](http://salvationarmy-ct-ri.org).

Ansonia	26 Lester Street, 06401	(203) 736-0707
Bridgeport (Citadel)	30 Elm Street, 06611	(203) 334-0995
Bristol	19 Stearns Street, 06011	(860) 583-4651 (860) 583-4652
Danbury	15 Foster Street, 06810	(203) 792-7505
East Hartford	1535 Forbes Street, 06118	(860) 568-8513
Hartford (Citadel)	225 Washington Street, 06126	(860) 543-8414
Hartford (Temple)	217 Washington Street, 06126	(860) 543-8427
Hartford (Northend)	100 Nelson Mandela Way, 06143	(860) 543-8419
Hartford	855 Asylum Avenue, 06105	(860) 543-8400
Manchester (Citadel)	661 Main Street, 06040	(860) 649-7787
Meriden	23 St. Casimir Drive, 06450	(203) 235-6532
Middletown	515 Main Street, 06457	(860) 347-7493
New Britain	78 Franklin Square, 06050	(860) 225-8491 (860) 223-8402
New Haven (Citadel)	450 George Street, 06511	(203) 624-9891
New London	11 Governor Winthrop Blvd., 06320	(860) 443-6409
Norwalk	14 Byington Place, 06850	(203) 866-2125
Norwich	262 Main Street, 06360	(860) 889-2329 (860) 889-2330
Stamford	432 Fairfield Avenue, 06904	(203) 359-2320
Torrington	234 Oak Avenue, 06790	(860) 482-3569
Waterbury	74 Central Avenue, 06720	(203) 754-7056
Willimantic	316 Pleasant Street, 06226	(860) 423-0977

### Salvation Army Thrift Stores

Bloomfield	1051 Blue Hills Avenue, 06132	(860) 726-1979
Bridgeport	1313 Connecticut Avenue, 06607 1174 East Main Street, 06608	(203) 367-1089 (203) 384-6934
Bristol	1235 Farmington Avenue, 06604	(860) 314-2391
Brooklyn	Brooklyn Commons (Route 6), 06234	(860) 779-1970
Danbury	129 Main Street, 06810	(203) 792-9799

East Hartford	801 Silver Lane, 06118	(860) 568-4300
Enfield	565 Enfield Street, 06082	(860) 741-3364
Hamden	1359 Dixwell Avenue, 06514	(203) 230-2323
Manchester	285 Broad Street, 06040	(860) 646-6216
Mansfield	Route 195 Storrs Road, 06250	(860) 423-3318
New Britain	165 Arch Street, 06050	(860) 224-3833
New Haven	274 Crown Street, 06511	(203) 776-2448
New London	170 Bank Street, 06320	(860) 443-1116
Rockville	166 Union Street, 06066	(860) 872-1434
Stamford	896 Washington Blvd., 06901	(203) 975-7630
Torrington	57 Main Street, 06790	(860) 489-7170
Wallingford	286 South Colony Road, 06492	(203) 269-3371
West Hartford	160 Shield Street, 06110	(860) 953-6104

Hartford To arrange for Pickups Only 1-800-842-7356

## The Hispanic Health Council (HHC)

HHC combines community-based research with high-quality service programs to provide outstanding care to the poor and underserved. HHC's research explores a wide range of community health and nutrition issues. The service programs draw upon the results of the research to provide high-quality prevention, intervention and community-based educational programs. HHC operates five centers of excellence listed below.

**Center for Community Nutrition:** Improve the nutritional well-being of low-income people through a variety of marketing strategies that reach thousands of families. The Center has pioneered a unique clinical/community peer counseling model of breastfeeding that helps low-income Latinas overcome barriers to breastfeeding.

**Center for Women & Children's Health:** Facilitates positive health practices and outcomes for women and children through outreach, case management, support group facilitation, referrals, and advocacy. The Comadrona program provides culturally-tailored case management for pregnant mothers and their infants.

**Center for Youth & Families:** Provides innovative leadership development for middle and high school youth. Young Voices in Direct Action (Young VIDA!) offers skills in civic engagement and community organizing to help youth make a real difference in their community. Discovering Hartford explores the city's history through art and architecture.

**Center for Risk Reduction:** Responds to unmet needs in the community for direct services, prevention education and support for vulnerable populations who are at high-risk for substance abuse and infectious diseases. Services include: HIV/AIDS counseling, prevention, testing and case management; child abuse prevention education and support for young Latina mothers; and services for youth with substance abuse problems.

**Center for Community Health Research:** Conducts high-quality community-based research that improves health education, increases public awareness and empowerment, and leads to more effective health interventions.

**Address:** 175 Main St., Hartford, CT 06106. **Telephone:** (860) 527-0856. **Website:** [hispanichealth.com](http://hispanichealth.com).

# Advocacy and Legal Assistance

## Connecticut Association for Human Services (CAHS)

CAHS is a statewide organization dedicated to reducing poverty, strengthening families and reconnecting communities. Through advocacy, outreach, public education, and research, CAHS helps families meet their basic needs, achieve self-sufficiency, and build assets for a future of economic security. CAHS forms creative community-based partnerships that advance realistic solutions to a broad range of social policies that affect lower-income families.

Community outreach workers disseminate information to social service agencies in cities and towns across Connecticut to increase participation in hunger and nutrition programs – especially federal Food Stamps – child care subsidies, and financial education. CAHS offers practical tools to promote financial literacy, access to tax credits and asset building. Publications such as *Your Family's Money, Simple Ways to Build a Better Future*, and *Your Family's Money: Managing Debt & Credit*, are available in English and Spanish, with a companion guide for case managers called *Your Client's Money: Practical Tools for Family Economic Success*. CAHS also supports free tax preparation sites, which link filers with the federal Earned Income Tax Credit (EITC) and other opportunities to improve their financial situation.

CAHS produces the annual KIDS COUNT Data Book for Connecticut, a compendium of national, state, and local research on the well-being of children living in Connecticut. Periodic policy briefs related to family economic success serve to inform legislators and others working to assist lower income families. CAHS' recent report about the working poor, *Sowing Prosperity: Low Income Families and Connecticut's Economic Future*, highlights the importance of linking economic and workforce development policies with education and social service programs that benefit low income workers as a means of strengthening the state's economy.

CAHS mobilizes public support for increased access to affordable, quality child care; workforce development; health care; and asset-building programs. CAHS provides decision-makers with innovative solutions to human service problems and holds conferences and workshops on these issues to inform the press and voting public. **Address:** 110 Bartholomew Avenue, Suite 4030, Hartford, CT 06106-2201. **Telephone:** (860) 951-2212. **E-mail:** [info@cahs.org](mailto:info@cahs.org). **Website:** [cahs.org](http://cahs.org).

## Connecticut Voices for Children

Connecticut Voices for Children promotes the well-being of all of Connecticut's young people and their families by advocating for strategic public investments and prudent public policies. It advances its mission through high quality research and analysis; strategic communications; citizen education; and development of the next generation of advocates. The primary areas of current focus are family economic security; education; foster care; health and mental health; youth development; state and federal tax and budget issues; and the benchmarking and tracking of indicators of child and family well-being. In addition to producing multiple research reports and publications and an electronic newsletter *E-Notes*, Connecticut Voices also maintains specialty listservs on HUSKY health care, the federal budget, and youth issues. **Advocates**

for Connecticut's Children and Youth is a partner organization that lobbies on children's issues. **Address:** 33 Whitney Avenue, New Haven, CT 06510. **Telephone:** (203) 498-4240. **E-mail:** [voices@ctkidslink.org](mailto:voices@ctkidslink.org). **Website:** [ctkidslink.org](http://ctkidslink.org).

## Civil Law

### Legal Services of Connecticut

Connecticut's legal assistance programs provide free legal services to income-eligible people in crisis situations that involve civil law, not criminal law. Direct representation, legal counseling, referrals and legal self-help materials are available. Assistance is provided in a variety of areas of law including housing; family; special education; public benefits; access to medical coverage and treatment; employment; energy assistance; Medicare, Social Security disability and the rights of elderly people and people with disabilities. Legal Services of Connecticut, Inc. screens cases for all civil legal assistance programs in the state, providing brief services and advice, community education materials, and, where appropriate, referrals to local legal services offices for all non-criminal-related matters.

**Statewide Toll-free Telephone:** 1-800-453-3320 **Telephone:** (860) 344-0380. Elder applicants and those referred by social services agencies or government offices should directly contact a local legal assistance office listed below. In addition, a Consumer Law Project for Elders can be accessed via **Toll-free Telephone:** 1-800-296-1467. Telephone-based translation services are available in virtually all languages.

Bridgeport	Connecticut Legal Services (CLS) *	(203) 336-3851 1-800-809-4434
Hartford	Greater Hartford Legal Aid	(860) 541-5000
Meriden	Connecticut Legal Services	(203) 237-7896
New Britain	Connecticut Legal Services *	(860) 225-8678 1-800-233-7619
New Haven	New Haven Legal Assistance	(203) 946-4811
New London	Connecticut Legal Services *	(860) 447-0323 1-800-413-7798
Norwalk	Connecticut Legal Services	(203) 899-2451
Stamford	Connecticut Legal Services *	(203) 348-9216 1-800-541-8909
Waterbury	Connecticut Legal Services *	(203) 756-8074 1-800-413-7797
Willimantic	Connecticut Legal Services *	(860) 456-1761 1-800-413-7796

### Lawyer Referral Service

The Lawyer Referral Service of the Connecticut Bar Association can recommend a private attorney who, for a nominal consultation fee, will assess a case and provide an estimate of charges. **Address:** 30 Bank Street, P. O. Box 350, New Britain, CT 06050-0350. **Telephone:** (860) 223-4400. **E-mail:** [ctbar@ctbar.org](mailto:ctbar@ctbar.org). **Website:** [ctbar.org](http://ctbar.org).

Fairfield County	(203) 335-4116
Hartford, Litchfield, Middlesex, Tolland & Windham Counties	(860) 525-6052
New Haven County (incl. Waterbury)	(203) 562-5750
New London/Norwich (M-W-F)	(860) 889-9384

## Health

### HUSKY

HUSKY Infoline is a program of the United Way of Connecticut and 2-1-1 Infoline, providing information, referral and specialized customer service coordination on behalf of HUSKY members. Families enrolled in the HUSKY health insurance plan can call for help if they have problems getting services from their HUSKY health plan or have questions about HUSKY services. Assistance is available in multiple languages. **Hours:** 8:30 a.m.–6 p.m. **Confidential Toll-free Telephone:** 1-877-CT-HUSKY (1-877-284-8759).

### Department of Health (DPH)

**Complaints about health care services** are handled through DPH, Division of Health Systems Regulation. **Address:** 410 Capitol Avenue - MS#12HSR, P.O. Box 340308, Hartford, CT 06134-0308. **Toll-free Hotline:** 1-800- 828-9769.

**About Health Care Institutions** - Consumers can obtain information or file a complaint about the care and services they were provided at a health care facility such as a hospital, nursing home or out-patient clinic. **Telephone:** (860) 509-7400 or write to DPH.

**About Health Care Professionals** - Any person can obtain information, request a petition, or file a complaint against a health professional licensed by DPH. **Toll-free Hotline:** 1-800-842-0038, or write to DPH.

**About Home Health Care Agencies** - Any consumer can obtain information or file a complaint about home health agencies and services. **Toll-free Hotline:** 1-800-828-9769 or write to DPH.

### Center for Medicare Advocacy

The Center for Medicare Advocacy provides legal assistance, education, analysis and advocacy to advance fair access to Medicare and health care. **Address:** P.O. Box 350, Willimantic, CT 06226. **Toll-free Telephone:** 1-800-262-4414. **Telephone:** (860) 456-7790, TDD available. **E-mail:** [center@medicareadvocacy.org](mailto:center@medicareadvocacy.org). **Website:** [medicareadvocacy.org](http://medicareadvocacy.org).

### AIDS Legal Network (ALN) for Connecticut

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 are willing and able to represent people with HIV. ALN links persons with HIV-related legal needs with these attorneys at no cost. ALN also offers legal education and legal technical assistance, in the areas of family law, government benefits and advance directives to people working in the HIV service community and to family members/support givers. **Address:** 999 Asylum Avenue, 3<sup>rd</sup> Floor, Hartford, CT 06105. **Toll-free Telephone:** 1-888- 380-3646. **Telephone:** (860) 541-5027. **TTY:** (860) 541-5069.

### Qualidigm®

Qualidigm®, formerly CPRO, is a nationally recognized consulting and research company dedicated to improving the quality and safety of health care. It is the Medicare Quality Improvement Organization (QIO) for

Connecticut and a designated Patient Safety Organization (PSO). Qualidigm® is authorized to intervene on behalf of Medicare beneficiaries on quality of care issues or with hospital notices of non-coverage for beneficiaries with traditional Medicare or a Medicare managed care plan. **Address:** 100 Roscommon Drive, Middletown, CT 06457. For questions about Medicare or to request a case review, call our **Toll-free Medicare Beneficiary Helpline:** 1-800-553-7590. For all other questions, **Telephone:** (860) 632-2008. **Website:** [www.qualidigm.org](http://www.qualidigm.org).

## Advocacy Unlimited

Advocacy Unlimited is a mental health consumer's organization which offers people with psychiatric disabilities free advocacy, education, information and referrals for mental health services in Connecticut. The agency also provides speakers on the subjects of mental illness and community mental health resources. **Telephone:** 1-800-573-6929 (toll-free) or (860) 667-0460. **E-mail:** [info@mindlink.org](mailto:info@mindlink.org). **Website:** [mindlink.org](http://mindlink.org).

## Children

### 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 throughout the state that promote children's well-being and best interests. Its mission is to oversee the protection and care of children and to advocate for their well-being. **Address:** 18-20 Trinity Street, Hartford, CT 06106. **Toll-free Telephone:** 1-800-994-0939. **Telephone:** (860) 566-2106. **Website:** [ct.gov/oca](http://ct.gov/oca).

### Connecticut Parent Advocacy Center (CPAC)

CPAC is a statewide, nonprofit organization that offers information and support to families of children and young adults – from birth to age 21 – with any disability or chronic illness. CPAC believes that parents can be the most effective advocates for their children, given the confidence that knowledge and understanding of special education law and its procedures can bring. 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; speaks with parents on a daily basis; and serves on numerous statewide committees. **Address:** 338 Main Street, Niantic, CT 06357. **Telephone V/TTY:** (860) 739-3089. **Toll-free Telephone:** 1-800-445-CPAC (2722). Fair Haven Community Health Center satellite office **Telephone:** (203) 776-3211. **E-mail:** [cpac@cpacinc.org](mailto:cpac@cpacinc.org). **Website:** [cpacinc.org](http://cpacinc.org).

### Children's Law Center

The Children's Law Center provides legal representation by court appointment for children in Family Court in the Hartford and New Britain judicial districts. *Families in Transition* is a child-centered mediation program which uses a male/female mental health professional and attorney mediation team. Legal information can be sought through the Children's Law Line regarding family law issues. **Address:** 30 Arbor Street South, Hartford, CT 06106. **Telephone:** (860) 232-9993. **Toll-free Children's Law Line:** 1-888-LAW-DOOR (529- 3667). **E-mail:** [clc@clcct.org](mailto:clc@clcct.org). **Website:** [clcct.org](http://clcct.org).

## Elders

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

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

### Connecticut Lawyers Legal Aid to the Elderly (CLLAE)

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

### Consumer Law Project for Elders

Connecticut Legal Services offers free legal assistance for people 60 and over with consumer questions or problems through its newest project, the Consumer Law Project for Elders. Seniors can call a Hotline with any consumer question or problem, including identity theft, debt collection, credit repair, scams, automobile fraud, home improvement fraud and predatory lending. Callers are provided with legal assistance ranging from advice to representation. **Toll-free Hotline:** 1-800-296-1467.\*

## Denial of Federal or State Benefits

**Social Security:** If the Social Security Administration (SSA) denies benefits or issues a decision deemed unsatisfactory, an appeal can be made at the SSA office within 60 days from the time that written notice is received. To obtain information regarding rights or assistance in preparing for an appeal, contact the local Legal Services office or a private attorney. Names of private attorneys who handle Social Security matters can be obtained by calling the nearest Lawyer Referral Service. Attorneys generally do not become involved in such cases until the Administrative Law Judge Hearing stage, and usually handle the case on a contingency fee basis (charging for their services only if they win). Their fees must be approved by SSA or a court.

**SSI:** The same procedures for Social Security denial apply to SSI.

**Food Stamps:** If Food Stamps are denied, a request for a hearing must be made within 90 days of the date of the decision notice. To request a hearing, **contact a local DSS office or write to:** Fair Hearing Unit, Department of Social Services, 25 Sigourney Street, Hartford, CT 06106. Be sure to include your name and address. You can also request a Fair Hearing by calling **Toll-free Telephone: 1-800-462-0134**. **Also see Legal Assistance and Legal Services in this book.**

**SAGA:** If assistance is denied, a hearing may be requested at the local office to review the decision. A state fair hearing may be requested to review a decision by the city or town. Legal assistance for a fair hearing may be obtained from a local Legal Services office.

**Temporary Family Assistance:** If assistance is denied, requests for appeals must be made within 60 days of the date of the decision notice. To request an appeal, write to Administrative Hearings, Department of Social Services, 25 Sigourney Street, Hartford, CT 06106. Name and address must be included. Information and assistance in preparing for a fair hearing can be obtained from a local Legal Services office.

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

Bridgeport	350 Fairfield Avenue 06604 6th Floor, Suite 601	(203) 579-6271
Hamden	39 Marne Street 06514	(203) 230-3700
Hartford	3580 Main Street 06120 2nd Floor, Room 212	(860) 566-5262
Norwich	113 Salem Turnpike 06360 North Building, Suite 101	(860) 892-2253
Waterbury	249 Thomaston Avenue 06702	(203) 596-4138
Wethersfield	38 Wolcott Hill Road 06109	(860) 566-1494

## Women

### Family Violence Victim Advocate Program

The Family Violence Victim Advocate Program provides advocates for victims of family violence in each of the 21 Geographical Area Courts. It is managed by the Connecticut Coalition Against Domestic Violence (CCADV). **Address:** 90 Pitkin Street, East Hartford, CT 06108. **Telephone:** (860) 282-7899.

### Connecticut Coalition Against Domestic Violence (CCADV)

CCADV is a membership organization whose purpose is to end domestic violence by changing the social conditions, beliefs and actions that perpetuate abuse. **Address:** 90 Pitkin Street, East Hartford, CT 06108. **Telephone:** (860) 282-7899. **Emergency Statewide, Toll-free Domestic Violence Hotline:** 1-888-774-2900. **Website:** ctcadv.org. **Also see Crisis Intervention and Family Emergencies in this book.**

### Connecticut Sexual Assault Crisis Services (CONNSACS)

CONNSACS is a statewide association of sexual assault crisis programs, which work to end sexual violence through victim assistance, community education and public policy advocacy. CONNSACS seeks and administers funds to develop and support its member organizations; provides a forum for the exchange of skills and information regarding the response to, and prevention of, sexual assault and sexual abuse; and serves as a mechanism for the development and maintenance of appropriate standards of service for rape crisis centers. CONNSACS advocates for

public policy changes; promotes public awareness; and provides training and technical assistance to local, state, national, and international organizations. **Address:** 96 Pitkin Street, East Hartford, CT 06108. **Telephone:** (860) 282-9881. **E-mail:** [info@connsacs.org](mailto:info@connsacs.org). **Website:** [connsacs.org](http://connsacs.org). **Emergency Statewide Toll-free Hotline:** 1-888-999-5545.

### Connecticut Women's Education and Legal Fund (CWEALF)

CWEALF is a statewide, nonprofit organization which provides legal information, referrals and advocacy on family, employment, education and civil rights law. Through CWEALF's toll-free Information & Referral Service people can access – in English and Spanish – information and resources for assistance on discrimination, harassment and family matters such as divorce, child support and custody. A Community Advocate is available to meet in person in the Greater Hartford area. **Address:** 135 Broad Street, Hartford, CT 06105. **Telephone:** (860) 524-0601. **Toll-free Telephone:** 1-800-479-2949; **E-mail:** [cwealf@cwealf.org](mailto:cwealf@cwealf.org). **Website:** [cwealf.org](http://cwealf.org).

## Disabilities

### Office of Protection and Advocacy for Persons with Disabilities (OP&A)

State of Connecticut OP&A provides information on disability rights and services; advocates for people with disabilities who have been discriminated against or who are experiencing difficulty securing relevant supports and services; provides legal assistance within existing resources; investigates complaints of abuse and neglect of adults with mental retardation and psychiatric disabilities; provides training and technical assistance; and supports the development of community advocacy groups. **Address:** 60B Weston Street, Hartford, CT 06120-1551. **Telephone:** (860) 297-4300. **Toll-free V/TDD:** 1-800-842-7303. **TDD:** (860) 297-4380. **E-mail:** [OPA-information@po.state.ct.us](mailto:OPA-information@po.state.ct.us). **Website:** [ct.gov/opapd](http://ct.gov/opapd).

### Connecticut Legal Rights Project (CLRP)

CLRP provides free legal assistance and advocacy for low-income adults who have, or are perceived to have, psychiatric disabilities. CLRP's advocacy focuses on an individual's treatment-related rights and civil rights, particularly with regard to housing matters. CLRP staff may also assist clients on cases which involve protecting their civil rights in conservatorship and commitment proceedings, or in housing discrimination. **Main Office Address:** P.O. Box 351, Silver Street, Middletown, CT 06457. **Toll-free Telephone:** 1-877-402-2299. **Telephone:** (860) 262-5030. Other CLRP offices: **Bridgeport** (203) 551-7638; **Hartford** (860) 297-0808; **New Haven** (203) 974-7715; **Newington** (860) 666-7626; **Norwich** (860) 859-4703.

## Housing

### Connecticut Coalition to End Homelessness (CCEH)

CCEH is a statewide coalition of shelters, transitional living programs, religious organizations, social service agencies and other organizations and individuals concerned about homelessness. CCEH supports programs

providing services to people who are homeless and identifies and eradicates the root causes of homelessness through advocacy, public education, training, and empowering people who are homeless. **Address:** 30 Jordan Lane, Wethersfield, CT 06109. **Telephone:** (860) 721-7876. **E-mail:** [info@cceh.org](mailto:info@cceh.org). **Website:** [cceh.org](http://cceh.org).

## Connecticut 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. **Hartford Office:** 221 Main Street, Suite 204, Hartford, CT 06106. **Telephone:** (860) 247-4400. **New Haven Office:** 171 Orange Street, New Haven, CT 06510. **Telephone:** (203)-772-3247.

## Partnership for Strong Communities

The Partnership for Strong Communities raises public awareness and advances solutions to end chronic homelessness, create affordable housing, and build healthy and economically vital communities. The Partnership works with government and the private and nonprofit sectors. By collecting and sharing information on effective housing policy and best practices, The Partnership seeks to connect policymakers with private lenders and housing experts to help produce affordable and supportive housing. **Address:** 227 Lawrence St., Hartford CT 06106. **Telephone:** (860) 244-0066. **Website:** [ctpartnershiphousing.com](http://ctpartnershiphousing.com).

## *Civil Rights*

### Connecticut Commission on Human Rights and Opportunities (CHRO)

CHRO is the state's chief civil rights law enforcement agency. It receives and investigates complaints alleging discrimination in employment, housing, public accommodations and credit transactions 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, 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. **Website:** [ct.gov/chro](http://ct.gov/chro).

## *End of Life*

### Compassion & Choices

Counselors and volunteers at Compassion & Choices 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 providing 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, palliative care, withholding and withdrawal of treatment, VSED and other legal alternatives. There is no fee for service. Volunteers from

Connecticut are available after an initial screening through the national client support unit. **National Toll-free Telephone:** 1-800-247-7421.

## Department of Social Services (DSS)

**Living Wills and Affidavits:** Forms to be used to ensure the individual's wishes in the case of terminal illness or permanent unconsciousness may be obtained in the Healthcare Planning Packet from the Center for Medicare Advocacy **Toll-free, 1-800-262-4414; or for information, call DSS toll-free: 1-866-218-6631.**

# Resources for Service Providers

## Connecticut Association of Nonprofits (CAN)

CAN is a private, nonprofit organization providing services to nonprofit organizations in Connecticut. These services include: information; professional training; insurance; group purchasing programs; advocacy and much more. CAN publishes monthly and bi-monthly informational updates and newsletters. **Address:** 90 Brainard Road, Hartford, CT 06114. **Telephone:** (860) 525-5080. **Website:** [ctnonprofits.org](http://ctnonprofits.org).

## Connecticut Association for Home Care (CAHC)

CAHC is a nonprofit organization that advocates for and educates nonprofit and for-profit state-licensed home health care agencies, homemaker/home health aide agencies, homemaker/companion agencies and hospice agencies operating in Connecticut. **Address:** 110 Barnes Road, Wallingford, CT 06492. **Telephone:** (203) 265-9931. **E-mail:** [smith@chime.org](mailto:smith@chime.org). **Website:** [cthomecare.org](http://cthomecare.org).

## Connecticut Community Providers Association (CCPA)

CCPA is a private, nonprofit organization that represents agencies that provide support for people with disabilities – children and adults – with addictions, mental illness, developmental and physical disabilities and special needs. CCPA offers education and training, technical assistance, contract development, and a job bank. **Address:** 35 Cold Springs Road, Suite 522, Rocky Hill, CT 06067. **Telephone:** (860) 257-7909. **TDD:** (860) 529-2480. **E-mail:** [ccpamail@ccpa-inc.org](mailto:ccpamail@ccpa-inc.org). **Website:** [ccpa-inc.org](http://ccpa-inc.org).



## Legal Assistance Resource Center of Connecticut (LARCC)

LARCC advocates legislatively and administratively for policies which benefit low-income people. In collaboration with legal services programs, LARCC produces community education pamphlets, self-help materials and other brief reports. All publications are available on the website. LARCC sponsors the Connecticut Alliance for Basic Human Needs (CABHN), a statewide information and advocacy network, which publishes a free newsletter. **LARCC does not represent individual clients.** **Address:** 80 Jefferson Street, Hartford CT 06106. **Telephone:** (860) 278-5688. **E-mail:** [larccmail@larcc.org](mailto:larccmail@larcc.org). **Website:** [larcc.org](http://larcc.org). **See Legal Assistance in this book.**

## Connecticut Primary Care Association (CPCA)

CPCA promotes the delivery of comprehensive, accessible, family oriented and community-based health care. The primary focus of CPCA is the education of the public, health policymakers and health care providers. CPCA provides on-going information on the clinical performance of community health centers to the public, the state's decision-makers and elected officials. **Address:** 90 Brainard Road, Suite 101, Hartford CT 06114. **Toll-free Telephone:** 1-888-294-2722. **Telephone:** (860) 727-0004. **Website:** [ctpca.org](http://ctpca.org).

## Connecticut Housing Coalition

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

## Connecticut Psychological Association (CPA)

CPA provides opportunities for professional growth and the increase and diffusion of psychological knowledge through the exchange of ideas and information by means of meetings, professional contacts, papers, discussions and the encouragement of research in psychology. **Address:** 342 North Main Street, West Hartford, CT 06117-2507. **Telephone:** (860) 586-7522. **E-mail:** [info@connpsych.org](mailto:info@connpsych.org). **Website:** [connpsych.org](http://connpsych.org).

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