



**Connecticut  
Light & Power**

The Northeast Utilities System



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

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

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

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

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

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

**CAHS**

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# Programs That Help People *2008-2010 Edition*

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## United Way 2-1-1

2-1-1 is Connecticut's statewide information, referral, and crisis intervention service. 2-1-1 specialists are backed by community representatives and an extensive computerized database of human services. They provide up-to-date information about agencies and programs; make referrals to appropriate community resources; and intervene in crises, including suicide prevention. Extensive information is available on child care, alcohol and drug treatment, elder services, maternal and child health, problem gambling, and many more helpful services and programs. Calls are free and confidential. 2-1-1 may be accessed 24 hours a day. TTY (for people who are hearing or speech impaired) and multi-lingual operators are available. The 2-1-1 database of statewide health and human services is available on-line at [www.211ct.org/referweb](http://www.211ct.org/referweb). **Some phones may not connect to 2-1-1. In such cases, use the toll-free number: (800) 203-1234.**

**Note: An asterisk (\*) near any entry in this directory signifies that a Spanish-speaking staff member is available.**

# The Basics

## Food

### Food Stamp Program

The state Department of Social Services (DSS) administers the United States Department of Agriculture's Food Stamp Program and 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. 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. 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. For more information about the Food Stamp Program call DSS **Toll-free:** (800) 842-1508, **End Hunger CT!:** (860) 560-2100 or **Connecticut Association for Human Services:** (860) 951-2212 x236 or **Hispanic Health Council:** (860) 527-0856. A complete list of local DSS offices can be found in the Multi-service Agencies section of this book.

### End Hunger CT!

End Hunger CT! Inc. is dedicated to ending hunger and promoting healthy nutrition. 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 [ctfoodstamps.org](http://ctfoodstamps.org). Child nutrition services include Summer Food Service Program participation grants and School Breakfast Programs. **Address:** 102 Hungerford Street, Hartford, CT 06106 **Phone:** (860) 560-2100 **Website:** [endhungerct.org](http://endhungerct.org)

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

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

WIC is a federally-funded supplemental food and nutrition education program for pregnant, postpartum and breastfeeding women, infants to age one, and children up to the age of five. WIC provides nutrition information and vouchers for healthy food such as, eggs, milk, beans, cheese, juice, cereal, peanut butter and infant cereal and formula. Information on breastfeeding and healthy eating are provided as well as Farmers' Market coupons for designated months. Eligibility is based on income, residency, certification of nutritional risk, and a physical presence requirement, which means having a WIC employee see your child. Applications are accepted at local WIC offices listed below or **Contact:** State WIC Office, Department of Public Health, 410 Capitol Avenue, MS#11WIC, Hartford, CT 06134 **Toll-free:** (800) 741-2142 **Phone:** (860) 509-8084\*

<b>Bridgeport</b> .....	(203) 576-8072
<b>Bristol</b> .....	(860) 585-3280
<b>Danbury</b> .....	(203) 797-4629
<b>East Hartford</b> .....	(860) 291-7323
<b>Hartford:</b>	
Coventry Street .....	(860) 543-8835
Park Street .....	(860) 722-8030
<b>Naugatuck</b> .....	(203) 888-1271
<b>New Britain</b> .....	(860) 225-8695
<b>New Haven:</b>	
Fair Haven Clinic .....	(203) 773-5007
Hill Health Center .....	(203) 503-3080
Hosp. St. Raphael .....	(203) 789-3563
Yale / NH Hosp. ....	(203) 688-5150
<b>New London</b> .....	(860) 444-0006
<b>Norwalk</b> .....	(203) 854-7885
<b>Norwich</b> .....	(860) 889-1365
<b>Meriden</b> .....	(203) 630-4245
<b>Middletown</b> .....	(860) 344-8014
<b>Putnam</b> .....	(860) 928-3660
<b>Rockville / Vernon</b> .....	(860) 875-0602
<b>Stamford</b> .....	(203) 977-4385
<b>Torrington</b> .....	(860) 489-1138
<b>Waterbury</b> .....	(203) 574-6785
<b>Windham /Willimantic</b> .....	(860) 450-7405

### Serve New England Food Cooperative (SERVE)

SERVE is a food cooperative that offers monthly distributions of meats, produce and other grocery items at 30 – 50% discounts. Host sites – typically churches, senior centers, civic facilities or any accessible place where people gather are open to all persons regardless of age, race or income level. To qualify, participants complete two hours of volunteer service a month in their own communities and pay a small fee. 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. 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. **Toll-free:** (888) 742-7363 **Website:** [servenewengland.org](http://servenewengland.org)

### Cooperative Extension Food Services

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

<b>Bethel</b>	
67 Stony Hill Road .....	(203) 207-8440
<b>Brooklyn</b>	
139 Wolf Den Road .....	(860) 774-9600
<b>Haddam</b>	
UCONN Avery Point Campus.....	(860) 345-4511
<b>Groton</b>	
1884 Shennecossett Road, Bldg. 19 .....	(860) 887-1608
<b>North Haven*</b>	
305 Skiff Street.....	(203) 407-3161 / (203) 407-3169
<b>Torrington</b>	
1304 Winsted Road .....	(860) 626-6240
<b>Vernon</b>	
24 Hyde Avenue Extension Center .....	(860) 875-3331
<b>West Hartford*</b>	
UCONN West Hartford Campus.....	(860) 570-9010 / (860) 570-9061

## Cash Assistance

### Temporary Family Assistance (TFA)

TFA is a cash assistance program that provides basic human needs to families. It helps single- and two-parent families, and relatives who have the responsibility of caring for children under the age of 19. Many families eligible for TFA are also eligible for food stamps, medical assistance, and energy assistance. TFA is limited to 21 months, requiring adults to look for and find work; however, some families may be exempt from the time limit. Extensions to the 21-month limit can be granted in 6-month increments for families that have made good faith efforts to find work. 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. Applications are accepted at all Department of Social Services offices listed in the Multi-service Agency of this book. For information **Phone:** (860)-424-5540

### State-Administered General Assistance (SAGA)

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

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

Social Security, also called OASDI is a federal program for the retired and disabled, as well as 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. **Address:** Social Security Administration, 960 Main Street, 2<sup>nd</sup> Floor, Hartford, CT 06103. **National Toll-free:** (800) 772-1213 **Phone:** (860) 493-1857 **Website:** [socialsecurity.gov](http://socialsecurity.gov)\*

<b>Ansonia</b>	
307 Main Street .....	(203) 735-6201
<b>Bridgeport</b>	
3885 Main Street.....	(203) 365-8452
<b>Bristol</b>	
225 North Main Street, Room 400 .....	(860) 584-2716
<b>Danbury</b>	
131 West Street .....	(203) 748-3569
<b>East Hartford</b>	
580 Burnside Avenue .....	(860) 290-5420
<b>Hartford</b>	
960 Main Street 2 <sup>nd</sup> Floor .....	(860) 493-1857
<b>Meriden</b>	
One West Main Street.....	(203) 238-0346
<b>Middletown</b>	
425 Main Street.....	(860) 347-8562
<b>New Britain</b>	
233 Main Street 2 <sup>nd</sup> Floor .....	(860) 229-4844
<b>New Haven</b>	
150 Court Street, Room 325A.....	(203) 773-5201
<b>New London</b>	
2 Shaw's Cove, Room 203.....	(860) 443-8455
<b>Norwich</b>	
Thames Plaza, 101 Water Street.....	(860) 886-7118
<b>South Norwalk</b>	
24 Belden Avenue .....	(203) 849-1911
<b>Stamford</b>	
2 Landmark Square, Suite 105 .....	(203) 359-0030
<b>Torrington</b>	
147 Litchfield Street.....	(860) 489-1633
<b>Waterbury</b>	
95 Scovill Street .....	(203) 756-7476
<b>Willimantic</b>	
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 2008 benefit level is \$637 for one person, \$956 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. Contact a Social Security Office listed above.

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

The State Supplement program is a state income maintenance program administered by the Department of Social Services to supplement assistance under the federal Supplemental Security Income (SSI) program. However, actual receipt of federal SSI is not required. For example, recipients of a low monthly Social Security benefit, private pension, Veteran’s benefit, or limited income from another source may still qualify for the State Supplement. The benefit is based on a standard calculation of total need compared to the applicant’s income. Applicants must be age 65 and older, or at least 18 years old if disabled 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:** (800) 842-1508

## Housing

### Emergency Shelter Services

Emergency shelters provide the minimum necessities of life to individuals and families on a limited basis during a period of dislocation, crisis or emergency. Services which are available without regard to income may be restricted to particular ages, sex, population groups or referring agency. The Department of Social Services (DSS) funds emergency shelters that support individuals and families who have become homeless due to a variety of causes such as fire, eviction, unemployment and/or natural disaster. Emergency Shelter Services may include initial food and shelter, housing assistance, counseling, information and referral, crisis intervention and assistance with hygiene. Transitional Living Programs help facilitate the movement of homeless people into decent housing and stable living environments. Local emergency shelters are listed below or contact DSS for general information **Phone:** (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, 309 Brooks Street ..... (203) 366-2809

#### Bristol

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

#### Danbury

Harmony House Shelter  
5 Harmony Street..... (203) 792-8609

City of Danbury Shelter  
41 New Street..... (203) 796-1661

#### Danielson

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

#### 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 Street..... (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\*  
168 Davenport Avenue / 124 Sylvan Avenue ..... (203) 777-7173

Columbus House\*  
586 Ella Grasso Blvd..... (203) 773-9673

Emergency Shelter Management Services  
645 Grand Avenue ..... (203) 777-2522

Life Haven\*  
447 Ferry Street..... (203) 776-6208

Women in Crisis\*  
559 Howard Avenue ..... (203) 624-5798

#### New London

Covenant Shelter  
42 Jay Street ..... (860) 443-0537

Sound Community Services  
38 Green Street..... (860) 442-4289

#### Norwalk

Norwalk Emergency Shelter\*  
4 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 Shelters  
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 (*seasonal, closed in spring and summer*)  
123 Quinnipiac Street ..... (203) 294-0102

#### Waterbury

St. Vincent DePaul Shelter  
114 Benedict Street ..... (203) 573-9018

Salvation Army Family Emergency Shelter  
74 Central Avenue ..... (203) 756-1718

#### Westport

Interfaith Housing of Westport/Weston  
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 provides 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 **Phone:** (203) 492-4866 **Website:** [nhhr.org](http://nhhr.org)\*

## CT 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. **Phone:** (860) 424-5427

**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. **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. **Transitory 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). **Phone:** (860) 424-5578

## Housing Education Resource Center (HERC)

HERC provides housing information and resources to tenants, landlords, homeowners, agencies, and others. HERC’s Landlord/Tenant Information and Counseling program 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 operates a housing mobility program that 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. Programs include: Tenant Education Classes; Community Familiarization; Housing Search Assistance; Literature and Referrals; Lease and Landlord/Tenant Negotiation Assistance. **Phone:** (860) 296-4242 x101 **Website:** [herc-inc.org](http://herc-inc.org)\*

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

HUD’s mission is to increase homeownership, support community development and increase access to affordable housing free from discrimination. Programs include Rental Assistance through Housing Choice Vouchers; Low-Income Public Housing; and Elderly and Disabled Housing. Information is available from the Department of Economic and Community Development (DECD), (860) 270-8000; the Department of Social Services (DSS), (860) 424-5031; the Connecticut Housing Finance Authority (CHFA), (860) 721-9501; or the public housing authority or housing department in each town or city. A booklet, *Looking for HUD-Assisted Rental Housing in Connecticut*, can be obtained from the HUD office and the HUD website 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. **Phone:** (860) 240-4800 **TTY:** (860) 240-4665 **Website:** [hud.gov](http://hud.gov)\*

# Self-Sufficiency

## Jobs

### CTWorks

CTWorks Career Centers, also known as One Stops, offer free employment services for those interested in finding a job, upgrading job skills or starting a new career. With 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 JobCentral, 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 available at CTWorks Career Centers listed below. TTY/TDD numbers also available. **Website:** [ct.gov/dol](http://ct.gov/dol)

<b>Bridgeport</b> 2 Lafayette Square.....	(203) 455-2700
<b>Danbury</b> 152 West Street.....	(203) 731-2929
<b>Danielson</b> 95 Westcott Road.....	(860) 779-5850
<b>Enfield</b> 620 Enfield Street.....	(860) 741-4295
<b>Hamden</b> 37 Marne Street .....	(203) 859-3200
<b>Hartford</b> 3580 Main Street.....	(860) 256-3700
<b>Meriden</b> 85 West Main Street.....	(203) 238-6148
<b>Middletown</b> 645 S. Main Street .....	(860) 754-5000
<b>CT Job Bank</b> .....	(860) 754-5050
<b>New Britain</b> 260 Lafayette Street.....	(860) 827-6200
<b>New London</b> Shaw's Cove Six .....	(860) 439-7400
<b>Norwich</b> 113 Salem Turnpike, North Bldg., Suite 200.....	(860) 859-5600
<b>Torrington</b> 689 Main Street, Kmart Plaza .....	(860) 626-6220
<b>Waterbury</b> 249 Thomaston Avenue .....	(203) 437-3380
<b>Willimantic:</b> Tyler Square 1320 Main Street .....	(860) 465-2120
<b>TTY Number</b> .....	(860) 263-6074

### Dress for Success

Dress for Success helps low-income women transition into the workplace by providing job-retention programs, interview attire, employment attire, mentoring programs, coaching and support groups free of charge. Clients are referred by not-for-profit and government agencies. **Fairfield County:** (203) 333-6505; **Hartford Area:** (860) 525-5015. **Website:** [dressforsuccess.org](http://dressforsuccess.org)

### Transportation to Work (TTW)

TTW provides transportation to work for individuals transitioning off public assistance and for others earning low incomes. A job developer, an employer, or a group of five or more employees needing transportation assistance is encouraged to contact one of the following local TTW contractors:

**Northwest Regional Workforce Investment Board**  
**Waterbury** (203) 574-6971 x 448 **Toll-free:** (888) 353-5828

**Capitol Region Council of Governments**  
**Hartford** (860) 522-2217 x 33

**Regional Growth Connection**  
**New Haven** (203) 624-1493 x 245

**The WorkPlace**  
**Bridgeport** (203) 610-8544

**Eastern CT Workforce Investment Board**  
**Franklin** (860) 859-4100 x 22

## Adult Education

### Learn to Read

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

<b>Bridgeport</b> .....	(800) 345-7323 (203) 579-2208 (203) 334-6699
<b>Danbury</b> .....	(203) 748-4542 (203) 792-8260
<b>East Hartford</b> .....	(860) 528-7422
<b>Enfield</b> .....	(860) 253-3038
<b>Essex</b> .....	(860) 767-1202
<b>Hartford</b> .....	(860) 524-6853 (860) 240-5693 (860) 233-3853 (860) 236-4511 (860) 522-9622 x2315
<b>Meriden</b> .....	(203) 235-1714
<b>Middletown</b> .....	(860) 347-0337
<b>Milford</b> .....	(203) 878-4800
<b>New Britain</b> .....	(860) 229-7323 (877) 603-7323
<b>New Haven</b> .....	(203) 865-3867 (203) 752-1923 (203) 787-1025
<b>New London</b> .....	(860) 443-4800
<b>New Milford</b> .....	(860) 355-0830
<b>Norwalk</b> .....	(203) 853-7437 (203) 899-2489
<b>Norwich</b> .....	(860) 886-9096
<b>Stamford</b> .....	(203) 324-5214
<b>Waterbury</b> .....	(203) 754-1164
<b>Winchester</b> .....	(860) 379-0708

### Career and Adult Education

The State Department of Education mandates every school district 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 districts waive course fees or reduce them for senior citizens. Contact the local school district adult education office, or the Bureau of Adult Education. **Phone:** (860) 807-2050 **Website:** [state.ct.us/sde](http://state.ct.us/sde)

### Education & Employment Information Center (EEIC)

The Department of Higher Education operates the EEIC, which has information on education offerings at all levels: high school; colleges nationwide; adult; continuing education; and job training programs. The EEIC also has information on student financial aid, private occupational schools, job descriptions and listings of career and education counseling services. 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. **Address:** EEIC, 61 Woodland Street, Hartford, CT 06105 **Toll-free:** (800) 842-0229 **Phone:** (860) 947- 1810 **Website:** [ctdhe.org](http://ctdhe.org)\*

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

CONNTAC, Inc. provides no-cost assistance to Connecticut residents seeking to enter or re-enter postsecondary education. Services include academic and financial aid counseling, college referral services, 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. **Phone:** (203) 634-7669 **Website:** [conntacinc.org](http://conntacinc.org)\*

<b>Bridgeport</b> .....	(203) 332-5041
<b>Farmington</b> .....	(860) 255-3535
<b>Hartford</b> .....	(860) 906-5073
<b>Manchester</b> .....	(860) 512-3556
<b>Meriden/Middletown</b> .....	(860) 343-5800 x6999
<b>New Haven</b> .....	(203) 285-2216
<b>Norwalk</b> .....	(203) 857-7109
<b>Norwich</b> .....	(860) 383-5295
<b>Waterbury</b> .....	(203) 574-1140
<b>Willimantic</b> .....	(860) 774-1130 x364

### Opportunities Industrialization Centers (OIC)

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

<b>Bridgeport</b> .....	(203) 335-0577
<b>New London</b> .....	(860) 447-1731
<b>New Britain</b> .....	(860) 224-7151
<b>New Haven</b> .....	(203) 787-9910
<b>Waterbury</b> .....	(203) 756-7987

*Programs that Help People in Connecticut is available on-line at [cahs.org/publications](http://cahs.org/publications).*

*Succeeding in our economy depends not just on a job and income, but increasingly on an ability to handle personal finances, build up and use assets - to buy a car, put a down payment on a home, pay for higher education, start a business, or save for retirement. Yet more than half of Americans have few or no assets. Without assets, poor families will remain poor. This section outlines programs that help people start to save and accumulate assets.*

**CT Association for Human Services (CAHS)**

CAHS partners with a statewide network of agencies that provide support for those who want to learn more about managing household budgets, appropriate use of credit cards, and how to save for the future when you don't have much money. For example, some offer Individual Development Accounts (IDA). This type of savings account is targeted to low-income families. Each dollar the family contributes is matched with a dollar from an outside source. Many of the agencies prepare families for the responsibilities of homeownership. A complete listing of money management and asset-building services across the state can be found under "Publications" on the CAHS **Website:** [cahs.org](http://cahs.org)

**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. **Phone:** (860) 665-3540 **Website:** [cl-p.com](http://cl-p.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. CWCD also provides assistance to those seeking to establish or re-establish credit. The course is offered by the State Treasurer's Office in collaboration with the Centers for Financial Education (aka Consumer Credit Counseling Service) and local community-based partners. 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; Dealing with Delinquency; Bankruptcy; and Building/Rebuilding Credit. Successful graduates are registered with the three major national credit reporting agencies. **Phone:** (860) 702-3291 **Website:** [ct.gov/ott](http://ct.gov/ott)\*

**Consumer Credit Counseling Service (CCCS)**

CCCS, a division of Money Management International, is a HUD-approved counseling agency. CCCS provides free, confidential, in-person telephone and web-based financial counseling, money management and budgeting skills and also provides debt repayment planning assistance and bankruptcy counseling. Their Center for Financial Education offers educational seminars on financial management, credit issues, home buying and bankruptcy discharge. CCCS has local offices in East Hartford and Milford. **Toll-free:** (888) 845-5669. **Website:** [Moneymanagement.org](http://Moneymanagement.org)\*

**Internal Revenue Service (IRS)**

The IRS educates families about tax issues like the Earned Income Tax Credit (EITC), child tax credit and Individual Tax Identification Number (ITIN) certification for those who do not have a social security number. Working with local partners, tax returns are prepared at no charge through **Volunteer Income Tax Assistance (VITA)** and **Tax Counseling for the Elderly (TCE)** programs. VITA & TCE programs train volunteers to prepare simple tax returns, and in most cases, file the return electronically for the client. **Address:** 135 High Street, Hartford, CT 06103. **Phone:** (860) 756-4658 **Website:** [irs.gov](http://irs.gov)\*

*Homeownership*

**Housing Education Resource Center (HERC)**

**First Time Homeownership Classes** are offered by HERC as well as individual confidential counseling sessions on budget and credit; income-to-debt ratio evaluations; advantages and responsibilities of homeownership; special home buying financing programs, preparing for a loan application interview and a detailed review of the complete home buying process. Seminars for those purchasing multi-family dwellings and post-purchase counseling are also available. **Foreclosure Prevention Clinics** address the needs of those who are delinquent in their mortgage payments and need help to prevent their mortgage from going into default. Services include extensive financial and budget analysis to evaluate current and future ability to reconcile mortgage debt; an exploration of various loss mitigation strategies; determination of eligibility for special assistance programs; and working with lenders to facilitate resolution. **Housing Counseling Line (Tuesday and Friday, 9 a.m. – 5 p.m.):** (860) 296-4372 **Phone:** (860) 296-4242 (Homebuying x101, Foreclosure Prevention x106) **Website:** [herc-inc.org](http://herc-inc.org)\*

**Divine Mortgage Solutions (DMS)**

DMS works with homeowners who are facing foreclosure or are in foreclosure. DMS will work with clients to negotiate with lenders in obtaining loan modifications, loan restructuring plans and forbearance agreements, while offering counseling and support to the homeowner. **Phone:** (203) 367-8783, (203) 912-2985

**Homeownership**

These programs 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; savings programs; and help in choosing loan sources and obtaining loan approvals.

- Bridgeport**  
ACORN Housing ..... (203) 366-4180  
Bridgeport Neighborhood Trust ..... (203) 332-7977
- Danbury**  
CCCS of Southern New England ..... (800) 208-2227
- Hartford**  
Christian Activities Council ..... (860) 527-9860  
Co-Opportunity ..... (860) 236-3617x103  
Community Renewal Team, Inc..... (860) 560-4663  
Hartford Areas Rally Together ..... (860) 525-3449  
Housing Education Resource Center ..... (860) 296-4242  
Mutual Housing Association ..... (860) 296-1797  
Urban League..... (860) 527-0147x120
- New Britain**  
Neighborhood Housing Services ..... (860) 224-2433
- Norwich**  
Catholic Charities ..... (860) 889-8346
- Rocky Hill**  
Connecticut Housing Finance Authority ..... (860) 571-4396
- Stamford**  
CCCS of Southern New England ..... (800) 208-2227  
Housing Development Fund, Inc. .... (203) 969-1830  
Mutual Housing Association ..... (203) 359-6949  
Urban League ..... (203) 327-5810x105
- Waterbury**  
Neighborhood Housing Services..... (203) 753-1896

**American Dream Down-Payment Initiative (ADDI)**

ADDI will provide down payment, closing costs, and rehabilitation assistance to eligible individuals who must be first-time homebuyers interested in purchasing single-family housing. Additionally, individuals who qualify for ADDI assistance must have income not exceeding 80% of area median income. Contact the following regional offices:

- Greater Hartford**  
Urban Suburban Affordables ..... (860) 527-9860
- New London County**  
Eastern Connecticut Housing Opportunities ..... (860) 447-8055
- Central Regions**  
Neighborhood Housing Services..... (203) 562-4514
- New Haven**  
Empower New Haven..... (203) 776-2777
- Lower Fairfield County/Danbury**  
Housing Development Fund..... (203) 969-1830

**Habitat for Humanity**

Habitat for Humanity offers interest-free loans to qualifying families who wish 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.

- Bridgeport**  
1470 Barnum Avenue ..... (203) 333-2642
- Danbury**  
90 Shelter Rock Road ..... (203) 744-1392
- Northeast CT**  
P.O. Box 58, Danielson ..... (860) 928-6501
- Hartford**  
PO Box 1933 ..... (860) 541-2208x108
- Middletown**  
9 Pleasant Street..... (860) 343-9179
- New Haven**  
37 Union Street ..... (203) 785-0794
- Southeastern CT**  
377 Broad Street, New London ..... (860) 442-7890
- Northwest CT**  
P.O. Box 1, Salisbury ..... (860) 435-4747
- Waterbury**  
P.O. Box 1881 ..... (203) 596-0014
- Willimantic/Windham**  
P.O. Box 214 ..... (860) 423-7142

**Home Solutions -CRT**

Home Solutions is a statewide combined loan and grant program designed to offer financial assistance for Hazardous Materials Abatement; Septic System Repair, Replacement and Enlargement; and Senior Citizen Emergency Home Repairs and projects. Also included in the Home Solutions Program is the Energy Conservation Loan (ECL) that may only be used in conjunction with lead and asbestos abatement activities. Contact the CRT Middlesex Services Office **Phone:** (860) 347-4465 or **Toll-free:** (877) 254-6601 **Website:** [crct.org](http://crct.org)\*

## CT Housing Finance Authority (CHFA)

CHFA finances the purchase of existing housing, rehabilitation of sub-standard 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 the following. **Low-rate mortgages** to first-time homebuyers with low or moderate incomes; tenants in public or subsidized housing looking to move on to homeownership; 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 or veterans who were honorably discharged or surviving unmarried spouses or civil union partners of deceased veterans. **Down payment loans** to eligible homebuyers at below-market interest rates and secured by a second mortgage. **Urban Rehabilitation Funds** to purchase homes in need of repair in any of six major urban areas of the State. Eligible borrowers – whose employers agree to make a contribution towards employees’ down payment – who work in any of the six major urban areas and purchase homes in that area, receive a forgivable loan up to \$25,000 to rehabilitate the home. **Reverse Annuity Mortgage (RAM)** loans to lower-income elderly homeowners, 70 years of age or older, with long-term care needs. **Phone:** (860) 721-9501 x2019 **Spanish Speakers Phone:** (860) 571-434\* **Website:** [chfa.org](http://chfa.org)

## CT Housing Investment Fund (CHIF)

CHIF offers loan products to first-time homebuyers wishing to purchase a home anywhere in Connecticut. **Energy conservation loans** to qualified owners of single-family homes and multi-family apartment buildings help pay for the purchase and installation of heating systems, vinyl siding, roofing, windows, attic and wall insulation and alternative energy devices; and implementation of various cost-saving energy conservation measures. **Home Improvement Loans** are available to qualified owner-occupants of one- to four-unit properties. Eligible improvements include structural additions; remodeling of bathrooms and kitchens; elimination of health and safety hazards; roofing; and reconditioning or replacement of plumbing, air conditioning and electrical systems. While CHIF does not directly lend to borrowers, a step-by-step tutorial is available on-line that explains how to get in touch with participating lenders who pre-qualify applicants by reviewing credit history and verifying income and employment. In addition, the website is host to a vast array of resources on housing – including rental housing – and homeownership preparation and tools. It is best to begin with a trip to the **Website:** [chif.org](http://chif.org)

# Health Care

## Insurance

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

HUSKY is Connecticut’s health insurance program for children and families, 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 checkups and dental care; immunizations; counseling; vision care; durable medical equipment; and hospital care. All children enrolled in HUSKY are entitled to Early and Periodic Screening, Diagnosis, and Treatment (EPSDT), which is a formal vision, hearing, and developmental screening. All treatment for medically necessary services identified during the course of an EPSDT screening are covered.

HUSKY 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 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. **Toll-free:** (877) 284-8759 **TDD/TTY** (800) 410-1681 **Website:** [huskyhealth.com](http://huskyhealth.com)

Questions about EPSDT can be directed to **United Way 2-1-1**, or Department of Social Services **Toll-free:** (800) 842-1508

### Charter Oak Health Plan

Charter Oak Health Plan offers coverage to the uninsured and adults experiencing financial hardship in paying non-group premiums on their own. The State of Connecticut is contracting with three private insurers, Aetna Better Health, AmeriChoice of CT, and Community Health Network of CT - to coordinate benefits and medical providers. Individuals select one of these insurers and participating doctors. Monthly premiums and annual deductibles depend on household income. Charter Oak covers enrollees with pre-existing medical conditions (no exclusions). **Toll-free:** (877) 772-8625 **Website:** [charteroakhealthplan.com](http://charteroakhealthplan.com)

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

The Department of Social Services 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 and are not eligible for Medicaid or Medicare. 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. **Toll-free:** (800) 842-1508, or apply through any local Department of Social Services office listed under Multi-service Agencies in this book.

## Medicaid (Title XIX)

Medicaid provides coverage for a comprehensive array of health services and medical needs, including services not covered by Medicare. Some services require prior authorization from the Department of Social Services (DSS). 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. Eligibility depends in part on the size of the medical bills and the assets available to the family. Applications are made through any local Department of Social Services office listed under Multi-service 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 provide health care coverage and financial assistance in paying Medicare costs for certain Medicare beneficiaries. QMB pays Medicare premiums, deductibles and co-payments to fill the gaps in Medicare coverage by eliminating out-of-pocket expenses. The SLMB program pays the Medicare Part B premium only. The ALMB program also pays the full amount of the Medicare Part B premium per month. However, funding for the ALMB program 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. 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. **Toll-free:** (800) 609-5627, or visit a local Department of Social Services office listed under Multi-service Agencies in this book.

### Medicare Assignment Program (ConnMAP)

ConnMAP is a program for lower-income elders who meet residency requirements and are enrollees of Medicare Medical Insurance (Part B). It is designed to assure enrollees that health care providers who agree to treat them will not charge more than Medicare-approved rates for services covered by Medicare Part B. 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. Information and applications are available from local senior centers, municipal agents and some physicians’ offices or through the Department of Social Services **Toll-free:** (800) 443-9946 **Phone:** (860) 424-4925

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

ConnPACE pays the cost of prescription drugs that exceed \$16.25 per prescription. 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. **Toll-free:** (800) 423-5026 **Phone:** (860) 832-9265

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

**Community Health Centers**

Community Health Centers offer a wide variety of primary health care and other services for all age groups at an affordable cost. Improved health is achieved through provision of early detection, preventative care and treatment. Services may include: diagnostic, laboratory and radiological services; family planning; prenatal, maternal and child health care; pharmaceutical services; mental health services; social services; and health promotion programs. Bilingual services are often available. The following centers provide care to persons in need.

<b>Ansonia</b>	
Community Health Connections 15 West Main Street .....	(203) 503 3570
<b>Bridgeport</b>	
Optimus Health Care 982 East Main Street .....	(203) 396-3260
Bridgeport Community Health Center 471 Barnum Avenue .....	(203) 333-6864
Chase Wellness Center 1071 East Main Street .....	(203) 330-2783
Hollow Community Health Center 82 George Street.....	(203) 576-3881
Northend Clinic 1381 Reservoir Avenue .....	(203) 576-8371
Park City Primary Care 64 Black Rock Avenue .....	(203) 576-5000
Ralphola Taylor Health Center 790 Central Avenue .....	(203) 332-5464
Southwest Community Health Center 361 Bird Street .....	(203) 330-6000
510 Clinton Avenue .....	(203) 366-4000
1046 Fairfield Avenue .....	(203) 330-6054
Marina Village 743 South Avenue .....	(203) 330-6010
<b>Brooklyn</b>	
Generations Family Health Center 23 Wauregan Road .....	(860) 779-3080
<b>Clinton</b>	
Community Health Center of Clinton 114 East Main Street .....	(860) 664-0787
<b>Danielson</b>	
Generations Family Health Center 54 Reynolds Street.....	(860) 774-7501
<b>East Hartford</b>	
Community Healthcare 94 Connecticut Boulevard .....	(860) 528-1359
<b>Groton</b>	
Community Health Center of New London 333 Long Road .....	(860) 528-1359
<b>Hartford</b>	
Community Health Services 500 Albany Avenue .....	(860) 249-9625
Charter Oak Health Center 21 Grand Street .....	(860) 550-7500
401 New Britain Avenue .....	(860) 550-7500
<b>Killingly</b>	
Generations Family Health Center 231 Broad Street .....	(860) 774-7501

<b>Meriden</b>	
Community Health Center (CHC) 134 State Street .....	(203) 237-2229
<b>Manchester</b>	
Community Health Services 150 North Main Street.....	(860) 646-8117
<b>Middletown</b>	
Community Health Center 635 Main Street .....	(860) 347-6971
<b>New Britain</b>	
Community Health Center Washington Square.....	(860) 224-3642
<b>New Haven</b>	
Bella Vista 339 Eastern Street .....	(203) 469-5331
Fair Haven Community Health Center 371 Grand Avenue .....	(203) 777-7411
Hill Health Center 428 Columbus Avenue .....	(203) 503-3000
Dixwell Health Center 226 Dixwell Avenue .....	(203) 503-3420
Grant Street Partnership 62 Grant Street .....	(203) 503-3350
Columbus House Shelter 586 Ella T Grasso Boulevard .....	(203) 401-4400
State Street Health Services 911 State Street 06511.....	(203) 503-3530
<b>New London</b>	
Community Health Center of New London 1 Shaw’s Cove .....	(860) 447-8304
<b>Norwalk</b>	
Norwalk Community Health Center 121 Water Street .....	(203) 899-1770
<b>Norwich</b>	
Generations Family Health Center 330 Washington Street – Suite 510 .....	(860) 885-1308
United Community & Family Services 47 East Town Street .....	(860) 892-7042
<b>Old Saybrook</b>	
Community Health Center of Old Saybrook 263 Main Street .....	(860) 892-7042
<b>Stamford</b>	
Stamford Community Health Center 137 Henry Street .....	(203) 359-6990
Chester Addison Clinic 245 Selleck Avenue .....	(203) 359-6990
Stamford Outpatient Clinic 1351 Washington Boulevard.....	(203) 627-3700
<b>Stratford</b>	
Stratford Community Health Center 727 Honeyspot Road.....	(203) 375 7242
<b>Vernon</b>	
Vernon Community Health Servicers 3 Prospect Street .....	(860) 896-1616
<b>Torrington</b>	
Community Health and Wellness Center 88 East Albert Street .....	(860) 489-0931
<b>Waterbury</b>	
Stay Well Health Center 80 Phoenix Avenue .....	(203) 756-8021
1302 South Main Street .....	(203) 597-9044

*Continued on the next page*

<b>West Haven</b>	
West Haven Health Center 285 Main Street .....	(203) 931-3750
<b>Willimantic</b>	
Generations Family Health Center 1315 Main Street .....	(860) 450-7471

**School-Based Health Centers (SBHCs)**

SBHCs are located within or on the grounds of schools. SBHCs are licensed outpatient facilities or hospital satellite clinics that offer primary preventive health and mental health services for students in grades Pre-K through 12. They are staffed by teams of professionals who have special expertise in the health care 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). **Phone:** (860) 509-8057 or contact the school-based clinics directly.

<b>Ansonia</b>	
Ansonia High .....	(203) 736-6977
<b>Branford</b>	
Walsh Intermediate Middle .....	(203) 315-3534
Branford High .....	(203) 315-6727
<b>Bridgeport</b>	
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
Roosevelt Elementary .....	(203) 576-8090
<b>Danbury</b>	
Danbury High (+ ACES) .....	(203) 790-2886
Broadview Middle.....	(203) 731-8272
<b>East Hartford</b>	
East Hartford High (Trantolo HC) .....	(860) 622-5340
East Hartford Middle (S. Leone HC).....	(860) 622-5670
Silver Lane Elementary .....	(860) 622-5514
<b>Groton</b>	
Fitch High .....	(860) 446-9543
Claude Chester Elementary .....	(860) 445-2133
Eastern Point Elementary.....	(860) 445-2191
West Side Middle .....	(860) 446-1775
<b>Hamden</b>	
Hamden High .....	(203) 248-6107
<b>Hartford</b>	
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
<b>New Britain</b>	
New Britain High .....	(860) 826-8845
<b>New Haven</b>	
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
<b>New London</b>	
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
<b>Norwalk</b>	
Brian McMahan High.....	(203) 854-0524
Norwalk High.....	(203) 838-0253
Briggs High.....	(203) 846-6385
<b>Norwich</b>	
Norwich Free Academy .....	(860) 887-1955
Kelly Middle.....	(860) 823-4211
Teachers Memorial Middle.....	(860) 823-4212
<b>Stamford</b>	
Stamford High .....	(203) 977-5511
Westhill High .....	(203) 977-4937
Dollan Middle/Toquam Elementary .....	(203) 977-4698
<b>Stratford</b>	
Wooster Middle .....	(203) 381-6922
<b>Waterbury</b>	
Driggs Elementary.....	(203) 596-9503
<b>Windham</b>	
Windham High.....	(860) 465-2465
Windham Middle.....	(860) 465-2620



## Children, Youth, and Motherhood

### 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. Contact the Department of Social Services **Toll-free:** (800) 842-1508 or **United Way 2-1-1**.

### 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; pregnancy testing and counseling; and vaccinations, including HPV and Hepatitis B. PPC also offers medication and surgical abortion services. Most centers provide colposcopy, cryosurgery and LEEP. A resource center in New Haven is open to the public by appointment. **Phone:** (203) 865-5158 For a medical appointment call one of the health centers listed below or **Toll-free:** (800) 230-7526 **Website:** [plannedparenthood.org/connecticut](http://plannedparenthood.org/connecticut)

<b>Bridgeport</b> .....	(203) 366-0664
<b>Danbury</b> .....	(203) 743-2446
<b>Norwich</b> .....	(860) 889-5211
<b>Danielson</b> .....	(860) 774-0533
<b>Old Saybrook</b> .....	(860) 388-4459
<b>Enfield</b> .....	(860) 741-2197
<b>Shelton</b> .....	(203) 924-7756
<b>Hartford</b> .....	(860) 728-0203
<b>Stamford</b> .....	(203) 327-2722
<b>Manchester</b> .....	(860) 643-1607
<b>Torrington</b> .....	(860) 489-5500
<b>Meriden</b> .....	(203) 238-0542
<b>Waterbury</b> .....	(203) 753-2119
<b>New Haven</b> .....	(203) 503-0450
<b>West Hartford</b> .....	(860) 953-6201
<b>New London</b> .....	(860) 443-5820
<b>Willimantic</b> .....	(860) 423-8428

### 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 and for as long as needed. All services are free and confidential. Referrals are provided for medical care, financial assistance, adoption information, legal aid, education counseling, job placement and housing. For more information call the nearest office or the **National Hotline:** (800) 550-4900

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

### Hopeline Pregnancy Resource Center

Hopeline offers free, confidential pregnancy tests and ultrasounds whether a woman chooses to keep her child, chooses adoption, or chooses abortion. Hopeline provides decision-making counseling for those in unplanned pregnancies; emotional and spiritual support during and after pregnancy; assistance with resources; baby supplies; referrals; and information to make an informed choice. Help is also offered in post-abortion support groups, relationship counseling, and abstinence counseling. Offices are located in Bridgeport, Danbury, Monroe, Shelton, and New Milford. **Toll-free:** (800) 203-4673 **Website:** [hopelineprc.org](http://hopelineprc.org)\*

### CT Birth to Three System

Connecticut Birth to Three System offers a statewide, early intervention system for infants and toddlers with disabilities and significant developmental delays. Eligible children from birth to 36 months of age (three years), have access to a range of services and supports such as home visits by trained early childhood staff from a variety of professions; service coordination; evaluation; and parent support. **Child Development Infoline:** (800) 505-7000

### CT Medical Home Initiative (CMHI)

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

<b>Stamford</b> Stamford Health Systems.....	(866) 239-3907
<b>New Haven</b> Coordinating Council for Children in Crisis.....	(877) 624-2601
<b>Norwich</b> United Community & Family Services.....	(866) 923-8237
<b>Hartford</b> Hispanic Health Council.....	(888) 574-5300
<b>Waterbury</b> St. Mary's Children's Health Center.....	(866) 517-4388

## Mental Health And Addiction

### Suicide Prevention and Intervention 2-1-1

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

### Emergency Alcohol and Drug Treatment 2-1-1

Day-and-night information and referral to drug and alcohol treatment and supportive recovery services can be accessed by dialing **Phone:** 2-1-1 or (800) 203-1234\*

### Mental Health Association of Connecticut

The Mental Health Association of Connecticut offers advocacy, educational programs and direct services that promote mental health, prevent mental illness, and improve care and treatment of persons with mental illness. Services include: programs for children and adults on mental health issues and co-occurring disorders; referral to private practitioners; mental health literature; a psychosocial rehabilitation center; supported employment; housing programs; and support groups. **Toll-free:** (800) 842-1501 **Phone:** (860) 529-1970 x10 **Website:** [mhact.org](http://mhact.org)

### Emergency Mobile Psychiatric Services for Youth (EMPS)

EMPS is for children from birth through age 17 and/or their family. It is available 24 hours a day, and requires no out-of-pocket costs. EMPS prevents unnecessary placement of young people with emotional or behavioral disturbances. By July 1, 2009, DCF will have implemented statewide access to EMPS through a single number which will be announced in the future. In the meantime, to get the most up-to-date information on or to locate a specific provider in a given region, please follow these instructions:

1) Go to the Department of Children and Families (DCF) **Website:** [ct.gov/DCF/site/default.asp](http://ct.gov/DCF/site/default.asp) 2) enter “emps” in the search field, 3) click on the first listing titled **DCF: Emergency Mobile Psychiatric Services**, 4) on the next page at the bottom, click on “Find Care Coordination Services in Your Town,” 5) scroll down page to “Find the Community Collaborative That Serves You.”

### National Alliance on Mental Illness (NAMI)

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

### Warm Lines

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

<b>Ansonia</b> Birmingham Group.....	(203) 732-2004
<b>Bridgeport</b> Soundview Warmline.....	(800) 921-0359 ( <i>Toll-free</i> )
<b>Danbury</b> New Heights.....	(203) 830-0153
<b>East Hartford</b> Inter Community MHC.....	(860) 895-3013
<b>Hartford</b> Capitol Region MHC.....	(860) 297-0920
<b>Manchester</b> Reach Warmline.....	(866) 927-6225
<b>Middletown</b> River Valley Services.....	(800) 316-9145
<b>New Haven</b> Connecticut MHC.....	(800) 258-1528
<b>Stamford</b> Laurel House.....	(203) 363-7174
<b>Torrington</b> North West MH Authority.....	(860) 482-1783
<b>Waterbury</b> Greater Waterbury MH Authority.....	(800) 314-2680

**Not-for-Profit Counseling Services**

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

<b>Statewide</b>	
Connecticut Association of Mental Health Clinics for Children .....	(860) 297-0583
<b>Ansonia</b>	
Birmingham Group* .....	(203) 736-2601
Catholic Charities .....	(203) 735-7481
<b>Bridgeport</b>	
Catholic Charities* .....	(203) 372-4301
Child Guidance Center .....	(203) 394-6529
FSW* .....	(203) 368-4921
Jewish Family Services .....	(203) 366-5438
<b>Bristol</b>	
Catholic Charities* .....	(860) 589-8662
Wheeler Clinic .....	(860) 585 4300
<b>Colchester</b>	
United Community & Family Services .....	(860) 537-7676
<b>Danbury</b>	
Catholic Charities* .....	(203) 743-4412
Child Guidance Center .....	(203) 748-5689
<b>Danielson</b>	
United Services* .....	(860) 774-2020
<b>Darien</b>	
Family Centers, Inc* .....	(203) 655-0547
<b>Derby</b>	
Parent Child Resource Center .....	(203) 954-0543
<b>Enfield</b>	
North Central Counseling Services .....	(860) 253-5020
<b>Essex</b>	
Child & Family Agency of SE CT .....	(860) 767-0147
Middlesex Hospital Shoreline Clinic .....	(860) 344-6560
Gateway Counseling Service .....	(860) 767-2025
<b>Fairfield</b>	
Child Guidance Center* .....	(203) 394-6529
<b>Greenwich</b>	
Child Guidance Center* .....	(203) 324-6127
Family Centers, Inc. ....	(203) 869-4848
Jewish Family Services .....	(203) 622-1861
<b>Guilford</b>	
Catholic Charities* .....	(203) 453-5746
Family Counseling of Guilford* .....	(203) 288-7484
Guilford Youth and Family Services .....	(203) 453-8047
<b>Hamden</b>	
Family Services of Central CT .....	(203) 288-4784
Behavioral Health Services .....	(203) 288-6253
<b>Hartford Area</b>	
Dr. Isaiah Clark Family and Youth Clinic* .....	(860) 527 4224
Catholic Charities* .....	(860) 522-8241
Institute for the Hispanic Family* .....	(860) 246-9322
IHF Child Guidance Clinic* .....	(860) 527-1124
Institute of Living* .....	(860) 545-7000
Institute of Living Child Guidance Clinic .....	(860) 545-7239
Jewish Family Service of Greater Hartford .....	(860) 236-1927
South End Community Services* .....	(860) 296-5068
The Village for Families & Children* .....	(860) 236-4511
Wheeler Clinic .....	(888) 793-3500

<b>Lakeville</b>	
NW Center for Family Services .....	(860) 435-2529
<b>Madison</b>	
Family Counseling of Madison .....	(203) 245-4498
<b>Manchester</b>	
Community Child Guidance Clinic .....	(860) 643-2101
<b>Meriden</b>	
Catholic Charities* .....	(203) 235-2507
Child Guidance Clinic Central Connecticut* .....	(203) 235-5767
Family Services of Central CT .....	(203) 235-7923
<b>Middletown</b>	
CHC Child Guidance Clinic* .....	(860) 347-6971
Outpatient Mental Health Clinic of Middlesex Hospital.....	(860) 358-8760
<b>Milford</b>	
Catholic Charities* .....	(203) 874-6270
<b>New Britain</b>	
Catholic Charities* .....	(860) 225-3561
Child Guidance Clinic of CMHA* .....	(860) 223-2778
Family Services of Central CT.....	(860) 223-9291
<b>New Haven</b>	
Child & Adolescent Mobile Psychiatric Services* .....	(888)-979-6884
Catholic Charities* .....	(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
<b>New London</b>	
Catholic Charities* .....	(860) 443-4328
Child and Family Agency of SE CT* .....	(860) 443-2896
Child Guidance Clinic of SE CT* .....	(860) 437-4550
United Community & Family Services* .....	(860) 442-4319
<b>Newtown</b>	
Family Counseling Center .....	(203) 426-8103
<b>Niantic</b>	
Family Service Association* .....	(860) 442-4319
<b>Norwalk</b>	
Catholic Charities* .....	(203) 750-9711
Family and Children’s Agency Inc.* .....	(203) 855-8765
Mid-Fairfield Child Guidance Center* .....	(203) 847-3891
<b>Norwich</b>	
United Community and Family Services* .....	(860) 892-7042
<b>Old Saybrook</b>	
Youth and Family Services* .....	(860) 395-3190
<b>Orange</b>	
Orange Family Counseling .....	(203) 878 6365
<b>Plainville</b>	
Wheeler Clinic .....	(860) 793-3500
<b>Ridgefield</b>	
Catholic Charities .....	(203) 431-8170
<b>Shelton</b>	
Catholic Charities* .....	(203) 416-4100
Lower Naugatuck Valley Parent-Child Resource Center .....	(203) 954-0543
Shelton Youth Service Bureau.....	(203) 924-7614
<b>Stamford</b>	
Catholic Charities* .....	(203) 323-1105
Child Guidance Center of SE CT .....	(203) 324-6127
Family Centers, Inc.* .....	(203) 324-3167
Jewish Family Services .....	(203) 921-4161
<b>Stratford</b>	
Child Guidance Center of Greater Bridgeport .....	(203) 378-1654
<b>Terryville</b>	
Family Services of Central CT .....	(860) 489-3391
<b>Torrington</b>	
Catholic Charities .....	(860) 482 5558

Charlotte Hungerford Child Guidance Clinic .....	(860) 489-3391
NW Center for Family Services & Mental Health .....	(860) 435-2529
Uncasville Bishop Flanagan Ministry Center .....	(860) 848-2237
<b>Vernon</b>	
Hockanum Valley Community Council .....	(860) 872-9825
<b>Waterbury</b>	
Catholic Charities* .....	(860) 755-1196
Child Guidance Clinic of Waterbury* .....	(203) 756-7287
Family Service of Greater Waterbury* .....	(203) 756-8317
<b>West Hartford</b>	
The Bridge Family Center* .....	(860) 521-8035
Jewish Family Service of Greater Hartford.....	(860) 236-1927
<b>West Haven</b>	
West Haven Memorial Health Clinic.....	(203) 974-5900
<b>Westport</b>	
Jewish Family Service .....	(203) 454-4992
<b>Willimantic</b>	
Catholic Charities* .....	(860) 423-7065
<b>Wilton</b>	
Catholic Charities .....	(203) 838-2316
Family and Children’s Agency, Inc. ....	(203) 855-8765
<b>Winsted</b>	
NW Center for Family Services & Mental Health .....	(860) 379-3337

**CT Department of Mental Health and Addiction Services (DMHAS)**

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

**Morris Foundation, Inc.**

Morris Foundation is a behavioral health agency for individuals who wish to maintain recovery from addiction and mental health disorders. Services are provided in Waterbury and the Lower Naugatuck Valley by a professionally trained, multi-cultural staff. Services include: residential facilities; women and children’s programs; adolescent treatment; school-based prevention; employee assistance programs; gambling treatment; case management; intensive outpatient for adults and adolescents; outpatient mental health and support services; evaluation; referral; individual counseling; family and group counseling; advanced recovery; early intervention; and other behavioral-health related services. **Toll-free:** (800) 721-1230 **Phone:** (203) 755-1143 **Website:** [morris4change.org](http://morris4change.org)\*

**Salvation Army Adult Rehabilitation Center**

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

**The Wellspring Foundation**

The Wellspring Foundation is a multi-service mental health agency that provides intensive residential treatment for children ages 5-12, adolescent girls ages 13-18, and adults; extensive outpatient services; and a therapeutic state-approved special education school. The highly structured but intimate programs are designed to treat persons with a wide range of behavioral problems, including affective, personality, attachment, eating, and traumatic stress disorders. Wellspring is appropriate for dually diagnosed clients no longer in the active phase of substance abuse addiction. Wellspring’s professional staff includes licensed staff psychiatrists, general medical physicians, doctors of psychology, psychotherapists, licensed clinical social workers, registered nurses, licensed practical nurses, residential counselors, therapists, a consultant registered dietician, pharmacist, dentist and other consulting clinicians. **Address:** 21 Arch Bridge Road Bethlehem, CT 06751 **Phone:** (203) 266-8000 **Website:** [wellspring.org](http://wellspring.org)

**Advocacy Unlimited**

Advocacy Unlimited is operated and controlled by persons with, or in recovery from, psychiatric disabilities. Self-determination for these individuals is achieved through an in-depth Advocacy Education Course that provides extensive training in self, systems, and legislative advocacy. Graduates advocate for initiatives that further individual rights and choices. The agency also provides speakers on the subjects of mental health and community mental health resources. **Toll-free:** (800) 573-6929 **Website:** [mindlink.org](http://mindlink.org)

**CT Counseling Centers**

Connecticut Counseling Centers operate three sites that provide a full range of licensed outpatient substance abuse and mental health prevention, education and treatment services, to assist adults in becoming productive members of society. Centers are accredited and provide methadone maintenance, ambulatory opioid taper, outpatient mental health and addiction services, partial hospital, and intensive outpatient treatment programs. Integrated co-occurring treatment services are available for all levels of care. They also provide HIV, Tuberculosis, and Hepatitis A-C testing and counseling. <b>Phone:</b> (203) 743-4698 <b>Website:</b> <a href="http://ctcounseling.org">ctcounseling.org</a> *	
20 North Main Street, Norwalk .....	(203) 838-6508
4 Midland Road, Waterbury .....	(203) 755-8874
60 Beaver Brook Road, Danbury .....	(203) 743-7574

**Community Substance Abuse Centers (CSAC)**

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

**APT Foundation**

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

## Psychiatric Crisis and Emergency Management

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

<b>Ansonia</b> Valley Mental Health Center .....	(203) 736-2601 x370
<b>Branford</b> Clinical/Outpatient Harbor Health.....	(203) 483-2630
<b>Bridgeport</b> Community Mental Health Center .....	(203) 551-7507 or (203) 551-7512
<b>Columbia</b> United Services .....	(860) 228-4480
<b>Danbury</b> Danbury Hospital .....	(888) 447-3339
<b>Dayville</b> United Services .....	(860) 774-2020
<b>East Hartford</b> Emergency Services .....	(860) 895-3100
<b>Enfield</b> North Central Counseling Services .....	(860) 683-8068 or (877) 884-3571
<b>Hartford</b> Capitol Region Mental Health Center .....	(860) 297-0999
<b>Manchester</b> Genesis Center .....	(877) 884-3571 or (860) 683-8068
<b>Meriden</b> Rushford Center.....	(800)-567-0902 or (203) 630-5305
<b>Middletown</b> River Valley Services.....	(860) 344-2100 or (860) 262-5200
<b>Milford</b> Bridges Community Support System .....	(203) 878-6365
<b>New Haven</b> Connecticut Mental Health Center .....	(203) 974-7735
<b>Norwich</b> Southeastern Mental Health Authority.....	(860) 886-9302
<b>Plainville</b> Wheeler Clinic .....	(860) 747-8719
<b>Stamford</b> F.S. DuBois Center* .....	(203) 358-8500
<b>Torrington</b> Northwest Mental Health Authority .....	(888) 447-3339
<b>Waterbury</b> Waterbury Hospital .....	(203) 573-6500
<b>Wauregan</b> United Services .....	(860) 774-2020
<b>Willimantic</b> United Services .....	(860) 456-2261
<b>Windsor</b> Crisis Stabilization Services.....	(877) 884-3571 or (860) 683-8068

## The Consultation Center

The Consultation Center is a prevention-focused agency whose direct service programs include the following. **Connecticut Self-Help Network:** publishes and maintains a directory of over 1500 self-help support groups statewide, refers callers to issue-specific groups near their location, and provides training and technical assistance for group facilitators interested in starting and maintaining self-help groups. **Phone:** (203-624-6982) **Grandparents Raising Grandchildren:** provides a support group for kin caregivers, referrals to programs and resources for both children and their caregivers, respite programs for grandparent caregivers, and a newsletter, *GrandNews*. **Phone:** (203)789-7645 **Family Education and Support Program (FESP):** is a therapeutic, psychoeducational child care program for preschoolers. Services are provided to both parents and children, including family assessment, parent support group, and referrals to community resources. **Phone:** (203) 789-7645

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

CASA was established to offer culturally relevant treatment services to individuals struggling with drugs and alcohol issues. The main focus is to serve Latinos and people of African origin. **Casa Hostos** of Bridgeport focuses on clients whose primary language is Spanish. Residential and outpatient services are available. Counselors provide treatment services completely in Spanish **Phone:** (203) 339-4112. **Project Courage** in Bridgeport offers outpatient services and works primarily with pregnant and/or parenting women. Child care services are available while the mother is in treatment **Phone:** (203) 339-4777. **Multicultural Ambulatory Addiction Services (MAAS)** in New Haven is a substance abuse outpatient treatment center offering ambulatory detoxification, chemically supported treatments and drug-free treatment. Special groups are offered for women, men and Spanish-speakers **Phone:** (203) 495-7710\*

## Alcoholics Anonymous (AA)

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

## Narcotics Anonymous

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

## AIDS

### AIDS Rehabilitation, Long-Term Care, and Supportive Housing

Leeway is a skilled nursing facility for people with AIDS offering short-term, long-term, chronic-care and relief from chronic pain services. It also provides supportive housing services. Leeway is committed to helping people living with HIV/AIDS revive, reclaim and renew their lives. By providing intensive medical, nursing and behavioral health services in a nurturing, caring and positive environment. **Address:** 40 Albert Street, New Haven, CT 06511. **Phone:** (203) 865-0068 or (800) 406-1048 **Website:** [leeway.net](http://leeway.net) \*

### CT AIDS Drug Assistance Program (CADAP)

CADAP is a pharmaceutical assistance program that pays for medications approved by the U.S. Food and Drug Administration and other drugs that may prevent the serious deterioration of the health of persons who have Human Immune-deficiency Virus (HIV) or Acquired Immune Deficiency Syndrome (AIDS). Additionally, the program may maintain existing medical insurance policies that provide a full range of HIV treatments and access to comprehensive primary care services. To be eligible, you must be a Connecticut resident and be diagnosed by a licensed physician as having at least one of the following medical conditions: (1) HIV - Infection Only; (2) HIV - Positive Symptomatic; or (3) AIDS - defined by the Center for Disease Control. Total individual or family net monthly income must be at or below 400% of the current Federal Poverty Level. There is no asset limit. **Toll-free:** (800) 233-2503

### Ryan White Service Providers

Service providers operating under the Ryan White Care Act provide medical case management, mental health, substance abuse, oral health, ambulatory/outpatient, emergency financial assistance, and other core medical and supportive services to eligible individuals infected with or affected by HIV disease.

AIDS Project Hartford (Transition into the community).....	(860) 951-4833
AIDS Legal Network for CT .....	(860) 541-5027 or (888) 380-3646
CT AIDS Education and Training Center.....	(203) 737-2312
Community Partners in Action.....	(860) 527-1866
Connecticut AIDS Resource Coalition.....	(860) 761-6699
CT AIDS Drug Assistance Program.....	(860) 424-5907 (800) 233-2503

CT Department of Mental Health.....	(860) 418-6830
Community Health Centers Association of CT .....	(860) 667-7820
Health Care, Support Services and HIV Prevention Services .....	(860) 509-8104
HIV services for children, youth and families .....	(860) 667-7820

## AIDS Projects

AIDS Projects are direct-service, community-based organizations staffed largely by volunteers. Although AIDS Projects vary, services include outreach and education; hotlines in English and Spanish; financial support; transportation; group support; case management; meals-on-wheels; housing; and referrals to clergy, physicians, 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 available. For specific services offered, call the nearest AIDS Project listed below: **HIV/AIDS Hotline:** (800) 953-2371\* **Phone:** (860) 247-2437 **V/TDD** (860) 951-4791

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

## AIDS Testing Sites

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

<b>Bridgeport</b>	
Bridgeport Community Health Center .....	(203) 333-6864
Bridgeport Health Department .....	(203) 576-7679
Bridgeport Hospital.....	(203) 384-3355
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
<b>Bristol</b>	
Bristol-Burlington Health District .....	(860) 584-7682
<b>Danbury</b>	
Danbury Health Department .....	(203) 796-1613
AIDS Project Greater Danbury .....	(203) 778-2437
<b>Danielson</b>	
Planned Parenthood of Danielson .....	(860) 774-0533
<b>East Hartford</b>	
Town of East Hartford .....	(860) 291-7295
<b>Enfield</b>	
Planned Parenthood of Enfield .....	(860) 741-2197
<b>Fairfield</b>	
Fairfield Health Department .....	(203) 256-3150
<b>Greenwich</b>	
Greenwich Health Department.....	(203) 622-6460
<b>Hartford</b>	
Asylum Hill Outpatient Clinic .....	(860) 714-4212
Burgdorf Health Center .....	(860) 714-4000
Central Connecticut AHEC.....	(860) 233-7561
Charter Oak Health Center.....	(860) 550-7500
Community Health Services.....	(860) 249-9625
Connecticut Children’s Medical Center .....	(888) 322-0008
(Teens Against Negligence)	
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
<b>Manchester</b>	
Manchester Area Network on AIDS.....	(860) 646-6260
Planned Parenthood of Manchester.....	(860) 643-1607
<b>Meriden</b>	
Meriden Health Department .....	(203) 630-4176
Planned Parenthood of Meriden .....	(203) 238-0542
<b>Middletown</b>	
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
<b>New Britain</b>	
Human Resources Agency.....	(860) 826-4482
New Britain Health Department.....	(860) 224-2420

<b>New Haven</b>	
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 Community Center .....	(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

<b>New London</b>	
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

<b>Norwalk</b>	
Connecticut Counseling Center.....	(203) 838-6508
Norwalk Health Department .....	(203) 854-7979
Planned Parenthood of South Norwalk .....	(203) 853-2605

<b>Norwich</b>	
Hartford Dispensary — Norwich .....	(860) 886-0446
Planned Parenthood of Norwich .....	(860) 889-5211
William Backus Hospital.....	(860) 823-6343

<b>Old Saybrook</b>	
Planned Parenthood of Old Saybrook.....	(860) 388-4459
Shelton Planned Parenthood of Shelton .....	(203) 924-7756

<b>Stamford</b>	
Stamford CARES .....	(203) 977-5096
Stamford Health Department.....	(203) 977-4387

<b>Torrington</b>	
Northwestern CT AIDS Project.....	(860) 482-1596
Planned Parenthood of Torrington.....	(860) 489-5500

<b>Vernon</b>	
Vernon Area Community Health Center .....	(860) 875-6199

<b>Waterbury</b>	
Planned Parenthood of Waterbury .....	(203) 753-2119
Waterbury Health Department.....	(203) 574-6883

<b>West Hartford</b>	
Planned Parenthood of West Hartford .....	(860) 953-6201

<b>Willimantic</b>	
Hartford Dispensary — Willimantic.....	(860) 886-0446
Perceptions Program.....	(860) 450-7122
Planned Parenthood of Willimantic .....	(860) 423-8426

<b>Windham</b>	
Regional Community Council.....	(860) 423-4447

## Other Statewide Aids Resources

<b>United Way 2-1-1</b>	
AIDS Ministries of CT/Salvation Army .....	(860) 543-8400
Catholic Charities .....	(860) 522-8241
CT AIDS Drug Insurance Program .....	(800) 842-1508
Pediatric AIDS Project.....	(203) 389-9203
True Colors.....	(860) 649-7386
American Red Cross .....	(877) 287-3327

## Specialized Health Services

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

CAHCH provides information about nonprofit and for-profit state-licensed home health care agencies, homemaker/home health aide agencies, homemaker/companion agencies and hospice providers operating in Connecticut. Referrals are made to member agencies. **Phone:** (203) 265-9931. **Website:** [cahch.org](http://cahch.org)

### Alzheimer’s Association

The Alzheimer’s Association enhances the quality of life of all Connecticut residents affected by Alzheimer’s disease and related disorders through advocacy, education and support systems. A Helpline operates 24 hours a day, seven days a week offering emotional support to callers and providing information about Alzheimer’s disease, chapter services and community resources. **Toll-free:** (800) 356-5502\* **Website:** [alzct.org](http://alzct.org)

### Tuberculosis (TB) Control Program

TB Control helps to prevent transmission, death, disability, illness, emotional trauma, family disruption and social stigma caused by this disease. TB is a potentially fatal disease transmitted through the air and is fully treatable and preventable. All CT state residents are eligible for TB services. By state law, no resident can be held liable for the costs of their care and treatment for TB. TB Control provides free anti-tuberculosis drugs to physicians who request them for their patients regardless of the patients’ ability to pay. Local health departments, and home care agencies offer outreach services for observing ingesting of TB medications. There are a number of established TB clinics at hospitals and at some of the larger municipal health departments. For more information or literature about TB **Phone:** (860) 509-7722 or **American Lung Association of CT:** (860) 289-5401

### 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; education and legislative advocacy. **Phone:** (860) 721-8111 **Toll-free:** (800) 278-8242 [biact.org](http://biact.org)\*

### Poison Control

The Connecticut Poison Control Center is a statewide emergency toll-free helpline that is open 24 hours a day. People can speak in almost any language with the expert doctors, nurses and pharmacists about any poison. **Call for help if someone eats, breathes, or touches poison, or gets it in the eyes.** Take the wrong medicine or too much? Get a cleaning product splashed in the eye? Patients may also consult with a doctor in-person at the toxicology clinic for job-related poisonings. **Toll-free:** (800) 222-1222 **TDD:** (866) 218-5372 **Website:** [poisoncontrol.uchc.edu](http://poisoncontrol.uchc.edu)\*

### Lead Prevention and Treatment

The Connecticut Childhood Lead Poisoning Prevention and Control Program (CLPPCP), a division of the Department of Health (DPH), conducts statewide surveillance of children tested for lead poisoning. This includes the collection of demographic, medical, and environmental/ dwelling data on children affected by lead poisoning. Staff evaluates the quality and appropriateness of existing risk reduction educational

materials and develops additional materials and trainings for targeted audiences. **Phone:** (860) 509-7745.

The Bureau of Regulatory Services (BRS), also in DPH, 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. **Phone:** (860) 509-7299 **Website:** [ct.gov/dph](http://ct.gov/dph)

Specialized treatment for exposure to lead is available in Hartford and New Haven. Services include testing; medical care; psychological and social supports; education for lead-poisoned children, their families and communities; environmental and relocation assistance; nutritional education; and general information on lead safety/abatement.

**New Haven:** (203) 764-9106 **Website:** [ynhh.org/pediatrics](http://ynhh.org/pediatrics)\*

**Hartford:** (860) 714-4792 **Website:** [saintfranciscare.com](http://saintfranciscare.com)\*

### CT 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. **Address:** 132 Highwoods Drive, Guilford, CT 06437. **Phone:** (860) 572-9965 or (203) 453-2655

### 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 may 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. **STD Hotline** (800) 227-8922. **Website:** [ct.gov/dph](http://ct.gov/dph)

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

## Cancer Information Service (CIS) of New England

CIS is a program of the National Cancer Institute, located at the Yale Cancer Center. Professionals 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. **Phone:** (203) 865-2655 **Toll-free:** (800) 422-6237\* **Website:** [info.med.yale.edu/ycc](http://info.med.yale.edu/ycc)

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

CBCCEDP provides free screening and diagnostic services for uninsured and underinsured women ages 19-64. Administered by the Department of Public Health, CBCCEDP reduces breast and cervical cancer morbidity and mortality by diagnosing these cancers at earlier stages. Women are screened for eligibility; scheduled for an appointment, receive diagnostic testing, and receive treatment referral services as needed at any one of the following sites. **Phone:** (860) 509-7382

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

## American Cancer Society, New England

The American Cancer Society, New England Division, is a statewide resource for 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. **Toll-free:** (800)-227-2345 **Website:** [cancer.org](http://cancer.org)\*

## CT Department of Public Health (DPH)

DPH offers patient supports and information on a variety of issues not listed in this book. The local Director of Health may also be able to provide information on these and other topics of concern.

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

# Families and Children

## Child Care

### United Way 2-1-1

United Way 2-1-1 operates a statewide child care resource and referral service staffed by early childhood specialists who access an up-to-date computerized database of licensed family day care homes and day care centers. Operators inform parents about child care options and openings near their home or workplace and can refer them to additional regional resource agencies. **Phone:** United Way **2-1-1** or **Toll-free:** (800) 203-1234\*

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

DCF funds early childhood programs for families and preschool children who are at risk of abuse, neglect, and/or developmental delay. Call the program nearest you. Madonna Place, 240 Main Street, **Norwich:** (860) 886-6600, Child First, 267 Grant Street, **Bridgeport:** (203) 384-3626

### CT Department of Education (SDE)

SDE funds **Head Start** and **School Readiness** programs. Both programs vary in the length of day and how many months of the year they operate. 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. **Preschool Special Education** services are provided 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 for those serving young children with disabilities. Contact the local school district superintendent or the Bureau of Early Childhood Education in Hartford **Phone:** (860) 713-6548 **Website:** [state.ct.us/sde](http://state.ct.us/sde)

### CT Department of Social Services (DSS)

DSS funds several programs that provide direct service to low-income families in need of child care and to those who provide such 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. Families may be required to pay a weekly fee in addition to the child care subsidy. **Toll-free:** (888) 214-5437

**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 **United Way 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 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:** (888) 793-3500 x4405; and supports a professional career development system for child care personnel through CT Charts-A-Course, **Toll-free:** (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:** (800) 282-6063

## Support Services

### John S. Martinez Fatherhood Initiative

State-certified fatherhood programs have been established to increase fathers’ ability to meet the financial, emotional, medical, social and educational needs of their children. Services available at fatherhood program sites may include parenting education, workforce development, job readiness, placement and retention services, healthy relationship development classes, early identification and paternity establishment services, court readiness services, support groups, and individual counseling services. Contact a certified Fatherhood Program listed below or the Department of Social Services. **Toll-free:** (866) 628-3237 **Website:** [fatherhoodinitiative.state.ct.us](http://fatherhoodinitiative.state.ct.us)

Families In Crisis	
60 Popieluszko Court, Second Floor, Hartford.....	(860) 727-5800
Family Strides, Inc	
350 Main Street, Suite D, Torrington .....	(860) 482-3236
New Opportunities	
232 North Elm Street, Waterbury .....	(203) 575-9799
Madonna Place	
240 Main Street, Norwich.....	(860) 886-6600 x137
Career Resources	
350 Fairfield Avenue, Bridgeport.....	(203) 953-3256
New Haven Family Alliance	
370 James Street, New Haven .....	(203) 786-5970

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

## Parent Support Centers

Parent Support Centers typically offer parenting classes, support groups, book and toy lending libraries, drop-in programs, newsletters, and special family events for parents and their children. These services, many free of charge, are available to all parents residing in towns served by the Centers.

<b>Canton</b>	
Canton Parents As Teachers .....	(860) 693-7765
<b>Danielson/Willimantic</b>	
United Services * .....	(860) 774-2020
<b>Manchester, Andover, Bolton, Coventry, East Hartford, East Windsor, Ellington, Glastonbury, Hebron, Marlborough, Stafford, and Vernon</b>	
Manchester Memorial Hospital.....	(860) 646-1222
<b>Meriden/Wallingford</b>	
Catholic Charities * .....	(203) 235-2507
<b>Middletown, Cromwell, Portland</b>	
Community Health Center .....	(860) 347-6971
<b>New Britain</b>	
Human Resources Agency* .....	(860) 225-8601
<b>New London</b>	
Centro de la Comunidad * .....	(860) 442-4463
<b>Norwich</b>	
Madonna Place .....	(860) 886-6600
<b>Old Saybrook, Chester, Deep River, Essex, Lyme, and Old Lyme</b>	
Youth and Family Service .....	(860) 395-3190
<b>Torrington, Goshen, Morris, Warren, and Winchester</b>	
McCall Foundation .....	(860) 496-2103
<b>Waterbury, Beacon Falls, Bethlehem, Cheshire, Middlebury, Naugatuck, Prospect, Southbury, Thomaston, Watertown, Wolcott, and Woodbury</b>	
Waterbury Youth Services * .....	(203) 755-7196
<b>Windsor</b>	
Milo W. Peck Child Development Center .....	(860) 285-1400

## Coordinating Council for Children in Crisis (CCCC)

CCCC addresses 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. **Phone:** (203) 624-2600 **Website:** [cccnh.org](http://cccnh.org)\*

## Bureau of Child Support Enforcement

The Department of Social Services provides all families with child support enforcement services, at no charge, regardless of income level or public assistance status. Enforcement of child support is administered through cooperative efforts among all states and with many foreign countries. Services include: location of non-custodial 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 listed in this book under Multi-service Agencies or contact the Child Support Information and Problem Resolution Unit. **Toll-free:** (800) 228-5437

## Supervised Child Visitation

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

<b>AMPS Inc.</b> (Vernon) .....	(860) 870-8788
<b>Access</b> (Danielson, Willimantic- Eastern Region) .....	(860) 774-7714
<b>Catholic Charities</b> (Ansonia) .....	(203) 735-7481
<b>Child Guidance Center</b> (Bridgeport)...	(203) 394-6529 or (203) 540-9861
<b>Children’s Rights Council</b> (Norwich and Niantic) .....	(860) 625-6570 or (860) 437-8010
<b>Family Counseling and Mediation Center</b> (Fairfield and New Haven Counties) .....	(203) 414-6477
<b>Family Services of Central CT</b> (New Britain).....	(860) 223-9291
<b>Family Matters</b> (Woodbridge) .....	(203) 389-1630
<b>Kidsafe CT</b> (Statewide) .....	(860) 872-1918
<b>Klingberg Family Centers</b> (Hartford/New Britain)...	(860) 243-4444 x243
<b>Litchfield Visitation Services</b> (North West Region).....	(860) 274-0046
<b>Madonna Place</b> (Norwich).....	(860) 886-6600
<b>Parent Child Resource Center</b> (Shelton).....	(203) 954-0543
<b>Southern CT State University</b> (Greater New Haven Area)..	(203) 392-5200
<b>Sterling Center</b> (Shelton).....	(203) 929-2400
<b>Supervised Visitation Services of CT</b> (Fairfield and New Haven Counties) .....	(203) 708-9099 / (877) 968-9990
<b>Thomaston Counseling Center</b> (Northwest Region) .....	(860) 283-8224
<b>The Children’s Home Community Service, Inc.</b> (Cromwell) .....	(860) 635-6010 x.338
<b>Visitation Solutions, LLC</b> (Danbury and Northwest Region).....	(203) 740-0091

## Youth Service Bureaus (YSB)

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

## Runaways

The Department of Children and Families, Child Guidance Clinics, Family Service Agencies, community-based youth shelters, and crisis intervention programs all provide counseling assistance to youth and their families. Local Youth Service Bureaus offer peer counseling, employment-related services and in some instances, shelter services 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 **United Way 2-1-1**. A nationwide hotline provides message relay services for runaways and their parents. The runaway must contact the service and his/her location is held confidential. **National Runaway Switchboard Toll-free:** (800) 621-4000

## Child Abuse and Neglect

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

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

## Danbury Regional Child Advocacy Center

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

## Bureau of Adoption and Interstate Compact Services

The Department of Children and Families (DCF) recruits, trains, licenses and supports foster care families. Medical coverage and a monthly reimbursement cover the expenses of caring for a foster child. DCF also provides information to prospective adopting parents and parents considering releasing a child for adoption. Children awaiting adoption are listed with the Office of Foster and Adoption Services, which also offers services to parents and adult adoptees, including search and reunion information. Support groups and subsidies are available for parents adopting children with special needs. **Toll-free:** (888) 543-4376

## Casey Family Services

Casey Family Services offers help in the care of foster children and support for children and families in the process of adoption. **Foster care:** 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:** 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 trans-racial or trans-cultural adoptions. The program provides counseling, training, technical assistance, family strengthening activities, school advocacy, and groups for adopted children and parents. **Headquarters:** 127 Church Street, New Haven, CT 06510 **Phone:** (203) 401-6900 **Bridgeport:** (203) 372-3722 **Toll-free:** (800) 332-6991 **Hartford:** (860) 727-1030 **Toll-free:** (800) 732-6921

## Family Violence Victim Advocate Program

The Connecticut Coalition Against Domestic Violence provides advocates for victims of family violence in each of the 21 Connecticut Courts. **Phone:** (860) 282-7899 **Domestic Violence Hotline:** (888) 774-2900 **Website:** [ctcadv.org](http://ctcadv.org)\*

## Sexual Assault Crisis Services (CONNSACS)

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

## The American Red Cross in Connecticut

The Red Cross helps Connecticut residents prevent, prepare for and respond to emergencies. The Red Cross serves every community in Connecticut with a variety of programs and services including health and life safety programs, disaster response, blood services, international tracing and services for members of the armed forces and their families. 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:** (877) 287-3327 **Website:** [ctredcross.org](http://ctredcross.org)

## Community Solutions Inc. (CSI)

CSI works with individuals and families involved, or at risk of involvement, in the child welfare, juvenile justice and criminal justice systems. They offer community-based programs statewide that include adult reentry and residential services as well as home-based and residential youth services. **Toll-free:** (800) 425-3896 **Website:** [csi-online.org](http://csi-online.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. Family ReEntry’s programs assist clients in becoming responsible partners, capable and skilled parents, and productive members of their communities. Services include individual and family therapy; domestic violence re-education; life skills training; substance abuse treatment; prisoner re-entry; mentoring; anger management; parenting; and case management. Programs are located in Bridgeport, Stamford, Norwalk and New Haven. **Address:** 9 Mott Avenue, Suite 104, Norwalk, CT 06850. **Phone:** (203) 838-0496 **Website:** [familyreentry.org](http://familyreentry.org)\*

## Families In Crisis, Inc.

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

## Community Partners in Action (CPA)

CPA, formerly the Connecticut Prison Association, provides services to offenders, ex-offenders, juveniles, and persons who are at risk of incarceration. Services include alternative incarceration centers; mediation; employment services; juvenile programming; young offender programming; fatherhood programs; art in prison and other services designed to assist self-development. Alternative incarceration centers are listed below. For other services **Phone:** (860) 566-2030 **Website:** [cpa-ct.org](http://cpa-ct.org)\*

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
Prison Arts Program .....	(860) 722-9450 or (860) 566-2030
Prisoner Re-Entry Program .....	(860) 882-1397
Probation Transition Program and Technical Violation Unit .....	(860) 244-3672
Family Reunification Program .....	(860) 543-8482
Hartford Area Mediation Program .....	(860) 280-1184
Hartford Juvenile Detention for Girls .....	(860) 244-0700
Resettlement Program .....	(860) 522-7400
Work Release Program .....	(860) 543-8929
Young Offender Program.....	(860) 280-1185
SAGE Juvenile Detention Center in Hamden.....	(203) 848-1238
GRACE Alternative to Detention Program for Girls .....	(860) 241-6021

## Paul and Lisa Program

The Paul and Lisa Program offers an alternative sentencing program for women arrested for sex work in Hartford and Waterbury. For children, teens, and adults, presentations around commercial sexual exploitation explain the dangers of running away; the role of drugs in commercial exploitation; the profile of the child exploiter; how the Internet brings sexual predators dangerously close to home; and how to prevent child recruitment by the sex industry. **Address:** P.O. Box 348, Westbrook, CT 06498. **Phone:** (860) 767-7660 **Website:** [paulandlisa.org](http://paulandlisa.org)

# Multi-service Agencies

## CT 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. 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. In addition DSS coordinates and funds a variety of services that enhance the quality of life for the state’s elderly citizens. Many of these DSS programs are explained elsewhere in this book. DSS directly administers the following services through its regional offices which are open Monday- Friday 8:30 a.m. - 4:30 p.m. 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. Multilingual staff is available at all offices.\*

**Central Office:** 25 Sigourney Street, Hartford, CT 06106

**Toll-free**.....(800) 842-1508

**TDD/TTY** .....

**Hartford Regional Office:** Avon, Bloomfield, Canton, East Granby, Farmington, Granby, Hartford, Newington, Rocky Hill, Simsbury, Suffield, West Hartford, Wethersfield, Windsor, Windsor Locks.

**Phone** .....

**TTY** .....

**Manchester Sub-Office:** Andover, Bolton, East Hartford, East Windsor, Ellington, Enfield, Glastonbury, Hebron, Manchester, Marlborough, Somers, South Windsor, Stafford, Tolland, Vernon.

**Phone** .....

**TTY** .....

**New Britain Sub-Office:** Berlin, Bristol, Burlington, New Britain, Plainville, Plymouth, Southington.

**Phone** .....

**TTY** .....

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

**Phone** .....

**New Haven Regional Office:** Ansonia, Bethany, Branford, Derby, East Haven, Hamden, Milford, New Haven, North Branford, North Haven, Orange, Seymour, Shelton, Wallingford, West Haven, Woodbridge.

**Phone** .....

**Middletown Regional Office:** 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.

**Phone** .....

**Norwich Regional Office:** Bozrah, Colchester, East Lyme, Franklin, Griswold, Groton, Lebanon, Ledyard, Lisbon, Montville, New London, North Stonington, Norwich, Preston, Salem, Sprague, Stonington, Voluntown, Waterford.

**Phone** .....

**Bridgeport Regional Office:** Bridgeport, Easton, Fairfield, Monroe, Norwalk, Stratford, Trumbull, Weston, Westport.

**Phone** .....

**Stamford Regional Office:** Darien, Greenwich, New Canaan, Stamford, Wilton.

**Phone** .....

**Waterbury Regional Office:** Beacon Falls, Cheshire, Middlebury, Naugatuck, Oxford, Prospect, Southbury, Waterbury, Watertown, Wolcott.

**Phone** .....

**Danbury Regional Office:** Bethel, Bridgewater, Brookfield, Danbury, New Fairfield, New Milford, Newtown, Redding, Ridgefield, Sherman.

**Phone** .....

**Torrington Regional Office:** 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.

**Phone** .....

## The Village for Families & Children

The Village for Families and Children provides services that include: residential and outpatient behavioral health treatment for children; adoption, foster care and family preservation services; school- and community-based programs that promote education, positive youth development, asset building and self-sufficiency; outpatient, intensive outpatient, extended day and residential treatment for the medically fragile; 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 Hartford, in schools and in community settings. **Phone:** (860) 236-4511 **Website:** [villageforchildren.org](http://villageforchildren.org)\*

## Connecticut Association for Human Services (CAHS)

Community outreach workers disseminate information in cities and towns across the state to increase participation in hunger and nutrition programs – especially federal Food Stamps. They also carry information about child care subsidies and family budgeting. CAHS offers practical tools on financial literacy, access to tax credits, and asset building services. Publications such as *Your Family’s Money* and *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 coordinates free tax preparation sites, which link filers with the federal Earned Income Tax Credit (EITC) and other opportunities to improve their financial situation. In addition, CAHS mobilizes public support for increased access to affordable, quality workforce supports, health care, and asset-building programs. **Phone:** (860) 951-2212 **Website:** [cahs.org](http://cahs.org)\*

## The Hispanic Health Council (HHC)

HHC offers nutrition assistance, breastfeeding consultation, case management, support group facilitation, referrals, and leadership development for middle and high school youth. Also available are prevention education and supports for vulnerable populations at high-risk for substance abuse, infectious diseases, and/or child abuse. **Address:** 175 Main Street, Hartford. **Phone:** (860) 527-0856 **Website:** [hispanichealth.com](http://hispanichealth.com)\*

*Programs that Help People in Connecticut is available on-line at [cahs.org/publications](http://cahs.org/publications).*

## 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.

<b>Bridgeport ABCD *</b>	
1070 Park Avenue .....	(203) 366-8241
Energy Assistance.....	(203) 384-6904
<b>Bristol BCO *</b>	
55 South Street .....	(860) 584-2725
Energy Assistance.....	(860) 582-7490
<b>Danbury CACD</b>	
66 North Street.....	(203) 744-4700
Energy Assistance.....	(203) 748-5422
<b>Danielson Access</b>	
173A Mechanic Street.....	(860) 774-0418
Energy Assistance (Willimantic) .....	(860) 450-7423
<b>Derby TEAM</b>	
30 Elizabeth Street.....	(203) 736-5420
Energy Assistance.....	(203) 736-5420
<b>Hartford CRT*</b>	
555 Windsor Street .....	(860) 560-5600
Energy Assistance.....	(860) 560-5730
<b>Jewett City TVCCA</b>	
One Sylvandale Road .....	(860) 889-1365
Energy Assistance (Norwich) .....	(860) 889-1365
<b>Meriden New Opportunities *</b>	
191 Pratt Street.....	(203) 235-0278
Energy Assistance.....	(203) 235-0278
<b>Middletown CRT *</b>	
44 Hamlin Street.....	(860) 347-4465
Energy Assistance.....	(860) 347-4465
<b>New Britain HRA*</b>	
180 Clinton Street.....	(860) 225-8601
Energy Assistance.....	(860) 223-2288
<b>New Haven CAANH*</b>	
781 Whalley Avenue.....	(203) 387-7700
Energy Assistance.....	(203) 387-7700
<b>New London TVCAA</b>	
83 Huntington Street .....	(860) 444-0006
Energy Assistance.....	(860) 889-1365
<b>Norwalk NEON*</b>	
98 South Main Street .....	(203) 899-2420
Energy Assistance.....	(203) 899-2484
<b>Stamford CTE</b>	
34 Woodland Avenue .....	(203) 327-3260
Energy Assistance.....	(203) 352-4846
<b>Waterbury New Opportunities</b>	
232 North Elm Street.....	(203) 575-9799
Energy Assistance.....	(203) 756-8151
<b>Willimantic Access</b>	
1315 Main Street .....	(860) 450-7400
Energy Assistance.....	(860) 450-7400

## The Salvation Army

Salvation Army’s programs and services include, but are not limited to: Family Shelters (Hartford & Waterbury); The Right Place School Readiness & Family Resource Center (Hartford, Danbury, Meriden); Food and Clothing Bank ; Grandparents’ Support Group (Hartford); Young Parents Program (Hartford); Adult Drug & Alcohol Rehabilitation Center (Hartford, Bridgeport, New Haven); Girls, Inc. (Hartford); Food for Life Pantries (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, Stamford, Willimantic); Men’s Lodge (New Britain, Hartford-*seasonally*).

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

### Program Locations

<b>Ansonia</b>	
26 Lester Street.....	(203) 736-0707
<b>Bridgeport</b>	
30 Elm Street .....	(203) 334-0995
<b>Bristol</b>	
19 Stearns Street.....	(860) 583-465 or (860) 583-4652
<b>Danbury</b>	
15 Foster Street .....	(203) 792-7505
<b>East Hartford</b>	
1535 Forbes Street.....	(860) 568-8513
<b>Hartford</b>	
225 Washington Street.....	(860) 543-8415
<b>Hartford</b>	
217 Washington Street.....	(860) 543-8427
100 Nelson Street.....	(860) 543-8419
855 Asylum Avenue.....	(860) 543-8400
<b>Manchester</b>	
661 Main Street.....	(860) 649-7787
<b>Meriden</b>	
23 St. Casimir Drive .....	(203) 235-6532
<b>Middletown</b>	
515 Main Street.....	(860) 347-7493
<b>New Britain</b>	
78 Franklin Square .....	(860) 225-8491 or (860) 223-8402
<b>New Haven</b>	
450 George Street.....	(203) 624-9891
<b>New London</b>	
11 Governor Winthrop Boulevard. ....	(860) 443-6409
<b>Norwalk</b>	
14 Byington Place.....	(203) 866-2125
<b>Norwich</b>	
262 Main Street.....	(860) 889-2329 or (860) 889-2330
<b>Stamford</b>	
198 Selleck Street.....	(203) 359-2320
<b>Torrington</b>	
234 Oak Avenue.....	(860) 482-3569
<b>Waterbury</b>	
74 Central Avenue.....	(203) 754-7056
<b>Willimantic</b>	
316 Pleasant Street.....	(860) 423-0977

## Thrift Stores

PICK-UPS ONLY **Toll-free:** (800) 842-7356

<b>Bloomfield</b>	
1051 Blue Hills Avenue.....	(860) 726-1979
<b>Bridgeport</b>	
1313 Connecticut Avenue.....	(203) 367-1089
1174 East Main Street .....	(203) 384-6934
<b>Bristol</b>	
1235 Farmington Avenue.....	(860) 314-2391
<b>Brooklyn</b>	
Brooklyn Commons (Route 6).....	(860) 779-1970
<b>Danbury</b>	
129 Main Street .....	(203) 792-9799
<b>Enfield</b>	
565 Enfield Street.....	(860) 741-3364
<b>Hamden</b>	
1359 Dixwell Avenue .....	(203) 230-2323
<b>Manchester</b>	
285 Broad Street.....	(860) 646-6216
<b>Mansfield</b>	
Route 195 Storrs Road.....	(860) 423-3318
<b>New Britain</b>	
165 Arch Street.....	(860) 224-3833
<b>New Haven</b>	
274 Crown Street .....	(203) 776-2448
<b>New London</b>	
170 Bank Street.....	(860) 443-1116
<b>Rockville</b>	
166 Union Street.....	(860) 872-1434
<b>Stamford</b>	
896 Washington Blvd. ....	(203) 975-7630
<b>Torrington</b>	
57 Main Street.....	(860) 489-7170
<b>Wallingford</b>	
286 South Colony Road .....	(203) 269-3371
<b>West Hartford</b>	
160 Shield Street.....	(860) 953-6104

## New Life Corporation (NLC)

NLC serves under-employed and unemployed residents of New Haven, paying particular attention to the unique needs of Latino residents. Individuals are assisted in finding and obtaining jobs; building assets through promotion of the Earned Income Tax Credit (EITC) and free tax preparation; managing money through financial education classes where residents are taught to fix credit problems and become more bankable. New Life is certified to issue Income Taxpayer Individual Tax Identification Numbers (ITIN), which allow non-documented workers to pay taxes on their income. In addition, NLC connects families with the state HUSKY Health Plan for medical coverage. **Address:** 540 Ella T. Grasso Boulevard, New Haven, CT 06519 **Phone:** (203) 777-0313 **Website:** [newlifecorp.org](http://newlifecorp.org) \*

## Wheeler Clinic

Wheeler Clinic provides outpatient and intensive mental health services, substance abuse treatment, special education, crisis intervention and counseling, foster care, early childhood development, child abuse prevention programs, judicial support services for adolescents and adults, and community education throughout Central Connecticut. A full continuum of mental health services is offered to children, adolescents, adults and families by multicultural staff representing all major clinical disciplines. **Toll-free:** (888) 793-3500 **Phone:** (860) 793-3500 **Website:** [wheelerclinic.org](http://wheelerclinic.org)\*

Psychiatric crisis intervention, information and referral is delivered through **HELPLINE** (860) 747-3434 or (860) 524-1182

## Co-Opportunity, Inc.

Co-Opportunity operates employment assistance, financial education, financial counseling, and savings programs. YouthBuild-Hartford offers GED preparation and construction training to 18-24 year-old Hartford residents. A HUD-approved housing counseling program assists first time homebuyers, and provides landlord training and help for people facing foreclosure. Through the Hartford Asset Building Collaborative, people interested in improving their finances have a mix of programs to choose from. During the tax filing season, free tax preparation is available throughout Hartford by calling **United Way 2-1-1**. People can work with a budget coach to see where their money is going, how to manage debt, and make financial plans for the future. Matched savings accounts (IDA) help people save for first homes, small businesses, or post-secondary education. Participants attend financial education classes, and receive financial counseling and assistance preparing for their chosen investment. **Address:** 20-28 Sargeant Street, Hartford, CT **Phone:** (860) 236-3617 x100 **Website:** [co-opportunity.org](http://co-opportunity.org)\*

## The Connection, Inc.

The Connection, Inc. offers an array of services in the areas of behavioral health; child and family welfare; community justice; housing; sexual abuse and trauma; and women’s services in Middletown, Groton, New Haven and Old Saybrook. **Phone:** (860) 343-5500 x2125 **Toll-free:** (888) 824-1972 **Website:** [theconnectioninc.org](http://theconnectioninc.org)

## CT Council of Family Service Agencies (CCFSA)

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



# Special Populations

## Elderly

### Senior Centers

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

### Area Agencies on Aging

Area Agencies on Aging provide information and referral assistance on health insurance, community-based services, elder care, and training and education on aging issues. State-wide **Toll-free:** (800) 994-9422; **New Haven:** (203)/785-8533 **Norwich:** (860) 887-3561 **Hartford:** (860) 724-6443 x271 **Bridgeport:** (203) 333-9288 **Waterbury:** (203) 757-5449

### Grocery Delivery Service

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

### AARP

AARP is a voluntary organization for the elderly, which provides information and resources; engages in legislative, regulatory and legal advocacy; and assists members in serving their communities. AARP offers benefits, products and services for its members as listed below. **Toll-free:** (888) 687-2277 **Website:** [aarp.org/ct](http://aarp.org/ct)

**Driver Safety** – available on-line or as an eight-hour classroom refresher course, the program covers normal changes in vision, hearing, and reaction time, and offers practical techniques to compensate for these changes. **Toll-free:** (888) 687-2277

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

**Benefits Outreach** – volunteers help older people with low- or moderate-incomes find public and private benefit programs for which they may be eligible to help pay for prescription drugs, groceries, doctors, heating bills, property taxes and more. To receive help in connecting with benefits, call AARP CT state office **Toll-free:** (866) 295-7279 or check **Website:** [aarp.org/quicklink](http://aarp.org/quicklink)

**Money Management** – volunteers provide daily money management services to help older or disabled people who have difficulty budgeting, paying bills and keeping track of financial matters. Contact the CT Institute for Communities, Inc. **Phone:** (203) 743-9760 x111

### CT Association of Adult Day Centers (CAADC)

Adult Day Health Centers offer programs in a group setting for older adults during the day. Services can include nursing care; personal care; nutrition; social services; rehabilitation services and recreation certified by the Department of Social Services and CAADC. Primary caregivers receive respite during the time their loved ones are at the center. **Phone:** (860) 828-8653 **Website:** [canpfa.org/Content/caadc](http://canpfa.org/Content/caadc)\*

### MaturityWorks

MaturityWorks offers paid on-the-job training and job search assistance for people 55 and older. Participants must live in Fairfield, Litchfield, Middlesex or New Haven counties. **Bridgeport:** (203) 953-3256; **Middlesex/New Haven:** (203) 867-4040 x267; **Waterbury/Danbury:** (203) 574-6971 x434

### 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. 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. **Toll-free:** (800) 222-3937. **Phone:** (877) 887-6327. **Website:** [eyecareamerica.org](http://eyecareamerica.org)\*

### CT Community Care, Inc. (CCCI)

CCCI 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. They arrange and oversee care from local, qualified homecare providers. **Toll-free:** (866) 845-2224 **Website:** [ctcommunitycare.org](http://ctcommunitycare.org)\*

### Compassion & Choices

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

### CT Department of Social Services (DSS)

**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. **Toll-free:** (800) 994-9422 **Phone:** (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:** (800) 547-3443

**Home Sharing Programs:** Three programs provide 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 matches 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. Potential matches are interviewed to identify those with complementary needs. References and background information are screened and checked. DSS 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 located in **New Haven:** (203) 785-8533; **Norwich:** (860) 886-4736 **Toll-free:** (800) 690-6998; **Newington:** (860) 665-8778

**Homecare:** This program 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, individuals meeting both the financial and functional screening criteria are referred for an independent, comprehensive assessment. This assessment determines whether a community-based plan of care can be developed that is safe, cost-effective and meets the individual's needs. **Toll-free:** (800) 445-5394

**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 otherwise be jeopardized. DSS Social Workers also act as Conservators-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. **Phone:** (860) 424-5241

**Education:** Financial assistance – hostelships – are available to low-income individuals who wish to attend an Elderhostel program but cannot afford the cost. **Toll-free:** (866) 218-6631 **Phone:** (860) 424-5643

**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:** (866) 218-6631 **Phone:** (860) 424-5643

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

**Family Caregiver Support:** 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:** (800) 994-9422 **Phone:** (860) 424-5199

**Congregate "Community Cafés" and Home Meals Program:** Provides nutritionally balanced meals to adults 60 years and older at community sites or at home. **Toll-free:** (866) 218-6631

**Protective Services for the Elderly (PSE):** This program receives and investigates reports of neglect, self-neglect, abuse, abandonment and exploitation of persons 60 years of age or older. Social Workers provide intervention and short term services to protect vulnerable elders. **Toll-free:** (888) 385-4225 Emergencies after 4:30p.m.: **United Way 2-1-1**

**CHOICES:** The Connecticut Health Insurance Assistance, Outreach, Information, Counseling and Eligibility Screening Program (CHOICES) offers free information, referrals, and assistance to elders through the Area Agencies on Aging. Trained staff and volunteer counselors assist with health insurance options including Medicare fee-for-service, managed care (Advantage), Medicare Part D prescription plans and the Low-Income Subsidy (LIS), Medicare Supplemental Insurance (Medigap), and Medicare Savings Programs for individuals with low-income. Sometimes a Benefits Checkup eligibility screening for federal and state programs is conducted. 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. **In-State Toll-free:** (800) 994-9422 **Phone:** (860) 424-5862\*

**Living Wills and Affidavits:** Forms to be used to ensure an 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:** (800) 262-4414 or through DSS **Toll-free:** (866) 218-6631

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

# Disabled

## CT Department of Developmental Services (DDS)

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

<b>North Region/East Hartford</b> .....	(860) 263-2500
Toll-free .....	(800) 558-9527
<b>Newington</b> .....	(860) 331-2100
<b>Putnam</b> .....	(860) 630-4000
<b>Willimantic</b> .....	(860) 456-6300
<b>South Region/Wallingford</b> .....	(203) 294-5049
Toll-free .....	(888) 263-4445
After Hours Emergency .....	(800) 752-0005 PIN: 20433
TTD .....	(203) 294-4475
<b>New Haven</b> .....	(203) 974-4200
<b>Norwich</b> .....	(860) 859-5400
Toll-free .....	(866) 584-3376
<b>Meriden</b> .....	(203) 514-3200
<b>Mystic</b> .....	(860) 572-4900
<b>West Region/Waterbury</b> .....	(203) 805-7400
Toll-free .....	(866) 274-3888
After Hours Emergency .....	(800) 347-2574 PIN: 80848
<b>Cheshire</b> .....	(203) 806-8700
<b>Danbury</b> .....	(203) 448-3500
<b>Stratford</b> .....	(203) 455-3100
<b>Lower Fairfield County</b> .....	(203) 642-5000
<b>Northwest Center</b> .....	(860) 496-3000

## Bureau of Rehabilitation Services (BRS)

**Vocational Rehabilitation** (VR) is available for individuals, including youths transitioning out of high school with significant physical and mental disabilities. They get help to prepare for, obtain, and maintain employment,. Most VR services are free. **Phone:** (860) 424-4844 **Toll-free:** (800) 537-2549 **TTY** (860) 424-4839

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

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

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

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

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

### Regional BRS offices are listed below:

<b>Bridgeport</b> .....	(203) 551-5500 ( <i>Same for TTY</i> )
<b>Danbury, Stamford, Torrington, Waterbury Hartford</b> .....	(860) 723-1400
TTY .....	(860) 723-1430
<b>Dayville, East Hartford, Enfield, Manchester, New Britain, New Haven</b> .....	(203) 974-3000
TTY .....	(203) 974-3013
<b>Middletown, New London, Norwich</b> .....	(203) 974-3000
TTY .....	(203) 974-3009

## CT Department of Social Services (DSS)

DSS provides help for families to finance the extraordinary expenses of children with physical disabilities. Community based agencies provide homecare to eligible people with disabilities. Social workers coordinate planning and management of homemakers, housekeepers, adult companions, day care, and home-delivered meals, to help clients stay independent in the community. Medicaid waivers allow 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. Home and community-based services waivers pay for personal care assistance and other support services though Medicaid. Income/asset eligibility may apply. Contact the DSS regional office listed under Multi-service Agencies in this book or **Toll-free:** (800) 842-1508

## Planned Lifetime Assistance Network (PLAN) of Connecticut

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

## Kuhn Employment Opportunities

Kuhn Employment Opportunities supports individuals with developmental disabilities, mental illness and physical disabilities to obtain employment so they can become valued members of the community, more independent, and proud. Kuhn provides situational assessment, career planning, job development and placement services; on-the-job training, job coaching, school to work transition, and transportation services. Employment opportunities include individual job placement, work crews, work services and community experience programs. **Meriden:** (203) 235-2583 or (860) 347-5843 **Middletown:** (860) 347-8923. **Website:** [kuhngroup.org](http://kuhngroup.org)

## 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, and thousands of connections are made annually through our assistive technology program. 120 Holcomb Street, Hartford, CT 06112. **Phone:** (860) 242-2274 **TTY:** (860) 286-3113 **Website:** [ciboakhill.org](http://ciboakhill.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. **Toll-free:** (800) 708-6796. **Phone:** (860) 231-8756 **TTY:** (860) 231-8169. **Voice/TTY:** (860) 231-1690 **After-hours Emergency Voice/TTY Interpreting Services:** (860) 231-7623 **Website:** [ct.gov/cdhi](http://ct.gov/cdhi)\*

## Goodwill Industries

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 a Day Support Option Program are also available for developmentally disabled individuals.

<b>Western CT</b> .....	(800) 423-9787
<b>Eastern CT</b> .....	(203) 777-2000
<b>Springfield/Hartford*</b> .....	(860) 278-5890

## State Library for the Blind and Physically Handicapped

The Connecticut State Library for the Blind and Physically Handicapped lends books and magazines in Braille and recorded formats, along with the necessary playback equipment. The service is FREE to any Connecticut adult or child who is unable to use regular printed materials due to a visual or physical disability. 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 a printable application. **Address:** 198 West Street, Rocky Hill, CT 06067-3545. **Toll-free:** (800) 842-4516 **Phone:** (860) 721-2020 **Website:** [cslib.org/lbph.htm](http://cslib.org/lbph.htm)\*

## Converse Communications

Converse Communications supports 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 202, Bloomfield CT 06002. **Phone:** (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. 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 courses; driving assessment; job training, placement and support; and 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:** (800) 874-7687 x100 **Phone:** (860) 228-9438 x100 **TDD:** (860) 228-2091. **Website:** [ct.easterseals.com](http://ct.easterseals.com)\*

## Ability Beyond Disability

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

## 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. ASD offers Birth-to-Three services through its Early Childhood Intervention, 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 **Phone:** (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, is committed to protecting the rights of individuals with 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. Offices are listed below. **Website:** [arcofct.org](http://arcofct.org)

<b>Branford</b> .....	(203) 315-3770
<b>Farmington Valley</b> .....	(860) 693-6662
<b>Columbia</b> .....	(860) 228-2070
<b>Danbury</b> .....	(203) 792-3540
<b>Quinebaug Valley</b> .....	(860) 774-2827
<b>Deep River</b> .....	(860) 526-3457
<b>Greater Enfield</b> .....	(860) 763-5411
<b>Guilford</b> .....	(203) 458-4040
<b>Tunxis</b> .....	(203) 458-8532
<b>Hartford</b> .....	(860) 246-6400
<b>Manchester</b> .....	(860) 646-5718
<b>Meriden-Wallingford</b> .....	(203) 237-9975
<b>Middletown</b> .....	(860) 347-5099
<b>Greater New Haven</b> .....	(203) 288-7932
<b>New Milford</b> .....	(860) 355-5343
<b>Norwalk</b> .....	(203) 846-9581
<b>New London County</b> .....	(860) 464-6302
<b>Plainville</b> .....	(860) 747-4119
<b>Southington</b> .....	(860) 628-9220
<b>Portland</b> .....	(860) 342-0700
<b>Litchfield County</b> .....	(860) 482-9364
<b>Waterbury</b> .....	(203) 575-0707
<b>Winsted</b> .....	(860) 738-1410

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

BESB is the lead state agency for adults and children who are blind or visually impaired and is charged with helping them 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. **Toll-free:** (800)-842-4510 **Voice/TDD:** (860) 602-4221 **Website:** [ct.gov/besb](http://ct.gov/besb)\*

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

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

## Veterans

### CT Department of Veterans' Affairs

The Department of Veterans' Affairs was established to provide expanded, integrated, and coordinated services to Connecticut veterans and their families. 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 listed below. **Commissioner Address:** 287 West Street, Rocky Hill, CT 06067 **Toll-free:** (800) 550-0000 **Phone:** (860) 721-5818 **VET INFO:** (866) 928-838

<b>Newington</b> 555 Willard Avenue, 3rd floor .....	(860) 594-6604
<b>Rocky Hill</b> 287 West Street Bldg. 7 .....	(860) 721-5893 or (800) 550-0000
<b>Norwich</b> 100 Broadway – City Hall Rm. 305 .....	(860) 887-9162
<b>West Haven</b> 487B Campbell Avenue .....	(203) 931-0460*
<b>Bridgeport</b> 75 Middle Street .....	(203) 336-2570*
<b>Waterbury</b> 55 West Main Street # 140 .....	(203) 805-6340

### Veterans' Employment Training Service (VETS)

This agency helps veterans, reservists, and National Guard members in securing employment 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 local governments and non-profit agencies. **Address:** 200 Folly Brook Blvd., Wethersfield, CT 06109. **Phone:** (860) 263-6490 **Website:** [dol.gov/vets](http://dol.gov/vets)

### Veterans' Tuition Waiver Program

Certain eligible war-time veterans domiciled in Connecticut at the time of admission 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. As of July 1, 2008, eligibility extends to residents of the state who are children or surviving spouses of members of the Armed Forces killed in action since 9/11/2001 who also were residents of Connecticut. Active members of the Connecticut Army or Air National Guard, certified in good standing, also may have tuition waived for undergraduate study. Effective July 1, 2008, graduate degree programs will be eligible for the Guard tuition waiver at the Connecticut State University and the University of Connecticut. Children of certain Connecticut MIA/POW veterans are also eligible for waivers. Contact any Connecticut public college or university or EEIC, **Toll-free:** (800) 842-0229

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

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

<b>Bridgeport</b> 350 Fairfield Avenue.....	(203) 331-8876
<b>Hartford</b> 999 Asylum Avenue, Suite 506 .....	(860) 566-2677
<b>New Haven</b> 746 Chapel Street .....	(203) 789-7841
<b>Norwich</b> 307 Main Street, P.O. Box 987 .....	(860) 886-8557
<b>Waterbury</b> 55 West Main Street, Suite 150.....	(203) 805-6350

## Immigrants

### 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. **Bridgeport:** 670 Clinton Avenue **24-hour Phone:** (203) 336-0141 **Hartford:** (860) 692-3085. **Stamford:** (203) 965-7190 **Website:** [iiconn.org](http://iiconn.org)\*

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

### Hartford Area:

<b>Alianca Brasileira</b> 2074 Park Street, 2 <sup>nd</sup> Floor.....	(860) 236-0788
<b>Asian Family Services</b> 237 Hamilton Street .....	(860) 951-8770
<b>Capital Region Conference of Churches</b> 60 Lorraine Street .....	(860) 236-1295 x10
<b>Catholic Charities</b> See listings in <b>Not-for-Profit Counseling</b> section of this book.	
<b>Community Health Center</b> (Provides health services in over 10 languages) 500 Albany Ave.....	(860) 249-9625
<b>Connecticut Coalition of MAAs Inc.</b> 143 Madison Avenue .....	(860) 236-6452
<b>Franciscan Center for Urban Ministry</b> 285 Church Street .....	(860) 756-4034
<b>Hartford Public Library</b> (Educational programs pertaining to citizenship, immigrant rights, etc) 500 Main Street.....	(860) 695-6300
<b>Jewish Federation of CT</b> 40 Woodland Street.....	(860) 727-5701
<b>Lutheran Community Services</b> Grace Lutheran Church, 46 Woodland Street .....	Office (860) 525-5174

### New Haven Area:

<b>Catholic Charities</b> See listings in <b>Not-for-Profit Counseling</b> section of this book.	
<b>Centro San Jose</b> (Food pantry, community center) 290 Grand Avenue .....	(203) 777-6771
<b>IRIS</b> (Integrated Refugee and Immigrant Services) 235 Nicoll Street, 2 <sup>nd</sup> Floor .....	(203) 562-2095
<b>Junta</b> (Multi-service agency) 169 Grand Avenue.....	(203) 787-0191

### Bridgeport Area:

**Catholic Charities**  
See listings in **Not-for-Profit Counseling** section of this book.

# Know Your Rights

## Worker Rights

### Family Leave

**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. **Phone:** (860) 263-6537 **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. **Hartford:** (860) 240-4160 **New Haven:** (203) 773-2249

### CT 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; on-the-job or formal training; job-seeking skills and placement assistance. Their website provides general information on the program as well as a downloadable application form for services. **Address:** 21 Oak Street, 4th floor, Hartford, CT 06106 **Phone:** (860) 493-1500 **Website:** [wcc.state.ct.us](http://wcc.state.ct.us)\*

<b>Bridgeport</b> 350 Fairfield Avenue.....	(203) 382-5616
<b>Hartford</b> 999 Asylum Avenue.....	(860) 566-4154
<b>Middletown</b> 90 Court Street.....	(860) 344-7453
<b>New Britain</b> 233 Main Street.....	(860) 827-7180
<b>New Haven</b> 700 State Street .....	(203) 789-7512
<b>Norwich</b> 55 Main Street.....	(860) 823-3900
<b>Stamford</b> 111 High Ridge Road.....	(203) 325-3881
<b>Waterbury</b> 55 West Main Street.....	(203) 596-4207
<b>Chairman's Office: Hartford</b> 21 Oak Street.....	(860) 493-1500

### Unemployment Insurance

Unemployment Insurance is a joint federal-state program providing benefits for eligible workers who qualify under Connecticut's law. Administered by the state Department of Labor (DOL), Unemployment Insurance benefits are paid when certain legal conditions are met.

**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. 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 Phone or by Internet. If using the Internet follow [ct.gov/dol](http://ct.gov/dol) to "File a New Claim, File a Weekly/Continued Claim, or Make a Claim Inquiry." If filing by phone, use the numbers listed below. Once the automated portion is done, callers are connected to a DOL Representative to complete a claim. Callers living out of state can call **Toll-free:** (800) 942-6653. TDD/TTY users may reach TeleBenefits by calling **Toll-free:** (800) 842-9710. Individuals who have difficulty using a phone can visit a CT Works site, listed in the Employment section of this book.

<b>Kent, North Thompson, Salisbury, Sharon, Stafford Springs, Westport and Wilton</b> (This number is only for these seven exchanges and is not accessible statewide).....	(800) 354-3305
<b>Bridgeport</b> .....	(203) 579-6291
<b>Danbury</b> .....	(203) 797-4150
<b>Danielson, Willimantic</b> .....	(860) 423-2521
<b>Greater Hartford, Bristol, Enfield, Manchester, New Britain</b> ..	(860) 566-5790
<b>Meriden, Middletown</b> .....	(860) 344-2993
<b>New Haven, Hamden, Ansonia</b> .....	(203) 230-4939
<b>New London, Norwich</b> .....	(860) 443-2041
<b>Stamford, Greenwich, Norwalk</b> .....	(203) 348-2696
<b>Torrington</b> .....	(860) 482-5581
<b>Waterbury</b> .....	(203) 596-4140

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

## Denial of Benefits or Services

### Social Security Administration

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

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

### CT Department of Social Services (DSS)

**SAGA:** If assistance is denied, a hearing may be requested at the local Department of Social Services (DSS) 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 Statewide Legal Services. **Toll-free:** (800) 453-3320

**Temporary Family Assistance (TFA):** 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 Statewide Legal Services. **Toll-free:** (800) 453-3320

**Food Stamps:** If 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 listed in the Multi-service section of this book, 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:** (800) 462-0134 or by calling Statewide Legal Services. **Toll-free:** (800) 453-3320

### 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 a local CT Works site, which are listed in the Employment section of this book. Appeals are handled by independent referees and should continue to be filed while awaiting a hearing.

### Center for Medicare Advocacy

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

### Office of the Healthcare Advocate (OHA)

OHA assists consumers with managed care selection by providing information, referral and assistance to individuals about obtaining health insurance coverage and services. OHA assists consumers in filing complaints and is responsible for tracking and quantifying these complaints. This agency is also responsible for educating the general population on their managed care rights. **Toll-free:** (866) 466-4446

### Qualidigm®

Qualidigm 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. **Medicare Beneficiary Helpline:** (800) 553-7590 (for questions about Medicare or to request a case review). **Phone:** (860) 632-2008 **Website:** [qualidigm.org](http://qualidigm.org)

### 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:** (800) 7979688 **Phone:** (860) 418-7001 **Website:** [ct.gov/ohca](http://ct.gov/ohca)

### CT Department of Public Health (DPH)

Complaints about health care services are handled by DPH, Division of Health Systems Regulation. **Address:** 410 Capitol Avenue, MS#12HSR, P.O. Box 340308, Hartford, CT 06134-0308. **Toll-free:** (800) 828-9769. For specific complaints about: **Health Care Institutions** such as a hospital, nursing home or out-patient clinic: (860) 509-7400; **Health Care Professionals** licensed by DPH Toll-free: (800) 842-0038; **Home Health Care Agencies** write to DPH or call Toll-free: (800) 828-9769

## Legal Advice and Representation

### Statewide Legal Services (SLS)

Statewide Legal Services provides free legal advice on a variety of civil law issues such as housing, including landlord-tenant and foreclosure matters; family problems; public benefits problems, such as Food Stamps, energy assistance, State Supplement and Supplemental Security Income (SSI); and consumer issues, including bankruptcy. If a caller needs legal representation, SLS will refer the person to an appropriate provider. SLS also provides a wide variety of educational pamphlets on most common legal problems relating to housing, family, public benefits, and consumer issues. Please note that seniors are encouraged to call their local Legal Services office, listed below, rather than SLS. **Phone:** (800) 453-3320 **Website:** [slsct.org](http://slsct.org)

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

### CT Lawyers Legal Aid to the Elderly

The Connecticut Lawyers Legal Aid to the Elderly is operated by Aetna using volunteer attorneys from Aetna and private law firms. The program serves Hartford County residents with limited income and assets who are 60 or older. They advise and represent clients in consumer matters, small claims, landlord tenant disputes, Social Security and Supplemental Security Income problems, Medicaid, and Medicare. Their attorneys are also available to prepare wills, living wills, and powers of attorney **Phone:** (860) 273-8164

### Consumer Law Project for Elders (CLPE)

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

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

CHRO is the state’s chief civil rights law enforcement agency. It receives and investigates complaints alleging discrimination in employment, housing, public accommodations and credit transactions on the basis of age, ancestry, color, genetic information, learning disability, marital status, past or present history of mental disability, mental retardation, national origin, physical disability, race, religious creed, sex (including pregnancy), sexual orientation, criminal record (in state employment and licensing), familial status and lawful source of income in terms of housing discrimination, as well as the use of/training a guide dog. Where a violation is found, the Commission provides appropriate relief. Complaints must be filed within 180 days of the alleged act of discrimination. The agency also administers the state Equal Opportunity contract compliance laws to assure that contractors to the state exhibit equal opportunity in their employment and contracting practices. **Toll-free:** (800) 477-5737 **Phone:** (860) 541-3400 **Website:** [ct.gov/chro](http://ct.gov/chro)\*

### Office of the Child Advocate (OCA)

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

### CT 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. **Toll-free:** (877) 402-2299; **Bridgeport:** (203) 551-7638.; **Hartford** (860) 297-0808; **New Haven** (203) 974-7715; **Newington** (860) 666-7626; **Norwich** (860) 859-4703

### CT Parent Advocacy Center (CPAC)

CPAC offers information and support to families of children and young adults – from birth to age 26 – with any disability or chronic illness. CPAC believes that parents can be the most effective advocates for their children, given the knowledge and understanding of special education laws and their procedures. CPAC is staffed by parents of children with disabilities who have training in, and personal experience with, the law and disability issues. CPAC conducts in-service presentations for schools, teachers-in-training and service providers; speaks with parents on a daily basis; and serves on numerous statewide committees. **V/TTY:** (860) 739-3089 **Toll-free:** (800) 445-2722 **Fair Haven Community Health Center:** (203) 776-3211 **Website:** [cpacinc.org](http://cpacinc.org)\*

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

P&A is an independent State agency created to safeguard and advance the civil and human rights of people with disabilities in Connecticut. Part of a nationwide network of protection and advocacy systems, P&A operates under both State and federal legislative mandates to: provide information, referral, and advocacy services; pursue legal and administrative remedies on behalf of people with disabilities who experience disability-related discrimination; conduct investigations into complaints from people with disabilities; and investigate allegations of abuse and neglect of adults who have mental retardation (ages 18-59) and people in psychiatric facilities. The agency also provides public education and training and informs policymakers about issues affecting people with disabilities. **Address:** 60-B Weston Street, Hartford, CT 06120-1551. **Phone:** (860) 297-4300 **Toll-free V/TDD:**(800) 842-7303 **TDD:** (860) 297-4380. **Website:** [ct.gov/opapd](http://ct.gov/opapd)\*

### Office of Victim Services (OVS)

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

### AIDS Legal Network (ALN)

ALN is a collaborative project of the legal services programs in Connecticut that responds to the legal needs of people living with HIV/AIDS. Some of the situations confronting people with HIV have legal remedies, and there are attorneys throughout the state who are willing and able to represent them. ALN links persons with HIV-related legal needs with attorneys at no cost. ALN also offers legal education and legal technical assistance, in the areas of family law, government benefits and Advance Directives (**Living Wills**) to people working in the HIV service community and to family members/support givers and consumer groups. **Toll-free:** (888) 380-3646\*

### CT Fair Housing Center

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

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

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

### Lawyer Referral Services

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

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

	Food	Cash Assistance	Housing	Jobs	Adult Education	Money Management	Homeownership	Health Care	Health Clinics	Abuse	Mental Health & Addiction	AIDS	Specialized Health Services	Child Care	Family Supports	Elderly	Disabled	Veterans	Immigrants	Legal Questions		
ABCD	27	27	27	27	27	27	27							27	27	27						
Ability Beyond Disability																						
Access	27	27	27	27	27	27	27							27	23,27	27					32	
ACORN						8	8															
Adoption															24							
Advocacy Unlimited, Inc.											16		16									
AIDS Legal Network for Connecticut												18										37
AIDS Projects												18	18									
AIDS Testing Sites												19	19									
Alcoholics Anonymous (AA)											17											
Alzheimer's Association							20															
American Association of Retired Persons (AARP)						29																
American Cancer Society							21						21									
American Dream Down-Payment Initiative (ADDDI)						8	8								24							
American Red Cross												19										
American School for the Deaf																						32
APT Foundation, Inc											16											
ARC of Connecticut																						33
Area Agencies on Aging																						
BCO	27	27	27	27	27	27	27							27	27	27						
Behavioral Health Services							15				15											
Birmingham Group										14,15												
Birthright							13						13		13							
Board of Education Services for the Blind (BESB)													33									33
Brain Injury Association of Connecticut (BIAC)							20						20									
Bridgeport Neighborhood Trust							8															
Bridges Community Support System											17				17							
CAANH	27	27	27	27	27	27	27							27	27	27						
CACD	27	27	27	27	27	27	27															
Cancer Information Service of New England																						21
Canton Parents as Teachers									23													23

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Capitol Region Council of Governments				5																	
Capitol Region Mental Health Center					6					14,17											
Career Resources				5	5,6									22							
Casa Hostos										17					24						
Casey Family Services																					
Catholic Charities						8				15,16	19			15,16,23							
Center for Medicare Advocacy																					36
Centro de la Comunidad														23							
Charter Oak Health Plan						10															
Chemical Abuse Services Association (CASA)										17											
Child & Adolescent Mobile Psychiatric Services										14,15				14,15							
Child and Family Service Agencies										15,16				15,16							
Child Guidance Center										15,16				23							
Child Guidance Clinics										15,16				15,16							
Children's Home Community Services, Inc														23							
Children's Rights Council														23							
Child Support														23							
CHOICES													30								
Christian Activities Council						8															
Commission on the Deaf and Hearing Impaired																					32
Community Health Center Association of CT								11			18		11								
Community Health Centers								11,12					11								
Community Mental Health Center										5,17,16											
Community Partners in Action (CPA)											18				25						
Community Solutions, Inc.									24						24						
Community Substance Abuse Centers (CSAC)									16												
Compassion and Choices																					29
ConnMAP							10														10
ConnPACE							10														10
CONNATAC-EOC																					
Consultation Center										17					17						

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Consumer Credit Counseling Service (CCCS)						7	8								37					37
Consumer Law Project for Elders (CLPE)																32				
Converse Communications																				
Cooperative Extension System	2																			
Co-Opportunity						28	8							28						
Coordinating Council for Children in Crisis							14		23			14								
Counseling Services								15,16	15,16					15,16						
Credit When Credit is Due (CWCD)						7														
Crisis Stabilization Services									19	19		19								
CRT	27	27	27	27	27	27	8	13					27	27	27					
CT AIDS Drug Assistance Program (CADAP)																				
CT AIDS Drug Insurance Program									16	19										33
CT Association for Children and Adults with Learning Disabilities																				
CT Association for Home Care and Hospice													20		20					
CT Association for Human Services	1					7														
CT Association of Adult Day Centers																				29
CT Association of Mental Health Clinics for Children									15	15		15		15						
CT Birth to Three System								13				13		13						13
CT Breast and Cervical Cancer Early Detection Program								21				21								
CT Bureau of Rehabilitation Services								31	31											31
CT Childhood Lead Poisoning																				
CT Coalition Against Domestic Violence									24					24						
CT Commission on Human Rights and Opportunities (CHRO)																				37
CT Community Care (CCCI)																				
CT Counseling Centers, Inc.									16											
CT Department of Children and Families								24	14	22	23,24									
CT Department of Developmental Services																				31
CT Department of Economic and Community Development							4													36
CT Department of Education													22							
CT Department of Labor																				35
CT Department of Mental Health and Addiction Services									16	18										

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CT Department of Public Health													20,21							36
CT Department of Social Services ( <i>general information p. 26</i> )	1	2	4				10						22	23	30	31				36
CT Department of Veterans' Affairs																				33
CTE	27	27	27	27	27	27	27						27	27	27					
CT Fair Housing Center																				37
CT Homecare Programs											18			18	30					
CT Housing Finance Authority (CHFA)																				
CT Housing Investment Funds (CHIF)																				
CT Lawyers Legal Aid to the Elderly																				37
CT Legal Rights Project																				37
CT Medical Home Initiative							14													
CT Mental Health Center									14,15,17											
CT Parent Advocacy Center (CPAC)																				37
CT Parkinson's Working Group																				
CT Partnership for Long-Term Care																				
CT Poison Control Center												20								
CT Sexual Assault Crisis Services (CONNSACS)								24				20								
CT State Library for the Blind and Physically Handicapped														24						
CT Unemployment Insurance																				35
CT Women's Education and Legal Fund (CWEALF)																				38
CTWorks																				
Danbury Hospital										17										
Danbury Regional Child Advocacy Center														24						
Divine Mortgage Solutions							8	8												
Dress for Success																				
Early and Periodic Screening, Diagnosis, and Treatment																				
Easter Seals CT																				32
Eastern CT Workforce Investment Board																				
EEIC																				
Emergency Mobile Psychiatric Services for Youth (EMPS)								14,15	14,15	14,15										
Emergency Psychiatric Services										17										

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Emergency Shelters			3																		
End Hunger CT!	1										14,17										
F.S. DuBois Center														22,24,25							
Families In Crisis															23						
Family Counseling and Mediation Center															23						
Family Matters															15						
Family Re-Entry											15				28						
Family Service Agencies											15,16,28				23						
Family Services of Central CT											15				22						
Family Strides, Inc.															24						
Family Violence Victim Advocate Program										24					22						
Fatherhood Initiatives															22						
Foster Care															24						
Genesis Center											17										
Goodwill Industries																	32				
Greater Waterbury Mental Health Authority											14										
Grocery Delivery Service	29															29					
Habitat for Humanity							8														
Harbor Health										17											
Hartford Areas Rally Together (HART)							8							8							
Healthy Start								13					13								
HERC			4		7	7,8															
Hispanic Health Council	1						26				14										
Home Share			30													30					
Home Solutions							8														
Hopeline Pregnancy Resource Center								13					13								
Housing Development Fund, Inc.							8														
HRA	27	27	27	27	27	27	27	27						27	27	27					
HUD			4																		
HUSKY									10				10								
Intercommunity Mental Health Center											14										

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Internal Revenue Service (IRS)						7															
International Institute of CT											15,16			15,16							34
Jewish Family Services															23						
Kidsafe CT															23						
Klingburg Family Centers															23						
Kuhn Employment Opportunities				31							14										31
Laurel House																					
Lawyer Referral Service																					38
Lead Prevention and Treatment													20								
Leeway												18									
Litchfield Visitation Services															23						
Literacy					5																
Madonna Place										23				22	23						
Manchester Memorial Hospital													23	23	23						
Maturity Works				29												29					
McCall Foundation															23						
Medicaid							10														
Medicare							10														36
Mental Health Association of CT											14										
Mental Health Centers											15,16										
Milo W. Peck Child Development Center														23	23						
Money Matter\$						7															
Morris Foundation											16										
Multicultural Ambulatory Addiction Services (MAAA)											17										
Mutual Housing Association							8														
Narcotics Anonymous											17										
National Alliance for the Mentally III (NAMI)											14										
Neighborhood Housing Services							8														
NEON	27	27	27	27	27	27	27														
New Haven Family Alliance																					
New Haven Home Recovery			4																		



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New Heights												14								
New Life				28	28	28	28											28		
New Opportunities	27	27	27	27	27	27	27						27	22,27	27					
North Central Counseling Services											17									
Northwest Mental Health Authority											14,17									
Northwest Regional Workforce Investment Board				5																
Oak Hill																	32			
Office of Health Care Access (OHA)							36													36
Office of Protection and Advocacy for Persons with Disabilities (P&A)										37							37			37
Office of the Child Advocate (OCA)										37				37						37
Office of the Healthcare Advocate							36						36							36
Office of Victim Services (OVS)										37										37
Opportunities Industrialization Centers (OIC)				6																
Parent Child Resource Center														23						
Parent Support Centers														23						
Paul & Lisa Program									25					25						
Pediatric AIDS Project												19								
Planned Lifetime Assistance Network (PLAN)																				
Planned Parenthood of Connecticut							13													31
Poison Control													20							
Project Courage										17										
Qualidigm®							36													36
Reach											14									
Regional Growth Connection																				
River Valley Services				5							14,17									
Runaways									23	23					23					
Rushford Center										17										
Ryan White Service Providers											18									
SAGA		2					10													36
Salvation Army	27		27								16	19			27	27	27			

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School-Based Health Centers																				
Senior Centers																				
Senior EyeCare Program							29									29				
SERVE New England	1																			
Sexually Transmitted Disease Clinics													20							
Social Security		2																		36
Soldiers', Sailors', and Marines' Fund																			34	
Soundview											14									
Southern CT State University														23						
Southeastern Mental Health Authority										17										
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