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TOWN OF WINDSOR
SOCIAL SERVICES
EMERGENCY ASSISTANCE PLAN

GOAL

Windsor's goal in assisting a person or family in need is to aid them in handling their current emergency and to help them develop an ongoing plan for living. All options suggested in this plan are at the discretion of town staff and are not to be construed as an entitlement by staff or people in need of help.

A. DURING WORKING HOURS, MONDAY - FRIDAY,
8:00 A.M. -5:00 P. M.

FOOD

If a person who is not a Food Bank participant needs food on an emergency basis they can come to L. P. Wilson Community Center, 599 Matianuck Avenue, to Social Services. They will need to show proof of address and they will be given a Food Bank Application to complete for their second visit. They will be given food for themselves and their family, according to what is available.

HOUSING

According to the Moore vs. Ganim court decision of June 1995, no Town in Connecticut is required to guarantee housing to anyone. (There is an exception to this, when the Town of Windsor posts a notice on a residence saying that the building is not safe for habitation. There are rules that govern this situation.) The town is not required to provide housing (emergency or otherwise). People who are in need of emergency housing for the night are referred to the Windsor Police. If in the police officer's discretion a person is put up in a motel, the officer brings the person in and signs the register. The officer tells the clerk that one evening will be authorized and brings the receipt back to the Social Services Office. The receipt must have the incident number written on it and be signed by the officer. It is the responsibility of the individual or family to seek alternative housing solutions following that one night stay. Social Services staff is available to assist in this process as appropriate. The following are possible leads for emergency housing:

First Option

The first option is to help the needy person or family move in with family or friends.

Second Option

The individual could be directed to the YMCA, 50 High St. New Britain. The number is 860-229-3787. The rate is: Single Bedroom: \$165.00/week (men only)
Requirements: Picture I.D. with date of birth; Social Security Card; and **Cash, Master Card or VISA**. Maximum stay is indefinite. A \$20 key deposit is required.

Third Option - Motels

A. Motel 6

Three National Drive (Route 75 in Windsor Locks (behind Webster Bank) On Bus Line

Windsor Locks, CT 06096

860-292-6200

Person needs to pay in **cash, or major credit card**

Single room is \$45.99 plus tax

There is an additional \$3 charge for each additional adult. No more than 4 people.

B. Super 8 Motel in Hartford, CT 06120

57 West Service Road

860-246-8888

Fax: 860-246-8887

\$54.99 single person, one person one bed plus tax

\$55.99 double, two people one bed, plus tax

Need to pay cash, or major credit card

C. Econo Lodge (behind Rt. 75 McDonalds)

34 Old County Rd., Windsor Locks, CT

860-623-2533, Fax: 860-627-7587

Near bus line, close to restaurants and fast food

Cash or Credit Card

Single Room, \$69.00 one person / \$79.00 two persons

Children under 18 free.

Allows pets

Fourth Option – Shelters

Hartford

A. Immaculate Conception Shelter

560 Park Street

Hartford, CT 06105

860-724-4823

Contact: Fred Lynn x102

Description: 90 beds

Eligibility: **Males only**

Towns Served: Hartford and surrounding towns

Hours: 4:00 p.m. to 8:00 a.m., Year Round

Cost: No fee

B. McKinney Shelter

34 Huyshop Avenue

Hartford, CT 06106

860-722-6922

Contact: Jose Vega

Description: 90 beds

Eligibility: **Men, 18 years plus or emancipated youth w/ court documentation**

Town's Served: Hartford Region

Hours: 4:30 p.m. - 7:30 a.m., curfew of 7pm

Day respite- homeless men with medical issues

C. My Sister's Place

102 Pliny Street

Hartford, CT 06120

860-895-6629

Provides long-term supportive housing for single men and women

Transitional Living Program -

- Must prove that they are homeless (case manager verification)
- Can stay two years
- Have own apartment (between 1-4 bedrooms)
- Must have an income; pay 30% for housing, pay own utilities

Contact: Valerie Archer, 860-549-1634

Description: 18 beds

Eligibility: **Women and children only**

Towns served: Hartford Region

Hours: 24 hours – Emergency Shelter

D. Open Hearth Association

437 Sheldon Street

Hartford, CT 06106

860-525-3447

Contact: Marilyn Rossetti, Program Director

Description: 20 beds emergency shelter, 87 bed transitional shelter work program for permanent residents.

Eligibility: **Males only**

Hours: 3:30 pm – 7:00 am

Town's Served: Hartford Region

E. St. Elizabeth's House

118 Main Street

Hartford, 06106

860-808-2120

Contact: Tenesha Grant

Transitional Living Program -

Description: 38 beds for men, 10 beds for women

Eligibility: **Men and women**

Town's Served: Hartford and surrounding towns

Hours: 24 hours, can stay for up to 2 years

Cost: \$250/month

F. Salvation Army Emergency Shelter

225 S. Marshall Street

Hartford, CT 06105

860-543-8423

Contact: Lynn Naughton, Director

Description: 47 beds, 5 cribs

Eligibility: **Family Shelter. Limited number of beds available for single women**

Town's Served: Greater Hartford Region

Cost: No charge

Special Services: Spanish speaking

No walk-ins/call to see if beds are available

G. South Park Inn

75 Main Street

Hartford, CT 06106

860-724-0071

Contact: Heather Pilarcik for women, David Duverger and Audrey Kennedy for men

Description: 85 beds, plus 33 transitional beds

Eligibility: **Men, women and children (first come, first serve)**

Town's Served: Hartford Region

Hours: 5 p.m. - 8 a.m. (men), mother and children can stay all day, 28 day maximum stay which can be extended for certain circumstances

Cost: Sliding scale

Special Services: Spanish speaking

H. East Hartford Shelter

385 Main Street

East Hartford, CT 06118

860-568-0323

Contact: Steve, Program Manager

Eligibility: **Can take 25 women and children and 15 men, ages 18 + or child accompanied by parent or legal guardian**

Hours: 4:30 pm – 7:30 am (men), 24 hrs for families with children

West Hartford

I. The Bridge Youth Shelter

1019 Farmington Avenue

West Hartford, CT 06107

860-521-6890

Contact: Kaemaii Pierre, Program Director

Description: 9 beds

Eligibility: six beds are slotted for DCF; three are open to the community. **Girls only.** 30 – 45 day stays.

Hours: 24-hour emergency

Cost: Will bill DCF.

Counseling Services for Windsor Youth are provided by North Central Counseling Services: Kathy Schlessi, Director Child and Family Services, 860-253-5020. Services are also provided throughout the region by CHR (Community Health Resources) by calling 860-683-8068 or the hotline at 1-877-884-3571.

J. Network against Domestic Abuse of North Central CT - Enfield

24 hour emergency Hotline shelter for women and children; information and referrals, crisis intervention, counseling and requests for shelter, support groups and court adversaries.

15 beds only, can stay up to 60 days

Hot Line: 860-763-4542 (24/7)

K. Interval House - Domestic violence - Hartford

24 hour emergency shelter for women and children; support groups; court adversary

Shelter capacity – 20

Hot Line: 860-527-0550

Spanish speaking staff available

For additional information on Shelters:

Call **INFO LINE** (TTY available/Spanish speaking) 211

TRANSPORTATION

Staff Car - If no other means of transportation is possible the person may be transported by the staff in a town car.

Drivers for Hire – Social Services maintains a list of local people who can be hired to drive.

CLOTHING

Clothing Banks

- Consignment/children
Cool Kids Clothes
Located at Grace Episcopal Church, lower level
311 Broad Street
Phone: 860-688-1232
Hours: Mon-Wed 9:00-1:00, Thurs 9:00-3:00, Sat 9:00-1:00
- Asylum Hill Congregational Church Thrift Shop
814 Asylum Ave., Hartford, CT 06106
Phone: 860-525-5696
Hours: Friday 9:30 to 2:30 and first Saturday of the month 9:30-12:00
- Penny Saver Thrift Shop
319 Broad St., Manchester, CT 06040
Phone: 860-649-3297
Hours: Monday – Saturday 9:30 – 4:30
- Nearly New Shop
Enfield Congregational Church
1295 Enfield St., Enfield, CT 06082
Phone: 860-745-3646

Hours: Wednesday 12:00-3:00, Thursday 9:30-2:30, Saturday 9:30-12:30

- Goodwill Super Store
232A Tolland Turnpike
Phone: 860-643-2709
Hours: Monday – Saturday 9:00am to 9:00pm, Sunday 10:00am to 7:00pm
- Salvation Army Thrift Store – Manchester
263 Broad St., Manchester, CT 06040
Phone: 860-646-6216
Hours: Mon – Sat 9:00am – 8:00pm
- Salvation Army Thrift Store – West Hartford
136 Shield St., West Hartford, CT 06110
Phone: 860-953-6104
Hours: Mon-Sat 9:00am – 8:00pm

ENERGY ASSISTANCE

Fuel Assistance

The Community Renewal Team takes applications for energy assistance at their Windsor Satellite office-located at the L. P.Wilson Community Center. An appointment can be made by calling 860-560-5800 between 8:30-4:30 pm. **This is not a crisis program so people need to apply for fuel assistance before they run out.**

Energy Assistance

Windsor Fuel Bank and Operation Fuel are two programs that may be able to assist people with their energy needs in an emergency. Please call 860-285-1839 to discuss eligibility and to schedule an appointment.

BOILER PROBLEMS

People with a problem concerning their boiler should contact Office of Community Development (860-285-1985) for an appointment to apply for a low interest rate loan. They will do a financial assessment, which will be given to Jim Hallisey in Community Development to determine eligibility. Jim will handle the process from there.

EVENINGS, WEEKEND AND HOLIDAY PLAN

Contact the Windsor Police Department at 860-688-5273 to determine what may be available for help.

EMERGENCY FUEL ASSISTANCE

The procedures for handling requests for emergency fuel are as follows:

- In a rental situation determine if the tenant or landlord is responsible for the heat. If the landlord is responsible he/she should be contacted.

- If the tenant is responsible can the person borrow the money needed from family or friends?

The Town of Windsor Social Services Department has a contract with Charter Oak Oil Company (Aiello Home Services) at 860-292-2600. A minimum delivery only can be authorized.

- State Line Propane LLC of Granby will fill up propane tanks. The owner, Brian, can be called on his cell phone 860-250-3256
- The person receiving the fuel should contact the Social Service Office the next business day at 860-285-1839. They will need to apply to have the bill paid. In the event that they do not apply or that they do not qualify for assistance, the bill for the fuel delivery will remain their responsibility. A police report and case number will be required to apply for assistance.