

# TOWN OF WINDSOR SOCIAL SERVICES RESOURCE GUIDE



# **SOCIAL SERVICES**

# **RESOURCE GUIDE**

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## **Domestic Violence**

**Interval House** Interval House provides a safe place to live as well as information and education to understand and deal with issues related to domestic violence. An excellent resource for information about domestic violence counseling, help in the courts, emergency shelter. Phone: 1-888- 774-2900. **For immediate help call the domestic violence hotline: 1-888-774-2900.**

## **Energy & Utility Assistance**

**Community Renewal Team - CRT** Each year, during the winter months, help is available to income eligible households to pay for heating fuel in the form of oil, gas, or electric heat. Help may also be available if heat is included in the rent payment. Appointments can be made by calling the main number at CRT which is 860-560-5800. When you call, let them know that you would like an appointment in Windsor.

**Community Renewal Team CRT** Weatherization, including Heating System Evaluation & Repair. Contact CRT at Telephone: (860) 560-5354 or by email: [Weatherization@crtct.org](mailto:Weatherization@crtct.org).

**Home Energy Solutions/ associated with EVERSOURCE** Energize Connecticut can help you save money and energy, as well as improve efficiency in your home. Call 1-877-947-3873. website: [www.energizect.com](http://www.energizect.com)

**Operation Fuel** Operation Fuel provides emergency help with heating and utility costs. For more information and eligibility guidelines, please contact Windsor Social Services at (860) 285-1839.

**Windsor Fuel Bank** The Windsor Fuel Bank offers emergency crisis benefits for eligible Windsor residents who are experiencing hardship with their utility bills, heating needs and water bills. Eligibility is based upon several factors. Call Social Services at 860-285-1839 for information. Assistance for water bills is also available, for eligible households.

## **Everyone**

**United Way 2-1-1** 2-1-1 is the one-stop connection to Connecticut local services, such as utility assistance, food, housing, child care, after school programs, elder care, crisis intervention and much more. Dial 2-1-1 or search online. If you are outside of Connecticut or have a problem using the 2-1-1-number, dial 1-800-203-1234.

**Free Telephone** Assurance Wireless is a federal Lifeline Assistance program brought to you by Virgin Mobile. Call 1-888-321-5880 or visit [www.assurancewireless.com](http://www.assurancewireless.com) to apply.

**CT Dept. of Social Services** State of Connecticut Department of Social Services (DSS) delivers and funds a wide range of programs and services as Connecticut's multi-faceted health and human

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services agency. DSS support the basic needs of children, families, older and other adults, including persons with disabilities. Phone: 1-855-6-CONNECT (1-855-626-6632) (TTD/TTY 1-800-842-4524 for persons with speech or hearing difficulties)  
Address: 20 Meadow Road, Windsor, CT 06095.  
Online: <http://www.ct.gov/dss/site/default.asp>

## **Families & Children**

- Birth to Three** A system of supports for families to help meet the needs of infants and toddlers who have developmental delays or disabilities. Contact 1-800-505-7000 or visit their website at [www.birth23.org](http://www.birth23.org) for further information.
- Care4Kids** Care4Kids helps low to moderate income families in Connecticut pay for child care costs. Information can be found by calling them at 1-888-214-KIDS (5437).
- Emergency Mobile Psychiatric Services (EMPS)** Emergency Mobile Psychiatric Services (EMPS) is a mobile intervention service for children and adolescents experiencing a behavioral or mental health crisis. Call 2-1-1 to access this service. The purpose of the program is to serve children in their homes and communities, reduce the number of visits to hospital Emergency Rooms, and divert them from hospitalization if a lower level of care is a safe, effective alternative.
- Women Infants and Children (WIC)** Provides healthcare referrals, nutrition education, breastfeeding promotion and support, and supplemental foods. Contact their main office in Hartford at (860) 757-4780. WIC meets at the L.P. Wilson Community Center once a month. When scheduling your appointment, ask for an appointment in Windsor.

## **Financial Assistance**

- Renter's Rebate** If you rent an apartment or home you may be eligible for a rebate based upon on the amount of rent that you pay. To qualify, you must be 65 years of age or older or on disability, and a Windsor resident. This program is time limited and applications must be made between the months of May and September. This program is administered by the Windsor Housing Authority. For more information or to make an appointment please call 860-285-8090.
- State Cash Assistance (TANF, SAGA, State Supplement)** The State of Connecticut has several programs that may be able to provide cash assistance to individuals and families to meet their basic needs on a temporary basis. Visit the State of CT Department of Social Services at 20 Meadow Street, Windsor, CT or call 1-855-626-6632 to complete an application.

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## **Food Assistance**

- CRT Meals on Wheels** Homebound seniors can receive healthy lunches and dinners delivered to their door. Special diets and textures are available. Call (860) 560-5828 for more information.
- CW Resources Meals on Wheels** CW Resources provides dietitian-certified nutritious meals with multiple menu and price options. For information about cost and to enroll in services call (860) 229-7700 x239.
- Juniper Homecare Meals on Wheels** Homebound seniors can receive healthy lunches and dinners delivered to their door. Call 860-922-4466 for information.
- Food Stamps-Supplemental Nutrition Assistance Program (SNAP)** SNAP (formerly known as the food stamp program), is a nutrition program that helps low-income individuals and families buy food. SNAP enrollment / re-enrollment events are held twice a month at L.P. Wilson Community Center. Call Social Services at 860-285-1839 to schedule an appointment or go the State of CT DSS office at 20 Meadow Road, Windsor, Connecticut.

## **Housing**

- Connecticut Fair Housing Center** The mission of the Connecticut Fair Housing Center is to ensure that all people have equal access to housing opportunities in Connecticut. For more information about fair housing, housing discrimination and tenant rights call (860) 247-4400 or toll free at 866-247-4401.
- Housing Education Resource Center (HERC)** This agency provides counseling assistance for people who may be facing foreclosure. They also deal with landlord/tenant right and responsibilities. They can be reached at (860) 296-4242 on Tuesday's & Friday's from 9-5pm.
- Connecticut Housing Finance Authority** The Connecticut Housing Finance Authority (CHFA) is committed to offering support to Connecticut homeowners in danger of losing their homes during difficult economic times by offering innovative refinance opportunities, mortgage assistance loans and free counseling services designed to help homeowners avoid foreclosure. Call the main number at 860-721-9501 or email [info@chfa.org](mailto:info@chfa.org)
- Coordinated Access Network (CAN)** Call 211 to get assistance for homelessness.

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## **Health Care**

- Access Health** AHCT offers Connecticut residents and employers a range of quality, affordable health and dental insurance options from several health insurance partners. To apply, call 1-855-805-4325.
- Town of Windsor Prescription Discount Card** A free prescription discount card is available to all Windsor residents. The prescription card may be used anytime your prescription is not covered by insurance or for pet medication! Cards are available at Windsor Social Services, L.P. Wilson Community Center at 599 Matianuck Avenue.
- CHOICES** This is a state program with trained counselors who help people with questions related to enrollment, plan options, prescription drug coverage, Medicare Supplement Plans, Medicare Savings Plans and Medicare questions. Windsor Social Services has a trained CHOICES counselor on staff. Call 860-285-1839 to make an appointment You can reach statewide CHOICES at 800-994-9422.
- Senior Medicare Patrol (SMP)** SMPs volunteers work with individual beneficiaries to review Medicare Summary Notices for accuracy, teach beneficiaries how to protect their personal identity and to identify & report errors on their health care bills. Call Windsor Social Services at 860-285-1839 to schedule an appointment with an SMP volunteer.
- Healthy Start** The CT Healthy Start program is a voluntary program that is offered free of charge to families seeking health care insurance, connection to health care providers and referrals to community resources. Call 860-757-4817 to determine your eligibility and to schedule an intake appointment.
- HUSKY** The Husky Plan is a State of CT Insurance designed to help income eligible children and parents/caregivers who do not have health insurance. Contact AccessHealthCT to apply and complete an application at (855) 805-4325.
- Connecticut State Dental Association** For a list of dental clinics in Connecticut go to <http://www.csda.com/for-the-public/dental-clinics-in-ct> or call (860) 378-1800.
- UCONN Dental Clinic** Dental care is available in a number of clinical settings including University Dentists, Resident Clinics, and Student Teaching Clinics. If you have questions about the fees, payment policies, or insurance policies and participation of the various patient care areas within the School of Dental Medicine, call Patient Financial Services at 860-679-2464.
- Hartford Healthcare Center for Healthy Aging** The center helps seniors and family members to identify resources to help them age safely at home. It provides home, in- office, or telephonic assessments designed to make it easy for seniors, their loved ones, and caregivers to access information & services. Call 1-877-424-4641 or visit: [cthealthyaging.org](http://cthealthyaging.org)

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## **Office of the Health Care Advocate**

The Office of the Healthcare Advocate can assist Connecticut residents with their healthcare coverage. If you have questions about enrollment into healthcare coverage, need to understand the referral or pre-authorization process or need assistance with the appeal/grievance procedures call 1-866-466-4446.

## **Legal**

### **Center for Medicare Advocacy**

The Center for Medicare Advocacy, Inc., is a national nonprofit, nonpartisan law organization that provides education, advocacy and legal assistance to help older people and people with disabilities obtain fair access to Medicare and quality health care. Phone: (860) 456-7790 or visit the website at [www.medicareadvocacy.org](http://www.medicareadvocacy.org).

### **Consumer Law Project for Elders**

Offers free legal help for people 60 and over who have consumer problems. Contact 1-800-296-1467.

### **CT Department of Consumer Protection**

Works to protect Connecticut citizens from fraud, unfair business practices and physical injury from unsafe goods or services. Contact 1-800-842-2649

### **Legal Aid/Statewide Legal Services of Connecticut**

Ensuring low-income individuals can meet their basic needs. Can provide assistance with questions related to Family law, public benefits, housing, unemployment & other legal problems and be assured equal access to opportunities and justice. Phone: 1-800-453-3320. Apply for legal help online at: <http://slsct.org/get-help>

### **CT Community Law Center**

The Connecticut Community Law Center offers affordable legal consultation and representation to low and moderate income individuals and families. For information call 860-570-5400 or email [cclc@uconn.edu](mailto:cclc@uconn.edu).

## **Mental Health & Substance Abuse**

### **Chrysalis**

Non-profit organization based in Hartford, Connecticut that provides social services and develops affordable housing. Helps people living in poverty who struggle with mental illness, substance abuse, HIV/AIDS, release from incarceration and homelessness. Contact 860-263-4400 for further information.

### **Community Health Resources (CHR)**

Mission is to help adults, children and families find Real Hope for the challenges of Real Life through an array of community based mental health services, substance use, child welfare, supported housing, foster care, prevention and wellness services and integrated care. Call 877- 884-3571 to schedule an appointment. For more information go to the website: <http://www.chrhealth.org/>

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## **Senior & Disabled Services**

- Alzheimer's Association** Primary source of information and support to the thousands of Connecticut residents dealing with the effects of Alzheimer's disease or a related dementia. For information and support contact the CT branch in Southington CT at 860- 828-2828 or contact the 24/7 Helpline 1-800-272-3900.
- Alzheimer's Resource Center** If you are an individual looking for information on the early signs of Alzheimer's disease, assessment services, or caregiver information, the Alzheimer's Resource Center is a valuable resource. Call 860-628-9000. Website: <https://www.arc-ct.org/home.php>
- Assisted Living Technologies** Provides technology solutions that promote independence, safety, and improved quality of life for elderly and special needs clients living in private homes or community-based settings. 203-235-TECH (8324) or visit their website to see a list of their products available. <http://www.assistedlivingtechnologies.com/Contact>
- NEAT Marketplace New England Technology Center** Information about the latest assistive technologies, equipment, and services that assists people with daily living activities. A great resource for the elderly or persons with disabilities. They also have an inventory of pre-owned durable medical equipment. Located at 33 Coventry Street, Hartford. PH: 860-526-4492.
- Board of Education & Services for the Blind (BESB)** Provides comprehensive low vision services, specialized education services, life skills training, case management, and vocational services to individuals of all ages who are legally blind and to children who are visually impaired. Contact 1-800-842-4510.
- Caring Connection** Provides opportunities for social interactions, friendship and fun Prevents premature nursing home placement. Maximizes independence, improves quality of life through participation in programming that challenges the mind, body and spirit. Enables respite time for caregivers. For further information call 860-547-0251.
- Connecticut Homecare Program for Elders** Helps eligible clients continue living at home instead of going to a nursing home. *Services may include:* Care Management Services, Adult Day Health Services, Companion Services, Home Delivered Meals, Homemaker Services. For more information, or to start the application process, please call 1-800-445-5394 and select option 4.
- CRIS Radio** [Audio access to people who are blind or print-challenged. 860-527-8000. http://crisradio.org/](http://crisradio.org/)

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- CT Respite Care Program** Offers relief to stressed caregivers by providing information, support, the development of an appropriate plan of care, and services for the individual with Alzheimer's Disease or related dementias. Contact Lee Morgan at 860- 724-6443.
- Department of Rehabilitative Services** The Department of Rehabilitation Services provides a wide range of services to individuals with disabilities who need assistance in maintaining or achieving their full potential for self-direction, self-reliance and independent living. The primary customers of the agency are individuals with disabilities, and employment-based programs. Main number: 860- 424-5055; TTY: (860) 247-0775.
- Easter Seals** Easter Seals offers a variety of services including: children and adults with disabilities and their families; pediatric rehabilitation, adult day services, paid job training and employment opportunities to individuals age 55 and older (Senior Community Service Employment Program), as well as some military & Veteran's Services. Call 860-522-2002 for information on how to apply for services.
- North Central Area Agency on Aging** The North Central Area Agency on Aging (NCAAA) is a regional non-profit organization based in Hartford, CT, that provides planning, management of funding and advocacy services to older persons and their caregivers. For help and assistance, please contact 860-724-6443.
- Medicare Savings Program** This programs helps individuals by lowering prescription drug co-pays and by paying Medicare Part B premiums. It can even assist with deductibles and co-insurance. Call Social Services to schedule an appointment to apply 860-285-1839.
- Neat Market New England Assistive Technology** A place to learn about the latest technologies, products, equipment, and services that assist people with day-to-day activities that they have trouble doing themselves, either because of a disability or the effects of aging. It is also a place to donate or buy new and used durable medical equipment. Call 1-866-526-4492 They are located at 33 Coventry Street, Hartford, CT.
- Prescription Delivery** Price Chopper offers FREE prescription delivery on Thursday's to all Windsor residents. For further information contact their pharmacy directly at 860-687-1411.
- Property Tax Credit for Seniors** If you are 65 years old or older, or on Social Security Disability, you can apply for a reduction in your property tax assessment. You may also be entitled to additional reductions if you are legally blind or a veteran. You must have income under certain limits. Applications are taken each year between February 15th and May 15<sup>th</sup>. Please call the Assessor's Office at 860-285-1817 for more information.

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**Senior Smiles** Provides full dental services to patients 60 and over. A sliding fee scale based upon income is used. Contact Community Health Services at 860-249-9625 x 253.

**“Hello Neighbor”** A friendly telephone call once a week to seniors to provide conversation and socialization. Our volunteers will listen and provide telephone support to reduce isolation and promote social interaction. Call Deb Sheldon at 860-285-1839.

### **Town of Windsor**

**The Windsor Housing Authority** Helps to secure safe, decent and affordable housing to elderly and disabled citizens who meet income and other eligibility guidelines in the Town of Windsor. For more information, contact the WHA at 860-285-8090

**Groceries to Go** Is a supplemental food program for adults age 60 and over. Participants can choose from a variety of easy to prepare and nutritious food items every other Friday from 10:30 - 11:30 am in the Windsor Senior Center. Applicants must be 60 or older, reside in a household that meets income guidelines, and be a resident of the Town of Windsor. For more information or to fill out an application, contact Windsor Social Services at 860-285-1839.

**Mobile Foodshare Truck** Is an outdoor food distribution service providing fresh fruit, vegetables, bread, and occasionally other perishables depending on availability. It's held every other Friday from 8:45 – 9:15am, 130 Deerfield Road. Bring your own bags. Distribution is rain or shine. Weather cancellations are listed on WFSB Channel 3. Call 860-285-1839 or look on the Windsor Social Services website for the schedule. For information about Mobile Foodshare in other towns call (860) 286-9999.

**Prescription Discount Card** A free prescription discount card is available to all Windsor residents. The prescription card may be used anytime your prescription is not covered by insurance or for pet medication! Cards are available at Windsor Social Services, L.P. Wilson Community Center at 599 Matianuck Avenue.

**The Windsor Food Bank** Is available to help supplement family food needs for Windsor residents. Contact Windsor Social Services to complete an application and determine if you qualify. A photo id, proof of address, and proof of income are required. Eligibility is income based.

**The Windsor Fuel Bank** Provides emergency energy and utility assistance including deliverable fuels such as oil and gas, electricity and water. For more information and eligibility requirements, please contact Windsor Social Services at 860- 285-1839 and ask to speak with our Energy Assistance Caseworker.

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- Weekend Wheels** Children from eligible families will receive a backpack filled with nutritious foods each Friday to bring home for the weekend. The program runs during the school year. Contact Windsor Social Services for program eligibility information. 860- 285-1839.
- Windsor Parks and Recreation** Offers programs for all ages and interests including after school programs, special holiday events, summer camps, sports etc. For more information please contact 860-285-1990 or visit <http://www.townofwindsorct.com/recreation/>.
- Youth Services Bureau** Promotes positive growth of youth and their families in Windsor through developing, coordinating, and providing services and program in the areas of prevention, education, intervention, and recreation. Please contact the Coordinator, Sarah Maffiolini at, 860-285-1990 for further information.
- Windsor Public Schools Family Resource Center** We offer families enriching, welcoming experiences in our school community and in our town. We offer our youngest eager learners a chance to acclimate themselves in a structured, school setting that is comfortable and exciting. The Family Center offers free playgroups for families with children ages 0 to 5 years old. They offer an early introduction to a school setting, and a social, play environment for participants. Contact Betsey Lepak, District Coordinator, at 860-687-2000, x284 for further information.
- Windsor Senior Center** The Senior Center offers a variety of clubs, programs, fitness activities, volunteer activities, meals and senior transportation options. Call the Senior Center at 860-285-1992 for more information.

### **Transportation**

- ADA (American's with Disabilities Act) Transportation** Available to people with disabilities who live within 3/4 of a mile of a bus stop but are unable to get there. Call 860-724-5340 x3100 for information and application forms.
- Allied Transportation** Weekday, Weekend and Holiday transportation to special events, funerals, medical appointments, shopping, etc - anywhere you wish to go. For more information, call 860-741-3701.
- Dial-A-Ride** Windsor Senior transportation provides time specific in town and out of town transportation to Windsor patrons that are adults 60 and over and those that are receiving Social Security Disability. For more information or to enroll in services, please contact Senior Center Transportation at 860-285-1992.

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- Logisticare** Transportation is for eligible Husky A, C and D Medicaid members who need to see a doctor for a Non-Emergency Medical appointment. The Member's medical condition should not be an emergency. Your first reservation must be call in to LogistiCare Reservations at 1-888-248-9895.
- Metro** Can provide a wheelchair if you don't have one - transport into and out of doctor's office. Will pick up from home, as well. Prefer 48 hour notice. For more information, call 860-643-4322. Fee - depends on where you are going - may also call First Transit @ (888) 743-3112 for payment information.
- The American Cancer Society** Offers volunteer drivers for those with cancer-related medical appointments (requires 3 business days notice). Call 800- 227-2345 one week or more before your appointment to request transportation.
- Nutmeg Senior Rides** Provides community-supported, affordable, dignified personal transportation 24/7 for seniors and vision impaired members of the community. For more information, call 860-758-7833.
- The Connecticut Transit Company- Public Transportation buses** Provides rides to and from many locations and is an easy service to use. Simply call 860- 525-9181 for more information. Windsor Dial-A-Ride can provide you with transportation to the nearest bus stop if it is too far for you to walk.
- Title 19 Medical Transportation -** Available to those on Medicaid. Call toll free 888- 743-3112, 24 hours in advance to schedule a ride.
- United Cerebral Palsy of Greater Hartford** Provides transportation to medical appointments within Greater Hartford for people with Cerebral Palsy and other disabilities, call 860- 236-6201.
- WAY TO GO CONNECTICUT** WayToGo Connecticut serves the 37 towns in the Greater Hartford Area in North Central Connecticut to address the needs of Senior Citizens, Veterans, and Persons with Disabilities to help them navigate their transportation options. [info@waytogoc.org](mailto:info@waytogoc.org)  
Phone: 860- 667-6207

### **Veteran's**

- CAP-Hartford Vet Center Community Access Point** The Hartford Vet center has opened a Community Access Point (CAP) office at the LP Wilson Community Center every other Friday from 8am to 3pm. Walk-ins welcome 8 to 9am; 9 to 3 pm by appointment. Call 860-563-8800 to schedule an appointment. This

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program offers free 1:1 readjustment counseling for all Veterans who proudly served our nation in combat zones.

### **DAV (Disabled American Vets)**

Operates a fleet of vehicles around the country to provide free transportation to VA medical facilities for injured and ill Veterans. To find out whether there is a van near you use the DAV Hospital Service Coordinator Directory to contact your nearest HSC for information or assistance. Newington Campus 555 Willard Avenue Newington, CT 06111 860-666-6951

### **Department of Veteran Affairs**

Provides assistance to veterans, their eligible spouses and eligible dependents in obtaining veterans benefits under federal, state and local laws. Please contact your local office located in Rocky Hill at 860- 616-3683 <http://www.ct.gov/ctva/site/default.asp>

### **Military 1 Source**

The primary web site to support families of all branches of the military  
<http://www.militaryonesource.mil/> Call. Click. Connect. 800-342-9647

### **Soldier's Sailors and Marine's Fund**

Purposes For Which Temporary Assistance is Available: Weekly assistance, Assistance with rental payments or mortgage interest payments, Assistance with utilities such as gas, electricity, water and home heating fuel, Assistance with medical expenses (Limits apply), Assistance with emergent dental care (Veteran only), Eye examination and eyeglasses, audiological evaluation and hearing aids, Funeral expenses, Durable medical equipment. Call Mary-Ann Bergeron-Roczynski to discuss eligibility at 860 566-2677.

### **State and Federal Benefits for Veterans**

One stop tool to provide veterans and their families to the wide variety of services and benefits offered by the State of CT and federal government agencies.  
[Veterans.ct.gov/veterans/site/default.asp](http://Veterans.ct.gov/veterans/site/default.asp)

### **The Connecticut National Guard Family Program**

Office in Hartford: PH 800-858-2677  
Website-<https://www.jointservicessupport.org/fp/default.aspx>

### **State of Connecticut Military Department**

<http://www.ct.gov/mil/site/default.asp>

### **The Veterans Crisis Line**

Connects Veterans in crisis and their families and friends with qualified, caring Department of Veteran's Affairs responders through a confidential toll-free hotline, online chat, or text. Veterans and their loved ones can call 1-800-273-8255 and Press 1, chat online, or send a text message to 838255 to receive confidential support 24 hours a day, 7 days a week, 365 days a year. Support for deaf and hard of hearing individuals is available. <https://www.veteranscrisisline.net/>

### **VA Online benefits**

Access all of your Veteran benefits in one convenient location!  
<https://www.ebenefits.va.gov/ebenefits/homepage>