

RESOURCES FOR WINDSOR RESIDENTS AFFECTED BY COVID-19

Prepared by the Town of Windsor Social Services Department
860-285-1839

Connecticut residents can call 2-1-1 or text CTCOVID to 898211 or go the website www.211.org/services/covid19 for 24/7 access to information, resources and COVID-19 testing.

Stimulus Payments: \$600, January 2021

Some people will receive an “Economic Impact Payment” prepaid card in lieu of an automatic deposit. It will come in a white envelope with the U.S. Treasury seal. Tell them not to throw the card away. Lost cards can be replaced by calling 800-240-8100. \$600/individual, \$1,200/couple, \$600 for each dependent child. Stimulus payment is taxable income.

United Way COVID-19 Relief Fund

The Windsor Chamber of Commerce, Town of Windsor and Connecticut United Ways have teamed together to help our Windsor neighbors who are suffering economic distress due to the pandemic. The Windsor COVID-19 Response Fund provides up to \$200 for basic needs to families living paycheck to paycheck without access to savings. This fund provides financial resources to qualifying ALICE (Asset Limited, Income Constrained, and Employed) households, in addition to those below poverty level. If an individual or family have been economically affected by the COVID-19 pandemic, please contact us at 860-285-1839, to determine your eligibility!

FOOD ASSISTANCE

Updates to the Windsor Food programs:

Windsor Foodbank

- L.P. Wilson Center is open to the public. The Windsor food bank is open during regularly scheduled hours Monday and Tuesdays (9-11am) and Wednesday and Thursday (1 to 3pm). **Please note that our Thursday evening distribution has been temporarily discontinued.* The procedures are as follows:

Participants are asked to come to the outside window next to the food bank door to check in, then return to their vehicle. A staff member will bring out pre-packed bags to a designated table, and then return inside – you may then grab your distribution. We ask that all individuals maintain a 6-foot distance from staff and other residents as recommended by the CDC.

Mobile Foodshare

- Mobile Foodshare distributes fresh produce and other items thru an assembly line distribution. Their truck comes every other Wednesday to the Hopewell Baptist Church at 280 Windsor Avenue. Normally attendees are asked to bring their own bags. Mobile distributions also take place at many other locations in the surrounding community on a 2 week rotation basis.

- The status of the Windsor Mobile Foodshare bi-weekly distribution is currently based on volunteer availability and participation. If enough volunteers sign up for the distribution date, it will take place.
- Please call Foodshare's 24-hour phone line at 860-856-4321 to find out where the Mobile Foodshare truck will be on any given day including for the Windsor location. To receive the Mobile Foodshare schedule on your cell phone text FOODSHARE to 85511. You may also visit their website at www.foodshare.org and scroll down to Mobile Foodshare.

Groceries to Go Senior Food program

- This is a supplemental food program for adults age 60 and over that provides a variety of easy to prepare and nutritious food items every other Friday. 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 contact Windsor Social Services at 860- 285-1839.
- Groceries to go is back at the L.P Wilson Community Center. Based on food safety guidelines, it is not recommended to leave bag groceries at the doorstep of our participants during the summer months. Groceries to Go picks ups will now be available outside the foodbank during the regular scheduled Groceries to Go distributions dates from 10:30am-11:30am

Weekend Wheels

- This program distributes a food filled backpacks and drawstring bags to elementary and middle school children each Thursday or Friday to bring home for the weekend. The program runs along with the school year. Contact Windsor Social Services for program eligibility information at 860-285-1839 or your school's family resource coordinator.
- During the Summer months, WW families are welcomed to receive an extra distribution from the Windsor Food Bank which will provide them with extra food assistance while the backpack program is not in distribution. With the help of the departments volunteer, we have successfully completed our first home delivery to a WW family that was struggling with transportation.

Farmers Market

- The WFFB has received the Farmers market coupons. The Social Services is distributing these coupons through the Foodbank to foodbank participants, during scheduled foodbank hours (registered clients and non-clients).
- **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.

UPDATED

- **SNAP: All households will continue to receive maximum benefit for household size.** 1-\$234; 2-\$430; 3-\$616; 4-\$782; 5-\$929; 6-\$1,114; 7-\$1,232; 8-\$1,408; each additional person - \$176. College students many now access SNAP benefits. State unemployment benefits are counted as income for purposes of calculating SNAP benefits and determining eligibility (other types of benefits are not).

- **SNAP: 15% Increase**
Increase will be seen on January 20, 2021. The increase goes from January to June 2021. Two examples: a single adult previously receiving the maximum benefit amount of \$204 will receive an additional \$20, for a new maximum benefit of \$234; and a family of four previously receiving the maximum benefit amount of \$680

will receive an additional \$102 for a new maximum benefit amount of \$782. If a household was granted benefits on or after January 9, 2021, it already has received the 15% increase a part of its regular SNAP benefits.

- **SNAP: Online purchasing**

Online food purchasing now available at ALDI, Amazon Walmart and ShopRite through Instacart. Client must create a profile on Instacart: www.instacart.com (http://www.instacart.com/), then enter EBT food card information as a form of payment. (cannot use cash assistance benefits on cards for online shopping) Instacart will waive delivery and/or pickup fees on up to the first three EBT SNAP orders for 90 days for ALDI beginning December 16, 2020.

- **SNAP: Automatic renewals from December 2020-June 2021**

No periodic reviews, but annual certifications may occur during this timeframe. ABAWD work requirements suspended also for duration of public health emergency.

- End Hunger CT SNAP Call center is still operating and processing application via telephone. To apply call (866) 974-7627.
- Foodshare will be conducting SNAP appointments over the phone. Contact them at (860) 286-9999.
- Learn how you can purchase food items online using your SNAP benefits: <https://portal.ct.gov/-/media/Departments-and-Agencies/DSS/SNAP/OPP-FAQs.pdf?la=en>

Additional Food assistance updates:

- Try to use local grocery delivery or pick up services such as Geissler's and Target's curbside pick-up. Grocery stores have set up special hours for seniors and some are offering curbside pick-up. Please check with your local grocery store to determine their set hours.
- Help support local restaurants that are offering pick-up and delivery services.
- Meal delivery services such as October Kitchen are still up and running. They can be reached at (860) 533-0588 to set up a delivery.
- Edible arrangements has started to deliver produce and vegetable boxes! They can be reached at (860) 219-1943.
- In an effort to help people **60 and older** get to and from Stop and Shop stores during the special **6am – 7:30am hours**, Stop & Shop has teamed up with Uber to offer 50% off one round trip ride to and from our store per week. Find out more information here: https://www.insidestopandshop.us/uber/?utm_source=AARP.org&utm_medium=Display&utm_term=271595367&utm_content=131224843&utm_campaign=Stop-and-Shop_1H-2020_AMP&cmpn_id=23629737&conf_id=uthx0015r&dclid=Cla31eG96OgCFY5CNwodPUUMKw

COVID-19 FREQUENTLY ASKED QUESTIONS

- Summary of Governor Ned Lamont **Executive Orders** <https://portal.ct.gov/Coronavirus/Pages/Emergency-Orders-issued-by-the-Governor-and-State-Agencies>
- Looking for COVID-19 testing sites , please follow the link: https://www.211ct.org/search?page=1&location=Connecticut&taxonomy_code=11048&service_area=connecticut
- **COVID-19 Vaccine Access for those 75 and Older** for information on how to schedule a vaccination please visit <https://portal.ct.gov/coronavirus/COVID-19-vaccination---75-and-older#:~:text=Schedule%20on%20the%20phone%20by,are%20busy%20serving%20other%20callers.>

EMPLOYMENT

- CT Department of Labor Hartford American Job Center Hartford – (860) 256-3700
http://www.ctdol.state.ct.us/contactinfo/ctworks/htfd_info.htm
- AMAZON IS HIRING IN CT!! \$17.25 p/h Start as soon as 7 days! No resume or previous work experience required.
<http://www.amazondelivers.jobs/warehouse-jobs/connecticut-jobs>

ENERGY ASSISTANCE

Community Renewal Team

- 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.
- Applications for heating assistance will be done via telephone and all documents will need to be submitted via fax or e-mail.
- CRT energy assistance can be applied for here: <http://www.crtct.org/en/need-help/basic-needs/energy-assistance> or Please contact CRT's Energy Assistance department to get more information: 860-560-5800.
- **There will be NO WALK-IN appointments for Energy Assistance services at the CRT multi-service centers at the following locations:**
 - 330 Market Street, Hartford, CT
 - 395 Wethersfield Ave., Hartford, CT
 - 44 Hamlin Street, Middletown, CT
- Energy Assistance staff will take applications via mail and by phone, Monday through Friday from 8 AM and 4 PM. Energy Assistance clients with scheduled appointments with a CRT Energy Department employee should call 860-560-5800 to confirm that appointment or to order deliverable fuel. Appointments for new applications may also be scheduled by calling 860-560-5800.

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 Food and 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.

FINANCIAL

- **Connecticut United Ways COVID-19 Response Fund.** This fund provides financial resources to qualifying ALICE (Asset Limited, Income Constrained, and Employed) households, in addition to those below poverty level. If an individual or family have been economically affected by the COVID-19 pandemic, please contact us at 860-285-1839, to determine your eligibility!
- CT the Department - <https://www.ctdol.state.ct.us/>

- Unemployment Compensation: For workers and employers, please see Frequently Asked Questions (FAQs) regarding COVID-19 to determine if you eligible for benefits including Unemployment Insurance (UI), Paid Sick Leave (PSL), Wages and Hours, Family Medical Leave (FML). <http://www.ctdol.state.ct.us/DOLCOVIDFAQ.PDF>

- **Unemployment Benefits**

State unemployment benefits are counted as income for purposes of calculating SNAP benefits and determining eligibility (other types of benefits are not). Unemployment benefits are taxable income.

- **Unemployment-extension of related benefits**

Federal Pandemic Unemployment Benefits (FPUC) starts/ed on December 27, 2020 and extends through March 14, 2021. People can get FPUC if they get any unemployment benefits under regular unemployment, Pandemic Unemployment Assistance (PUA), Pandemic Emergency Unemployment Compensation (PEUC) or Shared Work. The benefit is \$300/week for 11 weeks, for those receiving benefits, at least through March 14, 2021. (PUA) – for those not covered under “regular” benefits. (PEUC) for those who exhaust “regular” benefits.

- **Unemployment – additional benefits automatic or have to apply?**

The benefits will be automatically calculated but this may take some time for the CT Department of Labor to implement.

- **Unemployment – contacting CT Dept. of Labor**

These are the telephone numbers we have been given:

(860) 263-6974

(860) 263-6975

(203) 455-2653

(203) 455-2650

There is also a chat function on the Dept. of Labor website.

- Do you have questions about the stimulus payment? Please follow the link : <https://www.irs.gov/newsroom/economic-impact-payments-what-you-need-to-know>.
- SSA has instructed individuals who receive Social Security or SSI benefits and who have minor children under age 17 to go to: www.irs.gov/coronavirus/economic-impact-payments to ensure they receive dependent child economic stimulus funds even if they have previously filed income tax returns. Individuals who are new to SSA as of January 1, 2020, and who did not file taxes in 2018 or 2019, should also use this website.

HOUSING

- Free **guidance and assistance regarding Rent and Evictions**. This free service is available from several nonprofit legal aid organizations in CT and they have pooled their information under one website, which is CTLawHelp.org.

Eviction Moratorium: The Federal moratorium through the Center for Disease Control (CDC) is scheduled to end on January 31, 2021. Gov. Lamont signed an emergency order extending the

moratorium in Connecticut until February 9, 2021. This eviction protection extends to nonpayment cases, with exceptions.

The moratorium is not automatic. Every adult member in the household needs to sign a declaration form concerning their income, ability to pay rent, efforts to obtain rental assistance and harm if evicted. This document must be signed and given to the landlord.

- **Coming soon Emergency Rental Assistance (ERA)**

For partial payment of arrearages and/or up to three months prospective payments at a time. This program is just rolling out. Future updates will be posted here as soon as they become available.

- **TEMPORARILY ON HOLD AS OF 12/3/20!** The **Temporary Rental Housing Assistance Program (TRHAP)** - The State is now offering assistance to renters in order to prevent eviction actions. This will address both the arrearage caused by income loss and/or greater expenses due to COVID-19 that have negatively impacted a household's ability to pay their full monthly rent over the next number of months. *To determine if you qualify for Rental Housing assistance please CALL 1-860-785-3111.*
 - The CT State Rent Relief Program (TRHAP) can now be applied for online! This program is for those who are having difficulty paying rent during COVID and can provide up to \$4,000 total in housing assistance, or \$1,000 per month. Please follow the link to apply: <https://www.chfa.org/homeowners/state-of-connecticut-temporary-rental-housing-assistance-program-trhap/>
- **TEMPORARILY ON HOLD AS OF 12/14/20** The **Temporary Mortgage Assistance Program (T-MAP)** - The State is now offering a homeowner assistance program for low and moderate income households in Connecticut who are struggling to pay their mortgages due to the impact of the COVID-19 Pandemic. *To determine if you qualify for Mortgage assistance please CALL 1-860-785-3111; (same number for both programs). If you have a federally insured mortgage (from CHFA, FHA, VA, USDA) you are **NOT eligible** for this program, but have other options for relief, including forbearance or mediation. Please contact CHFA about their "[Single-family Borrowers/Homeowners and Servicers](#)", or contact your lender or servicer directly.*
- **Emergency Mortgage Assistance Program** - CHFA's Emergency Mortgage Assistance Program (EMAP) is a 30-year, fixed-rate loan for eligible homeowners who are having trouble making their mortgage payments. If you are behind on your mortgage, expect to fall behind or are facing foreclosure due to a financial hardship, EMAP can help you catch up or stay current with your payments. With EMAP, you may qualify for monthly financial assistance to pay your mortgage for up to 60 months. The amount you can receive each month depends on your financial situation and the median income in your area. CHFA will determine when you are ready to start paying back your EMAP loan and, until then, no interest will accrue. <https://www.chfa.org/homeowners/emergency-mortgage-assistance-program/>. Contact the CHFA Customer Call Center at (860) 571-3500 or toll free at (877) 571-CHFA.

HOW TO HELP

- **NEW!!** The Windsor Chamber of Commerce, Town of Windsor, and Connecticut United Ways have teamed together to help our Windsor neighbors who are suffering economic distress due to the pandemic. Those who are looking to **donate to the United Way to help Windsor families** can text WINDSORCOVID to 71777 or go to <https://app.mobilecause.com/vf/WINDSORCOVID> to donate.
- Call a senior in your neighborhood to check in with them.

- Offer to help grocery shop for a senior or someone that is immunocompromised.
- Volunteers are needed for the Mobile Foodshare program here in Windsor to pre-pack bags of food to be left on tables for client pickup. Social distancing is practiced and gloves are provided, Please follow the link for more information: <https://foodshare.volunteerhub.com/?format=List&filter=36779>

LEGAL AID RESOURCES

- There is so much to keep up with as the law changes daily, please follow the link for COVID-19 related questions and answers: <https://www.ghla.org/>

MEDICAL

ACCESS HEALTH

- Uninsured individuals can sign up for health insurance coverage through Access Health CT during the **NEW Special Enrollment Period** now thru April 17, 2020. The only way to sign up for this **NEW Special Enrollment Period** is by calling 855-365-2428 or visit <https://learn.accesshealthct.com/> for more information.

CT MEDICAID HIGHLIGHTS

- Medical and cash benefits are extended through June if they were set to renew in March or July if scheduled to renew in April
- Co-payments for medication were suspended for those who are dually eligible for Medicare Part D and Medicaid
- Co-payments were suspended for HUSKY B, though premiums and co-insurance remain in effect
- Refills can be extended to a 90-day supply and can be refilled when 80% of a prescription has been used for all medications that are not controlled substances
- Telemedicine is available by phone or video for medical and behavioral health.

MENTAL HEALTH

- **NAMI (National Alliance on Mental Health)**: If you need to talk to someone, text NAMI to 741741 or call the NAMI Helpline at 1-800-950-NAMI (6264).
 - NAMI resource guide- <https://nami.org/getattachment/About-NAMI/NAMI-News/2020/NAMI-Updates-on-the-Coronavirus/COVID-19-Updated-Guide-1.pdf?lang=en-US>
- **Crisis for youth or young adults in Crisis** – text line – Text “LISTEN: to 741-741 or visit www.crisistextline.org
- **BORED? ALONE? SCARED?** Connect or Call: 1(888) 770-4478 – through advocacy unlimited.
- **Tips for Social Distancing, Quarantine, And Isolation During An Infectious Disease Outbreak** <https://www.samhsa.gov/sites/default/files/tips-social-distancing-quarantine-isolation-031620.pdf>
- **FRIENDLY PHONE CALLS** from the Town of Windsor Senior Center. Staff continue to make calls to Senior Center members to check in on them. If you are interested in being added to the well-call list, or know someone who would benefit, please call the Senior Center at 860-285-1992. PLEASE NOTE: Staff is available Monday through Friday 8:00 AM to 4:30 PM.

MICELLANEOUS INFORMATION

- The CT bag tax has temporarily has been lifted.

RESIDENTIAL RENT PROTECTION

- Governor Lamont's – Executive Order No. 7X – includes a provision taking the following actions to protect residential renters during the public health crisis: <https://portal.ct.gov/-/media/Office-of-the-Governor/Executive-Orders/Lamont-Executive-Orders/Executive-Order-No-7X.pdf?la=en>

SUMMARY OF CT RESOURCES

- Find out more information on additional resources offered to CT residents here: <https://cceh.org/covid19/#clients>

TAX INFORMATION:

- **The Department of Review Service is extending the filing and payment deadline for personal income tax returns to July 15, please follow the link to find out more information:** <https://drsindtax.ct.gov/AUT/welcomeindividual.aspx>
- The Windsor Town Council, at their regular meeting on April 20, 2020, voted unanimously to adopt a 90 day deferral of property taxes due on July 1, 2020. **The last day to pay the July 1, 2020 tax bill amount due without interest is extended from August 3, 2020 to October 1, 2020.** The resolution applies to taxes on real property, personal property and motor vehicles. This deferment has been made possible by an executive order from Governor Ned Lamont to assist taxpayers by mitigating the financial impact of the COVID-19 crisis on Windsor families. To continue our social distancing efforts, avoid lines and ensure the health and safety of our residents and staff, please consider paying your tax bills in one of the following contactless manners: 1) mail your payment in the envelope provided 2) make an online payment on the town's website at www.townofwindsorct.com by using a debit/credit card or e-check 3) drop off your payment in any of the drop boxes located in the parking lot behind Town Hall, the main branch of the Windsor Library, or at the Senior Center

TRANSPORTATION

CT Transit

- Find out more information on Free Community Shuttles: <https://www.cttransit.com/services/express-services/free-commuter-shuttles>

Dial-A -Ride

- This service, with limitations, will resume on June 22, 2020. Due to the limited number of seats on the bus, transportation will be on a first come, first served basis. Transportation will be following CDC guidelines in providing this service and more detailed information can be found on the insert in this newsletter, in our email blasts, and on the town website.
- New procedures have been put in place to ensure the health and safety of all riders and staff.
- As a reminder, the new Dial-a-Ride Enrollment Period runs from July 1, 2020 through June 30, 2021. Please be sure that you are enrolled in the program in order to receive transportation. For more information or for an annual enrollment form, please visit the Senior Center website at www.townofwindsorct.com/senior-services (Senior Transportation section) or call Windsor Senior Services at 860-285-1992 or Windsor Senior Transportation at 860-285-1996.

Stop & Shop Transportation

- **NEW** In an effort to help people **60 and older** get to and from Stop and Shop stores during the special **6am – 7:30am hours**, Stop & Shop has teamed up with Uber to offer 50% off one round trip ride to and from our store per week. Find out more here:
https://www.insidestopandshop.us/uber/?utm_source=AARP.org&utm_medium=Display&utm_term=271595367&utm_content=131224843&utm_campaign=Stop-and-Shop_1H-2020_AMP&cmpn_id=23629737&conf_id=uthx0015r&dclid=ClA31eG96OgCFY5CNwodPUUMKw

VETERAN'S ASSISTANCE

Veterans Crisis Line connects Veterans in crisis and their families and friends with qualified, caring Department of Veterans' Affairs responders through a confidential toll-free hotline, online chat, or text. Call 1-800-273-8255 and Press 1, chat online, or send a text message to 838255 to receive confidential support 24/7. Visit <http://www.veteranscrisisline.net/> for more info.

Please visit the [Town of Windsor Virtual Recreation Center and Resources](https://townofwindsorct.com/recreation/virtual-recreation-center-resources/) page for additional Resources

<https://townofwindsorct.com/recreation/virtual-recreation-center-resources/>

Visit this page for updated information, and follow the Windsor Social Service Department Facebook.