

2009  
Guide  
to Services,  
Programs,  
and Benefits  
for  
People with  
Disabilities  
and Caregivers



One Long Wharf Drive  
New Haven, Connecticut 06511

[aoapartnerships.org](http://aoapartnerships.org)

**203-785-8533**



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Department of Social Services

## **Agency on Aging of South Central Connecticut**

The Agency on Aging of South Central Connecticut (AASCC) is a private, nonprofit organization incorporated in 1974.

It is designated as an Area Agency on Aging (AAA), one of five regional AAA's in the state of Connecticut.

AASCC serves these towns: Ansonia, Bethany, Branford, Derby, East Haven, Guilford, Hamden, Madison, Meriden, Milford, New Haven, North Haven, North Branford, Orange, Oxford, Seymour, Shelton, Wallingford, West Haven, and Woodbridge.



We administer the Connecticut Home Care Program for Elders in these towns as well: Chester, Clinton, Cromwell, Deep River, Durham, East Haddam, East Hampton, Essex, Haddam, Killingworth, Lyme, Middlefield, Middletown, Old Lyme, Old Saybrook, Portland, and Westbrook.

## CHOICES

Within the AASCC, the Aging Resource Center department oversees the **CHOICES** program.

**C**onnecticut's programs for:  
**H**ealth insurance assistance,  
**O**utreach,  
**I**nformation and referral,  
**C**ounseling, and  
**E**ligibility  
**S**creening



Counselors in the CHOICES department provide *Information and Referral* to seniors and people with disabilities living in South Central Connecticut, as well as their caregivers.

Counselor qualifications include college degrees. Counselors are required to earn the designation of Certified Counselor CHOICES and Benefits Outreach/Health Insurance Counseling and Assistance. They also earn the AIRS Certified Information and Referral Specialist for Aging (CIRS-A) designation.

Call to speak to a counselor or schedule a one-on-one meeting Monday through Friday from 8:30 AM to 5 PM.

**203-785-8533**

## Community Choices

In addition, people with disabilities may call Community Choices, the Aging and Disabilities Resource Center (ADRC).

The ADRC is a service that has been established as part of the state system of long term care to provide a coordinated system of comprehensive information on the full range of available public and private long term care programs and services.



It is made possible by an Administration on Aging grant through the State of Connecticut and staffed by the AASCC and Center for Disability Rights.

**800-994-9422**

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**Charlie's Closet**

The Guilford Interfaith Ministries in Guilford provides various medical equipment and supplies for only \$1.00.  
**203-453-8359**

**Connecticut Technology Act Project (CTTAP)**

CTTAP offers the Assistive Technology Loan Program that provides low interest loans to help purchase equipment or make home or vehicle modifications to maintain or improve a person's functional capabilities. Peer counselors help assess assistive technology needs, assist in locating needed technology or materials, and provide guidance to those who require financial assistance in order to fund their assistive technology/ modification needs. The loan fund is a partnership between state and federal governments and People's Bank.  
**860-424-4881**

**Emma Davis Service**

The First Church in Milford manages this clearinghouse that offers a variety of medical equipment.  
**203-877-4277**

**National Family Caregiver Support Program**

This program provides services to caregivers, including family members caring for relatives aged 60 and older and grandparents caring for children aged 18 and younger. This program can help pay for assistive technology if requested by a family caregiver.  
**203-785-8533 (Respite Department)**

**New England Assistive Technology  
(NEAT)**

NEAT offers a variety of equipment, such as bath and shower chairs, bath lifts, bed rails, and stair lifts.

**866-526-4492**

Agency on Aging of South Central Connecticut's services are delivered through four departments:

*Aging Resource Center*

Provides benefits screenings, health insurance counseling, family caregiver support, and general information and assistance.

*Care Management Division*

Provides regional management of Connecticut's home and community-based Medicaid waiver program and other caregiver respite support programs.

*Volunteer and Training Division*

Oversees programs that provide volunteer and employment opportunities.

*Grants and Contracts Department*

Awards federal and state funds to community organizations to help clients remain in their homes.

## CAREGIVER RESPITE SERVICES

### Adult Day Care Centers

Adult day care centers provide a variety of services, such as a hot lunch, nursing services, personal care, socializing, recreation, and transportation. They also provide caregivers valuable free time.

#### Branford

Orchard House 203-481-7110

#### Clinton

Robin's Nest 860-664-3568

#### Hamden

Clelian CTR 203-288-4151

Lina 203-230-1180

Partnerships CTR 203-248-8854

#### Madison

Strong House 203-245-0436

#### Milford

Ahrens 203-877-5131

#### New Haven

The Jewish Home 203-789-1650

Mary Wade Home 203-562-7222

#### Wallingford

Masonic Care 203-679-5900

Wallingford Senior CTR 203-265-7753

#### West Haven

Robert Johnson CTR 203-937-3658

### Alzheimer's Respite Program

This program is a partnership between the Connecticut Department of Social Services, Aging Services Division; Alzheimer's Association, Connecticut Chapter; and the Area Agencies on Aging. The program offers information, support, development of an appropriate plan of care, and services to those who care for individuals with Alzheimer's disease or related dementias. There is a maximum of \$3,500 in services and 30 days of out-of-home respite care services to each applicant each year.

**203-785-8533 (Respite Department)**

**Connecticut Lifespan Respite Coalition (CLRC)**

CLRC, in Rocky Hill, provides information about respite to caregivers.

[ctrespite.org](http://ctrespite.org)

**860-513-0172**

**National Family Caregiver Support Program**

This program provides family caregivers of those aged 60 or older a temporary break from their caregiving responsibilities through various services, including adult day care.

**203-785-8533 (Respite Department)**

**National Respite Locator**

ARCH National Respite Network, a division of the Chapel Hill Training-Outreach Project, offers this service to help parents, caregivers, and professionals find respite services to match their specific needs.

[respitelocator.org](http://respitelocator.org)

**911**

Calling 911 provides 24-hour emergency police, fire, and medical help.

**911****Domestic Violence Services**

This service provides a 24-hour hotline, emergency shelter, individual counseling, and support groups.

**203-789-8104**

**Medical Alarm Systems**

Medical alarm systems are waterproof pendants that people can wear around their necks. In a medical emergency, the wearer can press a button on the pendant, which signals the monitoring center. The monitoring center speaks to the wearer to assess the situation and makes all necessary calls.

AlertOne	866-726-1726
Griffin Hospital Lifeline	800-635-6156
Phillip's Lifeline	800-543-3546
Hospital of ST Raphael	203-789-3938
Life Alarm	800-780-5433

**The Umbrella Agency**

This program, provided by the Birmingham Group of Ansonia, offers a wide range of crisis and other services for victims of domestic violence and their children. Services include a 24-hour crisis hotline, support groups, and an emergency shelter.

[bghealth.org/umbrella\\_domestic\\_violence\\_services.htm](http://bghealth.org/umbrella_domestic_violence_services.htm)

**203-736-2601**

**Advanced Wheels of Technology**

This East Granby automotive company adapts, builds, modifies, and sells cars, vans, and mini-vans to people with physical disabilities. The company also rents vehicles adapted for people with disabilities and offers 24-hour road service to customers.

[advancedwheels.com](http://advancedwheels.com)

**860-653-8064**

**Handicapped Driver Training Program**

The Department of Motor Vehicles in Wethersfield evaluates, instructs, and licenses people with disabilities who require special equipment in order to drive. Service takes place at the individual's home.

[dmvct.org/handitrn.htm](http://dmvct.org/handitrn.htm)

**860-263-5700 / 800-842-8222**

**Handicapped Parking Permit**

The State Department of Motor Vehicles processes all applications for handicapped parking permits. A permanent permit is valid for five years; a temporary permit is valid for up to six months. The physician must certify on the application form that you qualify to receive a permit on the basis of your disability or medical condition. To get an application form, call your local Department of Motor Vehicles Office.

[dmvct.org/handipg.htm](http://dmvct.org/handipg.htm)

**860-263-5700 / 800-842-8222**

**Ride-Away Handicap Equipment Corporation**

This East Hartford-based company

adapts, modifies, and sells cars, vans, and mini-vans to people with physical disabilities.

ride-away.com

**860-282-8202**

The mission of the Agency on Aging, as well as the every day focus of every employee here, includes providing, “opportunities, care and support services” so our clients can avoid “unwanted and unneeded institutionalization” and remain in the community with “dignity, respect and maximum independence.”

**Agency on Aging of South Central Connecticut (AASCC)**

AASCC administers an employment training and placement program, as well as other programs that provide stipends.  
**203-752-3059**

**Allied Community Resources**

This Enfield-based agency provides job coaching, job placement, job-seeking skills training, rehabilitation plan development, and situational and vocational assessments.

[alliedgroup.org/empserv.html](http://alliedgroup.org/empserv.html)

**860-741-3701**

**Bureau of Rehabilitation Services**

This vocational rehabilitation agency assists people with significant physical or mental disabilities in preparing for, finding, and maintaining employment.

**860-723-1400 / 860-424-4840 / 800-842-1508**

**Easter Seals**

Easter Seals Goodwill Industries of New Haven offers a variety of services to help address life's challenges and achieve personal goals, including job placement and supported employment.

[newhavengoodwill.easterseals.com](http://newhavengoodwill.easterseals.com)

**203-777-2000**

**Medicaid for the Employed Disabled**

The Connecticut Department of Social Services offers this program to help people work, earn income, and still receive medical services through the Medicaid program, without a spend-down.

**203-974-8000**

**New Haven Job Center**

The New Haven Job Center, administered by the City of New Haven, offers various services with the goal of connecting "job ready" individuals with Greater New Haven area employers.

**203-624-1493**

**Regional Workforce Development Board of Greater New Haven**

This program provides comprehensive employment services, including pre-job guidance, job training, and placement services.

**203-624-1493 ext 210**

Last year, the Connecticut Home Care Program for Elders and the Disabled helped over 4,000 Connecticut residents avoid institutionalization so they can continue living independently in their own homes.

**Low Income**

The Connecticut Energy Assistance Program (CEAP) is a state and federal program that helps low-income people, and the Contingency Heating Assistance Programs (CHAP) is a state and federal program that helps higher income people.

Branford	203-315-0610
Derby	203-736-5420
East Haven	203-468-3303
Guilford	203-453-8009
Hamden	203-287-2691
Madison	203-245-5627
Meriden	203-235-0278
Milford	203-783-3253
New Haven	203-387-7700
North Haven	203-239-2566
Orange	203-891-2154
Wallingford	203-265-7753
West Haven	203-937-3572
Woodbridge	203-389-3429
Outside Area	800-842-1132

**Middle Income**

Operation Fuel is a non-profit program that helps middle income people.

Branford	203-315-0610
Guilford	203-453-8009
Madison	203-245-5687
Meriden	203-235-0278
New Haven	203-387-7700
Valley/Milford	203-736-5420
North Branford	203-315-6006
Orange	203-891-2154
Wallingford	203-294-2175

**Arrearage Payment**

The Salvation Army helps eligible clients enlist in utility companies' arrearage

payment plans by supplying the payment that some companies require.

Ansonia	203-736-0707
Meriden	203-235-6532
New Haven	203-624-9891

Connecticut's Five Area Agencies on Agency

*Southwestern Connecticut Agency on Aging*

10 Middle ST  
Bridgeport CT 06604  
swcaa.org  
203-333-9288

*Agency on Aging of South Central Connecticut*

1 Long Wharf DR  
New Haven CT 06511  
agencyonaging-scc.org  
203-785-8533

*Senior Resources - Agency on Aging*

4 Broadway, 3rd FLR  
Norwich CT 06360  
seniorresourcesec.org  
860-887-3561

*North Central Area Agency on Aging*

New Park Office & Conference Center  
151 New Park AV  
Hartford CT 06106  
geocities.com/ncaaaus  
860-724-6443

*Western Connecticut Area Agency on Aging*

84 Progress LN  
Waterbury CT 06705  
wcaaa.org  
203-757-5449

### **Consumer Credit Counseling Service (CCCS)**

Located in East Hartford, CCCS is a private, non-profit counseling agency licensed by the State Department of Banking and affiliated with the National Foundation for Consumer Credit that provides confidential counseling, money management and budgeting skills, and debt repayment planning assistance.  
[debtadvice.org/index.html](http://debtadvice.org/index.html)

**800-308-2227**

### **Medicare Savings Program / Medicare Buy-in**

*Additional Low Income Medicare Beneficiary (ALMB / QI)*

This program pays the monthly Medicare Part B premiums so a beneficiary's Social Security check will be \$96.40 more each month. This program has a finite amount of funds set aside, and as such funds are therefore awarded on a first-come, first serve basis until the pool of funds is depleted.

Single

Monthly Income = less than \$1,497

Liquid Assets = no cap

Couple

Monthly Income = less than \$2,196

Liquid Assets = no cap

*Specified Low-Income Medicare Beneficiary (SLMB)*

This program guarantees to pay the monthly Medicare Part B premiums so a beneficiary's Social Security check will be \$96.40 more each month.

Single

Monthly Income = less than \$1,361

Liquid Assets = less than \$4,000

Couple

Monthly Income = less than \$2,014

Liquid Assets = less than \$6,000

*Qualified Medicare Beneficiary (QMB)*

This program pays the Medicare Part A premiums, monthly Medicare Part B premiums, and deductibles and coinsurance amounts for Medicare services. It can therefore replace a beneficiary's Medigap supplement insurance plan or Medicare Advantage managed care plan. The Medicare Savings Plan is considered partial Medicaid (Title 19), so people must go to Medicaid providers (and then be referred by that provider for any additional care) in order to have their Medicare services paid for entirely. Please ask your doctors if they accept Medicaid.

## Single

Monthly Income = less than \$1,181

Liquid Assets = less than \$4,000

## Couple

Monthly Income = less than \$1,771

Liquid Assets = less than \$6,000

The state does not place a lien on the home you live in, but it will recover benefits paid on your behalf from your estate.

**203-785-8533 (CHOICES)**

**SAGA (State-Administered General Assistance)**

The Connecticut Department of Social Services offers financial assistance to people who do not have enough money to meet their basic needs and are deemed "unemployable."

**203-974-8000**

**Salvation Army**

The Salvation Army offers a variety of services, including help paying for basic needs, such as food, clothing, and rent. The organization also helps eligible

clients enlist in utility companies' arrearage payment plans by supplying the payment that some companies require.

Ansonia	203-736-0707
Meriden	203-235-6532
New Haven	203-624-9891

### **Social Security Disability Benefits**

The Social Security Administration pays benefits to people who cannot work because they have a medical condition that is expected to last at least one year or result in death. Apply for benefits as soon as you become disabled, as it can take three to five months to process an application.

**800-772-1213**

### **State Supplement Program**

The Connecticut Department of Social Services provides additional cash assistance beyond the federal Social Security amount for low-income recipients.

**203-974-8000**

### **Supplemental Security Income (SSI)**

The Social Security Administration can provide monthly cash assistance to ensure a minimum level of income. This program benefits those who have never been employed or were not employed long enough to qualify for regular Social Security benefits.

**203-773-5201 / 800-772-1213**

**Discounts on Groceries**

Angel Food Ministries is a non-profit, non-denominational organization dedicated to providing quality and nutritious fresh, frozen, and packaged food from the nation's top food suppliers at a fraction of the cost. A box of food valued at approximately \$65 costs only \$30. One box can help feed a family of four for about one week or one senior citizen for almost a month. The program is open to everyone. There are no eligibility requirements, restrictions, conditions, or applications to fill out to purchase Angel Food. Plus, there is no limit to the number of boxes that can be purchased. Angel Food Ministries accepts food stamps.

**Guilford**

Bethel Assmby of God 203-453-5171

**Hamden**

Elohim Christian CTR 203-230-0441

Ministry of Help 203-785-8057

**Meriden**

New Life Church 203-630-3012

**New Haven**

Church on the Rock 203-498-2687

Springs of Life Church 203-389-5883

Walk of Faith Church 203-469-5134

**North Haven**

Hope Christian Church 203-234-7328

**Wallingford**

Good News CTR 203-284-9383

**West Haven**

Vineyard Christian 203-933-7006

**Food Pantries**

Food pantries can be a vital resource to those in need. Please call the particular site for location, hours, and eligibility.

Ansonia 203-736-0707

Ansonia 203-225-0453

Branford 203-481-4248

Derby	203-734-7577
Guilford	203-453-8009
Hamden	203-562-5700
Hamden	203-772-4314
Madison	203-245-5655
Meriden	203-235-6532
Meriden	203-237-3946
Meriden	203-639-0780
Milford	203-783-1774
Milford	203-783-3253
Milford	203-874-1233
New Haven	203-397-0796
New Haven	203-503-3250
New Haven	203-624-9891
New Haven	203-752-1618
North Branford	203-488-9631
North Haven	203-239-5321
North Haven	203-239-5691
Orange	203-891-2154
Wallingford	203-265-6721
West Haven	203-931-9877
West Haven	203-933-1024
Woodbridge	203-389-3429

### **Meals for the Homebound**

The Meals-on-Wheels program delivers nutritious meals to those who are homebound.

Branford	
Community Dining	203-488-9750
Derby	
Project MANNA	203-736-5420
Guilford	
Interfaith Ministries	203-453-8359
Meriden	
Meals on Wheels	203-238-7743
Shelton	
Brel	860-922-4466
New Haven	
Lina	203-288-4505
Family Services	203-752-9919
Valley	
TEAM, Inc.	203-736-5420

**Supplemental Nutrition Assistance Program (SNAP)**

This state and federal program provides an EBT/debit card to supplement groceries with healthy food items.

**Single**

Monthly Income = less than \$1,127

Liquid Assets = less than \$3,000

**Couple**

Monthly Income = less than \$1,517

Liquid Assets = less than \$3,000

DSS (in New Haven) 203-974-8000

DSS (outside New Haven) 800-842-1508

Assoc for Human Services 860-951-2212

Last year, the CHOICES program:

- Provided services to nearly 27,000 older adults and 3,000 people with disabilities and their caregivers.
- Participated in 37 community fairs, attended by nearly 11,000 older adults.
- Delivered over 100 presentations, attended by over 4,500 people.
- Sponsored, in partnership with the Department of Elderly Services of the City of New Haven, the Annual Senior and Disabilities Expo, which attracted over 1,000 visitors and over 120 vendors.

**Property Tax Credit**

For those who own their own home, are older than 65 or disabled, and whose annual incomes do not exceed certain limits, this program provides a property tax credit to the applicant's property tax bill that may be as high as \$1,000 for singles or \$1,250 for couples. The application period is from February 1st to May 15th. For more information, please call your local assessor's office.

**Property Tax Freeze for New Haven Residents**

The City of New Haven offers seniors who own their own home tax relief. Applicants must be 70 or older, a resident of New Haven for at least ten years, and have income of less than \$50,000. There is a \$2,000 cap on the yearly benefit a senior can receive. Applications for the program can be picked up at any of the city's six senior centers. The deadline is May 15.

**Reverse Mortgage**

People 62 years old and older who own a home and have the actual title to it can apply for a reverse mortgage. A reverse mortgage is a loan that a lender pays the homeowner (in a lump sum, a monthly advance, or a line of credit) while the homeowner continues to live in the house. The homeowner keeps the title to the house and is responsible for maintaining it and paying all real estate taxes. The amount the homeowner can borrow depends on the homeowner's age, the equity in the house, and the interest rate the lender is charging. Depending on the mortgage, the loan becomes due, with interest, when the

homeowner sells the house, reaches the end of a pre-determined loan period, or dies. When the homeowner dies, the lender cannot take the title to the house - unless the heirs cannot pay off the loan. The loan can be repaid by selling or refinancing the house. Contact the U.S. Department of Housing and Urban Development (HUD) to get information on trusted banks authorized to provide HUD mortgages: HUD - Hartford Field Office, One Corporate Center, 20 Church ST, 19th Floor, HARTFORD CT 06103-3220.

**860-240-4800**

### **Transfer of Home/Assets**

Transferring a home or other assets can be a significant step in long term care planning. It is an important decision with various ramifications, so it is wise to enlist the help of a trusted elder law attorney who is experienced with Medicaid law.

#### A Lending Library

Within our Caregiver Resource Center.

Over 200 books, magazines, & videos.

All aspects of caregiving.

Suitable for individuals of all ages.

Open to the public.

Monday through Friday.

9 AM to 4 PM.

No fees.

The place to go

When you need to know.

### **Eviction and Foreclosure Prevention Programs**

Eviction and foreclosure prevention programs can provide funds toward back rent or mortgage payments to prevent people from being evicted from their rental residence or losing their homes.

Meriden

Salvation Army 203-235-6532

New Haven

Community Mediation 203-782-3500

DSS 203-974-8000

Soldier, Sailor, Marine 203-789-7841

### **Homelessness Intervention Programs**

Homelessness intervention programs can provide funds toward a security deposit for people who will be able to pay their monthly rent but don't have enough money for the security deposit.

New Haven

Community Mediation 203-782-3500

DSS 203-974-8000

### **Rent Rebate**

For those who rent, are older than 65 or disabled, and whose annual incomes do not exceed certain limits, this program provides a rebate that may be as high as \$700 for singles and \$900 for couples. The application period is from May 15th to September 15th. For more information, please call your local assessor's office.

### **Section 8 Housing Choice Voucher Program**

This is a federal government program designed to help very low-income families, the elderly, and people

with disabilities afford decent, safe, and sanitary housing in the private housing market. The U.S. Department of Housing and Urban Development (HUD) administers the housing choice voucher program by providing federal funds to local public housing agencies (PHAs). The PHAs in turn awards the housing choice vouchers to qualified participants. Participants are not limited to choose apartments located in subsidized housing projects. They are free to find their own housing, including single-family homes, townhouses, and apartments, or even the participant's present residence, as long as it meets the requirements of the program. The owner must agree to rent under the program, and rental units must meet minimum standards of health and safety, as determined by the PHA. A housing subsidy is paid directly by the PHA to the landlord. The participant pays the difference between the actual rent charged by the landlord and the amount subsidized by the program. This program typically has a waiting list. The waiting list opens to new participants when most people on the waiting list have been served. When the list is about to be opened, a notice is placed in local newspapers. During the application process, PHAs collect information on a participant's income and assets. The PHA verifies this information and uses it to determine the participant's eligibility and the amount of their housing assistance payment. If the PHA determines that a participant is eligible, the PHA places the participant on the waiting list. Once a participant is chosen from the waiting list, the PHA contacts the participant and issues a housing choice voucher.

**203-757-1138.**

**Subsidized Housing / Housing Authorities**

Ansonia	203-736-8888
Branford	203-481-3194
Derby	203-735-6652
East Haven	203-468-3287
Guilford	203-453-6262
Hamden	203-248-9036
Madison	203-245-5600
Meriden	203-235-0157
Milford	203-877-3223
New Haven	203-498-8800
North Branford	203-488-5664
North Haven	203-239-2700
Oxford	203-881-9555
Seymour	203-888-4579
Shelton	203-924-2736
Wallingford	203-269-5173
West Haven	203-934-8671

**State Comprehensive Rental Assistance Program (RAP)**

The Connecticut Department of Social Services RAP provides rent subsidies to low-income and moderate-income households. To qualify, applicants must pay 30 percent or more of their gross adjusted income for rent and utilities. Those 62 years old or older in state-assisted housing, as well as households with incomes at or below 60 percent of the median family income are eligible. RAP pays either the difference between the gross rent and 30 percent of the household adjusted gross income or 10 percent of the unadjusted income, whichever is greater.

**203-974-8000**

**Help Around the House**

Various organizations may be able to provide volunteers to help with chores, such as housecleaning, grocery shopping, and laundry or to provide companionship and transportation.

Meriden

New Opportunities 203-235-0278

New Haven

Interfaith Volunteer 203-230-8994

Valley

Interfaith Volunteer 203-922-1201

TEAM, Inc. 203-736-5420

Wallingford

New Opportunities 203-235-0278

We sponsor Project **HOPE**



Hispanic Outreach Plan for Elderly

**Connecticut Home Care Program for the Disabled**

The Connecticut Department of Social Services offers this program to provide a variety of supportive services so individuals can continue living in the community, avoiding unwanted institutionalization. Those approved for this program are assigned a care manager who is experienced in understanding the needs of people with disabilities and who provides an assessment, develops a plan of care, arranges for needed home care services, and monitors the plan to assure the individual is receiving the support needed to remain at home. To qualify, applicants must meet the following general criteria:

- Is 18 to 64 years old and disabled.
- Has neurodegenerative diagnoses (such as Alzheimer's disease, Multiple sclerosis, and Parkinson's disease).
- Be in an institution or at risk of being placed in an institution: require help with three activities of daily living (ADLs), such as bathing, dressing, and toileting.
- Are not Medicaid active, Medicaid eligible, or participating in the Personal Care Assistant waiver program.
- Meet the program's income and asset requirements.

**800-445-5394 (In Connecticut)**

**860-424-4904 (Out of State)**

**Personal Care Assistance Waiver**

The Connecticut Department of Social Services offers this program to help pay for personal care assistants (PCA). The program allows the flexibility to receive services when needed, as opposed to

receiving them at the convenience of an agency. This program lets individuals be the employer and be responsible for hiring, training, supervising, paying, and if necessary, firing the PCA. To qualify, applicants must meet the following general criteria:

- Is a person with disabilities who is 18 years old or older.
- Requires help with one activity of daily living (ADLs), such as bathing, dressing, and toileting.
- Meets the program's income and asset requirements.

**203-974-8000**

### **Private Pay Home Care Providers**

Home care agencies are private pay companies that can provide various services, including nursing care services, physical therapy services, occupational therapy services, speech pathology services, medical social services, home health aide services, and companionship.

#### **Branford**

Lifetime Solutions	203-315-5286
No Place Like Home	203-483-7764

#### **East Haven**

Utopia Home Care	203-466-3050
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#### **Guilford**

Home Instead	203-458-2992
VNA Community	203-458-4200

#### **Hamden**

Visiting Nurse Services	203-281-5500
VNA Services	203-288-1623

#### **Meriden**

Assisted Living Service	203-634-8668
Franciscan Home Care	203-238-1441
Midstate VNA	203-235-5714

#### **Milford**

Home Care Plus	203-874-8414
New England Home	203-874-6667

## New Haven

A & B HomeHealth	203-848-1986
Continuum Health	203-782-3192
Family Care VNA	203-777-2482
Priority Care	203-787-8660
VNA of SO Central CT	203-777-5521

## North Haven

Interim Healthcare	203-230-4785
Welcome Home Care	203-234-9355

## Old Saybrook

Companions/H'makers	860-388-9600
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## Orange

Orange VNA	203-891-2165
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## Wallingford

Comfort & Care	203-265-4745
Connecticut VNA	203-679-5200
VNA of Wallingford	203-269-1475

## West Haven

Almost Family	203-932-6181
B & M Homemaking	203-932-9966

In life, it isn't always about what you get.

Sometimes it's about what you give.

Because when you give, you still do get....

Be a **CHOICES** volunteer.

203-785-8533

**Americans with Disabilities Act  
Coalition of Connecticut (ADACC)**

ADACC, in Hartford, provides training and technical assistance on rights and responsibilities. Outreach strategies ensure both minority individuals and their families understand the law. While ADACC does not provide legal assistance, it does maintain a list of attorneys willing to accept ADA cases.

**860-297-4383**

**Center for Medicare Advocacy**

This agency, based in Willimantic, provides free legal advice and representation to those who have been denied Medicare coverage for durable medical equipment, home health care, hospital care, or skilled nursing facility care.

[medicareadvocacy.org](http://medicareadvocacy.org)

**800-262-4414 / 860-456-7790**

**Commission on Human Rights and  
Opportunities**

This commission handles complaints regarding discrimination based on race, gender, age, physical disability, and national origin.

**860-541-3400**

**Connecticut Legal Rights Project**

This project provides legal advocacy for clients of mental health services, residents of mental health facilities, and clients of out-patient community residential facilities.

**860-262-5030**

**New Haven Legal Assistance**

New Haven Legal Assistance provides free legal services to residents in the New Haven area who are otherwise unable to receive services due to limited income or other difficulties.

**203-946-4811**

**Statewide Legal Services (SLSCT)**

SLSCT, based in Middletown, provides free civil legal services to income-eligible people in the form of direct representation in crisis situations, advice, referrals, and legal self-help materials. SLSCT provides help with a variety of areas of law including, the rights of people with disabilities, housing, family, special education, entitlements, energy assistance, Medicare, and Social Security disability. It also provides brief services and advice, community education materials, and referrals of all non-criminal related matters to local legal services offices.

[slsct.org/index.htm](http://slsct.org/index.htm)

**860-344-0380 / 800-453-3320**

**Living Wills**

A living will (also known as a health care directive) states a person's decision about being kept alive on artificial life support if that person is dying or becomes permanently unconscious. We offer a basic format that can be completed so physicians and survivors know a person's last wishes.

**203-785-8533 (CHOICES)**

**Power of Attorney (POA)**

A POA is a document that grants one person the authority to handle various

affairs, such as real estate or financial, of another. The document must be signed by two witnesses and notarized; but it is not required to be prepared by an attorney or filed with a court.

**203-785-8533 (CHOICES)**

### **Long Term Care (LTC) Insurance**

In Connecticut, nursing home costs average \$95,000 a year. So many people believe they need to purchase LTC insurance. Generally, LTC insurance may not be appropriate unless the person is young and healthy, has high personal assets (more than \$60,000.00), and is able to easily pay the monthly premiums (usually more than \$2,000.00 a year). The State of Connecticut has partnered with certain private insurance companies to create a program (The Connecticut Partnership for Long-Term Care) to provide three advantages:

- Unbiased information about the need for long-term care.
- The ability to find and purchase quality, affordable long-term care insurance.
- A way to get needed care without depleting assets.

[www.CTpartnership.org](http://www.CTpartnership.org)

**800-547-3443**

**Charter Oak Health Plan**

The State of Connecticut has launched an initiative to provide health insurance to those who have not had insurance within the last six months, in most situations.

Monthly premiums and annual deductibles depend on household income. Individual premiums range from \$75 to \$259 and annual deductibles range from \$150 to \$900.

[charteroakhealthplan.com](http://charteroakhealthplan.com)

**877-772-8625**

**Clinics (Dental)**

Dental clinics can provide subsidized care for those with limited or no health insurance.

Derby

Hill Health 203-736-5460

Meriden

Community Health 203-639-3500

New Haven

Hill Health 203-503-3040

Hospital of ST Raphael 203-789-3156

Old Saybrook

Community Health 860-347-6971

**Clinics (Medical)**

Medical clinics can provide subsidized care for those with limited or no health insurance.

Ansonia

Health Connection 203-503-3570

Clinton

Community Health 860-664-0787

Meriden

Community Health 203-237-2229

Laplanche Clinic 203-237-0300

## INSURANCE/ HELP WITH INSURANCE COSTS

New Haven	
Fair Haven Health	203-777-7411
Dixwell Health	203-503-3420
Hill Health	203-503-3000
Hill Health	203-503-3530
Old Saybrook	
Community Health	860-388-4433
West Haven	
West Haven Health	203-503-3400

### **ConnPACE**

ConnPACE is Connecticut's State Pharmacy Assistance Program (SPAP) that can help eligible people pay their prescription bills. Those who are approved for this program generally pay no more \$16.25 for each prescription, don't have to pay the Medicare Part D premiums, and still pay no more \$16.25 for each prescription when in the donut hole/coverage gap.

#### Single

Monthly Income = less than \$2,091

Liquid Assets = no cap

#### Couple

Monthly Income = less than \$2,816

Liquid Assets = no cap

**203-785-8533 (CHOICES)**

### **Individual Insurance Policies**

These individual major medical health insurance policies are approved by the State of Connecticut.

Aetna	860-273-0123
American Republic	515-245-2000
Anthem Health Plans	203-239-4911
Celtic	800-477-7990
Connecticare	800-251-7722
Golden Rule	618-943-8000
Time	414-271-3011

## INSURANCE/ HELP WITH INSURANCE COSTS

**Low Income Subsidy (LIS) / Extra Help Paying for Prescription Drugs**  
ConnPACE requires any applicants who are deemed low income (as illustrated below) to also apply to the Social Security Administration for extra help paying for their prescriptions. The Social Security Administration offers eligible people extra help paying for the premiums, annual deductible, and co-payments associated with the Medicare Part D prescription plan. Those approved for this program have the potential to pay \$1.05-2.25 for generics and \$3.10-5.60 for brand names.

Single

Monthly Income = less than \$1,353

Liquid Assets = less than \$12,510

Couple

Monthly Income = less than \$1,821

Liquid Assets = less than \$25,010

**203-785-8533 (CHOICES)**

### **Medicaid/Title 19**

Medicaid and Title 19 are the same thing: Medicaid is the national name, while Title 19 is a name we use only in Connecticut. Medicaid/Title 19 is a joint federal and state program that may be able to help eligible people with medical costs. Those who are approved for this program may have most of their health care costs covered.

Single

Monthly Income = less than \$476

Liquid Assets = less than \$1,600

Couple

Monthly Income = less than \$633

Liquid Assets = less than \$2,400

The Medicaid application can also be used to apply for other benefits, such as food stamps and home health care.

**230-974-8000**

**Medicaid (Title 19 Spend-down)**

To be eligible for Medicaid/Title 19, a person's monthly income cannot be more than a certain amount. If it is more, the person is put on a spend-down. A spend-down is similar to a deductible, a certain amount of money that must be paid out-of-pocket before the person receives benefits. For example, if the most money a person on Title 19 can make in a month is \$500, and that person makes \$700, that person makes \$200 too much a month to be qualified for the program. But that person can participate in the program if that person spends down (spends) that extra amount of money (\$200 in this example), times six months, for a total spend-down of \$1,200 over a six-month period. And that person must spend it only on prescriptions and medical items and services.

**Medicare Options**

Medicare Part A is hospital insurance. It covers the more catastrophic, more costly services (inpatient hospital care, skilled nursing facility care, home health care, and hospice care). The Medicare beneficiary pays deductibles and copays. Medicare Part B is medical insurance. It covers the more routine, less costly services (physician services, outpatient services and therapy, durable medical equipment, ambulance services, and certain preventive services). The Medicare beneficiary pays a monthly premium, deductible, and 20 percent copays. It is good insurance, but you may want additional coverage by enrolling in a Medigap Supplemental plan and a standalone Medicare D prescription

## INSURANCE/ HELP WITH INSURANCE COSTS

plan OR a Medicare Health Plans (also called Medicare Advantage Plans or Medicare Part C, such as HMOs or PPOs).  
**203-785-8533 (CHOICES)**

### AASCC Project Homeshare



Home share is a unique living arrangement between two people in which one shares his/her home with another in exchange for companionship, a financial contribution, or some combination. One person must be 60 or older.

#### Benefits for homeowners:

- Companionship
- Extra income
- Potential help with chores, such as yard work, shopping, driving, or house keeping
- Security

#### Benefits for housing seekers:

- Affordable housing, often half the cost of market rate
- Homelike environment
- Separate bedroom (sometimes a separate bath) and shared use of the kitchen and other household areas
- The experience of being helpful

People over age 60 - no fee.

People under age 60 - \$10 registration and \$25 match fee.

Project Home Share matches are made in compliance with the Fair Housing Act.

203-785-8533 (CHOICES)

**SUPPORT FOR PEOPLE  
WITH DISABILITIES****Center for Disability Rights (CDR)**

CDR in West Haven offers various support and resources. CDR also provides an Adaptive Equipment Loan Program that collects and loans wheelchairs and walkers. Loans last for a maximum of three months. CDR also offers individual and group instruction in various daily living skills.

**203-934-7077**

**Commission on Persons with  
Disabilities**

This commission provides information, referral, technical assistance, and support.

**203-630-4045**

**Connecticut Women and Disability  
Network (CWDN)**

CWDN, based in Hartford, is a statewide, non-profit, membership organization dedicated to the empowerment of women through support, education, and public policy.

**860-297-4381 / 800-842-7303**

**Long Term Care**

Long-term care is a variety of services that includes medical and non-medical care to people who have a chronic illness or disability. Most long-term care assists people with support services such as activities of daily living like dressing, bathing, and using the bathroom. Long-term care can be provided at home or in various facilities.

**203-785-8533 (CHOICES)**

**SUPPORT FOR PEOPLE  
WITH DISABILITIES****The Department of Services for  
Persons with Disabilities - City of  
New Haven**

This department promotes the coordination of resources for persons with disabilities, responds to the needs of persons with disabilities, and monitors and takes appropriate actions to ensure compliance with relevant federal, state and local regulations.

[cityofnewhaven.com/disabilityservices/index.asp](http://cityofnewhaven.com/disabilityservices/index.asp)

**203-946-7833**

**203-946-8582 TTY/TDD**

**Social Work Units**

The Connecticut Department of Social Services social work units within the Adult Services department assist vulnerable adults with disabilities who are between the ages of 18 and 59. The units assist those being or are at risk of being neglected or abused in finding resources.

**203-974-8000**

We speak English.

Hablamos español.

Мы говорим русского.

**SUPPORT FOR PEOPLE  
WITH HEARING IMPAIRMENTS****Connecticut Commission on the Deaf  
and Hearing Impaired (CDHI)**

Located in West Hartford, CDHI provides interpreting, job counseling and placement, personal and family counseling, and information and referral services.

[state.ct.us/cdhi](http://state.ct.us/cdhi)

**860-561-0196 / 800-708-6796**

**860-566-7414 Interpreting Services**

**860-242-7698 TTY/Relay**

**Connecticut Hearing Dog Program of  
Connecticut - Canine Education  
Center**

This center, located in Newington, trains dogs to become special guides and companions to people who are deaf. The center provides dogs to clients. The center will also train a client's own dog if the dog is suitable for training and the client is willing to participate in the dog's training.

**860-666-4646**

**860-666-4648 TTY**

**Converse Communication Center**

This center, in Bloomfield, offers message relay and telecommunication information and referral. The center repairs TTY phones and provides loaner TTY phones and closed caption interpretation for video tapes. The center also publishes an annual "Text Telephone Directory" of TTY numbers in Connecticut.

**800-743-1219**

**860-242-4974 TTY**

**East Coast Assistance Dogs**

Located in Torrington, East Coast Assistance dogs can help in a variety of situations. Service dogs help people in wheelchairs or with upper and/or lower body disabilities perform tasks; hearing alert dogs help people who are deaf or hearing impaired; and therapy dogs provide comfort and love to people who cannot own dogs because of disability, illness, or age. This agency also tests dogs owned by people who wish to offer the use of their pets to people in hospitals and nursing homes who would benefit from a visit by a social therapy dog.

[ecad1.org](http://ecad1.org)

**860-489-6550**

**Relay Conn**

Based out of Shawnee Mission, Kansas, Relay Conn provides voice translation message relays between TTY and non-TTY phone users. This allows voice telephone users to communicate with TTY users and others with hearing or speech difficulties, and vice versa.

**800-833-8134**

**800-842-9710 TTY**

**Alzheimer's Association, National Chapter**

This national agency offers various support and services.

**888-572-8566**

**Alzheimer's Association, Connecticut Chapter**

The Alzheimer's Association local chapter offers a toll-free information and referral helpline 24 hours a day, seven days a week. It offers emotional support to callers and provides information about Alzheimer's disease, chapter services, and community resources.

[alzct.org](http://alzct.org)

**866-363-6679**

**Alzheimer's Resource Center**

This center offers support and services, including assessment and residential services.

[alzheimersresourcecenter.org](http://alzheimersresourcecenter.org)

**860-628-9000**

**Safe Return**

A problem for many people with memory loss is wandering and the potential for getting lost. To address this issue, the Alzheimer's Association established Safe Return, a nationwide identification program.

**888-572-8566 / 866-363-6679**

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

Located in Hartford, DMHAS provides an array of services for people 18 years old or older who live at or below the poverty level and have psychiatric disabilities, addiction disorders, or both.

[dmhas.state.ct.us](http://dmhas.state.ct.us)

**860-418-7000 / 800-446-7348**

**Mental Health Association of  
Connecticut**

Formerly "Family Advocacy" of Wethersfield, this program offers statewide support services to families who have children with emotional, behavioral, or mental health needs.

[mhact.org](http://mhact.org)

**800-842-1501**

**National Alliance of the Mentally Ill  
(NAMI)**

Based in Wethersfield, NAMI is a statewide organization for families of individuals living with prolonged mental illness. It provides support, education, information, and advocacy.

[nami.org](http://nami.org)

**860-586-2319 / 800-215-3021**

**SUPPORT FOR PEOPLE  
WITH MENTAL RETARDATION****ARC/Connecticut**

Formerly "The Association for Retarded Citizens," ARC, out of West Hartford, is a private, non-profit organization that advocates for the full participation of people with mental retardation in all aspects of community life. Services include residential and vocational services, education, advocacy, and appropriate referrals.

**860-953-8335**

**Department of Developmental  
Services (DDS)**

Formerly, "Department of Mental Retardation," DDS in Hartford coordinates and oversees services for people of all ages with mental retardation. These services include comprehensive case management, early interventions for infants and toddlers, community-based residential programs, supported living for people in their own residences, job training and supported employment, respite and other family support, and rehabilitative day programs. Services are subject to the availability of resources and may require a waiting period.

[dmr.state.ct.us](http://dmr.state.ct.us)

**860-418-6000**

**CT  
Money  
School**

**203-785-8533**

The CT Money School provides free financial education classes to low-income people with disabilities. Topics include debt, savings, credit, loans, and health care.

**SUPPORT FOR PEOPLE  
WITH MULTIPLE SCLEROSIS****National Multiple Sclerosis Society -  
Greater Connecticut Chapter**

The Newington chapter offers a variety of services, including providing assistive technology devices, such as stair lifts and scooters. It also maintains a medical equipment loan closet stocked with hospital beds, canes, wheelchairs, and walkers for loan.

[ctnmss.org](http://ctnmss.org)

**860-953-0601**

**Annual New Haven Senior & Disability Expo**  
M I N D , B O D Y , & S P I R I T

We offer free lunch to first 500 attendees; raffles, door prizes, giveaways; live entertainment (Vinny Carr and Elm City Banjo); a wealth of information; access to benefits; ample parking; accessible building; and free admission.

New Haven Athletic Center  
480 Sherman Parkway  
New Haven, Connecticut

**SUPPORT FOR PEOPLE  
WITH SPINAL CORD INJURIES**

**National Spinal Cord Injury  
Association - Connecticut Chapter**  
Based in Gaylord Hospital in Wallingford,  
this association promotes spinal cord  
injury research and education and  
advocates for injured persons and their  
families.

spinalcord.org  
**203-284-1045**

**Annual  
Fearless  
Caregiver  
Conference**

Spend an entire day with caregiving experts.  
Advice, support, & insight.  
Plus, lunch!

**SUPPORT FOR PEOPLE  
WITH TRAUMATIC BRAIN INJURY****Brain Injury Association of  
Connecticut**

This Rocky Hill association advocates for individuals with acquired brain injury and addresses issues relating to acquired brain injury.

[biact.org](http://biact.org)

**860-721-8111 / 800-278-8242**

**Traumatic Brain Injury Behavior  
Management Account**

The Connecticut Department of Social Services provides case management, purchases services, and treatments for people with acquired brain injury to provide interventions and supports so individuals can live safely in the community.

**203-789-7555**

**Traumatic Brain Injury - Related  
Services**

The Connecticut Office of Protection and Advocacy for Persons with Disabilities in Hartford provides funding for care management and home care services for people with traumatic brain injury. It also provides funding for placement in rehabilitation facilities or for day treatment programs that provide behavior management.

**800-842-7303**

**SUPPORT FOR PEOPLE  
WITH VISION LOSS****Board of Education and Services for  
the Blind**

This agency offers employment assistance, services, and case management.

**800-842-4510**

**Connecticut Radio Information  
System (CRIS)**

CRIS reads current newspapers and magazines over the radio to individuals who cannot read due to visual, physical, or learning disabilities. Listeners borrow a CRIS radio, have their local cable company connect a special wire to an FM radio, or listen on an 800-telephone line. [ctlions.org/dnl03b.htm](http://ctlions.org/dnl03b.htm)

**860-956-3579**

**Fidelco Guide Dogs**

The Fidelco Guide Dog Foundation in Bloomfield breeds, raises, and trains German shepherds and provides information on their usefulness to individuals who are legally blind.

**860-243-5200**

**National Federation of the Blind of  
Connecticut**

Through its regional chapters throughout Connecticut, this agency provides support, employment assistance, and information to people who are blind. The Federation also offers Newsline, a computerized speech-on-demand newspaper reading service that operates through touch-tone telephones.

[nfbct.org](http://nfbct.org)

**860-289-1971**

**SUPPORT FOR PEOPLE  
WITH VISION LOSS****State Library for the Blind and  
Physically Handicapped**

This library, located in Rocky Hill, lends books and magazines on disc, cassette, or in braille. Playback equipment such as tape recorders is provided free of charge to any Connecticut resident who is prevented by visual or physical disabilities from reading ordinary-size print. Materials are available by postage-free mail.

[cslib.org](http://cslib.org)

**860-566-2151 / 800-842-4516**

**Annual Statewide  
Mental Health & Aging Conference**

**C4A** *Connecticut Association of Area Agencies on Aging*

Get Connected – Stay Connected

This conference provides aging service providers, mental health specialists, health care practitioners, social workers, other interested professionals, and families with the opportunity to expand their knowledge of aging and mental health issues and services.

**Veteran's Benefits**

The Connecticut Department of Veteran's Affairs provides a variety of benefits to veterans; depending on particular circumstances and the eligibility requirements of the program. Benefits may include education, training, vocational rehabilitation, health care, life insurance, burial benefits, property tax exemptions, free motor vehicle registration, and special motor vehicle license plates.

[ct.gov/ctva](http://ct.gov/ctva)

**203-931-0460**

**Soldiers', Sailors', and Marines' Fund**

This state fund provides temporary financial assistance to help meet basic needs, such as food, clothing, shelter, fuel, and utilities.

**860-566-2677**

**Long Term Care**

The Connecticut Veterans' Home in Rocky Hill, Connecticut provides long term care to veterans with chronic and disabling medical conditions. The facility also provides hospice, palliative, and respite care.

**860-529-2571 ext. 2279**

**Aid and Attendance**

This benefit can give eligible veterans help paying for home care, as well as assisted living facility costs. Eligibility includes needing help with a minimum of two activities of daily living, being legally blind, or having a cognitive impairment.

[ct.gov/ctva](http://ct.gov/ctva)

**203-931-0460**

## TRANSPORTATION

Various organizations offer rides for eligible people. Each organization has different eligibility criteria, such as age, hours, and appointments.

Cancer Patients	800-227-2345
Medicaid (Title 19)	888-248-9895
Milford Transit	203-874-4507
New Haven My Ride	203-288-6643
Olsen Transportation	203-458-5970
Orange	203-891-2156
Valley	203-874-4507
Woodbridge	203-389-3430

Our service is made possible through funding  
by  
The Older Americans Act.

If you feel our service is valuable,  
please consider making a small donation or  
writing a brief note to ensure the program  
will continue receiving funds.

Beverly Kidder, Director ARC  
Agency on Aging  
of South Central Connecticut  
One Long Wharf DR  
NEW HAVEN CT 06511

The information in this guide  
is based on available information  
and is by no means meant to exclude  
any organization or program.

If additional information is available,  
we will be happy to include it in the next edition  
of this guide.