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

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

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

If you need a particular service but do not see it reflected in any of these pages, you may wish to begin with a call to United Way 2-1-1, or a visit to its website, www.211ct.org, described after the Table of Contents. In addition, every Connecticut town is required to have a Municipal Agent to help senior citizens, as well as a Youth Services Bureau that can link you to groups that could meet the needs of children.

Many services have income and asset eligibility guidelines. Generally, “income” is money available to you from an ongoing source. “Assets” are other financial resources, such as a bank account, a home or a car.

Don’t assume you are not eligible! Check with the agency that administers the program. If you do not meet the guidelines for service, ask if there is an alternative.

A special note to individuals who are seeking social service support for the first time: It is important to understand that navigating the social service system can be confusing and time consuming, even for experienced consumers. If you are new to this process, you may not be able to find all of the resources you need for your family at a single agency. To find services to meet a variety of needs, use 2-1-1, or contact the multi-service agencies listed on page 34. These agencies can help families find and determine eligibility for multiple programs and public benefits, including: SNAP (formerly food stamps), health care, housing, cash assistance and other resources. Accessing benefits may still not be as easy as people would like, but these agencies will do their best to address new and multiple needs.

We would like to hear from you! Please let us know of any services that should be added, deleted or revised in the Programs that Help People in Connecticut publication. It is updated every two
years. Additional copies are available through Eversource or CAHS by written request. It can also be downloaded directly from the CAHS website, www.cahs.org.

CAHS
Publications Department
237 Hamilton Street, Suite 208
Hartford, Connecticut 06106-2977
(860) 951-2212
www.cahs.org/publications

Eversource
Customer Care Department
P.O. Box 270
Hartford, CT 06141-0270
1-800-286-5000 or (860) 947-2121
www.eversource.com
# Programs That Help People 2016-2018 Edition

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United Way 2-1-1

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

ConneCT DSS Benefits Portal
Go to ConneCT, the Connecticut Department of Social Services benefits portal, to see if you are eligible for benefits administered by the Department of Social Services (DSS), such as food assistance, cash assistance and medical benefits for adults, children, elderly, and disabled people. At ConneCT, you can get information about your DSS benefits, manage your application and renewals for those programs, and find out about other DSS programs you may be eligible for. You can also apply for benefits. Website: www.connect.ct.gov.

Food

Cooperative Extension Food Services
The University of Connecticut Cooperative Extension System (UConn Extension), offers group and individual nutrition education, including individual dietary analysis, nutritious meal planning and preparation, and safe food storage and handling. Contact a local UConn Extension Center for assistance.

Fairfield County
67 Stony Hill Road, Bethel Phone: (203) 207-8440
Email: fairfield@uconn.edu

Hartford County
1800 Asylum Avenue Phone: (860) 570-9010
Email: hartford@uconn.edu

Litchfield County
843 University Drive, Torrington
Phone: (860) 626-6240 Email: litchfield@uconn.edu

Middlesex County
1066 Saybrook Road, Haddam Phone: (860) 345-4511
Email: middlesex@uconn.edu

New Haven County
305 Skiff Street, North Haven Phone: (203) 407-3161
Email: newhaven@uconn.edu

New London County
562 New London Turnpike, Norwich
Phone: (860) 887-1608 Email: newlondon@uconn.edu

Tolland County
24 Hyde Road., Vernon Phone: (860) 875-3331
Email: tolland@uconn.edu

Windham County
139 Wolf Den Road, Brooklyn Phone: (860) 774-9600
Email: windham@uconn.edu

Special Supplemental Nutrition Program for Women, Infants, and Children (WIC)
WIC is a federally-funded program that serves to safeguard the health of low-income women, infants, and children up to age 5 who are at nutritional risk by providing nutritional assessment and education, referrals to health care, and nutritious foods to supplement diets. Information on breastfeeding and healthy eating are provided as well as Farmers’ Market coupons for designated months. Eligibility is based on income, residency, certification of nutritional risk, and a physical presence requirement, which means having a WIC employee see your child. Pregnant women, breastfeeding women (up to infant’s 1st birthday), nonbreastfeeding postpartum women (up to 6 months after the birth of an infant or after pregnancy ends), infants (up to 1st birthday), and children up to their 5th birthday are eligible to receive WIC benefits. Please call any of the WIC offices listed below or contact the State WIC Office, Department of Public Health, for more information. Address: 410 Capitol Avenue, MS#11WIC, Hartford, CT 06134 Toll-free: (800) 741-2142 Phone: (860) 509-8000

Bridgeport:
Optimus Health Care Phone: (203) 333-9200
Southwest Community Health Center
Phone: (203) 332-4600

Bristol Phone: (860) 585-3280

Danbury Phone: (203) 456-1410

East Hartford Phone: (860) 528-1458

Hartford:
Coventry Street Phone: (860) 757-4780
Main Street Phone: (860) 757-4860

Meriden Phone: (203) 630-4245

Middletown Phone: (860) 358-4070

New Britain Phone: (860) 225-8695

New Haven:
Fair Haven Phone: (203) 773-5007
Hill Health Center Phone: (203) 503-3080
Yale-New Haven Hospital, St. Raphael Campus
Phone: (203) 789-3563
Yale-New Haven Hospital Phone: (203) 688-5150

New London Phone: (860) 425-6620 or (860) 425-6625

Norwalk Phone: (203) 854-7885

Norwich Phone: (860) 425-6562

Putnam Phone: (860) 928-3660

Stamford Phone: (203) 977-4385

Seymour Phone: (203) 888-1271
Supplemental Nutrition Assistance Program (SNAP)
The Connecticut Department of Social Services (DSS) administers the U.S. Department of Agriculture’s Supplemental Nutrition Assistance Program (SNAP) and a state-funded SNAP for qualified non-citizens who are not eligible for the federal program. The purpose of these programs is to help low-income individuals and families afford the cost of food at grocery stores and farmers’ markets. People can apply for SNAP by mail, online and at DSS offices. Hard-copy applications can be found online at [www.ct.gov/dss/apply](http://www.ct.gov/dss/apply) and mailed to the DSS ConneCT Scanning Center at P.O. Box 1320, Manchester, CT 06045. People can apply online at [www.connect.ct.gov](http://www.connect.ct.gov). For more information about SNAP, Toll-free: 2-1-1 Infoline Website: [www.ct.gov/snap](http://www.ct.gov/snap). A complete list of local DSS offices can be found in the Multi-service Agencies section of this book.

End Hunger Connecticut! (EHC!)
End Hunger Connecticut! (EHC!) is a statewide anti-hunger and food security organization. By focusing on advocacy, outreach, education, and research, EHC! serves as a comprehensive anti-hunger resource for community organizations, legislators, and low-income families. The work of EHC! is vital to the visibility and coordination of various federal food assistance programs that are meant to lower the prevalence of food insecurity and hunger. The goal of EHC! is to improve the levels of food security and nutrition among Connecticut families while creating and supporting policies that move families toward self-sufficiency. EHC! provides state-wide SNAP (formerly Food Stamps) outreach through application assistance, prescreening for SNAP benefits, and conducting workshops and presentations with clients or staff. EHC! maintains an online SNAP Benefit Calculator ([http://www.endhungerct.org/resources/snap/](http://www.endhungerct.org/resources/snap/)) and Toll-free SNAP line (866-974-SNAP) to help determine potential eligibility. Spanish speaking assistance is available. Website: [www.endhungerct.org](http://www.endhungerct.org).

Food and Fuel Banks
There are many food pantries and fuel banks available throughout the state to help individuals and families in need. To learn more about food pantries and soup kitchens throughout the state: Toll-free: 2-1-1.

Cash Assistance

Temporary Family Assistance (TFA)
TFA provides monthly cash and employment assistance to eligible families throughout Connecticut to support basic needs such as food, shelter, and clothing. TFA is funded by the federal and state governments to provide a ‘safety net’ for families with children. Applicants/recipients must live in Connecticut, have very little or no income, and be supporting a child or children. In some cases, a pregnant woman may qualify if she has no other means of support and meets other eligibility factors. The child or children in the household must live with a related adult or an adult who has filed for guardianship through probate court. Many TFA-eligible households are grandparents caring for grandchildren. Adult recipients must participate in Jobs First Employment Services activities, coordinated by the Department of Labor. Custodial parents must provide information to help in collecting child support from a parent who is not living in the home. Applications are accepted at all Department of Social Services offices listed in the Multiservice Agency section of this book. Hard copy applications can be found online at [www.ct.gov/dss/apply](http://www.ct.gov/dss/apply) and mailed to the DSS ConneCT Scanning Center at P.O. Box 1320, Manchester, CT 06045. People can apply online at [www.connect.ct.gov](http://www.connect.ct.gov) by clicking “Apply Now” under “Apply for Benefits” section. Toll-free: 1-855-CONNECT (1-855-626-6632) or TTD/TTY: 1-800-842-4524 for persons with speech or hearing difficulties for more information.

Social Security – Old Age, Survivors and Disability Insurance (OASDI)
Social Security, also called OASDI, is a federal program for the retired and disabled, as well as for survivors of a deceased wage earner. People who have worked enough quarters and have paid into the program are eligible; there are no income or asset requirements. People who are at least 62 and retired, the disabled at any age, or qualified dependents or survivors of the insured are eligible for benefits. Survivors’ benefits are paid to a spouse with children who are minors, a widow or widower age 60 or older, a widow or widower age 50 or older, and disabled, minor children, or a parent age 62 or older who was dependent on the wage earner. Disability benefits can be paid to people who are unable to engage in substantial gainful activity or whose disability will result in death. Website: [www.socialsecurity.gov](http://www.socialsecurity.gov).
Ansonia 475 Main Street Toll-free: (866) 331-7096
Bridgeport 3885 Main Street Toll-free: (866) 331-6399
Bristol 225 North Main Street, Room 400
Toll-free: 800-772-1213
Danbury 131 West Street Toll-free: (866) 275-7821
East Hartford 478 Burnside Avenue
Toll-free: (866) 706-6759
Hartford 960 Main Street, 2nd Floor
Toll-free: (877) 619-2851*
Meriden 1 West Main Street, 4th Floor
Toll-free: (877) 409-8429
Middletown 425 Main Street, 3rd Floor
Toll-free: 877-692-3145

Supplemental Security Income (SSI)
SSI is a federal income maintenance program for the aged, blind, and disabled. Unlike Social Security, SSI has limits on the amount of money and resources a recipient can have. Recipients may receive both Social Security and SSI, if eligible for both. Flat monthly payments are issued to participants. If the participant lives in a household which provides in-kind support, e.g. food and/or lodging, the monthly payment is reduced by one-third. Eligibility is based on age, blindness, disability, income, and assets. Contact a Social Security Office listed above.

State Supplement for the Aged, Blind, and Disabled (State Supplement)
The State Supplement program is a state income maintenance program administered by the Department of Social Services to supplement assistance under the federal Supplemental Security Income (SSI) program. However, actual receipt of federal SSI is not required. For example, recipients of a low monthly Social Security benefit, private pension, Veteran’s benefit, or limited income from another source may still qualify for the State Supplement. The benefit is based on a standard calculation of total need compared to the applicant’s income. Applicants must be age 65 and older, or at least 18 years old if disabled. People receiving State Supplement also receive Medicaid to cover medical expenses. In addition, many recipients may also be eligible for SNAP and energy assistance. Toll-free: 2-1-1 or DSS: (800) 842-1508.

Housing

Energy Conservation Loan Program
The Energy Conservation Loan Program (ECL) and the Multifamily Energy Conservation Loan Program (MEL) provide loans at below market rates to single-family and multi-family homeowners for the purchase and installation of cost-saving energy conservation improvements. The program is administered by Capital For Change, Inc. (C4C) with funding from the CT Department of Housing (DOH). Single family (1-4 units) homeowners may borrow up to $25,000 and multi-family property owners may borrow up to $100,000 for a period of 10. Website: www.chif.org Email: lending@chif.org.

Eviction and Foreclosure Prevention Program (EFPP)
The EFPP is designed to prevent evictions and foreclosures through mediation and a Rent Bank. Five community-based agencies operate the program. A trained mediator acts as a third-party facilitator to help develop mutually agreed upon solutions to identified problems, which may include back rent or mortgage payments, repairs, housing code violations, and communication problems. The Rent Bank provides funds to eligible families to help pay rent or mortgage arrears. A family may consist of a single individual, roommates, an extended family, or a one- or two-parent family. Toll-free: 2-1-1.

Emergency Shelters
The Department of Housing administers funding for Emergency Shelters to provide shelter and case management services to homeless individuals at least 18 years old or emancipated minors and families. Toll-free: 2-1-1.

Foreclosure Prevention
With financial support from the Department of Housing, Neighborhood Housing Services of New Haven provides assistance to homeowners having difficulty making their mortgage. In addition, any homeowner at risk of foreclosure can receive information about the judicial foreclosure and mediation process, guidance on how to prepare and what documents to bring to court, and information about resources available to homeowners. Phone: (203) 777-6925 Website: www.nhsofnewhaven.org Additional information at www.ctfairhousing.org.
Rapid Re-housing Program
The Connecticut Rapid Re-housing Program is a statewide housing initiative that is a combination of housing relocation, stabilization services, and financial assistance to help homeless individuals and families, or individuals and families at imminent risk of becoming homeless, quickly transition into permanent housing and achieve housing stability. To receive these services, households must be actually homeless and have a referral from an emergency shelter or social service provider. **Toll-free:** 2-1-1.

Rental Assistance Payment (RAP) Program
The Rental Assistance Payment (RAP) Program is the major state-supported program for assisting very low-income families to afford decent, safe, and sanitary housing in the private market. Participants find their own housing, including apartments, townhouses, and single-family homes. The participant is free to choose any private rental housing that meets the requirements of the program, as described below. RAP certificates are funded and administered by the Department of Housing. An individual or family that is issued a RAP certificate is responsible for finding a suitable housing unit of the family’s choice where the owner agrees to rent under the program. This unit may include the family’s present residence. Rental units must meet minimum standards of quality and safety as defined by the State of Connecticut, which has adopted the federal Housing Quality Standards as established by the U.S. Department of Housing and Urban Development (HUD). A housing subsidy is paid by the State directly to the landlord on behalf of the participating family. The family pays the difference between the actual rent charged by the landlord and the amount subsidized by the program. **Website:** [www.ct.gov](http://www.ct.gov). Departments and Agencies, Dept. of Housing.

Section 8 Housing Choice Voucher Program
The Section 8 Housing Choice Voucher program is the federal government’s major program for assisting very low-income families to afford decent, safe, and sanitary housing in the private market. Participants are able to find their own housing, including apartments, townhouses, and single-family homes. The participant is free to choose any private rental housing that meets the requirements of the program. Housing Choice Vouchers are funded through the federal Department of Housing and Urban Development (HUD) and are administered in Connecticut by over 40 public housing agencies (PHAs) and statewide by the Connecticut Department of Housing. A family that is issued a housing voucher is responsible for finding a suitable housing unit of the family’s choice where the owner agrees to rent under the program. This unit may include the family’s present residence. Rental units must meet minimum standards of quality and safety as established by HUD. A housing subsidy is paid by the PHA to the landlord directly on behalf of the participating family. The family pays the difference between the actual rent charged by the landlord and the amount subsidized by the HCV program. **Website:** [www.ct.gov/doh/cwp/view.asp?a=4513&Q=530586&PM=1](http://www.ct.gov/doh/cwp/view.asp?a=4513&Q=530586&PM=1).

Security Deposit Guarantee Program
The Security Deposit Guarantee Program provides a guarantee to landlords of up to two month’s rent. The following individuals and families are eligible to apply: individuals and families residing in emergency shelters (including domestic violence shelters); individuals and families holding a newly issued DOH Section 8 Housing Voucher or a newly issued DOH Rental Assistance Program (RAP) Certificate, and a holder of a DOH issued Section 8 Housing Voucher or DOH issued RAP Certificate forced to move due to lead paint or whose residence failed a housing quality standards inspection when that failure was the owner’s responsibility and the owner refused to correct the conditions. Additional eligibility requirements also apply. **Toll-free:** 2-1-1.

U.S. Department of Housing and Urban Development (HUD)
HUD’s mission is to increase homeownership, support community development, and increase access to affordable housing free from discrimination. Programs include: Rental Assistance through Housing Choice Vouchers, Low-Income Public Housing, and Elderly and Disabled Housing. Information is available from the Department of Housing, (860) 270-8000; the Department of Social Services (DSS), (860) 424-5031; the Connecticut Housing Finance Authority (CHFA), (860) 721-9501; Department of Housing and Urban Development (HUD), (860) 240-4800; or the public housing authority or housing department in each town or city. **Address:** 20 Church Street, 10th Floor, Hartford, CT 06103. **Phone:** (860) 240-4800* **TTY:** (800) 877-8339 **Website:** [www.hud.gov](http://www.hud.gov).

Housing Education Resource Center (HERC)
Housing Education Resource Center (HERC) offers home buying classes for first-time buyers and for households buying multi-family, owner-occupied rental properties. HERC conducts monthly home buying classes for households purchasing homes under CHFA mortgage.
programs. Services include counseling for current homeowners with questions regarding refinancing, energy conservation and efficiency, mortgage delinquency prevention, and other consumer-oriented issues. HERC offers individual confidential counseling sessions by appointment on budget and credit, income-to-debt ratio evaluations, advantages and responsibilities of homeownership, special home-buying financing programs, preparing for a loan application interview, and a detailed review of the complete home-buying process. HERC is a U.S. Dept. of HUD Approved Housing Counseling agency.

Phone: (860) 296-4242, Ext. 101
Website: www.herc-inc.org

New Reach, Inc.

New Reach, Inc. provides emergency shelter, supportive housing, stabilization and furniture services for women and children confronting homelessness, HIV/AIDS, and/or behavioral health issues to help them reach their potential.

Address: 153 East Street, New Haven
Phone: (203) 492-4866
Website: www.newreach.org

Energy

Connecticut Energy Assistance Program (CEAP)

This federally funded program is designed to help low-income households (individuals and families) pay their winter heating bills. CEAP benefits thousands of homeowners and renters throughout the state. On behalf of eligible households, the winter heating assistance pays for such heating sources as oil, natural gas, electricity, propane, kerosene, coal and wood. CEAP and the Contingency Heating Assistance Program are administered by the Department of Social Services and coordinated by regional Community Action Agencies in cooperation with municipal and other non-profit human service agencies. CEAP usually opens applications for ‘early intake’ in August at many community action agency sites around the state. Toll-free: 2-1-1 or DSS Energy Services Unit at 1-800-842-1132

Website: www.ct.gov/staywarm.

Eversource Programs to Help You

At Eversource we offer electric and gas programs, services and partnerships to help you stay warm when the temperature dips and beat the heat during the summer.

Matching Payment Program

Eversource’s Matching Payment Program provides year-round electric and gas service and possible elimination of back balances, to eligible electric and gas heating customers who have past-due balances. To be a part of this program, electric and gas heating customers must apply and receive energy assistance funds by visiting www.211ct.org or calling 2-1-1 to find their local community action agency. For every dollar, you or a third party pays toward your bill, a dollar will be credited to your past-due amount. So, you pay a portion, energy assistance pays a portion, and Eversource pays a portion. For more information, electric customers may call 800-286-2828 and gas customers can call 800-438-2278. You may also visit Eversource.com.

New Start

The New Start electric program can help eliminate your outstanding balance in as little as 12 months. If you make on-time monthly payments, we’ll make up the difference.

Here’s how it works. Eversource will review your account billing history and set a monthly budget payment based on the average of your regular monthly bill. You will need to pay this amount on time each month to remain in the program and continue to receive year-round electric service. When you make your New Start monthly payment, a portion of your past due balance will be eliminated, thus reducing the amount you owe. The amount eliminated each month is calculated by taking your total past due balance and dividing it by 12. For more information, please call 800-286-2828, or visit Eversource.com.

Winter Protection Plan

Eligible electric and gas customers who lack the resources to pay their electric or gas bill may receive protection from service shut-off, from November 1 through May 1, with no late payment charges.

You should pay as much of the bill as possible during the winter, since you will still owe the full amount at the end of the protection period. Shut-off protection must be renewed annually, beginning in October. Customers may apply for the Winter Protection Plan while applying for public energy assistance through their local community action agency. Visit www.211ct.org, or call 211 to find your local community action agency. You may also visit Eversource.com.
Operation Fuel
Operation Fuel partners with communities, businesses, government, and individuals to ensure people in need have access to year-round energy assistance. Operation Fuel uses a network of over 100 fuel banks that are in direct contact with local households in need. These include town social services agencies, community action agencies, nonprofit organizations, and religious organizations. These agencies voluntarily take applications for the program. In addition to providing clients with crisis funding, the network of fuel banks also provides referral for both long-term and immediate solutions. Services may include budget counseling, consumer credit counseling, help with a job search, and referrals to food pantries, day care centers, legal aid counseling, housing assistance, and treatment services. Toll-free: 2-1-1.*

Self Sufficiency

Jobs

American Job Centers (AJC)
American Job Centers (AJC) also known as One Stops, offer free employment services for those interested in finding a job, upgrading job skills, or starting a new career. With offices statewide, the AJC system can unite job seekers with potential employers through access to a wide variety of no-cost job and career information and services. For individuals seeking job assistance, American Job Centers offer electronic job listings through CT.JOBS/CT.JobCentral, job search support, education and skills training, specialized workshops, career counseling, and veterans’ employment programs. Workshops include interview tips and résumé/cover letter preparation while services include the use of phones, fax, copiers, and computers to find the right job. AJC employment services are available at the Centers listed below. TTY/TDD numbers also available. Website: www.ct.gov/dol.

Bridgeport
2 Lafayette Square (GPS Users: 350 Fairfield Avenue) Phone: (203) 455-2700

Danbury
4 Liberty Street Phone: (203) 437-3380

Danielson
95 Westcott Road Phone: (860) 412-7000

Enfield
786 Enfield Street Phone: (860) 745-8097

Franklin
108 New Park Avenue Phone: (860) 859-4100

Hamden
37 Marne Street Phone: (203) 859-3200

Hartford
3580 Main Street Phone: (860) 656-2500

Meriden
87 West Main Street Phone: (203) 238-3688

New Britain
260 Lafayette Street Phone: (860) 899-3500

New London
Shaw’s Cove Six Phone: (860) 439-7400

Torrington
685 Main Street, Kmart Plaza Phone: (860) 496-3300

Waterbury
249 Thomaston Avenue Phone: (203) 437-3380

Willimantic
Tyler Square, 1320 Main Street Phone: (860) 786-6200

Dress for Success
Dress for Success empowers women to achieve economic independence by providing a network of support, professional attire, and the development tools to help women thrive in work and in life. Clients are referred by nonprofit, state, and government agencies. All programs are free.

Hartford Phone: (860) 525-5015
Mid-Fairfield County Phone: (203) 333-6505 Website: www.dressforsuccess.org

Transportation to Work (TTW)
Transportation to Work (TTW) provides transportation to work for individuals transitioning off public assistance and for others earning low incomes. A job developer, an employer, or a group of five or more employees needing transportation assistance can contact the local TTW contractor for specific services provided:
Northwest Regional Workforce Investment Board, Waterbury Phone: (203) 574-6971

Capitol Region Council of Governments, Hartford Phone: (860) 522-2217

The WorkPlace, Bridgeport Phone: (203) 610-8500

Eastern CT Workforce Investment Board, Franklin Phone: (860) 859-4100

**Adult Education**

Connecticut law mandates that each local and regional board of education establish and maintain a program of adult classes for its adult residents, free of charge, in the following program areas: Americanization and United States citizenship; English for adults with limited English proficiency; and elementary and secondary school completion programs. Secondary completion options may include: the Adult High School diploma program, the General Educational Development (GED®) equivalency, or the National External Diploma Program (NEDP). Adult education programs are free to Connecticut residents 17 years of age and older who are no longer enrolled in a public school. Contact the local school district’s adult education office for more information or contact the State Department of Education Bureau of Health/Nutrition, Family Services and Adult Education. Phone: (860) 807-2050* Website: www.sde.ct.gov.

Many local school districts also offer a variety of general interest, enrichment, and recreational continuing education courses that are available to residents, usually with a course fee attached. Fees may be waived or reduced for senior citizens. Contact the local school district adult education office for information on available courses.

**Education & Employment Information Center (EEIC)**

The Connecticut Office of Higher Education operates the EEIC, a free, statewide clearinghouse which provides information and referrals on colleges and universities, postsecondary career schools, and job training programs. The EEIC also offers information on student financial aid and the Alternate Route to Teacher Certification, and can direct you to career and education counseling services. Address: EEIC, Office of Higher Education, 61 Woodland Street, Hartford, CT 06105 Email: edinfo@ctohe.org Website: www.ctohe.org/edinfo.

**Learn to Read**

Literacy programs exist in every region of the state. Toll-Free: 2-1-1 or the local program listed below:

**Bridgeport**

Literacy Volunteers of Greater Bridgeport, 925 Broad Street Phone: (203) 576-7400

Mercy Learning Center, 637 Park Avenue Phone: (203) 334-6699*

**Danbury**

LVA School, 248 Main Street Phone: (203) 792-8260*

**East Hartford**

Literacy Volunteers, 16 Church Street Phone: (860) 233-3853*

**Hartford**

Institute for the Hispanic Family, 45 Wadsworth Street Phone: (860) 524-6853*

Literacy Volunteers, 30 Arbor Street Phone: (860) 233-3853*

Urban League of Greater Hartford, 140 Woodland Street Phone: (860) 527-0147

Village for Children and Families, 1680 Albany Avenue Phone: (860) 236-4511* x3504

**Meriden**

Literacy Volunteers, 105 Miller Street Phone: (203) 235-1714*

**Milford**

Literacy Center, 16 Dixon Street Phone: (203) 878-4800*

**New Britain**

Literacy Volunteers of Central Connecticut, 20 High Street, 3rd Floor Phone: (860) 229-7323

**New Haven**

Literacy Volunteers of Greater New Haven, 4 Science Park Phone: (203) 776-5899

New Haven Reads, 45 Bristol Street Phone: (203) 752-1923

**Norwalk**

Literacy Volunteers of Norwalk, 1 Belden Avenue Phone: (203) 853-7437

**Norwich**

Literacy Volunteers, 261 Main Street, Otis Library Phone: (860) 886-9096

**Stamford**

Family Centers Inc. – Literacy Volunteers, 60 Palmer’s Hill Road Phone: (203) 324-3167*
CONNTAC-EOC
CT Talent Assistance Cooperative Educational Opportunity Center (CONNTAC-EOC) CONNTAC, Inc. provides no-cost assistance to Connecticut residents seeking to enter or re-enter postsecondary education. Services include academic and financial aid counseling, college referral services, career planning, and financial literacy information. Counselors are available for presentations to groups as well as for individual assistance. Income-qualified participants receive admission application fee waivers, which are accepted by most U.S. colleges and universities. Expertise with defaulted student loans is also available. **Phone:** (203) 634-7669* **Website:** www.conntaccinc.org

**Bridgeport** Phone: (203) 332-5041
**Farmington** Phone: 860-773-1492
**Hartford** Phone: (860) 906-5073
**Manchester** Phone: (860) 512-3556
**Meriden/Middletown** Phone: 203-608-3026
**New Haven** Phone: (203) 285-2216
**Norwalk** Phone: (203) 857-7109
**Norwich** Phone: (860) 215-9238
**Waterbury** Phone: (203) 574-1140

**Graduate! CT**
Graduate! CT offers one-on-one advising, counseling, and advocacy to adults who want to return to college. Advisors can help to identify programs specifically for adult learners, help with the financial aid process, and maintain connections with clients until graduation. **Phone:** (860) 515-3776.

**Opportunities Industrialization Centers**
Opportunities Industrialization Centers (OIC) is a nonprofit organization that serves the community with career technical training opportunities, employability skills training, and job placement. OIC empowers students and consumers as they develop untapped talents, advance onto new career paths, and otherwise improve their lives. Its program is open to serve individuals in need of job training and self-sufficiency supportive services. OIC’s philosophy of self-help and unique approach of focusing on the whole person supports individuals in their efforts to become self-sufficient. OIC’s mainstay is its career technical and employability skills training services. Programs include Certified Nursing Assistant and Culinary Arts vocational training programs, Resume Writing services, and access to OIC’s Career Clothing Closet. OIC’s Community Justice Programs serve to rehabilitate ex-offenders as they navigate the difficulties of transitioning from incarceration to productive employment. Through state court referrals, OIC is both a transition point and safeguard against domestic violence. **Address:** 106 Truman Street, New London **Phone:** (860) 447-1731.

**Money Management**

**Free Tax Return Preparation (VITA and TCE)**
The Volunteer Income Tax Assistance (VITA) program offers free tax help to people who generally make $54,000 or less, persons with disabilities, the elderly and limited English speaking taxpayers who need assistance in preparing their own tax returns. IRS-certified volunteers provide free basic income tax return preparation with electronic filing to qualified individuals. VITA sites are generally located at community and neighborhood centers, libraries, schools, churches, and other convenient locations. If you need assistance from VITA, see the list of sites at www.IRS.gov, and search for “Find a VITA or TCE Site Near You” or you can call **Toll-free:** 2-1-1.

In addition to VITA, the Tax Counseling for the Elderly (TCE) program offers free tax help for all taxpayers, particularly those who are 60 years of age and older, specializing in questions about pensions and retirement related issues unique to seniors. The IRS-certified volunteers who provide tax counseling are often retired individuals associated with non-profit organizations that receive grants from the IRS. If you are elderly and need assistance with your tax return, see the list of sites at www.IRS.gov, and search for: “Find a VITA or TCE Site Near You” or you can call **Toll-Free:** 2-1-1.

**Connecticut Money School**
Connecticut Association for Human Services (CAHS) launched the CT Money School (CMS) in 2009 as a statewide initiative to provide free financial education workshops for low-to-moderate income (LMI) adults and seniors. In 2012, CAHS launched an online version of CMS called Financial Avenue, which is designed to uniquely provide individuals 17-30 with an opportunity to
learn basic financial wellness through a range of online, self-paced mini-modules. In 2013, CAHS expanded CMS to include 1:1 Financial Coaching services for low-to-moderate income people in Greater Hartford, Fairfield County, and Waterbury. The newest program under CMS is the Youth Money School which was added in 2015. This program teaches teens and young adults between the ages of 14-24 important money management skills through workshops on budgeting, how to build good credit, and how to pay for college. To schedule a workshop in your community: Phone: (860) 951-2212, ext. 244 or visit our Website: www.ctmoney.org.

Money Management International (MMI)
Money Management International (MMI) is a HUD-approved counseling agency. MMI provides free, confidential, in-person, telephone, and Internet-based financial counseling, money management, and budgeting assistance nationwide. MMI also provides budget and debt counseling, debt management, foreclosure prevention, reverse mortgage counseling, bankruptcy counseling, bankruptcy education, and financial literacy workshops. MMI’s Education Department offers educational seminars and webinars on a variety of financial topics to Connecticut residents. MMI has a local office in East Berlin. Toll-free: (866) 515-2227* Website: www.moneymangement.org. CrissCross, a division of Money Management International, offers a safe and secure representative payee service for those receiving benefits from Social Security, Veterans Affairs, pensions and other benefit plans. Toll-free: 1 (800) 624-4967* Website: www.CrissCross.org.

Connecticut Housing Finance Authority (CHFA)
Connecticut Housing Finance Authority (CHFA) offers low-interest rate mortgages to first-time homebuyers or those who have not owned a home in the last three years. Prior homeowners may also be eligible in Federally Targeted Areas with some Special Programs. The Authority offers special mortgage programs for persons with disabilities, active duty military personnel, and veterans, teachers and police officers who meet the specific program eligibility requirements. CHFA also offers a Down Payment Assistance Program (DAP), a second mortgage loan that can cover both the down payment and closing costs for eligible borrowers. The DAP loan is the same interest rate as the first mortgage. The Veterans Housing Pilot Program (VHPP) is a 0% interest rate DAP loan, created specifically for military veterans to help cover the down payment and closing costs. The VHPP is a pilot program and funds are limited. Additional CHFA special programs include rehabilitation loans for purchasing and renovating properties known as the 203K loans. CHFA also provides financing to developers for the construction or rehabilitation of affordable multifamily rental properties. Phone: (860) 721-9501, ext. 502; for Spanish, ext. 343. Website: www.chfa.org.

CHFA Foreclosure Prevention Programs
For homeowners who are delinquent or in danger of becoming delinquent on their mortgages due to temporary financial hardship beyond their control, such as a medical issue or job loss, the State of Connecticut offers an Emergency Mortgage Assistance Program (EMAP). Homeowners that qualify for an EMAP mortgage can receive funds to bring their mortgage(s) current and possibly receive monthly payment assistance. CHFA oversees financial fitness and foreclosure prevention counseling programs to help homeowners plan, budget, work with lenders on modification and prevent foreclosure. These programs are provided free of charge through partnering HUD approved counseling agencies throughout CT. Phone: (860) 571-3500 Toll-free: 1-877-571-2432 Website: www.chfa.org.

Capital for Change, Inc.
Capital for Change, Inc. (C4C) offers mortgages to first-time homebuyers wishing to purchase a mobile home in a state-licensed mobile home park anywhere in Connecticut. C4C also offers two types of energy-efficiency loans to qualified owners of single-family homes (including mobile homes) and multi-family apartment buildings to help pay for the purchase and installation of cost-saving energy conservation measures. Website: www.chif.org.

Homeownership
These programs assist local residents in overcoming obstacles that prevent homeownership. Services offered at each site vary and can include pre-purchase homeowner education; down payment assistance; closing cost assistance; low-interest mortgages; referrals for rental housing and landlord-tenant issues; counseling regarding mortgage delinquencies; loans for property rehabilitation; savings programs; and help in choosing loan sources and obtaining loan approvals.

Bridgeport
Bridgeport Neighborhood Trust, 570 State Street
Phone: (203) 290-4255 Website: www.bntweb.org
Danbury
Association of Religious Communities, 325 Main Street
Phone: (203) 792-9450 Website: www.arcforpeace.org

East Hartford
Financial Counselors of America – Connecticut Branch,
1165 Main Street Phone: (860) 986-7470*
Website: www.financialcounselors.org
Money Management International, 225 Pitkin Street
Phone: (888) 845-5669*
Website: www.moneymangement.org
Connecticut Housing Investment Fund (CHIF),
121 Tremont Street Phone: (860) 233-5165
Website: www.chif.org
Christian Activities Council, 47 Vine Street
Phone: (860) 527-9860*
Website: www.christianactivities.org
Community Renewal Team, Inc., 555 Windsor Street
Phone: (860) 560-5600* Website: www.crtct.org/en/
Hartford Areas Rally Together, 385 Washington Street
Phone: (860) 525-3449 x102*
Website: http://www.livehartford.org/
Housing Education Resource Center,
901 Wethersfield Avenue, 2nd Floor
Phone: (860) 296-4242 x100*
Website: www.herc-inc.org
Mutual Housing Association, 95 Niles Street
Phone: (860) 296-1797*
Website: www.mutualhousing.org
Urban League of Greater Hartford, 140 Woodland Street
Phone: (860) 527-0147 Website: www.ulgh.org

Southside Institutions Neighborhood Alliance,
207 Washington Avenue Phone: (860) 493-1618*
Website: www.sinainc.org

New Britain
Neighborhood Housing Services, 223 Broad Street
Phone: (860) 224-2433* Website: www.nhsnb.org
Greater New Haven Community Loan Fund,
171 Orange Street Phone: (203) 789-8690
Website: www.gnhiclf.org
Neighborhood Housing Services of New Haven,
333 Sherman Avenue Phone: (203) 562-0598
Website: www.nhsfnewhavon.org

New London
Eastern Connecticut Housing Opportunities,
228 State Street, Suite 5 Phone: (860) 447-8055

Norwich
Catholic Charities, 331 Main Street
Phone: (860) 889-8346 x271* Website: www.ccfsn.org

Rocky Hill
Connecticut Housing Finance Authority, 999 West Street
Phone: (860) 721-9501 ext. 502 Website: www.chfa.org

Stamford
Housing Development Fund, Inc., 100 Prospect Street
Phone: (203) 969-1830* Website: www.hdf-ct.org
Urban League of Southern CT, 2777 Summer Street,
Suite 201 Phone: (203) 327-5810 x109
Website: www.ulsc.org

Neighborhood Housing Services, 161 North Main Street
Phone: (203) 753-1896* Website: www.nhwaterbury.org

Section 8 Homeownership Programs
Ansonia Housing Authority, 36 Main Street
Phone: (203)736-8888*
Website: www.ansoniahousing.com

Danbury Housing Authority, 2 Mill Ridge Road
Phone: (203) 744-2500 ext. 126*
Website: www.hacdct.org

Meriden Housing Authority, 22 Church Street
Phone: (203) 235-0157*
Website: www.cityofmeriden.org

New Haven Housing Authority, 360 Orange Street
Phone: (203) 498-8800*
Website: www.elmcitycommunities.com

Housing Education Resource Center (HERC)
Tenant/Landlord Counseling
Counselors respond to those seeking help with problems
and concerns regarding their rental housing situation. The
primary focus of this service is to educate clients about
their rights and responsibilities and to then provide
counseling on the steps the client must take to assert and
protect his/her rights and meet his/her obligations in order
to resolve the matter of concern. Services are provided to
both tenants and landlords and address a variety of topics
including: fair housing and discrimination, evictions,
security deposits, repairs and maintenance, housing code
enforcement, housing search, heat and utilities, leases and
rental agreements, rent increases, housing subsidy
programs, foreclosure, tenant selection, and many others.
Services are provided through group educational
workshops, as well as individually over the telephone or
in-person. Housing Counseling Line (Tuesday and Friday
9 a.m. to 5 p.m.) (860) 296-4372 Phone: (860) 296-4372
(860) 296-4242 ext. 101 Website: www.herc-inc.org.
Health Care

Insurance

Access Health CT
Access Health CT is Connecticut’s official health insurance marketplace. It offers Connecticut residents and small employers a range of qualified health care coverage options from health insurance carriers and public health care programs. Individuals, families, and small businesses can get financial help with their health care coverage costs, if they qualify. Access Health CT was established to meet the requirements of the federal Health Care Reform law (or Affordable Care Act, also known as “Obamacare”). Access Health CT is open to all legal residents of Connecticut. To obtain health care coverage through Access Health CT, you must live in Connecticut, be a U.S. citizen or lawfully present, and cannot currently be incarcerated. You can see if you are eligible for a Qualified Health Plan (QHP) or HUSKY A, HUSKY D or HUSKY B-CHIP. There is an open enrollment period each year. To get health care coverage for 2016, you can enroll anytime during the open enrollment period which is scheduled to begin November 1, 2016. Coverage purchased in that period will begin as early as January 1, 2016. Most applicants can also use Access Health CT’s call center or website to enroll for Medicaid. If you qualify for Medicaid or CHIP (Children’s Health Insurance Program), you can enroll at any time for only those programs. Toll-free: (855) 909-2428*
Website: www.accesshealthct.com.

HUSKY Health (Medicaid and Children’s Health Insurance Program)
HUSKY Health is the State of Connecticut’s public health coverage program for eligible children, parents, relative caregivers, pregnant women, adults without dependent children, elders, and individuals with disabilities. Income eligibility levels apply, but children up to age 19 may qualify, regardless of family income level. The HUSKY Health program offers a full health benefits package. HUSKY Health pays for doctor visits, prescriptions, vision and dental care, and more.

HUSKY A: Depending on family income, Connecticut children and their parents or relative caregivers; and pregnant women may be eligible for this Medicaid coverage.

HUSKY B (also known as the Children’s Health Insurance Program): Uninsured children under age 19 in higher income households may be eligible; depending on specific income level, family cost-sharing applies.

HUSKY C (Medicaid for the Aged/Blind/Disabled, Long Term Care Medicaid, or Medicaid for Employees with Disabilities, MED-Connect): Connecticut residents aged 65 or older, or who are aged 18 up to 65th birthday and who are blind, or who have another disability, may qualify for coverage as well. MED-Connect is available to working persons with disabilities with incomes up to $75,000 annually.

HUSKY D (Medicaid for the Lowest-Income Populations): Connecticut residents aged 19 up to 65th birthday, without dependent children and who do not receive Medicare can be eligible for this coverage. HUSKY D has an income limit of 138% of the Federal Poverty Level, FPL ($1,366.20 for 1 person). To apply online, Website: www.accesshealthct.com, under ‘Apply for Benefits.’ To apply by phone for HUSKY A, B or D, Toll-free: (855) 805-4325

HEALTH (4325). For HUSKY C only, download and complete the ‘W-1E’ application from www.ct.gov/dss/apply and mail it to the DSS Connecticut Scanning Center at P.O. Box 1320, Manchester, CT 06045.

Please note that for long-term services and supports (LTSS) Medicaid, the application is the ‘W-1LTC’ form, also available at www.ct.gov/dss/apply and should be mailed directly to the LTSS application processing center and not to DSS Connecticut. The nursing home application processing centers are Bridgeport, (925 Housatonic Avenue, Bridgeport, CT 06606), New Haven, (50 Humphrey St., New Haven, CT 06513), and Waterbury, (249 Thomaston Avenue, Waterbury, CT 06702). The home care application processing center is the Greater Hartford Office, (20 Meadow Road, Windsor, CT 06095). Please see Medicaid long-term services and supports application process at DSS located on our website. Toll-free: (877) CT-HUSKY (877-284-8759) TDD/TTY: (800) 410-1681 Website: www.huskyhealth.com.

Medicare Savings Programs (MSP)
There are three Medicare Savings Programs (MSP) that help eligible individuals pay for Medicare Part B premiums. They are the Qualified Medicare Beneficiary program (QMB), the Special Low Income Medicare Beneficiary program (SLMB), and the Additional Low
Income Medicare Beneficiary program (ALMB). Household income determines if the individual or couple qualifies for QMB, SLMB, or ALMB. All three programs pay Medicare Part B premiums. Only QMB pays Medicare co-pays and deductibles for Medicare-covered services. If eligible, there are no costs for applying or receiving benefits under these programs. Applications and other program information can be found at [www.ct.gov/medicaresavings](http://www.ct.gov/medicaresavings). Applications need to be mailed to DSS ConneCT Scanning Center, PO Box 1320, Manchester, CT 06045-1320 **Toll-free:** 2-1-1 or 1-800-994-9422* (CHOICES, or Connecticut’s program for Health insurance assistance, Outreach, Information and referral, Counseling, Eligibility Screening).

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

**CHOICES**
The Connecticut Health Insurance Assistance, Outreach, Information, Counseling, and Eligibility Screening Program (CHOICES) offers free, unbiased information, referrals, and assistance to Medicare beneficiaries (including persons with disabilities), caregivers, and persons 60 years of age or older, through the Area Agencies on Aging. Trained staff and volunteer counselors assist with health insurance options including Traditional Medicare, Medicare Advantage plans, Medicare Part D prescription plans, and the Low-Income Subsidy (LIS), Medicare Supplemental Insurance (Medigap), and Medicare Savings Programs for individuals with low income. Sometimes a Benefits Checkup eligibility screening for federal and state programs is conducted. Certified CHOICES Counselors who are up-to-date on all benefit programs direct people to the proper federal, state, or local agency for assistance. In-State **Toll-free:** (800) 994-9422* **Phone:** (860) 424-5274.

**Clinics**

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

**Ansonia**
CSHHC of Ansonia, 121 Wakelee Avenue
**Phone:** (203) 503-3000 **Website:** [cornellscott.org](http://cornellscott.org)

**Bridgeport**
Optimus Health Care: **Phone:** (203) 696-3260
**Website:** [www.optimushealthcare.org](http://www.optimushealthcare.org)
JP Morgan Chase Wellness Center,
1071 East Main Street
Hollow Community Health Center,
82-88 George Street
Optimus Health Care, 982 East Main Street
Bridgeport Community Health Center,
471 Barnum Avenue
Park City Primary Care Center, 64 Black Rock Avenue
Main Street Pediatrics, 3180 Main Street
Ralphola Taylor Community Center,
790 Central Avenue
WIC Program, 1450 Barnum Avenue

**Southwest Community Health Center**
**Phone:** (203) 330-6000 **Website:** [www.sw chc.org](http://www.sw chc.org)
968 Fairfield Avenue
46 Albion Street
510 Clinton Avenue
1046 Fairfield Avenue
743 South Avenue

**Bristol**
Community Health Center, 395 North Main Street
**Phone:** (860) 585-5000* **Website:** [www.chc1.com](http://www.chc1.com)

**Clinton**
Community Health Center, 114 E. Main Street
**Phone:** (860) 664-0787* **Website:** [www.chc1.com](http://www.chc1.com)
Colchester
United Community & Family Services - Colchester, 212 Upton Road Phone: (860) 537-7676
Website: www.ucfs.org

Danbury
CIFC Community Health Center of Greater Danbury, 57 North Street Phone: (203) 743-0100
Website: www.ct-institute.org
Community Health Center, 8 Delay Street
Phone: (203) 797-8330* Website: www.chc.com

Danielson
Generations Family Health Center of Danielson, 42 Reynolds Street Phone: (860) 774-7501
Website: www.genhealth.org

Derby
Richard O. Belden Dental Clinic, 30 Elizabeth Street
Phone: (203) 736-5460 Website: www.cornellscott.org

Enfield
Community Health Center, 5 North Main Street
Phone: (860) 253-9024* Website: www.chc1.com

East Hartford
First Choice Health Centers Phone: (860) 528-1359
Website: www.firstchc.org
94 Connecticut Boulevard
110 Connecticut Boulevard
265 Ellington Road

Groton
Community Health Center, 481 Gold Star Highway #101
Phone: (860) 446-8858* Website: www.chc1.com

Hartford
Charter Oak Health Center Phone: (860) 550-7500
Website: www.thecharteroak.org
21 Grand Street
401 New Britain Avenue
Community Health Services, 500 Albany Ave. Phone: (860) 249-9625 Website: www.chshartford.org

Jewett City
United Community & Family Services, 70 Main Street
Phone: (860) 376-7040 Website: www.ucfs.org

Manchester
First Choice Health Center of Manchester, 150 North Main Street Phone: (860) 528-8117
Website: www.firstchc.org

Meriden
Community Health Center, 134 State Street
Phone: (203) 237-2229 Website: www.chc1.com

Middletown
Community Health Center, 675 Main Street
Phone: (860) 347-6971 Website: www.chc1.com

New Britain
Community Health Center, 85 Lafayette Street
Phone: (860) 224-3642 Website: www.chc1.com

New Haven
Cornell Scott-Hill Health Corporation.
Phone: (203) 503-3000 Website: http://cornellscott.org/
Cornell Scott-Hill Health Center,
400 Columbus Avenue
Dixwell Health Center, 226 Dixwell Avenue
State Street Health Services, 911 State Street

Fair Haven Community Health Clinic
Phone: (203) 777-7411 Website: www.fhchc.org
374 Grand Avenue
Fair Haven Medical Group at Bella Vista,
339 Eastern Street

New London
United Community & Family Services – New London
Behavioral Health, 351 Frontage Road
Phone: (860) 442-4319 Website: www.ucfs.org
Community Health Center, 1 Shaws Cove
Phone: (860) 447-8304* Website: www.chc1.com

Norwalk
Norwalk Community Health Center,
120 Connecticut Avenue Phone: (475) 208-3244
Website: www.norwalkchc.org
Community Health Center, 49 Day Street
Phone: (203) 854-9292* Website: www.chc1.com

Norwich
Generations Family Health Center of Norwich,
330 Washington Street, Suite 510
Phone: (203) 777-7411 Website: www.genhealth.org
United Community and Family Services, 47 Town Street
Phone: (860) 892-7024 Website: www.ucfs.org
United Community and Family Services – Rock Nook,
351 North Frontage Road Phone: (860) 442-4319
Website: ucfs.org

Old Saybrook
Community Health Center, 263 Main Street # 202
Phone: (860) 388-4433* Website: www.chc1.com
Putnam
Generations Family Health Center of Putnam, 202 Pomfret Street Phone: (860) 973-7917
Website: www.genhealth.org

Plainfield
United Community & Family Services, 120-122 Plainfield Road Phone: (860) 822-4938 Website: www.ucfs.org

Stamford
Optimus Health Care Phone: (203) 696-3260
Website: www.optimushealthcare.org
Stamford Community Health Center, 805 Atlantic Street
Woodland Health and Wellness Center, 8 Woodland Place – Behavioral Health, 780 Summer Street
Fairgate Health Center, 138 Stillwater Street
Optimus Washington Boulevard, 1351 Washington Boulevard
Community Health Center, 141 Franklin Street
Phone: (203) 969-0802* Website: www.chc1.com

Stratford
Optimus Health Care/Stratford Community Health Center
727 Honeyspot Road Phone: (203) 375-7242
Website: www.optimushealthcare.org

Torrington
Community Health & Wellness Center of Greater Torrington, 469 Migeon Avenue Phone: (860) 489-0931*
Website: www.chwctorr.org

Vernon
First Choice Health Center of Vernon, 3 Prospect Street
Phone: (860) 896-1616 Website: www.firstchc.org

Waterbury
StayWell Health Care Phone: (203) 756-8021
Website: www.staywellhealth.org
80 Phoenix Avenue
South End, 1302 South Main Street
Community Health Center, 51 North Elm Street
Phone: (203) 574-4000* Website: www.chc1.com

West Haven
West Haven Health Center, 285 Main Street
Phone: (203) 503-3000 Website: www.cornellscott.org

Willimantic
Generations Family Health Center, 40 Mansfield Avenue
Phone: (860) 450-7471 Website: www.genhealth.org

United Community & Family Services, 322 Main Street
Phone: (860) 822-4907 Website: www.ucfs.org

Winsted
Community Health & Wellness Center of Greater Torrington, 115 Spencer Street Phone: (860) 238-4211*
Website: www.chwctorr.org

Windsor
Community Health Services, 503 Windsor Avenue
Phone: (860) 249-9625 Website: www.chshartford.org

School-Based Health Centers (SBHCs)
SBHCs are located within or on the grounds of schools. SBHCs are licensed out-patient facilities or hospital satellite clinics that offer primary preventive health and mental health and in some cases oral health services and health promotion/education/risk reduction activities for students in grades Pre-K through 12. Services include but are not limited to: routine checkups and health counseling; physical examinations; immunizations; treatment of acute injuries or illnesses; crisis intervention; individual, group and family counseling; and health promotion/education/risk reduction activities. Services are aimed at, but not limited to, students who do not have access to a family doctor, or whose families have little or no health insurance. All students enrolled at the school serviced by the SBHC are eligible; however, parent consent is required. Contact numbers for Department of Public Health (DPH)-funded SBHCs are listed below.

Ansonia
Ansonia High Phone: (203) 736-5060

Bloomfield
Metropolitan Learning Center Phone: (860) 242-7834

Branford
Murphy Elementary Phone: (203) 488-4151
Walsh Intermediate Phone: (203) 315-3533
Branford High Phone: (203) 315-6727

Bridgeport
Blackham Phone: (203) 576-7815
Columbus Phone: (203) 275-1901
Dunbar Phone: (203) 576-7194
JFK Phone: (203) 576-7534
Read Phone: (203) 576-8087
Roosevelt Phone: (203) 275-2102
Marin Phone: (203) 576-8202
Bassick High Phone: (203) 275-3081
Central High Phone: (203) 275-1502
Harding High Phone: (203) 275-2751

Danbury
Broadview Middle Phone: (203) 731-8274
Rogers Park Middle Phone: (203) 778-7479
Danbury High Phone: (203) 790-2886
East Hartford
East Hartford High Phone: (860) 622-5340
East Hartford Middle Phone: (860) 622-5340
Silver Lane Elementary Phone: (860) 622-5340
Mayberry Elementary Phone: (860) 622-5340
Hockanum Elementary Phone: (860) 622-5340

East Haven
Mamaougin School Phone: (203) 468-3321

East Windsor
Broad Brook Elementary Phone: (860) 623-2433
East Windsor Middle School Phone: (860) 623-4488
East Windsor High Phone: (860) 623-3361

Groton
Chester Elementary Phone: (860) 445-0313
Kolnaski Magnet Phone: (860) 445-2191
West Side Middle Phone: (860) 446-1779
Fitch High Phone: (860) 449-7253
Cutler Middle Phone: (860) 572-4448

Hamden
Hamden High Phone: (203) 248-4528
Church Street School Phone: (203) 785-5165

Hartford
Hartford Public High Phone: (860) 695-8760
Weaver High Phone: (860) 695-8760
Sánchez Elementary Phone: (860) 695-8760
M.D. Fox Phone: (860) 695-7725
Asian Studies School at Belizzi School Phone: (860) 695-2400
Clark Elementary & Middle Phone: (860) 695-3240
Bulkeley High Phone: (860) 695-8760

Meriden
Lincoln Middle Phone: (203) 238-2381

Middletown
Macdonough Elementary Phone: (860) 347-8533
Keigwin Middle Phone: (860) 632-2433
Wilson Middle Phone: (860) 347-8594

New Britain
Roosevelt Middle Phone: (860) 826-8845
New Britain High Phone: (860) 225-6300

New Haven
Barnard Environmental Studies Phone: (475) 220-3584
Clinton Avenue Phone: (475) 220-3318
Clemente Leadership Academy Phone: (475) 220-7617
King-Robinson Inter-district Magnet Phone: (475) 220-2791
Mauro-Sheridan Inter-district Magnet Phone: (475) 220-2815
Lincoln-Basset Phone: (475) 220-8516

Troup Phone: (475) 220-3076
Truman Phone: (475) 220-2122
Fair Haven Phone: (475) 220-2643
Hillhouse High Phone: (475) 220-7555
Wilbur Cross High Phone: (475) 220-7444

New London
Bennie Dover Jackson Middle Phone: (860) 701-3772
New London High Phone: (860) 437-6400
Nathan Hale Arts Magnet Phone: (860) 447-6060
Winthrop Magnet Elementary Phone: (860) 447-6070
Jennings Elementary Phone: (860) 447-6050
Regional Multicultural Magnet School Phone: (860) 437-7775
Inter-district School for Arts and Communication (ISSAC) Phone: (860) 447-1003

Norwalk
Pathways Academy Phone: (203) 846-6385
McMahon High Phone: (203) 854-0524
Norwalk High Phone: (203) 838-4481

Norwich
Kelly Middle Phone: (860) 823-4211
Norwich Free Academy Phone: (860) 887-2505
Teachers Memorial Middle Phone: (860) 823-4212
Stanton Network Elementary Phone: (860) 823-4207
Putnam
Putnam Middle School Phone: (860) 928-4698

Stamford
Dolan Middle Phone: (203) 977-4698
Rippowam/Academy of Information Technology and Engineering (AITE) Phone: (203) 977-5801
Stamford High Phone: (203) 977-5511
Westhill High Phone: (203) 977-4937
Cloonan Middle Phone: (203) 977-4544

Stratford
Wooster Middle Phone: (203) 381-6922

Stonington
Pawcatuck Middle Phone: (860) 599-1603

Waterbury
Driggs Elementary Phone: (203) 596-9503

Waterford
Friendship School Phone: (860) 447-4049

Windham
Windham High Phone: (860) 465-2465
Windham Middle Phone: (860) 465-2465
Barrows STEM Academy Phone: (860) 465-2465
**Children and Youth**

**Connecticut Birth to Three System**
The Connecticut Birth to Three System offers a statewide early intervention system for infants and toddlers with significant developmental delays or disabilities who are under three years old. Families of eligible children team with professionals including motor, speech, education, mental health providers, and others to develop a plan of supports provided in their home or community settings. Evaluation, service coordination, and transition planning are available at no cost. Families whose incomes are $45,000 or more annual adjusted gross pay a monthly sliding scale fee for therapy services. Statewide coverage is provided by comprehensive general programs as well as programs specializing in children who are deaf/hard-of-hearing or who have an autism spectrum disorder. **Toll-free:** Child Development Infoline, 1-800-505-7000  
**Website:** [www.birth23.org](http://www.birth23.org)

**Healthy Start**
The goal of the Healthy Start program is to support and promote positive maternal and neonatal health outcomes through Medicaid enrollment, referrals to health care, mental health providers, and other services. The services also help undocumented pregnant immigrants, not eligible for HUSKY, to find resources in their communities to help cover the cost of prenatal care, including medical tests. Eligible mothers have incomes of roughly $30,000 or less for a family of one and $58,000 or less for a family of four. Services are located in a number of venues that include health departments, hospital clinics, and federally qualified health centers. **Toll-free:** 2-1-1.

**Connecticut Medical Home Initiative (CMHI)**
CMHI promotes family-centered, community-based, culturally competent, coordinated care for children with, or at risk for, chronic and disabling conditions. Care Coordinators work with primary care providers (medical homes) to identify children and provide their families access to comprehensive coordinated care. Limited funding is available for approved medical goods and services, including but not limited to: hearing aids, wheelchairs, prescription medicines, and special nutritional formulas for those who meet family income and insurance eligibility guidelines. For more information, contact the nearest CMHI or **Toll-free:** Child Development Infoline (800) 505-7000*  
For information on respite and approved medical goods and services, contact CT Lifespan Respite Coalition **Toll-free:** (877) 737-1966*.

**Southwest Region: Stamford**
Stamford Health Systems **Toll-free:** (866) 239-3907

**Eastern: Norwich**
United Community and Family Services, Inc.  
**Toll-free:** (866) 923-8237

**North Central: Hartford**
Connecticut Children’s Medical Center  
**Toll-free:** (877) 835-5768

**South Central: New Haven**
Coordinating Council for Children in Crisis  
**Toll-free:** (877) 624-2601*

**Northwest: Waterbury**
St. Mary’s Hospital **Toll-free:** (866) 517-4388

**Birthright** is a pregnancy support service providing assistance to women of any age, race, religious, marital, or economic status, who is pregnant or think she may be pregnant. Birthright offers non-judgmental, confidential, free assistance to any woman in need. Birthright aims to help a woman make a realistic plan for her future and the future of her child. Birthright services include one-on-one support, counselling, pregnancy tests, community resource information, referrals, practical support, and general information. For more information, call the free, 24/7 Birthright Helpline, 1-800-550-4900, or call the nearest Birthright center.

**Ansonia Phone:** 203-734-6546  
**Clinton Phone:** 860-664-9466  
**Danbury Phone:** 203-744-3736  
**East Hartford Phone:** 860-290-8800  
**Meriden Phone:** 203-237-9887  
**Newington Phone:** 860-665-0234  
**New London Phone:** 860-443-6205  
**Norwalk Phone:** 203-853-4872  
**Stamford Phone:** 203-348-4355  
**Willimantic Phone:** 860-456-9495

**Hopeline Pregnancy Resource Center**
Hopeline offers free, confidential pregnancy tests and ultrasounds, whether a woman chooses to keep her child, chooses adoption, or chooses abortion. Hopeline provides decision-making counseling for those in unplanned pregnancies; emotional and spiritual support during and
after pregnancy; assistance with resources; baby supplies; referrals; and information to make an informed choice. Help is also offered in post-abortion support groups, relationship counseling, and presentations in schools regarding relationship education called “Your Choice”. Offices are located in Bridgeport, Danbury, and Stamford. Toll-free: (800) 203-4673* Website: www.hopelineprc.com.

Planned Parenthood of Southern New England (PPSNE)
Planned Parenthood is a trusted, local resource for convenient and confidential services for all people. Services include all FDA approved birth control methods (including emergency contraception); Pap tests and breast exams; testing and treatment for STIs; HIV counseling and testing; pregnancy testing and counseling; work and school physical exams; vaccinations, including HPV and Hepatitis B; and medication and surgical abortion services. Most centers provide colposcopy, cryosurgery, and LEEP. PPSNE offers medical interpretation services for non-English speaking patients, has a sliding fee scale based on one’s income, and participates in many insurance plans. To make an appointment or for more information, call 1 (800) 230-PLAN (7526) or visit ppsne.org.

Bridgeport Address: 211 State Street Danbury Address: 44 Main Street
Danielson Address: 87 Westcott Road
Enfield Address: 111 Hazard Avenue
Hartford Address: 1229 Albany Avenue
Manchester Address: 319 Main Street
Meriden Address: 26 Women’s Way
New Britain Address: 100 Grand Street
New Haven Address: 345 Whitney Avenue
New London Address: 45 Franklin Street
Norwich Address: 12 Case Street
Old Saybrook Address: 263 Main Street
Stamford Address: 35 Sixth Street
Torrington Address: 249 Winsted Road
Waterbury Address: 969 West Main Street
West Hartford Address: 1030 New Britain Avenue

Mental Health and Addiction
DMHAS Problem Gambling Services
At Problem Gambling Services, we seek to protect vulnerable groups from gambling-related harm and work to foster and promote personal and social responsibility in all populations. We do this training and education, as well as community awareness initiatives. In addition to prevention and education, DMHAS Problem Gambling Services provides counseling for adults 18 and older who exhibit problem or disordered gambling and persons affected by gambling (i.e. spouse, family member, and significant other). The full range of services are available at “Better Choice” sites throughout the state. Problem Gambling Helpline is available 24/7, toll-free, and confidential. Interpreter services available for non-English speaking clients. Toll-free: (888) 789-7777 Text: (847) 973-5685 Website: www.ct.gov/dmhas/pgs.

Emergency Mobile Psychiatric Services for Youth (EMPS)
Mobile Crisis serves children and adolescents under 19 years of age who are experiencing a behavioral or mental health crisis. Anyone in contact with the child can call for the service. Crisis services are available at no cost to all Connecticut residents and can be accessed 24 hours a day by dialing 2-1-1 and, at the prompt, pressing “1” for “crisis.” Mobile Crisis clinicians are available to be dispatched to support the child at their home, at school or in other community settings with a face-to-face evaluation, within 45 minutes of the referral, from 6 am to 10 pm Monday through Friday, and 1 pm to 10 pm on weekends and holidays. Children and families are served for up to 45 days and are offered crisis stabilization, brief treatment, psychiatric evaluation (as needed), and linkage to ongoing care. The following link provides additional information on Mobile Crisis: http://www.empsct.org/.

Alcohol and Drug Treatment
24/7 information and referral to drug and alcohol treatment and supportive recovery services can be accessed. Toll-free: 2-1-1.

Alcoholics Anonymous (AA) is a fellowship of men and women who have found a solution to their drinking problem. The only requirement for membership is a desire to stop drinking. There are no dues or fees; AA is
supported by voluntary contributions of its members, neither seeking nor accepting outside funding. Members observe personal anonymity outside of the fellowship group. There are approximately 3,000 AA meetings held each week in Connecticut. Toll-free: (866) 783-7712 Spanish: (855) 377-2628 Website: www.ct-aa.org.

**APT Foundation Inc.** provides outpatient and residential substance-use disorder treatment, primary healthcare, outpatient mental health treatment services, medication assisted treatment, family counseling services, and adult education. All vocational services are open to all, including women with children and those living with HIV/AIDS. Its dedicated and compassionate multidisciplinary treatment team works hard to assure that every person’s recovery experience is handled with safety, dignity, and empowerment. It is committed to providing respectful, individualized, and confidential care to all of its clients and their loved ones. Address: 1 Long Wharf Drive, Suite 10, New Haven, CT 06511 Phone: (203) 781-4600* Website: www.aptfoundation.org.

**Connecticut Counseling Centers**
The Connecticut Counseling Centers operate three sites that provide a full range of licensed outpatient substance abuse and mental health prevention, education, and treatment services to assist adults in becoming productive members of society. Centers are accredited and provide methadone maintenance, ambulatory opioid taper, outpatient mental health and addiction services, and intensive outpatient treatment programs. Integrated co-occurring treatment services are available for all levels of care. Centers also provide HIV, Tuberculosis, and Hepatitis A-C testing and counseling. Phone: (203) 743-4698 Website: www.ctcounseling.org

Danbury Address: 60 Beaver Brook Road Phone: (203) 743-7574

Norwalk Address: 20 North Main Street Phone: (203) 838-6508

Waterbury Address: 4 Midland Road Phone: (203) 755-8874*

**Community Substance Abuse Centers (CSAC)**
Community Substance Abuse Centers (CSAC) is a private outpatient program that provides treatment for those who abuse drugs and alcohol. CSAC specializes in addiction to narcotics and provides outpatient medically assisted treatment (methadone) for opioid users in a caring and compassionate setting. Patients who are pregnant or have medical complications such as AIDS are given priority admission. State insurance accepted. **Address:** 55 Fishery Street, Hartford Phone: (860) 247-8300*

**The Consultation Center**
The Consultation Center provides prevention, intervention, research, evaluation, and training services in New Haven, throughout Connecticut, nationally, and internationally. Its work with adolescents, adults, and elders includes programs and professional development, consultation, education, technical assistance, and psychotherapy to individuals, families, groups, schools, community-based organizations, and corporations. Examples of this work include the Youth Development Training & Resource Center, Gear Up, Workplace Wellness, Grandparents Raising Grandchildren, Caregiver Coaching, Family Violence Prevention, and the Connecticut Self-Help Network which refers callers to issue-specific self-help groups and provides training for group facilitators. Phone: (203) 789-7645* Website: www.theconsultationcenter.org.

**Mental Health Connecticut (MHC)** is a statewide, nonprofit organization whose mission is to improve mental health for all Connecticut residents. For more than 100 years, MHC has worked to improve mental health services, promote recovery for people with mental health conditions, educate the community about the importance of mental wellness, and combat discrimination resulting from a mental health diagnosis. Through advocacy, education, and service, MHC empowers people to promote mental wellness, instigate meaningful systems change, and engage in mental health recovery. **Information and Referral Line:** (800) 842-1501 **Administrative Offices:** (860) 529-1970 Website: www.mhconn.org.

**Narcotics Anonymous** is a 12-step self-help program for recovering addicts, based on the belief of one addict helping another. Toll-free: (800)627-3543* Website: www.ctna.org.

**Connecticut National Alliance on Mental Illness (NAMI CT)**
National Alliance on Mental Illness Connecticut (NAMI CT) is a grass-roots member organization of families, friends, and individuals living with serious mental illness. The state office is located in Hartford. Its purpose is to provide support, education, and advocacy related to
individuals living with mental illness and their family members; keep individuals informed of services and resources available to them in or near their communities; develop public understanding of mental illness; and advocate for better services and treatment. **Toll-free:** (800) 215-3021 **Phone:** (860) 882-0236 **Website:** www.namict.org

### Nonprofit Counseling Services

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

**Statewide**

Connecticut Council of Family Services Agencies  
**Toll-free:** (860) 571-0093 **Website:** [www.ctfsa.org](http://www.ctfsa.org)

**Ansonia**  
BHCare **Phone:** (203) 736-2601*  
**Website:** [www.bhcare.org](http://www.bhcare.org)  
Catholic Charities **Phone:** (203) 735-7481  
**Website:** [www.ccaoh.org](http://www.ccaoh.org)

**Bloomfield**  
Community Health Resources **Toll-free:** (877) 884-3571  
**Website:** [www.chrhealth.org](http://www.chrhealth.org)

**Bridgeport**  
Catholic Charities **Phone:** (203) 416-1503*  
**Website:** [www.ccfairfield.org](http://www.ccfairfield.org)  
Child Guidance Center **Phone:** (203) 394-6529*  
**Website:** [www.cgcgb.org](http://www.cgcgb.org)

**Bristol**  
Catholic Charities **Phone:** (860) 589-8662*  
**Website:** [www.ccaoh.org](http://www.ccaoh.org)  
Wheeler Clinic **Phone:** (860) 585-4300*  
**Website:** [www.wheelerclinic.org](http://www.wheelerclinic.org)

**Colchester**  
United Community & Family Services  
**Phone:** (860) 537-7676 **Website:** [www.ucfs.org](http://www.ucfs.org)

**Columbia**  
United Services **Phone:** (860) 228-4480  
**Website:** [www.unitedservicesct.org](http://www.unitedservicesct.org)

**Danbury**  
Family and Children’s Aid **Phone:** (203) 748-5689*  
**Website:** [www.fcaweb.org](http://www.fcaweb.org)

Catholic Charities **Phone:** (203) 743-4412  
**Website:** [www.ccfairfield.org](http://www.ccfairfield.org)

**Darren**  
Family Centers, Inc. **Phone:** (203) 655-0547*  
**Website:** [www.familycenters.org](http://www.familycenters.org)  
Child Guidance Center **Phone:** (203) 662-9380  
**Website:** [www.childguidancect.org](http://www.childguidancect.org)

**Dayville**  
United Services **Phone:** (860) 774-2020*  
**Website:** [www.unitedservicesct.org](http://www.unitedservicesct.org)

**Enfield**  
CHR/North Central Counseling Services  
**Phone:** (877) 884-3571*  
**Website:** [www.chrhealth.org](http://www.chrhealth.org)

**Essex**  
Child & Family Agency of SE CT **Phone:** (860) 767-0147*  
**Website:** [www.childandfamilyagency.org](http://www.childandfamilyagency.org)

**Fairfield**  
Child Guidance Center **Phone:** (203) 983-5294*  
**Website:** [www.childguidancect.org](http://www.childguidancect.org)  
Jewish Family Services **Phone:** (203) 366-5438  
**Website:** [www.jfsct.org](http://www.jfsct.org)

**Greenwich**  
Child Guidance Center **Phone:** (203) 324-6127*/(203) 255-2631  
**Website:** [www.childguidancect.org](http://www.childguidancect.org)  
Jewish Family Services **Phone:** (203) 622-1881*  
**Website:** [www.jfsgreenwich.org](http://www.jfsgreenwich.org)

**Guilford**  
Guilford Youth and Family Services  
**Phone:** (203) 453-8047  
**Website:** [www.ci.guilford.ct.us/youth-family-services](http://www.ci.guilford.ct.us/youth-family-services)

**Hamden**  
Behavioral Health Services **Phone:** (203) 288-6253  
**Website:** [www.medicine.yale.edu/psychiatry/care/services/services/outpatient](http://www.medicine.yale.edu/psychiatry/care/services/services/outpatient)

**Hartford Area**  
Asian Family Services **Phone:** (860) 951-8770 x222  
**Website:** [www.crtct.org/en/need-help/m-health/asianfamily-services](http://www.crtct.org/en/need-help/m-health/asianfamily-services)  
Catholic Charities **Phone:** (860) 522-8241*  
**Website:** [www.ccaoh.org](http://www.ccaoh.org)  
Institute for the Hispanic Family*  
**Phone:** (860) 527-1124*  
**Website:** [www.cccfs.org](http://www.cccfs.org)  
IHF Child Guidance Clinic* **Phone:** (860) 527-1124*  
Institute of Living* **Phone:** (860) 545-7000*  
**Website:** [www.instituteofliving.org](http://www.instituteofliving.org)  
Jewish Family Service of Greater Hartford  
**Phone:** (860) 236-1927 **Website:** [www.jfshartford.org](http://www.jfshartford.org)
Village for Families and Children **Phone:** (860) 236-4511*
**Website:** [www.thevillage.org](http://www.thevillage.org)

Wheeler Clinic **Toll-free:** (888) 793-3500*
**Website:** [www.wheelerclinic.org](http://www.wheelerclinic.org)

**Jewett City**
UCFS Health Center **Phone:** 860-376-7040
**Website:** [www.ucfs.org](http://www.ucfs.org)

**Lakeville**
Community Mental Health Affiliates
**Phone:** (860) 826-1358 **Website:** [www.cmhacc.org](http://www.cmhacc.org)

**Manchester**
Community Child Guidance Clinic
**Phone:** (860) 643-2101* **Website:** [www.ccgcinc.org](http://www.ccgcinc.org)

**Meriden**
Catholic Charities **Phone:** (203) 235-2507*
**Website:** [www.ccaoh.org/](http://www.ccaoh.org/)
Child Guidance Clinic Central Connecticut
**Phone:** (203) 235-5767* **Website:** [www.cgccentralct.org](http://www.cgccentralct.org)

**Middletown**
CHC Child Guidance Clinic **Phone:** (860) 347-6971*/(860) 432-9229 **Website:** [www.chc1.com](http://www.chc1.com)
Outpatient Mental Health Clinic of Middlesex Hospital
**Phone:** (860) 358-8760
**Website:** [www.middlesexhospital.org/our-services/hospitalservices/behavioral-health](http://www.middlesexhospital.org/our-services/hospitalservices/behavioral-health)
Catholic Charities **Phone:** (860) 346-0060
**Website:** [www.ccfsn.org](http://www.ccfsn.org)

**Milford**
Catholic Charities **Phone:** (203) 874-6270*

**New Britain**
Catholic Charities **Phone:** (860) 225-3561*
**Website:** [www.ccaoh.org](http://www.ccaoh.org)
Child Guidance Clinic of CMHA **Phone:** (860) 223-2778*
**Website:** [www.cmhacc.org/program-services/childrensservices/outpatient-programs](http://www.cmhacc.org/program-services/childrensservices/outpatient-programs)
Community Mental Health Affiliates
**Phone:** (860) 826-1358 **Website:** [www.cmhacc.org](http://www.cmhacc.org)
Family Services of Central CT **Phone:** (860) 223-9291*
**Website:** [www.healthcare.com/profile/family-services-ofcentral-connecticut-inc](http://www.healthcare.com/profile/family-services-ofcentral-connecticut-inc)

**New Haven**
Catholic Charities **Phone:** (203) 787-2207*
**Website:** [www.ccaoh.org](http://www.ccaoh.org)
Clifford Beers Guidance Clinic **Phone:** (203) 772-1270*
**Website:** [www.cliffordbeers.org](http://www.cliffordbeers.org)
Connecticut Mental Health Center
**Phone:** (860) 418-6932* **Website:** [www.ct.gov/dmhas](http://www.ct.gov/dmhas)

**Hill Health Center** **Phone:** (203) 503-3000*
**Website:** [www.cornellscott.org](http://www.cornellscott.org)

Jewish Family Service of New Haven
**Phone:** (203) 389-5599 **Website:** [www.jfsnh.org](http://www.jfsnh.org)

Yale University Child Study Center
**Phone:** (203) 785-2540
**Website:** [www.childstudycenter.yale.edu](http://www.childstudycenter.yale.edu)

**New London**
Child and Family Agency of SE CT
**Phone:** (860) 443-2896*
**Website:** [www.childandfamilyagency.org](http://www.childandfamilyagency.org)
Child Guidance Clinic of SE CT **Phone:** (860) 437-4550

**Website:**
[www.childandfamilyagency.org/contactus/locations](http://www.childandfamilyagency.org/contactus/locations)

United Community & Family Services
**Phone:** (860) 442-4319* **Website:** [www.ucfs.org](http://www.ucfs.org)
Catholic Charities **Phone:** (860) 443-5328
**Website:** [www.ccfsn.org](http://www.ccfsn.org)

**Newtown**
Family Counseling Center **Phone:** (203) 270-4335
**Website:** [www.newtownyouthandfamilyservices.org/](http://www.newtownyouthandfamilyservices.org/)

**Norwalk**
Catholic Charities **Phone:** (203) 750-9711
**Website:** [www.catholiccharitiesusa.org/](http://www.catholiccharitiesusa.org/)
Family and Children’s Agency Inc. **Toll-free:** (203) 855-8765
**Website:** [www.familyandchildrensagency.org](http://www.familyandchildrensagency.org)
Mid-Fairfield Child Guidance Center
**Phone:** (203) 299-1315*
**Website:** [www.childguidancemfct.org](http://www.childguidancemfct.org)

Family and Children’s Agency, Inc.
**Phone:** (203) 855-8765
**Website:** [www.familyandchildrensagency.org](http://www.familyandchildrensagency.org)

**Norwich**
United Community and Family Services
**Phone:** (860) 892-7042*/(860)889-2375
**Website:** [www.ucfs.org](http://www.ucfs.org)
Catholic Charities **Phone:** (860) 889-8346
**Website:** [www.ccfsn.org](http://www.ccfsn.org)

**Old Saybrook**
Youth and Family Services **Phone:** (860) 395-3190
**Website:**
[www.oldsaybrookct.org/pages/oldsaybrookct_youth/index](http://www.oldsaybrookct.org/pages/oldsaybrookct_youth/index)

**Orange**
Orange Family Counseling **Phone:** (203) 795-6698*
**Website:** [www.orange-ct.gov/cominfo/family.htm](http://www.orange-ct.gov/cominfo/family.htm)
Plainfield
UCFS Health Care Phone: (860) 822-4938
Website: www.ucfs.org

Plainville
Wheeler Clinic Phone: (860) 793-3500*
Website: www.wheelerclinic.org

Shelton
Lower Naugatuck Valley Parent-Child Resource Center
Phone: (203) 954-0543* Website: www.invp_crc.org

Stamford
Child Guidance Center of SE CT Phone: (203) 324-6127
Website: www.childguidancetc.org/
Family Centers, Inc. Phone: (203) 324-3167*
Website: www.familycenters.org
Jewish Family Services Phone: (203) 921-4161
Website: www.ctjfs.org

Stratford
Child Guidance Center of Greater Bridgeport
Phone: (203) 378-1654*
Website: http://cfguidance.com/

Torrington
Catholic Charities Phone: (860) 482-5558
Website: www.ccaoh.org
Charlotte Hungerford Child Guidance Clinic
Phone: (860) 496-6666 *
Website: www.charlottehungerford.org
Community Mental Health Affiliates
Phone: (860) 482-8561 Website: www.cmhacc.org

Vernon
Hockanum Valley Community Council
Phone: (860) 872-9825*
Website: www.hvcchelps.org/behavioral-health

Waterbury
Wellmore Behavioral Health Phone: (203) 756-7287*
Website: www.wellmore.org
Family Services of Greater Waterbury*
Phone: (203) 756-8317 *
Website: www.familyservicesgw.org/contact
Community Mental Health Affiliates
Phone: (203) 596-9724* Website: www.cmhacc.org

West Hartford
The Bridge Family Center Phone: (860) 521-8035*
Website: www.bridgefamilycenter.org
Jewish Family Services of Greater Hartford
Phone: (860) 236-1927 Website: www.jfshartford.org

Westbrook
Middlesex Hospital Shoreline Clinic
Phone: (860) 358-3700*
Website: www.middlesexhospital.org

Westport
Jewish Family Services Phone: (203) 454-4992
Website: www.ctjfs.org

Willimantic
Catholic Charities Phone: (860) 423-7065
Website: www.ccfsn.org
Generations Family Health Center Phone: (860) 450-7471
Website: www.genhealth.org
United Services Phone: (860) 456-2261*
Website: www.unitedservicesct.org

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

Ansonia
Valley Mental Health Center Phone: (203) 736-2601
Website: www.BHcare.org

Branford
Clinical/Outpatient Harbor Health
Phone: (203) 483-2630* Website: www.BHcare.org

Bridgeport
Community Mental Health Center
Phone: (203) 551-7400*

Danbury
Danbury Hospital Toll-free: (888) 447-3339 *
Website: www.danburyhospital.org

Dayville
United Services Phone: (860) 774-2020*
Website: www.unitedservicect.org

Enfield
Community Health Resources Toll-free: (877) 884-3571
Website: www.chrhealth.org

Hartford
Capitol Region Mental Health Center
Phone: (860) 297-0999*

Manchester
Genesis Center Toll-free: (877) 884-3571*
Meriden
Rushford Center **Toll-free:** (203) 630-5380
**Website:** www.rushford.org

Middletown
River Valley Services **Phone:** (860) 344-2100* or (860) 262-5200 **Website:** www.ct.gov/dmhas

New Haven
Connecticut Mental Health Center
**Phone:** (203) 974-7300* **Website:** www.ct.gov/dmhas

Norwich
Southeastern Mental Health Authority
**Phone:** (860) 886-9302* **Website:** www.ct.gov/dmhas

Plainville
Wheeler Clinic **Phone:** (860) 747-3434*
**Website:** www.wheelerclinic.org/crisis-services

Stamford
F.S. DuBois Center* **Phone:** (203) 358-8500*
**Website:** www.ct.gov/dmhas

Torington
Western Mental Health Authority
**Toll-free:** (888) 447-3339* **Website:** www.ct.gov/dmhas

Waterbury
Waterbury Hospital **Phone:** (203) 573-6500*
**Website:** www.waterburyhospital.org

Willimantic
United Services **Phone:** (860) 774-2020*
**Website:** http://unitedservicesct.org/

Windsor
Crisis Stabilization Services **Toll-free:** (877) 884-3571* or (860) 683-8068 **Website:** www.chrhealth.org

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

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

**Ansonia**
BH Care **Phone:** (203) 732-2004*

**Bridgeport**
Soundview Warm Line **Toll-free:** (800) 921-0359

**Danbury**
Guiding Path **Phone:** (860) 482-1783 or (800) 314-2680

**East Hartford**
Inter Community MHC **Phone:** (860) 205-3706

**Hartford**
Capitol Region MHC **Weekend Phone:** (860) 297-0920
**Weekday Phone:** (860) 297-0844
CT Handz-On **Phone:** (888) 608-1426

**Manchester**
Reach Warm Line **Phone:** (866) 927-6225

**Middletown**
Common Thread **Phone:** (800) 316-9145

**New Britain**
Friends Helping Friends **Phone:** (860) 681-5555

**New Haven**
Safe Harbor **Toll-free:** (800) 258-1528

**Norwich**
Shareline **Phone:** (860) 855-7274

**Torrington**
Guiding Path **Phone:** (860) 482-1783
**Toll-free:** (800) 314-2680

**Wellmore Behavioral Health**
Wellmore Behavioral Health serves 49 towns from Greater Waterbury to the lower Naugatuck Valley and northwest Connecticut. It offers timely access to an integrated continuum of child and adult behavioral health care services, including outpatient psychiatric/behavioral health treatment services for adults, children and families; adult and adolescent intensive outpatient services for substance abuse, co-occurring and mental health disorders; Emergency Mobile Psychiatric Services for Children, case management and supportive housing; evidenced based, intensive, home-based treatment models; school-based behavioral health care and early intervention; trauma informed and victim of crime services; child abuse prevention and early intervention services; early childhood treatment programs and consultation; congregate care programs (therapeutic group homes for children, an adult male recovery house, therapeutic shelter, women and children’s program); service collaboration; and outreach, community education, support, and training. **Toll-Free:** (WELLMORE)/1-855-935-5667 **Website:** wellmore.org
Wellspring
Wellspring is a multi-service mental health agency that provides intensive residential treatment for children ages 8-13, adolescent girls ages 12-18, young adults and adults; extensive outpatient services; and a state-approved special education school. The highly structured but intimate programs are designed to treat persons with a wide range of emotional issues, including mood anxiety, personality, attachment, eating, and post-traumatic stress disorders. Wellspring’s professional staff includes board certified psychiatrists, physicians, psychotherapists, licensed clinical social workers, and registered nurses. Address: 21 Arch Bridge Road, Bethlehem, Phone: (203) 266-8000 Website: www.wellspring.org.

HIV/AIDS Programs

Connecticut AIDS Drug Assistance Program (CADAP)
Connecticut AIDS Drug Assistance Program (CADAP) is administered by the Department of Social Services (DSS) under a Memorandum of Agreement with the Department of Public Health. CADAP is a pharmaceutical assistance program that pays for HIV/AIDS medications approved by the U.S. Food and Drug Administration and other drugs that may prevent the serious deterioration of health in persons who have Human Immune-deficiency Virus (HIV) or Acquired Immune Deficiency Syndrome (AIDS). To be eligible, total individual or family net monthly income must be at or below 400% of the current Federal Poverty Level. There is no asset limit. You may be eligible for CADAP, even if you now have a private medical insurance plan with prescription drug benefits. Toll-free: (800) 233-2503

AIDS Projects and AIDS Service Organizations
AIDS Projects are direct-service, community-based organizations. Although AIDS projects vary, services may include outreach and education; hotlines in English and Spanish; financial support; transportation; group support; case management; meals-on-wheels; housing; and referrals to clergy, physicians, and lawyers. For specific service offered, call the nearest AIDS project listed below:

HIV/AIDS Hotline Toll-free: (800) 953-2371*
Phone: (860) 247-2437 V/TDD (860) 951-4791

Bridgeport: Greater Bridgeport Area Prevention Program (GBAPP) Phone: (203) 366-8255 Website: www.gbabp.org
Danbury: AIDS Project of Greater Danbury
Phone: (203) 778-AIDS (2437) Website: www.aidsprojectgreaterdanbury.org Interfaith Aids Ministry Phone: (203) 748-4077
Hartford: AIDS Connecticut Phone: (860) 951-4833 Website: www.aids-ct.org
Latino/as Community Services Phone: (860) 296-6400 Website: www.lcs-ct.org
Hartford Gay and Lesbian Health Collective East Phone: (860) 646-6260 Website: www.hglhc.org
Middletown: Community Health Center Phone: (860) 347-6971 Website: www.chc1.com
New Britain: Wellness Resource Center Phone: (860) 826-4741 Website: www.hranbct.org/HealthandWellness/Wellness-Resource-center
New Haven: AIDS Project New Haven Phone: (475) 441-7020 Website: www.aids-ct.org
Hispanos Unidos Contra el SIDA Phone: (203) 781-0226 Website: www.hispanos-inidos.org
CT AIDS Education and Training Center Phone: (203) 737-2312
New London: Alliance for Living Phone: (860) 447-0884 Website: www.allianceforliving.org
Norwalk: Mid-Fairfield AIDS Project Phone: (203) 855-9535 Website: www.mfap.com
Stamford: Family Centers/Stamford CARES Phone: (203) 977-5096
Waterbury: Waterbury Health Department Phone: (203) 574-6780 Website: www.waterburyct.org/health
Windham: Windham AIDS Program Phone: (860) 423-4534

HIV/AIDS Housing Services
The following agencies offer housing services to individuals and their families living with HIV/AIDS. The scope of services provided can differ for each agency. For more information on the services available in your area please contact one of the agencies listed below.
New Britain: Human Resources Agency of New Britain
Phone: (860) 225-8601

Hartford: Immaculate Conception Shelter and Housing
Phone: (860) 724-4823

Mercy Housing and Shelter Corp Phone: (860) 808-2040
Tabor House Phone: (860) 244-3876
Christian Activities Council Phone: (860) 527-9860
Chrysalis Center Phone: (860) 263-4400
Community Renewal Team Phone: (860) 722-6922
Hands on Hartford/Peter's Retreat
Phone: (860) 247-4140

New London: Alliance for Living Phone: (860) 447-0884

New Haven: Columbus House
Phone: 203-401-44400 x106
Liberty Community Services Phone: (203) 495-7600
New Haven Home Recovery Phone: (203) 729-3299

Naugatuck: Independence Northwest
Phone: (203) 729-3299

Waterbury: New Opportunities Phone: (203) 575-9799

Willimantic: Perception Program Phone: (860) 450-7122
Windham Regional Community Council
Phone: (860) 423-4534

Specialized Health Services

Connecticut Department of Health (DPH)
DPH offers patient support and information on a variety of issues. Local Directors of Health may also be able to provide information on these and other topics of concern.

Infectious Diseases Phone: (860) 509-7995*
Diabetes Prevention and Control Program
Phone: (860) 509-7737*
Drinking Water Section Phone: (860) 509-7333*
Recreation (sewage/private wells/swimming pools)
Phone: (860) 509-7296*
Environmental Health Phone: (860) 509-7740*
Radon Program Phone: (860) 509-7367*
Immunization Phone: (860) 509-7929*
Injury Prevention Phone: (860) 509-7805*
Tobacco Phone: (860) 509-8251*

Alzheimer Association
The Alzheimer’s Association enhances the quality of life of all Connecticut residents affected by Alzheimer’s disease and related disorders through advocacy, education, and support systems. A Helpline operates 24 hours a day, seven days a week, offering emotional support to callers and providing information about Alzheimer’s disease, chapter services, and community resources. Toll-free: (800) 272-3900 Website: www.alz.org/ct.

American Cancer Society
New England Division is a statewide resource for cancer information, community referrals, guidance and services for patients, family members, and the general public. Access to cancer information is available 24 hours a day, 7 days a week. Local services include transportation to treatment educational programs, camps for children with cancer; support groups for patients and their families, peer to patient visitation, and programs that address changes in appearance, such as hair loss from treatment effects. Toll-free: (800) 227-2345* Website: www.cancer.org.

Brain Injury Alliance of Connecticut (BIAC)
BIAC serves as a statewide clearinghouse of brain injury resources and information. Brain Injury Specialists provide resource facilitation and collaborate with organizations and professionals serving individuals with brain injuries. Other programs include annual professional conference on brain injury, statewide support groups, prevention education and outreach, social events, and legislative advocacy. Phone: (860) 219-0291. Toll-free: (800) 278-8242. Website: www.biact.org Office location: 200 Day Hill Road, Suite 250, Windsor, CT.

Connecticut Association for Healthcare at Home
(CAHCCH) provides leadership, education and advocacy information by fostering collaboration around issues addressing access, quality and the affordability of home care and hospice services in Connecticut. Over 100 educational programs are available to members and non-members for clinical, professional and executive leadership that facilitate best practices and collaborative learning across the continuum of care. To find a home care or hospice provider in your area, visit its Website: www.cthealthcareathome.org.
CT Breast and Cervical Cancer Early Detection Program (CBCCEDP)
Provides free screening and diagnostic services for uninsured and underinsured women ages 19-64. Administered by the Department of Public Health, CCBCCEDP reduces breast and cervical cancer morbidity and mortality by diagnosing these cancers at earlier stages. Women are screened for eligibility; scheduled for an appointment, receive diagnostic testing, and receive treatment referral services as needed at any one of the following sites.

Bridgeport: Bridgeport Hospital Phone: (203) 255-5300
Danbury: Danbury Hospital Phone: (203) 791-5079
Hartford: Hartford Hospital Phone: (860) 972-3078
Saint Francis Hospital Phone: (860) 714-2759
Middletown: Community Health Center Phone: (860) 347-6971 ext. 2197
New Haven: Yale-New Haven Hospital, Saint Raphael Campus Phone: (203) 867-5436
Yale-New Haven Hospital Phone: (203) 688-4562
New London: Lawrence & Memorial Hospital Phone: (860) 442-0711 ext. 2197
Stamford: Stamford Hospital Phone: (203) 276-5954
Torrington: Charlotte Hungerford Hospital Phone: (860) 496-6513
Vernon: Eastern Connecticut Health Network Phone: (860) 872-5368
Waterbury: St. Mary’s Hospital Phone: (203) 709 3800
Willimantic: Windham Community Hospital Phone: (860) 456-6896

Lead Poisoning Prevention and Treatment
The mission of the Lead and Healthy Homes Program at the Connecticut Department of Public Health (DPH) is to prevent lead poisoning and promote wellness through education and a wide range of program activities that relate to lead poisoning prevention. The Lead and Healthy Homes Program conducts disease surveillance and monitors blood lead tests for all children under the age of 16 in Connecticut. The program funds two regional lead treatment centers and works closely with the medical community to ensure all children are tested for lead poisoning. All individuals’ blood lead test result are reported to DPH. The program also provides funding to health departments statewide for childhood lead poisoning prevention activities. Additionally, DPH licenses and certifies individuals who conduct lead abatement and consultant activities. Staff monitor lead abatement sites and licensed lead professionals. The Lead and Healthy Homes Program regularly collaborates with partners to promote childhood lead poisoning prevention, healthy homes, and lead safe work practices for renovations in 1978 homes and child daycare facilities Phone: (860) 509-7299.

Poison Control
The Connecticut Poison Control Center is a toll-free statewide emergency helpline that is staffed 24 hours a day by health care professionals. Call for help if someone eats, breathes, or touches poison, or gets it in the eyes. Interpreters are available in all languages. Toll-free (800) 222-1222 Website: www.poisoncontrol.uchc.edu Deaf and hard of hearing dial 711 for relay services to connect to the poison center.

Sexually Transmitted Disease (STD) Clinics and Aids Testing sites:
All residents of Connecticut are eligible for STD services at any of the clinics below. Some clinics offer free services. Each site provides confidential testing and treatment for most STDs. Patients may receive the vaccine series for Hepatitis A&B and the HPV vaccine is provided for those 26 years of age and under. Confidential assistance is also available to those infected with STDs in telling their partners. Patients age 13 years and older may be seen at these clinics without parental consent. For more information, call STD Control Program, CT Department of Public Health at (860) 509-7920 or the National CDC Info Line (800) 232-4636. Website: www.ct/dph/std.

Bridgeport: Bridgeport Community Health Center Phone: (203) 333-6864
Bridgeport Health Department Phone: (203) 576-7670
Greater Bridgeport Adolescent Pregnancy Program (GBAPP) Phone: (203) 384-3629
Kinsella Treatment Center Phone: (203) 335-2173
Park City Primary Care Phone: (203) 579-5350
Planned Parenthood of Bridgeport Phone: (203) 366-0664
Shelter for Homeless Phone: (203) 348-2792
Southwest Community Health Center Phone: (203) 576-8368
Danbury: Danbury Health Department Phone: (203) 797-4625
AIDS Project Greater Danbury Phone: (203) 778-2437
Danielson: Planned Parenthood of Danielson
Phone: (860) 774-0533
East Hartford: Town of East Hartford
Phone: (860) 291-7295
Enfield: Planned Parenthood Phone: (860) 741-2197
Fairfield: Fairfield Health Department
Phone: (203) 256-3150
Greenwich: Greenwich Health Department
Phone: (203) 622-6488
Hartford: AIDS Connecticut Phone: (860) 247-2437
Asylum Hill Outpatient Clinic Phone: (860) 714-4212
Community Health Services Phone: (860) 249-9625
Connecticut Children’s Medical Center
Toll-free (888) 322-0008
Hartford Dispensary – Main Street
Phone: (860) 527-5100
Hartford Gay & Lesbian Health Collective
Phone: (860) 278-4163
Hartford Health Department Phone: (860) 757-0856
Hispanic Health Council Phone: (860) 527-0865
Latinos/as Community Services Phone: (860) 296-6400
Planned Parenthood of Hartford Phone: (860) 953-6201
Saint Francis Hospital Phone: (860) 714-4532
Manchester: Gay and Lesbian Health Collective East
Phone: (860) 646-6260
Planned Parenthood of Manchester
Phone: (860) 643-1607
Meriden: Meriden Health Department
Phone: (203) 630-4176
Planned Parenthood of Meriden Phone: (203) 238-0542
Middletown: Community Health Center
Phone: (860) 347-6971
Oasis wellness Center Phone: (860) 347-6971
New Britain: Human Resources Agency
Phone: (860) 826-4482
New Britain Health Department Phone: (860) 612-2771
New Haven: AIDS Interfaith Teen Line
Phone: (203) 7770-HELP
AIDS Project New Haven Phone: (203) 624-0947
APT Foundation Phone: (203) 781-4600
Fair Haven Community Health center
Phone: (203) 786-6556
Family Intervention Center Phone: (203) 753-2153
Hill Health Center Columbus Avenue
Phone: (203) 503-3000
Dixwell Avenue Phone: (203) 503-3000

New Haven Health Department Phone: (203) 946-6481
Planned Parenthood of New Haven
Phone: (203) 503-0450
Yale/New Haven Hospital Phone: (203) 688-3184
New London: Lawrence & Memorial Hospital
Phone: (860) 447-2437
Planned Parenthood of New London
Phone: (860) 443-5820
Norwalk: Connecticut Counseling Center
Phone: (203) 838-6508
Norwalk Health Department Phone: (203) 854-7979
Norwich: Norwich Hartford Dispensary – Norwich
Phone: (860) 886-0446
Planned Parenthood of Norwich Phone: (860) 889-5211
William Backus Hospital Phone: (860) 823-6344
Old Saybrook: Planned Parenthood of Old Saybrook
Phone: (860) 388-4459
Shelton: Planned Parenthood of Shelton
Phone: (203) 924-7756
Stamford: Stamford CARES Phone: (203) 977-5096
Stamford Health Department Phone: (203) 977-4387
Torrington: Planned Parenthood of Torrington
Phone: (860) 489-5500
Vernon: Vernon Area Community Health Center
Phone: (860) 896-1616
Waterbury: Planned Parenthood of Waterbury
Phone: (203) 753-2119
Waterbury Health Department Phone: (203) 574-6883
West Hartford: Planned Parenthood of West Hartford
Phone: (860) 953-6201
Willimantic: Hartford Dispensary – Willimantic
Phone: (860) 450-7122
Planned Parenthood of Willimantic
Phone: (860) 423-8426
Windham: Regional Community Council
Phone: (860) 423-4534

Tuberculosis Control Program
The Tuberculosis (TB) Control Program helps to prevent transmission, death, disability, illness, emotional trauma, family disruption, and social stigma caused by this disease. TB is a potentially fatal disease transmitted through the air and is fully treatable and preventable. All CT state residents are eligible for TB services. The TB Control Program is the payer of last resort for all TB services for uninsured patients; the program also provides free anti-
tuberculosis drugs to physicians who request them for their patients, regardless of the patient’s ability to pay. Local health departments and home care agencies offer outreach services for observing ingestion of TB medications. There are a number of established TB clinics at hospitals and at some larger municipal health departments. For more information or literature about TB. **Phone:** (860) 509-7722 **Website:** [www.ct.gov/dph/tb](http://www.ct.gov/dph/tb).

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### Support Services

#### Child Abuse Neglect CARELINE

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

- **Bridgeport** 100 Fairfield Avenue **Phone:** (203) 384-5300*
- **Danbury** 131 West Street **Phone:** (203) 207-5100
- **Hartford** 250 Hamilton Street **Phone:** (860) 418-8000*
- **Manchester** 364 West Middle Turnpike **Phone:** (860) 533-3600*
- **Meriden** One West Main Street **Phone:** (203) 238-8400*
- **Middletown** 2081 South Main Street **Phone:** (860) 638-2100*
- **Milford** 38 Wellington Road **Phone:** (203) 306-5300*
- **New Britain** 1 Grove Street **Phone:** (860) 832-5200*
- **New Haven** One Long Wharf **Phone:** (203) 786-0500*
- **Norwalk** 149 Water Street **Phone:** (203) 899-1400*
- **Norwich** 2 Courthouse Square **Phone:** (860) 886-2641*
- **Stamford** 401 Shippan Avenue **Phone:** (203) 348-4294*
- **Torrington** 62 Commercial Boulevard **Phone:** (860) 496-5700
- **Waterbury** 395 West Main Street **Phone:** (203) 759-7000*
- **Willimantic** 322 Main Street **Phone:** (860) 450-2000*

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### Families and Children

#### Child Care

**Connecticut Office of Early Childhood (OEC)**

OEC funds Child Daycare and School Readiness Programs and provides a state supplement to federally funded Head Start Programs. These early care and education programs vary in the length of day and how many months of the year they operate. Locations include community-based, faith-based, and public school facilities. Most programs charge a fee based on family size, income, and the number of hours in the program. Programs must be accredited by the National Association for the Education of Young Children, or approved by the federal Head Start Program. OEC also advocates for children with disabilities. Through a partnership with the State Education Resource Center (SERC), OEC provides technical assistance, training, and professional development for those serving young children with disabilities. **Website:** [www.ct.gov/oec](http://www.ct.gov/oec).

**2-1-1 Child Care**

2-1-1 Child Care is a statewide child care resource and referral service staffed by early childhood specialists who access an up-to-date computerized database of licensed family day care homes, day care centers, and summer camps. Specialists inform individuals about child care options and openings near their home or workplace, and can refer them to additional regional resource agencies. **Phone** 2-1-1 **Website:** [www.211childcare.org](http://www.211childcare.org).

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### John S Martinez Fatherhood Initiative of CT

Connecticut’s Fatherhood Initiative (CFI) is a broad-based, statewide program led by the Department of Social Services (DSS) and focused on changing systems to improve fathers’ ability to be fully and positively involved in the lives of their children. DSS works with numerous state and community-based partners throughout Connecticut to support the CFI’s objectives. Services available at the fatherhood programs listed below may include the following areas: parenting/co-parenting; workforce development; job readiness, placement and retention.
services; healthy relationships; paternity establishment; court readiness; support groups; and individual counseling. **Website:** www.ct.gov/fatherhood **Phone:** (860) 424-5696 **Toll-free number:** 1-866-6-CTDADS For more information, contact one of these DSS-certified programs in your area:

**Bridgeport**
Career Resources, *Fathers For Life*: (203) 610-8678
GBAPP, *Teen Fathers Program*: (203) 366-8255

**Hartford**
Catholic Charities, *Responsible Fatherhood Initiative Phone*: (203) 641-3969
Community Renewal Team, *Real Fathers, Real Men Phone*: (860) 761-7917
Families in Crisis, *Inside Out Dad* (for incarcerated fathers) **Phone**: (860) 727-5830
Village for Families and Children, *FatherWorks Phone*: (860) 236-4511 x3478

**New Haven**
New Haven Family Alliance, *Male Involvement Network Phone*: (203) 786-5970 x255

**Norwich**
Madonna Place, *Fatherhood Initiative Phone*: (860) 886-6600 x123

**Torrington**
Family Strides, *Nurturing Fathers Program Phone*: (860) 482-3236

**Waterbury**
New Opportunities, *Fatherhood Initiative Phone*: (203) 575-4213

**Wethersfield**
CT Dept. of Correction, *Embracing Fatherhood* (for incarcerated fathers) **Phone**: (860) 692-6840

**Office of Children and Youth in Placement**
The Department of Children and Families (DCF) recruits, trains, licenses, and supports foster and adoptive families. Medical coverage and a monthly financial reimbursement cover the expenses of caring for a foster child. CDF also provides information to prospective adoptive parents and parents considering releasing a child for adoption. Children awaiting adoption are listed with the Office of Children and Youth in Placement, Permanency Exchange which also offers services to parents and adult adoptees, including search and reunion information. Support groups, post adoption services, and subsidies are available for parents adopting children with special needs. Subsidies and supportive post guardianship services are also available to relatives obtaining guardianship of a child who was in DCF custody. **Toll-free:** (888) 543-4376 or (888) KID-HERO.

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

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

**Community Solutions Inc. (CSI)**
CSI works with individuals and families involved, or at risk of involvement, in the child welfare, juvenile justice, and criminal justice systems. CSI offers community-based programs statewide that include adult reentry and residential services as well as home-based youth services. **Toll-free:** (800) 425-3896 **Website:** www.csi-online.org.

**Family ReEntry**
Provides behavior health, mentoring case management, and psycho-educational services for individuals and their families. Family ReEntry’s programs assist clients in becoming responsible partners, capable and skilled parents, and productive members of their communities. Services include domestic violence re-education, life skills training, substance abuse treatment, prisoner re-entry, mentoring, and case management. Programs are located in Bridgeport, Stamford, New Haven, and Norwalk. **Address:** 9 Mott Avenue, Suite 104, Norwalk, CT 06850 **Phone:** (203) 838-0496 **Website:** www.familyreentry.org.
Families in Crisis, Inc.
Provides counseling and support services to offenders and their family members. Services are designed to assist with life changes, promote independence, and ensure healthy, supportive family relationship. Major areas of service include counseling, family visitation, parenting, domestic violence intervention, and prevention services. Website: www.familiesincrisis.org.

Hartford: (860) 727-5800*
New Haven: (203) 498-7790
Waterbury: (203) 573-8656

Community Partners in Action
CPA, formerly the Connecticut Prison Association provides crucial services that help adults and youth live crime-free lives. Services include alternative incarceration centers, employment services, juvenile programming, art in prison, and other services designed to assist self-development. Programs are listed below. For other services and more information: Phone: (860) 566-2030 Website: www.cpa-ct.org.

Hartford
Administrative Offices Phone: (860) 566-2039
Community Court Phone: (860) 756-7960 or (860) 756-7035
Prison Arts Program Phone: (860) 722-9450 or (860) 566-2030
Hartford Transitional Housing Program Phone: (860) 525-6691
Hartford Alternative in the Community
119 Washington Street Phone (860) 525-6691
716 Windsor Street Phone (860) 244-3672
Project Starr, HFPG Phone (860) 882-1397
Resettlement Program Phone: (860) 522-7400
Work Release Phone (860) 543-8929
Hartford Secure Community Residential Program for Girls Phone: (860) 244-0700

Hamden
Community Residential Program for Boys (brave) Phone: (203) 508-1780
Secure Community Residential Program for Boys (Sage) Phone: (203) 848-1234
Community Residential Program for Boys (SOAR) Phone: (203) 508-1781

Manchester
Manchester Alternative in the Community Phone: (860) 649-8338

Waterbury
Waterbury Alternative in the Community Phone: (203) 597-6540

Connecticut Coalition against Domestic Violence (CCADV) is comprised of 18 member organizations throughout the state. These programs provide comprehensive services to victims of domestic violence and their families. Services are confidential, and available to all individuals regardless of age, race, religion, sexual preference, class, or physical ability. CCADV offers safety planning, advocacy, information, referrals, counseling, support groups, and emergency shelter. Call the toll-free domestic violence hotline to link up to a program Hotline: (888) 774-2900 Espanol: (844) 831-9200 Office Phone: (860) 282-7899 Website: www.ctadv.org.

Family Centered Services of CT (formerly Coordinating Council for Children in Crisis) works with families to ensure they are safe and nurturing places where children can succeed. Home-based parenting education, domestic violence counseling, substance abuse treatment, parent-child psychotherapy, and care coordination to children and youth with special health care needs are available. Psychoeducational groups are also offered including parenting education groups and a Saturday morning Kids Group for children who have witnessed domestic violence. Family CT covers the 20 towns of Greater New Haven. Services are free. Address: 235 Nicoll Street, New Haven Phone: (203) 624-2600 Website: www.familyct.org.

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

Manchester, Andover, Bolton, Coventry, East Hartford, East Windsor, Ellington, Glastonbury, Hebron, Marlborough, Stafford, and Vernon
Manchester Family Resource Center Phone: (860) 647-3330 www.chn.org

Meriden/Wallingford
Catholic Charities Phone: (203) 235-2507* Website: www.ccaoh.org
Middletown, Cromwell, Portland
Community Health Center **Phone:** (860) 347-6971*
**Website:** [www.chc1.org](http://www.chc1.org)

New Britain
Human Resources Agency **Phone:** (860) 225-8601*
**Website:** [www.branct.org](http://www.branct.org)

New London
Centro de la comunidad **Phone:** (860) 442-4463

Norwich
Madonna Place **Phone** (860) 886-6600*
**Website:** [www.madonnaplace.org](http://www.madonnaplace.org)

Old Saybrook, Chester, Deep River, Essex, Lyme, and Old Lyme
Youth and Family Services **Phone:** (860) 395-3190

Torrington, Goshen, Morris, Warren, and Winchester
McCall Foundation **Phone:** (860) 496-6112
**Website:** [www.mccal-foundation.org](http://www.mccal-foundation.org)

Waterbury, Beacon Falls, Bethlehem, Cheshire, Middlebury, Naugatuck, Prospect, Southbury, Thomaston, Watertown, Wolcott, and Woodbury
Waterbury Youth Services **Phone:** (203) 573-0264*
**Website:** [www.waterburyyouthservices.org](http://www.waterburyyouthservices.org)

Wauregen
United Services **Phone:** (860) 412-8686
**Website:** [www.unitedservices.org](http://www.unitedservices.org)

Windsor
Milo W. Peck Child Development Center
**Phone:** (860) 285-1410

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

**Ansonia**
Catholic Charities 205 Wakelee Avenue
**Phone:** (203) 735-7481 **Website:** [www.ccaoh.org](http://www.ccaoh.org)

**Bridgeport**
Child and Family Guidance Center 180 Fairfield Avenue
**Phone:** (203) 394-6520 **Website:** [www.cgcb.org](http://www.cgcb.org)

**Cromwell**
Adelbrook Children’s Home (Autism) 60 Hicksville Road
**Phone:** (860) 635-6010x338*
**Website:** [www.adelbrook.org](http://www.adelbrook.org)

**Danbury and Northwest Region**
Visitation Solutions, LLC 246 Federal Rd. Unit CL-41, Third Floor **Phone:** (203) 740-0091
**Website:** [www.visitationsolutions.com](http://www.visitationsolutions.com)

**Danielson, Willimantic-Eastern Region**
Community Action Agency 231 Broad Street
**Phone:** (860) 412-1600*
**Website:** [www.accessagency.org](http://www.accessagency.org)

**Hartford/New Britain**
Klingberg Family Centers 370 Linwood Street
**Phone:** (860) 243-4416*

**Northwest Region**
Thomaston Counseling Associates 258 S Main Street
**Phone:** (860) 283-8224*
**Website:** [www.thomastoncounselingassociates.com](http://www.thomastoncounselingassociates.com)

**Norwich and Niantic**
Children’s Rights Council **Phone:** (860) 625-6570*
**Website:** [www.crckids.org](http://www.crckids.org)

**Tolland**
AMPS Inc. **Phone:** 860 870-8788*

**Statewide**
Family Counseling and Mediation Center
**Phone:** (203) 414-6477 Email: socialwerk@aol.com
Kidsafe CT 19 Elm Street **Phone:** (860) 872-1918*
**Website:** [www.kidsafect.org](http://www.kidsafect.org)

**Youth Services Bureaus**
Youth Services Bureaus YSBs are located throughout the state. These agencies are responsible for planning, coordinating and maintaining a network of community services for children, youth and their families. They provide or contract for direct services in the areas of juvenile justice, mental health services, youth development, community outreach, parent education, and child welfare services. Contact a local town hall, or contact the Connecticut Youth Services Association to find the YSB that services you. **Website:** [www.ctyouthservices.org](http://www.ctyouthservices.org) a summer camp. **Website:** [www.fcaweb.org](http://www.fcaweb.org).

**Family & Children’s Aid (FCA)** offers innovative and responsive programs and services to heal and support children and families in crisis, and teach them about respect, compassion, and trust. FCA currently operates neighborhood-style group home programs serving Connecticut’s most disadvantaged children. In addition, FCA offers outpatient programs, in-home services, and a summer camp. **Website:** [www.fcaweb.org](http://www.fcaweb.org).
Multi-service Agencies

Community Action Agencies
Community Action Agencies address the needs of low-income individuals and families by assisting them in obtaining the support, skills and knowledge necessary for economic self-sufficiency and dignity. Agency programs include job training, education, child day care, energy assistance and weatherization, housing, criminal justice and pretrial intervention, community centers, mental health, food pantries, homeless services, senior volunteer programs, senior centers, and nutrition programs such as Meals-on-Wheels.

Action for Bridgeport Community Development, Inc. (ABCD) 1070 Park Avenue, Bridgeport, CT 06604
Phone: (203) 366-8241* Energy Assistance
Phone: (203) 384-6904* Website: www.abcd.org

The Access Community Action Agency (Access) 1315 Main Street, Willimantic, CT 06226
Phone: (860) 450-7400* Energy Assistance
Phone: (860) 450-7400 Website: www.accessagency.org

Bristol Community Organization, Inc. (BCO) 55 South Street, Bristol, CT 06010
Phone: (860) 584-2725* Energy Assistance.
Phone: (860) 582-7490

Community Action Agency of New Haven, Inc. (CAANH) 419 Whalley Avenue, New Haven, CT 06515
Phone: (203) 387-7700* Website: www.caanh.net

Community Action Agency of Western Connecticut, Inc. (CAAWC) 66 North Street, Danbury, CT 06810
Phone: (203) 387-7700* Energy Assistance
Phone: (203) 387-7700* Website: www.caanh.net

Community Action Agency of Western Connecticut, Inc. (CAAWC) 66 North Street, Danbury, CT 06810
Phone: (203) 744-4700* Energy Assistance
Phone: (203) 748-5422* Website: www.cacd-caa.org

Connecticut Association of Human Services (CAHS) seeks to significantly and measurably reduce poverty in Connecticut and to help all children and families build a secure future. CAHS’ Family Economic Success (FES) programs directly and indirectly serve over 24,000 low and moderate income people across all eight of Connecticut’s counties through over 100 strategic partnerships with community-based agencies. Its network gives it access to the lowest-income and most vulnerable populations that are both underserved and typically hard to reach, including Spanish speakers, disabled, elderly, at risk youth and young adults, single parents, and the asset poor. Its programs provide benefits application assistance, free tax preparation, asset building products and services, free financial education, 1:1 financial goal setting and coaching, and referrals to other social service agencies within its network for support with basic needs, employment, healthcare, and self-sufficiency. Phone: (860) 951-2212 Website: www.cahs.org

The Connection Inc.
Offers an array of service in the areas of behavioral health, child and family welfare, community justice, housing, sexual abuse and trauma, and women’s services throughout the state of Connecticut. Phone: (860) 343-5500 x2125 Toll-free: (888) 824-1972 Website: www.theconnectioninc.org

The Hispanic Health Council (HHC)
HHC provides bi-lingual and bi-cultural (Spanish-English) case management and support services to Latinos and other diverse communities in Hartford, Meriden, and New Haven. Services include: breastfeeding peer counseling, parenting support and child abuse prevention, pre-natal care, case management and support; nutrition education, cancer support group, substance abuse and mental health services, smoking cessation, after school programming and youth summer camp. Services vary by location. Main office address: 175 Main Street, Hartford Phone: (860) 527-0856 Website: www.hispanichealth.com

The Salvation Army
The Salvation Army’s programs and services include: Family Shelters, The Right Place School Readiness Programs, Grandparent Support Groups, Adult Drug & Alcohol Rehabilitation Centers, Camp CONNRI – Youth Camp, CONNRI Lodge Retreat & Conference Center- Senior Summer Retreat, Homeless Prevention Programs, After School Programs, and Men’s Shelter. Thrift stores, soup kitchens, feeding and nutrition programs, friendly visitors, food, and clothing banks and other services are available throughout Connecticut. To learn about specific service in a particular part of the state, contact a local Army center listed below, or the Divisional Office.

Divisional Office: 855 Asylum Avenue Hartford
Phone: (860) 702-0000 Website: www.salvationarmyct.org
Ansonia 26 Lester Street Phone: (203) 736-0707
Bridgeport 30 Elm Street Phone: (203) 334-0995
Bristol 19 Stearns Street Phone: (860) 583-4651
Danbury 15 Foster Street Phone: (203) 792-7505
Hamden 1359 Dixwell Avenue Phone: (203) 230-2323
Hartford 225 Washington Street Phone: (860) 543-8413
855 Asylum Avenue Phone: (860) 543-8412
100 Nelson Street Phone: (860) 543-8419
Manchester 661 Main Street Phone: (860) 649-7787
Meriden 23 Saint Casimir Drive Phone: (203) 235-6532
Middletown 515 Main Street Phone: (860) 347-7493
New Britain 78 Franklin Square Phone: (860) 225-8491
New Haven 450 George Street Phone: (203) 624-9891
New London 11 Governor Winthrop Boulevard
Phone: (860) 443-6409
Norwalk 14 Byington Place Phone: (203) 866-2125
Norwich 262 Main Street Phone: (860) 889-2329
Stamford 198 Selleck Street Phone: (203) 359-2320
Torrington 234 Oak Avenue Phone: (860) 482-3569
Waterbury 74 Central Avenue Phone: (203) 754-7056
Willimantic 316 Pleasant Street Phone: (860) 423-0977

Wheeler Clinic
Wheeler Clinic founded in 1968, is an independent, not-for-profit, community-based organization that provides a comprehensive continuum of mental health and substance abuse recovery services, primary care, child welfare, special education, early childhood, community justice, foster care, employee assistance, and prevention and wellness programs. Toll-free (888) 793-3500
Website: www.wheelerclinic.org

CT Council of Family Service Agencies (CCFSA)
A statewide network of nonprofit family service agencies that deliver services from over 90 offices located throughout the state of Connecticut. Professional services are provided to low income, the middle class, and the affluent in a variety of settings across all social service disciplines. Member agencies are community-based, licensed by the State of Connecticut, and nationally accredited. All sites are equipped to provide the following: Empowering People for Success, for families transitioning from welfare to self-sufficiency; Parenting Education, a structured curriculum to help divorcing couples continue to be effective parents; and Focus on K.I.D.S., a solution-focused program that helps high-conflict divorcing or divorced parents improve their communication and nurture their children more effectively. For locations and information on these and other programs call or visit the CCFSA on the web. Phone: (860) 571-0093
Website: www.ctfcsa.org.

Columbia
United Services Phone: (860) 228-4480
Website: www.unitedservicect.org

Darien
Family Centers Darien/ Center for HOPE
Phone: (203) 655-4693 Website: www.familycenters.org

Dayville
United Services Phone: (860) 774-2020
Website: www.unitedservicect.org

Hartford
Catholic Charities Phone: (860) 493-1841
Website: www.ccaoh.org
Jewish Family Services Phone: (860) 236-1927
Website: www.ifshartford.org
Village for children & Families Phone: (860) 236-4511
Website: www.villageforchildren.org
Oak Hill 120 Holcomb Street Phone: (860) 242-2274
Website: www.ciboakhill.org
NEAT Center at Oak Hill 33 Coventry Street
Phone: (860) 243-2869 Website: www.ciboakhill.org

Greenwich
Family Centers Phone: (203) 869-4848
Website: www.familycenters.org

Norwalk
Family & Children Agency’s Phone: (203) 855-8765
Website: www.familyandchildrensagency.org

Norwich
Catholic Charities Phone: (860) 889-8346
Website: www.cccfsn.org

New London
Catholic Charities Phone: (860) 443-5328
Website: www.cccfsn.org

Newtown
Newtown Youth and Family Services
Phone: (203) 270-4335
Website: www.newtownyouthandfamilyservices.org

Portland
Catholic Charities Phone: (860) 342-0760

Stamford
Family Centers Stamford Phone: (203) 324-3167
Website: www.familycenters.org
Jewish Family Services Phone (203) 921-4161
Website: www.ctfcs.org
Special Populations

Elderly

Protective Services for the Elderly (PSE)
This program is designed to safeguard people 60 years and older from physical, mental and emotional abuse, neglect and abandonment, and/or financial abuse and exploitation. DSS social workers devise a plan of care aimed at assuring an elder’s safety while preserving the person’s right of self-determination. The Social Work service plan may include crisis intervention, arranging for and coordinating any of the following services: adult day-care, companionship, counseling, homemaker, home health care, home-delivered meals, long-term care or, if necessary, emergency convalescent placement. To report cases of suspected abuse, neglect or exploitation, call the Toll-free in-state referral line at 1-888-385-4225 or the Out of State call Infoline at 1-800-203-1234.

Connecticut Department on Aging (CDA)
The State Department on Aging administers approximately $37 million from the federal Older Americans Act and other federal and state funds to provide a wide range of services to older adults in Connecticut. These services include congregate and home-delivered meals, in-home services, senior community service employment, health insurance counseling, and respite for caregivers. Under the Older Americans Act, services are provided to adults age 60 and older. The goal of the programs under the Older Americans Act is to enable older adults to remain in their home and the community of their choosing for as long as possible through the provision of home and community-based services including supports for family caregivers. The department works closely with the aging network partners to provide these services.

Phone: (866) 218-6631 (in state) Website: www.ct.gov/aging.

AARP
AARP is a nonprofit organization that strengthens communities and fights for the issues that matter most to families, such as healthcare, employment and income security, retirement planning, affordable utilities, and protection from financial abuse. It helps members obtain discounts on a wide range of products, travel, and services. The AARP foundation is an affiliated charity that provides security, protection, and empowerment to older persons in need. Toll-free: 1-866-295-7279. Website: www.aarp.org/ct.

AARP Driver Safety Program Phone: 1-888-AARPNOW (1-888-227-7669) Website: www.aarp.org/drive.

Tax-Aide is a free volunteer-run tax assistance and preparation program, with sites from February 1 to April 15. AARP Foundation Tax-Aide volunteers are trained and IRS-certified each year. Locations Website: www.aarp.org/findtaxhelp Volunteer Website: www.aarp.org/taxvolunteer or www.aarp.org/taxaide Toll-free: 1-888-AARP-NOW (1-888-227-7669).

AARP Fraud Watch Phone: (860) 548-3163 Website: www.aarp.org/fraudwatchnetwork.

Create The Good – Online resource where people and organizations can find meaningful volunteer activities. Organizations and individuals can post and share their own ideas and opportunities, and connect with others on a wide variety of areas of interest. Website: www.CreateTheGood.org.

Decide. Create. Share: Volunteers provide facilitated discussions to organizations and groups to promote awareness and education on future needs facing women as they age. Toll-free: (866) 296-7279.
Area Agencies on Aging
Area Agencies on Aging are five regional organizations federally designated by the Older Americans Act and the Connecticut State Department on Aging to: assess the needs and gaps in service affecting older adults, promote solutions and allocate resources to meet the needs of older adults, and monitor, evaluate and consistently improve on the delivery of services to support the independence and dignity of older adults. They provide information and referral assistance on health insurance, community-based services, and administer programs that help caregivers keep their loved ones at home. Statewide Toll-free: (800) 994-9422
Website: www.ctagenciesonaging.org.

New Haven: (203) 785-8533
Norwich: (860) 887-3561
Hartford: (860) 724-6463
Bridgeport: (203) 333-9288
Waterbury: (203) 757-5449

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

Connecticut Association of Adult Day Centers
Adult Day Health Centers offer programs in a group setting for older adults during the day. Services can include nursing care, personal care, nutrition, social services, rehabilitation services and recreation certified by the Department of Social Services and CAADC.
Phone: (203) 678-4649* Website: www.leadingagct.org.

Connecticut Home Care Program for Elders (CHCPE)
To be eligible, applicants must be 65 years of age or older, be a CT resident, be at risk of nursing home placement, and meet the program’s financial eligibility criteria. To be at risk of nursing home placement means that the applicant needs assistance with critical needs such as bathing, dressing, eating, taking medications, or toileting. The CHCPE helps eligible clients continue living at home instead of going to a nursing home. Each applicant’s needs are reviewed to determine if the applicant may remain at home with the help of home care services. For more information on eligibility criteria, please see the link below. Services may include case management services, companion services, homemaker services, and home delivered meals. For more information, or to start the application process, please call Toll-free: 1-800-445-5394 or 860-424-4904 locally in the Hartford area.

Connecticut Partnership for Long Term Care
Enables residents to pay for future long-term care without impoverishing themselves. People can buy a pre-approved private long-term care insurance policy from a company that is participating in the partnership and protect a specified amount of assets from Medicaid spend-down. Toll-free: (800) 547-3443 Website: www.ctpartnership.org.

The Connecticut Statewide Respite Care Program provides respite services, information and support for families caring for a person with Alzheimer’s disease or related dementias. The person must have an income of $44,591 or less, liquid assets of $118,549 or less, and is required to pay 20 percent of the cost services. This co-pay may be waived based upon demonstrated financial hardship. Toll-free: (800) 994-9422 (Area Agencies on Aging) Phone: (860) 424-5279.

Elderly Nutrition Program
Serves nutritionally balanced meals and provides nutrition education and nutrition counseling, as appropriate. Meals are served at congregate meal sites which are known as Senior Community Cafés. There are approximately 171 Senior Community Cafés in Connecticut. Home-delivered meals may be available to adults who are homebound or otherwise isolated and unable to go to a Community Café. The program serves adults age 60 and older and their spouses: individuals with disabilities, under the age of 60, who live with an older person; or individuals with disabilities, under the age of 60, living in elderly housing facilities that have Senior Community Cafés. Phone: 1-866-218-6631 Website: www.ct.gov/aging.
Employment: The Senior Community Service Employment Program (SCEP)
Low income, unemployed adults aged 55+ can participate in part-time, paid community service, providing training and job search assistance leading to unsubsidized employment. **Phone:** (203) 502-7303

Grandparents as Parents Support (GAPS)
This statewide network promotes the creation of services and support groups for grandparents and relatives raising children. **Toll-free:** (866) 218 6631, or **out-of-state:** (860) 424-5274. Information is also listed under “programs and services” on the State Department on Aging **Website:** [www.ct.gov/aging](http://www.ct.gov/aging).

National Family Caregiver Support Program
Provides information, assistance, support groups, counseling, training, respite, and supplemental services to families caring for someone aged 60 and over and grandparents 55 and over raising children. **Toll-free:** (800) 994-9422 **Phone:** (860) 424-5790

EyeCare America
EyeCare America Seniors Program helps ensure that every senior has access to medical eye care. The program is designed for individuals age 65 and older who have not seen an ophthalmologist (eye doctor) in three years or more, do not belong to an HMO, or receive eye care benefits through the VA. Eligible seniors receive a comprehensive medical eye exam and treatment for any disease diagnosed at the time of the initial visit for up to one year at no out-of-pocket cost for the physician’s services. Medicare and other insurance will be billed and accepted as payment in full. Uninsured patients will be seen at no cost. Eyeglasses, prescriptions, hospital services, and fees of other medical professionals are not covered. **Toll-free:** (877) 887-6327, Mon-Fri, 8 am to noon, PT. **Website:** [www.eyecareamerica.org](http://www.eyecareamerica.org) to take online referral questionnaire.

Senior Medicare Patrol (SMP)
Senior Medicare Patrol project empowers beneficiaries to become better health care consumers by increasing their awareness of Medicare and Medicaid fraud and abuse, errors, scams, and other potential incidences of health care fraud. Utilizing the skills and expertise of retired professionals and other senior citizens, these volunteers assist consumers with identifying and reporting fraudulent practices in order to detect and reduce improper payments and prevent victimization of themselves and others. In State **Toll-free:** (800-994-9422. **Phone:** (860) 424-5293.

**Disabled**

Board of Educational Services for the Blind
The Bureau of Education and Services for the Blind (BESB), within the Department of Rehabilitation Services, provides educational, vocational, and independent living services to adults who are legally blind and children who are blind or visually impaired to help them achieve and maintain independence and self-sufficiency as fully contributing members of an integrated society. BESB provides certification of legal blindness; social work and referrals; low-vision evaluations and equipment; employment training and job placement; worker retention support and adaptive equipment; school-to-career transition services to adolescents; financial and technical support to clients who own or want to own their own business; independent travel instruction; and training in activities of daily living. **Toll-free:** (800)-842-4510*, **Voice/TDD:** (860) 602-4221. **Website:** [www.ct.gov/besb](http://www.ct.gov/besb).

Connecticut Bureau of Rehabilitation Services (BRS)
Workers’ Rehabilitation Services, Department of Rehabilitation Services is designed to return to work those who have been injured on the job or who have contracted an occupational disease and qualify under the Connecticut Workers’ Compensation Act. The program offers vocational rehabilitation services including interest and aptitude testing, evaluations, on-the-job or formal training, job seeking skills, and placement assistance. **Administrative Office:** 21 Oak Street, 4th Floor, Hartford, CT 06106 **Phone:** (860) 493-1500 for an application or further information

**Bridgeport** 350 Fairfield Avenue **Phone:** (203) 382-5600

**Hartford** 999 Asylum Avenue **Phone:** (860) 566-4154

**Middletown** 90 court Street **Phone:** (860) 344-7453

**New Britain** 233 Main Street **Phone:** (860) 827-7180

**New Haven** 700 State Street **Phone:** (203) 789-7512

**Norwich** 55 Main Street **Phone:** (860) 823-3900

**Stamford** 111 High Ridge Road **Phone:** (203) 325-3881

**Waterbury** 55 West Main Street **Phone:** (203) 596-4207
Connecticut Department of Rehabilitation Services Deaf and Hard of Hearing Services
DORS provides sign language interpreting and counseling services for deaf and hard of hearing people, as well as for the hearing community who live and work with individuals with hearing loss. The counseling services include personal and family support. Toll-free in CT: (800) 708-6796 Phone: (860) 231-8756
TTY: (860) 231-8169 Interpreting Unit Main Line: (860) 697-3570 VP: (860) 899-1647
DORS Counseling Unit provides adjustment counseling for individuals who are deaf or hard of hearing and their families, consultations, information, and resources, if available. Counseling Unit Main Line: (860) 697-3560, VP: (860) 899-1648. Website: www.ct.gov/dorse/ TTY: (860) 231-1690 VP: (860) 899-1647 After-hours Emergency Interpreting: (860) 231-7623

Connecticut Department of Developmental Services (DDS)
DDS is responsible for the planning, development, and administration of complete, comprehensive, and integrated statewide services for persons with an intellectual disability and persons medically diagnosed as having Prader-Willi Syndrome. DDS provides services through a decentralized system that relies on private provider agencies under contract or enrolled with the department, in addition to state-operated services. These services include residential placement and in-home supports, day and employment programs, early intervention, family support, respite, case management, and other periodic services such as transportation, interpreter services, and clinical services. The Autism Division operates a program for individuals with autism spectrum disorder who do not have intellectual disability. The Birth to Three System assists and strengthens the capacity of families to meet the developmental and health-related needs of infants and toddlers who have delays or disabilities. For information on DDS eligibility, see Website: www.ct.gov/dds.

Central office Phone: (860) 418-6000* Toll-free: (866) 737-0330 TDD: (860) 418-6079

North Region
East Hartford (860) 263-2500* Toll-free: (800) 558-9527 TTY Phone: (860) 263-2510 After Hours Emergency: (860) 614 9136
Newington (860) 331-2100 Putnam (860) 630-4000 Willimantic (860) 456-6300

South Region
Wallingford (203) 294-5049* Toll-free: (888) 263-4445
After Hours Emergency Toll-free: (866) 392-8233 TTD: (203) 294-4475
New Haven (203) 974-4200* Norwich (860) 859-5400* Toll-free: (866) 584-3376 Meriden (203)514-3200

West Region
Waterbury: (203) 805-7400 Toll-free: (866) 274-3888
After Hours Emergency (203) 725-5297
Cheshire (203) 806-8700
Danbury (203) 448-3500
Stratford (203) 455-3100
Northwest Center (860) 496-3000
Southbury Training School (203) 586-2000
Toll Free: (800) 811-0173

Connecticut Library for the Blind and Physically Handicapped
The Connecticut State Library for the Blind and Physically Handicapped lends books and magazines in Braille and recorded formats, along with the necessary playback equipment. The service is free to any Connecticut adult or child who is unable to use regular printed materials due to a visual or physical disability. All materials are available by postage-free mail. Call or write to request application and certification procedures, or visit the website for program information and a printable application. Address: 198 West Street, Rocky Hill, CT 06067-3545 Toll-free: (800) 842-4516 Phone: (860) 721-2020* Website: http://ctstatelibrary.org/lbph/

Ability Beyond
A resource for people with developmental disabilities, autism spectrum disorder, brain injury, mental illness, and physical disabilities that often accompany these ailments. The majority of individuals are adults or young adults and the services provided can address a single life episode or span a lifetime. The organization provides community living supports, individual home supports, employment resources, social and community integration supports, clinical supports, transportation services, aging specialties, behavioral and transitional living supports, school to community supports, and service coordination. Toll-free: (888) 832-8247 Website: www.abilitybeyond.org.
American School for the Deaf
The American School for the Deaf is a comprehensive learning community that welcomes all deaf and hard of hearing children and their families. We develop the whole child – intellectually, emotionally, physically, and socially. Here, students and their families are surrounded by supportive peers, guided by dedicated educators and specialists, and empowered by the latest technology. Utilizing the proven American Sign Language/English Bilingual approach, we foster a language-rich environment that maximizes each student’s unique potential.

ASD provides a full range of comprehensive educational services for preschool to 12th grade students, including those with additional disabilities. An alternative education program, the PACES program, is available for students with emotional-behavioral disorders. ASD also provides outreach and community programs, including: outreach education for school districts throughout the state; a statewide Birth-to-Three program; counseling; occupational therapy; physical therapy; parent support groups; and community sign language classes. A wide variety of educational audiological services are available as well, including cochlear implant (CI) services and support. Address: 139 North Main Street, West Hartford, CT 06107. Phone: (860) 570-2300. TTY: (860) 570-2222. Website: www.asd-1817.org.

Converse Communications
Converse Communications supports people who are deaf, hearing impaired, or speech disabled. Services include text-telephone loan distribution, capital distribution, and closed captioning services. These services may be available at no cost as part of the Americans with Disabilities Act. Address: 34 Jerome Avenue, Suite 202, Bloomfield CT 06002. Phone: (860) 242-4974 Website: www.conversecommunications.com.

Easter Seals Capitol Region & Eastern Connecticut
Provides comprehensive medical and vocational services to people with disabilities throughout Hartford, Tolland, Windham, New London, and Eastern Middlesex Counties. Services include: medical rehabilitation, including physical, occupational, and speech therapies as well as neuropsychological service; Autism Initiative, Pathways Breast Cancer Rehabilitation Program, comprehensive traumatic brain injury rehabilitation; comprehensive stroke rehabilitation; Lymphedema treatment and management; vocational rehabilitation including job coaching, job seeking, and employment skills training programs; individual and group supported employment programs; school to work transition service; adult day programs and Senior Community Service Employment Program (SCSEP). Varying programs are available at three sites located in Windsor, East Hartford, and Norwich.

Medical Services & Administration: 100 Deerfield Road, Windsor, CT 06095
Vocational Services: 22 Prestige Park Circle, East Hartford, CT 06108
Day Services: 24 Stott Avenue, Norwich, CT 06360
Phone: (860) 552-2002
Website: www.hartford.easterseals.com

Goodwill of Western and Northern Connecticut
Goodwill of Western and Northern Connecticut, Inc. offers a wide range of services designed for people with intellectual disabilities, mental illness, or other barriers to employment. These services include: case management, individual and group-supported employment, work competitive job placement and follow-up. Free one-on-one employment services are provided through the network of Goodwill Career Centers for the unemployed, underemployed, and those making the transition as a student from a school to work environment. Residential support and day programs are also available: Bridgeport Phone: (203) 368-6511 Hartford Phone: (860) 278-5890

Kuhn Employment Opportunities
Kuhn is committed to the development of quality, person-centered services, delivered through meaningful employment opportunities that provide individuals with disabilities the skills and support necessary to become independent, gain self-esteem, and to be productive and valued members of the community. Kuhn services include, but are not limited to, community experience, prevocational services, social skills training, community-based group supported employment, job development, career planning, independent/competitive job placement, follow along job support, vocational assessment and transportation services, as well as, opportunities for older adults (retirement program). Program services vary by location and funding sources. Call for additional information. Meriden Phone: (203) 235-2583/ Middletown Phone: (860) 347-8923. Website: www.kuhngroup.org.

Oak Hill is the largest nonprofit private provider of services for people with disabilities in Connecticut, offering community-based education, housing,
employment, assistive technology, early intervention, and therapeutic education on healthy relationships, recreation, and arts. Hundreds of people from birth to over 90 years of age are served directly by Oak Hill, and tens of thousands of connections are made annually through their assistive technology program. **Address:** 120 Holcomb Street, Hartford, CT 06112 **Phone:** (860) 242-2274* TTY: (860) 286-3113 **Website:** [www.ciboakhill.org](http://www.ciboakhill.org)

**Planned Lifetime Assistance Network (PLAN) of Connecticut**

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

**Veterans**

**Connecticut Department of Veterans Affairs**

The Department of Veterans Affairs was established to provide expanded, integrated, and coordinated services to Connecticut veterans and their families. Counsel is provided to veterans concerning educational training and retraining, health, medical and rehabilitation services, housing assistance, and benefits for veterans in nursing homes. The agency assists in the establishment, preparation, and presentation of claims to rights, benefits or privileges accrued to veterans. The Department of Veterans Affairs maintains a staffed office in the towns listed below. **Commissioner Address:** 287 West Street, Rocky Hill, CT 06067 **Phone:** (860) 616-3600 **VET INFO:** (860) 928-8387

- **Newington** 555 Willard Avenue, 3rd floor **Phone:** (860) 594-6604
- **Norwich** 100 Broadway – City Hall Room 305 **Phone:** (860) 887-9162
- **Milford** 70 West River Street **Phone:** (203) 874-6711
- **Bridgeport** 752 East Main Street, Bridgeport, CT 06608 **Phone:** (203) 336-2570*
- **Waterbury** 55 West Main Street # 140 **Phone:** (203) 805-6340

**Veterans’ Employment Training Service (VETS)**

This agency assists Veterans, Reservists, and National Guard members in securing employment and benefits, including resolution of claims under the Uniformed Services Employment and Reemployment Rights Act (USERRA) and fact-finding assistance to veterans who believe their veterans’ preference rights in federal employment have been violated. The agency also provides employment and training assistance through local governments and nonprofit agencies. **Address:** 200 Folly Brook Blvd., Wethersfield, CT 06109 **Phone:** (860) 263-6490* **Website:** [www.dol.gov/vets](http://www.dol.gov/vets)

**The Veteran’s Directed Home and Community Based Services Program (VD-HCBS)**

This program serves veterans of any age who are at risk of nursing home placement and able to self-direct their own care in the community. VC-HCBS provides Veterans the opportunity to develop an individualized budget and service plan that reflects their personal needs and restrictions in order to avoid institutionalization and continue to live in their homes and communities. Slots are limited. For more information, contact the Area Agencies on Aging Toll-Free: (800) 994-9422.

**Soldiers’, Sailors’, and Marines’ Fund**

The Soldiers’, Sailors’, and Marines’ Fund provides temporary assistance to needy wartime veterans or their dependents who are legal residents of Connecticut. Available assistance includes food, clothing, medical expenses, mortgage interest or rent, assistance in paying utility bills, or other temporary financial needs. The veteran must have served in the Armed Forces of the United States for at least 90 days during a wartime period and have been honorably discharged. Applications may be filed through the American Legion Service Officer in the town in which the veteran resides, or at the offices listed below. To learn about additional non-wartime combat and combat support service, contact your local assistance office. **Phone:** (860) 296-0719 **Website:** [www.alctssmf.org](http://www.alctssmf.org)

- **Bridgeport** 752 East Main Street **Phone:** (203) 332-5648
- **Hartford** 999 Asylum Avenue **Phone:** (860) 566-2677
- **New Haven** 746 Chapel Street **Phone:** (203) 789-7841
- **Norwich** 100 Broadway, Room 307 **Phone:** (860) 886-8557
- **Waterbury** 55 West Main Street **Phone:** (203) 805-6350
LGBTQ

True Colors
True Colors works to create a world where youth, adults and families of all sexual orientations and gender identities are valued and affirmed. We challenge all forms of oppression through education, advocacy, and direct services to youth and those responsible for their well-being. Our programs include: one-on-one and group mentoring for lesbian, gay, bisexual, transgender (LGBT) youth in out-of-home care; professional development training for providers, community organizations, and educators; youth leadership development and training; foster parent training and recruitment; and the production of the largest LGBT and ally youth issues conference in the nation. Phone: (860) 232-0050 Website: www.ourtruecolors.org.

Foreign Born

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

Bridgeport
Catholic Charities – see listings in Nonprofit Counseling section of this book.

Hartford:
Alianca Brazileira, 2074 Park Street, Second Floor
Phone: (860) 236-0788
Asian Family Services, 1921 Park Street
Phone: (860) 951-8770
The Conference of Churches, 224 Farmington Avenue
Phone: (860) 247-0017
Catholic Charities – See listings in Nonprofit Counseling section of this book.
Connecticut Coalition of Mutual Assistance Associations, Inc., 143 Madison Avenue Phone: (860) 236-6452
Franciscan Center for Urban Ministry, 285 Church Street
Phone: (860) 756-4034
Hartford Public Library (educational programs pertaining to citizenship, immigrant rights, etc.), 500 Main Street
Phone: (860) 695-6300
Jewish Federation Association of CT, 40 Woodland Street
Phone: (860) 727-5770
Middletown:
Community Health Center (provides health services in over 10 languages), 675 Main Street
Phone: (860) 347-6971

New Haven:
Catholic Charities – see listings in Nonprofit Counseling section of this book.
Centro San Jose (food pantry, community center, 290 Grand Avenue Phone: (203) 777-6771
IRIS (Integrated Refugee and Immigrant Services), 235 Nicoll Street, 2nd Floor Phone: (203) 562-2095
Junta (multi service agency) 169 Grand Avenue
Phone: (203) 787-0191

International Institute of Connecticut (IIC)
IIC is a social service agency serving foreign-born and limited-English speaking people. It provides immigration and naturalization counseling, refugee resettlement services, interpreter/translator assistance, English language classes, vocational training, job assistance, and referrals. IIC is a recognized by the U.S. Board of Immigration Appeals and is able to represent immigrants before the US Customs and Immigration Service. Charges for services are based on a person’s ability to pay. The IIC can also assist victims of human trafficking. Website: www.iiconn.org.
Bridgeport: 670 Clinton Avenue (203) 336-0141
Hartford: (860) 692-3085*
Stamford: (203) 965-7190*
Derby: (203) 751-8696

Know Your Rights

Workers’ Rights

Family Leave State Law
The Connecticut Department of Labor monitors the state family and medical leave statute, which entitles eligible employees to a total of 16 work weeks of leave during any 24-month period. Address: 200 Folly Brook Boulevard, Wethersfield, CT 06109 Phone: (860) 263-6755 Website www.ct.gov/dol.
Workers’ Rehabilitation Services,  
Department of Rehabilitation Services

Workers’ Rehabilitation Services, Department of Rehabilitation Services is designed to return to work those who have been injured on the job or who have contracted an occupational disease and qualify under the Connecticut Workers’ Compensation Act. The program offers vocational rehabilitation services, including interest and aptitude testing, evaluations, on-the-job or formal training, job seeking skills, and placement assistance.

Administrative Address: 21 Oak Street, Hartford, CT 06106, 4th Floor, Hartford, CT 06106 Phone: (860) 493-1500 for an application or further information

Bridgeport 350 Fairfield Avenue Phone: (203) 382-5600
Hartford 999 Asylum Avenue Phone: (860) 566-4154
Middletown 90 Court Street Phone: (860) 344-7453
New Britain 233 Main Street Phone: (860) 827-7180
New Haven 700 State Street Phone: (203) 789-7512
Norwich 55 Main Street Phone: (860) 823-3900
Stamford 111 High Ridge Road Phone: (203) 325-3881
Waterbury 55 West Main Street Phone: (203) 596-4207

Unemployment Insurance (UI) is a joint federal-state program providing temporary income for eligible workers who are either partially or fully unemployed due to no fault of their own and qualify under Connecticut’s law. Administered by the Connecticut Department of Labor (CTDOL), Unemployment Insurance benefits are paid when certain legal conditions are met. A new or weekly continued claim for unemployment benefits can be filed on the Labor Department’s website at www.filectui.com or filed by phone through the Tele Benefits system. For a local Tele Benefits Phone number visit the DOLL website at www.ct.gov/dol, refer to the blue pages of your phone directory, or call Toll-free: 2-1-1.

Kent, North Thompson, Salisbury, Sharon, Stafford Springs, Westport and Wilton Phone: (800) 354-3305
Danielson, Willimantic Phone: (860) 423-2521*
Greater Hartford, Bristol, Enfield, Manchester, New Britain Phone: (860) 566-5790*
Meriden, Middletown Phone: (860) 344-2993*
Bridgeport Phone: (203) 579-6291*
Danbury Phone: (203) 797-4150*
New Haven, Hamden, Ansonia Phone: (203) 230-4939*
New London, Norwich Phone: (860) 443-2041*

Stamford, Greenwich, Norwalk Phone: (203) 348-2696*
Torrington Phone: (860) 482-5581*
Waterbury Phone: (203) 596-4140*

Denial of Benefits or Services

CT Department of Public Health (DPH)
Complaints about health care services are handled by DPH Healthcare Quality & Safety Branch. Address: Facility Licensing and Investigations Section, 410 Capitol Avenue, MS #12FLIS, P.O. Box 340308, Hartford, CT 06134-0308. For specific complaints about Health Care Institutions such as a hospital, nursing home or out-patient clinic Phone: (860) 509-7400. For Specific complaints about Health Care Professionals licensed by DPH Phone: (860) 509-7552. For specific complaints about Home Health Care Agencies write to DPH or call Toll-free: (800) 828-9769

Office of the Healthcare Advocate
If you need healthcare or healthcare coverage or have problems with your coverage and don’t know where to turn, please call us. The OHA is an independent agency here to help you understand what options you have, how to get and fight for your healthcare coverage, including coverage for mental health or substance use treatment, and to make sure you get covered for your healthcare needs. OHA is YOUR advocate. Our only interest is consumers. Our services are free and confidential and provided in real time. Toll-free: (866) 466-4446 Website: www.ct.gov/oha

Social Security Administration
If the Social Security Administration denies benefits or issues a decision deemed unsatisfactory, an appeal can be made at the SSA office within 60 days from the receipt of written notice. To obtain information regarding rights or assistance in preparing for an appeal, contact Statewide Legal Services listed separately in this guide, or a private attorney. Attorneys generally do not become involved in such cases until the Administrative Law Judge Hearing. They usually handle the case on a contingency fee basis charging for their services only if they win. Attorney fees must be approved by SSA or a court. Statewide Legal Services Toll-free: (800) 453-3320* Supplemental Security Income (SSI): The same procedures for Social Security deny apply to SSI.
Center for Medicare Advocacy
CMA provides education, advocacy, and legal assistance to help older people and people with disabilities obtain necessary health care. CMA focuses on the needs of Medicare beneficiaries, people with chronic conditions, and those in need of long-term care. Advice, written materials, and legal services are free to residents of Connecticut. **Address:** P.O. Box 350, Willimantic, CT 06226 **Toll-free:** (800) 262-4414 **Phone:** (860) 456-7790* 
TDD available **Website:** www.medicareadvocacy.org.

Qualidigm
Qualidigm is a national consulting and research company dedicated to advancing the quality, safety, and cost-effectiveness of healthcare in various settings, including Transformational Services, Aging Services, and Home Health Care. **Address:** 1290 Silas Deane Highway, Suite #4A, Wethersfield, CT **Website:** www.qualidigm.org.

**Victim Services**

Office of Victim Services
The Connecticut Judicial Branch, Office of Victim Services (OVS) is the state’s lead agency that provides services to victims of violent crime and their families. OVS Victim Services Advocates (VSA) are available at certain courthouses throughout the state and at the Board of Pardons and Paroles to provide support during hearings, information on crime victims’ rights and the criminal justice system, and referrals to state and community agencies. For more information, call the OVS Helpline **Toll-free** at 1-800-822-8428. The Victim Compensation Program offers financial help for certain crime-related expenses not covered by insurance or other financial resources. For more information, call **Toll-free:** 1-888-286-7347.

Connecticut Statewide Automated Victim Information and Notification (CT SAVIN)
Provides confidential notification in English, Polish, Portuguese, and Spanish on criminal court cases for an offender, changes to an offender’s custody status with the Department of Correction, and when a criminal court order of protection is issued, changed, or ends. For more information on CT SAVIN, call **Toll-free:** (877) 864-3428. For more information on CT SAVIN and other OVS victim notification programs, call **Toll-free:** (800) 822-8428.

Office of Victim Advocate
OVA is an independent state agency responsible for the protection and promotion of state constitutional and statutory rights of crime victims throughout the state. OVA seeks to ensure that the victims of crime become an integral part of the criminal justice system. OVA provides public education of the rights and service available to crime victims, collaboration with law enforcement and service providers, as well as court and legislative advocacy. **Phone:** (860) 550-6632

Qualidigm
Qualidigm is a national consulting and research company dedicated to advancing the quality, safety, and cost-effectiveness of healthcare in various settings, including Transformational Services, Aging Services, and Home Health Care. **Address:** 1290 Silas Deane Highway, Suite #4A, Wethersfield, CT **Website:** www.qualidigm.org.

Legal Advice and Representation

Office of Protection and Advocacy for persons with Disabilities (P&A)
P&A is an independent state agency providing information, referrals, advocacy assistance, and limited legal services to people with disabilities whose civil rights have been violated or who are experiencing difficulty securing relevant support services. P&A supports the development of community advocacy groups by providing training and technical assistance. P&A is responsible for investigating abuse and neglect of individuals with Intellectual Disabilities ages 18-59 and deaths of all individuals with Intellectual Disabilities over the age of 18 where abuse and/or neglect may have been the cause. **Address:** 60 B Weston Street, Hartford, CT 06120 **Phone:** 860-297-4300(V) **Toll-free:** 1-800-842-7303 (V/TTY): 860-297-4380 **Website:** www.ct.gov/opapd.

Consumer Law Project for Elders (CLPE)
The Consumer Law Project for Elders (CLPE) provides free legal assistance to Connecticut residents 60 or over who have consumer questions or problems such as credit card or medical debt, abusive or harassing debt collection, debt collection lawsuits, bank executions, wage executions, credit report and repair problems, contract problems, identity theft, and scams. Spanish speaking staff is available. **Phone:** 1-800-296-1467.
**Statewide Legal Services (SLS)**
Statewide Legal Services operates a general legal hotline that provides free legal advice on a variety of civil law issues, such as housing, including landlord-tenant and foreclosure matters; family problems; consumer issues, including bankruptcy and matters related to public benefits such as, Supplemental Nutrition Assistance Program (SNAP), energy assistance, State Supplement and Supplemental Security Income (SSI). Persons needing legal representation are referred to the appropriate Legal Services office. Statewide Legal Services also provides a wide variety of educational pamphlets on common legal problems relating to housing, family matters, public benefits, and consumer issues. Older adults are encouraged to call the local Legal Services office in their region before accessing Statewide Legal Services offices, listed below.

**Toll-free**: (800) 453-3320  
**Website**: [www.slsct.org](http://www.slsct.org)

Bridgeport*  
**Phone**: (203) 336-3851

Hartford*  
**Phone**: (860) 541-5000

New Britain*  
**Phone**: (860) 225-8678

New Haven*  
**Phone**: (203) 946-4811

New London*  
**Phone**: (860) 447-0323

Stamford*  
**Phone**: (203) 348-9216

Waterbury*  
**Phone**: (203) 756-8074

Willimantic*  
**Phone**: (860) 456-1761

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

CWEALF provides legal information, referrals and advocacy on family, employment, education, and civil rights law. These include discrimination, harassment, and family matters such as divorce, child support and custody. A bilingual community advocate is available to meet in person in Hartford and New Haven.

**Phone**: (860) 524-0601  
**Toll-free**: (800) 479-2949  
**Website**: [www.cwealf.org](http://www.cwealf.org)

**Lawyer Referral Services**

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

**Hartford County Bar Association Phone**: (860) 525-6052  
**Fairfield County Bar Association Phone**: (203) 335-4116  
**New Haven County Association Phone**: (203) 562-5750  
**New London County Bar Association Phone**: (860) 889-9384

**CT Parent Advocacy Center (CPAC)**

CPAC offers information and support to families of children and young adults – from birth to age 26 – with any disability or chronic illness. CPAC believes that parents can be the most effective advocates for their children, given the knowledge and understanding of special education laws and their procedures. CPAC is staffed primarily by parents of children with disabilities who have training in, and personal experience with, the law and disability issues. CPAC conducts in-service presentations for schools, teachers-in-training, and service providers; communicates with parents on a daily basis; and serves on numerous statewide committees.

**V/TTY**: (860) 739-3089  
**Toll-free**: (800) 445-2722  
**Website**: [www.cpacinc.org](http://www.cpacinc.org)  
**Email**: cpac@cpacinc.org

**Connecticut Fair Housing Center** is a statewide non-profit fair housing organization dedicated to ensuring that all people have equal access to housing opportunities in Connecticut. The Center provides legal assistance and investigative services to Connecticut residents who believe they may have been the victim of housing discrimination;
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