

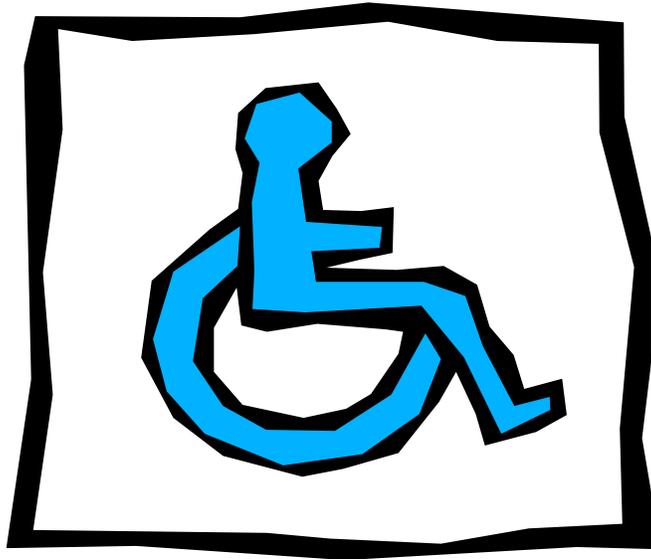
CITY OF NEW HAVEN

MAYOR JOHN DESTEFANO, JR.



Disability Resource Book

*Department of Services for Persons with Disabilities
165 Church Street
New Haven, CT 06510
(203) 946-7833 -- TTY (203) 946-8582*



2009

Providing New Haven Residents with:

Information and Referrals on Services for Persons with Disabilities

Advocacy for the Full Inclusion in Our Community of Persons with Disabilities

INTRODUCTION

We all have mountains to climb, and yet none of us can face his or her trying situations alone. As you confront the challenges presented by your disability, know that there are people and resources ready to support you in ways of which you may never have thought. Though there are gaps in service, many helpful people stand prepared to provide you with almost anything that you need, be that advice, advocacy, or direct services. In this book you will find contacts on subjects ranging from law to housing to care to employment. We'll show you how to get what you want, where to go, and even how to get there. You'll find connections to others with experiences like your own, as well as to people about whose experiences you would never have dreamt. If your answer is not in this guide, however, don't give up; we at the City of New Haven's Department of Services for Persons with Disabilities wait ready to help at (203) 946-7833. While our primary function is insuring city compliance with disability regulations, our dedicated staff has a lot of experience that we are eager to share with you. The path ahead may not be easy, but with the right help, you will succeed. Good luck!

**STATE OF CONNECTICUT
DEPARTMENT OF SOCIAL SERVICES (DSS)**

BENOVA – MEDICAID MANAGEMENT ENROLLMENT BROKER

Department of Social Services (DSS)

25 Sigourney St.

Hartford, CT 06106

(800) 656-6684 Voice

(800) 410-1681 TTY

<http://www.dss.state.ct.us/>

Benova provides a health insurance program called Title 19 (Medicaid) for economically eligible individuals and families. Individuals and families who are receiving cash assistance from DSS are automatically eligible for Medicaid. Everyone receiving Medicaid is issued a "Connect Card;" people who are on a managed care plan are issued a card that identifies the name of the plan in which they are enrolled. If you are a Medicaid Managed Care Enrollment Broker Individual or a family on Medicaid Managed Care, you may call Benova to enroll in a plan, change enrollment to a different plan, or obtain information about different plan options. Families with children on HUSKY A plans should call Connecticut Children's Health Infoline ((800) 434-7869 Voice) for help in resolving problems or understanding a plan's benefits.

DEPARTMENT OF SOCIAL SERVICES

3580 Main St.

Hartford, CT 06120

(860) 566-5730 Voice

(860) 566-7913 TTY

<http://www.dss.state.ct.us/regions.htm>

NEW HAVEN REGIONAL OFFICE

194 Bassett Street

New Haven, CT 06515

(203) 789-7555 Voice

(203) 789-7704 TTY

TRAUMATIC BRAIN INJURY BEHAVIOR MANAGEMENT ACCOUNT

This program provides case management and purchases services and treatments for people with acquired brain injury (traumatic brain injury) to provide interventions and supports so that these individuals can reside safely in the community.

MEDICAID FOR WORKING INDIVIDUALS WITH DISABILITIES

This program allows persons with disabilities to be employed without risking eligibility for needed medical services through the Medicaid program. The program also allows certain individuals to keep other necessary services needed to remain employed. In general, an eligible, employed person with a disabling condition, can, while earning income in excess of traditional income limits, qualify for Medicaid without the use of spend-down.

PCA (PERSONAL CARE ASSISTANCE) WAIVER PROGRAM

This waiver enables people with disabilities to employ personal care attendants to help them with their daily activities. The Medicaid Waiver program allows persons with limitations in at least two activities of daily living and monthly incomes of up to \$1,590 to be eligible for Medicaid. People with disabilities who are eligible for Medicaid for Working Individuals with Disabilities are NOT subject to the income and asset restrictions that otherwise apply to individuals receiving home and community-based services under the waiver.

DSS'S STATE SUPPLEMENT FOR THE AGED, BLIND AND DISABLED (STATE SUPPLEMENT)

This supplement is designed to complement any assistance received from the federal Supplemental Security Income program. Actual receipt of SSI is not required. For example, recipients of low monthly Social Security benefits, private pensions, veterans' benefits, or limited incomes from other sources may still qualify for the state supplement.

DSS'S ADULT SERVICES

This program provides home care services to eligible people with disabilities. Social workers coordinate the planning and management of services to help clients stay independent in the community. Services include homemaker, housekeeper, choreperson, adult companion, day care provider, and home-deliverer of meals. Eligibility is determined on the basis of income and assets.

DSS'S PERSONAL CARE ASSISTANCE

This program provides grants to people with disabilities to allow them to obtain or retain employment. Eligibility is determined on the basis of income.

DSS'S PERSONAL CARE ASSISTANCE (PCA) MEDICAID WAIVER PROGRAM

This program allows assistance flexibility in obtaining home care support for those who receive Medicaid. Under this program, each individual is responsible for hiring, training, supervising, and paying his or her PCA. To apply for a PCA waiver, contact the regional DSS Office to obtain a PCA Waiver Request form.

FAMILY SUPPORT GRANT PROGRAM

This program provides grants to help families finance the extraordinary expenses incurred by children with developmental disabilities other than mental retardation. As this is not an entitlement program, there is a waiting list. In order to qualify, the family income must be no more than 140% of the median family income for Connecticut. Services provided include payment of medical expenses, medical transportation, special equipment, and special clothing.

STATE COMPREHENSIVE RENTAL ASSISTANCE PROGRAM (RAP)

RAP provides rent subsidies to low- and moderate- income households who are paying 30% or more of their gross adjusted income for rent and utilities. Elderly tenants (62 years of age or older) of state-assisted housing as well as households with incomes at or below 60% of the area median family income are eligible. RAP pays either the difference between the gross rent and 30% of the household adjusted gross income or 10% of the unadjusted income, whichever is greater.

CONNPACE (PHARMACEUTICAL ASSISTANCE)

(800) 423-5026 Voice

(860) 832-9265 Voice (Hartford)

After they make co-payments per prescription, ConnPACE pays the cost of prescription drugs for people 65 and over and for adults with disabilities who receive Social Security benefits. Eligible individuals cannot receive prescription assistance from any other source. Applicants must have been state residents for at least six months and must pay an annual registration fee. ConnPACE cards must also be used for medical assignment.

CHILD CARE CERTIFICATE PROGRAM

(800) 811-6141 Voice

This program provides monthly subsidies to eligible families to help them pay for child care. The program covers children up to 13 years of age (or 18 years of age if the child has special needs) who are in licensed family day care homes, group day care homes, child day care centers, their own homes, or in relatives' homes. Actual payments are based on a percentage of the family's income and the difference between the market rate (depending on the age of the child, setting of care, and region of the state) and the actual cost of care, whichever is lower. Funding for the child care certificate program is limited. Call DSS for more information, including the availability of certificates.

FOOD STAMP PROGRAM

This federal program, operating through the Department of Social Services, is designed to give low-income households extra money to purchase food. The number of food stamps dispensed depends upon income, age, and number of people in the household.

DSS – SOUTHERN CONNECTICUT REGIONAL OFFICE, NEW HAVEN

194 Bassett St.

New Haven, CT 06511

(203) 974-8000 Voice

SOCIAL WORK UNITS, ADULT SERVICES

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

MEDICAID

This plan, also called Title 19, is designed for economically eligible individuals and families. Individuals and families who are receiving cash assistance from DSS are automatically eligible for Medicaid. Some Medicaid recipients are on managed care plans, while others are on "straight Medicaid." Everyone receiving Medicaid is issued a "Connect Card;" people who are on a managed care plan are issued a card that identifies the name of the plan in which they are enrolled.

MEDICAID FOR EMPLOYED DISABLED PEOPLE Through this program, people who are disabled but employed and paying Social Security taxes (or who have wage stubs proving earnings if not paying Social Security taxes) can earn up to \$75,000 per year **AND STILL BE ELIGIBLE FOR MEDICAID**. People who are eligible under the Medicaid coverage group may be charged a premium. The maximum premium is 10% of all income in excess of 200% of the federal poverty level. In addition to all regular Medicaid Services, people eligible for this program who are in need of personal care assistance will also receive services under the PCA Waiver Program.

DSS'S EVICTION PREVENTION PROGRAM

The Clients Eviction Prevention Program offers assessment, mediation, and rent bank for DSS clients at risk of becoming homeless. DSS can be involved up to the issuance of a final court notice. The amount of assistance provided is determined on a case by case basis but cannot exceed \$1,000, which is the maximum grant allowance. This is not an entitlement program.

TEMPORARY FAMILY ASSISTANCE (TFA) (FORMERLY "AID TO FAMILIES WITH DEPENDENT CHILDREN")

TFA is a program funded by the state and federal government that provides financial and medical assistance to eligible families. The TFA program is designed to enable very poor families to provide the basic necessities for their children. Many families eligible for TFA are also eligible for food stamps and energy assistance.

TRAUMATIC BRAIN INJURY-RELATED SERVICES

State of Connecticut

Office of Protection and Advocacy for Persons with Disabilities

60B Weston St.

Hartford, CT 06120-1551

(800) 842-7303 Voice/TTY

(860) 297-4300 or (860) 297-4380 TTY

This agency provides funding for care management and home care services for people with traumatic brain injury. Traumatic Brain Injury-Related Services also provides funding for placement in rehabilitation facilities or for day treatment programs that provide behavior management.

STATE OF CONNECTICUT DEPARTMENT OF DEVELOPMENTAL SERVICES (DDS)

460 Capitol Ave.

Hartford, CT 06106

(860) 418-6000 Voice

(860) 418-6079 or (860) 725-3826 TTY

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

DDS coordinates and oversees services for people of all ages with developmental disabilities. These services include may include case management, early interventions for infants and toddlers, community-based residential programs, supported living for people in their own residences, job training and supported employment, respite and other family support, and rehabilitative day programs. All services are subject to the

availability of resources and may require a waiting period. Services and referrals to community resources are available through five regions. The TTY number to contact all regions is (860) 725-3826.

SOUTHERN CONNECTICUT REGIONAL OFFICE, WALLINGFORD
104 South Turnpike Rd.
Wallingford, CT 06492
(203) 294-5049 Voice
(203) 294-4475 TTY

SOUTHERN CONNECTICUT SATELLITE OFFICE, NEW HAVEN
One Long Wharf
Suite 302
Mailbox #17
New Haven, CT 06511
(203) 789-6536 Voice

RESPIRE CARE DDS

DDS manages several respite centers in Connecticut that provide out-of-home overnight respite for people with mental retardation. These programs provide funds to help pay for the temporary care of any child receiving Birth to Three Early Intervention services, or of anyone ages 3 and over who has mental retardation and qualifies for DDS services. Respite care can be provided in or out of the home, though the ability to fill requests is limited by available funds and space.

STATE OF CONNECTICUT

DEPARTMENT OF MENTAL HEALTH AND ADDICTION SERVICES (DMHAS)

410 Capitol Ave.
P.O. Box 341431
Hartford, CT 06134
(860) 418-7000 or 1-800-446-7348 Voice
(888) 621-3551 or (860) 418-6707 TTY
<http://www.dmhas.state.ct.us/>

DMHAS provides a coordinated array of services for people 18 years of age or older who live at or below the poverty level and have psychiatric disabilities, addiction disorders, or both. Services provided include:

DMHAS'S MENTAL HEALTH SERVICES

INPATIENT SERVICES

Inpatient services include a comprehensive range of care for people whose illnesses preclude treatment in less structured settings. Inpatient facilities provide high intensity care focusing on clinical interventions for mental illnesses and addiction disorders.

SPECIAL PROGRAMS

Special Programs have been developed to meet the needs of specific groups including people who are homeless, mentally ill, abusing substances, and HIV positive, people who are deaf and hearing impaired, individuals dually diagnosed with mental illness and mental retardation, people with mental illness who abuse substances, and clients who are involved with the courts.

COMMUNITY SUPPORT SERVICES

Community Support Services is designed to enable adults with psychiatric disabilities to live in communities and improve their quality of life. Support is offered through residential, employment, social rehabilitation, and case management services designed to reduce the stress which can precipitate the symptoms of mental illnesses.

DMHAS'S ADDICTION SERVICES

STATE OPERATED FACILITIES

These facilities offer acute care and rehabilitation services to residents of Connecticut who are addicted. Clients receive individual and group counseling, family therapy, AIDS counseling and referral for counseling, occupational therapy, linkages to community and social services, and exposure to 12 step groups such as Alcoholics Anonymous and Narcotics Anonymous. Pregnant women are granted priority to access these services.

COMMUNITY TREATMENT PROGRAMS

DMHAS funds and monitors community treatment programs throughout the state, including services exclusively designed for pregnant women who abuse substances and their children. Funded treatment programs offer a variety of residential and outpatient services to both males and females who abuse substances, including pre-and-post-trial education and criminal justice programs.

ALCOHOL AND OTHER DRUG ABUSE PREVENTION ORGANIZATIONS

These prevention programs, located throughout the state, are funded by DMHAS. Programs such as "Drugs Don't Work!" and the Connecticut Clearinghouse promote substance abuse awareness through informational campaigns and the distribution of educational materials on alcohol and drugs.

STATE OF CONNECTICUT

DEPARTMENT OF PUBLIC HEALTH

410 Capitol Ave.

P.O. Box 340308

Hartford, Connecticut 06134-0308

(860) 509-8000 Voice

(860) 509-7191 TTY

www.dph.state.ct.us

DPH'S MEDICARE SERVICES HOTLINE

(800) 828-9769 Voice

The Department of Public Health operates the Medicare Services Hotline. Callers may leave messages on the Hotline answering machine after hours, on holidays, and on weekends. Through this hotline, Medicare beneficiaries can also obtain information and register complaints or concerns about Medicare home health care services.

CHILDREN WITH SPECIAL HEALTH CARE NEEDS (CSHCN) PROGRAM

Connecticut Department of Public Health

Children with Special Health Care Needs Program Administration

410 Capitol Ave.

MS #11 MAT

Hartford, CT 06134-0308

(860) 509-8074 Voice

CONNECTICUT CHILDREN'S MEDICAL CENTER

282 Washington Street

Hartford, CT 06106

(877) 743-5515 or (860) 545-9230 Voice

www.ccmckids.org

YALE CENTER FOR CHILDREN WITH SPECIAL HEALTH CARE NEEDS

New Haven

(888) 842-1937 or (203) 785-7176 Voice

<http://www.med.yale.edu/pediat/specialneeds/index.html>

CSHCN is a federally-funded program run in Connecticut by the Connecticut Children's Medical Center and the Yale Center for Children with Special Health Care Needs. CSHCN serves children with disabilities and chronic medical conditions who are unable to access medical services due to limited income.

REHABILITATIVE SERVICES

DIAGNOSTIC AND THERAPEUTIC SERVICES

Diagnostic and Therapeutic Services is coordinated and made available under the CSHCN program to Connecticut children under the age of 18 who are thought to have or who have been diagnosed as having certain chronic, organic, disabling conditions. There is no age restriction on the participation of individuals with cystic fibrosis. Selected, qualified providers or agencies manage cases and the coordination of services, though the program does not cover hospitalization. Eligibility for these services is determined by financial and medical criteria.

THE SUPPLEMENTAL SECURITY INCOME/DISABLED CHILDREN PROGRAM

This program provides case management and limited diagnostic and therapeutic services for all children with disabilities who meet medical guidelines for the CSHCN Program and who have been referred to the program by the Social Security Administration.

CHILD DEVELOPMENT PROGRAM

The Child Development Program offers case coordination, developmental assessments, and in-depth evaluations of infants and preschool children who demonstrate physical or psychological problems in their early development. Children from birth to 6 years with developmental problems are eligible for the program. There is no fee in most clinics, though others may charge modest fees based on a sliding scale.

3580 Main St.
Hartford, CT 06120
(860) 723-1400 Voice/TTY
(800) 842-1508 Voice
(800) 842-4524 TTY
<http://www.brs.state.ct.us/>

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

NEW HAVEN DISTRICT OFFICE
414 Chapel St.
Suite 301
New Haven, CT 06511
(203) 974-3000 Voice
(203) 974-3013 TTY

The New Haven District Office of the Bureau of Rehabilitation Services helps individuals with physical and mental disabilities prepare for, obtain, and maintain employment. Eligible clients receive vocational rehabilitation services matching their specific needs and vocational objectives. Services may include physical or mental restoration, provision of assistive technology, vocational planning, job training, job placement, and job coaching. While most vocational rehabilitation services are free, clients may be asked to assist in paying for some services.

TECH ACT PROJECT

25 Sigourney St.
11th Fl.
Hartford, CT 06106
TTY(800) 842-4524 or (860) 424-4881 Voice
<http://www.cttechact.com/>

The Tech Act Project initiatives include the Assistive Technology Loan Program, which provides low interest loans to people with disabilities in order to help them purchase equipment or make home or vehicle modifications to maintain or improve their functional capabilities. Peer counselors help consumers assess their assistive technology needs, assist them in locating needed technology or materials, and provide guidance to those who require financial assistance in order to fund their assistive technology/modification needs. The loan fund is a partnership of state and federal governments and People's Bank.

Rocky Hill, CT 06067
(860) 721-5893 Voice/TTY
www.state.ct.us/ctva

HARTFORD REGIONAL OFFICE
450 Main Street
Room 132
Hartford, CT 06103
(860) 240-3427 Voice/TTY

DISTRICT 3 OFFICE
487B Campbell Avenue
West Haven, CT 06516
(203) 931-0460 Voice/TTY

The VA was established to provide an expanded, coordinated program of services to Connecticut veterans and their families. The agency provides assistance to veterans, their spouses, or eligible dependents in obtaining rights, benefits, and privileges to which they may be entitled under federal, state, and local laws. Counsel is provided to Connecticut veterans concerning the availability of educational training and retraining facilities, health, medical, rehabilitative, and housing facilities and services, services for veterans who may have been exposed to herbicide during military action, and VA benefits for nursing home care. The agency also assists veterans in the establishment, preparation, and presentation of claims to due rights, benefits, or privileges.

ADVOCACY AND INSPECTION

ADVOCACY UNLIMITED- MENTAL HEALTH CONSUMERS ADVOCACY TRAINING

300 Russell Rd.
Wethersfield, CT 06109
(800) 573-6929 or (860) 667-0460 Voice
<http://www.mindlink.org/>

This fourteen week education program teaches people with mental illness how to advocate for themselves and others. Participants receive a stipend while they attend classes in order to help them offset the costs of transportation and meals.

ARC/CONNECTICUT (FORMERLY "THE ASSOCIATION FOR RETARDED CITIZENS")

1030 New Britain Ave.
Suite 102-B
West Hartford, CT 06110
(860) 953-8335 Voice
<http://216.36.57.72/index.php>

The ARC is a private, non-profit organization which advocates for the full participation of people with mental retardation in all aspects of community life. Services include residential and vocational services, education, advocacy, and appropriate referrals.

CONNECTICUT COALITION FOR INCLUSIVE EDUCATION (CCIE)

ARC/Connecticut
1030 New Britain Ave.
West Hartford, CT 06110
(860) 953-8335 Voice

CCIE volunteers advocate for quality general education and related activities in neighborhood schools. CCIE believes that inclusion is a right and supports all students in their endeavors to become full, participating members of society.

BRAIN INJURY ASSOCIATION OF CONNECTICUT

1800 Silas Deane Hwy
Suite 224
Rocky Hill, CT 06067
(800) 278-8242 or (860) 721-8111 Voice
<http://www.biact.org/>

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

CENTER FOR DISABILITY RIGHTS (CDR)

764 A Campbell Ave.
West Haven, CT 06516
(203) 934-7077 Voice
(203) 934-7078 TTY

ADAPTIVE EQUIPMENT LOAN PROGRAM

CDR's Adaptive Equipment Loan Program collects and loans a limited selection of wheelchairs and walkers to consumers. Loans last for a maximum of three months.

THE ACCESS SQUAD

CDR's Access Squad works to increase compliance with the Americans with Disabilities Act through mediation, negotiation, and when needed, public protest and litigation. The Access Squad also advocates for individuals whose problems are related to the access of public or private programs and services. In addition, the Squad assists people with disabilities in preparing for job interviews by helping them with resume preparation and interview skills.

STATE OF CONNECTICUT

COMMISSION ON HUMAN RIGHTS AND OPPORTUNITIES (CHRO)

21 Grand St.
Hartford, CT 06106
(860) 541-3400 Voice
(800) 477-5737 Voice CT
(860) 541-3459 TTY
www.state.ct.us/chro

BRIDGEPORT REGIONAL OFFICE

1057 Broad St.
Bridgeport, CT 06604
(203) 579-6246 Voice/TTY

CHRO, the state's chief civil rights law enforcement agency, receives and often investigates complaints of discrimination in employment, housing, public accommodations, and credit transactions. When CHRO discovers a violation, it attempts to negotiate appropriate relief or bring the issues to a hearing. Complaints must be filed within 180 days of the alleged act of discrimination.

CONNECTICUT ASSOCIATION FOR CHILDREN WITH LEARNING DISABILITIES (CACLD)

25 Van Zant Street
Suite 15-5
East Norwalk, CT 06855-1729
(203) 838-5010 Voice
<http://www.caclld.org/>

CACLD is a private, non-profit information, referral, and consultation organization servicing children and adults with learning disabilities in Connecticut. CACLD is comprised of parents, professionals, and adults with learning disabilities who work together to reshape education, legislation, and attitudes affecting those with learning disabilities.

CONNECTICUT ASSOCIATION OF THE DEAF (CAD)

P.O. Box 207589
West Hartford, CT 06127-0589
(800) 833-8134 Voice
(860) 232-6818 TTY
<http://www.cad-ct.org/>

CAD is an association of concerned Connecticut citizens promoting the best interests of people who are deaf or hard of hearing.

CONNECTICUT LEGAL RIGHTS PROJECT

C/o Connecticut Valley Hospital
Silver St.
P.O. Box 351
Middletown, CT 06457
(800) 824-1121 or (860) 262-5030 Voice

The Connecticut Legal Rights Project provides legal advocacy for clients of mental health services, residents of mental health facilities, and clients of out-patient community residential facilities.

CONNECTICUT PARENT ADVOCACY CENTER, INC. (CPAC)

338 Main Street
Niantic CT 06357
(860) 739-3089 or (800) 445-2722 Voice/ TTY
<http://www.cpacinc.org>

CPAC is a state-wide non-profit organization established to inform parents of children with all disabilities about special education rights and procedures. CPAC also provides information and referral services for any problems related to the education and welfare of children with disabilities. Services include workshops for parents, in-service training for professionals, a newsletter, resource collection, and individual assistance. Spanish-speaking staff is also available.

CONNECTICUT WOMEN AND DISABILITY NETWORK, INC. (CWDN)

60-B Weston Street
Hartford, CT 06120
(860) 297-4381 Voice
(800) 842-7303 Voice/TTY

CWDN is a statewide, non-profit, membership organization dedicated to the empowerment of girls and women with disabilities through support, education, and public policy.

**MENTAL HEALTH ASSOCIATION OF CONNECTICUT
(FORMERLY "FAMILY ADVOCACY")**

20-30 Beaver Rd.
Wethersfield, CT 06109
(800) 842-1501 Voice
<http://www.mhact.org/new/>

The Mental Health Association of Connecticut offers statewide support services to families who have children or adolescents with emotional, behavioral, or mental health needs.

NATIONAL SPINAL CORD INJURY ASSOCIATION -CONNECTICUT CHAPTER

C/o Gaylord Hospital
P.O. Box 400
400 Gaylord Farms Rd.
Wallingford, CT 06492
(203) 284-1045 Voice/Fax
<http://www.spinalcord.org/>

This association promotes spinal cord injury research and education and advocates for injured persons and their families.

NATIONAL ALLIANCE OF THE MENTALLY ILL, INC. (NAMI)

30 Jordan Lane
Wethersfield, CT 06109
(800) 215-3021 or (860) 586-2319 Voice
<http://www.nami.org/>

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

**STATE OF CONNECTICUT
OFFICE OF PROTECTION AND ADVOCACY FOR PERSONS WITH DISABILITIES**

60-B Weston St.
Hartford, CT 06120-1551
(860) 297-4300 Voice
(800) 842-7303 Voice/TTY
(860) 566-2102 TTY
<http://www.state.ct.us/opap/>

ABUSE INVESTIGATION DIVISION

This division investigates reports of alleged abuse or neglect of people with mental retardation by their families or caretakers if the allegedly abused are between the ages of 18 and 59. The agency also pursues administrative, legal, and other appropriate remedies for abuse or neglect occurring by way of the service system. The Department of Children and Families protects people under the age of 18, whereas Protective Services for the Elderly at the Department of Social Services protects people over the age of 59.

CASE SERVICES UNIT, PROTECTION & ADVOCACY FOR INDIVIDUALS WITH MENTAL ILLNESS

Protection & Advocacy for Individuals with Mental Illness investigates reports of the alleged abuse or neglect of people with mental illness who are between the ages of 18 and 59 and reside in or are inpatients of psychiatric facilities. The agency then pursues administrative, legal, or other appropriate remedies. The Department of Children and Families protects people under the age of 18, whereas Protective Services for the Elderly at the Department of Social Services protects people over the age of 59.

ASSESSMENT, EARLY INTERVENTION, AND TREATMENT SERVICES

AMERICAN SCHOOL FOR THE DEAF (ASD)

139 North Main St.
West Hartford, CT 06107-1269
(860) 570-2347 Voice
(860) 570-2339 Parent-Child Education Program Voice/TTY
<http://www.asd-1817.org/>

ASD provides home interventions for families whose infants and young children are deaf or hard-of-hearing. Parent advisors visit family homes and provide information about hearing aid management, communication, auditory training, and language development. ASD also offers assistance in working toward positive and accepting attitudes in which these children can grow to their full potential.

CONNECTICUT CHILDREN'S MEDICAL CENTER - CHILD DEVELOPMENT CENTER

282 Washington St.
Hartford, CT 06106

(860) 545-8600 Voice
(860) 545-8330 TTY
<http://www.ccmckids.org/>

CCMC's Child Development Center provides evaluation, testing, and treatment of developmental delays and learning disabilities.

GAYLORD HOSPITAL

<http://www.gaylord.org/>
Gaylord Farm Rd., Wallingford, CT 06492
(203) 284-2800 or (800) 647-3422 Voice
(203) 284-2700 TTY

Brain Injury Program 1-866-GAYLORD ex 3419

Persons with brain injury are guided through a continuum of care that takes them from post-coma stages through community reentry.

Orthopedic Rehabilitation 1-866-GAYLORD ex 3419

The Orthopedics program benefits people with musculoskeletal problems caused by disease or injury, persons with amputations, arthritis, joint replacements and fractures. The program also addresses the need of persons who have sustained major multiple trauma and may require rehabilitation across disciplines. Special services include: Aquatic Therapy, Arthritis Rehabilitation, Hand Therapy, Sports Medicine physical Therapy, Prosthetic and Orthotics Clinic, Assistive Devices and Wheelchair Assessment Service.

HOSPITAL OF SAINT RAPHAEL

1450 Chapel St.
New Haven, CT 06511
(203) 789-3000 Voice
<http://www.srhs.org/>

The Hospital of Saint Raphael provides 24-hour treatment and diagnostic services for people with acute, life-threatening injuries or serious illnesses.

OCCUPATIONAL HEALTH PLUS

175 Sherman Ave.
5th Fl.
New Haven, CT 06511
(203) 789-3530 Voice

Occupational Health Plus offers home-based outpatient rehabilitation services, including occupational, physical, and speech therapies. These therapies are also available on an inpatient basis.

SOUTHERN CONNECTICUT STATE UNIVERSITY - CENTER FOR COMMUNICATION DISORDERS (CCD)

Davis Hall
Rm. B-40
501 Crescent St.

New Haven, CT 06515
(203) 392-5955 Voice

<http://www.southernct.edu/departments/communicationdisorders/CCD.htm>

CCD offers diagnostic and rehabilitative services for voice fluency, speech, and communication disorders.

HILL HEALTH CENTER - EARLY STIMULATION PROGRAM

226 Dixwell Ave.
New Haven, CT 06511
(203) 785-1965 Voice

This therapeutic program is designed for young children who are mentally, emotionally, or physically delayed.

REACHOUT

300 East Rock Rd.
New Haven, CT 06511
(203) 865-0312 Voice

Reachout provides a variety of therapeutic intervention services, including speech, physical and occupational therapies as well as special education for children with developmental delays. Services are delivered in the child's home, daycare, or at Reachout's office location. Individual families may partake of social work services or gather together in support groups for regular meetings.

UNIVERSITY OF CONNECTICUT - SPEECH AND HEARING CLINIC

850 Bolton Rd.
P.O. Box U-85
Storrs, CT 06269-1085
(860) 486-2629 Voice
(860) 486-3975 TTY
<http://speechlab.coms.uconn.edu/clinic.html>

This clinic provides hearing and communication assessments and evaluations for children. Family members participate, as well.

YALE-NEW HAVEN HOSPITAL (YNH)

20 York St.
New Haven, CT 06511
(203) 688-4242 Voice
<http://www.ynhh.org/>

YNH offers physical therapy, evaluation, and treatment for a variety of outpatient needs.

YALE-NEW HAVEN HOSPITAL - COMMUNICATION DISORDERS CENTER

800 Howard Ave.
New Haven, CT 06510
(203) 785-2467 Voice

The Communication Disorders Center provides speech therapy.

ASSISTIVE TECHNOLOGY AND SUPPORTS

EQUIPMENT

CHARIOTS OF HOPE

24 Lewis St.
Hartford, CT 06103
(860) 249-HOPE or (860) 249-4673 Voice
<http://www.chariotsofhope.org/>

This international charitable agency provides used wheelchairs to needy people in underdeveloped nations at no cost to the recipients. The agency also loans wheelchairs to needy Connecticut residents who are not covered by any insurance plan.

CONNECTICUT INSTITUTE FOR THE BLIND- THE NEW ENGLAND ASSISTIVE TECHNOLOGY MARKETPLACE (NEAT)

120 Holcomb St.
Hartford, CT 06112-1589
(866) 526-4492 Voice
(866) 526-4492 or (860) 242-2274 Ext. 3378 Voice
(860) 286-3113 TTY
www.neatmarketplace.org/

NEAT is an assistive technology and medical equipment demonstration and restoration center. The center, serving people of all ages and disabilities, is available to consumers, their families, and professionals who work with people with disabilities. NEAT also restores donated assistive devices and medical equipment/supplies and makes them available through vendors at lower costs than those of new items.

MUSCULAR DYSTROPHY ASSOCIATION - NORTHERN AND SOUTHERN CONNECTICUT CHAPTERS-

Durable Medical Equipment Loan Closet
78 Eastern Blvd.
Glastonbury, CT 06033
(860) 633-4466 or (203) 777-1273 Voice
www.mdausa.org

This association owns an available loan closet stocked with wheelchairs, lifts, walkers, shower benches, and other equipment.

NATIONAL MULTIPLE SCLEROSIS SOCIETY -GREATER CONNECTICUT CHAPTER

705 North Mountain Rd.
Suite G-102
Newington, CT 06111-1411
(860) 953-0601 Voice
(800) 233-7617 Voice/TTY

<http://www.ctnmss.org/>

This Society's newsletter publishes a classified section selling used assistive technology devices such as stairlifts and scooters. The Society also maintains a medical equipment loan closet stocked with hospital beds, canes, wheelchairs, and walkers for loan.

SERVICE ANIMALS

CONNECTICUT HEARING DOG PROGRAM OF THE CONNECTICUT- CANINE EDUCATION CENTER

239 Maple Hill Ave.
Newington, CT 06111
(860) 666-4646 Voice
(860) 666-4648 TTY

This Center trains dogs to become special guides and companions to persons who are deaf. The center will train owners' dogs if they are found to be suitable; otherwise the Center will provide dogs. Recipients/owners must participate in the dogs' training.

EAST COAST ASSISTANCE DOGS

PO Box 831
Torrington, CT 06790
(860) 489-6550 Voice
<http://www.ecad1.org/>

East Coast Assistance service dogs assist people using wheelchairs or people with upper and/or lower body disabilities in performing tasks, while hearing alert dogs help people who are deaf or hearing impaired and therapy dogs provide comfort and love to people who cannot own dogs because of disability, illness, and/or age. This agency also tests dogs owned by people who wish to offer their pets for social therapy to people in hospitals, nursing homes, and other settings in which people would benefit by a visit from a social therapy dog.

FIDELCO GUIDE DOG FOUNDATION

103 Old Iron Ore Rd.
Bloomfield, CT 06002
(860) 243-5200 Voice
<http://www.fidelco.org/>

The Fidelco guide dog school breeds, raises, and trains German shepherds and provides information on their usefulness to individuals who are legally blind.

COMMUNICATIONS AND INFORMATION

CONNECTICUT RADIO INFORMATION SYSTEM

539 Jordan Lane
Wethersfield, CT 06109
(860) 956-3579 Voice

www.ctlions.org/dnl03b.htm

CRIS reads current newspapers and magazines via radio to individuals who cannot read due to visual, physical, or learning disabilities. Listeners borrow a CRIS radio, have their local cable company connect a special wire to an FM radio, or listen on an 800- telephone line.

CONVERSE COMMUNICATIONS

34 Jerome Ave.
Bloomfield, CT 06002
(860) 242-4974 Voice/TTY
<http://70.88.44.161/>

Converse Communications repairs TTY phones and provides loaner TTY phones and closed caption interpretation for video tapes. Converse also publishes an annual "Text Telephone Directory" of TTY numbers in Connecticut.

RELAY CONN

P.O. Box 7971
Shawnee Mission, KS 66207
(800) 833- 8134 Voice
(800) 842- 9710 TTY
(800) 676-3777 Voice/TTY
<http://qcsHHH.tripod.com/id42.html>

Relay Conn provides voice translation message relays between TTY and non-TTY phone users, allowing voice telephone users to communicate with TTY users and others with hearing or speech difficulties, and vice versa.

STATE LIBRARY FOR THE BLIND AND PHYSICALLY HANDICAPPED

Talking Books/Braille Collection
198 West St.
Rocky Hill, CT 06067-3545
(800) 842-4516 or (860) 566-2151 Voice
<http://www.cslib.org>

This library lends books and magazines on disc, cassette, or in braille. Playback equipment such as tape recorders is provided free of charge to any Connecticut adult or child who is prevented by visual or physical disabilities from reading ordinary-size print. All materials are available by postage-free mail. Call or write to request an application and certification procedures.

DRIVING AND TRANSPORTATION

**STATE OF CONNECTICUT
DEPARTMENT OF MOTOR VEHICLE
HANDICAPPED PARKING PERMIT**
60 State St.

Wethersfield, CT 06109
(860) 263-5700 or (800) 842-8222 Voice
<http://dmvct.org/handipg.htm>

The State Department of Motor Vehicles processes all applications for handicapped parking permits. A permanent handicapped parking permit remains valid for five years, whereas temporary permits are valid for no more than six months. Your physician must certify on your application form that you qualify to receive a permit on the basis of your disability or medical condition. To obtain an application form, call your local Department of Motor Vehicles Office.

CAR MODIFICATIONS

ADVANCED WHEELS OF TECHNOLOGY

15F International Dr.
East Granby, CT 06026-0908
(877) 943-3573 Voice
(860) 653-8064 Voice
www.advancedwheels.com

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

RIDE-AWAY HANDICAP EQUIPMENT CORPORATION

104 Pitkin St.
East Hartford, CT 06108
(860) 282-8202 Voice
<http://www.ride-away.com/>

This New England-based company adapts, modifies, and sells cars, vans, and mini-vans to people with physical disabilities. The company also offers 24-hour road service to customers.

TRAINING

GAYLORD HOSPITAL

400 Gaylord Farm Rd.
Wallingford, CT 06492
Driver Assessment/Rehabilitation Program

(203) 284-2800 or (800) 647-3422 Voice
 (203) 284-2700 TTY
<http://www.gaylord.org/>

Gaylord Hospital provides professional screening for people with disabilities who wish to drive in order to help themselves achieve mobility and independence. Services include on-the-road evaluations.

STATE OF CONNECTICUT

DEPARTMENT OF MOTOR VEHICLES, WETHERSFIELD BRANCH OFFICE (FULL SERVICE LOCATION)

60 State St.
 Wethersfield, CT 06109
 (860) 263-5700 or (800) 842-8222 Voice
<http://www.dmvct.org/handitrn.htm>

HANDICAPPED DRIVER TRAINING PROGRAM

This program evaluates, instructs, and licenses people with disabilities who require special equipment in order to drive cars. Service takes place at individuals' homes. Though most referrals come through the Bureau of Rehabilitation Services or through private physical therapists, self-referral is also accepted. People living in isolated areas of the state take priority.

TRANSIT

ALLIED REHABILITATION CENTERS

3 Pearson Way
 Enfield, CT 06082
 (860) 741-3701 [320] Voice
<http://www.alliedgroup.org/>

Allied Rehabilitation Centers provide transportation to medical appointments, social events, shopping, and other activities for people ages 60 or over or for persons with disabilities of any age.

CTTRANSIT - NEW HAVEN DIVISION

470 James St.
 New Haven, CT 06513
 (203) 624-0151 Voice
 (203) 785-8930 TTY
<http://www.cttransit.com>

Through CT Transit, senior citizens and people with disabilities may pay reduced fares to ride transit buses upon showing bus drivers their Medicare or Senior/Disabled ID cards. All busses are wheelchair accessible.

GREATER NEW HAVEN TRANSIT DISTRICT-ADA PARATRANSIT TRANSPORTATION PROGRAM/MY RIDE

GNHTD / MY RIDE
 840 Sherman Avenue

Hamden, CT 06514

Tel: 203-288-6282

Fax: 203-288-7471

TDD: 203-288-7067

<http://www.gnhtd.org/>

This agency provides ADA paratransit door-to-door service for people who are unable to access fixed-route bus services due to disabilities. *My Ride* offers full services within Branford, East Haven, Hamden, New Haven, North Branford, North Haven, Orange, West Haven, and Woodbridge, and there may be limited service within other towns; clients must call to see if their trip pick-ups and destinations fall within the serviced towns. There are no other restrictions on the locations of destinations. In addition, all fixed-route buses are wheelchair accessible.

EASTER SEALS OF CONNECTICUT, INC.

85 Jones Street

P.O. Box 100

Hebron, CT 06248-0100

(800) 874-7687 or (860) 228-9438 Voice

(860) 228-2091 TTY

(860) 228-9670 Fax

<http://www.eastersealsofct.org/>

Since 2000, Easter Seals of Connecticut, Inc., a network of service providers, has been operating nine facilities:

EASTER SEALS MOBILITY CENTER

158 State St.

Meriden, CT 06450

(203) 237-7835 Voice

The Easter Seals Mobility Center conducts driver assessments and writes prescriptions for vehicle adaptations.

EASTER SEALS TRANSITIONS CENTER

50-3 Route 32

Quaker Hill, CT 06375

(860) 437-1830 Voice

The Easter Seals Transitions Center teaches high school students with developmental disabilities and special needs how to make the transition from school into vocational programs, community activities, and independent living.

EASTER SEALS REHABILITATION CENTER -CENTRAL CONNECTICUT

Mobility Center

158 State St.

Meriden, CT 06450

(203) 237-7835 Voice/TTY

The Easter Seals Rehabilitation Center provides medical rehabilitation in the form of physical, occupational, and speech therapy, aquatic rehabilitation, and in-school therapy. This facility also manages:

THE CHILD DEVELOPMENT CENTER

125 Broad St.
Meriden, CT 06450-6516
(203) 686-1438 Voice

The Child Development Center provides children ages 6 weeks to five years with quality educational experiences, including school readiness programs for three and four year-olds.

EASTER SEALS REHABILITATION CENTER OF SOUTHEASTERN CONNECTICUT, INC.

152 Norwich-New London Tpke.
Uncasville, CT 06382-2500
(860) 848-9264 Voice

The Easter Seals Rehabilitation Center of Southeastern Connecticut, Inc., offers vocational day services and the Community Experience Program to adults with disabilities and special needs. This office runs four satellite locations:

EASTER SEALS REHABILITATION CENTER OF SOUTHEASTERN CONNECTICUT

Medical Rehabilitation Facility
153 Montauk Avenue
New London, CT 06320
(860) 447-2931 Voice

This facility provides physical therapy and in-school occupational and speech therapy and is also the home of the Pulmonary Rehabilitation Clinic and Pediatric Special Needs Clinics.

EASTER SEALS REHABILITATION CENTER OF SOUTHEASTERN CONNECTICUT

152 Norwich New London Tpke.
Uncasville, CT 06382-2500
(860) 848-9264 Voice

This Center offers vocational training.

EASTER SEALS FULFILLMENT ENTERPRISES

226 Upton Rd.
Colchester, CT 06415-2712
860-537-4595 Voice

This agency's hand-assembly team performs piece-rated work in support of area businesses.

CONNECTICUT BIRTH TO THREE PROGRAM

Point of Entry for Referrals to Early Intervention

c/o United Way of Connecticut
1344 Silas Deane Highway
Rocky Hill, CT 06067
(800) 505-7000 or (860) 571-7556 Voice/TTY
<http://www.birth23.org/>

The Birth to Three Program delivers services in day care settings or at home to children ages birth to 3 with developmental delays.

EDUCATIONAL SERVICES AND ADVOCACY

LEARNING DISABILITIES ASSOCIATION OF CONNECTICUT

999 Asylum Ave.
5th Fl.
Hartford, CT 06105
(860) 560-1711 Voice
<http://www.ldact.org/>

This association's trained "parent assistors" help parents work with their children's school systems and assert their children's legal rights. The goal of the Association is to make appropriate educational programs available to students with learning disabilities.

PROGRAMS

AMERICAN SCHOOL FOR THE DEAF (ASD)

139 North Main St.
West Hartford, CT 06107-1269
(860) 570-2300 Voice
(860) 570-2222 TTY
<http://www.asd-1817.org/>

ASD emphasizes individualized instruction by maintaining small classes for traditional pre-kindergarten through high school academic programs.

PACES

PACES is an educational and residential program serving people who are deaf or hard-of-hearing who are emotionally or behaviorally disordered and in need of psycho-educational programs not available elsewhere.

STATE OF CONNECTICUT

BOARD OF EDUCATION AND SERVICES FOR THE BLIND (BESB)

184 Windsor Ave.
Windsor, CT 06095
(800) 842-4510 or (860) 602-4000 Voice
(860) 602-4002 TTY

<http://www.besb.state.ct.us/>

BESB provides consultation services for students, parents, local boards of education, and the community as well as educational services from pre-school through high school to children who are blind and visually impaired. The Board also assists in the planning and developing of special education programs for public, private and residential educational programs.

CHAPEL HAVEN

1040 Whalley Ave.
New Haven, CT 06515
(203) 397-1714 Voice

<http://www.chapelhaven.org/>

Chapel Haven is a Board of Education-certified, year-round special education program for individuals with learning disabilities, mild mental retardation, or other cognitive disabilities. Classes gear students toward earning high school diplomas while transitioning them to post secondary independent living. Chapel Haven also offers varied evening educational and personal enrichment programs.

STATE OF CONNECTICUT

DEPARTMENT OF EDUCATION, DIVISION OF SPECIAL EDUCATION AND PUPIL SERVICES

Bureau of Special Education
Connecticut State Department of Education
25 Industrial Park Rd.
Middletown, CT 06457-1543
(860) 638-4274 Voice

www.state.ct.us/sde

ADVISORY COUNCIL ON SPECIAL EDUCATION

This council is made up of parents, community groups, and special education professionals who are concerned with students with special needs. The council advises the State Department of Education on unserved needs and on activities affecting students with disabilities.

BIRTH TO FIVE INITIATIVE

This Project supports the development of training activities and resources for parents and early intervention professionals.

EARLY INTERVENTION PROJECT (EIP)

This program trains and provides technical assistance to early intervention teams within school settings. Classroom teachers refer children with behavioral and/or learning difficulties to the team, which then evaluates the children's needs and develops intervention plans for classroom teachers. In addition to student assessments, team members offer support and curriculum assessment for teachers. The purpose of the EIP is to provide alternatives to referrals to special education for children who can be aided by appropriate early interventions delivered by classroom teachers.

STRATEGIES INTERVENTION PROGRAM

This program provides training workshops and seminars for classroom teachers who teach children with special learning needs. Training focuses on helping teachers develop classroom strategies to optimize the learning of children with special needs placed in mainstream classroom settings.

CITY OF NEW HAVEN BOARD OF EDUCATION, SPECIAL EDUCATION (NHPS)

54 Meadow St.
New Haven, CT 06519
(203) 946-8984 Voice
<http://www.nhps.net/>

NHPS is a point of contact for preschool special education focusing on eligible 3, 4, and 5 year-olds.

YALE CHILD STUDY CENTER

230 South Frontage Rd.
P.O. Box 207900
New Haven, CT 06520-7900
(203) 785-2513 Voice
<http://www.med.yale.edu/chldstdy/>

The Yale Child Study Center is a state-approved, non-public special education facility.

YALE UNIVERSITY SCHOOL OF MEDICINE CEDARHURST SCHOOL

871 Prospect St.
Hamden, CT 06517
(203) 764-9314 Voice
<http://www.cedarhurst.yale.edu/>

The Cedarhurst School provides special education high school for children in grades 7-12 who have social or emotional disturbances.

EMERGENCY ASSISTANCE & POWER CONSERVATION PROGRAMS

CEAP/SAFA APPLICATION SITE - NEW HAVEN CAANH

781 Whalley Ave.
New Haven, CT 06515
(203) 387-7700 [212] or (203) 387-7700 [213] Voice
<http://www.dss.state.ct.us/svcs/energy.htm>

This site offers utility assistance through the Connecticut Energy Assistance Program (CEAP), the State Appropriated Fuel Assistance (SAFA), and the Contingency Heating Assistance (CHAP) Programs helps low income households pay their heating bills.

CEAP

CEAP energy payments, determined by family size, gross income, and by whether or not households are classified as "vulnerable," are made directly to the heat vendor. Vulnerable households have a member who is under the age 6, over the age of 60, or is disabled and of any age. The basic benefit is \$195-\$480 for households for which

heat is not included in the rent. Deliverable fuel customers can request a Type I Crisis benefit of \$200 if they are facing a fuel crisis prior to eligibility determination. Any amount paid under the Type I Crisis is deducted from the basic benefit once eligibility is determined. If households are determined ineligible, they must pay back the Type I Crisis amount within 90 days of receipt.

Deliverable fuel customers can also request a Type II Crisis benefit of \$200 after they have exhausted their basic benefit amount, run out of fuel, or become unable to purchase fuel, thus creating a life-threatening situation. After the Type II Crisis payment, deliverable fuel customers can request a Safety Net payment of \$200; however, if funds become depleted, priority will be given to households with members under the age of 2, over the age of 60, or any age if disabled. Renters whose heat is included in their rent receive direct payments between \$50-\$80 only if they pay at least 30% of their gross income in rent.

SAFA

SAFA payments are made directly to the vendor. Households that pay for their own heat are eligible for \$200 in basic benefits. When the primary heat source is a deliverable fuel, households may receive the same Type II Crisis Benefits and Safety Net Benefits described under CEAP. Renters with heat included in their rent are not eligible for any benefits under SAFA.

CHAP

CHAP payments are made directly to the vendor. Households that pay for their own heat are eligible for a \$200 benefit. There is no special benefit for households that use deliverable fuels or for renters whose heat is included in their rent.

THE CL&P NUSTART PROGRAM

Connecticut Light & Power
P.O. Box 270
Hartford, CT 06141-0270
(800) 286-5844 Voice
<https://www.cl-p.com/>

This program is a payment incentive program designed to help low- and fixed-income CL&P customers maintain year-round electric service by removing any delinquent balances and awarding credits to balances if customers pay their agreed upon bills on time each month. The primary enrollment period is November through March.

OPERATION FUEL

One Regency Drive, Suite 200,
Bloomfield, CT 06002
(860) 243-2345
<http://www.operationfuel.org/>

Operation Fuel (Local Fuel Banks) is a private, non-profit energy assistance program designed for people who need help paying their energy bills but are not eligible for state or federal assistance. In general, eligible households bring in incomes between 151% and 200% of the federal poverty level. The maximum Operation Fuel assistance available is \$250 per household for the entire heating season. Payments are made directly to the company that supplies the household with heating fuel or utility services, and applications are made at the local fuel bank by calling for appointments. Applicants should bring verifications of income, their latest utility bills, or their fuel dealers' names and account numbers. Call INFOLINE at (800) 203-1234 for more information.

CONSUMER CREDIT COUNSELING SERVICE OF CONNECTICUT

111 Founders Plaza

Suite 1400

East Hartford, CT 06108

(800) 208-2227

<http://www.creditcounseling.org/ContactUs.asp>

This agency is a private, non-profit counseling agency licensed by the State Department of Banking and affiliated with the National Foundation for Consumer Credit. CCCS, providing confidential counseling, money management and budgeting skills, and debt repayment planning assistance, has offices in Danbury, Groton, Hartford, and Milford.

NORTHEAST UTILITIES/CONNECTICUT NATURAL GAS

<http://www.cngcorp.com/>

<http://www.cl-p.com/community/partners/incomeassist.asp>

WEATHERIZATION RESIDENTIAL ASSISTANCE PARTNERSHIP (WRAP)

WRAP Unit

(800) 388-9727 Voice

WRAP is a weatherization program aimed at helping low income customers who use a lot of electricity (renters or owners) reduce their energy bills (household incomes must be equal to or less than 200% of the poverty level). WRAP is a partnership program of Connecticut Light and Power (CL&P), Connecticut Natural Gas (CNG), the State of Connecticut, and local Community Action Agencies. CNG will pay for ceiling insulation and some additional services in gas-heated homes which currently have less than 3 ½ inches of ceiling insulation. CL&P will provide conservation services primarily to customers whose annual electric bills exceed 9,5000 kwh/year (annual bills must be \$1,000 or over). Conservation measures include energy efficient lights, hot water heating wrap, low flow showerheads, caulking, and weather-stripping. WRAP applications are sent by CL&P to hardship coded high electric use customers.

UTILITY SHUT-OFF

DEPARTMENT OF PUBLIC UTILITY CONTROL (DPUC)

Office for Consumer Assistance and Information

10 Franklin Square

New Britain, CT 06051

(800) 382-4586 or (860) 827-2522 Voice

OFFICE OF CONSUMER COUNSEL

Ten Franklin Square
New Britain, CT 06051-2605
(860) 827-7887 Voice
<http://www.occ.state.ct.us>

Special protections pertain to the provision of utility services in certain situations. At no time during the year may a gas or electric utility shut off service or refuse to turn service on in situations where a lack of utility service is life-threatening. Utility companies cannot at any time refuse to supply electricity, gas, or water service to customers because they cannot afford to pay security deposits. Electric utility companies cannot refuse to supply electric services to "hardship cases" between November 1 and April 15, even if customers do not make payments toward the utility bill. If electric services were terminated before November 1, they must be reinstated between November 1 and April 15 at the request of the hardship customer.

If customers are unable to meet the companies' proposed payment terms or are otherwise unable to come to agreements with the companies, within five days of the receipt of the companies' reports, customers may appeal to the Department of Public Utility Control (DPUC) Office for Consumer Assistance and Information in New Britain at (860) 827-2522 or toll-free at 1-800-382-4586. The DPUC will attempt to resolve disputes and will send its reports to both the companies and the customers. Within ten days of the mailing of the DPUC's reports, customers should write to the DPUC to appeal and request hearings if disputes remain unresolved. During the appeals process, utility services will not be discontinued. However, to minimize debts owed to the utility companies, during the appeals process customers should attempt to pay off current bills plus whatever they can afford toward the arrearage.

Customers with questions about billing or termination policies should contact the utility companies first. They may also call the DPUC office for Consumer Assistance and Information (see telephone number above) or the Office of Consumer Counsel in New Britain at (860) 827-7887. Customers who are hardship cases may contact their local legal services office or INFOLINE (2-1-1 Voice/TDD) for information regarding their rights and responsibilities.

SALVATION ARMY CORPS, NEW HAVEN CITADEL

Emergency Aid
450 George St.
New Haven, CT 06511
(203) 624-9891 Voice

This agency provides financial assistance to individuals to help them pay for basic needs, including food, clothing, and rent utilities. The Corps also assists needy clients in enlisting in utility companies' arrearage payment plans by supplying the payment that some companies require. The vendor receives direct payments. Call the Corps to ask about their individual guidelines for assistance.

NOTE: The Corps will provide a \$25 social service contribution for those who enroll in the NUStart Arrearage Forgiveness Program.

EMPLOYMENT AND TRAINING

See also BRS

ALLIED COMMUNITY RESOURCES-EMPLOYMENT SERVICES

3 Pearson Way
Enfield, CT 06082
(860) 741-3701 Voice /TTY
<http://www.alliedgroup.org/empserv.html>

This agency provides job coaching, job placement, job-seeking skills training, rehabilitation plan development, and situational and vocational assessments for people with disabilities.

AMERICAN SCHOOL FOR THE DEAF (ASD)

139 North Main St.
West Hartford, CT 06107-1269
(860) 570-2300 Voice
(860) 570-2222 TTY
<http://www.asd-1817.org/>

ASD offers job coaching that provides orientation services on deafness to employers in addition to providing short-term support to people who are deaf.

STATE OF CONNECTICUT BOARD OF EDUCATION AND SERVICES FOR THE BLIND (BESB)

184 Windsor Ave.
Windsor, CT 06095
(800) 842-4510 or (860) 602-4000 Voice
(860) 602-4002 TTY
<http://www.besb.state.ct.us/>

BESB provides evaluation, counseling, and vocational programs to assist elderly persons who are blind as well as persons who are legally blind, blind and deaf, or multi-handicapped to obtain jobs. BESB's occupational training and work settings include supervised work facilities, work activity centers, full production programs, a homebound program, and small business placements in gift shops, cafeterias, and the like.

BESB INDUSTRIES, WEST HAVEN

281 Dogburn Rd.

West Haven, CT 06515
(203) 795-1390 or (203) 795-0176 Voice
<http://www.besb.state.ct.us/industries/default.htm>

This agency offers sheltered employment workshops and supported employment opportunities for people who are blind.

BRIDGES - A COMMUNITY SUPPORT SYSTEM

949 Bridgeport Ave.
Milford, CT 06460
(203) 878-6365 Voice
<http://www.bridgesmilford.org/>

Bridges offers job placement, on-the-job training for transitional work, and supported employment services.

CHAPEL HAVEN

1040 Whalley Ave.
New Haven, CT 06515
(203) 397-1714 Voice

Chapel Haven's employment counselors assist in job hunting, training, work responsibilities, and other issues. Job coaches are also available.

*****EASTER SEALS GOODWILL INDUSTRIES REHABILITATION CENTER**

95 Hamilton St.
New Haven, CT 06511
(203) 777-2000 Voice
(203) 495-6941 TTY
<http://www.newhavengoodwill.easterseals.com/>

This agency provides vocational rehabilitation and employment services for adults with physical, psychiatric, and developmental disabilities. The Center also provides vocational services (which include vocational evaluations and assessments), computer skills training, job placement, job coaching, and long term supported employment. This agency operates Goodwill Thrift Stores in the South Central and Southeastern regions of the state.

KUHN EMPLOYMENT OPPORTUNITIES PROGRAM

Programs for People with Physical/Mental Disabilities
100 Middlesex Plaza
Middletown, CT 06457
(860) 347-8923 Voice
<http://www.kuhngroup.org/>

Through its regional chapters This program offers employment counseling, job opportunities, and follow-up counseling to people with developmental and physical disabilities and chronic mental illnesses. The Employment Opportunities Program in Middletown provides these services specifically to people with chronic mental illnesses. Transportation services may be available.

NATIONAL FEDERATION OF THE BLIND OF CONNECTICUT

Job Opportunities for the Blind (JOB)
477 Connecticut Boulevard, Suite 217
East Hartford, CT 06108
(860) 289-1971 Voice
<http://www.nfbct.org/>

Throughout Connecticut, this disability services agency provides support, employment assistance, and information to people who are blind. The agency also maintains divisions designed for students who are blind, have diabetes, or are the parents of children who are blind. The Federation also offers *Newsline*, a computerized speech-on-demand newspaper reading service which operates through touch-tone telephones.

REGIONAL WORKFORCE DEVELOPMENT BOARD OF GREATER NEW HAVEN

560 Ella T. Grasso Blvd.
New Haven, CT 06519
(203) 624-1493 Extension 210 Voice

This Board provides comprehensive employment services, including pre-job guidance, job training, and placement services, to adults, youth, and older adults who are disadvantaged as well as to persons with disabilities and dislocated workers.

UNITED CEREBRAL PALSY ASSOCIATION OF SOUTHERN CONNECTICUT

94-96 South Turnpike Road
Wallingford, CT 06492
(203) 269-3511 Voice
Fax: (203) 269-7411
HARTFORD OFFICE
80 Whitney St.
Hartford, CT 06105
(860) 236-6201 Voice
www.ucpa.org

This association offers vocational opportunities and employment assistance to adults with disabilities.

HOUSING

See also Independent Living

CO-OP INITIATIVES

999 Asylum Ave.
Suite 508

Hartford, CT 06105
(860) 724-4940 Voice, Voice mail after hours
(860) 724-7102 Voice
<http://www.coopinit.org/>

Co-op Initiatives is a housing developer that constructs affordable, accessible housing cooperatives for low- and moderate-income families. The agency also builds new independent living options for people with disabilities. The agency's Independent Living Coordinators assist people with disabilities in planning for and obtaining the supports that they require in order to live independently. The Agency also coordinates the Connecticut *Home of Your Own Initiative* to assist people with disabilities in planning for and pursuing home ownership.

HOME OF YOUR OWN INITIATIVE

Home of Your Own Initiative (in partnership with the Connect Housing Finance Authority) assists people with disabilities in planning for and pursuing home ownership.

CONNECTICUT ACCESSIBLE HOUSING REGISTRY

www.housingregistry.org

The Connecticut Accessible Housing Registry is a website that pairs people with disabilities with accessible, vacant housing.

HOUSING AUTHORITY OF NEW HAVEN (HANH)

Public Housing Program
360 Orange St.
New Haven, CT 06509-1912
(203) 498-8800 Voice
(203) 497-8434 TTY
<http://www.newhavenhousing.org/>

The Housing Authority of New Haven (HANH) serves the city's low-income community. HANH maintains its own substantial stock of public housing and distributes Section 8 vouchers for use with private rental units throughout the City. HANH owns 88 accessible units amongst its public housing developments and is currently attempting to increase the number of accessible Section 8 units. To be placed on either the public housing or Section 8 waiting lists, call (203) 498-8800.

U.S. DEPARTMENT OF HOUSING AND URBAN DEVELOPMENT

MULTI-FAMILY INVENTORY OF UNITS FOR THE ELDERLY AND PERSONS WITH DISABILITIES

<http://www.hud.gov/offices/hsg/mfh/hto/inventorysurvey.cfm>

This survey is designed to assist prospective applicants in locating units in HUD insured and HUD subsidized multifamily properties that serve the elderly and/or persons with disabilities. If you are searching for all HUD subsidized properties, please go to HUD's [Subsidized Apartment Search](#). The data in this inventory will only be updated on an annual basis; therefore, property status is subject to change prior to the next update. This site does not provide eligibility and waiting list information, unit availability, tenant selection preferences, or types of accessible features for these properties.

INTERPRETERS AND SIGN LANGUAGE TRAINING SERVICES

AMERICAN SCHOOL FOR THE DEAF- SIGN LANGUAGE CLASSES FOR THE COMMUNITY

139 North Main St.
West Hartford, CT 06107-1269
(860) 570-2386 Voice/TTY
(860) 570-2391 Voice/TTY
<http://www.asd-1817.org/outreach/signlanguage.html>

ASD offers sign language classes to anyone in the community who is interested in learning to sign.

COMMISSION ON THE DEAF AND HEARING IMPAIRED (CDHI)

1245 Farmington Ave.
2nd Fl.
West Hartford, Connecticut 06107
(860) 561-0196 Voice/TTY
(800) 708-6796 Voice/TTY
(860) 566-7414 Interpreting Services
(860) 242-7698 Voice/TTY/Relay: Emergency After-Hours Interpreting Services
www.state.ct.us/cdhi.

CDHI serves persons with hearing disabilities through research and advocacy, interpreting services, job counseling and placement, personal and family counseling, and information and referral services.

FAMILY SERVICES WOODFIELD - DEAF OUTREACH SERVICES/ COMMUNITY SIGN LANGUAGE SERVICE

475 Clinton Ave.
Bridgeport, CT 06605
(203) 368-4921 Voice/TTY
<http://www.fswinc.org/>

COMMUNITY SERVICES FOR THE DEAF AND THEIR FAMILIES (CSDF)

Community Services for the Deaf and their Families (CSDF) offers case management, mental health counseling, advocacy, assistance in communicating with other agencies, basic adult education, and American Sign Language classes. The program also provides training for public agencies (including schools and the police) on deaf issues and culture and provides community outreach to help the community at large increase

its understanding of people who are deaf. Program staff speak American Sign Language.

COMMUNITY SIGN LANGUAGE SERVICE (CSLS)

Community Sign Language Service (CSLS) is an interpreter referral resource that provides interpreter services to agencies, organizations, and individuals throughout Connecticut. CSLS interpreters are trained to meet state and federal standards for "Qualified Sign Language Interpreters."

HOSPITAL OF SAINT RAPHAEL - HEARING IMPAIRED SERVICES

1450 Chapel St.
New Haven, CT 06511
(203) 789-3508 Voice
(203) 789-6222 TTY
<http://www.srhs.org/>

St. Raphael's provides hearing impaired services for patients who are deaf or hard-of-hearing and for companions of these patients. Services include sign language interpretation, oral interpretation, and the provision of TTYs, amplified phones, and assistive listening devices.

MILFORD HOSPITAL - HEARING IMPAIRED SERVICES

300 Seaside Ave.
Milford, CT 06460
(203) 876-4273 Voice
(203) 876-4212 TTY
<http://www.milfordhospital.org/>

Milford Hospital provides hearing impaired services for patients who are deaf or hard-of-hearing and for companions of these patients. Services include sign language interpretation, oral interpretation, and the provision of TTYs, amplified phones, and assistive listening devices.

YALE-NEW HAVEN HOSPITAL - HEARING IMPAIRED SERVICES

20 York St.
New Haven, CT 06510
(203) 688-2297 Voice
(203) 688-8159 TTY
<http://www.ynhh.org/>

Yale New-Haven Hospital provides hearing impaired services for patients who are deaf or hard-of-hearing and for companions of these patients. Services include sign language interpretation, oral interpretation, and the provision of TTYs, amplified phones, and assistive listening devices.

IN HOME MEDICAL CARE

CONNECTICUT VNA - NEW HAVEN

1435 State St.
New Haven, CT 06511

(800) 528-6664 Voice

<http://www.connecticutvna.org/>

PATIENT REFERRAL HOME HEALTH CARE SERVICES

The services provided by this agency include professional nursing for children and adults and the provision of home health aides and medical social work.

GENTIVA HEALTH SERVICES – HAMDEN

1952 Whitney Avenue

Hamden, CT 06517

Phone: (203)287-9901

Fax: (203)287-0256

<http://www.gentiva.com/>

Gentiva Health Services offers in-home health care, including skilled nursing care, physical, speech, and occupational therapies, care for at-risk pregnant women and infants and children who are medically fragile, and the provision of home health aides.

HOME CARE PLUS

309 Seaside Ave.

Milford, CT 06460

(203) 874-8414 Voice

<http://www.homecareplus.org/>

Home Care Plus includes professional nursing for children and adults as well as the provision of home health aides and medical social work.

PRIORITY CARE - NEW HAVEN OFFICE

One Church St.

New Haven, CT 06510

(203) 787-8660 Voice

Priority Care offers in-home registered, pediatric, and psychiatric nursing, home health aides, intravenous medication, and medical social work. Special programs include wound care management, infusion services, diabetes management, and AIDS management.

STAFF BUILDERS HOME HEALTH CARE WOODBRIDGE

198 Amity Rd.

Woodbridge, CT 06525

(203) 389-6747 Voice

Staff Builders Home Health Care offers mental health nursing.

LEGAL SERVICES AND MEDIATION

AMERICANS WITH DISABILITIES ACT COALITION OF CONNECTICUT (ADACC)

60-B Weston St.
Hartford, CT 06120
(860) 297-4383 Voice
(860) 566-2102 TTY
<http://www.adacc.net/>

Organized in April 1992, ADACC informs Connecticut citizens about the ADA and works to foster voluntary compliance. ADACC offers ways for interested persons, businesses, employers, or public agencies to obtain information and also provides training and technical assistance on rights and responsibilities under the ADA. Outreach strategies have been developed to ensure that both minority individuals with disabilities and their families understand the law. ADACC does not provide legal assistance to individuals, but does maintain a list of attorneys willing to accept ADA cases.

OFFICE OF THE BETTER BUSINESS BUREAU OF CONNECTICUT/ADA CENTER FOR DISABILITY DISPUTE SETTLEMENT

821 North Main St. Ext.
Wallingford, CT 06492-2464
(203) 269-2700 Voice

This agency mediates disability-related accessibility disputes in order to avoid court action whenever possible.

CENTER FOR MEDICARE ADVOCACY

P.O. Box 350
Willimantic, CT 06226
(800) 262-4414 or (860) 456-7790 Voice
<http://www.medicareadvocacy.org/>

MANSFIELD REGIONAL OFFICE

11 Ledgebrook Drive
Mansfield, CT 06250
(800) 262-4414 or (860) 456-7790 Voice
<http://www.medicareadvocacy.org/>

The Center for Medicare Advocacy provides free legal advice and representation to elderly people and people with disabilities who have been denied Medicare coverage for home health, hospital, or skilled nursing facility care, or for durable medical equipment.

COMMUNITY MEDIATION

Eviction Prevention Program – DSS and Non-DSS Clients
134 Grand Ave.

New Haven, CT 06513
(203) 782-3500 Voice

This program operates the Department of Social Service Program for Greater New Haven and facilitates mediation between tenants and landlord/mortgage holders, provides monies from rent banks, provides funds for people in financial crises who are in danger of losing their homes or apartments, and follows up with tenants after resolving their issues. The program does not assist clients with their security deposits or first month's rents.

LAWYER REFERRAL SERVICE

New Haven County Bar Association
P.O. Box 1441
New Haven, CT 06506-1441
(203) 562-5750 Voice

Lawyer Referral Services, a project of the Connecticut Bar Association, suggests private attorneys who, for nominal consultation fees, will assess cases and provide estimates of charges.

LEGAL ASSISTANCE TO MEDICARE PATIENTS (LAMP)

(860) 423-2556 Voice
<http://www.connlegalservices.org/>

LAMP provides Medicare beneficiaries throughout Connecticut with representation and free counseling on all aspects of Medicare and related law. LAMP is a component of Connecticut Legal Services, Inc., a non-profit law firm.

NEW HAVEN LEGAL ASSISTANCE ASSOCIATION

426 State St.
New Haven, CT 06510
(800) 453-3320 Voice/TTY
<http://www.nhlegal.org/>

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

STATEWIDE LEGAL SERVICES (SLSCT)

425 Main Street
4th Floor
Middletown, CT 06457
(860) 344- 0380 Voice
(800) 453-3320 Voice/TTY
<http://www.slsct.org/>

SLSCT provides free civil legal services to income-eligible people in the form of direct representation in crisis situations, advice, referrals, and legal self-help materials. SLSCT provides assistance in a variety of areas of law including: the rights of elderly

people and people with disabilities, housing, family, special education, entitlements, energy assistance, Medicare, and Social Security disability. In addition, Statewide Legal Services screens cases for all legal assistance programs in the state and provides brief services and advice, community education materials, and, when appropriate, referrals of all non-criminal related matters to local legal services offices.

PERSONAL CARE, INDEPENDENT LIVING AND NON-MEDICAL ASSISTANCE PROGRAMS

FUNDING

ALLIED COMMUNITY RESOURCES

3 Pearson Way

Enfield, CT 06082

(860) 741-3701 Voice/ TTY

<http://www.alliedgroup.org>

ACQUIRED BRAIN INJURY (ABI) MEDICAID WAIVER PROGRAM

This program serves as the fiscal intermediary for Connecticut's acquired brain injury (ABI) Medicaid Waiver Program. The waiver allows for Medicaid reimbursements of people with ABI for non-medical services provided at home or in the community. The program's offered services include case management, community living support services, independent living skills training, personal care assistance, respite care, and transitional living services. The agency is also the fiscal intermediary for the Personal Care Assistance (PCA) Medicaid Waiver Program and the CT Home Care Program for Elders PCA Pilot Program.

INDEPENDENT LIVING

AMERICARES - HOMEFRONT PROGRAM

88 Hamilton Avenue

Stamford, CT 06902

(800) 887-4673 or (203) 966-6354 Voice

<http://www.americareshomefront.org/>

AmeriCares HomeFront is a one day community-based home repair blitz that helps homeowners who are physically or financially unable to maintain their homes. Home repairs, made by teams of sponsored volunteers at no cost to homeowners, include carpentry, plumbing, electric work, plastering and drywall, scraping, weatherproofing, roof repairs, lock repair, window replacement, installation of smoke detectors and fire extinguishers, painting, cleaning, and yard work.

CENTER FOR DISABILITY RIGHTS (CDR)

764 A Campbell Ave.

West Haven, CT 06516

(203) 934-7077 Voice

(203) 934-7078 TTY

<http://www.centerfordisabilityrights-ct.org/>

CDR advocates for policy changes to facilitate independent living, develops community options for the removal of barriers and disincentives, and offers individual and group instruction in various daily living skills.

ARTHUR PEPINE HOME MODIFICATION PROJECT GRANT

This grant assists people with disabilities in making their residences accessible by focusing primarily on the installation of ramps as well as on bathroom and kitchen accessibility. The grant draws on three funding sources; applicants may receive a maximum of \$1,000 from any one fund with an overall limit of \$3,000. Since the Program is not an entitlement program, it can only assist five people per year from October 1st to September 30th.

CHAPEL HAVEN

1040 Whalley Ave.
New Haven, CT 06515
(203) 397-1714 Voice
<http://chapelhaven.org/>

Chapel Haven assists clients in acquiring daily living and social skills.

CORPORATION FOR INDEPENDENT LIVING/ AFFORDABLE HOUSING (CIL)

30 Jordan Lane
Wethersfield, CT 06109-1258
(860) 563-6011 Voice
<http://www.cilhomes.org/>

CIL purchases and rehabilitates housing and makes it available to low- and moderate-income households as limited equity housing. CIL also manages a cooperative housing complex.

HOMES FOR LIVING PROGRAM - OLDER OR DISABLED ADULTS

This program provides grants and low-interest loans to single- and multi-family homeowners to assist them in making permanent modifications in order to increase the accessibility of their living units. Homes are first rehabilitated and then sold to income eligible households. This program also provides repairs and maintenance services for special needs housing and complete construction services to member agencies. Work begun prior to application is not eligible.

SERVICES

ARC/CONNECTICUT

43 Woodland Street
Suite 260
Hartford, CT 06105

860-246-6400 phone
 860-246-6406 fax
<http://www.arcct.com/>

ARC is a private, non-profit organization which advocates for the full participation of people with mental retardation in all aspects of community life. Services include residential and vocational services, education, advocacy, and appropriate referrals.

CONNECTICUT ASSOCIATION FOR HOME CARE (CAHC)
 Home Care and Community Health Services Membership Directory
 110 Barnes Rd.
 Wallingford, CT 06492-0900
 (203) 265-9931 Voice
<http://www.health-connect.com/>

CAHC publishes the annually-updated *Home Care and Community Health Services Membership Directory*.

CONNECTICUT VISITING NURSE ASSOCIATION (VNA) - NEW HAVEN

One Long Wharf Drive
 New Haven, CT 06511
 Phone: 203.777.5521
 Fax: 203.787.5198
<http://www.vnascc.org/>

Connecticut VNA provides in-home support services including meal preparation, light housekeeping, shopping, and the running of errands.

SAGE SERVICES OF CONNECTICUT

703 Whitney Ave.
 New Haven, CT 06511
 (203) 777-7401 Voice

Sage Services of Connecticut's home health aides assist with personal care, while its home-makers assist with household chores.

RESPIRE SERVICES

CONTINUUM OF CARE - RESPITE PROGRAM

56 Brownell St.
 New Haven, CT 06511
 (203) 752-8710 Voice

Continuum of Care provides short-term private home settings for individuals with psychiatric disabilities who need time away from their usual residences.

GENTIVA HEALTH SERVICES - HAMDEN

1952 Whitney Avenue
 Hamden, CT 06517

Phone: (203)287-9901
Fax: (203)287-0256
<http://www.gentiva.com/>

Gentiva Health Services provides care to children or adults who are dependent during brief absences of their regular caregivers.

VISITING NURSE ASSOCIATION - SOUTH CENTRAL CONNECTICUT

Healthy Families
One Long Wharf Dr.
New Haven, CT 06511
(203) 777-5521 or (800) 344-2783 Voice
<http://www.vnascc.org/>

This agency provides private duty services, home health aides, skilled and psychiatric nursing, rehabilitative therapies, IV therapy, medical social work, homemaker assistance, obstetrics, pediatrics, respite care, patient education, and the Health Watch emergency response system. Through *Healthy Family Connecticut*, the Visiting Nurse Association provides educational outreach and support through home visits to at-risk first time parents living in Milford or in the Lower Naugatuck Valley. The agency's *Home Care Partners* support program offers information, support, training, and referral to both men and women who serve as caregivers to people with HIV/AIDS. Residents of Milford and West Haven over the age of 65 are eligible for free home safety assessments.

Community Choices- South Central Connecticut

One Long Wharf Drive
New Haven, CT 06511
203-785-8533 or 1-800-994-9422
www.aopartnerships.org

This agency provides information & assistance to older individuals and people with disabilities who are non-elderly. CHOICES is a on-stop information gateway for Community Resources, Option counseling, referrals for employment assistance and referrals for care management, planning for the future and advocacy. Their goal is to empower individuals to advocate for themselves. If you: Don't know where to go for help, have been denied benefits or services for which you feel you are eligible, need assistance with communicating your needs and or have a complaint about service, they can be of help!