

Southeastern Connecticut ReEntry Guide, March 2020



sectreentry@gmail.com

<http://se-ct-reentry.org/>

<https://www.linkedin.com/in/sect-re-entry-council-21078b61/>

<http://ctreentry.org/>

UCFS Update....Effective close of business Wednesday, March 25, 2020, UCFS will no longer see any outpatient behavioral health clients on site. *Please convert all BHS clients to Telehealth.* We will reach out to each practice manager individually over the next two days to develop site-specific plans to accomplish this goal.

Generations Family health Clinic...see attached update

Youth and Family Services...Please see attached family conversation starters and press release

Norwich Public Schools....schools closed until at least 4/20

<https://www.norwichpublicschools.org/news-posts/new-page/~board/district-news/post/schools-closed-until-april-20>

Perceptions Program....We will not be in Norwich until 3/31/2020 as we are currently unable to make it down on 3/24/2020 but going forward from 3/25/2020 this is our schedule during COVID-19. Tuesday in Norwich Behind YMCA on Main St. 9:45-12:00. Wednesday in Willimantic at 109 Valley St. 3:00-5:30. Friday in Jewett City Behind Town Hall 1:00-3:00. Home delivery can be arranged as needed Tuesday afternoon or Wednesday morning. At home HIV tests are available please call or text the number below. If you have questions, please call or Text (860) 208-0888

United Way needs baby food, tuna, dry pasta, peanut butter, and cereal. Not all Mobile Deployments locations are open. Please look at the United Way website for announcements of changes

Husky Updates **Connecticut HUSKY Health has made the following changes in coverage, related to COVID-19:**

- **Suspension of timeframes for renewal of Medicaid/HUSKY Health and cash assistance benefits of current beneficiaries.** Initial implementation: if medical or cash assistance benefits were scheduled to end in March 2020—benefits will be automatically continued through June 2020. If medical or cash assistance benefits are scheduled to end in April 2020—benefits will be automatically continued through July 2020.
- **Suspension of co-payments for full benefit Medicare Part D beneficiaries who are dually eligible for Medicaid.** These beneficiaries are no longer responsible for co-payments of up to \$17 per month (aggregate for all prescriptions) for their medications covered by Medicare Part D. Instead, the Department of Social Services will cover the copayment amounts in full, after any other insurer has paid, during the public health emergency.
- **Suspension of co-payments in HUSKY B (Children's Health Insurance Program).** The Department of Social Services will reimburse providers for the full reimbursement amount for services subject to the copayment, including the copayment amount. This does not apply to other forms of HUSKY B cost sharing, such as monthly premiums and co-insurance and allowances for dental services.
- **Extending fills** for non-maintenance and maintenance medications for up to 90 days for

- Medicaid/HUSKY Health beneficiaries (except for controlled substances).
- **Allowing early refill** for prescriptions when an individual has used 80% of the prescription (reduced from 93%).
 - **Telemedicine in medical and behavioral health.** HUSKY members can receive medical and behavioral health services from their health care providers by audio-only telephone or videoconferencing.

Important information for uninsured Connecticut residents--HUSKY Health coverage is available year-round for those who qualify

- The Department of Social Services reminds the public that applications are open year-round for HUSKY Health coverage (Medicaid and Children’s Health Insurance Program. Uninsured residents with low and moderate incomes are encouraged to:
- Apply online: www.accesshealthct.com;
 - Apply by phone: 1-855-805-4325

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SUBSTANCE ABUSE SERVICES

ALCOHOLICS ANONYMOUS

(UNION/NORWICH/OLD LYME AREA)

(860) 885-6151 / WEB: WWW.CT-AA.ORG

(860) 783-7712 – 866-STEPS12 – Conn. Statewide number

DESCRIPTION: Self-help organization follows the 12-step model in support groups for people in all stages of recovery from alcohol abuse. Caller can contact local answering service to request to speak to a recovering alcoholic for support.

ELIGIBILITY: Some groups closed to everyone but alcoholics; others open.

FEE: No fee; nominal donations accepted at each meeting

CELEBRATE RECOVERY

66 Toll Gate Road - Groton Bible Chapel – Groton, CCT 06340

(860) 445-1760 ex 18 / web: www.grotonbiblechapel.org

Christian bases Recovery Support Program

DESCRIPTION: Christ centered recovery program for people who want to be free from their addictive, compulsive and dysfunctional behaviors by working and applying the 8 recovery principles and the 12 steps meets on Fridays at 7pm.

FEE: No fee

APPLICATION: Walk-in or call for more information

THE CONNECTION

101 Water Street, 2nd floor Norwich, CT 06360 (860)-639-5019

SITE HOURS: M-FL 8am-5pm CBH, SHF, REACH, PILOTS, CTPSB

DESCRIPION: Individual and group substance abuse treatment programs including relapse prevention and programs for pregnant women and women with infant children.

FEE: Varies; sliding scale

PAYMENT: SAGA, medical; Medicaid; Medicare; Private Pay

NARCOTICS ANONYMOUS

(800) 627-3543 / web: www.ctna.org

DESCRIPTION: Self-help organization follows the 12 step model in support groups for people in all stages of recovery from drug abuse. Support groups meet throughout Connecticut.

FEE: No fee

NATCHAUG HOSPITAL –CARE PLUS

1353 Gold Star Highway, Groton, CT 06340

(860) 449-9947/ web: www.natchaug.org

DESCRIPTION: Psychiatric and chemical dependency services for adults and adolescents who require supervision and structure but do not require hospitalization. Day programs include group and individual therapy and involvement in a 12 step program.

SOUTHEASTERN COUNCIL ON ALCOHOLISM AND DRUG DEPENDENCE (SCADD OUTPATIENT)

1000 Bank Street, New London, CT 06320

321 Main Street, Norwich, CT 06360

(860) 889-3178/ web: www.scadd.org

SITE HOURS: M-F: 8am-4pm

DESCRIPTION: Individual and group counseling and evaluation for substance abuse problems

ELIGIBILITY: Ages 18+

FEE: Sliding fee PAYMENT: Medicaid, Private insurance, Private pay

Intensive Outpatient Program (IOP)

DESCRIPTION: five day a week treatment program focuses on relapse prevention, psycho-educational groups, trigger identification, and integration of the recovery philosophy into one's daily lifestyle. Leisure management, spirituality, and alternative coping skills are also included in this program.

ELIGIBILITY: Ages 18+

FEE: Sliding fee PAYMENT: Medicaid, Private insurance, Private pay

STONINGTON INSTITUTE-LONG HILL CAMPUS

428 Long Hill Road, Groton, CT 06340

(860) 439-6014/ (860) 535-1010/(800) 832-1022

Web: www.stoningtoninstitute.com

SITE HOURS; M-F: 8:30am- 5pm

DESCRIPTION: The Partial Hospital/Intensive Outpatient Programs offer individual and group counseling, 12-step meeting orientation and educational sessions for substance abusers, ages 18+. Clients are treated for their chemical dependence issues as well as any secondary psychiatric issues, The program operates Monday through Friday during the day with an evening program from 5:50-8:30pm. The PHP is 5 days a week, 4-5 hours a day; the IOP is 15 hours per week

ELIGIBILITY: Ages 18+

FEE: Sliding fee PAYMENT: Medicaid, Private insurance, Private pay

UNITED COMMUNITY AND FAMILY SERVICES

400 Bayonet Street, Suite 103, New London, CT 06320

(860) 442-4319/ web: www.ucfs.org

47 Town Street, The Meadows Center, Norwich, CT 06360

(860) 823-3094

Email: cmolina@ucfs.org

SITE HOURS: M-Th: 8am-8pm; F: 8am-5pm

Bettor Choice Gambling Treatment Program

DESCRIPTION: Bettor Choice Program provides behavioral health services to problem or compulsive gamblers and their family members. Individual therapy, group therapy, couples and family therapy, peer financial counseling and medication management are available for treating a gambling problem and other issues such as depression and anxiety.

ELIGIBILITY: Ages 18+

FEE: Set/sliding scale, no one is refused services based on ability to pay

PAYMENT: 3rd party sponsorship, private insurance

APPLICATION: Call for information or appointment

MENTAL HEALTH SERVICES

SOUND COMMUNITY SERVICES – MICHAEL KERR RESPITE PROGRAM

Uncas-on-Thames PO Box 238, Norwich, CT 06360

(860) 886-6991/ web: www.soundcommunityservices.org

SITE HOURS: 24hr/7days

DESCRIPTION: Offers 24 hour, 30-day residential program for person with psychiatric diagnosis or co-occurring psychiatric and substance abuse disorders. Staff support and teaching basic living skills is geared toward helping the residents achieve and maintain independence in the community.

ELIGIBILITY: Ages 18+, psychiatric diagnosis with or without co-existing substance abuse, DMHAS definition of severe and chronic mental illness

FEE: No fee

APPLICATION: Referral from Southeastern Mental Health Authority required

SOUTHEASTERN MENTAL HEALTH AUTHORITY – BRIEF CARE PROGRAM

West Thames Street, Building 301, Norwich, CT 06360

(860) 859-4571

Email: Barbara.reynolds@po.state.ct.us/ web: www.ct.gov/dmhas

SITE HOURS: 24hr/7 days

DESCRIPTION: Time limited crisis stabilization for individuals with chronic mental illness who are experiencing an increase in their disability symptoms which require intensive monitoring and treatment in a safe environment, but not a hospital level of service. Will accept individuals in need of alcohol and/or drug detoxification.

ELIGIBILITY: Age 18+; Resident of New London County (except Lyme and Old Lyme)

FEE: Medicaid/Medicare reimbursed OR No fee

Options program

Email: Cheryl.jacques@ct.gov/ web: www.ct.gov/dmhas

SITE HOURS: M-F; 8am-4:30pm

DESCRIPTION: Outpatient recovery clinical program for people who are seeking individual and/or group therapy treatment. Clients involved in the Options program will also have access to health care provider for prescribed psychiatric medications.

ELIGIBILITY: Age 18+; Resident of New London County (except Lyme and Old Lyme)

FEE: Medicaid/Medicare reimbursed OR No fee

COUNSELING SERVICES

CATHOLIC CHARITIES

331 MAIN Street, Norwich, CT 06360

(860) 889-8346/ web: www.ccfsn.org

SITE HOURS: M-F: 8:30am-4:30pm

DESCRIPTION: Outpatient psychiatric and substance abuse services include assessments, psychiatric evaluations, individual, family and group therapy, relapse prevention and 24 hour crisis intervention and emergency services.

FEE: Sliding scale PAYMENT: 3rd party sponsorship, Medicaid, Private Insurance, Private Pay

APPLICATION: Call for appointment

LAWRENCE & MEMORIAL HOSPITAL

365 Montauk Avenue, Pond House, New London, CT 06320

(860) 444-5125/ web: www.lmhospital.org

DESCRIPTION: Evaluates and treats adults, children and adolescents who see treatment for emotional, behavioral, co-occurring and psychiatric disorders. Any adult ages 18+ are eligible for treatment. Children and adolescents are eligible for treatment when immediate family takes part in the treatment process.

ELIGIBILITY: Ages 5+

FEE: Set fee

PAYMENT: Medicaid, Medicare, Private insurance, Private pay

SOUTHEASTERN MENTAL HEALTH AUTHORITY-SHARELINE/WARMLINE

401 West Thames Street, Norwich, CT 06360

(866)964-8123/ (860) 885-7274 / Web: www.ct.gov/dmhas

SITE HOURS: M-F: Noon-4pm

DESCRIPTION: The Shareline provides active listening/peer support to people with mental illness or mental health issues.

Service is NOT intended for people who are in crisis and/or suicidal

FEE: No fee

UNITED COMMUNITY AND FAMILY SERVICES

400 Bayonet Street, Suite 103, New London, CT 06320

(860) 442-4319/ web: www.ucfs.org

SITE HOURS: M-Th: 8am-8pm; F: 8am-5pm

UCFS Health Center

47 Town Street, The Meadows Center, Norwich, CT 06360

(860) 892-7042

SITE HOURS: M-Th: 9am-8pm; F: 8am-5pm; 24 hr answering service

DESCRIPTION: Offers assessment, individual, group and family therapy, brief treatment, and referrals for specialized treatment. Medical/psychiatric staff help clients deal with issues such as grief/loss, anxiety, depression, sleeping problems, trauma, life crisis and transitions, parenting issues, domestic violence, family conflict, divorce and separation, conflict resolution, physical and sexual abuse and inappropriate coping mechanisms.

ELIGIBILITY: New London County

FEE: Sliding fee

PAYMENT: 3rd party sponsorship, Medicaid, Medicare, SAGA medical, private insurance, Private pay

CRISIS INTERVENTION SERVICES

SOUTHEASTERN MENTAL HEALTH AUTHORITY

401 West Thames Street, Building 301, Norwich, CT 06360

(860) 886-9302 Hotline-24hr/7days/ web: www.ct.gov/dmhas

SITE HOURS: Phone response: 24hr/7 days

Mobile response: M-Sun: 8am-midnight

DESCRIPTION: Twenty-four-hour emergency response services for people with psychiatric disabilities or people in emotional crisis who are at risk of suicide. Services include telephone counseling, mobile assessment, hospital and crisis bed screening and phone and face-to-face supports.

ELIGIBILITY: age 18+, residents of New London County (except Lyme and Old Lyme)

FEE: Medicaid/Medicare reimbursed OR No fee

HEALTHCARE SERVICES

DEPARTMENT OF SOCIAL SERVICES OF NORWICH

401 West Thames Street, Suite 102, Norwich, CT 06360

(800) 473-8909/ (860) 823-5000- M, T, F: 8am-4pm; W, Th: 8am-noon (W, Th afternoons-emergencies only)

Email: sregion.dess@ct.gov/ web: www.ct.gov/dss

DESCRIPTION: Medicaid program provides medical insurance for very low income adults ages 19-64 who do not qualify for HUSKY A. Program covers individuals who do not have dependent children, who are not pregnant, who are not disabled, and who do not receive SSI or Medicare.

ELIGIBILITY: Ages 19-64, not qualifying for Husky A, not receiving SSI or Medicare, not pregnant, no dependent children, Income limit: at or below the "medically needy income limit;" depends upon where the individual lives.

APPLICATION: Apply at regional DSS offices and sub-offices; mail in applications are accepted

DOCUMENTS: Identification, proof of address, proof of income and all assets, social security number, proof of citizenship or green card, proof of family size, self-statement is accepted for unemployment, for no income, and for clients who stay with family but claim self-support.

GENERATIONS FAMILY HEALTH CENTER

330 Washington Street, Suite 510-Backus Hospital Medical Building, Norwich, CT 06360

(860) 885-1308

Email: jgaudet@genhealth.org/ web: www.genhealth.org

SITE HOURS; M, W, F: 7am-5pm; T, TH: 7am-8pm; On call 24hr/7days

DESCRIPTION: Comprehensive primary and preventative care for all ages regardless of insurance status; however, patients may be billed if unable to pay at time of treatment. Services include diagnosis, treatment and follow-up illness; physical exams; immunizations; and counseling for health problems. Spanish speaking nurses and physicians are available.

FEE: Sliding scale

PAYMENT: Medicaid, Medicare, Private insurance; no insurance is not an obstacle to treatment

APPLICATION: By appointment only

LAWRENCE & MEMORIAL HOSPITAL – PATIENT ACCOUNTS

365 Montauk Ave, New London, CT 06320

(860) 442-0711 ext.2075/ (860) 442-0711 ext.2771

Email: L+MFinancialCounselor@lmhosp.org/ web: www.lmhospital.org

SITE HOURS: M-F: 8am-6pm

Free Bed Funds

DESCRIPTION: Free or reduced cost care (as funds allow) for eligible patients unable to pay for treatment. Financial assistance can be applied towards any hospital expense, including emergency psychiatric or substance abuse treatment.

ELIGIBILITY: Patients who have exhausted benefits or all third party coverage, or who are not eligible for such coverage, (such as private insurance, Medicaid, Medicare, coinsurance, etc.) and who cannot afford to pay for the cost of treatment. Eligibility is based on the U.S. Department of Health and Human Services Income Guidelines.

UNITED COMMUNITY AND FAMILY SERVICES –UCFS HEALTH CENTER

47 Town Street, The Meadows Center, Norwich, CT 06360-2315

(860) 892-7042/ (860)822-4262- Access to Care

Web: www.ucfs.org

SITE HOURS: Medical: M-TH: 9am-8pm; F: 9am-5pm;

Dental: M: 8am-6pm; T-TH: 8am-8pm; F: 8am-5pm; Behavioral Health: M-TH: 8am-8pm; F: 8am-5pm; 24 hr. answering service

UNITED COMMUNITY AND FAMILY SERVICES –UCFS HEALTH CENTER, Con't:

DESCRIPTION: health services include diagnosis, treatment and follow-up or illness, physical exams, immunization, counseling for health problems, and information related to health problems. Comprehensive primary and preventative care is provided for people of all ages regardless of insurance status, however, patients may be billed if unable to pay at the time of treatment.

FEE: Sliding scale

PAYMENT: Medicaid, Medicare, Private insurance, Private pay; No insurance is not an obstacle to treatment

Access to Care Specialist

DESCRIPTION: The Access to Care Specialist screens uninsured clients to determine their eligibility for insurance programs such as HUSKY, SAGA, Medicaid, and others. Clients who may be eligible are fully assisted in the application process. Applications are submitted to the appropriate agency on the client's behalf and are followed up on by the Access to Care Specialist to ensure eligibility has been granted. Continued assistance is available for clients when it becomes necessary to complete eligibility re-determination forms. The Access to Care Specialist assists clients in accessing other community-based resources provided by local private and municipal agencies on a case by case basis. UCFS Access to Care Specialists are located at the UCFS Health Center and the emergency department of the Backus Hospital.

WILLIAM W. BACKUS HOSPITAL

326 Washington Street, Norwich, CT 06360

(860) 82-6313/ web: www.backushospital.org

Backus Mobile Health Resource Center

DESCRIPTION: Mobile health Resource Center's van serves homeless and low-income people at different sites in the eastern part of Connecticut. The van can provide sick visits, checkups, pregnancy tests and screens tests. Patients who need more advanced or follow-up care are referred to the Generation offices, or to specialists, with bus tickets if needed, or to the Backus emergency department. The 43 –foot van is equipped with two exam rooms and a small waiting area.

FEE: No fee/

APPLICATION: Call for van schedule

HIV/AIDS TESTING SITES

LAWRENCE & MEMORIAL HOSPITAL

365 Montauk Ave, New London, CT 06320

(860) 447-2437/ web: lmhospital.org

DESCRIPTION: Offers confidential HIV testing and counseling for individuals exhibiting high-risk behavior.

ELIGIBILITY: Preference to individuals exhibiting high-risk behavior

FEE: No fee

APPLICATION: Phone screening

WILLIAM W. BACKUS HOSPITAL

107 Lafayette Street, Norwich, CT 06360

(860) 823-6343/ web: www.backushospital.org

SITE HOURS: HIV Education and Testing Site is open M, W:5-8pm and T: 9am-4pm. Registration is required

DESCRIPTION: HIV Education and Testing Site offers free, anonymous and confidential HIV education, counseling and testing.

FEE: No fee

HIV/AIDS SERVICES

ALLIANCE FOR LIVING

154 Broad Street, New London, CT 06320

(860) 447-0884

Email: info@allianceforliving.org/ web: www.allianceforliving.org

SITE HOURS: M,F: 8:30am-4:30pm; T-Th: 8:30am-5:30pm

Scattered Site Housing Program (SSHP)

DESCRIPTION: The Scattered Site Housing Program provides subsidized rental housing for people living with HIV/AIDS in New London County. Applicants must work with the housing coordinator and follow the recommendations of a Housing Care Plan.

ELIGIBILITY: HIV Positive; New London County resident

APPLICATION: Contact eh Housing Coordinator

OTHER INFORMATION: All participants of the Scattered Site Housing Program sign leases with private landlords and pay between 35% and 37% of their household income to rent.

Essentials of Life Program (ELP)

DESCRIPTION: The Essentials of Life Program is a once a month distribution, or an emergency distribution, or essential items to members of the Living Center. Anyone in need who is affected by AIDS/HIV in southeastern Connecticut can become a member of the Living Center. These items consist of food, personal care products and household cleaning supplies.

DOMESTIC VIOLENCE/SEXUAL ASSAULT SERVICES

OPPORTUNITIES INDUSTRIALIZATION CENTER (OIC)

106 Truman Street, New London, CT 06320

(860) 447-1731

Email: info@oicncl.org/ web: www.oicncl.org

SITE HOURS: M-F: 8:30am-4:30pm

DESCRIPTION: The Stopping Domestic Violence Program is a domestic violence/abuse education program that teaches behavior modification as a means of changing violent and abusive patterns of both men and women who are abusive with their spouse, partner, children or others.

FEE: Sliding fee

APPLICATION: Court referral or self-referral

SAFE FUTURES

16 Jay Street, New London, CT 06320- (860) 447-0366

(860)701-6000-Domestic Violence Hotline; 24hs/7 days

(860)701-6001- Sexual Assault Crisis Hotline; 24hc/7 days

(888) 774-2900- Statewide Domestic Violence Hotline; 24hr/7 days

(888) 999-5545- Statewide Sexual Assault Hotline; 24hr/7 days

Email: info@safefuturesct.org/ web: www.safefuturesct.org

SITE HOURS: Administrative house M-F: 9am-5pm

Domestic Violence Hotlines

DESCRIPTION: Hotline, individual and telephone counseling, assistance in obtaining a temporary restraining order, and other support services for domestic violence crisis, including dating violence. These services are available to both male and female victims of domestic violence and also to children and teens.

FEE: No fee

Sexual Assault Hotlines

DESCRIPTION: 24-hotline for victims of sexual assault, including dating violence, or individuals fearful about sexual assault. Provided victim support, education, and information about legal and medical concerns.

FEE: No Fee

EMPLOYMENT ASSISTANCE

CENTRO DE LA COMUNIDAD

109 Blinman Street, New London, CT 06320

(860) 442-4463

SITE HOURS: M: 8:30am-1pm, 5-9pm; T-TH: 9am-2pm

Job Readiness Program

DESCRIPTION: The goal of the Job Readiness Program is to secure employment for unemployed and underemployed Latinos. Services include: job search assistance; job counseling; resume and cover letter preparation; educational referrals; assistance with completing job applications; assistance with reference letters; and referrals to interview training and workshops.

ELIGIBILITY: Ages 16+

CITY OF NORWICH- HUMAN SERVICES

80 Broadway, City Hall Annex, Norwich, CT 06360

(860) 823-3778 general calls/ (860)823-3753 Agency calls only

Email: nhs@cityofnorwich.org/ web: www.norwichct.org

SITE HOURS: M-F: 8:30am-4:30pm

Project Employment

DESCRIPTION: Project employment provided support services to ex-offenders with the aim of integrating them into the community. Services include counseling and assessment of job and training interest to maximize job search efforts.

ELIGIBILITY: Ex-offenders ages 18+

FEE: No Fee

- **CT WORKS ONE STOP CAREER CENTERS**AddressWeb:

- **Montville American Job Center**
601 Norwich New London Turnpike, Suite 1
Uncasville, CT 06382
- [Click here to use Google Maps](#)
- **MONTVILLE AMERICAN JOB CENTER PHONE DIRECTORY (AREA CODE - 860)**
-
- **Office Hours - Monday - Friday, 8:00 a.m. to 4:15 p.m.**
-
- **DOL Main Telephone Number - (860) 848-5200**
- **Fax Number - (860) 848-5222**
- **TTY/TDD Video Phone - (860) 848-5223**
- **AJC Career Center Services/Workshop Schedules - (860) 848-5240**
- **[Business Services Consultants](#) - (860) 848-5250**
- **[Veterans Services](#) - (860) 848-5255**
- **[Unemployment Insurance](#)**

-
- www.ctdol.state.ct.us/ContactInfo/CTWorks/NLNDN_Info.htm

SITE HOURS: M-F: 8am-4:30pm

Job Finding Assistance

DESCRIPTION: CT Works Career Centers offer job search assistance including workshops, outplacement support, and access to a database of job openings. All job seekers may place their resumes into an employer-searchable database of resume. The CT Works Career Centers have self-service job search support services including research materials, phones, fax machines, postage, personal computers, ability to design and print resumes, and free access to the internet for job

search purposes. CT Works Career Centers also offer information about educational programs for job seekers, offered by CT Works and other organizations.

Eligibility: Different programs and groups have special eligibility requirements; CT Works Career Centers are open to all job seekers whether employed or underemployed

FEE: No Fee

APPLICATION: Job seekers who want to speak to a career counselor should ask for an appointment

OPPORTUNITIES INDUSTRIALIZATION CENTER (OIC) OF NEW LONDON COUNTY

106 Truman Street, New London, CT 06320

(860) 447-1731

Email: info@oicncl.org/ web: www.oicncl.org

SITE HOURS: M-F: 8:30am-4:30pm

DESCRIPTION: Project Employment provides support services to ex-offenders with an aim of integrating them into the community. Services include counseling and assessment of job and training interests to maximize job search efforts.

ELIGIBILITY: Ex-offenders ages 18+

FEE: No fee

QUINEBAUG VALLEY COMMUNITY COLLEGE-STRIDE PROGRAM

742 Upper Maple Street, Danielson CT 06239

860-412-7320/ 860-412-7322

Web: www.qvcc.commnet.edu/stride

STRIDE Program for Incarcerated Mothers and Fathers

DESCRIPTION: STRIDE (Skills, Transition, Respect, Integrity, Direction, Employment) is a state funded transitional support workforce development program operating within the Quinebaug Valley Community College Student Services division. This program serves a targeted group of incarcerated men and women, both pre and post-release from five correctional facilities in Connecticut.

STRIDE is designed to provide participants with job readiness, job search, job placement and job retention skills and support that will promote access to higher paying, personally relevant jobs.

Participants receive one on one counseling and group support as well as pre and post-release case management services. In addition, community transition plans address barriers and needs regarding housing, transportation, clothing and family reunification.

ELIGIBILITY: Participants must meet the following criteria:

Must be incarcerated at one of the participating STRIDE correctional facilities, must be a non-custodial parent of a child under the age of 25; Participant or child(ren) is now or has been a recipient of Connecticut state assistance program such as TFA, LIA, SAGA, HUSKY, and SNAP; Must be committed to becoming employed and plan to remain in the state of Connecticut; and must be able to make and keep scheduled appointments with STRIDE staff, both on a pre and post-release basis.

FEE: No fee

EDUCATIONAL/VOCATIONAL PROGRAMS

CONNTAC-EOC

Gloria Dover- Educational Counselor

Three Rivers Community College

7 Mahan Drive, Norwich, CT 06360

(860) 383-5295/ web: www.conntacinc.org

DESCRIPTION: Provides at no-cost services including academic and financial aid counseling, college referral services, career planning and college tutoring. Counselors are available for presentations to groups as well as for individual assistance

ELIGIBILITY: CT residents seeking to enter or re-enter post-secondary education

LITERACY VOLUNTEERS OF EASTERN CONNECTICUT

106 Truman Street, OIC Building, 3rd Floor, New London, CT 06320

(860) 443-4800

Email: office@englishhelp.org/ web: www.englishhelp.org

SITE HOURS: M, W-F: 10am-3pm

English as a Second Language/Literacy Instruction

DESCRIPTION: Provides tutoring for adult learners needing assistance in reading, writing and speaking English.

ELIGIBILITY: Adults age 18+ who have low level reading and writing skills (0-6th grade) or have limited English proficiency

FEE: No fee

APPLICATION: Call for an interview

NEW LONDON PUBLIC SCHOOLS, ADULT AND CONTINUING EDUCATION

Shaw's Cove Three, New London, CT 06320

(860) 437-2385/ web: www.newlondonadulted.org

DESCRIPTION: Offers General Interest Adult Education Programs, Citizenship Preparation, English for Limited English

Proficient, basic academic skills, GED preparation classed (English and Spanish) and High School credit diploma programs

ELIGIBILITY: Residents of Lyme, Montville, New London, Old Lyme, Waterford

FEE: Varies

OPPORTUNITIES INDUSTRIALIZATION CENTER (OIC) OF NEW LONDON COUNTY

106 Truman Street, New London, CT 06320

(860) 447-1731

Email: info@oicncl.org/ web: www.oicncl.org

SITE HOURS: M-F: 8:30am-4:30pm

Job Opportunities and Basic Skills Certification Program

DESCRIPTION: Job training programs and employment preparation services for people who are economically disadvantaged, unemployed, and underemployed. Certified Nursing Aid training is available, as is training for positions in culinary arts, clerical, computer and office technology and food services.

ELIGIBILITY: Ages 18+

FEE: Sliding fee

TRANSPORTATION SERVICES

DEPARTMENT OF MOTOR VEHICLES

173 Salem Turnpike, Norwich, CT 06360

(860) 887-2535

Email: dmv.phonecenter.ct.gov/ web: www.ct.gov/dmv

SITE HOURS: T, W, TH 7:45am-4pm, TH: 9:15am-5:30pm, Sat: 8am-12:30pm

DESCRIPTION: *DMV fill service offices issue new driver licenses to anyone age 16+ who passes the written and the driving tests, and processes driver license renewals.

*DMV photo license centers and DMV buses issue license renewals and renewals of non-driver IDs. Some DMV centers and buses have expanded services including registration renewals, duplicate registrations, and name changes due to marriage or divorce.

*AAA offices will issue license renewals with renewal form and with no changes to make. These AAA sites do not issue commercial driver's licenses, duplicate licenses, or licenses with endorsements. NOTE: AAA has the authority to charge a convenience fee for processing DMV transactions.

ELIGIBILITY: Age 16+; resident of Connecticut

FEE: Set fee

APPLICATION: *New Licenses: must complete all application forms, required driver training, and must pass a written test and an on-road driving test.

*License renewals and changes: must have all necessary forms completed, current license holders will receive renewal documents by US Mail; all other DMV forms available through DMV website.

EASTERN CONNECTICUT TRANSPORTATION CONSORTIUM

113 Salem Turnpike Suite 200, North Building, Norwich, CT 06360

(860) 859-5791/ (860)859-5794- Transportation requests

Web: www.ectcinc.com

SITE HOURS: M-F 8:30am-4:30pm

Eastern CT Travel Voucher Program

EASTERN CONNECTICUT TRANSPORTATION CONSORTIUM, con't:

DESCRIPTION: The Eastern CT Travel Voucher Program provides subsidized taxi, livery or wheelchair accessible rides to enrolled, eligible participants residing in eastern Connecticut. The purpose of this program is to provide an affordable, accessible transportation alternative when existing transit services are not able to meet their transportation need. This service will allow the individual greater flexibility to employment, healthcare facilities, shopping, education and other destinations.

ELIGIBILITY: Must have a physical or mental impairment that substantially limits one or more major life activities

FEE: Set fee

PAYMENT: Private pay

APPLICATION: Applications are available on the website, call for further information

Transportation to work/Rides for Jobs & Car-Based Solutions

DESCRIPTION: Offers transportation for individuals receiving assistance for employment related activities including job search, training, education, jobs, child care, and interviews. The most cost-effective means of transportation is utilized for each individual.

Care Based Solutions component of the program assists individual whose vehicle is used for employment with repairs or vehicle related incidentals (such as licenses, emissions, and registration) The program covers 90% of repair or incidental costs up to a maximum limit.

ELIGIBILITY: Eligible for TANF or TANF recipient;

FEE: No fee for initial services and for a limited time, set fees after time limit

APPLICATION: Agency referral only

DISABILITY SERVICES

BUREAU OF REHABILITATION SERVICES (BRS)

Shaw's Cove Six, New London. CT 06320

(860) 439-7686/ web: www.brs.state.ct.us

113 Salem Turnpike North Building, Suite 200- c/o Futureworks, Norwich CT 06360

(860) 859-5720

SITE HOURS: M-F: 8:30am-4:30pm

DESCRIPTION: Vocational rehabilitation assists people with significant physical or mental disabilities prepare for, find, or maintain employment.

ELIGIBILITY: Consumers as young as 14 with parents' approval with significant disabilities who require vocational rehabilitation services to succeed in employment; individuals who are blind or visually impaired apply for services at the Board of Education and Services for the Blind
FEE: Most services are free; however, clients may be asked to contribute to the cost of services delivered based on their employment plan.
APPLICATION: Apply at local BRS office

SENIOR RESOURCES-EASTERN CONNECTICUT

19 Ohio Avenue, Norwich, CT 06360
(860) 887-3561/ (800) 994-9422/ (800) 690-6998
Email: info@seniorresourcesec.org/ web: www.seniorresourcesec.org

Aging and Disability Resource Center

DESCRIPTION: Community Choices is the Aging and Disability Resource Center (ADRC) for Eastern Connecticut. The Center provides information for older adults and people with disabilities who are seeking long-term support services, benefits eligibility screening and employment assistance. Services include information counseling, short-term case management, help planning for future long-term supports and assistance applying for benefits.

THAMES VALLEY COUNCIL FOR COMMUNITY ACTION (TVCCA)

401 West Thames Street, Unit 201, Norwich, CT 06360
(860) 425-6542/ (860) 425-6574-Housing & Shelter Services
Web: www.tvcca.org

SITE HOURS: M-F: 8am-4pm

Low income/Subsidized Private Rental Housing

DESCRIPTION: RAP and Section 8 programs provide rental subsidies for disabled adults ages 18-61. Subsidies are provided for housing in Bozrah, Brooklyn, Canterbury, Chaplin, Colchester, East Lyme, Franklin, Griswold, Groton, Hampton, Killingly, Lebanon, Ledyard, Lisbon, Montville, New London, North Stonington, Norwich, Plainfield, Pomfret, Preston, Putnam, Salem, Scotland, Sprague, Sterling, Stonington, Thompson, Voluntown, Waterford and Woodstock.

ELIGIBILITY: Income/asset restrictions adults with disabilities age 18+

APPLICATION: RAP and Section 8 subsidized rent programs are administered for DSS by John D'Amelia and Associates in Waterbury. D'Amelia subcontracts with TVCCA to administer the program in New London County.

NOTE: Waiting list may be full, call for information.

ELDERLY SERVICES

CITY OF NEW LONDON SENIOR CENTER

120 Broad Street, New London, CT 06320
(860) 447-5232/ web: www.ci.new-london.ct.us
SITE Hours: M-F 8am-3:30pm

DESCRIPTION: Senior center provided transportation to/from the senior center, grocery shopping, trips and errands. Also provides escort medical transportation.

ELIGIBILITY: Resident of New London, Age 55+

APPLICATION: Reservation required

SENIOR RESOURCES- AGENCY ON AGING- EASTERN CONNECTICUT

19 Ohio Ave, Norwich, CT 06360
(860) 887-3561/ (800) 994-9422/ (800) 690-6998
Email: info@seniorresourcesec.org/ web: www.seniorresourcesec.org

Aging and Disability Resource Center

DESCRIPTION: Community Choices is the Aging and Disability Resource Center (ADRC) for Eastern Connecticut. The Center provides information for older adults and people with disabilities who are seeking long-term support services, benefits eligibility screening and employment assistance. Services include information counseling, short-term case management, help planning for future long-term supports and assistance applying for benefits.

THAMES VALEY COUNCIL FOR COMMUNITY ACTION (TVCCCA)

401 West Thames Street, Unit 201, Norwich, CT 06360-7155

(860) 425-6603/ web: tvcca.org

SITE HOURS: M-F 8am-4pm

Senior Community Service Employment Program/ Title V

DESCRIPTION: Training and part time employment at nonprofit and public agencies for older adults ages 55+ whose income is at or below 125% of the Federal poverty level.

ELIGIBILITY: Ages 55+, income at or below 125% federal poverty level, resident of New London County

FEE: No fee

VETERAN'S SERVICES**NEW LONDON HOMELESS HOSPITALITY CENTER-PROJECT HOME**

51-5553 Mountain Ave, New London, CT 06320

(860) 439-1573/ web: www.nlhhc.org

DESCRIPTION: Project Home provides transitional housing for veterans who are struggling with mental health or substance abuse issues or who have been unemployed for a long time. The program helps residents with finding a job and accessing veterans' services. Veterans can stay for up to two years but the goal is to get them into their own apartment quickly.

NORWICH VETERAN CENTER

2 Cliff Street 3rd Floor, Norwich, CT 06360

(860) 887-1755

SITE HOURS: M-F: 8:45am-4:45pm

Benefits Assistance

DESCRIPTION: Assists with applications for veteran benefits and services

ELIGIBILITY: Veterans and families of veterans

FEE: No fee

DOCUMENTS: Proof of veteran status

NORWICH VETERAN CENTER, con't:**General counseling services**

DESCRIPTION: Mental health counseling for veterans and their families. The counseling focuses on delayed stress, also known as post-traumatic stress disorder, substance abuse, sleep disorders and self-esteem.

ELIGIBILITY: veterans (must have served in a combat zone or have a military sexual trauma)

Veteran Reintegration Counseling

DESCRIPTION: readjusting counseling for veterans who served in combat zones or experiences military sexual trauma

US DEPARTMENT OF VETERANS AFFAIRS-CONNECTICUT HEALTHCARE SYSTEM

950 Campbell Ave, West Haven, CT 06516

866-808-7921, (203) 932-5711/ (877)222-8387- National # for referral to closest facility & medical benefits info

Web: www.connecticut.va.gov

AGENCY DESCRIPTION: Federal veteran medical center provides inpatient and outpatient medical, rehabilitative and psychiatric services, detoxification and substance abuse treatment, and community based social services for any veteran with an honorable discharge and either 90 days of active duty served prior to 1980 or 24 months active duty served after 1980. Inpatient care is centralized at the West Haven Medical Center and outpatient services are offered at West Haven, as well as at the Newington Campus and community based outpatient clinics. Specialized treatment programs include inpatient rehabilitation for veteran who are blind, specialized health care for female veterans, geriatric assessment and counselling for older veterans, and outreach to veterans who are homeless and veterans with chronic mental illness. The Errera Community Care Center offers community based mental health services including psychiatric and substance abuse outpatient and day treatment programs, psychosocial and vocation rehabilitation, transitional and permanent housing options, and employment services.

PARENTING/CHILDCARE SERVICES

ADVENTIST COMMUNITY SERVICES OF CONNECTICUT

152 Bloomingdale Road, Waterford, CT 06375

(860) 442-7258

DESCRIPTION: Offers baby clothing, baby items, including baby wipes, bottles and diapers, paper products including paper towels and toilet tissue, persona care supplies, including soap, razors, deodorant, toothpaste, and tooth brushes, cleaning products, towels, linens, and bedding to individuals and families in need.

ELIGIBILITY: Individual or family in need

FEE: No fee

APPLICATION: leave message on answering machine

BIRTHRIGHT

300 State Street, Room 317, New London, CT 06320

(860) 443-6205/ 800-550-4900- national Hotline

Web: www.birthright.org

DESCRIPTION: Pregnancy counseling service for pregnant girls and women who are concerned about an unexpected pregnancy. Offers free pregnancy testing, counseling, information and services (or referrals to services) that support continuing the pregnancy and either parenting the baby or placing the baby for adoption.

FEE: No fee

CATHOLIC CHARITIES

331 Main Street, Norwich, CT 06360

(860) 889-8346/ web: www.ccfsn.org

SITE HOURS: M-F: 8:30am-4:30pm

Parent Support Group

DESCRIPTION: Offers a support group for parents of any age child

FEE: No fee

APPLICATION: Call to register

Parenting Works

DESCRIPTION: Support and education group for expectant moms and dads and parents with infants and toddlers meet in six-week sessions.

ELIGIBILITY: Expectant moms and dads and parents with infants and toddlers

FEE: No Fee

APPLICATION: Call to register

DEPARTMENT OF CHILDREN AND FAMILIES

2 Courthouse Square, Norwich, CT 06360

(860) 886-2641/ (860) 885-2423 Director's Office

Child Abuse and Neglect CARELINE: 800-842-2280/ www.ct.gov/dcf

AGENCY DESCRIPTION: State agency provides direct as well as funded services to children, youth and families in Connecticut. Major program areas are child protective services, adoption services, family foster care, prevention services, mental health services, substance abuse services, juvenile justice services, and grants to community service providers. The department serves clients through 14 area offices as well as through several institutions, including Connecticut Juvenile Training School and Albert J. Solnit Center- North & South Campus.

DESCRIPTION: DCF investigates all reports of child abuse and/neglect, and will work with families to avoid out-of-home placements for children when possible, but will place children in alternate living arrangements when necessary to protect their health and safety.

ELIGIBILITY: Children age 0-17 are protected

FEE: No fee

MADONNA PLACE

240 Main Street, Norwich, CT 06360

(860) 886-6600 Voice/ web: www.madonnaplace.org

SITE HOURS: M-F 9am-4:40pm; additional hours for special programming and appointments

Clothing and Baby items for families with Infants/Children

DESCRIPTION: The donations room has adult and children's clothing, toys, books, high chairs, swings, bouncies, and household goods for parents of infants or children. Items are not always available; availability depends on donations received. Items are first come, first served and change daily. For specific items, call ahead.

ELIGIBILITY: Financial need

FEE: No fee

OTHER INFORMATION: Car seats and cribs are not available

Parent/Child activity Groups

DESCRIPTION: Offers infant and toddler playgroups on a weekly basis. The groups are for the children and parent to enjoy free play and socialize with each other. To register and reserve a space or for additional information call Wendy.

PLANNED PARENTHOOD OF SOUTHERN NEW ENGLAND (PPSNE)

45 Franklin Street, New London, CT 06320

(860) 443-5820/ web: plannedparenthood.org/Connecticut

SITE HOURS: M: 8:30am-7pm; T, W: 8:30am-5pm; TH: 8:30-11:30am; F: 8:30am-4pm; Sat: 8:30am-12:30pm (1st and 3rd Sat/month); Answering Service 24hr/7days

12 Case Street, Norwich, CT 06360

(860) 889-5211/ web: plannedparenthood.org/Connecticut

SITE HOURS: M, W, F: 9am-5pm; T: 11am-7pm; TH: 9am-7pm; Sat: 8am-2pm; Answering Service 24hr/7days

DESCRIPTION: Statewide family planning agency provides comprehensive reproductive health services for adolescents and adults. Services including pregnancy testing, options counseling, contraception, counseling and sex education. Health screening including HIV testing, Pap smears, vaccinations, including HPV and Hepatitis B, and HIV/STD testing are available. Selected offices provide pregnancy terminations and surgical procedures. Through the Breast and Cervical

Cancer Early Detection program, the agency provides free screenings for breast and cervical cancer for women ages 40+ who are income eligible. The Askable Parent Program teaches strategies for creating a comfortable environment for parent/child discussions of sexuality and reproduction.
FEE: Sliding scale

EMERGENCY HOUSING

COVENANT SHELTER OF NEW LONDON

42 Jay Street, New London, CT 06320

(860) 443-0537

Email: covenantshelter@sbcglobal.net/ web: www.covenanysshelter.org

SITE HOURS: Administration and Case management: M-F: 8am-4pm

DESCRIPTION: Emergency shelter for single adults and families consisting of a single parent with children (newborn to age 17); intake hours vary; referrals accepted 24 hours/7 days. Maximum stay is 30 days for individuals and 90 days for families. Meals, case management and other support services are provided for shelter residents.

*Shelter is not wheelchair accessible * Shelter accepts pregnant women (early-midterm) *Shelter accepts women with newborn infants* shelter accepts adults who have been detoxed.

ELIGIBILITY: Single adults (18+); pregnant women; single parent with children (newborn- age 17)

FEE: \$4 per night for single; 15% of family income for families; clients with an income are expected to reimburse the shelter for services.

COVENANT SHELTER OF NEW LONDON, con't:

APPLICATION: The shelter participates in a unified intake for families, which requires that all families call 211 to complete a telephone referral. Single adults must call the Shelter directly for a telephone referral. Walk-ins are not accepted.

NEW LONDON HOMELESS HOSPITALITY CENTER- SAINT JAMES SHELTER

76 Federal Street, St. James Episcopal Church, New London, CT 06320

(860) 439-1573/ (860)-701-0574 after 6:30pm

www.nlhhc.org

SITE HOURS: Homeless shelter hours: daily 7pm-7am

DESCRIPTION: Overnight shelter for individuals or couples (no families) from 7pm-7am. Snacks are available at the shelter; Free breakfast is available down the street. The shelter is for people from New London County or people with a connection to New London County ONLY. Anyone wishing to utilize the shelter must first go to the New London city Police Department to obtain clearance, then bring the clearance to the shelter for admission. Anyone with a history of violence may be denied admission to the shelter. The Police Department will attempt to resolve any outstanding warrants as quickly as possible to allow use of the shelter.

ELIGIBILITY: People from New London County or people with a connection to New London County ONLY

APPLICATION: First come, first served; New London Police clearance required

OTHER INFORMATION: A connection to New London county includes family members who currently reside in New London or a person who lived in New London recently.

THAMES VALLEY COUNCIL FOR COMMUNITY ACTION- HOME AGAIN PROJECT

401 West Thames Street, Unit 201, Norwich, CT 06320

(860) 425-6542/ (860) 425-6574 Housing and Shelter Services/ (860) 425-6576 after hours' number for shelter

Web: www.tvcca.org

SITE HOURS: M-F: 8am-4pm

DESCRIPTION: The Home Again Project provides emergency housing for families with at least one child under 18. The goal of the program is to rapidly re-house families back into the community within 30 days. Residents of New London County may gain access to the program by calling 211.

ELIGIBILITY: Families consisting of at least one adult and one child under 18 years old

FEE: Program fee- 15% of income per week

APPLICATION: Dial 211

OTHER INFORMATION: A case manager works with each family to identify resources and to assist in the housing search

SUPPORTIVE HOUSING

BETHSAIDA COMMUNITY

Katie Blair House

117 Cliff Street, Norwich, CT 06360

(860) 886-5982/ web: www.bethsaidact.org

SITE HOURS: M-F: 9am-5pm

DESCRIPTION: The Katie Blair House offers a supportive home environment for homeless women with no children. On-site staff provides assistance with personal goal development and linkage to community services while residents prepare for independent living. A structured program addresses physical and emotional health, relationship skills, mutual support, budgeting, time management, cooking and shopping skills, education and employment. Residents share meal preparation and housekeeping responsibilities. Length of stay varies usually from six months to two years.

ELIGIBILITY: Ages 21+; Single women; Homeless; capable of achieving independent living within two years

FEE: Monthly rent based on income

BETHSAIDA COMMUNITY, con't:

APPLICATION: Agency referrals preferred; initial interview required; application available on the website

Flora O'Neil Supportive Apartments

103 Cliff Street, Norwich, CT 06360

(860) 886-5982/ web: www.bethsaidact.org

SITE HOURS: M-F: 9am-5pm

DESCRIPTION: The Flora O'Neil Supportive Apartments offer permanent housing for homeless women or women leaving transitional living arrangements. Supportive services are offered on site. Two of the apartments can accommodate a woman with one child.

ELIGIBILITY: Ages 21+; Single woman; homeless or in transition; stable income

FEE: Monthly rent based on income

APPLICATION: Application available on the website

MARTIN HOUSE

401 West Thames Street, Building 700, Norwich, CT 06360

(860) 889-6150/ web: www.martinhousect.org

SITE HOURS: M-F: 9am-5pm

DESCRIPTION: Residential program for adults of low income who have experienced mental illness or who are recovering from drug or alcohol abuse or who are homeless. Each resident has an individual room and shares all other accommodations. Successful applicants must have six months clean and sober time in a non-confined setting. Residents must also be able to take care of their own personal (self-care) needs and engage in personal relationships with other adults. Residents must participate in a recovery plan to increase their independence and financial security. Additional services include medication monitoring, adult education, career services, referrals for physical and behavioral health needs and care management. The program is staffed 24 hours, 7 days. Length of stay is flexible.

ELIGIBILITY: Single adults ages 18+; low income

MARTIN HOUSE, con't:

FEE: Program fee includes room and board

APPLICATION: Self-referral or provider referral; interviews are scheduled only when there is a vacancy or anticipated vacancy

OXFORD HOUSE OF NEW LONDON

15 Steward Street, New London, CT 06320-4924

(860) 437-1323

Email: director@ctoxfordhouse.org/ web: ctoxfordhouse.org

DESCRIPTION: Self-supported, structured group residences for individuals recovering from alcohol or substance addiction

ELIGIBILITY: Age 18+; completed a 10-day detox or 14-28-day rehab program; must maintain sobriety

FEE: Set rent; residents purchase their own food

APPLICATION: For vacancy information, call the toll-free number to hear recording; leave name and phone number for a call back. Callers may give an assumed name if they do not want to give their real name, but must leave information that will make it possible for the local Oxford House director to contact them.

NOTE: Calls made from blocked lines do not hear the recording; instead the caller must leave their name/number for a call back.

SOUND COMMUNITY SERVICES-PILOTS HOUSING PROGRAM

21 Montauk Ave, New London, CT 06320

(860) 439-6458 Case Management/ (860) 439-6401 Supportive Housing

Web: www.soundcommunityservices.org

DESCRIPTION: Pilots is a supportive housing program offering intensive case management and affordable housing opportunities to homeless individuals with mental illness and/or substance abuse issues. The program encourages the use of community-based services to ensure successful independent living.

ELIGIBILITY: Ages 18+; Psychiatric and/substance abuse diagnosis; homeless; income at or below 50% of area median income

FEE: Monthly rent

PAYMENT: Subsidies available for rent

OTHER INFORMATION: All program participants sign lease agreements with private landlords. Shelter Plus care certificates subsidize some of the units. Participants in the Shelter Plus Care program pay 30% of their household income to rent.

SOUTHEASTERN MENTAL HEALTH AUTHORITY

401 West Thames Street, Building 301, Norwich CT 06360

(860) 859-4500

Email: Cheryl.jacques@ct.gov/ web: www.ct.gov/dmhas

SITE HOURS: M-F: 8am-4:30pm

Shelter Plus Care Program

DESCRIPTION: Subsidized rent apartments for people who are homeless AND who have a history of psychiatric disability, substance abuse, dual diagnosis, or who are homeless and are HIV positive.

ELIGIBILITY: Ages 18+, must be homeless AND have a history of psychiatric disability, substance abuse, or dual diagnosis; or must be homeless or at risk of homelessness AND HIV positive.

APPLICATION: Must apply with and be approved by a case manager who then advocates for the client

THAMES RIVER COMMUNITY SERVICE

One Thames River Place, Norwich, CT 06360

(860) 887-3288/ web: www.trfp.org

SITE HOURS: M-F: 8am-4:30pm

Thames River Family Program

DESCRIPTION: Transitional living and case management for families headed by mothers who are ages 18+, homeless and economically disadvantaged. Emphasis is placed on an individualized family plan, skills for tenancy, and community responsibility. Support services include on site child care center and assistance with problem solving for self-sufficiency. Maximum length of stay is two years.

THAMES RIVER COMMUNITY SERVICE, con't:

ELIGIBILITY: Homeless, substance free for six months, mothers: Ages 18 + and their children ages 0-11 (maximum of 4 children)

FEE: Sliding fee

APPLICATION: Application by a referral agency

Thames River Supportive Housing

DESCRIPTION: The supportive housing program provides nine permanent scattered site housing units with rental certificates and supportive services, including employment services for formerly homeless families.

ELIGIBILITY: Homeless families

FEE: Rent is 30% of income

APPLICATION: Referral from a shelter or transitional living program; self-referral if living in conditions not meant for human habitation

FOOD STAMPS

DEPARTMENT OF SOCIAL SERVICES OF NORWICH

401 West Thames Street, Building 102, Norwich CT 06360

800-473-8909/ (860)823-5000- M,T,F: 8am-4pm; W,Th: 8am-noon (PMs-emergencies only)

Email: sregion.dss@ct.gov/ web: www.ct.gov/SNAP

SITE HOURS: M, T, F: 8am-4pm; W, Th: 8am-noon (W, Th afternoons: emergencies only)

DESCRIPTION: The federal and state funded food Stamps/ SNAP program provides eligible households the means to buy food. In Connecticut, families use an EBT card to buy food from authorized retail food stores. The amount of SNAP benefits a household can receive depends on income, number of people in the household and certain deductible expenses.

EXPEDITED FOOD STAM/SNAP: SNAP applicants can receive their benefit within 7 days if income is less than \$150 per month with less than \$100 in liquid assets, OR if monthly rent/mortgage plus utilities are more than total monthly income plus liquid assets.

ELIGIBILITY: To receive SNAP benefits in Connecticut, household income and other resources have to be under certain limits and are reviewed. For some households, there is also an asset limit.

APPLICATION: Apply in person at DSS offices and sub-offices. OR obtain an application form, fill it out, sign and date it, and then mail it (with the required documentation) to the appropriate DSS office. The personal interview that is required can be done by phone once the DSS worker has received the application.

DOCUMENTS: Picture ID, Proof of address, social security cards and birth certificates for all household members, proof of income/assets, proof of citizenship or legal residency, proof of housing and utility expenses; Persons age 60+ or disabled can show medical bills to reduce applied income amount; Persons paying for child care can show child care expenses to reduce applied monthly income amount.

EXPEDITED SNAP: ID is the only document required for the first month's benefit; if applicant has no ID, DSS worker should try to call someone who knows applicant to prove ID; client must provide Social Security numbers before the next month's benefit is granted.

END HUNGER CT!

(860) 560-2100- 102 Hungerford Street, Hartford, CT 06106

Web: www.endhungerct.org/ web: www.ctfoodstamps.org

DESCRIPTION: End Hunger CT! provides SNAP outreach in New London county. Outreach workers assist clients with prescreening for SNAP benefits and conduct workshops and presentations with clients.

UNITED COMMUNITY AND FAMILY SERVICES- SNAP OUTREACH PROGRAM

47 Town Street-UCFS Health Center, Norwich, CT 06360

(860) 822-4353-Lilith McKee/ (860) 822-4222-Lourdes Rivera Colon

Email: lmckee@ucfs.org

DESCRIPTION: Provides assistance with food stamps eligibility questions, benefits pre-screening, problems with applications or other issues related to the SNAP program

FEE: No fee

SOUP KITCHENS**THE NEW LONDON COMMUNITY MEAL CENTER**

12 Montauk Ave, New London, CT 06320

(860) 444-7745/ web: www.nlcommunitymealcenter.org

SITE HOURS: manage/Cook: M-F: 8am-4pm; Assistant manage M-F: 11:30am-1:30pm, 3:30-6:30pm; Sun: 3:30-6:30pm

DESCRIPTION: Serves two free hot meals daily (Monday through Friday) and dinner on Sunday at the New London Community Meals Center at 12 Montauk Ave. in new London. A Saturday meal is serves on a rotating basis.

FEE: No fee

Application: Call to verify times and locations

FOOD PANTRIES**ADVENTIST COMMUNITY SERVICES OF CONNECTICUT**

152 Bloomingdale road, Waterford, CT 06375

(860) 442-7258

DESCRIPTION: Offers non-perishable food, paper products including paper towels and toilet tissue, personal care supplies, including soap, razors, deodorant, toothpaste and tooth brushes, cleaning products, towels, linens, and wedding to individuals and families in need.

FEE: No fee

APPLICATION: Leave message on answering machine

CATHOLIC CHARITIES

28 Huntington Street, New London, CT 06320

(860) 443-5328/ web: www.ccfsn.org

331 Main Street, Norwich, CT 06360

(860) 889-8346

SITE HOURS: M-F: 9am-4pm

DESCRIPTION: Offers a 3-day supply of groceries depending on need and size of family. There is a one-time per month limit unless the family is in a severe crisis situation.

ELIGIBILITY: Low income

FEE: No fee

APPLICATION: Must complete 4-page application form

CENTRAL BAPTIST CHURCH SOUP KITCHEN

2 Union Square, Norwich, CT 06360

(860) 889-8313

DESCRIPTION: Food pantry offers a 3-day supply of food to individuals and families in need. Hours: Th 9am-noon

APPLICATION: referral from Norwich Human Services or clergy is required

CENTRO DE LA COMUNIDAD

109 Blinman Street, New London, CT 06320

(860) 442-4463

SITE HOURS: M: 8:30am-1pm, 5-9pm; T, Th: 9am-2pm

DESCRIPTION: Issues for vouchers for individuals and families who are in a food crisis situation. The food vouchers are redeemable only at the New London Area Food Pantry. No more than one voucher a month will be issued.

ELIGIBILITY: Income guidelines

FEE: No fee

CITY OF NEW LONDON SENIOR CENTER

120 Broad Street, New London 06320

(860) 447-5232/ web: www.ci.new-london.ct.us

SIYE HOURS: M-F: 8am-3:30pm

DESCRIPTION: Food pantry for residents of new London in need open most Tuesdays and Fridays at 12:30pm.

FEE: No fee

APPLICATION: Call before visiting food pantry for the first time

JEWISH FEDERATION SENIOR AND COMMUNITY SERVICES

28 Channing Street, New London 06320

(860) 444-6333/ (860) 442-5025/ (860) 442-8062

Web: www.jfec.com

SITE HOURS; M-F: 9am-5pm

DESCRIPTION: Issues food vouchers for individuals and families who are in a good crisis situation. The food vouchers are redeemable only at the New London area food Pantry. No more than one voucher a month will be issued. Some basic food items are also available at the agency office.

ELIGIBILITY: Income guidelines

FEE: No fee

NEW LONDON AREA FOOD PANTRY

106 Truman Street, OIC Building, New London 06320

(860) 443-6680

SITE HOURS: M:2-4pm; TH: 10am-noon

DESCRIPTION: Food vouchers redeemable for a three-day supply of food at the food pantry are provided by local social service agencies to individuals and families in need.

FEE: No fee

APPLICATION: Referral from B.P Leaned Mission, Centro de la Comunidad, Drop-in learning center, Jewish Federation Senior and Community Services or TVCCA required

SAINT VINCENT DE PAUL PLACE

120 Cliff Street, Norwich 06360

(860) 889-7374

Email: svdpp@sbcglobal.net/ web: www.svdpp.org

SITE HOURS: M-F: 8am-3:30pm; Sat: 8am-2pm

DESCRIPTION: Emergency food distributed weekly to individuals and families in need.

ELIGIBILITY: Resident of Greater Norwich area

APPLICATION: no referral is needed; walk-in M, W: 1:30-3:30pm; Sat: 9-11am

SALVATION ARMY-NEW LONDON CORPS COMMUNITY CENTER

11 Governor Winthrop Blvd, New London CT 06320

(860) 443-6409

Email: Miriam.rader@use.salvationarmy.org/ web: www.sanewlondon.org

SITE HOURS: M-F: 9am-4pm

DESCRIPTION: Free or low cost food is available for people who have had a disruption in family income. There is a limit of six times per calendar year. Hours: M, W, F by appointment

ELIGIBILITY: Any family in an emergency situation

APPLICATION: Call for appointment

DOCUMENTS: Photo ID, receipts from any payments of the month

THAMES VALLEY COUNCIL FOR COMMUNITY ACTION (TVCCA)

79 Huntington Street, New London, CT 06320

(860) 425-6607/ web: www.tvcca.org

SITE HOURS: M-F: 8am-4pm

DESCRIPTION: The New London site provides food vouchers for individuals or families in a food crisis situation. The vouchers can be used only at the New London area food pantry. No more than one voucher a month will be issued.

ELIGIBILITY: Income guidelines

CLOTHING (FREE OR LOW COST)

CATHOLIC CHARITIES

331 Main Street, Norwich, CT 06360

(860) 889-8346/ web: www.ccfns.org

SITE HOURS: M-F: 8:30am-4:30pm

DESCRIPTION: Norwich site has a very limited amount of vouchers for clothing that are available one time per season for families in need. The vouchers are redeemable at the Goodwill Thrift Store

ELIGIBILITY: Low income

FEE: No fee

EASTER SEALS GOODWILL

201 Salem Turnpike, Norwich 06360

(860) 204-0018/ web: eastersealsgoodwill.org

664 Long Hill Road, Groton, CT 06340

(860)448-6400

SITE HOURS: m-Sat: 9am-9pm; Sun: 9am-6pm

DESCRIPTION: Clothing, furniture and household items available at low-cost, no large appliances available

FEE: varies

NOTE: Clothing vouchers may be obtained through Department of Correction Job Center counselors

HABITAT FOR HUMANITY

82 Boston Post Road, Route 85, Waterford, CT 06385

(860) 437-3422

Email: restore@habitatsect.org/ web: www.habitatsect.org

SITE HOURS: Th-Sat 10am-6pm; Sun 10am-4pm

DESCRIPTION: Home goods and building supply thrift store offers gently used furniture and building supplies, such as cabinet doors and architectural details, at low prices (30-50% off retail). All proceeds go toward the construction of habitat homes in the local habitat area.

HOMEWARD BOUND TREASURES THRIFT STORE

35 Golden Street, New London, CT 06320

(860) 444-8800/ email:homewardbound35@yahoo.com

SITE HOURS: T-Sat: 12-6pm

DESCRIPTION: Thrift store offers furniture, appliances, electronics, computers and other goods (no clothing) at low prices. All items are sold as available. Delivery of purchases can be arranged. Proceeds are used to support homeless programs

FEE: Delivery charge may apply if outside New London area

PAWCATUCH NEIGHBORHOOD CENTER

27 Chase Street, Pawcatuck, CT 06379

(860) 599-3285

Email: victi@the-pnc.org/ web: www.the-pnc.org

SITE HOURS: M-F: 8:30am-4pm

DESCRIPTION: Free seasonal clothing and linens (sheets, blankets, pillows) at the Career and Casual Clothing Closet. Clothing supply is dependent upon donations.

SALVATION ARMY FAMILY THRIFT STORE

170 Bane Street, New London, CT 06320

(860) 44-1116/ web: www.satruck.com

SITE HOURS: M-Sat 9am-5pm

DESCRIPTION: Used clothing and household items sold to benefit the Salvation Army Rehabilitation Centers.

MULTIPLE-SERVICE AGENCIES

COMMUNITY ACTION AGENCY

New London Thames Valley Council for Community Action (TVCCA)

83 Huntington Street, New London

(860) 444-0006

DESCRIPTION: Provides job training, education, child day care, energy assistance, housing criminal justice intervention, mental health, food commodities, homeless services, retired senior volunteer programs, and nutritional programs

ELIGIBILITY: Low-income

SALVATION ARMY

11 Governor Winthrop Blvd, New London 06320

(860)-443-6409/ web: www.salvationarmyct.org

262 Main Street, Norwich 06360

(860) 889-2329

DESCRIPTION: Services include family shelters, specialized support programs, drug and alcohol rehabilitation centers, thrift stores and clothing banks, soup kitchens and feeding/nutrition programs.

