

TOWN OF MANCHESTER



HUMAN SERVICES DIRECTORY 2023 - 2024 Edition

A publication of
Manchester Senior, Adult & Family Services

Any questions or comments about this
Human Services Directory
should be directed to
Senior, Adult & Family Services.
Kim Sullivan 860-647-3096
kims@manchesterct.gov

THIS DIRECTORY IS ALSO AVAILABLE ON-LINE
manchesterct.gov/safs



Manchester Customer Service

The Customer Service & Information Center is Manchester's one stop shop for the answers you need about local government and community life. Stay informed about events and happenings in the Town of Manchester by signing up for Manchester Matters e-mail. Open Monday through Friday from 8:30am - 5pm. We are the second office on the left when entering from the rear parking lot.

860-647-5235

manchesterct.gov/CustomerService





EMERGENCY 24 HOUR PHONE NUMBERS

Police / Medical / Fire	911
Child Abuse Neglect Hotline	1-800-842-2288
Domestic Violence Hotline * Local Manchester Office	1-888-774-2900 860-645-4033
Emergency Mobile Psychiatric Services for Children	211
Infoline—FREE information & Referral Service	211
HOMELESSNESS / Emergency Shelter	211
Mental Health Crisis / Commu- nity Health Resources (CHR)	1-877-884- 3571
Poison Control	1-800-222-1222
Protective Services for the Elderly (60+)	1-888-385-4225 nights & weekends 211
Runaway Safe Line	1-800-786-2929
Sexual Assault Hotline	1-888-999-5545 English 1-888-568-8332 Español
Suicide Hotline / Veterans Crisis Line <i>Crisis Text Line 741741</i>	1-800-273-8255 or 988



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TOWN DEPARTMENTS

<u>DEPARTMENT</u>	<u>PHONE #</u>	<u>DEPARTMENT</u>	<u>PHONE #</u>
Assessor's Office	860-647-3016	Lead Questions	860-647-3106
Attorney, Town	860-647-3132	Library/Mary Cheney	860-643-2471
Board of Directors	860-647-3130	Library/Whiton	860-643-6892
Board of Education	860-647-3442	Neighborhoods & Families	860-647-3089
Building	860-647-3052	Parks	860-647-3222
Cemetery	860-647-3081	Planning	860-647-3044
Collector of Revenue	860-647-3018	Police/Routine	860-645-5500
Customer Service	860-647-5235	Probate Court	860-647-3227
Emergency Management	860-647-5259	Public Works	860-647-3067
Engineering	860-647-3152	Recreation	860-647-3084
Fire Department/ Routine	860-647-3266	Registrar of Voters	860-647-3025
Fire—8th Utilities/ Routine	860-643-7373	Sanitation	860-647-3200
General Manager	860-647-3123	Senior Adult & Family	860-647-3096
Health	860-647-3173	Senior Center	860-647-3211
Highway	860-647-3233	Town Clerk	860-647-3037
Human Resources	860-647-3126	Water & Sewer	860-647-3115
Human Services	860-647-3092	Youth Services	860-647-5213



FREQUENTLY ASKED QUESTIONS

Question:	How do I obtain a BIRTH CERTIFICATE ?
Answer:	Town Clerk located in Town Hall 860-647-3037
Question:	How do I report a POT HOLE ?
Answer:	Use our “ MARK IT ” citizen's reporting tool on the town website or call 860-647-5235
Question:	Where do I get a BUILDING PERMIT ?
Answer:	The Building Department located on the 2nd floor of Lincoln Center 860-647-3052
Question:	What types of RECREATION PROGRAMS are offered through the town?
Answer:	Visit the town website to view the Parks & Recreation catalog, or call Recreation 860-647-3084
Question:	Who can answer questions about TRASH, RECYCLING and LEAF COLLECTION ?
Answer:	The Sanitation Department 860-647-3200
Question:	How can I learn about what’s GOING ON IN TOWN ?
Answer:	Visit the TOWN CALENDAR or sign up for MAN-CHESTER MATTERS email, on the town website or, by calling 860-647-5235
Question:	How do I find out what I PAID IN TAXES
Answer:	Call the TAX COLLECTOR at 860-647-3018 or you can check on the town website
Question:	I moved, do I need to re-register to VOTE ?
Answer:	Yes, contact the Registrar of Voters at 860-647-3025 or visit the website.



BEHAVIORAL HEALTH

<p>Access Line for Substance Abuse Disorders for heroin and alcohol, provides detox info and free transportation. For crack and cocaine they provide rehab information. They have walk-in assessments and Narcan education.</p>	<p>1-800-563-4086</p>
<p>Celebrate Recovery meets Thursdays at 218 Main St. in Manchester. Meeting runs from 7pm - 9pm contact by email: timothyloftus@yahoo.com or profdave8@cox.net</p>	<p>860-205-3957 Tim</p> <p>860-432-8251 Dave</p>
<p>Community Child Guidance Clinic</p>	<p>SEE PAGE 15</p>
<p>Community Health Resources (CHR) provides comprehensive mental health and addiction treatment and support services to residents of central and eastern Connecticut. New patient walk-in hours start Mon - Thur 8am first come first served. Call to report a mental health crisis or to access services 24 hours a day. Also sponsors “The HUB” SEE PAGE 14</p>	<p>444 Center St. Manchester</p> <p>860-432-8775</p> <p>1-877-884-3571</p> <p>chrHealth.org</p>
<p>Connecticut alcohol & drug abuse hotline—24/7 Toll-free, Confidential</p>	<p>1-800-563-4086</p>
<p>Connecticut Clearinghouse is a resource center for information about: substance abuse, mental health disorders, prevention & health promotion, treatment and recovery, wellness and related topics.</p>	<p>1-800-232-4424</p> <p>CtClearinghouse.org</p>
<p>The Cove Center for Grieving Children provides hope & healing, and bereavement support for children, teens, & their families. (free service)</p>	<p>1-800-750-COVE 203-634-0500 CoveCt.org</p>



BEHAVIORAL HEALTH

<p>CT Addiction Medicine 63 E. Center Street 2B, Manchester <i>Open only on Tuesdays</i>—Addiction and chronic pain treatment. Outpatient detoxification, Medication Assisted Treatment (Suboxone & Vivitrol), Pain management, Counseling, Education and Group Support. <i>Accepts all major insurance including HUSKY and Medicare.</i></p>	<p>860-730-7100 <i>Manchester</i></p> <p>860-492-6400</p> <p>ctaddiction-medicine.com</p>
<p>CT Community for Addiction Recovery (CCAR) centralized resource for all things related to recovery /treatment programs/options, educ, support groups & peer support recovery coaching.</p>	<p>1-866-205-9770</p> <p>ccar.us</p>
<p>Department of Developmental Serv.</p>	<p>SEE PAGE 23</p>
<p>Department of Mental Health and Addiction Services (DMHAS) promotes & ad-ministers comprehensive recovery ori-ented services in the areas of mentalhealth treatment and substance abuse prevention treatment in CT. Two ways to access a listing of treatment beds:</p>	<p>860-418-7000 portal.ct.gov/dmhas CTmentalhealthservices.com ctaddictionservices.com</p>
<p>ECHN Child & Adolescent Behavioral Health Services provides medication management & psychiatric evaluations and therapy for children 3-18. Comprehensive mental health services are offered for adolescents 12–18. Services: partial hospital & intensive outpatient programs, a clinical day school, individual, family & group therapy & substance abuse group.</p>	<p>860-647-6827</p> <p>echn.org under services & Behavioral Health 860-647-6800 is the Behavioral Health Referral Line</p>



BEHAVIORAL HEALTH

ECHN Adult Ambulatory Behavioral Health Services outpatient, partial hospitalization, and intensive outpatient services. Treatment programs available day or evening. The services provided include individual or group therapy, couples & family counseling, addiction treatment, and older adult services focusing on loss, depression, as well as mood disorders. Most insurance plans are accepted and Patient Financial Services can help with assistance applications.

Referral Line
860-647-6800
860-533-3434

echn.org
 under services then Behavioral Health

Located at 150 North Main St.

Emmaus Health, LLC 945 Main Street Suite 205, Manchester—Holistic integrative approach to treating substance use disorder. Office-based detoxification and maintenance (Suboxone & Vivitrol) Accepts all major insurance including HUSKY.

860-553-3020

emmaushealth-llc.com

EMPS Mobile Crisis Intervention Service for Children/Youth provides emergency services including: mobile face to face response; 6 AM to 10 PM M-F and 1 PM to 10 PM on the weekends and holidays. Phone consultation and support for the remaining hours; Psychiatric and behavioral health assessment; medication consultation, assessment; behavioral management services, substance abuse screening and referral to services. EMPS Mobile Crisis delivers a range of crisis response for youth and their families.

211 press 1 then 1 or

empst.org

Serving clients 0 to 17 years and 18 or older if still in high school and school is requesting services.

Federal Substance Abuse & Mental Health Administration - for general information including information about mental and substance abuse disorders.

1-877-726-4727
samhsa.gov



BEHAVIORAL HEALTH

<p>Federal Substance Abuse & Mental Health Administration National Helpline National Helpline provides free and confidential referrals and information about mental and/or substance use disorders, prevention, treatment, and recovery in English & Spanish. This service is open 24/7, 365 days a year.</p>	<p>800-662-4357</p> <p>samhsa.gov/ find-help/ national- helpline</p>
<p>Greater Hartford Harm Reduction Coalition provides syringe exchange services, HIV testing and education, drug treatment access and referrals, and overdose prevention & education.</p>	<p>860-263-8720</p> <p>GHHRC.org</p>
<p>Hockanum Valley Community Council, Inc. (HVCC) is a mental health and substance abuse clinic offering counseling services, anger management and case management. Provides information to help clients connect to other services.</p>	<p>860-872-9825</p> <p>HvccHelps.org 27 Naek Road in Vernon</p>
<p>InterCommunity to safely detox clients from alcohol and/or drugs, provides education & motivation for referral. Open for admission 365 days/year - 24hrs/day depending on open beds.</p>	<p>860-569-5900 Ext 515</p> <p>intercommuni- tyct.org</p>
<p>Institute of Living for comprehensive patient care, research and education in the fields of behavioral, psychiatric and addiction disorders, anxiety disorders, child & adolescent services, Adult & Family services, Geriatric services, eating disorders, genetic services, mood disorders, psychiatric rehabilitation services, residential, day treatment, outpatient, schizophrenia treatment, TMS therapy.</p>	<p>860-545-7200 assessment</p> <p>1-800-673-2411</p> <p>Hartford Hospi- tal.org under locations</p>



BEHAVIORAL HEALTH

Mental Health Connecticut for legislative advocacy, educational programs, support groups & direct services to promote mental health, prevent mental illness and improve care/ treatment of persons with mental illness.

1-800-842-1501

MHConn.org

NAMI of Connecticut is a mental health organization. It provides advocacy, education, support & public awareness so all individuals & families affected by mental illness can build better lives.

860-882-0236

NamiCt.org

PATH – Projects for Assistance in Transition from Homelessness

Provides outreach & linkage to services for unsheltered homeless individuals who suffer from mental illness including those with co-occurring substance use disorders. Contact is Sherly Lambert.

860-730-8640

CHRhealth.org

slambert@chrhealth.org

Pathfinders Club offers group & peer support to people in recovery. A variety of meetings are held 7-days a week.

860-983-4804
102 Norman St.,
Manchester

ct-aa.org/

REACH Warmline is a peer to peer support telephone line for people feeling lonely, depressed or in need of someone to talk to. Evening hours 6-10pm

1-866-927-6225
365 days
chrhealth.org





BEHAVIORAL HEALTH

River East Day Hospital & Treatment Center provides intensive, structured clinical treatment for psychiatric & chemical dependency issues. Offering a young adult program for ages 18-25 and an evening program. Transportation provided to day programs for Manchester/Vernon residents if necessary.

860-858-4947

Natchaug.org
Under locations
****Accepts Medi-
caid, Medicare
& other insur-
ances.**

Root Center for Advanced Recovery provides comprehensive substance abuse & co-occurring disorder treatment at medication-assisted outpatient clinic to people with opiate dependency issues. Groups, peer support & individual counseling provided daily by appointment.

860-643-3210
Monday - Friday
5:30am - 4:00pm
Saturday
6:00am - 9:00am

rootcenter.org

Substance Abuse Access Line (SATEP)
Staff screen and refer callers to appropriate levels of care through conference calls with treatment providers.

1-800-563-4086
transportation
arranged if nec-
essary

Substance Abuse helpful websites
narcotics.com/
methadonecenters.com/
transitionalhousing.com/
detox.com
treatmentcentersdirectory.com/
disorders.org
rehab.org

Substance Prevention & Recovery Supports, Manchester Public Schools. Open to all Manchester public school students, provides counseling & education to students.

860-647-3521
Ext. 70114
Email:
[pPhillips@](mailto:pPhillips@mpspride.org)
mpspride.org



BEHAVIORAL HEALTH

TOIVO by Advocacy Unlimited offers classes, support groups, workshops and a mind/body focused wellness center where people can engage in recovery-based yoga, meditation, fitness and strength training, creative writing, expressive art, walk/run groups, nutrition workshops, drum circles and more. They hold that no one should be denied the benefits of yoga, meditation or any of their offerings based on socioeconomic standing, psychiatric history and or experiences with addiction.

860-296-2338

toivocenter.org

Volunteers in Psychotherapy a non-profit organization that provides truly private psychotherapy for no fee (or a low fee). Clients "pay for" their therapy by doing independent volunteer work for the charity of their choice.

860-233-5115

ctvip.org

THE HUB offers **SOCIAL REHABILITATION** through CHR by providing a safe and relaxed setting for adults coping with mental health and/or addiction related issues to interact socially in a recovery-orientated environment. Peer support groups and social and recreational activities are offered. Case management hours offered by appointment to assist clients with paperwork such as redetermination forms. Emergency Food Pantry stocked from **FOODSHARE** donations can be utilized once every 10 days. Computers, Sewing /Craft Room, Pre-voc/Vocational training, Cooking Group and more.

860-646-5995

CHRhealth.org
520 Center St
Manchester

Questions:
mnelson@chrhealth.org



CHILDREN/YOUTH SERVICES

Big Brothers/Big Sisters	SEE PAGE 100
Building Healthy Families located at 20 Hartford Rd., Manchester. They offer parenting workshops and parenting empowerment.	860-375-0121 Email: info@bhfct.org bhfct.org
Care 4 Kids is State funded, and provides child care financial assistance to Temporary Family Assistance recipients and eligible low-income working families.	1-888-214-5437 CTcare4kids.com
Child Care Services Infoline provides info on State-licensed child care providers & programs.	211 211ct.org
Community Child Guidance Clinic, Inc. a mental health agency offering a wide range of services for children up to 18 & their families including outpatient treatment, special education services for grades Pre-K through 8, home based interventions & intensive outpatient programming.	860-643-2101 CCGCIInc.org
Connecticut's Child Development Infoline provides info on the Birth to Three Program for children from birth to 36 months who have delays in development or disabilities; Help Me Grow , for pregnant women & children 0 - 8 who are at risk for developmental or behavioral concerns; and Ages & Stages Monitoring Program that answers questions on how a child is learning, behaving or developing from birth to age 5 and more...	1-800-505-7000 211ct.org under: Children and Families, Early care & educ.
The Cove Center for Grieving Children	SEE PAGE 8



CHILDREN/YOUTH SERVICES

Covenant to Care for Children works with faith and community based organizations to meet the needs of abused, neglected and/or impoverished children and teens. The Critical Goods Program supplies household furniture including new twin beds and donated clothing. The Children's Enrichment fund provides car seats, school uniforms and other items needed by children that are not provided by CCC's other programs.

860-243-1806

CovenanttoCare.org

Ask about their adopt a social worker program.

Department of Children & Families (DCF) protects children that are being neglected & abused, builds on existing community and family strengths to help children facing behavioral & emotional challenges, strengthens families through advocacy and support. They offer information on adoption, foster care, support groups, health related issues and more.

**860-533-3600
(Manchester)**

**1-800-842-2288
Hotline for
abuse/neglect**

[portal.ct.gov/
DCF](http://portal.ct.gov/DCF)

ECHN Child & Adolescent Behavioral Health Services

SEE PAGE 9

EMPS Crisis Intervention Service for Children/Youth

SEE PAGE 10

Family Child Care Providers' Association, provides training and support to licensed family child care providers. They offer referrals to parents in need of quality child care and pre-school.

860-218-8184

Family Development Center is administered through ECHN and provides a broad base of programs, parenting classes on various parent concerns, children's play groups and home visits if eligible.

860-533-2990

echn.org
under services
& parenting



CHILDREN/YOUTH SERVICES

Gentle Love Diaper Pantry a collective group of Manchester youth who have mobilized to take action against a prevalent social injustice within the community.	Gentleloved diaper-pantry.org
Grandparents Raising Grandchildren	SEE PAGE 91
Head Start a child development program that provides education, family support services, and health and nutrition services for preschool children from low-income families residing in Manchester.	860-647-3502 Registration: 860-647-5004 mpspride.org/ domain/181
Hispanic Health Council	SEE PAGE 41, 92
HUSKY Insurance	SEE PAGE 43
KIDSAFE CT Provides services for children birth to 18 & their families in the home, community or at their site. Programs: <u>Child First</u> for families with children up to age 5 dealing with the effects or stress and trauma; <u>Reunification and Therapeutic Family Time</u> provides intensive support services to children in DCF custody with the aim of safe, healthy reunification with a parent; <u>Supervised Visitation</u> monitors visits between non-custodial parents and their children to ensure the safety and well-being of children; <u>Multi-Systemic Therapy</u> works with youth 14-16 years old with multiple needs and problems and involvement with the judicial system; <u>Parent Education Program</u> is court ordered co-parenting classes for families with children under the age of 18 going through a divorce, separation or custody battle.	860-872-1918 Thevillage.org/ kidsafe 19 Elm Street Rockville, CT An affiliate of Th Village for Families & Children Dedicated to the prevention of child abuse and ne- glect.



CHILDREN/YOUTH SERVICES

Lutz Children’s Museum offers children a variety of educationally fun activities, exhibits, artifacts and programs, as well as a live animal collection and nature center.

860-643-0949

LutzMuseum.org

Manchester Early Learning Center provides affordable, full-day, full-year childcare for preschool (3 to 5) and school age (K—6th) children. Sliding scale tuition offered.

860-647-9659

melearning.org

Manchester Police Activities League (PAL) creates opportunities and activities for positive interactions between police officers, civilian mentors, and youth in support of youth success. PAL offers after school activities for youth as well as opportunities for volunteers. Activities include: Academic Support Club, Judo Club, Karate, Taekwondo Club, Mountain Biking Club, and 3 on 3 summer Basketball.

860-645-5525

ManchesterCTpal@gmail.com

Manchester Public Schools Welcome Center

SEE PAGE 32

Mary’s Place providing a safe place where children, teens and families who are grieving a death share their experiences, receive support and find comfort.

860-688-9621

marysplacect.org

Office of the Child Advocate is a State agency that monitors and evaluates public and private agencies that are charged with the protection of children and also reviews state agency policies and procedures to ensure they protect children’s rights and promote their best interest.

860-566-2106

ct.gov/oca

SERC - formerly State Educ Res. Ctr

SEE PAGE 27



CHILDREN/YOUTH SERVICES

WIC (Women, Infants & Children)

SEE PAGE 39

The Manchester Youth Service Bureau (YSB) has programs that are designed for youth age 0 - 21 and their families who reside in, or attend school in Manchester. Their programs are fun and assist youth to grow intellectually, personally, and emotionally from supportive environments and positive re-enforcement, allowing them to mature in self-confidence, self-awareness, become better planners, organizers and problem-solvers, with improved behaviors, attitudes, and relationships.

Youth programs are vital to the development of our youth; they create positive impacts in the lives of young people, encouraging them to build connections to the community, develop meaningful relationships with caring adults, supports academic achievement, and helps prevent juvenile delinquency

The YSB 8 major core areas:

- Life skills
- Community service
- Case management
- Substance use prevention
- Employment/Vocational skills
- Early Childhood supports & services
- Leadership development
- Diversion

Continued.....





CHILDREN/YOUTH SERVICES

The YSB provides high quality positive youth development programs that work towards achieving their mission:

- Citizen scientist groups
- Creative arts programs
- Early childhood playgroups, parent support groups
- FACTS: substance use prevention
- Family engagement programs & events
- LBGTQ+ support group
- Manchester Youth Commission
- Parenting & family groups
- School vacation programs
- SibShop: for siblings of youth that have developmental delays or mental health issues
- Summer youth employment programs
- Teen Center
- The Manchester Restorative Diversion Program
- Youth & Police programs
- Youth empowerment programs

Advocacy programs for youth and families include:

- Change Collaborative- substance use prevention council
- LIST- juvenile justice
- MECC-early childhood collaborative
- Youth Advisory Board-advisors for the YSB

They are always looking for new members to join in their efforts to ensure youth and families have what they need to thrive in the community.

CONTACT INFO: 860-647-5213 manchesterct.gov/ysb



DISABILITY RESOURCES

ADA Transportation	SEE PAGE 94
American School for the Deaf (ASD) provides educational programs, support services and resources for deaf and hard of hearing individuals and their families from birth through adulthood. You can also TEXT to 860-944-7644	860-570-2300 ASD-1817.org Video Phone 860-899-1217
"Are You OK" Program for older adults, disabled persons, shut-ins who live alone or anyone in the community who wants or needs to be checked on daily by a computerized telephone system operated free of charge by the police / fire departments. The system calls the subscriber daily - time chosen by subscriber. If there is no answer after several attempts, the computer immediately notifies the fire alarm dispatcher who contacts the emergency person on the subscriber's registration form. It will then be determined if a police officer should check on the subscriber.	860-645-5568 Manchesterct.gov/mpd
Birth to Three Program	SEE PAGE 15
Bookmobile a free delivery service for Manchester residents who are not easily served by our two library buildings. Our MPL bookmobile staff visit patrons who are temporarily or permanently homebound due to illness or physical disability and are unable to access the library. Themed book-it kits can also be delivered to daycare providers who are unable to visit the library.	860-643-2471 manchesterct.gov/library Sign-up at bookmobile @manchester ct.gov



DISABILITY RESOURCES

<p>Brain Injury Alliance of Connecticut (BIAC) provides information on prevention of brain injury; resources and referrals, support groups for individuals and families affected by brain injury.</p>	<p>860-219-0291 1-800-278-8242 biact.org</p>
<p>Bureau of Education and Services for the Blind (BESB), within the Department of Rehabilitation Services provides resources, comprehensive low vision services, specialized education services, life skills training, case management, and vocational services to individuals of all ages who are legally blind and to children who are visually impaired. They have volunteers to assist with ADL's</p>	<p>860-602-4000 1-800-842-4510 Portal.ct.gov/ AgingandDisability</p>
<p>Bureau of Rehabilitative Services (BRS) is Connecticut's vocational rehabilitation program to help individuals with a disability to prepare for, enter and maintain employment through a wide range of services.</p>	<p>860-647-5960 1-800-537-2549 Portal.ct.gov/ rehabilitation-services</p>
<p>Choice Magazine Listening provides audio recordings of articles, stories, interviews poems etc. Free service for persons unable to read standard print due to physical or visual impairment. Call for a free special digital player.</p>	<p>1-888-724-6423 choicemagazine listening.org</p>



DISABILITY RESOURCES

<p>Connect-Ability staffing through BRS attempts to connect Connecticut's employers with disabled individuals. They offer training plans.</p>	<p>860-538-0491 860-612-3581 portal.ct.gov/aginganddisability</p>
<p>Connecticut Braille Assoc., Inc. provides textbooks and information for students; they assist with the needs of visually impaired individuals.</p>	<p>203-227-5243</p>
<p>Connecticut Technical Act Project assists individuals with disabilities, family members, educators, employers and other professionals by increasing access to Assistive Technology devices or adaptive equipment by connecting individuals to the resources and services available throughout the state.</p>	<p>1-800-537-2549 860-424-4881 860-424-4839 TTY CTtechAct.com</p>
<p>Corporation for Independent Living is a non-profit agency that helps persons with disabilities secure loans and grants for modifications required in existing homes to make them accessible and barrier free.</p>	<p>860-563-6011 www.cil.org</p>
<p>Deaf & Hard of hearing resource guide Portal.ct.gov/-/media/aginganddisability/brs/ct-deaf-and-hard-of-hearing.pdf</p>	
<p>Department of Developmental Services, State of CT (DDS) provides support services for individuals with intellectual disabilities & their families. DDS offers a wide variety of waiver services, case management, respite, supported living, residential programs, self-advocacy and competitive and supported employment.</p>	<p>860-418-6000 1-866-433-8192 for eligibility portal.ct.gov/dds</p>



DISABILITY RESOURCES

Dial A Ride	SEE PAGE 95
Disabilities Resource Directory through Disability Rights Connecticut.	<u>DisRights CT.org</u> under Self-Advocacy
Disability Rights Connecticut, Inc. (DRCT) is an advocacy organization that is dedicated to identifying and eliminating the barriers that people with disabilities face in exercising their civil, legal and human rights. As Connecticut's protection and advocacy system (P&A), they work to improve the quality of life for individuals with disabilities, their families and the community as a whole. They have information & referral programs and client assistance programs.	860-297-4300 or 1-800-842-7303 Email: info@disrightsct.org <u>DisRights CT.org</u>
Easter Seals Capital Region & Eastern CT outpatient rehabilitation facility offering a full range of medical and vocational rehabilitation services for children & adults with physical, mental or learning disabilities.	860-270-0600 1-800-221-6827 <u>Easter-seals.com/hartford</u>
File of Life	SEE PAGE 87





DISABILITY RESOURCES

Independence Unlimited assists persons with disabilities to achieve their maximum independence through advocacy, information and referral, peer counseling and skills training. They provide transitional services for nursing facility residents wishing to move into the community. **Project Independence** is an outreach and assistance project geared toward people who are 60 and older. The project provides assistance in remaining independent in the community.

860-523-5021

independenceunlimited.org

Instructors of the Handicapped (IOH) is a swimming instruction and recreation program that is held at Manchester High School for people with physical and mental disabilities of all ages. Program is held on Sunday afternoons from 1:00pm-3:00pm during the school season. IOH is **NOT** a drop in program, pre-enrollment is required.

**Contact is:
Beth O'Connor**

**Email:
B51eocon@mps
pride.org**

Library for the Blind and Physically Handicapped lends books and magazines in recorded formats along with the necessary playback equipment and materials in braille, **FREE**, for any Connecticut adult or child who is unable to read regular print due to a visual or physical disability. Readers register and materials are mailed or downloaded to patrons personal computer or mobile devices. Website has a wealth of information about activities and resources, information for all ages.

860-704-2220

1-800-842-4516

CTstatelibrary.org/lbph/
call or download
an application



DISABILITY RESOURCES

<p>MARC, Inc., provides supported employment, day service options, respite, retirement services, residential, recreational and self-advocacy services for people with cognitive, intellectual and developmental disabilities to ensure they have the skills and opportunities to live in and be part of their communities.</p>	<p>860-646-5718</p> <p>MarcCt.org</p>
<p>MARCH, Inc. of Manchester</p>	<p>SEE PAGE 85</p>
<p>National Federation of the Blind is a membership organization that provides information & education and peer support to improve the lives of visually impaired individuals in CT. They help newly blind people adjust to vision loss.</p>	<p>860-289-1971</p> <p>nfbct.org</p>
<p>NEAT Center at Oakhill receives gently used, durable medical equipment through donations. Once it is reconditioned, the equipment can be provided to consumers at less than 1/2 of new cost.</p>	<p>860-242-2274</p> <p>assistivetech- ology.OakHill CT.org/</p>
<p>Renters Rebate Program for adults aged 18+ who are deemed disabled by Social Security and seniors age 65+. Manchester residents can file applications at Senior, Adult & Family Services, Town of Manchester yearly. The amount of the rebate is determined by income and rent & utilities paid in CT the previous year.</p>	<p>860-647-3096</p> <p>For more info: SEE PAGE 35</p>



Social Security Disability Benefits	SEE PAGE 36
<p>SERC is a quasi-public agency established under statute to serve the CT State Board of Education in supporting educational equity and excellence. They provide professional development and information dissemination of the latest research and best practices to educators, service providers, and families throughout the state, as well as job-embedded technical assistance and training within schools, programs, and districts. Formerly known as the Special Education Resource Center, SERC became the State Education Resource Center according to a change in state statutes. The agency continues to maintain the Special Education Resource Center and SERC Library in addition to its broader responsibilities, including the support to programs and activities regarding early childhood education and school improvement.</p>	<p>860-632-1485</p> <p><u>CtSerc.org</u></p>
<p>UR Community Cares <i>for free assistance with at-home tasks</i></p>	SEE PAGE 105



DONATIONS - WHERE CAN I DONATE

For Miscellaneous **CLOTHING & FOOD DONATIONS**

SEE PAGE 37-39

Goodwill Manchester Store located at 232A Tolland Turnpike accepts donations of gently-used or new clothing, household goods, furniture etc. Hours for donations are Mon-Sat 8am-7pm and Sun 9am-7pm.

860-643-2709

gwct.org

Hartsprings Foundation, Big Brothers-Big Sisters accepts donations of items that have been gently used and are in reusable condition. Clothes needed for all ages and genders, books, toys, games, small appliances, electronics that are in good working order.

1-888-413-2227

hartsprings.org

Manchester drop off location is 432 Buckland Hills Dr. (Savers)

Journey Home seeks furniture and household items for those moving out of homelessness and into housing in the greater Hartford area. Through their "Hand Up" program. journeyhomect.org/a-hand-up-volunteer/

860-808-0336

Email: volunteer@journeyhomect.org





DONATIONS - WHERE CAN I DONATE

Manchester Area Conference of Churches (MACC) accepts donations for **Community Threads Thrift Shoppe** of gently used clothing and shoes for all ages (in season is helpful) and small household items like dishes, towels and bed linens.

The pantry accepts Non-perishable food items (please watch expiration dates) dish soap, laundry detergent, dryer sheets, household cleaning supplies, toilet tissue, paper towels, feminine products, diapers, tooth-paste, deodorant, soap

860-647-8003
Ext. 29
Clothing

860-647-8003
Ext 28
Food
macc-ct.org
They also accept items that cannot be bouth with SNAP

NEAT Marketplace accepts donations of gently-used durable medical equipment so that it may refurbished and reused. Their donation intake can benefit individuals with disabilities, of all ages, and their families.

860-242-2274
assistivetech-nology.Oak-HillCT.org
donations by appt.

Purple Heart Foundation allows donations of your car to help wounded warriors and their families. Must have title in hand, every car accepted, tax deductible and free pick-up.

1-888-414-4483
Cardondonation.PurpleheartCars.org

St. Vincent DePaul through St. Margaret Mary Parish in South Windsor accepts donations of usable furniture with no tears or broken parts, and household items. Pick-up can be arranged for furniture items only, they must be in a garage or just inside an exterior door.

860-648-0216
societyhelp-line.org

World Wide Lighthouse Missions (WWLM) accepts donations by appointment. Baby items, clothing, shoes, household items, etc. Call for a full listing and about larger items & medical items.

860-645-4198
donation line
WWLM.org
office located at
723 Main St.



EMPLOYMENT / EDUCATION / TRAINING

<p>AARP offers a website to assist seniors locate age-friendly employers.</p>	<p>aarp.org/work</p>
<p>American Job Centers 893 Main St., Manchester, offers job seekers a place to write resumes and send faxes, offers a Research Library and Trade and Computer Training. Internet access, free postage and resume paper. All job search assistance is free of charge.</p>	<p>860-643-2222 or 860-656-2500</p> <p>Capital Workforce.org under Jobseekers</p>
<p>Bureau of Rehabilitation Services</p>	<p>SEE PAGE 22, 94</p>
<p>Department of Social Services, Aging Services Division offers help with training and referrals for job placement for low-income seniors.</p>	<p>860-424-5055 ct.gov/AgingServices under employment opport.</p>
<p>Easter Seals</p>	<p>SEE PAGE 24</p>
<p>Homeless Veterans Employment</p>	<p>SEE PAGE 52</p>
<p>Job Corps is a no-cost education and career technical training program administered by the US Department of Labor that helps young people ages 16 through 24 improve the quality of their lives through career technical and academic training. You must be a citizen or legal resident of the US and meet the program's low-income qualifications. Job Corps teaches eligible young people the skills they need to become employable and independent, helping to place them in meaningful jobs and further education.</p>	<p>Outreach & Admissions 860-952-1744</p> <p>General Info 860-953-7201</p> <p>hartford.jobcorps.gov</p>



EMPLOYMENT / EDUCATION / TRAINING

Job Listing Service: The Town of Manchester & Manchester Community College partner to help Manchester employers find workers and job seekers find employment opportunities. You can access the job board and register to search current position listings.

[CollegeCentral.com/
manchester](http://CollegeCentral.com/manchester)

Jobs Funnel a pre-employment preparation & job training service for CT residents seeking employment in the construction fields. Assists prospective workers to gain work competencies and trade-related certifications. Information sessions are every Thursday at 10am (*no late entry*) **20-28 Sargent St. Hartford. Must Bring** CT photo ID, birth certificate, valid social security card and proof of residency.

860-899-3448

capitalworkforce.org/Jobs-funnel

Also sponsors the “Best Chance Offenders” program

People Ready assists in employment opportunities for Construction, Manufacturing, Warehousing, Retail, Transportation, Agriculture, etc. Prescreening Monday through Friday from 9:00am - 1:00pm at 92 Weston Street in Hartford (by appointment only). **Must** have two forms of unexpired ID’s—copies not accepted.

860-247-0369

Peopleready.com

Under find a job then search current jobs

Manchester Adult & Continuing Education offers Adult Basic & General Education Development, Adult High School Credit Diploma and National External Diploma Program, English as a Second Language and Americanization/Citizenship classes to any adult 17 years of age or older who is not enrolled in a public elementary or secondary school program.

860-647-5075

manchesterAdultEd.org

They offer many continuing education classes for a fee.



EMPLOYMENT / EDUCATION / TRAINING

Manchester Community College Offers more than 80 degrees and certificates in credit & non-credit programs, opens its campus with free job fairs & resume and career search workshops. Offering workforce readiness prgms, including job retraining & English as a Second Language (ESL) courses. The college's library is open to the public with access to internet and JobNow.

860-512-3000
Manchestercc.edu

Offering career services, disability services, online learning, transfer planning and more.

Manchester Public Schools Welcome Center & Office of Family Partnership & Student Engagement our mission includes forging an active partnership with families and the community as we work together to create safe, inclusive schools where equity is the norm and excellence is the goal. At the Welcome Center, we strive to assist parents and guardians with K-8 registration, school supplies, backpacks, coats, diapers and many other resources.

860-645-6041
mpspride.org

Located at 555 Main Street, Manchester

Senior Job Bank assists people 50+ to find paid employment. They also offer computer training.

Seniorsjobbankct.org
860-521-3210

Unemployment Compensation, "Department of Labor" has information on benefits, appeals, wages, education and training, worker safety, etc. Hours of operation are 7:30am—4:30pm

1-800-956-3294
or 860-967-0493
Portal.ct.gov/dolui

Hire VETS FIRST, provides information for veteran job seekers and employers to connect.

hirevets.gov



FINANCIAL INFORMATION / PROGRAMS

211 Infoline is Connecticut's free information and referral service for a variety of topics.

211

211ct.org

Benefits Check Up is an online program to help seniors and people with disabilities determine qualifications for financial benefits & prescription programs. Provided by **National Council on Aging**.

BenefitsCheckup.org

Energy Assistance provides help to pay for oil, gas, electric and other heating sources for eligible persons. Application period August to May depending on heating source. Call **Community Renewal Team** for information & to schedule an appt.

860-560-5800

CRTct.org

The Financial Center at The Village, in partnership with United Way of Central and Northeastern Connecticut, helps individuals living in the Greater Hartford area 18+ with low to moderate income effectively manage finances and achieve financial goals.

Financial Coaching: free one-on-one coaching & financial education classes, participants learn to create a budget, understand & improve credit scores, reduce debt, define their financial goals, & develop a plan to reach their goals.

Career Coaching: Working with individuals to identify their unique skills and interests, build a professional resume, learn the ins and outs of applying for jobs online, improve networking skills, and connects them with certification programs to build job skills.

860-236-4511

Thevillage.org

Under programs & services then financial & career



FINANCIAL INFORMATION / PROGRAMS

Homeowner's Tax Relief provides a reduction in property taxes for homeowners who are: aged 65+, a veteran or disabled individuals. Apply February 1 to May 15 at the Manchester Assessor's Office. Applications filed in current year consider previous year's income.

860-647-3017

[Manchester
ct.gov](http://Manchester.ct.gov)
under Assessment & Collection

Income Tax Assistance:

Volunteer Income Tax Assistance Program (VITA) – Free simple tax preparation for low/middle income residents. Taxes are done by appointment only, from February through the end of the Tax Season, at the Manchester Senior Center.

For Questions, please contact the Human Services Department

860-647-3092

[Manchester
ct.gov/
humanservices](http://Manchester.ct.gov/humanservices)

Manchester Area Conference of Churches (MACC Charities) helps income eligible Manchester residents with emergency clothing, fuel, utilities, medical and/or financial needs. Call for an appointment. Often, they can answer your questions or get you headed in the right direction without an appointment.

**860-647-8003
Ext 31**

Macc-ct.org





FINANCIAL INFORMATION / PROGRAMS

<p>Money Management International / CT Consumer Credit Counseling helps consumers learn to reduce debt; offers free phone & online counseling.</p>	<p>1-866-889-9347 Moneymanagement.org</p>
<p>New England Pension Assistance Project Offers free pension and retirement savings plan counseling and assistance regarding pension benefits.</p>	<p>1-888-425-6067 umb.edu/PensionAction</p>
<p>Renters' Rebate Program provides a yearly rebate check for seniors 65+ and/or disabled renters 18+. Apply April 1st to October 1st of each year. Applications filed in current year consider previous year's rent, utilities and income. Call Senior, Adult & Family Services for income limits, info or to apply.</p>	<p>860-647-3096</p> <p>kims@manches-terct.gov</p> <p>manchesterct.gov/safs</p>
<p>Reverse Annuity Mortgage (RAM) CHFA's RAM program is for elderly homeowners with long-term illnesses and disabilities who need help with housing and health care expenses. Under the program, you borrow against the value of your home and CHFA allocates the funds in tax-free monthly payments for up to six years. You can use money to pay for home care, renovations to home to meet medical needs, LTC insurance premiums, prescriptions, daily meals, lawn maintenance, snow removal etc. You must be at least 70 years old and own a single family home or condo. A lump sum may be provided for small liens, back taxes, outstanding bills, minor home repairs etc.</p>	<p>Questions: 860-571-3502 Ext 502</p> <p>To Apply: 1-866-218-6631</p> <p>CHFA.org Under Home-owner</p> <p>Email: Customer. Service @ CHFA.Org</p>



FINANCIAL INFORMATION / PROGRAMS

<p>Senior Volunteer Tax Credit Program may provide a tax credit of up to \$500 for seniors 65+ who own property and reside in Manchester. They must meet qualifying income limits and perform a minimum of 50 volunteer hours each application period. The town accepts 30 applicants yearly.</p>	<p>860-647-3092</p> <p>manchesterct.gov/humanservices</p>
<p>Social Security Administration located at 478 Burnside Ave., East Hartford, answers questions on Social Security, Supplemental Security Income, Medicare, retirement, and disability benefits. National phone number has extended hours. Many options available on-line.</p>	<p>1-866-706-6759 local</p> <p>1-800-772-1213 national # 8am-7pm</p> <p>SSA.gov</p>
<p>State of Connecticut Department of Social Services provides financial assistance programs which have eligibility requirements. To create an on-line account to apply for benefits connect.ct.gov/access</p>	<p>1-855-626-6632</p> <p>portal.ct.gov/dss</p>
<p>Soldiers', Sailors' & Marines' Fund</p>	<p>SEE PAGE 98</p>
<p>Veterans' Affairs</p>	<p>SEE PAGE 98</p>
<p>Winter Protection Plan protects qualified utility customers from service shutoffs between November 1st and May 1st. Customers must apply for hardship status through the individual utility companies or at time of application for public energy assistance through the Community Action Agencies; IT IS NECESSARY TO RE-APPLY EACH YEAR.</p>	<p>860-524-8361 CNG CNGcorp.com</p> <p>1-800-286-2828 Eversource eversource.com</p> <p>860-560-5800 CRT crtct.org</p>



FOOD / NUTRITION & CLOTHING

Community Threads Thrift Shoppe
located at 466 Main Street, Manchester. Hours of operation are Mon - Fri 10:00am - 1:30pm, Sat 10am-12:30

**860-647-8003
Ext 29**

macc-ct.org

CT Mutual Aid—East of the River
facilitates access to food, clothing, toiletries and other basic needs to vulnerable, marginalized and struggling households. Visit them on Facebook.

Ctmutualaid.com

**CTMutualAid
EastofRiv@
gmail.com**

End Hunger Connecticut partnering with **Share Our Strength**. They believe that no child in America should go hungry. They offer information on FREE nutritious meals for kids and teens all summer. There is also an **EHC SNAP Hotline** for answers about SNAP and accessing these benefits.

860-560-2100

Endhungerct.org

1-866-974-7627
SNAP inquiries

Gentle Love Diaper Pantry

SEE PAGE 17

Goodwill Thrift Store 232A Tolland Tpke, Manchester. Mon—Sat 9am to 7pm, Sunays 10am—7pm

860-643-2709

GWct.org

Group Grocery Shopping Trips - Senior Center grocery shopping is suspended until further notice. If you are unable to get groceries for yourself, or with the help of friends, family, or neighbors, contact the senior center. We will help make arrangements to make sure you are getting the groceries you need. Other options **Dial A Ride** or **ADA Paratransit** for Grocery Shopping, certain criteria apply.

**860-647-3211
Senior Center
860-870-7940
Dial-A-Ride**
Registration is required - call the Senior Center at 860-647-3211 for help to complete the application.



FOOD / NUTRITION & CLOTHING

<p>MACC Community Kitchen 466 Main St., provides a meal at no charge to anyone of any age who are in Manchester and are hungry (children must be accompanied by an adult) Mon – Sat 11:30am to 12:45pm. On Sunday's there is a noontime meal at Salvation Army .</p>	<p>860-647-8003 Ext 21</p> <p>macc-ct.org</p>
<p>MACC Emergency Food Pantry 460 Main St. Certification is required for everyone, the process is not complicated. Please call for more info. HOURS BY APPOINTMENT ONLY.</p>	<p>860-647-8003 X28 860-647-8003 X31 for pantry cert. macc-ct.org</p>
<p>MCC Cougar Pantry & Career Clothing Closet loc. SSC L149 for MCC Students, Faculty & Staff</p>	<p>860-512-3287 open Mon-Fri</p>
<p>Meals on Wheels through CRT delivers up to two meals per day to medically homebound seniors 60+ for a suggested donation of \$3 per meal, but no one is denied if unable to pay.</p>	<p>860-560-5848</p> <p>CRTct.org <i>under basic needs</i></p>
<p>Mobile Foodshare is a food distribution program for low-income households servicing three Manchester locations on alternating Tue, Wed & Thurs. Dates, locations and times available for the year 860-647-3096</p>	<p>For locations & dates TEXT: "Foodshare" to 85511 or call 860-856-4321</p> <p>site.foodshare.org</p>
<p>New Horizons Baptist Church Food Pantry & Clothing Bank 40 Pitkin St, Manchester (<i>located in the back of the building</i>) Open: Sundays 2:15pm to 3:00pm - I.D. to prove residency and proof of income are required.</p>	<p>860-726-9281</p>



FOOD / NUTRITION & CLOTHING

<p>Salvation Army 661 Main Street offers FREE grab & go meals Sundays 11:30pm to 12:30pm.</p>	<p>860-649-7787 SalvationArmyUSA.org</p>
<p>Second Congregational Church food pantry, partner of CT Foodshare located at 385 North Main Street.</p>	<p>860-649-2863 Fri 10-11:45am</p>
<p>Senior Center Lunch Program – Manchester Senior Center, Mon – Fri from 12:00pm to 12:30pm. Manchester residents 60 years of age or older, or spouses of eligible individuals, regardless of age may eat lunch at the senior center for suggested donation of \$2.50. Reservations must be made by 12:30 PM on the day before you are joining us for lunch. You do not need to be a SC member.</p>	<p>Register by calling 860-647-3211</p> <p>Manchesterct.gov/seniorcenter</p> <p>549 East Middle Tpke. Manchester</p>
<p>Supplemental Nutrition Assistance Program (SNAP) helps low-income individuals and families afford the cost of food at the grocery store and farmers markets. You can apply online or download an application, you can also request an application be mailed to you.</p>	<p>1-877-874-1612 for help applying on-line 1-855-626-6632 to request an application connect.CT.gov/access</p>
<p>The Hub Food Pantry at CHR is for individuals in the community who are in need of food assistance. Hours Mon, Wed, Fri 9am-noon and 1-3pm.</p>	<p>860-730-8780</p> <p>mnelson@CHRHealth.org</p>
<p>WIC (Women, Infants & Children) a special supplemental nutrition program for Women, Infants & Children. Provides health care referrals, nutrition education, breastfeeding promotion/support, and supplemental foods for pregnant women and children from birth to age 5.</p>	<p>860-528-1458 option 1 portal.ct.gov/dph/WIC/WIC please call for phone interview</p>



HEALTH CARE SERVICES / INFO

American Cancer Society provides cancer information and resources. Open 24 hours a day and has volunteer transportation for many areas.

1-800-227-2345

cancer.org

Centers for Disease Control offers expertise, information and tools that help people protect their health through prevention of disease, injury/disability and preparedness for new health threats.

1-800-232-4636

CDC.gov

Connecticut Dental Health Partnership (CTDHP) a dental plan provided by the state of CT, Department of Social Services for clients in the four primary medical assistance programs.

1-855-283-3682

CTdhp.org

Drug Disposal: The Manchester Police Department has permanently installed a Prescription Drug Take-Back Box for Manchester residents only in the lobby. It is accessible 24 hours a day, 7 days a week.

860-645-5500

Located at 239
Middle Tpke E
Manchester

EyeCare America provides eye exams and up to one year of care to US citizens and legal residents through volunteer ophthalmologists (Eye MDs) often at no out-of-pocket cost to those who qualify. Go to website for On-line qualification process

877-887-6327

Hours: 8am-
Noon, M-F

[AAO.org/
eyecare-america](http://AAO.org/eyecare-america)

First Choice Health Care Center 150 North Main St, provides PCP srvc, sports medicine, OB/GYN, Chiropractic, Eye Care, Podiatry, Pediatric & dental for those meeting eligibility guidelines. Sliding scale available. Accepts State & most insurances.

860-646-8117

FirstCHC.org



HEALTH CARE SERVICES / INFO

<p>Hispanic Health Council, Inc. provides free health services to eligible Latina and non-Latinas in the areas of breastfeeding, prenatal health education, case management services, parenting support, nutrition assistance and education, HIV/AIDS prevention, info & referral for cancer, diabetes, domestic violence, vaccine assistance and much more. Offers after school programming and summer camp.</p>	<p>860-527-0856</p> <p>hispanichealth-council.org</p>
<p>Lifeline Emergency Response Sys.</p>	<p>SEE PAGE 48</p>
<p>Health Collective East</p>	<p>SEE PAGE 76, 92</p>
<p>Malta House of Care Foundation seeks to provide free health care for the uninsured by providing a free Mobile Medical Clinic.</p>	<p>860-725-0171</p> <p>Malta Houseofcare.org</p>
<p>Manchester Memorial Hospital offers crisis intervention, home blood draw, support groups, community education workshops & health info.</p>	<p>860-646-1222</p> <p>Echn.org under locations</p>
<p>Maternity Care & Family Planning Center at Rockville General Hospital is a clinic that offers prenatal care and postpartum follow-up to women who are under-insured or without health insurance. They also accept clients with state Husky and Medicaid plans. Open: Monday, Wednesday & Friday</p>	<p>860-872-5170</p> <p>Echn.org under locations & Rockville General Hospital</p>
<p>Planned Parenthood offers affordable family planning and birth control counseling, medical services, educational programs and resource referrals. Located at: 319B Main St., Manchester</p>	<p>860-643-1607</p> <p>plannedparent-hood.org</p>



HEALTH INSURANCE

Access Health CT is Connecticut's official health insurance marketplace offering CT residents a range of qualified health care coverage options. You sign up for a plan during the open enrollment period November 1 to January 15 or if you have what is known as a "qualifying life event" (getting married, having or adopting a child, losing health coverage) you can get the coverage you need online or by calling. You also can apply for Medicaid or Husky D at any time. There is also a new special enrollment period if your household income is at or below 150% of the Federal Poverty Level. **You must call to enroll for this special enrollment period.**

1-855-805-4325

[Accesshealth
CT.com](https://www.accesshealthct.com)

CHOICES PROGRAM (Connecticut's Health Insurance Assistance Program) CHOICES program is a collaborative program of the CT Dept. of Social Services, State Area Agencies on Aging and Center for Medicare Advocacy. Eligibility screening is available for persons 60+ and any person who is on Medicare. Certified counselors across the state provide free person-centered assistance. CHOICES also provides community outreach, application assistance and information and referral.

**860-647-3096
or 860-647-3211**

1-800-994-9422

Ask to speak to
a CHOICES
counselor

[ct.gov/aging
services/](https://www.ct.gov/aging-services/)
search
CHOICES

Connecticut Partnership for Long Term Care a program conducted in cooperation with private insurance providers to provide unbiased information about the need for long term care, the ability to find and purchase quality, affordable long-term care insurance without depleting assets.

860-418-6318

[portal.ct.gov/
OPM](https://portal.ct.gov/OPM)
under other
links



HEALTH INSURANCE

HUSKY Health Care Programs are health programs administered by the State of Connecticut, Department of Social Services. You can apply online at connect.ct.gov/. For info portal.ct.gov/husky For online assistance or to reset your password call **1-877-874-1612**

HUSKY A & HUSKY B: Connecticut children, parents, relative caregivers and pregnant women may be eligible for Husky A or Medicaid, depending on family income. Uninsured children up to age 19 may qualify regardless of family income level for Husky B. Depending of specific income level, family cost-sharing applies.

HUSKY C (including long-term services & supports, & Medicaid for Employees with disabilities) Connecticut residents aged 65+ or who are 18-65 and are blind or have another disability may qualify for Medicaid under Husky C. Income and asset eligibility varies, depending on which part of Husky C you may qualify for.

HUSKY D Connecticut residents aged 19 –65th birthday with no dependent children; who do not qualify for HUSKY A; who do not receive Medicare; and who are not pregnant, may qualify for HUSKY D (also known as Medicaid for the lowest-income populations).

Long Term Medicaid - new applications only should be mailed to : DSS, 50 Humphrey Street, New Haven, CT 06513. For long term Medicaid Waiver Programs applications should be mailed to 20 Meadow Road, Windsor, CT 06095 or you can get application on-line at connect.ct.gov under forms, then home care LTS, then apply—LTSS

If you don't know what you qualify for: AccessHealthCT.com can answer questions about medical coverage **1-855-805-4325**



HEALTH INSURANCE

Medicare is a federal health insurance program available to those 65 years of age or older or who are deemed permanently disabled by Social Security. Individuals suffering from end stage renal disease or ALS are also eligible to receive Medicare. For info on eligibility and enrollment periods, contact the local Social Security Administration office.

- ◆ **Medicare Savings Programs (MSP):** Are available to Medicare recipients with low income. There are three MSP's that help you pay for your Medicare Part B premiums. **QMB** (Qualified Medicare Beneficiary) **SLMB** (Specified Low-Income Medicare Beneficiary) **ALMB** (Additional Low-Income Medicare Beneficiary). A household's income determines which category they qualify for. All three programs pay Medicare Part B premiums.

1-800-633-4227
Medicare

1-800-772-1213
Social Security
Medicare.gov

Manchester residents can call
860-647-3096

To apply: Contact
the Department of
Social Services

1-855-626-6632

Connect.CT.gov





HEALTH INSURANCE

Medicare Prescription Drug Coverage (Medicare Part D) is available to everyone with Medicare. Part D plans are stand alone insurance policies that are offered through private insurance companies; each plan may vary in premium costs and drugs covered.

You do not have to enroll in a Part D program if you have credible coverage.

- ◆ Part D recipients who are income eligible may also be eligible for a **Low Income Subsidy/ Extra Help** to pay Part D costs

**1-800-MEDICARE
1-800-633-4227**

TTY 1-877-486-2048

**860-647-3096
or
860-647-3211**
to talk to a
CHOICES
counselor

Medicare.gov

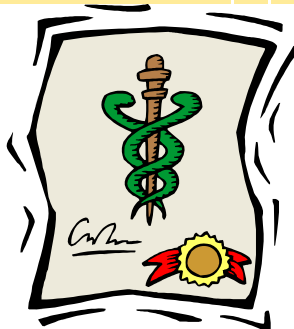
Office of the Healthcare Advocate is a free service that assists consumers with healthcare issues through outreach programs and communications related to consumer rights; they also offer assistance with appeals. Email: *Healthcare.Advocate@Ct.gov*

1-866-466-4446

portal.ct.gov/oha

Veteran's Benefits

SEE PAGE 98



HOARDING RESOURCES

CLEANING ORGANIZING AND DECLUTTERING RESOURCES

<p>Marlon Hardnett (Independent contractor) 860-833-3990 Call or Text</p>	<p>Maid Brigade of Northern CT 860-645-6243 (office) or 860-985-6743 (cell) Ask for Annie Bobbitt</p>
<p>Let's Get Organized Today, LLC – clean clutter only 860-490-9918 (Jeannette Westwood) LGOTodayLLC@aol.com</p>	<p>Classically Organized (decluttering/organizing) 860-922-4758 Glastonbury, CT</p>
<p>Dust to Dawn (Manchester) 860-649-8511 or 860-424-1037 (text only)</p>	<p>All Organizing Solutions LLC 203-248-2020 allorganizingsolutions@yahoo.com</p>
<p>Life Cycle Transitions 877-273-7810</p>	<p>Enviroclean Restore 888-231-3130</p>
<p>Address Our Mess 866-581-3104</p>	

HOARDING RESOURCES

THERAPUETIC RESOURCES

<p>Joseph Brown, Ph.D 674 Prospect Avenue Hartford, CT 860-231-1966</p>	<p>Suzanne Meunier, Ph.D Anxiety Treatment Center, LLC 6 Forest Park Drive Farmington, CT 860-269-7813</p>
<p>Philip Cardamone, Psy.D Provider Care Plus 152 Deming Street South Windsor, CT 860-644-4472</p>	<p>Sarah Soboleski, LCSW Classically Organized 860-922-4758</p>
<p>Lili Daoud, LCSW Center for Cognitive Therapy 195 West Main Street – Suite 6 Avon, CT 860-677-2991</p>	<p>David Tolin, Ph.D 200 Retreat Avenue Hartford, CT 860-545-7685</p>
<p>Behavioral Wellness Clinic 392 Merrow Road Tolland, CT 860-830-7838</p>	



HEMOCARE INFORMATION

<p>Community First Choice (CFC) and Money Follows the Person (MFP) CFC provides in-home services including meal prep, homemaking and assistance with bathing, dressing, transferring, etc. MFP helps individuals currently living in long-term care facilities successfully transition back into the community.</p>	<p>211</p> <p>ctmfp.com</p> <p>Must receive Husky C or D health coverage to be eligible for either program</p>
<p>Connecticut Home Care Program for Elders through DSS, helps older adults to continue living at home by paying for homecare services for those meeting eligibility guidelines. They assess care needs and coordinate & monitor homecare services for those 65 years of age and older.</p>	<p>1-800-445-5394 or 860-424-4904 portal.ct.gov/DSS/Health-And-Home-Care/Connecticut-Home-Care-Program-for-Elders/</p>
<p>Connecticut Partnership for LTC</p>	<p>SEE PAGE 42</p>
<p>Licensed Home Care Agencies – Senior, Adult & Family Services has a list of those serving Manchester.</p>	<p>860-647-3096</p>
<p>Lifeline is a 24-hour emergency response system that gives access to emergency care. Certain Medicare Advantage Plans cover the cost or offer discounted prices for medical alert systems.</p>	<p>If you need to purchase the device some options are: alert-1.com/ or lively.com</p>
<p>Visiting Nurse and Health Services of Connecticut, Inc., is a licensed home health agency that provides coordinated home care services including nursing visits, hospice services, physical, occupational and speech therapy, home health aides, and home-makers. Sliding scale fee available.</p>	<p>860-872-9163</p> <p>echn.org/locations/visiting-nurse-health-services-of-connecticut</p>



HOME MAINTENANCE

Home Energy Assessments, Audits & Check-ups offers free energy audits to income eligible homes that heat with gas or electric. Audits include inspection for wasteful leaks & drafts/sealing up, evaluation of insulation, installation of energy efficient light bulbs, showerhead and faucet aerators, water heater and pipe insulation. Applications/qualifications on line.

1-877-947-3873

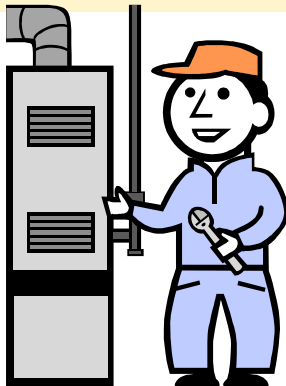
energizect.com
*Under Home
then in-home-
services*

Home Weatherization through Community Renewal Team (CRT). The program assists low-income renters and homeowners in making their homes energy efficient and lowering the expense of utility bills. Services include weather-stripping, caulking, low flow showerheads, insulation, some window & door repairs, heating system cleaning & tuning, fluorescent lighting and carbon monoxide testers. **Eligibility Requirements:** Must be enrolled in one of the following: CT Energy Assistance Program, Temporary Family Assistance or Utility Assistance Program. If renting, landlord's permission is required.

860-560-5354

CRTct.org
Under Programs
then Weatheri-
zation

Apply on-line or
at a CRT loca-
tion





HOME MAINTENANCE

Manchester Housing Rehabilitation Program provides financial assistance to owner-occupied or investor-owned single- and multi-family residential properties with the targeted housing rehabilitation areas of the Town. This program focuses on addressing lead-based paint and issues that would be identified by the building department under the property maintenance code. Eligible code repair work can include: • Walls and ceilings • Stairs and porches • Interior and exterior paint • Windows and doors • Plumbing and plumbing fixtures • Electrical and heating • CO/ smoke detectors. Emergency funding is available for non-functioning boilers, water heaters, furnaces, or similar conditions that threaten the health or safety of a property's occupants. Owner must provide documentation from a contractor that replacement is the only option.

860-647-3044

[townofmanchester.gov/
government/
departments/
Planning-and-
Economic-
Development](http://townofmanchester.gov/government/departments/Planning-and-Economic-Development)

Then search
Housing Rehabilitation

Household Can
Earn Up To:
(1) \$52,850
(2) \$60,400
(3) \$67,950
(4) \$75,500

Rebuilding Together provides home repairs free of charge for **owner occupied Manchester homeowners** who are unable to do the repairs themselves. This program gives priority to fixed and low to moderate income elderly and disabled individuals. Please contact Molly Devanney at Rebuilding Together for more information.

860-647-3167

Email:
**Molly.devanney
@gmail.com**

**Facebook.com/
rebuildingtogeth
ermanchester**

rebuildingmanchester.org/



HOMELESS SERVICES

Community Health Resources, CHR provides rental assistance and supportive services for homeless individuals and families through Supportive Housing programs, Rapid Rehousing, Outreach and Engagement Services.

860-730-8810 or
1-877-884-3571

CHRhealth.org

Journey Home homeless outreach, workers identify, engage with and provide linkages to shelter and housing for homeless residents in greater Hartford. They try to prevent people from losing housing, they try to speed up rehousing for homeless, they help with household furnishings for homeless and they help homeless to gain income and services so they never become homeless again.

860-808-0336

[Journeyhome
ct.org](http://Journeyhomect.org)

Email:
[info@journeyhome
ct.org](mailto:info@journeyhomect.org)

MACC Homeless Outreach: outreach workers identify, engage with and provide assistance to homeless individuals and families who have called 211 and are working with the resources available in our state.

860-647-8003
Ext 31

PATH – Projects for Assistance in Transition from Homelessness Provides homeless outreach and linkages to emergency shelter and permanent housing for homeless residents with a psychiatric diagnosis. Contact is Sheryl Lambert

860-730-8640

CHRhealth.org

[slambert@chr
health.org](mailto:slambert@chrhealth.org)

Shelter Assistance: Please note you must call 2-1-1 in order to access emergency shelter assistance. You will receive a call back from a diversion specialist.

211

211ct.org



HOMELESS SERVICES

VETERANS HOMELESS SERVICES:

Veteran's Homeless Outreach services through the VA

**860-666-6951
Ext. 6347**

Veterans Homeless Outreach services through Veteran's Inc.
(emergency, transitional and permanent) for homeless veterans.

**508-791-1213
Ext 1909
Danielwalsh@
veteransinc.org**

Female Soldiers: Forgotten Heroes is a community based transitional home exclusively for homeless female veterans and their young children.

1-855-249-8394

Homeless Veterans Community Employment Services (HVCES) provides vocational assistance, job development and placement, and ongoing supports

Homesforthebrave.org

1-877-424-3838





HOUSING INFORMATION

<p>CT Fair Housing Center is dedicated to ensuring that individual choice, and not discrimination, determine where people live in Connecticut. They also assist with a range of foreclosure prevention efforts.</p>	<p>860-247-4400</p> <p>CTFairhousing.org</p>
<p>CTHousingSearch.org is a FREE resource for finding and listing housing information anywhere in Connecticut. They also have a multitude of housing resources on their website.</p>	<p>1-877-428-8844</p> <p>www.CTHousingSearch.org</p>
<p>Fair Rent Commission assesses the appropriateness of rent increases for individuals who are not participating in rental assistance programs. Contact the Town Attorney's office for info.</p>	<p>860-647-3132</p> <p>Manchesterct.gov/townattorney</p>
<p>General Housing Information Senior, Adult & Family Services has listings of local apartments, rooming houses, and Senior/Disabled housing options. They can also provide phone numbers for surrounding towns' housing authorities if needed.</p>	<p>860-647-3096 479 Main Street, Manchester</p> <p>Manchesterct.gov/safs</p>
<p>Housing Court located on 80 Washington Street in Hartford.</p>	<p>860-756-7920 860-756-7925 FAX</p> <p>jud.ct.gov/</p>



HOUSING INFORMATION

Manchester Housing Authority oversees several State and Federal elderly/disabled housing programs. **Eligibility for this type of housing is subject to:** income limits, age limits (62 and over) or disability requirements. Tenants pay about 30% of their income for rent and utilities. Some waiting lists are closed due to high demand, but those interested are encouraged to inquire at the Manchester Housing Authority.

860-643-2163

Manchester-HA.org

Section 8 Housing Choice VOUCHER Program applicants secure an apartment on their own and with the Voucher they can negotiate with a private landlord for their monthly rental payment. Applicants can expect to pay 30% of their monthly income for rent and utilities. Rent and utility allowances are subject to approved schedules that are adjusted annually. Currently the waiting list is closed to new applicants and is not expected to be opened in the near future.

860-643-2163

Manchester-HA.org

Westhill Gardens Congregate Housing is a state funded community living facility for frail elderly 62+. Features 24 hour 7 days per week supervision, a daily hot meal at noon, laundry facilities, and social activities.

860-643-2163
Ext 120

Manchester-HA.org



HOUSING INFORMATION

Mortgage Foreclosure Assistance Hotline is a free hotline open Monday – Friday 8:00am – 5:00pm, to Connecticut residents who are facing foreclosure on their homes. Advice and guidance regarding mortgage problems offered.

1-877-472-8313

portal.ct.gov/AG/Consumer-issues/

Shelter Assistance: Please note you must call **2-1-1** in order to access emergency shelter assistance. **UNSHELTERED** homeless individuals in Manchester should call 211 to be connected to a triage specialist for an assessment and possible shelter bed or motel placement. No appointment necessary. Once the screening process with 211 is complete you can check your status for placement by calling **860-573-0984** 8am-4pm 7 days a week.

UNSHELTERED homeless individuals can call **211** 7 days a week between 8am & 4pm **once connected to 211** for additional information in Manchester contact **MACC** at 860-647-8003 Ext 31

Statewide Legal Services offers an online library to get free information about legal problems. Some areas of assistance include housing discrimination, eviction, home ownership, landlord/tenant issues, security deposits, federal programs, work & unemployment, elder law, consumer assistance, education, immigration & Citizenship, medical and health-care, Debt & Collections. There is no charge for the services and they only assist people with very low incomes.

1-800-453-3320

SLSct.org

linked to:
CTlawhelp.org
self help information



HUMAN SERVICES

The Health Department addresses the health needs of Manchester residents and ensures that they have access to the services and protection required to remain healthy. It provides a wide range of information and services such as a **Health Clinics** for seniors, blood pressure, hearing screening, educational sessions, and foot care. The Environmental Health Section of this Department enforces the Public Health Code and they license all Food Service establishments in Town. Permits are issued for all private drinking wells, new septic installation as well as septic repairs. Lead abatement in regard to lead poisoned children and defective paint surfaces with children under 6 are inspected and approved for abatement by the Department. They also inspect all public swimming pools, bathing areas, massage establishments and hair & nail salons. They provide support to many Town departments.

860-647-3173

manchesterct.gov/Health/

Located at the Weiss Center, 479 Main Street upstairs on the 1st floor.

Office hours are 8:00am-4:30pm Mon - Fri

HUMAN SERVICES PHONE INFO LINE

Residents may access the Human Services Department Program Information Line 24 hours a day to obtain information about its programs and services. Automated information is available for transportation, health programs, meal programs, income tax, Renter's Rebate, senior programs, youth programs, Veteran's benefit counselor, etc.

860-647-3270

Manchesterct.gov/human-services



HUMAN SERVICES

Human Services Administration provides oversight of the department budget, overall program planning and development as well as coordination and administration of health and human services programs in the Town of Manchester. Administrative oversight is provided for the divisions that comprise the Human Services Department – Health, Senior Center, and Senior, Adult and Family Services. Human Services Administration leads in planning and program initiatives that assess and impact the human service needs of the community and secures grants and other resources to implement new programs. It provides contract oversight for community agencies receiving Town funds as well as contract oversight for some grant programs funded by both the state and federal government. HS Administration also provides Volunteer Income Tax Assistance (VITA) for seniors and low income residents during the tax season and administers the town’s Senior Citizen Volunteer Tax Credit program. Additionally, Human Services Administration represents the Town on community, regional and statewide human services planning and advisory groups.

860-647-3092

Manchesterct.gov/human-services

Located at the Weiss Center, 479 Main Street upstairs on the 1st floor.

Office hours are 8:00am-4:30pm
Mon - Fri



HUMAN SERVICES

Senior, Adult & Family Services serves **Manchester residents of all ages** to ensure that basic financial, housing, health and daily living needs are being met. Residents get prompt and accurate information about programs and services available. Primary activities include information and referral, assistance connecting with community services, outreach, advocacy, office and in-home assessment, benefits and CHOICES health insurance counseling, camp waivers for Manchester Recreation programs, and follow-up services provided by social work staff. A goal of the division is to assist older adults and people with disabilities who want to remain independent in the community. The division also administers the Renters' Rebate and Dial-A-Ride programs, and processes Energy Assistance applications in conjunction with CRT. They publish this **Human Services Directory** and maintain many resources at the Weiss Building. The staff works in cooperation with state and local agencies. Anyone is welcome to drop in for further information or to make an appointment to speak with a social worker.



Located at The Weiss Center, 479 Main Street,
Ground Level. (Entrance in back of building)
Office hours are Mon-Fri 8:00am to 4:30pm.

860-647-3096

email: kims@manchesterct.gov

Manchesterct.gov/SAFS



HUMAN SERVICES

Senior Center features meals, trips, exercise programs, classes and activities targeting the health, social and educational needs and interests of Manchester seniors. A social worker from Senior, Adult & Family Services and a nurse from the Health Dept. provide support services at the Senior Center. Transportation is available to and from the Center Monday through Friday.



There is an annual membership fee of \$10.00 and new members are always welcome. Small group recreation is provided through the **Senior Circle**. The Senior Center is open weekdays from 8:30am until 4:30pm for residents age 60+.

Located at 549 East Middle Turnpike, Manchester

860-647-3211

Manchesterct.gov/seniorcenter



IMMIGRATION & REFUGEE

There are organizations/agencies in Connecticut that provide services to refugees and immigrants who are new to the United States to help them become self-sufficient, integrated and contributing members of the community.

There are a variety of services that may be provided: English as a Second Language (ESL) instruction, job training, employment and vocational assistance, interpreter services, housing arrangements, shelter, clothing, food, education, transitional cash assistance, information and referral services, counseling and classes for immigration and citizenship, and case management. There also may be help with legal, social, linguistic and educational programs to help refugees and immigrants overcome the many barriers they face in adjusting to their new environments. They may assist with special services to victims of serious crimes such as human trafficking, torture and domestic violence.

Refugees must meet general financial eligibility requirements for all programs, but may be eligible for cash & medical assistance based upon their refugee status for the first eight months in the United States.

Refugees may access the Supplemental Nutrition Assistance Program (SNAP) as well as other programs if they meet age, disability or other program criteria.

Catholic Charities Migration and Refugee Services located in Hartford

860-297-7800
Ext 407 or 415
1-888-405-1183
ccaoh.org

Connecticut Institute for Refugees & Immigrants. located at 175 Main Street, Hartford CT (2nd Floor)

860-692-3085
cirict.org
Email:
info@cirict.org



IMMIGRATION & REFUGEE

Integrated Refugee & Immigrant Services located at 235 Nicoll Street 2nd floor, New Haven, CT

203-562-2095
landingpage.irisct.org
Email:
info@irisct.org

Jewish Federation of Connecticut, Inc. located at 40 Woodland Street, Hartford, CT

860-727-5771
www.jfact.org
Email:
aweber@jfact.org

Uniting for a Safe and Inclusive Community—Manchester

ManchesterctUnities@gmail.com

US Citizenship & Immigration Services offers statewide help for immigration services and benefits

1-800-375-5283
uscis.gov





**BENEFIT ELIGIBILITY BY
IMMIGRATION/CITIZENSHIP
STATUS**

Affordable Care Act Coverage & Subsidies
Care for Kids
Government issued ID or Driver’s License
Head Start
Homecare Services (CHPE and Waiver Programs)
HUSKY A, B, C & D (Medicaid)
HUSKY (emergency room treatment only)
Public education in CT (primary)
Public education in CT (State college in-State tuition)
Public education in CT (Institutional financial aid)
Section VIII and other housing subsidies
SNAP (Food Stamps)
SSI (Supplemental Security Income)
TANF (Temporary Aid to Needy Families)
WIC (Parents, Infants and Children)

* Means tests and a 5-year residency requirement apply

** In CT but not in all States

***Some municipalities including Hartford and New Haven issue picture IDs for undocumented residents.



**BENEFIT ELIGIBILITY BY
IMMIGRATION/CITIZENSHIP
STATUS**

Undocu- mented & DACA hold- ers	Documented Legal Permanent Residents (Green Card holders)	Refugees, Asylees & Victims of Human Trafficking	U.S.-born children of undocu- mented res- idents
No	Yes*	Yes	Yes
No	Yes*	Yes	Yes
Yes***	Yes	Yes	Yes
Yes	Yes	Yes	Yes
No	Yes*	Yes	Yes
No	Yes*	Yes	Yes
Yes	Yes	Yes	Yes
Yes	Yes	Yes	Yes
Yes**	Yes	Yes	Yes
Yes**	Yes	Yes	Yes
No	Yes*	Yes	Yes
No	Yes+	Yes	Yes
No	Yes*	Yes	Yes
No	Yes*	Yes	Yes
Yes	Yes*	Yes	Yes

***State DMV has “Drive-Only License” for undocumented.
+ 6-month CT residency requirement to be eligible for SNAP



INCARCERATION & RE-ENTRY

211 Infoline for basic needs	211
Best Chance Offenders employment program thru Job Funnel you must have a criminal background to participate in the program. SEE PAGE 31 for Meeting place and time under “Jobs Funnel” .	860-899-3448 capitalworkforce.org/jobs-funnel
Community Service SEE Volunteer Opportunities / Community Service. (***) indicates Community Service accepted .	SEE PAGE 100-105
Department of Corrections offers information & resources regarding progressive correctional practices and partnered re-entry initiatives. They have inmate information, and programs/services to assist inmates, victims and citizens.	860-692-7480 portal.ct.gov/DOC
Inmate Trust Fund through the Department of Corrections, assists to get owed money to an inmate if they had money in the inmate account and did not receive a check upon discharge.	860-692-7670 portal.ct.gov/DOC Under Inmate Account tab
Jail Diversion Program is offered through Community Health Resources (CHR) located at 444 Center Street in Manchester. Its main purpose is to direct adults with psychiatric disabilities & non-violent criminal offenses away from the corrections system & into more appropriate community based treatment settings. Individuals are referred by Enfield, Manchester and Rockville court systems.	1-877-884-3571 CHRhealth.org Under programs & services; Adult; Support & Rehabilitation



INCARCERATION & RE-ENTRY

Job Search Help for Ex-Offenders: attend an information session online at **American Job Center**. They can assist with a federal bonding program and help to expunge your record. They have job placements with an employers who take part in a program for hiring ex-offenders. Located at 893 Main Street in Manchester.

860-643-2222
1-877-872-5627

careeronestop.org

Under worker with a criminal conviction

Legal Aid: Is your criminal record keeping you from working? On line help and Q & A's through CTlawhelp.org

ctlawhelp.org
under work/
unemployment
& your rights at work

Manchester—Alternative In the Community (AIC) offered through **Community Partners in Action** and funded by the State of Connecticut. Services are offered to individuals referred by the courts and probation by providing interventions through reasoning and rehabilitation, treating alcohol and drug dependencies and offering employment skills. Individuals who are mandated by the courts and probation to perform community service and are referred to the program, may participate as well.

860-649-8338

CPA-ct.org
Under services then Alternatives

Located at 31 Bent Street in Manchester

Office of Adult Probation is part of the Court Support Services Division that helps people comply with conditions mandated by the court. A Probation Officer will be assigned to assist during the probation period. The Manchester office is located at 587 East Middle Turnpike.

860-649-1650

[JUD.CT.Gov/FAQ/Adult Prob.html](http://JUD.CT.Gov/FAQ/AdultProb.html)

Substance Abuse Access Line

1-800-563-4086



LGBTQIA + Resources

Healthcare Services and Supports

The Hartford Gay & Lesbian Health Collective empowers individuals of diverse sexual orientations, gender identities and gender expressions to lead healthy lives through the provision of health and support services, education and advocacy. hglhc.org/ or 860-278-4163

UConn Health - UConn Health is strongly committed to providing compassionate, comprehensive services to members of the and gender nonconforming community. health.uconn.edu/patient-services/transgender-medicine-services

Connecticut Children's Hospital - The Division of Plastic Surgery at Connecticut Children's offers surgical options for gender affirmation to adolescents who have documented and persistent gender dysphoria. connecticutchildrens.org/search-specialties/plastic-surgery/plastic-surgery-services/gender-affirmation-surgery/

Wheeler Clinic - Primary medical, gender affirming hormone treatment, dental, behavioral health, medication-assisted treatment and prevention & recovery resources. wheelerclinic.org/

Gender and Life Affirming Medicine - Primary medical and gender affirming hormone treatment services. **Anchor Health Initiative** - Health care provider offering medical services to everyone in the community with expertise in the area of HIV/AIDS, Hepatitis C, and Transgender medicine. anchorhealthct.org/glam/

Circle Care Center - Specializations in primary care for people living with HIV, the LGBTQ community, and stigma-free STD/infections disease testing, treatment and prevention. circlecarecenter.org/



LGBTQIA + Resources

Mental Health Services & Supports

Department of Mental Health and Addiction Services - DMHAS supports people who are lesbian, gay, bisexual, transgender and queer or questioning (LGBTQ+) and their allies by creating safe environments in mental health and substance use disorder facilities to support each other. portal.ct.gov/DMHAS/Programs-and-Services/Finding-Services/LGBT-Services

CCAR LGBTQ Recovery Group - A safe space for lesbian, gay men, bisexual and transgender people and their allies to talk about how sexuality, gender expression and identity are connected to recovery. Please call Virginia Adams for more information (860) 244-3343

Homelessness Support

Connecticut Coalition to End Homelessness - Resources and information for LGBTQ+ individuals experiencing homelessness. cceh.org/provider-resources/lgbtq-resources/

National Hotlines

Gay & Lesbian National Hotline (GLNH) 888-843-4564

National Gay & Lesbian Youth Hotline 800-347-8336

The Trevor Helpline (Suicide Hotline) 886-488-7386

Self Abuse Finally Ends (S.A.F.E.) 800-366-8288

Crisis Text Line Text 741741

The National Runaway Safeline 800-786-2929

National Suicide Prevention Lifeline 800-273-8255

SAGE National LGBTQ Elder Hotline 877-360-LGBT



LGBTQIA + Resources

General Supports and Resources (Including resources for youth, Veterans and others)

Connecticut Gay and Lesbian Chamber - provides valuable business development opportunities, financial access and educational resources to the lesbian, gay, bisexual, transgender, questioning and others (LGBTQ+) and allied business community in the greater Connecticut area. ctglc.org/

COLAGE - Unites people with one or more LGBTQIA+ parent into a network of peers and supports them as they nurture and empower each other to be skilled, self-confident, and just leaders in our collective communities colage.org/

PFLAG Hartford - for LGBTQ+ people, their parents and families, and allies, committed to creating a world where diversity is celebrated and all people are respected, valued and affirmed. pflaghartford.org/

Trans Kids Purple Rainbow Foundation - educating and enlightening society about gender dysphoria & trans gender issues, supporting TransKids in school systems, challenging injustices due to discrimination, supporting homeless youth and providing scholarships and funds to transyouth in need. transkidspurplerainbow.org/

True Colors United Through a wide array of advocacy, training & education, youth collaboration, and technical assistance programs, True Colors United implements innovative solutions to youth homelessness that focus on the unique experiences of LGBTQ young people. truecolorsunited.org/

Q+ Connecticut - a local/statewide resource for the LGBTQI community which includes support groups, special events, and GSA Advisor resources. qplusct.org/



LGBTQIA + Resources

NAMI Young Adult Rainbow Connections - This is a free LGBTQ peer support group for young adults ages 18-29 facilitated by young adults with lived experience.

namict.org/find-support/affiliates-and-support-groups/

US Department of Veterans Affairs - Resources for LGBTQ veterans. va.gov/connecticut-health-care/

UConn Rainbow Center - The Rainbow Center (RC) provides advocacy, resources, information, social activities, training, safe space and educational programs related to UConn's diverse community of gender identities, gender expressions and sexualities rainbowcenter.uconn.edu/#

Resources for Older Adults

LGBT Moveable Senior Center - Come Out and Connect! LGBT adults and allies of the LGBT community throughout Connecticut are invited to join the LGBT Moveable Senior Center (MSC). The LGBT MSC is a partnership among Senior Centers to provide a welcoming pathway for the LGBT senior community to Senior Centers and their programs and resources. cthealthyliving.org/explore-programs/lgbt-moveable-senior-center/

SAGE - SAGE is a national social service agency dedicated to LGBT seniors. It has a free, confidential hotline: 888-234-7243.

Age Well CT - Listing of resources for LGBTQ+ older adults. agewellect.org/whats-new/featured-resources/resources-for-lgbt-older-adults/

National Resource Center on LGBTQ+ Aging - The National Resource Center on LGBTQ+ Aging is the country's first and only technical assistance resource center focused on improving the quality of services and supports offered to lesbian, gay, bisexual and/or transgender older adults, their families and caregivers. lgbtagingcenter.org/



LGBTQIA + Resources

CT Prime Timers - Prime Timers is a social organization for older gay and bisexual mature men. Our members' social lives are enriched by many diverse activities. Members can enjoy the opportunities and friendships that develop with other Prime Timers throughout the world. ctprimetimers.com/

LGBT Aging Advocacy - A network of LGBT community members and aging service providers with some state agency participation organized to help promote inclusive services for the LGBT community. **Face Book LGBTAg-ingAdvocacy/**

Legal Supports & Services

Connecticut Network for Legal Aid ctlawhelp.org/en/home

Connecticut LGBT Law Project ctlgbtlaw.com/

Lambda Legal - Lambda Legal, a 501(c)(3) nonprofit, is a national organization committed to achieving full recognition of the civil rights of lesbians, gay men, bisexuals, transgender people and everyone living with HIV through impact litigation, education and public policy work. lambdalegal.org/states-regions/connecticut

Speak Up Teen - A project of the CT Center for Children's Advocacy speakupteens.org/lgbt/

GLAD Legal Advocates and Defenders - Through strategic litigation, public policy advocacy, and education, GLBTQ Legal Advocates & Defenders (GLAD) works in New England and nationally to create a just society free of discrimination based on gender identity and expression, HIV status, and sexual orientation. glad.org/



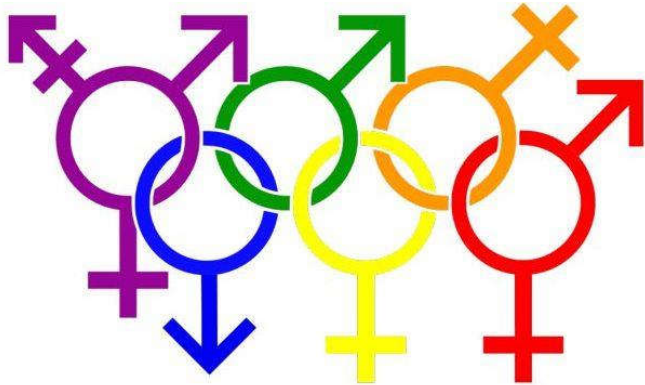
LGBTQIA + Resources

Homelessness Supports

Connecticut Coalition to End Homelessness - Resources and information for LGBTQ+ individuals experiencing homelessness

Cceh.org/provider-resources/lgbtq-resources/

860-721-7876





LEGAL INFORMATION

Center for Medicare Advocacy helps to advance access to comprehensive Medicare coverage and quality health care for older people and people with disabilities by providing exceptional legal analysis, education and advocacy. Assists CT residents who believe they have been unfairly denied Medicare coverage.

1-800-262-4414

MedicareAdvocacy.org

Connecticut Legal Rights Project (CLRP) a statewide non-profit agency providing free legal services to low income adults with mental health conditions residing in hospitals or the community on matters related to their treatment, recovery, and civil rights. CLRP is separate from the Department of Mental Health and Addiction Services (DMHAS).

1-877-402-2299

CLRP.org

Hours: Mon-Fri
10am-12pm and
1pm-3pm

Connecticut Women's Education and Legal Fund (CWEALF) is a statewide, non-profit telephone counseling service providing information on family law issues; divorce, harassment, equal pay, sex discrimination etc. Hotline information Mon-Thur 9:00am-2:00pm and Fri 9:00am-1:00pm.

860-247-6090

1-800-479-2949

CWEALF.org

Consumer Law Project for Elders, through CT Legal Services, provides no cost help to people 60+ who reside in CT and are having problems with credit card, medical debt, identity theft, etc. They have resources online pertaining to government benefits, funeral/burial contracts, healthcare, housing, nursing homes, POA's, living wills and other resources.

1-800-296-1467

CTLawhelp.org

Under self-help
info, then Seniors



LEGAL INFORMATION

Consumer Protection:

State Attorney General's Office
860-808-5318

portal.ct.gov/ag

Department of Consumer Protection
1-800-842-2649

portal.ct.gov/dcp

Better Business Bureau
860-740-4500

bbb.org/us/ct

Credit Reporting Agencies: Under the **Fair Credit Reporting Act** consumers are allowed one free credit report each year from each agency.

1-877-322-8228

- ◆ **Equifax** Equifax.com
- ◆ **Experian** Experian.com
- ◆ **Transunion** Transunion.com

annualcredit-report.com

Greater Hartford Legal Aid provides free legal services to low-income people in Hartford County for civil legal issues, housing, entitlements, protective services, resident/patient rights, domestic violence, special education, expulsions & School discipline, diversity & inclusion.

860-541-5000

Email:
ghla@ghla.org

GHLA.org

Greater Hartford Legal Aid in the Community of Manchester Providing free legal help to eligible people in Hartford County for family violence, housing, public benefits, employment, education, elder, and immigration matters for victims of domestic violence.

860-541-5052

Call or email for an appointment

Email:
rrodriguez-cruz@ghla.org



LEGAL INFORMATION

Living Will/Advance Directives is a set of documents that allows a person to record decisions regarding medical treatment in case of incapacity, including removal or withholding of life support systems, appointment of a Health Care Agent, Durable Power of Attorney or Conservator.

860-424-5274

[portal.ct.gov/AG/
Health-Issues/
Connecticuts-
Living-Will-Laws](http://portal.ct.gov/AG/Health-Issues/Connecticuts-Living-Will-Laws)

Statewide Legal Services provides help to low-income people with referrals for non-criminal legal problems via phone. Some areas of assistance include family, employment, public benefits, bankruptcy, and housing. They may refer clients to a legal services office or a private attorney at no cost to the client. They also offer booklets online regarding: Financial Benefits, Bankruptcy/Collections, Family Housing, Immigration, Medical/Health Care, Utilities, Disability Rights, Seniors, Students, Work/Unemployment.

1-800-453-3320

SLSct.org

Hotline hours
9:00am - 12 noon
1:00pm - 2:00pm

Monday - Friday

Support Enforcement Services works with state and federal agencies to operate the "**CT Child Support Enforcement Program**" to help parents enforce and modify their child support orders.

1-800-228-5437

[jud.ct.gov/child
support](http://jud.ct.gov/childsupport)

Uconn School of Law "*Connecticut Community Law Center*" offers affordable legal consultations and representation for low to moderate income individuals & families involving family, housing, consumer disputes & debt, probate, employment, immigration, civil & pardons.

860-570-5400

[cclc.law.uconn
.edu](http://cclc.law.uconn.edu)

Email:
cclc@uconn.edu



PROTECTION & ADVOCACY

AARP	SEE PAGE 30, 80, 86
Amplify, Inc. evaluates state-funded mental health services, educates legislators and the public about critical mental health needs. Advocates for state funding for services. Works to develop plans, and advocate for strategies and resources to advance healthy communities.	860-667-6388 amplifyct.org
Center for Medicare Advocacy	SEE PAGE 72
Connecticut Alliance to End Sexual Violence provides a 24-hour toll free hotline for victims who have been raped or sexually assaulted. Services provided include short-term counseling, support and empowerment groups, advocacy with police and court process as well as a variety of educational opportunities.	860-282-9881 1-888-999-5545 call or text 1-888-568-8332 Español endsexualviolencect.org
Department of Children and Families	SEE PAGE 16
Disability Rights Connecticut, Inc.	SEE PAGE 24
Emergency Preparedness -Town of Manchester is responsible for maintaining a local emergency plan which maximizes survival of people, prevents or minimizes injuries, preserves property & resources in Manchester by making use of available manpower, equipment & other resources in the event of a natural, man-made or national security emergency/disaster. The emergency plan provides direction and control and the continuity of government in disaster situations.	860-647-3173



PROTECTION & ADVOCACY

Federal Trade Commission protects consumers by offering assistance with **IDENTITY THEFT**, Credit & debt issues, No-Call Listing, unfair business practices, provides Scam alerts, and assists with filing Consumer Complaints. For individuals to file a complaint —————>

202-326-2222

FTC.gov

Reportfraud.ftc.gov

The Hartford Gay & Lesbian Health Collective empowers individuals of diverse sexual orientations, gender identities and gender expressions to lead healthy lives through the provision of health support services, education and advocacy. **The Health Collective East** is located in Manchester on 64 Church Street.

860-278-4163

hglhc.org

Immigration Services & Citizenship

SEE PAGE 60-63

Interval House (*Safe Connect Resource Line*) helps to provide free support and advocacy services to victims of domestic violence. Services include a 24-hour hotline, safe emergency shelter, victim and legal advocacy, counseling, support groups, and children's programs.

**860-645-4033
860-527-0550**

1-888-774-2900
24 hour numbers

IntervalHouseCT.org

Long Term Care Ombudsman

SEE PAGE 87

Manchester Community Services Council (MCSC) provides a forum to address the needs of the Manchester community, creating local alliances that remove barriers to human services and support quality of life for all Manchester residents. Interested citizens, agencies, nonprofits and businesses participate in monthly meetings.

Manchesterct.gov/MCSC

P.O. Box 4032
Manchester, CT
email: contact.
mcsc.ct@gmail.com
facebook.com/
mcscmanchester



PROTECTION & ADVOCACY

<p>North Central Area Agency on Aging (NCAAA) provides planning and management of funding and advocacy services to older persons and their caregivers to ensure they have access to quality & cost effective services.</p>	<p>860-724-6443</p> <p>1-800-994-9422</p> <p>NCAAAct.org</p>
<p>Office of the Child Advocate</p>	<p>SEE PAGE 18</p>
<p>Office of Consumer Counsel advocates for all state of Connecticut utility rate payers, seeks to ensure reasonable rates/service are given for electric, gas, telephone, cable and water. They offer a link to the Energy Suppliers with rates on their website</p>	<p>860-827-2900</p> <p>portal.ct.gov/ OCC <i>under electricity then PURA</i></p>
<p>Office of Victim Services (OVS), a division of the State Judicial Branch, provides various programs and services for crime victims, including financial compensation, counseling, social services advocacy and victim notification about offender status.</p>	<p>860-263-2760 1-800-822-8428</p> <p>Jud.ct.gov/Crime Victim Email: OVS@jud.ct.gov</p>
<p>PFLAG (Parents, Families, Friends and Allies United with LGBTQ) People to Move Equality Forward</p>	<p>SEE PAGE 68</p>
<p>Protective Services for the Elderly</p>	<p>SEE PAGE 88</p>
<p>Public Utility Regulatory Authority provides information on how to control your energy consumption and choose your best rate. They have a consumer affairs team is available to respond to questions and complaints.</p>	<p>1-800-382-4586</p> <p>portal.ct.gov/ pura</p>



PROTECTION & ADVOCACY

Safe Haven for Newborns (or the Safe Haven Law) allows a parent or person with lawful custody to surrender a baby (30) days or younger, confidentially to the nursing staff of a hospital emergency room, without fear of arrest or prosecution for child abandonment. **Locations:** Any Emergency Department

211

1-844-767-2229

[portal.ct.gov/
DCF/1-DCF/SAFE-
Havens-Act-for-
Newborns](http://portal.ct.gov/DCF/1-DCF/SAFE-Havens-Act-for-Newborns)

TransAdvocacy Coalition of CT (CTAC) strives to make Connecticut a safe and tolerant place for the trans and gender non-conforming individuals through education and social advocacy. CTAC is dedicated to the advancement and attainment of full Human Rights for all trans and gender non-conforming people in every aspect of society and actively oppose discriminatory acts.

860-255-8812

[lgbtq.yale.edu/
resources/
connecticut-
transadvocacy-
coalition](http://lgbtq.yale.edu/resources/connecticut-transadvocacy-coalition)

Victims of Crime Act case management program is dedicated to providing Victims of Crime individualized support and resources to help cross over from victim to survivor. This program is through the **Connecticut Council of Family Services Agencies (CCFSA)** to be eligible for the program, victimization must have occurred in CT and victim must live in CT.

1-800-505-9000

Ctfsa.org

Local network
provider is:
Catholic Charities
860-527-1124



DIVERSITY, EQUITY & INCLUSION (DEI)

African-American & Black Affairs Council	Aabac04@gmail.com facebook.com/aabacom/
Latino Affairs Council advocates and connects to services directors.of.MLAD@gmail.com	860-986-0105
Manchester Public Schools Office of Equity & Partnerships	860-645-6041
Ministerial Health Fellowship for more information contact Reverend Robyn Anderson or COVID Crisis counselor Akilah Barr at 860-808-6051 or akilahbarr@gmail.com	860-817-3330 www.mhfct.org MinisterialHealthFellowship@gmail.com
Power Up Manchester	Powerupmanchester.org
Uniting for a Safe & Inclusive Community	ManchesterctUnities@gmail.com





RECREATION & LEISURE

<p>AARP offers programs, speakers, trips, and discounts for those who are 50 years and older, to help improve the quality of their lives.</p>	<p>1-866-295-7279</p> <p>AARP.org</p>
<p>Bookmobile</p>	<p>SEE PAGE 21</p>
<p>Instructors of the Handicapped</p>	<p>SEE PAGE 25</p>
<p>MARC Inc.</p>	<p>SEE PAGE 26, 104</p>
<p>MEN'S GROUP for 60+, this social group enjoys a variety of activities including current events, health topics, trivia and of course good conversation while meeting new people. Meets Mondays 10:45am – 11:45 am for Manchester senior center members.</p> <p>WOMEN'S GROUP for 60+ also meets on Mondays from 9:30am-10:30am.</p>	<p>860-647-3211</p> <p>Manchesterct.gov/seniorcenter</p> <p>Location: Senior Center Library</p>
<p>Office of Neighborhoods & Families (a Division of the Department of Leisure, Families and Recreation), the Neighborhoods and Families Division is dedicated to coordinating communication among policy makers, service providers, and the Public and encouraging community partnerships that create healthy neighborhoods and families.</p>	<p>860-647-3089</p> <p>Email: onf@manchesterct.gov</p> <p>Manchesterct.gov/lfr</p>



RECREATION & LEISURE

Organization of Active Adults through **MCC Continuing Educ.**, for adults 50+ who share an interest in lifelong learning, travel and monthly entertainment programs. They offer free monthly programs, reduced fees for luncheons, motor coach day trips, overnight trips & international travel. They also have a monthly newsletter and a tuition rebate program for credit-free courses. See the current MCC Catalog for details

860-512-2840

Manchestercc.edu/continuing-education/organization-of-active-adults/

Road Scholar a non profit organization offering a low cost leisure / educational program for older adults 55 and older; they travel to all 50 states and abroad.

1-800-454-5768

roadscholar.org





RECREATION & LEISURE

The **Recreation Division** of the Department of Leisure, Family and Recreation, provides programming for all ages and ability levels. Summer programs include a wide variety of recreational activities for both youth and adults.

They offer five supervised summer camp sites and special events for children aged 5-15 as well as a recreation leader in training camp. In addition to our youth, we also offer a week in the summer for Camp Kennedy which focuses on providing fun, safe activities and events for disabled adults. During the outdoor season, residents may swim, take lessons or attend aquatics classes at Globe Hollow or at one of the town's other four in-ground pools.

Recreation works with local youth sports organizations offering support services, scheduling of fields and cosponsoring

events. The Department of Leisure, Family and Recreation also cosponsors a variety of special events including: concerts in center memorial park, Pride in Manchester, Cruisin' on Main,



Juneteenth and

Hispanic Heritage Day (to name a few).

Recreation operates three recreation centers with activities for all ages. Indoor swimming is offered at the Manchester High School Main and IOH pools for residents. They can swim, take lessons or attend aquatics classes. Year-round adult fitness programming, youth sports, the fitness center at the Community Y Rec Center, the Jay Howroyd Fitness Trail at Union Pond are offered and much, much, more!

Located at 39 Lodge Drive, Manchester

860-647-3084

Manchesterct.gov/lfr



RECREATION & LEISURE

The Manchester Youth Service Bureau (YSB) provides positive youth development opportunities through a variety of programs that focus on: life skills, employment/vocational, community service, diversion, early childhood, relationships, and family. Programs are open to youth, ages 0-21, who reside in or attend school in Manchester.

The office hours of the Manchester Youth Service Bureau are 8:00-4:30, Monday-Friday. Programming often extends outside of office hours including evenings and weekends.

SEE PAGES 19 & 20 for youth programs offered.



860-647-5213

Located at 63 Linden Street

Manchesterct.gov/ysb

Email: youthsvc@manchesterct.gov



RESPIRE RESOURCES

A Place for Mom

SEE PAGE 86

ADULT DAY CARE CENTERS: Average cost is \$80/day

Caring Connection—330 Windsor Ave, Windsor

860-547-0251 windsorcaringconnection.com

Daybreak—243 South Whitney St, Hartford

**860-523-0108 *Primary language Spanish*
daybreakathartford.com**

Family Adult Day Care 445A Willard Ave, Newington

860-436-2013 dillystraining.com/

SarahCare of East Hartford—870 Burnside Ave., East

Hartford 860-282-9097 sarahcare.com

Senior Moments—31 Kingsbury Ave, Tolland

860-926-4515

**[https://www.eldercareconsultingllc.com/
adult-day-services-page/](https://www.eldercareconsultingllc.com/adult-day-services-page/)**



RESPIRE RESOURCES

<p>Alzheimer’s Statewide Respite Care Program This program offers relief to stressed caregivers by providing information, support, the development of an appropriate plan of care, and services for the individual with Alzheimer’s Disease or related dementias. Clients may receive care through the delivery of services through agencies (traditional care option) or caregivers may hire someone of their choice to provide care (self-directed care option).</p>	<p>1-800-994-9422</p> <p>portal.ct.gov/AgingandDisability/Content/Pages/Programs/Connecticut-Statewide-Respite-Care-Program</p>
<p>MARC, Inc.</p>	<p>SEE PAGE 26, 104</p>
<p>MARCH, Inc. of Manchester is a private, non-profit agency that provides temporary care for children & adults with developmental disabilities; the service allows other family members time for errands, business or vacations.</p>	<p>860-646-4446</p> <p>marchinc.org/</p>
<p>North Central Area Agency on Aging can help you determine what respite care program is right for you. You must meet eligibility requirements for types of programs and services requested. Please note: the person will need assistance with at least two Activities of Daily Living and have basic knowledge of financial info.</p>	<p>1-800-994-9422 or 860-724-6443</p> <p>NCAAAct.org</p> <p>Under Services for Caregivers</p>



SENIOR SERVICES

A Place for Mom is a local and nationwide information service that explores eldercare options including nursing homes, assisted living facilities, independent living and home care agencies & respite care. Call to speak to an Eldercare Advisor about care requirements, finances and other needs.

1-866-518-0936

APlaceForMom.com

AARP (The American Association of Retired Persons) is a membership organization of persons 50 years and older. It offers educational information on numerous issues that affect older adults. They advocate for elders at the State and Federal level.

1-888-687-2277

1-877-342-2277
Spanish

AARP.org

Adult Day Care

SEE PAGE 84

Advanced Directives : Planning for Future Health Care Decisions. Available on the State of CT website. portal.ct.gov/DMHAS/Programs-and-Services/Advocacy/Advance-Directives

860-424-5274

American Society on Aging (ASA) Their resources, publications and educational opportunities are geared to enhance the knowledge and skills of people by addressing the challenges and opportunities of a diverse aging society.

1-800-537-9728

asaging.org/

Blood Pressure Screenings please check in with the front office at the Senior Center for blood pressure dates. If you have questions or concerns contact the Manchester Health Department.

860-647-3173
For Information



SENIOR SERVICES

Connecticut Home Care Program for Elders	SEE PAGE 48
Consumer Law Project for Elders	SEE PAGE 72
Eldercare Locator is a free national service. Its goal is to provide older Americans and their caregivers information and resources to live independently and safely in their own homes. They also offer support for caregivers. They have information on a wide range of topics including financial, nutrition, health, home repair, legal, transportation and more.	1-800-677-1116 eldercare.acl.gov
File of Life is an informational tool provided by the Manchester Fire Department and used by Emergency Personnel or First Responders in the event of a medical emergency. It contains emergency contact information, medical history, medications, allergies, insurance info, etc., that can contribute to saving lives.	860-647-3266 Manchesterct.gov/mfrc For info or to order one Free of charge
Homeowner's Tax Relief for Seniors, Veterans and People with Disabilities	SEE PAGE 34 & 98
Income Tax Counseling	SEE PAGE 34
Long Term Care Ombudsman Program through the CT Department of Social Services, protects and promotes the rights and quality of life for people who live in skilled nursing facilities, residential care homes and assisted living facilities.	1-866-388-1888 860-424-5200 Portal.ct.gov/LTCOP
Manchester Municipal Agent for the Elderly - Eileen Faust	860-647-3214



SENIOR SERVICES

<p>National Council on Aging (NCOA) is a national organization that provides information and advocacy in the field of aging. The website offers valuable educational information.</p>	<p>571-527-3900</p> <p>NCOA.org</p>
<p>National Institute on Aging (NIA) is a Federal Agency with the mission of improving the health and well-being of older Americans through research on the aging process and related diseases such as Alzheimer's, cancer, diabetes and the special needs of the aged. They offer a Spanish language website.</p>	<p>1-800-222-2225</p> <p>1-800-222-4225 TTY</p> <p>NIA.NIH.gov</p> <p>NIA.NIH.gov/espanol</p>
<p>North Central Area Agency on Aging (NCAAA)</p>	<p>SEE PAGE 77, 85</p>
<p>Organization of Active Adults</p>	<p>SEE PAGE 81</p>
<p>Protective Services for the Elderly (PSE) is administered through the State Department of Social Services. It investigates complaints, concerns, or reports of abuse, neglect, abandonment and exploitation of people 60 years and older. There are no income requirements. After hours call 211</p>	<p>1-888-385-4225 Outside CT call 1-800-203-1234</p> <p>Portal.ct.gov/dss under children, family, older adults</p>
<p>Renter's Rebate</p>	<p>SEE PAGE 35</p>
<p>Reverse Mortgage Programs</p>	<p>SEE PAGE 35</p>
<p>Senior, Adult & Family Services</p>	<p>SEE PAGE 58</p>
<p>Senior Center, Manchester</p>	<p>SEE PAGE 59, 96</p>



SENIOR SERVICES

<p>Senior Circle Activity Group is a small recreation group meeting twice weekly at the Senior Center. Designed for Manchester residents 60+. The group meets Tues & Thurs with the Therapeutic Recreation Specialist. Members enjoy a variety of activities including crafts, gentle exercise, reminiscing and discussing current events & lunch together.</p>	<p>860-647-3211</p> <p>Manchesterct.gov/seniorcenter</p>
<p>Senior Foot Care takes place at the Senior Center twice each month, by a nurse, for Manchester seniors (<i>nail clipping, not available for diabetics or people with circulatory problems</i>). Appointments are necessary, the cost is \$30.00/cash or check. Call the Health Dept. for an appt.</p>	<p>860-647-3173</p> <p>Manchesterct.gov/health</p>
<p>Senior Health Solutions of Connecticut is a network of health care organizations specializing in geriatric services and providing information on physicians, hospital care, rehabilitation, visiting nurses, home care, assisted living or assistance in navigating the health care maze.</p>	<p>860-263-4100</p> <p>Hartfordhealthcare.org/services/senior-services</p>
<p>Senior Job Bank</p>	<p>SEE PAGE 32</p>
<p>UR Community Cares <i>for free assistance with at-home tasks</i></p>	<p>SEE PAGE 105</p>



SUPPORT GROUPS

Addiction Support—Smart Recovery Group for **youth & adolescents** who are struggling with alcohol, drugs and compulsive behaviors. Groups held at **Manchester High School and for MHS students only - Register in room 204.**

**860-647-3521
Ex70114**

Email:
phall@mpspride.org

Alanon, Alateen Family Groups - Connecticut offer hope & help for families & friends of alcoholics.

1-888-825-2666

ctalanon.org

Alcoholics Anonymous provides support and information about events, meetings, and educational opportunities in Connecticut.

1-866-783-7712

ct-AA.org

Alzheimer's Association provides education, info/referral and support to Alzheimer's patients and families. Also offers a caregiver's course, Chapter Respite Care Program, annual caregivers' conference and Safe Return Program and local resources and referrals.

**1-800-272-3900
24hr
ALZ.org/ct**

Alzheimer's & Caregiver Support Groups offered through VNHS call for dates and times.

**860-872-9163
EXT 8346** registration required

American Cancer Society offers education, outreach and support to patients and their families.

1-800-227-2345

Cancer.org

Bereavement/Grief Support Group offered through VNHS call for more information - registration required.

**860-872-9163
EXT 8425**

There is also **Bereavement for the Holidays**. (2 day seminar)

*Alzheimers Support Group at Connecticut Bldg locat 90 at 1487 Pleasant Valley Rd Manch.

**3rd Wed of each month
4:30-5:30pm**



SUPPORT GROUPS

Brain Injury Alliance of CT (BIAC)	SEE PAGE 22
Cancer Care provides free, professional support services to anyone affected by cancer: people with cancer, caregivers, children etc. They offer counseling & support groups, education, financial assistance & practical help provided by professional oncology social workers: completely free of charge.	1-800-813-4673 <u>CancerCare.org</u>
Cancer Hope Network matches patients and caregivers with patients who have already undergone treatment for support.	1-800-552-4366 <u>CancerHopeNetwork.org</u>
Deaf & Hard of Hearing Resources	SEE PAGE 23
Department of Children and Families (DCF)	SEE PAGE 16
Family Development Center	SEE PAGE 16
Grandparents Raising Grandchildren support information and resources for kinship caregivers/grandparents/custodial relatives	<u>uwc.211ct.org/kinship-caregiversgrandparents-raising-grandchildrencustodial-relatives/</u>





SUPPORT GROUPS

Griefshare 13-week, support group ministry that helps people heal from the pain of grief. This faith-based program is open to any one experiencing the type of grief that stems from the death of a loved one. Meeting options are available, online or in-person. This group is free but please register so we can prepare for you. This session of GriefShare, hosted by Manchester Church of Christ .

860-646-2903

manchestercofc.org/griefshare-7/

For more details and how to register

Hartford Healthcare Center for Hospice Care provides bereavement counseling, support groups and information to members of the community who have suffered a loss. These programs are open to all, regardless of whether Center for Hospice Care was involved in their loss.

1-877-654-4035

Health Collective East provides case management, support groups, individual therapy, education and outreach to those affected by HIV/AIDS. They provide HIV testing and prevention.

860-278-4163

HGLHC.org

SEE PAGE 76

Hispanic Health Council provides support group services to women who are diagnosed with cancer.

860-527-0856

HispanicHealth-council.org

Interval House

SEE PAGE 76, 102

Manchester Memorial Hospital Support Groups offer a wide variety of groups that meet at the Hospital i.e.: health, mental health, BI, Diabetes, Ostomy Sup., Autism, Bereavement and much more.

**860-646-1222
Ext 2292**

860-533-6550

ECHN.org



SUPPORT GROUPS

<p>NAMI of Connecticut offers a support group for family & friends and people affected by mental illness. Meetings are on-line and in person see website for details on these support groups: Family Support , Recovery Support. Veterans, Young Adults, Peer Support, Child & Adolescent for parents & Caregivers</p>	<p>860-882-0236</p> <p>namict.org/find-support/support-groups/</p>
<p>National Federation of the Blind</p>	<p>SEE PAGE 26</p>
<p>Pathfinders Club</p>	<p>SEE PAGE 12</p>
<p>PFLAG (Parents, Families, Friends and Allies United with LGBTQ People to move Equality Forward)</p>	<p>SEE PAGE 68</p>
<p>The Compassionate Friends The mission of The Compassionate Friends: When a child dies, at any age, the family suffers intense pain and may feel hopeless and isolated. The Compassionate Friends provides highly personal comfort, hope, and support to every family experiencing the death of a son or a daughter, a brother or a sister, or a grandchild, and helps others better assist the grieving family.</p>	<p>1-877-969-0010</p> <p>compassionate-friends.org/</p> <p><i>Time has proven that in caring and sharing comes healing.</i></p>
<p>TOIVO - Recovery Support</p>	<p>SEE PAGE 14</p>



TRANSPORTATION INFO

ADA Paratransit Service is in compliance with Americans with Disabilities Act providing door-to-door transportation throughout greater Hartford 7-days per week early morning to late night. Available for people whose disabilities prevent use of public transit. Registration is required and there is a fare of \$3.50 per one-way trip. Manchester residents qualifying for ADA Transportation can receive a monthly allotment of free trip tickets through Senior, Adult & Family Services by calling 860-647-3093.

860-724-5340
#1 Reservations
8am-5pm

#4 applications

#9 Customer Service

<https://HartfordTransit.org>

American Cancer Society through their "Roads to Recovery" program offers rides for appointments related to treatment and recovery Monday through Friday for those without other means of transportation. They require 4+ days advance notice and rider must be ambulatory. All rides are subject to volunteer availability.

1-800-227-2345

Cancer.org

Bureau of Rehabilitation Services offers training services for drivers with physical disabilities who require adaptive equipment to drive. Must be a permanent Connecticut resident.

1-800-537-2549

Portal.CT.gov/rehabilitation-services/

Connecticut Department of Transportation provides information on travel services and programs within Connecticut.

860-594-2000

Portal.CT.gov/DOT

Connecticut Transit offers reduced fares for elderly and disabled persons with a Medicare card or State-issued photo I.D. card.

860-525-9181

CTtransit.com



TRANSPORTATION INFO

Encompass Transportation - the freedom to travel with no limitations. Passengers must be approved through an eligibility process thru Greater Hartford Transit District. You must be 60 years of age **OR** have a disability. Up to three passengers can ride for the price of one. **The Encompass Program trips are discounted.** The passenger pays only \$5.00 for the first 8 miles traveled. Each additional mile traveled is \$2.90. Your trip is automatically charged to your account, eliminating any exchange of money while you're in the vehicle.

860-444-4444

Encompass.m7ride.com

Dial-A-Ride offers **FREE** rides in Manchester for residents age 60+ and/or adults with disabilities of any age. Rides are available Monday through Friday. Dial-a-Ride can be used for trips to medical appointments, grocery shopping, personal errands and social outings within Manchester. **Reservations and registration are required.**

860-870-7940

HVCChelps.org

**8:00am–4pm
Monday—Friday**

DAV - Disabled American Veterans operates a fleet of vehicles around the country to provide free transportation to VA medical facilities for injured and ill veterans. The vans are driven by volunteers, and rides are coordinated by more than 178 Hospital Service Coordinators around the country. For more information visit their website.

**860-594-6612
VA Regional Ofc
860-666-6951
Newington VA
Medical Center**

DAV.org/



TRANSPORTATION INFO

Kids in Limos Program - Special Rides for Special Kids provides free rides for children ages 5 to 16 with a serious illness or emotional or physical handicap. The limo is **NOT** wheelchair accessible. A parent or guardian must accompany the youth. The primary service is to provide rides to and from a doctor or clinic appointment. This program will transport patients within a thirty mile radius of Hartford to and from MD or clinic. An application is not needed to set up transportation.

860-595-6455

Email:
kidsinlimos@peoplepc.com

Senior Center Transportation - bus rides to and from the Senior Center can be scheduled up to 3pm on the day before your ride is needed. Please remember that masks are strongly encouraged while using any Senior Center transportation, Dial A Ride or ADA. If you need to cancel your ride with us, please call the office with as much advance notice as possible.

860-647-3211

Manchesterct.gov/seniorcenter

VEYO Transportation for non-emergency "plan covered" medical appointments for **Husky A, C & D** participants on a limited basis. The services are administered by **VEYO NEMT**. Provided to eligible Medicaid members in CT who have no other way of getting to their medical, behavioral health or dental appointments.

1-855-478-7350

ct.ridewithveyo.com

Reservations taken from 7:00am - 6:00pm Mon - Fri and need to be made 2 days in advance of travel.



VETERANS INFORMATION

Veterans Advisory Committee Established in 2021, The Veteran's Advisory Committee works to further enhance the Town of Manchester's efforts to provide its veterans with support, services and opportunities consistent with Connecticut General Statutes Section 27-135. The Committee meets monthly on the third Wednesday of the month at 7p.m. at the Manchester Senior Center.

manchesterct.gov/Government/Town-Leadership/Boards-Commissions-Committees/Veterans-Advisory-Committee

DAV - Disabled American Veterans has a goal to empower veterans to lead high-quality lives with respect and dignity. They offer information on Transition Service Offices, provide information on Free Transportation to VA medical facilities, offer outreach programs and mobile services to veterans with mobility challenges, free assistance for service injured or ill veterans to assist with job training and job assistance programs. They also have information on special events and seminars.

1-877-426-2838

1-877 I AM VET

860-594-6612

www.DAV.org/

Hire VETS First, provides information for Veteran job seekers and employers to connect. Contact your local veterans business representative or veterans workforce development person.

860-263-6016
860-256-3522

portal.ct.gov/dol/divisions/veterans-services/

Homeless Veterans can contact the Veterans Outreach Social Worker for Homelessness for assistance.

860-666-6951
Ext. 6347



VETERANS INFORMATION

Manchester Veteran's Clubs:

American Legion 20 American Legion Dr **860-791-8063**
Army Navy Club 1090 Main Street **860-646-9133**

Property Tax Relief for Veterans
 the Town of Manchester Department of Assessment and Collection processes applications for veterans for tax credits and possible exemptions. Please call for more information.

860-647-3017

manchester.ct.gov/assessmentandcollection

Soldiers', Sailors' and Marines' Fund assists veterans and/or dependents with emergency financial needs including food, clothing, medical, shelter, utility bills, dental, eye and hearing. Must have completed 90 days of federal active military service, not for training.

860-296-0719
1-844-454-8900
www.alctssmf.org

****Must be a CT resident and demonstrate a need**

Veterans' Affairs provides benefits to veterans and their families for education, employment, health, home loans, insurance, medical, pension, rehabilitation, housing facilities, and burial.

1-800-827-1000

988 - then press 1
Vet Crisis Line

VA.gov

Veterans' Benefits Counselor is available by appointment in Manchester at the Weiss Center, 479 Main Street. Combat and non-combat veterans, spouses of deceased veterans, POA's of veterans for any veteran related business may seek assistance with information, forms preparation, etc. Bring DD214 Form or service records with service dates indicated. These can be requested if not readily available.

860-647-3270
option #7

***Please call and leave a message for an appointment.**



VETERANS INFORMATION

Veterans Choice Program provides eligible veterans the option to receive VA Community Care from approved providers in their communities. Call for qualifications and appointments.

1-877-222-8387

va.gov/health-care

Veterans Club through MCC, Veterans Scholarships, Veterans Advising and personal counseling, among other services. The Veteran Affairs Support Team (**VAST**) works to ensure that comprehensive support services are offered and in place. The team consists of Counselors, Career & Veterans Services personnel, Dean of Student Affairs, Registrar, Bursar and Financial Aid staff, and Educational Assistants. Provides efficient and timely processing of G.I. Bill certifications, curriculum checks and advising, and promotes college community awareness of readjustment issues faced by returning service members.

To reach the Veteran's Certified Associate call:

860-512-3375

Veterans Crisis Line

988 then press 1

Veteran's Inc. provides employment, training, health services, support, homeless outreach and housing (emergency, transitional and permanent) to Veterans in need.

508-791-1213
1-800-482-2565
veteransinc.org

Danielwalsh
[@veteransinc.org](mailto:Danielwalsh@veteransinc.org)

Veterans Support Foundation provides homeless veterans a place to live, and support services.

800-882-1316
Ext 126
vsf-usa.org

[Military.com](https://military.com) a website offering information on recruiters, disability, jobs, loans, military discounts and much more.



VOLUNTEERING & COMMUNITY SERVICE

** Denotes Community Service Accepted

American Cancer Society ** welcomes volunteers to help in many ways including its transportation program “Road to Recovery” for ambulatory cancer patients who have no other way of getting to their lifesaving treatment appointments. **Coordinators** are needed to oversee all requests received for transportation and **Drivers** are needed to transport patients to and from their cancer-related medical appointments.

1-800-227-2345

cancer.org

Big Brothers/Big Sisters provide children facing adversity with strong and enduring, professionally supported 1-1 relationships with adult volunteers that change their life for the better, forever. They sponsor a **Foster Grandparents Program** in the school system with a stipend for low-income elderly.

860-525-5437

ctbig.org

Building Healthy Families located at 20 Hartford Rd, Manchester— offers many different opportunities surrounding families and children. Call, text or email for info.

860-375-0121

Email: volunteer@bhfct.org

www.bhfct.org

Bureau of Education & Services for the Blind provides volunteers to assist with activities of daily living, reading mail, shopping, companionship.

Volunteer Coord
860-602-4129 or
1-800-842-4510
Ext 4129

Cheney Hall/Little Theatre of Manchester offers many volunteer opportunities. Email: volunteering@cheneyhall.org

860-647-9824

cheneyhall.org



VOLUNTEERING & COMMUNITY SERVICE

** Denotes Community Service Accepted

Connecticut Forest & Parks Assoc.** is a private, non-profit conservation organization offering volunteer opportunities for teens and adults such as maintaining blue-blazed hiking trails like those at Case Mountain.

860-346-8733

ctwoodlands.org
Email: info@ctwoodlands.org

Creative Living Community of CT has volunteer opportunities; its vision is a farm community for people with and without disabilities.

creativelivingcommunityofct.org

CRT Volunteers needed for delivering meals, to assist at early childhood programs, summer food programs and much more.

860-560-5600
crtct.org

CT Mentoring Partnership Program: A mentorship is a structured and trusted relationship between a caring adult and a child. An effective mentor is a good listener, trustworthy, caring, responsible and positive.

860-523-8042

Preventionworksct.org

Emergency Preparedness has volunteer opportunities for medically qualified individuals to join the **Capitol Region Medical Reserve Corp.** Physicians, PA's, EMT's, Mental Health Prof., Nurses, Nurses Aides, Dental Surgeons, Pharmacists and Veterinarians. Non-medical volunteers also sought.

860-522-2217
Ext 4211

crcog.org/capitol-region-medical-reserve-corps/

Foodshare ** seeks volunteers for food pick up, gardening, cleaning, office and mailings, warehouse work, etc.

860-286-9999

CTfoodshare.org



VOLUNTEERING & COMMUNITY SERVICE

**** Denotes Community Service Accepted**

<p>Goodwill Thrift Store ** seeks volunteers for various tasks within the store and collecting donations. Please call and ask to speak to the manager.</p>	<p>860-643-2709</p> <p>gwct.org</p>
<p>Hartford Hospital ** offers a wide variety of opportunities to match your interest for teens between 14 and 18 and adults. Training and free parking.</p>	<p>860-972-2198</p> <p>HartfordHospital.org/volunteers</p>
<p>Hockanum Valley ** seeks assistance from both volunteers and community service people. They have a wide range of needs. Volunteer and Community Service.</p>	<p>860-872-9825</p> <p>hvcchelps.org under CONTACT, application on that page.</p>
<p>Interval House volunteers can help ensure that victims of domestic abuse and violence don't have to be alone. 24-hour hotline 860-838-8467. Various opportunities avail.</p>	<p>860-246-9149</p> <p>Intervalhousect.org under get involved</p>
<p>Hospice & Palliative Care volunteers assist in meeting the needs patients and their families by providing companionship, respite assistance, and emotional support. Other opportunities, K9, Reiki, Music, photo and more.</p>	<p>860-906-8659</p> <p>ECHN.org/careers/volunteering-opportunities/</p>
<p>Journey Home** seeks assistance to help move furniture for those moving out of homelessness and into housing in the greater Hartford area. journeyhomect.org/a-hand-up-volunteer/</p>	<p>860-808-0336</p> <p>Email: volunteer@journeyhomect.org</p>



VOLUNTEERING & COMMUNITY SERVICE

**** Denotes Community Service Accepted**

Literacy Volunteers of Greater Hartford ** offering small group instruction to adults needing help with reading, writing and speaking English. Applications on-line.

860-233-3853

LVGH.org

Lutz Museum ** located at 247 South Main Street, Manchester, has opportunities available for teens and adults. **Email:** cmazur@lutzmuseum.org

860-643-0949

lutzmuseum.org

Manchester Area Conference of Churches/MACC Charities ** volunteer opportunities for individuals and groups by appointment only in the Community Kitchen, Emergency Food Pantry, Community Threads Thrift Shoppe as well as specialized projects & seasonal events.

**860-647-8003
Ext 12**

MACC-ct.org

Manchester Chamber of Commerce seeks volunteers for different fund raising events. **Email:** staffgmcc@manchesterchamber.com

860-646-2223

manchester-chamber.com

Manchester Police Activities League (PAL) seeks volunteers for many programs involving Manchester youth and police officers. Some activities include Academic Support Club, Judo Club, Karate Club, Mountain Biking Club and more.

860-645-5525

email:
manchesterctpal@gmail.com

VOLUNTEER





VOLUNTEERING & COMMUNITY SERVICE

** Denotes Community Service Accepted

<p>Manchester Recovery Community Center accepts Volunteer/ Internship/Community Service hours. Located at 198 Wethersfield Ave, Hartford</p>	<p>860-474-8002 Geraldo Rivera Volunteer Mngr.</p>
<p>Manchester Road Race seeks volunteers to assist with their Thanksgiving Day event. Contact via web.</p>	<p>manchesterroad-race.com</p>
<p>Marc Inc. of Manchester has a variety of volunteer opportunities including respite assistance.</p>	<p>860-646-5718 marcct.org</p>
<p>Midwest Food Bank **seeks individual or group volunteers, packaging, sorting, light/heavy lifting. For more information contact Brent Carl the Volunteer Manager. email: bcarl@midwestfoodbank.org</p>	<p>860-783-1805 Midwestfood-bank.org/newengland</p>
<p>NAMI of CT seeks volunteers for phones, administration and more.</p>	<p>860-882-0236 Namict.org</p>
<p>National MS Society CT Chapter seeks volunteers for many opportunities. Email: info@ctfightsms.org</p>	<p>860-913-2550 nationalMSsociety.org</p>





VOLUNTEERING & COMMUNITY SERVICE

**** Denotes Community Service Accepted**

<p>Office of Neighborhoods & Families ** seeks volunteers and community service for a wide variety of opportunities.</p>	<p>860-647-3089</p> <p>Manchesterct.gov/lfr</p>
<p>Rebuilding Together** has a variety of projects throughout the year where they need volunteers. Email: Molly.devanney@gmail.com</p>	<p>860-647-3167</p> <p>rebuilding-manchester.org/</p> <p>Facebook.com/rebuildingtogethermanchester</p>
<p>AmeriCorps Seniors matches volunteers 55 and over with their areas of interest. 1-800-942-2677</p>	<p>Americorps.gov/serve/americorps-seniors</p>
<p>United Way of Central and North-eastern Connecticut ** provides volunteer opportunities at nonprofit agencies in the Greater Hartford Area. For a complete listing please visit the web site.</p>	<p>860-493-6800</p> <p>Unitedwayinc.org/volunteer/</p>
<p>UR Community Cares helps to connect people who need at-home help with those who want to help, town by town. They connect volunteers with seniors 70+ or disabled persons age 18+ to assist with household chores, yard work and companionship. Visits are requested and pre-scheduled on-line. Volunteers and residents must pass a free background check.</p>	<p>860-430-4557</p> <p>Urcommunitycares.org</p> <p>Email: info@urcommunitycares.org</p>
<p>World Wide Lighthouse Missions (WWLM)** assist with sorting, packing, relief aid, shelf inventory, cleaning etc. Email: donationcenter@wwlm.org</p>	<p>860-645-4198 or 860-645-4141</p> <p>wwlm.org</p>



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NOTES

NOTES

**Senior, Adult & Family Services
Town of Manchester
479 Main Street,
Manchester, CT 06040**