

# **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](mailto:kims@manchesterct.gov)

THIS DIRECTORY IS ALSO AVAILABLE ON-LINE  
[manchesterct.gov/safs](http://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](http://manchesterct.gov/CustomerService)**





## EMERGENCY 24 HOUR PHONE NUMBERS

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



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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

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



## BEHAVIORAL HEALTH

<b>Access Line for Substance Abuse Disorders</b> 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.	<b>1-800-563-4086</b>
<b>Celebrate Recovery</b> meets Thursdays at 218 Main St. in Manchester. Meeting runs from 7pm - 9pm contact by email: <a href="mailto:timothyloftus@yahoo.com">timothyloftus@yahoo.com</a> or <a href="mailto:profdave8@cox.net">profdave8@cox.net</a>	<b>860-205-3957</b> <b>Tim</b>  <b>860-432-8251</b> <b>Dave</b>
<b>Community Child Guidance Clinic</b>	<b>SEE PAGE 15</b>
<b>Community Health Resources (CHR)</b> 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	<b>444 Center St.</b> <b>Manchester</b>  <b>860-432-8775</b>  <b>1-877-884-3571</b>  <a href="http://chrHealth.org">chrHealth.org</a>
<b>Connecticut alcohol &amp; drug abuse hotline—24/7 Toll-free, Confidential</b>	<b>1-800-563-4086</b>
<b>Connecticut Clearinghouse</b> is a resource center for information about: substance abuse, mental health disorders, prevention & health promotion, treatment and recovery, wellness and related topics.	<b>1-800-232-4424</b>  <a href="http://CtClearinghouse.org">CtClearinghouse.org</a>
<b>The Cove Center for Grieving Children</b> provides hope & healing, and bereavement support for children, teens, & their families. (free service)	<b>1-800-750-COVE</b> <b>203-634-0500</b> <a href="http://CoveCt.org">CoveCt.org</a>



## BEHAVIORAL HEALTH

<b>CT Addiction Medicine</b> 63 E. Center Street 2B, Manchester <i><b>Open only on Tuesdays</b></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>	<b>860-730-7100</b> <i>Manchester</i>  <b>860-492-6400</b>  <a href="http://ctaddiction-medicine.com">ctaddiction-medicine.com</a>
<b>CT Community for Addiction Recovery (CCAR)</b> centralized resource for all things related to recovery /treatment programs/options, educ, support groups & peer support recovery coaching.	<b>1-866-205-9770</b>  <a href="http://ccar.us">ccar.us</a>
<b>Department of Developmental Serv.</b>	<b>SEE PAGE 23</b>
<b>Department of Mental Health and Addiction Services (DMHAS)</b> promotes & administers comprehensive recovery oriented services in the areas of mental health treatment and substance abuse prevention treatment in CT. Two ways to access a listing of treatment beds:	<b>860-418-7000</b> <a href="http://portal.ct.gov/dmhas">portal.ct.gov/dmhas</a> <a href="http://CTmentalhealthservices.com">CTmentalhealthservices.com</a> <a href="http://ctaddictionservices.com">ctaddictionservices.com</a>
<b>ECHN Child &amp; Adolescent Behavioral Health Services</b> 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.	<b>860-647-6827</b>  <a href="http://echn.org">echn.org</a> under services & Behavioral Health <b>860-647-6800</b> is the Behavioral Health Referral Line



## 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](http://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](http://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**

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

Serving clients  
0 to 17 years  
and 18 or older  
if still in high  
school and  
school is re-  
questing ser-  
vices.

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

**1-877-726-4727**  
[samhsa.gov](http://samhsa.gov)



## BEHAVIORAL HEALTH

<b>Federal Substance Abuse &amp; Mental Health Administration National Helpline</b> 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.	<b>800-662-4357</b>  <a href="https://www.samhsa.gov/find-help/national-helpline">samhsa.gov/ find-help/ national- helpline</a>
<b>Greater Hartford Harm Reduction Coalition</b> provides syringe exchange services, HIV testing and education, drug treatment access and referrals, and overdose prevention & education.	<b>860-263-8720</b>  <a href="https://www.ghhrc.org">GHHRC.org</a>
<b>Hockanum Valley Community Council, Inc. (HVCC)</b> 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.	<b>860-872-9825</b>  <a href="https://www.hvcchelps.org">HvccHelps.org</a> 27 Naek Road in Vernon
<b>InterCommunity</b> to safely <b>detox</b> clients from alcohol and/or drugs, provides education & motivation for referral. Open for admission 365 days/year - 24hrs/day depending on open beds.	<b>860-569-5900</b> <b>Ext 515</b>  <a href="https://www.intercommunityct.org">intercommuni- tyct.org</a>
<b>Institute of Living</b> 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.	<b>860-545-7200</b> assessment  <b>1-800-673-2411</b>  <a href="https://www.hartfordhospital.org">Hartford Hospi- tal.org</a> under locations



## 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](http://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](http://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](http://CHRhealth.org)

[slambert@chrhealth.org](mailto: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/](http://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](http://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 Sup-  
ports, Manchester Public Schools.**  
Open to all Manchester public school  
students, provides counseling & edu-  
cation to students.

**860-647-3521**  
**Ext. 70114**  
**Email:**  
**pphillips@**  
**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 socio-economic standing, psychiatric history and or experiences with addiction.

**860-296-2338**

**[toivocenter.org](http://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](http://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](http://CHRhealth.org)  
520 Center St  
Manchester**

**Questions:  
[mnelson@chrhealth.org](mailto:mnelson@chrhealth.org)**



## CHILDREN/YOUTH SERVICES

<b>Big Brothers/Big Sisters</b>	<b>SEE PAGE 100</b>
<b>Building Healthy Families</b> located at 20 Hartford Rd., Manchester. They offer parenting workshops and parenting empowerment.	<b>860-375-0121</b> <b>Email:</b> <a href="mailto:info@bhfc.org">info@bhfc.org</a> <a href="http://bhfc.org">bhfc.org</a>
<b>Care 4 Kids</b> is State funded, and provides child care financial assistance to Temporary Family Assistance recipients and eligible low-income working families.	<b>1-888-214-5437</b> <a href="http://CTcare4kids.com">CTcare4kids.com</a>
<b>Child Care Services Infoline</b> provides info on State-licensed child care providers & programs.	<b>211</b> <a href="http://211ct.org">211ct.org</a>
<b>Community Child Guidance Clinic, Inc.</b> 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.	<b>860-643-2101</b>  <a href="http://CCGCIInc.org">CCGCIInc.org</a>
<b>Connecticut's Child Development Infoline</b> provides info on the <b>Birth to Three Program</b> for children from birth to 36 months who have delays in development or disabilities; <b>Help Me Grow</b> , for pregnant women & children 0 - 8 who are at risk for developmental or behavioral concerns; and <b>Ages &amp; Stages Monitoring Program</b> that answers questions on how a child is learning, behaving or developing from birth to age 5 and more...	<b>1-800-505-7000</b>  <a href="http://211ct.org">211ct.org</a>  under: Children and Families, Early care & educ.
<b>The Cove Center for Grieving Children</b>	<b>SEE PAGE 8</b>



## 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](http://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](http://echn.org)  
under services  
& parenting



## CHILDREN/YOUTH SERVICES

<b>Gentle Love Diaper Pantry</b> a collective group of Manchester youth who have mobilized to take action against a prevalent social injustice within the community.	<a href="http://Gentleloved diaper-pantry.org">Gentleloved diaper-pantry.org</a>
<b>Grandparents Raising Grandchildren</b>	SEE PAGE 91
<b>Head Start</b> 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  <a href="http://mpspride.org/domain/181">mpspride.org/ domain/181</a>
<b>Hispanic Health Council</b>	SEE PAGE 41, 92
<b>HUSKY Insurance</b>	SEE PAGE 43
<b>KIDSAFE CT</b> 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 of 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  <a href="http://Thevillage.org/kidsafe">Thevillage.org/ kidsafe</a>  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](http://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](http://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](mailto: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](http://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](http://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
- LGBTQ+ 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](http://manchesterct.gov/ysb)**



## DISABILITY RESOURCES

<b>ADA Transportation</b>	<b>SEE PAGE 94</b>
<b>American School for the Deaf (ASD)</b> provides educational programs, support services and resources for deaf and hard of hearing individuals and their families from birth through adulthood. You can also <b>TEXT to 860-944-7644</b>	<b>860-570-2300</b>  <b><u><a href="http://ASD-1817.org">ASD-1817.org</a></u></b>  <b>Video Phone</b> <b>860-899-1217</b>
<b>"Are You OK" Program</b> 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.	<b>860-645-5568</b>  <b><u><a href="http://Manchesterct.gov/mpd">Manchesterct.gov/mpd</a></u></b>
<b>Birth to Three Program</b>	<b>SEE PAGE 15</b>
<b>Bookmobile</b> 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.	<b>860-643-2471</b>  <b><u><a href="http://manchesterct.gov/library">manchesterct.gov/library</a></u></b>  <b>Sign-up at</b> <b>bookmobile</b> <b>@manchester</b> <b>ct.gov</b>



## DISABILITY RESOURCES

<b>Brain Injury Alliance of Connecticut (BIAC)</b> provides information on prevention of brain injury; resources and referrals, support groups for individuals and families affected by brain injury.	<b>860-219-0291</b> <b>1-800-278-8242</b> <a href="http://biact.org">biact.org</a>
<b>Bureau of Education and Services for the Blind (BESB)</b> , 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	<b>860-602-4000</b> <b>1-800-842-4510</b> <a href="http://Portal.ct.gov/AgingandDisability">Portal.ct.gov/ AgingandDisability</a>
<b>Bureau of Rehabilitative Services (BRS)</b> 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.	<b>860-647-5960</b> <b>1-800-537-2549</b> <a href="http://Portal.ct.gov/rehabilitation-services">Portal.ct.gov/ rehabilitation-services</a>
<b>Choice Magazine Listening</b> 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.	<b>1-888-724-6423</b> <a href="http://choicemaginelisting.org">choicemaginelisting.org</a>



## DISABILITY RESOURCES

<b>Connect-Ability staffing through BRS</b> attempts to connect Connecticut's employers with disabled individuals. They offer training plans.	860-538-0491 860-612-3581 <a href="http://portal.ct.gov/aginganddisability">portal.ct.gov/aginganddisability</a>
<b>Connecticut Braille Assoc., Inc.</b> provides textbooks and information for students; they assist with the needs of visually impaired individuals.	203-227-5243
<b>Connecticut Technical Act Project</b> 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.	1-800-537-2549  860-424-4881  860-424-4839 TTY  <a href="http://CTtechAct.com">CTtechAct.com</a>
<b>Corporation for Independent Living</b> 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.	860-563-6011  <a href="http://www.cil.org">www.cil.org</a>
<b>Deaf &amp; Hard of hearing resource guide</b> <a href="http://Portal.ct.gov/-/media/aginganddisability/brs/ct-deaf-and-hard-of-hearing.pdf">Portal.ct.gov/-/media/aginganddisability/brs/ct-deaf-and-hard-of-hearing.pdf</a>	
<b>Department of Developmental Services, State of CT (DDS)</b> 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.	860-418-6000  1-866-433-8192 for eligibility  <a href="http://portal.ct.gov/dds">portal.ct.gov/dds</a>



## DISABILITY RESOURCES

<b>Dial A Ride</b>	<b>SEE PAGE 95</b>
<b>Disabilities Resource Directory</b> through Disability Rights Connecticut.	<a href="http://DisRightsCT.org">DisRights CT.org</a> under Self-Advocacy
<b>Disability Rights Connecticut, Inc. (DRCT)</b> 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.	<b>860-297-4300</b> or <b>1-800-842-7303</b>  <b>Email:</b> info@disrightsct.org  <a href="http://DisRightsCT.org">DisRights CT.org</a>
<b>Easter Seals Capital Region &amp; Eastern CT</b> outpatient rehabilitation facility offering a full range of medical and vocational rehabilitation services for children & adults with physical, mental or learning disabilities.	<b>860-270-0600</b>  <b>1-800-221-6827</b>  <a href="http://Easter-seals.com/hartford">Easter-seals.com/hartford</a>
<b>File of Life</b>	<b>SEE PAGE 87</b>





## 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](http://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@mpspride.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/](http://CTstatelibrary.org/lbph/)  
call or download an application



## DISABILITY RESOURCES

<p><b>MARC, Inc.</b>, 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><b>860-646-5718</b></p> <p><a href="http://MarcCt.org">MarcCt.org</a></p>
<p><b>MARCH, Inc. of Manchester</b></p>	<p><b>SEE PAGE 85</b></p>
<p><b>National Federation of the Blind</b> is a membership organization that provides information &amp; 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><b>860-289-1971</b></p> <p><a href="http://nfbct.org">nfbct.org</a></p>
<p><b>NEAT Center at Oakhill</b> 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><b>860-242-2274</b></p> <p><a href="http://assistivetechology.OakHillCT.org/">assistivetech- ology.OakHill CT.org/</a></p>
<p><b>Renters Rebate Program</b> for adults aged 18+ who are deemed disabled by Social Security and seniors age 65+. Manchester residents can file applications at Senior, Adult &amp; Family Services, Town of Manchester yearly. The amount of the rebate is determined by income and rent &amp; utilities paid in CT the previous year.</p>	<p><b>860-647-3096</b></p> <p><b>For more info: SEE PAGE 35</b></p>



## DISABILITY RESOURCES

<b>Social Security Disability Benefits</b>	<b>SEE PAGE 36</b>
<p><b>SERC</b> 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><b>860-632-1485</b></p> <p><b><u><a href="http://CtSerc.org">CtSerc.org</a></u></b></p>
<p><b>UR Community Cares</b> <i>for free assistance with at-home tasks</i></p>	<b>SEE PAGE 105</b>



## 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](http://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](http://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/](http://journeyhomect.org/a-hand-up-volunteer/)

**860-808-0336**

**Email:** [volunteer@journeyhomect.org](mailto: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, toothpaste, deodorant, soap

**860-647-8003**  
**Ext. 29**  
Clothing

**860-647-8003**  
**Ext 28**  
Food  
[macc-ct.org](http://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](http://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](http://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](http://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](http://WWLM.org)  
office located at  
723 Main St.



## EMPLOYMENT / EDUCATION / TRAINING

<b>AARP</b> offers a website to assist seniors locate age-friendly employers.	<a href="http://aarp.org/work">aarp.org/work</a>
<b>American Job Centers</b> 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.	860-643-2222 or 860-656-2500  <a href="http://CapitalWorkforce.org">Capital Workforce.org</a> under Jobseekers
<b>Bureau of Rehabilitation Services</b>	SEE PAGE 22, 94
<b>Department of Social Services, Aging Services Division</b> offers help with training and referrals for job placement for low-income seniors.	860-424-5055 <a href="http://ct.gov/AgingServices">ct.gov/AgingServices</a> under employment opport.
<b>Easter Seals</b>	SEE PAGE 24
<b>Homeless Veterans Employment</b>	SEE PAGE 52
<b>Job Corps</b> 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.	<b>Outreach &amp; Admissions</b> 860-952-1744  <b>General Info</b> 860-953-7201  <a href="http://hartford.jobcorps.gov">hartford.jobcorps.gov</a>



## 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](http://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](http://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](http://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](http://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](http://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](http://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](http://Portal.ct.gov/dolui)**

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

**[hirevets.gov](http://hirevets.gov)**



## FINANCIAL INFORMATION / PROGRAMS

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

**211**

**[211ct.org](http://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](http://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](http://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](http://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](http://Macc-ct.org)**





## FINANCIAL INFORMATION / PROGRAMS

**Money Management International / CT Consumer Credit Counseling** helps consumers learn to reduce debt; offers free phone & online counseling.

**1-866-889-9347**  
[Moneymanagement.org](http://Moneymanagement.org)

**New England Pension Assistance Project** Offers free pension and retirement savings plan counseling and assistance regarding pension benefits.

**1-888-425-6067**  
[umb.edu/PensionAction](http://umb.edu/PensionAction)

**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.

**860-647-3096**  
  
[kims@manchestertcrct.gov](mailto:kims@manchestertcrct.gov)  
  
[manchestertcrct.gov/safs](http://manchestertcrct.gov/safs)

**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.

**Questions:**  
**860-571-3502**  
**Ext 502**

**To Apply:**  
**1-866-218-6631**

[CHFA.org](http://CHFA.org)  
Under Home-owner

**Email:**  
Customer.  
Service @  
CHFA.Org



## FINANCIAL INFORMATION / PROGRAMS

<b>Senior Volunteer Tax Credit Program</b> 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.	<b>860-647-3092</b>  <a href="http://manchesterct.gov/humanservices">manchesterct.gov/humanservices</a>
<b>Social Security Administration</b> 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.	<b>1-866-706-6759</b> local  <b>1-800-772-1213</b> national # 8am-7pm  <a href="http://SSA.gov">SSA.gov</a>
<b>State of Connecticut Department of Social Services</b> provides financial assistance programs which have eligibility requirements. To create an on-line account to apply for benefits <a href="http://connect.ct.gov/access">connect.ct.gov/access</a>	<b>1-855-626-6632</b>  <a href="http://portal.ct.gov/dss">portal.ct.gov/dss</a>
<b>Soldiers', Sailors' &amp; Marines' Fund</b>	<b>SEE PAGE 98</b>
<b>Veterans' Affairs</b>	<b>SEE PAGE 98</b>
<b>Winter Protection Plan</b> 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; <b>IT IS NECESSARY TO RE-APPLY EACH YEAR.</b>	<b>860-524-8361</b> <b>CNG</b> <a href="http://CNGcorp.com">CNGcorp.com</a>  <b>1-800-286-2828</b> <b>Eversource</b> <a href="http://eversource.com">eversource.com</a>  <b>860-560-5800</b> <b>CRT</b> <a href="http://crtct.org">crtct.org</a>



## 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](http://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](http://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**

[Endhunger  
ct.org](http://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](http://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

<b>MACC Community Kitchen</b> 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 <b>Sunday's</b> there is a <b>noontime meal</b> at Salvation Army .	<b>860-647-8003 Ext 21</b>  <a href="http://macc-ct.org">macc-ct.org</a>
<b>MACC Emergency Food Pantry</b> 460 Main St. Certification is required for everyone, the process is not complicated. Please call for more info. <b>HOURS BY APPOINTMENT ONLY.</b>	<b>860-647-8003 X28</b> <b>860-647-8003 X31</b> for pantry cert. <a href="http://macc-ct.org">macc-ct.org</a>
<b>MCC Cougar Pantry &amp; Career Clothing Closet</b> loc. <b>SSC L149</b> for MCC Students, Faculty & Staff	<b>860-512-3287</b> open Mon-Fri
<b>Meals on Wheels</b> through <b>CRT</b> delivers up to two meals per day to medically homebound seniors 60+ for a suggested donation of \$3 per meal, but <b>no one is denied</b> if unable to pay.	<b>860-560-5848</b>  <a href="http://CRTct.org">CRTct.org</a> <i>under basic needs</i>
<b>Mobile Foodshare</b> 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	<b>For locations &amp; dates TEXT: "Foodshare" to 85511 or call 860-856-4321</b>  <a href="http://site.foodshare.org">site.foodshare.org</a>
<b>New Horizons Baptist Church Food Pantry &amp; Clothing Bank</b> 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.	<b>860-726-9281</b>



## FOOD / NUTRITION & CLOTHING

<p><b>Salvation Army</b> 661 Main Street offers FREE grab &amp; go meals Sundays 11:30pm to 12:30pm.</p>	<p><b>860-649-7787</b>  <a href="http://SalvationArmyUSA.org">SalvationArmyUSA.org</a></p>
<p><b>Second Congregational Church food pantry</b>, partner of CT Foodshare located at 385 North Main Street.</p>	<p><b>860-649-2863</b>  <b>Fri 10-11:45am</b></p>
<p><b>Senior Center Lunch Program – Manchester Senior Center</b>, 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  <b>860-647-3211</b></p> <p><a href="http://Manchesterct.gov/seniorcenter">Manchesterct.gov/seniorcenter</a></p> <p>549 East Middle Tpke. Manchester</p>
<p><b>Supplemental Nutrition Assistance Program (SNAP)</b> 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><b>1-877-874-1612</b> for help applying on-line  <b>1-855-626-6632</b> to request an application  <a href="http://connect.CT.gov/access">connect.CT.gov/access</a></p>
<p><b>The Hub Food Pantry at CHR</b> is for individuals in the community who are in need of food assistance. Hours Mon, Wed, Fri 9am-noon and 1-3pm.</p>	<p><b>860-730-8780</b></p> <p><a href="mailto:mnelson@CHRHealth.org">mnelson@CHRHealth.org</a></p>
<p><b>WIC (Women, Infants &amp; Children)</b> a special supplemental nutrition program for Women, Infants &amp; 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><b>860-528-1458</b>          option 1  <a href="http://portal.ct.gov/dph/WIC/WIC">portal.ct.gov/dph/WIC/WIC</a>          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](http://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](http://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](http://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's, 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](http://FirstCHC.org)



## HEALTH CARE SERVICES / INFO

<b>Hispanic Health Council, Inc.</b> 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.	<b>860-527-0856</b> <a href="http://hispanichealth-council.org">hispanichealth-council.org</a>
<b>Lifeline Emergency Response Sys.</b>	<b>SEE PAGE 48</b>
<b>Health Collective East</b>	<b>SEE PAGE 76, 92</b>
<b>Malta House of Care Foundation</b> seeks to provide free health care for the uninsured by providing a free Mobile Medical Clinic.	<b>860-725-0171</b> <a href="http://MaltaHouseofcare.org">MaltaHouseofcare.org</a>
<b>Manchester Memorial Hospital</b> offers crisis intervention, home blood draw, support groups, community education workshops & health info.	<b>860-646-1222</b> <a href="http://Echn.org">Echn.org</a> under locations
<b>Maternity Care &amp; Family Planning Center</b> 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	<b>860-872-5170</b> <a href="http://Echn.org">Echn.org</a> under locations & Rockville General Hospital
<b>Planned Parenthood</b> offers affordable family planning and birth control counseling, medical services, educational programs and resource referrals. Located at: 319B Main St., Manchester	<b>860-643-1607</b> <a href="http://plannedparent-hood.org">plannedparent-hood.org</a>



## 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**

**[AccesshealthCT.com](http://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/](http://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](http://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/](http://connect.ct.gov/). For info [portal.ct.gov/husky](http://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](http://connect.ct.gov) under forms, then home care LTS, then apply—LTS

**If you don't know what you qualify for:** [AccessHealthCT.com](http://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](http://Medicare.gov)

**Manchester residents can call**  
**860-647-3096**

**To apply: Contact**  
**the Department of**  
**Social Services**

**1-855-626-6632**

[Connect.CT.gov](http://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](http://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](mailto:Healthcare.Advocate@Ct.gov)*

**1-866-466-4446**

**[portal.ct.gov/oha](http://portal.ct.gov/oha)**

**Veteran's Benefits**

**SEE PAGE 98**



# HOARDING RESOURCES

## CLEANING ORGANIZING AND DECLUTTERING RESOURCES

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

# HOARDING RESOURCES

## THERAPUETIC RESOURCES

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



## HEMOCARE INFORMATION

### **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.

**211**

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

Must receive Husky C or D health coverage to be eligible for either program

**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.

**1-800-445-5394 or 860-424-4904**  
[portal.ct.gov/DSS/Health-And-Home-Care/Connecticut-Home-Care-Program-for-Elders/](http://portal.ct.gov/DSS/Health-And-Home-Care/Connecticut-Home-Care-Program-for-Elders/)

### **Connecticut Partnership for LTC**

**SEE PAGE 42**

**Licensed Home Care Agencies – Senior, Adult & Family Services** has a list of those serving Manchester.

**860-647-3096**

**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.

If you need to purchase the device some options are:  
[alert-1.com/](http://alert-1.com/) or [lively.com](http://lively.com)

**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.

**860-872-9163**

[echn.org/locations/visiting-nurse-health-services-of-connecticut](http://echn.org/locations/visiting-nurse-health-services-of-connecticut)



## 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](http://energizect.com)

*Under Home  
then in-home-  
services*

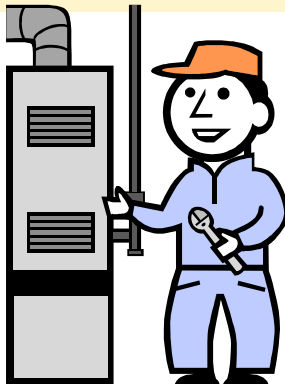
**Home Weatherization through Community Renewal Team (CRT).** The program assists low-income renters and homeowners in making their homes energy efficient and lowering the expense of utility bills. Services include weather-stripping, caulking, low flow showerheads, insulation, some window & door repairs, 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](http://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/](http://rebuildingmanchester.org/)



## HOMELESS SERVICES

<b>Community Health Resources, CHR</b> provides rental assistance and supportive services for homeless individuals and families through Supportive Housing programs, Rapid Rehousing, Outreach and Engagement Services.	<b>860-730-8810 or 1-877-884-3571</b>  <b><u><a href="http://CHRhealth.org">CHRhealth.org</a></u></b>
<b>Journey Home homeless outreach</b> , 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.	<b>860-808-0336</b>  <b><u><a href="http://Journeyhomect.org">Journeyhome ct.org</a></u></b>  <b>Email: <a href="mailto:info@journeyhomect.org">info@journeyhome ct.org</a></b>
<b>MACC Homeless Outreach:</b> 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.	<b>860-647-8003 Ext 31</b>
<b>PATH – Projects for Assistance in Transition from Homelessness</b> Provides homeless outreach and linkages to emergency shelter and permanent housing for homeless residents with a psychiatric diagnosis. Contact is Sheryl Lambert	<b>860-730-8640</b>  <b><u><a href="http://CHRhealth.org">CHRhealth.org</a></u></b>  <b><u><a href="mailto:slambert@chrhealth.org">slambert@chr health.org</a></u></b>
<b>Shelter Assistance:</b> Please note you must call <b>2-1-1</b> in order to access emergency shelter assistance. You will receive a call back from a diversion specialist.	<b>211</b>  <b><u><a href="http://211ct.org">211ct.org</a></u></b>



## 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

**Homesforthe-  
brave.org**

**1-877-424-3838**





## HOUSING INFORMATION

<p><b>CT Fair Housing Center</b> 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><b>860-247-4400</b></p> <p><a href="http://CTFairhousing.org">CTFairhousing.org</a></p>
<p><b>CTHousingSearch.org</b> 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><b>1-877-428-8844</b></p> <p><a href="http://www.CTHousingSearch.org">www.CTHousingSearch.org</a></p>
<p><b>Fair Rent Commission</b> 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><b>860-647-3132</b></p> <p><a href="http://Manchesterct.gov/townattorney">Manchesterct.gov/townattorney</a></p>
<p><b>General Housing Information</b> Senior, Adult &amp; 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><b>860-647-3096</b> 479 Main Street, Manchester</p> <p><a href="http://Manchesterct.gov/safs">Manchesterct.gov/safs</a></p>
<p><b>Housing Court</b> located on 80 Washington Street in Hartford.</p>	<p><b>860-756-7920</b> <b>860-756-7925 FAX</b> <a href="http://jud.ct.gov/">jud.ct.gov/</a></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](http://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](http://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](http://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/](http://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](http://SLSct.org)

linked to:  
[CTlawhelp.org](http://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/](http://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](http://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](http://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](mailto:kims@manchesterct.gov)

[Manchesterct.gov/SAFS](http://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](http://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](http://ccaoh.org)

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

**860-692-3085**  
[cirict.org](http://cirict.org)  
Email:  
[info@cirict.org](mailto: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](http://landingpage.irisct.org)  
Email:  
[info@irisct.org](mailto:info@irisct.org)

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

**860-727-5771**  
[www.jfact.org](http://www.jfact.org)  
Email:  
[aweber@jfact.org](mailto:aweber@jfact.org)

**Uniting for a Safe and Inclusive Community—Manchester**

**[ManchesterctUnities@gmail.com](mailto:ManchesterctUnities@gmail.com)**

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

**1-800-375-5283**  
[uscis.gov](http://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

<b>211 Infoline</b> for basic needs	<b>211</b>
<b>Best Chance Offenders</b> employment program thru <b>Job Funnel</b> you must have a criminal background to participate in the program. <b>SEE PAGE 31 for Meeting place and time under “Jobs Funnel”.</b>	<b>860-899-3448</b>  <a href="http://capitalworkforce.org/jobs-funnel">capitalworkforce.org/jobs-funnel</a>
<b>Community Service</b> SEE Volunteer Opportunities / Community Service. (**) indicates <b>Community Service accepted.</b>	<b>SEE PAGE 100-105</b>
<b>Department of Corrections</b> 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.	<b>860-692-7480</b>  <a href="http://portal.ct.gov/DOC">portal.ct.gov/DOC</a>
<b>Inmate Trust Fund</b> 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.	<b>860-692-7670</b>  <a href="http://portal.ct.gov/DOC">portal.ct.gov/DOC</a> Under Inmate Account tab
<b>Jail Diversion Program</b> is offered through <b>Community Health Resources (CHR)</b> 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.	<b>1-877-884-3571</b>  <a href="http://CHRhealth.org">CHRhealth.org</a>  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**

[careerone  
stop.org](http://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](http://ctlawhelp.org)  
under work/  
unemploy ment  
& 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](http://CPA-ct.org)  
Under services  
then Alterna-  
tives

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/](http://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](http://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/](http://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/](http://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/](http://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/](http://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](https://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/](https://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/](http://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/](http://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/](http://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/](http://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/](http://truecolorsunited.org/)

**Q+ Connecticut** - a local/statewide resource for the LGBTQI community which includes support groups, special events, and GSA Advisor resources. [qplusct.org/](http://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/](http://namict.org/find-support/affiliates-and-support-groups/)

**US Department of Veterans Affairs** - Resources for LGBTQ veterans. [va.gov/connecticut-health-care/](http://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/#](http://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/](http://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/](http://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/](http://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/](http://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/](https://www.facebook.com/LGBTAg-ingAdvocacy/)

### Legal Supports & Services

**Connecticut Network for Legal Aid** [ctlawhelp.org/en/home](http://ctlawhelp.org/en/home)

**Connecticut LGBT Law Project** [ctlgbtlaw.com/](http://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](http://lambdalegal.org/states-regions/connecticut)

**Speak Up Teen** - A project of the CT Center for Children's Advocacy [speakupteens.org/lgbt/](http://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/](http://glad.org/)



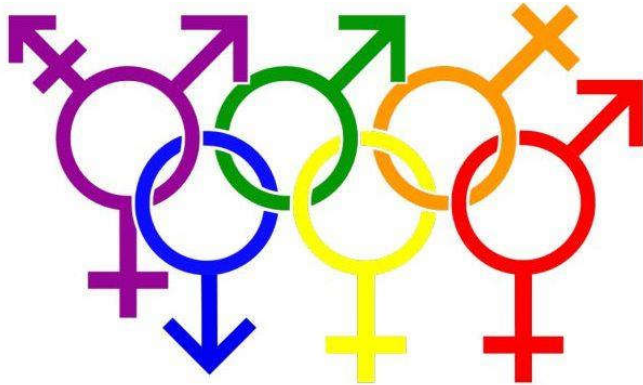
## LGBTQIA + Resources

### Homelessness Supports

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

**[Cceh.org/provider-resources/lgbtq-resources/](http://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](http://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](http://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](http://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](http://CTLawhelp.org)**

**Under self-help  
info, then Seniors**



## LEGAL INFORMATION

### Consumer Protection:

**State Attorney General's Office**  
**860-808-5318**

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

**Department of Consumer Protection**  
**1-800-842-2649**

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

**Better Business Bureau**  
**860-740-4500**

[bbb.org/us/ct](http://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](http://Equifax.com)

[annualcredit-report.com](http://annualcredit-report.com)

♦ **Experian**     [Experian.com](http://Experian.com)

♦ **Transunion**     [Transunion.com](http://Transunion.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](mailto:ghla@ghla.org)

[GHLA.org](http://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](mailto: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/  
Connecticut-  
Living-Will-Laws](http://portal.ct.gov/AG/Health-Issues/Connecticut-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](http://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

<b>AARP</b>	<b>SEE PAGE 30, 80, 86</b>
<b>Amplify, Inc.</b> 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.	<b>860-667-6388</b>  <a href="http://amplifyct.org">amplifyct.org</a>
<b>Center for Medicare Advocacy</b>	<b>SEE PAGE 72</b>
<b>Connecticut Alliance to End Sexual Violence</b> 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.	<b>860-282-9881</b>  <b>1-888-999-5545</b> <b>call or text</b>  <b>1-888-568-8332</b> Español <a href="http://endsexualviolencect.org">endsexualviolencect.org</a>
<b>Department of Children and Families</b>	<b>SEE PAGE 16</b>
<b>Disability Rights Connecticut, Inc.</b>	<b>SEE PAGE 24</b>
<b>Emergency Preparedness -Town of Manchester</b> 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.	<b>860-647-3173</b>



## 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](http://FTC.gov)

[Reportfraud.ftc.gov](http://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](http://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](http://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](http://Manchesterct.gov/MCSC)  
P.O. Box 4032  
Manchester, CT  
email: [contact.mcsc.ct@gmail.com](mailto:contact.mcsc.ct@gmail.com)  
[facebook.com/mcscmanchester](https://facebook.com/mcscmanchester)



## PROTECTION & ADVOCACY

<b>North Central Area Agency on Aging (NCAAA)</b> 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.	<b>860-724-6443</b>  <b>1-800-994-9422</b>  <a href="http://NCAAAct.org">NCAAAct.org</a>
<b>Office of the Child Advocate</b>	<b>SEE PAGE 18</b>
<b>Office of Consumer Counsel</b> advocates for all state of Connecticut utility rate payers, seeks to ensure reasonable rates/service are given for electric, gas, telephone, cable and water. <b>They offer a link to the Energy Suppliers with rates on their website</b>	<b>860-827-2900</b>  <a href="http://portal.ct.gov/OCC">portal.ct.gov/ OCC</a> <i>under electricity then PURA</i>
<b>Office of Victim Services (OVS)</b> , 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.	<b>860-263-2760</b> <b>1-800-822-8428</b>  <a href="http://Jud.ct.gov/CrimeVictim">Jud.ct.gov/Crime Victim</a> Email: <a href="mailto:OVS@jud.ct.gov">OVS@jud.ct.gov</a>
<b>PFLAG (Parents, Families, Friends and Allies United with LGBTQ) People to Move Equality Forward</b>	<b>SEE PAGE 68</b>
<b>Protective Services for the Elderly</b>	<b>SEE PAGE 88</b>
<b>Public Utility Regulatory Authority</b> 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.	<b>1-800-382-4586</b>  <a href="http://portal.ct.gov/pura">portal.ct.gov/ pura</a>



## 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](https://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](https://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](https://ctfsa.org)

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



## DIVERSITY, EQUITY & INCLUSION (DEI)

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





## RECREATION & LEISURE

<b>AARP</b> offers programs, speakers, trips, and discounts for those who are 50 years and older, to help improve the quality of their lives.	<b>1-866-295-7279</b>  <a href="http://AARP.org">AARP.org</a>
<b>Bookmobile</b>	<b>SEE PAGE 21</b>
<b>Instructors of the Handicapped</b>	<b>SEE PAGE 25</b>
<b>MARC Inc.</b>	<b>SEE PAGE 26, 104</b>
<b>MEN'S GROUP</b> 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. <b>Meets Mondays 10:45am – 11:45 am</b> for Manchester senior center members. <b>WOMEN'S GROUP</b> for 60+ also meets on Mondays from 9:30am-10:30am.	<b>860-647-3211</b>  <a href="http://Manchesterct.gov/seniorcenter">Manchesterct.gov/seniorcenter</a>  Location: Senior Center Library
<b>Office of Neighborhoods &amp; Families</b> (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.	<b>860-647-3089</b>  Email: <a href="mailto:onf@manchesterct.gov">onf@manchesterct.gov</a>  <a href="http://Manchesterct.gov/lfr">Manchesterct.gov/lfr</a>



## 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/](http://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](http://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.

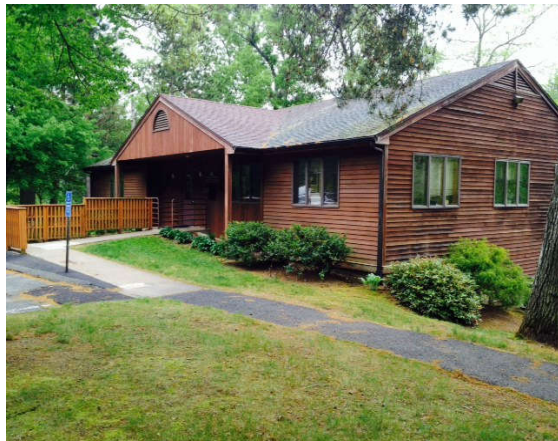
Recreation works with local youth sports organizations offering support services, scheduling of fields and cosponsoring

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](http://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](http://Manchesterct.gov/ysb)**

**Email: [youthsvc@manchesterct.gov](mailto:youthsvc@manchesterct.gov)**



**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](http://windsorcaringconnection.com)**

**Daybreak—243 South Whitney St, Hartford**

**860-523-0108    *Primary language Spanish*  
[daybreakathartford.com](http://daybreakathartford.com)**

**Family Adult Day Care 445A Willard Ave, Newington**

**860-436-2013    [dillystraining.com/](http://dillystraining.com/)**

**SarahCare of East Hartford—870 Burnside Ave., East**

**Hartford 860-282-9097    [sarahcare.com](http://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

**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).

**1-800-994-9422**

[portal.ct.gov/  
AgingandDisabil-  
ity/Content-  
Pages/Programs/  
Connecticut-  
Statewide-  
Respite-Care-  
Program](http://portal.ct.gov/AgingandDisability/Content/Pages/Programs/Connecticut-Statewide-Respite-Care-Program)

**MARC, Inc.**

**SEE PAGE 26,  
104**

**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.

**860-646-4446**

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

**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.

**1-800-994-9422  
or 860-724-6443**

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

**Under Services  
for Caregivers**



## SENIOR SERVICES

<p><b>A Place for Mom</b> is a local and nationwide information service that explores eldercare options including nursing homes, assisted living facilities, independent living and home care agencies &amp; respite care. Call to speak to an Eldercare Advisor about care requirements, finances and other needs.</p>	<p><b>1-866-518-0936</b></p> <p><a href="http://APlaceForMom.com">APlaceForMom.com</a></p>
<p><b>AARP (The American Association of Retired Persons)</b> 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.</p>	<p><b>1-888-687-2277</b></p> <p><b>1-877-342-2277</b> <b>Spanish</b></p> <p><a href="http://AARP.org">AARP.org</a></p>
<p><b>Adult Day Care</b></p>	<p><b>SEE PAGE 84</b></p>
<p><b>Advanced Directives : Planning for Future Health Care Decisions.</b> Available on the State of CT website. <a href="http://portal.ct.gov/DMHAS/Programs-and-Services/Advocacy/Advance-Directives">portal.ct.gov/DMHAS/Programs-and-Services/Advocacy/Advance-Directives</a></p>	<p><b>860-424-5274</b></p>
<p><b>American Society on Aging (ASA)</b> 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.</p>	<p><b>1-800-537-9728</b></p> <p><a href="http://asaging.org/">asaging.org/</a></p>
<p><b>Blood Pressure Screenings</b> 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.</p>	<p><b>860-647-3173</b> <b>For Information</b></p>



## SENIOR SERVICES

<b>Connecticut Home Care Program for Elders</b>	<b>SEE PAGE 48</b>
<b>Consumer Law Project for Elders</b>	<b>SEE PAGE 72</b>
<b>Eldercare Locator</b> 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.	<b>1-800-677-1116</b>  <a href="http://eldercare.acl.gov">eldercare.acl.gov</a>
<b>File of Life</b> 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.	<b>860-647-3266</b>  <a href="http://Manchesterct.gov/mfre">Manchesterct.gov/mfre</a>  For info or to order one Free of charge
<b>Homeowner's Tax Relief for Seniors, Veterans and People with Disabilities</b>	<b>SEE PAGE 34 &amp; 98</b>
<b>Income Tax Counseling</b>	<b>SEE PAGE 34</b>
<b>Long Term Care Ombudsman Program</b> 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.	<b>1-866-388-1888</b>  <b>860-424-5200</b>  <a href="http://Portal.ct.gov/LTCOP">Portal.ct.gov/LTCOP</a>
<b>Manchester Municipal Agent for the Elderly - Eileen Faust</b>	<b>860-647-3214</b>



## SENIOR SERVICES

<p><b>National Council on Aging (NCOA)</b> is a national organization that provides information and advocacy in the field of aging. The website offers valuable educational information.</p>	<p><b>571-527-3900</b></p> <p><a href="http://NCOA.org">NCOA.org</a></p>
<p><b>National Institute on Aging (NIA)</b> 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><b>1-800-222-2225</b></p> <p><b>1-800-222-4225</b> TTY</p> <p><a href="http://NIA.NIH.gov">NIA.NIH.gov</a></p> <p><a href="http://NIA.NIH.gov/espanol">NIA.NIH.gov/espanol</a></p>
<p><b>North Central Area Agency on Aging (NCAAA)</b></p>	<p><b>SEE PAGE 77, 85</b></p>
<p><b>Organization of Active Adults</b></p>	<p><b>SEE PAGE 81</b></p>
<p><b>Protective Services for the Elderly (PSE)</b> 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 <b>211</b></p>	<p><b>1-888-385-4225</b> <b>Outside CT call 1-800-203-1234</b></p> <p><a href="http://Portal.ct.gov/dss">Portal.ct.gov/dss</a> under children, family, older adults</p>
<p><b>Renter's Rebate</b></p>	<p><b>SEE PAGE 35</b></p>
<p><b>Reverse Mortgage Programs</b></p>	<p><b>SEE PAGE 35</b></p>
<p><b>Senior, Adult &amp; Family Services</b></p>	<p><b>SEE PAGE 58</b></p>
<p><b>Senior Center, Manchester</b></p>	<p><b>SEE PAGE 59, 96</b></p>



## SENIOR SERVICES

<p><b>Senior Circle Activity Group</b> is a small recreation group meeting twice weekly at the Senior Center. Designed for Manchester residents 60+. The group meets Tues &amp; Thurs with the Therapeutic Recreation Specialist. Members enjoy a variety of activities including crafts, gentle exercise, reminiscing and discussing current events &amp; lunch together.</p>	<p><b>860-647-3211</b></p> <p><a href="http://Manchesterct.gov/seniorcenter"><u>Manchesterct.gov/seniorcenter</u></a></p>
<p><b>Senior Foot Care</b> 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><b>860-647-3173</b></p> <p><a href="http://Manchesterct.gov/health"><u>Manchesterct.gov/health</u></a></p>
<p><b>Senior Health Solutions of Connecticut</b> 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><b>860-263-4100</b></p> <p><a href="http://Hartfordhealthcare.org/services/senior-services"><u>Hartfordhealthcare.org/services/senior-services</u></a></p>
<p><b>Senior Job Bank</b></p>	<p><b>SEE PAGE 32</b></p>
<p><b>UR Community Cares</b> <i>for free assistance with at-home tasks</i></p>	<p><b>SEE PAGE 105</b></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](mailto:phall@mpspride.org)

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

**1-888-825-2666**

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

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

**1-866-783-7712**

[ct-AA.org](http://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](http://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](http://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

<b>Brain Injury Alliance of CT (BIAC)</b>	<b>SEE PAGE 22</b>
<b>Cancer Care</b> 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.	<b>1-800-813-4673</b> <b><u><a href="http://CancerCare.org">CancerCare.org</a></u></b>
<b>Cancer Hope Network</b> matches patients and caregivers with patients who have already undergone treatment for support.	<b>1-800-552-4366</b> <b><u><a href="http://CancerHopeNetwork.org">CancerHopeNetwork.org</a></u></b>
<b>Deaf &amp; Hard of Hearing Resources</b>	<b>SEE PAGE 23</b>
<b>Department of Children and Families (DCF)</b>	<b>SEE PAGE 16</b>
<b>Family Development Center</b>	<b>SEE PAGE 16</b>
<b>Grandparents Raising Grandchildren</b> support information and resources for kinship caregivers/grandparents/custodial relatives	<b><u><a href="http://uwc.211ct.org/kinship-caregiversgrandparents-raising-grandchildrencustodial-relatives/">uwc.211ct.org/kinship-caregiversgrandparents-raising-grandchildrencustodial-relatives/</a></u></b>





## 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/](http://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](http://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](http://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](http://ECHN.org)**



## SUPPORT GROUPS

<b>NAMI of Connecticut</b> offers a support group for family & friends and people affected by <b>mental illness</b> . Meetings are on-line and in person see website for details on these support groups: <b>Family Support , Recovery Support. Veterans, Young Adults, Peer Support, Child &amp; Adolescent for parents &amp; Care-givers</b>	<b>860-882-0236</b>  <a href="http://namict.org/find-support/support-groups/">namict.org/find-support/support-groups/</a>
<b>National Federation of the Blind</b>	<b>SEE PAGE 26</b>
<b>Pathfinders Club</b>	<b>SEE PAGE 12</b>
<b>PFLAG (Parents, Families, Friends and Allies United with LGBTQ People to move Equality Forward)</b>	<b>SEE PAGE 68</b>
<b>The Compassionate Friends</b> 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.	<b>1-877-969-0010</b>  <a href="http://compassionate-friends.org/">compassionate-friends.org/</a>  <i>Time has proven that in caring and sharing comes healing.</i>
<b>TOIVO - Recovery Support</b>	<b>SEE PAGE 14</b>



## 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](https://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/](https://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](https://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](https://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](http://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](http://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/](http://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](http://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](http://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](http://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/](http://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/](http://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**  
**American 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](http://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](http://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](http://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](https://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](https://veteransinc.org)**

**Danielwalsh**  
**@veteransinc.org**

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

**800-882-1316**  
**Ext 126**  
**[vsf-usa.org](https://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](http://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](http://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](http://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](http://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](http://ctwoodlands.org)  
Email: [info@ctwoodlands.org](mailto: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](http://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](http://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](http://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/](http://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](http://CTfoodshare.org)



## VOLUNTEERING & COMMUNITY SERVICE

**\*\* Denotes Community Service Accepted**

<p><b>Goodwill Thrift Store **</b> seeks volunteers for various tasks within the store and collecting donations. Please call and ask to speak to the manager.</p>	<p><b>860-643-2709</b></p> <p><a href="http://gwct.org">gwct.org</a></p>
<p><b>Hartford Hospital **</b> offers a wide variety of opportunities to match your interest for teens between 14 and 18 and adults. Training and free parking.</p>	<p><b>860-972-2198</b></p> <p><a href="http://HartfordHospital.org/volunteers">HartfordHospital.org/volunteers</a></p>
<p><b>Hockanum Valley **</b> seeks assistance from both volunteers and community service people. They have a wide range of needs. Volunteer and Community Service.</p>	<p><b>860-872-9825</b></p> <p><a href="http://hvcchelps.org">hvcchelps.org</a> under CONTACT, application on that page.</p>
<p><b>Interval House</b> 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><b>860-246-9149</b></p> <p><a href="http://Intervalhousect.org">Intervalhousect.org</a> under get involved</p>
<p><b>Hospice &amp; Palliative Care</b> 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><b>860-906-8659</b></p> <p><a href="http://ECHN.org/careers/volunteering-opportunities/">ECHN.org/careers/volunteering-opportunities/</a></p>
<p><b>Journey Home**</b> seeks assistance to help move furniture for those moving out of homelessness and into housing in the greater Hartford area. <a href="http://journeyhomect.org/a-hand-up-volunteer/">journeyhomect.org/a-hand-up-volunteer/</a></p>	<p><b>860-808-0336</b></p> <p>Email: <a href="mailto:volunteer@journeyhomect.org">volunteer@journeyhomect.org</a></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](http://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](http://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](http://MACC-ct.org)**

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

**860-646-2223  
[manchester-chamber.com](http://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](mailto:manchesterctpal@gmail.com)**

# VOLUNTEER





## VOLUNTEERING & COMMUNITY SERVICE

**\*\* Denotes Community Service Accepted**

**Manchester Recovery Community Center** accepts Volunteer/ Internship/Community Service hours. Located at 198 Wethersfield Ave, Hartford

**860-474-8002**  
Geraldo Rivera  
Volunteer Mngr.

**Manchester Road Race** seeks volunteers to assist with their Thanksgiving Day event. Contact via web.

[manchesterroad-race.com](http://manchesterroad-race.com)

**Marc Inc. of Manchester** has a variety of volunteer opportunities including respite assistance.

**860-646-5718**  
[marcct.org](http://marcct.org)

**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](mailto:bcarl@midwestfoodbank.org)

**860-783-1805**  
[Midwestfood-bank.org/newengland](http://Midwestfood-bank.org/newengland)

**NAMI of CT** seeks volunteers for phones, administration and more.

**860-882-0236**  
[Namict.org](http://Namict.org)

**National MS Society CT Chapter** seeks volunteers for many opportunities. Email: [info@ctfightsms.org](mailto:info@ctfightsms.org)

**860-913-2550**  
[nationalMSsociety.org](http://nationalMSsociety.org)





## VOLUNTEERING & COMMUNITY SERVICE

**\*\* Denotes Community Service Accepted**

<p><b>Office of Neighborhoods &amp; Families</b>  <b>** seeks volunteers and community service for a wide variety of opportunities.</b></p>	<p><b>860-647-3089</b></p> <p><a href="http://Manchesterct.gov/lfr"><u>Manchesterct.gov/lfr</u></a></p>
<p><b>Rebuilding Together**</b> has a variety of projects throughout the year where they need volunteers.  <b>Email: Molly.devanney@gmail.com</b></p>	<p><b>860-647-3167</b>  <a href="http://rebuilding-manchester.org/"><u>rebuilding-manchester.org/</u></a></p> <p><b>Facebook.com/rebuildingtogethermanchester</b></p>
<p><b>AmeriCorps Seniors</b> matches volunteers 55 and over with their areas of interest. <b>1-800-942-2677</b></p>	<p><a href="http://Americorps.gov/serve/americorps-seniors"><u>Americorps.gov/serve/americorps-seniors</u></a></p>
<p><b>United Way of Central and Northeastern Connecticut **</b> provides volunteer opportunities at nonprofit agencies in the Greater Hartford Area. For a complete listing please visit the web site.</p>	<p><b>860-493-6800</b></p> <p><a href="http://Unitedwayinc.org/volunteer/"><u>Unitedwayinc.org/volunteer/</u></a></p>
<p><b>UR Community Cares</b> 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><b>860-430-4557</b></p> <p><a href="http://Urcommunitycares.org"><u>Urcommunitycares.org</u></a></p> <p><b>Email:</b>  <a href="mailto:info@urcommunitycares.org"><u>info@urcommunitycares.org</u></a></p>
<p><b>World Wide Lighthouse Missions (WWLM)**</b> assist with sorting, packing, relief aid, shelf inventory, cleaning etc. <b>Email:</b>  <b><a href="mailto:donationcenter@wwlm.org"><u>donationcenter@wwlm.org</u></a></b></p>	<p><b>860-645-4198 or 860-645-4141</b></p> <p><a href="http://wwlm.org"><u>wwlm.org</u></a></p>



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# NOTES

# NOTES

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