



TOWN OF MANCHESTER **Senior, Adult & Family Services (SAFS)**



Advocacy & Protection - Safeguard the rights and well-being of Manchester's most vulnerable residents through advocacy and partnerships with Manchester Police Department, State Protective Services for the Elderly and Greater Hartford Legal Aid, among others. Conduct wellness checks and investigate reports of abuse, neglect and failure to thrive.

Conservator Services - SAFS social workers serve as conservator of person and/or estate for residents whose physical or cognitive limitations place them at risk within the community. Conservators of person make medical, housing, legal and level of care decisions while conservators of estate manage finances.

Earned Income Tax Credit / VITA (A Human Services Department program) - Lower-income residents can get an additional credit on their income taxes and may be eligible for free tax preparation at the Manchester Senior Center from mid-January through April 15th.

Emergency Assistance - SAFS has a limited pool of emergency funds that can be used to pay for a variety of resident needs. Use of the funds is at the discretion of the SAFS supervisor. When possible, residents are asked to repay at least a portion of the assistance they receive.

Energy Assistance - More than 2000 low-income Manchester households receive heating assistance each year. Applications are processed at the SAFS office. Appointments can be made between September 1st and April 30th through SAFS or directly through the Community Renewal Team. SAFS also enrolls residents in the NUSTART, Matching Payment, Low Income Budget, and Monthly Payment Plan programs as well as helping residents access medical shutoff protection.

Homecare Services - The Town of Manchester, through a contract with a private homecare agency, provides free homecare services to town residents who do not qualify for other home-based services through the State, Medicare or private insurance. Services are approved for a limited duration of time and are contingent upon funding.

Housing Assistance - SAFS has limited grant funds to provide assistance for security deposit, rent arrearage and/or first month's rent for lower-income households with a steady income and a stable housing history. Recipients are expected to pay back a portion of the assistance.

Medicare Counseling - SAFS social workers assist Medicare recipients to compare and select appropriate Medicare insurance plans including Medigap policies, Medicare Advantage Plans and Part D prescription plans. SAFS social workers also enroll eligible residents in the Medicare Savings and Low-Income Subsidy programs which substantially reduce out-of-pocket medical expenses for Medicare beneficiaries.

Recreation Fee waivers - SAFS screens lower-income households that are seeking reduced fees for select Manchester Recreation Department programs including summer camps for children.

Relocation Assistance - SAFS assists residents who have been displaced from their rental units due to fire or code violations. Assistance includes temporary shelter, housing searches, basic needs (food and clothing), replacement of lost items and help with security deposit.

Renters' Rebate - SAFS processes Renters' Rebate applications for more than 1000 income-eligible Senior or Disabled Manchester residents who have rented an apartment during the prior year. Rebate checks are mailed directly to the resident and can be as much as \$700 per year. Applications are accepted from April 1st through October 1st.

Seasonal Holiday Assistance - SAFS, with the help of generous local donors, provides assistance in the form of gift cards or small gifts to vulnerable older/disabled residents during the holiday season (November-December).

Senior & Disabled Transportation - This program includes operation of Dial-a-Ride buses (available to any senior or disabled resident), distribution of free tickets for the ADA transportation program (available for any disabled resident), matching contributions to Freedom Rides rider accounts (available to disabled residents who live outside the ADA transportation area) and distribution of CT Transit Senior/Disabled bus passes.

School Supplies (A Human Services Department program) - SAFS screens eligible households for the annual Human Services backpack and school supply distribution program. Manchester households who are eligible for State assistance qualify for free backpacks and school supplies for their school aged children. Screenings occur in August.

Social Work Services - SAFS staff provides crisis intervention, psychosocial support, advocacy, wellness checks, care coordination and education/referral assistance to residents in need. Social workers assist residents with access to:

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|----------------|--------------------|-------------------------|-------------------------|
| Addiction TX | Financial literacy | Immigrant services | Re-entry services |
| Clothing | Food | Legal Aid services | Transportation |
| Elder services | Homecare services | Medical care | Veterans services |
| Employment | Housing | Mental health treatment | Youth & family programs |

SAFS also assists residents to access and maintain benefits including the CT Homecare Program, HUSKY health coverage, SAGA (cash and medical), Medicare Savings Program, SNAP, TANF, WIC, and Unemployment Compensation.

CONTACT

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