

## FREQUENTLY REQUESTED PHONE NUMBERS

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CT Dept. Social Services  
855-626-6632

(CRT) Community Renewal Team  
860-560-5800

Housing Education Resource Center  
877-284-8759

HUSKY  
877-284-8759

West Hartford Housing Authority  
860-953-0002

Federation Square  
860-232-6345

Fellowship Housing  
860-523-0881

ADA Paratransit  
860-247-5329

Legal Aid  
860-541-5000

Social Security  
860-493-1857

W.I.C.  
860-722-8030

# WEST HARTFORD SOCIAL SERVICES



**West Hartford Social Services**  
**50 South Main Street, Room 306**  
**West Hartford, CT 06107**  
[www.westhartfordct.gov/socialservices](http://www.westhartfordct.gov/socialservices)

**(860) 561-7561**

### Adult Case Management

Town social workers provide assessment, case management, and advocacy to residents experiencing family issues, financial difficulties, medical conditions, housing issues or other problems that impact their lives. They make referrals, coordinate services or offer follow-up and guidance to residents in need of services.

### Geriatric Social Services

Geriatric social services assists residents 60 and over, their families and caregivers with information on programs and services that assist residents to remain independent in the community. Benefits and entitlement options are explored and case management is provided. Home visits are available for homebound residents.

### The Bridge Family Center

The Town of West Hartford contracts with The Bridge Family Center to provide youth services to residents. The Bridge provides a variety of services, such as 24-hour emergency shelter, teen center activities, and community outreach services including prevention and intervention services. The Bridge provides counseling on a sliding fee scale and collaborates with West Hartford Social Services. Call (860) 521-8035 for more information.

### Dial-A-Ride

Dial-A-Ride provides transportation services to residents 65 and over and residents under 65 with a qualified disability. Priority is given to medical appointments and grocery shopping. Rides to other locations are provided as available. Transportation outside of West Hartford are provided for medical purposes only and is limited to the area of the Hartford hospitals, UConn Health Center campus, and Northwestern Drive (Bloomfield) area. An annual application and \$50 fee is required for membership.

The Medical Access Program (MAP) is free for Dial-A-Ride members and provides ongoing, urgent trips for persons requiring dialysis, chemotherapy or a similar circumstance. A separate application and physician statement is required.

### Energy Assistance Program

Through the Connecticut Energy Assistance Program (CEAP), income-eligible households can receive grants to help with heating expenses during the winter season. A Community Renewal Team (CRT) worker provides services in our offices to accommodate town residents. Town-operated assistance programs may also be available for households with an emergency need but that exceed the State income guidelines. Call 860-560-5800 for an appointment.

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### **Volunteer Services**

Volunteer Services offers: friendly visiting and grocery shopping, medical transportation, telephone reassurance, tutoring children and adults, community service, and special events. Volunteers give of their time to ease and improve the lives of those in need, enabling them to live healthier, happier, more fulfilling lives.

### **Food Pantry**

The Town of West Hartford maintains a large food pantry. It depends on donations of food from our community -- individuals, families, neighborhoods, schools, and businesses – and provides nutritious food in times of need.

Social Services also collaborates with FOODSHARE to offer fresh produce from a mobile food van, one time per month, to eligible residents.

### **Town That Cares Fund**

This fund is used as a temporary, limited support for residents with a one-time financial crisis. The Fund is supported through contributions from West Hartford residents and businesses, and is used when there are no other available programs to fill the need.

### **Hillcrest Area Neighborhood Outreach Center (HANOC)**

HANOC is a collaborative effort of the Town of West Hartford, the West Hartford Public Schools, the West Hartford Housing Authority and other community agencies. HANOC's mission is to improve the quality of life for residents of all ages through educational, social, health and wellness programs in a safe and supportive environment.

### **Housing & Fair Housing**

West Hartford's Fair Housing program includes eviction prevention and counseling on landlord & tenant issues. Also included are educational programs offered to the general public and with various tenant groups from individual buildings or complexes throughout West Hartford.

### **Holiday Events**

During the holiday season, the plight of families in need becomes all too evident. Through generous, voluntary donations from a variety of sources, the Town is able to offer special programs during the holidays, including a Thanksgiving Food Distribution, Children's Holiday Party, a Wish Tree Gift Distribution program, and Gift Baskets for homebound residents who are elderly or have a disability.

### **The Rental Rebate Program**

The rental rebate program is a State funded program which provides a rebate for renters; up to \$700 to single individuals and \$900 to couples. Eligible persons are those 65 and over and individuals who are disabled and within certain income limits.

### **SNAP (Formerly Food Stamps)**

Social Services hosts Foodshare volunteers to assist with SNAP applications twice per month. Call 860-561-7561 for an appointment.

### **Community Court**

A social worker is assigned to Community Court in Hartford to work with adult offenders from West Hartford or Bloomfield who, if they meet requirements of this program, are able to expunge an offense from their record after one year.

### **Substance Abuse Services**

An on-site Licensed Alcohol and Drug Counselor is available for confidential consultation for residents 18 and over. Initial assessment and education provided; referrals to local treatment facilities available. Local meeting schedules are also available for all residents.

### **The West Hartford Juvenile Review Board**

The West Hartford Juvenile Review Board is a community-based diversionary and preventative program. The Review Board acts in an advisory capacity to the West Hartford Police Department in determining consequences to assist first time juvenile offenders and their families avoid further involvement with the judicial system.

### **ADA Advocacy**

The Town's Americans with Disabilities Act (ADA) coordinator is committed to ensuring that the needs and interests of persons with disabilities are channeled to appropriate Town departments. A department representative serves as a liaison to the Advisory Commission on Persons with Disabilities which works with Town departments to assure access to services for people with disabilities.

### **Housing Rehabilitation Program (Community Services Department)**

Community Services is committed to improving the condition of residential homes throughout West Hartford. For income-eligible homeowners, grants and loans may be available for home improvements and accommodations. Call 860-561-7562 to apply.

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