

Now there's a new and better way to get help.

Do you need help paying your fuel bill or training for a job? Maybe you need to find day care for your child so that you can keep the job you have, or have an elderly parent who can't live alone anymore.

Luckily, Connecticut offers many programs to help with things like housing, job training, family crisis counseling, care for children and seniors and special support for young people – services that strengthen families and their communities. Now we have an even better way to help you help yourself.

HSi

Connecting People & Services
Human Services Infrastructure



Sometimes it's hard to know where to turn when you need a hand or good advice. Now there's a new – and better – way to find the help you need. HSI, short for Human Services Infrastructure, is helping people in Connecticut connect with services to improve their lives. Here's how.

HSI Service Connection: We Work Together for You

Until now, you may have heard about programs from a variety of places:

- By calling 2-1-1 Infoline or
- Going to your local Community Action Agency or
- Through the State Department of Social Services (DSS)

While each place offers certain types of help, we can provide more complete service if we work together as a team so that you know about **all** the resources available to you and your family. For example, you may qualify for services you didn't even know existed. Our goal is to look at the **whole picture** and coordinate services to help you and your family make the most of available opportunities.

How Does the HSI Service Connection Work?

Suppose you lost your job and your electricity was cut off because you couldn't pay your bill. Where would you go for help? You could start by calling Infoline at 2-1-1, which will refer you to a local Community Action Agency or Neighborhood Service Center. When you arrive at the agency, an agency staff member may ask not only about the electric bill, but about your job skills to see if you would qualify for a job-training program. The staff member might ask if you need childcare while you are in training, or refer you to programs that would offer temporary family assistance and food

stamps. The staff member might also suggest a service that could insulate your house or apartment to reduce those heating bills even after you're back on your feet. Or you may be interested in budget counseling, health or eviction prevention services. Your CAA staff member will work with you to find out how we can best help you!

Help with Paperwork

If you are referred to programs provided by DSS, the Community Action Agency staff member will then help you organize the paperwork you need **before** your visit to DSS. The staff member will tell you **how** the programs work, **where** to go, **who** to talk to and **what** other information DSS will need for your application.



The services offered through the HSI network are designed to help make families stronger.

Everybody Wins

The result? The new HSI Service Connection will:

- Save you time
- Reduce confusion and problems
- Coordinate services so that you receive the help you need, when and where you need it
- Improve the way services are provided to Connecticut citizens
- Support people in their efforts to be self-sufficient so that they can rely less on social services and more on themselves.

And that means everybody wins!

Ready, Set, Go!

The HSI Service Connection includes many partners – you, plus resources that will help you connect with the right services:

- 2-1-1 Infoline, and all the Connecticut helping resources available through 2-1-1
- Local Community Action Agencies
- State Department of Social Services

It All Starts with You!

Remember, we can't help if we don't know what you need. It all starts with you! To make the HSI Service Connection call 2-1-1, or go to your local Community Action Agency or DSS office.

Services From Connecticut Community Action Agencies

Community Action Agencies provide direct services. Some of the programs available are:

Community and Neighborhood

Neighborhood-based Service Centers that can connect you to services you need, including information and referral, emergency services such as food pantries and case management.

Early Childhood

Head Start, School Readiness, and Child Day Care Centers that prepare children for school. Other programs support families, such as helping fathers stay involved with their children.

Elderly

Meals on Wheels, Senior Community Cafes, Retired Seniors Volunteer Programs, Senior Companions/Foster Grandparents, adult day and Homemaker Services help seniors remain active and independent.

Nutrition

Nutrition services are provided for children, adults and the elderly through meal programs, food pantries, nutritional counseling sessions, and Women, Infants and Children (WIC) nutritional program.

Energy & Weatherization Assistance

Energy assistance, along with energy audit and weatherization services, can help insulate homes and reduce energy bills.

Employment and Training

One Stop Employment Center, vocational and technology skills training, G.E.D. and English as a Second Language programs, job search and job readiness services.

Financial

Individual Development Accounts, budgeting workshops, credit repair, and free help filing your income tax and claiming the earned income and child tax credits.

Housing

Homeless shelters and Eviction Prevention services are available. Supportive Housing programs and homeownership assistance services can assist you with housing concerns.

Youth and After School

A variety of youth programs include academic and cultural enrichment, life skills and independent living, and group homes.

Health

HIV/AIDS prevention and counseling, Substance Abuse prevention and treatment, transportation for health services, and health counseling services.

Criminal Justice

Alternative Incarceration Centers and halfway houses help individuals redirect their lives toward a path of success.



How to Find Your Local Community Action Agency

Bridgeport Area

Action For Bridgeport Community
Development, Inc. (ABCD)
1070 Park Avenue, Bridgeport, CT 06604
(203) 366-8241

Willimantic/Northeast CT area

The ACCESS Agency, Inc. (ACCESS)
1315 Main Street, Willimantic, CT 06226
(860) 450-7400

Bristol Area

Bristol Community Organization, Inc. (BCO)
55 South Street
Bristol, CT 06010
(860) 584-2725

New Haven Area

Community Action Agency of
New Haven, Inc. (CAANH)
781 Whalley Avenue, New Haven, CT 06515
(203) 387-7700

Danbury Area

Community Action Committee
of Danbury, Inc. (CACD)
66 North Street, Danbury, CT 06810
(203) 744-4700

Greater Hartford/Middletown Area

Community Renewal Team, Inc. (CRT)
555 Windsor Street, Hartford, CT 06120
(860) 560-5600

Stamford Area

CTE, Inc.
34 Woodland Ave., Stamford, CT 06902
(203) 327-3260

New Britain

Human Resources Agency of New
Britain, Inc. (HRA-NB)
180 Clinton Street, New Britain, CT 06053
(860) 225-8601

Norwalk Area

Norwalk Economic Opportunity Now, Inc. (NEON)
98 South Main Street, South
Norwalk, CT 06854, (203) 899-2420

Waterbury/Northwest CT Area

New Opportunities, Inc.
232 North Elm Street, Waterbury, CT 06702
(203) 575-9799

Derby/Naugatuck Valley Area

Training, Education, and Manpower, Inc. (TEAM)
30 Elizabeth Street, Derby, CT 064
(203) 736-5420

Norwich/Southeast CT Area

Thames Valley Council For
Community Action, Inc. (TVCCA)
401 West Thames Street, Unit 201
Norwich, CT 06360.
(860) 889-1365, Toll Free: 1-800-861-8429

From 2-1-1 Infoline

This telephone number connects you to resources in your area for such services as:

- Financial Aid
- Food
- Protective Services
- Legal Assistance
- Child Care
- Utilities/Heat
- Social Support
- Housing
- Mental Health
- and many others from non-profit service providers



How It Works

Call 2-1-1 to speak with a specialist, who will find help, not only for basics like food, clothing, shelter and health care, but also with such issues as:

- Substance abuse
- Gambling
- Domestic violence
- Suicide prevention
- Financial problems

It's free and easy.

Just dial 2-1-1 in Connecticut or 1-800-203-1234 out of state, 24 hours a day, 365 days a year. Multilingual caseworkers and TDD access are available day or night.

Services From DSS

The Department of Social Services can determine your eligibility – and sign you up for – several programs.

Contact DSS field offices for the following services:

- **Food Stamps**
- **Temporary Family Assistance**
- **State-Administered General Assistance**
- **State Supplemental Income for the Aged, Blind and Disabled**
- **Medicaid** and **HUSKY** health care (or call 1-877- CT HUSKY or www.husky.health.com)
- **Child Support Enforcement** (or call 1-888-233-7223)
- **Social Work Services and Elderly Protective Services**
- **Services for People with Disabilities** (Including Personal Care Assistance, Medicaid for the Empl

Other Services from DSS:

- **Bureau of Rehabilitation Services** helps individuals with disabilities live and work independently. For information and office locations call 1-800-537-2549 or www.brs.state.ct.us
- **ConnPACE** for prescription drug assistance for seniors and people with disabilities: Call 1-800-423-5026 or www.connpace.com
- **Services for the Elderly:** 1-800-994-9422 or www.ctelderlyservices.state.ct.us
- **Connecticut Home Care Program for Elders:** 1-800-445-5394 or www.dss.state.ct.us/svcs/CHCPE/Contact.htm
- **Child Care Assistance:** 1-888-214-KIDS or www.dss.state.ct.us/ccare/index.htm



How to Find Your Local DSS Office

Connecticut Department of Social Services www.dss.state.ct.us

Northern Region

Hartford

3580 Main Street
(860) 723-1000

Manchester

699 East Middle Turnpike
(860) 647-1441

New Britain

270 Lafayette Street
(860) 612-3400

Willimantic

676 Main Street
(860) 465-3500

Southern Region

New Haven

194 Bassett Street
(203) 974-8000

Middletown

117 Main Street Extension
(860) 704-3100

Norwich

401 West Thames Street, Unit 102
(860) 823-5000

Western Region

Bridgeport

925 Housatonic Avenue
(203) 551-2700

Stamford

1642 Bedford Street
(203) 251-9300

Waterbury

249 Thomaston Avenue
(203) 597-4000

Danbury

342 Main Street
(203) 207-8900

Torrington

62 Commercial Boulevard, Suite 1
(860) 496-6900

This brochure is provided by the Connecticut Human Services Infrastructure Initiative, which includes the Connecticut Association for Community Action, 2-1-1 Infoline, Connecticut Department of Social Services working in partnership with human service organizations across the state.



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