
Elder Rights Advocacy and Information

AMERICAN ASSOCIATION OF RETIRED PERSONS (AARP)

Program Description:

AARP is a non-profit membership organization of persons 50 and older dedicated to addressing many intergenerational needs and interests.

AARP volunteers and staff nationwide accomplish organizational goals through programs and services, (see list of programs below), publications and audio-visual materials, involvement in community services, and legislation. The Association offers specific educational and advocacy programs for older workers who make up one-fourth of AARP's membership.

AARP has 80 chapters in Connecticut, most of which meet monthly. Chapters present programs, conduct community service and educational projects, inform members of legislative issues, foster understanding of the national AARP program, and provide opportunities for fellowship.

AARP PROGRAMS IN CONNECTICUT

AARP/VOTE: Program provides strictly non-partisan voter education, which focuses on federal issues of concern to older Americans and the community at large. It also informs Federal candidates and officials of AARP's position on key policy issues.

DRIVER EDUCATION: 55 Alive/mature driving program provides those 50 and older with driver education and, where applicable, qualifies individuals for insurance discounts.

ECONOMIC SECURITY: This program is designed to educate members in sound fiscal decision making, during pre-retirement, retirement and post retirement. It focuses on options and guidelines to provide for economic security during later years.

HEALTH ADVOCACY SERVICES (HAS): Program promotes healthy lifestyles, health education, development of a new national health care reform plan, better understanding of long term care systems and support for family caregivers.

MINORITY AFFAIRS: Public awareness concerning the issues of mid-life and older minorities and AARP's responses to these issues are the focus of this program. This group also networks within communities to increase knowledge of the contributions minorities have made and continue to make to society.

TAX AIDE: Free income tax counseling is provided to older persons by volunteers who have been trained in cooperation with the Internal Revenue Service.

STATE LEGISLATIVE COMMITTEE: This committee is actively involved with state legislative issues in such areas as health care, long term care assisted living, tax repair and fiscal responsibility.

CONSUMER PROTECTION: Raising consumer awareness to recognize fraud and scams in numerous consumer areas is the focus here. Telemarketing fraud, public safety, home repair and insurance are just some of the areas addressed.

Eligibility Requirements:

In order to join AARP, a person must be 50 years of age or older.

 **For More Information Contact:**

AARP Hartford Office
Brenda Kelley
Columbus Corporate Center
10 Columbus Blvd.
Hartford, CT 06106
Phone: (860) 725-6858

Health Advocacy Services
State Coordinator
Warren Wilson
71 Stillmeadow Circle
Monroe, CT 06468
Phone: (203) 261-2721

Tax-Aide Coordinator
Edward S. Wheeler
33 Longate Road
Clinton, CT 06413
Phone: (860) 669-3973 or
1-888-227-7669

State President
Gery Weindling
19 Harvest Hill Drive
Trumbull, CT 06116
Phone: (203) 459-0102
Fax: (203) 459-3434

Minority Issues Specialist
Carol Tillman Parrish
45 Burlington Street
Hartford, CT 06112
Phone: (860) 249-0056

55 Alive State Coordinator
George Mordecai
14 Fredrick Street
North Branford, CT 06471
Phone: (203) 488-8177 or
1-888-227-7669

Retired Educators Assn.
Liaison
Harold Frazier
19 Brookridge Drive
Avon, CT 06001
Phone: (860) 673-5307

AARP/VOTE Coordinator
Thomas Clark
8 High Plains Road
Branford, CT 06405
Phone: (203) 488-5767

State Legislative Committee
Chairperson
Anthony Lodovico
75 Barbourtown Road
PO Box 164
Canton Center, CT 06020
Phone: (860)693-9399

CHOICES FOR AGING ISSUES

Program Description:

The **CHOICES Program** is coordinated by the Elderly Services Division of the Department of Social Services and operated through Connecticut's five Area Agencies on Aging. They are funded in part by grants from the Health Care Financing Administration (HCFA), the Administration on Aging (AOA) and with Older Americans Act Funds.

Specifically, the acronym "**CHOICES**" represents **C**onnecticut's program for **H**ealth insurance assistance, **O**utreach, **I**nformation and referral, **C**ounseling, and **E**ligibility **S**creening. The purpose of this is to enable older persons to understand and exercise their rights, receive benefits to which they are entitled, and make informed choices about quality of life issues.

Health Insurance Assistance Provides free information and assistance about current Medicare choices (original fee-for-service and managed care options), Medicare Supplement Insurance (Medigap), Medicaid, Long Term Care Insurance and other related state and federal programs.

Each Area Agency on Aging is staffed with a **CHOICES** Coordinator who has received extensive training in health insurance issues. The Coordinator provides written information and advice and refers clients to a trained volunteer counselor, if appropriate, for further assistance. Volunteers are available to meet with seniors, other Medicare beneficiaries, or their families at sites throughout the state or by appointment in an individual's home.

Outreach The Area Agencies on Aging dispense important program information to seniors and their families through community educational seminars, senior fairs, senior centers and public libraries. For instance, education and training programs about elder abuse, neglect and exploitation can assist members of the community to identify and refer at-risk seniors appropriately.

Information and Referral As a "one stop" centralized information source for senior services and referrals, the Area Agencies on Aging can provide direction to local service providers who can specifically address any one of a number of problems or concerns that older persons and their families may be encountering with aging issues.

Counseling The Area Agencies on Aging routinely provide general assessment of and appropriate assistance to, older persons who appear to need resource options. These options may include addressing alternatives to nursing home placement for rehabilitative or long-term care, or perhaps working through various health insurance options and concerns.

Eligibility Screening “One-stop” information and preliminary eligibility screening for over twenty state and federal benefits and/or support programs is available at each Area Agency on Aging

Actual eligibility determinations for benefits/programs can only be made through a formal application process with the appropriate federal, state or local agency managing the program. Volunteer assistance is available to complete the application process.

Eligibility Requirements:

Eligibility screening is available to persons age 60 and above or other persons with disabilities. Eligibility for other **CHOICES** services is based on the need for information on aging issues. Adults under age 65 should contact the Department of Insurance for information concerning health insurance for the non-elderly or disabled at (860) 297-3800.

 **For More Information:**

CHOICES services can be obtained by contacting your regional Area Agency on Aging:
Statewide Toll Free Phone: (800) 994-9422

Eastern CT
Area Agency on Aging
47 Town Street
Norwich, CT 06360
Phone: (860) 887-3561
Fax: (860) 886-4736

South Central CT
Agency on Aging
201 Noble Street
West Haven, CT 06516
Phone: (203) 933-5431
Fax: (203) 933-7078

Western CT
Area Agency on Aging
255 Bank Street
Waterbury, CT 06702
Phone: (203) 757-5449
Fax: (203) 757-4081

North Central
Area Agency on Aging
2 Hartford Square West,
Suite 101
Hartford, CT 06106
Phone: (860) 724-6443
Fax: (860) 278-2141

Southwestern CT
Agency on Aging
10 Middle Street
Bridgeport, CT 06604
Phone: (203) 333-9288
Fax: (860) 696-3866

For general program information, contact the **CHOICES** Program at the DSS, Elderly Services, Elder Rights Unit: (860) 424-5241.

CONNECTICUT BENEFICIARY OUTREACH COALITION

Program Description:

In 1996, several organizations playing important roles in working with Medicare beneficiaries combined their expertise to form the Connecticut Beneficiary Outreach Coalition. The focus of the Coalition is on education and outreach to Medicare beneficiaries. This Coalition serves the more than 520,000 people in Connecticut who are Medicare or dual eligible (Medicare/Medicaid) beneficiaries.

Members include staff from the Department of Social Services, Elderly Services Division, Elder Rights Unit and Area Agencies on Aging, Connecticut Commission on Aging, Connecticut Partnership for Long Term Care, Health Care Financing Administration, Qualidigm, Medicare Carriers, and many other organizations. The Coalition meets monthly to discuss shared outreach opportunities, current events, Medicare changes, and strategies to improve outreach to Medicare beneficiaries.

The Coalition participates in health fairs throughout the state. Last year, the Coalition produced the "Connecticut Medicare/Medicaid Resource Directory." This directory is a guide to health benefits and information for Medicare beneficiaries and dual eligible beneficiaries in Connecticut.

Eligibility Requirements:

An interest in issues of concern to senior citizens.

For More Information Contact:

State of Connecticut
Department of Social Services
Elderly Services Division –Elder Rights Unit
25 Sigourney Street
Hartford, CT 06106
Phone: (860) 424-5241

COURT VISITOR – VOLUNTEER CONSERVATOR PROGRAM

Program Description:

The Court Visitor / Volunteer Conservator Program utilizes trained volunteers to become consistent visitors and interested, court-appointed Volunteer Conservators of the Person. CV/CP volunteers seek to protect the rights, dignity, personal health and safety of indigent elderly persons who have no family or friends to serve in that natural role and who have become wards of the state.

Court Visitors provide personal contact, and social and mental stimulation through regular one on one visits to elderly individuals who have had a Conservator of the Person appointed through the judicial process. Court Visitors also serve as liaisons between the Conservator of the Person and the elderly individual.

Conservators of the Person are directly responsible to the probate courts for the well being of conserved persons, providing for their care, comfort, and maintenance, and care of their personal effects. This may mean carrying out simple tasks for the elderly individual. The Conservator of the Person is also called upon to make decisions in more serious life-care situations, such as approving a surgical procedure or enforcing an advance directive.

Court Visitors and Volunteer Conservators of the Person act as extra eyes, ears and give loving attention to the care of frail elderly wards of the court. The CV/CP program provides volunteers with an opportunity to have a meaningful experience while improving the quality of life for an elderly person. Training and support are provided on an ongoing basis by experienced program coordinators and others in the field of gerontology within each region. Volunteers participating in the program who have demonstrated diligence in their role as a Court Visitor for at least six months and who have the desire and the ability to fully understand the obligations of a Conservator of the Person may subsequently be invited to become a Volunteer Conservator. The volunteer can then be appointed by the Connecticut Probate Courts for needed cases.

Eligibility Requirements:

Although the program's concentration is the 60+ population, some referrals may be accepted for the 50-60 age group.

The minimum age for becoming a Court Visitor or Conservator of Person volunteer is 18.

For More Information Contact:

Sage Services of Connecticut, Inc.

703 Whitney Avenue
New Haven, CT 06511
Phone: (203) 777-7401
Fax: (203) 785-8671
(press #2 after the first ring)

or you local Area Agency on Aging, listed below:

North Central AAA

2 Hartford Square West, Suite 101
Hartford, CT 06106
Phone: (860) 724-6443
Fax: (860) 251-6107

Southwestern CT AA

10 Middle Street
Bridgeport, CT 06604
Phone: (203) 333-9288
Fax: (860) 696-3866

South Central CT AA

201 West Noble Street
West Haven, CT 06516
Phone: (203) 933-5431
Fax: (203) 933-7078

Western CT AAA

255 Bank Street
Waterbury, CT 06702
Phone: (203) 757-5449
Fax: (203) 757-4081
Email: wcaaa@erols.com

CONNECTICUT COALITION ON AGING

Program Description:

The Connecticut Coalition on Aging, Inc. is a non-profit, volunteer advocacy organization dedicated to promoting a way for seniors to work together to improve the quality of life for all, especially for those seniors who are most vulnerable: the poor, disabled, minority, isolated and frail. This purpose is accomplished through:

- study of issues affecting seniors;
- education on identified issues through informational meetings.
- communication through a newsletter, and during the General Assembly session, with Legislative Bulletins.
- advocacy on priority legislative issues before the General Assembly.

Volunteers participate by studying issues, developing priorities, observing the legislative process, and learning to be effective advocates for issues before legislative committees and at public hearings.

Membership is open and welcome to individuals, organizations, and/or groups interested in the goals of the Connecticut Coalition on Aging, Inc.

Meetings are scheduled in different parts of the state at different times of the year. Announcements and reports of meeting content are published in newsletters mailed to members. Legislation is described in the Legislative Bulletins mailed to members during the General Assembly sessions.

Eligibility Requirements:

An interest in issues of concern to senior citizens.

For More Information Contact:

Joyce Kathan, Information Officer
Connecticut Coalition on Aging, Inc.
P.O. Box 398
Cheshire, CT 06410-0398
Phone: (203) 758-0658
Fax: (203) 758-6689
Email: jckcoa@aol.com

CONNECTICUT COMMISSION ON AGING

Program Description:

Mission Statement:

The mission of the Connecticut Commission on Aging is to advocate on behalf of elderly persons in Connecticut by regularly monitoring their status, assessing the impact of current and proposed initiatives, conducting activities which promote the interest of these individuals and reporting findings to the Governor and the legislature.

The Commission is composed of 11 voting members who are knowledgeable about areas of interest to the elderly and 12 ex officio members representing various State Departments, the Legislative Chairman and ranking members of the Human Services Committee. The voting members of the Commission serve in a volunteer capacity for a four-year term and are limited to two consecutive terms.

Dedicated to shaping a positive future for older adults, the Commission on Aging gives full attention and energy to the concerns of Connecticut's residents. Through public hearings, needs assessments and an open door philosophy, they encourage participation from residents across the state. They listen to the needs being expressed and work with those in power to ensure passage of legislation that protects and enhances the well being of the senior population. They pursue creative partnerships with others, knowing that voices raised in unison are heard above the rest.

Eligibility Requirements:

Persons seeking appointment to the Commission should send a letter of interest and a resume to the following legislative appointing authorities:

1) Governor, 2) President Pro Tempore of the Senate, 3) Speaker of the House, 4) Majority Leader of the Senate, 5) Majority Leader of the House, 6) Minority Leader of the Senate, 7) Minority Leader of the House.

For More Information:

Any person may contact the Commission for information or to discuss an issue of concern which affects the elder population.

A. Cynthia Matthews, Executive Director
Connecticut Commission on Aging
25 Sigourney Street, 12th floor
Hartford, CT 06106
Phone: (860) 424-5360
Fax: (860) 424-4985
Email: commission.aging@po.state.ct.us
Website: www.coa.state.ct.us

CONNECTICUT COUNCIL OF SENIOR CITIZENS, INC.

Program Description:

The Council's main objective is to promote the general welfare of seniors in the State of Connecticut. The Council acquires and compiles information on special legislation at all levels of government and reports the same to its affiliated clubs. It acts on behalf of senior citizens in Connecticut on legislative affairs, both state and national.

Eligibility Requirements:

None.

For More Information Contact:

Charlene Block, President
2 Terry Drive
Terryville, CT 06786
Phone: (860) 582-6363

CONNECTICUT DEPARTMENT OF CONSUMER PROTECTION

Program Description:

The Department of Consumer Protection is responsible for ensuring and guarding the rights of consumers in such areas as food, product safety, weights and measures, drug control, frauds, consumer education, and the licensing of many professionals and tradesmen.

A variety of free pamphlets covering matters of interest to consumers may be requested by contacting the office in Hartford. Titles include "Shopping by Mail", and "Equal Credit Opportunity and Age."

Consumer Protection staff are also available for public speaking engagements before senior groups.

Eligibility Requirements:

None.

For More Information Contact:

Department of Consumer Protection
165 Capitol Avenue
Hartford, CT 06106
Phone: (860) 713-6300
Toll-free in CT: 1-800-842-2649
TDD: (860) 566-1547

CONNECTICUT DEPARTMENT OF SOCIAL SERVICES ELDERLY SERVICES INFORMATION LINE

Program Description:

This toll-free line was established to better handle questions concerning the programs and services available for persons 60 years of age and older. By dialing this number, callers will be able to speak with trained staff who can provide information about programs for senior citizens in the State of Connecticut.

Eligibility Requirements:

None.

For More Information Contact:

Connecticut Department of Social Services
Elderly Services Information & Referral
25 Sigourney St.
Hartford, CT 06106
Phone: (860) 424-4925
Toll-free in CT: 1-800-443-9946

CONNECTICUT LAWYERS' LEGAL AID TO THE ELDERLY PROGRAM (CLLAE)

Program Description:

Staffed by Connecticut lawyers from corporations and law firms, the CLLAE program offers free legal assistance to low-income elderly in the Greater Hartford area. Lawyers involved in the program have received specialized training at seminars on such subjects as will and probate matters, small claims procedures, landlord/tenant law, consumer protection, victim assistance programs and aspects of state and federal benefits programs such as Medicare and Medicaid. The program does not handle criminal or fee-generating cases.

Eligibility Requirements:

In addition to being a resident in the greater Hartford area who is 60 years of age or older, eligibility is determined by a client's income and assets. An individual must have an income of no more than \$10,000, with liquid assets (not including a house, car, pension or life insurance) of not more than \$6,000. A two-person household must have an income of no more than \$12,400 with liquid assets not exceeding \$8,400.

For More Information Contact:

Linda Kempczynski
CLLAE
Law and Regulatory Affairs, RC4A
151 Farmington Avenue
Hartford, CT 06156-3124
Phone: (860) 273-8164
Fax: (860) 273-8340

Your local **Area Agency on Aging** also provides legal assistance through contracts with legal services. See also **Legal Assistance for Older Persons** in this Manual.

CONSERVATOR OF ESTATE PROGRAM (COE)

Program Description:

Pursuant to Connecticut State Statute, the Commissioner of the Department of Social Services may be appointed Conservator of Estate for individuals sixty years of age or older whose liquid assets do not exceed \$1,500 at the time of appointment.

Appointment of the DSS Commissioner is intended to be a last resort, considered only after the court has found that the respondent is incapable of managing his or her affairs and,

- The ward has property rights, which will be wasted or dissipated unless proper management is provided. And/or,
- Funds are needed for the support, care or welfare of the ward and/or the ward's dependents. And,
- The DSS Commissioner is appointed conservator of estate in situations in which an involuntary appointment of conservator is sought. DSS does not accept voluntary appointment of conservators.

The Elderly Services staff within the Elder Rights Unit execute the functions of the Conservator of Estate Program.

Eligibility Requirements:

To qualify, an individual must be 60 years of age or older and have no more than \$1,500 in liquid assets. Liquid assets include all cash and any resources, which can readily be converted to cash, but exclude burial insurance and certain pre-paid funeral expenses. In addition, persons must be incapable of managing their own affairs as determined by the Probate Court and the court must determine that there is no other suitable person available to serve as Conservator.

Department of Social Services Conservatorship services may be obtained only through the Probate Courts. Cases will only be accepted if there is a current need for financial management assistance. There are 131 courts in Connecticut, each serving one or more towns. The courts provide forms for submitting petitions and instructions on how to file; including what documentation is required

For More Information Contact:

State of Connecticut, Department of Social Services
Elderly Services Division – Elder Rights Unit
Conservator of Estate Program
25 Sigourney Street
Hartford, CT 06106
Phone: (860) 424-5241

To obtain the location and phone number of the Court serving your community call your local Town Hall or look in the blue pages of the telephone book.

ELDER RIGHTS PROGRAM

“The Bank Project”

Program Description:

The Elder Rights Unit of the Elderly Services Division has developed a program to address financial exploitation of the elderly. The project was started as an effort to prevent and increase early intervention in elder financial exploitation. The project provides detection and reporting training to bank employees, raise public awareness of the problem of financial exploitation of the elderly and most importantly strive to prevent, or stop financial exploitation before an elder’s resources are exhausted.

 Eligibility Requirements:

None

 For More Information Contact:

State of Connecticut
Department of Social Services
Elderly Services Division – Elder Rights Unit
Conservator of Estate Program –“The Bank Project”
25 Sigourney Street
Hartford, CT 06106
Phone: (860) 424-5241

CONSERVATOR OF PERSON PROGRAM (COP)

Program Description:

The Conservator of Person Program is a program of the Department of Social Services, that was initiated in Connecticut in 1984, in recognition of the critical need for individuals to act on behalf of elders who, due to mental or physical disability, were incapable of managing their own affairs. Staff, representing the Department of Social Services Commissioner, are appointed by the Probate Court to supervise the personal affairs of an individual, including arrangement for medical needs and ensuring that the individual has nutritious meals, clothing, safe and adequate housing, personal hygiene and is protected from physical abuse or harm.

Eligibility Requirements:

To qualify, an individual must be 60 years of age or older and have no more than \$1,500 in liquid assets. Liquid assets include all cash and any resources, which can readily be converted to cash, but exclude burial insurance and certain pre-paid funeral expenses. In addition, persons must be incapable of managing their own affairs as determined by the Probate Court and the court must determine that there is no other suitable person available to serve as Conservator.

Department of Social Services Conservatorship services may be obtained only through the Probate Courts. Cases will only be accepted if there is a current need for personal decision making assistance. There are 131 courts in Connecticut, each serving one or more towns. The courts provide forms for submitting petitions and instructions on how to file; including what documentation is required

For More Information:

To obtain the location and phone number of the Court serving your community call your local Town Hall or look in the blue pages of the telephone book.

For more information on the Conservator of Person Program, contact the DSS Regional Offices at the numbers listed on the following page:

Conservator of the Person Program

Bridgeport	(203) 551-2701
Bristol	(860) 314-6590
Danbury	(203) 207-8955
Hartford	(860) 723-1003
Manchester	(860) 647-5930
Middletown	(860) 704-3040
New Britain	(860) 612-3565
New Haven	(203) 974-8027
Norwalk	(203) 855-2759
Norwich	(860) 886-0521
Stamford	(203) 251-9392
Torrington	(860) 496-6950
Waterbury	(203) 596-4242
Windham	(860) 465-3550

GRANDPARENTS AS PARENTS SUPPORT PROGRAM (GAPS)

Program Description:

The State of Connecticut Department of Social Services Elderly Services Division, developed this statewide program to provide assistance in establishing grandparent support groups for grandparents and relatives raising children. The Grandparents As Parents Support Program (**GAPS**), is designed to encourage and promote the creation of services for relatives who have taken on the responsibility of parenting. GAPS support groups were started in all five regions of the state under the auspices of the Brookdale Foundation Group's national program *Relatives as Parents Program (RAPP)*.

The Department of Social Services Elderly Services Division has developed the GAPS program to support and advocate for this unique but growing number of caregivers. GAPS offers communities, technical assistance in the areas of support group start-up, program development, training for facilitators and direction for additional funding.

The Elderly Services Division has developed a network of over 85 agencies, individuals and organizations that are provide service or assistance to grandparent and relative caregivers. The GAPS Network meets every other month providing educational sessions for its members on advocacy, legislative updates, support group ideas and updates on resources.

Eligibility Requirements:

Open membership to the GAPS Network. See "Programs that assist Grandparent Caregivers" for specific eligibility on the following pages.

For More Information:

The following lists agencies providing caregiver support and current Grandparent support groups in Connecticut:

Accessing Services for Kids'

Circle Heritage Box 16
Clinton, CT 06413
Pnone: (860) 669-2750

Enfield Senior Center
100 High Street
Enfield, CT 06082
Phone: (860) 253-6411

Danbury Commission on Childcare
Rights & Abuse
268 Main Street
Danbury, CT 06810
Phone: (203) 748-4542

Groton Family Support Center
30 Central Avenue
Groton, CT 06340
Phone: (860) 441-6780

The Village Grandparents Support
Group / Varick Family Life Center
246 Dixwell Avenue
New Haven, CT 06510
Phone: (203) 387-3758

Institute for Hispanic Families / Catholic
Family Services
80 Jefferson Street
Hartford, CT 06106
Phone (860) 527-1124

The Salvation Army
945 New Britain Avenue
West Hartford, CT 06110
Phone: (860) 953-0641
Meetings Held at:
855 Asylum Avenue
Hartford, CT 06105

Mary Hooker School – Family Resource
Center
200 Sherbrooke Avenue
Hartford, CT 06106
Phone: (860) 722-8938

Griswold Elementary School
303 Slater Avenue
Jewitt City, CT. 06351
Phone: (860) 376-7610

Child Guidance Clinic for Central
Connecticut
117 Lincoln Street
Meriden, CT 06451
Phone: (203) 235-5767

Martin Luther King School
580 Dixwell Avenue
New Haven, CT 06511
Phone: (203) 946-8666

Parent Training Consortium of New
Britain
92 Vine Street
New Britain, CT 06053

Phone: (860) 827-8285
CIWI Yale Child Study
47 College Street, Suite 218
New Haven, CT 06510
Phone: (203) 785-6862

The Consultation Center
389 Whitney Avenue
New Haven, CT 06511
Phone: (203) 789-7645

Youth & Family Services
322 Main Street
Old Saybrook, CT 06475
Phone: (860) 395-3190

Child Care Center
64 Palmer's Hill Road
Stamford, CT 06902
Phone: (203) 323-5944

Town of Mansfield
4 South Eagleville Road
Storrs, CT 06268
Phone: (860) 429-3317

Rockville Hospital
Sandy Leubner (Information only)
37 Marlboro Grade
Tolland, CT 06084
Phone: (860) 872-5230

Hockanum Valley Community Council
155 W. Main Street
Vernon, CT 06066
Phone: (860) 872-9825

Head Start
232 North Elm Street
Waterbury, CT 06702
Phone: (203) 575-9799 Ext. 245

Family Resource Center Charter Oak
425 Oakwood Avenue
West Hartford, CT 06110
Phone: (860) 233-4701

Western CT AAA
255 Bank Street 2nd Floor
Waterbury, CT 06702
Phone (203) 757-5449

Torrington: Forest Court School
57 Forest Court School
Torrington, CT 06790
Phone: (860) 482-5286

Newtown: Family Counseling Center
121 Mount Pleasant Road
Newtown, CT 06470
Phone: (203) 426-8103

Waterford Outreach Services
Department
15 Rope Ferry Road
Waterford, CT 06385
Phone: (860) 444-5839

Casey Family Services
789 Reservoir Avenue
Bridgeport, CT 06606
Phone: (203) 372-3722
(Must be a part of the Family
Connections Program)

Senior and Adult Services of Windsor
L.P. Wilson Center Adult Team
599 Matianuck Avenue
Windsor, CT 06095
Phone: (860) 285-1842

Programs for Grandparent Caregivers: There are many programs that offer assistance to grandparent caregivers. The following programs are just a few offered in Connecticut.

DSS Programs: contact the Regional Office in your area located in the front of this manual for complete information on the following programs:

Temporary Family Assistance (TFA):

- TFA is a cash assistance program for families with children
- Grandparents may apply for TFA for their grandchildren
- In the TFA program, grandparents are not legally liable for their grandchildren. This means that if a grandparent requests TFA for their grandchildren only, DSS will not count their income or assets to determine eligibility for the grandchildren and they will not be subject to the TFA 21-month time limit.

Medicaid/HUSKY A:

- Children under 19 may be eligible if the family income* is less than 185% of the Federal Poverty Level. There is no asset limit for this type of Medicaid.
- You can apply for Medicaid/Husky A at your local DSS or by calling 1-877-CT-HUSKY.
*Grandparent income is not counted when determining eligibility for grandchildren in this program.
- Grandparent caregivers may also qualify for Medicaid as caretaker relatives of their grandchildren under the 1931 Medicaid Program.

HUSKY B:

- Children under 19 may qualify for Husky B health insurance if they are uninsured and have family income that is above the HUSKY A limit.
- The income of grandparents is not used to determine eligibility for this program.
- For more information or to apply for Husky B call 1-877-CT HUSKY.

Food Stamps:

- Generally, people who live together, buy food, prepare meals and eat together are considered a food stamp household. This means that DSS looks at the income and assets of all the people in the food stamp household when they determine eligibility.
- In the food stamp program such things as the amount of your rent/mortgage, utility costs and the number of people in your family can affect the amount of your benefits.
- Applications for food stamps can be made at your local DSS office

Energy Assistance:

- See the "Utility Assistance" section of this manual for details

Child Care INFOLINE:

- Free statewide service that gives information about childcare options and openings near your home or workplace. 1-800-505-1000

Child Care Assistance Program:

- Offers assistance with childcare for children up to age 13 (or age 18 if they have disabilities). 1-800-226-8400

Monthly Child Care Assistance:

- TFA recipients may be eligible for monthly childcare assistance (up to \$325 a month per child, as of May of 1998).

Department of Public Health:

WIC-Supplemental Food Program for Women, Infants and Children:

- Legal guardians and Foster parents can receive WIC for children in their care
- Call toll-free in Connecticut 1-800-741-2142 for eligibility criteria

Legal Assistance:

- See this section of the manual for legal assistance

Connecticut Department of Children & Families (DCF):

- Provides help for children with severe emotional or behavioral disorders.
- “Voluntary Services” can provide respite care or extended day treatment
- Local DCF offices can be found in the blue pages of the phone book under “State of Connecticut – Department of Children and Families” call for eligibility.

Additional programs that serve the Elderly are located throughout this manual. For more information on additional programs not listed or to join the GAPS Network please contact the **Grandparents As Parents Support Program (GAPS)** at:

State of CT
DSS – Elderly Services
Erica Michalowski
25 Sigourney Street
Hartford, CT 06106
Phone: (860) 424-5233.
Fax: (860) 424-4966
e-mail: Erica.Michalowski@po.state.ct.us

HEALTH CARE FOR ALL COALITION

Program Description:

The Health Care for All Coalition is staffed by the Connecticut Citizen Action Group and comprised of over 30 organizations across Connecticut. Participating organizations include consumers, seniors, civil rights, women, churches, labor and many others. The Coalition fights at the state and national level for health care reform to provide quality, affordable and accessible health care for all people. Managed care issues that protect consumers are a primary objective of the Coalition. The Coalition aims to unite all organizations and people who share these common principles through legislative, educational, and other activities which encourage coordination and cooperation among its members to the greatest degree possible.

For More Information Contact:

Suzanne Haviland, Director
Health Care for All Coalition
C/o CCAG
139 Vanderbilt Avenue
West Hartford, CT 06110
Phone: (860) 947-2200 extension 304
Fax: (860) 947-2222
Website: WWW.CCAG.NET

INFOLINE

Program Description:

INFOLINE is a statewide clearinghouse for human service information and a telephone helpline, which provides information, assistance, and crisis intervention for all Connecticut residents, and as such it:

- provides information on human services and community resources including specialized services, such as substance abuse, Alzheimer's disease, child care, and maternal and child health issues.
- refers callers to services they need
- helps callers define their problems, needs, and options
- helps callers mobilize their own resources
- acts as an advocate when necessary
- intervenes in crisis situations such as abuse, suicide attempts, and other emergencies

Most callers receive help as a result of their calls to INFOLINE. INFOLINE also helps agencies find services on behalf of their clients.

Eligibility Requirements:

Any person needing help in Connecticut is eligible. Service is available 24 hours, every day, statewide. Spanish speaking staff and TDD available. INFOLINE is a program of the United Way of Connecticut.

For More Information Contact:

INFOLINE PROGRAM STATEWIDE: 211 or dial (800) 203-1234

24 hours/every day

See next page for main and regional Community Liaison Office addresses.

INFOLINE Regional Community Liaison Offices

Eastern Connecticut
INFOLINE
401 West Thames Street
Campbell Building, Suite 103
Norwich, CT 06360

North Central Connecticut
INFOLINE
1344 Silas Deane Highway
Rocky Hill, CT 06067

Northwest Connecticut
INFOLINE
24 Leavenworth Street
Waterbury, CT 06702

South Central Connecticut
INFOLINE
419 Whalley Avenue
New Haven, CT 06511

Southwest Connecticut
INFOLINE
62 Palmer's Hill Road
Stamford, CT 06902

INFOLINE Main Office

United Way of Connecticut/INFOLINE
1344 Silas Deane Highway
Rocky Hill, CT 06067
Phone: (860) 571-7500
Website: WWW.INFOLINE.ORG

LAWYER REFERRAL SERVICES

Program Description:

Persons who are looking for an attorney who will handle their problem for a fee can use the Lawyer Referral Services of area bar associations. The Services maintain a list of attorneys by geographical area and by type of practice. A staff person will ask the caller to describe his/her problem and then refer the caller to an appropriate attorney.

Eligibility Requirements:

No specific requirements.

For More Information Contact:

Fairfield County Bar Association
Phone: (203) 335-4116

Hartford County Bar Association
Phone: (860) 525-6052

New London County Bar Association
Phone: (860) 889-9384
(M-W-F only)

New Haven County Bar Association
Phone: (203) 562-5750

Waterbury Bar Association
Phone: (203) 753-1938

LEGAL ASSISTANCE FOR MILITARY RETIREES AND DEPENDENTS

Program Description:

Coast Guard and Navy attorneys provide general legal assistance for a variety of concerns, including wills and probate, powers of attorney, health care directives, landlord/tenant disputes, consumer issues, domestic relations, and small claims procedures. Assistance does not, however, extend to court representation.

Eligibility Requirements:

Services are provided free of charge to active duty and retired military personnel and their dependents who possess valid Department of Defense or Coast Guard I.D. cards.

For More Information:

Naval Legal Service Office
North Central Groton Department
Box 10
Naval Submarine Base, New London
Groton, CT 06340
Phone: (860) 694-3741

Academy Legal Office
U.S. Coast Guard Academy
15 Mohegan Avenue
New London, CT 06333
Phone: (860) 701-6792
Fax: (860) 444-8333

LEGAL ASSISTANCE FOR OLDER PERSONS

Program Description:

Connecticut legal assistance organizations are private, non-profit corporations, which provide free legal advice, counseling, and legal representation to those persons who may not be able to afford to hire a private attorney for a civil matter. Since resources are insufficient to provide services in every situation, problems falling within the following categories have priority for representation:

- Access to health care;
- Federal and state benefit and support programs including Social Security Retirement, Supplemental Security Income (SSI), State Supplement, Food Stamps, Medicaid (Title 19), and Medicare;
- Rights of nursing home residents; and
- Legal issues which are the direct result of a client's poverty.

Statewide Legal Services of Connecticut (SLS) offers telephone access to free legal advice, counseling, legal assistance and referrals. SLS was formed in December of 1995 with funding from the federal Legal Services Corporation. Working closely with Connecticut's other legal service organizations, SLS's attorneys and paralegals provide advice, counseling and written materials on the full range of civil (non-criminal) legal issues. For those who need formal legal representation, SLS provides referrals to Connecticut's free legal services programs or to private attorneys who provide free assistance. For the elderly, SLS has attorneys and paralegals experienced in all aspects of elder law, including Medicare, Medicaid, and other health assistance programs.

Eligibility Requirements:

Area Agencies on Aging contract with Connecticut Legal Services, Greater Hartford Legal Assistance, and New Haven Legal Assistance to provide free legal services to older persons on a priority basis. When appropriate, Statewide Legal Services of Connecticut will refer older persons to their regional legal assistance organization if unable to provide the required assistance.

 **For More Information Contact:**

1. STATEWIDE LEGAL SERVICES OF CONNECTICUT (SLS):

424 Main Street, 4th Floor
Middletown, Connecticut 06457
Phone: (800) 453-3320 9:00 am - 3:00 PM
Local: (860) 344-0380 9:00 am - 3:00 PM

2. CONNECTICUT LEGAL SERVICE, INC. :

<i>Serving Eastern Connecticut:</i>	<i>Serving Southwestern Connecticut:</i>	<i>Serving Western Connecticut:</i>
153 Williams Street P. O. Box 1208 New London, CT 06320 Phone: (860) 447-0323 or (800) 413-7798	211 State Street P.O. Box 8400 Bridgeport, CT 06601 Phone: (203) 336-3851 or (800) 809-4434	85 Central Avenue P.O. Box 2397 Waterbury, CT 06722 Phone: (203) 756-8074 or (800) 413-7797

3. GREATER HARTFORD LEGAL ASSISTANCE:

Serving North Central Connecticut:
80 Jefferson Street
Hartford, CT 06106
Phone: (860) 541-5000

4. NEW HAVEN LEGAL ASSISTANCE ASSOCIATION:

Serving South Central Connecticut
426 State Street
New Haven, CT 06510
Phone: (203) 946-4811

5. For legal assistance specifically related to Medicare, please see **Medicare Legal and Educational Assistance** in this Manual.

LONG TERM CARE OMBUDSMAN PROGRAM

Program Description:

The Long Term Care Ombudsman Program of the Department of Social Services is mandated by the Federal Older Americans Act to protect the health, safety, welfare and rights of residents of nursing homes and residential care facilities. There are six regional Ombudsman offices (listed below). Regional Ombudsmen recruit and train Volunteer Resident Advocates, who visit nursing homes in their community for 4 hours per week, and assist residents in resolving quality of life and quality of care problems. All Ombudsman activity is performed on behalf of, and at the direction of residents. All communication with residents or their family members or legal guardians is held in strict confidentiality. Regional Ombudsmen offer information and referrals for residents, facility staff, and the community at large. Ombudsmen and Volunteer Resident Advocates strive for collaborative solutions, which are workable for all parties.

The Ombudsman Program is also responsible for monitoring state and federal laws and regulations affecting the lives of long term care residents, and making recommendations for improvements. The Program works collaboratively with organizations throughout the elderly services network, and has organized two statewide consumer coalitions: The Statewide Coalition of Presidents of Resident Councils and the Statewide Coalition of Family Councils.

Eligibility Requirements:

Advocacy services are provided for long-term care residents, and applicants to long term care facilities. Information, education, and referral services are provided for residents, their family members, public and private organizations, and the public.

For More Information Contact:

Eastern Region
401 West Thames Street
Norwich, CT 06360
Phone: (860) 823-3366
Fax: (860) 859-2667

249 Thomaston Avenue
Waterbury, CT 06702
Phone: (203) 597-4181
Fax: (203) 597-4048

North Central Region
3580 Main Street
Hartford, CT 06120
Phone: (860) 723-1390
Fax: (860) 566-4499

South Central Region
414 Chapel Street
New Haven, CT 06511
Phone: (203) 974-3030
Fax: (203) 789-7850

Northwestern Region

Southwestern Region

1057 Broad Street
Bridgeport, CT 06604
Phone: (203) 551-5530
Fax: (203) 579-6903

Central Sub-Office

270 Lafayette Street
New Britain, CT 06053
Phone: (860) 612-3573
Fax: (860) 612-3521

Connecticut State Ombudsman

Teresa Cusano
Department of Social Services
Elderly Services Division
25 Sigourney Street
Hartford, CT 06106
Phone: (860) 424-5200
Fax: (860) 424-4966

MEDICARE LEGAL AND EDUCATIONAL ASSISTANCE

Program Description:

The Department of Social Services funds a comprehensive program to provide legal assistance and representation to Medicare beneficiaries. The program also offers other informational and educational services to Medicare beneficiaries and their families, CHOICES staff and volunteers, health care providers, social service agencies and other network advocates to ensure that Medicare beneficiaries receive the health care benefits to which they are entitled.

Appeals:

Appeals systems and grievance procedures are available to a Medicare beneficiary who believes that Medicare or the Medicare HMO unfairly denied payment for health care services or failed to authorize a services which is covered under Medicare; s/he has been unfairly denied eligibility for Medicare coverage; there is a dispute concerning Medicare premiums or regarding provision of medically necessary care. Each Medicare health plan also has grievance procedures for its members, which address disputes about additional Plan services and the administration of the Plan.

The Center for Medicare Advocacy, Inc., is staffed by attorneys, paralegals and technical assistants who provide legal advice, self-help materials, and representation to the elderly and disabled who are unfairly denied Medicare coverage. The Center operates a toll-free telephone line to assure that Medicare beneficiaries receive all the medical care and Medicare coverage to which they are entitled. Advice and written materials are free to all Connecticut residents to enable them to initiate grievances, when appropriate, or pursue a Medicare appeal either on their own or with the assistance of Center personnel. If legal representation by the Center is appropriate, it too is provided at no cost.

Because there may be deadlines for initiating appeals or grievances, contact with the Center should be prompt if dissatisfaction with any decision made about Medicare or other Medicare HMO Plan coverage arises. While specific rules vary, most decisions about Medicare and Medicare coverage can be appealed.

Education and Outreach

In cooperation with the **CHOICES** Health Insurance Counseling and Assistance Program, the Center staff provides education and training statewide to health care providers, social services organizations, network advocates, and CHOICES volunteers regarding Medicare issues and coverage, with a focus on Medicare managed care, home care, and issues affecting those with long-term and chronic illnesses. The Center produces and distributes a periodic newsletter, the *Center News*, which addresses issues of importance to Medicare beneficiaries and the community. Also

published by the Center are topic-specific informational brochures, available at no cost to Connecticut residents. A complete list of materials and other resources is available from the Center upon request.

Eligibility Requirements:

These services are available to Medicare beneficiaries and other Connecticut residents as appropriate.

 **For More Information Contact:**

Center for Medicare Advocacy
P.O. Box 350
Willimantic, CT 06226
Phone: (860)456-7790 or
(800) 262-4414

Also Providing Medicare advocacy:

Legal Assistance to Medicare Patients
Connecticut Legal Services, Inc.
872 Main Street, P.O. Box 258
Willimantic, CT 06226
Phone: (860) 423-2556 or
(800) 413-7796

Statewide Legal Services, Inc.
425 Main Street, 4th Floor
Middletown, CT 06457
Phone: (860) 344-0380 or
toll-free (800) 453-3320

See Also **CHOICES** for Aging Issues and CT Peer Review Organization

PROTECTIVE SERVICES FOR THE ELDERLY (PSE)

Program Description:

This program is designed to safeguard people 60 years of age and older from physical, mental and emotional abuse, neglect, abandonment and/or financial abuse and exploitation. The Department of Social Services (DSS) Social Workers devise a plan of care aimed at assuring an elder safety while preserving the person's right of self-determination. Staff may help the person remain in the living situation he or she prefers, safeguard legal rights, prevent bodily injury or harm, determine service needs and then mobilize resources to provide necessary services.

The Social Work service plan may include crisis intervention, arranging for and coordinating any of the following services: adult day care, companion, counseling, homemaker, home health care, home-delivered meals, long-term care or, if necessary, emergency placement.

In extreme cases, the Department of Social Services can seek court authorization to provide services to a person who appears to "lack the capacity" to give consent to reasonable and necessary services to assure personal safety. Under certain circumstances, the Department may apply to the Probate Court for the appointment of a Conservator whose role is to make decisions on behalf of an incompetent person.

In 1998/99 over 6,000 vulnerable elderly citizens were provided with short-term and crises intervention services.

Multidisciplinary teams referred to as "M-Teams" are operated by the five Area Agencies on Aging through the Elder Rights Unit. These Teams regularly provide a forum where professional and community services providers can gather for education and training opportunities as well as discussions about issues and resources that affect at-risk elders in their communities. Many M-Teams also provide an opportunity for case presentation and problem solving.

Eligibility Requirements

To qualify, a Connecticut resident must be 60 years of age or older and meet the criteria of being abused, abandoned, exploited or neglected. There are no income requirements.

For More Information Contact:

To report cases of suspected abuse, neglect or exploitation, call the **TOLL-FREE REFERRAL LINE** at 1 (888) 385-4225 or the Intake Numbers for the appropriate Regional Offices listed below

EASTERN REGION

Greater Norwich/New London Area (860) 886-0521
Windham Area (860) 465-3500

NORTH CENTRAL REGION

Hartford Area (860) 723-1003
Manchester Area (860) 647-5930
New Britain Area (860) 647-5930
Bristol Area (860) 647-5930

NORTHWEST REGION

Waterbury Area (203) 596-4242
Danbury Area (203) 596-4242
Torrington Area (860) 496-6950

SOUTH CENTRAL REGION

New Haven Area (203) 974-8029
Meriden Area (860) 704-3040
Wallingford Area (860) 704-3040
Middletown Area (860) 704-3040

SOUTHWEST REGION

Bridgeport Area (203) 551-2701
Norwalk Area (203) 855-2759
Stamford Area (203) 251-9392

For After-Hours Emergencies Call Info-Line at 1-800-203-1234

MEDI\$AVE

(SENIOR MEDICARE PROJECT)

Program Description:

Medi\$ave is a new initiative, through the Department of Social Services Elderly Services Division, which focuses on educating Medicare beneficiaries to detect fraud and abuse in the Medicare and Medicaid programs. The project is funded by the Administration on Aging. It began in 1995 with five states; Connecticut is one of 29 new states beginning similar projects in 2000.

An interdisciplinary team of federal, state, and local resources will work collectively towards reducing losses due to waste, fraud, and abuse. A joint effort by DSS and the Area Agencies on Aging will recruit and support retired professional volunteers who will be trained to give presentations to Medicare beneficiaries about fraud and abuse in the Medicare and Medicaid programs. Beneficiaries will then report suspected abuse.

A special hotline will be set up to track reports of fraud and abuse. Curbing fraud and abuse in these programs will result in improved quality of care and quality of life for Medicare beneficiaries.

Eligibility Requirements:

Medicare and dually eligible beneficiaries.

For More Information Contact:

State of Connecticut
Department of Social Services
Elderly Services Division –Elder Rights Unit
25 Sigourney Street
Hartford, CT 06106
Phone: (860) 424-5241

SENIOR VICTIM ASSISTANCE PROGRAM

Program Description

This outreach program is designed to help seniors and other adults who have been victimized by violence or crime in their neighborhoods or homes. These violent acts include assault, robbery, fraud, purse snatching, family violence, elder mistreatment or neglect. The victim may be abused emotionally, physically or financially. The Victim Advocate provides client centered counseling, support and advocacy. Services also include; home visits, supportive counseling, basic material assistance, information, advocacy, referral, and information about compensation for victims of violent crimes. The victim advocate can act as a support person and a liaison with the courts, police, court victim's advocate and other community or judicial services.

Eligibility Requirements

Any senior living in the greater Hartford area (Bloomfield, East Hartford, Hartford, Manchester, Newington, West Hartford, Wethersfield, and Windsor) who has been a victim of a crime or feels threatened may obtain assistance from the Victim Advocate.



For More Information Contact:

Victim Advocate for Seniors
Phone: (860) 543-8400 ext. 161

For brochures or further information write or call:

Victim Advocate for Seniors
Salvation Army
855 Asylum Ave.
Hartford, CT 06105

SENIOR VOLUNTEER ASSISTANCE PROGRAM

Program Description:

The Senior Volunteer Assistance Program is a joint project of the Office of the Attorney General, the American Association of Retired Persons (AARP) and the Greater New Britain Retired and Senior Volunteer Program (RSVP). The program is designed to help senior citizens who have been victimized by scams or who may be suspicious of an organization or service, but are uncertain about how to proceed. Volunteers from state and local AARP and RSVP chapters field telephone calls on the program's Senior Advocate Hotline, mediate disputes, and work to obtain refunds for victims of telemarketing and other consumer frauds. The program also publishes brochures and has produced a video as part of a massive consumer education campaign to prevent seniors and others from being scammed.

Eligibility Requirements:

Any senior who feels s/he has been cheated in a consumer or charity solicitation scam or who is suspicious of a particular operation can contact the program for assistance.

To become an RSVP volunteer, an individual must be age 55 and over.



For More Information Contact:

Senior Advocate Hotline:

Toll Free in CT: 1 (800) 660-7787
Hartford/New Britain area (860) 808-5400

Write for brochures or further information:

Senior Volunteer Assistance Program
The Office of the Attorney General
55 Elm Street
Hartford, CT 06106

See also **Retired & Senior Volunteer Program** and **American Association of Retired Persons** in this Manual for information on volunteer opportunities.