

Section XIII

Information and Referral

2-1-1

Description:

2-1-1 is the phone number in Connecticut to dial for information about, and referral to, human service and community programs available throughout Connecticut. Professional 2-1-1 call specialists utilize the largest and most comprehensive human service database in Connecticut to locate services for individuals needing help with basic needs such as food, clothing and shelter, health and disability services, housing, employment and education, protective services, relative caregiver services, substance abuse and mental health services, legal and consumer protection, specialized health information lines, volunteer opportunities and more. Information and referrals specific to meeting the needs of older adults is available. In addition, 2-1-1 operates as a 24-hour crisis intervention service for suicide, abuse, domestic violence and other emergencies.

2-1-1 is available 24 hours per day, 365 days a year, and is free, anonymous and confidential. In addition to having bi-lingual staff, 2-1-1 subscribes to an interpreter service which can interpret up to 200 languages. TDD is also available. 2-1-1 is administered by the United Way of Connecticut through a private/public partnership with the State of Connecticut.

Eligibility Requirements, Service Areas and Program Year:

Eligibility Requirements:

- None.

Service Areas:

Statewide

Program Year:

N/A

Contact Information:

For the 211 statewide program in Connecticut, dial: 211 or 800-203-1234

Main Office

United Way of Connecticut

1344 Silas Deane Highway

Rocky Hill, CT 06067

Telephone: 860-571-7500

Fax: 860-571-7525

Website: www.ctunitedway.org

Regional Offices:

211
60 North Main Street
P.O. Box 2688
Waterbury, CT 06723

211
10 Middle Street
6th Floor
Bridgeport, CT 06604

Related Information:

N/A

BenefitsCheckUp

Description:

BenefitsCheckUp is a service of the National Council on the Aging that allows individuals to determine the types of benefits for which they may be eligible. BenefitsCheckUp is a web-based questionnaire, which solicits information such as a person's age, marital status, citizenship, housing environment, number of dependents, income and assets, monthly out-of-pocket expenses, benefits received and medications taken. It usually takes approximately 20 to 30 minutes to complete the questionnaire at which time persons are provided a list of services for which they may qualify. Links are available that offer additional information on the services. There is also a link to BenefitsCheckUpRx where people can obtain information on Medicare Prescription Drug Coverage and other prescription savings programs.

Eligibility Requirements, Service Areas and Program Year:

Eligibility Requirements:

- None

Service Areas:

Statewide

Program Year:

N/A

Contact Information:

To access BenefitsCheckUp:

www.benefitscheckup.org

For further assistance and information regarding services and benefits that are provided after completing BenefitsCheckUp, contact CHOICES by calling the statewide toll-free number at 800-994-9422 or by contacting the area agency on aging directly at:

Agency on Aging of South Central
Connecticut, Inc.
One Long Wharf Drive, Floor 2
New Haven, CT 06511
Telephone: 203-785-8533
Fax: 203-785-8873
Website: www.aopartnerships.org

North Central Connecticut Area
Agency on Aging
New Park Office and Conference Center
151 New Park Avenue, Suite 15
Hartford, CT 06106
Telephone: 860-724-6443
Fax: 860-251-6107
Website: <http://www.ncaact.org>

Senior Resources
4 Broadway, 3rd Floor
Norwich, CT 06360
Telephone: 860-887-3561
Fax: 860-886-4736
Website: www.seniorresourcesec.org

Southwestern Connecticut
Agency on Aging
10 Middle Street
Bridgeport, CT 06604
Telephone: 203-333-9288
Fax: 203-696-3866
Website: www.swcaa.org

Western Connecticut Area Agency on
Aging
84 Progress Lane, 2nd Floor
Waterbury, CT 06705
Telephone: 203-757-5449
Fax: 203-757-4081
Website: www.wcaaa.org

Related Information:

[Area Agencies on Aging, refer to page II – 7.](#)
[CHOICES, refer to page XIII – 5.](#)

CHOICES

Description:

The CHOICES Program is coordinated by the Aging Services Division of the Department of Social Services and is operated through Connecticut's five Area Agencies on Aging and the Center for Medicare Advocacy. These agencies are funded in part by state funds and grants from the Centers for Medicare and Medicaid Services (CMS), the Administration on Aging (AOA) and Older Americans Act dollars.

The acronym "**CHOICES**" refers to **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 the program is to enable older persons and persons with disabilities who have Medicare to understand and exercise their rights, to receive benefits to which they are entitled and to make informed choices about quality of life issues

Health Insurance Assistance:

CHOICES is Connecticut's State Health Insurance Assistance Program (SHIP). It 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, long-term-care options, prescription drug assistance and other related state and federal programs.

Each Area Agency on Aging is staffed with a CHOICES Coordinator who receives extensive training in health insurance issues. The Coordinator provides written information and advice and when appropriate, refers consumers to a trained volunteer counselor, for additional assistance. Volunteers meet with older adults, other Medicare beneficiaries, and/or their families at various sites statewide. Appointments may also be made in individuals' homes.

Outreach:

Area Agencies on Aging dispense important program information to elders and their families through community educational seminars, senior fairs, senior centers and public libraries.

Information and Referral

Area Agencies on Aging are a "one stop" centralized information source for senior services and referrals. They can provide direction to the local service providers that may address any one of a number of problems or concerns older adults and their families encounter with aging issues.

Counseling:

Area Agencies on Aging provide general assessments of older persons who appear to be in need of resources and provide them with appropriate assistance. Referrals may

include alternatives to nursing home placement for rehabilitative or long-term care or assessing various health insurance options and concerns.

Eligibility Screening

Area Agencies on Aging are “one-stop” information resources that have the ability to provide preliminary eligibility screening for over 20 state and federal benefits and/or support programs.

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

Eligibility Requirements, Service Areas and Program Year:

Eligibility Requirements:

- Eligibility screening for certain benefits/programs can be provided to persons age 60 and older and persons with disabilities.
- Other CHOICES services are available to persons of all ages and are based on the need for information on aging issues.
- Individuals under age 65 and persons with disabilities should contact the Department of Insurance for information concerning health insurance at 860-297-3800.

Service Areas:

Statewide

Program Year:

July 1 – June 30

Contact Information:

CHOICES services can be obtained by contacting the regional Area Agency on Aging (refer to [Appendix A](#) for a list of towns each agency serves):

Statewide toll free telephone: 800-994-9422

Agency on Aging of South Central
Connecticut, Inc.
One Long Wharf Drive
New Haven, CT 06511
Telephone: 203-785-8533
Fax: 203-785-8873
Website: www.aopartnerships.org

North Central Area Agency on Aging
New Park Office and Conference Center
151 New Park Avenue, Suite 15
Hartford, CT 06106
Telephone: 860-724-6443
Fax: 860-251-6107
Website: <http://www.ncaact.org>

Senior Resources Eastern Connecticut
Area Agency on Aging
4 Broadway, 3rd floor
Norwich, CT 06360
Telephone: 860-887-3561
Fax: 860-886-4736
Website : www.seniorresourcesec.org

Western Connecticut Area
Agency on Aging
84 Progress Lane, 2nd Floor
Waterbury, CT 06705
Telephone: 203 757-5449
Fax: 203 757-4081
Website: www.wcaaa.org

Southwestern Connecticut
Agency on Aging
10 Middle Street
Bridgeport, CT 06604
Telephone: 203 333-9288
Fax: 203 696-3866
Website: www.swcaa.org

For general program information contact the CHOICES Program:

Jennifer Throwe
Department of Social Services
Aging Services Division
25 Sigourney Street
Hartford, CT 06106
Telephone: 860-424-5862 or 866-218-6631

Related Information:

[Center for Medicare Advocacy, refer to page I – 3.](#)
[Medicare, refer to page IX – 9.](#)

Department of Social Services Information Line

Description:

The Department of Social Services' toll-free information line was established to provide a central resource where consumers could access information on services administered by the Department as well as on programs and services available to persons 60 years of age and older. Callers are able to speak with trained staff that can provide information and referrals that assist older adults.

Eligibility Requirements, Service Areas and Program Year:

Eligibility Requirements:

- None

Service Areas:

Statewide

Program Year:

N/A

Contact Information:

Connecticut Department of Social Services
25 Sigourney Street
Hartford, CT 06106
Telephone: 860-424-4925 or 800-443-9946

Related Information:

[2-1-1, refer to page XIII – 1.](#)

Eldercare Locator

Description:

The Eldercare Locator, a public service of the Administration on Aging, U.S. Department of Health and Human Services, is a nationwide service that links those who need assistance with aging-related services to state and local area agencies on aging and community-based organizations that serve older adults and their caregivers. The goal is to provide users with information and local resources in order to assist older adults in remaining independent in their homes and communities for as long as possible. Eldercare Locator is administered in partnership with the National Association of State Units on Aging and the National Association of Area Agencies on Aging.

Eligibility Requirements, Service Areas and Program Year:

Eligibility Requirements:

- Adults age 60 or older or persons inquiring on behalf of persons age 60 or older, or
- A caregiver of a person age 60 or older.

Service Areas:

Statewide

Program Year:

N/A

Contact Information:

Eldercare Locator

Telephone: 800-677-1116

Weekdays: 9:00 a.m.-8:00 p.m.

Email: eldercarelocator@sherix.com

Website: www.eldercare.gov

For calls after normal hours of operation a message recorder is available for the caller to leave a name and a telephone number. Calls are returned the next business day.

Related Information:

[Area Agencies on Aging, refer to page II – 7.](#)

[State Unit on Aging, refer to page II – 26.](#)

Connecticut Department of Social Services

RX-Xpress

Description:

The Connecticut Department of Social Services RX-Xpress is a mobile office resource under the supervision of the Aging Services Division that helps to make information about services more accessible to Connecticut residents. RX-Xpress is a bus on which staff is available to provide individuals with program application and enrollment assistance via four computer workstations with high speed internet access. The bus delivers services statewide and is equipped with a wheelchair accessible lift for persons with mobility issues. It has an information station that displays various brochures, pamphlets and applications related to programs the Department of Social Services, as well as its partners, manage and administer. Various representatives provide services on the bus including those associated with the CHOICES program, Area Agencies on Aging, State Supplemental Assistance, Supplemental Nutrition and Assistance Program (formerly known as Food Stamps), Bureau of Rehabilitative Services, the Connecticut Association for Human Services, End Hunger CT!, Hispanic Health Council, Food Share, ConnPACE and the Internal Revenue Service. Bus orientations are available which explain and demonstrate the services and capabilities of the bus. The bus participates in many different events. It participates in senior fairs and regional conferences as well as events that focus on the Medicare Rx information and enrollment, benefits check up and Department of Social Services eligibility service.

Eligibility Requirements, Service Areas and Program Year:

Eligibility Requirements

- N/A.

Service Areas:

Statewide

Program Year:

N/A

Contact Information:

For additional information, for a current schedule of the RX-Xpress bus or to schedule the bus for an event:

Fred Diggs
Department of Social Services
Aging Services Division
25 Sigourney Street
Hartford, CT06106
Telephone: 860-424-5245
Fax: 860-424-5301
Email: fred.diggs@ct.gov
Website: www.ct.gov/agingservices

Related Information:

[Vet Express, refer to page XVIII – 9.](#)