

CONNECTICUT RESOURCE GUIDE

FOR ATTORNEYS, ADVOCATES, & PROFESSIONALS

May 2023

Connecticut Resource Guide

Sometimes it may be difficult for individuals to access and utilize no or low-cost services if they don't know what their options are. This resource guide is designed to guide attorneys, advocates, and other professionals through relevant resources available in Connecticut so that they may be able to best assist their clients. The resources described in this guide include both state and private organizations.

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1.0 LEGAL

Statewide Legal Services (SLS)

Overview: Statewide Legal Services (SLS) is a legal aid advice and referral center that empowers low-income people in Connecticut to obtain justice by providing tools to address their civil legal needs. SLS believes that knowledge is power and that everyone should have access to justice.

SLS advocates can help individuals with legal questions about family, public benefits, housing, unemployment, and other problems. If they can help the individual, they will answer their questions, provide free legal advice, and will help them understand their legal rights and responsibilities so that individuals can make informed decisions.

SLS also has an active pro bono program. Their volunteers assist with a variety of legal issues including:

- Landlord/Tenant (eviction defense, security deposits)
- Family Law Cases (divorce, custody, etc.)
- School Expulsions
- Employment (Unemployment and Employment Discrimination)
- Wills/Health Care Directives/Power of Attorney
- Social Security

Volunteer attorneys come from the Connecticut Pro Bono Network which coordinates pro bono work in the state. For information about the program, individuals can visit:

<http://probono.ctlawhelp.org>.

Eligibility/requirements: Most SLS legal services are available only for people with a household income at or below 125% of the federal [poverty level](#). For individuals who are 60 years old or older and think their income is higher than this, they may contact the legal aid office (listed in the subsection below) closest to them to see if they are eligible for legal services.

Locations: 1290 Silas Deane Highway Ste 3A, Wethersfield, CT 06109

Contact information:

- Phone number: **(800) 453-3320**
- From Hartford and Middletown: **(860) 344-0380**
- Call-in hours are 9:00 AM – 12:00 PM & from 1:00 PM to 2:00 PM Monday through Friday.
- Website: <https://slsct.org/>

Process: Individuals should call SLS (phone numbers listed above under “contact information”) to find out if they qualify for services.

Individuals can also use the [Legal Help Finder](#) to find out which options are available to them.

Additionally, individuals can [apply for legal help](#) online.

Of note:

- Some cases may be referred to other legal aid programs or a volunteer attorney
 - The individual's income level must be very low (at or below 125% of the federal poverty level) in order to receive SLS services
 - The individual's case must be in Connecticut
 - SLS **cannot** help with criminal or immigration problems
 - SLS phone call wait times may be long and call hours are limited
 - SLS is a non-profit organization, and their funding is limited. Thus, they unfortunately cannot help everyone who applies for assistance
-

Legal Aid Organizations

Overview: Connecticut legal aid organizations offer no cost, high-quality legal services to low-income people in the following areas of law:

Housing rights & homelessness prevention	Elder rights
Family law & response to domestic violence	Consumer rights
Education & keeping at-risk children safe in school	Employment rights
Public benefits, including access to government health insurance	Disability rights
Immigrant rights (for victims of domestic violence & unaccompanied minors)	

Eligibility/requirements:

Individuals must meet the following criteria to be eligible:

- Have an income at or below 125% of the federal [poverty level](#)

Locations:

- [Connecticut Legal Services](#) (CLS) with offices in New London (860) 447-0323, Willimantic (860) 456-1761, New Britain (860) 225-8678, Waterbury (203) 756-8074, Bridgeport (203) 336-3851, & Stamford (203) 348-9216
- [Greater Hartford Legal Aid](#) (GHLA) in Hartford 860-541-5000
- [New Haven Legal Assistance](#) (NHLA) in New Haven 203-946-4811

Contact information: Contact information for each individual legal aid organization is listed above under “locations.”

Statewide Legal Services hotlines:

- Toll Free: 1-800-453-3320

- From Middletown and Hartford: **860-344-0380**
- Call hours: 9 a.m. – 12 p.m., 1-2 p.m. Monday through Friday

Individuals can also apply online here: [CT Online Application](#)

Process: To see if they qualify for no cost legal services, individuals can contact Statewide Legal Services of Connecticut to apply. Statewide Legal Services (listed in the subsection above) is another legal assistance program that conducts intake interviews and refers cases to legal aid organizations. Staff will ask questions and talk to individuals about their legal problem. If they qualify for legal assistance, staff will provide some legal advice over the phone. Depending on the type of case, Statewide Legal Services may refer the case to legal aid or another attorney or legal services organization.

Of note:

- Legal Aid organizations provide services to individuals who qualify financially, regardless of immigration status
- They provide assistance with a wide variety of legal issues
- Generally restricted to civil and family matters, although legal aid organizations can assist with referrals to the Public Defender’s Office
- Not available to individuals who are not at or below 125% of the federal poverty level
- No assistance with post judgment matters
- Undocumented individuals or individuals over 60 years old must contact the office directly

PA 21-78 Grant Programs (See also: [Domestic Violence](#))

Overview: Public Act 21-78 established a grant program to provide low-income applicants with access to legal assistance when making an application for a restraining order in five court locations in Connecticut. The applicable section of the statute is listed below:

“There is established a grant program to provide individuals who are indigent with access to legal assistance at no cost when making an application for a restraining order under section 46b-15 of the general statutes, as amended by this act. The grant program shall be administered by the organization that administers the program for the use of interest earned on lawyers' clients' funds accounts pursuant to section 51-81c of the general statutes. Funds appropriated to the Judicial Branch for the purpose of the grant program shall be transferred to the organization administering the program.”

Individuals can [click here](#) to view the entire statute.

Locations: The grant program operates in five court locations: New Haven, Hartford, Bridgeport, Stamford, and Waterbury.

- [Connecticut Legal Services](#) covers Bridgeport, Stamford, and Waterbury

- [Greater Hartford Legal Aid](#) covers Hartford
- [New Haven Legal Assistance](#) covers New Haven

Individuals can see the contact information for each organization below under “contact information.”

Contact information: Individuals can reach out to the following contacts for more information:

- New Haven Legal Aid: Margot Burkle **203-946-4811 Ext. 1148** or MBurkle@nhlegal.org
- Connecticut Legal Services main office phone numbers: Stamford **(203) 348-9216**, Bridgeport **(203) 336-3851**, & Waterbury **(203) 756-8074**
- Greater Hartford Legal Aid: Enelsa Diaz **860-541-5000** or ediaz@ghla.org

Process: For further information, assistance, and applicable program processes, individuals should contact the courthouse specific programs listed above under “contact information.”

Of note:

- Clients must be indigent and meet the applicable household income eligibility requirements set by each organization

Pro Bono Restraining Order Project – CCADV (See also: [Domestic Violence](#))

Overview: The Pro Bono Restraining Order Project (PBRO) is a Connecticut Coalition Against Domestic Violence (CCADV) program in conjunction with its member programs. It provides no cost limited scope representation to victims/survivors of domestic violence at their restraining order hearings.

Eligibility/requirements: Individuals must meet the following criteria to be eligible:

- Applicant filing a restraining order
- Referred through a participating member program
- No attorney representing them on pending matters

Locations:

- Hartford
- Rockville
- New Haven
- Danbury
- Norwich

Contact information: Agencies, firms, and organizations can contact Rhonda Morra at rmorra@ctcadv.org or the CCADV project manager at pbro@ctcadv.org for more information about the project and how to get involved.

Individuals seeking to utilize the program can contact the appropriate programs depending on location for information on assistance:

- The Network in Enfield **(860) 763-7430**
- The Umbrella Center in New Haven **(203) 736-9944**
- Interval House in Hartford **(860) 246-9149**
- Safe Futures in Norwich **(860) 886-4370**
- The Center for Empowerment and Education in Danbury **(203) 731-5200**

Process: Individuals who would like to utilize these services will go through a referral process with a domestic violence advocate at a participating member program. Once the referral forms are completed, the advocate will send them to the CCADV project manager. The CCADV project manager will then send the information to the attorney, and the attorney will reach out to the client for a consultation and representation.

Of note:

- No income requirement – can assist clients who do not meet the income requirements for legal aid organizations
 - Assistance with translation and interpretation services including judicial interpreters for court hearing, language line, and letters of representation
 - Flexible services: attorneys can meet with clients in-person or virtually
 - Many attorneys are experienced with family law and trauma-informed care
 - All attorneys are trained on the nuances of TRO representation and trauma-informed representation
 - Must be an **applicant** filing a RO
 - Limited sites – Rockville, Hartford, Norwich, New Haven, or Danbury
 - Referral must be fielded through one of the member programs located at each site: The Network, The Umbrella Center, Safe Futures, Interval House, or The Center for Empowerment and Education
 - Services offered on one day of the week in each jurisdiction
-

Family Law Legal Consult Program (FLLC) – CCADV

Overview: The Family Law Legal Consult Program (FLLC) is a grant funded CCADV program which provides comprehensive and quality no-cost virtual family law legal consultations to victims/survivors of domestic violence who do not qualify for legal aid services. Consultations may include but are not limited to:

- Analysis of the legal issue(s) presented
- Discussion of legal options
- Potential benefits and challenges with legal options
- Discussion on applicable laws
- Mandated requirements
- Court processes and procedures

Eligibility/requirements: Individuals must meet the following criteria to be eligible:

- Referred through a participating member program
- Do not qualify for Legal Aid services (Legal Aid has a conflict, does not handle that type of matter, client does not meet financial qualifications, etc.)
- No attorney representing them on the matter for which they are seeking a consultation

Contact information: This program is accessible through all of CCADV's 18 domestic violence member programs. Individuals can [click here](#) to find the member program located closest to them and their contact information.

Process: Individuals who would like to utilize these services will go through a referral process with a domestic violence advocate at a participating member program. Once all forms are completed, the advocate will submit them to the CCADV project manager. The manager will then send the information to the attorney, and the attorney and client will schedule their 1-hour consultation.

Of note:

- If Legal Aid cannot take the matter due to a staffing or capacity issue, the individual **would not** qualify for this program.
 - Individuals who have legal representation in another unrelated matter (for instance, a housing issue), will be assessed for eligibility on a case-by-case basis
 - All consultations are held virtually
 - All contracted attorneys are experienced in working with survivors of domestic violence and possess trauma-informed skills
 - All contracted attorneys are officially domestic violence certified
-

Lawyers in Libraries – CT Bar Association

Overview: Lawyers in Libraries hosts brief in person consultations for information/advice in the following areas of law:

Landlord/tenant

Employment

Consumer Rights

Personal Injury

Immigration

Family

Locations:

- New London
- Norwich
- Middletown
- New Britain
- Simsbury
- Danbury
- Bridgeport
- Stamford

Contact information: Website: [Lawyers in Libraries | Connecticut Bar Association \(ctbar.org\)](http://Lawyers in Libraries | Connecticut Bar Association (ctbar.org))

Participating libraries: locations, hours, and phone numbers:

- Bridgeport:
 - Newfield Library: first or second Wednesday of month (6:00 PM - 8:00 PM)
(203) 576-7828
 - North Branch Library: second Thursday of month (6:00 PM - 8:00 PM)
(203) 576-8113
- Danbury:
 - Danbury Library: last Wednesday of month (6:00 PM – 8:00 PM)
(203) 797-4505, ext. 7731
- Middletown:
 - Russell Library: third Tuesday of month (4:00 PM – 6:00 PM)
(860) 347-2528
- New Britain:
 - New Britain Public Library: third Wednesday of month (5:30 PM – 7:30 PM)
(860) 224-3155, ext. 125
- New London:
 - Public Library of New London: last Thursday of month (4:00 PM – 6:00 PM)
(860) 447-1411, ext. 105
- Norwich:
 - Otis Library: last Wednesday of month (4:00 PM – 6:00 PM)
(860) 889-2365

- Simsbury:
 - Simsbury Public Library: last Monday of month (5:30 PM – 7:30 PM)
(860) 658-7663, ext. 2112
- Stamford:
 - Ferguson Library: last Thursday of month (6:00 PM – 8:00 PM)
(203) 351-8224

Process: The participating library provides a room or rooms for clients to meet with volunteering attorneys. The clients will need to call ahead to the library to schedule an appointment. Individuals can [click here](#) to view locations and contact information. When they call to schedule the appointment, they will tell the library what kind of legal issues they have, such as immigration, family, contract, etc. Once they check in, they will sign a release form and then meet with the volunteering attorneys. The clients are allocated **20 minutes** to speak to the attorneys and show them any documentation relative to their case. The attorney will then provide legal advice.

- Once assigned to the library, the volunteers can see the list of clients in advance, so they can determine if there is a potential conflict of interest
- Towns of operation and times of operation/registration/sign up are subject to change

Of note:

- No apparent income requirement
- In person platform for those unable to or uncomfortable with utilizing an online platform
- Face to face meetings available
- Generally, provides multiple attorneys at each site so if one attorney has a conflict, another attorney is available
- Clients are provided 20 minutes to speak to the attorney and show documents, so they would benefit most by utilizing a combination of this program with advocates' assistance in preparing for the meeting
- Operates in 9 locations currently, and hours are generally late afternoon and/or early evening hours
- Clinics are once per month
- Advance sign up required

Connecticut Free Legal Answers – cooperative effort of the CT Bar Association and the American Bar Association

Overview: Connecticut Free Legal Answers is an online civil legal service for individuals who cannot afford counsel that allows qualifying individuals to ask a legal question in the following areas of law:

Family – divorce, child support, adoption, name change, and domestic violence	
Bankruptcy	Consumer issues
Education	Employment/unemployment
Health and disability	Civil rights
Income maintenance	Juvenile
Housing – eviction, homelessness	Worker’s Compensation
Wills and Estate Planning	

Eligibility/requirements:

- The individual must have a household income less than 250% of the [federal poverty level](#)
- The individual may not have liquid assets exceeding \$10,000 in value (this includes checking and savings account balances, as well as the value of any stocks or bonds)
- The individual may not be incarcerated
- The individual may not request assistance with criminal law matters

Contact information: Individuals can visit [Connecticut \(freelegalanswers.org\)](https://connecticut.freelegalanswers.org) and fill out the contact form to get in touch with the American Bar Association.

Process: Individuals answer a few questions to see if they qualify. They can then sign up for an account. Individuals ask a volunteer attorney a specific question about their civil legal issues and receive an email letting them know when their question receives a response. Once they view the response, they can ask more follow-up questions. Individuals can [click here](#) to get started.

Of note:

- Covers areas of law not frequently covered, such as Education, Juvenile, Civil Rights, and Wills and Estate Planning
- Helpful when an individual has a “quick question” as it allows for a question to be asked and answered without the expense of having to meet with an attorney and pay for full legal services
- Does allow individuals to ask follow-up questions through the website with limitations
- Limitations are generous – individuals can ask 3 different legal questions per year (as long as they remain qualified)
- Individual needs often do not fit into the “quick question” category

- Anonymously answered so individuals do not know who is responding
 - Requires online access capability and skills – although this may be overcome by advocate assistance
 - It is for low-income individuals and those seeking assistance are screened by income
 - No assistance with criminal matters
 - If someone is looking for an answer for a pending court date, submission and response may not be time appropriate
 - May be mandated reporting concerns
-

Bankruptcy Pro Bono Program-CT Bar Association's Commercial Law and Bankruptcy Section working with Statewide Legal Services

Overview: The Bankruptcy Pro Bono Program consists of a panel of volunteer attorneys who represent needy and qualified individuals or married spouses pro bono in Chapter 7 bankruptcy cases, contested matters, and adversarial proceedings.

Eligibility/requirements: Only indigent individuals who meet established criteria will qualify to be considered for a referral for potential assistance. To be considered for a referral, individuals must FIRST satisfy three tasks:

1. Reasonably attempt to retain in good faith at least two bankruptcy attorneys in CT on terms the individual can reasonably afford;
2. Fully and accurately complete, sign, and date the digital application through the SLS website; **and**
3. Demonstrate that the individual meets the program's income and asset eligibility criteria in the completed application verified under oath.

Contact information:

- Connecticut Bar Association phone number: **(860) 223-4400**
- Connecticut Bar Association email: msc@ctbar.org

Process: Individuals submit a fully and accurately completed, signed, and dated digital application. The application is then reviewed by SLS who then coordinates the referral of the pro bono counsel with the pro bono applicant. Individuals can [click here](#) to apply.

Of note:

- Specializing in a niche area of the law
 - There are income/benefit, as well as asset limitations for qualification for the program
 - These are specific and are listed on the [CBA website](#).
-

Free Legal Advice Clinics – hosted by CT Bar Association

Overview: Scheduled sessions throughout the year, and specifically during the month of October (National Celebration of Pro Bono Week), the CBA provides clinics where individuals will have the opportunity to virtually meet with a volunteer attorney in any of the following practice areas:

The legal issues covered are:

Immigration Law	Tax Law
Pardons	Employee Rights/Unemployment
Family Law – Divorce	Family Law – Child Support
Family Law – Custody/Parenting Time	Landlord/Tenant – Commercial
Landlord/Tenant – Residential	Bankruptcy – Consumer
Bankruptcy – Commercial	Fraudulent Business/Debt Collection

This is a great opportunity for individuals to obtain no cost legal advice regarding many challenges that other resources may not be able to meet – for example, pardons for prior criminal matters for victims of trafficking and pardons for criminal convictions that may be prohibiting employment or housing opportunities. Although this may be helpful for family cases that service providers encounter closer to the clinic dates, it is also helpful for the situations that are anticipated secondary or future needs.

Locations: 30 Bank Street New Britain, CT 06051

Contact information: Individuals can call (860) 223-4400 or email probonoclinic@ctbar.org for more information.

Process: Sign-ups are generally available on the CT Bar Association’s website at least a month prior to the event, but individuals can [check their website](#) periodically to see if registration is open.

Of note:

- Service providers can sign up for a client, and can be the conduit to scheduling the appointment if the individual is unable to do so themselves
- Individuals can select the date and a time frame that works best for the scheduled appointment (although the request is not guaranteed, the time frames are 2-hour blocks of time which allow some flexibility in scheduling)
- Interpretation services are available for the meeting
- The sign-up forms are comprehensive and designed to gather as much preliminary information as possible
- All sessions are virtual (via Zoom). Challenges to using this service may arise when one has limited access to or knowledge of technology usage

- All sessions are 30 minutes. This may not be enough time for some individuals to receive the details/information they need
- Pre-registration is **REQUIRED**

LEGAL CONT.: CHILDREN-SPECIFIC SERVICES

Pro and Low Bono Representation of Minor Children: The Children's Law Center of CT

Overview: The [Children's Law Center of Connecticut](#) works to protect indigent children involved in their parents' family court cases by providing high-quality legal representation for the minor child/children.

The Court may appoint a lawyer to act as the Guardian ad litem (GAL) or the Attorney for the Minor Child (AMC).

Locations: 30 Arbor St Ste 400, Hartford, CT 06106

Contact information: Office phone number: (860) 232-9993

Process: A parent can file a motion as part of an existing case to ask the judge to appoint "counsel for the minor child." The judge then decides whom to appoint, although it may be possible to ask for CLC specifically. Judges may also appoint a lawyer without a request from the parent if they feel it would be beneficial to protect the child's best interests, which may not be the same as the parents' interests. The Children's Law Center, if appointed, represents the child NOT the parent.

Of note:

- **No cost** for low-income families
- The Children's Law Center takes on complex, lengthy, and high conflict cases
- Must meet the low-income requirement to receive no cost legal representation

Families in Transition Mediation: The Children's Law Center of CT

Overview: Families in Transition Mediation is a mediation program that provides an opportunity for parties to work out their parenting disputes outside of court. Participants are paired with a gender-balanced team consisting of an attorney and a mental health worker, both of whom are very familiar with the family court process.

Eligibility/requirements: To be eligible, **parents must be of low or moderate income and be willing to participate in and cooperate with the mediation process.**

Locations: 30 Arbor St Ste 400, Hartford, CT 06106

Contact information: Individuals can get more information or sign up by contacting Nicole Silva, LCSW at **860-232-9993 x 312** or nicole@clcct.org.

Process: The Court, the Family Services Offices, or attorneys may refer individuals. In order to be considered for the program, however, both parents must contact the office.

Of note:

- Services are based on a sliding fee scale. For more information on pricing, contact Nicole Silva, LCSW at 860-232-9993 x312 or nicole@clcct.org.
- Mediation needs to be carefully considered and evaluated in cases of current domestic violence or in situations of unbalanced positions of power. Cases where a restraining or protective order are in place may or may not be eligible depending on the court orders and circumstances

The Children's Law Line: The Children's Law Center of CT

The Children's Law Line (860-232-9993)

Overview: The Children's Law Line is a no-cost, easily accessible legal resource that can assist callers on a variety of issues. Services like the Children's Law Line are often utilized by those with specific questions by parents, by professionals with questions on the legal process and procedures, and for information and referrals.

Locations: 30 Arbor St Ste 400, Hartford, CT 06106

Contact information:

- Phone number: **(860-232-9993)**
- Website: [Law Line :: The Children's Law Center of Connecticut, Inc \(clcct.org\)](http://Law Line :: The Children's Law Center of Connecticut, Inc (clcct.org))

Process: When individuals call the Law Line, the caller will complete an intake during which the staff member will gather demographic information and ask about the issue one is calling to discuss. Staff will answer the question with as much detail and guidance as possible. If they cannot answer the question or feel another resource would be able to provide additional information, they will provide the appropriate contact information for a referral. All calls are reviewed by a staff attorney, and they may call back if the attorney finds that additional information could have been provided.

Of note:

- Calls are answered by a person trained in family law issues
- Common questions are answered immediately, and more complex questions are referred to a staff attorney
- There is no income screening to access the service
- There is no limit to how many times a person can call

- Nothing regarding a call to the Law Line will be disclosed to a third party without the individual's written consent
- If someone is calling for general information and referrals, they can be provided with information without providing their personal information. However, if someone is calling with specific questions regarding an ongoing dispute, CLC will need to take their name and the names of other parties involved
- There is no cost to call the Law Line
- There is a high demand for the Law Line service, so individuals may experience some wait time. If put on hold, individuals should stay on the line

Streamlined Collaborative Family Law Program: The Children's Law Center of CT

Overview: Collaborative Practice is a settlement process that focuses on helping families find a way to respectful resolution. Parties have the benefit of legal representation and a safe environment to resolve their divorce or separation without turning over decision-making to a judge. They also have the benefit of including financial specialists, family coaches and other professionals all working together on a team to help create a customized agreement. Going to court is off the table as an option to resolving differences. There is a **flat fee** determined at the start of the case. Fees are based on a **sliding scale** taking into account the parties' joint income and net worth.

Locations: 30 Arbor St Ste 400, Hartford, CT 06106

Contact information: Individuals can call **(860) 232-9993 x 315** or email collaborative@clcct.org to discuss the program in more detail.

Process: Individuals will meet one-on-one with their attorneys and will have two joint sessions with the financial professional to discuss property division, cash flow, budgets, and other financial matters. In cases where children are involved, they will have two joint sessions with the Family Professional to develop a parenting plan. The results of those meetings are reviewed with their attorney and then brought to the full group meetings for negotiation and settlement. Generally, there are only two or three full team meetings of 90 minutes each. Individuals will receive a "Roadmap" that spells out what will happen at each stage of the process and at each meeting. The roadmap includes specific homework assignments after each meeting and the target completion date for each stage.

Of note:

- The streamlined design of the program also allows for efficient and timely resolution of the divorce or separation
- Some families may qualify for pro bono services

- Financially beneficial: For a flat fee, parties receive a set number of sessions with their own attorney along with the team of professionals
- The professional team communicates on a scheduled and predictable format throughout the process to facilitate the integration of information and to keep the process moving forward
- Collaborative practice is an alternative to traditional litigation but is not beneficial in all situations
- The program is for initial divorce or legal separation cases only and is **NOT** for custody matters (unmarried parties) or post judgment matters
- A program such as this needs to be carefully considered and evaluated in cases of current domestic violence or in situations of unbalanced positions of power. Cases where a restraining or protective order are in place may or may not be eligible depending on the court orders and circumstances

LEGAL FOR VETERANS

Connecticut Veterans Legal Center (See also: [Health](#))

Overview: Connecticut Veterans Legal Center is a **medical-legal partnership** that works with veterans in treatment recovering from mental health issues, substance abuse, or homelessness with their legal needs. CVLC works with clients who are referred by their mental health clinician. They provide **no cost legal representation** to veterans recovering from homelessness and mental illness to help stabilize their lives. The counselor and CVLC attorney work together to help the veteran with legal issues including:

- Housing
- Eviction
- Disability
- Benefits

Eligibility/requirements:

- Individuals must be referred by a clinician

Locations: 114 Boston Post Rd, West Haven, CT 06516 ·

Contact information:

- Main number: **(203) 794-4291**
- Intake number: **(203) 479-0375**

Process: To become a client, [three forms must be completed](#): the [Clinician Information Form](#), the [Release Form](#), and the [Legal Problems Screening Form](#). Upon completion of these forms, individuals will complete a screening interview to discuss their legal issue and eligibility.

Of note:

- The medical-legal partnership model allows CVLC staff and volunteers to serve marginalized clients, many of whom are homeless and many of whom have serious mental illnesses including schizophrenia, bipolar and major depression

Legal Advocacy

She Leads Justice

Overview: She Leads Justice is a statewide nonprofit organization that advocates for and empowers women and girls in Connecticut, especially those who are under-resourced or marginalized. They work to create an equitable society where women and girls thrive by providing legal information and access, promoting women's rights through public policy and advocacy, and promoting advancement and leadership initiatives. She Leads Justice's values are: 1) Building community power in the intersectional feminist movement, 2) Accountability, 3) Justice, 4) Anti-racism, and 5) Intersectional feminism.

Contact information:

- email: info@sheleadsjustice.org
- website: [Homepage - She Leads Justice](#)

Process: She Leads Justice provides legal information and access, advocacy, and community education. Individuals interested in utilizing She Leads Justice's Information and Referral (I & R) service should click here: [Legal Education - She Leads Justice](#) for more information and details on how to apply. Individuals interested in She Leads Justice's "know-your-rights workshops" should click here for more information or should email She Leads Justice via the email address provided above under "contact information."

Of note:

- She Leads Justice's work supports women and girls who identify as cisgender and transgender, and non-binary individuals, as well as people of all marginalized gender identities systemically and historically oppressed by those in power
- She Leads Justice does NOT have attorneys on staff and does NOT provide legal advice – they only provide legal information
- Attorneys interested in supporting She Leads Justice can click here for more information on [She Leads Justice's Cooperating Attorney Network](#)

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2.0 DOMESTIC VIOLENCE

Safe Connect

Overview: Safe Connect is a domestic violence hotline operating 24/7, 365 days a year. Individuals and families can contact Safe Connect from anywhere and immediately receive a thorough assessment of needs, emotional support, safety planning and options. They offer direct connections to CCADV's member organizations (Connecticut's 18 local domestic violence service providers) where individuals can receive ongoing, in-person support, as well as other community-based resources.

Contact information: Individuals can contact the Safe Connect hotline 24/7 via any of the following means of communication:

- Voice call or text: **(888) 774-2900**
- Email: **safeconnect@ctcadv.org**
- **Web Chat**

Process: The Safe Connect Advocate will provide the caller/texter with information, resources, and/or referrals to services.

Of note:

- Services are confidential, safe, no cost, and voluntary (individuals can request to withdraw from services at any time)
- Flexible services: text, chat, or email options available for individuals not comfortable with voice calls.
- Safe Connect advocates are 80% bilingual in English and Spanish with several other languages also spoken. Their cultural backgrounds span over ten different countries and four continents. The Safe Connect platform also auto-translates many spoken languages
- Connecting to Safe Connect by use of chat, text, or email may be challenging to those with limited access to or knowledge of technology usage

Connecticut Coalition Against Domestic Violence (CCADV)

Overview: The Connecticut Coalition Against Domestic Violence is the voice against domestic violence across the state of Connecticut. They are a membership organization of Connecticut's 18 domestic violence service agencies that provide critical support to victims including safety planning, emergency shelter, court advocacy, counseling & support groups, among other services. They lead a statewide network focused on advocacy, outreach, and education. Their work transforms political, economic, and social responses to end domestic violence in Connecticut.

- Individuals can [click here](#) to learn more about CCADV's advocacy

- Individuals can [click here](#) to learn more about CCADV’s trainings
- Individuals can [click here](#) to access resources and information about domestic violence

Locations: 655 Winding Brook Drive, Suite 4050 Glastonbury CT

Contact information:

- Phone number: **860-282-7899**
- Website: CCADV :: Connecticut Coalition Against Domestic Violence (ctcadv.org)
- [Staff list](#)

Process: For further information, assistance, and applicable program processes, individuals can contact CCADV via one of the methods of contact information listed in the “contact information” section above.

Of note:

- For immediate assistance and connection to services, individuals should call Connecticut Safe Connect, listed in the previous subsection

Connecticut Coalition Against Domestic Violence (CCADV) Member Programs

Overview: The [Connecticut Coalition Against Domestic Violence \(CCADV\)](#) (listed in the previous subsection) houses 18 member organizations. These service organizations provide critical support to victims of domestic violence statewide. Some of the services provided are:

Counseling	Emergency shelter/safe house
Support groups	Court advocacy
Safety planning	Lethality assessment
Information and referrals	

Locations:

- [The Center for Family Justice](#) serving Bridgeport, Easton, Fairfield, Monroe, Stratford & Trumbull. **Hotline: (203) 384-9559**
- [Susan B. Anthony Project](#) serving Barkhamsted, Colebrook, Goshen, Hartland, Harwinton, Litchfield, Morris, New Hartford, Norfolk, Thomaston, Torrington, Warren, Washington, & Winchester. **Hotline: (860) 482-7133**
- [The Center for Empowerment and Education](#) serving Bethel, Bridgewater, Brookfield, Danbury, New Fairfield, New Milford, Newtown, Redding, Ridgefield, Roxbury & Sherman. **Hotline: (203) 731-5206**

- [The Network](#) serving Enfield, East Windsor, Somers, Stafford, Suffield & Windsor Locks. **Hotline: (860) 763-4542**
- [Chrysalis Domestic Violence Services](#) serving Meriden, Waterbury, & Cheshire. **Hotline: (203) 238-1501**
- [YWCA Greenwich](#) serving Greenwich. **Hotline: 203-622-0003**
- [Domestic Violence Crisis Center](#) serving Darien, New Canaan, Norwalk, Weston, Westport, Wilton, & Stamford. **Hotline: (203) 588-9097**
- [Project SAGE](#) serving Canaan, Cornwall, Kent, North Canaan, Salisbury, & Sharon. **Hotline: (860) 364-1900**
- [Safe Haven of Greater Waterbury](#) serving Bethlehem, Cheshire, Middlebury, Naugatuck, Prospect, Southbury, Waterbury, Watertown, Wolcott, & Woodbury.
- [Safe Futures](#) serving Bozrah, Colchester, East Lyme, Franklin, Griswold, Groton, Lebanon, Ledyard, Lisbon, Lyme, Montville, New London, North Stonington, Norwich, Old Lyme, Preston, Sprague, Salem, Stonington, Voluntown, & Waterford. **Hotline: (860) 701-6001**
- [The Umbrella Center for Domestic Violence Services](#) serving Bethany, Branford, East Haven, Guilford, Hamden, Madison, Milford, New Haven, North Branford, North Haven, West Haven, & Woodbridge. **Hotline: (203) 800-7177**
- [New Horizons](#) serving Chester, Clinton, Cromwell, Deep River, Durham, East Haddam, East Hampton, Essex, Haddam, Killingworth, Middlefield, Middletown, Portland, Old Saybrook, & Westbrook. **Hotline: (860) 344-9599**
- [Prudence Crandall Center](#) serving Berlin, Bristol, Burlington, New Britain, Plainville, Plymouth, & Southington. **Hotline: (888) 774-2900**
- [Interval House](#) serving Avon, Andover, Bloomfield, Bolton, Canton, East Granby, East Hartford, Ellington, Farmington, Glastonbury, Granby, Hartford, Hebron, Manchester, Marlborough, Newington, Rocky Hill, Simsbury, South Windsor, Tolland, Vernon, West Hartford, Wethersfield, & Windsor. **Hotline: (860) 838-8467**
- [United Services Domestic Violence Program](#) serving Brooklyn, Canterbury, Eastford, Killingly, Plainfield, Pomfret, Putnam, Sterling, Thompson, Union, Woodstock, Ashford, Chaplin, Columbia, Coventry, Hampton, Mansfield, Scotland, Willington, & Windham.

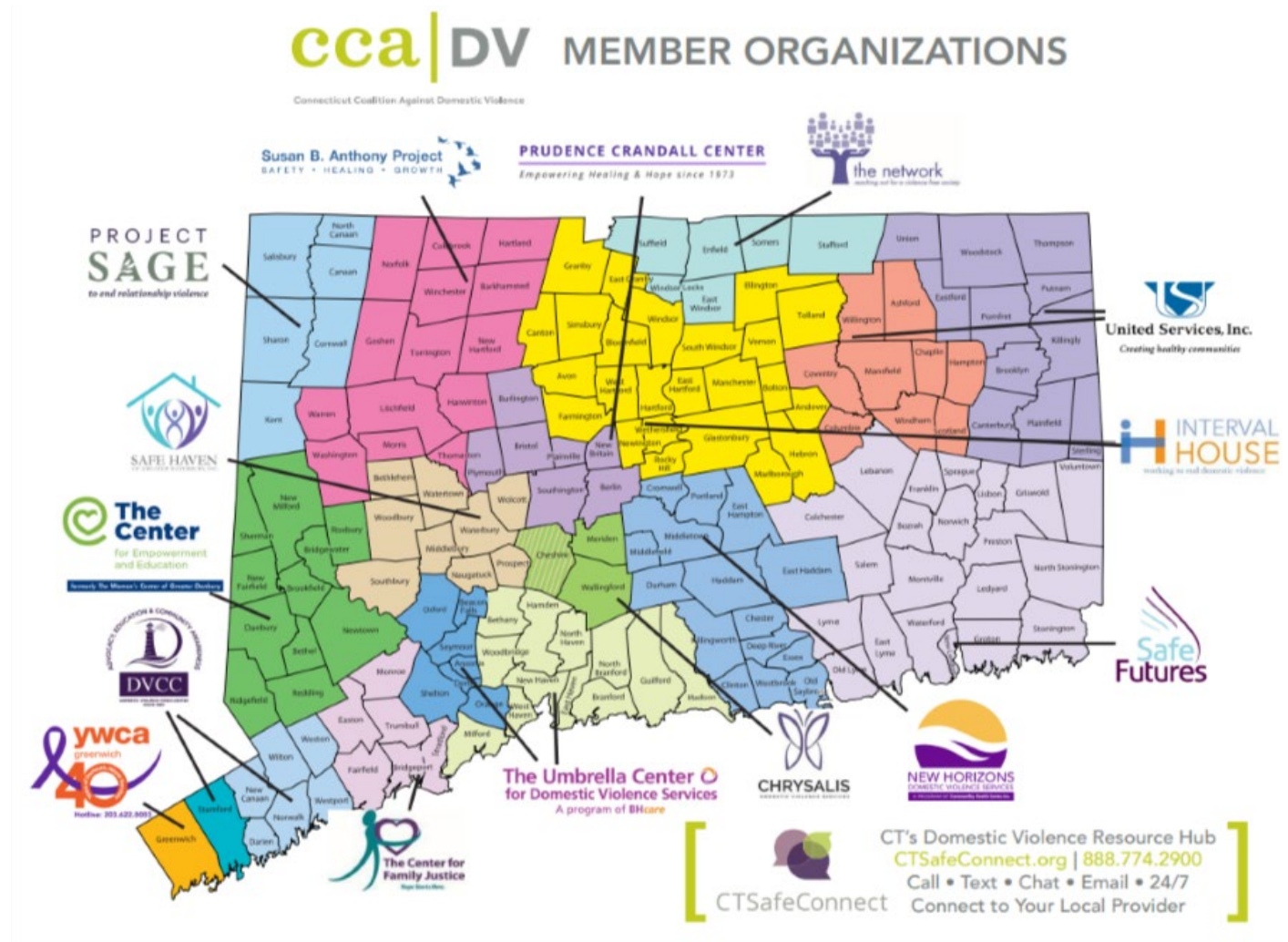
Contact information: All member program websites are listed above under “locations” as clickable links. All hotlines are listed above as well.

Process: Individuals can call a center based on location or call Safe Connect at **(888) 774-2900** to be referred to an organization.

Of note:

- All services are confidential and no cost
- Services are available to all individuals regardless of age, gender, race, ethnicity, religion, sexual orientation, socio-economic status, or physical and/or intellectual ability
- Accessing services while with an abusive or controlling partner may be difficult. Member program websites have safe escape links and Safe Connect has a text option

Member Program Map:



PA 21-78 Grant Programs (See also: [Legal](#))

Overview: Public Act 21-78 established a grant program to provide low-income applicants with access to legal assistance when making an application for a restraining order in five court locations in Connecticut. The section of the applicable statute is listed below:

“There is established a grant program to provide individuals who are indigent with access to legal assistance at no cost when making an application for a restraining order under section 46b-15 of the general statutes, as amended by this act. The grant program shall be administered by the organization that administers the program for the use of interest earned on lawyers' clients' funds accounts pursuant to section 51-81c of the general statutes. Funds appropriated to the Judicial Branch for the purpose of the grant program shall be transferred to the organization administering the program.”

Individuals can [click here](#) to view the entire statute.

Locations: The grant program operates in five court locations: New Haven, Hartford, Bridgeport, Stamford, and Waterbury.

- [Connecticut Legal Services](#) covers Bridgeport, Stamford, and Waterbury
- [Greater Hartford Legal Aid](#) covers Hartford
- [New Haven Legal Assistance](#) covers New Haven

Individuals can refer to the “contact information” section below.

Contact information: Individuals can reach out to the following contacts for more information:

- New Haven Legal Aid: Margot Burkle **203-946-4811 Ext. 1148** or MBurkle@nhlegal.org
- Connecticut Legal Services main office phone numbers: Stamford **(203) 348-9216**, Bridgeport **(203) 336-3851**, & Waterbury **(203) 756-8074**
- Greater Hartford Legal Aid: Enelsa Diaz **860-541-5000** or ediaz@ghla.org

Process: For further information, assistance, and applicable program process, please contact the courthouse specific programs listed above under “contact information.”

Of note:

- Clients must be indigent and meet the applicable household income eligibility requirements set by each organization

Pro Bono Restraining Order Project – CCADV (See also: [Legal](#))

Overview: The Pro Bono Restraining Order Project (PBRO) is a Connecticut Coalition Against Domestic Violence (CCADV) program in conjunction with its member programs. It provides no cost limited scope representation to victims/survivors of domestic violence at restraining order hearings.

Eligibility/requirements: Individuals must meet the following criteria to be eligible:

- Applicant filing a restraining order
- Referred through a participating member program
- No attorney representing them on pending matters

Locations:

- Hartford
- Rockville
- Danbury
- Norwich

Contact information: Agencies, firms, and organizations can contact Rhonda Morra at rmorra@ctcadv.org or the CCADV project manager at pbro@ctcadv.org for more information about the project and how to get involved.

Individuals seeking to utilize the program can contact the appropriate programs depending on location for information on assistance:

- The Network in Enfield **(860) 763-7430**
- Interval House in Hartford **(860) 246-9149**
- Safe Futures in Norwich **(860) 886-4370**
- The Center for Empowerment and Education in Danbury **(203) 731-5200**

Process: Individuals who would like to utilize these services will go through a referral process with a domestic violence advocate at a participating member program. Once the referral forms are completed, the advocate will send them to the CCADV project manager. The project manager will then send the information to the attorney, and the attorney will reach out to the client for a consultation and representation.

Of note:

- No income requirement – can assist clients who do not meet the income requirements for legal aid organizations
 - Assistance with translation and interpretation services including judicial interpreters for court hearing, language line, and letters of representation
 - Flexible services: attorneys can meet with clients in-person or virtually
 - Many attorneys are experienced with family law and trauma-informed care
 - All attorneys are trained on the nuances of TRO representation and trauma-informed representation
 - Must be an **applicant** filing a RO
 - Limited sites – Rockville, Hartford, Norwich, or Danbury
 - Referral must be fielded through one of the member programs located at each site: The Network, Safe Futures, Interval House, or The Center for Empowerment and Education
 - Services offered on one day of the week in each jurisdiction
-

Office of Victim Services (OVS) – Victim Compensation Program

Overview: The Office of Victim Services is the agency that provides crime victim compensation in Connecticut. They have several programs and services to help individuals with the emotional and financial impact of crime and to offer support through the criminal justice process. Individuals can click each link below to learn more about OVS programs and services:

- [Victim Compensation Program](#)
- [Victim Notification](#)
- [Victim Advocacy](#)
- [OVS Helpline](#)
- [Sexual Assault Forensic Examiners Program](#)
- [Victim Resources](#)
- [State Law on OVS Services](#)
- [Training and Outreach](#)

While the eligibility/requirements listed below specifically on the Victim Compensation Program, one of the other programs listed above may be more suited to an individual's needs.

Eligibility/requirements: Listed below are the requirements for the Victim Compensation Program:

- You were injured during a crime or injured while helping police during a crime
- The crime happened in Connecticut; or
 - You live in Connecticut and the crime happened in a country that does not have a victim compensation program that you are eligible for and you were a victim of international terrorism or a victim of a crime that would be eligible for victim compensation in Connecticut.
- You did not cause the crime or do anything illegal;
- The crime was reported to the police within 5 days or within 5 days of when a report could reasonably be made; or
 - You are a victim of domestic violence, human trafficking, or sexual assault and told a certified domestic violence counselor, a certified sexual assault counselor, an employee from a child advocacy center, an employee of the Department of Children and Families, certain medical providers, mental health providers, or certain school personnel about the crime; you went to a health care facility to have a sexual assault exam and evidence collection done; or a judge gave you a restraining order or a civil protection order; or
 - You are filing the application within 2 years of the date of the personal or emotional injury or death (a waiver form is available under How Do I Apply?):
 - You are cooperating with the police investigation; and
 - You are cooperating with the Victim Compensation Program.

Locations: The office of victim services is located at 225 Spring St, Wethersfield, CT 06109

Contact information:

General OVS Office contact:

- Phone number: **(800) 822-8428**
- Website: <https://www.jud.ct.gov/crimevictim/>

Victim Compensation contact:

- Phone number: **1-888-286-7347**
- Email: OVSCompensation@jud.ct.gov
- Website: <https://www.jud.ct.gov/crimevictim/compensation.htm>

Process: Individuals can click on the program of their choice listed above under “overview” to learn more and see the application process for that program.

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3.0 TRAFFICKING

Love 146

Overview: Love 146 is a nonprofit organization dedicated to ending child trafficking. Love146's Survivor Care Program provides targeted services to youth who are at high-risk for or are confirmed survivors of trafficking. Their services are based on individualized Care Plans developed in collaboration with youth and their support networks. They provide direct services including:

- Skill development
- Crisis intervention
- Safety planning
- Education and employment assistance
- Application assistance, appointment accompaniment, and court/trial preparation and assistance.

Love146 also participates in case meetings to help inform the services youth receive and provides support services to caregivers and providers so that they are better able to support and meet the needs of these youth.

Locations: 839 Chapel St, New Haven, CT 06510

Contact information: To make referrals to Connecticut Survivor Care, individuals can email survivorcare@love146.org or call **203-361-7899**. For **urgent and immediate** help, individuals should please call the US National Trafficking Hotline at **1-888-3737-888**

Process: Individuals and advocates can make referrals on behalf of clients via one of the methods of contact information listed above. Love 146 will create an individualized Care Plan and provide direct services or resources based on the client's individual needs.

Of note:

- Wide variety of services offered including community education and prevention, strategic collaboration, and direct services

Connecticut Institute for Refugees and Immigrants (CIRI) (See also: [Immigration](#))

Overview: CIRI provides legal, economic, linguistic, and social services to immigrants, refugees, survivors of human trafficking and torture, and unaccompanied minors throughout Connecticut. Individuals can [click here](#) to learn more about the services offered.

Locations:

- Bridgeport Office: (203) 336-0141
- Burroughs Community Center Office: (203) 336-0141
- Stamford Office: (203) 965-7190
- Hartford Office: (860) 692-3085
- Waterbury Office: (860) 692-3085

Contact information: For information on survivor services please contact Shanika Rucker, Clinical Program Manager, Survivor Services at (203) 336-0141 or surcker@cirict.org. For general inquiries, individuals can call 203-336-0141 or email info@cirict.org.

- Website: [Connecticut Institute for Refugees and Immigrants \(cirict.org\)](http://ConnecticutInstituteforRefugeesandImmigrants.org)

Process: To schedule an Immigration Legal appointment, individuals can call the office of their choice, listed above under “locations.” At the appointment, individual needs will be assessed, and appropriate services will be provided.

Of note:

- Individuals should **not** send an email to schedule an appointment

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4.0 SEXUAL ASSAULT

Connecticut Alliance to End Sexual Violence

Overview: Connecticut Alliance to End Sexual Violence (The Alliance) is a statewide coalition of individual sexual assault crisis programs. The Alliance works to end sexual violence through victim assistance, community education, and public policy advocacy.

Locations: Member programs are located statewide:

- [The Rowan Center](#) serving Darien, New Canaan, Norwalk, Stamford, Weston, Westport, & Wilton. **Hotline: (203) 329-2929**
- [Safe Haven of Greater Waterbury](#) serving Bethlehem, Cheshire, Middlebury, Naugatuck, Prospect, Southbury, Waterbury, Watertown, Wolcott, & Woodbury. **Hotline: (203) 753-3613**
- [The Center for Empowerment and Education](#) serving Bethel, Bridgewater, Brookfield, Danbury, New Fairfield, New Milford, Newtown, Redding, Ridgefield, Roxbury & Sherman. **Hotline: (203) 731-5204**
- [Rape Crisis Center of Milford](#) serving Ansonia, Derby, Milford, Orange, Seymour, Shelton, & West Haven. **Hotline: (203) 878-1212**
- [Susan B. Anthony Project](#) serving Barkhamsted, Colebrook, Goshen, Hartland, Harwinton, Litchfield, Morris, New Hartford, Norfolk, Thomaston, Torrington, Warren, Washington, & Winchester. **Hotline: (860) 482-7133**
- [The Center for Family Justice](#) serving Bridgeport, Easton, Fairfield, Monroe, Stratford & Trumbull. **Hotline: (203) 333-2233**
- [Sexual Assault Crisis Center of Eastern Connecticut](#) serving Windham County, New London County, and the towns of Columbia, Coventry, Mansfield, Union, & Willington. **Hotline: (860) 456-2789**
- [Women and Families Center](#): Guilford Office, Meriden Office, New Haven Office, & Middletown Office. **Hotline: (203) 235-4444**
- [YWCA New Britain, Sexual Assault Crisis Service](#) serving all of Hartford County, part of Tolland County, & the town of Plymouth. **Hotline: (860) 505-0469**

Contact information: All member program websites are listed above under “locations” as clickable links. The hotlines for each program are also listed.

Process: Individuals can call or text the **24/7 no cost hotline** at **1-888-999-5545** for English or **1-888-568-8332** for Spanish to speak with a certified sexual assault crisis counselor and get connected to services. Individuals can also call the appropriate member program hotlines listed above.

Of note:

- Unbiased, non-judgmental support services
- Focused on victim-centered decision-making

- Advocates are available to victims and their families if their offender is released back into the community
- Wide variety of services including campus services, post-conviction services, legal services, and advocacy
- LGBTQ+ resources available
- Challenges to using this service may arise when one has limited access to or knowledge of technology usage

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5.0 HOUSING

Connecticut Emergency Shelters

Overview: There are numerous emergency shelters throughout the state of Connecticut. Individuals can visit the link below to learn more about these shelter locations and obtain contact information.

- [2-1-1 Connecticut \(211ct.org\)](https://211ct.org)
-

Connecticut Coalition to End Homelessness (CCEH)

Overview: The Connecticut Coalition to End Homelessness (CCEH) has a collective mission to prevent and end homelessness in Connecticut. In partnership with members and communities throughout the state, CCEH creates change through leadership, advocacy, and building the capacity of members and the field to respond to environmental challenges. CCEH represents more than 75 members – emergency shelter providers, transitional housing providers, community and business leaders, and strategic partners – who share the goal of ending homelessness. In partnership with communities throughout the state, CCEH advances this goal through leadership, community organizing, advocacy, research, and education.

CCEH's five main work areas are:

- 1) Research and Analysis
- 2) Advocacy and Strategic Communications
- 3) Community Connections
- 4) Training, Technical Assistance, and Leadership Development
- 5) [Emergency Assistance](#) (**not** provided directly, rather through partners and members).

Locations: 257 Lawrence Street Hartford, CT 06106

Contact information:

- Phone number: **(860) 721-7876**
- Website: [Connecticut Coalition to End Homelessness \(cceh.org\)](https://cceh.org)
- Individuals can also [click here](#) to fill out and submit an online contact form

Process: For further information, assistance, and applicable program process, individuals can contact CCEH via one of the methods of contact listed above.

Of note:

- For individuals in need of immediate shelter or housing support, **please dial 2-1-1** instead of calling the Connecticut Coalition to End Homelessness. The Connecticut Coalition to

End Homelessness does not provide services directly. They work preventatively to keep people from becoming homeless in the first place

Connecticut Domestic Violence & Human Trafficking Rapid Re-Housing Program (DV/HT RRH)

Overview: Rapid Rehousing (RRH) is a time-limited intervention intended to house families or individuals experiencing homelessness as quickly as possible. The service model utilizes three components: location, financial assistance, and case management.

Eligibility/requirements: To be eligible for DV/HT RRH, referrals must meet HUD's Category 4 definition of homelessness:

- Fleeing or attempting to flee domestic violence, dating violence, sexual assault, stalking, or other dangerous or life-threatening conditions that relate to violence against the individual or family member (which includes human trafficking), including a child, that has either taken place within the individual's or family's primary nighttime residence or has made the individual or family afraid to return to their primary nighttime residence;
- Has no other residence **and**;
- Lacks the resources or support networks, for example, family, friends, faith-based or other social networks, to obtain other permanent housing

Contact information: Individuals should contact CCADV at 860-282-7899 to learn more.

Process: There are two options for a survivor to access RRH services:

- Waiving confidentiality and having a name publicly added to the BNL (By Name List: statewide list of families and individuals experiencing homelessness who have been assessed using an approved assessment tool who are eligible for housing interventions)
- Utilizing the CCADV-CCEH protocol to maintain confidentiality when being entered into the BNL

Survivors are matched to the program in priority order through the CCADV Housing Solutions Team Meeting. If the household is matched, the Receiving Program must document the match, verify eligibility, and notify the household of acceptance within two business days. CCADV will hold the opening vacant for a minimum of seven days for the Receiving Program to locate and inform the household of availability and arrange the intake.

If the match is accepted, the advocate at the Receiving Program has two days to set up an appointment with the Housing Location Specialist and the survivor to begin program enrollment.

Rapid Rehousing providers must conduct regular re-evaluations (at least every 90 days) from move in date.

Of note:

- Once qualified under the “eligibility/requirements” listed above, there are no preconditions required (for example: employment, income, absence of criminal record, or sobriety)
 - No income requirement at entry, however, at 12 months of rental assistance, the household must have household income at or below 50% of the Area Median Income (AMI) to continue rental assistance
 - Survivors **do not** have to be in shelter or literally homeless to qualify
 - Advocates do not need to verify citizenship and identification
 - Resources and services provided are typically tailored to the needs of the person
-

Connecticut Fair Housing Center

Overview: The Connecticut Fair Housing Center is a nonprofit organization providing no cost investigative and legal services to residents who believe they have been the victims of housing discrimination. Because housing discrimination disproportionately affects people with low incomes, the Center focuses on the intersection of poverty and housing discrimination. The Center also conducts statewide education and outreach to ensure that residents understand their fair housing rights.

Locations: 60 Popieluszko Court Hartford, CT 06106

Contact information:

- Website: [Connecticut Fair Housing Center — Working to ensure that all people have equal access to housing opportunities, free from discrimination. \(ctfairhousing.org\)](https://ctfairhousing.org)
- Phone number: (860) 247-4400 or (888) 247-4401 (toll free)
- Email: info@ctfairhousing.org

Process: Individuals being evicted can visit the [Eviction Guide and Form Filler](#) for information about getting legal help or representing themselves.

Individuals can also visit the [Interactive Self-Help Guide for Requesting a Reasonable Accommodation or Reasonable Modification](#).

Of note:

- General information and guidance available
 - Outreach, education, and awareness information available
-

Supportive Housing For Families (SHF) (See also: [Family and Child](#))

Overview: DCF 's Supportive Housing for Families (SHF) provides housing services and intensive case management services to DCF families where lack of appropriate housing presents a barrier to reunification. The SHF program also prevents children from being removed from their families due to inadequate housing or homelessness. DCF partners with [The Connection, Inc.](#) to provide these services.

Eligibility/requirements: Family must be DCF-involved.

Locations: DCF Central Office: 505 Hudson Street 8th Floor Hartford, CT 06106

Contact information:

- Individuals can contact Kim Somaroo-Rodriguez, MSW - DCF's Program Manager for Supportive Housing at **860-560-7078** or s.kim.somaroo@ct.gov for more information.
- Individuals can also contact The Connection, Inc at their main (Middletown) office: [\(860\) 343-5500](tel:8603435500) or info@theconnectioninc.org
- Website: [Supportive Housing \(ct.gov\)](#)

Process: The SHF case manager works closely with the DCF social worker to provide intensive case management services to assist families to develop and utilize a network of services in the following areas:

- Substance abuse treatment/recovery support
- Mental health treatment/support
- Childcare/parenting/family supports/transportation
- Employment/education
- Daily living skills/housing
- Healthcare/medical needs/disability benefits

Program services can last up to 2 years and include monthly budgeting, monthly safety inspection of home, referral to services, coordination of services for parents and children, and housing assistance funds.

Of note:

- Goes beyond just providing one-time housing needs and continues providing services in other areas for years
- Effective at reunifying families preventing the removal of children and achievement of stable housing
- Reduces rates of repeat maltreatment and re-entry into DCF care, increases the number of children's needs met, and reduces utilization of out of home care for these families
- Limited to DCF-involved families only

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6.0 IMMIGRATION

[Click here to access the Immigration Toolkit:](#) A resource addressing the intersection between domestic violence and immigration.

Integrated Refugee and Immigrant Services (IRIS)

Overview: Integrated Refugee and Immigrant Services (IRIS) provides targeted wrap-around services for immigrants, refugees, and asylum seekers using a strength-based assessment model that offers long-term support for successful integration. Some services provided include:

Health and wellness	English instruction
Employment assistance	Education and youth services
Immigration Legal Services	Services for Undocumented Neighbors

Locations: 235 Nicoll St, New Haven, CT 06511

Contact information: Individuals can call (203)-562-2095 or email info@irisct.org for more information on services.

Process: Individuals can contact IRIS using one of the methods of contact listed above for more details on the process of receiving services.

Of note:

- Wide variety of direct services offered
 - Multilingual, experienced, and culturally sensitive staff
 - Located only in New Haven, which some individuals may find inaccessible
-

Connecticut Institute for Refugees and Immigrants (CIRI) (See also: [Trafficking](#))

Overview: CIRI provides legal, economic, linguistic, and social services to immigrants, refugees, survivors of human trafficking and torture, and unaccompanied minors throughout Connecticut. Individuals can [click here](#) to learn more about the services offered.

Locations:

- Bridgeport Office: (203) 336-0141
- Burroughs Community Center Office: (203) 336-0141
- Stamford Office: (203) 965-7190
- Hartford Office: (860) 692-3085

- Waterbury Office: (860) 692-3085

Contact information: For information on survivor services please contact Shanika Rucker, Clinical Program Manager, Survivor Services at (203) 336-0141 or surcker@cirict.org. For general inquiries, individuals can call 203-336-0141 or email info@cirict.org.

- Website: [Connecticut Institute for Refugees and Immigrants \(cirict.org\)](http://ConnecticutInstituteforRefugeesandImmigrants.org)

Process: To schedule an Immigration Legal appointment, individuals can call the office of their choice, listed above under “locations.” At the appointment, individual needs will be assessed, and appropriate services will be provided.

Of note:

- Individuals should **not** send an email to schedule an appointment

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7.0 HEALTH

Community Health Centers: Community health centers (CHCs) are low-cost medical clinics located in underserved areas. They are open to anyone regardless of insurance status. CHCACT manages all centers across the state and CHC, Inc refers to the centers themselves.

Individuals can [click here](#) and input their information to find a CHC near them.

Community Health Center Association of Connecticut (CHCACT)

Overview: CHCACT works closely with its community health centers to improve and advocate for them through policy work, advocacy, technical assistance, and trainings. They play an active role in health policy discussions by participating in key advisory councils and provide on-going information on community health center programs and clinical performance to Connecticut's decision-makers, elected officials, and residents.

Contact information:

- Website: [Community Health Center Association of Connecticut \(CHCACT\)](#)
- Phone number: (860) 667-7820

Community Health Center, Inc (CHC, Inc)

Overview: A non-profit healthcare provider in the state of Connecticut, providing comprehensive primary care services in medicine, dentistry, and behavioral health to more than 145,000 people with a special commitment to the uninsured, underinsured, and key populations.

Locations:

- Bristol
- Clinton
- Danbury
- Enfield
- Groton
- Hartford
- Meriden
- Middletown
- New Britain
- New London
- Norwalk
- Old Saybrook (dental)
- Stamford
- Waterbury

Individuals can [click here](#) and input their information to find a CHC near them.

Contact information:

- Website: [Home \(chc1.com\)](http://chc1.com)
- Main office (Middletown) phone number: **860-347-6971**

Process: To become a new patient, individuals must fill out [CHC's new patient packet](#), complete additional forms as needed, and allow 3 business days for CHC to contact them. To make the process more efficient, individuals can send their medical records to CHC [here](#).

Of note:

- Sliding fee available to all patients - no one is denied access to the sliding fee discount. Individuals can apply for sliding fee scale [here](#).
- Both mental health and physical health resources and treatments are available
- Services vary by location and some individuals may find certain locations inaccessible

Husky Health Connecticut (See also: [Benefits](#) and [Family and Child](#))

Overview: The HUSKY Health Connecticut state insurance program, a program of the Connecticut Department of Social Services (DSS), offers a comprehensive health care benefit package for Connecticut residents. Basic benefits for all HUSKY Health members include:

- Preventive Care
- Doctor Visits
- Women's Health Care
- Family Planning Services
- Maternity Care
- Long-term Services and Supports
- Hospital Stays
- Physical Therapy/Occupational Therapy/Speech Therapy
- Audiology Services
- Physical Rehabilitation
- Dialysis
- Durable Medical Equipment
- Hearing Aids
- Orthotic and Prosthetic Devices
- Home Health Care
- Hospice Services
- Ambulatory Surgery
- Hospital Outpatient Care
- Laboratory Tests
- X-rays and other Radiology Services
- Vision Care

- Emergency Care
- Dental Services (through CT Dental Health Partnership)
- Behavioral Health Services (through CT Behavioral Health Partnership)
- Pharmacy (medications)

Eligibility/requirements: There are different medical plans under Husky: Husky A & Husky B, Husky C (also known as Medicaid for the aged/blind/disabled & Medicaid for employees with disabilities), and Husky D (also known as Medicaid for the lowest-income populations).

Individuals can [click here](#) to read about the eligibility requirements for each plan.

Locations: Husky Health Program at DSS: 55 Farmington Avenue Hartford, CT 06105

Contact information: Individuals interested in learning more or applying for a Husky Health plan can call Access Health CT at **1-855-805-4325**. Individuals who are deaf or hearing impaired may use TTY at **1-855-789-2428** or call with a relay operator.

- Website: <https://portal.ct.gov/husky>
- Additional information on ways to contact Husky Health:
<https://portal.ct.gov/HUSKY/How-to-Contact-Us>

Process: There are several ways to apply for DSS programs and services. Individuals can apply online, download and mail in an application; or, for some health coverage, apply over the phone. An online application is recommended as the quickest and most efficient way to apply.

Individuals can [click here](#) to find the appropriate application links.

Of note: There are some benefits available only to HUSKY A, C and D members. These benefits are:

- Non-emergency transportation to health care appointments
- Smoking cessation services: counseling and medications
- Early and Periodic Screening, Diagnosis & Treatment (also known as EPSDT): children under 21 can receive medically necessary services even if they are not covered benefits

There are some limitations to the services listed above for HUSKY B members.

- HUSKY Plus offers additional services for some HUSKY B children who have physical needs beyond what HUSKY B provides
- HUSKY B members are also responsible for cost-sharing (monthly premiums for members in eligibility Band 2, co-payments and co-insurance) for certain services. Please visit our member page for more information

Americares Free clinics

Overview: Americares Free Clinics provide quality no cost health care to low-income, uninsured patients in a setting where all individuals are treated with dignity and respect.

Eligibility/requirements: Individuals must meet the following guidelines to be eligible for care:

- Have no public or private health insurance
- Not be Medicaid eligible
- Meet [income guidelines](#)
- Be 18 years or older
- Provide photo identification
- Provide income verification upon request
- Provide proof of residency

Locations: Clinics are located in:

- Bridgeport (203-333-9175)
- Danbury (203-748-6188)
- Stamford (203-658-9507)
- Norwalk (203-899-2493)

Contact information: Listed above under “locations.”

- Website: [Americares Free Clinics | Americares](#)

Process: Individuals can [click here](#) and scroll to the bottom of the page to request an appointment.

Of note:

- Wide variety of physical health services available including exams, laboratory tests, medications, x-rays, and diagnostic services
- Eligible regardless of immigration or health status
- Limited locations that may not be accessible for some individuals
- Strict income guidelines [listed here](#). Individuals will be asked to show proof of income
- The clinics **DO NOT** provide the following services:
 - Emergency care
 - Dental care
 - Mental health or substance abuse care
 - STD, tuberculosis, or HIV care
 - Medical care for women during pregnancy
 - Nonessential medications, diagnostic, or laboratory testing
 - Certain medications including narcotics and tranquilizers

- Care related to conditions associated with workman’s compensation, disability cases, second opinions or ongoing or potential litigation
- Will not treat patients under the influence of drugs or alcohol
- Services vary by clinic location

HEALTH CONT.: WOMEN-SPECIFIC SERVICES

Planned Parenthood

Overview: Planned Parenthood is a nonprofit organization that delivers vital reproductive health care, sex education, and information to millions of people worldwide.

Locations:

- Bridgeport
- Danbury
- Enfield
- Hartford
- Manchester
- Meriden
- New Haven
- Norwich
- New London
- Stamford
- Torrington
- Waterbury
- West Hartford
- Willimantic

Contact information: Individuals can [visit website](#) or call **1-800-230-7526** to book an appointment.

Process: For further information and assistance, individuals can contact Planned Parenthood via one of the methods of contact information listed above.

Of note:

- Individuals do not have to be insured to receive services
- Wide variety of care: abortion services, birth control, HIV services, STD testing, pregnancy testing, transgender hormone therapy, cancer screenings

Special Supplemental Nutrition Program for Women, Infants, and Children (WIC) (See also: [Benefits](#))

Overview: The Special Supplemental Nutrition Program for Women, Infants, and Children (WIC) provides federal grants to states for supplemental foods, health care referrals, and nutrition education for low-income pregnant, breastfeeding, and non-breastfeeding postpartum women, and to infants and children up to age 5 who are found to be at nutritional risk.

Eligibility/requirements: The following persons residing in Connecticut are eligible for Connecticut WIC:

- Infants before their first birthday
- Children for up to age five
- Breastfeeding women up to one year after child's birth
- Non-breastfeeding postpartum women for up to six months after birth of a child, or at the time pregnancy ends
- Pregnant women during pregnancy period, and six months after their pregnancy ends

Applicants will have to meet the following eligibility requirements in order to receive WIC benefits in Connecticut:

- Must be a US citizen or a qualified alien
- Must be a resident of state of Connecticut
- Must meet income limits set for the program
- Must be at nutritional risk as determined by a qualified health professional

Contact information: Individuals can call **(203) 574-6785** or [click here](#) to fill out an interest/eligibility form. A WIC staff member will contact them upon completion of this form.

- Website: [Special Supplemental Nutrition Program for Women, Infants, and Children \(WIC\) | Food and Nutrition Service \(usda.gov\)](#)

Process: Listed above under “contact information.”

Of note:

- Offers individual time to speak with a nutritionist or trained professional about diet
- Breastfeeding support and information
- Provides the opportunity to meet and talk to other moms with young children
- Makes referrals to health care and other social service programs
- Provides an eWIC card to buy healthy food for individuals or their children
- Must meet eligibility requirements: low-income **and** pregnant, breastfeeding, or non-breastfeeding postpartum

HEALTH FOR VETERANS

VA Connecticut Healthcare

Overview: VA Connecticut Healthcare is an organization dedicated to fulfilling the health needs of veterans in Connecticut.

Locations:

- West Haven
- Newington
- Danbury
- New London
- Orange
- Stamford
- Waterbury
- Willimantic
- Winsted

Contact information: Main phone numbers:

- **203-932-5711** (West Haven office)
- **860-666-6951** (Newington office)
- Website: [About Us | VA Connecticut Health Care | Veterans Affairs](#)

Process: Individuals are eligible to make an appointment if they are enrolled in VA health care and registered as a patient at VA Connecticut health care. For individuals not yet enrolled in VA health care, they can [apply here](#). For those not registered at VA Connecticut health care, they can [register here](#). For general appointment information, individuals can [click here](#).

Of note:

- Wide variety of services offered including addiction and substance abuse care, military sexual trauma care, suicide prevention, dental care, surgeries, and cardiology
 - LGBTQ+ responsive care
 - Offers [whole health services](#) including acupuncture, meditation, yoga, and massage therapy
-

Connecticut Veterans Legal Center (CVLC) (See also: [Legal](#))

Overview: Connecticut Veterans Legal Center (CVLC) is a medical-legal partnership that works with veterans in treatment recovering from **mental health issues, substance abuse, or homelessness**. CVLC works with clients who are referred by their mental health clinician. They provide no cost representation to veterans recovering from homelessness and mental illness to help stabilize their lives. The counselor and CVLC attorney work together to help the veteran with legal issues including:

- Housing
- Eviction
- Disability
- Benefits

Eligibility/requirements:

- Individuals must be referred by a clinician

Locations: 114 Boston Post Rd, West Haven, CT 06516 ·

Contact information:

- Main number: (203) 794-4291
- Intake number: (203) 479-0375

Process: To become a client, [three forms must be completed](#): the [Clinician Information Form](#), the [Release Form](#), and the [Legal Problems Screening Form](#). Upon completion of these forms, individuals will complete a screening interview to discuss their legal issue and eligibility.

Of note:

- The medical-legal partnership model allows CVLC staff and volunteers to serve marginalized clients, many of whom are homeless and many of whom have serious mental illnesses including schizophrenia, bipolar and major depression.
- CVLC partners with the Newington and West Haven VA Connecticut Healthcare locations, listed in the previous section: “VA Connecticut Healthcare”

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8.0 MENTAL HEALTH AND SUBSTANCE USE

Community Health Centers: Community health centers (CHCs) are low-cost medical clinics located in underserved areas. They are open to anyone regardless of insurance status. CHCACT manages all centers across the state and CHC, Inc refers to the centers themselves.

Individuals can [click here](#) and input their information to find a CHC near them.

Community Health Center Association of Connecticut (CHCACT)

Overview: CHCACT works closely with its community health centers to improve and advocate for them through policy work, advocacy, technical assistance, and trainings. They play an active role in health policy discussions by participating in key advisory councils. They provide on-going information on community health center programs and clinical performance to Connecticut's decision-makers, elected officials, and residents.

Contact information:

- Website: [Community Health Center Association of Connecticut \(CHCACT\)](#)
- Phone number: (860) 667-7820

Community Health Center, Inc (CHC, Inc)

Overview: A non-profit healthcare provider in the state of Connecticut, providing comprehensive primary care services in medicine, dentistry, and behavioral health to more than 145,000 people with a special commitment to the uninsured, underinsured, and key populations.

Locations:

- Bristol
- Clinton
- Danbury
- Enfield
- Groton
- Hartford
- Meriden
- Middletown
- New Britain
- New London
- Norwalk
- Old Saybrook (dental)
- Stamford
- Waterbury

Individuals can [click here](#) and input their information to find a CHC near them.

Contact information:

- Website: [Home \(chc1.com\)](http://chc1.com)
- Main office (Middletown) phone number: **860-347-6971**

Process: To become a new patient, individuals must fill out [CHC's new patient packet](#), complete additional forms as needed, and allow 3 business days for CHC to contact them. To make the process more efficient, individuals can send their medical records to CHC [here](#).

Of note:

- Sliding fee available to all patients, No one is denied access to sliding fee discount. Apply for sliding fee scale [here](#).
- Both mental health and physical health resources and treatments are available
- Offers psychologists, social workers, marriage and family therapists, drug and alcohol counselors, psychiatrists, and psychiatric APRNs
- Offers trauma-informed therapy and addiction counseling, works in partnership with the Department of Children and Families and the Department of Mental Health and Addiction Services to provide community-based care to families at risk of abuse and neglect
- Services vary by location and some clients may find certain locations inaccessible.

Perspectives Center for Care

Overview: Perspectives Center for Care, Inc. is a non-profit agency dedicated to the well-being of individuals, families, and communities. They strive to provide the most effective forms of therapy through research and state of the art programs and believe in proactively maintaining mental health.

Locations:

- Bristol
- Waterbury
- Meriden
- Danbury

Contact information: To get in touch with Perspectives, individuals can call **(860) 276-3000**, email scheduling@pcc4me.com, or visit their website at [Home Page - Perspectives Center for Care \(pcc4me.com\)](#)

Process: Individuals can [click here](#) to schedule an appointment.

Of note:

- Most insurances accepted and sliding fee scale available
- Individual and group counseling available
- All ages served

- Services offered in 6 languages: English, Spanish, Portuguese, Italian, Croatian, & Polish
- Types of services offered: relationship issues, parenting, family reunification, developmental and intellectual disabilities, ADHD, depression, anxiety, self-esteem, trauma, grief/loss, transitions, divorce, co-parenting, blended family issues, anger, stress, emotion regulation, bipolar, mood disorders, personality disorders, co-occurring disorders and substance use
- Limited locations which some individuals may find inaccessible.

The Department of Mental Health and Addiction Services DMHAS

The Department of Mental Health and Addiction Services (DMHAS) is a state agency promoting and administering comprehensive, recovery-oriented services in the areas of mental health treatment and substance abuse prevention and treatment throughout Connecticut. There are five DMHAS regions:

- [Click here for towns served by DMHAS region 1](#)
 - [Click here for towns served by DMHAS region 2](#)
 - [Click here for towns served by DMHAS region 3](#)
 - [Click here for towns served by DMHAS region 4](#)
 - [Click here for towns served by DMHAS region 5](#)
-

Local Mental Health Authorities (LMHAs) Provided by DMHAS

Overview: DMHAS operates and/or funds Local Mental Health Authorities (LMHAs) offering a wide range of therapeutic programs and crisis intervention services throughout the state. There are also many private non-profit agencies that individuals can access through each of the LMHAs.

Locations: Statewide through different agencies:

- Region 1:
 - [Franklin S. Dubois Center](#) serving the greater Stamford and Norwalk areas (services for uninsured available) (203) 388-1600
 - [Greater Bridgeport Community Mental Health Center \(GBCMHC\)](#) (203) 551-7400
 - Community-Based Services in Bridgeport (203) 579-7300
- Region 2:
 - BHcare (valley and shoreline offices)
 - [Bridges - A Community Support System, Inc](#) in Milford (203) 878-6365
 - [Connecticut Mental Health Center](#) in New Haven (203) 974-7300
 - [Rushford Center](#) in Meriden (877) 577-3233
 - [River Valley Services](#) in Middletown and Old Saybrook (services for uninsured available) (860) 262-5200

- Region 3:
 - [Southeastern Mental Health Authority](#) in Norwich (860) 859-4500
 - [United Services](#) in Dayville (sliding fee scale available) (860) 774-2020
- Region 4:
 - [Community Health Resources \(CHR\)](#) in Windsor (sliding fee scale available) (860) 731-5522
 - [InterCommunity](#) in East Hartford (sliding fee scale available) (860) 569-5900
 - [Capitol Region Mental Health Center](#) in Hartford (860) 297-0800
 - [Community Mental Health Affiliates, Inc](#) in New Britain (860) 224-8192
- Region 5:
 - [Western CT Mental Health Network](#) in Waterbury (203) 805-5300, Danbury (203) 448-3200, and Torrington (860) 496-3700 areas

Individuals can [click here](#) to see an exhaustive list of locations and towns served.

Contact information: Agency contact information is listed above under “locations.”

- Website: [Local Mental Health Authorities \(ct.gov\)](#)

Process: Individuals can contact the appropriate organization based on location. Each organization (private or state) offers different mental health services.

Of note:

- Locations statewide serving a wide variety of towns
- Wide range of services available
- Not all organizations offer services to uninsured individuals. Must inquire for each individual organization

MENTAL HEALTH CONT.: WOMEN-SPECIFIC SERVICES

Women’s REACH provided by DMHAS

Overview: The Women's REACH (Recovery, Engagement, Access, Coaching & Healing) program provides outreach, engagement, case management, recovery coaching, community connections to treatment, and recovery support resources to women, especially those who are pregnant and/or parenting.

Locations: Statewide through designated agencies:

- **Region 1:** [CASA Inc.](#) serving greater Bridgeport, Norwalk & Stamford communities (203) 331-4728

- **Region 2:** [The Connection, Inc.](#) serving greater Meriden, Middletown, & New Haven communities **(860) 343-5500**
- **Region 3:** [Advanced Behavioral Health](#) serving greater New London, Norwich & Windham communities **(860) 638-5309**
- **Region 4:** [The Village for Families & Children](#) in Hartford serving greater Bristol, Hartford, Manchester, and New Britain communities **(860) 236-4511**
- **Region 5:** [McCall Center for Behavioral Health](#) serving greater Danbury, Torrington & Waterbury communities **(860) 496-2139**

For individuals unsure of which region their town is located in, they can [click here](#) to see an exhaustive list of CT towns and cities and the regions which they are assigned to.

Contact information: Listed above under “locations.”

- Website: [Womens REACH Program \(ct.gov\)](#)

Process: Through outreach and connection-building, Women’s Recovery Navigators help women access the services they need to develop a personal recovery support network and become successful mothers.

Family REACH navigators help connect individuals to services aimed at enhancing their recovery journeys while supporting their goals as they develop a safe support network. They assist with accessing a wide variety of services including behavioral health and parenting/family support. For instance, REACH navigators assist birthing individuals in the development of a Family Care Plan. Ideally, the plan is established during pregnancy, prior to child welfare involvement. It acts as a safety net for families affected by substance use.

Of note:

- LGBTQ+ responsive services
- No referral process needed

PROUD provided by DMHAS

Overview: PROUD (Parents Recovering from Opioid Use Disorders) offers support and family-centered treatment to pregnant women and mothers of infants or young children in all stages of substance use recovery.

Eligibility/requirements: Individuals must qualify according to the following criteria:

- Adult woman
- Pregnant or parenting an infant or young child
- Current or recent substance use of any type
- Would benefit from clinical services (such as counseling) with additional case management, recovery coaching or connection to community resources

- Lives in the Greater Hartford or Greater New Britain area of the state

Contact information:

- To refer a woman to PROUD who lives in the Greater Hartford area please contact the Intercommunity, Inc. PROUD team: Rose Marotta, LCSW at rmarotta@intercommunityct.org or **860-569-5900 ext. 321**.
- To refer a woman to PROUD who lives in the Greater New Britain area please contact the Wheeler Clinic PROUD team: Heather Arduini, LMFT Harduini@wheelerclinic.org or **860-782-2476**.
- Website: [PROUD - Parents Recovering from Opioids Use Disorder \(ct.gov\)](https://www.proud-ct.gov/)

Process: PROUD teams will complete a family needs assessment with eligible women and their household members to create a plan to address individual and family needs around substance use and mental health treatment, connections to medical providers (including prenatal care), employment, housing, and recovery support.

Of note:

- Flexible services: in-home and telehealth available
- Treatment is personalized and tailored to the individual
- Program staff use a holistic model that includes clinical, case management, and peer-based approaches to recovery
- Based on the criteria, the program limits to pregnant or parenting women only in the Greater Hartford or New Britain areas

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9.0 BENEFITS

Connecticut Department of Social Services (DSS)

Overview: The Department of Social Services (DSS) delivers and funds a wide range of programs and services as Connecticut's multi-faceted health and human services agency. DSS serves about 1 million residents of all ages in all 169 Connecticut cities and towns. They support the basic needs of children, families, older and other adults, including persons with disabilities. Services are delivered through 12 field offices, central administration, and online and phone access options. With service partners, DSS:

- Provides federal/state food and economic aid, health care coverage, independent living and home care, social work, child support, home-heating aid, protective services for older adults, and more vital service areas
- Supports the health of nearly 850,000 residents through HUSKY Health (Medicaid & Children's Health Insurance Program), including medical, dental, behavioral health, prescription medications, long-term services and supports
- Helps nearly 370,000 residents afford food and supports Connecticut's economy with federally-funded Supplemental Nutritional Assistance Program (SNAP)

For a list of services provided by DSS, individuals can [click here](#).

Eligibility/requirements: Each program has different eligibility requirements. Individuals should inquire about these when choosing an appropriate program.

Locations: DSS has 12 field offices in Connecticut:

- Bridgeport Field Office: 925 Housatonic Avenue Bridgeport, CT 06606 **(203) 330-5069**
- Danbury Field Office: 342 Main Street Danbury, CT 06810 **(203) 207-8900**
- Greater Hartford Field Office: 20 Meadow Road Windsor, CT 06095
- Manchester Field Office: 699 East Middle Turnpike Manchester, CT 06040 **(855) 626-6632**
- Middletown Field Office: 2081 South Main Street, Suite B Middletown, CT 06457 **(860) 704-3100**
- New Britain Field Office: 30 Christian Lane New Britain, CT 06051 **(855) 626-6632**
- New Haven Field Office: 50 Humphrey Street New Haven, CT 06513 **(855) 626-6632**
- Norwich Field Office: 401 West Thames Street Norwich, CT 06360 **(855) 626-6632**
- Torrington Field Office: 62 Commercial Boulevard Torrington, CT 06790 **(860) 496-6900**
- Stamford Field Office: 1642 Bedford Street Stamford, CT 06905 **(203) 251-9300**
- Waterbury Field Office: 249 Thomaston Avenue Waterbury, CT 06702 **(855) 626-6632**
- Willimantic Field Office: 1320 Main Street/Tyler Square Willimantic, CT 06226 **(855) 626-6632**

Contact information:

- Individuals can [click here](#) to see a list of DSS program toll free phone numbers
- Website: <https://portal.ct.gov/DSS>

Process: Each DSS program has a different application process. Individuals can contact programs via the DSS program toll free phone numbers listed above.

Of note:

- SNAP, TANF, WIC, and Husky (listed below) are all DSS programs. Although these are the specific programs listed in this guide, there are several other DSS programs that may be more suited to an individual's needs

Food Assistance – SNAP (Supplemental Nutrition Assistance Program)

Overview: The Supplemental Nutrition Assistance Program (SNAP) is a program administered by the Connecticut Department of Social Services with an aim to help low-income individuals and families obtain the food they need for good health.

Eligibility/requirements: To be eligible for SNAP, individuals must be a resident of the state of Connecticut and meet one of the following requirements:

- Have a current bank balance (savings and checking combined) under \$2,001, or
- Have a current bank balance (savings and checking combined) under \$3,001 who share their household with one of the following:
 - A person or persons age 60 and over or
 - A person with a disability (a child, spouse, a parent, or the individual applying).

Individuals can [click here](#) for more information regarding household income requirements.

The Department of Social Services has a screening tool to help individuals determine their eligibility for SNAP: [Connecticut Department of Social Services - ConneCT](#)

Contact information:

- Website: [Food Assistance - SNAP \(ct.gov\)](#)
- Phone number: **855-626-6632**

Process: Individuals must first [create an account](#) under the Connecticut Department of Social Services. Individuals can then [apply here](#) for SNAP benefits.

Once approved, individuals can check their balance by [logging in here](#).

Of note: SNAP food benefits may be spent on staple foods. A staple food item is something that makes up the majority of one's diet, such as:

- Fruits and vegetables (fresh, frozen, or canned)
- Meat, poultry, and fish
- Dairy products
- Breads and cereals (and other grains including pasta)
- Seeds and plants, which produce food for the household to eat

SNAP benefits can also be spent on accessory food items including snacks, condiments, and nonalcoholic beverages. Individuals can [click here](#) for a list of examples of accessory food items.

SNAP benefits CANNOT buy:

- Beer, wine, liquor, cigarettes, or tobacco
- Vitamins, medicines, and supplements. If an item has a Supplement Facts label, it is considered a supplement and is not eligible for SNAP purchase.
- Live animals (except shellfish, fish removed from water, and animals slaughtered prior to pick-up from the store).
- Foods that are hot at the point of sale

Any nonfood items such as:

- Pet foods
- Cleaning supplies, paper products, and other household supplies
- Hygiene items, cosmetics

Temporary Assistance for Needy Families (TANF)

Overview: Temporary Assistance for Needy Families (TANF) is federal legislation which gave grants to states to fund programs that provide services and benefits to needy families. TANF was designed to give states flexibility to operate programs that serve one of the following purposes:

- Providing assistance to needy families so that children may be cared for in their own homes or in the homes of relatives
- Ending the dependence of needy parents on government benefits by promoting job preparation, work, and marriage
- Preventing and reducing the incidence of out-of-wedlock pregnancies and establishing annual numerical goals for preventing and reducing the incidence of these pregnancies
- Encouraging the formation and maintenance of two parent families

In Connecticut, TANF funds several programs including:

- Temporary Family Assistance (TFA)
- Safety Net
- Child Care Assistance for Unemployed Persons – Office of Early Childhood
- Connecticut Workforce Advancement Grants for Education (CT WAGE) – CT State Colleges and Universities

- Women in Transition (WIT) – CT State Colleges and Universities
- SAGA Cash Assistance

For a full list and description of TANF programs in Connecticut, individuals can [click here](#).

Eligibility/requirements: For qualifications for SAGA and TFA, individuals can [click here](#).

Contact information:

- Phone number: **1-800-505-9000**
- Website: <https://portal.ct.gov/DSS/Economic-Security/Economic-Security---Financial-Assistance>

Process: To apply online, individuals can [click here](#) and click on ‘Apply Now’ in the ‘Apply for Benefits’ box. Applying online is recommended for the fastest services.

To apply with a hardcopy application, individuals can download the ‘W-1E’ application:

- [Eligibility Determination Document \(W-1E\) with Instructions](#)
- [Spanish version W-1E](#)

Individuals can see page 2 of the application instructions for mailing address. They can also drop the completed application at any [DSS Field Office](#).

Special Supplemental Nutrition Program for Women, Infants, and Children (WIC) (See also: [Health](#))

Overview: The Special Supplemental Nutrition Program for Women, Infants, and Children (WIC) provides federal grants to states for supplemental foods, health care referrals, and nutrition education for low-income pregnant, breastfeeding, and non-breastfeeding postpartum women, and to infants and children up to age 5 who are found to be at nutritional risk.

Eligibility/requirements: The following persons residing in Connecticut are eligible for Connecticut WIC:

- Infants before their first birthday
- Children for up to age five
- Breastfeeding women up to one year after child's birth
- Non-breastfeeding postpartum women for up to six months after birth of a child, or at the time pregnancy ends
- Pregnant women during pregnancy period, and six months after their pregnancy ends

Applicants will have to meet the following eligibility requirements in order to receive WIC benefits in Connecticut:

- Must be a US citizen or a qualified alien

- Must be a resident of state of Connecticut
- Must meet income limits set for the program
- Must be at nutritional risk as determined by a qualified health professional

Contact information: Individuals can call **(203) 574-6785** or [click here](#) to fill out an interest/eligibility form. A WIC staff member will contact them upon completion of this form.

- Website: [Special Supplemental Nutrition Program for Women, Infants, and Children \(WIC\) | Food and Nutrition Service \(usda.gov\)](#)

Process: See above under “contact information.”

Of note:

- Offers individual time to speak with a nutritionist or trained professional about diet
- Breastfeeding support and information
- Provides the opportunity to meet and talk to other moms with young children
- Makes referrals to health care and other social service programs
- Provides an eWIC card to buy healthy food for individuals or their children
- Must meet eligibility requirements: low-income **and** pregnant, breastfeeding, or non-breastfeeding postpartum

Husky Health Connecticut (See also: [Health & Family and Child](#))

Overview: The HUSKY Health Connecticut state insurance program, a program of the Connecticut Department of Social Services (DSS), offers a comprehensive health care benefit package for Connecticut residents. Basic benefits for all HUSKY Health members include:

- Preventive Care
- Doctor Visits
- Women’s Health Care
- Family Planning Services
- Maternity Care
- Long-term Services and Supports
- Hospital Stays
- Physical Therapy/Occupational Therapy/Speech Therapy
- Audiology Services
- Physical Rehabilitation
- Dialysis
- Durable Medical Equipment
- Hearing Aids
- Orthotic and Prosthetic Devices
- Home Health Care

- Hospice Services
- Ambulatory Surgery
- Hospital Outpatient Care
- Laboratory Tests
- X-rays and other Radiology Services
- Vision Care
- Emergency Care
- Dental Services (through CT Dental Health Partnership)
- Behavioral Health Services (through CT Behavioral Health Partnership)
- Pharmacy (medications)

Eligibility/requirements: There are different medical plans under Husky: Husky A & Husky B, Husky C (also known as Medicaid for the aged/blind/disabled & Medicaid for employees with disabilities), and Husky D (also known as Medicaid for the lowest-income populations).

Individuals can [click here](#) to read about the eligibility requirements for each plan.

Locations: Husky Health Program at DSS: 55 Farmington Avenue Hartford, CT 06105

Contact information: Individuals interested in learning more or applying for a Husky Health plan can call Access Health CT at **1-855-805-4325**. Individuals who are deaf or hearing impaired may use TTY at **1-855-789-2428** or call with a relay operator.

- Website: <https://portal.ct.gov/husky>
- Additional information on ways to contact Husky Health:
<https://portal.ct.gov/HUSKY/How-to-Contact-Us>

Process: There are several ways to apply for DSS programs and services. Individuals can apply online, download and mail in an application; or, for some health coverage, apply over the phone. An online application is recommended as the quickest and most efficient way to apply.

Individuals can [click here](#) to find the appropriate application links.

Of note: There are some benefits available only to HUSKY A, C and D members. These benefits are:

- Non-emergency transportation to health care appointments
- Smoking cessation services: counseling and medications
- Early and Periodic Screening, Diagnosis & Treatment (also known as EPSDT): children under 21 can receive medically necessary services even if they are not covered benefits

There are some limitations to the services listed above for HUSKY B members.

- HUSKY Plus offers additional services for some HUSKY B children who have physical needs beyond what HUSKY B provides

- HUSKY B members are also responsible for cost-sharing (monthly premiums for members in eligibility Band 2, co-payments and co-insurance) for certain services. Please visit our member page for more information
-

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10.0 ELDER ASSISTANCE

The Department of Aging and Disability Services

Overview: The Department of Aging and Disability Services aims to maximize opportunities for the independence and well-being of people with disabilities and older adults in Connecticut. Their programs, policies, and practices are designed to:

- Deliver aging and disability services responsive to the needs of Connecticut citizens
- Provide leadership on aging and disability issues statewide
- Provide and coordinate aging and disability programs and services in the areas of employment, education, independent living, accessibility and advocacy
- Advocate for the rights of Connecticut residents with disabilities and older adults
- Serve as a resource on aging and disability issues at the state level

The Department of Aging and Disability Services is comprised of several individual programs. Individuals can [click here](#) to read more about these programs, which are listed below:

- [Adult Services - Bureau of Education and Services for the Blind](#)
- [Aging and Disability Resource Centers](#)
- [Benefits Counseling](#)
- [Business Enterprise Program - Bureau of Education and Services for the Blind](#)
- [Children's Services Program - Bureau of Education and Services for the Blind](#)
- CHOICES (Connecticut's program for Health insurance assistance, Outreach, Information and referral, Counseling, Eligibility Screening) [Listed below in the next subsection.](#)
- [Congregate Housing Services Program](#)
- [Connect to Work Project](#)
- [Connecticut Partnership for Long-Term Care](#)
- [Connecticut Statewide Respite Care Program](#)
- [Connecticut Tech Act Project](#)
- [Deaf and Hard of Hearing Counseling](#)
- [Deaf and Hard of Hearing Interpreter Registry](#)
- [Disability Determination Services](#)
- [Driver Training Program](#)
- [Elderly Nutrition Program](#)
- [Grandparents as Parents Support](#)
- [Independent Living Program](#)
- [Level Up](#)
- [LGBT Resources for Older Adults](#)
- [Live Well](#)
- [Long Term Care Ombudsman Program](#)
- [National Family Caregiver Support Program](#)
- [No Wrong Door Initiatives](#)

- [Older Worker Program](#)
- [Senior Community Service Employment Program](#)
- [Senior Medicare Patrol](#)
- [Veteran's Directed Home and Community Based Services Program](#)
- [Vocational Rehabilitation \(VR\) - Bureau of Rehabilitation Services](#)
- [Vocational Rehabilitation \(VR\) - Bureau of Education and Services for the Blind](#)
- [Workers' Rehabilitation Program](#)

For individuals unsure of which program may be best suited to their needs, they can [click here](#) to contact each bureau and obtain more general information about the programs that may be best tailored to their needs.

Eligibility/requirements: Each program has its own eligibility requirements. Individuals can click on each program website (linked above) to learn more.

Locations: 55 Farmington Ave. Hartford, CT 06105-3730

Contact information: Department of Aging and Disability Services Main office (Hartford) phone number: **(860) 424-5055**

Process: For more information on how to apply, individuals can click on their desired program website listed above under “overview.”

Of note:

- A wide variety of programs tailored to individual needs
- Specific requirements need to be met depending on which program one is applying for

CHOICES

Overview: CHOICES is an unbiased service that helps Connecticut's older adults and others with Medicare understand their Medicare coverage and healthcare options. CHOICES offers several no cost programs, as well as community outreach, and information and assistance on a wide variety of topics.

Locations: Statewide through different agencies:

- [Western CT Area Agency on Aging](#) (203) 757-5449
- [Southwestern CT Agency on Aging](#) (203) 814-3698
- [Agency on Aging of South Central CT](#) (203) 785-8533
- [North Central Area Agency on Aging](#) (860) 724-6443
- [Senior Resources Agency on Aging](#) (shoreline CT) (860) 887-3561

Contact information: To reach CHOICES, individuals can call **1-800-994-9422** or call the [Area Agency on Aging that serves their town](#) to speak with a counselor. Area agency contact information is listed above under “locations.”

- Website: [CHOICES Connecticut's program for Health insurance assistance Outreach Information and referral Couns](#)

Process: Individuals can call the numbers listed above under “locations” or “contact information” to set up an informational appointment and get started.

Of note:

- Unbiased: does not try to sell insurance plans or recommend one plan over another
- Flexible services: in-person, via phone, or via email

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11.0 FAMILY AND CHILD

Husky Health Connecticut (See also: [Health and Benefits](#))

Overview: The HUSKY Health Connecticut state insurance program, a program of the Connecticut Department of Social Services (DSS), offers a comprehensive health care benefit package for Connecticut residents. Basic benefits for all HUSKY Health members include:

- Preventive Care
- Doctor Visits
- Women's Health Care
- Family Planning Services
- Maternity Care
- Long-term Services and Supports
- Hospital Stays
- Physical Therapy/Occupational Therapy/Speech Therapy
- Audiology Services
- Physical Rehabilitation
- Dialysis
- Durable Medical Equipment
- Hearing Aids
- Orthotic and Prosthetic Devices
- Home Health Care
- Hospice Services
- Ambulatory Surgery
- Hospital Outpatient Care
- Laboratory Tests
- X-rays and other Radiology Services
- Vision Care
- Emergency Care
- Dental Services (through CT Dental Health Partnership)
- Behavioral Health Services (through CT Behavioral Health Partnership)
- Pharmacy (medications)

Eligibility/requirements: There are different medical plans under Husky: Husky A & Husky B, Husky C (also known as Medicaid for the aged/blind/disabled & Medicaid for employees with disabilities), and Husky D (also known as Medicaid for the lowest-income populations).

Individuals can [click here](#) to read about the eligibility requirements for each plan.

Locations: Husky Health Program at DSS: 55 Farmington Avenue Hartford, CT 06105

Contact information: Individuals interested in learning more or applying for a Husky Health plan can call Access Health CT at **1-855-805-4325**. Individuals who are deaf or hearing impaired may use TTY at **1-855-789-2428** or call with a relay operator.

- Website: <https://portal.ct.gov/husky>
- Additional information on ways to contact Husky Health:
<https://portal.ct.gov/HUSKY/How-to-Contact-Us>

Process: There are several ways to apply for DSS programs and services. Individuals can apply online, download and mail in an application; or, for some health coverage, apply over the phone. An online application is recommended as the quickest and most efficient way to apply.

Individuals can [click here](#) to find the appropriate application links.

Of note: There are some benefits available only to HUSKY A, C and D members. These benefits are:

- Non-emergency transportation to health care appointments
- Smoking cessation services: counseling and medications
- Early and Periodic Screening, Diagnosis & Treatment (also known as EPSDT): children under 21 can receive medically necessary services even if they are not covered benefits

There are some limitations to the services listed above for HUSKY B members.

- HUSKY Plus offers additional services for some HUSKY B children who have physical needs beyond what HUSKY B provides
- HUSKY B members are also responsible for cost-sharing (monthly premiums for members in eligibility Band 2, co-payments and co-insurance) for certain services. Please visit our member page for more information

Supportive Housing For Families (SHF) (See also: [Housing](#))

Overview: DCF 's Supportive Housing for Families (SHF) provides housing services and intensive case management services to DCF families where lack of appropriate housing presents a barrier to reunification. The SHF program also prevents children from being removed from their families due to inadequate housing or homelessness. DCF partners with [The Connection, Inc.](#) to provide these services.

Eligibility/requirements: Family must be DCF-involved.

Locations: DCF Central Office: 505 Hudson Street 8th Floor Hartford, CT 06106

Contact information:

- Individuals can contact Kim Somaroo-Rodriguez, MSW - DCF's Program Manager for Supportive Housing at **860-560-7078** or s.kim.somaroo@ct.gov for more information.

- Individuals can also contact The Connection, Inc at their main (Middletown) office: [\(860\) 343-5500](tel:8603435500) or info@theconnectioninc.org
- Website: [Supportive Housing \(ct.gov\)](https://supportivehousing.ct.gov)

Process: The SHF case manager works closely with the DCF social worker to provide intensive case management services to assist families to develop and utilize a network of services in the following areas:

- Substance abuse treatment/recovery support
- Mental health treatment/support
- Childcare/parenting/family supports/transportation
- Employment/education
- Daily living skills/housing
- Healthcare/medical needs/disability benefits

Program services can last up to 2 years and include monthly budgeting, monthly safety inspection of home, referral to services, coordination of services for parents and children, and housing assistance funds.

Of note:

- Goes beyond just providing one-time housing needs and continues providing services in other areas for years
- Effective at reunifying families preventing the removal of children and achievement of stable housing
- Reduces rates of repeat maltreatment and re-entry into DCF care, increases the number of children's needs met, and reduces utilization of out of home care for these families
- Limited to DCF-involved families only

Connecticut Office of Early Childhood (OEC)

Overview: The Connecticut Office of Early Childhood (OEC) is a state agency that oversees a network of programs and services (including Care 4 Kids and Birth to Three, listed in later subsections) that help young children and families thrive. A key part of that work is supporting the providers, teachers, and other professionals who have dedicated their careers to caring for and educating children. Some services offered include:

- Helping parents find and pay for high-quality licensed childcare and camps
- Inspecting and licensing childcare programs and camps so parents can trust that their children are in good hands
- Offering trainings and resources to help parents build their parenting skills
- Overseeing programs for families with children who have developmental delays and disabilities
- Helping protect children and prevent child abuse

- Helping early childhood professionals
- Guiding providers through the licensing and background checks process
- Offering training, scholarships, and development opportunities to professionals to build their careers
- Providing funding to programs that offer services to families

Eligibility/requirements: Each OEC program has different eligibility requirements. To learn more about each program, individuals can [click here](#).

Locations: 450 Columbus Boulevard Hartford, CT 06103

Contact information:

- Phone number: 860-500-4412
- Website: <https://www.ctoec.org/>

Process: Individuals can contact their desired program for information on services. For an overview of programs, individuals can [click here](#).

Connecticut Birth to Three

Overview: The Birth to Three System contracts with early intervention programs across the state of Connecticut that support families with children who have delays or disabilities.

Eligibility/requirements: Birth to Three offers supports to families with children who are under age 3 and have either a:

- Significant developmental delay based on a standardized test or
- Medical condition (diagnosed by a doctor) that's likely to result in a developmental delay

To access the spreadsheet containing a complete list of covered conditions, individuals can [click here](#).

Individuals can [click here](#) to learn more about eligibility and requirements.

Locations: Connecticut Birth to Three is a program of the Connecticut Office of Early Childhood, located at 450 Columbus Blvd., Suite 205 Hartford, CT 06103-1835

- Individuals can visit this link to see a list of program towns: [Towns – Birth23.org](#)

Contact information: To make a referral, individuals can call at **1-800-505-7000** or fill out one of the following online forms:

- [Referral form for parents, foster parents, and guardians](#)
- [Referral form for Department of Children and Families \(DCF\) workers](#)
 - DCF workers may also want to use this [developmental screening form](#)

- Referral form for everyone else (such as teachers, health care providers, friends, and relatives)

Individuals can also [fill out this form](#) and follow the instructions to fax it.

- Website: Birth23.org – [Connecticut Birth to Three System](#)

Process: Making a referral is the first step in the process. Referrals are a way of asking Birth to Three to evaluate a child. Experts will meet with the family to see if the child might need some help with their development. There is **no cost** to make a referral.

Anyone can make a referral, including:

- Parents
- Foster parents and guardians
- Teachers
- Childcare providers
- Health care providers
- Case workers
- Relatives or family friends

When someone asks for a referral, Birth to Three will check with the child’s parents to see if they agree to an evaluation. If they do, they will send the referral to one of their nearby Birth to Three programs. Then, they will call the family to schedule the evaluation. During the evaluation, they’ll figure out the child’s strengths and needs, often using one or more standardized tests. Individuals can [click here](#) to learn more about evaluations.

Birth to Three will also send a letter to the person who made the referral that says:

- Whether the parent agreed to an evaluation
- Which program will evaluate the child (if the parent agreed)

Of note:

- Individuals who are unsure if the child qualifies for Birth to Three can always call Connecticut 211 to be directed to the appropriate resources
-

Care 4 Kids

Overview: The goal of the Care 4 Kids program is to make childcare affordable for low to moderate income families in Connecticut. The program is a partnership between the State of Connecticut, the families in the program, and the providers who take care of the children.

Eligibility/requirements:

Families must:

- Live in Connecticut;

- Be working or attending a temporary family cash assistance (Jobs First) approved education or training activity, and;
- Meet the program's [income requirements](#).

Children must:

- Live in Connecticut and
- Be under age 13, or if the child has special needs, be under age 19

Providers must:

- Be licensed by the CT Office of Early Childhood (unless exempt from licensing) or
- Be a close relative; grandparent/great grandparent, aunt/uncle, and sibling (a sibling living outside of the child's home)

Care 4 Kids also has a screening tool to help individuals determine their eligibility for the program. Individuals can [click here](#) to access the screening tool.

Locations: 1344 Silas Deane Highway 3rd Floor Rocky Hill, CT 06067

Contact information:

- Phone number: **1-888-214-5437**
- Website: [CT Care 4 Kids – Connecticut Office of Early Childhood](#)
- Individuals can also [click here](#) to fill out and submit an online contact form

Process: Families apply to Care 4 Kids by filling out and returning an application form and a Parent-Provider Agreement Form (PPA). The PPA is an agreement between the family and the childcare provider which describes the childcare arrangements. Care 4 Kids then reviews the application and requests verification if needed. A letter will be sent to the family and to the childcare provider when Care 4 Kids acts on the application. Once the application is granted, Care 4 Kids sends the parent and the childcare provider a Child Care Certificate. This certificate authorizes payment for childcare services for a specific period of time up to twelve months. Once a month, Care 4 Kids sends the provider an invoice to review and complete. After the invoice is returned and processed, the program issues an electronic payment and a Remittance Advice Notice. The family is responsible for paying the Family Fee to the provider and any additional charges not covered by Care 4 Kids. Every twelve months, each family's eligibility for Care 4 Kids is reviewed (redetermination process). The family is sent a form to complete and return. After review and approval, the parent and provider are sent a new Child Care Certificate. A family can continue to use Care 4 Kids as long as both the family and the provider meet the program requirements.

Of note:

- This program is meant as a **supplemental** financial assistance program to help families afford childcare

Connecticut Head Start

Overview: Head Start is a federal program that promotes the school readiness of children from birth to age five from low-income families by enhancing their cognitive, social, and emotional development. Head Start programs provide a learning environment that supports children's growth in many areas such as language, literacy, and social and emotional development. Head Start emphasizes the role of parents as their child's first and most important teacher. These programs help build relationships with families that support family well-being and many other important areas. Many Head Start programs also provide Early Head Start, which serves infants, toddlers, and pregnant women and their families who have incomes below the Federal poverty level.

Some services provided by Head Start include:

- Education and early childhood services
- Health and nutrition services
- Family and community services
- Mental health and disabilities services
- Safety services
- Other support services based on child, family, and community needs

Eligibility/requirements:

- Children from birth to age five from families with low income, according to the Poverty Guidelines published by the Federal government, are eligible for Head Start and Early Head Start services
- Children in foster care, homeless children, and children from families receiving public assistance (Temporary Assistance for Needy Families or Supplemental Security Income) are also eligible for Head Start and Early Head Start services regardless of income
- Head Start programs **may** enroll children from families that have incomes above the Poverty Guidelines
- Pregnant women **may** also be eligible for Early Head Start

Each local program may have slightly differing requirements, so individuals are strongly encouraged to contact their local program regarding their eligibility.

Locations: There are numerous Head Start locations across the state of Connecticut including **but not limited to:**

- Terryville
- Waterbury
- Bristol
- Oakville
- Torrington
- Ansonia
- Groton

- Dayville
- Putnam
- Norwich
- Stamford
- Vernon

To search all locations, individuals can [click here](#) and enter “Connecticut” or their specific zip codes.

Contact information: Main office of Connecticut Head Start Association: 250 Cedar Street, New Haven, CT 06519

- Phone: **(203) 777-4006**
- Email: jerryr@ctheadstart.org

Process: To apply for Head Start or Early Head Start, individuals can contact the program serving their community using the [Head Start Locator tool](#) (also linked above under “locations”). Their local program will provide the required forms and will advise them on the application process.

YMCA Connecticut

Overview: The YMCA is the leading nonprofit committed to strengthening community by empowering young people, improving the health and well-being of people of all ages, and inspiring action in and across communities.

YMCA programs and initiatives are wide-ranging, fulfilling goals including:

- Inspiring kids to realize their potential
- Preparing teens for college and career
- Providing opportunities for families to bond
- Supporting people of all ages and backgrounds to be healthier in spirit, mind, and body

YMCA promotes healthy living, youth development and social responsibility.

Locations:

- [Greater Waterbury YMCA](#) **(203) 754-9622**
- [YMCA of Greater Hartford](#) Individuals can [click here](#) for contact information for each YMCA location of Greater Hartford.
- [Naugatuck YMCA](#) **(203) 729-9622**
- [Southington-Cheshire Community YMCA's](#) For all childcare related questions, individuals can call **(203) 272-3152 x510** or email ccassesse@sccymca.org
- [Northwestern Connecticut YMCA](#) Headquarters: **(860) 489-3133**
- [Meriden-New Britain-Berlin YMCA](#) **(860) 229-3787**

- [Hamden/North Haven YMCA](#) (203) 562-5129
- [Wallingford Family YMCA](#) (203) 269-4497
- [Valley YMCA](#) (203) 732-5527

Contact information: Listed above under “locations” for each YMCA region.

Process: Individuals can contact the appropriate YMCA region via the contact information listed above under “locations” for program information.

Of note:

- Some YMCA programs have certain eligibility requirements

Boys and Girls Clubs of Connecticut

Overview: Boys & Girls Clubs is a voluntary after school program providing safe places where kids can be themselves and participate in fun programs that build their skills for school, the workforce, and life.

Locations:

- [Boys & Girls Club of Greater Waterbury](#) (203) 756-8104
- [Boys & Girls Club of Bristol](#): (860) 583-4734
 - Imagine Nation Museum Unit
 - Cambridge Park Unit
 - Future Champions Gymnastics
 - Lake Garda Unit
 - Edgewood Clubhouse
 - Ivy Drive Clubhouse
 - Stafford Clubhouse
 - Mountain View Clubhouse
 - Hubbel Clubhouse
 - Greene-Hills Clubhouse
 - South Side School Clubhouse
 - Laurel Street Unit
- [Boys & Girls Club of the Lower Naugatuck Valley](#): [Click here](#) for all contact information
 - Raymond P. Lavietes Unit
 - Joel E. Smilow Unit
 - Elizabeth Shelton School Unit
 - Booth Hill School Site
 - Mohegan School Site
 - Ansonia Unit
- [Boys & Girls Club of Meriden, Inc](#) (203) 235-8185
 - Cuno – Boys & Girls Club of Meriden

- [Boys & Girls Club of New Britain](#) (860) 229-2865
- [Boys & Girls Club of Greater New Haven](#) (203) 787-0187 (administrative offices)
 - West Rock Housing Extension
 - Ridge Road Elementary School
 - North Haven Middle School
 - Clintonville Elementary School
 - Green Acres Elementary School

Contact information: Listed above under “locations” for each Connecticut Boys & Girls Club region.

Process: Individuals can contact the appropriate Boys & Girls Club region via one of the methods of contact information listed above under “locations” for involvement and enrollment information.

Of note:

- Some Boys & Girls Club programs are geared towards specific age groups. Individuals can [click here](#) and scroll down to “programs for all ages” to learn more.

Connecticut Family Support Network (CTFSN)

Overview: The Connecticut Family Support Network (CTFSN) is a nonprofit organization dedicated to helping families raise children with disabilities and special healthcare needs through the life span. They provide direct support to individuals and families in their homes and communities by sharing information and resources that empower people to make their voices heard and to become their own best advocates. To meet the needs of families raising children and adult family members with intellectual disabilities, developmental disabilities, or special healthcare needs in Connecticut, CTFSN staff provide information and resources to families and helps them connect with services. CTFSN aims to ensure the best outcomes for the family member with special needs and the family as a whole.

CTFSN fulfills its mission by:

- Connecting with parents via telephone, email, Facebook and other social media
- Providing emotional support, advocacy and guidance
- Holding trainings and workshops across the state of Connecticut for parents and professionals on a wide variety of topics including special education, transition, recreation, and communication
- Empowering families to become effective and successful advocates
- Offering several support groups per month across Connecticut, both in person and online. The groups provide parent-to-parent connections, access to resources, and guest speakers
- Sharing current information on disability issues and resources via email, their website, and social media to keep parents informed

- Collaborating with local and state agencies, community groups and other non-profit organizations to provide access to resources and support

Locations: 377 Hubbard Street #1, Glastonbury, CT 06033

Contact information:

- Phone: **(860) 744-4074**
- Email: commsdirector@ctfsn.org
- Website: [Home - CT Family Support Network \(ctfsn.org\)](http://Home - CT Family Support Network (ctfsn.org))

Process: Individuals can contact CTFSN via one of the methods of contact information listed above.

Of note:

- All services are **no cost**
-

Connecticut State Department of Education

Overview: The Connecticut State Department of Education is the administrative arm of the Connecticut State Board of Education. Through leadership, curriculum, research, planning, evaluation, assessment, data analyses and other assistance, the Department helps to ensure equal opportunity and excellence in education for all Connecticut students. The Department is responsible for distributing funds to all Connecticut public school districts.

The Department offers several programs and initiatives. Individuals can [click here](#) to learn more about some of the most popular programs for students, parents and communities, teachers, and special education.

Locations: 450 Columbus Boulevard Hartford, CT 06103

Contact information:

- Phone: **860-713-6543**
- Website: <https://portal.ct.gov/en/SDE>

Process: Individuals can contact the Connecticut State Department of Education to learn more about its programs via one of the methods of contact information listed above.

Family Centered Services of Connecticut

Overview: Family Centered Services is proud to be the first agency to address domestic violence alongside child abuse. They recognize that these issues often exist within the same households yet require different approaches and solutions.

Family Centered Services offers Care Plans for families through various programs. Individuals can [click here](#) to learn more about these programs, listed below:

- Parenting Support Services
- Parenting Support & Parental Rights Initiative
- Neighborhood Victim Advocacy Program
- Multisystemic Therapy – Building Stronger Families
- Intimate Partner Violence – Family Assessment Intervention
- Family Based Recovery
- South Central Medical Home Initiative For Children and Youth with Special Health Care Needs
- Caregiver Support Team
- Wyman Teen Outreach Program
- Baby&Me CT
- Outpatient Urban Trauma Program

Eligibility/requirements: Eligibility requirements may vary based on the program. Individuals can click on the link listed above to browse the programs and find contact information for each program director.

Locations: 235 Nicoll Street New Haven, CT 06511

Contact information:

- Phone number: **203-624-2600**
- Website: [Family Centered Services of CT \(familyct.org\)](http://familyct.org)
- Individuals can also fill out and submit the [online contact form](#).

Process: Individuals can contact Family Centered Services via one of the methods of contact information listed above. Family Centered Services staff will create Care Plans for families based on individualized needs.

Connecticut Children's Alliance (CCA)

Overview: The Connecticut Children's Alliance (CCA) is a non-profit organization dedicated to preventing and ending child abuse. They work to ensure that child victims and their families are provided with the specialized personal care and services of a Child Advocacy Center/Multidisciplinary Team. They also strive to ensure children are not further victimized by the systems designed to protect them while also building a successful prosecution case. The Connecticut Children's Alliance provides a voice for child abuse victims at a statewide level by improving the process on how cases are dealt with while keeping the welfare of the child victim in mind.

To achieve its mission, CCA:

- Offers peer support and mentoring
- Conducts advocacy and cross-agency training
- Provides outreach and education
- Develops funding and other resources to support programs
- Proposes methods to standardize the collection of statistical information
- Ensures that prompt and appropriate actions are taken to assure the safety of the child victim
- Reduces the trauma of victimization for the child
- Minimizes the number of required interviews for the child victim
- Facilitates recommended medical and mental health services
- Coordinates efforts in order to eliminate duplication of services
- Increases the likelihood of successful prosecution of offenders
- Provides support for non-offending parents/caregivers in order to enhance their ability to protect and care for their children
- Promotes policies, practices, and procedures which are culturally sensitive

Locations: 75 Charter Oak Ave, Hartford, CT 06106

Contact information:

- Website: <https://www.ctchildrensalliance.org/>
- Email: admin@ctchildrensalliance.org

Process: CCA adopts a CAC/MDT model to support child victims. Individuals can [click here](#) to learn more about the importance and effectiveness of this model.

Through Child Advocacy Centers (CAC), CCA brings together trained professions to support, investigate, and provide medical and mental healthcare to child victims of abuse while holding offenders accountable through the court system. Child Advocacy locations are child focused and designed to create a sense of safety and security for child victims.

Multidisciplinary Teams work together to reduce the trauma young victims may experience from navigating a confusing system while enhancing the system's ability to respond to child

maltreatment. Each Multidisciplinary Team is comprised of child protective services, law enforcement, prosecution, medical and mental health providers, forensic interviewers, victim advocates, and others who work together to coordinate the investigation of allegations of child abuse and provide the child victim and family with support services.

Children and families are linked to medical, mental health, victim advocacy and other services as determined on a case-by-case basis. These services may be offered directly at the CAC or through a linkage agreement with another MDT partner. Services include the following:

- Forensic interviews
- Medical exams
- Therapy
- Court preparation
- Community education and prevention
- Multidisciplinary Team Case Reviews

Supervised Visitation Centers

Overview: The purpose of these secured centers is to facilitate visits between children and those family members who are subject to supervised visitation. Individuals can [click here](#) for more information.

Locations:

- [Behavioral Health Consulting Services, LLC](#) with service locations in Avon, Willimantic, Middlebury
- [Happy Family Clinical Services, LLC](#) with service locations in New Haven
- [Klingberg Family Centers, Inc](#) with service locations in Hartford
- [Litchfield Visitation Service](#) with service locations in Watertown
- [The ACCESS Agency, Inc](#) with service locations in Willimantic, Danielson, Norwich, & New London
- [Waterbury Youth Service System, Inc with](#) service locations in Waterbury
- [The Child and Family Guidance Center](#) with service locations in Bridgeport
- [Youth United for Survival](#) with service locations in Hartford

Contact information: All website information is listed above as clickable links under “locations.” Emails and phone numbers are listed below:

- Behavioral Health Consulting Services, LLC
 - Email: nfohealth@bhcsct.org
 - Phone: 860-673-0145 Ext. 0
- Happy Family Clinical Services, LLC
 - Email: Intake@HappyFamilyCS.com
 - Phone: 203-208-9254

- Klingberg Family Centers, Inc
 - Email: kathys@klingberg.org
 - Phone: **860-243-4416** or **860-515-2351**
- Litchfield Visitation Service
 - Email: cindy@lifeworksnow.org
 - Phone: **860-417-2005** or **860-417-2023**
- The ACCESS Agency, Inc
 - Email: Heather.Glidden@accessagency.org or Melissa.Burdick@accessagency.org
 - Phone: **860-412-1600**
- Waterbury Youth Service System, Inc
 - Email: jschoenfuss@waterburyyouthservices.org
 - Phone: **203-573-0264**
- The Child and Family Guidance Center
 - Email: irmacamacho@cfguidance.org
 - Phone: **203-394-6529**
- Youth United for Survival
 - Email: tmichalski@y-us.org
 - Phone: **860-951-7268**

Process: Visitation processes are court-ordered

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12.0 ADDITIONAL RESOURCES

Connecticut 211

Overview: Connecticut 211 is a no cost referral and information helpline that connects people to a wide range of health and human services. It operates 24 hours a day, 7 days a week. To contact 2-1-1 in any state, including Connecticut, individuals can **simply dial the numbers 2-1-1** from any phone.

Some services that 2-1-1 connects individuals to include:

Mental Health	Transportation
Health	Income/employment
Substance Use	Basic needs
Re-entry	Utility assistance
Legal assistance	Older adults
Youth services	Housing

Contact information:

- Website: [2-1-1 Connecticut \(211ct.org\)](https://211ct.org)
- Phone number: **2-1-1**

Process: Individuals can dial **2-1-1** on a mobile or home phone, chat with 2-1-1 (located in the upper right hand menu on the main webpage), or [click here](#) and enter their zip codes and areas of need to get connected to appropriate services.

Of note:

- Multilingual
- Connection to a wide variety of services
- Challenges to using this service may arise when one has limited access to or knowledge of phone usage or technology

Connecticut Food Banks

Overview: There are several food banks throughout the state of Connecticut. Individuals can visit the link below by [foodpantries.org](https://www.foodpantries.org) to learn more about these food bank locations (sorted by town).

- <https://www.foodpantries.org/st/connecticut>
-

The Diaper Bank of Connecticut

Overview: The Diaper Bank of Connecticut is a non-profit organization which centralizes the fundraising and distribution of free infant and toddler diapers, youth incontinence supplies, period products, and adult incontinence supplies to low-income families in Connecticut through existing service providers, including local food pantries, soup kitchens, daycare centers, social service agencies and shelters.

Locations: 370 State Street, Suite B North Haven, CT 06473

Contact information:

- Phone: **203-934-7009**
- Email: info@thediaperbank.org
- Website: <https://www.thediaperbank.org/>

Process: Individuals in need of diapers, period supplies, or incontinence products should contact one of the Diaper Bank's community distribution partners directly. Individuals can search by product and county using the link below:

<https://www.thediaperbank.org/ddn-member-directory/>

Of note: The Diaper Bank of Connecticut assists with obtaining these products through three different programs. Individuals can click on each program below to learn more:

- [Rise](#)
- [Shine](#)
- [Beam](#)

Salvation Army Southern New England Division

Overview: The Salvation Army, an international movement, is an evangelical part of the universal Christian Church. Their message is based on the Bible and their ministry is motivated by the love of God. Their mission is to preach the gospel of Jesus Christ and to meet human needs in His name without discrimination.

The Salvation Army Southern New England Division serves and assists people in need in Rhode Island and Connecticut. The Salvation Army helps to combat addiction, poverty, hunger, human trafficking, and more. Individuals can [click here](#) to learn more.

Locations: The Salvation Army Southern New England Division has several locations and organizations throughout the state of Connecticut, including stores, shelters, and family centers. All locations are listed below:

- [Ansonia Corps](#)
- [Bristol Corps](#)
- [Bridgeport Corps](#)

- [Danbury Corps](#)
- [Camp CONNRI in Ashford](#)
- [Greater Hartford Area Services](#)
- [Hartford North End Corps, Hartford Temple, & Loation Corps](#)
- [Manchester Citadel](#)
- [Meriden Corps](#)
- [Middletown Corps](#)
- [New Britain Corps](#)
- [New Haven Citadel](#)
- [New London Corps](#)
- [Norwalk Corps](#)
- [Norwich Service Unit](#)
- [Southington Service Unit](#)
- [Stamford Corps](#)
- [The Right Place School Readiness Program and Family Center](#): Hartford & Danbury
- [Torrington Corps](#)
- [Waterbury Corps](#)
- [Willimantic Corps](#)
- [Winsted Regional Service Center](#)
- Homeless services:
 - Waterbury Family Emergency Shelter **(203) 754-7056**
 - Marshall House Family Shelter **(860) 543-8430**
 - New Britain Men's Shelter **(860) 225-8491**

Individuals can [click here](#) to learn more about Salvation Army shelters.

- Stores:
 - Dayville Store
 - Newington Family Store
 - Salvation Army Family Store Hamden
 - Salvation Army Family Store Bridgeport
 - Vernon Family Thrift Store
 - West Hartford Salvation Army Family Store

Individuals can [click here](#) to learn more about Salvation Army stores.

Contact information: Individual location websites are listed above under “locations” as clickable links.

- Phone number: **(860) 702-0000**
- Individuals can also [click here](#) to fill out an online contact form

Process: Individuals can contact the appropriate organizations listed above under “locations” for information regarding services.

For information on becoming a volunteer, individuals can [click here](#).

Of note: • Christian, faith-based values

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13.0 SELF-HELP LINKS

Connecticut Judicial Website

- **Landlord/tenant/housing:** [Landlord/Tenant/Housing FAQs - CT Judicial Branch](#)
 - **Victim services:** [OVS Victim Resources - CT Judicial Branch](#)
 - **Traffic violations:** [Traffic FAQs - CT Judicial Branch](#)
 - **Child support:** [Child Support Enforcement - CT Judicial Branch](#)
 - **How to file for divorce:** [How to File for Divorce Video - CT Judicial Branch](#) (videos are recorded in Spanish and Polish)
 - **Civil procedures:** [Civil Procedures - CT Judicial Branch](#)
 - **Starting a civil lawsuit:** [Starting a Civil Lawsuit in Connecticut - CT Judicial Branch](#)
 - **Connecticut civil lawsuit:** [First Steps as a Defendant - CT Judicial Branch](#)
 - **Small claims:** [Small Claims FAQs - CT Judicial Branch](#)
 - **How do I:** [How do I? CT Judicial Branch](#)
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- **Limited English proficiency:** [Limited English Proficiency - CT Judicial Branch](#)
 - **Representing yourself:** [Representing Yourself FAQs - CT Judicial Branch](#)
 - **Representing yourself part 2:** [SRP Info Series - CT Judicial Branch Law Library Services](#)
 - **Getting ready for court:** [Getting Ready for Court - CT Judicial Branch](#)
 - **Where to file a civil case:** [Where to File a Civil Case - CT Judicial Branch](#)
 - **Common legal words:** [Common Legal Words - CT Judicial Branch](#)
 - **About attorneys:** [FAQs About Attorneys - CT Judicial Branch](#)
 - **About Online Dispute Resolution (ODR):** [Online Dispute Resolution - CT Judicial Branch](#)
 - **Fees:** [Court Fees - CT Judicial Branch](#)
 - **Forms:** [Official Court Webforms - CT Judicial Branch](#)