

## Human Services Department Frequently Asked Questions

### Child Care

Who would I call to find the right child care arrangement for my child?

Call the Child Care Info line @ 1-800-505-1000

If a parent is having difficulties with their child care provider, who do they call?

Department of Public Health, Daycare Licensing @ 860-509-8045 or

The Emergency Toll Free #1-800-282-6063.

### ***Is there a School Readiness Council in Manchester?***

Manchester School Readiness Council was established in 1997 in response to a statewide initiative that increased the number of preschool and child care spaces available to Connecticut residents. The primary goal of the Council is to support the positive development, education, and well-being of young children -- ensuring that every child in Manchester starts school "ready to learn."

#### **Mission**

To advocate for the advancement of young children's learning by promoting policies, programs, and partnerships among Manchester families, schools and the community.

#### **Membership**

Council members represent a wide variety of organizations in town, but they have one purpose in common: the best interests of children. Our members bring a wealth of expertise to the Council. To view a list of our members click on the following link:

<http://schoolreadiness.townofmanchester.org/schoolreadiness/index.cfm/council-membership-2011-2012/>

### Donations

**Where would I be able to donate items such as: clothing, furniture, household items or durable medical supplies?**

**Manchester Area Conference of Churches (MACC)** accepts gently used clothing and shoes for all ages (in season is helpful). **Call 860-288-4250/Clothing**

**Community Threads** located at the MACC campus, 456 1/2 Main Street Manchester. Hours of operation are Wed – Fri 10:00am to 4:00pm and Saturdays from 9:00am to 2:00pm.

**Call 860-647-0800/Community Threads**

**Goodwill Thrift Store** located at 232A Tolland Tpke, Manchester. Hours of operation are Mon – Sat 9:00am to 9:00pm and Sundays 10:00am to 7:00pm. **Call 860-643-2709**

**Salvation Army Thrift Store** located at 263 Broad Street, Manchester. Hours of operation Mon, Tue, Thur & Fri 10:00am-6:00pm and Wed & Sat 10:00am-7:00pm. **To donate clothing and/or household items call 860-646-6216, for furniture 860-527-8106**

**NEAT Marketplace** accepts donations of wheelchairs, walkers, hospital beds, canes etc. They offer free pick-up. Once equipment is reconditioned, it can be provided to consumers at less than ½ of the cost of new. **Call 860-286-3107/Donations, 860-243-2869/Information**

**World Wide Lighthouse Missions** accepts clothing, furniture and durable medical equipment.

**Call 860-645-4141**

**Wheels for Wishes** when you donate a vehicle to Wheels for Wishes, proceeds from the sale of your vehicle donation benefit Make-A-Wish Connecticut. It's fast, easy, and fulfilling.

Wheels for Wishes also offers fast, free pick-up and towing from anywhere, professional service and an easy donation process as well as a maximum possible charitable tax deduction.

To learn more about Wheels for Wishes and how you can help grant the wishes of Connecticut children with life-threatening medical conditions by donating your used vehicle, visit the [Connecticut Wheels for Wishes Website](http://connecticut.wheelsforwishes.org) today. Call **1.855.372.9474** or go to their website at <http://connecticut.wheelsforwishes.org>

## **Community Service**

### **I have to perform community service. Where can I go to fulfill my hours?**

You may do community service for any non-profit organization, such as the Town of Manchester, Manchester Area Conference of Churches, American Cancer Society just to name a few. You may pick up a list of organizations at Manchester Superior Court, 40 Center Street or at the Citizen Service Center in Town Hall at 41 Center Street.

You may call Info line at 211 for additional information on these and others programs.

## **Environmental Health**

What are the requirements for septic systems or well permits?

For septic system or well permit requirements please go to the Health Department's website @ <http://health.townofmanchester.org/>

### **What are the rules, regulations and fees for opening a restaurant or other food service establishment?**

Anyone opening a new food service establishment in Manchester must submit a plan and menu for review to the Manchester Health Department located at 479 Main Street, Manchester.

A food service application must also be completed and the fee paid. (\*\*Food License Packets can be printed from the Forms page on the Health Department's website.) Upon approval of the plan and the submittal of the application and payment, an inspection of the establishment will be conducted. A food service license will be issued if the inspection is satisfactory. Food service licenses are renewed annually. Where are classes for Qualified Food Operator training? How do I sign up?

Classes are offered by the American Food Safety Institute. You can call 800-723-3873 for class times, dates, locations and fees or visit their website at [www.americanfoodsafety.com](http://www.americanfoodsafety.com).

## **Financial Programs**

### **I have some financial assistance needs. Who can I call?**

If you are looking for cash assistance and/or food stamps you can call the State Department of Social Services at 860-647-1441, located at 699 E. Middle Tpke.

### ***Here's a list of some other programs that may assist you in paying expenses:***

CRT (Fuel Assistance) 860-647-3095  
ConnPace (Prescriptions) 1-800-423-5026  
Renter's Rebate 860-647-3096  
Homeowner's Tax Relief 860-647-3016  
QMB Medicare Beneficiary Program 860-647-1441  
MACC 860-647-8003

**I've been laid off and can't pay my rent. Can I get help with this?**

MACC (860-647-8003) has some limited financial help and sometimes can assist with a small cash amount. DSS also offers other financial programs such as SAGA, TANF, or Food Stamps. If you haven't done so already, you can talk to your landlord about the possibility of a payment plan or some other method of paying at a later date. For information on your rights as a tenant and the best way to avoid eviction call Housing Education Resource Center @ 860-296-4372.

**I need emergency housing for my children and myself. Is there a shelter in town?**

The Samaritan Shelter is open to adult men and women only. Shelters in Vernon (860-875-9702) and East Hartford (860-568-0323) are open to families with children.

**Call ahead to see if they have any beds available.**

***A Complete shelter listing is available through Connecticut Coalition to End Homelessness on line [www.cceh.org](http://www.cceh.org) under Emergency & Transitional Shelters or by calling 211 info line.***

**I don't have much money and would like to receive a food basket for Thanksgiving or toys for my children at Christmas. Who do I call?**

If you are working with a particular agency in Town, you should contact your worker there to determine your eligibility. If you are not working with an agency, you may contact Senior, Adult and Family Services at 479 Main Street, #860-647-3096 or you may also contact the Human Needs office at MACC at 860-647-8003. MACC is also the contact for Toys for Joy Program.

**Can you give me information about homemakers, visiting nurses, or companions so that I (or my parent) can stay at home and remain independent?**

Depending on your situation, it might be in your best interest to speak with one of our social workers so that they may evaluate the individual's needs. You can call Senior, Adult and Family Services at 860-647-3096.

**How do I apply for energy assistance and what are the guidelines?**

There are income guidelines for energy assistance based on family size. The program runs each year from November until March. You can contact CRT's satellite office in Manchester at 860-647-3095 for more information and to set up an appointment.

**Are people available to do carpentry and plumbing for low income people?**

You can contact Caring Hands @ 860-643-1623.

Are people available for raking leaves in the fall or snow shoveling in the winter?

Senior, Adult and Family Services can provide a list of names you can contact for snow shoveling. You can contact them @ 860-647-3096.

**What opportunities are available for volunteer work in the Human Services area?**

Volunteer opportunities are available for such things as helping out with after school programs, driving people to medical appointments, visiting isolated older people in their homes, assisting with grocery shopping, being a foster grandparent and perhaps some seasonal type volunteer opportunities. Call 860-647-3096 for more information and ideas.

**Health Education/Screening/Promotion**

What programs are being offered by the Health Department?

Please visit the Health Department's sector of this website. [Click here](#)

**When and where are flu shots given?**

The Manchester Health Department holds flu clinics in October and November which take place in various locations in the community including the Senior Center. Call the Health Department in the fall and check your newspaper for specific dates. For a listing of flu clinics in the area, call the American Lung Association Flu Shot Hotline 888-668-6358 or call Info line at 211.

Health Insurance/Access to Health Care

**Does the Town have a low cost dental service?**

The Reduced Fee Dental Program is sponsored by the Town of Manchester and the Manchester Dental Society. This program is for Manchester residents only, who have no dental insurance (including Medicaid and HUSKY). The applicants must meet income requirements (based on the federal government's poverty guidelines) and show proof of residency. When approved, they will be issued a card and will be assigned to a participating dentist in Manchester. The cards must be renewed annually. Please call the Health Department at 860-647-3173 for more information or for an application.

**The Manchester Dental Clinic** is located at 150 North Main Street in Manchester. This dental clinic provides services to both adults and children. They accept all types of insurance, including Medicaid and HUSKY. They also provide sliding fee schedules for those people who are uninsured or underinsured. The clinic's phone number is 860-646-4678.

**I just lost my job and have no insurance for me and my children. What should I do?**

You and your children may be eligible for HUSKY which is a free or low-cost program for children up to age 19 and some parents who are low income. HUSKY is open to children in working families of any income level. For information or to obtain an application, call 1-877-284-3759. Adults in the family who are not eligible for HUSKY may be eligible for other types of medical assistance. Call the Department of Social Services at 860-647-1441 for more information.

**Where can I receive low cost medical services for myself or my family?**

East Hartford Community Health Care Center offers low cost services. Call 860-528-1359. For more referrals, call Info line at 211.

**Are medical services performed by the Health Department?**

The Manchester Health Department addresses the health needs of Manchester residents and ensures that they have access to the services and protection required to remain healthy. It provides a wide range of information and services, such as senior health clinics, health education programs, resource directories, and environmental inspections. They do not perform health services.

**What are my options for affordable, Section 8, subsidized and/or senior citizen housing?**

The Manchester Housing Authority provides a variety of services to Manchester residents. They offer a Section 8 program and subsidized housing for the elderly, disabled and a small number of low income families. They also provide information on other housing opportunities in the area.

**What is “assisted living”? Are there any places in Manchester?**

Assisted living is a managed residential community of individual apartments that provides a full range of support services from daily meals, laundry, transportation, recreation and maintenance. Nursing services are available 24 hours/day.

For information on assisted living facilities in Manchester and the surrounding area, you can call the Town of Manchester Senior, Adult and Family Services Department at 860-647-3096.

**What is “congregate housing”? Are there any places in Manchester?**

Congregate housing attempts to meet the needs of the frail elderly by providing one or more meals per day, housekeeping and activities. There is an on-site, non-medical staff person 24 hours per day for emergencies.

Westhill Gardens Congregate Housing located on Ada Lane in Manchester, 860-643-8881. For more information on congregate housing facilities in the surrounding area please call Senior, Adult and Family Services @ 860-647-3096.

**My landlord is evicting me. Can they do this and what are my options?**

No, your landlord cannot do this without due process. A Notice to Quit Possession is not an eviction notice. The Housing Education Resource Center (HERC) in Hartford provides services to Manchester residents and will answer your questions regarding the eviction process. Call 860-296-4242, Monday through Friday, 9am – 5pm.

**Legal Advice**

**I’m getting a divorce and can’t afford a lawyer. Is there legal aid in Manchester?**

Manchester does not have a legal aid program. Connecticut legal assistance programs provide free civil legal services to income eligible individuals, in the form of direct representation in crisis situations, advice, referrals, and legal self-help materials. Call Statewide Legal Services @ 800-453-3320 for more information.

**I am over 60 and I need some legal advice. Who can I call?**

Consumer Law Project for Elders @ 1-800-296-1467 or you can go to their website [www.CTElderLaw.org](http://www.CTElderLaw.org).

**Mental Health**

**I am looking for family counseling. Can you suggest agencies in Manchester?**

Some counseling agencies in Manchester will serve you based on your ability to pay for the service such as Manchester Memorial Hospital at 860-646-1222.

If you require counseling primarily for your children, contact the Community Child Guidance Clinic at 860-643-2101.

If you feel you need assistance regarding prevention of child abuse relating to your own family situation, you may call the YWCA’s Teens as Successful Parents Program @ 860-645-2244.

Info line at 211 for a listing of agencies in our area which may provide you with low cost counseling services.

**I have a teenager and we are having some family problems. Can you suggest an agency we can contact?**

You can contact the Youth Service Bureau @ 860-647-5212 for information about the variety of programs available for adolescents in the community.

If your teenager goes to Bennet Middle School and could use a support group with other adolescents after school, you may wish to contact Crossroads at 860-643-2701.

Community Child Guidance Clinic 860-643-2101 may also be of help.

**My adult family member has a problem with chronic mental illness but doesn't need inpatient care. Are there any community-based services available for him?**

If your family member has had a history of chronic mental illness, they may wish to contact Genesis at 860-646-3888. Genesis programs include: Client Assessment, Case Management, Out-Patient Clinic, Crisis Services, Family Services, Clubhouse Activities and Behavioral Health Unit.

ECHN Behavioral Health Program at 860-533-3434 located at 150 North Main Street. If substance abuse is the primary diagnosis, you may wish to contact Community Prevention and Addiction Services (CPAS) at 860-645-0487 for out-patient counseling.

**Transportation**

**What is Dial-A-Ride? Where does it go and how much does it cost?**

Dial-A-Ride is a service that offers free rides in Manchester for residents age 60+ and/or adults with disabilities of any age. Rides are available Monday thru Saturday, (limitations apply for Saturday service) and include trips for medical appointments, grocery shopping, personal errands and social outings. There are also trips available to ECHN in South Windsor and the Department of Motor Vehicles, by request.

***Reservations and registration are required.*** Please call 860-870-7940.

How can a disabled person get a ride to work or to a medical appointment in Hartford (or outside the Manchester area)? Can this be done on a regular basis?

ADA (Americans with Disabilities Act) Transportation provides rides in the Greater Hartford area 5 days a week with limited transportation on the weekends; for people whose disabilities prevent use of public transit. Fare is \$2.60 each way. To make reservations call 860-724-5340 or for an application 860-247-5329 x3100. You can also visit their website at [www.HartfordTransit.org](http://www.HartfordTransit.org).

**My parent has cancer and needs to get to Hartford Hospital for treatment. Do you have a service that will take him there?**

American Cancer Society assists in driving cancer patients who are ambulatory, to treatments, tests and doctor appointments if a volunteer is available. The number to call is 1-800-227-2345.

**I am disabled and need a handicapped permit. Where can I obtain one?**

You can obtain a handicapped permit by calling the Department of Motor Vehicles @ 860-263-5700.

You can also click on the following link for a more detailed listing of assistance that's available for Manchester Residents:

<http://safs1.townofmanchester.org/index.cfm/the-human-services-directory/>