

2012

Resource Guide for Cultural Navigators



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9/1/2012

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Cultural Navigator Helpful Sites

- **Cultural Orientation Resource Center**

Website: <http://www.cal.org/co/index.html>

- **Hispanic Health Council**

Website: <http://www.hispanichealth.com/hhc/>

- **United Way of Connecticut- 211**

Website: <http://www.211ct.org/referweb/>

- **U.S. Committee for Refugees and Immigrants**

Website: <http://www.refugees.org/resources/for-refugees--immigrants/cultural-orientation-resources/>

Child Care Programs/Services

Care 4 Kids

The goal of the Care 4 Kids program is to make child care 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.

***For more information:**

- Call 1-888-214-KIDS (5437), <http://www.ctcare4kids.com>

Child Care – Program Overview

The Department of Social Services is the lead agency for childcare services provided by the state. DSS coordinates childcare and early childhood education services among state agencies, state and local community organizations, businesses and child care providers that support the state's welfare reform initiative.

Education

The City of Hartford has a variety of school options for city residents. It is important to be aware of all the options available and to understand their similarities and differences.

- More information can be found at: www.hartfordschools.org
- Another helpful site: <http://smartchoices.trincoll.edu>

District Schools: These schools enroll students who live inside the local school district. There are 35 traditional neighborhood schools, located in one of four geographic zones. Students can make school choices based on neighborhood preference, sibling preference, and zone preference.

Interdistrict Schools: These schools enroll students from more than one school district. In the Hartford region, there are five types: magnet schools, charter schools, Open Choice, technical schools, and regional vocational-agricultural centers.

Magnet Schools: A magnet school is a publicly funded school operated by Hartford's Board of Education. Each magnet school has its own educational theme or focus; students choose to enroll based on interest in the school's theme.

Charter Schools: A Charter school is a public nonsectarian school organized as a nonprofit corporation. It is chartered by the State Board of Education and operates independently from Hartford's Board of Education.

Open Choice: This is an inter-district public school program meant to improve academic achievement through integration. The program (also known as *Project Choice*) allows Hartford students to enroll to a suburban school and vice versa.

District Schools

Who can apply? All students in grades PK-12 in the Hartford area are eligible. No student may be denied because of race, ethnicity or disability.

How to apply: Contact the Choice office at (860) 695-8876 or go to the Hartford Public Schools website: www.hartfordschools.org. There is a digital guide to Public school choices to learn more about public school options at <http://smartchoices.trincoll.edu>.

Cost: There is no cost to attend public district schools.

Magnet Schools

Who can apply? All students in grades PK-12 in the Hartford area and participating school districts are eligible. No student may be denied because of race, ethnicity or disability.

How to apply: Contact the magnet school you are interested in and arrange for a school tour. Interested students should submit an application. The magnet school will hold a lottery if there are more applicants than spaces available.

Cost: Operating costs are funded through state and federal grants. In some limited cases, there may be tuition costs.

There are 17 magnet schools available in Hartford:

Montessori Magnet School at Annie Fisher (PK-4)
Montessori Magnet School (PK-6)
Breakthrough Magnet School (PK-8)
Mary Hooker Environmental Studies Magnet School (PK-8)
Noah Webster MicroSociety Magnet School (PK-8)
Richard J. Kinsella Magnet School of Performing Arts (PK-8)
STEM Magnet School at Annie Fisher (K-8)
University of Hartford Magnet School (PK-5)
Hartford Magnet Middle School (6-8)
Capital Preparatory Magnet School (6-12)
Capital Preparatory Magnet School (6-12)
Classical Magnet School (6-12)
Sports and Medical Sciences Academy (6-12)
CREC Medical Professions & Teacher Prep Academy (9-12)
Greater Hartford Academy of the Arts (9-12)
Greater Hartford Academy of Mathematics & Science (9-12)
Pathways to Technology Magnet High School (9-12)
University High School of Science & Engineering (9-12)

Contact Information:

More information about Hartford area magnet schools can be found at:

- www.crec.org/magnetschools/schools/
- CT State Department of Education Magnet School Office:
<http://www.sde.ct.gov/sde/cwp/view.asp?a=2681&q=320450> or (860) 713-6575
- www.magneteducation.org or (860) 757-6188.

Charter Schools

Who can apply? Charter schools are open to all students in grades PK-12, but the charter may be limited to certain geographic areas.

How to apply: Interested students should submit an application to the specific school of interest. The charter school will hold a lottery if there are more applicants than spaces available.

Cost: There are no tuition costs. Funding is provided through a state grant of \$9,300 per student enrolled in school.

There are three charter schools available in Hartford:

Achievement First Hartford Academy (K-3)

305 Greenfield Street, Hartford, CT 06112 (860) 695-5280

<http://www.achievementfirst.org/schools/connecticut-schools/hartford-elementary/about/>

The Museum Academy (PK-3)

1283 Asylum Avenue, Hartford, CT 06105 (860) 231-7800

<http://www.crec.org/magnetschools/schools/charter/index.php>

Jumoke Academy Charter Elementary & Middle Schools

339 Blue Hills Avenue, Hartford, CT 06112

(860) 527-0575

<http://jumokeacademy.org>

***For more information:**

- www.choiceeducation.org
- State Department of Education Charter School Office (860) 713-6574.
- Regional School Choice Office: (860) 757-6188.

Employment

Employment and Training

These programs help individuals and families to obtain employment and become self-sufficient.

There are six programs:

- **Medicaid for the Employed Disabled**

The Medicaid for the Employed Disabled program was authorized by The Ticket to Work and Work Incentives Improvement Act of 1999. Its implementation in Connecticut is mandated under Public Act 00-213 Work Incentives for Persons with Disabilities. The program allows persons with a disability to engage in employment without risking eligibility for needed medical services through the Medicaid program. The program also allows certain individuals to keep other necessary services needed to remain employed. In general an eligible person with a disabling condition who is employed can qualify for Medicaid without the use of spend-down while earning income in excess of traditional income limits.

- **SNAP Employment and Training**

The Supplemental Nutrition Assistance Program (SNAP) requires certain recipients to participate in employment and training activities. Individuals between the ages of 15 and 60 years of age must register unless otherwise exempt. A non-exempt individual must cooperate with the provisions of the employment and training program including participating in a job search and accepting employment as appropriate. Failure to meet the requirements may render the recipient or the entire household ineligible for benefits from the program.

- **Bureau of Rehabilitation Services (BRS)**

This program assists individuals with significant physical and mental disabilities to prepare for, obtain and maintain employment.

- **Opportunities Industrialization Centers (OIC)**

OIC's conduct employment training programs to increase employment opportunities for unemployed or underemployed people with limited incomes.

- **Refugee Program**

The Refugee program provides employment and training opportunities for refugees. The program is 100% financed by the U.S. Department of Health and Human Services through the Office of Refugee Resettlement, Administration of Children and Families.

- **Senior Community Service Employment Program**

The Department administers the Senior Community Service Employment Program under Title V of the Older Americans Act. This provides employment at non-profit settings for persons 55 years and older.

<http://www.ct.gov/dss/cwp/view.asp?a=2353&q=305148>

Safety Net Services

The Safety Net Program is available to protect the children of families who:

1. have received at least twenty-one months of Temporary Family Assistance;
2. have an eligible child in the home;
3. have income below the Temporary Family Assistance Program's benefit level for their family size; and
4. are not eligible for an extension of Temporary Family Assistance benefits due to the exhaustion of their time-limit.

Under the Safety Net Program, families receive case management services to remove barriers to employment. These services are provided through a network of existing community resources and service providers. Additionally, a family may receive vouchers to pay for its basic needs, such as food, rent, utilities and clothing. The vouchers may be provided for a limited time and as resources are available. Generally, Safety Net Services are available for no more than 12 months.

***For more information:**

- Call (800) 505-9000
- Safety Net Services brochure:
http://www.ct.gov/dss/lib/dss/07_17_safety_net_services.pdf
- <http://www.ct.gov/dss/cwp/view.asp?a=2353&q=305306>

Temporary Family Assistance (TFA)

Temporary Family Assistance is the name for the cash assistance program for basic and special needs, which are paid to recipients of Jobs First. This replaced what was known as the AFDC program.

- Previous welfare programs provided little incentive to find employment as most earnings (after some small disregards) were deducted from the cash benefit. Recipients were not allowed to have or accumulate any savings to plan for future emergencies. Jobs First was designed to reward work by providing incentives to self-support. The program is intended to be transitional assistance and to supply individuals with the tools they need to become self-supporting within twenty-one months.
- Under Jobs First, recipients who get a job are allowed to keep all earnings up to the Federal Poverty Level as well as their cash assistance for the remainder of the 21 months. They are also eligible to receive medical assistance, child care and Supplemental Nutrition Assistance Program (Formerly Food Stamp Program).

- Child support payments from an absent parent are sent directly to recipients and all but \$50 is counted as income to calculate the amount of their public assistance grant.
- To provide for future emergencies, recipients are allowed to have up to \$3000 in a bank account. All life insurance policies and pension plans are excluded, and bonds are excluded as long as the combined face value of all bonds owned by the assistance unit is less than \$1,000.
- Understanding the need to have reliable transportation for work, one non-luxury car, with an equity value up to \$9500, is excluded from consideration in determining eligibility for assistance.
- Other program simplifications have been instituted to allow workers to concentrate their efforts on helping recipients to become employed and eventually self-supporting.

***For more information:**

- <http://www.ct.gov/dss/cwp/view.asp?a=2353&q=305260>
- http://www.211ct.org/InformationLibrary/Documents/Temporary_Family_Assistance_TFA.asp

Food Stamps/SNAP

(Supplemental Nutrition Assistance Program)

- The Supplemental Nutrition Assistance Program (SNAP) helps people to buy and eat nutritious food.
- The SNAP benefits are accessed through the Electronic Benefit Transfer (EBT) Card where food stamp benefits and/or cash assistance benefits are kept in special accounts for you until the person receiving the benefit wants to use them. EBT card can be used in grocery stores that accept SNAP.

Monthly Income Limits		
Household Size	Gross Income Limit <small>(applies to most households, except those in which at least one person is 60 years of age or older, or receives disability income)</small>	Net Income Limit <small>(applies to ALL households)</small>
1	\$1,680	\$908
2	\$2,268	\$1226
3	\$2,858	\$1545
4	\$3,447	\$1863

For a household of:	the <u>maximum</u> SNAP benefit is:
1	\$200 monthly
2	\$367 monthly
3	\$526 monthly
4	\$668 monthly

Benefits Assistance for Food Stamps/SNAP Recipients

Foodshare

**Outreach program that provides SNAP/Food Stamps benefits screening and assistance with food stamp applications at designated sites.*

450 Woodland Avenue, Bloomfield, CT 06002-1342

(860) 286-9999 ext. 104

<http://www.foodshare.org>

Hours of Operation: Mon-Fri, 8:30 am to 4:30 pm

End Hunger Connecticut!

**Advocates can assist with eligibility questions, problems with applications, or other issues related to SNAP/Food Stamp program.*

65 Hungerford Street, Hartford, CT 06106-4626

(860) 560-2100

<http://www.endhunger.org>

Hours of Operation: Mon-Fri, 9 am - 5 pm

Hispanic Health Council

**Outreach program provides SNAP/Food Stamps benefits screening and assistance with food stamp applications.*

175 Main Street, Hartford, CT 06106

(860) 527-0856 ext. 260

<http://www.hispanichealth.com>

Hours of Operation: Mon-Fri, 8:30 am to 4:30 pm

Connecticut Association for Human Services (CAHS)

**Provides assistance with food stamps eligibility questions, benefits pre-screening, problems with applications or other issues related to the SNAP/Food Stamp program.*

110 Bartholomew Avenue, Suite 4030, Hartford, CT 06106

(860) 951-2212

<http://www.cahs.org/programs-snap.asp>

Hours of Operation: Mon– Fri, 9 am—5 pm

Food Assistance

Food Banks

A listing of food pantries and emergency food assistance locations in your area can also be obtained by calling Infoline from any area in the state.

Just dial 211 or visit: the Infoline website at <http://www.infoline.org/> or you can also go to <http://www.ctfoodbank.org/>.

Community Renewal Team(CRT)

**CRT Family Service Centers distribute food to Hartford families in need on firstcome, first served basis.*

1229 Albany Avenue, Hartford, CT 06112

(860) 560-5776

<http://www.crtct.org>

Hours of Operation: Mon-Fri, 8 am - 4 pm

395 Wethersfield Avenue, Hartford, CT 06114

(860) 560-5894

<http://www.crtct.org>

Hours of Operation: Mon-Fri, 8 am-7 pm; Sat, 9 am-12 pm

Mobile Foodshare Sites

**Mobile Foodshare provides outdoor food distribution for low income families and individuals. Food items vary, but usually include bread and several types of fresh produce. Visits are usually scheduled every other week. Recipients must bring a bag or box with them to carry food.*

450 Woodland Avenue, Bloomfield, CT 06002-1342

(860) 286-9999

<http://site.foodshare.org>

Hours of Operation: Hours vary from site to site

Health Insurance Programs

The HUSKY Health Plan

- The HUSKY Plan is Connecticut’s free or low-cost health insurance program for children and youth up to age 19.
- Designed to provide health coverage to all uninsured children, HUSKY is open to children in working families of every income level.
- Applicants must be U.S. citizens or permanent legal residents; non-citizens with student, tourist, work visas are not eligible.
- Children receive a comprehensive health care benefits package, including preventive care, physician visits, prescriptions, vision care, dental care, physicals, mental health and substance abuse services, durable medical equipment, emergency and hospital care.
- There are two different plans: Husky A or Husky B; eligibility for either of these two plans is dependent upon family income (see table below.)

HUSKY Family Annual Income Guidelines					
Family of 2	Family of 3	Family of 4	Family of 5	Family of 6	HUSKY Plan features
under \$27,991	under \$35,317	under \$42,643	under \$49,967	under \$57,295	HUSKY A: Free health care coverage for children under 19th birthday; and for parents or a relative caregiver who live with a child under 19. Note: Parent/relative caregiver will lose HUSKY eligibility when youngest child turns 18 if the child is not going to graduate high school by 19 th birthday (federal rule). Parents/relative caregivers may be eligible for Medicaid for Low-Income Adults or Charter Oak Health Plan.
under \$37,825	under \$47,725	under \$57,625	under \$67,525	under \$77,425	HUSKY A: Free health care coverage for pregnant women. Note: for eligibility of pregnant women, unborn child is also counted as a family member.
from \$27,992 to \$35,556	from \$35,318 to \$44,862	from \$42,644 to \$54,168	from \$49,968 to \$63,474	from \$57,295 to \$72,778	HUSKY B: Health care coverage for children under 19th birthday. No monthly premiums; some co-payments. Eligible for HUSKY Plus Physical**
from \$35,557 to \$45,390	from \$44,863 to \$57,270	from \$54,169 to \$69,150	from \$63,475 to \$81,030	from \$72,779 to \$92,910	HUSKY B: Health care coverage for children under 19th birthday. Monthly premium of \$30 for first child; maximum monthly premium of \$50, regardless of number of children; some co-payments.* Eligible for HUSKY Plus Physical**
over \$45,390	over \$57,270	over \$69,150	over \$81,030	over \$92,910	HUSKY B: Health care coverage for children under 19th birthday. Unsubsidized group premium rate of \$270.36 monthly per child; some co-payments*

***For more information:**

- www.huskyhealth.com or 1-877-CT-HUSKY or (877) 284-8759
Site hours: M-F, 8:30-6pm
- <http://www.ct.gov/hh/cwp/view.asp?a=3573&q=421548>

Head Start

- The Head Start program (for children ages 3-5) and Early Head Start program (for pregnant women, infants, and toddlers) provides comprehensive educational, health, nutritional, and social services to low-income families.
- Parents are also provided social services, including assistance with childcare. Services are also available to migrant and seasonal farm worker families.

***For more information:**

- www.headstart.state.ct.us

Healthy Start for Kids

- Healthy Start is a part of the Husky Health insurance program. It is intended for uninsured low income pregnant women and their children ages 0-2
- Healthy Start is FREE, and can also be used as a supplement for individuals who have insurance that only covers part of their healthcare costs.
- Under this program, grants are made to hospitals, clinics, departments of health and other organizations to expand and enhance health services to low income pregnant women and children, and to assist women in obtaining Medicaid coverage for themselves and their children.

How to apply:

- Apply at community-based agencies that accept applications.
- Community sites will take applications and, if the family is eligible, will also provide case management services for pregnant woman and their children.
- DSS offices will accept applications.

***For more information:**

- <http://www.ct.gov/dss/cwp/view.asp?a=2353&q=305218#HS>
- www.huskyhealth.com or (877) CT-HUSKY, (877) 284-8759

Charter Oak Health Plan

The Charter Oak Health Plan offers a health benefits package to uninsured adults of all incomes -- from young people just out of school to early retirees. Charter Oak offers a full range of coverage, including preventive care, emergency room and hospital visits, primary care and specialist physicians, pharmacy, behavioral health services and prescription medications. This health plan is intended for people who do not qualify for the Connecticut Pre-Existing Condition Insurance Plan or Husky Health.

***For more information:**

- www.charteroakhealthplan.org or call 1-877-77-CTOAK (1-877-722-8625)

Refugee Medical Assistance

- The refugee medical assistance program provides medical assistance to needy individuals, families and children designated as refugees under Immigration and Naturalization Service regulations who are not eligible to receive benefits from any other public assistance program.
- Benefits continue for a maximum of eight months beginning with the month of entry into the United States.
- Benefits are the same as in the Medicaid program, and are 100% federally funded.

***For more information:**

- Refugee Assistance Program:
- <http://www.ct.gov/dss/cwp/view.asp?a=2353&q=413292>
- Refugee and Immigrant Health Program:
http://www.ct.gov/dph/cwp/view.asp?a=3136&q=388562&dphNav_GID=1601
- U.S. Bureau of Population, Refugees, and Migration:
<http://www.state.gov/j/prm/>
- U.S. Immigration website: <http://www.uscis.gov/portal/site/uscis>
- The U.N. Refugee Agency: <http://www.unhcr.org/pages/49c3646c125.html>

Medicaid

- The Medicaid program provides for remedial, preventive, and long term medical care for income eligible aged, blind or disabled individuals, and families with children.
- Payment is made directly to health care providers, by the department, for services delivered to eligible individuals.

Individuals may meet Medicaid eligibility requirements in a number of ways:

- Individuals or families who meet the income and asset eligibility criteria in effect for Aid To Families with Dependent Children (AFDC) on July 16, 1996 or the State Supplement program are eligible for Medicaid.
- In addition, individuals who meet all the eligibility requirements, with the exception of income, may be eligible if the amount of medical expenses owed is greater than the amount by which their income exceeds the established income standards.
- Children born after Sept. 30, 1980 whose family income is less than 185% of the poverty level, and pregnant women whose income is less than 250% of the poverty level are also eligible.

***For more information:**

- <http://www.ct.gov/dss/lib/dss/pdfs/medicaid.pdf>

Medicaid for Low-Income Adults (MLIA)

- This new Medicaid coverage replaces the State-Administered General Assistance (SAGA) medical program.
- MLIA is open to Connecticut residents aged 19 through 64, who do not receive federal Supplemental Security Income or Medicare and who are not pregnant.
- Provides full Medicaid health coverage/benefits package, including long-term care/skilled nursing facility, home health care and non-emergency medical transportation
- The income-eligibility limit for single adults and married couples is 56% of the federal poverty level.

***For more information:**

- For a list of providers, www.ctdssmap.com or call the Client Assistance Center at (866) 409-8430, M-F, 8-5pm

The CHOICES Program

- The CHOICES program provides information to persons age 60 and older and persons with disabilities.
- It is a cooperative program of the State of Connecticut Department of Social Services, the Area Agencies on Aging, and the Center for Medicare Advocacy. This program is comprised of both Staff and Volunteers.
- CHOICES is also known as the CT SHIP or State Health Insurance Assistance Program and is funded by the Centers for Medicare and Medicaid Services and the Administration on Aging through the Older Americans Act.

It produces the following guides:

- Original Medicare and Supplemental Options
 - Medicare and Managed Care (HMO) Choices
 - Prescription Drug Assistance
 - Guides related to Medicare Rx

***For more information:**

- <http://www.ct.gov/agingservices/cwp/view.asp?a=2513&q=313032>
- Call Choices, (800) 944-9422
- Choices State Coordinator, Sandra Leubner, (860) 424-5023 or sandra.leubner@ct.gov.

Health Services

Charter Oak Health Center

www.thecharteroak.org, 1-877-CT OAK (1-877-722-8625)

Charter Oak Health Center provides comprehensive health (medical, dental, behavioral) services to all people in need on a sliding scale basis and without regard to ability to pay.

Charter Oak also has its own health plan for those individuals who do not qualify for the Husky plan or the Connecticut Pre-Existing Condition Insurance plan.

Locations:

- 21 Grand Street, Hartford, CT 06106 (860) 550-7500
- 701 New Britain Avenue, Hartford, CT 06114 (860) 545-9300
- COHC at Children's Medical Center (CCMC)
282 Washington Street, Hartford, CT 06106 (860) 545-9300

***For more information:**

- <http://www.thecharteroak.org> or 1-877-77-CTOAK (1-877-722-8625)
- Presumptive Eligibility Screening in the Medicaid LIA/Husky health coverage contact: Carmen Sarmiento (860) 550-7500, ext. 6222

Community Health Services

www.chshartford.org, (860) 249-9625 (24 hour)

- Community Health Services, Inc. (CHS) is a private nonprofit federally qualified health center located in Hartford's vibrant North End community.
- The largest community health center in Hartford, CHS is also the second oldest health center in the state of Connecticut.
- CHS offers primary and preventive services in Adult Internal Medicine, Adolescent Medicine, Behavioral Health, Dental Care, Optometry, Pediatrics, Podiatry, and Women's Health to all individuals, regardless of income or ability to pay for services.

Location:

500 Albany Avenue, Hartford, CT 06120

Hours:

- **Monday through Thursday:** 8:30 am – 5:30 pm
- **Extended Hours for Adult Medicine, Dental, & Pediatrics Departments:**
Monday, Tuesdays, and Wednesdays 8:30 am to 8:30 pm **Friday:** 9:30 am – 5:30 pm
- **Saturday Hours for Adult Medicine and Dental:** 9:00 am – 1:00 pm

Department	Extension	Fax #	E-mail Address
Adolescent Medicine	Ext. 721	(860) 808-1537	pedi-adolescent@chshartford.org
Adult Medicine	Ext. 740/744	(860) 808-1537	adultmed@chshartford.org
Behavioral Health	Ext. 780	(860) 808-8771	behavioralhealth@chshartford.org
Billing Department	Ext. 761	(860) 808-1545	billing@chshartford.org
Dental Department	Ext. 712	(860) 808-1539	dental@chshartford.org
Eligibility	Ext. 786/231	(860) 808-1581	
Laboratory	Ext. 719	(860) 548-0042	
Medical Records	Ext. 746	(860) 808-1544	medrecords@chshartford.org
Optometry	Ext. 740/744	(860) 808-1537	adultmed@chshartford.org
Pediatrics	Ext. 721	(860) 808-1536	pedi-adolescent@chshartford.org
Pharmacy	Ext. 316	(860) 524-5836	
Podiatry	Ext. 740/744	(860) 808-1537	adultmed@chshartford.org
Transportation	Ext. 799	(860) 808-1545	transportation@chahartford.org
Women's Health	Ext. 720	(860) 808-1536	ob-gyn@chshartford.org

Housing/Shelters

Emergency Shelters

The Department of Social Services administers funding for Emergency Shelters to provide shelter and case management services to homeless individuals at least 18 years old or emancipated minors and families.

To find the nearest emergency shelter near you dial 211 or go to <http://www.211ct.org>

The Rental Assistance Program (RAP)

- The Rental Assistance Program (RAP) is the major state-funded program for assisting very-low-income families to afford decent, safe, and sanitary housing in the private market. Participants find their own housing, including apartments, townhouses, and single-family homes.
- Eligibility for a RAP certificate is determined based on the household's annual gross income and the state's definition of a family.
- Participation is limited to U.S. citizens and specified categories of non-citizens who have eligible immigration status.

***For more information:**

- <http://www.ct.gov/dss/cwp/view.asp?a=2353&q=305206>

Transitional Living Program (TLP)

- This program provides provide clients with transitional living assistance – this is defined as a multi-family or single room residency program with intensive support services for homeless individuals and/or families, for a period of 6 months to 2 years.
- Intensive support services include case management services and other activities, to assist clients in gaining self-sufficiency and moving into permanent housing.

***For more information:**

- Connecticut Coalition to End Homelessness, call (860) 721-7876, or www.cceh.org

Domestic Violence and Abuse

For Immigrants and Refugees

The United States has passed to laws to ensure that immigrants who are survivors or victims of domestic violence can receive safety and support in the United States. This also applies to undocumented immigrants, as there are various ways to gain lawful status in America without the abuser knowing.

VAWA Self-Petitions

If the abuser is a US citizen or legal permanent resident and the victim is:

- the abused spouse
- the child/step-child who was abused or witnessed the abuse of a parent/step-parent
- a parent who is abused by her or her own adult child

The victim may be eligible to file an immigrant visa petition (self-petition) under the Violence Against Women Act (VAWA). Victims may be eligible for this form or relief regardless of how they entered the country. Through the VAWA Self-Petition, victims may eventually become eligible for employment authorization and a green card without the knowledge or consent of the abuser.

U-Visas for Victims of Crime

If the victim of a crime (including domestic violence and/or sexual assault) is also undocumented, they may be eligible for a U-Visa. The U-Visa is a special class of visas issued by the United States Citizenship and Immigration Service (USCIS). The U-Visa is available for victims of crime who have 1) suffered substantial physical or mental abuse from criminal activity; 2) have information

regarding the criminal activity; 3) assist government officials in the investigation of such criminal activity. U-Visa holders receive employment authorization and a path to receive a green card.

***For more information:**

- Connecticut Coalition Against Domestic Violence, call (888) 774-2900, or www.ctcadv.org
- <http://www.ctcadv.org/GetHelp/ForImmigrantsandRefugees/tabid/295/Default.aspx>

Another valuable resource:

State of Connecticut Department of Children and Families (DCF)

If child abuse or neglect is suspected, call the Child Abuse and Neglect Hotline at: (800) 842-2288.

This link provides FAQs about how to report child abuse and neglect as well as Connecticut state laws and regulations on abuse and neglect:

<http://www.ct.gov/dcf/cwp/view.asp?a=2556&Q=314388>.

Energy Assistance

Connecticut Energy Assistance Program

The Connecticut Energy Assistance Program benefits thousands of homeowners and renters throughout the state. Please check out the services explained on this website, as well as income and asset guidelines to see if you are eligible for the Connecticut Energy Assistance Program.

***For more information:**

- <http://www.ct.gov/dss/cwp/view.asp?a=2353&q=305192#ceap>

Connecticut Weatherization Assistance Program

The Weatherization Assistance Program assists low-income persons to minimize energy-related costs and fuel usage in their homes through retrofits and home improvement measures. The program is funded by the US Department of Energy, which awards grants to all 50 states, including Connecticut.

***For more information:**

- <http://www.ct.gov/dss/cwp/view.asp?a=2353&q=305196>

Immigration/ Citizenship Services

Catholic Charities Migration and Refugee Service

**Helps newly arrived refugees or refugee families make adjustments to their new home and community.*

Judith Gough, Director

125 Market Street, Hartford, CT 06103

(860) 548-0059

<http://www.cccfs.org>

Hours of Operation: Mon-Fri, 9 am– 5 pm

International Institute of Connecticut (iiconn)

**Immigration and naturalization counseling and court representation, and translation of documents.*

175 Main Street, Hartford, CT 06106

(860) 692-30852

<http://www.iiconn.org>

Hours of Operation: Mon-Fri, 8:30 am to 4:30 pm

Greater Hartford Legal Aid

**Immigration status issues for family violence victims only.*

999 Asylum Avenue, 3rd Floor, Hartford, CT 06105

(860) 541-5000

<http://www.ghla.org>

United States Department of Homeland Security

**Provides general information and processes applications for immigration, naturalization, employment of alien workers, and alien students attending schools in the United States.*

450 Main Street, Hartford, CT 06103-3013

(800) 375-5283

<http://www.uscis.gov>

Hours of Operation: Mon-Fri, 7:30 am - 3 pm

Social Services

Social Work Services

The Department is divided into three service delivery areas within the state, with social workers on staff in 12 regional offices and a Central Office that provide direct social work services to eligible State citizens.

Direct Service Social Work Programs

- Acquired Brain Injury Waiver
- Community Based Services
- Conservator of Person
- Conservator of Estate
- Family Social Work Services
- Family Support Grant
- Guaranteed Security Deposit
- Individual Services
- Long Term Care Investigations
- Personal Care Assistance Waiver
- Protective Services for the Elderly

Social Work Services also has the responsibility for administering grants and contracts programs through vendored services. See Community Services Division.

State Wide Programs (vendored services)

- Domestic Violence Shelters and Services
- Teen Pregnancy Prevention Program
- Eviction and Foreclosure Prevention Program
- Family Crisis Services Program
- Family Planning Program
- Disabilities Services Programs and Activities

The Connecticut Council for Persons with Disabilities

This council advises the Department as it carries out its role as the lead agency for services for people with disabilities, and as the coordinator of the delivery of such services by all state agencies.

***For more information:**

- <http://www.ct.gov/dss/cwp/view.asp?a=2353&q=416642>

Transportation Services

CT Transit

CTTRANSIT Hartford operates over 30 local and 12 express bus routes. Many local routes operate 7 days a week, serving 26 towns in the Capital Region. Express service operates weekdays only. CTTRANSIT Hartford makes connections with Middletown Area Transit, and CTTRANSIT New Britain.

- CT Transit tickets and passes are available to purchase online, by mail, and in person.
- Fare payment on CT Transit buses must be made with cash, ticket, or pass options.
- CT Transit riders can transfer easily to and from other local bus transit systems with no extra charge.

Regular Cash Fare	\$1.30
Children (Age 4 and Under) Maximum of 3 with each adult	FREE
Youth (age 5-18) (Proof of age may be requested.) Cash	\$1.05
10-Ride Ticket	\$9.50
Transfers Transfer is good for continuing a one way trip on local bus and is valid for 90 minutes from the time issued. Doubling back over any part of the original route is prohibited. Issued upon boarding only.	FREE
Senior/Disabled Cash	\$.65
10-Ride Ticket	\$5.85
31-Day Pass	\$23.50
10-Ride Ticket Save! Multi-ride ticket with no expiration date.	\$11.70
All-Day Pass May be purchased on bus. Please tell bus operator you want a pass before depositing money. Bus tokens have no cash value and cannot be combined with cash to purchase All-Day passes.	\$3.25
3-Day Pass	\$7.80
5-Day Pass	\$11.70
7-Day Pass	\$15.60
31-Day Pass	\$47.00

*For more information:

- www.cttransit.com , (860) 525-9181
Hours of Operation: Monday-Saturday 6:30 am – 6:30 pm
Sundays 7:00 am – 6:00 pm

Dial-A-Ride

Dial-A-Ride offers taxi service for Hartford residents.

*For more information:

- (860) 724-5340