



**TOWN OF BLOOMFIELD
SOCIAL & YOUTH SERVICES
330 Park Avenue, 2nd Floor
(860) 242-1895**

**Hours of Operation:
Monday – Friday 9:00 am – 5:00 pm**

COVID-19 COMMUNITY RESOURCE GUIDE
(Updated 2/17/2021)

GENERAL INFORMATION

- Call 2-1-1 or visit www.211.org/services/covid19 for 24/7 access to up-to-date information and resources.
 - Covid-19 Sites: www.211ct.org/covidtesting
 - If you are deaf or hard of hearing, relay services are available at 7-1-1.
- Free Covid-19 Testing: Charter Oak Health Center/Trinity Health Of New England www.thecharteroak.org/covid-19 or call (860) 550-7500
- Schedule Your COVID Vaccine:
 - Vaccination Administration Management System (VAMS): <https://dphsubmissions.ct.gov/OnlineVaccine>
 - Connecticut's Vaccine Appointment Assist Line: 877-918-2224
 - Trinity Health of NE: <https://www.trinityhealthofne.org/find-a-service-or-specialty/covid-19/schedule-your-vaccine>
 - Hartford Healthcare: <https://hartfordhealthcare.org/health-wellness/coronavirus> or call hotline: 833-621-0600
- Sign Up for COVID-19 Notifications from Bloomfield: Town residents can sign up to receive COVID-19 updates via phone, text, or email. To opt-in to receive these updates, people can text COVIDCT to 888-777 or sign up at www.ct.gov/covidupdates
- Information on a variety of legal issues, including your legal rights during the Covid-19 epidemic, can be found on Statewide Legal Services of CT's website at www.slsct.org or call the toll-free hotline: (800) 453-3320. Hotline calling hours are: Monday–Friday 9:00 am–12:00 noon and 1:00 pm–2:00 pm.
- Information and the latest updates on Coronavirus across the State of Connecticut can be found at: <https://portal.ct.gov/coronavirus> - including the governor's updates, travel advisories, testing and vaccination.

- Town of Bloomfield news and updates: www.bloomfieldct.org or visit Bloomfield Police website: www.bloomfieldct.gov/police
- West Hartford-Bloomfield Health District: (860) 561-7900
<https://www.westhartfordct.gov/town-departments/health-district>
- Center for Disease Control: www.cdc.gov

Free At-Home Internet for Public School Students

- If you or a member of your family is a public school student in Connecticut and you don't currently have Internet at home, you are eligible for Governor Lamont's Everybody Learns Initiative.
- Everybody Learns provides 12-months of free at-home broadband to eligible students and their families.
- To learn more about the Governor's Everybody Learns Initiative visit: <https://portal.ct.gov/GetConnected/Help-for-Students> or contact Bloomfield Public Schools at (860) 769-4200

Bloomfield Diaper Bank

- A partnership between the Family Resource Center and Social & Youth Services
- Provides free diapers to Bloomfield families in need on a monthly basis
- For additional information, contact Social & Youth Services at (860) 242-1895 or the Family Resource Center at (860) 769-5518

LOCAL FOOD RESOURCES

Bloomfield Food Bank: Bloomfield Social & Youth Services-330 Park Avenue - (860) 242-1895

- Wednesdays, 1:00 pm – 3:00 pm & Fridays, 11:00 am – 1:00 pm
- Food Pick-Up is located in the lower lobby of the building
- Bloomfield Residents Only – ID required

Bloomfield Senior Services: 330 Park Avenue – (860) 243-8361

FOODSHARE Distribution - Scheduled bi-weekly on Tuesdays:

- 2021 Dates - 1/12, 1/26, 2/9, 2/23, 3/9, 3/23, 4/6, 4/20, 5/4, 5/18, 6/1, 6/15, 6/29, 7/13, 7/27, 8/10, 8/24, 9/7, 9/21, 10/5, 10/19, 11/2, 11/16, 11/30, 12/14, 12/28
- Numbers are distributed at 12:15 pm; FoodShare Truck arrives at 12:45 pm
- Drive-Thru, "Grab-n-Go" Pick-Up - Upon arrival, paper numbers are distributed
- Participants are asked to wait in cars until number is called.
- Walk-Ups are welcomed

Meals-On-Wheels

- Senior Services will continue to deliver meals to those enrolled in the program
- Contact Senior Services for additional information at (860) 242-1895

Bloomfield Public Schools

- Free Grab 'n' Go Meal Plan for households with youth ages 18 and under
- Pick-Up Location: Carmen Arace Middle School – 390 Park Avenue
- Mondays & Fridays – 9:00 am to 11:00 am
- Wednesdays – 10:30 am to 2:00 pm

Bloomfield Congregational Church - Community Kitchen

10 Wintonbury Avenue – Bloomfield, CT - (860) 242-0776

- Every Saturday from 11:30 am – 12:45 pm
- Serving Hot Meals To Go
- First Come, First Served - All Are Welcome!

Hope Seventh-Day Adventist Food Pantry

1052 Blue Hills Avenue – Bloomfield, CT - (860) 243-3426

- Open 2 Thursdays per month; 8:00 am – 12:00 noon
- 2021 Dates – 1/7, 1/21, 2/4, 2/18, 3/4, 3/18, 4/8, 4/22, 5/6, 5/20, 6/3, 6/17, 7/8, 7/22, 8/5, 8/19, 9/9, 9/23, 10/7, 10/21, 11/4, 11/18, 12/2, 12/16

Mobile Foodshare

- *Rentschler Field, 615 Silver Lane, East Hartford, CT: Every Tuesday, 9:30 am - 1:00 pm*
- Mobile Foodshare is a pantry-on-wheels that brings fresh produce and other food to our neighbors in need at community sites throughout Hartford and Tolland counties
- Please remember to bring a bag or box with you to carry your food
- Call Foodshare's 24-hour phone line at 860-856-4321 to find additional Mobile Foodshare locations
- To receive the Mobile Foodshare schedule on your cell phone text FOODSHARE to 85511
- Visit their website at www.foodshare.org and scroll down to Mobile Foodshare for additional information

Supplemental Nutritional Assistance Program (SNAP) (formerly known as the food stamp program), is a nutrition program that helps low-income individuals and families buy food.

- Visit <https://portal.ct.gov/DSS/SNAP/Supplemental-Nutrition-Assistance-Program---SNAP> for additional information or to apply for benefits
- People who get SNAP will be able to use their EBT card to buy eligible food items online for delivery or curbside pickup. Retailers approved for the initial launch of online SNAP purchasing are Amazon (including Amazon Pantry and Amazon Fresh), 12 Walmart stores, and 22 ShopRite stores.

End Hunger CT SNAP Call Center:

- Staff prescreen and assist with submitting SNAP applications.
- Call Center associates are available 7 days a week and can assist you in English and Spanish. To apply call (866) 974-7627.
- Visit www.endhungerct.org for additional information

HOUSING RESOURCES

RENTERS:

Eviction Moratorium: On February 16, 2021, the Biden administration extended the moratorium for new eviction and foreclosure cases to **March 31, 2021**. Visit www.ctlawhelp.org/en/evictions-during-coronavirus-crisis for details on your rights during the eviction moratorium.

Temporary Rental Housing Assistance Program (TRHAP): This program is for households that are experiencing difficulty paying rent due to COVID.

- Unfortunately, due to the large volume of interest and the resulting backlog, the TRHAP Program will be paused for Intake beginning Thursday, December 3rd. During this time, both the Call Center and the Web Form will be unavailable for submission.
- Continue to check the following websites for updates: www.chfa.org or <https://portal.ct.gov/DOH/DOH/Programs/TRHAP>

Housing Choice Voucher Program (also known as Section 8): www.cthcvp.org

- Use this web site to locate open Housing Choice Voucher waiting lists throughout Connecticut.
- You can also register to receive automatic notice of the opening of Housing Choice Voucher waiting lists whenever they occur.

Additional housing information can be found through the State of CT Department of Housing website: <https://portal.ct.gov/DOH>

Additional information on Tenant-Landlord rights can be found at www.ctlawhelp.org

HOMEOWNERS:

- *If you are able to pay your mortgage, continue to pay as usual.*
- *If you cannot pay your mortgage, immediately contact your mortgage servicer or financial institution. Please note that mortgage servicers are getting a lot of calls from homeowners experiencing difficulties due to the pandemic, and wait times are much longer than usual. Be prepared to wait, and also check your bank's website for online options.*

State of Connecticut Department of Banking

- If you are experiencing financial hardship due to COVID-19, the federal government is offering relief options to homeowners. In addition, for those borrowers who do not qualify, many banks and credit unions in Connecticut are offering relief consumers may qualify for. For additional information and guidance visit: <https://portal.ct.gov/DOB/Consumer/Consumer-Help/COVID-19-Mortgage-Relief>

Connecticut Housing Finance Authority Emergency Mortgage Assistance Program (EMAP)

- May help you catch up or stay current with mortgage payments due to falling behind on your mortgage, or you expect to fall behind or you are facing foreclosure due to a financial hardship.
- Visit their website at www.chfa.org or call (860) 721-9501 for additional information

Connecticut Fair Housing: <https://www.ctfairhousing.org/>

- Provides free investigative and legal services to residents who believe they have been the victims of housing discrimination, foreclosure prevention, anti-predatory lending, and fair lending efforts.

FINANCIAL ASSISTANCE

CT DEPARTMENT OF SOCIAL SERVICES

- For information or to apply for financial assistance programs, customers visit www.connect.ct.gov and www.ct.gov/dss/apply
- Or call the Client Information Line at 1-855-6-CONNECT (1-855-626-6632)
Please note that wait times to speak with a representative may be longer than usual.

UNEMPLOYMENT:

- Apply for unemployment as soon as you stop working. You may not be paid benefits for past weeks if you delay filing.
- Apply at the Connecticut Department of Labor (DOL) website:
<http://www.ctdol.state.ct.us/ui-online>
- If you do not have internet access on a computer or a phone, you can apply by calling the DOL at one of these numbers:

203-941-6868

860-967-0493

800-956-3294

ENERGY ASSISTANCE

HEATING & UTILITY ASSISTANCE PROGRAMS

Bloomfield Social & Youth Services assists residents with accessing programs and services for heating assistance, utility shut-off prevention and home energy conservation programs. Please contact the office for additional information.

CONNECTICUT ENERGY ASSISTANCE PROGRAM

The Community Renewal Team (CRT) Energy Assistance program helps income eligible households pay their heating bills and weatherization services. Due to COVID-19, there are no in-person appointments at this time. All appointments are conducted by phone or by mail-in applications. Applicants can call (860) 560-2694 to schedule an appointment or to request a mail-in application. For additional information or to download a mail-in application visit www.crtct.org/en/need-help/energy-a-weatherization

HARDSHIP: ALL UTILITY CUSTOMERS, with past due balances, are eligible to avoid utility shut-offs, **regardless of income**. If you heat with either gas or electricity, apply and qualify for hardship status, your electric and gas service will not be shut off during the winter moratorium. The winter moratorium runs from November 1st to May 1st. If you're ineligible for hardship status or a non-residential customer, you can enroll in a COVID-19 Payment Plan with your utility company. Contact your utility company or Social & Youth Services for enrollment information.



Beginning December 1, 2020, Operation Fuel will begin accepting applications for utility or deliverable fuel assistance and MDC water bill assistance. Operation Fuel assists households who fall outside the government assistance programs' eligibility guidelines or who have exhausted their government assistance. Qualified applicants can call Social & Youth Services at 860-242-1895 to apply or to submit an online application, please visit www.operationfuel.org/gethelp

UTILITY MATCHING PAYMENT PROGRAMS: Eversource and CNG offer special payment programs for income eligible heating customers who receive energy assistance. The utility companies match customer payments and energy assistance payments based on a year-round customer payment plan. Contact Social & Youth Services for additional information and to enroll in these programs.

WEATHERIZATION PROGRAMS: The Home Energy Solutions program provides valuable services to help homeowners and renters reduce their energy bills by making their homes more energy efficient. Individuals can apply for this program by applying for the Energy Assistance program or visit www.energizect.com or call 1-877-WISE USE (877-947-3873 for additional information.

2020-2021 MAXIMUM INCOME GUIDELINES		
<u>Family Size</u>	<u>CT Energy Assistance</u>	<u>Operation Fuel</u>
1	\$37,645	\$ 47,055.84
2	\$49,228	\$ 61,534.56
3	\$60,811	\$ 76,013.28
4	\$72,394	\$ 90,492.00
5	\$83,977	\$104,970.72
6	\$95,560	\$119,449.44

RENTERS' HEATING / UTILITY PROBLEMS WITH LANDLORDS

Landlords must provide working equipment for utilities including heat, electricity, plumbing, and both hot and cold running water. If any of your utilities don't work, ask your landlord to fix the problem.

Heat: Your landlord must provide equipment that can heat your home to at least 65°. If your furnace won't heat your home to 65°, your landlord must fix or replace the broken heater. If your landlord is responsible for heating, they must provide fuel or pay the heat bill.

Gas, Electricity, and Water: Your landlord must provide equipment for these services. You don't have to pay for the utilities used by other renters or used in areas shared with other renters.

What Should I Do If My Heat Or Utilities Aren't Working?

- Ask your landlord to fix the problem. If you ask in person, try to make sure there is a witness with you. If you ask in writing, keep copies of any letters, emails, or text messages that you send. Describe the problem and tell the landlord that you want the problem fixed right away.
- Call code enforcement. If the problems are still not fixed after you ask your landlord to fix them, call Bloomfield Building Department at (860) 769-3516 or the West Hartford-Bloomfield Health District at (860) 561-7900 or Bloomfield Social & Youth Services at (860) 242-1895.
- Call the Police. If the above-mentioned departments are closed and you are unable to wait until the next business day, call the Bloomfield Police Department at (860) 242-5501.

- Contact Housing Court. If your landlord does not fix the problem(s) within 21 days of reporting your complaint, you can start a lawsuit with housing court. Once you start your lawsuit, you will pay rent to the court, not to your landlord. You will keep paying your rent to the court until your case is over. For additional information, contact the Hartford Housing Court office at 860-756-7920 or visit www.jud.ct.gov/faq3/landlord.html

SOURCE: Statewide Legal Services website www.ctlawhelp.org/en/energy-utility-problems-landlords Additional information on a variety of legal issues can also be found on their main website at www.slsct.org or call the toll-free hotline: (800) 453-3320. Hotline calling hours are: Monday–Friday 9:00 am–12:00 noon and 1:00 pm–2:00 pm.

TRANSPORTATION

Bloomfield Minibus: Contact Bloomfield Senior Services for updated information at (860) 243-8361

Connecticut ADA Paratransit:

If you have a disability that prevents you from using the public transit bus service in Connecticut, you may be eligible for ADA Paratransit service.

- For additional information or to apply for this services visit www.ctada.com or call (860) 247-5329 Ext. 3100

Connecticut Transit: For information visit www.cttransit.com or call 860-525-9181

Nutmeg Senior Rides:

- Visit www.nutmegseniorrides.org or call (860) 758-7833 for more information
- Transportation services for people 50 and older and adults with visual impairments
- Provides members with affordable, door-through-door, personal transportation
- Rides to work are available, as well as any other purpose and service 365 days a year
- Volunteers provide 50% of the rides

ADDITIONAL CRISIS PROGRAMS & SERVICES

Bloomfield Senior Services

- Provides friendly phone calls by staff to Senior Center members to check in on them. If you are interested in being added list, or know someone who would benefit, please call the Senior Center at (860) 243-8361.

Adult Telephone Intervention and Options Network (ACTION)

- Contact the ACTION line team at 2-1-1 or 1-800-HOPE-135
- Adult Telephone Intervention and Options Network (ACTION) line for adults 18 years of age or older who are experiencing a mental health, emotional and/or substance use issue or crisis for which an immediate response may be required.
- The ACTION line is answered by staff trained to offer an array of supports and options to individuals in distress, including telephonic support; referrals and information about community resources and services; warm-transfer to the Mobile Crisis Team (MCT) of their area; and, when necessary, direct connection to 911

Community Health Resources (CHR):

- CHR is Bloomfield's local behavioral health agency
- Call (877) 884-3571 to speak with a behavior health specialist
- For additional information visit: www.chrhealth.org

Telephone Directory for Mental Health, Substance Abuse, and Other Services:

<https://amplifyct.org/wp-content/uploads/2020/05/CAC-17-Resource-Card-2.pdf>

National Alliance on Mental Health (NAMI)

- If you need to talk, text NAMI to 741741 or call the NAMI Helpline at 1-800-950-NAMI (6264)
- NAMI resource guide- <https://nami.org/getattachment/About-NAMI/NAMI-News/2020/NAMI-Updates-onthe-Coronavirus/COVID-19-Updated-Guide-1.pdf?lang=en-US>

National Suicide Prevention Lifeline:

Call (800) 273-8255

www.suicidepreventionlifeline.org

Connecticut Coalition Against Domestic Violence:

IF YOU ARE IN IMMEDIATE DANGER, CALL 911

If you need help or just someone to talk:

Call/Text (888) 774-2900 - Advocates available 24/7

www.CTSafeConnect.org

Department of Children and Families

To Make a Child Abuse or Neglect Report: 1-800-842-2288

Additional resources can be found on their website: www.portal.ct.gov/dcf

Crisis Text Line for youth or young adults in Crisis

Text "LISTEN" to 741-741 or visit www.crisistextline.org

Talk it Out Line: 833-258-5011

For parents and caregivers who need someone to listen, to understand and to talk your feelings out. When it builds up, talk it out.

HOW TO HELP

- Food Bank Donations: Monetary or gift card donations are the most efficient way to help. Please refrain from hosting physical food drives or dropping off food to the Food Bank while Covid-19 is a threat. Monetary or gift card donations allow us to safely provide what is needed to the residents we serve.

Donations can be mailed to: Bloomfield Social & Youth Services, 330 Park Avenue, Bloomfield, CT 06002. You may also click the PayPal link below to safely make a donation: https://paypal.me/BloomSocialYouth?locale.x=en_US

- To assist a senior in need contact Bloomfield Senior Services at (860) 243-8361 or mail your donation to Senior Services at: 330 Park Avenue, Bloomfield, CT 06002