

### **West Hartford Prevention Council & Partnership**

The West Hartford Prevention Council and Prevention Partnership promote optimal health and well-being by fostering community-wide events, activities, and awareness campaigns about the importance of promoting mental well-being and preventing substance misuse across the lifespan.

### **Fair Rent Commission**

West Hartford's Fair Rent Commission acts on complaints of excessive rental charges or requests for investigation. Staff serves as a liaison for both the tenant and landlord.

### **Town That Cares Fund**

The Town That Cares is a special fund administered by the Town of West Hartford Social Services Department. The fund assists residents experiencing a crisis situation, hindering their ability to pay for food, utility bills, shelter costs, medical expenses, and other critical needs. It is supported by contributions from individuals, businesses, and community groups. Donations are tax deductible; to the extent permitted by law. Tax ID: 06-6002124.

**For more information, please  
call our office at  
860-561-7560 or  
visit our website at  
[www.westhartfordct.gov/  
socialservices](http://www.westhartfordct.gov/socialservices)**

## **HELPFUL PHONE NUMBERS**

CT Information and Referral: Dial 2-1-1

Social Security 1-800-772-1213

Medicare 1-800-633-4227

CT Dept. Social Services 1-855-626-6632

Access Health CT 1-855-805- 4325

HUSKY 1-877-284-8759

Department of Mental Health & Addiction  
Services (DMHAS)  
860-418-7000

ADA Paratransit 860-247-5329

W.I.C. 860-722-8030

Community Renewal Team (CRT) for  
Energy Assistance 860-560-5800

Greater Hartford Legal Aid  
860-541-5000

West Hartford Housing Authority  
860-953-0002

Connecticut Fair Housing Center  
860-247-4400

Suicide and Crisis Hotline: Dial 988

The Town of West Hartford is not responsible for and cannot address or resolve any changes in or disputes regarding providers' facilities or any failures related to changes in or interpretation of facility requirements or eligibility. All information in this brochure is subject to change. Please visit the specific facility website or call the facility directly for the most current information.

## **West Hartford Social Services**

---

**Assistance for West  
Hartford Residents**

---



**50 South Main Street, Room 306  
West Hartford, CT 06107  
Phone: 860-561-7560  
Fax: 860-561-7577  
[www.westhartfordct.gov/  
socialservices](http://www.westhartfordct.gov/socialservices)**

*Revised 1/2025*

### **Adult & Family Social Work Services**

Social Workers provide assessment, case management, and advocacy to residents experiencing family issues, financial difficulties, medical conditions, housing issues or other problems that impact their lives. They make referrals, coordinate services or offer follow-up and guidance to residents in need of services.

### **Older Adult Advocacy**

Social Workers can provide assessment and referrals to programs for adults aged 60+. Staff also serves as a liaison to the Senior Advisory Commission which works with Town departments to assure access to services for seniors.

### **Veteran's Advocacy**

Social Workers can provide assessment and referrals to programs for Veterans. Staff also serves as a liaison to the Veteran's Commission which works with Town departments to assure access to services for veterans.

### **ADA Advocacy**

The Town's Americans with Disabilities Act (ADA) coordinator is committed to ensuring that the needs and interests of persons with disabilities are handled appropriately. Staff also serves as a liaison to the Advisory Commission on Persons with Disabilities which works with Town departments to assure access to services for people with disabilities.

### **Social Work Police Liaison (SWPL)**

The role of this social worker is to improve the safety and wellbeing of the community while addressing concerns around mental health and substance abuse. This collaborative relationship between law enforcement and social work leads to an enhanced public safety and psychosocial safety net.

### **Juvenile Review Board (JRB)**

The JRB is a community-based diversion process for youth that may otherwise have been referred to the juvenile court for minor violations of the law. Staff coordinates a Board which acts in an advisory capacity in determining diversions to assist first time juvenile offenders and their families in avoiding further involvement with the judicial system.

### **Youth Services Bureau**

The Town of West Hartford contracts with The Bridge Family Center to provide youth services to residents. The Bridge provides a variety of services, such as 24-hour emergency shelter, teen center activities, and community outreach services including prevention and intervention services. The Bridge provides counseling on a sliding fee scale to both youth and adults. Call (860) 521-8035 for more information.

### **Dial A Ride**

Dial-A-Ride provides transportation services to residents 65 and over and residents under 65 with a qualified disability. Priority is given to medical appointments and grocery shopping. Rides to other locations are provided as available. An annual application and \$65 fee is required for membership. Additional rides are available for free if necessary for urgent ongoing medical transport. An additional application would need to be completed by the resident's Doctor.

### **Energy Assistance Program**

Through the Connecticut Energy Assistance Program (CEAP), income-eligible households can receive grants to help with heating expenses during the winter season. Call CRT at 860-560-5800 for an appointment.

### **Renters' Rebate for Elderly/Disabled Program**

The Renters' Rebate program is a State-funded program which provides a rebate for eligible renters, up to \$700 to single individuals and \$900 to couples. Eligible persons are those 65 and over or individuals who are disabled and within certain income limits.

### **Food Pantry**

West Hartford Social Services maintains a large, well-stocked food pantry of non-perishable food items. Income-eligible residents can use the food pantry once per month. If you are in need of food more frequently, please contact the Food Pantry for assistance. Social Services also collaborates with Foodshare to offer fresh produce from their mobile food van.

### **Seasonal Programs**

The Town is able to offer special programs to residents in need during the holidays. Please contact Social Services for information on available programs.

### **Hillcrest Area Neighborhood Outreach Center (HANOC)**

HANOC is a collaborative effort of the Town of West Hartford, the West Hartford Public Schools, the West Hartford Housing Authority and other community agencies. HANOC's mission is to improve the quality of life for residents of all ages through educational, social, health and wellness programs in a safe and supportive environment.

### **Housing Rehabilitation Program**

The Housing Rehabilitation Program provides financial and technical assistance to eligible West Hartford homeowners to reduce lead hazards, correct housing code violations and remove architectural barriers that restrict the mobility and accessibility of handicapped household members.