

Town of West Hartford Social Services Department Newsletter Winter 2025



www.westhartfordct.gov/socialservices

Our hours are Monday through Friday from 8:30 AM to 4:30 PM

Find us on Facebook at:
Town of West Hartford Social Services
and
West Hartford Prevention Partnership



Resources and Updates:

Energy Assistance:

The Connecticut Energy Assistance Program (CEAP) is currently taking applications. The last day to apply for oil is April 1, 2025 and for other utilities the last day to establish eligibility for benefits is May 30, 2025. Community Renewal Team (CRT) may be able to assist you with your home-heating costs! Contact CRT to schedule an in-person appointment at (860) 560-5800. You can also apply online via the State of CT Department of Social Services (DSS) website: www.ct.gov/heatinghelp

Operation Fuel is not currently taking applications. Check back mid-January on their website <https://operationfuel.org/gethelp/> or call 860-243-2345.

Connecticut Utility Program for Customers:

Bill discounts and a Matching Payment Program (MPP) are available to income-eligible customers. **Eversource** has implemented a new discount rate for electric customers with a financial hardship status. Customers may be eligible for a 10% or 50% discount off their electric bill per month. The Matching Payment Program (MPP) can lower the amount you owe on energy bills. Visit www.eversource.com/billhelp for more info and to see if you qualify. **Connecticut Natural Gas (CNG)** also has a Matching Payment Program (MPP). Visit www.cngcorp.com/account/waystopay/help-with-bill

West Hartford Social Services
50 South Main Street, West Hartford, CT 06107 (860) 561-7560

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Food Pantry:

West Hartford maintains a large, well-stocked food pantry of non-perishable food items. Residents are eligible to use the food pantry once a month. In order to use the Food Pantry, residents need to provide a photo ID and a recent utility bill or official piece of mail showing a West Hartford address at each visit. Income guidelines apply and are subject to change. To register for the Food Pantry or for more information call 860-561-7569 or visit www.westhartfordct.gov/town-departments/social-services/food-pantry

Supplemental Nutrition Assistance Program (SNAP):

End Hunger CT! can assist in finding out if you may be eligible to receive SNAP benefits. Call 866-974-SNAP (7627) to speak with a Call Center Associate. You can also visit the website at www.endhungerct.org

Transportation:

West Hartford Dial-A-Ride offers transportation to medical appointments in and outside of West Hartford. They also provide rides to the grocery stores and senior centers. There is an application and a \$65 annual membership fee. To qualify, you must be aged 60 y/o or older OR be over 18 y/o and permanently disabled. Any person under 60 years of age seeking membership is required to furnish a physician's statement indicating the nature of the disability and their inability to use public transportation. For more information call 860-561-7560 or visit www.westhartfordct.gov/resident-services/transportation

ITN Central CT offers 24/7 transportation services to people 60 years and older and adults with visual impairments at an affordable cost with the arm-through-arm, door-through-door standard. Call 860-521-3600 to get more info or visit www.itncentralct.org

The Greater Hartford Transit District operates public transit and paratransit services in the Hartford region. For more information call 860-247-5329 or visit www.hartfordtransit.org

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Access Health CT- CT's Official Health Insurance Marketplace:

Access Health CT is Connecticut's official health insurance marketplace, where you can shop, compare and enroll in quality health and dental plans. It is also the only place where you can qualify for financial help to lower your costs, and if eligible, enroll in low or no-cost coverage through HUSKY Health Programs (Medicaid and the Children's Health Insurance Program (CHIP)) or the Covered CT Program. For more info call 855-805-4325 or visit their website at www.accesshealthct.com

Housing Rehabilitation:

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. For more information, please call 860-561-7562 or visit www.westhartfordct.gov/town-departments/housing-rehabilitation

2-1-1 Connecticut:

211 is a free, confidential information and referral service that connects people to essential health and human services 24 hours a day, seven days a week online and over the phone. [Visit 211ct.org](http://Visit211ct.org) or dial 211.

Youth Services:

The Town of West Hartford contracts with The Bridge Family Center to provide youth services to residents including community outreach, prevention and intervention. The Bridge provides counseling on a sliding fee scale and collaborates with West Hartford Social Services. Call 860-521-8035 for more information.

The Family Resource Center (FRC) offers a variety of family programs and support services that enhance parenting, promote family involvement with the schools, and help children to succeed academically, socially, and emotionally. For information regarding any of these programs, please call 860-929-5575 or visit www.bridgefamilycenter.org



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Tax Relief Programs:

The State of Connecticut requires municipalities to provide qualifying property (real or motor vehicle) owners who are totally disabled a \$1,000-property tax exemption (an amount off the property assessment). To apply for this benefit, file with the Assessment Office by January 31st. West Hartford provides additional tax exemption for veterans, elderly and totally disabled individuals annually. The application period is February 1st through October 1st. For more information call 860-561-7474 or visit www.westhartfordct.gov/town-departments/assessment/tax-relief-programs

Buried in Treasures workshop begins January 14

A free, 16-week, self-help and support group for West Hartford residents who want help with compulsive acquiring, saving, and hoarding tendencies will meet on Tuesdays, from 1:00 PM to 2:15 PM, starting Tuesday, January 14, 2025, in a private meeting room in Town Hall. Each session will focus on a chapter from the book Buried in Treasures. To learn more, contact West Hartford Social Services at 860-561-7570.

Holiday Closings:

Town offices, including Social Services will be closed Monday, January 20th for Dr. Martin Luther King Jr. Day and Monday, February 17th for President's Day.