

City of Danbury  
Department of Welfare & Social Services

November 2004

**Service Activities:** Department staff record activities on a daily basis. Activities can be referrals to other agencies or they can be direct services such as emergency Rx, application completion for state or federal assistance & indigent drug programs & applications for housing; security or back rent payments. These are activities/services performed by staff at 254 Main Street and do not include the activities of the homeless services division, which are reported on separately. Categories into which service activities fall are:

Service activity category	
Food Assistance	9
Housing <i>in addition to those reported on below</i>	4
Medical: including assessments for WOW, Americares	61
Indigent Prescription applications	111
Clothing	4
Evictions	6
State DSS	27
Substance Abuse	
Case management	7
Vocational	16
Neighborhood	3
Social Security	1
Energy assistance	

**\*There were 29 people who requested that the City assist them with their housing problems during the month. These individuals were assisted specifically by the department caseworker assigned to housing issues.**

10 were seeking housing and needed housing search assistance; 2 housed  
7 seeking back rent assistance- 3 pending, 1 granted, 2 denied, 1 referred to another agency  
10 received assistance with some other aspect of housing, legal referrals, mediation etc.

**\*The requests consisted of the following family compositions:**

- 12 single adults (5 elderly)
- 12 single parent families: 21 children
- 2 2-parent families: 7 children
- 3 adult couples

**\*Shelter:**

**Night Shelter**

30 different people utilized the night shelter; 6 people were turned away for lack of beds. The overall occupancy rate was 99% for the month.

**Day Center:**

- 154 Different homeless people were provided services during the month of September
- 33 initial assessments were completed
- 2 persons found permanent employment
- 2 persons found housing or were placed in housing programs
- 16 referrals for substance abuse treatment were made

Social Services Summary:

Mei was finally granted state Medicaid so that she is off the very Limited SAGA program. They found her disabled and this Allowed her to be active with straight Medicaid and able to see the Providers who were helpful to her with her many medical Problems.

Daniel was in the office for assistance and follow up with his ConnPace application.

Michael was in several times this month needing help with his written correspondence and other issues.

Ruth was in and assisted with emergency Rx assistance. Because of her many needs she was also put on the Thanksgiving list.

Cruz is a weekly regular, unable to read I assist him with assessing his mail and evaluating the need to respond. He is having problems with unemployment and not understanding his benefits. Made calls to unemployment and explained what we need to continue to do regarding his claim.

Barbara was assisted with RX for eye glasses. I contacted the Lions Club and was able to get her the glasses from that organization.

Magalis continues to struggle with getting Medicaid. Per the State she is on a high spend-down. I discussed with her getting Insurance from her McDonalds employer. She will be able to sign Up next summer, the cost is minimal compared to all the expenses She is having medically. Worked with her on Patient Assistance Programs.

Ruth was in and assisted with Emergency RX assistance also Followed up with ConnPace application etc.

Fred in and assisted with State TFA application. Because of His current situation we put him on the list for Thanksgiving and Christmas food.

Roger was given assistance in getting approved for eye glasses.

Christopher was given assistance with approval for eye glasses.

Joseph was assisted in writing letters of appeal for several denial from Pharmaceutical companies for his meds.

Patricia was in the office in need of winter coats for self and her boyfriend who is currently in the hospital. I contacted the Salvation Army and got vouchers for them. Also was able to provide them with bus fair back to New Milford.

Juan is a family man 30 yr married with a 2 yr old child. He is not Eligible for Medicaid is diabetic and receiving treatment for Leukemia . We are assisting them with holiday food and gifts. Also had a donor who will put \$100 monthly on his Pharmacy account for his insulin supplies.