

**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:

<b>Service activity category</b>	
<b>Food Assistance</b>	<b>4</b>
<b>Housing <i>in addition to those reported on below</i></b>	<b>3</b>
<b>Medical: including assessments for WOW, Americares</b>	<b>94</b>
<b>Indigent Prescription applications</b>	<b>120</b>
<b>Evictions</b>	<b>5</b>
<b>State DSS</b>	<b>6</b>
<b>Substance Abuse</b>	<b>4</b>
<b>Case management</b>	<b>12</b>
<b>Vocational</b>	<b>2</b>
<b>Neighborhood</b>	<b>2</b>
<b>Social Security</b>	<b>4</b>
<b>Energy assistance</b>	<b>9</b>
<b>Home Visits</b>	<b>4</b>
<b>Transportation</b>	<b>8</b>

***See attached excerpts from a staff report for the month***

**\*The following are 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.**

**Housing services requests**

29 were seeking housing & 7 needed housing search assistance; 1 housed, 5 pending, 1 referred

4 seeking back rent assistance: 1 pending; 3 denied

2 needing housing retention services; 1 retained

15 received assistance with some other aspect of housing, legal referrals, mediation etc.

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

22 single adults; 3 elderly

1 adult couple

4 single parent families 7 children

2 2-parent family 6 children

**City's Emergency Shelter**

**Day Center:**

162 Different homeless people were provided services during the month

18 initial assessments were completed

1 person found housing or were placed in housing programs

25 referrals for substance abuse treatment were made

19 Mental Health Referrals

10 persons found employment

**Night shelter:**

44 different people utilized the night shelter

1 person was turned away for reasons other than lack of bed space.

16 persons turned away for lack of beds

99% overall occupancy rate for the month.

## Assessment / Referral

### Superior Court

Gentleman who had been evicted several months ago and who had subsequently lost his belongings as a result of Public Auction called to discuss a situation that is related to those occurrences and to seek advice. He has just been served with papers from the landlord who is pursuing rent owed through the courts. The amount owed is approximately \$8000. Based on this figure, the suit is not in the Small Claims System. We discussed his current situation which is quite dismal. He is staying illegally at the place where his business is located. The business is doing poorly and his income is pretty much non-existent.

We reviewed the time lines on the court documents. I strongly advised him to file the appearance within the proper time. Failure to do so would result in him losing in default. He should admit to owing the money claimed but plead hardship because of his financial situation and other related problems.

He should appear in court as scheduled and see what happens given his past and present situation. The case will no doubt go before the Housing Mediator and some agreement that is reasonable may be reached.

### Care for Kids / Bethel Before and After School Programs

Various printed materials explaining the above programs along with application forms were gathered and mailed to woman in Danbury for use for her grandchildren who live with her son in Bethel.

Note was completed and sent along with the packet along with my card.

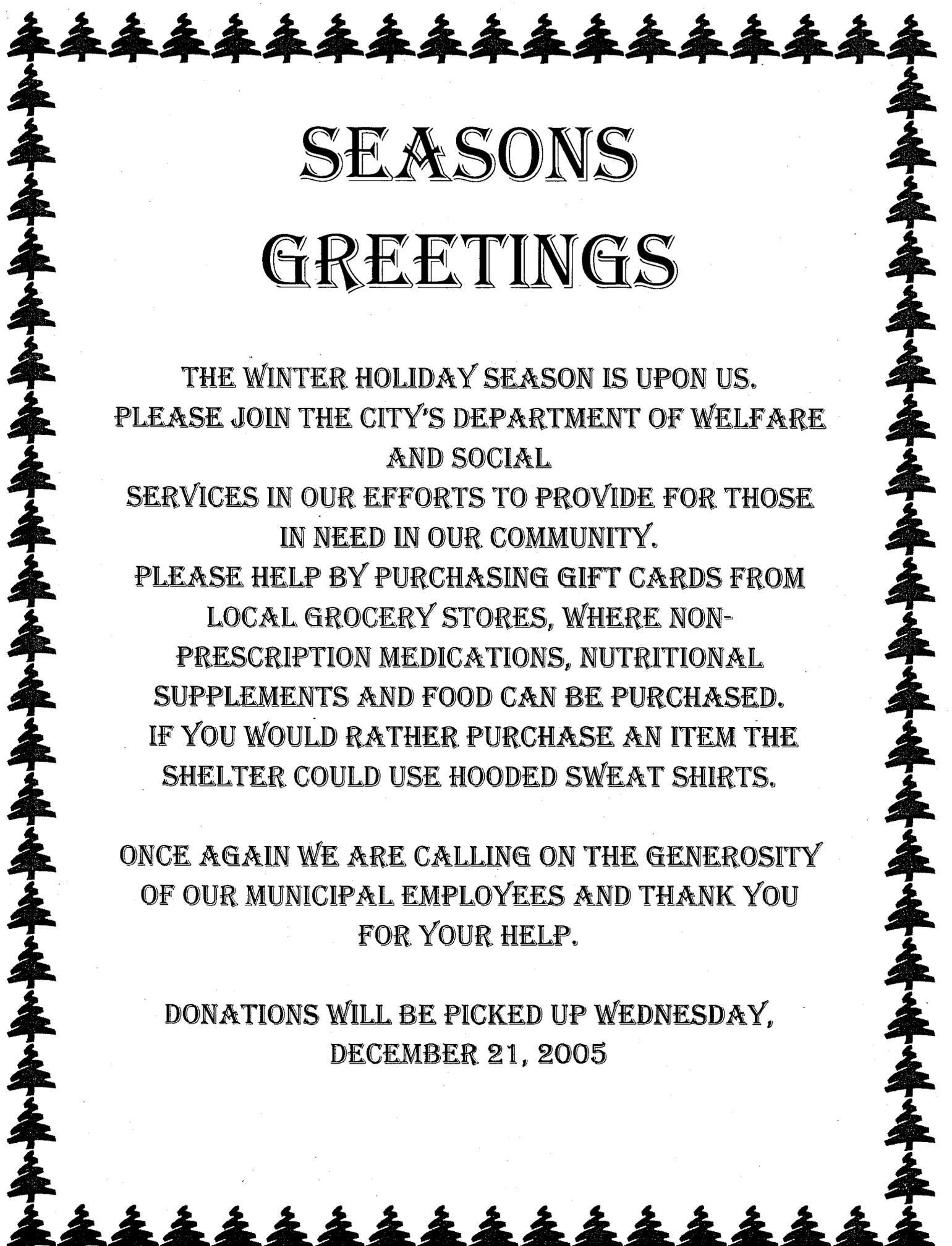
### ARC / DSS / Center for Child and Adolescent Treatment Services

Woman called seeking motel help for herself and her two children, ages 13 and 5 respectively. There is a husband / boyfriend involved as well but her concern was for her children. She is looking for help with a two night stay after which the man of the family will receive his paycheck and they can assume the cost of their stay themselves.

The family had been staying at a motel for several months; there was a brief stay in a local apartment and for the past week end, they were staying with her sister-in-law. They can no longer stay there because the relative is concerned that she may incur the wrath of the landlord and be evicted.

Lengthy discussions ensued over the course of the first day. Many contacts were made verifying the family's situation regarding program connections as well as identifying resources available in the community. See the narrative notes for specific information concerning these activities in the attachment section of the report.

Information and referrals were made to the above agencies in the heading. The use of this department's 4 day emergency assistance was also considered but was never utilized.



# SEASONS GREETINGS

THE WINTER HOLIDAY SEASON IS UPON US.  
PLEASE JOIN THE CITY'S DEPARTMENT OF WELFARE  
AND SOCIAL  
SERVICES IN OUR EFFORTS TO PROVIDE FOR THOSE  
IN NEED IN OUR COMMUNITY.

PLEASE HELP BY PURCHASING GIFT CARDS FROM  
LOCAL GROCERY STORES, WHERE NON-  
PRESCRIPTION MEDICATIONS, NUTRITIONAL  
SUPPLEMENTS AND FOOD CAN BE PURCHASED.  
IF YOU WOULD RATHER PURCHASE AN ITEM THE  
SHELTER COULD USE HOODED SWEAT SHIRTS.

ONCE AGAIN WE ARE CALLING ON THE GENEROSITY  
OF OUR MUNICIPAL EMPLOYEES AND THANK YOU  
FOR YOUR HELP.

DONATIONS WILL BE PICKED UP WEDNESDAY,  
DECEMBER 21, 2005