

**City of Danbury
Department of Welfare & Social Services**

November 2005

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	10
Housing <i>in addition to those reported on below</i>	11
Medical: including assessments for WOW, Americares	71
Indigent Prescription applications	184
Evictions	5
State DSS	35
Substance Abuse	
Case management	18
Vocational	2
Neighborhood	1
Social Security	3
Energy assistance	6
Home Visits	9
Transportation	2

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

- 19 were seeking housing & 3 needed housing search assistance;
- 2 seeking back rent assistance: 1 pending; 3 denied
- 2 needing housing retention services; 1 retained
- 12 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:

- 179 Different homeless people were provided services during the month
- 22 initial assessments were completed
- 2 people found housing or were placed in housing programs
- 22 referrals for substance abuse treatment were made
- 19 Mental Health Referrals
- 10 persons found employment

Night shelter:

- 35 different people utilized the night shelter
 - 2 person was turned away for reasons other than lack of bed space.
 - 4 persons turned away for lack of beds
- 96% overall occupancy rate for the month.

Assessment / Referral

Common Council

Woman called seeking information about how to contact a Council member for assistance. She is having a water problem in her basement as a result of development of condominiums on the property above her residence. She did not know her ward or the members elected. Inquiry was made concerning her address. Once received, I knew the ward and also the Council members for her district. The information was provided along with names and contact information of members at large.

Social Security Administration

Woman called seeking information about eligibility to work if one is receiving Social Security Disability. I did not have a definitive answer but thought that there were various levels and criteria for such a situation. I advised her to make contact with the local office preferably in person to discuss her issues. Not only is the staff helpful, there are many printed publications that can be obtained as well.

I provided her with the location and telephone number of the local office as well as the 800 number listed in the phone book.

Town Clerk / Faith Tradition

Woman called seeking assistance with recording an annulment. She has none of her paperwork and thought that this was the agency that could provide her with these documents.

Assessment completed. She was married in Danbury many years ago in her church: she is a Baptist. The marriage disintegrated as a result of domestic violence: she sought and received help through the Women's Center, the Court system and Social Services. The woman stated that she subsequently divorced the man and shortly thereafter obtained an annulment.

She stated that Social Services helped her with the annulment and that her papers would be available through them. This explained her call and request.

Through questions, I discovered that the woman received her annulment through her church process. I explained that the divorce is a government process through the court system and a matter of the public record whereas her annulment was granted by a tribunal through her faith tradition and not a required component for the public record.

She wanted to make it a part of her record.

I advised her to do the following. Make personal contact with the Town Clerk's office and obtain a copy of her marriage record. If there is no divorce degree there, she should contact the Court and obtain the information there. She should then take these documents to the minister of the church and seek assistance in obtaining her annulment record. Once she has these documents, she can register the annulment with the Town Clerk's office. She was most appreciative for helping her figure out how to proceed.

Assessment / Referral

Interfaith AIDS Ministry

Two women who were evicted informed me that they have Aids and asked me for referrals to agencies that may assist them. They were familiar with the AIDS Project on West Street but not with the Interfaith program. I gave them the number and location of the agency and told them to use my name as a referral.

Community Agency Committee of Danbury / Veterans Administration

Man called seeking assistance for two of his relatives, a married couple in their fifties. One of them is disabled and the other just lost his job. He has been paying their mortgage for them and is finding it difficult to continue. Their income is barely able to sustain them. The current problem is a no heat situation. He does not have the additional money to assist them.

I referred him on their behalf to CACD: location and numbers were given.

He subsequently mentioned that the man was a veteran of the Vietnam conflict. I then referred him to the local Veteran's Administrator: name, location and number provided.

Department of Social Services, Bridgeport / Housing Authority

Two separate calls were received within one day's time seeking help for a third person. The first caller was making contact at the request of her friend but did not have any of the specifics of the individual's situation so I was unable to provide guidance.

The second called, the friend of above and the woman in need, at a later time and much time was spent assessing the situation.

All the above parties are from the Norwalk / Fairfield section of the county. The woman in need comes to Danbury Hospital for her medical care. She is living in a bad situation and has severe medical problems.

The friends are attempting to find housing for the woman in this area. This woman has been advised to contact local towns to facilitate this move. When asked who advised her to do this, she informed me that it was a Supervisor of the ill woman's case worker who is located in their area. Other than that information, she had no specific knowledge of the agency to which he is attached. She did have his name and number and wanted me to call him for specifics.

I explained to her that she would have to work through the woman's case worker who would be the best advocate to achieve the stated goal.

I gave her the name, location and telephone number of the local Housing Authority to share with the case worker.

I also advised her to make contact with Protective Services at her area DSS office if her concerns for the woman's safety warranted such action. I explained to her the State's obligation to follow up on such a request.

I stated that she should also seek help from DSS Social Worker as well. While we were talking I was researching the address and telephone number of her Regional DSS office: shared this information with her as well.