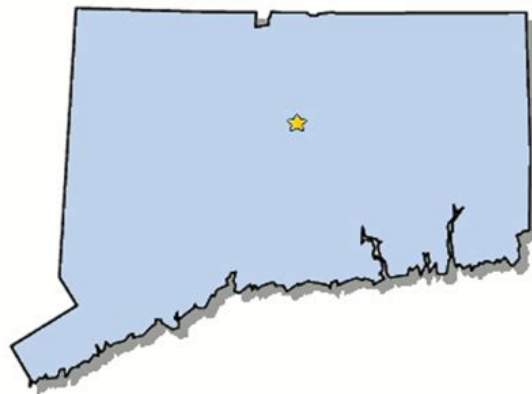


Knowledge of Community Resources

**Learning Inventory Skills Training
(L.I.S.T.) Assessment**

Quick Reference Guide

Greater Hartford Area



Basic

Knows what 211 is and the services provided

Crisis Services:

211 provides **confidential** services, advice, support, and referrals for individuals experiencing a wide array and severity of crises.

Examples include:

- Emotionally/physically/sexually abusive relationships
- Sexual assault
- Bullying
- Substance abuse
- Suicidal thoughts

211 keeps your crisis confidential and can offer support, locations of safe housing, temporary care options, and shelters, as well as referrals to local community resources.

Food Assistance:

211 can provide a wealth of information on food assistance programs such as SNAP, WIC, school lunch programs, and summer food service programs for children. 211 can also connect you with:

- Meal delivery services
- Seasonal meals and soup kitchens
- Volunteer opportunities

Health Care Services:

211 can help you navigate your healthcare options and work through the large amount of information available. Services offered include:

- Assistance with understanding health insurance plans
- Education regarding your health care rights
- Information about nutrition and wellness programs

Housing and Utilities Assistance:

211 can assist you in finding safe, clean, and habitable housing when you need it most. You can also contact 211 if you need help paying for rent, repairs, or utilities.

Employment Assistance:

211 can assist in job searches, occupational and vocational training, career counseling and resume assistance, temporary work, day-laborer opportunities, and disability and special-needs services.

Reentry Support:

If you are re-entering the community from a lifestyle transition, history of mental illness or substance abuse, or after incarceration 211 can lead you in the direction of support groups, counseling and education.

Childcare:

211 maintains current listings of the licensed child care programs in Connecticut and can connect you with your best options. 211 can also make referrals for before and after school programs, summer camps, and play groups.

Legal Assistance:

211 can provide legal assistance in areas such as child support/custody, a referral to an attorney, navigating domestic/family violence services, and immigration law. 211 can also connect you with local community legal clinics to get in-person help.

Knows where the nearest supermarket or shopping district is located



Shopping districts:

Walmart (Flatbush Ave)
Marshalls (Newfield Ave)
Bishops Corner (West Hartford)
Burlington Coat Factory (Silver lane)
Buckland Hills (Buckland Hills Dr, Manchester)
Dollar Tree (Park St and Flat Bush Ave)
Family Dollar (Farmington Ave)
Save-A-Lot (Park St)

Stop & Shop locations:

New Park Ave
Cottage Grove Rd. (Bloomfield)
Silver Lane (East Hartford)
Farmington Ave (West Hartford)

Others:

Shop- Rite (Kane St. West Hartford/ Main St. East Hartford)
ALDI (New Park Ave)
BJ's (New Park Ave) *card required
Bravo (Albany Ave) *ethnic foods
Carlo's (Farmington Ave)
CT-Town (Park St)

Knows how to get food in the event of an emergency



Food Banks:

Hands on Hartford- Church St
 Bushnell Children's Food Pantry – Vine St
 Warburton Community Church Food Pantry – Brookfield St
 The Village – Putnam St

Recommended Soup Kitchens:

Loaves and Fishes Ministries – Woodland St (offers a to-go bag)
Shiloh Baptist Church – Albany Ave (occasionally offers clothes as well as food)
House of Bread – Chestnut St (offers a to-go bag)

Citadel of Love - Barbour St
 St. Monica Church - Main St
 Walk in the Light Outreach Center -
 Main St
 Mt. Calvary Baptist Church - Oates Ave
 Hartford Rescue Mission - Windsor St
 Faith Congregational Church - Main St
 Union Baptist Church - Main St
 Center Church Soup Kitchen - Gold St
 Christ Church Cathedral - Church St

St. Patrick - St. Anthony Church -
 Church St
 Grace Supper Gathering - Woodland St
 Love Kitchen Glory Chapel - Greenfield
 St
 Three Angels Adventist - Woodland St

 House of Manna Food Pantry –
 Bartholomew Ave

Recommended Food Share Locations:

St. John's Full Gospel Deliverance Church- Bloomfield, CT (every other week)
 Charter Oak Community Health Center- Salvation Army, Hartford
 Grace Worship Center Church- Wethersfield Ave, Hartford
 UMC of Hartford- Farmington Ave, Hartford
 Church of the Good Shepard- Wyllys St, Hartford
 CRT- Marshall St.
 Salvation Army- Nelson St ***Must pre-register and must show proof of residency***
 Cathedral of St. Joseph- Farmington Ave, Hartford (seasonal)

*A full list of Connecticut Food shares, times and locations can be found at
http://site.foodshare.org/site/DocServer/2018_Mobile_Calendar.pdf

Knows how to access a crisis line

Call the local **DMHAS mobile crisis program** or call crisis directly

Capitol Region Mental Health Center (860) 297-0999

(Crisis line locator by town available on the DMHAS website)

Call 911 for **emergency medical services** or if you feel that your or someone else's life is in danger

Call 211 for the following:

- Confidential services, advice, support, and referrals for individuals experiencing a wide array and severity of crises. Examples include:
 - Emotionally/physically/sexually abusive relationships
 - Sexual assault
 - Bullying
 - Substance abuse
 - Suicidal thoughts

*211 keeps your crisis confidential and can offer support, locations of safe housing, temporary care options, and shelters, as well as referrals to local community resources.

Other Resources:

National Suicide Prevention Lifeline: 1-800-273-8255

National Hopeline: 1-800-442-4673



Knows location of the nearest hospital

St. Francis Hospital

Intersection of Woodland St and Asylum Ave
800-714-4000

Hartford Hospital

Intersection of Washington St and Jefferson St or Main St and Jefferson St
860-545-5000

UConn Health

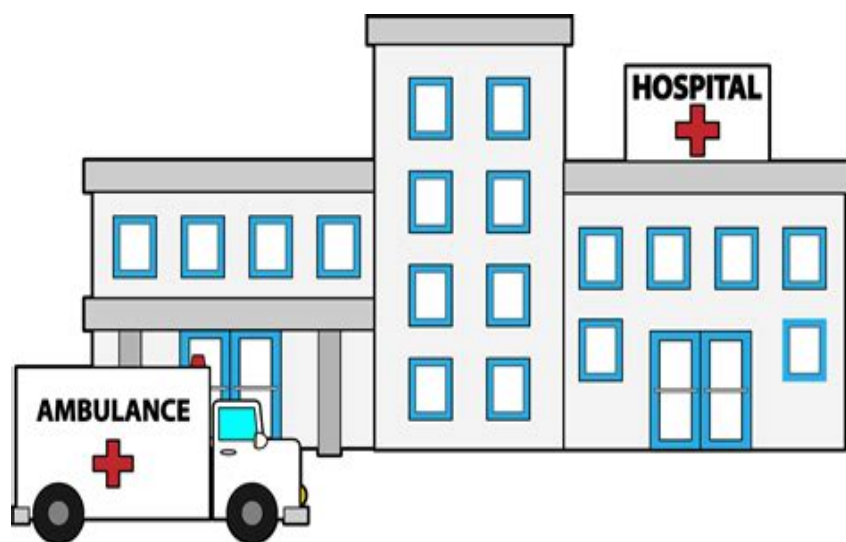
Farmington Ave, Farmington
860-679-2000

UConn Health Emergency Dental Care

Farmington Ave, Farmington
860-679-2325

Malta House of Care – Mobile Medical Clinic

Mondays: St. Rose Church 11-4
Tuesdays: The Cathedral of St. Joseph 1-6
Wednesdays: The Cathedral of St. Joseph 12-4
Thursdays: St. Augustine Church 12-4
860-725-0191

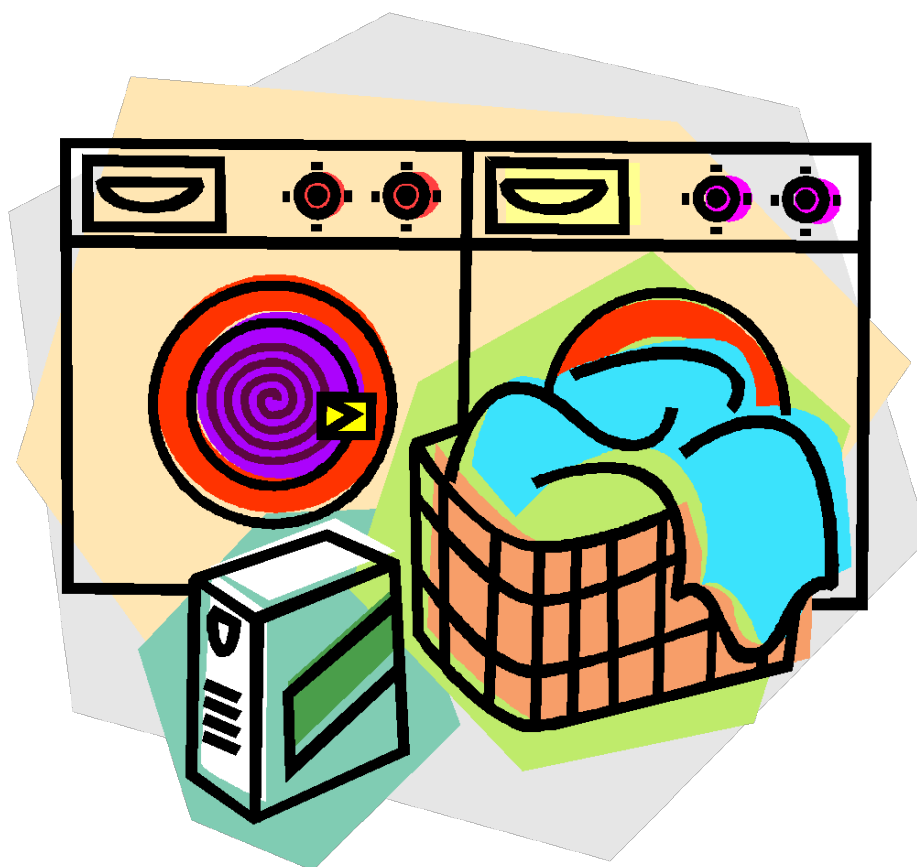


Intermediate

Knows where the nearest Laundromat is located

Super Saver Laundromat - Main St + Albany Ave
Accepts YAS Laundry Card

Soapy Suds Laundromat - Park St
Shine Laundromat - Albany Ave
Best Laundromat - New Park Ave
Your Neighborhood Laundromat - Barbour St
Sun Laundromat - New Britain Ave
Wash Tub Laundry - Farmington Ave
Family Laundromat - Franklin Ave
Q-P Cleaners - Albany Ave



Knows how to find leisure activities in the community

Hartford Public Library:

- Internet access (timed)
- DVD and book rentals
- Events in the community
- Creative expression opportunities
- Parks and recreation information
- Local volunteer opportunities
- Keep in mind, shared space with UConn

Community Centers:

- Parker Memorial Community Center: 860-757-9595
 - Pool access
 - Recreation rooms
 - Weight room
- East Hartford Cultural Community Center: 860-291-7160
 - Programs
 - Presentations
 - Leisure centered community activities

YMCA of Greater Hartford: 860-522-4183

- Fitness classes
- Gym and swim opportunities
- Dance and art programs

Bushnell Center for the Performing Arts:

- Opportunities to volunteer for events
 - Shows and concerts
 - Plays, comedians, interactive experiences
 - Children's theatre
- www.bushnell.org

Hartford Stage:

- Plays, productions, musicals, education program
- Opportunities to volunteer for events

Knows how to find a self-help group or religious organization for support

(Must indicate at least 2)

Narcotics Anonymous

- Honesty in Reality (Hartford Hospital)
- Recovery on the Hearth (Sheldon St.)
- Just Do It (United Methodist Church)
- Sisters Reaching Out (Tabor House)
- Los Quitaos (St. Augustine Church)

All meeting locations and times can be found at www.CTNA.org

Alcoholics Anonymous

- Living Sober Group (Open Hearth)
- Whats Happening Group (United Methodist Church)
- Grupo Hispano de Hartford (Our Lady of Sarrows Church)
- Mayflower Group (Westminster Presbyterian Church)
- Came to Believe (Universalist Church)

Additional locations and times can be found at www.ct-aa.org

LGBTQ Support Groups

- Hartford Gay and Lesbian Health Collective – Rainbow Room
- Hartford Gay and Lesbian Health Collective- 20 club
- Institute of Living Support Services
- Sexual Minority Youth and Family Services- True Colors

Additional locations and times can be found at www.Connecticut.networkofcare.org

Parent Support Groups

- Autism Spectrum Support Group Meeting for Parents (Institute of Living)
- Bloomfield support Group (Laurel Elementary School)
- Next Steps Parent Support Group (Summit in Plantsville)
- Parents support Group (Panera in Manchester)

Additional locations and times can be found at www.CPACINC.org

Bereavement Support Groups

- Hartford HealthCare at Home at Hartford Hospital (860-493-7328)

Additional locations and times can be found at

<https://hartfordhospital.org/File%20Library/Patients%20and%20Visitors/BereavementResourceGuide.pdf>

A full list of churches and places of worship in Hartford can be found at www.hartford.areaconnect.com/churches

Knows where personal bank (or nearest local bank) is located

People's United Bank: Inside Stop & Shop
Citizens Bank: Trumbull St
Webster Bank: Asylum St and Cottage Grove
TD Bank: Trumbull St
Santander Bank: Asylum St
Wells Fargo: State House Sq
United Bank: Asylum St
Credit Union: Cottage Grove and Asylum Ave (Can open a bank account with \$50)

Volunteer Income Tax Assistance (VITA)
1-800-906-9887

- VITA offers free tax help to those who make \$54,000 or less, persons with disabilities, and limited English speaking taxpayers



Knows how to obtain information by using 211, the internet, etc.

Where to get Internet access:

Hartford Public Library (shared space with UConn)
Capitol Region Mental Health Center
Cyber Café – Broad St
Barnes and Noble
Dunkin Donuts
Starbucks
McDonald's

Keep in mind that some of these locations, including the library, will limit your time using the internet/computers so they can meet the high demand

How to use a search engine:

- Open web browser (Ex: Google, Bing, Yahoo)
- Click on search box
- Type what you are looking for (Ex: Where is the closest library?)
- If you are looking for a location add “near me or near Hartford”
- Try to avoid clicking on the results that say “ad” (usually the first line)
- You may need to click on multiple lines to find what you are looking for or try entering different key words

211 provides services for crisis, emergencies and disasters, food, health, housing and utilities, human trafficking, jobs and employment, reentry and veterans.

Information can be accessed by calling the number 211, or using their website at www.211.org



Knows the location of their primary care provider and/or nearest walk-in clinic

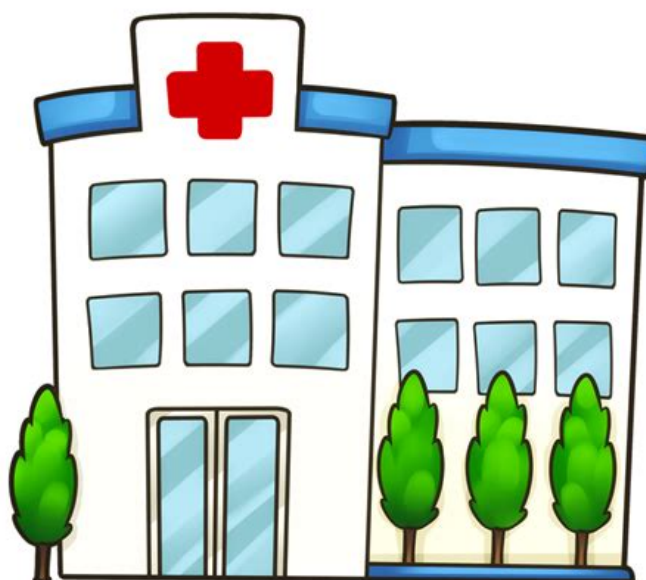
Walk-in clinic locations:

St. Francis: Hartford
AFC Urgent Care: West Hartford
Urgent Care at Bloomfield
Hartford Heath Care
Go Health Urgent Care: Bishops Corner
New England Urgent Care: North Main St and Blue Back Sq
UConn Health: Farmington

The Charter Oak Mobile Medical Van: Visits sites all over Hartford, call 860-550-7500

Malta House of Care – Mobile Medical Clinic
Mondays: St. Rose Church 11-4
Tuesdays: The Cathedral of St. Joseph 1-6
Wednesdays: The Cathedral of St. Joseph 12-4
Thursdays: St. Augustine Church 12-4
860-725-0191

*211 can be used as an additional resource to find walk-in clinic locations



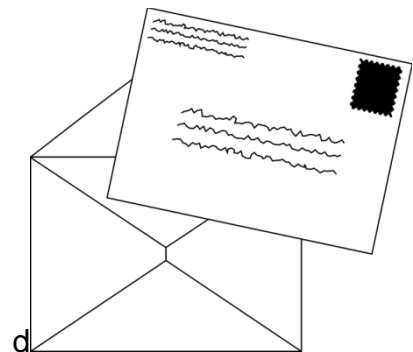
Knows the location of the nearest post office and how to use it

Weston St
 Barbour St
 Ann Uccello St
 State House Sq.
 Main St
 Woodland St
 Washington St
 Murphy Rd
 Maple Ave
 Silver Lane
 Crossroads Plz
 Lasalle Rd
 Shield St



General information

- Can use it to mail letters by dropping letter off in outdoor mailbox or going in the lobby and using the drop slot or going to a teller at the desk
- Using teller, it can be used to mail packages
- A post office box can be purchased for a semi-annual or annual fee
- Buy stamps
- Pick up a package
- Pick up certified mail
- Change of address form



Knows the location of the nearest library and how to use the resources there

Hartford Libraries:

East Hartford Public library

Connecticut State Library (best location for longer internet usage- less crowded)

Hartford Public Library Locations:

- Main St
- Albany Ave
- Barbour St
- Campfield Ave
- New Park Ave
- Park St
- Ropkins (Main St)

Resources:

- Computer and internet access
- Newspapers/magazines
- Books
- Movies
- Classes
- Events in the community
- Creative expression opportunities
- Parks and recreation information
- Local volunteer opportunities
- Assistance with obtaining a passport and green card
- Art groups for adults and children
- Private study spaces that can be used for work or meetings



How to get a Library Card

When applying for a Library card in person, you must show proof that you live, work, attend school or pay property taxes in Hartford.

Only one form of identification is necessary if it is one of these current and unexpired forms of identification:

- Connecticut driver's license
- State of Connecticut ID card

If the identification types listed above are not available, you may provide any two of the following forms of identification - one must have a photo and the other your current address:

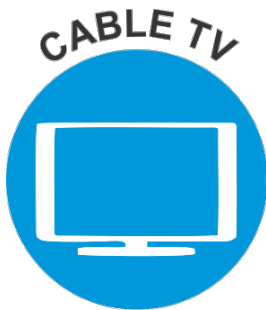
- Valid passport
- Check cashing courtesy card
- School ID card with photo
- Employee ID with photo
- Green Card
- Current month utility bill
- Mail postmarked within the past 30 days
- Printed personal check
- Lease or rent receipt (within past 60 days)
- Tax bill or receipt
- Valid car registration or car insurance



Advanced

Knows whom to contact if utilities are disconnected or not working properly

- Landlord, apartment/building manager, or call directly
- Heat
 - Connecticut Natural Gas (860-456-8745)
 - Important to know how the residence is heated
- Cable company used or available for the area (in CableTV recommended order)
 - Frontier FiOS TV
 - DirecTV
 - Dish TV
 - Xfinity
 - ViaSat
- Electricity
 - Eversource (888-544-4826)
- Landline phone
 - Spectrum
 - DirecTV
 - Cox Communications



Knows where the nearest employment office and/or service is located

American Job Centers (CT Works)

- Main St
- Provides job search assistance, employment counseling and career development, resume critiques, mock interviews, workshops and veteran services

www.cthires.com

Office Team

- Pearl St
- 860-650-0021
- Help people find fulfilling jobs

Roberthalf.com

Monroe Staffing Services

- 860-216-0473
- 111 Founders Plaza #1400, East Hartford

Hartford Personnel Department

- 550 Main St #300
- Located inside of City Hall
- Provides job listings for the City of Hartford

www.governmentjobs.com

US Department of Labor

- Main St/High St
- Provides disability resources, equal employment opportunity, health plans and benefits, leave benefits, unemployment insurance, workers compensation etc.
- 860-240-4160

www.dol.gov

Urban League

- 140 Woodland St
- Provides employment skills and occupational training in order to enter or re-enter the workforce

www.ulgh.org

Job Fairs

- Career fairs in Hartford occur every few months at the Red Lion Hotel in Hartford

Upcoming dates and times can be found at:

<https://www.nationalcareerfaairs.com/career-fairs/hartford-career-fairs/>

Knows how to get a copy of his/her birth certificate

City Hall - Office of the Town and City Clerk/ Bureau of Vital Records/ 550 Main St, room 103

- Need identification
 - A valid driver's license
OR two of the following
 - Social security card
 - Employment ID
 - State or City ID
 - 2 recent bills which show your name and current address
- Required to fill out an application
- Copies are \$15 each for wallet size and \$20 each for full-size
- Need to have the full-size/long form in order for it to be considered a legal document

Information can be found at:

<http://www.hartford.gov/townclerk/vital-records/287-town-clerk/certificates/386-birth-certificates>



Knows how to get a duplicate of his/her social security card

Social Security Office/ 960 Main St

*You are limited to three replacement cards in a year and 10 during your lifetime.
Legal name changes and other exceptions do not count toward these limits*

Documentation needed

- At least 2 documents that prove your age, identity, and citizenship or immigration status
- US driver's license, non-driver identity card, or US passport

And if necessary,

- Employee ID card, school ID card, health insurance card, or military ID card
- Birth certificate or hospital record of your date of birth

Once you have given them the correct identifying documents, you can fill out an application

If you get a replacement card through the social security office, there is no cost

It generally takes 10-14 business days from the date your application is processed to receive your new card

<https://www.ssa.gov/ssnumber/ss5doc.htm>

