



# CONNECTICUT CAREGIVER RESOURCE GUIDE

**AARP**® Real Possibilities in  
**Connecticut**

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Caregiving may be one of the most important roles you will ever take on in your life. You may have become a caregiver suddenly or perhaps your role has evolved over time. No matter where you are in the continuum of caregiving—starting to plan, helping to coordinate a big move, or taking care of a family member in your home—having resources at your fingertips will make the process easier.

With many organizations offering different types of help and services, it can be a challenge to sort out the specific type of help or services best suited for your needs. AARP developed this resource guide with you—the caregiver—in mind as a starting point to help you find the services and supports you need throughout your caregiving journey.

We hope this resource guide can assist you in the following ways:

- > **Help you get the type of assistance you need.** This directory lists many government and nonprofit resources, which you can access both in-person and online.
- > **Help you connect with others.** You'll discover, if you have not already, that you're a part of a community of caregivers and caregiver supporters. You are truly not alone.
- > **Help take care of yourself.** This is vitally important but something that many caregivers often overlook. The act of caregiving can take a physical and mental toll on the caregiver. So, it's important that you make self-care a top priority.

# Tips to Find Services and Supports

Here are a few pointers to keep in mind as you begin to look for resources and support.

## **Ask for help.**

Friends and family will often ask you if there is anything that they can do to help. Use your network and ask others to help you look for resources and information in your area.

## **If possible, use the Internet.**

The Internet is an easy and quick way to get information. Because information can vary, it is important not to rely on one site alone. Also, make sure the sponsoring organization is a reputable and reliable source of information.

## **Talk to a real person.**

Many phone numbers will lead to voicemail. It's important to leave a message, but don't wait for someone to call you back. Keep in mind that some services have backlogs of calls to return. Keep calling back until you connect with someone who can help you. Usually a second request receives prompt attention.

## **Write down your questions in advance.**

Before you call, write down specific questions and try to be as concrete and detailed as possible.

## **Keep track of your conversations.**

Keep a notebook of who you talked to. Write down names, phone numbers, and notes from each call. You never know when you will need the information down the road.

## **No one person or organization has all the answers.**

The person you get on the phone or the website you visit may have expertise in certain areas, but not in others. It is always smart to be prepared with other resources and organizations that can help.

## **Use your creativity.**

Create your own personal resource network. This could include contacting community-based agencies to find out what kinds of support services are available in your area. Consider asking friends or other caregivers what resources they found to be useful.

## **Many services are local.**

Services can vary widely from state to state and region to region. Make sure you look for resources that provide services where you live.

“There isn't a day that goes by where I don't have to do something for my mother ... It's hard work and the stress has definitely had an impact on my health, but she's my mom and I wouldn't have it any other way.”

— Jean C of Old Saybrook



## CONNECTICUT RESOURCES

Many of the organizations in your state can help provide you with the big picture of what is going on in the community. State organizations can refer you to local organizations that provide resources and services in your local community.

### **CHOICES** *Health Insurance Counseling*

Provides information and assistance about Medicare and other related health insurance options to individuals 60+ or persons with disabilities and their families.

1-800-994-9422

[www.ct.gov/communitychoices](http://www.ct.gov/communitychoices)

### **Department of Social Services—ConneCT**

The Department of Social Services' benefits assistance tool—called ConneCT—provides applicants, clients and the general public with multiple access points to the federal and state programs administered by DSS. These can include health care programs, food assistance, long term services & supports and cash assistance.

1-855-626-6632

[www.connect.ct.gov](http://www.connect.ct.gov)

### **Medicare Savings Program**

The Medicare Savings Programs (MSP) help pay for Medicare premiums. Some individuals may also qualify for extra assistance paying Medicare coinsurance and deductibles.

To learn more, contact a representative at 2-1-1.

Representatives are available 24 hours a day, seven days a week. Or, telephone a CHOICES health insurance counselor at your Area Agency on Aging.

To reach a CHOICES counselor call 1-800-994-9422.

### **Access Health CT**

Connecticut's health insurance marketplace helps guide residents as they shop and compare health plans available in the state.

1-855-392-2428

[www.AccessHealthCT.com](http://www.AccessHealthCT.com)

### **Money Follows the Person (MFP) Program**

Money Follows the Person (MFP) is a state program that helps move people from institutional settings, like nursing homes, back to home- and community-based settings. Connecticut's Department of Social Services has transition services to assist people based on their individual needs.

1-888-992-8637.

### **Connecticut Home Care Program for Elders**

Provides medical and non-medical support services for individuals age 65 and over to help with basic activities of daily living in order to avoid institutionalization. Services can include: visiting nurse services, home health aides, chore assistance, homemakers, adult day care, home delivered meals, companion services, respite care, transportation, emergency response systems, and other services necessary to support independent living.

1-800-445-5394

### **Connecticut Energy Assistance Program (CEAP)**

Provides financial assistance for residents who are unable to pay utility bills. Weatherization resources also may be available. To apply for the Connecticut Energy Assistance Program schedule an appointment with your local community action agency.

For referral to an application site near you, contact 2-1-1 Infoline or the DSS Office of Community Services at 1-800-842-1132.

## End Hunger Connecticut!

An anti-hunger organization that helps people in Connecticut get Supplemental Nutrition Assistance Program (SNAP) benefits, formerly known as Food Stamps. SNAP provides monthly nutritional assistance to people who have low income and limited assets to pay for food. SNAP also provides nutritional education.

860-560-2100

Toll free: 1-866-974-SNAP

[www.endhungerct.org](http://www.endhungerct.org)

Email:

[endhunger@endhungerct.gov](mailto:endhunger@endhungerct.gov)

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## State Department on Aging

Designs and manages resources for older adults and persons with disabilities and caregivers.

This state agency can provide an overview of aging and caregiver services in the state. The Department also administers programs for senior community employment, health insurance counseling and caregiver respite.

860-424-5274

Toll free (in State): 1-866-218-6631

[www.Ct.gov/agingservices](http://www.Ct.gov/agingservices)

Email: [Aging.sda@ct.gov](mailto:Aging.sda@ct.gov)

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## The CT Association of Area Agencies on Aging (C4A)

C4A is a professional affiliation comprised of all five of Connecticut's Area Agencies on Aging. These private, nonprofit planning agencies administer elderly service programs funded through the Federal Older Americans Act (Title III) and state funds. Services provided by the Area Agencies on Aging include: social services, nutritional services,

disease prevention & health promotion services and family caregivers support services.

Call 2-1-1- Infoline to get information on the Area Agency on Aging serving your local community

[www.ctagenciesonaging.org](http://www.ctagenciesonaging.org)

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## Connecticut Legal Services

Offers free or low-cost legal services for older adults. Provides legal advice, information and assistance with non-criminal problems.

1-800-453-3320

Middletown and Hartford:  
860-344-0380 (Call-In hours: 9:00 a.m. to 12 noon, and from 1:00 to 2:00 p.m. Monday through Friday).

[www.connlegalservices.org](http://www.connlegalservices.org)

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## Long-Term Care Ombudsman

Long-term care ombudsmen are advocates for residents of nursing homes, residential care homes and assisted living communities. Ombudsmen provide information about how to find a facility and

what to do to get quality care. They are trained to resolve problems and can assist you with complaints.

860-424-5200 or toll free  
1-866-388-1888

Email: [ltcop@ct.gov](mailto:ltcop@ct.gov)

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## Protective Services for the Elderly (PSE)

Provides education about and investigates allegations of elder abuse and neglect. Forms of abuse include physical, sexual abuse, financial exploitation and emotional and verbal abuse.

1-888-385-4225

(in-state referral line)

Infoline: 1-800-203-1234

(for out of state).

After-Hours Elder Abuse

Emergencies: In-state, call Infoline at 2-1-1; out of state, call Infoline at 1-800-203-1234.

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## NATIONAL RESOURCES

The national resources below provide valuable information and can connect you to programs and services in your state and local community.

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### Alzheimer's Association

Information and support for people with Alzheimer's disease and their caregivers. Operates a 24/7 helpline and care navigator tools.

[www.alz.org](http://www.alz.org) | 1-800-272-3900

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### Alzheimers.gov

A free federal information resource about Alzheimer's disease and related dementias.

[www.alzheimers.gov](http://www.alzheimers.gov)

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### ARCH Respite Network

The ARCH National Respite Network includes the National Respite Locator, a service to help caregivers and professionals locate respite services in their community.

[www.archrespite.org](http://www.archrespite.org)

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### Caregiver Action Network

Information, educational materials, and support for family caregivers.

[www.caregiveraction.org](http://www.caregiveraction.org)

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### Eldercare Locator

A public service of the U.S. Administration on Aging that connects caregivers to local services and resources for older adults.

[www.eldercare.gov](http://www.eldercare.gov)  
1-800-677-1116

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### Family Caregiver Alliance

Tools and resources for family caregivers, including the Family Care Navigator, a state-by-state list of services and assistance.

[www.caregiver.org](http://www.caregiver.org)  
1-800-445-8106

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### Medicare

Provides information about the Medicare program and how to find Medicare plans and providers. Caregivers will also find a tool on the website to compare home health care agencies and nursing homes.

[www.medicare.gov](http://www.medicare.gov)  
1-800-633-4227

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### National Academy of Elder Law Attorneys

A professional association of attorneys who specialize in legal services for older adults and people with special needs. Find a database of elder law attorneys by state.

[www.naela.org](http://www.naela.org)

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### The National Clearinghouse for Long-Term Care Information

Information and tools to help plan for future long-term care needs.

[www.longtermcare.gov](http://www.longtermcare.gov)

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### Social Security Administration

Information on retirement and disability benefits, including how to sign up for Social Security.

[www.ssa.gov](http://www.ssa.gov) | 1-800-772-1213

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### Veterans Administration

Provides supports and services for families caring for veterans. Connects caregivers with local caregiver support programs for veterans.

[www.caregiver.va.gov](http://www.caregiver.va.gov)  
855-260-3274

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## AARP RESOURCES FOR CAREGIVERS

### AARP Caregiving Resource Center

One-stop shop for tips, tools and resources to use while caring for a loved one.

[www.aarp.org/caregiving](http://www.aarp.org/caregiving)  
For Spanish visit  
[www.aarp.org/cuidar](http://www.aarp.org/cuidar)

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### **AARP Caregiving Support Line**

Connects you directly with an information specialist who can talk with you about services and support available in your community.

1-877-333-5885

For Spanish call 1-888-971-2013

Monday-Friday,

7:00 a.m.–11:00 p.m., EST

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### **Advance Directive Forms**

Free, downloadable state-specific advance directive forms and instructions.

[www.aarp.org/advancedirectives](http://www.aarp.org/advancedirectives)

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### **AARP Caregiving App**

Helps you manage your to-do list, calendar of appointments and support scheduling.

You can download it at  
[www.aarp.org/caregivingapp](http://www.aarp.org/caregivingapp)

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### **AARP Rx App**

Helps you manage your loved one's medications. You can also use it to help manage your own medications.

You can download it at  
[www.aarp.org/rxapp](http://www.aarp.org/rxapp)

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### **I Heart Caregivers**

An initiative to recognize family caregivers by providing them a place to share their stories and learn how they can help improve caregiver support in their state.

[www.aarp.org/iheartcaregivers](http://www.aarp.org/iheartcaregivers)

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### **Living Longer, Living Smarter**

An educational series that helps caregivers and older adults create a plan for their future.

[www.aarp.org/decide](http://www.aarp.org/decide)

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### **AARP Benefits Quick Link**

Find public benefits that can help you pay for food, medicine, health care, utilities and more by using AARP Foundation's Benefits QuickLINK tools.

[www.aarp.org/quicklink](http://www.aarp.org/quicklink)

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21 Oak Street, Suite 104  
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1-866-295-7279  
[aarp.org/ct](http://aarp.org/ct)

 [facebook.com/aarpct](https://facebook.com/aarpct)

 [twitter.com/aarpct](https://twitter.com/aarpct)