



South Windsor Human Services

- Adult and Senior Services
- Youth and Family Services

South Windsor Department of Human Services

Our Mission

- The South Windsor Department of Human Services is a multi-generation service agency comprised of two divisions:
 - *Adult and Senior Services*
 - *Youth and Family Services*
- Our mission is to enable South Windsor residents to achieve and maintain personal and social well being by providing a variety of services, programs and resources that are both proactive and responsive to the community's needs.
- We will provide service through knowledgeable employees who will treat you with courtesy, dignity and respect every time you interact with us.
- We will strive to ensure that our offices are safe, pleasant and that our services are accessible.

**Director
Adult & Senior Services**

**Assistant Director
Adult & Senior Services**

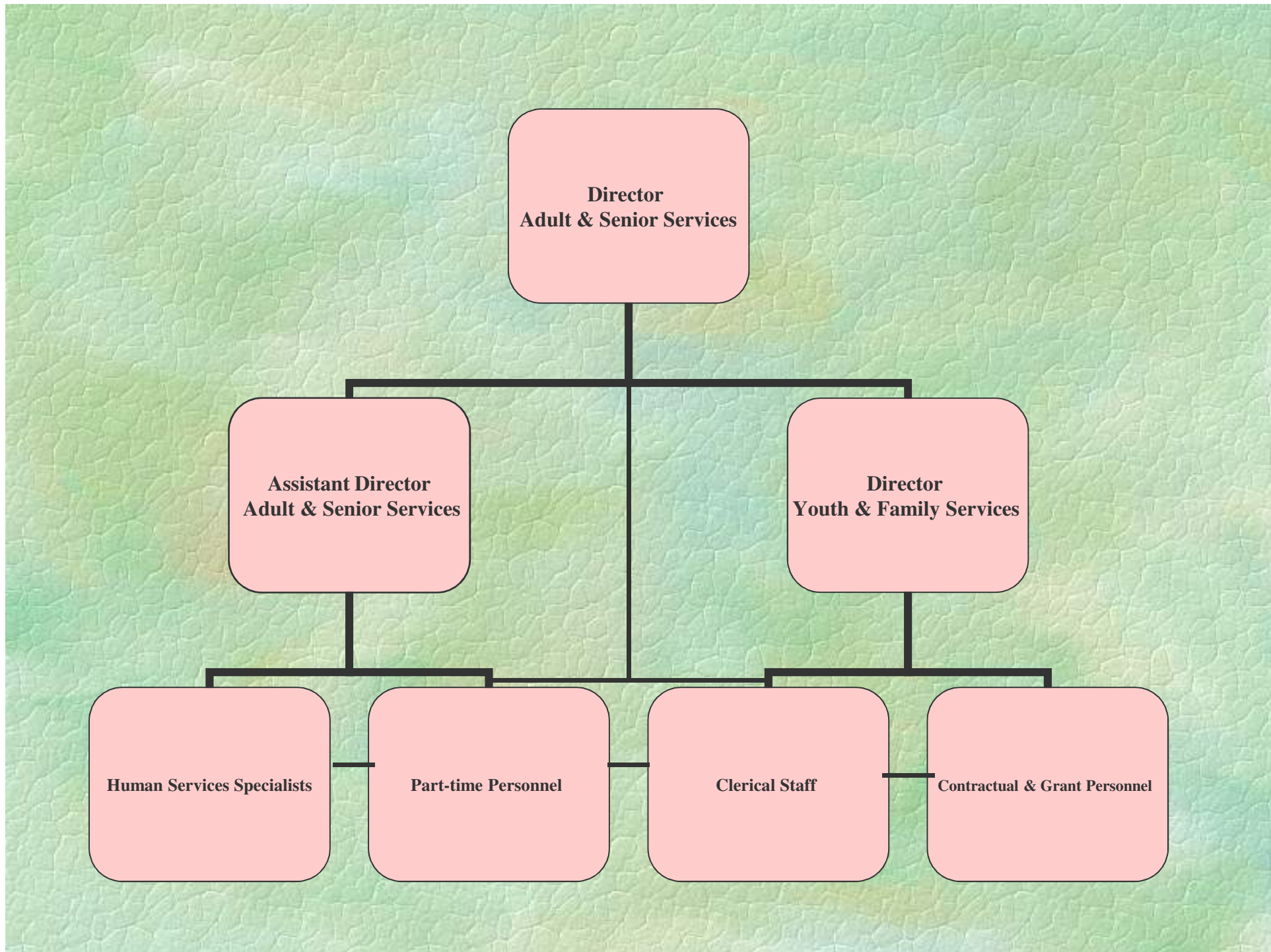
**Director
Youth & Family Services**

Human Services Specialists

Part-time Personnel

Clerical Staff

Contractual & Grant Personnel





Adult and Senior Services

Adult and Senior Services Staff:

- Division Director: Andrea Cofrancesco
- Assistant Director: Lindsey Ravalese
- Caseworker: Deborah Gregg
- Caseworker: Vacant
- Program Coordinator: Tracy Conery
- Program Coordinator: Vacant
- Admin Secretary: Cindy Malone
- Clerical: Linda Worthington
- CARES Coordinator: Amy Patterson
- Kitchen Staff: Sharon Bosco

Economic Resources

- Energy Assistance
- Food and Fuel Bank
- Operation Fuel
- DSS-Home Management Program
- Holiday Toy Program
- Thanksgiving Baskets
- Benefits Counseling
 - Medicare and Medicare Advantage Plans
 - Medicare Savings Programs
 - Medicaid
- Rental Assistance – United Way
- Property Tax Relief
- Renters Rebate
- Salvation Army Funds



Social Resources

- Fitness Classes
- Trips ~ Day, Weekend, evening and overnight
- Health and Wellness Programs
- Educational Programs
- Computer Classes
- Holiday Celebrations
- Cards and Games



Food and Fuel Bank

- Fuel Bank: \$40,000 given to 100 families annually
- Food Bank: serves 75 families a month; 263 unduplicated families annually
- Thanksgiving Baskets: 210 families



Health/Wellness Resources

- Information and Referral
- Flu Clinic/Health and Safety Fair
- Exercise Classes
 - Pickleball
 - Walkers
- Wellness Clinics
 - Nurse, foot care, hearing, ear wax
- Meals on Wheels
- Outreach/Case Management
- Social Day Program ~ CARES
- Caregivers Support Group
- Health Screenings
- Friendly Shoppers/Visitors
- TRIAD ~ Senior Safety Program
- Telephone Reassurance

FY 2013-2014

2,115 Office Visits

178 Home Visits



ADULT AND SENIOR SERVICES

TRENDS WE ARE SEEING.....

- Increased interest in physical fitness programs including pickleball
- Increased demand for transportation to medical appointments and shopping
- More people coming in for senior activities
- A willingness to pay for quality programs and activities and requests for more overnight trips

Volunteer Management

200 Volunteers in a variety of programs:

- Meals on Wheels
- Community Service Group
- Food Bank
- Reading in the Schools
- Friendly Shoppers
- Friendly Visitors
- Community Restitution
- Birthday Cheer
- Senior Center Activities
- SALT Council (Triad)
- Trip Captains



Transportation

Senior and Disabled Populations



- Assets: Four buses; three 20-passenger, one 12 passenger, all lift-equipped
- Five part-time drivers / dispatch
- Destinations: Community center, medicals, shopping, errands, MARC
- 575 unduplicated passengers (500 the previous year)

Transportation Needs Increased

- Requests for rides to medical appointments up 20%
- Unduplicated riders up 24%
- Bus mileage increased 10%

Bus Fleet Statistics

■ 2006	20 passenger	169,239 miles
■ 2007	12 passenger	124,357 miles
■ 2009	20 passenger	78,064 miles
■ 2012	20 passenger	47,924 miles

Bus Replacement Grant (ConnDOT)

Town of South Windsor funds needed: \$13,000

DOT Grant would fund: \$52,000

What this service means to residents: Priceless!

**Please note: the current budget does NOT reflect the \$13,000
needed for the replacement bus**

YOUTH AND FAMILY SERVICES



YOUTH AND FAMILY SERVICES STAFF

- Youth and Family Services Director: Liz Langevin, MSW
- Teen Center Program Coordinator: Jo-Ann Ciccaglione
- Youth and Family Counselor: Eileen Adler, LCSW
- Parenting Educator & SWAN Coordinator: Ginny Molleur
- School Outreach Specialist: Kathy Reed
- Contracted Clinician: Bob Fogel, LMFT





Resources for Youth and Families

- Crisis Intervention, Counseling and Referral Services
- In-School counseling by Clinician
- Parent Education and Support Programs (SWAN)
- Resource /Counseling room
- CARES Fund
- Substance Abuse Prevention
- South Windsor Alliance For Families
- Eat Dinner with your Family Day
- Smoking Prevention Week at the Middle School
- Relieve the Stress Fest for High School Students
- Partner/Intimacy violence for high school
- Teen Center Programs for high school & middle school
- Community Service Restitution (ACES program)
- School Based Mentoring Program
- Jump Start Tutoring Program
- Positive Youth Development Programs – PALS CARE, SADD, Girls Circle, The Council
- “It Takes One” Program at the High School
- RISING STARS Summer Program
- Bundles of Love
- Grandparent/Grandchild Pancake Breakfast
- Support for Summer Police Academy
- Juvenile Review Board and case management
- School and Community based Support Groups for Youth and for Adults

South Windsor Teen Center & Programming

“Teens Making a Difference”

- Safe, Substance-Free, Supervised Environment for youth ages 13-19
1,513 visits to the TC in 2013-2014
- Community Service- Approximately 1300 hours every year at Peter's Retreat, Cornerstone Soup Kitchen, Senior Community Garden, Adopt-a Road, Senior Spaghetti Dinner, Chamber of Commerce, etc. Accepts JRB cases, school referrals and other community organization referrals.
- Youth Action Council
- ACES program- community restitution service for high schoolers
- Rising Stars Summer Community Service Program; 700 SW youth participated over 9 years just in this program!
- Billiards, Foosball, Ping Pong, Arcade Games, TV, Lounge, Snacks





SWAN (Parenting Support)

462 individuals received parent education/support in 2013-2014

- Crisis Intervention/in home & school consultation
- One on One & Family support
- Parenting Workshops
- Northern CT Parent Networking Group with ASRC
- ADD/ADHD Parent Support Group
- Blended Families Support Group
- Grandparents Raising Grandchildren Support Group
- Parent Resource Room/Counseling Room
- Mother/Daughter Circle Group

School Outreach Specialist

- Students Against Destructive Decisions

2013-2014 : 20 students

2014- 2015: 60 students

- Mentoring Program
19 Mentors and 19 students

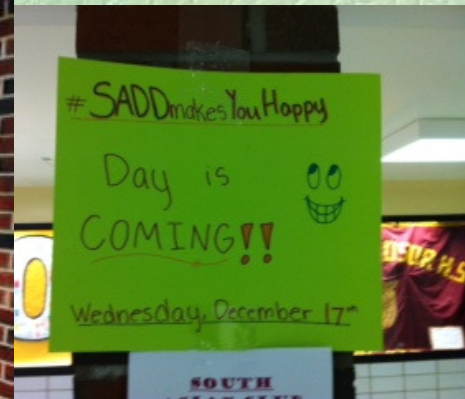
- Jump Start Tutoring
41 TE students and 59 HS tutors

- Smoking Prevention Week
2014 345 6th graders participate

- Coffee, Cops & Conversation

2013/2014 80 parents

2014/2015 123 parents so far!

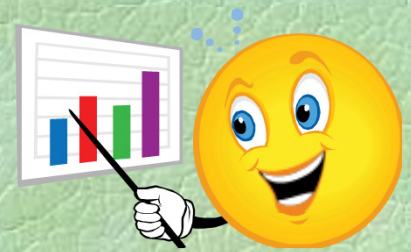


Youth and Family Counseling

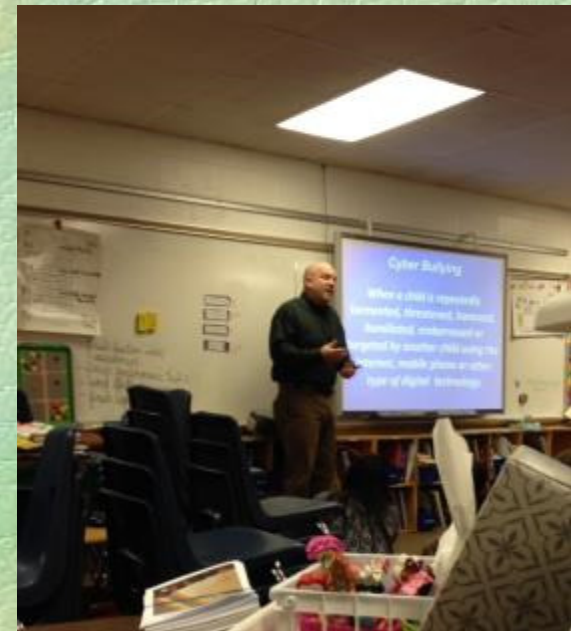
- Crisis Intervention
- Individual and Family Counseling
- Counseling in the high school (2x a week)
- Referral Services
- Support Groups (Girls Circle, Moving on Up, Bereavement, PALS, Organizational Skills, Social Skills)
- Positive Youth Development Programs



TRENDS we are seeing...



- Increase in more complex mental health/family issues
- Increased need for information on how to keep kids safe with social media access
- Increased interest in communication & information via internet



Agencies supported by Us

- **VNHS:** Provide health screenings (100 seen a month), geriatric assessment, home health aides, homemakers, flu clinic (over 200 shots)
- **Sheltered Workshops:** Job training and support services for disabled adults - MARC and Enfield ARC
- **HERC, Interval House, North Central Mental Health:** Housing assistance, domestic abuse shelter, mental health consortium





Human Services Grants

Youth and Family Services

TOTAL: \$42, 882

CT. Dept. of Education

\$22, 734 YSB Grant

\$6, 171 YSB Enhancement Grant

Local Prevention Council/ERASE

\$4, 732 Drug Free Communities Grant

\$4,245 Local Prevention Council Grant

\$1,000 Prevention Stipend

Savings Bank of Manchester

\$1,500 Rising Stars Grant

New Alliance Bank

\$2,500 Jump Start Tutoring Grant

Adult and Senior Services

TOTAL: \$72,039

CT. Dept. of Transportation

Dial-A-Ride Expansion: \$33,444

CT. Dept. of Social Services

Home Management: \$13,197

United Way Rental Assistance: \$2,793

Operation Fuel Heating Assistance: \$20,400

Salvation Army \$2,205

GRAND TOTAL- \$114,921

