



Community Renewal Team
Changing lives... Creating opportunity!



crtct.org

Profile of Services

Table of Contents

Basic Needs

Resource Centers	2
Food Assistance	3
SSBG Case Management	4

Energy and Weatherization

Energy Assistance	5
Weatherization	6

Education and Youth

Infant/Toddler Day Care	7
School Readiness and Day Care	8
Child Nutrition	9

Housing and Shelters

Affordable Housing	10
CHAP	11
Family Shelter	12
Generations	13
Housing Counseling	14
Men's Shelter	15
Supportive Housing	16

Senior Services

Community Cafés	17
Meals on Wheels	18
Retreat Assisted Living	19

MAP OF CRT SERVICES 20

Retired and Senior Volunteers	22
Senior Affordable Housing	23

Mental Health and Wellness

Asian Family Services	24
Behavioral Health Services	25
Breaking Bread	26
Integrated Services	27
Fatherhood	28
HIV Counseling Services	29
Homeless Outreach	30
Re-Entry Recovery Services	31
Transitional Case Management	32

Employment and Training

Capital City YouthBuild	33
Summer Youth Employment	34
SNAP Outreach	35
Middlesex Youth Development	36

Money Management

Financial Literacy	37
VITA Tax Filing	38

Veterans Programs

Veterans Crossing	39
Supportive Services for Veteran Families	40

Volunteer Opportunities 41

FOR MORE DETAILS GO TO OUR WEBSITE CRTCT.ORG



crtct.org

crtct.org

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HARTFORD CT 06120-2418

TEL: (860) 560.5600
FAX: (860) 560.5314



A message from Lena Rodriguez, President and CEO

Dear Friend and Colleague:

Please take a moment to browse through this booklet. As you will see, CRT offers a vast array of services – more than 60 in all – in communities throughout Central Connecticut. From the youngest in our infant/toddler classrooms to the oldest residents of our unique assisted living, CRT supports our region's citizens. We are constantly seeking to address gaps in services such as the need for affordable day care and housing for homeless veterans.

I hope that you will use and refer others to these fine services. But I also hope that you will help us identify and address the community's unmet needs. CRT's dedicated staff is helping people move from daily struggle to sustainable comfort. By working together we can go "beyond the basics" and focus on the deeper issues of poverty and inequity. The services are also described on our website, crtct.org, where you can also fill out online applications for many of our programs.

A handwritten signature in black ink, reading "Lena Rodriguez". The signature is fluid and cursive, with the first name "Lena" and last name "Rodriguez" clearly distinguishable.

Lena Rodriguez, President and CEO

Resource Centers

CRT Resource Centers are the gateway to all CRT services. Staff help individuals and families get immediate help and refer them to the social services programs they need. Case managers help people set and meet their goals.

Resource Centers are located in Hartford and Middletown. Many services are also offered in West Hartford, Bloomfield, Manchester and East Hartford. Staff speaks English and Spanish.

Caseworkers help people meet basic needs such as emergency food, clothing, energy assistance and shelter. Housing, jobs, training, social services, taxes, budgeting, education and other needs are assessed. Referrals are made to CRT and other agencies as needed to address household needs.

Onsite services include

- Individual case management
- Computer and Internet access
- Job listings
- Food
- Energy Assistance
- VITA free tax filing
- Foreclosure Prevention
- Childcare and preschool applications



APPLICATION PROCESS

- For information and referral and case management services, individuals must apply at one of the Resource Centers.
- The application process for specific CRT programs varies by program.

SERVICE HOURS AND LOCATIONS

CRT's Resource Centers are open Monday through Friday 8 am – 4 pm (with special hours when posted).

CRT RESOURCE CENTERS:

330 Market Street, Hartford

Phone: **(860) 560-5149**

CRThelpHartford@crtct.org

395 Wethersfield Avenue, Hartford

Phone: **(860) 560-5881**

44 Hamlin Street, Middletown

Phone: **(860) 347-4465**

CRThelpMiddletown@crtct.org

SUBURBAN OUTREACH OFFICES:

West Hartford Town Hall

50 South Main Street, West Hartford

Phone: **(860) 561-7563**

Bloomfield Town Hall

330 Park Avenue, Bloomfield

Phone: **(860) 242-1895**

Weiss Center

479 Main Street, Manchester

Phone: **(860) 647-3095**

Mayberry Village - Larson Center

81 Woodlawn Circle, East Hartford

Phone: **(860) 560-5800**



Food Assistance

CRT has food programs to help people in Middlesex and Hartford counties. Many Connecticut people are fed through these food assistance programs including thousands of children and seniors each year.

CRT Resource Centers distribute up to three days of food to individuals and families. Call to see if food is available.

Foodshare mobile distribution sites are located throughout greater Hartford. CRT hosts a bi-weekly site at 842 Park Street, Hartford. Listing at www.Foodshare.org.

Senior Community Cafés offer lunch to people 60 years or older and their spouses or caretakers. See page 17.

Meals on Wheels are available to seniors who are homebound. See page 18.

The **Summer Food** program for children is available in many area towns to children 18 years or younger. See page 9.



APPLICATION PROCESS

For Food Pantry go to one of the CRT Resource Centers in Hartford.
CRTHelpHartford@crtct.org

For Senior Cafés or Meals on Wheels, contact:
CRT Nutrition Department
555 Windsor Street, Hartford
(860) 560-5828
MealsonWheels@crtct.org

For Summer Food, there is no application.

SERVICE HOURS AND LOCATIONS

CRT's Resource Centers are open Monday through Friday 8 am – 4 pm (with special hours when posted).

CRT RESOURCE CENTERS:

Hartford

330 Market Street, Hartford
Phone: **(860) 761-7934**

395 Wethersfield Avenue, Hartford
Phone: **(860) 560-5738**

Middletown

44 Hamlin Street, Middletown
Phone: **(860) 347-4465**

SSBG Case Management

Individuals who receive Social Services Block Grant (SSBG) and those eligible for SSBG can receive case management services. Help is offered with clothing, food, job leads, housing assistance, budgeting help. Financial assistance for those in crisis may be available on a case-by-case basis.



ELIGIBILITY REQUIREMENTS

- Connecticut residents at least 18 years old whose income is not more than 150% of the federal poverty level.

APPLICATION PROCESS

- All interested individuals must fill out an application form and provide:
- Proof of household income
- Social Security number and birth certificate

SERVICE HOURS AND LOCATIONS

Office Hours, (unless otherwise noted):
Monday - Friday 8 am – 4 pm

Applications are taken at the locations listed:

330 Market Street, Hartford
(860) 761-7934

395 Wethersfield Avenue, Hartford
(860) 560-5738

Weiss Ctr., 479 Main St., Manchester
(860) 647-3095

44 Hamlin Street, Middletown
(860) 347-4465

Energy Assistance

This program helps renters and homeowners pay for heat. Low- to moderate-income households get help paying utility or fuel bills. Home heating includes oil, natural gas, electricity, propane, kerosene, or wood. Even if heat is included in your rent, you may be able to get a one-time cash payment. You can also get help making your home more energy-efficient.

ELIGIBILITY REQUIREMENTS

Eligibility is based on household size, income, and assets. Households with a gross annual income at 200% federal poverty level or below will usually be eligible. The utility must be billed in the name of an adult member of the household.

SERVICE HOURS AND LOCATIONS

Main Energy Assistance Office
395 Wethersfield Avenue, Hartford
(860) 560-5800

CRT has intake offices in many towns. A full list can be found on CRT's website or call **2-1-1**

Energy@crtct.org

Office Hours: Mon - Fri 8 am - 4 pm; Evening and Saturday appointments are also available.



APPLICATION PROCESS

Applications are accepted from August through May. Staff typically speaks Spanish and English. To apply, call to make an appointment at one of our locations.

Required paperwork for an intake meeting includes the following:

- Social Security numbers for all household members
- Dates of birth for all household members
- All households must provide a current active electric bill
- For electric or natural gas: Current utility bill in name of a household member over 18
- For oil, kerosene, wood or propane: Name of fuel company
- Proof of current gross income (Social Security and other monthly benefits, pay stubs, bank statements) for all household members for 4 weeks prior to application date
- Current rent or mortgage statement
- Proof of current assets (bank statements, stocks, bonds, etc.)
- Additional information about required documentation can be found on CRT's website.

Weatherization

Lower your electric bills and reduce heat costs by weatherizing your home. CRT can help renters and homeowners by sealing up leaks and reducing both water and energy usage.

A certified technician looks for ways to make your home more comfortable and energy efficient. This service is free for low and middle income qualified households. Call to see if you meet income guidelines!

This program is administered by CRT and supported by Eversource, United Illuminating, the Connecticut Energy Efficiency Fund, the Department of Energy and Environmental Protection, and the Department of Social Services.



ELIGIBILITY REQUIREMENTS

Many weatherization participants are enrolled in the Connecticut Energy Assistance Program or Temporary Assistance for Needy Families. All Connecticut households can benefit from this program.

APPLICATION PROCESS

You may download an application at crtct.org. Many people complete applications at their local Energy Assistance office. Applications are accepted year round. Please call for more information on the free service. Staff speaks English and Spanish.

Applicants for free weatherization must provide the following:

- Proof of household income - last four pay stubs for work or pension/retirement
- Proof of rental income if applicable
- Proof of unemployment
- Proof of Social Security/Disability
- Proof of state assistance

SERVICE HOURS AND LOCATIONS

330 Market Street, Hartford
(860) 560-5354

Weatherization@crtct.org

Office Hours: Mon - Fri 8 am - 4 pm

Infant/Toddler Day Care

CRT offers high quality, licensed full-day childcare for infants and toddlers from six weeks of age until they are ready to enter pre-school. Caring staff provide safe, stimulating and nurturing care in brightly-lit, modern centers. Healthy meals and snacks are provided. Families have access to all CRT services.

Infant & Toddler Care is a 10-hour per day program that charges low fees on a sliding scale, based on income.

Infant & Toddler Care and Education is offered at two sites in Hartford. All centers are open year-round, offering 10 hours per day of care. Call to find out which location will suit your family's needs. Staff speaks English and Spanish.



APPLICATION PROCESS

You may complete a pre-registration online at crtct.org. Bring the following papers with you to apply:

- Proof of address
- Social Security Card for child (optional)
- Proof of household income for one-month (for example: Tax Forms, W-2 Form, pay stubs)
- Medical insurance card for child
- Proof that the child had a physical exam within the past year
- Child's birth certificate

Call the ECE Enrollment Office to apply

SERVICE HOURS AND LOCATIONS

Early Care and Education Enrollment Office
(860) 560-5401 Fax: (860) 560-5722
ECE@crtct.org

Office Hours: Mon - Fri 7:30 am - 5:30 pm

Children's Learning Center

211 Laurel Street, Hartford

Job Corps Early Care Center

100 William Campbell Blvd., Hartford

ELIGIBILITY REQUIREMENTS

- Eligibility is based on the family's income according to family size, the child's age and disability.
- Eligibility information for these programs is available by contacting the enrollment office at **(860) 560-5401**.

School Readiness & Child Day Care

CRT offers affordable, high quality, licensed School Readiness and Child Day Care programming for more than 300 children. Centers use the nationally-respected Creative Curriculum, so that all children enter public school ready to learn and succeed. Brightly colored, modern classrooms offer an excellent learning environment. Skilled staff meet the needs of the whole child: educational, emotional, social, and health. Children are never turned away because of physical or emotional disabilities.

Healthy meals and snacks are provided. Families have access to all CRT services and programs. Parents can volunteer in classrooms, take workshops on child development and participate in family activities.

Our centers are located in several sites throughout Hartford. We encourage you to come in for a tour!

Class schedules vary; choose a schedule that meets your family's needs. Staff speaks English and Spanish.

ELIGIBILITY REQUIREMENTS

Eligibility is based on the child's age and household income, and fees are on a sliding scale, based on family size and income.



APPLICATION PROCESS

You may complete a pre-registration online at crtct.org.

Call for an appointment or walk in to any CRT ECE site or Resource Center (listed on page 2).

Please bring the following papers with you to apply:

- Child's birth certificate
- Social Security Card for child (optional)
- Medical insurance card for child
- Child's current physical exam (good for one year)
- Proof of address (lease, utility bill, bank statement)
- Proof of household income for one-month (for example: tax return, W-2 Form, Unemployment compensation, pay stubs, budget sheets)

SERVICE HOURS AND LOCATIONS

Call for an appointment or walk in to apply at any of our ECE sites, CRT Resource Centers or our main office.

**Early Care and Education Enrollment Office
(860) 560-5401**

Fax: (860) 560-5722

ECE@crtct.org

Office Hours: Mon - Fri 8 am - 4 pm



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Child Nutrition

CRT provides free healthy, delicious breakfasts, lunches and snacks for children in Hartford and Middlesex County during the summer. Locations vary each year so please check the web page (crtct.org) in June. Most drop-in sites are open from the last week of June through the last week in August. Times and meals vary by site.

CRT food assistance programs feed many children in Connecticut every summer. We welcome new host sites. Contact us for details about the program.

Children must be 18 years or younger to receive a free meal or snack.

Fun supervised activities and crafts are offered at some sites.



ELIGIBILITY REQUIREMENTS

All children are welcome at open (drop-in) sites. Contact CRT if you would like to be considered as a possible summer meal site.

APPLICATION PROCESS

No application

SERVICE HOURS AND LOCATIONS

CRT

555 Windsor Street, Hartford

(860) 560-5828

SummerFood@crtct.org

Office Hours: Mon - Fri 8 am - 4 pm

Program Locations

CRT offers free meals in more than 11 towns; Please see our website for a complete list of locations.

Affordable Housing

CRT owns and manages four affordable rental housing properties in Hartford. Spacious apartments range from one to four bedrooms. All residents must be income qualified.

The properties are:

Jackie Schaeffer Apartments

711 Garden Street, Hartford

2 & 3 bedroom apartments for low-moderate income tenants.

Wethersfield Commons

32-24 & 36-38 Wethersfield Avenue, Hartford

Spacious two, three and four-bedroom affordable apartments.

Generations Campus

35 Clark Street, Hartford

Affordable multi-bedroom townhouses for grandparents with legal custody of their grandchildren and one-bedroom apartments for single seniors (over 62).

Coventry Place

160 Coventry Street, Blomfield

Modern, handicapped accessible one-bedroom apartments for seniors (over 62).



ELIGIBILITY REQUIREMENTS

All residents must be income qualified and US citizens, national or eligible non-citizens.

Other requirements vary by program.

APPLICATION PROCESS

Applications may be picked up at 555 Windsor Street, Hartford.

SERVICE HOURS AND LOCATIONS

Affordable Housing

555 Windsor Street, Hartford

(860) 895-6625

Rentals@crtct.org

Office hours: 8 am - 4 pm

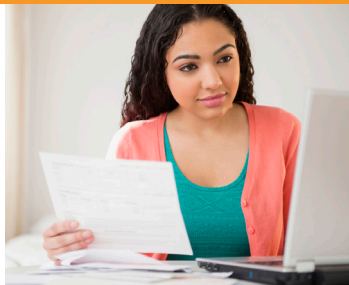
Community Housing Assistance Program (CHAP)

This program helps youth aging out of Connecticut's foster care system as they transition to living on their own. Youth must be attending an educational program (certificate, technical school, two- or four-year college) for CHAP, which offers help locating and paying for an apartment, handling money successfully, finding work and living independently. Case management services are available until a participant reaches the age of 21.

CHEER – or Community Housing Employment Enrichment Resources – helps young adults who are engaged in 40 hours per week employment.

ELIGIBILITY REQUIREMENTS

- DCF committed adolescents referred by their DCF Social Worker
- DCF adolescents who have successfully completed or are enrolled in an accredited Community Life Skill Program
- Must be between the ages of 18-21
- Must be enrolled in a full-time educational program certificate, technical school, two- or four-year college OR working full time
- Residents of Hartford or Middlesex counties



APPLICATION PROCESS

Referrals are only accepted from the CT Department of Children and Families (DCF). A DCF referral packet is required.

SERVICE HOURS AND LOCATIONS

Services are available 24 hours per day 7 days per week. Scattered site apartments managed at:

CHAP

35 Clark Street, Hartford

(860) 895-6605 or (860) 324-0481

CHAP@crtct.org

Office Hours: Mon-Fri 8am-4pm

Family Shelter

CRT’s 40-bed shelter in East Hartford accomo-
dates women and men with children. A safe place
with beds, showers, meals, and case management.
Preference may be given to residents of East Hart-
ford. Staff speaks English and Spanish.

The family shelter is open 24 hours a day.
A parent or guardian must be with their children
at all times. We help families keep children
in school, access benefits and services, find work
and move into stable housing.



ELIGIBILITY REQUIREMENTS

Sex offenders and arsonists are not accepted.

- Homeless adult with at least one child
- 18 or older (or children with an adult)
- Open to case management with the goal of housing
- Willing to follow shelter rules
- Able to care for themselves
- Bring a form of identification

Client information will be entered into the
CT Homeless Management Information Systems

APPLICATION PROCESS

Due to the new Coordinated Access
Network, those in need of housing must
call 211.

When an opening becomes available the
program informs the Coordinated Access
Network and then an assessment will be
conducted.

SERVICE HOURS AND LOCATIONS

East Hartford Community Shelter
860) 568-0323

Operating Hours:
24 hours per day, 7 days per week

To check on bed availability, contact:

211

(860) 568-0323 ext 222

After 4 pm, call (860) 568-0323 ext 226

Generations

A Campus for Seniors and Grandparents Raising Grandchildren



Searching for an affordable community to raise your grandchildren? Affordable multi-bedroom townhouses for grandparents with legal custody of their grandchildren are available on the CRT Generations campus. Apartments are located at 35 Clark Street in Hartford. Income limits apply. Staff speaks English and Spanish.

Children get services that help growth and learning. Educational activities are held after school and on weekends. After school programs and a full computer lab help children succeed in school. Caseworkers support grandparents as they handle daily parenting and meet family needs. Workshops and social activities help grandparents help their children. There are also 16 apartments for seniors without children. (See Senior Affordable Housing, page 23.)

ELIGIBILITY REQUIREMENTS

Grandparents must:

- Be income qualified
- Be a U.S. citizen, national or eligible non-citizen
- Have legal custody of their grandchildren
- Grandchildren must be under the age of 18 years.

APPLICATION PROCESS

The following papers will be needed:

- Custody papers
- Proof of income
- Birth certificates or other proof of age
- Valid Social Security cards
- CT State ID card

SERVICE HOURS AND LOCATIONS

For more information

Generations

35 Clark Street, Hartford

(860) 324-0481

Fax: (860) 895-6604

Grandparents@crtct.org

Office Hours: Mon – Fri 8 am – 4 pm

For resident applications and tenant issues:

555 Windsor Street, Hartford

(860) 895-6625

Office Hours: Mon – Fri 8 am – 4 pm

Rentals@crtct.org

35 Clark Street, Hartford

(860) 895-6625

Office Hours: Mon – Fri 8 am – 4 pm

Rentals@crtct.org

Housing Counseling

Homeowners of all income levels may be able to avoid foreclosure by getting Housing Counseling at the first sign of trouble. Services can begin before a foreclosure notice is issued.

CRT Housing Counselors help people understand their options, work with their lenders, and possibly lower their monthly payments. CRT will assist with the application process. Options may include:

Modify Your Loan – You may be able to lower your monthly mortgage payments.

Refinance Your Home – You may be able to refinance your home, even if you've been turned down in the past.

Manage "Underwater" Loans – If you owe more than your property is worth, you may be able to lower your principal balance.

Assist Unemployed Homeowners – You may be eligible for assistance targeted specifically to unemployed people.

Exit Your Home – You may be able to move into affordable housing, without going through foreclosure.

ELIGIBILITY REQUIREMENTS

All Connecticut residents are eligible for housing counseling, regardless of income level.



APPLICATION PROCESS

You may download the application online at crctct.org or pick up an Intake Package at CRT's Resource Center located at 330 Market Street. Once completed, Intake Packages should be dropped off or mailed to 330 Market St., Hartford, CT 06120, Attention: Housing Counseling. Paperwork may also be faxed to (860) 560-5780.

A Housing Counselor will review the package and contact the participant.

SERVICE HOURS AND LOCATIONS

330 Market Street, Hartford

Phone: **(860) 761-7937**

Fax: (860) 560-5322 or (860) 560-5780

Office Hours: Mon – Fri 8 am – 4 pm

foreclosure@crctct.org

McKinney Shelter

Our 88-bed shelter for men offers overnight beds, dinner, breakfast, and showers. Preference may be given to Hartford residents. A single stay can last up to 90 days. Medical screening and immunization provided. Case managers assist with securing permanent housing and provide referrals to other services. Staff speaks English and Spanish.

A day program for men with medical needs operates at the shelter. Staff helps with housing, jobs, counseling, drug/alcohol use, mental illness, HIV/AIDS and other issues. Lunch is offered to day program participants.



ELIGIBILITY REQUIREMENTS

- The shelter is open to men
- 18 and older, or emancipated youth with proper documents
 - Who are willing to follow shelter rules

Client information will be entered into the CT Homeless Management Information Systems

APPLICATION PROCESS

Due to the new Coordinated Access Network, those in need of housing must call 211. When an opening becomes available the program informs the Coordinated Access Network and then an assessment will be conducted.

SERVICE HOURS AND LOCATIONS

Stewart B. McKinney Men's Emergency Shelter

34 Huyshope Avenue, Hartford

Call 211 for screening and to find out about beds available.

Hours of Operation: Mon - Sun 4 pm - 8 am

Day program: Mon - Sun 8 am - 4 pm
with 24-hour staffing for referrals

(860) 757-0660

Supportive Housing

Supportive housing for homeless adults and families is offered on a temporary or permanent basis. Residents live in scattered-site apartments and pay one-third of their income toward rent. All applicants must be homeless to qualify.

Participants have access to CRT's full range of services and programs. A caseworker will help plan and access services. Get help with job training and placement. Help with life skills and budgeting is available. Survivors of domestic abuse find committed staff who can help with safety planning. Counseling is provided to help with mental illness or alcohol/drug abuse. Requirements and length of stay vary by program. Staff speaks English and Spanish.

ELIGIBILITY REQUIREMENTS

All supportive housing programs work with people who are literally homeless, living in a shelter, car, abandoned building, or place not meant for human habitation. Program requirements vary. The program manager will help determine which program is the best match.

Applicants must:

- Be 18 or older
- Provide documentation of history of being homeless
- Be able to put utilities in own name

Client information will be entered into the CT Homeless Management Information System.



APPLICATION PROCESS

Due to the new Coordinated Access Network, those in need of housing must call 211.

When an opening becomes available the program informs the Coordinated Access Network and then an assessment will be conducted. If accepted, the resident must find an apartment that falls within program guidelines and passes inspection. Case worker will help resident to find an affordable apartment within allowed time frame.

SERVICE HOURS AND LOCATIONS

Supportive Housing

8 Stonington Street, Hartford

(860) 560-5790

SupportiveHousing@crtct.org

Office Hours: Mon-Fri 8am-4pm

Senior Community Cafés

Senior cafés offer a healthy, low cost lunch for seniors and the opportunity to join with others in the community! Cafés are available in Hartford, Tolland, and Middlesex counties in pleasant settings with great food. We offer kosher meals at two sites – Bloomfield and West Hartford. Most cafés are located in senior housing complexes, senior centers, churches or community centers. Seniors socialize and become members of the community. Days and times vary by site. A donation of \$2.50 is suggested to help cover costs. However, no one is denied a meal if unable to pay. For a list of all elderly nutrition congregate meal sites, please call (860) 560-5828 or see website: crtct.org



APPLICATION PROCESS

Refer to web page crtct.org or ask for complete site listing when you call. Make a reservation one day in advance by calling the café between 10 am – 1 pm weekdays. For example, to eat lunch on Tuesday, reserve your seat on Monday. You can also sign up at the site for future dates.

SERVICE HOURS AND LOCATIONS

Senior Cafés
555 Windsor Street, Hartford
(860) 560-5828
Seniorcafes@crtct.org
Office Hours: Mon - Fri 8 am - 4 pm

ELIGIBILITY REQUIREMENTS

Participants must be 60 years of age or older. Spouses are welcome when joined by senior participants. Disabled persons under the age of 60 who live in the housing facility where lunches are offered are eligible.

Meals on Wheels

Homebound seniors can receive healthy lunches and dinners delivered to their door. Seniors must live in CRT's communities within Hartford, Tolland, and Middlesex counties. Volunteers and staff provide social interaction through daily contact. After orders are placed, hot lunches and cold suppers are delivered next day. Weekend meals are delivered on Thursday and Friday. Special diets and textures are available.

A \$2.50 donation per meal is suggested to help cover costs. However, no one is denied a meal if unable to pay.



ELIGIBILITY REQUIREMENTS

- Participants must
- Be 60 years of age or older, or spouse
 - Be unable to eat at a community meal site
 - Be assessed by staff as 'homebound'

APPLICATION PROCESS

Referrals are accepted from doctors, hospitals, VNAs, town social service departments, relatives and other concerned persons or agencies. An interview and/or home visit is required to assess need.

Once approved, we will call your doctor for a diet order. Meals will begin within two days of receiving the diet order. Contact the CRT Home Care Coordinator at (860) 560-5828 to obtain meals or make a referral.

SERVICE HOURS AND LOCATIONS

Meals are delivered every week day.

Meals on Wheels

555 Windsor Street, Hartford

(860) 560-5828

MealsonWheels@crtct.org

Office Hours: Mon - Fri 8 am - 4 pm

The Retreat

The Retreat is an affordably priced assisted-living community, one of the first of its kind in Connecticut. Our community consists of 100 apartments with a combination of studios and one-bedrooms. Private bathrooms, step or roll-in showers, kitchenettes, individually controlled heat and air conditioning and 24-hour emergency response system are standard features of each apartment. All homes are wheelchair accessible.

Members and their guests enjoy each other in any one of our five Family Rooms while relaxing with a movie or watching their little visitors play with toys from our toy chests.

At The Retreat, we believe that receiving appropriate medical care is the foundation for living a quality life. We have excellent on site medical care to keep our members as healthy as possible.

Social and recreational gatherings are at our members’ fingertips and based on their interests. The “Civic Center” activity room offers a place for meeting friends and making new ones. Our members enjoy trips to local and state-wide attractions, join in games, arts and crafts or play rounds of billiards.



ELIGIBILITY REQUIREMENTS

For seniors 65 and older. Income requirements vary, depending on individual financial situation.

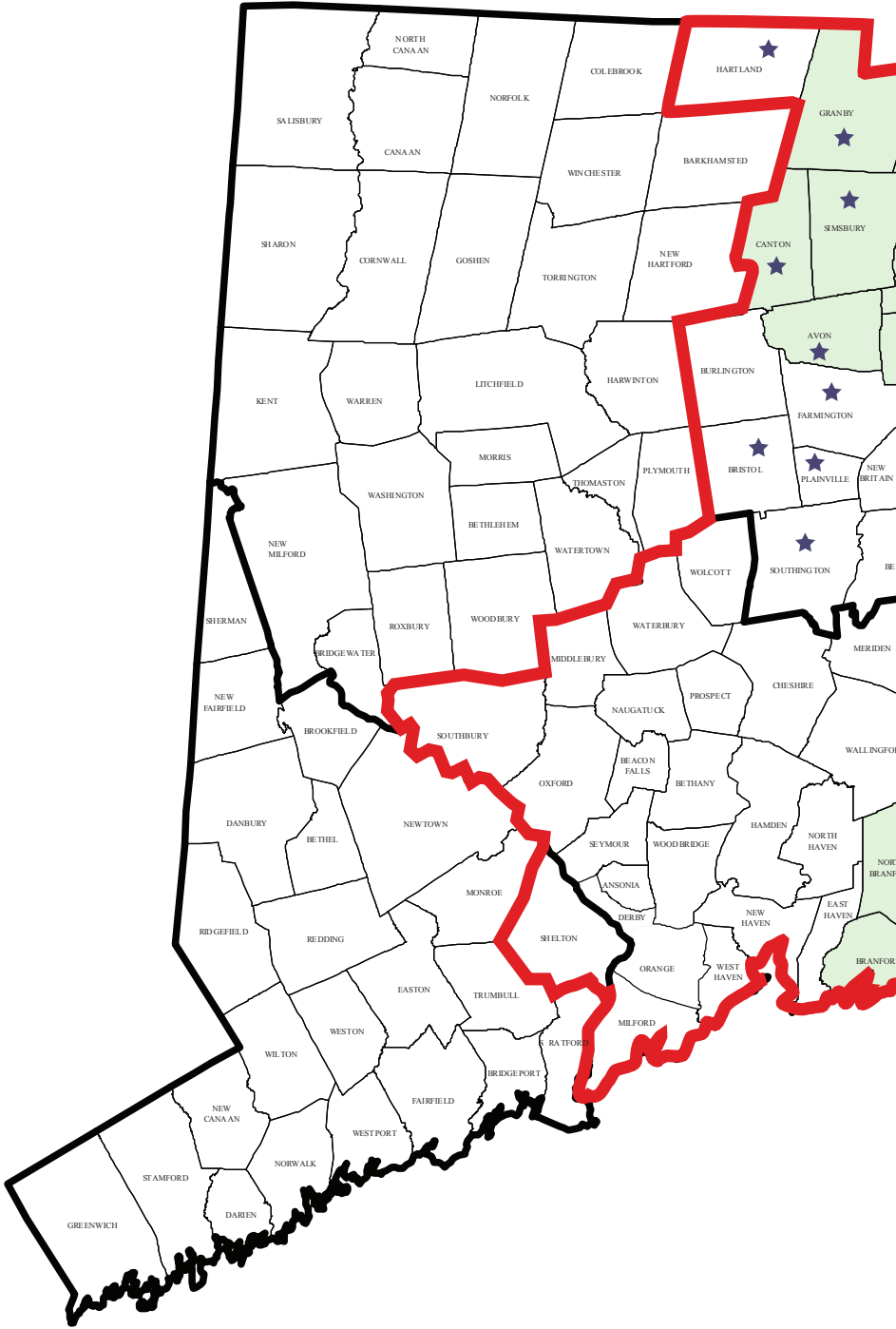
APPLICATION PROCESS

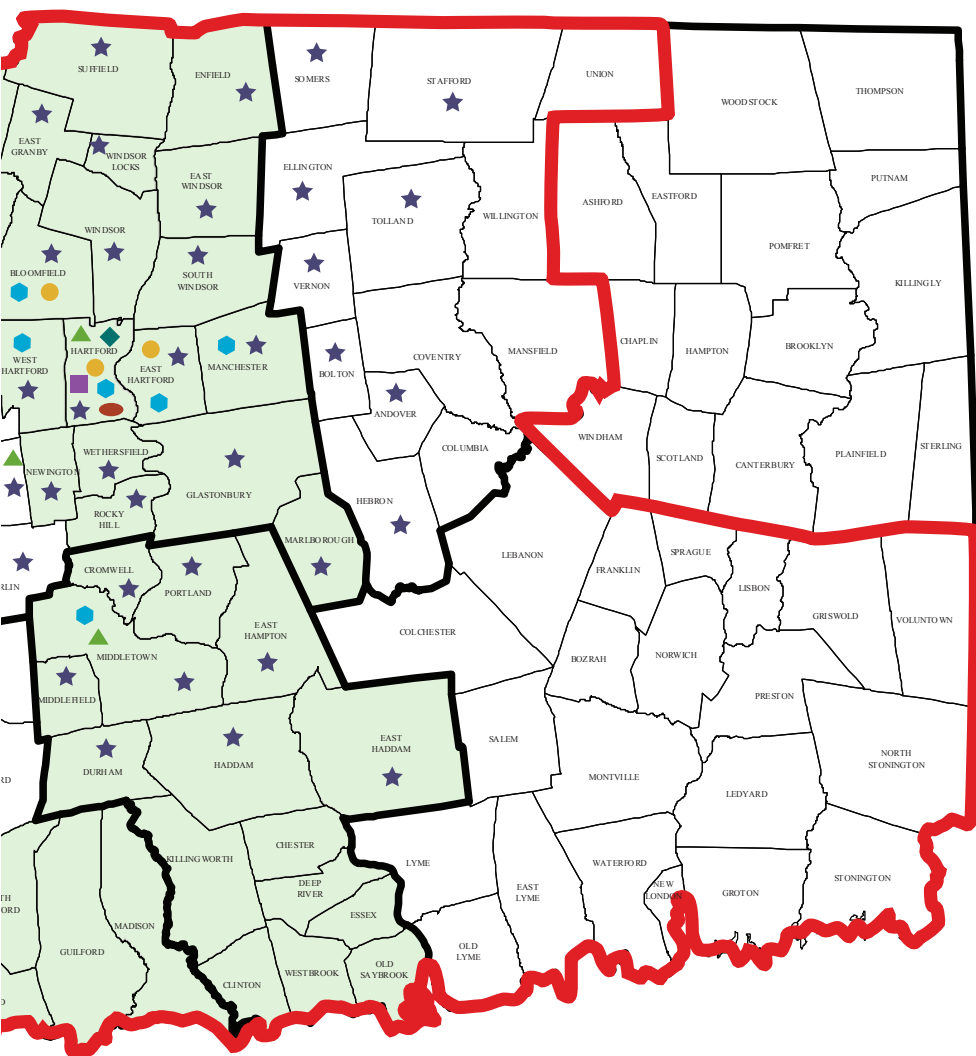
Applicants should make an appointment with a Care and Service Coordinator.
For more information call:
(860) 560-CARE (2273)

SERVICE HOURS AND LOCATIONS

90 Retreat Avenue, Hartford
Facility open 24 hours 7 days a week
Office Hours: 8 am – 5 pm
Phone: **(860) 560-CARE (2273)**

CRT MAP OF SERVICES





Key

SERVICE AREAS

- All CRT Core Services
- Veterans Services

PROGRAM LOCATIONS

- Education and Youth
- Senior Programs
- Housing and Shelters
- Health and Wellness
- Family Service & Case Management
- Community Corrections & Re-Entry
- Employment and Training

Retired and Senior Volunteers (RSVP)

CRT’s Greater Hartford/Central Connecticut RSVP program continues to provide seniors 55+ with quality, well organized, meaningful volunteer opportunities that match their skills and interests. More than 300 volunteers participated in CRT’s RSVP program last year and served in a variety of capacities in more than 45 towns in Central Connecticut. Flagship programs of the program include:

RSVP Reads

This school-based program pairs volunteers with students in local elementary schools. Volunteers provide reading guidance for an hour each week from October-May of each school year. RSVP READS tutors make reading interesting, fun, and also act as positive role models.

Bradley Ambassadors

Volunteers in this program work in collaboration with the Connecticut Airport Authority/Travelers AID to staff the airport information desk with knowledgeable seniors. The role of these volunteers is to ensure a positive experience for all passengers and visitors and offer information assistance as applicable.

RSVP Volunteer Medical Transportation

Medical transportation volunteers provide non-emergency medical transportation using their own vehicle for seniors, the disabled, and veterans who experience challenges getting to medical appointments.



ELIGIBILITY REQUIREMENTS

Volunteers must be 55 years of age and older.

APPLICATION PROCESS

You may download the application online at crtct.org.

Call the RSVP office at (860) 760-3088 or (860) 760-3077 to schedule an interview. Fill out an enrollment form. Then discuss your interests with staff. Some sites require more paperwork and background checks. Once accepted, you will be introduced to the site and receive training.

SERVICE HOURS AND LOCATIONS

RSVP

90 Retreat Avenue, Hartford

(860) 760-3088

RSVP@crtct.org

Office Hours: By appointment



Senior Affordable Housing

Affordable housing is available for seniors in the Greater Hartford area. We have modern, handicapped accessible one-bedroom apartments in Bloomfield and Hartford. Activities and services focus on enhancing quality of life and independence. Units have kitchens with tile flooring, spacious living rooms with large windows, a separate bedroom and bath with a roll-in shower for easy access. A computer lab, social areas and a laundry room are available. We offer classes, parties and other social activities. English and Spanish speaking staff available. Income limits apply.

Coventry Place is located at 160 Coventry Street, Bloomfield, at the corner of Tower Avenue. It is close to St. Francis Hospital.

St. Michael's Place is located at 35 Clark Street, Hartford. Apartments are in a historic school located on the Generations campus.



APPLICATION PROCESS

The following is required to apply:

- Proof of income and assets
- Proof of good standing with your current landlord
- Birth certificates for household members
- Social Security cards for household members

SERVICE HOURS AND LOCATIONS

Affordable Housing For Seniors

St. Michael's Place
555 Windsor Street, Hartford
(860) 895-6625

Fax: (860) 560-5322

SeniorHousing@crtct.org

Office Hours: Mon - Fri 8 am - 4 pm

Coventry Place
160 Coventry Street, Bloomfield
(860) 243-3783 or (860) 951-9411

Office Hours: Mon 8:30 am - 1:30 pm;
Wed & Fri 8:30 am - 5 pm

ELIGIBILITY REQUIREMENTS

- Renters will be asked to sign a one-year lease.
- Renters must:
 - Be 62 years of age or older
 - Be able to live alone
 - Meet income limits
 - US citizens, national or eligible non-citizens.

Asian Family Services

Asian Family Services is the only clinic in CT that is licensed to serve Asian-Americans. AFS provides in-person interpretation. Clinicians and support staff are not only multicultural, but also bilingual in Vietnamese, other Asian languages, and Spanish. Established in 1996 to work with refugees and immigrants from Southeast Asia, AFS now welcomes individuals from many different cultures.

Clients may have trouble dealing with issues such as loss, domestic violence, anger management, gambling, poor health and past traumatic experiences. They may need long-term treatment for mental health or substance abuse. Through counseling, our clients learn skills to cope in a healthy manner, and develop new behavior patterns.

AFS provides:

- Individual and family therapy
- Medication management
- Court-mandated services including mental health and substance abuse evaluation



ELIGIBILITY REQUIREMENTS

Eligible clients include: Adults (18 years or older) with mental health and substance abuse issues; and parents of children with behavioral, emotional or cognitive problems.

APPLICATION PROCESS

Referrals come from hospitals and physicians, community organizations, public agencies and the courts. Self-referrals are also welcome. Call to schedule an appointment at (860) 951-8770 ext 232.

Bring the following to your first appointment:

- Health insurance card, if any
- Court papers, if any
- Proof of income, such as pay stubs or unemployment benefit statements

We accept Medicaid and most private insurance plans. Self-pay is accepted on a sliding fee basis, with documentation of income.

SERVICE HOURS AND LOCATIONS

Asian Family Services

330 Market Street, Hartford

(860) 951-8770 ext 232

Fax: (860) 233-2796

AFS@crtct.org

Office Hours: Mon - Fri 8 am - 4 pm

Behavioral Health Services

The licensed and accredited CRT Behavioral Health Service offers a medically supervised alternative to inpatient hospitalization and provides a less restrictive form of treatment. It evaluates and treats individuals for a variety of emotional, addictive and behavioral disorders. Counseling and recovery services are offered at several locations for people who want help with a mental illness or drug/alcohol abuse. Intensive Outpatient, Partial Hospitalization and medication management are offered in a community-based mental health clinic.

Psychiatric services, counseling and support groups are available at CRT. People learn how to cope with daily life without relapse. Bilingual, multi-cultural clinicians are available. Our case manager helps clients set goals and find the services they need.



APPLICATION PROCESS

Individuals can call us directly. Community agencies can refer as well. All patients are seen within one week of referral.

The following is required for intake:

- Health insurance card, if active
- A list of current medications
- Copy of a physical exam/TB test completed in the last 30 days or a scheduled appointment for the physical/TB test
- Release of information from referring provider
- Completed release of information forms for all contacts

Applications are accepted at 330 Market Street in Hartford.

CRT will follow up with the referring agency or the individual. If accepted into the program, the client will be scheduled for an orientation session. A date and time will be set to begin treatment after the orientation.

ELIGIBILITY REQUIREMENTS

Adults of all income levels are eligible. Medical insurance is accepted. People without health insurance are asked to pay a fee according to income.

SERVICE HOURS AND LOCATIONS

Behavioral Health Services
330 Market Street, Hartford
(860) 761-7900
BHS@crtct.org
Office Hours: Mon - Fri 8 am - 8 pm

Clinical Services:
Evening appointments and groups available.

Breaking Bread Family Opioid Education



CRT offers education and support to families impacted by the opioid epidemic through the program, “Breaking Bread: Supporting Our Community.” This program offers an “out-of-the-box” modality in offering Spanish education in a neutral, relaxed dinner setting. Participants involved in this program find it to be a more inviting environment than an office setting, which allows for comfortable conversations.

This partnership with the Greater Hartford Harm Reduction organization is a great benefit to ensure that families of substance users are aware of naloxone, an overdose medication that can be administered by anyone, even those with no medical training.

ELIGIBILITY REQUIREMENTS

Adults with a family member or friend who is an active user of opioids are eligible.

SERVICE HOURS AND LOCATIONS

Behavioral Health Services

330 Market Street, Hartford

(860) 761-7900

BHS@crtct.org

Office Hours: Mon - Fri 8 am - 8 pm

Group meets Thursdays, 5:30-7:30 pm

1229 Albany Avenue, Hartford



Integrated Services

(coming soon)

CRT’s Behavioral Health Services offers enhanced Medication Assisted Treatment services for individuals with Opioid Use Disorder. The agency is in the process of becoming a certified suboxone provider and will obtain waivers for its medical providers to offer this medication. The expanded Medication Assisted Treatment program is a best-practice model that offers integrated services for clients. In addition to prescribing a variety of medications to help people overcome their OUD, BHS will continue to provide medication management, individual and group counseling, behavioral therapies, and recovery support services. This program is geared toward those recently released from incarceration as they are at particularly high risk of overdose.



ELIGIBILITY REQUIREMENTS

Anyone age 18 or older may apply for this program.

APPLICATION PROCESS

Walk-ins accepted. Referrals accepted from all sources. There are no income restrictions.

SERVICE HOURS AND LOCATIONS

Behavioral Health Services
330 Market Street, Hartford
(860) 761-7900
BHS@crtct.org
Office Hours: Mon - Thurs 8 am - 8 pm;
Fri 8 am - 6 pm

Real Fathers, Real Men

Real Fathers, Real Men is a support group for men who want to become better fathers. Certified by the CT Department of Social Services, Real Fathers, Real Men teaches men what it means to be a good father, partner and husband. This all-male support group helps participants meet their family responsibilities, obtain meaningful work, repay child support and bond with family members. CRT provides help with job searches and job leads, and participants have access to CRT’s full range of programs and services.

Group discussions focus on family issues such as money matters, dealing with the courts, anger management, bonding and relationships and much more.



ELIGIBILITY REQUIREMENTS

Any men over the age of 18 who want to become better fathers.

APPLICATION PROCESS

Call (860) 761-7900 for more information about the program.

SERVICE HOURS AND LOCATIONS

Fatherhood Initiative

330 Market Street, Hartford

(860) 761-7900

Fatherhood@crtct.org

Office Hours: Mon - Fri 8 am - 4 pm

Homeless Outreach

Mental health services are available to homeless people living outdoors and in Hartford shelters. Staff goes to area shelters to speak with participants. Services address issues that affect lives, such as drugs and alcohol, mental illness, HIV/AIDS, jobs and more. Counseling, crisis intervention, case management, and other clinical services are offered. More intensive services are available through the CRT clinic.



ELIGIBILITY REQUIREMENTS

Referrals must be:

- Homeless
- 18 years or older
- From Hartford shelters or unsheltered

APPLICATION PROCESS

Referrals are accepted from individuals, Hartford shelters, and other agencies. There are no income restrictions.

SERVICE HOURS AND LOCATIONS

Behavioral Health Services

330 Market Street, Hartford

(860) 761-7900

BHS@crtct.org

Office Hours: Mon - Fri 9 am - 5:30 pm

Evening hours as needed.

Re-Entry Recovery Services

Individuals leaving prison are provided mental health and drug/alcohol treatment and support. Staff monitors and supports people during this transition to reduce the likelihood of repeat criminal behavior and ensure a successful transition. Recovery services may include assessment, treatment planning, therapy, drug testing, recovery management, medication monitoring, case management and housing assistance. Services are offered in Hartford. Staff speaks English and Spanish.



ELIGIBILITY REQUIREMENTS

- Referrals must
- Be on probation, parole or transitional supervision
 - Be adjudicated and over the age of 15
 - Have a completed referral packet and/or treatment service plan
 - Submit a signed release form

APPLICATION PROCESS

- Referrals come directly from the:
- Hartford Correctional Center
 - Federal Bureau of Prisons
 - CT Department of Correction
 - Federal Bureau of Health Services/US Probation Office and Pretrial

SERVICE HOURS AND LOCATIONS

Re-Entry Recovery Services
330 Market Street, Hartford
(860) 761-7900
Fax: (860) 714-3806
Recovery@crtct.org
Office Hours: Mon - Fri 9 am - 5 pm



Transitional Case Management

The CRT DOC Transitional Case Management Program provides temporary housing and supportive services to men who are being released from prison and would be homeless without intervention. Weekly case management and drug/alcohol counseling begin in prison, and continue in the community. CRT helps participants meet basic needs such as acquiring housing, clothing, food, transportation and employment. Counseling, groups and drug testing for up to four months post-release. Staff speaks English and Spanish. Only referrals from DOC are accepted for this program.

ELIGIBILITY REQUIREMENTS

Adult inmates with a history of substance use re-entering Greater Hartford communities from prison are eligible.

Interested inmates must:

- Attend an information session in prison
- Get a referral from a DOC counselor
- Write a letter of interest
- Complete the Texas Christian University screening form
- Complete an initial interview form
- Interview for the program
- Clients must be able to obtain employment and pay

APPLICATION PROCESS

Call the Program Coordinator at (860) 714-2932 to make a referral.

SERVICE HOURS AND LOCATIONS

Transitional Case Management

330 Market Street, Hartford

Program Coordinator

(860) 761-7995

Office Hours: Mon - Fri 8 am - 4 pm



Capital City Youth Build

Young people from Hartford, ages 18-24, get paid to develop the skills for success. Participants receive one-on-one attention from instructors for intensive remedial education and support from a case manager. They can pursue a career in construction, food service or health care while completing high school or earning a GED. Graduates move into apprenticeships and jobs. Participants have access to CRT’s full range of programs and services. Drug and alcohol counseling services available as needed. Staff speaks English and Spanish.

ELIGIBILITY REQUIREMENTS

- Applicants must:
- Live in Hartford
 - Be 18 – 24 years old
 - Be jobless
 - Meet income limits
 - Sign a contract
 - Commit to a one-week orientation

APPLICATION PROCESS

There are two application periods: September to December and June to September. Classes fill on a first-come first serve basis.

Call (860) 560-5308 to schedule a group interview, and attend a “pre-eligibility” session.

Bring the following to your first meeting:

- Photo ID
- Proof of citizenship or legal alien status
- School paperwork showing enrollment in high school, drop out or GED completion
- Wage stubs (individual and family members)

SERVICE HOURS AND LOCATIONS

Capital City YouthBuild
1443 Main Street, Hartford
(860) 560-5308
Youthbuild@crtct.org
Office Hours: Mon - Fri 8 am - 4 pm

Summer Youth Employment

Youth from the Hartford area are engaged in meaningful summer work experiences to prepare them for the world of work. Low income youth, aged 14–19 years, are offered career counseling and educational support while learning leadership skills and on-the-job problem solving. Career opportunities are explored, including the steps necessary to secure a position within their chosen field. Participants work with computers and learn how to deliver excellent customer service. Staff speaks English and Spanish.



ELIGIBILITY REQUIREMENTS

- Youth must be 14–19 years old.
- Live in city of Hartford

APPLICATION PROCESS

Students must complete a pre-application online at www.crtct.org.

Applications are only accepted from February – May.

Applicants must apply to:

Capital Workforce Partners
One Union Station, Hartford
Phone: **(860) 522-1111**

For information on Middlesex SYELP call **(860) 347-6924**

SERVICE HOURS AND LOCATIONS

Summer Youth Employment Program

1443 Main Street, Hartford

(860) 560-5308

Fax: (860) 560-5331

SummerYouth@crtct.org

Office Hours: Mon - Fri 8 am - 4 pm

Participants work at sites throughout greater Hartford.

SNAP Outreach

The Supplemental Nutrition Assistance Program (SNAP), formerly known as the Food Stamp program, is a nutrition program funded and administered by the United States Department of Agriculture (USDA) Food and Nutrition Service. The program helps low-income individuals and families buy food and provides nutrition education to help recipients choose foods that enhance their health and well-being. CRT assists low-income families in learning about SNAP and determining eligibility to apply for the program by providing the following services:

- Eligibility pre-screening & application assistance
- Community partner information sessions
- Community event information sessions
- Social marketing campaign



ELIGIBILITY REQUIREMENTS

Low-income individuals and families from the Greater Hartford and Middlesex areas are eligible.

SERVICE HOURS AND LOCATIONS

SNAP Outreach

395 Wethersfield Avenue, Hartford
(860) 560-5765

44 Hamlin Street, Middletown
(860) 347-4465

SNAPEmployment@crtct.org

Office Hours: Mon - Fri 8 am - 4 pm

Middlesex Youth Development



Offers Middlesex County youth a chance to prepare for career training, real work experience and help with all aspects of life socially and educationally. Youth receive training in life skills, career and employability development. Opportunities are available for work placement and occupational skills training.

Additional support is provided as needed for childcare, transportation, and housing.

ELIGIBILITY REQUIREMENTS

Young adults in Middlesex County are eligible if they have not attended school for at least one quarter. Students must:

- Be 16 to 24 years old
- Live in Cromwell or Middletown
- Meet income limits

Young adults (out of school) must

- Be 16 to 21 years old
- Live in Middlesex County
- Meet income limits

APPLICATION PROCESS

- Referrals are accepted all year. Income limits apply
- A reading and math test and interview with the Workforce Alliance is part of the interview process.

Bring the following paper work to the meeting:

- Photo ID
- Social Security card
- Birth certificate
- Proof of address – report card with address noted or letter with date and address noted
- 2 pay stubs, if working

SERVICE HOURS AND LOCATIONS

Middlesex Youth Development

393 Main Street, Middletown

(860) 347-6924

MiddlesexYouth@crtct.org

Office Hours: Mon - Fri 8 am - 4 pm

Financial Literacy

CRT offers workshops and credit counseling to help people manage money, improve credit and build savings. Youth and adults are invited to sign up for workshops to better understand money management.

CRT workshops will help you understand and improve your budgeting and money management skills. A personal plan of action will be developed to help achieve your goals. Staff speaks English and Spanish.

These workshops are offered on a regular schedule:

First-time Homebuyer Education – 8-hour course. The HUD-certified course will walk participants through topics including: the advantages and costs of homeownership, steps throughout the home-buying process, credit scores and reports, money management before and after buying a home, protecting your investment, and more. Registration is required. For more information call (860) 560-4210. Please leave a message with name, phone number and email.



Financial Literacy Institute – This 14-week intensive course provides an in-depth and engaging way to educate yourself and your family about tough topics in your financial world.

Financial Fitness Class – 3-hour course, once per month. Topics covered in the class include: financial goal setting, savings and spending, maximizing income, understanding credit, managing debt, and protecting yourself financially.

ELIGIBILITY REQUIREMENTS

Anyone interested may attend

APPLICATION PROCESS

Adults and youth from Hartford and Middlesex counties are invited to sign-up. Most sessions are held in Hartford.

Please see CRT calendar on our website, or call for a schedule of upcoming classes.

SERVICE HOURS AND LOCATIONS

Money Matters

330 Market Street, Hartford

(860) 560-4210

YourMoney@crtct.org

Office Hours: Mon - Fri 8 am - 4 pm

VITA Tax Filing

Trained volunteers help taxpayers prepare and file basic tax returns. Tax forms are completed with guidance and support provided by certified staff. Then tax returns are filed electronically from CRT at no cost. Refunds are generally received within 2 weeks when filed online.

Free tax preparation is available from mid-January through April 15. Staff and volunteers are trained and certified by the IRS each tax season. CRT helps individuals and families with incomes under \$52,000. Income must be from public benefits, wages, alimony and child support. Individuals and families with investment property are not eligible.



APPLICATION PROCESS

No application is needed. Just call your preferred location to make an appointment. Days and hours vary. Bring the following paper work to the meeting:

- Photo ID
- Social Security card
- Last year's tax return
- For direct deposit, a check or savings account number with routing number from the check
- If filing jointly, both you and your spouse need to be present to sign the form
- Paperwork showing property tax payments (home and auto)
- General income paperwork: W-2, W-2G, 1099-INT, SSA-1099R, 1099-DIV, 1099-G
- If a homeowner, alimony received, 1099-MISC, 1099-B, and 1099-R

SERVICE HOURS AND LOCATIONS

VITA Free Tax Preparation by Appointment

(February-April)

330 Market Street, Hartford

(860) 560-4210

VITA@crtct.org

Office Hours: Tues & Thu 9 am - 6 pm

CRT Resource Center

395 Wethersfield Avenue, Hartford

(860) 560-5738

Sat 9-11 am

CRT Resource Center

44 Hamlin Street

Middletown

(860) 347-4465 Ext 238

Call for hours

Veterans Crossing

Veterans Crossing is a 12-room handicapped-accessible, Bridge Housing residence designed to break the cycle of continued homelessness and reincarceration among Veterans. Residents may stay for up to 90 days in the East Hartford rooming house as staff help them look for work, save for an apartment and connect with support services.

Veterans are encouraged to change their homeless lifestyle through the development of living skills, personal growth, recovery, self-reliance, productivity, residential stability, and community involvement.

The program is designed to give each Veteran an opportunity to stabilize his environment while exploring employment opportunities and a more permanent living situation.



ELIGIBILITY REQUIREMENTS

Residents must be:

- Male and homeless
- A veteran without a dishonorable discharge
- 18 years or older
- Able to live safely in an unsupervised setting
- Willing to commit to a recovery plan
- Willing to search for work and participate in activities at least 35 hours per week.

APPLICATION PROCESS

Referrals are accepted from Veterans Affairs (VA), the CT Department of Correction (DOC), the CT Judicial Branch (CSSD) or the Veteran himself. Veterans may call the program to be connected with the VA Liaison. The liaison will help prepare the referral packet.

SERVICE HOURS AND LOCATIONS

Veterans Housing

395 Wethersfield Avenue, Hartford
(860) 560-5736 & (860) 310-6269

Vets@crtct.org

Office Hours: Mon - Fri 8 am - 4 pm

Program location

Veterans Crossing
22 Colt Street, East Hartford

Supportive Services for Veteran Families

Helping Vets Remain Housed

This program is designed to enhance housing stability and prevent homelessness among Veteran families who currently reside in or are transitioning to permanent housing.

Staff provides comprehensive supportive services including outreach, case management services, and assistance for Veteran families in obtaining VA and other public benefits.

By empowering Veteran families, the SSVF Program is committed to serving those who served us and advancing housing permanency within our Veteran community.



ELIGIBILITY REQUIREMENTS

Veterans must have served in the active military, but wartime service is not required. Discharge must not be dishonorable.

APPLICATION PROCESS

Referrals are accepted from Veterans Affairs (VA), Veteran service organizations, community providers or veterans themselves.

SERVICE HOURS AND LOCATIONS

Support Services for Veteran Families
395 Wethersfield Avenue, Hartford
(860) 560-2735 & (860) 778-2423

Fax: (860) 231-8955

Vets@crtct.org

Office Hours: Mon - Fri 8 am - 4 pm

Program location

Throughout Central Connecticut

Volunteer Opportunities

CRT provides many Volunteer Opportunities including:

CRT Elderly Nutrition Program: Volunteers deliver meals and provide companionship to homebound seniors who rarely have visitors. Senior community cafes also offer volunteer opportunities to individuals who would like to assist with meals in a more social environment.

CRT Early Care and Education Program: Volunteers are needed to read to children in more than 20 classrooms. Each unique site has additional volunteer opportunities.

The Retreat: CRT's assisted living facility needs volunteers to assist seniors in need of help with everyday living. Volunteers are needed to read newspapers, provide companionship and assist wherever needed.

RSVP: Retired and Senior Volunteer Program is CRT's largest volunteer program. See description and contact information on page 22.

Corporate and faith-based projects: Every year, CRT programs benefit from hundreds of hours of volunteer work that is organized and performed by employees of local companies, and by members of area churches and synagogues. We welcome inquiries from groups looking for one-day or ongoing commitments and the chance to give back to the community.



ELIGIBILITY REQUIREMENTS

- All volunteers must be mature, self-directed, courteous, outgoing and positive. Requirements vary by program and volunteers are subjected to the same background check as program staff.
- Nutrition volunteers must have their own transportation. Volunteers in our Early Care and Education Program must love children and be at least 13 year of age. Volunteers at The Retreat must be at least 13 years of age.
- Additional volunteer opportunities may be available.

APPLICATION PROCESS

- Please contact the CRT Development Office at (860) 560-5471 or log on to the United Way of Central and Northeastern Connecticut at: <http://www.unitedwayinc.org/volunteer> for posted volunteer opportunities.

SERVICE HOURS AND LOCATIONS

CRT Development Office
(860) 560-5471
Mon - Fri , 8 am – 4 pm



Community Renewal Team

Changing lives... Creating opportunity!

crtct.org



crtct.org

555 WINDSOR STREET
HARTFORD, CT 06120-2413

TEL: (860) 560-5600

FAX: (860) 560-5314