Admissions

The Admissions staff are available to assist Greenwich residents and their families in need of basic human services, support in responding to crisis situations, and information and referral assistance. Referrals are made to our Applications or Case Management teams or to programs in the community. Residents may schedule an admissions appointment or contact our staff via telephone. Staff is available Monday through Friday 8:30am-4:30pm and evenings by appointment. Bilingual staff are available. All services are confidential.

Applications

The Applications staff strive to ensure that clients are provided support in meeting basic human needs, such as housing, utilities, food, clothing, personal safety and access to healthcare. Staff also serve as the client’s advocate helping them navigate through any issue and/or conflicts that impede their progress.

Our services include but are not limited to:

- Comprehensive assessment of needs and establishment of a plan
- Information and referral to local, state and federal agencies
- Assistance with federal, state and local benefits including Husky, Social Security, Workman’s Compensation, unemployment benefits, Medicaid, Snap, WIC, and subsidized housing
- Referrals for food and clothing
- Referrals for Salvation Army assistance
- Assistance with Community Gifts including Campership and Holiday Aid
- Energy assistance, utility shut off prevention and mediation
- English as a second language classes (ESL)
- Protective Service referrals
Case Management

The Case Manager collaborates with the client to assess their need and when appropriate the client's family, and arranges, coordinates, monitors, evaluates and advocates for a package of services to meet the client's needs.

Services are designed to assist Greenwich residents in achieving and maintaining self-sufficiency and independence in the community.

Areas of Assistance include:
- Housing, Shelter, and Utilities
- Food and Clothing
- Health Care
- Behavioral Health
- Personal Safety
- Education and Employment

The Case Management process includes a comprehensive assessment that identifies the person’s strengths and barriers that may impede progress; a financial assessment of income and expenses to assist in budgeting guidance and identifying federal, state or local funding; and a mental wellness screening.

Through a series of meetings with the client, the Case Manager establishes a service plan with specific goals, interventions and time frames for achievement. The service plan develops a step by step process for the client to achieve their personal goals.

By working collaboratively with the client, the Case Manager develops strategies that will help the client in accomplishing self-sufficiency and economic independence.
Youth Services Bureau

Youth Services Bureau (YSB)
The Greenwich Youth Services Bureau’s mission is to create a coordinated, effective and efficient system of services for youth and families. YSB helps to improve and enhance the way the community anticipates, identifies, responds, and ultimately meets its changing needs.

YSB Goals
1. Early interventions and decreased referrals to Juvenile Court
2. Increased participation in appropriate services and programs
3. Information and referral for positive youth development and increased family engagement

Greenwich Juvenile Review Board
Founded in 2005, The Greenwich Juvenile Review Board (JRB) is a community-based diversion process for youth that may otherwise be referred to the Juvenile Court for minor violations of the law. The JRB is offered to juveniles with a misdemeanor, first time offense.

Greenwich Interagency Team
The Greenwich Interagency Team brings together community agencies that partner to provide a system of supports and services to children and families. The Department of Human Services is the coordinating hub for the Interagency Team and is part of the overall Community Based Diversion System plan in collaboration with the Juvenile Review Board program.

The First Selectman’s Youth Commission (FSYC)
The FSYC is a youth-led commission that provides high school age young people of the Town an opportunity to express their concerns and commitment to improving the community’s quality of life. The Commission is comprised of a varied group of young people who represent different schools, geographic parts of Town, interests and backgrounds and they work directly with Town leaders. The members of the Commission serve as ambassadors from their schools providing a voice to local leaders.
Community Programs

Community Gifts
The Community Gifts Program is funded by private donations and the Salvation Army to support various forms of assistance throughout the year. Donations are overseen by an independent 501(c)(3) Fund and are tax deductible. The Community Gifts Program spans the following offerings:

- **Campership**: Provides camp scholarship, registration and transportation to several local camps and sleep away camps for children 5-14 years old.
- **Boots and Shoes**: Provides vouchers and gift cards for children ages 5-14 entering school to purchase footwear.
- **Holiday Aid**: Provides food vouchers, food baskets, Toy distribution day and Angel Tree gifts during the holiday season.

Youth Programs
Services are provided to Greenwich Youth through three unique programs:

- **Byram Archibald Neighborhood Center (BANC) After School Program**
A licensed after school program serving Byram students ages 5-11 attending New Lebanon Elementary School. The purpose is to promote positive youth development and educational enrichment through participation in educational, recreational and arts activities.

- **Greenwich Youth Conservation Program**
Provides short-term summer employment and training for 112 youth ages 14-15. Four consecutive groups spend two-week sessions doing outdoor work projects at Greenwich parks, nature preserves and other Town facilities. Teens receive a stipend for their work funded through private and public donations.

- **Greenwich Youth Corp**: Provides an additional opportunity for youth ages 16-17. Teens are selected from their work in GYCP and 2 groups of 7 work 30 hours a week for 4 weeks earning minimum wage. This is a partnership with Greenwich Land Trust. Teen salaries are funded through private donations.
Homecare Services

Our Homecare Services are provided to Greenwich residents who are having difficulty with everyday activities or need help during times of illness or disability.

After an in-house evaluation is completed by one of the Department’s professional staff, establishing need and developing a service plan with the client and/or family. Homecare staff are available to assist with the following activities:

- Light Housekeeping
- Laundry
- Meal Preparation
- Dressing Assistance
- Assistance with Bathing (a doctor’s note authorizing this service is required)

All Homecare staff complete the Connecticut Department of Public Health’s Health Aide training program or a recognized equivalent, such as Certified Nursing Assistant. The Homecare supervisor routinely completes home visits to ensure the quality of Homecare staff work and client satisfaction with services.

Client Transportation

An additional service that is offered to Department clients is Client Transportation. The service includes door-to-door transportation to medical and legal appointments, Neighbor to Neighbor food delivery, benefit application appointments and language class attendance, including ESL classes offered by the Department.
Energy Assistance Programs

Energy and Housing assistance services are provided through 3 distinct programs and funded through federal, state and private donations:

• **Connecticut Energy Assistance Program**
  Provides assistance to Greenwich residents for their energy costs. Eligibility is based on income, family size, composition and expenses. Payments are made directly to the utility or fuel company.

• **Operation Fuel Program**
  Privately funded, not-for-profit fuel bank providing financial assistance to eligible low income families to assist with heat and non-heat utility costs. Funds are privately raised with “add a dollar” contributions. Payments are made directly to the fuel or utility company.

• **Renters Rebate Program**
  State funded program for Seniors 65 and over and/or adults deemed disabled by the Social Security Administration. Awards are based on a graduated income scale and amount of rent and utility payments made in prior year.
Community Partnership Program

The Greenwich Department of Human Services sponsors the Community Partnership Program that grants funds to partner agencies whose services/programs strengthen the community’s capacity in providing basic human services.

The primary objectives of the Community Partnership Program are to:

- Provide support services that are an integral part of the GDHS mission, vision and strategic plan for human services;
- Serve as a catalyst to community-based agencies, both large and small, to provide services and leverage resources;
- Strengthen the community’s capacity to provide human services to individuals and families in need through the effective and efficient use of resources; and
- Help build public/private partnerships and improve coordination and collaboration across the community agency network.

The Community Partnership Program has four priority service areas:

- **Education**: Positive Child/Youth Emotional Growth and Development;
- **Medical/Behavioral Health**: Access to Timely and Quality Health Services;
- **Personal Safety**: Protection Against Abuse, Neglect and Domestic Violence; and
- **Housing**: Access to Available Emergency/Crisis Shelter.

The ultimate goal of the Community Partnership Program is to encourage local human service providers to collaborate in establishing a cost-effective network of quality services to Town residents.