

Human Services Needs COVID-19 Survey

Preliminary results as of July 14, 2020

Municipal Responses

Municipality	Population
Town of Bolton	5,376
Town of East Granby Social Services	5,147
Town of East Hartford Health & Social Services	49,998
Town of Ellington	16,299
Town of Granby	11,375
Town of Hebron	9,482
Town of Marlborough Social Services	39,825
Town of Rocky Hill Ct, Human Services Dept	20,145
Town of Southington Community Services	43,807
Town of South Windsor	26,054
Town of Stafford Community Senior Center and Housing Authority	12,192
Town of West Hartford	69,939
Town of Wethersfield	26,082
Town of Windsor Social Services	29,044

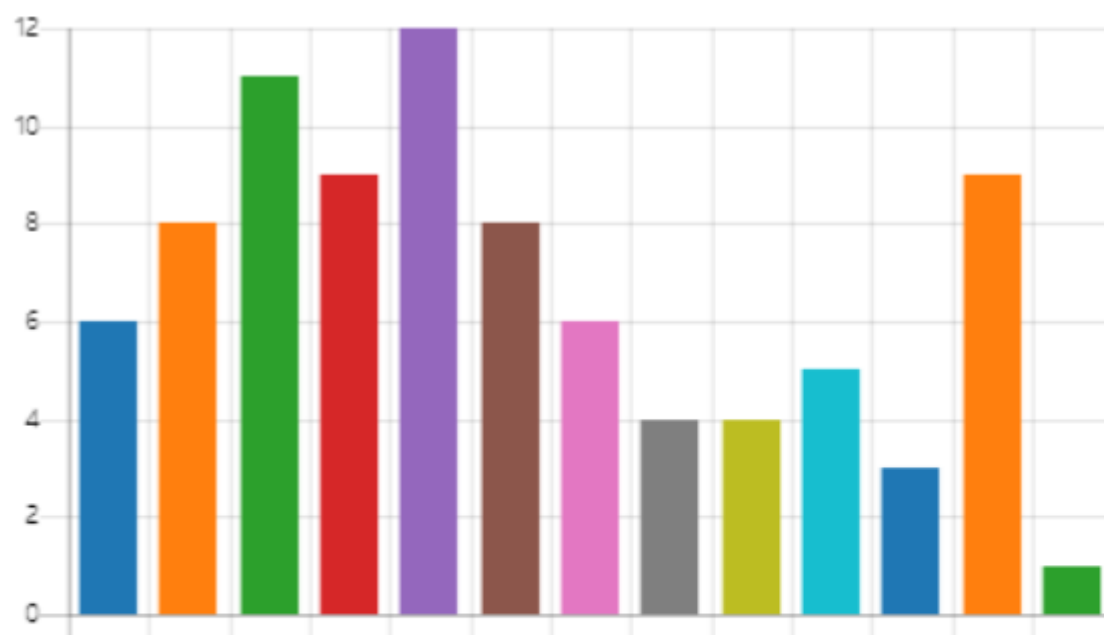
What areas will you need to provide services to residents in quarantine/self-isolation?

● Meal / Grocery Delivery	14
● Food, clothing, shelter	12
● Financial distress	15
● None	0



What types of additional assistance will be needed to provide services to residents?

● Elder care	6
● Homebound care	8
● Food, clothing, shelter	11
● Homelessness, displacement	9
● Financial distress	12
● Medical appointments/prescri...	8
● Mental health disorders	6
● Domestic violence	4
● Addiction recovery services	4
● Childcare/preschool	5
● Childcare education	3
● Persons with disabilities/speci...	9
● None	1



Quarantine and Isolation

- Medication and medical needs.
- Mental and behavioral health support.
- Technological assistance i.e. providing elders with the ability to remain connected.
- Financial assistance.
- Volunteer outreach - communicate with those who are isolated.
- Resources, referrals and case management.
- Shopping needs: Need for affordable groceries and food pantry/mobile food share pick-ups/deliveries, and other shopping needs.
- Educating residents regarding what the definition and importance of quarantining & self-isolation.

Financial distress

- Relief programs rather than deferment.
- Financial assistance (many who lost jobs are struggling to make ends meet i.e. bills, rent, etc.)
- Loss of income due to business shutdown or illness has caused stress for renters, particularly.
- Funding for tenant/landlord resolution, or for rent payments to avoid evictions needed.
- Resources, referrals and case management.
Job loss/reduction in hours/wages.

Homelessness – Food, clothing, shelter

Homelessness/displacement

- Persons with physical disabilities not suitable for shelters are being evicted due to lack of income (pending Social Security Disability) Need alternative place to live.
- Resources (available units, temporary safe locations).
- Additional funding.
Rent/mortgage relief programs.
- Placement assistance.
- Addiction treatment.
- Resources, referrals and case management.

Food, clothing, shelter

- Monetary donations to assist with food pantry needs.
- Sheltering assistance for unemployed/homeless.
- Funding assistance.
- Resources, referrals and case management.
- Clothing and hygiene products
- Transportation assistance i.e. grocery store, medication, etc.

Elder and Homebound care

Elder care

- Increase funding to VNAs to expand their services to isolated elders.
- Hoarding and sanitation assistance.
- Adult protective services have limited staff. *i.e. if a report needs to be made you must leave a message and wait for a return phone call.*
- Struggle for elders to see doctors in person, and inability to utilize technology in its place.
- Resources, referrals and case management.
- Face masks for elderly or frail residents; we have received donations of masks.

Homebound care

- Financial assistance for meal delivery, medical attention, bathing, dressing, food preparation, socialization, etc.
- Resources, referrals and case management.
- Assistance with disabled elder care for disabled child (under 60 yo) requiring constant care and lack of insurance.
- Assistance with daily activities, cleaning, laundry,
- Transportation assistance i.e. shopping, medical appointments, etc.

Persons with disabilities/special needs

- Persons with disabilities/special needs are not suitable for shelters need alternative housing options. (No income, nor social security)
- Virtual meetings are difficult for some with disabilities to participate.
- Resources, referrals and case management.
- Assistance with home care for disabled youths.
- Aides and Home Healthcare workers reluctant to enter the residents' homes leaving them without services.

Medical appointments AND Prescription pick-up

- Patients stressed about having to be seen alone (especially for those that suffer from Dementia or other disorders that require someone to be with them).
- Assistance with prescription pick-up/delivery.
- Resources, referrals and case management.
- Transportation needs.
- Rides to and from, helping residents to understand their diagnosis and care plan. Our residents DO NOT ZOOM or teleconference and most doctors are not "seeing" patients at this time.
- Lack of knowledge on how to use smartphones or computers to utilize telehealth options.

Childcare/Preschool and Childcare Education

Childcare/Preschool

- Critical need for these services to reopen.
- Difficulty working from home and homeschooling at the same time.
- Lack of summer camps and activities are also contributing to the increased stress and lack of resources.
- Financial assistance. (i.e. to help fund summer camps, etc.)
- Resources, referrals and case management.
- Daycare assistance so residents can work.

Childcare education

- Resources, referrals and case management.

Addiction and Mental Health

Addiction

- Treatment assistance.
- Resources, referrals and case management.
- Inability to obtain necessary services and treatment i.e AA meetings, etc. are ZOOM and teleconferences, therefore inaccessible to our residents.

Mental Health

- Resources for support groups and/or individual counseling. Wait lists may be weeks long.
- Increase access to professional services. Additional clinical staffing.
- Treatment assistance; this is a growing problem for all ages.
- Depression, anxiety, addiction, mood instability among others resulting from fear and isolation.
- Resources, referrals and case management.
- Increase in stressors and triggers as a result of the COVID 19 pandemic, need additional support for those with mental health disorders

Domestic Violence

- Access to additional counseling services.
- Temporary relocation of victim. Social Services reports an increase in domestic violence; some relocation needed.
- Financial assistance for those in need.
- Resources, referrals and case management.

Other areas

- More assistance with employment skills/training for persons who are middle aged who have not worked in a long time, as well as case management services for them re: employment needs.
- Establish a hotline for residents to obtain latest information, talk to a counselor or to connect with needed services.
- Resources, referrals and case management.
- Find ways to provide socialization for our senior citizens while keeping them safe (consider limited use of technology, loss of hearing and eye sight, etc.)