



# HELP

## CAN NAVIGATOR

### 2-1-1 RESOURCES

For additional help visit us online at  
[www.211ct.org](http://www.211ct.org) or dial 211.



**UNITED WAY**  
Connecticut



# TABLE OF CONTENTS

## **Programs/Services/Tools to assist clients with:**

- Free Cell Phones .....2
- Utility Assistance .....4
- How to obtain a new/lost:
  - Birth Certificate .....6
  - Photo ID.....8
  - Social Security Card .....10
- State & Federal Programs available to CT residents .....12

**2-1-1 is a program of United Way of Connecticut.**

## FREE CELL PHONE SERVICES

### ACCESS WIRELESS

Program: Lifeline - Discounted Cell Phone Service

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

**Description:** Government (FCC) supported program for income eligible households provides free cellular service, free monthly minutes, and a free wireless cell phone. Eligible households include those who participate in at least one of the state benefit programs mentioned below.

**Eligibility:** Household income at or below 135% FPL and/or participate in one of the following programs: Connecticut Energy Assistance Program; Contingency Heating Assistance Program; Federal Public Housing Assistance / Section 8; SNAP (Food Stamps); Medicaid (including HUSKY and Healthy Start); Supplemental Security Income (SSI); Temporary Assistance to Needy Families (TANF); or the National School Lunch Program's Free Lunch Program (NSLP); No one in the household can be receiving Lifeline through another provider; Must have a valid postal address (not a P.O. Box address)

**Application Process:** Download application from the website and fax or mail to Access Wireless; call or visit website for further information

**Program Fees:** No fee for cellular phone and cellular service with set number of minutes; may purchase additional minutes for set fee

**Defined coverage area(s), for the Program:** CT – Statewide

#### Program Phones:

888-900-5899 Information - Voice

800-464-6010 Application assistance - Voice

888-594-4473 Applications - Fax

## SAFELINK WIRELESS

Program: Lifeline - Discounted Cell Phone Service

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

**Description:** Government (FCC) supported program for income eligible households provides free cellular service, free monthly minutes, and a free wireless cell phone. Eligible households include those who participate in at least one of the state benefits assistance programs.

**Eligibility:** Household income at or below 135% FPL and/or participate in one of the following programs: Care for Kids; Conn. Energy Assistance Program; Contingency Heating Assistance Program; Federal Public Housing Assistance / Section 8; SNAP (Food Stamps); Medicaid (including HUSKY and Healthy Start); Personal Care Assistance; Refugee Program; Rental Assistance; SAGA; State Supplement to the Aged, Blind, or Disabled; Supplemental Security Income (SSI); or Temporary Family Assistance; No one in the household can be receiving Lifeline Assistance through another provider; Must have a valid postal address (not a P.O. Box address)

**Application Process:** Submit application through the website (If no Internet access, applicants are encouraged to apply through local public library internet service); call or visit website for further information

**Documents Required:** Documents that verify income and residence may be required

**Defined coverage area(s), for the Program:** CT - Statewide

**Program Phones:**

800-977-3768	Voice Enrollment Department
888-251-8164	Voice Customer Support (for enrolled customers)
800-378-1684	Voice Customer Support (for enrolled customers)

Visit the 2-1-1 website: for additional cell, landline and internet program discounted resources, link here: - [Discounted Utility Services](#)

## **UTILITY ASSISTANCE PROGRAMS**

### **CONNECTICUT STATE ENERGY ASSISTANCE PROGRAMS CEAP**

The Connecticut Energy Assistance Program is designed to help offset the winter heating costs of Connecticut's lower income households, specifically those households whose incomes fall at or below 150 percent of the federal poverty guidelines as well as households with elderly, disabled and/or children under the age of six, with incomes between 150 percent and 200 percent of the federal poverty guidelines.

Households with incomes below 60 percent of the state median income who are not eligible to receive assistance under CEAP may be eligible to receive assistance under the Contingency Heating Assistance Program.

Link to full details of program: <http://uwc.211ct.org/connecticut-state-energy-assistance-programs-2015-2016/>

### **OPERATION FUEL**

Operation Fuel ([www.operationfuel.org/](http://www.operationfuel.org/)) provides cash assistance for heating expenses for households with incomes at or below 60% of the State Median Income guidelines who are in crisis. Local fuel banks assess client eligibility and make payments to vendors. Operation Fuel is a private charitable program.

**BENEFIT AMOUNT:** Operation Fuel awards grants for the Winter, Spring and Summer seasons. The grants are used for heat and non-heat source expenses. Amount of assistance is up to the discretion of the local fuel bank. Payments are made directly to fuel or utility vendors. Note: Spring and Summer programs provide assistance for gas and electric utilities only.

Link to full details here: <http://uwc.211ct.org/operation-fuel-2014-2015/>

### **UTILITY MATCHING PAYMENT PROGRAMS**

Matching Payment (a.k.a. Arrearage Forgiveness) programs are payment incentive programs offered by Connecticut's regulated natural gas and/or electric utilities to their income-eligible customers. These plans help eligible customers maintain year-round service and pay down a delinquent balance by awarding credits toward a delinquent balance when the customer makes their agreed-upon scheduled payment.

- Link to full details here: <http://uwc.211ct.org/utility-matching-payment-programs/>
- For a Summary Chart of Energy Assistance/Utilities program details: <http://uwc.211ct.org/summary-chart-energy-assistanceutilities/>

### **COMMUNITY ACTION AGENCIES ACTION FOR BRIDGEPORT COMMUNITY DEVELOPMENT**

1070 Park Avenue Bridgeport, CT, 06604  
Site Hours: M-F: 8:30am-4:30pm

**Description:** Community action agency for Bridgeport, Easton, Fairfield, Monroe, Stratford, and Trumbull provides social services for economically disadvantaged residents of Greater Bridgeport. Services include child care, preschool programs, Lighthouse after-school and summer programs, energy assistance (see separate listing for energy assistance application sites), youth employment assistance, and an Individual Development Account program.

**Program Phones:**

203-366-8241 Voice

888-852-6080 Voice

203-366-4366 TTY

## **COMMUNITY ACTION AGENCIES COMMUNITY ACTION AGENCY OF WESTERN CT**

66 North Street  
Danbury, CT, 06810

**Site Hours:** M-F: 9am-5pm; Winter hours: Nov. 1-Feb. 22: M,W: 8am-6pm; T,Th: 8am-8pm; F: 8am-4pm; Sat: 9am-1pm; Summer hours: July 1 to first Monday after Labor Day: M-Th: 8:30am-5:15pm; F: 9am-1pm

**Description:** Community action agency for Bethel, Bridgewater, Brookfield, Canaan, Cornwall, Danbury, Kent, New Canaan, New Fairfield, New Milford, Newtown, Redding, Ridgefield, Salisbury, Sharon, Sherman, Warren and Washington provides services for disadvantaged people and families to promote self-sufficiency and economic independence. Special services and programs include housing services, after school activities, Action Early Learning Center, holiday assistance, food pantry, diaper program, eviction prevention program, Retired Senior Volunteer Program (RSVP), Volunteer Income Tax Assistance (VITA), and energy assistance.

**Program Phones:**

203-744-4700 Voice

203-790-9693 Fax

For a complete list of the Community Action Agencies, visit the 2-1-1 website:

[http://www.211ct.org/search?term=Community%20Action%20Agencies&page=1&location=Connecticut&taxonomy\\_code=5959&service\\_area=connecticut](http://www.211ct.org/search?term=Community%20Action%20Agencies&page=1&location=Connecticut&taxonomy_code=5959&service_area=connecticut)

# HOW TO OBTAIN A BIRTH CERTIFICATES/PHOTO ID/SOCIAL SECURITY CARD

Summarized from the 2-1-1 eLibrary Topical papers:

<http://uwc.211ct.org/birth-certificates/>

## BORN IN CONNECTICUT:

All people born in the state of Connecticut can obtain a certified copy of their birth certificate from the Connecticut State Department of Public Health-Vital Records Section:

[www.ct.gov/dph/cwp/view.asp?a=3132&q=388130&dphNav=|46940|](http://www.ct.gov/dph/cwp/view.asp?a=3132&q=388130&dphNav=|46940|)

Birth certificates are also obtainable from the Registrar of Vital Statistics in the city or town where the birth took place.

## BORN OUTSIDE OF CONNECTICUT:

All people born outside of Connecticut must call or write the town clerk in their city or town of birth or the state Vital Records office in their home state to obtain copies of their birth certificates. For copies of birth certificates outside of Connecticut, access "Where to Write for Vital Records" on the National Center for Health Statistics website: [www.cdc.gov/nchs/w2w.htm](http://www.cdc.gov/nchs/w2w.htm)

## HOW TO OBTAIN A BIRTH CERTIFICATE

Birth certificates are on file at the Town Clerk's office of the Connecticut town where the applicant was born or where his or her mother resided at the time of their birth. Full birth certificates are only available to the person whose name appears on the certificate, if over 18, or to a parent who wants to obtain a certified copy of his or her child's birth certificate. Short form certificates are available to the person whose name appears on the certificate, if over 16, a parent for his or her child, a spouse, or a legal representative. Photo identification must be presented when the request is made. There is a \$20.00 fee charged for a certified copy of birth certificate for a Connecticut birth.

**Note:** There is a \$30.00 fee for a birth certificate requested from the Vital Records office.

## HOW TO WRITE FOR RECORDS

When writing to request a birth certificate, be sure to include the following information:

- Date of request
- Full name of person (last name in caps)
- Date of birth; Place of birth
- Mother's maiden name
- Father's name
- Relationship to party
- Reason the record is needed
- Requestor's name & address
- Requestor's signature
- Copy of Requestor's photo identification

Before making a written request, it is recommended that you contact the town clerk or registrar of vital statistics in the city or town of the requestor's birth to confirm address and fees for birth certificate copies. Be sure to include a self-addressed stamped envelope with all written requests.

## **OBTAINING A BIRTH CERTIFICATE IF YOU HAVE LOST YOUR ID BORN IN CONNECTICUT:**

ONE of the following documents is needed for photo identification:

- Current Connecticut Driver's License
- Military ID
- Passport
- If you do not have any of these documents, your parents, grandparents, spouse, or children over age 18 can use their photo ID to request a copy of your birth certificate.
- If none of the family members listed above are available, you can present TWO of the following types of documents:
  - Automobile registration slip
  - Checking account deposit slip showing your name and address
  - Current utility bill showing your name and address
  - Employer's letter
  - Social Security card
  - Voter registration card

### **BORN OUTSIDE OF CONNECTICUT:**

People born outside of Connecticut should call their birth state's Vital Records Department to find out what their requirements are for replacing lost birth certificates when you have lost your photo ID. Contact the Connecticut Vital Records Registry to get the phone number for Vital Records offices in other states.

### **TO FIND TOWN CLERK OFFICES IN CONNECTICUT'S:**

Link here to search by city/town in the 2-1-1 database: [Records/Licenses/Permits](#)

## **DRIVERS LICENSE OR DMV IDENTIFICATION CARDS**

Summarized from the 2-1-1 eLibrary paper:

<http://uwc.211ct.org/drivers-license-or-dmv-identification-cards/>

### **Driver's License or DMV Identification Cards: Acceptable Forms of Identification to Obtain a New or Replacement DMV License or ID Card - Connecticut**

The following information was obtained from the Connecticut Department of Motor Vehicles web page at: <http://www.ct.gov/dmv/cwp/view.asp?a=805&q=244772>

To obtain a new learner permit, driver license or ID card, or to obtain a verified driver license or ID card you will need to provide valid/unexpired, original documents, or certified copies, to prove the following:

- Identity
- Social Security Number
- Connecticut residency
- Legal presence in the United States
- Name change documents (if applicable)



**NOTE:** Photocopies, notarized photocopies and non-certified copies are NOT acceptable. Two (2) forms of the same identification will not be accepted. If any document presented is in a language other than English, it must be translated by a DMV approved translator.

**TO PROVE YOUR IDENTITY:**

You must present two (2) forms of identification; at least one of the documents must be from the primary document list.

**PRIMARY DOCUMENT LIST - US born**

- US Birth Certificate or Registration of Birth (Hospital issued are not acceptable)
- US Passport or Passport Card
- PRIMARY DOCUMENT LIST - Non-US born
- Foreign Passport with supporting documents (See Legal Presence below)
- Certificate of Naturalization
- Certificate of Citizenship
- Permanent Resident Card
- Consular Report of Birth Abroad

**SECONDARY DOCUMENT LIST**

- Out of State US photo driver license
- US Territory or Canadian photo driver license
- Out of State US or Canadian issued photo learner permit
- Connecticut non-driver identification card, driver license or learner permit which may be required to be surrendered
- US Military ID or dependent card with photo
- Connecticut State Permit to Carry Pistols or revolvers
- Military discharge/separation papers (DD-214)
- Court Order: Must contain full name and date of birth (i.e. name change, adoption, marriage or civil union dissolution) Does not include abstract of criminal or civil conviction
- Marriage license or Civil Union Certificate (certified copy issued by town/city)
- Pilot's license (issued by the US DOT Federal Aviation Administration)
- School record/transcript (must be certified; school photo ID not acceptable)
- Social Security Card (laminated or metal cards are not acceptable)
- CT State Department of Social Services issued photo public assistance card
- CT Department of Corrections original certificate of identification (not available from DOC unless issued when discharged)
- Baptismal certificate or similar document
- State or Federal Employee Identification with signature and photo and/or physical description with or without date of birth
- Employment Authorization card

If you have a question regarding acceptable documents, please phone the DMV Call Center: 860-263-5700 (Within Hartford area or Outside of CT), 800-842-822 (Elsewhere in CT).

## **SOCIAL SECURITY CARDS: DOCUMENTS REQUIRED TO OBTAIN A SOCIAL SECURITY NUMBER AND CARD OR A REPLACEMENT CARD**

Summarized from the 2-1-1 eLibrary paper: <http://uwc.211ct.org/social-security-cards-documents-required-to-obtain-a-social-security-number-and-card-or-a-replacement-card/>

The following information was obtained from the U.S. Social Security Administration's web page at: <http://www.socialsecurity.gov/ssnumber/>.

**TO OBTAIN A NEW SOCIAL SECURITY NUMBER AND CARD** you will need to provide at least two documents to prove age, identity, and U.S. citizenship or current immigration status.

**TO OBTAIN A REPLACEMENT CARD**, if lost or stolen, you must prove your identity and U.S. citizenship.

To prove identity: Social Security must see:

- U.S. driver's license; or
- State-issued non-driver identity card; or
- U.S. passport.

If you do not have these specific documents or cannot get a replacement for them within ten days, Social Security will ask to see other documents, such as:

- Employee ID card;
- School ID card;
- Health insurance card (not a Medicare card);
- U.S. military ID card;
- Adoption decree;
- Certificate of Naturalization
- Certificate of Citizenship

To Prove Age: Social Security must see:

- Birth certificate;  
If a birth certificate does not exist Social Security may accept:
- Doctor, clinic or hospital record;
- Religious record (e.g. baptismal record);
- U.S. Passport;  
If you lived outside the U.S.:
- current or previous passport
- school or employment records;
- other records showing you do not have a SS number

To prove U.S. citizenship: Under recent changes in law, only certain documents can be accepted as proof of U.S. citizenship. These include:

- U.S. birth certificate;
- U.S. passport;  
Social Security may accept:
- U.S. Consular report of birth;
- Certificate of Naturalization;
- Certificate of Citizenship.

To prove immigration status: If you are not a U.S. citizen, Social security must see your current U.S. immigration documents. Acceptable documents include:

- I-94 for all non- citizens, *Arrival/Departure Record*;
- I-20 for F-1 or M-1 students, *Certificate of Eligibility for Non-immigrant Student Status*;
- DS-2019 for J-1 or J-2 exchange visitors, *Certificate of Eligibility for Exchange Visitor Status*;
- I-766, *Work Permit*;
- I-551 Lawful Permanent Record Card, Machine Readable Immigrant Visa.

All documents must be either originals or copies certified by the issuing agency. Social Security cannot accept photocopies or notarized copies of documents or receipts showing you have applied for a document.

- Local Office Locations:

Bridgeport Office	3885 Main Street Bridgeport CT 06606 1-866-331-7096 1-800-772-1213
Danbury Office	131 West Street Danbury CT 06810 (203) 748-3569   1-800-772-1213
Stamford Office	2 Landmark Square Stamford CT 06901 (203) 359-0030   1-800-772-1213

**TO FIND THE COMPLETE LIST OF SOCIAL SECURITY OFFICE LOOK IN CONNECTICUT'S COMMUNITY RESOURCES DATABASE:** Search by Service Name: [Social Security Numbers](#)

## STATE & FEDERAL PROGRAMS AVAILABLE TO CT RESIDENTS

For additional assistance with screening clients for the following state and federal assistance programs, visit the 2-1-1 Navigator at:

<http://www.211navigator.com/>

Welcome to the 2-1-1 Navigator



### Related Links

- United Way of CT
- Local United Ways
- 211
- 211 Child Care
- CT Care 4 Kids

- **Connecticut Care 4 Kids:** Care 4 Kids helps pay for child care for low to moderate income families who are working or in job training. [Click for more information](#) [Click for an application](#)
- **Earned Income Tax Credit (EIC/EITC) : Federal Earned Income Tax Credit/Connecticut Earned Income Tax Credit:** EITC, the Earned Income Tax Credit, sometimes called EIC is a refundable federal income tax credit for low to moderate income working individuals and families. In order to qualify for the CT State Earned Income Tax Credit, filers must meet the criteria for the Federal EITC program and would then calculate 27.5% of the federal benefit for the Connecticut EITC benefit amount. [Click for more information](#)
- **Food Stamps/SNAP:** The Food Stamp program helps low income households buy food. [Click for more information](#) [Click for an application](#)
- **Healthy Start:** **Healthy Start** is an expanded Medicaid program that provides prenatal care and all other medical services for pregnant women whose income is at or below 250% of the federal poverty level. Note: There's no asset test. Also, take into consideration that a pregnant woman counts as a family of two for this program. [Click for more information](#)
- **Husky A: For Children:** HUSKY is a managed care health insurance program for children ages 18 and under who are U.S. citizens or legal permanent residents. [Click for more information](#) [Click for an application](#)
- **Husky A: For Parents/Caregiver Relatives:** Parents and relative caregivers whose child is insured under HUSKY A and whose income is at or below 185% of the Federal Poverty Level may also be eligible for coverage by HUSKY A. [Click for more information](#) [Click for an application](#)
- **Husky B: For Children:** HUSKY is a managed care health insurance program for uninsured children ages 18 and under who are U.S. citizens or legal permanent residents. [Click for more information](#) [Click for an application](#)
- **HUSKY C (Formerly called Medicaid for the Aged, Blind & Disabled/Title 19):** HUSKY C (formerly called Medicaid/Title 19) is a government health insurance program for people who are 65 years of age or older, blind or disabled, children, pregnant women and parents. [Click for more information](#)
- **HUSKY D:** Medicaid Coverage for the Lowest Income Population (Formerly called Medicaid (LIA)): HUSKY D: Medicaid Coverage for the Lowest Income Population (Formerly called Medicaid (LIA)) is a government health insurance program that provides medical insurance for very low income adults, ages 19-64, who do not have dependent children and who are not disabled. [Click for more information](#)
- **Medicaid for the Employed Disabled:** Connecticut residents who meet Social Security's definition of disability and are employed may be eligible for Medicaid even if their income and assets are higher than the usual income and asset restrictions for Medicaid. [Click for more information](#)
- **Medicare:** Medicare is the federal health insurance program for people 65 years of age and older, and people with disabilities under the age of 65. [Click for more information](#)

- **Medicare D:** Medicare Part D, also known as Medicare Rx, is Medicare's prescription drug program.[Click for more information](#)
- **Medicare D Low Income Subsidy:** The Medicare D Low Income Subsidy, also called "Extra Help", helps low income individuals pay for Medicare Part D premiums, deductibles and co-pays.[Click for more information](#)
- **Medicare Savings Programs - QMB - SLMB – ALMB:** Medicare Savings Programs pay Medicare B premiums. QMB also pays for Medicare B deductibles and co-pays.[Click for more information](#)
- **Operation Fuel:** Operation Fuel provides cash assistance for heating and non-heating expenses for households with incomes at or below 60% of the State Median Income guidelines who are in crisis. Local fuel banks assess client eligibility and make payments to vendors. Operation Fuel awards grants for the Winter, Spring and Summer seasons. The amount of assistance is up to the discretion of the local fuel bank.[Click for more information](#)
- **Property Tax Credit and Rent Rebate:** State law provides a property tax credit/rent rebate program for Connecticut homeowners and renters who are elderly or disabled, and whose incomes do not exceed certain limits. The benefit is based on a graduated income scale.[Click for more information](#)
- **SAGA Cash:** SAGA provides cash to individuals without dependent children in Connecticut who do not have enough money to meet their basic needs and are deemed "unemployable".[Click for more information](#)
- **School Breakfast-School Lunch Program:** Free or reduced price breakfasts and lunches are served in participating elementary and secondary schools to enrolled students whose family income does not exceed income limits.[Click for more information](#)
- **Social Security Disability – SSD:** SSD pays a monthly benefit to individuals who are unable to work because of their disability. To be eligible, the individual must have worked enough to earn the proper number of "credits" and have paid Social Security taxes.[Click for more information](#)
- **Supplemental Security Income – SSI:** SSI pays a monthly benefit amount to low income individuals who are elderly or disabled and who have not earned enough work credits to be eligible for Social Security Retirement or Social Security Disability.[Click for more information](#)
- **Temporary Family Assistance – TFA:** Monthly cash benefit for indigent families with dependent children. Custodial relatives can receive a child-only TFA grant without regard to the custodial relative's income.[Click for more information](#)
- **Utility Assistance - CEAP – CHAP:** CEAP and CHAP energy assistance programs provide financial assistance for payment of primary heat bills for households with qualifying incomes. The amount of assistance depends upon household income and family size, type of heat source, and whether heat is included in rent. CEAP has a renter's benefit for households whose heat is included in their rent, but CHAP does not.[Click for more information](#)
- **WIC**