

Resources for Clients in Enfield During COVID-19 Emergency:

Food Resources for Children Under Age 18:

Free Grab and Go breakfast and lunch is available for everyone 18yrs and younger, until school reopens.

- Drive thru pick up of grab and go meals
- Locations:
 - ✓ JFK Middle School at 155 Raffia Road in Enfield
 - ✓ Enfield High School at 1264 Enfield Street in Enfield
- Drive thru schedule:
- Monday - Friday 11:30 am -1:00 pm

Contact dedwards@enfieldschools.org or call 860-253-6509 and leave message

Food Resources for Adults:

Enfield Food Shelf (Pantry)

- ✓ 96 Alden Avenue, Enfield, CT 06082 - (860) 741-7321

Mobile Food Pantry – 860-856-4321 (24 hours) or text for info:

- ***Sign up for texts of locations and schedule by texting FOODSHARE to 85511***

Mobile Foodshare is a pantry-on-wheels that brings fresh produce and other food to our neighbors in need at community sites throughout Hartford and Tolland counties. The program increases access to healthy food and nutrition throughout the region serving an average of more than 15,000 visitors each month.

Loaves and Fishes Soup Kitchen

- ✓ 28 Prospect St, Enfield, CT 06082 (860) 741-0226

Unemployment Insurance - Department of Labor:

www.filectui.com and no phone calls

- Eligible recipients will get retroactive payments to catch ups
- There is a three week backlog on processing claims.
- Contact: dol.webhelp@ct.gov

Housing and Rental Assistance:

- 211 is still taking calls for people seeking shelters and other resources. 211 is available 24 hours a day, 7 days a week, every day of the year online at 211ct.org and over the phone by dialing 2-1-1. Shelters are screening people who enter for COVID-19.
- **DOH (department of housing) wants to stress to people that SHELTERS SHOULD BE THE ABSOLUTE LAST RESORT in order to minimize the spread of COVID-19 in shelters.**
- The Connecticut Department of Housing has waived its policy of waiting 30 days to implement an income change for the rental assistance program and federal section 8 vouchers. For the next 90 days, families already participating in the programs will have immediate adjustments for rental payment. DOH has also increased its rapid exit and rapid rehousing funding by \$735,000 to assist individuals and families leave shelters and find permanent housing.
- Rapid exit funds (funds that could be used for security deposits) are still available through CCEH (Connecticut coalition to end homelessness), please have client call 211 for more information or visit CCEH.ORG (*Tashyia does have some experience working with this population & has some experience accessing these funds if you have any questions*)
- **Enfield Housing Department – (860) 745-7493**

Eviction

- if the client's landlord has filed a case in court to evict them, it will not move forward at this time. If their landlord already won a judgment allowing the landlord to evict them, they can stay in the home through May 1, 2020 and possibly later. Please check back for updates to this information. Please note: tenants are still responsible for paying the rent as agreed in their lease. (<https://portal.ct.gov/-/media/Coronavirus/COVID-19-FAQs.pdf?la=en> Page 45)
- **This means that a state marshal cannot serve you with an “execution” eviction order, physically remove you or your belongings from your apartment, or change your locks before May 1st.**

Mortgage

- Borrowers affected by the coronavirus and who are having difficulty paying their mortgage, should reach out directly to their mortgage servicers to talk about the help that is available. Depending on the type of loan you have and your situation, different types of help may be available. As of March 18, 2020 and to help borrowers who are at risk of losing their homes, the Federal Housing Finance Agency (FHFA) has told Fannie Mae and Freddie Mac to put a hold on foreclosures and foreclosure-related evictions for at least 60 days due to the coronavirus national

emergency. This hold applies to homeowners with single-family mortgages backed by either Fannie Mae or Freddie Mac. A similar hold on foreclosures and foreclosure-related evictions is in place for FHA-insured loans. Because of this, the Connecticut courts have extended the dates of all foreclosure sales and the running of law days (the date when you must leave your house) to early June. (<https://portal.ct.gov/-/media/Coronavirus/COVID-19-FAQs.pdf?la=en> PAGE 45)

- **Foreclosure sales scheduled for March 21 and 28 have also been postponed until May.**

Medical - Live Health Online:

- Register at www.livehealthonline.com
- ***Maybe you are worried about your symptoms and want to know if you should get a COVID-19 test.*** Maybe you are just experiencing spring allergies and need a prescription. Perhaps your child is sick, and you need a medical opinion. Thanks to the Internet, you can connect to one anytime, anywhere – whether it’s in the middle of the night or in the middle of a weekend. Sign up for LiveHealth Online and have face-to-face conversations on your computer or mobile device.
- The cost of the visit applies to your deductible for your insurance plan and you are able to apply the costs to your HSA. LiveHealth Online provides the in-network telemedicine services.
- You can also see providers who speak Spanish by using LiveHealth Online Cuidado Medico.
- **A typical medical visit costs just \$59 and is available 24/7!** Anyone can use LiveHealth Online, and providers can offer evaluation for many different health issues.

Utility Assistance:

- Operation Fuel phone at (860) 243-2346 or by email at info@operationfuel.org.
- ***CT Attorney General William Tong and the CT Public Utilities Regulatory Authority (PURA) have issued a 30-day emergency moratorium that prevents electric, natural gas, and water shut offs in our state. This allows families in financial crisis to continue to have access to hot water so they can practice the necessary preventative measures to help reduce the spread of the virus.***

Internet Service (WiFi):

Comcast:

- **Internet Essentials Free to New Customers:** it’s even easier for low-income families who live in a Comcast service area to sign-up for Internet Essentials, the nation’s

largest and most comprehensive broadband adoption program. **New customers will receive 60 days of complimentary Internet Essentials service, which is normally available to all qualified low-income households for \$9.95/month.** Additionally, for all new and existing Internet Essentials customers, the speed of the program's Internet service was increased to 25 Mbps downstream and 3 Mbps upstream. That increase will go into effect for no additional fee and it will become the new base speed for the program going forward.

- **Comcast WiFi hotspots are now free to everyone.** Xfinity WiFi hotspots located in businesses and outdoor locations across the country will be available to anyone who needs them for free – including non-Xfinity Internet subscribers.
- **No Disconnects or Late Fees:** They will not disconnect a customer's internet service or assess late fees if they contact them and let them know that they can't pay their bills during this period. Comcast's care teams will be available to offer flexible payment options and can help find other solutions.

Cell Phone Services:

- **TracFone/Straight talk** (Walmart's minute plan): Partnering with SafeLink Wireless to enroll clients in free minutes, assistance with bill pay, waiving reactivation fees, setting clients up with data and texting packages. Can visit safelinkwireless.com/enrollment or contact 1800 723 3546 for details.
- **Assurance Wireless** (Virgin Mobile's version of SafeLink) is giving all of their customers unlimited minutes and texts from now through 5/20 as well as 6 GB of data for free.
- **Verizon:** suspending late fees/re-connection fees, bill assistance, and getting extra minutes with proof of poverty, unemployment due to COVID. Best way is to apply online through the account. We could probably help clients do this.
- **AT&T:** free/reduced cost wifi/hotspots through your phone, unlimited data for all existing clients, and providing services at \$10 per month for families with no income, low income, or financial strain due to COVID. Will extend the \$10 per month plan after COVID crisis. Online is the most officiant way to apply due to the high number of callers (per info on website).
- **Cricket:** dial 611 to enroll in any COVID relief programs. Waiving re-connection fees, and all service fees on payments. Can use Bridge Pay to pay current bills in future months, over a longer period of time, and/or smaller payments per billing cycle. Includes minute plans. To call 611 you

must call off of the Cricket issued phone, if someone else is calling for the client the number is 1 800 274 2538.

Public Transportation:

Enfield Magic Carpet Bus:

- Limited hours of service 7am to 3pm Monday through Friday
- Call 860-272-3545
- www.ct.gov/143/Magic-Carpet-Bus

CT Transit: 860-525-9181 – Rider Information

- On-board fare collection has been suspended until further notice.
- At this time most regularly scheduled services are operating, with some exceptions.
- Coach buses will continue to be used on longer routes, shorter 2-zone routes will be operated with standard transit buses until further notice to support rear door boarding and social distancing guidelines.
- Passengers who are in wheelchairs and others who require the bus to kneel should indicate to the Operator they wish to use the front door.
- On coach buses, customers are advised to proceed past the farebox and directly to a seat.

Job Search – Virtual Assistance – Goodwill Career Centers: 860-749-6937

Virtual Career Assistance to individuals virtually from 9am-7pm Monday through Friday. NO IN PERSON SERVICES AT ALL UNTIL FURTHER NOTICE. Call 860-749-6937 or go to <https://www.gwct.org/virtual-services> and sign-up.

Free help with:

- Resumes
- Cover Letters
- Interview prep
- Interview Skills (through Mock Interviews)
- Job Search strategy
- Building/Updating a LinkedIn profile
- General Career Tips and Advice

Virtual workshops:

Networking, Basic Digital Skills, and Job Searching.