

APPENDICES TO THE H.O.M.E. RESOURCE MANUAL AND TRAINING CURRICULUM

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APPENDIX A -- Types of homes

Single family (ranch, colonial, split level)	
Small home (used to be called "servant's homes") on someone else's property OR converted vacation/seasonal home	Single story
	Multistory
Single family with "inlaw" apt	Connected
	Separate dwelling
Duplex (2 families side by side) Separate entrances	
2 or 3 family (each residence on one floor)	May have common entrance for 2 or all units
	Separate entrance for upper floors
4+ units from "mansion conversion"	May have common entrance
4+ unit side-by-side residences (separate entrances; often newer condos or townhouses)	Single story (motel-like)
	Multistory
Apartment building (multistory)	Single entrance
	Studio
	# bedrooms
	Common areas
Mobile homes	
Assisted Living	
Boarding home	
Room rental	
College dormitory (only when open for student to live in)	

APPENDIX B

For Developers or Agencies Seeking to Provide Individuals with a Place to Live That They Can Call Home

The Corporation for Supportive Housing contains a wealth of information for developers or agencies/organizations seeking to provide individuals with a place to live that they can call home: This source for housing solutions has a number of toolkits available to developers interested in creating opportunities for supportive housing for individuals with disabilities.

Supportive housing is an innovative and proven solution to some of communities' toughest problems. It combines affordable housing with services that help people who face the most complex challenges to live with stability, autonomy and dignity. The problem with supportive housing from an inclusive communities perspective is that such housing projects tend to congregate large numbers of individuals with particular issues (typically homelessness or those in recovery from psychiatric conditions) in one place and to develop "an institutionalized feel" even though residents each have their own units.

This kind of situation can be avoided by employing some of the following alternatives to congregate housing, each of which may incorporate some form of subsidy to assist tenants in being able to afford their homes:

Master-leasing: Master-leasing is a model under which a supportive housing provider leases several units within a development from an owner at market rates in order to provide supportive housing opportunities. The supportive housing provider then subleases the units to eligible tenants.

Set-Asides: Set asides are groups of units within an affordable housing development that are reserved for and restricted to people with disabilities. The tenants typically lease their units directly from the developer/owner.

Scattered Site (purchase and rental): Some supportive housing providers create housing opportunities by purchasing or renting individual houses and condos at market rates "scattered" throughout the community. Such efforts typically do not involve substantial rehabilitation work and some providers prefer a scattered site strategy as a means of helping to foster community integration for the tenants they are housing.

Turnkey development is when the support agency contracts with a developer to build or renovate housing which is then "flipped" to the support agency upon completion.

SOURCE: <http://www.csh.org/wp-content/uploads/2012/07/DevAlternativespdf.pdf>

Appendix B, cont.

Additionally, some of the other principles found in CSH's toolkits for managing property in which individuals with disabilities may reside are applicable across the board. You can start looking at these tool kits on <http://www.csh.org/documenttypes/tools/> and by exploring the rest of CSH's site.

APPENDIX C -- Differences between Reasonable Accommodations and Reasonable Modifications (and Unreasonable Requests for Changes)

Here are some examples of the differences between reasonable accommodations and reasonable modifications as compared to what would be considered unreasonable requests for change according to the laws and regulations governing accessibility for people with disabilities.

Reasonable accommodations NOTE: These include changes made to new construction prior to residency	Reasonable modifications NOTE: These MUST be permitted in existing housing units	Unreasonable requests for changes
Meeting an applicant with a disability at an accessible location to review the terms or the rental office in an apartment building is accessible. Providing materials related to accessing your home in an alternative format.	Adding a ramp at the front door of a newly constructed single family house.	Asking for doors to be widened so, when movers can get a large piece of furniture you inherited into your unit without scratching it or the walls or demanding that a rental office be made accessible
Providing and clearly designating an accessible parking space from among existing parking spaces. Changing parking policies so someone with ambulation challenges can be closer to the building entrance	Paving a section of lawn near the main building entrance in order to allow a tenant with an accessible parking placard to park close to the entrance	Asking that 50% of the parking spaces closest to the building are reserved for accessible parking
Verbally describing the building plan and/or unit lay-out to a blind person	Widening a bathroom door in a single family house	Requesting that walls be removed because you prefer a more "open" floor plan
Communicating in writing during construction with a deaf purchaser	Providing grab bars in a newly constructed condominium	Asking your landlord to pay for a removable shower bench and a toilet riser so your aging mother can visit

Appendix C, cont.

Reasonable accommodations, cont.	Reasonable modifications , cont.	Unreasonable requests for changes, cont.
<p>Changing your usual policies to permit a service animal to go on a house inspection, changing snow/ice removal practices</p>	<p>Installing sound absorbing materials and noise barriers along outer walls of a unit so that a tenant with auditory hypersensitivity can avoid being startled by routine noises from other tenants</p>	<p>Asking for sound absorbing materials and noise barriers because you love music and will have better acoustics for your sound system this way</p>
<p>Allowing an animal to live in the unit for someone with a severe anxiety condition provided the pet is sanitary and doesn't disturb other tenants even though the general policy is "no pets allowed" and the pet is not officially a "service animal."</p>	<p>Adding Braille to all building signage and/or flashing lights to all alarms Following are modifications the U.S. Congress has already decided are reasonable:</p> <ul style="list-style-type: none"> • Flashing light attached to doorbell • Replacement of door knobs with lever hardware • Installation of fold-back hinges on a door • Installation of reinforcements in a bathroom wall, if the design and construction provisions did not already require them • Construction of a ramp • Installing a lower "peephole" in a door 	<p>Lying to as prospective landlord about your need for a service animal when you really only want a pet for companionship</p>

APPENDIX D -- Sample Community Resource Map

What I want/need	Where I can get it
Dental Care	The Community Health Center provides low cost dental hygiene services
Swimming	There is a pool at the local Y. I might be able to get a ride with a neighbor, co-worker, friend, or my family to the State Park just outside of town
Apple Store to fix my iPad	There is one located at a mall that is on the busline from the neighborhood I would want to live in
Meeting new people	<ul style="list-style-type: none"> ○ My faith has a place of worship within walking distance ○ The Adult Ed program in town has lots of free or low cost courses which seem interesting to me ○ There is a Community Center at the college (also on the busline) that is open to the public on evenings and weekends
Groceries	<ul style="list-style-type: none"> ○ There is a convenience store around the corner for emergencies or snacks ○ There is a food bank on the busline ○ There are 3 major supermarkets within 5 miles of where I want to live. Staff will give me a ride to one of them once a week.
Somewhere to cash my checks	All but one bank in the area has a minimum deposit requirement but I don't have enough money saved to meet that requirement and I can't afford the fee charged to maintain an account with less money. There is one bank within walking distance that will waive the minimum deposit requirement. I can open an account there. I can also ask my employer and everyone else who sends me checks to deposit my money directly so I only have to go to the bank to withdraw money and, if I really need money right away, I can use an ATM in another location. (The one that charges the lowest rate is at the gas station convenience store around the corner and it's open 24 hours a day.)
To get human support if I need it	<ul style="list-style-type: none"> ○ The police station is 3 blocks away if I need to call 911. ○ My uncle lives in town and is willing to come over to assist me with managing my money. ○ Although my mentor lives in the next town, she has a car and it only takes 10 minutes for her to get from her house to mine.

APPENDIX E – CONNECTICUT’S 169 MUNICIPALITIES

DEMHS¹ Region	Region 1 Fairfield <i>14 Towns</i>	Region 2 New Haven <i>30 Towns</i>	Region 3 Hartford <i>41 Towns</i>	Region 4 Eastern CT <i>43 Towns</i>	Region 5 Northwest CT <i>43 Towns</i>
Large cities (>100,00 people)	Bridgeport Stamford	New Haven	Hartford		Waterbury
Small cities (>40,000)	Fairfield Greenwich Norwalk Stratford	Hamden Meriden Milford West Haven	Bristol East Hartford Manchester Middletown New Britain West Hartford	Norwich	Danbury
Large towns >25,000	Trumbull Westport	Branford Cheshire East Haven Shelton Wallingford	Enfield Farmington Glastonbury Newington South Windsor Southington Vernon Wethersfield Windsor	Groton Mansfield New London Windham	Naugatuck New Milford Newtown Torrington
Small towns >10,000	Darien Monroe New Canaan Weston Wilton	Ansonia Clinton Derby Guilford Madison North Branford North Haven Old Saybrook Orange Seymour	Avon Berlin Bloomfield Canton Cromwell East Hampton East Windsor Ellington Granby Plainville Rocky Hill Simsbury Somers Stafford	Colchester Coventry East Lyme Griswold Killingly Ledyard Montville Plainfield Stonington Waterford	Bethel Brookfield New Fairfield Oxford Plymouth Ridgefield Southbury Watertown Winchester Wolcott

¹ DEMHS is the CT Department of Emergency Services and Public Protection/Emergency Management and Homeland Security

Appendix E, cont.

DEMHS Region	Region 1 Fairfield <i>14 Towns</i>	Region 2 New Haven <i>30 Towns</i>	Region 3 Hartford <i>41 Towns</i>	Region 4 Eastern CT <i>43 Towns</i>	Region 5 Northwest CT <i>43 Towns</i>
Small towns >10,000, cont.			Suffield Tolland Windsor Locks		
Rural area <10,000	Easton	Bethany Chester Deep River Durham Essex Haddam Killingworth Middlefield Westbrook Woodbridge	Andover Bolton Burlington East Granby East Haddam Hebron Marlborough Portland	Ashford Bozrah Brooklyn Canterbury Chaplin Columbia Eastford Franklin Hampton Lebanon Lisbon Lyme North Stonington Old Lyme Pomfret Preston Putnam Salem Scotland Sprague Sterling Thompson Union Voluntown Willington Woodstock Mashantucket Pequot Mohegan Tribal Nation	Barkhamsted Beacon Falls Bethlehem Bridgewater Canaan Colebrook Cornwall Goshen Hartland Harwinton Kent Litchfield Middlebury Morris New Hartford Norfolk North Canaan Prospect Redding Roxbury Salisbury Sharon Sherman Thomaston Warren Washington Woodbury

APPENDIX F --- CT Transportation Options

Local Bus Service

(Extracted 8/7/13 from <http://www.ct.gov/dot/cwp/view.asp?a=1386&q=305318&pp=12&n=1>)



CTTRANSIT (www.cttransit.com) is the state-owned bus service and is the largest bus operation in Connecticut. There are eight divisions serving different areas of the state.

1. **CTTRANSIT Hartford Division** operates over 30 local and 12 express bus routes. Local routes operate 7 days a week, serving 26 towns in the Capital Region. CTTRANSIT's Hartford Division makes connections with Middletown Area Transit, and the CTTRANSIT New Britain division. For customer service information, please call 860-525-9181.
2. **CTTRANSIT New Haven Division** operates 7 days a week over 22 local routes, connecting with other state-owned or subsidized bus services in Meriden, Wallingford, Milford, and the lower Naugatuck Valley areas, as well as with the New Haven Line and Shore Line East rail services. For customer service information, please call 203-624-0151.
3. **CTTRANSIT Stamford Division** operates 15 local bus routes 7 days a week. CTTRANSIT Stamford buses connect with other state-subsidized services in Norwalk, with the New Haven Line in several locations, the Harlem Line on Metro-North Railroad, and with Bee-Line buses in Westchester County New York. The Stamford Division also operates the I-BUS, an express service between downtown Stamford and White Plains, New York. For customer service information, please call 203-327-7433.
4. **CTTRANSIT Waterbury Division** The Waterbury Division operates fixed route and ADA paratransit services in the Waterbury area through a contract with the Northeast Transportation Company. Fixed route and paratransit bus service is provided to Waterbury, Watertown, Middlebury, Wolcott, Prospect and Naugatuck Monday through Saturday. For customer service information, please call 203-753-2538.
5. **and 6. CTTRANSIT New Britain Division and Bristol Division** The New Britain Transportation Company (NBT) operates 10 bus routes in Berlin, New Britain, Cromwell, Newington, Plainville, Bristol and Meriden. Fixed route bus service operates Monday through Saturday. DATTCO operates fixed route service in New Britain on the East Street and South Street routes. Complementary ADA service is operated by DATTCO, Inc. and administered by the Central Connecticut Regional Planning Agency (CCRPA). For customer service information, please call NBT at 860-828-0511, DATTCO at 860-229-4878 or CCRPA at 860-589-7820.

Appendix F, cont.

7.and 8. CTTRANSIT Meriden Division and Wallingford Division The Meriden and Wallingford Divisions operate fixed route services in their respective areas through a contract with Northeast Transportation Company, with 4 local routes. Complementary ADA services are also operated by Northeast Transportation Company. For customer service information, please call 1-800-704-3113.

Other Public Bus Operations in Connecticut

Greater Bridgeport Transit Authority (www.gogbt.com) The Authority serves the cities of Bridgeport, Fairfield, Stratford, and Trumbull. Fixed route bus service is provided Monday through Saturday, and ADA paratransit service (which is subcontracted) is provided Monday - Saturday, with limited service on Sundays. For customer service information, please call 203-333-3031. For paratransit service call 203-579-7777.

Estuary Transit District d.b.a. 9 Town Transit (www.9towntransit.com) The Estuary Transit District serves Chester, Clinton, Deep River, Essex, Killingworth, Lyme, Old Lyme, Old Saybrook and Westbrook. The district provides demand response and flexible fixed route services throughout the region with its 9 Town Transit bus services. Connections are made in Madison, Middletown and New London to neighboring bus services. For more information, please call 860-510-0429.

Housatonic Area Regional Transit (HART) (www.hartct.org) The District provides fixed route service on 11 routes, 7 days a week (limited Sunday routes). Fixed route service is also provided to the village of Brewster, NY and the MTA Harlem Line railroad station. Senior/disabled Dial-a-Ride service is provided to Danbury, Bethel, Brookfield, New Fairfield, Newtown, Redding, and Ridgefield. For customer service information, please call 203-744-4070. For paratransit service call 203-748-2511.

Middletown Transit District (MAT) (www.middletownareatransit.org) The Middletown Transit District operates urban and rural fixed route service as well as senior/disabled paratransit services in five towns including Portland, East Hampton, Cromwell, Durham and Middletown. Fixed route bus service operates 6 days a week, Monday through Saturday. For customer service information, please call 860-346-0212. For paratransit service call 860-347-3313.

Milford Transit District (www.milfordtransit.com) Milford Transit serves the city of Milford with fixed route bus service and ADA van service. There are four local routes, operating Monday through Saturday, and one bus route connecting Milford to Norwalk as part of the Coastal Link, which operates 7 days a week. The ADA van service also travels to Greater New Haven and Greater Bridgeport, and operates 7 days a week. For customer service information, please call 203-874-4507. For paratransit service call 203-874-4507, ext. 2.

Northeastern Connecticut Transit District (www.nectd.org) The District provides service through routes in Brooklyn, Killingly, Putnam, and Thompson. Bus service operates Monday through Friday, between approximately 8a.m. and 6p.m. For customer service information, please call 860-774-3902.

Appendix F, cont.

Northwestern Connecticut Transit District (www.nwcttransit.com) Provides service in Torrington, Harwinton, Winchester, Litchfield, Morris, Kent, Sharon, Falls Village, Colebrook, Goshen, Salisbury, Norfolk, New Hartford, Cornwall, Canaan, and Barkhamstead. Service operates over 5 fixed routes Monday through Friday and on 1 route Saturdays. Paratransit service for all towns, seniors ride for a suggested donation. For customer service information, please call 860-489-2535.

Norwalk Transit District (www.norwalktransit.com) The District services the communities of Norwalk, Westport, Wilton, Greenwich, and via the Coastal link to Fairfield, Bridgeport, Stratford, and Milford. Fixed routes for bus service on 23 routes operates Monday through Saturday, and Coastal Link service runs on Sunday. Norwalk Transit District provided local and inter-town door-to-door services for the disabled in seven towns, complementary ADA service in Westport and Norwalk, and under contract to ConnDOT, complementary ADA service in Stamford, Darien, and Greenwich. For customer service information, please call 203-852-0000. For paratransit service call 203-853-7465.

Southeast Area Transit District (SEAT) (www.seatbus.com) Fixed route service is provided Monday through Saturday over 19 routes to nine towns, including Norwich, New London, Groton, Waterford, East Lyme, Griswold, Montville, Ledyard, and Stonington. One bus operates on Sunday between the New London train station, Mystic, and the Foxwoods Resort. Complementary ADA paratransit service is provided through the Eastern Connecticut Transportation Consortium. For customer service information, please call 860-886-2631. For paratransit service call 860-439-0062.

Windham Region Transit District (WRTD) (www.wrtd.net) Operates fixed route rural bus service in Mansfield and Windham Monday through Saturday, and demand-response service in Ashford, Chaplin, Columbia, Coventry, Hampton, Lebanon, Mansfield, Scotland, Willington, and Windham. Complementary ADA paratransit service throughout 10 towns is contracted. For customer service information, please call 860-456-2223. For paratransit service call 860-456-1462.

Private Intercity Bus Operations in Connecticut

Greyhound Lines, Inc. (www.greyhound.com) North America's largest provider of intercity bus transportation. It also offers charter bus, commuter, airport, shipping services, and food services at certain terminals. For fare and schedule information, please call 1-800-231-2222.

Peter Pan Bus Lines, Inc. (www.peterpanbus.com) Provides intercity bus service to major cities in New England and the East Coast including Hartford, New York City, Boston, Providence, Philadelphia and Washington D.C. It also offers charter bus services, college/corporate shuttles, and shipping/package express services. For customer service, please call 1-800-343-9999.

Appendix F, cont.

Train Service in CT

MetroNorth is one branch of New York's MTA (Metropolitan Transit Authority) and provides one of three train services available in CT. A map of the main route from New York City to New Haven, CT, and the three spurs off that main route can be found at <http://www.mta.info/mnr/html/mnrmap.htm>. One spur connects Stamford and New Canaan. Another connects South Norwalk and Danbury. The third spur connects Stratford and Waterbury. Each spur has connecting stops in towns along the way. The MetroNorth website <http://new.mta.info/mnr> contains lots more information, including disability services, for rail travelers.

Shoreline East is another of the three train services available in CT. Shoreline East provides additional local train services between New Haven and New London as http://www.shorelineeast.com/service_info/stations.php. You can find out more about traveling along the entire shoreline routine in CT (for example, if you were living in Guilford but worked in Milford) at http://www.shorelineeast.com/riding_sle/faq/faq_trains.php.

All trains and stations are accessible. Train personnel will assist in boarding and de-training. Westbrook station is equipped with a lift operated by train personnel. Westbrook passengers with disabilities are encouraged to call 1-800-ALL-RIDE 1-800-ALL-RIDE FREE at least 24 hours in advance.

The third train service is Amtrak. Amtrak trains stop at the following locations in CT meaning that someone can take this railroad from New Haven through Central CT all the way to Springfield, MA.

Berlin, CT	BER	New Haven, CT	NHV
Bridgeport, CT	BRP	New London, CT	NLC
Foxwoods Casino, CT	FOX	Old Saybrook, CT	OSB
Hartford, CT	HFD	Stamford, CT	STM
Meriden, CT	MDN	Wallingford, CT	WFD
Mystic, CT	MYS	Windsor, CT	WND
		Windsor Locks, CT	WNL

There are connections throughout CT between Amtrak and both MetroNorth (for example, in Bridgeport and Stamford) as well as Shoreline East (for example, Old Saybrook and New London). Additionally, there are connections between rail and bus service that can be found at http://www.shorelineeast.com/service_info/bus_connections.php.

Generally speaking, it's best to ask someone locally what's the least expensive and fastest way to use rail service in CT and to check out the websites of each train for specific information (e.g., about traveling with service or therapy animals).

APPENDIX G -- HOUSING CRISIS FOR PEOPLE WITH DISABILITIES

According to Senator Chris Murphy in his forward to [*Priced Out in 2012: The Housing Crisis for People with Disabilities*](#) (By Emily Cooper, Ann O'Hara, Nikki Singer, and Andrew Zovistoski, May 2013, Published by Technical Assistance Collaborative, Inc., Consortium for Citizens with Disabilities, Housing Task Force in CT,) rents for one-bedroom apartments priced at the U.S. Department of Housing and Urban Development (HUD) Fair Market Rent ranged from 89% of SSI in the Waterbury area to 153% in Norwalk and Stamford. The statewide average was 111%. The range for efficiency apartments was 66% in Waterbury to 126% in Norwalk/Stamford.

The overall projected trend in CT is increased home ownership with a decreasing need for growth in rental units. This means that the decision to rent or own becomes even more critical for PWD who choose to rent instead of own. Additionally, restrictions on affordability are not guaranteed “forever.” They have expiration dates just like dairy products. Action is needed to sustain affordability for the over 19,000 affordable assisted housing units that will expire by 2020 because “...households with the lowest incomes are the households that are most likely to be paying more than 30% of their incomes for housing.” (P. 129) 24.9% of all rental households and 14.1% of all owner occupied households are severely cost burdened (>50% of income).

The term “affordable housing” has most often been associated with “public” or “subsidized” housing for persons with incomes at or below 80% (low-income), 50% (very low-income), or 30% (extremely low-income) of a given area’s median income (AMI)/median family income (MFI)—housing the private sector (aka the “market”) is unable or unwilling to produce without some form of subsidy.

Increasingly, housing that the market is unable or unwilling to produce, without some form of subsidy, includes housing that is traditionally for those with incomes between 80% and 120% (and up to 140-150% in high cost areas) of AMI/MFI. If housing that is affordable to households with incomes between 80% and 120% of AMI/FMI is not being produced, then the availability of existing housing in that price range diminishes. In keeping with the economic laws of supply and demand, scarcity increases prices.

This brings us to the situation facing Connecticut today. Housing prices and rents have increased faster than wages, and the overall supply of housing units has not increased sufficiently to meet the need—especially for those households with income at or below 120% of AMI/MFI.

Appendix G, cont.

In 2012, in Connecticut, a person with a disability received SSI benefits equal to \$866 per month (exceeded only by Alaska at \$1,060) yet statewide, this income was equal to 16.6% of the area median income. On average a person with a disability receiving SSI would have to pay 92% of their monthly income to rent an efficiency unit and 111% of their monthly income for a one-bedroom unit. Even with a state supplement for people with disabilities of \$168.00/month, affordable housing is still beyond the reach of too many.

“Numerous studies have consistently documented the cost savings that can be achieved in public systems of care for people with disabilities by: (1) providing a rental subsidy to close the housing affordability gap illustrated in *Priced Out*; and (2) synchronizing the availability of this housing subsidy with the state’s offer of voluntary community-based services and supports to help achieve successful community living.”

SOURCE: DECD 2010 plan p. 31

APPENDIX H -- NeighborWorks America in CT

Housing Development Fund, Inc.		Stamford	Fact Sheet
Address: 100 Prospect Street Stamford, CT 06901	Executive Director: Joan Carty	Email: jcarty@hdf-ct.org	
Phone: 203-969-1830	Fax:	Web: www.hdf-ct.org	

Mutual Housing Association of Greater Hartford, Inc.		Hartford	Fact Sheet
Address: 95 Niles Street Hartford, CT 06105	Executive Director: Cathy MacKinnon	Email: cmackinnon@mutualhousing.org	
Phone: 860-296-1797x14	Fax: 860-524-8963	Web: www.mutualhousing.org	

Mutual Housing Association of Southwestern Connecticut, Inc.		Stamford	Fact Sheet
Address: 63 Stillwater Avenue Stamford, CT 06902	Executive Director: Nancy Hadley	Email: nancy@mhaswct.org	
Phone: 203-672-0226	Fax: 203-327-9794	Web: www.mhaswct.org	

Neighborhood Housing Services of New Britain, Inc.		New Britain	Fact Sheet
Address: 223 Broad Street New Britain, CT 06053	Executive Director: Maureen Voghel	Email: mvoghel@nhsnb.org	
Phone: 860-224-2433	Fax:	Web: www.nhsnb.org	

Appendix H, cont.

Neighborhood Housing Services of New Haven, Inc.

New Haven [Fact Sheet](#)

Address: 333 Sherman Avenue New Haven, CT 06511	Executive Director: James Paley	Email: jpaley@nhsofnewhaven.org
Phone: 203-562-0598x14	Fax: 203-772-2876	Web: www.nhsofnewhaven.org

Neighborhood Housing Services of Waterbury, Inc.

Waterbury [Fact Sheet](#)

Address: 161 North Main Street Waterbury, CT 06702	Executive Director: Cathy Cohen	Email: ccohen@nhswaterbury.org
Phone: 203-753-1896	Fax:	Web: www.nhswaterbury.org

NeighborWorks New Horizons

New Haven [Fact Sheet](#)

Address: 235 Grand Avenue 2nd Floor New Haven, CT 06513	Executive Director: Seila Mosquera	Email: smosquera@nwnh.net
Phone: 203-562-4514x13	Fax: 203-752-3210	Web: www.nwnh.net

APPENDIX I -- A Sample of Residential Levels of Support

SUPPORT NEED	INDIVIDUAL CHARACTERISTICS	EXPECTED LEVEL OF SERVICE
<p style="color: #00A0C0;">Weekly or Less (Support Level 1)</p>	<p>Requires supervision, training, or physical assistance in areas that typically occur weekly or less often, such as shopping, paying bills, or medical appointments. Generally independent in support areas that typically occur daily or every couple of days.</p>	<p>Clients assessed to need this level receive support on a weekly basis or less frequently.</p>
<p style="color: #00A0C0;">Multiple Times per Week (Support Level 2)</p>	<p>Is able to maintain health and safety for a full day or more at a time AND needs supervision, training, or physical assistance with tasks that typically occur every few days, such as light housekeeping, menu planning, or guidance and support with relationships. Generally independent in support areas that must occur daily.</p>	<p>Clients assessed to need this level receive support multiple times per week.</p>
<p style="color: #00A0C0;">Intermittent Daily - Low (Support Level 3A)</p>	<p>Is able to maintain health and safety for short periods of time (hours, but not days) OR needs supervision, training, or physical assistance with activities that typically occur daily, such as bathing, dressing, or taking medications.</p>	<p>Clients assessed to need this level receive daily support.</p>
<p style="color: #00A0C0;">Intermittent Daily - Moderate (Support Level 3B)</p>	<p>Requires supervision, training, or physical assistance with multiple tasks that typically occur daily OR requires frequent checks for health and safety or due to disruptions in routine.</p>	<p>Clients assessed to need this level receive daily support and may receive checks during nighttime hours, as needed.</p>
<p style="color: #00A0C0;">Close Proximity (Support Level 4)</p>	<p>Requires support with a large number of activities that typically occur daily OR is able to maintain health and safety for very short periods of time (less than 2 hours, if at all) AND requires occasional health and safety checks or support during night time hours.</p>	<p>Clients assessed to need this level receive supports in close proximity 24 hours per day. Support hours may be shared with neighboring households.</p>

Appendix I, cont.

SUPPORT NEED, cont.	INDIVIDUAL CHARACTERISTICS, cont.	EXPECTED LEVEL OF SERVICE, cont.
Continuous Day + Continuous Night (Support Level 5)	Is generally unable to maintain health and safety OR requires support with a large number of activities that occur daily or almost every day AND typically requires nighttime staff continuously in the home.	Clients assessed to need this level receive support 24 hours per day.
Community Protection (Support Level 6)	Is enrolled in the Community Protection Program.	Clients assessed to need this level of support will receive 24 hour per day supervision per Community Protection Program policy.

APPENDIX J -- ROOMMATES OR HOUSEMATES

Reasons to Have a Roommate

There are many good reasons to have a roommate. See if any of these reasons appeal to you:

- **You won't be lonely.** Even if you're not close with your roommate, having a roommate means having someone else around, so you won't have to feel lonely.
- **You'll gain convenience.** Having a roommate adds convenience. For instance, if you have different schedules, a roommate can feed your pet or water the plants when you're not at home to do it. If you go out of town, your roommate can tell you about any important mail you receive.
- **You'll save money.** When you have a roommate, you'll save money in several ways. First, you can rent a larger apartment that would give you both more room and more value. You'll also split utility bills and the cost of groceries, among other apartment expenses. Plus, if you or your roommate cook (even if you just do the basics), cooking for two (or three or more) normally saves money over cooking for just one.
- **You'll have help.** With a roommate, you can split the chores needed to keep your apartment in shape. So, you won't have to be the one to do grocery shopping all the time. Or, if you become the designated grocery shopper, your roommate can take on other errands that you would normally have to do. Sharing errands helps lighten the load for both of you.

Reasons Not to Have a Roommate

Many people appreciate the reasons in favor of having a roommate but feel that the reasons for living alone present a much stronger case.

You shouldn't live with a roommate if:

- **You want more privacy.** If you live alone, you'll almost certainly have more privacy than if you live with others. Simply stated, not having roommates means you can do what you want, when you want it. For instance, you can have guests over as you please or get home late and leave early without having to worry about disturbing a roommate.

Appendix J, cont.

- **You don't want to risk problems.** Although having a roommate can be a rewarding experience, there are many types of problems that may arise in a roommate relationship. These range from lifestyle conflicts (think of a roommate who likes to play guitar while you need peace and quiet to study or do work) to financial issues (think of a roommate who has trouble paying his share of the rent and expenses). Living alone is the only way to guarantee that none of these problems ever arises.

SOURCE: <http://apartments.about.com/od/roommatesneighbors/a/roommatesornot.htm>

Compatibility. By focusing on COMPATIBILITY, you also avoid charges of discrimination on the basis of race, color, religion, sex, national origin, familial status, or disability. Note that if you OWN your home, you do have a right to choose who lives with you – just don't disclose the reasons you reject someone other than saying it was due to "incompatibility."

Finding compatible (more important than LIKEABLE) people with whom to share space can be achieved by following the advice below:

Most Likely to Succeed. These relationships show the most promise for a rewarding roommate experience:

- **Friend of a friend.** A friend of a friend is a great candidate because he's already vouched for -- by someone you know, trust, and admire. Plus, the fact that you share a friend in common implies that you may have a lot more things in common, too. When considering a friend of a friend as a roommate candidate, there's comparatively little you need to worry about, which means you can focus on determining whether the candidate and you are compatible.
- **Acquaintance.** These candidates can be people you know from a book club, support group, place of worship or some other activity or locale. Acquaintances are better than strangers because you already know them and feel comfortable with them. Also, you don't have to worry about a roommate relationship possibly harming your relationship with an acquaintance (as you would with a friend), and it's easier to be more objective when checking for compatibility.

Appendix J, cont.

Proceed With Caution. These relationships may lead to successful roommate relationships, but you should be mindful of the additional challenges they pose:

- **Friend.** Contrary to what many people assume, rooming with a good friend isn't the obvious or perfect choice when looking for the right roommate. The advantage of rooming with a friend is that you already know each other well and you like each other. But rooming with a friend often leads to problems because friends sometimes make the mistake of confusing likeability with compatibility. If you're considering renting an apartment with a close friend, have an honest discussion about compatibility before you make a decision.
- **Co-worker.** A co-worker can be a good candidate because it's someone you know and with whom you share something in common. Rooming with a co-worker may also make your commute more enjoyable or even convenient, if, for instance, you can drive to work together. But some caution is needed when considering a co-worker as a roommate. If your company or department is small or if you work closely with a candidate, this could give rise to difficult situations. For example, if you and your co-worker roommate have strong opinions of different people at work, this could present problems when one of you wants to invite people over. Also, if one of you is promoted while the other gets snubbed, this could create tension. The bottom line is a co-worker in a different department or at a large company is the best bet. Other situations may work, but you should think carefully about the potential problems that a co-worker roommate relationship might engender.
- **Relative.** You probably don't know many people, aside from married individuals, who choose a relative as a roommate. Rooming with a close relative, such as a brother or sister, can be risky business. Old sibling rivalry can resurface during a roommate relationship and cause serious conflict, for example. As far as relatives go, the more distant the better.
- **Stranger.** The challenge with choosing a stranger as a roommate is that it requires the most vetting. Not only do you need to see whether the candidate is compatible, but you need to feel comfortable enough with the person before agreeing to share an apartment. The goal in this situation should be to get to know a stranger well enough so that she's no longer a stranger by the time you agree to look for an apartment together. One popular way to find the right roommate from a pool of strangers is to use online roommate-matching services.

SOURCE: <http://apartments.about.com/od/roommatesneighbors/a/bestroommates.htm>

Appendix J, cont.

So how do you find a roommate or housemate? Here are some ideas you may want to use:

1. **Make a plan to meet at a place both of you know, if possible. If not, arrange a mutually convenient, public location.** Don't meet candidates in their home or yours. Meet at a coffee shop, bookstore, mall, or other public place.
2. **Schedule the meeting for a closed period of time.** Don't just say, let's meet at 3 p.m. Say that you have a meeting, date, etc. and must be at 3:30 p.m. This way, the other person will know that whether it goes well or not, you'll need to leave.
3. **Consider asking for ID.** If you are dealing with a stranger or near-stranger, have the candidate show you her driver's license, work or school ID, or some other photo ID so you know this person is who she says she is. If you feel awkward about asking for this, start by showing the candidate your ID. If the candidate doesn't follow your lead, consider it a red flag.
4. **Be yourself.** Don't act like the roommate that you think another person might want to have. Be polite and upbeat, but most of all, be yourself -- because that's who the candidate would be getting. Don't appear super-eager out of awkwardness, especially if you think a particular candidate isn't for you.
5. **Have a friend or relative check in.** Consider asking someone you can trust to call you on your cell phone soon after your meeting begins to confirm that everything is okay.
6. **Leave things open-ended.** Even if the meeting appears to go well, it's important to reflect on your experience with the candidate after it's over and you're alone. So, don't make any firm commitments when you say goodbye, but leave with each of you knowing how to contact the other to pursue the possible roommate relationship further, if that's what you both want.
7. **Take notes.** You may not need to jot down anything while you're actually meeting with a roommate candidate, but after you leave, you should write down your impressions and other notable points about the meeting. If the person is clearly someone you won't room with, then simply indicate this in your notes, along with your reasons. Once you start meeting a few candidates, it can get tricky to remember all the pros and cons of each candidate if you don't write it down.

Tips:

1. Before you agree to meet a candidate, first be sure to e-mail and talk to the candidate on the phone to get a feel for whether the candidate might work out. Otherwise, you risk wasting a lot of the candidate's and your time.
2. Don't be afraid to ask questions. Remember, you need to ask questions to help ensure that you'll end up rooming with someone with whom you're compatible. If you're afraid to ask questions because the roommate candidate intimidates you, that should be a red flag.

Appendix J, cont.

3. Never give money to a candidate at a meeting. The purpose of your meeting is to check for compatibility -- not to make financial decisions under pressure.
4. Don't give a candidate your Social Security number or any other personal or sensitive information. There is no valid reason why a roommate candidate would need this information. If, later, you're at a point where you need to provide your Social Security number to a broker or landlord for a background check, you should give such sensitive information directly to the person requesting it.

SOURCE: <http://apartments.about.com/od/roommatesneighbors/ht/meetroommates.htm>

Breaking up: "When two or more people live together, married or not, there is always a need to get along well. If people don't get along, a split-up (or divorce) is usually in the cards. How does this relate to supported living? It is related in two important ways. First, understanding individuals is crucial. Some persons needing support want to live with others, and this desire should be respected. The next question is who would you like to live with? The answer should guide the exploration of the possibilities." (SOURCE: **Excerpted from *Patterns of Supported Living: A Resource Catalogue*; Developed for the California Department of Developmental Services by Allen, Shea & Associates and Claudia Bolton Forrest, 1780 Third Street, Napa, CA 94559, (707) 258-1326, 6/93.**

APPENDIX K -- Things to Have in Your Home

Section of your house	Need to have	Might want to have
<p>Throughout your house or in a place that you choose</p>	<ul style="list-style-type: none"> <input type="checkbox"/> Lamp if there is no usable wall fixture <input type="checkbox"/> Shades or blinds for privacy if there are none already hanging <input type="checkbox"/> Something to keep bills and other important papers in (like an accordion folder or a lock box) 	<ul style="list-style-type: none"> <input type="checkbox"/> Window coverings such as curtains or drapes <input type="checkbox"/> Wall decorations <input type="checkbox"/> Knick-knacks or other personal decorations like photos <input type="checkbox"/> Bookshelves <input type="checkbox"/> Air conditioning or a fan if none is already available and you have permission to install a window unit <input type="checkbox"/> Computer <input type="checkbox"/> Printer <input type="checkbox"/> A sewing kit for repairing torn clothing, dropped hems, replacing missing buttons <input type="checkbox"/> Basic tools like an electric screwdriver with multiple heads, pliers, needle-nose pliers, hammer, picture-hanging hooks, and something to keep all these in if you do not want to use a kitchen drawer
<p>Living room</p>	<ul style="list-style-type: none"> <input type="checkbox"/> Seating like a couch or armchair(s) or a futon which can double as your bed or, like a pull-out couch, come in handy for overnight guests 	<ul style="list-style-type: none"> <input type="checkbox"/> TV <input type="checkbox"/> DVD player <input type="checkbox"/> Coffee or end tables <input type="checkbox"/> Music system <input type="checkbox"/> Telephone and answering machine if you use a land line and don't have this in your kitchen

Appendix K, cont.

Section of your house, cont.	Need to have, cont.	Might want to have, cont.
<p>Kitchen (Note that there is no set “number” of things you absolutely have to have. If you live alone, never expect to have company, and are not a cook, you may be able to get by with a single plate or bowl, one set of utensils, and one pot. If you live with others, expect to have company, or love to cook, then your kitchen will need to have more of “the basics” and you will probably want more of the things that are “nice” to have so you are better able to cook!)</p>	<ul style="list-style-type: none"> <input type="checkbox"/> Dishes <input type="checkbox"/> Glasses and/or mugs <input type="checkbox"/> Flatware (knives, forks, spoons) <input type="checkbox"/> Cutting knife <input type="checkbox"/> Pots and pans <input type="checkbox"/> Cooking utensils <input type="checkbox"/> Garbage can <p><u>If there is no dishwasher, you will need:</u></p> <ul style="list-style-type: none"> <input type="checkbox"/> Kitchen washcloths or sponges and towels <input type="checkbox"/> Dish drainer <input type="checkbox"/> Dish detergent 	<ul style="list-style-type: none"> <input type="checkbox"/> Microwave if there is not already one installed <input type="checkbox"/> Liners for your garbage can unless you recycle plastic shopping bags and use those instead <input type="checkbox"/> Other Chef’s knives if you use them <input type="checkbox"/> Toaster <input type="checkbox"/> Coffee maker <input type="checkbox"/> Kitchen timer (if there is not one on your cooking appliances) <input type="checkbox"/> Electric mixer <input type="checkbox"/> Mixing bowls <input type="checkbox"/> Bakeware <input type="checkbox"/> Other specialized appliances <input type="checkbox"/> Telephone and answering machine if you use a land line and do not have this in your living room
<p>Bathroom</p>	<ul style="list-style-type: none"> <input type="checkbox"/> Towels <input type="checkbox"/> Bath mat <input type="checkbox"/> Bathroom scale if you need to keep track of your weight <input type="checkbox"/> Soap <input type="checkbox"/> Toothbrush <input type="checkbox"/> Toothpaste <input type="checkbox"/> Toilet bowl brush <input type="checkbox"/> All-purpose tub and tile cleaner that you can also use on your sinks <input type="checkbox"/> Toilet plunger <input type="checkbox"/> Toilet paper 	<ul style="list-style-type: none"> <input type="checkbox"/> Bathroom scale if you want to keep track of your weight

Appendix K, cont.

Section of your house, cont.	Need to have, cont.	Might want to have, cont.
Eating area	<input type="checkbox"/> Table <input type="checkbox"/> Chair(s) <input type="checkbox"/> Clock <input type="checkbox"/> Napkins	<input type="checkbox"/> Placemat(s) or a tablecloth to protect your table <input type="checkbox"/> Salt and pepper shaker
Bedroom (if you have a separate one of your own)	<input type="checkbox"/> Mattress <input type="checkbox"/> Pillow <input type="checkbox"/> At least one set of sheets/pillowcases <input type="checkbox"/> Blanket(s) <input type="checkbox"/> Hangers for your clothes <input type="checkbox"/> Alarm clock if you are not using a cell phone <input type="checkbox"/> Something to put your dirty clothes in (many people keep this in their bathroom) like a large basket or laundry bag	<input type="checkbox"/> Bed frame <input type="checkbox"/> Box spring <input type="checkbox"/> Bedside table <input type="checkbox"/> Bedside lamp <input type="checkbox"/> A second phone if you have a landline

APPENDIX L -- TAKING CARE OF YOUR HOME
Ordinary v. Excessive Wear and Tear

Ordinary wear and tear	Excessive (and almost always avoidable) wear and tear or modifications you may have to pay for with an upfront escrow account (if predictable) or that may come out of your security deposit
Tracks made in areas where there is installed carpet made by foot traffic or ambulation equipment such as walkers or wheelchairs.	Holes that are a) burned into the carpet by smokers, b) cut into the carpet by children, and/or c) removal of carpet the landlord installed before you moved in and before you were able to ask that no carpet be installed
Dust on windowsills, closet shelves, and other places “out of sight, out of mind” even though furniture and personal belongings have been moved out	Leaving behind large patches of dust or debris that had been under furniture once the furniture has been moved out. Food lodged in heating vents or other places one would not expect to find food. Build-up of dirt or mold.
Sink, tub or toilet stains resulting from hard water; disintegrating porcelain from old age	Sticky or otherwise unusable surfaces resulting from stains or spills; porcelain stains or other damage sustained by misuse (e.g., pouring oil-based paint down a sink drain.
Patches of tape or insignificant nail holes provided tenants were given permission to decorate their walls. Shelving that is installed with your landlord’s permission and the expectation that you will either leave the shelf behind or repair any damage yourself.	Holes that cannot be easily patched with spackle or some other substance and/or sanded down for repainting. Significant holes that require cutting out and replacing walls or parts of walls. Generally, any hole that did not result from hanging an average sized picture. If you install a shelf, you should expect either to leave it behind with your landlord’s permission, pay for its removal, and/or pay for any wall damage that results.
Discoloration of painted walls or wood due to sunlight or because of furniture placement	Painting with a “difficult to cover” color or discoloring walls with, for example, crayons

Appendix L, cont.

Ordinary wear and tear, cont.	Excessive wear and tear, cont.
Minor scrapes and “dings” in paneling, trim, or other surfaces that can be easily repaired cause, for example, when someone is standing up from a kitchen chair or bumping into a doorway when rearranging furniture	Chips, splits, missing parts, cracks, or other major damage to paneling, trim, or other surfaces caused for any reason.
Windows that won’t open because the insulation has worn from old age	Broken windows
Frayed or broken pull mechanisms on shades, blinds, or other window dressings	Torn shades, broken blinds or window dressing fixtures that were provided by the landlord
Worn out electrical switches or light fixtures	Light fixtures or switches that have been broken either on purpose or by accident

APPENDIX M -- 75 Actions that Build Community!

The following list identifies 75 ways to “build social capital” which is just another way of saying “building community.” It was adapted by human services thinker and activist, John O’Brien, from a list of 150 ways to build social capital that you can find at www.bettertogether.org.

One or more of the actions on the list could be taken by you or a family member or support staff or anyone else can do to help build your community.

Items are clustered together in groups of 5 activities only to make it easier to read

- Invite neighbors over for a meal or barbecue
- Attend a political meeting
- Support local merchants
- Volunteer your special skills to a community organization
- Donate blood (with a friend)

- Work in a community garden
- Mentor a person of a different ethnic group
- Surprise a new or favorite neighbor by taking them food
- Avoid destructive gossip or help someone else avoid it
- Help another person outside your home fix something

- Attend local school or children’s athletics, plays, & recitals
- Get involved with scouts
- Sing in a choir
- Attend a party in someone else’s home
- Get to know the clerks and salespeople at your local stores

- Audition for community theatre or support a production backstage or volunteer to usher
- Attend a lecture or concert
- Give to your local food or clothing bank
- Play cards or games with friends or neighbors
- Walk or bike to support a cause and meet others

Appendix M, cont.

- Participate in a political campaign
- Attend a local festival or parade
- Find a way to show personal appreciation to someone who builds your local community
- Coach or help out with local (youth) sport
- Offer to help a neighbor with garden work or shopping or a ride

- Start or participate in a discussion group or book or film club
- Start or join a carpool
- Plan a "Walking Tour" of a local historic area
- Tutor or read to children or have children read to you
- Run for public office

- Host a party
- Offer to serve on a committee outside of work
- Form a walking group (or a swimming group) with at least one other person & encourage each other
- Play a sport
- Go to church and connect with people and activities

- Ask an elder or a young person to teach you something
- Host a potluck supper
- Take dance lessons with a friend
- Become a trustee
- Join a campaign & take action that brings you into contact with others (not just a donation)

- Gather a group to clean up a local park, cemetery or waterway
- Bake something for neighbors or work colleagues
- Plant trees
- Volunteer at the library or primary school
- Call an old friend

- Sign up for a class & meet your classmates
- Accept or extend an invitation
- Log off and go to the park
- Say hello to strangers
- Find out more by talking with a neighbor you don't know very well yet

Appendix M, cont.

- Host a movie night
- Help out with or create a newsletter
- Collect oral histories to discover the interesting things people have done
- Cut back on TV & interact with people instead
- Join in to help carry something heavy

- Make gifts of time
- Greet people
- If you think someone needs help, ask to find out & do what you can
- Fix it even if you didn't break it
- Pick up litter even if you didn't drop it

- Attend gallery openings & art exhibits
- Organize a neighborhood yard sale
- Read or listen to the local news faithfully
- Attend a public meeting or hearing & speak up
- When inspired write a personal note or send a card to friends

- Offer to watch a neighbor's home while they are away.
- Help out with recycling
- Ask to see a friend's photos
- Invite a local politician or official to speak to a group you belong to
- Start talking to people you see regularly

- Listen to the children you know and find out what matters to them
- Plan a reunion of family, friends, or people with whom you had a special connection
- Hire local young people for odd jobs
- Write a letter to the editor
- Join a group that is likely to lead to making new friends of different ethnicity, or religion, or income, or life experience

If you haven't already done so, you may want to go back through the list and mark those items that you already do, those that you want to do, those that you are willing to try out, or those you definitely do not like!

Then ask yourself:

Appendix M, cont.

- Do you enjoy doing the things you already do?
- Which of those activities are helping you meet new people and make or keep friends?

If something you are doing already is not enjoyable,
not helping you meet new people and make or keep friends,
or does not fill your time as much as you would like:

- Which activities from the above list sound like something you would like to do?
- What kind of support (e.g., a ride, someone to make phone calls for you, someone to attend with you at first until you feel comfortable), if any, would you need to try one or more of these out?

What are you waiting for?

Make a plan and start building your community!