

New Haven Resource Guide

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FOOD RESOURCES

FREE FOOD

- City of New Haven Food Resource Map:
<https://newhavenct.maps.arcgis.com/apps/Nearby/index.html?appid=dd7bfa43bf444f4fb08e5a279d69df00>
- Food Pantries and Soup Kitchens: <https://docs.google.com/spreadsheets/d/e/2PACX-1vSLwQq7WIM0po27dnv3IGliLH1C9Suz-WVQ5JTqSjblJleGCFCqW95QDLdiHWLDD5HnR3Oumqf4Kop/pubhtml>
- Loaves and Fishes: 57 Olive St. New Haven, CT 203-562-2691
- Sunrise Café: free breakfast every weekday morning (7:30am-9:15am) 57 Olive St, New Haven
- Community Soup Kitchen <https://www.csknewhaven.org/>
- CT Mobile Food Bank <https://www.ctfoodbank.org/get-help/connecticut-food-banks-mobile-pantry-schedule/>

GROCERY STORE PICK-UP AND DELIVERY

- Free grocery delivery
 - Coordinated Food Assistance Network:
 - 888-910-2960
 - <https://www.carenhv.org/nutrition>
 - Semilla Collective Food Garage (focused on undocumented immigrants):
 - <https://www.facebook.com/SemillaCollective>
 - <https://www.instagram.com/semillacollectivenhv/>
 - Unidad Latina en Accion (focused on undocumented immigrants):
 - 475-323-9413
- Using SNAP online
 - There are 3 companies that currently do SNAP delivery through the new federal program: Amazon, ShopRite, and Walmart. For the companies that require delivery fees (ShopRite and Walmart), customers can only use credit or debit cards - no cash or EBT payments are accepted to cover delivery fees.
 - <https://portal.ct.gov/-/media/Departments-and-Agencies/DSS/SNAP/OPP-FAQs.pdf?la=en>
- Stop and Shop accepts SNAP (food stamps) for online grocery ordering
- Some instructions for ordering online from Stop & Shop using SNAP/EBT: <https://stopandshop.com/help/policies-practices/article/558379>
 - To order online: 1. go to the website: <https://stopandshop.com/home> 2. in the “how are you shopping today box, choose pickup or delivery 3. pick your preferred store 4. place an order and select a time slot. There is currently no call-in option for groceries.
- East Haven store, 745 Foxon Road provides delivery to New Haven addresses with the 06513 zip code, which includes Fair Haven, Fair Haven Heights, and Quinnipiac Meadows. See this map to locate where those neighborhoods are:
<https://www.google.com/maps/d/viewer?mid=16YqOfP4ubRgGCo3B6upK-ZDslyw&ll=41.322669306087235%2C-72.89776329487301&z=14>
 - For questions: 475-202-5180

- Orange store, 259 Bull Hill Lane provides pickup only for groceries ordered using SNAP.
 - For questions: 203-795-0628.
- Hamden store, 2100 Dixwell Avenue provides delivery to Hamden only, but provides pick up at the store for other customers.
 - For questions: 203-230-5000
- C-Town provides rides home for customers, but they do not do delivery or pickup of orders
 - 325 Ferry Street in Fair Haven
 - 203-777-3998
- Rides home provided for customers, even during COVID-19 Minimum \$50 purchase
 - 482 Greenwich Avenue
 - 203-773-8998
- Walmart accepts SNAP (food stamps) for online grocery ordering
 - 315 Foxon Boulevard in New Haven, 203-467-7509. Order online at: <https://grocery.walmart.com/?adid=150000000000039643180&veh=wmt>. You can reserve a timeslot for your pickup or delivery to your home.
 - 2300 Dixwell Avenue in Hamden, 203-230-0285 Order online at: <https://grocery.walmart.com/?adid=150000000000039643180&veh=wmt>
 - You will reserve a timeslot for pickup. They do not provide delivery.
 - 515 Saw Mill Road in West Haven, 203-931-2081. Order online at: <https://grocery.walmart.com/?adid=150000000000039643180&veh=wmt>. You can reserve a timeslot for pickup, they are developing their delivery for SNAP customers now.
- Peapod by Stop & Shop
 - Provides online ordering and delivery of groceries: https://www.peapod.com/index.jhtml?_loopback=1
 - They do not accept SNAP (food stamps) as a means of payment. Delivery fee is scaled to the amount of the order.
- Amazon accepts SNAP (food stamps) for ordering grocery orders for delivery https://www.amazon.com/b?node=19097785011&ref=omps_surl
 - Delivery fees are waived after minimum purchases between \$25 and \$35, depending on the type of food ordered.

HOUSING RESOURCES

HOUSING

- CT Fair housing
 - 860-247-4400; 888-247-4401
 - <https://www.ctfairhousing.org/>
- Shelters list
 - <https://www.newhavenct.gov/government/departments-divisions/office-of-housing-homelessness-services/shelters>
 - 203-946-6033
 - <https://newhavenct.prod.govaccess.org/home/showdocument?id=10516&t=63782944691167000>
- Community Action Agency of New Haven
 - 203-848-6439
 - <https://www.caanh.net/>

- Also offers energy assistance for established households: <https://www.caanh.net/energy-assistance>
- Elm City Communities
 - 203-498-8800
 - 360 Orange St. New Haven
 - <https://elmcitycommunities.org/how-to-apply/>
- NHS of New Haven
 - renovate homes for families in underserved neighborhoods - leadership and education workshops - help for those at risk of foreclosure
 - 203-562-0598
 - 333 Sherman Ave, New Haven
 - <https://nhsfnewhaven.org/>

HOMELESS SHELTERS

- Columbus House 203-401-4400 586 Ella T Grasso Boulevard, New Haven *Must call 211 for referral
- New Reach, Inc. 203-492-4866 153 East Street, New Haven (Formerly Women in Crisis and Martha's Place)
- Beth-El Shelter 203-876-0747 90 New Haven Avenue, Milford
- Spooner House 203-225-0453 30 Todd Rd, Shelton
- Liberty Community Services 203-495-7600 129 Church Street Mezzanine, New Haven, CT 06510 254 College Street, Suite 205, New Haven, CT 06510
- Homeless Women with Children
 - Life Haven 203-776-6208 447 Ferry Street, New Haven
 - New Reach, Inc. 203-492- 4866 153 East Street, New Haven (Formerly Women in Crisis and Martha's Place)
 - Christian Community Action 203-777-7848 168 Davenport Avenue, New Haven
 - Beth-El Shelter 203-876-0747 90 New Haven Avenue, Milford
 - Spooner House 203-225-0453 30 Todd Rd, Shelton
- Homeless Veterans
 - <https://www.va.gov/homeless/>

EMPLOYMENT AND EDUCATION RESOURCES

EMPLOYMENT

- Connecticut Department of Labor 200 Folly Brook Blvd, Wethersfield, CT 06109 www.ctdol.state.ct.us 860-263-6000
 - Workforce services and programs that include employment, training, unemployment, veteran services, etc.)
- New Haven Job Corps Wintergreen Avenue, New Haven 203-397-3775 455
 - Education and career training program for individuals age 16- 24) *Low-income eligibility, students must not have any open court cases, strictly dry campus
- Workforce Alliance Ella T. Grasso Boulevard, New Haven 203-867-4030 560
 - Career resources, workshops, employment training

EDUCATION

- Literacy Volunteers of Greater New Haven 5 Science Park, New Haven 203-776-5899
 - Adult reading classes, math classes, ESL classes) *Must be 18 years or older
- New Haven Adult & Continuing Education Center Ella T. Grasso Blvd, New Haven 203-492-0213 580
 - GED, ESOL, Citizenship, etc for New Haven residents
- East Haven Adult Learning Center 290 Dodge Ave, East Haven 203- 468-3795
 - Credit Diploma Program for East Haven residents only, GED, ESOL, Citizenship services open to non-East Haven residents
- West Haven Adult Education 1 McDonough Plz, West Haven 203-937-4375
 - GED, ESOL, Citizenship, etc for West Haven residents)
- Hamden & North Haven Adult Education 2040 Dixwell Avenue Hamden 203-407-2028
 - GED, ESOL, Citizenship, etc for Hamden & North Haven residents

TRANSPORTATION RESOURCES

- Amtrak
 - 1-800-872-7245 or 1-800-523-6590 (TTY)
 - www.amtrak.com
- Coordinated Transportation Solutions (Community Health Network of CT (HUSKY A members only transportation))
 - 203-736-8810
- CT Transit – Bus schedules 203-624-0151
 - www.cttransit.com 203-785-8930 (TTY)
- VEYO (Non-Emergency Medical Transportation for Husky Health Members)
 - 1-855-478-7350
- Metro North (877) CT-RIDES (877-287-4337)
- Free shuttle bus Monday through Friday from Union Station to the New Haven Green
 - <https://www.cttransit.com/services/union-station-shuttle-new-haven>
- Guide for Medical Transportation for Seniors
 - https://www.aosacc.org/Customer-Content/www/CMS/files/info_library/Medical-Transportation-Guide-sc-CT.pdf
- Options for Medical Transportation
 - <https://connecticut.networkofcare.org/mh/services/subcategory.aspx?tax=BT-4500.6500-500>
- ADA Paratransit (this is not free, but the door to door option for those who aren't able to use the local bus system due to their disability)
 - <https://portal.ct.gov/dot/ctada/paratransit-service>

FINANCIAL RESOURCES

UNEMPLOYMENT AND TAXES

- People who were working became unemployed due to covid need to know that unemployment income is NOT TAXED at source. This means that they may not get the tax refund that they are

used to getting, and may even end up owing. See here for more information, and how to avoid getting a nasty shock next tax season <https://irs.gov/pub/irs-pdf/p5444.pdf>

FINANCIAL COUNSELING AND DEBT ADVICE

- The New Haven Financial Empowerment Center (FEC): The FEC provides free financial counseling to all New Haven residents. Address: 316 Dixwell Avenue New Haven
 - Email: nhoc@newhavenct.gov
 - Phone: 203-946-8523
 - [Make an Appointment Online](#)
- CT Money School: For people who live outside New Haven, CAHS provides free financial counseling. Phone: (860) 951-2212 ext. 268. info@cahs.org
- Money Management International: A non-profit service that provides free financial counseling by phone and low-cost debt management plans. <https://www.moneymanagement.org/>, Phone: 866-889-9347
- S.M.A.R.T. Women: 8-week program for single mothers - financial literacy, parenting skills, training for jobs/employability 203-397-7700 x 491 <https://www.caanh.net/single-mother-services/>

SAFE AND AFFORDABLE BANKING

- See here for more details: <https://www.cahs.org/bankon.html>

PHONE AND INTERNET RESOURCES

FREE WIFI HOTSPOTS IN NEW HAVEN

- Xfinity Use link to locate: https://www.xfinity.com/learn/xfinity-internetplus-ned-nn?CMP=KNC-43700053509321903-GOOGLE-700423786505-c-xfinity-e-Top_BR_Exact_North&gad_source=1&gclid=CjwKCAjwydSzBhBOEiwAj0XN4Ar2NuHF55Vp2RZ4nNf6lRXzLLT5swGhZGgrzTWkSopOkz3wtDLcjxoCknYQAvD_BwE&gclsrc=aw.ds

INTERNET PROGRAMS

- Access from AT&T Program: offer internet access for qualifying limited income households at \$10 a month. Eligibility: receive SNAP, or participate in National School Lunch Program or Head Start. (Service availability might not yet be in New Haven, tried several addresses and none were available for service) Call: 855.220.5211. (For help in Spanish, call 855.220.5225)
 - <https://www.att.com/internet/access/>

PHONE OR INTERNET FEE WAIVERS

- AT&T: Waiving domestic wireless plan overage charges for data, voice or text for residential or small business wireless customers incurred because of economic hardship related to the coronavirus pandemic. You do not need to show proof of hardship. Some sites say you can chat with a representative to request a fee waiver, but it might be better to just call either number and reach the billing team through either of these numbers: 1-800-288-2020 or 1-800-331-0500
 - <https://www.att.com/support/topic/my-account/>

- Comcast/Xfinity: Will waive upcoming and/or already-charged late fees, without evidence of financial hardship. You can request waiver by 1) chatting with representative at <https://www.xfinity.com/chat/> or contact the customer service hotline 1-800-943-6489 or 1-800-266-2278 and ask for a billing representative
- Verizon: Will waive overage charges and late fees to support customers who may be financially affected by COVID-19. You can visit link, and then chat with a representative (bottom right, blue "Chat with Us" option) and say you want to waive fees due to covid related issues. You can also call the direct number to request waiver. No need to show proof of burden, just say you were affected by COVID and your request should be addressed. Call: 1-800-837-4966
 - <https://www.verizon.com/support/residential/account/understand-bill/faqs>

STATE PHONES

- Lifeline support: <https://www.usac.org/lifeline/eligibility/national-verifier/acceptable-documentation-for-the-national-verifier/>
 - <https://www.lifelinesupport.org/get-started/>
 - To participate in one of these following government programs, they qualify for Lifeline:
 - A federal public housing program
 - Medicaid
 - Veteran's or Veterans Survivor's Pension
 - Supplemental Nutrition Assistance Program (SNAP)
 - Supplemental Security Income (SSI)
 - Tribal Programs
 - Head Start
 - Tribal Temporary Assistance for Needy Families (Tribal TANF)
 - Food Distribution Program on Indian Reservations
 - To prove participation in one of the above programs, consumers must submit a document that, at a minimum, includes:
 - The consumer's name, or the name of consumer's benefit qualifying person (BQP);
 - The name of the Lifeline-qualifying program, such as SNAP;
 - The government or Tribal program administrator or the managed care organization (MCO) that issued the document; and
 - An issue date within the last 12 months or a future expiration date that aligns with the benefit period.
- Safelink
 - 1-800-723-3546
 - <https://www.safelinkwireless.com/en/#!/newHome>
 - Safelink Enrollment Process: apply online or on the phone, you will need: 1. name, 2. last 4 digits of SSN, 3. DOB, 4. Address (PO Box not accepted). This information should determine eligibility through the Lifeline National Verifier. IF they need documentation (showing proof of using Medicaid, SNAP, or SSI, etc.), you can send documents by fax, email, mail, or TEXT.
 - Safelink Unemployment Program: People receiving unemployment benefits may qualify for free minutes and data. Same application process as above, but documentation includes: either 1) notice of unemployment benefits payments, 2)

notice of successful application for unemployment benefits, 3) proof of not having income for three consecutive months (will clarify #3)

- Assurance Wireless Unlimited Domestic Calling & Texting plus an extra 20GB Data* through 6/30/20. Call: 1-888 321-5880

LEGAL RESOURCES

- Yale Law School Clinics (September to May)
 - <https://law.yale.edu/clinics/our-clinics>
 - Examples include Connecticut Parentage Act, Housing Clinic, Re-entry Clinic, etc.
- New Haven Legal Assistance
 - individual representation, impact litigation, policy advocacy, and community legal education
 - 203-946-4811
 - 205 Orange St. New Haven, CT 06510
 - <https://nhlegal.org/>
- Connecticut Legal Services
 - focus on broad range of civil legal issues (housing, family, public benefits, elder, children, immigration) - individual representation, legal and policy advocacy, education and outreach
 - 860-344-0447
 - 62 Washington St. 4th F. Middletown, CT 06457
 - <https://ctlegal.org/>
- VITA
 - free tax preparation for low-income individuals - locations around CT (all with different phone numbers)
 - https://uwgnh.org/news_post/2021-vita/
- New Haven County Legal Aid & Pro Bono Services
 - <https://www.justia.com/lawyers/connecticut/new-haven-county/legal-aid-and-pro-bono-services>
- Connecticut Women's Education and Legal Fund
 - 860-247-6090
 - <https://sheleadsjustice.org/>

HEALTH RESOURCES

- Project Access New Haven <https://pa-nh.org>
 - Project Access-New Haven increases access to medical care and service for underserved patients in the Greater New Haven area. Our extensive volunteer provider network is comprised of physicians, hospitals, businesses, and other partners that agree to provide free medical care and services to our uninsured patients.
- Haven Free Clinic <https://www.havenfreeclinic.com>
 - The HAVEN Free Clinic sustainable free clinic that provides uninsured adults in New Haven with primary care, wellness education, and assistance in securing health care free of charge.
- Planned Parenthood <https://www.plannedparenthood.org/planned-parenthood-southern-new-england>:
- Anchor Health Initiative <https://anchorhealthct.org/>

- Anchor Health Initiative is a health care provider offering medical services to everyone in the community with particular expertise in the area of HIV/AIDS, Hepatitis C, and Transgender medicine. Anchor Health Initiative offers a welcoming, supportive and safe environment for the lesbian, gay, bisexual, transgender and questioning (LGBTQ) community.
- Yale Health Financial Assistance <https://www.ynhh.org/patients-visitors/billing-insurance/financial-assistance.aspx>

WELLNESS AND SUPPORT RESOURCES

- Connecticut Community for Addiction Recovery (CCAR)
 - CCAR groups on Zoom: <https://ccar.us/events-plugin/zoom-dance-party/>
- CT Safe Connect
 - 888-774-2900
 - <https://ctsafeconnect.com/>
 - Assistance for domestic abuse victims-survivors, advocates are available for calls and texts 24-7, English and Spanish
- Hope Family Justice Center (Domestic violence support)
 - 203-800-7204
- Mental Health Connecticut Information Line
 - 800-842-1501
 - information@mhconn.org
- NAMI Connecticut Crisis Resources and Support Groups
 - <https://namict.org/>
 - <https://namict.org/support-and-education/>
 - <https://namict.org/find-support/support-groups/>
- New Haven Pride Center Resource List
 - <https://www.newhavenpridecenter.org/youthspaces/>
 - <https://www.newhavenpridecenter.org/affinityspaces/>
- OK2Talk
 - Open blog affiliated with NAMI for sharing and connecting over topics related to mental health: <https://ok2talk.org/> - requires a Tumblr account
- Reach Out Greater New Haven warmline
 - 203-287-2460
 - Hours of operation: Monday-Thursday 8:30 am - 7:00 pm, Friday 8:30 am - 6:00 pm
- Connecticut Region of Narcotics Anonymous
 - <https://ctna.org/>
 - See also: <https://www.neveralone.org/>
- SMART Recovery (addiction support)
 - <https://www.smartrecovery.org/>
 - <https://smartrecovery.org/meeting>
- In the Rooms (Online addiction recovery community - 100+ recovery meetings, online substance use recovery coaches)
 - <https://www.intherooms.com/home/>
- You Are Not Alone
 - <https://notalone.app/>
- Fitness

- Fitness Course in Edgewood Park: Edgewood Park, Edgewood Ave, New Haven <https://newhavenct.maps.arcgis.com/apps/Style/index.html?appid=41e299c193284a5db0a8cad227b972f3>
- Hiking/Running/Biking Trails around New Haven: https://www.visitconnecticut.com/newhaven_southcentral/walking-and-hiking/
- Fitness Course in East Shore Park: 300 Woodward Avenue, East Haven <https://calisthenics-parks.com/spots/9263-en-fitness-facility-outdoor-fitness-east-shore-park>
- Ascent New Haven: 470 James St #004, New Haven, CT 06513 <https://ascentclimbinggym.com/dac>—offers free community fitness days partnered with Action Fitness Corps
- Parent and Family Development Program (Through MOMS) offers Stress Management groups for moms
 - Call the Yale Child Study Center Outpatient line for more information or to schedule an intake: 844-362-YCSC
- Clifford Beers
 - Offers several programs, including Care Coordination, Fatherhood Engagement Services, and SAFE-Family Recovery, for parents. Some require DCF referrals.
 - <https://cliffordbeersccc.org/> or (203) 772-1270

SOCIAL NETWORK RESOURCES

- New Haven Pride Center Self-Care and Support Services
 - <https://www.newhavenpridecenter.org/pantries/>
- Turning Point CT Resource Guide
 - <https://turningpointct.org/resources/covid/>
- The Foundation for Art and Healing Stuck at Home (together) Project
 - Forum for creative activities integrated with mental health resources: https://artandhealing.org/?gclid=EAlaIQobChMI3cPk-7_P6QIVzwiCR0RsgnPEAMYASAAEgKxhfD_BwE
- New Haven Book Clubs
 - https://www.meetup.com/cities/us/ct/new_haven/book-clubs/
- New Haven Reads Book Order Form (Distributes free children's books)
 - <https://newhavenreads.org/programs/book-orders>
- New Haven Reads Literacy Resources for Families
 - <https://newhavenreads.org/resources/literacy-resources>
- Storytellers New Haven
 - https://www.facebook.com/pg/elmcystory/about/?ref=page_internal
 - Monthly storytelling event on Facebook. For more details email them at: storytellersnewhaven@gmail.com
- Volunteering
 - <https://www.volunteermatch.org/covid19?l=New+Haven>

ARTS AND CULTURE RESOURCES

- New Haven Arts Council Calendar
 - <https://www.newhavenarts.org/>
- New Haven Free Public Library
 - Sign up for monthly newsletters: <https://nhfpl.org/subscribe/>

- NEW curbside pick-up (books, DVDs, etc.): <https://nhfpl.org/>
- New Haven Cultural Twitter
 - <https://twitter.com/newhavecultural>
- New Haven Pride Center
 - <https://www.newhavenpridecenter.org/>
- Peabody@Home
 - <https://peabody.yale.edu/at-home>
- YCBA Multimedia Resources
 - <https://britishart.yale.edu/multimedia>
- YUAG Connect
 - <https://artgallery.yale.edu/about/connect>
- New Haven Symphony Orchestra Livestream
 - <https://newhavensymphony.org/>

SPANISH LANGUAGE RESOURCES

SPANISH-LANGUAGE PROGRAM FULL OF INFORMATION FOR IMMIGRANTS, INCLUDING PEOPLE WHO ARE UNDOCUMENTED

- On Facebook live: <https://www.facebook.com/ULANewHaven>

RESOURCE GUIDE SPECIFIC TO THE UNDOCUMENTED COMMUNITY

- https://docs.google.com/spreadsheets/d/18p9OSILpSYanIoUC-gEbhVbRMYVUfw4wyrixa9ekGdc/htmlview?fbclid=IwAR0Ugilu7PAzD0SAAuxjVPkoPQI0_1BsSa9PRM4j6z0yIrsXpdiX0hGFNo#gid

AA/NA VIRTUAL MEETINGS

- <https://highwatchrecovery.org/aa-online>
- <https://aa-intergroup.org/>

REACH OUT NEW HAVEN/EXTENDIENDO AYUDA NEW HAVEN

- This warmline is available Monday -Thursday from 8:30am to 7:00pm and Friday from 8:30am to 6:00pm: 203-287-2460.
- <https://cliffordbeersccc.org/>

MEDICAL/HEALTH

- Fair Haven Community Health Care: 203-777-7411
- Cornell Scott Hill Health Center: 203-503-3000

LEGAL ASSISTANCE

- <https://ctlawhelp.org/en/self-help>
- New Haven Legal Assistance: 203-684-9296
- CT Legal Services: 1-800-453-3320

FOOD BANKS

- https://docs.google.com/spreadsheets/d/e/2PACX-1vSLwQg7WIM0po27dnv3IGliLH1C9Suz-WVQ5JTqSjblJleGCFCqW95QDLdiHWLDD5HnR3Oumqf4Kop/pubhtml?fbclid=IwAR0YFugw9ubfvss69I2ACxgf4CWx2r3cpFipla61cSpf8hq_Lmz6bldaTF0#gid=676764976

HOUSING

- Unidad Latina en Accion (ULA): 24 hours 475-323-9413
- City of New Haven: 203-946-7090 (M-F); 203-946-6237 (Weekends)
- New Haven Legal Assistance: 203-946-4811
- Connecticut Fair Housing: <https://www.ctfairhousing.org>

FAMILIES WITH CHILDREN

- Diaper Bank: <http://www.thediaperbank.org/ddn-member-directory/>
- All our Kin: <https://myemail.constantcontact.com/We-Stand-with-You-During-the-Coronavirus-Crisis---Updates---Resources-from-All-Our-Kin----Los-apoyamos-durante-la-crisis-del-Cor.html?soid=1102198705985&aid=eeE55map1tE>
- Domestic Violence Hotline and resources: <https://www.ctcadv.org/espanol>

GENERAL INFORMATION/EDUCATION

- Mi Comunidad Latina/My Latinx Community Facebook Page (for community members and providers)
 - <https://www.facebook.com/Mi-Comunidad-Latina-Mentalmente-Saludables-105656974488662>
- Centers for Disease Control and Prevention (Spanish language)
 - https://espanol.cdc.gov/coronavirus/2019-ncov/index.html?CDC_AA_refVal=https%3A%2F%2Fwww.cdc.gov%2Fcoronavirus%2F2019-ncov%2Findex-sp.html