



# New Milford Social Services

*"To Listen, To Advocate, To Empower"*



## SUMMER 2020- Special Addition 2020

2 Pickett District Rd.  
New Milford, CT 06776  
(P) 860-355-6079  
(F) 860-355-6019

Email:  
[socialservices@newmilford.org](mailto:socialservices@newmilford.org)  
Website:  
[www.newmilford.org](http://www.newmilford.org)

New Milford Social Services



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*This special addition will not be mailed. Copies are available at Food Bank distribution, by email, and posted to our website.*

### Greetings from Social Services:

Dear friend,

*It has been a few months since we have shared a newsletter with you. Life for all has taken a challenging turn and created some alternative paths of service here at New Milford Social Services. As most of you know, we have not been able to invite you into our space since March. Our service has been primarily through phone and email contact, with the occasional chat at the front door. Although we miss seeing all of you inside, this way will have to continue a bit longer. We are here Monday through Friday from 8:30am-4:30pm. Monika, Sarah, Maria, I, and all the volunteers are working very hard to provide the best services we can under this unique new norm. Please continue to reach out to us if a need should come up. Most of our programs are still going on, even though they may look quite different than they have in the past. The Food Bank is still on Thursdays; 9am-2pm, Renter's Rebate is open, Bike Day has become Bike Summer, and Back to School has returned! We have also included A LOT of resources in this newsletter to help you and your families navigate resources during this pandemic. If you are new to us, please read this newsletter carefully. You may find many opportunities where we can assist you. For many, this time has created a financial challenge. There are programs out there that can help. Please contact us to discuss what options may be available to you after you read this newsletter. For all, please follow us on Facebook or check our website if you can for the most recent resources available. If accessing online services is difficult, please call us with your concerns. We hope you are all doing well and look forward to offering our services in whatever unique and creative capacity we can!*

*Stay Well and Stay Healthy!*

~Ivana

*The mission of New Milford Social Services is to help residents meet basic needs of food, housing, clothing, maintenance of health & well-being, and to help provide various seasonal goods & programs for residents experiencing financial hardship.*



*We support our community through empowerment, advocacy, connection to resources & opportunities to increase the welfare of our residents in need.*



### Programs:

*Eligibility is set by income & residency guidelines*

**\*New Milford Food Bank**

**\*Energy (Heating) Assistance**

**\*Emergency Financial Assistance [limited funding] & Counseling:**

- Rent/Mortgage
- Home bills
- Child Expenses
- Medical Bills
- Transportation Costs
- Food & Clothing

**\*Basic Need Assistance**

**\*Counseling/Crisis Intervention-limited**

**\*Information and Referral: Local, State, Federal resources and entitlement programs**

**\*Renter's Rebate for disabled renters under age 60. [seasonal]**

**\*Family Programs:**  
*Baby Bundle Registration  
Camp and Enrichment  
Activity Scholarships for Children [limited funding]  
Back to School Program  
Registration [seasonal]  
Winter Holiday Gifts  
Children [seasonal]*

*[Funding based on State grants or community donations]*

COVID-19 RESPONSE: LOCAL RESOURCE GUIDE FOR BASIC NEEDS <i>(subject to change) *</i>			
Resource	Name/ Address/ Phone Number/Email	Hours of Operation	Special Details
GENERAL BASIC NEEDS	New Milford Food Bank 2 Pickett District Road 860-355-6079; <a href="mailto:socialservices@newmilford.org">socialservices@newmilford.org</a>	Mon-Fri 9am-12pm by appt. only	For New Milford Residents facing a financial crisis. Provides connection to basic needs and link to local and State Resources. Please call or email
FOOD PANTRY	New Milford Food Bank 2 Pickett District Road 860-355-6079; <a href="mailto:socialservices@newmilford.org">socialservices@newmilford.org</a>	Thursdays 9am-12pm Drive-up-pre-packaged	Pre-registration required for New Milford residents in financial crisis and food-insecure. Call/email NMSS to register
<b>**Food for Seniors</b> Please Contact the New Milford Senior Center for options at <b>860-355-6075</b>			
FOOD PANTRY	Our Daily Bread at U. Methodist Church of NM 68 Danbury Road, New Milford 860-354-4596	Thursdays 2pm-6pm Drive-up pre-packaged	For food insecure residents
<b>Our Daily Bread is Temporary Offline- Please contact New Milford Social Services</b>			
FOOD For School Children	Camella's Cupboard 50 East Street, New Milford <a href="http://www.camellascupboard.com">www.camellascupboard.com</a>	Fridays 5:30pm-7pm Drive-up pre-packaged food	For New Milford family with children: Register online @ <a href="http://www.camellascupboard.com">www.camellascupboard.com</a> Or contact <a href="mailto:Angela@camellascupboard.com">Angela@camellascupboard.com</a>
<b>**FOOD For School Children</b>	Please check your school's website for details to receive breakfast and lunch	Mondays, Wednesdays, Thursdays 11am-1pm	Register @ <a href="http://www.newmilfordps.org/">http://www.newmilfordps.org/</a>
FOOD Soup Kitchen	Loaves and Fishes Hospitality 40 Main Street, New Milford Side Entrance of Richmond Center	4:30pm-5:30pm DAILY Drive-up/Walk-up Pre-packaged meals	For the extreme food-insecure. These are meals already prepared to eat
FOOD Mobile Pantry	CT Food Bank Mobile Pantry Parking lot of Faith Church	1 <sup>st</sup> Wednesday of the Month 5:15pm-6:30pm	Food-insecure households Call to double-check it is not cancelled @ 203-741-9751 or check website: <a href="http://www.ctfoodbank.org">www.ctfoodbank.org</a>
DIAPERS Only	BABY BUNDLES PROGRAM 1 <sup>st</sup> Congregational Church of New Milford Parish House 36 Main Street	3 <sup>rd</sup> Wednesday of the Month Drive-up service	Pre-registration Required-call NMSS @ 860-355-6079.
CLOTHING	ThriftMart & Tall Paul's Closet @ St. John's Church	<b>CLOSED UNTIL FURTHER NOTICE</b>	Call NMSS @ 860-355-6079

# PROGRAM UPDATES:



## ENERGY and UTILITY ASSISTANCE:

New Milford Social Services is the local agency to assist residents under the age of 60 with financial assistance applications for the following programs. *Please contact our office for more information and guidelines to apply. [If you are over the age of 60 please contact the New Milford Senior Center]*

- **CT Energy Assistance Program (CEAP)** is CLOSED until the Fall. We are hoping to resume appointments for fuel delivery heated households after Labor Day. We will post information and guidelines for this program as they become available. This program is for households at or below 60% State Income Guidelines.
- **Operation Fuel** will reopen for the Summer/Fall program after July 21<sup>st</sup>. Income guidelines remain at 75% State Income Guidelines. This program is open for fuel or electric assistance. Limited one-time grant assistance. Income and household documentation required.
- **Aquarion Water Assistance** through Operation Fuel. This program is open and income guidelines remain at 75% State Income Guidelines. Limited one-time grant assistance. Income and household documentation required. Expires on 12/31/2020 or until funding runs out.



**It's a BIKE SUMMER!** NMSS in partnership with the Youth Agency will try to connect local children to a bike. There is no cost for the bike or helmet. Families must register through us at NMSS and we will need to make sure you are up-to-date with proof of income and New Milford residency. *There is a limited amount of bikes. Please call us to register.*



## Renters Rebate:

Applications will be taken now until October 1<sup>st</sup>. **This is a program for CT renters who are elderly or totally disabled (meeting the Social Security definition and over the age of 18) and who are income eligible.** If you qualify, the program will send you a rebate check. The amount of the rebate ranges from \$150-\$900 and is based on your income, certain household expenses (electric, gas, oil, water) that you paid in 2019. The 2019 maximum income is \$37,000 for one person and \$45,100 for a couple. If you are under the age of 60 and disabled, please call our office to request a list of required documents that we will mail to you and ask you to return to us completed.



## The Back to School Program is BACK!

We are happy to share that the United Way of Western CT will once again be able to run the Back to School Program through our office. It may look different than past years but the United Way is working hard to help many local children. This program is for registered Social Services families with children entering Kindergarten through High School. You must be the primary custodial guardian of the children you are registering. **Registration is limited. You must be up-to-date with proof of income and residency. Please call us to register. Distribution will be drive-by. Location and time TBA to registered families**



The New Milford Food Bank continues to work under a modified distribution-outdoors, drive by system. We continue to offer as much choice as possible making a variety of shelf stable foods, vegetables, meats and dairy as they are available.

**Hours of operation are every Thursday from 9am-2pm at JPCC.** Please follow signs and instructions of our volunteers and staff as you make your way around the parking lot. **Every participant must be registered prior to coming to the food bank.** If you are NEW to the Food Bank and experiencing food insecurity, please contact our office prior to coming to the food bank. We welcome you but need to speak to you first and discuss resources and the food bank process.

If you are a current food participant and are sick or in quarantine, please do not come. Please contact our office to discuss other arrangements. If you are a Senior participant and cannot make it to the food bank, please contact the Senior Center at 860-355-6075.

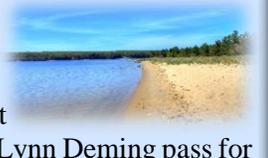
*"This institution is an equal opportunity provider"*



**The Thrift Mart of New Milford will reopen on July 8.** They have been diligently cleaning and sanitizing as well as installing safety measures. They have completely restocked their inventory and welcome their customers back! They do require masks before entering the store and hand sanitizer is available at the door to each customer to use upon entering. The Thrift Mart is on 146 Danbury Road, #1, 10am-4pm. New Milford Social Services offers limited vouchers for clothing purchases at the Thrift Mart. **You must be up-to-date with proof of income and residency.**

We have **limited vouchers**

to help offset the cost of a Lynn Deming pass for a New Milford Social Service family. Please call our office. **You must be up-to-date with proof of income and residency.**



## It is SO VERY IMPORTANT TO FILL OUT THE CENSUS! WHY?



The Census helps our community, our families, our children, our seniors, ourselves! The more data collected by the Census the greater the opportunity for our Town to receive funding to help our schools, our roads and infrastructure, and many services that help people in need like food programs, treatment assistance, special needs, and other health and human services. Please fill out your Census TODAY! It is confidential and no personal information is shared with any other government agency. Respond at <https://my2020census.gov/>

## "When You're Parent...Again"



An information and support group for **GRANDPARENTS & OTHER RELATIVES RAISING CHILDREN:** Unfortunately, this program is on hiatus due to COVID 19. Anyone interested in this group or related resources, please call Sarah Geary at Social Services, 860-355-6079.

# COMMUNITY RESOURCES:



## Family and Children

New Milford Youth Agency News:



Registration for all programs: call the Youth Agency at 860-210-2030 or visit [myyouthagency.com](http://myyouthagency.com).

**\*Peace, Love, & Stand Up to Hate.** Promoting inclusion, diversity, friendship, team building, and kindness for High School LGBT+ youth. Safe space for communication; fun activities and workshops; celebration of differences; self-care practice; showing progress is possible. Meetings held **1<sup>st</sup> Monday of the month beginning August 3<sup>rd</sup>** from 3-4:30pm @ JPCC. Students will need bus passes to go directly from NMHS to the JPCC once school resumes.

**\*Mindful Mondays:** Relax with friends, find your happy place, mindful crafts, learn calming techniques, work on breathing, exercises, stretching. 3-day workshop @ JPCC 3-4pm, 8/10, 8/17, 8/24.

**\*GRL/PWR:** Designed to promote female empowerment for high school students. Boost self-esteem through fun and creative projects.

**1<sup>st</sup> Wednesday of the month beginning 8/5** from 3-4:30pm @JPCC.

**\*Worry Less Kids Workshops:** 2-day workshop designed to help school aged kids better handle feelings of anxiety and stress due to living during a pandemic and times of crisis. Designed to empower kids to gain control of feelings, relax and reduce stress through fun and artistic activities. Workshops are held at JPCC from 10am-12pm.

**SNIS kids: Wed & Thurs: July 22<sup>nd</sup> and 23<sup>rd</sup>**

**SMS kids: Wed and Thurs: July 29<sup>th</sup> and 30<sup>th</sup>**

**Elementary kids Wed and Thurs. August 5<sup>th</sup> and 6<sup>th</sup>**

*Sarah Wells, LMSW, facilitate all of these programs*

## We all can benefit from support- Counseling Resource:



### **THE WOMEN'S CENTER OF GREATER DANBURY:**

For more info, call 203-731-5200 and their website [www.wcogd.org](http://www.wcogd.org).

### **NEW MILFORD HOSPITAL BEHAVIORAL HEALTH:**

NMHBH provides mental health services for adults. Call 860-210-5350 for more information or for an appointment.

### **GREENWOOD COUNSELING REFERRAL:**

Free clinical assessment and list of 3 local therapists to help you. 860-567-4437.

**INTERFACE CENTER** is a private not-for-profit practice located in New Milford; experienced staff with many sub-specialties for adults and children. Call 860-354-5116

### **FAMILY & CHILDREN'S AID:**

NM office offers many services for parents & children: free or insurance based. For info or an appointment, call 860-354-8556.

**FORTITUDE CENTER:** Offers mental health and addiction counseling to people of all ages. Call 860-799-5750; 30 Bridge St, New Milford.

In addition, there are other private practitioners who accept HUSKY and Medicare, like our former social worker **Amy Bondeson** (860-799-1631—HUSKY only).

For further resources as one of social workers.

### **HOTLINE NUMBERS:**

\*Suicide Prevention: 1- 800-273-TALK (8255)/ 1-800-784-2433

\*Adult Crisis Hotline: 1-888-447-3339

\*Domestic Violence Hotline: 203-731-5206

\*Sexual Assault Hotline: 203-731-5204

\*Treatment & Services for Substance Use Disorder: 1-800-563-4086

\*Crisis/ Youth Crisis- dial 211



**New Milford CAN** has resources

and contact information for

addiction prevention and substance treatment. In

addition to resources to grow family and children

relationships through asset building.

Website: <http://www.newmilfordcan.org/>



## Savings Program for Anyone and Everyone!

Start or increase your savings by collaborating with the United Way with their "ALICE Saves" program. It is very easy to sign up. Fill out the form online @ <https://www.uwwesternct.org/alicesaves>. Link your savings account to SaverLife. Start saving \$20/ month and after 6 months earn a reward of \$60! By signing up you will also have access to a Trusted Advisor through a FREE online financial counseling program. Call us if you need

## State and Federal Resources:

**Access Health-** sign up for Husky or Federal Exchange (ACA): (855)-805-4325 <https://www.accesshealthct.com/AHCT/ctrix/#/home>

**CT Dept. of Unemployment-** apply for State unemployment or Pandemic Unemployment, record weekly claim: <http://www.ctdol.state.ct.us/>

**CT DSS-** Connect with SNAP, TFA, and other State Social Services programs: (855)-626-6632 <https://portal.ct.gov/>; <https://www.connect.ct.gov/access/jsp/access/Home.jsp>

**IRS-** check on stimulus payment or tax refund: <https://www.irs.gov/>

**Social Security Admin.** - online services and local contact info: <https://www.ssa.gov/onlineservices/>

**End Hunger CT-** apply for SNAP, call line for SNAP: 866-974-SNAP (7627) <https://www.endhungerct.org/services/snap/>

**Consumer Financial Protection Bureau-** protect yourself financial: <https://www.consumerfinance.gov/>

**CDC COVID-19 info-** <https://www.cdc.gov/coronavirus/2019-ncov/index.html>

**CTLawHelp.org** for guidance with rent and eviction information during COVID-19.

**CT Statewide Legal Services:** 1-800 453-3320/ <https://www.slsc.org/>

## JOB SEARCHING?



**New Milford Businesses are Hiring-** This Facebook page is dedicated to helping those seeking employment connect with local businesses! Check it out! There is always something NEW happening!

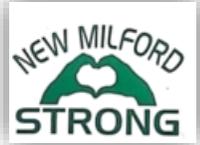
<https://www.facebook.com/NewMilfordHiring>

**Onward CT-** one stop resource for people of Connecticut who have been impacted by COVID-19 and loss their job: <https://onwardct.org/>

**CT Hires** is a website provided by CT Department of Labor: For job search or exploring careers:

<https://www.cthires.com/vosnet/Default.aspx>

# MORE COMMUNITY RESOURCES in the time of COVID-19



## You are not alone

"One of the most important things you can do on this earth is to let people know they are not alone."  
- Shannon L. Alder



Community

New Milford  
**Visiting Nurse & Hospice**

COMMITTED TO CARE SINCE 1918

## Join our support groups via Zoom!

### Caregivers

Every 1st & 3rd Tuesday  
10:00 AM - 11:30 AM

Led by  
Catherine Vlasto, LCSW

A place to relax, express your feelings and connect with other caregivers.

### Living Without a Partner

Every 2nd & 4th Tuesday  
10:00 AM - 11:30 AM

Led by  
Catherine Vlasto, LCSW

Grief comes in all different forms. Our grief support groups offer support, encouragement, friendship and an open environment to express your feelings.

### Remembrances

Every 1st & 3rd Thursday  
6:30 PM - 8:00 PM

Led by  
Bob O'Keefe, ACSW/LCSW

For more information please contact  
Catherine Vlasto at 860.354.2216 or via e-mail at  
cvlasto@newmilfordvna.org



## Be Kind to Your Mind

Tips to cope with stress during COVID-19

- 1 **PAUSE.** Breathe. Notice how you feel
- 2 **TAKE BREAKS** from COVID-19 content
- 3 **MAKE TIME** to sleep and exercise
- 4 **REACH OUT** and stay connected
- 5 **SEEK HELP** if overwhelmed or unsafe



## When it builds up, talk it out.

TALK IT OUT LINE  
1-833-258-5011



**"When it Builds Up, Talk it Out":** A joint campaign by Department of Family and Children and the United Way to further efforts in supporting and empowering families. *"All communities need help right now and we must recognize the additional stress and impact these times present, especially to communities of color, families with young children and parents of children with specialized needs. Any parent whom wishes to access supports are invited to call 833-258-5011 and engage with trained professionals who will listen and speak with them about their concerns. If additional help is needed, they will be referred to community-based services. The support line can also be accessed via cell phone by visiting [www.talkitoutct.com](http://www.talkitoutct.com) and clicking on the link to be connected to the same caring professionals. The "Talk It Out Line" is available Monday through Friday from 8 am to 8 pm and on weekends from 1 pm to 8 pm and has both English and Spanish capacity."*

## For people coming out of quarantine

It can be stressful to be separated from others if a healthcare provider thinks you may have been exposed to COVID-19, even if you do not get sick. Everyone feels differently after coming out of quarantine. Emotional reactions to coming out of quarantine may include:

- Mixed emotions, including relief after quarantine.
- Fear and worry about your own health and the health of your loved ones.
- Stress from the experience of monitoring yourself or being monitored by others for signs and symptoms of COVID-19.
- Sadness, anger, or frustration because friends or loved ones have unfounded fears of contracting the disease from contact with you, even though you have been determined not to be contagious.
- Guilt about not being able to perform normal work or parenting duties during quarantine.
- Other emotional or mental health changes.

Children may also feel upset or have other strong emotions if they, or someone they know, has been released from quarantine.

Visit the [CDC website](http://CDC website) for more tips on coping with daily life anxiety during COVID-19.



CENTERS FOR DISEASE CONTROL AND PREVENTION

## Young people with strong relationships are more resilient in the face of stress and trauma.



Families dealing with adversity are better equipped to mitigate the negative impact of stressful events when they have robust parent-child relationships.

If young people living in high-stressed families have strong developmental relationships with their parents, they are...

- **21 times more likely to manage their emotions well.**
- **17 times more likely to take personal responsibility for their actions.**
- **5 times more likely to be good at making and keeping plans.**

Here are ways for children and adults to manage stress together and increase resiliency to adversity.

- **Get Moving:** All forms of exercise count! Walk. Yoga. Stretch. Dance. Getting your body moving can help ease anxiety.
- **Go Outside:** New Milford has so many wonderful places to visit. Visit the Peacocks at Harrybrooke, Eleanor the donkey at Pratt Nature Center, or bring along your dog to Sega Meadows. Don't forget your own backyard!
- **Eat well and Together:** Food is fuel for your body and mind. Take the time to eat at least one meal a day, together, at the table, unplugged. If you are struggling with food please contact New Milford Social Services, (860) 355-6079
- **Play:** Board Games. Cards. Puzzles. When is the last time you played a great game of Monopoly or Battleship?
- **Breathe:** So simple and so worth it. Sit up straight, eyes closed. Slowly inhale through your nose, feeling the breath start in your abdomen and work its way to the top of your head. Release the breathe slowly through your mouth. Three big deep breathes, several times a day will help relieve stress.
- **Be Present:** Put the phone down and step away from the screen. Spending time in the moment helps you feel less tense.
- **Crank Up the Music:** Tune in to some relaxing nature sounds or better yet, rock out to your favorite tunes. You will be surprised at how many favorite songs you will have in common.
- **Laugh:** A good belly laugh together will help lighten the load.
- **Create:** Color. Paint. Build. Pick up a creative care package from Village Center for the Arts. You don't need to be Picasso to be an artist.
- **Stay Connected:** Video Chat with friends and family. You are not alone.
- **Be Grateful:** We all have things to be grateful for. Take a moment each day to acknowledge them. You can even write them down in a list or a journal.

## "Nothing—nothing—has more impact in the life of a child than positive relationships."

-Peter L. Benson, PHD (1946-2011) Creator of the Developmental Assets Framework



**DPH**  
Connecticut Department of Public Health  
860-509-7804 | [portal.ct.gov/earlydetection](http://portal.ct.gov/earlydetection)

FOR MORE INFORMATION CALL THE CONNECTICUT DEPARTMENT OF PUBLIC HEALTH OR YOUR LOCAL PROGRAM PROVIDER LISTED BELOW:

BRIDGEPORT BRIDGEPORT HOSPITAL (203) 384-3382 CBCCEDP/WISEWOMAN	FUTNAM DR KIMBALL HOSPITAL (860) 838-6141 CBCCEDP/WISEWOMAN
DANBURY DANBURY HOSPITAL (203) 739-4770 CBCCEDP/WISEWOMAN	MERIDEN MIDDLETOWN MID STATE MEDICAL CENTER (860) 872-3059 CBCCEDP/WISEWOMAN
HARTFORD HARTFORD HOSPITAL (860) 875-3000 CBCCEDP/WISEWOMAN	

**get screened**  
The Connecticut Breast and Cervical Cancer Early Detection Program (CBCCEDP)

Timely mammography screening among women aged 40 years or older could reduce breast cancer deaths significantly compared with women who are not screened. Pap tests can find cervical cancer at an early stage when it is most curable, or even prevent the disease if pre-cancerous lesions are found and treated during the test.

**The Connecticut WISEWOMAN Program**  
(WISEWOMAN)

Nearly twice as many women in the United States die of heart disease, stroke and other cardiovascular diseases as from all forms of cancer, including breast cancer. Risk factors such as high blood pressure, high blood cholesterol, overweight, physical inactivity and diabetes that lead to heart disease can be modified and controlled.

**DO IT FOR YOURSELF. DO IT FOR SOMEONE YOU LOVE.**

**DANBURY DANBURY HOSPITAL (203) 739-4770 CBCCEDP/WISEWOMAN**

**CONNECTICUT DEPARTMENT OF PUBLIC HEALTH**  
Connecticut Early Detection and Prevention Program (CEDPP)

**Stay Informed Stay Healthy**  
Early Detection Makes a Difference!

**THE CONNECTICUT DEPARTMENT OF PUBLIC HEALTH**  
Connecticut Early Detection and Prevention Program (CEDPP)

helping you stay healthy

**STAY HEALTHY CONNECTICUT**  
Get Screened Today - Early Detection Makes a Difference!

**THE CONNECTICUT WISEWOMAN PROGRAM (WISEWOMAN)**

In addition to a clinical breast exam, Pap test, and mammogram, women ages 40-64 can participate in the WISEWOMAN program and receive screening for heart disease.

This program provides women, who are found at risk for heart disease, a chance to participate in nutrition and physical activity interventions which will help decrease their risk of heart disease.

You are eligible for program services if:

- You are enrolled in the CBCCEDP
- You are 40-64 years of age
- You have limited income, and
- You have no health insurance, or
- Your insurance does not cover routine blood pressure and cholesterol screenings

**THE CONNECTICUT BREAST AND CERVICAL CANCER EARLY DETECTION PROGRAM (CBCCEDP)**

The Connecticut Breast and Cervical Cancer Early Detection Program (CBCCEDP) is a screening program available throughout Connecticut for medically underserved women.

The objective of the program is to increase the number of women who receive breast and cervical cancer screening, diagnostic and treatment referral services. All services are offered free of charge through the Connecticut Department of Public Health's contracted health care providers located statewide.

You are eligible for program services if:

- You are 40 to 64 years of age for a Mammogram and 21 to 64 years of age for a clinical breast exam & Pap test
- You are 35-39 years old with symptoms and/or specific risk factors for breast cancer
- You have limited income, and
- You have no health insurance, or
- You have health insurance that excludes routine Pap tests and/or Mammograms
- You have an insurance deductible of \$1,000 or more, or
- You have no Medicare Part B

**Do it for Yourself**

**Do it for Someone You Love**

"I am so grateful for this program and the people at New Milford. The staff is helpful and dedicated to the program and the patients. Thank you from the bottom of my heart!"  
- Program Participant