



NOTCH Care Coordination Resource Guide 2024

**A directory of
services and
programs to
support a
comprehensive
care plan.**





NOTCH Locations

Alburg Health Center

64 Industrial Park Rd.
Alburg, VT 05440
Phone: 802-796-4414

Enosburg Health Center

382 Main St.
Enosburg Falls, VT 05450
Phone: 802-933-5831

Fairfax Health Center

1199 Main St.
Fairfax, VT 05454
Phone: 802-849-2844

Fairfax Pharmacy

997 Main St.
Fairfax, VT 05454
Phone: 802-849-2101

Georgia Health Center

4178 Highbridge Rd.
Fairfax, VT 05454
Phone: 802-528-2600

Richford Health Center

44 Main St., Ste. 200
Richford, VT 05476
Phone: 802-255-5500

Richford Dental Clinic

44 Main St., Ste. 400
Richford, VT 05476
Phone: 802-255-5520

NOTCH Pharmacy

44 Main St., Ste. 201
Richford, VT 05476
Phone: 802-255-5530

St. Albans Health Center

3 Crest Rd.
St. Albans, VT 05478
Phone: 802-524-4554

St. Albans Pharmacy

3 Crest Rd.
St. Albans, VT 05478
Phone: 802-527-6700

NOTCH Primary Care

12 Crest Rd.
St. Albans, VT, 05478
Phone: 802-524-4554

Swanton Health & Dental Center

26 Canada St.
Swanton, VT 05488
Phone: 802-868-2454

Swanton Rexall

13 York St.
Swanton, VT 05488
Phone: 802-868-3338

Main Street Market

44 Main St.
Richford, VT 05476
Phone: 802-848-2148

NOTCH Departments

NOTCH Administration
Phone: 802-255-5560

NOTCH Billing Department
Phone: 802-255-5580

NOTCH Care Coordination & Outreach
Phone: 802-255-5570

NOTCH Partnering Project
Phone (Main Office): 802-255-5515
Phone (Nifty Thrifty): 802-848-3815

About NOTCH

Northern Tier Center for Health (NOTCH) is a mission driven primary care practice with a focus on quality and continuity of care. We are a not-for-profit corporation governed by a community-based Board of Directors whose mission is to provide high-quality care in Vermont's Franklin and Grand Isle counties.

NOTCH's team of compassionate and devoted health care professionals and support staff develop long-term relationships with patients, often serving multi-generational families. The organization offers a full spectrum of health care services, including family medicine, internal medicine, behavioral health, pharmacy, lab, and general dentistry.



The information within this resource guide was compiled by the Northern Tier Center for Health (NOTCH) and is provided as a public service to our community. NOTCH does not guarantee the information in the resource guide is accurate or current. NOTCH is not responsible for any special, indirect, incidental, or consequential damage that may arise from using the resource guide. Some organizations and/or programs and service may have been excluded to keep the size of the resource guide manageable and to avoid frequent updates.

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Care Coordination

Age Well – Franklin County Office

228 N. Main St.
St. Albans, VT 05478

Website: www.agewellvt.org

Phone: 1-800-642-5119 (Senior HelpLine)

Hours: Mondays, Wednesdays, & Fridays
9:00am – 1:00pm

Age Well serves the aging population by providing care coordination to meet one's need whether it's medical or socioeconomic.

Restorative Justice – Franklin/Grand Isle Center

120 N. Main St.
St. Albans, VT 05478

Website: www.fgirjc.org

Phone: 802-524-7006

Email: info@fgirjc.org

The goals of restorative justice approaches are to give affected parties an active voice and role in the process of justice, for those responsible for harm to take responsibility, understand the harm they have caused, make amends, and build or restore relationships in communities that may prevent future harm. Community-based restorative justice processes include not only those directly involved or impacted by crime but also community members who are invested in promoting accountability and reparations.

Support and Services at Home (SASH)

412 Farrell St., Ste. 100
South Burlington, VT 05403

Website: www.sashvt.org

Phone: 1-833-863-2224

TTY/TTD: 1-800-253-0191

Email: sash@cathedralsquare.org

SASH is an agency that provides services and support to individuals who are recipients of Medicare insurance. When receiving SASH support, you will have access to a coordinator and wellness nurse who work together to develop a healthy living plan and along with having a goal of living independently in the home as long as possible.

Vermont Chronic Care Initiative (VCCI) – Franklin & Grand Isle Office

Website: www.dvha.vermont.gov

Phone: 1-866-900-5004

Contacts:

Angie White, RN

Phone: 802-527-4085

Lou-Anne Wood, RN

Phone: 802-524-5023

VCCI is an agency through the state of Vermont that supports individuals who are recipients of Medicaid insurance. They provide holistic, intensive, and short-term case management services to Vermont residents. The VCCI team works to connect members with medical homes, community-based self-management programs, local care management teams and help members to navigate the system of health and health related care.



Care Giver Support & Resources

Age Well – Franklin County Office

Website: www.agewellvt.org

Phone: 1-800-642-5119 (Senior HelpLine)

Age Well serves the aging population by providing care coordination to meet one's need whether it's medical or socioeconomic.

Choices for Care – Vermont Adult Services Division

Website: www.asd.vermont.gov

Phone: 2-1-1

Choices for Care is a Medicaid-funded, long-term care program that pays for care and support for older Vermonters and people with physical disabilities. This program helps people with everyday activities at home, in an enhanced residential care setting, or in a nursing facility. Age Well will assist with applying for this application.

Caregiver Training

Choices for Care training opportunities for caregivers focus on everything from reducing stress, improving self-confidence, balancing your life and locating resources. Learn more at www.asd.vermont.gov/training.

Dementia Respite Grant

The Dementia Respite program provides small grants to unpaid caregivers of individuals with irreversible dementia. The purpose of the grant is to help delay or prevent nursing home placement by offering support and relief to caregivers who care for their loved ones, including in-home services, adult day programs, or personal respite for the care provider. Contact your local area agency on aging for information on how to apply.

Economic Services Benefits

Saint Albans District Office
27 Federal St., Ste. 400
St. Albans, VT 05478

Website: www.dcf.vermont.gov

Phone: 1-800-479-6151

Child Care Financial Assistance

The Child Care Financial Assistance Program, also known as subsidy, can help your family pay for childcare. Learn more at www.dcf.vermont.gov/benefits/ccfap.

Essential Person Program

Essential Person helps someone to stay in their home by paying part of the cost to have someone live with them and provide essential care. Learn more at www.dcf.vermont.gov/benefits/essential-person.

Reach Up Child Only

This program provides cash assistance to help adults care for the minor, dependent children of relatives or family friends. Learn more at www.dcf.vermont.gov/benefits/reachup/child-only.



Diabetic Footwear

BalanceWork

106 Allen St.
Rutland, VT 05701

Website: www.balanceworks.biz

Phone: 802-773-1543

Fax: 802-776-4116

Email: info@balanceworks.biz

Mountain Orthotics and Prosthetics

106 West Bay Plaza
Plattsburgh, NY 12901

Website: www.mountainoandp.com

Phone: 518-324-6569

Fax: 518-324-6570

Email: info@mountainoandp.com

PROMIS Prosthetics & Orthotics

204 W. Main St.
Littleton, NH 03561

Website: www.promisoandp.com

Phone: 603-444-0500

Fax: 603-444-0158

Disability Benefits

Social Security Disability Insurance (SSDI)

The SSDI program pays benefits to individuals if they are “insured.” This means that you worked long enough – and recently enough - and paid Social Security taxes on their earnings. The SSI program pays benefits to adults and children who meet the requirements for a qualifying disability and have limited income and resources. Learn more at www.ssa.gov/benefits/disability.

Supplemental Security Income (SSI)

SSI is generally for individuals who don't earn more than \$1,913 from work each month. The income limit increases for couples and when parents apply for children. Learn more at www.ssa.gov/ssi.

How to Apply for Disability Benefits:

By Phone: 1-800-772-1213

In person at the local Social Security Administration Office:

Burlington:

128 Lakeside Ave., Ste. 107
Burlington, VT 05401
Phone: 877-840-5776

Montpelier

33 School St.
Montpelier, VT 05602
Phone: 877-505-4542

Rutland

246 West St.
Rutland, VT 05701
Phone: 866-690-1944

By paper application. Call the local Social Security Administrative office to request an application.





Food Resources

Franklin / Grand Isle Food Shelves and Pantries

Town	Food Shelf	Day	Time	Address	Contact
Alburgh	NorthWest Family Foods	Last 2 Tuesdays each month	11:00AM	Islands in the Sun Community Center 57 S. Main St. Alburgh, VT	802-527-7392
Enosburg	Enosburg Food Shelf	Thursday	9:00AM – 5:00PM	Corner of Main and Missisquoi St. Enosburg Falls, VT	802-933-4193 (Kathy Gaston)
Fairfax	Fairfax Community Food Shelf	First 2 Wednesdays each month	9:00AM – 12:00PM	United Church of Fairfax 8 Fletcher Rd. Fairfax, VT	802-849-6588
Fairfield	Fairfield Community Food Shelf	Tuesday	3:00PM – 6:00PM	Fairfield Community Center 124 School St. Fairfield, VT	802-827-3130
Georgia	Georgia Food Shelf	Last 2 Wednesdays each month	4:00PM – 5:00PM	Georgia Market 962 Ethan Allen Hwy Georgia, VT	802-524-3240 (Jolly Bates)
Grand Isle	Champlain Islands Food Shelf	Wednesday & first Saturday each month	Wed: 1PM – 4PM Sat: 9AM – 11AM	Grand Isle United Methodist Church 8 Hyde Rd. Grand Isle, VT	802-318-4704; champlainislands foodshelf@gmail.com
Highgate	Highgate Food Shelf	Monday & Tuesday	2:00PM – 5:30PM	Highgate Methodist Church Community Center 3060 Rte. 78 Highgate, VT	802-868-4921
Isle Lamotte	NorthWest Family Foods	Last 2 Tuesdays each month	12:00PM	St. Joseph's Church 2176 Main St. Isle Lamotte, VT	802-527-7392
Montgomery	Montgomery Food Shelf	Call for an appointment		Montgomery United Methodist Church 20 Fuller Bridge Rd. Montgomery, VT	802-326-4651
Richford	Richford Food Shelf	Monday & Friday	Mon: 5PM – 7PM Fri: 9AM – 12PM	NOTCH Partnering Project Building 53 Main St. Richford, VT	802-255-5515
Sheldon	Sheldon Interfaith Food Shelf	Monday, Tuesday, Thursday, Friday & Saturday	Mon: 4PM – 6PM; Tues: 10AM – 1PM; Thurs: 4PM – 7PM; Sat: 12PM – 3PM	Sheldon Methodist Church 53 Church St. Sheldon, VT	802-527-7392
St. Albans	NorthWest Family Foods	Monday – Friday	12:00PM – 2:00PM	5 Lemnah Dr. St. Albans, VT	802-527-7392
Swanton	Abenaki Nation of Missisquoi Food Pantry	Monday, Wednesday & Friday	9:00AM – 2:00PM	Abenaki of Missisquoi Tribal Office 100 Grand Ave. Swanton, VT	802-868-6255
Swanton	Swanton Food Shelf	Tuesday	9:00AM – 12:00PM	Church of Nativity Parish Hall 65 Canada St. Swanton, VT	802-868-4162



Food Resources

Franklin / Grand Isle Meal Sites

Town	Site	Day	Time	Address	Contact
Fairfield	Fairfield Community Center	Tuesday	1:30PM – 3:00PM	124 School St. East Fairfield, VT	Phone: 802-827-3130 Email: fccvt.info@gmail.com Website: www.fairfieldcommunitycenter.org
St. Albans	Martha's Kitchen	Everyday	11:00AM – 1:00PM	139 Lake St. Albans, VT	Phone: 802-524-9749 Email: MarthasKitchen802@gmail.com Website: www.marthascommunitykitchen802.org
Sheldon	Sheldon Interfaith Food Shelf	Call for availability		45 Church St. Sheldon, VT	Phone: 802-933-4487 or 802-933-7356 Email: sumc_foodshelf@outlook.com Website: www.facebook.com/SheldonVermontFoodShelf

Franklin / Grand Isle Commodity Supplemental Food Program Pick-Up Sites

Town	Site	Town	Site
Alburgh	Amadeus Parish Hall 75 N. Main St. Alburgh, VT	St. Albans	Four Winds Apartments 145 N. Elm St. St. Albans, VT
Alburgh	Pine Manor Apartments 6 Lake St. Alburgh, VT	St. Albans	American Legion 100 Parah St. St. Albans City, VT
East Fairfield	East Fairfield Community Center 124 School St. East Fairfield, VT	St. Albans	Hawk's Nest 110 Hawks Nest St. Albans, VT
Enosburg Falls	St. John the Baptist 2 Missisquoi St. Enosburg Falls, VT	St. Albans	Beth-El Court 53 Federal St. St. Albans, VT
Grand Isle	Round Bard Homestead 29 Faywood Rd. Grand Isle, VT	Swanton	School Apartments 31 Church St. Swanton, VT
Montgomery	Montgomery Food Shelf 20 Fuller Bridge Rd. Montgomery, VT	Swanton	Swanton Meadows 20 Meadow Ln. Swanton, VT
Richford	Missisquoi Manor 70 Liberty St. Richford, VT	Swanton	Swanton Village Apartments 39 Platt St. Swanton, VT
Richford	All Saints Church 152 Main St. Richford, VT	Swanton	Church of Nativity 65 Canada St. Swanton, VT
St. Albans	Holy Angels Apartments 246 Lake St. St. Albans, VT	See page 6 for more CSFP details.	



Food Resources

3SquaresVT (SNAP)

For individuals and households to help stretch their budgets by helping buy food from grocery and convenience stores, farmers markets, and co-ops across the state. 3SquaresVT benefits are deposited each month on an EBT card, which works like a debit card. For more information or application support, visit www.vermontfoodhelp.com/apply-now or text **VFBSNAP** to 85511.

[See page 7 for income eligibility guidelines.](#)

For application support:

- Call **2-1-1**
- Text **VFBSNAP** to **85511**
- Send an email to 3SVT@vtfoodbank.org

For people 60 or older, call the Helpline at **1-800-642-5119** for personalized assistance.

Call **1-800-479-6151** to speak with a Benefits Specialist at DCF-ESD.

Can't access a grocery store?
3SquaresVT benefits can be used with programs like Instacart, DoorDash and Hannaford. Contact 3SquaresVT to learn more.

Meals for Kids

This school year, meals are free for all kids. For information on area school meal programs, contact the school administrator, or call **2-1-1**.

If a child is in childcare, ask the provider if they participate in the **Child and Adult Care Food Program**, or if they offer meals and snacks through a different program.

WIC

For pregnant individuals, or a caregiver or parent with a child under five. WIC provides access to healthy foods, nutrition education and counseling, breastfeeding support, and community referrals. Most services are being done by phone appointment. For more information, call **2-1-1** or text **VTWIC** to **85511**.

Programs for Older Adults and People Living with Disabilities

Meals on Wheels

Older Vermonters and people living with disabilities or other qualifying conditions can have free meals delivered to their home through Meals on Wheels. Some people may also be eligible for assistance with grocery shopping. For more information about meals for older adults and people living with disabilities, call the Senior HelpLine at **1-800-642-5119**.

Community Meal Programs

Age Well offers a variety of meal programs for older adults living in northwestern Vermont. Contact Laura Need, Age Well Nutrition Coordinator at **802-662-5264** or Ineed@agewellvt.org for information. **See page 8 for expanded program details.**

Commodity Supplemental Food Program (CSFP)

For people aged 60 or older and who meet income guidelines, they can receive a free box of food every month through the CSFP. For more information and to apply, go to vtfoodbank.org/share-food/csfp or call **1-800-214-4648**. **See page 5 for a list of CSFP locations in Franklin / Grand Isle.**

Food Assistance through the Vermont Foodbank Network

The Vermont Foodbank supports Vermonters during all times of need. For resources and service information visit vtfoodbank.org/gethelp or call **1-800-585-2265**.

Other Food Programs

Crop Cash

Multiply your 3SquareVT/SNAP dollars with Crop Cash at a Farmers Market that accepts 3SquaresVT/SNAP benefits. Learn more at www.vermontfoodhelp.com or text **VFBSNAP** to **85511**.

Farm To Family

Farm To Family coupons may be used to buy locally-grown, fresh fruits, fresh vegetables and fresh-cut herbs at participating farmers markets and farm stands. Call the Franklin / Grand Isle Community Action for application information for 2024 at **802-527-7392**.

Farm Stand Match

3SquaresVT customers will automatically save 50% on fresh fruits, vegetables, culinary herbs, and culinary plant seeds and when they spend their benefits at participating farm stands. There is no limit and no application process.

Senior Farm Share Program

The Senior Farm Share Program helps limited-income seniors living in participating housing sites to access fresh locally-grown fruits and vegetables from their local farmer during the growing season. Contact Johanna Doren at farmshare@nofavt.org or **802-434-7162**.

NOFA-VT Farm Share

The Farm Share Program assists hundreds of income-eligible individuals and families in accessing a season's worth of fresh farm products by partially subsidizing the cost of shares. For information about upcoming enrollment and eligibility requirements, contact farmshare@nofavt.org or call **802-434-7162**.





Food Resources

3SquaresVT (SNAP) Income Limits and Benefits Information

3SquaresVT is a food program that is available to everyone who qualifies, for as long as they qualify. People in many different situations qualify for 3SquaresVT such as individuals, working families, older Vermonters, homeowners, people experiencing homelessness, college students, and people with disabilities, just for a few examples.

Monthly benefits amounts are based on household income, expenses, and size.

Income Eligibility Guidelines

Household Size	Expanded Gross Monthly Income Limit (185% FPL*)
1	\$2,248
2	\$3,041
3	\$3,833
4	\$4,625
5	\$5,418
6	\$6,210
7	\$7,003
8	\$7,795
9	\$8,588
10	\$9,380
For Each Additional Member Add	\$793

Monthly Benefits Amounts

Household Size	Maximum Monthly Benefit
1	\$291
2	\$535
3	\$766
4	\$973
5	\$1,115
6	\$1,386
Each Additional Member Add	\$219

**Federal Poverty Level*

These limits are for October 1, 2023 - September 30, 2024

70,000 people in Vermont get money every month from 3SquaresVT but many more qualify.

Find out if you're eligible!

Ways to apply:

- Call **2-1-1**
- Text **VFBSNAP** to **85511**
- Send an email to

3SVT@vtfoodbank.org

- Call **1-800-479-6151** to speak with a Benefits Specialist at DCF-ESD.

3Squares in a SNAP

3Squares in A SNAP is an easier way for older adults and disabled Vermonters to access 3SquaresVT. You may use this simplified process if EVERYONE applying in your household is:

- At least **60 years old** or **getting disability benefits**,
- **Not earning income** from a job or self employment, and
- Buying food and making meals **together**.

If you DON'T meet all the criteria above, you must use the regular process to apply for 3SquaresVT.

For people 60 or older, call the Senior HelpLine at **1-800-642-5119** for personalized assistance with your application.



Franklin / Grand Isle Meal Programs for Older Adults

Grab & Go Meal Schedule

Available to individuals 60+ years of age and their spouse of any age. All meal recipients must register with Age Well once a year.

Advanced reservations only – please register one week in advance.

Age Well can only provide one meal per person but you are welcome to sign up to pick up meals at multiple sites.

Contact: Laura Need, Nutrition Coordinator
Phone: 802-662-5264
Email: Ineed@agewellvt.org

Weekly Schedule and locations:

Monday:

Maquam Bay of Missisquoi

12:00PM – 1:00PM
100 Grand Ave.
Swanton, VT

Tuesday:

Sheldon Interfaith Food Shelf

11:00AM – 12:00PM
52 Church St.
Sheldon, VT

Thursday:

Highgate Library

12:00PM – 12:30PM
17 Mill Rd.
Highgate Center, VT

Friday:

Church of the Rock

11:00AM – 12:00PM
1091 Fairfax Rd.
St. Albans, VT

Richford Food Shelf

11:00AM – 12:00PM
NOTCH Partnering Project Building
53 Main St.
Richford, VT

Sit Down Community Meals

Age Well hosts community meals at over 70 locations. Programs vary from small rural gatherings, to senior centers, to an ever-growing array of restaurants.

Contact Laura Need, Nutrition Coordinator at **802-662-5264** or Ineed@agewellvt.org for information about upcoming scheduled community meal events.

Meal Sites in Franklin / Grand Isle Islands in the Sun Community Center

57 S. Main St.
Alburgh, VT

When: Second Friday of each month

Contact: Michele Kelley
Phone: 802-796-3054

Fairfield Community Center

124 School St.
East Fairfield, VT

When: Every Tuesday

Contact: Megan Bushey
Phone: 802-827-3130

Sheldon Interfaith Food Shelf

53 Church St.
Sheldon, VT

When: Last Thursday of each month

Contact: Kathy Gorton
Phone: 802-933-4487



Restaurant Ticket Program

Older adults can make a \$5 donation to receive a ticket to dine at one of the participating regional establishments.

Tickets available at the Age Well office at 875 Roosevelt Hwy., Ste. 210 in Colchester or you can call **802-662-5200** for more information.

Participating Restaurants in Franklin / Grand Isle:

The Abbey Restaurant

Tuesday – Sunday
11:30AM – 5:00PM
Phone: 802-933-2223
6212 VT 105
Sheldon, VT

Greenwood Bakery & Deli

Contact directly for scheduled meals
Phone: 802-848-9000
101 Main St.
Richford, VT

The Dairy Center

Contact directly for scheduled meals
Phone: 802-933-2030
2445 Sampsonville Rd.
Enosburg Falls, VT



Food Resources

Franklin / Grand Isle Resources

Economic Services Division - District Office

Administers several benefits programs including **3SquaresVT**, **Essential Person**, **Fuel Assistance** and **Reach Up**.

27 Federal St., Ste. 400
St. Albans, VT 05478

Hours: 7:45AM – 4:30PM, Monday – Friday, except holidays

ESD Benefits Service Center

Phone: 1-800-479-6151

ESD Call Center Hours: 8:00AM – 6:00PM and Friday, from 8:00AM – 4:15PM. Automated system available outside of business hours, on weekends and on state holidays.

For those who are deaf or hard of hearing: Dial **7-1-1** to reach the Vermont Relay Service (VRS). Ask the operator to call **1-800-479-6151**.

Translation services available.

Franklin / Grand Isle Community Action

Provides a wide range of important services to the low-income residents including housing assistance, emergency fuel and utility assistance, emergency food shelves, transportation assistance, food stamp outreach, and other locally based services.

5 Lemnah Dr., Ste. 5
St. Albans, VT 05478

Phone: 802-527-7392

Hours: 8:30AM – 4:30PM, Monday – Friday, except holidays

Vermont Senior HelpLine

A resource of Age Well for people 60 and older that provides information on a wide range of programs and services, including Meals on Wheels and other food, health and wellness programs.

Phone: 1-800-642-5119

Hours: 8:30AM – 4:30PM, Monday – Friday (leave a message after hours.)

Other Community Resources

Find Local Food – Northwestern Healthy Roots Collaborative

Find farm-fresh produce and meats, restaurants, farms stands and food purveyors in Franklin and Grand Isle. Visit www.healthyrootsvt.org for more information.

SNAP Education (SNAP-Ed)

SNAP-Ed is an evidence-based program teaches people to shop for and cook healthy meals and lead active lives. SNAP-Ed can help people learn how to make their SNAP dollars stretch, and understand the changes to their SNAP benefits. Learn more at www.snaped.fns.usda.gov.

University of Vermont Extension's Expanded Food and Nutrition Education Program (EFNEP)

A free program that empowers Vermonters to lead healthier lives through hands-on nutrition education. Programs serve income eligible parents, caregivers and expecting mothers, as well as children and teens. Learn more at www.uvm.edu/extension/efnep.

Social Media Groups

There are social media groups dedicated to helping community member in need. Following are several local Facebook groups. This list is not inclusive of all groups available and will be updated periodically.

Helping Others ❤️ (private group)

Helping others Vermont (public group)

Helping others in VT (public group)

Vermonts #1 Helping Others Site! (private group)



#helpingothers

Vermont 2-1-1

The Vermont 211 database contains information about programs and services available to Vermonters that are provided by local community groups, social service and health-related agencies, government organizations, and others. Services listed include:

- Basic Needs
- Consumer Services
- Criminal Justice and Legal Services
- Education
- Environment/Public Health/Public Safety
- Health Care
- Income Support and Employment
- Individual and Family Life
- Mental Health and Substance Abuse Services
- Organizational/Community Services

Search the database online at www.vermont211.org.

There are several ways to contact Vermont 2-1-1:

1. Dial **2-1-1** – a local call from anywhere in Vermont
2. Call **1-866-652-4636** – toll free in Vermont
3. Call **802-652-4636** – from outside of Vermont
4. Text your zip code to **898211**

The 211 contact center is available 24/7. Texting is only available Monday – Friday from 8:00AM – 10:00PM.

Help Me Grow Vermont

For households with children in the home, Help Me Grow Vermont provides access to a range of family support services to promote the healthy development of children.

Phone: 2-1-1 x 6

Text: HMGVT to 898211

Email: info@helpmegrowvt.org

Website: www.helpmegrowvt.org

Hours: 8:00AM – 5:00PM, Monday – Friday (leave a message after hours.)



Emergency Housing

Call: 2-1-1

Economic Services Emergency Housing/Motel Program: 800-775-0506 or 800-479-6151

CVOEO/Community Action: 802-827-7392

Voices Against Violence: 802-524-6575

Samaritan House: 802- 527-0847

Vermont State Housing Authority Housing

Website: www.vsha.org

Montpelier: 802-828-3295

St. Albans: 802-527-1071

Middlebury: 802-388-1005

White River Junction: 802-295-8883

TTY: 800-798-3118

Message Line: 800-820-5119

Tenant Based Voucher (section 8 voucher): This voucher is to be utilized with a private landlord. As of now, closed to all families unless a certain preference status (displace due to floor or fire, or on move up status). Learn more at www.vsha.org/applications-for-section-8-assistance/.

Specific Project Based Waitlist: Apartments Managed throughout the State of Vermont. At the present time the managed portfolio is in excess of 1500 units; approximately one third apartment living and two thirds mobile home pads. The apartment portion consists of multi-dwelling complexes situated throughout Vermont. These complexes are targeted primarily to the lower income population with rental assistance provided in most, but not all, cases. The apartment portfolio is also divided between properties geared toward families and properties geared toward the elderly and disabled.

Property Asset Management

Property management companies that are contracted with Vermont Housing Authority:

E.P. Management

Website: www.epmanagement.com

The properties have specific housing requirements:

- **Lake Street Housing and Heritage Lane Apartments, St. Albans:** Both properties are senior and disabled housing only. Must be 62 or older, or a disabled individual to live there. Rent is determined by income- roughly 30% of the applicants GROSS monthly income.
- **Round Barn, Grand Isle:** Rent is determined by income- roughly 30% of the applicants GROSS monthly income.
- **Brookside I:** This is a multi-family housing, so children to seniors live at this location.
- All E.P. managed properties have a wait list and will require meeting eligibility income guidelines to live there.



Housing

Champlain Housing Trust

Website: www.getahome.org

Champlain Housing Trust programs include:

Tax Credit: The majority of CHT's rental housing is part of this program aimed to keep rental costs affordable. The rental-cost is fixed and varies between apartments. Applicants in this program would have to qualify based on income or have a Section 8 Housing Choice Voucher. Applicants who do not meet the minimum annual income requirements are still welcome to apply but must have adequate funding come move-in. These income guidelines are outlined on page one of the rental application. Applicants may browse the available tax credit waitlists on our website getahome.org under the Renting tab. Also find the Property Waitlist Information Packet attached which includes more information about CHT's tax credit and market rate waitlists.

Market Rate: These apartments are also a part of CHT's general rental housing. Rental costs at these apartments are similar to what is offered by private landlords. The cost is fixed rate and varies between apartments. Applicants in this program report income that is too high to qualify for the tax-credit program. Applicants may browse the available market rate waitlists on our website getahome.org under the Renting tab.

Subsidized Housing: CHT has several properties that have a subsidy attached. Tenants at these locations pay 30% of their income towards rent, regardless of what that income is. Please note that these properties have certain eligibility requirements such as senior/disabled or household size.

Subsidized Housing (cont.)

All of CHT's housing programs work off of waitlists and right now the average wait time for tax credit and market rate apartments is 12 months.

If the applicant is interested in a Subsidized apartment, they can provide the property managers contact information for more specific waitlist information.

How to Apply with Champlain Housing Trust:

1. Submit a Preliminary Rental Application.
2. On page 2 of the application, the applicant can mark their desired tax-credit/market rate waitlists under the Waitlist Section, and they can also mark any Optional Subsidized Waitlists that they are interested in. The applicant does not need to submit any supporting documents (ex: social security card, driver's license, pay stubs) at the preliminary stage.
3. The applicant will receive a letter confirming receipt of the Preliminary Application. They hold the preliminary application until the applicant is near the top of one or more chosen waitlists. They are currently experiencing larger than average wait times due to the area's low vacancy rate. Applicants may wait over 12 months after submitting a preliminary application before moving to the next step.
4. At this time, we will request that the applicant complete the rental housing application. We will process this rental housing application including a credit and criminal screening, as well as checking any listed rental references.

NOTE: CHT does not provide housing vouchers. Applicants are encouraged to reach out to one of the following housing authorities for more information:

Burlington Housing Authority: 802-864-0538

Vermont State Housing Authority: 802-828-3295

Winooski Housing Authority at 802-655-2360



Infants & Children Resources

Children's Integrated Services

Website: www.dcf.vermont.gov/services/cis

St. Albans Coordinator: 802- 782-6768

Early intervention, family support, and prevention services that help ensure the healthy development and well-being of children, from before birth up to age 5.

Help Me Grow Vermont

Website: www.helpmegrowvt.org

Phone: 2-1-1 x 6

Text: HMGVT to 898211

Email: info@helpmegrowvt.org

For households with children in the home, Help Me Grow Vermont provides access to a range of family support services to promote the healthy development of children.

Parent Children Centers – Franklin County Northwestern Counseling & Support Services

Website: www.ncssinc.org/children-youth-family-services/parent-child-center-program

Phone: 802-524-6554

Parent Children Centers provide prevention and supports to families by focusing on two key areas of development and transition: early childhood through the entry to school, and adolescence through the transition to adulthood.

Women, Infants & Children (WIC)

Website:

www.healthvermont.gov/family/wic

Phone: 800-464-4343

Email: wic@vermont.gov

WIC is for income-eligible Vermont residents who are pregnant, breastfeeding or have a new baby, and children under age 5.

Lactation Resources

Acelleron

Website: www.acelleron.com/breast-pumps

Phone: 877-932-6327

Provides insurance covered breast pumps, storage bags, and other lactation supplies and equipment.

Blooming Babies Vermont

Website: www.bloomingbabiesvt.com

Phone: 802-488-5153

Providing breastfeeding support and education. Offering breastfeeding classes and breast pumps covered by BCBSVT.

Franklin County Home Health

Website: www.fchha.org

Phone: 802-527-7531

Consultation and support to help with proper breastfeeding techniques.

Lactation Resources of Vermont

Website: www.lactationresourcesvt.com

Phone: 802-878-6181

provide breastfeeding information and support to mothers, and to provide pumps and equipment.

La Leche League

Website: www.lllmarivt.org

St. Albans Group: 802-318-5437

Provides support to those who are nursing their babies.

Northwestern Medical Center – Family Birth Center

Website: www.northwesternmedicalcenter.org

Phone: 802-524-1040

International Board Certified Lactation Consultants on staff.



Legal Support

Vermont Legal Aid

Website: www.vtlegalaid.org

Burlington Office:

264 N. Winooski Ave.
Burlington, VT 05401
Phone: 802-863-5620
Fax: 802-863-7152

Montpelier Office:

56 College Street
Montpelier, VT 05602
Phone: 802-223-6377
Fax: 802-223-7281

Rutland Office:

1085 Route 4 East, Unit 1A
Rutland, VT 05701
Phone: 802-775-0021
Fax: 802-775-0022

Springfield Office:

56 Main St., Ste. 301
Springfield, VT 05156
Phone: 802-885-5181
Fax: 802-885-5754

St. Johnsbury Office:

177 Western Ave., Ste. 1
St. Johnsbury, VT 05819
Phone: 802-748-8721
Fax: 802-748-4610

Vermont Legal Aid can help with civil matters like eviction, foreclosure, health care, discrimination, disability services, civil rights, public benefits, bankruptcy, and problems with landlords or creditors. Vermont Legal Aid cannot help with criminal matters, but it can help victims of crime and abuse.

Medical Supplies & Pharmacies

ActiveStyle

Website: www.activstyle.com

Offers Incontinence Supplies, Urological Supplies, Pediatric and Youth Supplies and miscellaneous supplies including Ostomy, Nutritional Supplements and Wound Care Supplies.

Apria Healthcare

Website: www.apria.com

Offers medical supplies for Sleep Care, Respiratory Care, Diabetes Care, Pharmacy, and Wound Care.

Keene Medical/Adapt Health

Website: www.adapthealth.com/locations

Offers Respiratory Therapy, Sleep Therapy, Diabetes Supplies, Breast Pumps/Stork pump, and Incontinence Supplies

Lincare

Website: www.lincare.com

Offers Home Oxygen Therapy, Sleep Apnea Therapy, Nebulizer Therapy, Home INR Testing, Cardiac Monitoring, Canes, Commode, Hospital Beds, Crutches, etc. Pediatric Services.

Kinney Drugs

Website: www.kinneydrugs.com

Can bill insurance for pediatric nebulizer machines.

The Medical Store/AdaptHealth

Website: www.adapthealth.com/locations

Phone: 802-864-0908

Offers Sleep Therapy, Mastectomy, Compression, Ambulatory Aids and Bath Safety Equipment.

NOTCH Network Pharmacies

Website: www.notchvt.org/our-services/pharmacy

Offers Prescription Medications, Diabetic Supplies, Multi-dose Packaging, Medication Disposal, and Medication Synchronization.



Medical Supplies & Pharmacies (Cont.)

OrthoCare

Website: www.orthocaremedical.com

Offers ambulatory, Cold Therapy, Back & Neck, Foot & Ankle, Hand & Wrist, Shoulder & Arm, Knee and miscellaneous devices.

UVM Outpatient Pharmacy

Website: www.uvmhealth.org

Offers The Health Assistance Program (HAP) is here to help eligible low- and middle-income families get prescription medications at no cost, even if you have insurance.

Medical/Pharmacy Financial Support

NOTCH Financial Assistance

Website: www.notchvt.org/patients-page/financial-assistance/

Offers financial assistance through a sliding fee program based on household income, family size, and ability to pay. Sliding Fee program offers income-eligible applicants a discount of up to 100% (less the minimum payment or co-pay) off the cost of your medical, dental, and pharmaceutical care.

UVM Outpatient Pharmacy

Website: www.uvmhealth.org

Offers the Health Assistance Program (HAP) is here to help eligible low- and middle-income families get prescription medications at no cost, even if you have insurance.

Vermont Health Connect

Website: www.info.healthconnect.vermont.gov

Vermont Health Connect offers qualified health plans (QHP) to Vermonters. Qualified health plans are certified by Vermont Health Connect but are managed by private insurance companies—including Blue Cross and Blue Shield of Vermont and MVP Health Care Medicaid for the Aged, Blind and Disabled (MABD)- for people who are 65 years of age or older, and who are blind and disabled.

VPharm (Pharmacy Program): VPharm is for people on Medicare to help pay for prescription drugs.

Medicare Savings Program (MSP): MSP is for people with Medicare to help pay for Medicare premiums, deductibles and copays.

Disabled Children's Home Care (DCHC) (Katie Beckett): DCHC for children with disabilities who are living at home and would be eligible for Medicaid if living in an institution.

Healthy Vermonters Program (HVP): For Vermonters without pharmacy coverage.





Rent/Utilities

Local Community Action

Champlain Valley Office for Economic Opportunity (CVOEO)

Website: www.cvoeo.org

Addison County

54 Creek Rd., Ste. A
Middlebury, VT 05753

Phone: 802-388-2285

Hours: 10AM – 3:30PM, Monday – Friday, except holidays

Chittenden County

255 S. Champlain St.
Burlington, VT 05402

Phone: 802-863-6248

Hours: 8:30AM – 4PM, Monday – Friday, except holidays

Franklin & Grand Isle Counties

5 Lemnah Dr., Ste. 5
St. Albans, VT 05478

Phone: 802-527-7392

Hours: 8:30AM – 4:00PM, Monday – Friday, except holidays

Economic Services Division

Website: www.dcf.vermont.gov/esd/applicants/benefits

Crisis Fuel Assistance: A program that can help you with a heating crisis in the winter months.

Energy Assistance with Green Mountain Power/Vermont Gas: Two programs that help lower-income Vermonters afford energy for their homes.

Water Assistance: Helps with household water and wastewater bills.





Substance Use / Mental Health Support

Substance Abuse and Mental Health Services Administration (SAMHSA)

General Website: www.samhsa.gov

Treatment Website: www.findtreatment.gov

National Helpline: 800-662-HELP (4357)

Suicide & Crisis Lifeline: 988 (call or text)

SAMHSA is the agency within the U.S. Department of Health and Human Services (HHS) that leads public health efforts to advance the behavioral health of the nation and to improve the lives of individuals living with mental and substance use disorders, and their families.

Vermont Helplink

Website: www.vthelplink.org

Phone: 802-565-LINK (5465)

VT Helplink is a statewide, public resource for finding substance use treatment and recovery services in Vermont. Helplink services are free and confidential.

BAART Programs

Website: www.baartprograms.com

Newport: 802-334-0110

St. Albans: 802-370-3545

medication-assisted treatment (MAT) programs combine FDA-approved medication and counseling for a comprehensive approach to treatment.

Howard Center

Website: www.howardcenter.org

Phone: 802-488-6000

Howard Center provides supports and services to address mental health, substance use, and developmental needs.

Northern Tier Center for Health (NOTCH)

Website: www.notchvt.org

See page the inside front cover for the NOTCH service site directory.

NOTCH Offers a wide array of services including Medical, Care Coordination, Dental, Behavioral and Mental Health, and Substance Use Treatment.

Northwestern Counseling & Support Services (NCSS)

Website: www.ncssinc.org

Phone: 802-524-6554

NCSS offers a wide variety of services including Behavioral Health, Developmental Services, and Children, Youth and Family Services.

Savida Health

Website: www.savidahealth.com

St. Albans: 802-528-1500

Offering outpatient medication-assisted treatment (MAT) for substance use disorder.

Turning Point of Franklin County

Website: www.turningpointfranklincounty.org

Phone: 802-782-8454

Turning Point is a community center for people in recovery from alcohol and substance abuse, addiction and addictive behaviors. Located in St. Albans, Vermont, the Turning Point provides a safe, substance-free environment populated by people in recovery who offer peer support at no cost.





Tax Assistance

AARP Tax – Aide Program

Website: www.aarp.org/money/taxes/aarp_taxaide

Provides tax assistance sites to taxpayers with low and moderate-income, with special attention to those 50 years and older who cannot afford a tax preparation service.

Community Action – Tax Preparation

Website: www.cvoeo.org/get-help/tax-preparation

Offers free preparation services to low-to-moderate income Vermonters. Offers help with income tax returns through VITA (Volunteer Income Tax Assistance), as well as help with rent rebates and homestead property declarations.

My Free Taxes Partnership

Website: www.myfreetaxes.com

Helps people file their federal and state taxes for free and is sponsored by United Way and its partners in the public and private sector.

Vermont Department of Taxes - Free Tax Preparation Assistance

Website: www.tax.vermont.gov/individuals/free-tax-preparation-assistance

Free tax preparation assistance is available for eligible low-to-middle-income and senior Vermonters. The IRS and AARP sponsor free tax assistance for eligible Vermonters. All volunteers receive training from the IRS and the Vermont Department of Taxes. Assistance is available to prepare and file the following:

- Federal Income Tax Return
- Vermont State Income Tax Return
- Homestead Declaration and Property Tax Credit Claim
- Household Income Schedule
- Renter Credit Claim

Volunteer Income Tax Assistance (VITA) and Tax Counseling for the Elderly (TCE) Programs

The IRS sponsors the VITA and TCE programs. In Vermont these programs are provided statewide by Vermont Community Action Agencies. Offers free tax help to people who generally make \$60,000 or less, persons with disabilities, the elderly, and taxpayers with limited English who need assistance in preparing their tax returns. The TCE program gives priority to seniors aged 60 years and older.





Transportation

C.I.D.E.R (Champlain Islanders Developing Essential Resources)

Website: www.cidervt.org

Phone: 802-372-6425

Provides public transit on multiple bus routes to medical appointments and other locations for Grand Isle Residents. Requires 48 hour in advance scheduling.

Good News Garage

331A N. Winooski Ave.

Burlington, VT 05401

Website: www.goodnewsgarage.org/programs/vermont

Phone: 802-864-3667

Toll-free: 877-448-3288

Partners with Economic Services Reach Up program and provides vehicles to participants that are in need.

Green Mountain Transportation (GMT)

Website: www.ridegmt.com

Phone: 802-527-2181

Green Mountain Transportation (GMT) Provides public transit on multiple bus routes to medical appointments and other locations for Franklin county residents. Requires 48 hour in advance scheduling.

Special Services Transportation Agency (SSTA)

Website: www.sstarides.org

Phone: 802-878-1527

Provides public transit on multiple bus routes to medical appointments and other locations for Chittenden County Residents. Requires 48 hours in advance scheduling.



Providing affordable, accessible health care to all Vermonters



Medical, Care Management, Pharmacy, Dental,
Behavioral Health/Wellness, Social Grocery



WWW.NOTCHVT.ORG

All ages welcome • Sliding fee discount for eligible patients
Northern Tier Center for Health • Federally Qualified Health Center

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