

ARAW BENEFICIARY REQUEST REVIEW

MAY 2021 | VER 5/28/21

Beneficiary	Outreach	Biggest Concern	Notes	Specific Request	Approvals
<p>BENE# 18-19/05</p> <p>Galley, Margaret 84 y/o; 6/2/1937 Income: \$1,295 sub</p> <p>ARAW support \$9,869.93: Monthly: BCBS \$645.51 '18, EPERS \$51.95 '20 Gift: Ambulance \$250 '19 & \$452.41 '18, MRI \$61.87 '18, Medical \$570 '18, Holiday \$150 '19-20</p>	<p>FCOA Carolyn D'Antoni (508) 979-4081</p>	<p>Margaret's concerns at this time is the need for the hearing aids and will she be able to drive soon.</p>	<p>Hoping to drive again</p> <p>Daughter working with Coastline Elderly Services to get Frail Elder Waiver – MH to follow</p> <p>Stomach issues increased grocery bill</p>	<p>Quarterly:</p> <ul style="list-style-type: none"> Continuation of BCBS \$645.51 per quarter <p>Monthly:</p> <ul style="list-style-type: none"> Continuation of EPERS \$51.95 per month <p>Gift:</p> <ul style="list-style-type: none"> Estimate Hearing aids \$4,400 from Southcoast ENT 	<p>Quarterly:</p> <ul style="list-style-type: none"> Continuation of BCBS \$645.51 <p>Monthly:</p> <ul style="list-style-type: none"> Continuation of EPERS \$51.95 <p>Gift:</p> <ul style="list-style-type: none"> Estimate Hearing aids \$4,400 from Southcoast ENT <p><i>Is SNAP an option? If she is interested in a referral for financial consultation, ARAW will happily provide one.</i></p> <p>Next update: 3/31/22</p>
<p>BENE# 21/15G</p> <p>Pereira, Maria 73 y/o; 3/22/1947 Income: \$1,386 H</p> <p>ARAW support \$1,334.28: Gift: Glasses \$468 '20, Fridge \$716.28 '21, Holiday \$150 '20</p>	<p>DCOA Ann Raymond (508) 999-4717</p>	<p>She is very upset & uncomfortable because her upper partial in her mouth broke in half. She's very worried about how she's going to be able to eat food. "I glued it together with super glue! I can't chew food well & I take it out before I eat anything hot so it doesn't fall apart again."</p>	<p>Dental insurance will cover \$1,000 as reimbursement to Maria</p> <p>Started with Alpha Dental – switched to Aarohi Dental</p> <p>4/27 f/u email</p>	<p>Gift:</p> <ul style="list-style-type: none"> Estimate Dental \$2,803 from Aarohi Dental, PC 	<p>Gift:</p> <ul style="list-style-type: none"> Estimate Dental \$2,803 from Aarohi Dental, PC <p><i>Would BCBS Bronze be a better option given her co-pays?</i></p> <p>Next update: 4/2/22</p>

ARAW BENEFICIARY REQUEST REVIEW

MAY 2021 | VER 5/28/21

Beneficiary	Outreach	Biggest Concern	Notes	Specific Request	Approvals
<p>New BENE# 21-22/01 DeMendonca, Theresa 71 y/o; 2/13/1950 Income: \$1,439 sub ARAW support: New</p>	<p style="text-align: center;">ALBA Sharon O'Malley (508) 717-0400</p>	<p>"Do you have the lunches anymore? Would I get in now? I would like to go out and get the newsletter. I like to go to Walmart once a week & use the SRTA Demand Response. Can I get help buying the tickets?"</p>	<p>Over income for subsidized guidelines by \$39</p> <p>Attended DCOA social day pre-Covid</p> <p>\$419 balance</p> <p>4/27 f/u email – answers included</p>	<p>Exception:</p> <ul style="list-style-type: none"> ▪ Income guideline (Over \$39) <p>Monthly:</p> <ul style="list-style-type: none"> ▪ SRTA Demand Response 1 book \$25 per month ▪ Enrollment in FLO program as an income exception 	<p>Exception:</p> <ul style="list-style-type: none"> ▪ Income guideline <p>Monthly:</p> <ul style="list-style-type: none"> ▪ SRTA Demand Response 1 book \$25 ▪ Enrollment in FLO program <p><i>Please speak with her about HSN spending. Where is monthly balance going?</i></p>
<p>BENE# 19-20/21 Rocha, Margaret 80 y/o; 11/19/1940 Income: \$1,487 H ARAW support \$2,395.66: Monthly: Cable/phone \$97.59 '19 Gift: Eye surgery \$346.10 '18, Holiday \$150 '20</p>	<p style="text-align: center;">BA Pat Midurski (508) 717-0400</p>	<p>"I need new glasses as my eyes are getting worse & I need special lenses. They cost almost \$800 which is very expensive. I know I have money in my checking account but that is for my funeral. I don't want my children to have to pay for my burial."</p>	<p>Has paid \$400 as down payment on glasses</p> <p>Saving for funeral</p> <p>Will consider SNAP now that she has a better understanding</p> <p>\$513 balance</p> <p>4/27 f/u email – answers included</p>	<p>Monthly:</p> <ul style="list-style-type: none"> ▪ Continuation of cable/phone \$97.59 per month <p>Gift:</p> <ul style="list-style-type: none"> ▪ Statement Glasses balance of \$398 from Eye Health Associates 	<p>Monthly:</p> <ul style="list-style-type: none"> ▪ Continuation of cable/phone \$97.59 <p>Gift:</p> <ul style="list-style-type: none"> ▪ Statement Glasses balance of \$398 from Eye Health Associates <p><i>Thank you for continuing to work with her to introduce her to resources. Please can you clarify here is monthly balance going?</i></p>

ARAW BENEFICIARY REQUEST REVIEW

MAY 2021 | VER 5/28/21

Beneficiary	Outreach	Biggest Concern	Notes	Specific Request	Approvals
<p>New BENE# Myers, Mary 90 y/o; 1/24/1931 Income: \$2,590 H ARAW support: New</p>	<p style="text-align: center;">BA Pat Midurski (508) 717-0400</p>	<p>“I need to be able to communicate with the world. Right now I am at such a disadvantage. Even trying to speak with my son at home is challenging & this does not help my living situation with him.”</p>	<p>SouthCoast ENT referral</p> <p>55 year old disabled son lives with her</p> <p>Her income is \$1,726, Combined income is \$2,590 – shared expenses</p> <p>Money is savings is to be used for home repairs post-Covid</p>	<p>Exception:</p> <ul style="list-style-type: none"> ▪ Living alone guideline (Son lives with her) <p>Gift:</p> <ul style="list-style-type: none"> ▪ Estimate Hearing aids \$4,400 from Southcoast ENT 	<p>Exception:</p> <ul style="list-style-type: none"> ▪ Living alone guideline <p>Gift:</p> <ul style="list-style-type: none"> ▪ Estimate Hearing aids \$4,400 from Southcoast ENT
<p>New BENE# Lawrence, Gail 71 y/o; 9/13/1949 Income: \$1,215 sub ARAW support: New</p>	<p style="text-align: center;">ALBA Sharon O'Malley (508) 717-0400</p>	<p>“My car AC broke down last August & I had a really tough time in the heat with my COPD. My sister & I take turns driving our mother to her appts, she is in her 90s & has congestive heart failure & it is difficult for her to ride in a non-AC car in the summer months. It would be so wonderful to have help getting the AC fixed.”</p>	<p>Peer referral - Sister of beneficiary June Lamontagne</p> <p>Two estimates obtained</p>	<p>Gift:</p> <ul style="list-style-type: none"> ▪ Estimate Car repair \$1,706.15 from Midas 	<p>Gift:</p> <ul style="list-style-type: none"> ▪ Estimate Car repair \$1,706.15 from Midas

ARAW BENEFICIARY REQUEST REVIEW

MAY 2021 | VER 5/28/21

Beneficiary	Outreach	Biggest Concern	Notes	Specific Request	Approvals
<p>BENE# 18-19/04</p> <p>Brightman, Pauline 79 y/o; 3/16/1942 Income: \$964 sub</p> <p>ARAW support \$4,198.67: Monthly: Cable/internet \$146.87 per month Gift: Rent \$1,759.12 '18, Holiday \$150 '20</p>	<p style="text-align: center;">ALBA Sharon O'Malley (508) 717-0400</p>	<p>"I can't wait to move & really need help with the moving expenses. I am really looking forward to living at Taber Mills."</p>	<p>Moved to Whaler's Cove in 2018</p> <p>Once moved will not need Monthly support for cable</p> <p>4/27 f/u email – answers included</p>	<p>Gift:</p> <ul style="list-style-type: none"> ▪ Invoice Moving expenses \$150 from Fresh Start ▪ Cable transfer expenses, if needed 	<p>Gift:</p> <ul style="list-style-type: none"> ▪ Invoice Moving expenses \$150 from Fresh Start ▪ Cable transfer expenses, if needed
<p>BENE# 14-15/18</p> <p>Gassar, Vera 85 y/o; 8/14/1935 Income: \$942 sub</p> <p>ARAW support \$19,340.99: Monthly: Cable/internet \$159.47 per month Gift: Funeral \$3,045 '18, Car repair \$631 '16, Holiday \$100-150 '15-20 Discontinued: Acupuncture \$140 '15-20</p>	<p style="text-align: center;">WCOA Andrea Lemos (508) 636-1026</p>	<p>"I am worried & a bit depressed over the fact that I might have to have hip surgery. Also, I worry about the future for my daughter. At this time if you could help with the increase of cable so that I can get it fixed that would be a huge help."</p>	<p>Trouble with cable/internet freezing – needs increased speed per Spectrum</p> <p>Uses internet to pay bills, access to movies on cable is one of her main enjoyments</p> <p>4/27 f/u email – answers included</p>	<p>Monthly:</p> <ul style="list-style-type: none"> ▪ Increased cable/internet \$179.48 per month 	<p>Monthly:</p> <ul style="list-style-type: none"> ▪ Increased cable/internet \$179.48 ▪ Reinstate Acupuncture \$160

ARAW BENEFICIARY REQUEST REVIEW

MAY 2021 | VER 5/28/21

Beneficiary	Outreach	Biggest Concern	Notes	Specific Request	Approvals
<p>BENE# 16-17/04</p> <p>Greenwood, Dorothy 92 y/o; 5/15/1929 Income: \$1,806 H</p> <p>ARAW support \$19,340.99: Monthly: BCBS \$645.51 '16, Laundry \$40-80 '19, EPERS \$51.95 '19 Gift: Holiday \$100-150 '16-20</p>	<p style="text-align: center;">FCOA Lucille Dauteuil (508) 979-4081</p>	<p>“Due to my back & knee problems I have a very hard time getting up from my recliner. I would need a power lift recliner but I cannot afford one & the ARAW has helped me so much already.”</p>	<p>Fractured her back & had surgery in 2016 – needs further back & knee surgeries</p>	<p>Quarterly:</p> <ul style="list-style-type: none"> ▪ <i>Continuation</i> of BCBS \$645.51 per quarter <p>Monthly:</p> <ul style="list-style-type: none"> ▪ <i>Continuation</i> of EPERS \$51.95 per month ▪ <i>Continuation</i> of laundry up to \$80 per month <p>Gift:</p> <ul style="list-style-type: none"> ▪ Quote Power lift recliner \$688.99 from Bob's Discount Furniture 	<p>Quarterly:</p> <ul style="list-style-type: none"> ▪ <i>Continuation</i> of BCBS \$645.51 per quarter <p>Monthly:</p> <ul style="list-style-type: none"> ▪ <i>Continuation</i> of EPERS \$51.95 per month ▪ <i>Continuation</i> of laundry up to \$80 per month <p>Gift:</p> <ul style="list-style-type: none"> ▪ Quote Power lift recliner \$688.99 from Bob's Discount Furniture
<p>BENE# 17-18/03</p> <p>Chase, Pauline 92 y/o; 8/17/1928 Income: \$1,311 H</p> <p>ARAW support \$12,685.70: Monthly: BCBS \$625.68 per quarter '18 Gifts: Water bill \$250-350 every 6 months '18-20, Hearing aids \$3,150 '18, Holiday \$150 '18-20</p>	<p style="text-align: center;">FCOA Carolyn D'Antoni (508) 979-4081</p>	<p>Memory issues</p>	<p>Currently on spenddown for Frail Elder Waiver</p> <p>Memory issues – cannot be alone & paying for home care</p> <p>Daughter Susan very involved</p> <p>4/27 f/u email</p>	<p>Gift:</p> <ul style="list-style-type: none"> ▪ Invoice Water bill \$232.92 	<p>Gift:</p> <ul style="list-style-type: none"> ▪ Invoice Water bill \$232.92 <p>Bi-Annually:</p> <ul style="list-style-type: none"> ▪ Will be “grandmothered” in for ongoing water bill

ARAW BENEFICIARY REQUEST REVIEW

MAY 2021 | VER 5/28/21

Beneficiary	Outreach	Biggest Concern	Notes	Specific Request	Approvals
<p>BENE# 19-20/42</p> <p>Christy, Maria 77 y/o; 11/14/1943 Income: \$1,703 H</p> <p>ARAW support \$931.33: Gifts: Glasses \$232 '20, Holiday \$150 '20 Discontinued: Health Ins \$277 '20</p>	<p style="text-align: center;">ACOA Pat Midurski (508) 998-0280</p>		<p>Approved for EPERS March 2021 – increased amount to include cellular fee (No landline phone)</p>	<p>Monthly:</p> <ul style="list-style-type: none"> ▪ Addendum EPERS \$26.95 per month 	<p>Monthly:</p> <ul style="list-style-type: none"> ▪ Addendum EPERS \$26.95