

ARAW BENEFICIARY REQUEST REVIEW

AUGUST 2021 | VER 8/17/21

Beneficiary	Outreach	Biggest Concern	Notes	Specific Request	Recommendations
<p>BENE# 21-22/07</p> <p>Almeida, Lorene 77 y/o; 11/11/1943 Income: \$942 sub</p> <p>ARAW support \$708.98: Gift: Loveseat \$708.98 '20</p>	<p style="text-align: center;">FCOA Lucille Dauteuil (508) 979-4081</p>	<p>“Would the ARAW be willing to help me a little financially? I just have hardly anything left at the end of the month after all my bills are paid. I’ll never forget how generous they were by helping me pay for my couch.”</p>	<p>ARAW approved loveseat Aug 2020 – switched to couch</p> <p>Paying cable bill would allow for some outings with friends</p>	<p>Monthly:</p> <ul style="list-style-type: none"> ▪ Invoice Cable/internet \$133 	<p>Monthly:</p> <ul style="list-style-type: none"> ▪ Invoice Cable/internet \$133
<p>BENE# 15-16/05</p> <p>Fragata, Maria 86 y/o; 10/30/1934 Income: \$1,381 H</p> <p>ARAW support \$20,254: Reoccurring: BCBS \$215.45 '15, EPERS \$51.95 '19 Gift: Water/sewer \$559 '18-19, Glasses \$470 '18, CPAP sanitizer \$350 '19, Dental totaling \$3,615 '18-21, Holiday \$100-150 '15-20</p>	<p style="text-align: center;">FCOA Lucille Dauteuil (508) 979-4081</p>	<p>“Do you think the ARAW would help me once again by paying for this dental procedure which will cost \$1,200? I need to have a crown on one of my front teeth.”</p>	<p>7/2021 EDDF dental appt \$275 (Reimbursement)</p> <p>Crack on her front tooth which requires a crown – now needs two teeth replaced</p>	<p>Gift:</p> <ul style="list-style-type: none"> ▪ Statement Dental \$113 ▪ Quote Dental \$750 <p>Monthly:</p> <ul style="list-style-type: none"> ▪ <i>Continuation</i> of BCBS \$215.45 ▪ <i>Continuation</i> of EPERS \$51.95 	<p>Gift:</p> <ul style="list-style-type: none"> ▪ Statement Dental \$113 ▪ Quote Dental \$750 <p>Monthly:</p> <ul style="list-style-type: none"> ▪ Continuation of BCBS \$215.45 ▪ Continuation of EPERS \$51.95

ARAW BENEFICIARY REQUEST REVIEW

AUGUST 2021 | VER 8/17/21

Beneficiary	Outreach	Biggest Concern	Notes	Specific Request	Recommendations
<p>BENE# 21-22/08</p> <p>Guy, Nancy 84 y/o; 4/11/1937 <i>Income: \$1,363 sub</i></p> <p>ARAW support: FLO</p>	<p>ALBA Sharon O'Malley (508) 717-0400</p>	<p>It would be helpful to have the SRTA coupons on hand when I need them. I use the COA van when I can, but it is not always available & the times of use are more limited. I appreciate the program for socializing. I love going out to eat & socializing with the other ladies."</p>	<p>WCAP & FLO participant</p> <p>COA vans being used more – limiting availability</p> <p>Declined ACCS</p>	<p>Every Other Month:</p> <ul style="list-style-type: none"> ▪ SRTA Demand Response, 1 book <i>every other</i> month \$25 	<p>Every Other Month:</p> <ul style="list-style-type: none"> ▪ SRTA Demand Response, 1 book <i>every other</i> month \$25
<p>BENE# 18-19/24</p> <p>Sampson, Janet 75 y/o; 9/29/1945 <i>Income: \$907 sub</i></p> <p>ARAW support \$6,301: Reoccurring: Cable/internet \$123 '19 Gift: AAA \$55 '20, Car insurance \$939 '19 & \$1,297 '20, Holiday \$150 '19-20</p>	<p>ALBA Sharon O'Malley (508) 717-0400</p>	<p>"I would appreciate it if the ARAW could continue with what they have been doing, helping with my auto insurance and my cable. That's a lot of help!"</p>	<p>Cable keeps her connected to current news/events & provides entertainment</p> <p>Car insurance helps maintain freedom & independence</p> <p>Son gave her car – does not want to ask for more help</p>	<p>Gift:</p> <ul style="list-style-type: none"> ▪ 2021-2022 Car insurance \$1,297 (based off last year) <p>Monthly:</p> <ul style="list-style-type: none"> ▪ <i>Continuation of</i> cable/internet \$123 	<p>Gift:</p> <ul style="list-style-type: none"> ▪ 2021-2022 Car insurance \$1,107 (verbal confirm of amount rec'ed) <p>Monthly:</p> <ul style="list-style-type: none"> ▪ <i>Continuation of</i> cable/internet \$123

ARAW BENEFICIARY REQUEST REVIEW

AUGUST 2021 | VER 8/17/21

Beneficiary	Outreach	Biggest Concern	Notes	Specific Request	Recommendations
<p>BENE# 18-19/22</p> <p>DeCosta, Cynthia 74 y/o; 12/31/1947 Income: \$959 sub</p> <p>ARAW support \$8,928: Reoccurring: Cable/phone/internet \$165 '19 Gift: AAA \$89 '19-20, Car insurance \$693 '18, \$868 '19, \$1,059 '20, Car repair \$451 '18, \$225 '19 & \$428 '20, CC \$610 '18, Holiday \$150 '19-20</p>	<p>FCOA Carolyn D'Antoni (508) 979-4081</p>	<p>She is worried about having to have surgery on her nose if they cannot clear up the current problem. She is already a very anxious person & this is only stressing her out more.</p>	<p>Undiagnosed medical condition since May 2021</p> <p>Researched and switched to Geico for savings</p> <p>Spends a lot of time at home</p>	<p>Gift:</p> <ul style="list-style-type: none"> ▪ Statement 2021-2022 Car insurance \$847 ▪ Invoice AAA \$92 <p>Monthly:</p> <ul style="list-style-type: none"> ▪ <i>Continuation of cable/phone/internet \$165</i> 	<p>Gift:</p> <ul style="list-style-type: none"> ▪ Statement 2021-2022 Car insurance \$847 ▪ Invoice AAA \$92 <p>Monthly:</p> <ul style="list-style-type: none"> ▪ <i>Continuation of cable/phone/internet \$165</i>
<p>BENE# 22/10G</p> <p>Alves-Freire, Karen 67 y/o; 5/21/1954 Income: \$1,804 H</p> <p>ARAW support \$97.40: Gift: Yellow cab \$46 '20 & 51.40 '21</p>	<p>BA Pat Midurski (508) 717-0400</p>	<p>"I am grateful for the taxi rides that ARAW has provided. As a former art teacher, I thoroughly enjoyed the NBAM program as well. I have utilized public transportation however I am a bit nervous with COVID, my asthma & heart condition."</p>	<p>Transportation for medical appointments</p> <p>Applying for SRTA Demand Response</p> <p>Fearful of public transportation during pandemic</p>	<p>Gift:</p> <ul style="list-style-type: none"> ▪ Yellow cab as needed (not more than monthly) \$45 per trip until SRTA Demand Response approval 	<p>Gift:</p> <ul style="list-style-type: none"> ▪ Yellow cab as needed (not more than monthly) \$45 per trip until SRTA Demand Response approval <p><i>Please let us know when Demand Response is active</i></p>

ARAW BENEFICIARY REQUEST REVIEW

AUGUST 2021 | VER 8/17/21

Beneficiary	Outreach	Biggest Concern	Notes	Specific Request	Recommendations
<p>BENE# 20-21/08</p> <p>DeSouza, Joanne 75 y/o; 9/13/1945 Income: \$1,460 R</p> <p>ARAW support \$3,787: Reoccurring: BCBS \$645.51 '20, Personal care \$78.45 '20 Gift: Up Walker \$190 '20, Holiday \$150 '20</p>	<p>ALBA Sharon O'Malley (508) 717-0400</p>	<p>"I need teeth and would perhaps like help with dental work at some point. A couple of years ago I was pushing the garbage bin, the wind came up & blew the bin into my face & broke all of my front teeth. I would also like help with my cell phone bill. My cell phone has an emergency button and that should work for my lifeline."</p>	<p>Nephew is leaving – will need alternate transportation</p> <p>ARAW approved EPERS in 2020 – Joanne returned</p> <p>MMP/SW?</p>	<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 incontinence products with increase of one extra package \$95 ▪ Invoice Cell phone \$72.69 ▪ SRTA Demand Response, 1 book \$25 	<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 incontinence products with increase of one extra package \$95 ▪ Invoice Cell phone \$72.69 ▪ SRTA Demand Response, 1 book \$25 <p><i>Please encourage MMP referral. Should dental insurance be explored? Local Dental clinics?</i></p>
<p>BENE# 17-18/07</p> <p>Medeiros, Eileen 93 y/o; 3/8/1927 Income: \$1,433 H</p> <p>ARAW support \$7,359: Gift: Radiology \$594 '21, Ambulance \$250 '20, Repair \$635, Dental \$166 '17, Glasses \$538 '17, Holiday \$150 '18-20 Discontinued: EPERS \$39.95 '17-21, Health Insurance \$143 '19-21</p>	<p>BA Pat Midurski (508) 717-0400</p>	<p>Mrs. Medeiros reports the mobile park owner is mandating all tenants have a propane heating system. Mrs. Medeiros currently has a kerosene system. She reportedly is the "last person in the park to change over & the landlord is now insistent that she do so."</p>	<p>Now on MassHealth – ARAW no longer covering health insurance & EPERS</p>	<p>Gift:</p> <ul style="list-style-type: none"> ▪ Propane change over \$915.50 	<p>Gift:</p> <ul style="list-style-type: none"> ▪ Propane change over \$915.50

ARAW BENEFICIARY REQUEST REVIEW

AUGUST 2021 | VER 8/17/21

Beneficiary	Outreach	Biggest Concern	Notes	Specific Request	Recommendations
<p>BENE# 18-19/10</p> <p>Drayton, Gail 74 y/o; 8/19/1946 Income: \$881 sub</p> <p>ARAW support \$9,535: Reoccurring: Cable/phone/internet \$242 '18 Gift: Renter's Insurance \$151-153 '18-20, Bed \$449 '19, CC \$466 '18, Holiday \$150 '19-20</p>	<p style="text-align: center;">FCOA Lucille Dauteuil (508) 979-4081</p>	<p>"Would the ARAW be willing to pay my renter's insurance again this year? It would be such a relief to know the ARAW will be paying this & that I will not have to put aside \$15 every month for this expense."</p>	<p>Legally blind – renter's insurance in case she accidentally breaks something</p>	<p>Gift:</p> <ul style="list-style-type: none"> ▪ Renter's Insurance \$151 (Estimate based off last year) <p>Monthly:</p> <ul style="list-style-type: none"> ▪ <i>Continuation of cable/phone/internet \$242</i> 	<p>Gift:</p> <ul style="list-style-type: none"> ▪ Renter's Insurance \$151 (Estimate based off last year) <p>Monthly:</p> <ul style="list-style-type: none"> ▪ <i>Continuation of cable/phone/internet \$242</i>
<p>BENE# 15/03G</p> <p>Reagan, Carole 79 y/o; 4/18/1942 Income: \$1,297 sub</p> <p>ARAW support \$8,468: Gift: Car insurance \$743 '21, Hearing aid \$4,400 '20 & \$3,000 '15, Dental \$150 '15</p>	<p style="text-align: center;">DCOA Ann Raymond (508) 999-4717</p>	<p>Carole has been going to the dentist consistently & is in need of dental work.</p>	<p>Dentist will not know if root canal is needed until work is done</p> <p>Declined help with health insurance</p> <p>Updated application requested</p>	<p>Gift:</p> <ul style="list-style-type: none"> ▪ Quote Dental \$1,600 (Includes root canal which may not be needed) ▪ \$1,195 if no root canal 	<p>Gift:</p> <ul style="list-style-type: none"> ▪ Quote Dental \$1,600 (Includes root canal which may not be needed) ▪ \$1,195 if no root canal

ARAW BENEFICIARY REQUEST REVIEW

AUGUST 2021 | VER 8/17/21

Beneficiary	Outreach	Biggest Concern	Notes	Specific Request	Recommendations
<p>New BENE# 22/11G</p> <p>Dann, Donna 64 y/o; 1/15/1957 Income: \$783 sub ARAW support: New</p>	<p>FCOA Lucille Dauteuil (508) 979-4081</p>	<p>“I would love to be able to attend the Supportive Social Day Program at the Fairhaven Senior Center but I cannot afford it on my very low income of only \$783 a month.”</p>	<p>SCO not available until 65 (Jan 2022)</p> <p>Being funded by Title 3 Caregivers Grant thru Aug</p>	<p>Exception:</p> <ul style="list-style-type: none"> ▪ Age guideline (64.5 years old) <p>Gift:</p> <ul style="list-style-type: none"> ▪ Estimate Fairhaven Supportive Social Day Program, 22 weeks \$3,102 9/1/21-1/31/22 	<p>Exception:</p> <ul style="list-style-type: none"> ▪ Granted <p>Gift:</p> <ul style="list-style-type: none"> ▪ Estimate Fairhaven Supportive Social Day Program, 22 weeks \$3,102 9/1/21-1/31/22
<p>New BENE# 22/12G</p> <p>Forte, Celeste 96 y/o; 7/5/1925 Income: \$1,742 H ARAW support: New</p>	<p>BA Pat Midurski (508) 717-0400</p>	<p>“Well, as you can see, I have had my refrigerator for a very long time. I truly need a new one but they are expensive.”</p>	<p>Referral from CESI</p> <p>May qualify for fridge thru CFC – significant wait</p>	<p>Gift:</p> <ul style="list-style-type: none"> ▪ Refrigerator \$735 	<p>Gift:</p> <ul style="list-style-type: none"> ▪ Refrigerator \$735 (Stan & Paul’s)

ARAW BENEFICIARY REQUEST REVIEW

AUGUST 2021 | VER 8/17/21

Beneficiary	Outreach	Biggest Concern	Notes	Specific Request	Recommendations
<p>BENE# 12-13/10</p> <p>Shea, Joan 88 y/o; 3/29/1933 Income: \$878 H</p> <p>ARAW support \$39,951: Reoccurring: EPERS \$51.95 '16, Laundry \$55 '21 Gifts: Car insurance \$681 '19, Electric \$268 '19, CC \$3,125 '19, Vet \$1,278 '20 & \$1,432 '19, Atty fees \$2,812 '18, Asbestos \$950 '16, HOI \$1,042 '20, \$864 '19, \$676 '18, \$701 '17 & \$906 '16, RE taxes \$2,155 '13-14, Furnace \$3,550 '16, Stove \$389 '13, Holiday \$100-150 '13-20</p>	<p style="text-align: center;">FCOA Lucille Dauteuil (508) 979-4081</p>	<p>"I'm doing okay because the ARAW pays my homeowner's insurance, my fall detector and also my laundry bill."</p>	<p>HOI approved ongoing in 2010 but designated as a "gift" in Oct 2020</p>	<p>Gift:</p> <ul style="list-style-type: none"> ▪ Homeowner's insurance \$1,042 (Estimate based off last year) <p>Monthly:</p> <ul style="list-style-type: none"> ▪ Continuation of EPERS \$51.95 ▪ Continuation of laundry \$80 	<p>Annually:</p> <ul style="list-style-type: none"> ▪ Homeowner's insurance \$1,042 (Estimate based off last year) <p>Monthly:</p> <ul style="list-style-type: none"> ▪ Continuation of EPERS \$51.95 ▪ Continuation of laundry \$80
<p>BENE# 21-22/06</p> <p>Chor, Patricia 84 y/o; 10/22/1936 Income: \$1,771 R</p> <p>ARAW support \$1,577: Reoccurring: Cab \$50 '21 Gift: Veterans \$289 '20, Rent \$600 '20, Glasses \$538 '20, Holiday \$150 '20</p>	<p style="text-align: center;">BA Pat Midurski (508) 717-0400</p>	<p>"Had forgotten about the missed rent until Mr. Sousa called to get the overdue February rent."</p>	<p>Remembers not paying Feb 2021 rent – does not remember why</p> <p>SCCLS – how will it impact her?</p> <p>Awaiting record of payment from landlord</p>	<p>Gift:</p> <ul style="list-style-type: none"> ▪ One month rent \$850 	<p>Gift:</p> <ul style="list-style-type: none"> ▪ One month rent \$850 <p>Email from landlord will constitute an invoice.</p> <p><i>Would Pat benefit from taxi vouchers?</i></p>

ARAW BENEFICIARY REQUEST REVIEW

AUGUST 2021 | VER 8/17/21

Beneficiary	Outreach	Biggest Concern	Notes	Specific Request	Recommendations
<p>BENE# 19-20/31 Huezo-Mendoza, Sonia 81 y/o; 2/17/1940 Income: \$165 sub ARAW support \$1,877: Reoccurring: SRTA Charlie Card \$28 '19, S&S GC \$40 '19, Cable \$61 '20 Gift: Holiday \$150 '20</p>	<p style="text-align: center;">ALBA Sharon O'Malley (508) 717-0400</p>	<p>Needs help with the fees to submit the paperwork to update her immigration status, approximately \$3,000. Continue with bus fare, cable and help with food. Any help is appreciated.</p>	<p>Worked as CNA/PCA – has not worked since Spring 2020</p> <p>Applied for SS benefits late so received penalty</p> <p>Referred to SCCLS for assistance with residency status – will appeal to ARAW for fees once application ready</p>	<p>Monthly:</p> <ul style="list-style-type: none"> ▪ Increased food card \$80 ▪ <i>Continuation</i> of SRTA Charlie Card \$28 ▪ <i>Continuation</i> of cable \$61 	<p>Monthly:</p> <ul style="list-style-type: none"> ▪ Increased food card \$120 ▪ <i>Continuation</i> of SRTA Charlie Card \$28 ▪ <i>Continuation</i> of cable \$61
<p>New BENE# 21-22/09 Laber, Lynne 73 y/o; 10/5/1947 Income: \$1,258 R ARAW support: New</p>	<p style="text-align: center;">FCOA Carolyn D'Antoni (508) 979-4081</p>	<p>Although she has no medical issues, she does worry about dental care she may need.</p>	<p>Has zero premium plan currently – copays and deductibles</p>	<p>Monthly:</p> <ul style="list-style-type: none"> ▪ BCBS \$215.45 	<p>Monthly:</p> <ul style="list-style-type: none"> ▪ BCBS \$215.45

ARAW BENEFICIARY REQUEST REVIEW

AUGUST 2021 | VER 8/17/21

Beneficiary	Outreach	Biggest Concern	Notes	Specific Request	Recommendations
<p>New BENE# 22/13G</p> <p>Harrington, Diane 67 y/o; 6/10/1955 <i>Income: \$1,268 sub</i> ARAW support: New</p>	<p>ALBA Sharon O'Malley (508) 717-0400</p>	<p>Need for assisted living</p>	<p>Fall risk; CP</p>	<p>Gift:</p> <ul style="list-style-type: none"> • Payment of the first (\$452.13) and last (\$1168) month's rent to Whaler's Cove, total \$1620.13 	<p>Gift:</p> <ul style="list-style-type: none"> • Payment of the first (\$452.13) and last (\$1168) month's rent to Whaler's Cove, total \$1620.13
<p>New BENE# FLO-22N</p> <p>Polek, Andrea 66 y/o; 6/10/1955 <i>Income: \$1,028 H</i> ARAW support: New</p>	<p>FLO Sharon O'Malley (508) 717-0400</p>			<p>Exception:</p> <ul style="list-style-type: none"> ▪ Living alone guideline <p>Monthly:</p> <ul style="list-style-type: none"> ▪ Participation in FLO program 	<p>Exception:</p> <ul style="list-style-type: none"> ▪ Granted <p>Monthly:</p> <p>Participation in FLO program</p>

ARAW BENEFICIARY REQUEST REVIEW

AUGUST 2021 | VER 8/17/21

Beneficiary	Outreach	Biggest Concern	Notes	Specific Request	Recommendations
<p>BENE# 19/02G</p> <p>Miranda, Maria 75 y/o; 9/4/1945 Income: \$1,271 H</p> <p>ARAW support \$1,986: Gift: HOI \$902 '19, Car insurance \$934 '20, Holiday \$150 '20</p>	<p>WCOA Susan Routhier (508) 636-1026</p>	<p>Maria worries about keeping her home in good repair. She hopes to be able to remodel her bathroom & kitchen someday. Maria's home repair priority this year is repairing or replacing the cement walkout from the basement. The cement has large areas of broken crumbling cement.</p>	<p>Will use her funds intended for car insurance to fix cement walk if approved</p>	<p>Gift:</p> <ul style="list-style-type: none"> ▪ Policy 2021-2022 Car insurance \$808 	<p>HOLD:</p> <p>Recognizing that the true need is a repair to the cement walkway, for safety reasons, we would like to see an estimate for this work. Based on that estimate we will consider support of that repair.</p>
<p>BENE# 14-15/20</p> <p>Lourenco, Alice 78 y/o; 4/2/1943 Income: \$1,458 R</p> <p>ARAW support \$18,205: Reoccurring: BCBS \$215.45 '15 Gift: Dental \$1,697 '15, Glasses \$680 '15, Holiday \$100-150 '15-20</p>	<p>WCOA Andrea Lemos (508) 636-1026</p>	<p>From Jan 2021 app: "Right now this COVID makes me afraid to go out. Other than that I am okay. I take it one day at a time. When I go back to the eye doctors, for you to still be willing to help me with the glasses."</p>	<p>Special light weight frames, expensive prescription – ophthalmologist ordered</p> <p>Told not able to print an estimate</p>	<p>Gift:</p> <ul style="list-style-type: none"> ▪ Reimbursement Glasses \$1,257.77 	<p>HOLD:</p> <p>More information needed regarding impetus of ask and expectation of payment to daughter</p>