

ARAW BENEFICIARY REQUEST REVIEW

SEPTEMBER 2021 | VER 9/15/21

Beneficiary	Outreach	Biggest Concern	Notes	Specific Request	Approvals
<p>BENE# 17-18/10</p> <p>Alexander, Claudette 74 y/o; 5/9/1947 Income: \$1,633 R</p> <p>ARAW support \$5,923: Reoccurring: EPERS \$51.95 '17, Rx \$60-220 '19 Gift: Holiday \$150 '17-20</p>	<p style="text-align: center;">WCOA Andrea Lemos (508) 636-1026</p>	<p>“I worry about not being up to keep up with my bills especially my prescriptions. Then there is my health but I won’t get into that. I just take it one day at a time. Other than that I feel I am in a much better position. If you could just keep doing what you’re doing because I don’t feel I need more than that.”</p>	<p>CVS will not bill – ARAW pays Rx as reimbursement</p> <p>Current approval for Rx is \$220</p>	<p>Monthly:</p> <ul style="list-style-type: none"> ▪ Continuation of EPERS \$51.95 ▪ Increase in Rx reimbursement \$350 	<p>Monthly:</p> <ul style="list-style-type: none"> ▪ Continuation of EPERS \$51.95 ▪ Rx reimbursement <i>annual</i> budget of \$2,640
<p>New BENE#</p> <p>Rudnik, Martha 71 y/o; 12/16/1949 Income: \$1,196 sub</p> <p>ARAW support: New</p>	<p style="text-align: center;">WCOA Susan Routhier (508) 636-1026</p>	<p>Mrs. Rudnik worries most about paying her bills. When asked what would be most helpful Mrs. Rudnick stated “to have help paying one of my bills like my car insurance so I could pay Attorney Summers.”</p>	<p>CC debt incurred from husband before death</p> <p>ACCS consulted – referred to atty – filed bankruptcy – legal fees</p> <p>Referred to CESI for MM</p> <p>EM to SR re: making SCCLS referrals – no fees</p>	<p>Gift:</p> <ul style="list-style-type: none"> ▪ Policy 2021-2022 Car insurance \$1,009 	<p>Gift:</p> <ul style="list-style-type: none"> ▪ Policy 2021-2022 Car insurance \$1,009

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<p>BENE# 21/10G</p> <p>Jacques, Mary 69 y/o; 6/27/1952 Income: \$948 sub</p> <p>ARAW support \$750: Gift: Mattress \$516 '20, Air purifier \$84 '21, Holiday \$150 '20</p>	<p style="text-align: center;">BA Pat Midurski</p> <p style="text-align: center;">(508) 717-0400</p>	<p>"I worry about this COVID stuff. I know there is COVID in this building & other people do not wear masks. I have spoken with the property manager but no one cares. You shouldn't come here. I need a new recliner however this weather is too hot & humid. I can't get to the store to find one I like. Perhaps when the weather gets better I can go to the store."</p>	<p>Current recliner is falling apart – feels unsafe so does not use</p> <p>Current dining table is large – has to squeeze by & afraid of falling</p> <p>Home visit to assess apt situation declined</p>	<p>Gift:</p> <ul style="list-style-type: none"> ▪ Recliner \$499.99 plus delivery \$85, total \$584.99 ▪ Dining room table \$150 and chairs \$249.99, total \$399.99 ▪ Furniture removal \$25 and up from Big Lots or \$40 per piece by Melville maintenance 	<p>Gift:</p> <ul style="list-style-type: none"> ▪ Recliner \$499.99 plus delivery \$85, total \$584.99 ▪ Furniture removal from Big Lots
<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 style="text-align: center;">WCOA Andrea Lemos</p> <p style="text-align: center;">(508) 636-1026</p>	<p>From Jan 2021 app:</p> <p>"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>On hold from August – answers to f/u questions sent</p>	<p>Gift:</p> <ul style="list-style-type: none"> ▪ Reimbursement Glasses \$1,257.77 	<p>Gift:</p> <ul style="list-style-type: none"> ▪ Reimbursement Glasses \$1,257.77 to be paid directly to Discover credit card <p><i>One time exception for reimbursement. Will need approval in advance of payment for future asks.</i></p>

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<p>BENE# 21-22/10</p> <p>Debrosse, Sezaltina 73 y/o; 3/19/1948 Income: \$943 sub</p> <p>ARAW support \$450: Gift: Movers \$300 '20, Holiday \$150 '20</p>	<p style="text-align: center;">ALBA Sharon O'Malley</p> <p style="text-align: center;">(508) 717-0400</p>	<p>"I would like a power chair. I used my stimulus to buy a recliner & now I don't have the strength to manually push it back." "Cab rides for groceries are expensive, but the Bayberry van isn't running due to COVID & the COA van schedule doesn't work for me."</p>	<p>Overwhelmed with concerns for son – hold off on request for power chair at this time</p>	<p>Monthly:</p> <ul style="list-style-type: none"> ▪ Cab vouchers, one round trip to Shaw's, up to \$30 <p>Every other month:</p> <ul style="list-style-type: none"> ▪ <i>If approved</i>, SRTA demand response 1 book \$25 	<p>Monthly:</p> <ul style="list-style-type: none"> ▪ Cab vouchers, one round trip to Shaw's, up to \$30 <p>Every other month:</p> <ul style="list-style-type: none"> ▪ <i>If approved</i>, SRTA demand response 1 book \$25
<p>BENE# 22/12G</p> <p>Forte, Celeste 96 y/o; 7/5/1925 Income: \$1,742 H</p> <p>ARAW support: Gift: Fridge \$650 '21 (approved not yet paid)</p>	<p style="text-align: center;">BA Pat Midurski</p> <p style="text-align: center;">(508) 717-0400</p>	<p>"I am trying my best to keep up with my housework. However, I get up in the morning and before I know it, it's late in the afternoon. I keep say I will get to it but I never do."</p>	<p>Accepted referral to ANCHOR</p> <p>CESI will cover the cost of 2 days per week of social day</p> <p>In process of applying for FEW</p>	<p>Gift:</p> <ul style="list-style-type: none"> ▪ Estimate Social Day with transportation, 3 days per week for 4 weeks \$600 	<p>Gift:</p> <ul style="list-style-type: none"> ▪ Estimate Social Day with transportation, 3 days per week for 4 weeks \$600

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<p>New BENE# 21-22/11</p> <p>Oliveira, Bebe 87 y/o; 2/13/1934 <i>Income: \$1,268 sub</i></p> <p>ARAW support: New</p>	<p style="text-align: center;">ALBA Sharon O'Malley (508) 717-0400</p>	<p>Bebe needs the Rep Payee program and must have enough available income to cover the fee of \$45 per month for the program to accept her. Bebe's family requests help to support her for this.</p>	<p>Referral from CESI MMP</p> <p>Must have available funds to be accepted to the Rep Payee program</p>	<p>Monthly:</p> <ul style="list-style-type: none"> ▪ Cable \$27.90 ▪ Phone \$29.18 	<p>Monthly:</p> <ul style="list-style-type: none"> ▪ Cable \$27.90 ▪ Phone \$29.18 ▪ Rep Payee \$45
<p>BENE# 13-14/06</p> <p>Freitas, Lillian 85 y/o; 1/10/1936 <i>Income: \$926 sub</i></p> <p>ARAW support \$32,025: Reoccurring: Social work \$100 '12, S&S GC \$80 '16 Gift: Car insurance \$300-500 '15-19, Holiday \$100-150 '13-20 Discontinued: Transportation \$20-50 '13-16</p>	<p style="text-align: center;">ALBA Sharon O'Malley (508) 717-0400</p>	<p>"I do still want to drive & get the car on the road. I thought about stopping Carmen's as it's taking too much of a toll on my budget, so it would be great if I could have help with that. I like to cook for myself, but find myself not doing it as much. I'm glad to have Chris to talk to, sometimes I need to talk, mostly about the loss of my friends & any family stuff that's going on."</p>	<p>Currently ARAW provides \$80 in food gift cards – no longer cooks much</p>	<p>Monthly:</p> <ul style="list-style-type: none"> ▪ <i>Continuation</i> of social worker visits from Christine Rider, CNHC MSW \$100 ▪ Meals from Carmen's Prepared Meal Service, up to \$160 	<p>Monthly:</p> <ul style="list-style-type: none"> ▪ <i>Continuation</i> of social worker visits from Christine Rider, CNHC MSW \$100 ▪ Meals from Carmen's Prepared Meal Service, up to \$160 <p><i>Discontinue \$80 in Stop & Shop food gift cards</i></p>

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<p>New BENE# 22/16G</p> <p>Elgar, Marcia 79 y/o; 6/22/1942 Income: \$1,939 H</p> <p>ARAW support: New</p>	<p>BA Pat Midurski (508) 717-0400</p>	<p>“My hearing is getting worse. I used to volunteer at the FCOA & they told me maybe this group could help me to buy hearing aids. They are so expensive & my daughters already help me so much with my bills. I hate to ask them for more money.”</p>	<p>Referral from FCOA</p> <p>Credit card debt in collection – will be paid off April 2022</p> <p>Will apply for SNAP and PACE & explore tax abatement</p> <p>Receives circuit breaker credit</p>	<p>Exception:</p> <ul style="list-style-type: none"> ▪ Income guidelines (over \$39) <p>Gift:</p> <ul style="list-style-type: none"> ▪ Estimate Hearing aids \$4,400 	<p>Exception:</p> <ul style="list-style-type: none"> ▪ Income guidelines (over \$39) <p>Gift:</p> <ul style="list-style-type: none"> ▪ Estimate Hearing aids \$4,400
<p>New BENE# 22/17G</p> <p>Palazzo, Sharon 68 y/o; 4/17/1953 Income: \$1,170 H</p> <p>ARAW support: New</p>	<p>BA Pat Midurski (508) 717-0400</p>	<p>“I am grateful for having a roof over my head, food on my table and good health. I do admit to struggling to make ends meet but my tenant does chip in to help above her rent for which I am grateful.”</p> <p>“Right now, my back is out because my mattress is old.”</p>	<p>Referral from ARAW bene</p> <p>Received mattress second hand from cousin 15 years ago</p> <p>Rents a room to a friend</p> <p>Referred to SHINE</p> <p>Applied to SNAP</p> <p>Info given on circuit breaker, CFC, food pantries & HIP</p>	<p>Gift:</p> <ul style="list-style-type: none"> ▪ Estimate Mattress and box spring \$1,599.99 - \$1,899.99 	<p>Gift:</p> <ul style="list-style-type: none"> ▪ Estimate Mattress and box spring \$1,700

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<p>BENE# 19-20/39</p> <p>Gormley, Marilyn 78 y/o; 1/29/1943 Income: \$1,095 sub</p> <p>ARAW support \$1,784: Reoccurring: Cab \$20-60 '20 Gift: Dentures \$1,000 '14, Holiday \$150 '20</p>	<p style="text-align: center;">ALBA Sharon O'Malley (508) 717-0400</p>	<p>"I would like help getting a mover & with paying moving expenses for my move to Whaler's Cove. I would also like help finding somewhere to donate some of my furniture. I have some savings, which will help with my first & last month's rent & my children will help with that too."</p>	<p>Fresh Start assessment to be done 8/26</p>	<p>Monthly:</p> <ul style="list-style-type: none"> ▪ Yellow cab up to \$60 <p>Gift:</p> <ul style="list-style-type: none"> ▪ Estimate Fresh Start moving costs \$250 	<p>Monthly:</p> <ul style="list-style-type: none"> ▪ Yellow cab up to \$60 <p>Gift:</p> <ul style="list-style-type: none"> ▪ Estimate Fresh Start moving costs \$250
<p>BENE# 19/03G</p> <p>Duarte, Bernice 73 y/o; 2/7/1948 Income: \$968 sub</p> <p>ARAW support \$2,066: Gift: Bed & Chair \$1,822 '19, TV \$95 '20, Holiday \$150 '20</p>	<p style="text-align: center;">ALBA Sharon O'Malley (508) 717-0400</p>	<p>"I had bad diarrhea & fell from my chair to the floor & was there all night. My neighbor heard me calling out & they came & took me to the hospital in the morning. The chair was ruined. The smell just will not come out, it has been cleaned several times & is what I have to sit in. I have to get rid of the chair & really need a new one."</p>	<p>SWH will pay for motor</p> <p>Has called doctor for prescription</p> <p>Son died from COVID May 2021</p> <p>Many recent hospitalizations</p> <p>Awaiting documentation from SWH</p>	<p>Gift:</p> <ul style="list-style-type: none"> ▪ Estimate Recliner lift chair \$1,200 	<p>Gift:</p> <ul style="list-style-type: none"> ▪ Estimate Recliner lift chair \$1,200 with 2 protective covers

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<p>BENE# 19/11G</p> <p>Lyons, Carol 73 y/o; 1/3/1948 Income: \$818 sub</p> <p>ARAW support \$4,393: Gift: Nutrition \$188 '19, Dentures \$2,969 '19, Car ins \$545 '20 & \$541 '21, Holiday \$150 '20</p>	<p style="text-align: center;">BA Pat Midurski (508) 717-0400</p>	<p>"I fell out of my twin size bed & I really need a full size bed. I don't have the money to get one for myself. Also, I am so happy with my new air conditioner from the group. Thank you!"</p>	<p>ARAW approved & purchased twin size bed frame 6/2021</p> <p>Unstable ambulation & garbled slurred speech</p> <p>Limited abilities to process information & seeks immediate gratification</p>	<p>Gift:</p> <ul style="list-style-type: none"> ▪ Estimate Full size adjustable bed frame and mattress \$1,299.98 	<p>Gift:</p> <ul style="list-style-type: none"> ▪ Estimate Full size adjustable bed frame and mattress \$700
<p>BENE# 20-21/09</p> <p>Cordeiro, Cezaltina 92 y/o; 2/5/1929 Income: \$1,313 H</p> <p>ARAW support \$3,960: Gift: Hot water heater \$1,110 '20, Hearing aids \$2,700 '20, Holiday \$150 '20</p>	<p style="text-align: center;">DCOA Ann Raymond (508) 999-4717</p>	<p>Cizzy worries about falling down her stairs. In the past she has broken her ankle on the outside stair. She worries about leaving the house because she didn't have the strength to get up the stairs & into her home. She has been canceling her appts & doesn't want to leave the house. She misses the COA & getting outside.</p>	<p>Safety concern</p> <p>Ramp could be used for another beneficiary in the future</p> <p>Discount given from ramp company</p>	<p>Gift:</p> <ul style="list-style-type: none"> ▪ Estimate Ramp \$4,119 	<p>Gift:</p> <ul style="list-style-type: none"> ▪ Estimate Ramp rental for 3 months \$1,750 ▪ Social worker assessment

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<p>BENE# 21-22/12</p> <p>Messier, Ellen “Pat” 81 y/o; 11/6/1939 Income: \$838 sub</p> <p>ARAW support \$3,337: Gift: Car insurance \$147 '12, \$828 '13, \$392 '14, \$730 '15 & \$725 '18, Car loan \$240 '18, AAA \$46 '13, Holiday \$150 '20</p>	<p style="text-align: center;">DCOA Ann Raymond (508) 999-4717</p>	<p>Pat is concerned that she won't get hired anywhere because of her age. Losing her job as a social day aide has been heartbreaking for her. Pat came to the reality that the income she has from SS might be it.</p> <p>“I realize I need SNAP now & other help because I don't make a lot & don't think anyone will hire me.”</p>	<p>Worked at DCOA social day until COVID – loss of income</p> <p>Helping son with bills</p>	<p>Monthly:</p> <ul style="list-style-type: none"> ▪ Cable/phone/internet \$152 	<p>Monthly:</p> <ul style="list-style-type: none"> ▪ Cable/phone/internet \$152
<p>BENE# 18-19/14</p> <p>Robillard, Rita 94 y/o; 5/6/1927 Income: \$1,542 H</p> <p>ARAW support \$7,344: Reoccurring: Nutrition \$95.94 '20, Personal care \$94.14 '19 Gift: Holiday \$150 '19-20 Discontinued: Social Day \$570 '19</p>	<p style="text-align: center;">DCOA Ann Raymond (508) 999-4717</p>	<p>She is lonely because she was a social day participant & since COVID she misses socializing. “Can't wait for you to open up again!”</p>	<p>Family adjusted to Ensure Max Pro</p> <p>Current ARAW approval for nutrition is \$109</p>	<p>Monthly:</p> <ul style="list-style-type: none"> ▪ Nutrition ▪ Incontinence products 	<p>Monthly:</p> <ul style="list-style-type: none"> ▪ Continuation of nutrition up to \$109 ▪ Continuation of incontinence products