

# ARAW BENEFICIARY REQUEST REVIEW

NOVEMBER 2021 | VER 11/23/21

Beneficiary	Outreach	Biggest Concern	Notes	Specific Request	Approvals
<p><b>BENE# 20-21/12</b></p> <p><b>Lamontagne, June</b> 73 y/o; 3/29/1948 <b>Income: \$1,793 R</b></p> <p><b>ARAW support \$2,363:</b> <b>Reoccurring:</b> BCBS \$215.45 '20</p>	<p>BA Pat Midurski  (508) 717-0400</p>	<p>"I would love to get a new sofa to replace this daybed that is falling apart but I have not found one that I like that is reasonably priced."</p>	<p>Submitted in Oct – put on hold for couch estimate</p>	<p><b>Gift:</b></p> <ul style="list-style-type: none"> <li>▪ <b>Estimate</b> Couch \$808.99</li> </ul>	<p><b>Gift:</b></p> <ul style="list-style-type: none"> <li>▪ <b>Estimate</b> Couch \$808.99</li> </ul>
<p><b>BENE# 21-22/16</b></p> <p><b>Miguel, Maria</b> 82 y/o; 12/1/1938 <b>Income: \$478 R</b></p> <p><b>ARAW support \$2,961:</b> <b>Gift:</b> Social Day \$987 per month Jul-Sep 21</p>	<p>ALBA Sharon O'Malley  (508) 717-0400</p>	<p>Maria would like to be able to attend the City of NB Social Day Program 5 days per week. She started the program in the spring on a scholarship, and it has made quite a difference for her. Maria is eager to go each day, enjoying the company of the friends she has made these past months...Going each day has added a feeling of purpose back to her life, and she is thriving in the program.</p>	<p>SWH covering 2 days, City of NB covering 1 day</p> <p>Lives with daughter – exception granted July 2021</p> <p>ARAW paid 5 days per week for Jul, Aug and Sep 2021</p>	<p><b>Weekly:</b></p> <ul style="list-style-type: none"> <li>▪ New Bedford Social Day tuition/transportation, \$54 per day, 2 days \$108</li> </ul>	<p><b>Weekly:</b></p> <ul style="list-style-type: none"> <li>▪ New Bedford Social Day tuition/transportation, \$54 per day, 2 days \$108</li> </ul>

# ARAW BENEFICIARY REQUEST REVIEW

NOVEMBER 2021 | VER 11/23/21

Beneficiary	Outreach	Biggest Concern	Notes	Specific Request	Approvals
<p><b>BENE# 19-20/25</b></p> <p><b>O'Connor, Shirley</b> 85 y/o; 8/12/1936 <b>Income: \$1,274 sub</b></p> <p><b>ARAW support \$4,996:</b> <b>Reoccurring:</b> Cable/phone \$137 '19, EPERS \$51.95 '20 <b>Gifts:</b> Medical \$814.56 '18, Holiday \$150 '20</p>	<p>WCOA Andrea Lemos  (508) 636-1026</p>	<p>New hearing aids to compensate for progressively worsening level of hearing loss</p>	<p>Currently on 45 free trial of devices – began 9/20</p> <p><b>Requested 2<sup>nd</sup> estimate from SouthCoast ENT – reminder EM sent 10/29</b></p>	<p><b>Gift:</b></p> <ul style="list-style-type: none"> <li>▪ <b>Estimate</b> Hearing aids \$6,918</li> </ul>	<p><b>Gift:</b></p> <ul style="list-style-type: none"> <li>▪ <b>Estimate</b> Hearing aids \$5,000</li> </ul>
<p><b>BENE# 17-18/06</b></p> <p><b>Lima, Mary</b> 78 y/o; 9/18/1943 <b>Income: \$1,210 sub</b></p> <p><b>ARAW support \$14,251:</b> <b>Reoccurring:</b> Cable/phone/internet \$180 '17 <b>Gifts:</b> Dentures \$1,220 '14, Couch \$588 '19, Holiday \$150 '17-20 <b>Discontinued:</b> Social day \$120-400 '07-'11</p>	<p>DCOA Ann Raymond  (508) 999-4717</p>	<p>"I don't want to ever have the kind of money problems I used to have. If ARAW can please continue to pay my cable bill that would be wonderful. I have worked at not spending &amp; the extra money that I have gotten in SNAP I share with my family by cooking. It is one thing that keeps me busy &amp; I need that."</p>	<p>Cable/phone approved 2017, Internet approved Aug 2020</p> <p>Added HBO without approval</p> <p>Two recent falls – confined to apartment – cable source of entertainment</p>	<p><b>Monthly:</b></p> <ul style="list-style-type: none"> <li>▪ Cable/phone/internet (Including HBO) \$195.39</li> </ul>	<p><b>Monthly:</b></p> <ul style="list-style-type: none"> <li>▪ Cable/phone/internet (Including HBO) \$195.39</li> </ul>

## ARAW BENEFICIARY REQUEST REVIEW

NOVEMBER 2021 | VER 11/23/21

Beneficiary	Outreach	Biggest Concern	Notes	Specific Request	Approvals
<p><b>New BENE# 22/25G</b></p> <p><b>Alfonso, Dorothy</b> 88 y/o; 12/5/1932 <b>Income: \$959 sub</b> <b>ARAW support: New</b></p>	<p>BA Pat Midurski  (508) 717-0400</p>	<p>“I have led a very busy &amp; active life. My portfolio shows all my involvement in various causes &amp; issues that I have been passionate about...I miss not being involved &amp; having a purpose. Unfortunately, my health is causing me to slow down a bit but I refuse to be depressed. I need to find something to do.”</p>	<p>Referral from SCVNA</p> <p>Need for socialization &amp; engagement</p> <p>Meets once a month with social worker from Oncology clinic – SWH will not cover additional MSW visits</p>	<p><b>Gift:</b></p> <ul style="list-style-type: none"> <li>▪ Consultation with social worker</li> </ul>	<p><b>Gift:</b></p> <ul style="list-style-type: none"> <li>▪ Consultation with social worker</li> </ul>
<p><b>New BENE# 21-22/17</b></p> <p><b>Lopes, Carole</b> 81 y/o; 12/19/1939 <b>Income: \$1,557 H</b> <b>ARAW support: New</b></p>	<p>WCOA Andrea Lemos  (508) 636-1026</p>	<p>“It use to be Brad my husband. Now it is the upcoming winter &amp; being in the house alone. That is why I am going to the COA...If you could help pay for the SD program that would help me to get out of the house. The van helps me to not be alone coming in &amp; will help come winter with not having to drive.”</p>	<p>Widowed Aug 2021</p> <p>Does drive but enjoys taking van to not be alone &amp; would avoid driving in winter weather</p>	<p><b>Weekly:</b></p> <ul style="list-style-type: none"> <li>▪ Westport Social Day tuition/transportation, \$60 per day, 2 days \$120</li> </ul>	<p><b>Weekly:</b></p> <ul style="list-style-type: none"> <li>▪ Westport Social Day tuition/transportation, \$60 per day, 2 days \$120 (Start with October)</li> </ul> <p><b>Monthly:</b></p> <ul style="list-style-type: none"> <li>▪ EPERS \$27</li> </ul>

# ARAW BENEFICIARY REQUEST REVIEW

NOVEMBER 2021 | VER 11/23/21

Beneficiary	Outreach	Biggest Concern	Notes	Specific Request	Approvals
<p><b>BENE# 19-20/38</b></p> <p><b>Fletcher, Sally</b> 76 y/o; 3/26/1945 <b>Income: \$1,284   sub</b></p> <p><b>ARAW support \$4,564:</b> <b>Reoccurring:</b> EPERS \$51.95 '20 <b>Gifts:</b> Glasses \$324 '20, Hearing aids \$3,000 '16, Holiday \$150 '20</p>	<p>BA Pat Midurski  (508) 717-0400</p>	<p>"I have old hearing aids from 2016...I know that I cannot afford new hearing aids. I miss out on so much conversation. I am able to read the church bulletin but I cannot hear the sermon. It's just not the same. I hope the ARAW can help me."</p>	<p>Current hearing aids not working</p>	<p><b>Monthly:</b></p> <ul style="list-style-type: none"> <li>▪ Continuation of EPERS \$51.95</li> </ul> <p><b>Gift:</b></p> <ul style="list-style-type: none"> <li>▪ <b>Estimate</b> Hearing aids \$4,400</li> <li>▪ Consultation with social worker</li> </ul>	<p><b>Monthly:</b></p> <ul style="list-style-type: none"> <li>▪ Continuation of EPERS \$51.95</li> </ul> <p><b>Gift:</b></p> <ul style="list-style-type: none"> <li>▪ <b>Estimate</b> Hearing aids \$4,400</li> <li>▪ Consultation with social worker</li> </ul>
<p><b>BENE# 21-22/18</b></p> <p><b>Somers, Linda</b> 76 y/o; 11/11/1944 <b>Income: \$1,002   sub</b></p> <p><b>ARAW support \$1,792:</b> <b>Gift:</b> Cab \$48 '21, Lift chair \$1,495 '21, Laptop \$249 '20</p>	<p>ALBA Sharon O'Malley  (508) 717-0400</p>	<p>"I don't know Sharon – my brain! Sometimes the biggest thing is to talk to people &amp; socialize. I am going to try to join chair yoga &amp; the program for my back at the COA. May I will sign up for one of your lunches if you'll have me. SRTA Demand Response tickets would be great. It's hard not driving anymore."</p>	<p>Many health issues  No longer drives</p>	<p><b>Monthly:</b></p> <ul style="list-style-type: none"> <li>▪ SRTA Demand Response 2 books \$50</li> <li>▪ One round trip taxi voucher, up to \$50</li> </ul>	<p><b>Monthly:</b></p> <ul style="list-style-type: none"> <li>▪ SRTA Demand Response 2 books \$50</li> <li>▪ One round trip taxi voucher, up to \$50</li> </ul>

## ARAW BENEFICIARY REQUEST REVIEW

NOVEMBER 2021 | VER 11/23/21

Beneficiary	Outreach	Biggest Concern	Notes	Specific Request	Approvals
<p><b>New BENE# 21-22/19</b></p> <p><b>Mortensen, Marilyn</b> 83 y/o; 1/22/1938 <b>Income: \$1,147 sub</b></p> <p><b>ARAW support: New</b></p>	<p>FCOA Lucille Dauteuil  (508) 979-4081</p>	<p>“I would need two hearing aids but they are so very expensive. Would someone be willing to help me with this expense? Also, once I can hear better it would make my life so much more enjoyable to have access to the Hallmark Movie Channels.”</p>	<p>Currently has basic cable – would like to add movie channels</p> <p>Bouts of dizziness</p>	<p><b>Monthly:</b></p> <ul style="list-style-type: none"> <li>▪ EPERS \$51.95</li> <li>▪ Cable, up to \$160</li> </ul> <p><b>Gift:</b></p> <ul style="list-style-type: none"> <li>▪ <b>Estimate</b> Hearing aids \$3,600</li> </ul>	<p><b>Monthly:</b></p> <ul style="list-style-type: none"> <li>▪ EPERS \$51.95</li> <li>▪ Cable, up to \$160</li> </ul> <p><b>Gift:</b></p> <ul style="list-style-type: none"> <li>▪ <b>Estimate</b> Hearing aids \$3,600</li> </ul>
<p><b>BENE# 15-16/08</b></p> <p><b>Almeida, Mildred</b> 84 y/o; 11/6/1936 <b>Income: \$1,318 sub</b></p> <p><b>ARAW support \$15,849: Reoccurring:</b> Cable/Internet \$138 '15, SRTA \$50 '19 (Prev ICC '16-19), Eye sup \$31 '17 <b>Gifts:</b> iPad \$129 '20, Glasses \$108 '18, Loan \$2,557 '16, Dental \$1,403 '15, Holiday \$100-150 '15-20</p>	<p>BA Pat Midurski  (508) 717-0400</p>	<p>“My family lives out of town &amp; we don’t visit. My means of communication with them is the telephone... However, I am concerned about long distance charges. Would the ARAW cover the monthly cost of a long distance service?”</p>	<p>SS increase – death of ex-spouse</p> <p>Legally blind</p>	<p><b>Monthly:</b></p> <ul style="list-style-type: none"> <li>▪ <i>Continuation of cable/internet \$150</i></li> <li>▪ <i>Continuation of SRTA 2 demand response books \$50</i></li> <li>▪ <i>Continuation of eye supplement \$31</i></li> <li>▪ Phone with long distance \$68.99 + taxes</li> </ul>	<p><b>Monthly:</b></p> <ul style="list-style-type: none"> <li>▪ <i>Continuation of cable/internet \$150</i></li> <li>▪ <i>Continuation of SRTA 2 demand response books \$50</i></li> <li>▪ <i>Continuation of eye supplement \$31</i></li> </ul>

## ARAW BENEFICIARY REQUEST REVIEW

NOVEMBER 2021 | VER 11/23/21

Beneficiary	Outreach	Biggest Concern	Notes	Specific Request	Approvals
<p><b>BENE# 21-22/20</b></p> <p><b>Rosa, Zulmira</b> 85 y/o; 6/17/1936 <b>Income: \$1,151 H</b></p> <p><b>ARAW support \$1,226:</b> <b>Gift:</b> Son's funeral expenses \$1,226</p>	<p style="text-align: center;">ALBA Sharon O'Malley</p> <p style="text-align: center;">(508) 717-0400</p>	<p>Mrs. Rosa is concerned that she will never be able to pay off this dental bill for a root canal. She went to the dentist in great pain, and put the charges on her Visa card. When she received the credit card bill she went to the IAC to ask for help.</p>	<p>Shy and doesn't like to ask for help</p> <p>Emergency dental bill – put on CC</p>	<p><b>Monthly:</b></p> <ul style="list-style-type: none"> <li>▪ Cable/phone \$95.06</li> </ul> <p><b>Gift:</b></p> <ul style="list-style-type: none"> <li>▪ Reimbursement Dental \$918 to be paid to credit card</li> </ul>	<p><b>Monthly:</b></p> <ul style="list-style-type: none"> <li>▪ Cable/phone \$95.06</li> </ul> <p><b>Gift:</b></p> <ul style="list-style-type: none"> <li>▪ Reimbursement Dental \$918 to be paid to credit card</li> </ul>
<p><b>New BENE# 21-22/21</b></p> <p><b>Carreiro, Aida</b> 83 y/o; 8/12/1938 <b>Income: \$1,411 H</b></p> <p><b>ARAW support: New</b></p>	<p style="text-align: center;">WCOA Cindy Kinnane</p> <p style="text-align: center;">(508) 636-1026</p>	<p>" I am worried about my son Billy" who is an adult that lives at home. Billy does not work. He may get odd jobs here and there. He has a bad back but has not applied for disability. He also drinks too much on occasion. She is worried what will happen to him after she passes away and her other kids sell the house.</p>	<p>Son lives with her – should go on disability but has not applied yet</p> <p><b>EM sent 10/29 – BES contract?</b></p>	<p><b>Exception:</b></p> <ul style="list-style-type: none"> <li>▪ Living alone guideline</li> </ul> <p><b>Weekly:</b></p> <ul style="list-style-type: none"> <li>▪ Westport Social Day tuition, \$50 per day, 1 days \$50</li> </ul>	<p><b>Exception:</b></p> <ul style="list-style-type: none"> <li>▪ Living alone guideline</li> </ul> <p><b>Weekly:</b></p> <ul style="list-style-type: none"> <li>▪ Westport Social Day tuition, \$50 per day, 1 days \$50</li> </ul>

## ARAW BENEFICIARY REQUEST REVIEW

NOVEMBER 2021 | VER 11/23/21

Beneficiary	Outreach	Biggest Concern	Notes	Specific Request	Approvals
<p><b>BENE# 12-13/06</b></p> <p><b>Oliveira, Alice</b> 87 y/o; 9/4/1934 <b>Income: \$1,429 R</b></p> <p><b>ARAW support \$39,665:</b> <b>Reoccurring:</b> BCBS \$215.45 '12, EPERS \$29.95 '13, Personal care \$133 '12 <b>Gifts:</b> Dental \$506 '18, Glasses \$167 '14, Holiday \$100-150 '13-20 <b>Discontinued:</b> Dental cleanings \$153 '12-18</p>	<p>DCOA Ann Raymond  (508) 999-4717</p>	<p>"I'm not complaining about anything ARAW has done for me. I'm so thankful because it's just getting too hard."</p> <p>Alice needs help with Ensure because she's losing weight &amp; worrying she will get sick.</p>	<p>Rx for Ensure</p> <p>Terrified to lose BCBS</p>	<p><b>Monthly:</b></p> <ul style="list-style-type: none"> <li>▪ Continuation of personal care \$133</li> <li>▪ Continuation of EPERS \$29.95</li> <li>▪ Continuation of BCBS \$226.29</li> <li>▪ Ensure \$54.30</li> </ul>	<p><b>Monthly:</b></p> <ul style="list-style-type: none"> <li>▪ Continuation of personal care \$133</li> <li>▪ Continuation of EPERS \$29.95</li> <li>▪ Continuation of BCBS \$226.29</li> <li>▪ Ensure \$54.30</li> </ul>
<p><b>BENE# 15-16/05</b></p> <p><b>Fragata, Maria</b> 87 y/o; 10/30/1934 <b>Income: \$1,381 H</b></p> <p><b>ARAW support \$21,919:</b> <b>Reoccurring:</b> BCBS \$215.45 '15, EPERS \$51.95 '19 <b>Gift:</b> Water/sewer \$559 '18-19, Glasses \$470 '18, CPAP sanitizer \$350 '19, Dental totaling \$4,478 '18-21, Holiday \$100-150 '15-20</p>	<p>FCOA Lucille Dauteuil  (508) 979-4081</p>	<p>"Do you think the ARAW would help me once again by paying for these new glasses which cost \$690.77? I was getting dizzy because I needed new glasses."</p>	<p>Needed new glasses – getting dizzy – put on CC</p> <p>Told repeatedly to get approvals before expenses occur</p>	<p><b>Gift:</b></p> <ul style="list-style-type: none"> <li>▪ <b>CC Statement</b> Glasses \$690.77</li> <li>▪ <b>Estimate</b> Dental \$245</li> </ul>	<p><b>Gift:</b></p> <ul style="list-style-type: none"> <li>▪ <b>CC Statement</b> Glasses \$690.77</li> <li>▪ <b>Estimate</b> Dental \$245</li> </ul>

## ARAW BENEFICIARY REQUEST REVIEW

NOVEMBER 2021 | VER 11/23/21

Beneficiary	Outreach	Biggest Concern	Notes	Specific Request	Approvals
<p><b>BENE# 19-20/42</b></p> <p><b>Christy, Maria</b> 77 y/o; 11/14/1943 <b>Income: \$1,531 H</b></p> <p><b>ARAW support \$1,119:</b> <b>Reoccurring:</b> EPERS \$26.95 <b>Gifts:</b> Glasses \$232 '20, Holiday \$150 '20 <b>Discontinued:</b> Health insurance \$272 '20</p>	<p style="text-align: center;">DCOA Ann Raymond  (508) 999-4717</p>	<p>“I want to stay in my house &amp; I know my finances are upside down. I am trying so hard to find any way to save.”</p>	<p>Previously ACOA</p> <p>Has been using little fridge</p>	<p><b>Gift:</b></p> <ul style="list-style-type: none"> <li>▪ <b>Estimate</b> Fridge with removal \$679</li> </ul>	<p><b>Gift:</b></p> <ul style="list-style-type: none"> <li>▪ <b>Estimate</b> Fridge with removal \$679</li> </ul>
<p><b>BENE# 19-20/07</b></p> <p><b>Mello, Janet</b> 76 y/o; 9/11/1945 <b>Income: \$2,110 H</b></p> <p><b>ARAW support \$2,376:</b> <b>Gifts:</b> Car ins \$589 '21, Car repair \$301 '20, Glasses \$250 '20, Pest control \$216 '19, Plumber \$688 '19, Personal care \$30 '19, Holiday \$150 '19-20</p>	<p style="text-align: center;">BA Pat Midurski  (508) 717-0400</p>	<p>“I thought it was so good to receive this increase in my income however I am losing so many benefits. SNAP &amp; PACE amounts will decrease. I have to pay for my Part B Medicare as well as my prescriptions cost will increase until I change my supplemental health insurance plan for 2022.”</p>	<p>Receiving former spouse's SS</p> <p>Changes will occur to current benefit programs: SNAP, PACE, etc.</p> <p>Would like to continue with FLO program</p>	<p><b>Exception:</b></p> <ul style="list-style-type: none"> <li>▪ Income guidelines (Over \$210)</li> </ul>	<p><b>Exception:</b></p> <ul style="list-style-type: none"> <li>▪ Income guidelines (Over \$210)</li> </ul>



# ARAW BENEFICIARY REQUEST REVIEW

NOVEMBER 2021 | VER 11/23/21

Beneficiary	Outreach	Biggest Concern	Notes	Specific Request	Approvals
<p><b>BENE# FLO-21N-V</b></p> <p><b>Wetherell, Mary</b> 84 y/o; 5/31/1937 <i>Income: \$1,409 sub</i> <b>ARAW support: FLO</b></p>	<p>FLO Sharon O'Malley  (508) 717-0400</p>		<p>Would like to continue with FLO program</p>	<p><b>Exception:</b></p> <ul style="list-style-type: none"> <li>▪ Income guidelines (Over \$9)</li> </ul>	<p><b>Exception:</b></p> <ul style="list-style-type: none"> <li>▪ Income guidelines (Over \$9)</li> </ul>
<p><b>New BENE#</b></p> <p><b>Kruczek, Eleanor</b> 84 y/o; 4/1/1937 <i>Income:</i> <b>ARAW support: New</b></p>	<p>DCOA Ann Raymond  (508) 999-4717</p>		<p>From Ann: She would really benefit from the social aspect of ARAW (FLO)</p> <p>Savings about \$40K</p>	<p><b>Exception:</b></p> <ul style="list-style-type: none"> <li>▪ Asset guideline (\$40K approx)</li> </ul>	<p style="text-align: center;">WITHDRAWN</p>

# ARAW BENEFICIARY REQUEST REVIEW

NOVEMBER 2021 | VER 11/23/21

Beneficiary	Outreach	Biggest Concern	Notes	Specific Request	Approvals
<p><b>New BENE#</b>  <b>Johnson, Alda</b>                      64 y/o; 9/7/1957                      Income: \$1,423   R                      ARAW support: New</p>	<p>BA                      Pat Midurski                      (508) 717-0400</p>	<p>"I have been fighting my landlord in court since May 2021. He is evicting me due to personal reasons. He increased my rent thinking I would move. He just wants to renovate the place and charge even higher rent. I finally have another apartment available but I cannot afford the 1<sup>st</sup> month &amp; security deposit."</p>	<p>Referral from Young House                      Working with SCCLS                      Referred to MMP                      Will be set financial once moved to the new apartment</p>	<p><b>Exception:</b></p> <ul style="list-style-type: none"> <li>▪ Age guideline (64)</li> </ul> <p><b>Gift:</b></p> <ul style="list-style-type: none"> <li>▪ First month and security deposit \$738</li> </ul>	<p style="text-align: center;">WITHDRAWN</p>
<p><b>New BENE#</b>  <b>Chaput, Vanessa</b>                      64 y/o; 3/20/1957                      Income: \$1,182   sub                      ARAW support: New</p>	<p>BA                      Pat Midurski                      (508) 717-0400</p>	<p>"I worry that my car will breakdown &amp; I will lose my independence &amp; freedom...I also would enjoy being part of a social group as I am so isolated especially with the winter months coming. Thank goodness I have Buddy, my dog."</p>	<p>Housing complex is "cliquey" – finds herself on the outside of the group                      Would like to join FLO program</p>	<p><b>Exception:</b></p> <ul style="list-style-type: none"> <li>▪ Age guideline (64)</li> </ul>	<p style="text-align: center;"><i>May join FLO when 65</i></p>