

ARAW BENEFICIARY REQUEST: APPROVALS

JANUARY 2023 | VER 1/27/23

Beneficiary	Outreach	Biggest Concern	Notes	Specific Request	Approvals
<p>New BENE# 23/24G</p> <p>Van Bibber, Gloria 79 y/o; 6/25/1943 Income: \$1,660 sub</p> <p>ARAW support: New</p> <p>MEB: \$296</p>	<p>BA Ana Paz (508) 717-0400</p>	<p>“I wiped out the savings I had with previous dental care. I now need two teeth that are going to crack & I will be in pain & God I don’t want to be in pain. To prevent pain, I need to get a core & crown for each done & I can’t afford it.”</p>	<p>Recently separated; Spent down savings</p> <p>Retired bookkeeper</p> <p>BA connected her to resources and services - Pursuing ACP & On Demand</p> <p>Increasing health issues – exploring MH FEW (might p/u dental) DNQ</p>	<p>Exception:</p> <ul style="list-style-type: none"> ▪ Income guidelines (over \$10) <p>Gift:</p> <ul style="list-style-type: none"> ▪ Estimate Dental \$2,715.30 from Harellick Dental 	<p>Exception:</p> <ul style="list-style-type: none"> ▪ Income guidelines (over \$10) <p>Gift:</p> <ul style="list-style-type: none"> ▪ Estimate Dental \$2,715.30 from Harellick Dental
<p>BENE# 21-22/08</p> <p>Guy, Nancy 85 y/o; 4/11/1937 Income: \$1,443 sub</p> <p>ARAW support \$520.51: Reoccurring: Demand Response \$25 '21, EPERS \$51.95 '22 Gift: Holiday \$150 '22</p> <p>MEB: -\$61</p>	<p>BA Ana Paz (508) 717-0400</p>	<p>“I had a stroke 2 days before Thanksgiving. I was in the hospital for 2 days. I am still unsteady on my feet & thinking slower than usual. My doctor states I need to be homebound for safety reasons. My TV is my life, especially now. If ARAW could pay, I would be very blessed, but I cannot reduce my package. That is all I do is watch television.”</p>	<p>Since stroke – homebound</p> <p>Large debt – not interested in judgement proof</p> <p>Negative MEB</p>	<p>Monthly:</p> <ul style="list-style-type: none"> ▪ Cable/phone/internet \$259.47 from Comcast 	<p>Monthly:</p> <ul style="list-style-type: none"> ▪ Cable/phone/internet \$259.47 from Comcast

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<p>BENE# 18-19/08</p> <p>Bizarro, Lucille 82 y/o; 10/31/1939 Income: \$1,621 H</p> <p>ARAW support \$22,609: Reoccurring: BCBS \$685 '18, Cable \$33 '19, EPERS \$51.95 '18, Rx Ins \$25.20 '19, Phone/Int \$81.34 '19 Gifts: Stove \$610 '20, Dental \$668 '20 & \$198 '19, Car repair \$260 '21, \$259 '20 & \$475 '19, Holiday \$150 '18-22 Discontinued: OTC \$21.69 '19-22</p> <p>MEB: \$351</p>	<p>BA Ana Paz (508) 717-0400</p>	<p>"My health & the anxiety I get but it is part of getting older."</p>	<p>SHINE – best plan?</p> <p>What needs to be done – exam?</p> <p>Saving for home repairs (in checking acct)</p> <p>? re: pre burial (jump from \$8 to \$33) how much more?</p>	<p>Quarterly:</p> <ul style="list-style-type: none"> Continuation of BCBS \$687.21 (2023 rate) <p>Monthly:</p> <ul style="list-style-type: none"> Continuation of EPERS \$51.95 Continuation of SilverScript Rx insurance \$25.20 Cable/phone/internet to include Hallmark \$160 (New bundle) 	<p>Quarterly:</p> <ul style="list-style-type: none"> Continuation of BCBS \$687.21 (2023 rate) <p>Monthly:</p> <ul style="list-style-type: none"> Continuation of EPERS \$51.95 Continuation of SilverScript Rx insurance \$25.20 Cable/phone/internet to include Hallmark \$160 (New bundle)
<p>BENE# 22/09G</p> <p>Benoit, Susan 70 y/o; 11/14/1951 Income: \$2,084 H</p> <p>ARAW support \$1,269: Gifts: Vacuum \$260 '21, TV \$380 '22, Walmart GC \$50 '22, Moving \$280, Holiday \$150 '21-22</p> <p>MEB: \$87</p>	<p>BA Pat Midurski (508) 717-0400</p>	<p>"I am worried about my stove. It is old, only one burner works & the oven smokes now. It is clean so it's not spills. I thought my neighbor was going to buy some of my land from me so I would get some money but they backed out...So, I am planning to stay in my home as long as I can but I need a safe stove so I can cook my meals."</p>	<p>Nonworking stove & oven - Repair? – update 12/29 stove too old for repair, no longer made & parts not available</p> <p>Now on SCO but cost of living increasing</p> <p>Hopes to increase SNAP – taking adv of other programs</p>	<p>Gift:</p> <ul style="list-style-type: none"> Estimate Stove & delivery \$749 from Stan & Paul's 	<p>Gift:</p> <ul style="list-style-type: none"> Estimate Stove & delivery \$749 from Stan & Paul's <p><i>Be sure to check dimensions to ensure it fits!</i></p>

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<p>BENE# 12-13/16</p> <p>Pope, Dorothy 97 y/o; 4/27/1925 Income: \$1,441 sub</p> <p>ARAW support \$10,547: Reoccurring: EPERS \$51.95 '12 Gifts: Dental \$3,312 '18, Eye exam \$372.60 '16, Holiday \$100-150 '13-22</p> <p>MEB: \$229</p>	<p>WCOA Andrea Lemos (508) 636-1026</p>	<p>"My hearing worries me along with my children. Being the last sibling weighs heavy on me & it is sad. Holidays are not the same with loved ones missing now. If you could continue with the Medical Alert Unit that would be a big help."</p>	<p>Extremely hard of hearing</p> <p>MEB is to keep cash on hand for incidentals</p> <p>Minimal \$ in bank</p>	<p>Gift:</p> <ul style="list-style-type: none"> ▪ Estimate Hearing aids \$1,576.47 from Hear Better Now 	<p>Gift:</p> <ul style="list-style-type: none"> ▪ Estimate Hearing aids \$1,576.47 from Hear Better Now
<p>New BENE# 22-23/28</p> <p>Westgate, Sandra 79 y/o; 11/10/1943 Income: \$2,127 R</p> <p>ARAW support: New</p> <p>MEB: -\$174</p>	<p>BA Ana Paz (508) 717-0400</p>	<p>"It is killing me to have to give up cable. I already sort of gave up my car because I can't afford to put gas as often as I used to. I only pick up my great granddaughter from school & grocery shopping. I count on friends for a ride to church every Sunday & now I will be home, with nothing but my thoughts & anxiety about my financial situation. I feel so low because I cannot even give my church 10% weekly tithing."</p>	<p>Nothing in bank; took lump at retirement</p> <p>Mrkt rent high & will rise; resistant to move due to safety</p> <p>Cutting back – car, cable, etc.</p> <p>Pursuing ACP</p> <p>Delinquent electric bill – pursuing hardship</p>	<p>Monthly:</p> <ul style="list-style-type: none"> ▪ Cable/phone/internet \$266 	<p>Monthly:</p> <ul style="list-style-type: none"> ▪ Cable/phone/internet \$266 <p><i>Please follow through with ACP discount application</i></p>

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<p>BENE# 23/02G</p> <p>Kukstis, Ingrid 74 y/o; 2/7/1948 Income: \$1,463 sub</p> <p>ARAW support \$763: Gift: Eye Exam \$613 '22, Holiday \$150 '22</p> <p>MEB: \$5</p>	<p>BA Ana Paz (508) 717-0400</p>	<p>"I cannot afford to pay emergency tooth extraction of \$443.70. I was in Florida while apartment was being renovated & I had a huge tooth ache & had it removed before it got infected."</p>	<p>Instructed to call ARAW prior to service & payment (pd on CC)</p> <p>Emergency dental while in FLA w/son (3 mnth stay)</p> <p>Will require more dental work in future</p>	<p>Gift:</p> <ul style="list-style-type: none"> CC Statement Dental work \$443.70 to be paid to JetBlue credit card 	<p>Gift:</p> <ul style="list-style-type: none"> CC Statement Dental work \$443.70 to be paid to JetBlue credit card
<p>New BENE#22-23/29</p> <p>Holden, Barbara 83 y/o; 5/26/1939 Income: \$1,480 H</p> <p>ARAW support: New</p> <p>MEB: \$42</p>	<p>BA Pat Midurski (508) 717-0400</p>	<p>" I am worried about the cost of heating fuel. Also, my heating system is old & in need of repair. I managed when my son was alive as he helped. But he passed away a few months ago & now I am alone. My daughter has her own home & issues & she helps me as much as she can. I am an independent woman but I realize now that I do need help. Thank you."</p>	<p>Recent loss of son who organized everything</p> <p>SIL organizing comm resources</p> <p>Current health insurance lots of copays – Bronze better</p>	<p>Monthly:</p> <ul style="list-style-type: none"> BCBS Bronze health insurance \$229.51 (2023 rate) 	<p>Monthly:</p> <ul style="list-style-type: none"> BCBS Bronze health insurance \$229.51 (2023 rate)

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<p>BENE# 18-19/09</p> <p>DeAndrade, June 75 y/o; 8/24/1947 Income: \$1,417 H</p> <p>ARAW support \$12,526: Reoccurring: EPERS \$51.95 '22, Cable/phone/internet \$226.08 '18, Propane \$100-200 '18 Gifts: Electric \$239 '15, Holiday \$150 '18-22</p> <p>MEB: -\$29</p>	<p style="text-align: center;">WCOA Andrea Lemos (508) 636-1026</p>	<p>"I worry about my daughter's health because she is my support. Right now I worry about falling down a lot due to my seizure disorder. Also, my muscles get weak due to fibromyalgia. Life in general with everything going up. To continue with everything that you are doing is wonderful."</p>	<p>Babysits g. dghtr</p> <p>Multiple falls – wears EPERS faithfully</p> <p>Recent roof repair thru grant</p>	<p>Quarterly:</p> <ul style="list-style-type: none"> ▪ Continuation of propane \$150 (approx) <p>Monthly:</p> <ul style="list-style-type: none"> ▪ Continuation of EPERS \$51.95 ▪ Continuation of Cable/phone/internet \$226.08 <p>Gift:</p> <ul style="list-style-type: none"> ▪ Homeowner's insurance \$1,714 (based off 2022 amt) 	<p>Quarterly:</p> <ul style="list-style-type: none"> ▪ Continuation of propane \$150 (approx) <p>Monthly:</p> <ul style="list-style-type: none"> ▪ Continuation of EPERS \$51.95 ▪ Continuation of Cable/phone/internet \$226.08 <p>Gift:</p> <ul style="list-style-type: none"> ▪ Homeowner's insurance \$1,714 (based off 2022 amt)
<p>BENE# 19-20/41</p> <p>Yousif, Theresa 82 y/o; 12/4/1939 Income: \$1,633 H</p> <p>ARAW support \$1,020: Gifts: Holiday \$150 '20 Discontinued: EPERS \$51.95 '20-21, Phone \$35 '20-21</p> <p>MEB: -\$50</p>	<p style="text-align: center;">WCOA Susan Routhier (508) 636-1026</p>	<p>Terry is most worried about "leaving unpaid bills for my family to deal with". She explained that she is only able to pay the interest due on the equity loan. "My main goal is to get the principal down." Terry told me the biggest help to her would be to know that the A1 Alert bill is paid monthly.</p>	<p>Debt due to casino – no longer goes</p> <p>Behind on the A1 bill</p> <p>Struggling and embarrassed</p> <p>No funds available on HEL</p>	<p>Monthly:</p> <ul style="list-style-type: none"> ▪ EPERS \$30 from A1 Alert 	<p>Monthly:</p> <ul style="list-style-type: none"> ▪ EPERS \$51.95 from A1 Alert

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<p>BENE# 11-12/11</p> <p>Morin, Jacqueline 84 y/o; 7/16/1938 Income: \$1,071 sub</p> <p>ARAW support \$41,094: Reoccurring: EPERS \$51.95 '16, Cable/phone/internet \$265 '15, Pers care \$60 '20 Gifts: Dental \$154 '22, Plumbing \$1,580 '09, Car repair \$579 '11, \$241 '13, \$191 '14, \$120 '15 & \$165 '19, Glasses \$516 '11 & \$268 '19, Hearing aid \$2,400 '20, Holiday \$100-150 '12-22 Discontinued: Stipend \$100 '11-19, Newspaper \$60 '15-22</p>	<p style="text-align: center;">BA Pat Midurski (508) 717-0400</p>	<p>"I realize I am 84 & that I am slowing down but this surgery has changed my life. I got very depressed during my recuperation & had to go back to SLH for help...Right now the best help from the ARAW would be a chair that helps me to stand. I also appreciate the help with my Comcast which is a lifesaver as I don't leave my apartment especially now with this hip issue & the winter upon us. Having good shows to watch will keep me occupied. I also enjoy reading. I just received an offer from the Standard Times as a new subscriber for \$13/month. Thanks to the ARAW for all you have done to help me."</p>	<p>Recent fall – contacted hosing office</p> <p>Fractured hip – difficulty getting in & out of chair (checking with PT: lift chair)</p> <p>Chair cost in line with others</p>	<p>Monthly:</p> <ul style="list-style-type: none"> ▪ <i>Continuation of cable/phone/internet \$265</i> ▪ <i>Continuation of EPERS \$51.95</i> ▪ <i>Continuation of personal care \$60 from Westport Apothecary</i> <p>Gift:</p> <ul style="list-style-type: none"> ▪ Invoice Lift chair with removal \$1,009.99 from Regal House 	<p>Monthly:</p> <ul style="list-style-type: none"> ▪ <i>Continuation of cable/phone/internet \$265</i> ▪ <i>Continuation of EPERS \$51.95</i> ▪ <i>Continuation of personal care \$60 from Westport Apothecary</i> <p>Gift:</p> <ul style="list-style-type: none"> ▪ Invoice Lift chair with removal \$1,009.99 from Regal House

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<p>BENE# 21-22/29</p> <p>Ponte, Karyn 73 y/o; 11/4/1949 Income: \$1,063 H</p> <p>ARAW support \$3,533: Reoccurring: Cable/phone/internet \$182 '22 Gift: Car ins \$761 '22, SW \$450 '22, Holiday \$150 '22</p> <p>MEB: -\$506</p>	<p style="text-align: center;">BA Pat Midurski (508) 717-0400</p>	<p>" I want to remain in my own home. Even if I were to sell, where would I go? Affordable apartments are nowhere to be found in this area. And I am not leaving SEMass. My only family is here & even if I don't see them often at least I know they are local. I am not spending money foolishly but I cannot get caught up with these bills. Just when I think I might have one close to paid, I get hit with another expense like my car needing a new starter & battery. It is never ending."</p>	<p>Reminded to call ARAW prior to service & payment (pd on CC)</p> <p>Broke down on a Saturday – AAA brought to mechanic</p> <p>Car is vital for MD appts, groceries, errands</p>	<p>Monthly</p> <ul style="list-style-type: none"> ▪ Continuation of cable/phone/internet \$185 <p>Gift:</p> <ul style="list-style-type: none"> ▪ April 2023 – March 2024 Car insurance \$761 (based off last year) ▪ Receipt Car repair \$899.33 to be paid to credit card 	<p>Monthly</p> <ul style="list-style-type: none"> ▪ Continuation of cable/phone/internet \$185 <p>Gift:</p> <ul style="list-style-type: none"> ▪ April 2023 – March 2024 Car insurance \$761 (based off last year) ▪ Receipt Car repair \$899.33 to be paid to credit card <p><i>A consultation with ACCS to explore debt consolidation is strongly encouraged</i></p>
<p>New BENE# 23/25G</p> <p>Ramos, Maria 88 y/o; 10/1/1934 Income: \$927 sub</p> <p>ARAW support: New</p> <p>MEB: \$115</p>	<p style="text-align: center;">BA Pat Midurski (508) 717-0400</p>	<p>"My legs are more swollen & I have more challenges to move. I am spending more time home in my apartment. My eyesight is not too good & my small TV makes it hard for me to see the picture. I appreciate any help."</p>	<p>Referral from Olympia Tower</p> <p>Health decline</p> <p>Visual impairment</p>	<p>Gift:</p> <ul style="list-style-type: none"> ▪ 55" TV \$298 from Walmart 	<p>Gift:</p> <ul style="list-style-type: none"> ▪ 55" TV \$298 from Walmart

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<p>BENE# 22-23/30</p> <p>Correia, Julia 93 y/o; 7/9/1929 Income: \$1,075 sub</p> <p>ARAW support \$661: Gift: Stockings \$361 '20-22, Holiday \$150 '20 & '22</p> <p>MEB: \$134</p>	<p style="text-align: center;">BA Ana Paz (508) 717-0400</p>	<p>Julia requested her daughter call ARAW to be provided continued support of (3) pairs of stockings. Per daughter Shelley "We are so appreciative of ARAW help with stockings. It is very needed by mom. Thank you so much!"</p>	<p>Switched from SWH to CCA</p> <p>Pending request to CCA for stockings</p> <p>Has one new pair on hand</p>	<p>Annually:</p> <ul style="list-style-type: none"> ▪ 4 pair elastic stockings (only needs 3 pair this year) \$112 	<p>Annually:</p> <ul style="list-style-type: none"> ▪ 4 pair elastic stockings (only needs 3 pair this year) \$112
<p>BENE# 15-16/08</p> <p>Almeida, Mildred 85 y/o; 11/6/1936 Income: \$1,396 sub</p> <p>ARAW support \$18,477: Reoccurring: Cable/internet \$150 '15 Gifts: iPad \$129 '20, Glasses \$108 '18, Bank loan \$2,557 '16, Dental \$1,403 '15</p> <p>Discontinued: Transportation \$25-50 '16-20, Eye supplement \$31 '17-22</p> <p>MEB: \$107</p>	<p style="text-align: center;">BA Pat Midurski (508) 717-0400</p>	<p>"I need long distance on my landline so I can be in contact with my family & friends. With my vision challenges, using a cell phone is near impossible. I have worked with Commission for the Blind & they provided an I-phone. People don't understand that what works for one person might not work for another. I have tried & I have worked with my advocate from the Commission but the cell phone just isn't for me. Plus I get poor reception in the building...Therefore THE only solution is a landline with long distance service."</p>	<p>Added long distance to Comcast bundle without approval – "I did that last time & it was rejected."</p> <p>Discontinued eye supplements from WA provided by ARAW</p> <p>"I tried it your way last year, now we are trying it my way. Here is what you are going to say to the Board."</p>	<p>Monthly:</p> <ul style="list-style-type: none"> ▪ Increase to cable/phone/internet to include long distance \$200 (approx) 	<p>Monthly:</p> <ul style="list-style-type: none"> ▪ Increase to cable/phone/internet to include long distance \$200 (approx) <p><i>ARAW recognizes this need but will reinforce that policies are in place for a reason and any requests for support MUST be made in advanced of services or purchases; support decisions are based on need not monetary value; ED to f/u directly</i></p>