

ARAW BENEFICIARY REQUEST COMMITTEE DECISIONS

DECEMBER 2023 | VER 12/28/23

Beneficiary	Biggest Concern	Notes	Specific Request	Decisions
<p>BENE# 23-24/17</p> <p>Smith, Cynthia 87 y/o; 6/2/1936 Income: \$1,689 H</p> <p>ARAW support \$1,583: Gifts: Car repair \$1,541, Financial Workshop</p> <p>MEB: -\$596</p> <p>ARAW: Ana</p>	<p>“Losing my home would be my worst nightmare. I will do whatever I can to keep.”</p> <p>Cynthia has truly been doing everything we have advised her to do. She has applied for SNAP, will be utilizing food pantries, working with credit consolidations and perhaps a reverse mortgage.</p>	<p>Attended fin workshop; realizes she is not in this boat alone; more willing to try to help herself; in the process of consolidating credit; has hope when she thought none was left</p> <p>EPERS d/t living alone; HI to help her get from out from under credit card (best for her situation); with consolidation and this coverage should be in black</p>	<p>Monthly:</p> <ul style="list-style-type: none"> ▪ BCBS \$239.73 ▪ Humana Part D \$54.60 ▪ Medicare Part B \$174.40 ▪ EPERS \$39.95 	<p>Monthly:</p> <ul style="list-style-type: none"> ▪ BCBS \$239.73 ▪ Humana Part D \$54.60 ▪ Medicare Part B \$174.40 ▪ EPERS \$39.95
<p>BENE# 19-20/16</p> <p>Borges, Jeanne 85 y/o; 6/28/1938 Income: \$1,112 sub</p> <p>ARAW support \$942: Reoccurring: Personal care \$27 '21 Gifts: Holiday \$150 '20-22 Discontinued: SRTA Demand Response \$25 '20-21 FLO: Soup, Gift card, Lottery</p> <p>MEB: \$94</p> <p>ARAW: Pat</p>	<p>“I am grateful for everything the ARAW continues to do for me. I appreciate the eye medication, the gift cards & soup. I miss going to the FLO lunches & other outings since I cannot go alone. I would be most grateful if the ARAW would continue to pay for my Preservision tablets. I now have a problem with my skin & my doctor has prescribed a special wash for me to use when I bathe. But it is expensive & not covered by my insurance. Will the ARAW help?”</p>	<p>OK companion to FLO holiday luncheon</p> <p>Transportation thru SWH is not ideal; Supportive family; Cleanser no longer covered by SWH OTC card</p>	<p>Monthly:</p> <ul style="list-style-type: none"> ▪ Continuation of Preservision tablets \$35 from Westport Apothecary ▪ Hibiclens cleanser \$19.09 from Westport Apothecary ▪ Continuation of FLO Participation – allowing companion (daughter) to attend 	<p>Monthly:</p> <ul style="list-style-type: none"> ▪ Continuation of Preservision tablets \$35 from Westport Apothecary ▪ Hibiclens cleanser \$19.09 from Westport Apothecary ▪ Continuation of FLO Participation – allowing companion (daughter) to attend

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<p>BENE# 15-16/05</p> <p>Fragata, Maria 88 y/o; 10/30/1934 Income: \$1,576 H</p> <p>ARAW support \$31,302: Reoccurring: BCBS \$229.51 '15, EPERS \$51.95 '19 Gifts: Glasses \$690.77 '21 & \$470.40 '18, Water bill \$559 '18-19, Dental \$5,594 '17-23, Holiday \$100-150 '15-22</p> <p>MEB: \$203</p> <p>ARAW: Ana</p>	<p>Maria called me on Monday, November 13th requesting an urgent SHINE appointment because she was suffering from toothache for 3 days. I explained that during open enrollment she would most likely not get an appointment, and her insurance wouldn't be effective until January 2024. Maria called me again today 11/15 and is requesting ARAW support for dental services she had yesterday 11/14.</p>	<p>Repeated dental support; dental insurance recommended – MF reluctant and falsely stated “she was told she did not need dental” by FCOA; ARAW told her this might put future dental support in jeopardy; Made SHINE appt for Dec; unexpected dental services in Nov (not paid)</p>	<p>Gift:</p> <ul style="list-style-type: none"> ▪ Dental services \$344 from Hawthorn Dental <p>Gift:</p> <ul style="list-style-type: none"> ▪ Dental services \$344 from Hawthorn Dental 	<p>Gift:</p> <ul style="list-style-type: none"> ▪ Dental services \$344 from Hawthorn Dental <p><i>The committee chose to support this request because Maria has agreed to take action and is taking steps to actively pursue dental insurance.</i></p>
<p>BENE# 14-15/06</p> <p>Charbonneau, Leila 79 y/o; 4/13/1944 Income: \$1,063 H</p> <p>ARAW support \$34,403: Reoccurring: Cable/int \$39.99 '22 Gifts: Debt car repair \$1,550 '23, Glasses \$269 '18, TV \$380 '18, CNHC \$125 '17, Appliance \$661 '16, Plumber \$175 '22 & \$954 '15, CC \$401 '15, Dental \$600 '14, Car repair \$345 '20, \$270 '19, \$572 '18 & \$650 '14, RE Tax \$600-800 '14-17, HOI \$400-1,544 '14-22, Car Ins \$300-1,200 '15-23, Holiday \$100-150 '16-22 Disc: Stipend \$100 '19 FLO: Luncheons, Gift Card</p> <p>MEB: \$86</p> <p>ARAW: Ana</p>	<p>“Right now I’m not able to afford my home insurance. It has increased by \$700. I will most likely not be able to have insurance.”</p>	<p>Initially believed she would be able to pay her HOI; in Oct determined unable & believed cost too high wanted to shop around; request not rec’ed by payment deadline so LC paid 2 initial payments; requesting balance</p>	<p>Gift:</p> <ul style="list-style-type: none"> ▪ 2023-2024 Homeowner’s insurance \$1,370.82 from Traveler’s (based on Policy minus 2 initial payments; awaiting invoice) 	<p>Gift:</p> <ul style="list-style-type: none"> ▪ 2023-2024 Homeowner’s insurance \$1,370.82 from Traveler’s (based on Policy minus 2 initial payments; awaiting invoice) <p><i>Please, once again, encourage Leila to reach out before due dates and necessary payments.</i></p>

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<p>BENE# 21-22/29</p> <p>Ponte, Karyn 74 y/o; 11/4/1949 Income: \$1,063 H</p> <p>ARAW support \$7,301: Reoccurring: Cable/phone/internet \$220 '22 Gifts: Car repair \$741 & \$156 '23, Car ins \$669 '23 & \$761 '22, SW \$450 '22, Holiday \$150 '22-23 FLO: Plant, GC, Lottery</p> <p>MEB: -\$148</p> <p>ARAW: Pat</p>	<p>"My old car caught on fire & so I purchased a used car. I do not owe any money on it. However, the salesman is not taking care of the paperwork & I am waiting for the car. I have my insurance agent involved as the salesman lied to me. (Info provided re: SCCLS) If I can get my car, I will not have to rely on anyone."</p>	<p>Limited family support; monthly telehealth therapy; struggles with finances & continues to look for a job; significant regear utilization of her CC \$8,593; refuses ACCS, financial education & judgement proof; car caught fire, recently purchased a new (used) car; legal issues w/car – refer to SCCLS; Car is vital to her; spends most of time at home watching TV</p>	<p>Monthly:</p> <ul style="list-style-type: none"> ▪ Continuation of Cable/phone/internet \$220 <p>Gift:</p> <ul style="list-style-type: none"> ▪ 2024-2025 Car insurance \$761 (based off 2023) 	<p>Monthly:</p> <ul style="list-style-type: none"> ▪ Continuation of Cable/phone/internet \$220 <p>Gift:</p> <ul style="list-style-type: none"> ▪ 2024-2025 Car insurance \$761 (based off 2023)
<p>BENE# 20-21/08</p> <p>DeSouza, Joanne 78 y/o; 9/13/1945 Income: \$1,680 R</p> <p>ARAW support \$16,423: Reoccurring: Personal care \$142.32 '20, Demand Response \$25 '21, Charlie Card \$20 '22, Cell phone \$72 '21, BCBS \$687.21 '20 Gifts: Up walker \$190 '20, Holiday \$150 '20-22 FLO: Plant, Soup, Gift Card, Luncheon, Tickets, Puzzle, Lottery</p> <p>MEB: \$182</p> <p>ARAW: Pat</p>	<p>During this time, Joanne has had cell phone issues that she has attempted to resolve herself. She even acquired a "government phone from a man outside the bus terminal" which no longer works. We called Gen Phone & Safe Link however she is apparently not eligible for another phone at this time. Due to her vulnerability as an older woman with medical issues & a history of falls, Joanne needs a cell phone to call for transportation. Currently, she does not feel the need for an EPERS is a priority.</p>	<p>D/t non-functional phone from lively – currently disputing cost</p>	<p>Gift:</p> <ul style="list-style-type: none"> ▪ Cell phone \$69 from Consumer Cellular 	<p>Gift:</p> <ul style="list-style-type: none"> ▪ Cell phone \$69 from Consumer Cellular

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<p>BENE# 24/11G</p> <p>Morgan, Sylvia 85 y/o; 7/29/1938 Income: \$1,300 sub</p> <p>ARAW support: FLO Only</p> <p>MEB: \$371</p> <p>ARAW: Ana</p>	<p>Another concern was Sylvia’s safety at home. She can only ambulate with a rollator walker & suffers severe neuropathy of both legs & feet & tripping over her oxygen tubing has happened often. She states she rushes to the phone a lot. I am requesting a cordless phone for Sylvia as she spends a lot of time napping & does not have a phone in her bedroom.</p>	<p>d/t safety concerns</p>	<p>Gift:</p> <ul style="list-style-type: none"> ▪ Cordless phone \$76.02 from Amazon 	<p>Gift:</p> <ul style="list-style-type: none"> ▪ Cordless phone \$76.02 from Amazon
<p>BENE# 23-24/09</p> <p>Carvalho, Patricia 85 y/o; 2/28/1938 Income: \$1,734 R</p> <p>ARAW support \$1,771: Reoccurring: Cab \$37 '23 Gifts: Personal care \$46 '22, Social day \$564 '21, Exterminator \$925 '21, Cab \$49 '21, Holiday \$150 '21 FLO: Gift card</p> <p>MEB: \$65</p> <p>ARAW: Pat</p>	<p>“I have a new diabetes doctor and I need a ride. Can you help me please?”</p>	<p>d/t diabetes</p>	<p>Gift:</p> <ul style="list-style-type: none"> ▪ Taxi voucher for medical appointment \$40-50 	<p>Gift:</p> <ul style="list-style-type: none"> ▪ Taxi voucher for medical appointment \$40-50

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<p>New BENE# FLO-24N</p> <p>Braga, Donna 66 y/o; 5/27/1957 Income: \$1,133 H ARAW support: New MEB: -\$171 <i>ARAW: Ana</i></p>	<p>“Not being able to keep up with my bills. I was always able to get by, and now I am struggling.”</p>	<p>Referred: NBCH&H</p> <p>Facing health struggles; mostly homebound except for medical appts; adjustable mort; intro to tax abatement and circuit breaker; will reduce her taxes by \$500 and give her \$3,400; \$ in bank will provide stop gap until these kick in; FLO would help her to engage with others</p>	<p>Monthly:</p> <ul style="list-style-type: none"> ▪ FLO Participation 	<p>Monthly:</p> <ul style="list-style-type: none"> ▪ FLO Participation
<p>New BENE# FLO-24N</p> <p>Martins, Ellie 74 y/o; 5/26/1949 Income: \$1,054 sub ARAW support: New MEB: -\$205 <i>ARAW: Ana</i></p>	<p>“The inability to participate in community socialization because I can no longer afford to.”</p>	<p>Whaler’s Cove ALF Referred: ARAW bene</p> <p>Loves art – esp acting; detailed records but poor MM; overdraft protection is causing fees; significant use of cc; charged data fees on her phone; will not listen to financial advice or seek counsel</p> <p>Socialization is the most important thing to her at the moment</p>	<p>Monthly:</p> <ul style="list-style-type: none"> ▪ FLO Participation 	<p>Monthly:</p> <ul style="list-style-type: none"> ▪ FLO Participation

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<p>BENE# 19-20/08</p> <p>Ventura, Natalina 92 y/o; 6/13/1931 Income: \$1,849 H</p> <p>ARAW support \$942: Reoccurring: Personal care \$27 '21 Gifts: Holiday \$150 '20-22 Discontinued: SRTA Demand Response \$25 '20-21 FLO: Soup, GC, Lottery</p> <p>MEB: \$</p> <p>WCOA: Andrea</p>	<p>"I am tired of just hanging around. Actually, I try not to worry about anything. Continued assistance with my cable would be really nice. I am home all the time so it helps having the TV."</p>	<p>Daughter now living with her – unable to live alone</p> <p>EM to Andrea re: daughter's contributions and expenses plus outstanding medical bills/payments</p> <p>EPERS from CES but ARAW paying thru A1</p>	<p>Exception:</p> <ul style="list-style-type: none"> ▪ Living alone guideline (Daughter lives with her) <p>Monthly:</p> <ul style="list-style-type: none"> ▪ Continuation of Cable/phone/internet \$230 	<p style="text-align: center;"><i>This request was put on HOLD as the application is not complete.</i></p>
<p>New BENE#</p> <p>Schuster, Jacqueline 65 y/o; 9/27/1958 Income: \$2,171 H</p> <p>ARAW support: New</p> <p>MEB: -\$233</p> <p>ARAW: Ana</p>	<p>"Losing my home. I have worked so hard for this house." Jackie is behind on her mortgage approximately \$5,500. She is working on different solutions: Raft & Catholic Social Services mortgage assistance, work for town hall, mortgage modification.</p>	<p>Referred from ACOA Support of family; potential fraud victim; trying to resolve issues thru/with different resources; with purchase of pellets she can heat her home thru out winter w/o incurring additional costs for heat</p>	<p>Gift:</p> <ul style="list-style-type: none"> ▪ Estimate Stove pellets \$800 from Ace Hardware 	<p style="text-align: center;"><i>The committee chose not to support this request at this time. There are several potential plans in the works and should there still be a need when things settle, ARAW will happily consider a future request.</i></p>