

## Social Services Food & Fuel Bank FAQ

What can Social Services help me with?

Emergency Assistance Program: Temporary Assistance for Residents of Watertown-Oakville with Food, Fuel, Financial Scholarships and Safety Net Emergencies.

What are your office hours?

The Social worker is usually in the office Monday thru Friday from 8:30 am – 11:45 am.

Do I need an appointment to meet with the Social worker?

Yes, all appointments are mandatory unless there is an emergency.

Who can apply for programs or services?

Generally speaking, anyone may apply for assistance. Eligible applicants must reside in Watertown/Oakville. For additional information, go to our website.

Do I qualify for Energy Assistance?

Applications are available on our website. For further assistance you can call the Social Services Department.

Where do I apply for programs and services?

To apply, contact our Social Worker at (860)945-5252. You may also view the Application for Assistance on our website, complete it, print and sign it and deliver it to the Town of Watertown Social Services office. Completing the application prior to visiting the Social Services Department may help to shorten the eligibility determination process.

How do I apply for Watertown Holiday programs: Thanksgiving & Christmas Food Basket & Wish List - Secret Santa?

The applications for Holiday Programs are all available on the website. You must be currently registered with the Emergency Assistance program to be eligible.

What types of confidential scholarships are available?

For most programs, confidential scholarships are available to qualified applicants for residents of Watertown/Oakville. To apply for aid, go to our website for the appropriate form. Care 4 Kids: The Watertown Parks & Recreation Department participates in the Care 4 Kids program. Parents are responsible to make all weekly payments until a certificate is issued from Care 4 Kids and a parent share fee has been determined.

Who do I contact if I have additional questions prior to applying for programs or services?

The Watertown Social Services Department can assist you in the completion of the application and answer any questions you may have regarding the program.

Who has access to my information if I apply for programs or services?

The Department of Social Services must follow federal and state laws on privacy. Only those whose job requires them to view your personal information in order to administer the programs, or process payments, have access to your information. Department of Social Services staff are bound by strict confidentiality rules that do not allow unauthorized disclosure of your personal information.