



# 10 Questions

for Elaine McNabb *by Shirley Belcher*

## How long have you been Supportive Services Coordinator for Central Connections?

Since September 2005—12 years. God chose it for me.

## Where is your office?

Supportive Services is located in the building behind Central Connections, across the parking lot.

## How do clients hear about you?

We get referrals from agencies, our members, and local residents who are clients and give our information to others.

## What questions do people ask?

Supportive Services responds to questions about qualifications for various programs and inquiries about commodity boxes, as well as provides information about the Prevent Blindness program.

## What are examples of supportive services you provide?

We take applications for water discounts for the City of Middletown. To receive a discount, you must be age 65 or older or identified as disabled through Social Security with a gross household income below \$25,000. A person may qualify for a discount on the first 300 cubic feet of water used each month and then pay the normal rate after 300 cubic feet. People normally get about \$20 off the water bill each month, depending on how much water is used.

We also take applications for the Home Energy Assistance Program (HEAP) for the winter heating season. For HEAP eligibil-



*Elaine McNabb serves as supportive services coordinator for Central Connections, responding to clients' needs and helping to resolve their questions. For information about Supportive Services at Central Connections, call 513-217-2481.*

ity, a person's household income must be below 175% of the federal poverty level. This credit is sent directly to your heating provider. Weatherization is a program that helps with home repairs to help reduce your heating cost; to qualify, your income must be below 200% of the federal poverty level. The HEAP application works on a sliding scale: the closer you get to the income ceiling, the less discount you get.

We help eligible applicants get a 40-lb. box of food monthly from Shared Harvest. The income level must be below 130%

of poverty level, which is \$1,307 for one person.

## What is Prevent Blindness?

The Prevent Blindness program can help with the cost of eye exams and glasses if you have no vision coverage and are below 200% of poverty. If you have insurance coverage for some of the eye exam and not for glasses, I can help with the cost of glasses.

## What are your hours?

Call 513-217-2481 Monday through Friday from 8:30 AM to 4:30 PM. No one is turned away.

## How do you know which supportive service is best for a client?

There are supportive services that specialize in certain fields. For example, there are supportive services just for children and for hospice care. Our job is to learn a client's need and help the person. If the need is outside the scope of our office, then we refer the person to an agency or person who can help.

## What would you like to see happen in your line of work?

We need more people who will just listen to other people. Loneliness and depression can be a major problem among older adults.

## What do you like best about your work?

Helping people. 🌱

*To suggest a member to profile for "10 Questions," contact Director of Operations Lisa Biedenbach, 513-217-4915, or [lbiedenbach@centralconnections.org](mailto:lbiedenbach@centralconnections.org).*