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| Beneficiary   | Biggest Concern   | Notes  | Specific Request   | Decisions   |
|---|---|--|--|---|
| New BENE#  Moniz, Ruth 83 y/o; 2/4/1940 Income: \$2,127 H  ARAW support: New MEB: \$186  WCOA: Susan        | "With rising expenses of groceries etc. I am worried I may not be able to keep up with my RE taxes & homeowners' insurance, which would cause a problem with my reverse mortgage-especially foreclosure & I would be forced to leave my home." What would be the biggest help "be to have \$200 a month more in my budget to offset the loss of SNAP benefits." | Old version of application  Adjusting to being alone  Very social but limited b/c of her incontinence  Does most shopping online – v tech savvy  Circuit breaker? Tax abatement? | Monthly:  Personal care products \$210 from Westport Apothecary  | Monthly:  Personal care products \$210 from Westport Apothecary                 |
| New BENE#  Monteiro, Joan 67 y/o; 10/12/1955 Income: \$866   sub  ARAW support: New  MEB: -\$102  ARAW: Pat | "If I could just pay off my overdue rent or what I owe Social Security, then I could make ends meet every month. Maybe helping with my electric bill also. I refuse to use credit cards as I filed bankruptcy once in my life. I learned my lesson the hard way. Whatever you can do to help, I appreciate."  | Custody of 18 yo gson - \$512 for care until Oct  Behind in rent; behind in electric; \$100 deducted from SS until 2027  Does not use credit cards due to bankruptcy in '99      | Exception:  Living alone guideline (18 y/o grandson)  Gift:  Statement Balance of rent owed \$2,158.79 Invoice Eversource balance \$450.49 | HOLD: concern re:<br>grandson; RAFT support;<br>decision to stop paying<br>rent |

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| Beneficiary  | Biggest Concern   | Notes   | Specific Request                            | Decisions  |
|--|---|---|---|--|
| New BENE# Evora, Sandra 65 y/o; 3/15/1958 Income: \$1,129   sub ARAW support: New MEB: \$271 ARAW: Pat             | "My electric bill is through the roof. I have been on continuous oxygen for a year & my bill is getting out of control. I went on a budget plan before I was hospitalized & I missed a payment. Now I am on the NewStart program & the electric company wants \$210/month. I cannot afford that. I send what I can. PACE told me not to worry about the balance as I cannot be shut off. But I do worry. I need electricity for my oxygen. What if the rules change. You never know!" | Severe mobility issues; O2 24/7  2 adult children who will help as needed  Most of days spent on laptop and watching TV – "life sucks"; they want her to go to a NH but she is "too young"  Good self-advocate; appealed approved hours of PCA  Outstanding balance on laptop | Gift:  Statement Balance of laptop \$468.16 | Gift:  Statement Balance of laptop \$468.16                        |
| New BENE# Burgess, Patricia 80 y/o; 4/21/1943 Income: Unknown   Non-sub ARAW support: New MEB: Unknown WCOA: Susan |   |   | Monthly: ■ Participation in FLO             | HOLD: more info needed;<br>need reason why<br>participation in FLO |

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| Beneficiary  | Biggest Concern   | Notes  | Specific Request  | Decisions   |
|--|---|--|---|---|
|  |   | Solemar<br>Referred by Nightingale VNA   |   |   |
| New BENE#  Morgan, Sylvia  84 y/o; 7/29/1938 Income: 1,292 sub  ARAW support: New  MEB: 622  ARAW: Ana   | "What worries me the most is<br>I need a will & I cannot afford<br>it or have a ride to see a<br>lawyer." After further<br>discussion it was very<br>apparent that Sylvia is very<br>isolated & could really benefit<br>from socialization with<br>others."   | Huge animal lover – extensive travel (civil service)  Really wants help with will – referred to CNN for will and transp (after incident she will not drive)  Wants to make friends – socialization reason for initial referral from VNA                            | Monthly: ■ Participation in FLO   | Monthly: ■ Participation in FLO   |
| BENE# 19-20/45  Antunes, Joana 82 y/o; 12/2/1940 Income: \$1,105   R  ARAW support \$8,275: Reoccurring: Rent \$200 '20, Cable \$79.58 '21 Gifts: Comforter \$36 '18, S&S GC \$20 '21, Holiday \$150 '20- 22 Discontinued: SRTA Charlie Card \$20 '19-20 FLO: Gift Card MEB: \$35  ARAW: Ana | Ms. Antunes repeatedly asked for "any help that I can have I will bless & accept." She is unable to babysit as she used to. Her income remains the same as July of last year but it is not consistent every month. She is so very grateful for the cable & rent. "Everyone is helping me as they can. I pray & give thanks to your agency for my rent & cable. The way my health is, TV is where I pray & am connecting to the Portuguese community." | Contact is Cindy (connected to landlord)  Limited ability to babysit; concerned about immigration status; not eligible for many benefits; limited due to inability to read or write  Does not qualify for HUD due to immigration status  Increase in rent by \$195 | Monthly:  ■ Increase of rent assistance \$395 (from \$200)  ■ Continuation of cable \$79.58 | Monthly:  ■ Increase of rent assistance \$395 (from \$200)  ■ Continuation of cable \$79.58 |

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| Beneficiary   | Biggest Concern  | Notes  | Specific Request   | Decisions  |
|---|--|--|--|--|
| BENE# 17-18/20  Correia, Maria Luisa 83 y/o; 2/13/1940 Income: \$1,017   R  ARAW support \$8,275:   | Rent has increased to \$650 monthly. Maria is very thankful for ARAW support for rent assistance. She lives very simply. Per Maria, "If it wasn't  | Daughter present at visit  Living in her own allows her to be independent – church bakery close  | Monthly:   | Monthly:   |
| Reoccurring: Rent \$300 '20<br>Gifts: Stove \$350 '18,<br>Holiday \$150 '18-22<br>Discontinued: Stipend \$250<br>'18-19 FLO: Gift Card<br>MEB: \$112  | for ARAW helping me with rent, I would have to burden my daughter & go live with her. I don't want that. I like being independent & my church & bakery are so close."  | d/c taxi vouchers  Rent increased by \$50 – asked for ARAW to support ½ increase   | <ul><li>Increase of rent<br/>assistance \$325<br/>(from \$300)</li></ul>         | <ul><li>Increase of rent<br/>assistance \$325 (from<br/>\$300)</li></ul>   |
| ARAW: Ana   |  | Refuses CES, SHINE & PERS  |  |  |
| Petrin, Joan 88 y/o; 1/6/1935 Income: \$1,847   R  ARAW support \$15,873: Reoccurring: Health insurance \$687.21 '19 Gifts: Hearing aids \$5,600 '22, Holiday \$150 '20-22 FLO: Luncheon, gift card, lottery  MEB: \$217  ARAW: Pat | "I hope I don't lose my BCBS payment. Yes, I do take money out of my account every month (\$1800 to \$2000) but I have it just in case. My daughter doesn't want money for the car she gave me but I give her \$50 to \$100 every month. My daughter paid the down payment for my glasses but I have since paid her back. I picked them up yesterday & paid the balance. I hope the ARAW will continue to help me. Thank you." | Pays daughter rent; wants to pay her back far car although daughter doe not want her to \$1800 - \$2000/monthly for "secret stash"?????? refused to give total  In good health but is 88 and insurance is important to her | Quarterly:  Continuation of BCBS \$687.21  Gift: Reimbursement for glasses \$198 | HOLD: Beneficiary unwilling to provide information about "secret stash"; BCBS Q just paid; August deadline to provide info |

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| Beneficiary  | Biggest Concern   | Notes  | Specific Request  | Decisions  |
|--|---|--|---|--|
| BENE# 23/07G  Graybill, Holly 68 y/o; 2/1/1955 Income: \$1,412   R  ARAW support \$1,004: Gifts: Car repair \$854 '22, Holiday \$150 '22  MEB: \$36  ARAW: Ana   | "I worry to burden my daughter more than I already am. The check engine in my car is on & I cannot afford to fix it myself." Holly is very embarrassed about the support the daughter gives her & understands she is in an unsustainable living situation." | Rents home from friends  Makes/sells jewelry  Daughter helps as best she can – a lot: cell ph, stream plan, dog, hair, water, home insurance, life insurance, car insurance, household needs (apprx \$546/month)  Holly embarrassed by support | Gift:  Estimate Car repair \$1,301.68 from M&M Auto   | Gift:  Estimate Car repair \$1,301.68 from M&M Auto  Thank you for offering support as she continues her exploration of a sustainable living situation |
| BENE# 18-19/22  DeCosta, Cynthia 75 y/o; 12/31/1947 Income: \$1,229   sub  ARAW support \$15,139: Reoccurring: Cable/phone/internet \$201 '19 Gifts: Car ins \$700-1,000 '18-22, AAA \$90 '19-21, Car repair \$428 '20, \$225 '19 & \$451 '18, CC \$610 '18, Holiday \$150 '19-22  MEB: \$151  ARAW: Ana | "The biggest support ARAW can give me is to continue to pay my cable & car insurance."  | Fairhaven Village  Gained weight recently d/t post-COVID inactivity, stopping smoking -stays home most of time watching TV  Utilizes car to visit sick friend  D/t anxiety unclear how MEB is spent – clothing?                                | Monthly:  Continuation of cable/phone/internet \$201  Gift:  Invoice 2023-2024 Car insurance \$1,056.60 | Monthly:  Continuation of cable/phone/internet \$201  Gift:  Invoice 2023-2024 Car insurance \$1,056.60  |

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| Beneficiary  | Biggest Concern   | Notes  | Specific Request  | Decisions   |
|--|---|--|---|---|
| BENE# 14-15/06  Charbonneau, Leila 79 y/o; 4/13/1944 Income: \$1,063   H  ARAW support \$32,619: Reoccurring: Cable/int \$19.99 '22 Gifts: Glasses \$269 '18, TV \$379.99 '18, CNHC \$125 '17, Appliance \$661.19 '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 \$400-1,060 '14-21, Car Ins \$300- 1,200 '15-23, Holiday \$100-150 '16-22 Disc: Stipend \$100 '19 FLO: Luncheons, Gift Card MEB: \$124  ARAW: Ana | "I manage with all the support of ARAW. I am now worried I have spent all this money on car repairs & I don't know how long it will take me to pay it."   | Hesitant to ask for help – teaching momentASK – assured she would in future  Her belief that repairs were for safety concerns and that although not under warranty she had to go to dealer for repairs  Very low income; credit card debt is a hardship  | Gift:  Debt relief - Payment to credit card for car repairs \$1,550   | Gift:  Debt relief - Payment to credit card for car repairs \$1,550   |
| BENE# 18-19/10  Drayton, Gail 76 y/o; 8/19/1946 Income: \$1,138 sub  ARAW support \$15,979: Reoccurring: Cable/phone/internet \$267 '18 Gifts: Renter's ins \$151 '18-22, CC \$395 '18, Bed \$449 '19, Holiday \$150 '19-22  MEB: \$373  ARAW: Ana   | "If ARAW could continue to assist me with what they do now, I would be more than grateful. It allows for me to not have CC debt to buy items throughout the year like linens, chair covers, etc." Gail is always home & her TV & iPad provide her with much entertainment. Additionally, the renter's insurance is especially important. There was a fire 5 months ago on the 3rd floor & the fire alarms are always going off for a reason & she feels safe having insurance in the event her apt is affected by fire. | Fairhaven Village  Significant health issues — legally blind (black cat cannot see fall risk)  Cable and internet have kept her entertained at home  Enjoys board member calls  Renter's insurance gives her reassurance — fire on 3 <sup>rd</sup> floor | Monthly:  Continuation of cable/phone/internet \$267  Gift:  2023-2024 Renter's insurance \$151 (based on last year's amount) | Monthly:  Continuation of cable/phone/internet \$267  Gift:  2023-2024 Renter's insurance \$151 (based on last year's amount) |

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| Beneficiary   | Biggest Concern   | Notes   | Specific Request   | Decisions   |
|---|---|---|--|---|
| BENE# 22-23/15  Dillon, Sherry 68 y/o; 3/20/1955 Income: \$1,020 sub  ARAW support \$770: Reoccurring: Demand Response \$50 '22 Gifts: Purifying facial \$120 '22, Holiday \$150 '22 FLO: Luncheons  MEB: \$85  ARAW: Pat | "I have new health problems & my doctors keep postponing my visits. My bladder is not working & the doctor at the clinic cannot see me until August 31st!! My endoscopy went well to check on my cirrhosis. I don't have liver cancer thankfully. However, I am falling more & my balance is worsening. I had a brain & spine MRI on May 26th but I still do not have results. I guess everything is OK. I will see my neurologist in Wareham on June 27th. I have a physical therapist once a week to help me improve. Thankfully you (ARAW) helps me with the Demand Response tickets." | Boa Vista  Frequent falls; receives PCA support for most activities; undergoing multiple testing — Parkinson dx  Demand Response (I trust those drivers) enables her to go to medical appointments and FLO luncheons "nice to have friends"  With new scooter current table will be unable to get around - safety concern | Exception:  Age guideline for reoccurring support  Monthly: Demand Response, 2 books \$50  Gift: Estimate Dining room table with 2 chairs \$368.99 from Bob's Discount Furniture | Exception:  Age guideline for reoccurring support  Monthly: Demand Response, 2 books \$50  Gift: Estimate Dining room table with 2 chairs \$368.99 from Bob's Discount Furniture                      |
| BENE# 22/08G  Hennessy, Cheryl 66 y/o; 8/3/1956 Income: \$970   H  ARAW support \$3,481: Gifts: Car ins \$1,215 '22, Car repair \$191 '22, Water heater \$1,775 '22, Holiday \$150 '21-22  MEB: \$135                     | "I no longer have a car. Something to do with the electrical system. My niece has an idea about trying to sell it for scrap but this is causing me anxiety. Even more, my friend has helped with my finances for years as I had a problem paying my bills on time. However, when my niece reviewed my current budget & bills, she found out that my RE taxes have fallen behind a little bit. She says it is less than \$1K but that bothers me immensely. I don't want to lose   | Proactive in looking for sustainable housing  Significant trauma/depression/anxiety  Car beyond repair; approved for SRTA DR — med appts & errands  MMP mishap — behind non RE taxes — increasing   | Exception:  Age guideline for reoccurring support  Monthly:  Demand Response, 1 book \$25  Gift:  Overdue real estate taxes (awaiting  | <ul> <li>Exception:</li> <li>Age guideline for reoccurring support</li> <li>Monthly:</li> <li>Demand Response, 1 book \$25</li> <li>Gift:</li> <li>Up to \$1K in overdue real estate taxes</li> </ul> |
| ARAW: Pat   | my home. I know I have to sell at some point but then I will lose my Mass Health."  | anxiety   | documentation)   | (awaiting documentation)  |

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| Beneficiary  | Biggest Concern   | Notes   | Specific Request   | Decisions  |
|--|---|---|--|--|
| BENE# 23/28G  Zych, Joanne 73 y/o; 3/21/1950 Income: \$1,383   sub  ARAW support \$3,481: Gifts: Car repair \$1,067.15 '23 FLO: Luncheons  MEB: \$92  ARAW: Pat  | "I need help with getting my dental work down. I want to keep my teeth. I enjoy my volunteer work as it gets me out of the house and with people. I would greatly appreciate your assistance. Thank you."   | Dana Court  Difficult childhood; bipolar  Recenlty paid off personal loan; Spent \$50K IRA  Active volunteer  Dental insurance will only cover basics – crown needed  2 savings accounts – one for auto insurance                     | Gift:  Estimate Dental (one crown) \$1,813 from Seabreeze Dental   | Gift:  Estimate Dental (one crown) \$1,813 from Seabreeze Dental   |
| BENE# 18-19/24  Sampson, Janet 77 y/o; 9/29/1945 Income: \$1,056   sub  ARAW support \$15,407: Reoccurring: Cable/phone/internet \$147 '19, Electric \$25 '22 Gifts: AAA \$98 '20 & 22, Car ins \$1,200 '20-22, Car repair \$1,265 '22 & \$1,407 '21, Glasses \$218 '21, Holiday \$150 '19-22 FLO: Gift card Discontinued: Food card \$50 '18-20  MEB: \$89  ARAW: Pat | "Everything is so expensive. I cannot believe the prices. I am grateful for the help provided by the ARAW. My highlight of the week is babysitting the 2 boys who are so delightful. And yes, I watch them for free as I love the entertainment." | Bayberry  Helps family b/c it gives her a sense of purpose; difficult childhood in orphanage  Health improving; sells yarn she makes  2 credit cards of \$4k+ each; only one disclosed at last visit; one mainly for gifts for family | Monthly:  Continuation of cable/phone/internet \$146  Gift:  Statement Balance of credit card \$3,987.92 | HOLD: beneficiary was not able to provide credit card statement in time for committee review; concerns with use of credit card |

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| Beneficiary  | Biggest Concern   | Notes   | Specific Request   | Decisions  |
|--|---|---|--|--|
| Christy, Maria 79 y/o; 11/14/1943 Income: \$1,666   H  ARAW support \$5,937: Reoccurring: Electric \$200 '22, EPERS \$26.95 '21 Gifts: Lift chair \$948 '22, Test strips \$115 '22, Health Ins \$549 '20, Glasses \$232 '20, Holiday \$150 '20-22  MEB: -\$180  WCOA: Andrea | "Life all together! I worry about my children, grandchildren and my mother who is going to be 100 this year. If I was not able to pay my mortgage I don't know what I would do. I am just so grateful for the help that I get." | Phone broke and does all<br>banking on phone plus<br>attached to her EPERS                          | Monthly:  Continuation of EPERS \$26.95  Continuation of electric \$200 (approx)  Gift:  Cell phone \$429.99- \$749.99 | Monthly:  Continuation of EPERS \$26.95  Continuation of electric \$200 (approx)  Gift:  Cell phone 64 GB up to \$459.99 |
| From 2022: Begnoche, Cecile Bissonnette, Alice Greenwood, Dorothy Hotte, Eileen Jesus, Elizabeth Kirklewski, Beatrice Livesley, Virginia Pacheco, Lillian Pine, Hilda Shea, Joan  Additional for 2023: Fragata, Maria  |   | List of frequent<br>transportation users<br>seeking approval on file<br>Medical transportation only | Fairhaven COA Van Transportation, drivers' wage per hour \$17.28 x 3 hours (Approx) = \$51.84 per trip                 | <ul> <li>All added to 2023-2024<br/>pre-approved list</li> </ul>   |

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| Beneficiary   | Biggest Concern  | Notes  | Specific Request   | Decisions   |
|---|--|--|--|---|
| BENE# FLO-23E-V Bishop, Sarah 69 y/o; 10/4/1953 Income: \$1,043   sub  ARAW support \$2,144: Gifts: Moving \$1,520 '21, Gas & Electric \$572 '21, Cab \$51 '23 FLO: Holiday  MEB: \$49  ARAW: Pat           | "I need my car. I cannot afford a new car so I need to keep this one running. The mechanic in Westport believes he can fix it. I truly appreciate any assistance. My family is in Lakeville & my mother is 94. I have asked my friends for so much help already. They are either older than I & have health issues or they are younger & work with numerous responsibilities. I don't mind taking taxis but they are expensive. I need to get to my dr to discuss the SCOs that offer transportation as well as the possible app for Demand response. I must get to the pharmacy for my Rx." | CES CM advocated  Was missing medical appts d/t car issues | Gift:  Estimate Car repair \$809.25 from Village Garage Taxi voucher \$55 to get car once repaired | Gift: ■ Estimate Car repair \$809.25 from Village Garage ■ Taxi voucher \$55 to get car once repaired |
| BENE# 21-22/25 Smith, Debra 71 y/o; 8/19/1951 Income: \$861   sub  ARAW support \$2,874: Reoccurring: Phone \$89 '21 Gifts: Car ins \$952 '22, Holiday \$150 '22 FLO: Puzzle, Lottery MEB: \$220  ARAW: Ana | Her car is very important to her. She is now going to Chemo in Boston weekly verses every other week & multiple other med appts. It also provides her independence to go grocery shopping which outside of med appts & seldom manicure & pedicures she is homebound. She was diagnosed with ovarian cancer in 2015, and to date, it doesn't seem to be getting any better. Per Debra, "I now go to chemo in Boston once a week and the numbers aren't improving."  | Needs car to get to chemo<br>and provides independence     | Gift: ■ Estimate Car repair \$207 from Fairhaven Gas   | Gift: ■ Estimate Car repair \$207 from Fairhaven Gas  |

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| Beneficiary   | Biggest Concern  | Notes  | Specific Request                             | Decisions   |
|---|--|--|--|---|
| New BENE#  Dobson, Sally 81 y/o; 9/19/1941 Income: \$2,213   R  ARAW support: New  MEB: -\$365  ARAW: Pat | "I have been managing OK until my rent escalated. My friend encouraged me to call Coastline for help. They have been very helpful with connecting me to various community resources: PACE, SNAP, MassHealth. The applications have been completed & I am awaiting the decisions. But I am still concerned I may need assistance with monthly bills." | NBPD told her about ARAW after they responded to 911 call V. excited to have a visitor  Son & Daughter involved — daily contact — but spends most of the day alone On housing list but would like to stay in apt  Formerly on HOLD allowing for applications to "settle" | Monthly:<br>■ Cable \$199.17 from<br>DirecTV | <b>Monthly:</b><br>Cable \$199.17 from<br>DirecTV |