

Department Report- December 2023

Town Social Worker

The Town Social Worker returned from an approved leave on December 11, 2023.

Residents Served

During the month of December, the Town Social Worker served nine different residents. Three of the residents served being under sixty years old, and six residents being seniors. Referrals were received from the Ayer Shirely Regional School District, the Ayer Police Department, and the Office of Community and Economic Development. Communication between residents and the Town Social Worker occurred by email, phone, scheduled office visits, and unscheduled office visits.

Issues Addressed

Issues related to family, fuel assistance, health services, housing, homelessness, utilizing local resources, child custody, childcare and neglect were addressed in December. Residents were assisted with multiple tasks, including, comprehending notices from the Department of Transitional Assistance, verifying SNAP and EAEDC benefits, creating online accounts for the Department of Transitional Assistance and Medicare portals, submitting documents to the Ayer Housing Authority, and arranging transportation for appointments. The Town Social Worker helped residents identify resources to utilize and inquire about the status of fuel assistance applications, as well.

Collaboration

In December, The Town Social Worker collaborated with the Ayer Library Director, the Council on Aging Director, the Community Development Program Director, the Ayer ANSWER group, Page Hilltop Elementary School, and the Society of Saint Vincent De Paul. The collaborations included the creation of a local resource sheet for new parents to contribute to the “Baby Bag” initiative, the development of new categories for the MySeniorCenter portal, and the facilitation of a meeting with the Society of Saint Vincent De Paul and a resident.

Role Development

To continue developing the role, the Town Social Worker made use of the MySeniorCenter platform to record notes and data, created folders of resources on budgeting, credit rebuilding, Medicare, rental assistance, Social Security, home healthcare, food insecurity and fuel assistance, and engaged in a Mentor Supervision session with a contracted LICSW.