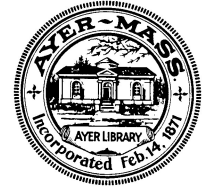


Town of Ayer

Department of Social Work



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Department Report- January 2024

Town Social Worker

Residents Served

During the month of January, the Town Social Worker served twenty-three different residents. Twelve of the residents served being under sixty years old, and eleven residents being seniors. Referrals were made to the Ayer Rental Assistance Program, emergency housing resources, and SHINE. Communication between residents and the Town Social Worker occurred by email, phone, scheduled office visits, and unscheduled office visits. There were thirty office visits in total.

Issues Addressed

Issues related to the Affordable Connectivity Program, family, finances, fuel assistance, health services, housing, transportation, and “miscellaneous” were addressed in January. Most residents presented multifaceted problems. Residents were helped with tasks, including, reading mail, accessing their online accounts, completing fuel assistance applications, budgeting, identifying mental health symptoms, scheduling appointments and transportation, and finding childcare. The Town Social Worker did research on therapy, hoarding, tax prep, low-income assistance programs, supervised visitation, veteran transportation, and cleaning companies, too.

Collaboration

In January, The Town Social Worker collaborated with the Society of Saint Vincent De Paul and the Ayer Housing Authority to maximize support for residents. The Town Social Worker also met with owner of Lotus Field Healthcare Agency to discuss available services and fees, the Nashoba Associated Boards of Health to share updates and networking opportunities, Ayer’s Veteran’s Services Officer, the Supportive Services for Veteran Families Agent from Clear Path, and with the Student Support Group at Page Hilltop Elementary School.

Role Development

To continue developing the role, the Town Social Worker completed a cybersecurity training, attended two online seminars; “Social Workers and Teen Suicide Prevention” and “Addressing Food Insecurity: A Community Approach,” revised the department budget, and engaged in a Mentor Supervision session with a contracted LICSW.