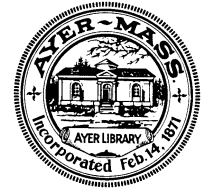


Town of Ayer

Department of Social Work



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Department Report- February 2024

Town Social Worker

Residents Served

During the month of February, the Town Social Worker served thirteen different residents. Eight of the residents served being under sixty years old, and five residents being seniors. Referrals were received from the Ayer Shirley Regional School District and other Town departments. Communication between residents and the Town Social Worker occurred by email, phone, a community visit, a home visit, scheduled office visits, and unscheduled office visits. There were sixty office visits in total and over ten service hours completed via telephone.

Issues Addressed

Issues related to the Affordable Connectivity Program, disability benefits, family, finances, food access, health benefits, health services, housing, and “miscellaneous” were addressed in February. At least seven residents presented multifaceted problems. Residents were helped with tasks, including, applying for SNAP benefits and the Ayer Rental Assistance Program, comprehending mail, completing an application with the Social Security Administration via phone call, arranging moving services, completing an intake with members of Saint Vincent de Paul, negotiating with a landlord, and carrying out the Ayer Housing Authority’s leasing procedure. The Town Social Worker did research on health insurance, employment, funding for rent, abuse protection orders, new client availability at local mental health centers, Catholic Charities’ emergency aid services, tenant protections, and moving companies, too.

Collaboration

In February, The Town Social Worker collaborated with Ayer’s Council on Aging and Community Development departments, the members of the Society of Saint Vincent De Paul, the Ayer Housing Authority staff, and the MA Real Estate Center agents to maximize support for residents. The Town Social Worker also conferenced with Deputy Chief Bigelow, the Department of Transitional Assistance and the Disability Determination Services case managers, and a representative from the Social Security Administration. The Nashoba Associated Boards of Health’s Community Health Manager/Local Public Health Nurse and Public Health Educator/Communications Specialist invited the Town Social Worker to tour a Community Health Connections site, too, which allowed her to network and learn about their integrative services.

Role Development

To continue developing the role, the Town Social Worker attended an online seminar; “Hoarding: Insights and Innovations for Social Workers” and the Massachusetts Library System’s Library Social Worker Networking Meeting, met new senior residents by helping the Center deliver meals, and engaged in a Mentor Supervision session with a contracted LICSW.