

### *Additional Support Services*

The COA offers a monthly “Ask the Lawyer” program. We have trained SHINE counselors to help seniors with issues related to their health insurance. AARP offers a tax return assistance program. Our volunteer coordinator organizes fall clean up days and the delivery of buckets of sand for winter. There is also a volunteer seamstress available for mending and hemming.

### *COA Volunteers*

The COA has a robust volunteer program. Volunteers greatly enhance and support the work of the staff and we would happily welcome additional interested individuals.

### *Additional Financial Support*

The COA is especially grateful to the following funding sources for their strong commitment and financial support of our work:

Concord-Carlisle Community Chest: Funding is providing for full or partial funding for the following positions: Volunteer Coordinator, Social Service Coordinator and Outreach Coordinator.

Concord Friends of the Aging: Funding is granted for many programs and events throughout the year as well as funding for the distribution of the monthly newsletter. Additionally, as noted above, the Friends purchased a new van for the COA this year.

Executive Office of Elder Affairs: The Formula Grant, based on the number of seniors in our community provides partial or full funding for the following positions: Wellness Coordinator; Outreach Coordinator; Activity Coordinators.

## **COMMUNITY SERVICES COORDINATOR**

Aileen Buford  
Community Services Coordinator

The Community Services Coordinator position was established in 2005 by the Town of Concord in collaboration with the Concord-Carlisle Community Chest with the purpose of assisting Concord and Carlisle residents, under the age of 60, in accessing information on a broad range of local, privately-funded and State-funded services including financial, food and fuel assistance. The position was originally a part-time position, funded completely by a grant from the Concord Carlisle Community Chest.

Due to an increased need for services, the CSC position was increased to 30 hours in 2013 and to 40 hours in July

of 2014. Beginning in 2014, the Town of Concord contributed 25% of the funding of the position while the Concord Carlisle Community Chest contributed 75%. This increase in hours has allowed for more face-to-face time with residents as well as more involvement and collaboration with community agency programs.

The Community Services Coordinator continues to aid individuals and families in accessing needed services on a variety of fronts. Referrals made to Concord and Carlisle residents over the course of the year have increased with 1,720 assistance-related contacts from July 1, 2013-July 1, 2014 as compared to 650 in 2013. During the July 1, 2013- July 1, 2014 time period there were 144 new contacts utilizing the CSC services for the first time. Referrals were made to food assistance programs, home mortgage counseling programs, job assistance agencies, mental health services, Concord Cares, fuel assistance programs, lower-income legal services, disability advocacy, low cost health care options, holiday assistance, temporary/emergency housing, financial assistance, tax relief assistance, after-school and summer camp scholarships.



*Sampling of gifts donated through the Concord-Carlisle Community Chest and Youth Services' 2014 Holiday Gift Drive*

The Community Services Coordinator collaborates with community agencies that provide assistance to Concord and Carlisle families. The CSC assists with the Gaining Ground Farm's Food for Families program which served 51 households who were referred by the CSC in 2014 as compared to the 37 households in 2013. During the 2014 Christmas season the CSC nominated 22 families for assistance from the Silent Fund program as compared to 13 families in 2013. During the 2014 holiday season \$4,975.00 in gift card donations was collected from Town of Concord employees and residents. Also, several thousands of dollars in gifts and toys were donated through

the Concord-Carlisle Community Chest and Youth Services gift drive for distribution to over 36 Concord families and 3 Carlisle families for Christmas assistance.

The CSC makes contact with challenged Concord individuals and families and provides referrals for a variety of needed services. The CSC works collaboratively with Concord Public Schools, Concord Housing Authority, the Domestic Violence Services Network, Minuteman ARC, the Concord and Carlisle Councils on Aging, the Concord-Carlisle Community Chest, the Concord Carlisle Youth Services Coordinator, the Concord Veteran's Agent, the Society of St. Vincent De Paul, Hugh Cargill Trust, the Salvation Army, Concord's First Parish Church, the Concord Police and Fire Departments, the Concord Masons, the Concord Municipal Light Plant, Concord Recreation, Open Table, Concord Adult & Community Education, the Concord Library, Concord Cares team, Carlisle public schools, the Concord Planning and Development Dept., the Concord Health Department, SMOC, SNAP and Mass Health.

The Community Services Coordinator continues to be a point of contact in conjunction with Council on Aging, Police and Fire Departments as well as Concord's Veteran's Agent and Youth Services Coordinator for the Concord Cares Emergency Fuel Assistance Program, which provides 75 gallons of home heating oil to any Concord resident who is in emergency need. Also, the CSC is a referral source for the Beacon Santa program, the Silent Fund program, the Good Neighbor Energy Fund program, SMOC fuel assistance and SNAP food stamp program.

In conjunction with the Concord-Carlisle Youth Services Coordinator the Community Services Coordinator revised, printed and distributed the Concord Community Social Service Resource Guide.

Residents can contact the Concord Carlisle Community Services Coordinator by phone, email or schedule a confidential appointment either in the office or their home, to discuss their particular referral needs.

For additional information or assistance please contact the Community Services Coordinator at 978-318-3034 or [abuford@concordma.gov](mailto:abuford@concordma.gov) or [www.concordma.gov/community](http://www.concordma.gov/community).

## YOUTH SERVICES COORDINATOR & YOUTH ADVISORY BOARD

Jeffrey Campbell, Chair  
Teri Dugan Frost  
Suzanne Giles  
Jennifer Lannan  
Patricia Vasilliadis  
Jennifer Clarke, Youth Services Coordinator

The Youth Services Coordinator position for Concord and Carlisle was launched in 2011 with funding from the Concord-Carlisle Community Chest (CCCC). It is supported by the Youth Coordinator Advisory Board (YAB). Jennifer Clarke completed her first full year in this role, having started in 2013.

The Youth Services Coordinator's (YSC) mission is to identify and broadly communicate to Concord and Carlisle families all of the resources and programs currently in place that support the social, emotional, and developmental needs of our youth. With particular focus on the middle and high school population, the YSC will serve as a clearinghouse of information and a skilled networker, a facilitator of new and existing initiatives, and a high profile public advocate for youth in our communities.

Working from a strategic plan approved by the Youth Advisory Board, activities for 2014 revolved around three priorities: 1) suicide awareness and prevention; 2) stress reduction and mindfulness; 3) substance abuse prevention. The YSC served as participant, facilitator, or direct co-sponsor of the following community programs and events (not a complete list), in partnership with agencies and organizations listed:

- Health & Wellness Fairs at Concord-Carlisle High School (spring & fall)
- Rotary Club "Reality Fair" for CCHS seniors (life skills exercise/ role play)
- Published first Concord Social Services Resource Guide in conjunction with Community Services Coordinator and Town of Concord summer intern. This 62-page A-Z resource listing is available online and in hard copy versions.
- Out of the Darkness Walk for Suicide Prevention, co-sponsored with the New England chapter, the American Foundation for Suicide Prevention (AFSP). This event raised \$20,000 for AFSP who in turn offered Suicide Alertness training to our communities.