

City of Newton Social Services  
Health & Human Services Department  
Senior Services Department  
Programs and Services Committee  
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**3 PRACTICE AREAS of Social Work**

**MICRO**  
Working directly with individuals or families on everything from access to housing, healthcare, and social services to treating mental, behavioral, and emotional disorders.

**MEZZO**  
Working with groups and organizations such as schools, businesses, neighborhoods, hospitals, nonprofits, and other small-scale communities.

**MACRO**  
Working towards large-scale systematic change by crafting laws, petitioning governments for community funds, organizing activist groups, and molding social policy.

City of Newton Social Services

The infographic features a large right-angled triangle with a yellow border. The top-left corner is green and contains an icon of two people sitting on chairs. The middle section is blue and contains an icon of a house and a group of people. The bottom section is yellow and contains an icon of a hand holding a document, a globe, and a small document icon. Lines connect these icons to their respective text descriptions on the right.

## What We Do

The division of Social Services provides case management, outreach, information, and referrals for Newton residents related to:

- COVID-19 Emergency Services
- Food insecurity
- Financial assistance
- Emergency oil/fuel assistance
- Housing/shelter referrals
- SNAP applications
- Legal assistance referrals
- Mental health referrals
- Substance use referrals
- Budget/financial planning
- WIC referrals
- Support groups
- Workforce development
- Narcan distribution training

When residents call, email, or stop by our office they can expect:

- Resources and referrals
- Phone calls or in-person consultations
- Assistance with applications
- Connections to longer term services
- Problem solving & support

City of Newton Social Services

## Community Partners

- Newton Housing Authority
- CASCAP
- Newton Community Development Foundation
- Newton Corner Place (YMCA)
- Bristol Lodge Women's Shelter
- Bristol Lodge Men's Shelter
- DHCD (Emergency Assistance shelter for families)
- MetroBoston Housing
- The Brookline Center
- Genesis II
- 2 Life Communities
- Community Day Center, Waltham
- Metro West Collaborative Development
- Continuum of Care Program
- Statewide Head Injury Program
- Welcome Home Inc
- Action for Boston Community Development (Fuel Assistance)
- Boston College Legal Assistance Bureau
- Greater Boston Legal Services
- COVID Eviction Help Project
- Legal Advocacy and Resource Center
- MLRI
- Arabic Baptist Church Food Pantry
- Centre Street Food Pantry
- Newton Food Pantry
- WIC
- SNAP (DTA)
- Mobile Market (Post 440)
- William James Interface Referral
- Newton Youth Outreach
- Riverside Outpatient Center
- Families for Depression Awareness
- Samaritans
- NW NAMI (National Alliance on Mental Health)
- MA Substance Use Helpline
- Riverside Emergency Services
- Newton-Wellesley Substance Use Services Clinic
- Advocates
- DCF
- Department of Mental Health (DMH)
- DMH Forensic Team
- Newton District Court, Probation Department, ADA, Public Defender
- West Suburban YMCA
- Boys & Girls Club
- Family Access
- JF&CS
- The Second Step
- Reach
- Newton-Wellesley Domestic Violence Program
- Newton Public Schools
- Newton Public Schools FORJ
- Newton Public Schools ELL
- Cousens Fund
- Perpetual Benevolent Fund
- Harwood Fund
- St. Vincent DePaul Society
- Interfaith Clergy Association
- Boston Chinese Evangelical Church
- Rep. Balsa's Office
- Rep. Khan's Office
- MassHire
- MassBay Community College
- Newton Afterschool Association
- Village Bank (financial literacy curriculum)
- MetroWest Collaborative, Inc.

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## Municipal & Community Involvement

The division of Social Services participates in community & municipal groups and meetings which include but are not limited to:

- Municipal Immigrant Support Network
- CCIT (Community Crisis Intervention Team)
- Food Access Group (NWH)
- NPS Safety Team
- EMS Monthly Meeting
- NPS Social Work Department
- QPR (Suicide Prevention)
- DA’s monthly meeting on substance use
- SEPAC (Special Education Parent Advisory Council)
- Newton Wellesley Hospital Workforce Development
- Newton Youth Commission
- City of Newton Planning & Development Department
- Other City Departments

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## Community Partner Highlights

**Samaritans: Suicide Prevention Services**

- targeted outreach to specific groups within Newton: youth, older adults, and general community members to inform them of available support resources in Newton and ways to help and be helped

**Riverside Community Care, Inc.**

for mental health services including:

- any Newton resident who would benefit from seeing a clinician who speaks their native language will be prioritized to have that placement made, utilizing both clinicians at the Newton outpatient center and any Riverside clinician via tele-health
- providing out-patient behavioral health services to Newton adults, children, and families at the Newton Outpatient Center

**Riverside Community Care, Inc**

**Youth and Family Outreach Mental Health Services**

- increasing the number of children receiving services with more clinical care providers
- expanding the home-based clinical services to include children of all ages
- providing outreach in the schools and to the greater Newton community

**Emergency Services, Riverside Community Care, Inc.**

- full-time School-Based Emergency Services Clinician position based in the Newton Public Schools to evaluate and explore diversionary options for students in crisis regardless of insurance
- clinician will also provide 7-day MCI follow up to students evaluated in the school system and maintain close communication with staff of NPS
- when the schools are not in session, the Clinician will be re-deployed to other Newton programs (extended school year, summer camps, or support the provision of adult evaluations in Newton)

**Barry Price Rehabilitation Center**

- providing vocational services, including transitional, supported and competitive employment training to Newton residents with intellectual and/or developmental disabilities

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# Youth Services

## **Mental Health Workshops/Education:**

- Addressing Family Stress, partnership with Families for Depression Awareness
- Understanding Tween/Teen Depression, partnership with Families for Depression Awareness
- Social Media & Mental Health

## **Post-Secondary Transition Workshops/Education:**

- College Financing workshop series, partnership with MEFA, Massbay & the Village Bank :
  - Part 1: College Financing 101
  - Part 2: FAFSA Basics
  - Part 3: College Acceptance & Financial Awards
- Navigating the Post High School Transition, workshop series, partnership with NWH Resilience Project & Cole Resource Center
  - Part 1: The transition out of high school
  - Part 2: The transition to College
- Trades Industry Workshop; exploring the industry & broadening the definition of success, partnership with Massachusetts Girls in Trades

## **Career Exploration & Employment:**

- Virtual Career Exploration Panels in partnership with Newton North & South
- Alternative Pathways & Trades Industry Exploration Course at Newton North, South & Central
- Summer Internship Program, partnership with MassHire
- School year Internships & job shadow, partnership with MassHire

## **Newton Youth Collaborative:**

- A collaborative meeting that brings youth serving agencies and providers together 3x per year.

## **Newton Youth Commission:**

- The Newton Youth Commission is a volunteer body of Youth appointed by the Mayor. The Commission's goal is to implement programs and policies to meet the opportunities, challenges and issues of Newton youth. The Commission is comprised of young people that attend Newton North, South and private schools.

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# Senior Services- What we do that's unique for older adults

**The Social Service Case Manager at the Newton Senior Center is committed to enhancing the quality of life for all Newton seniors. We offer comprehensive social work assessments, outreach services, and information and referral to:**

- Home Care Services that include assistance with house cleaning, laundry, meal preparation, grocery shopping, and personal care
  - Senior Housing-Subsidized Apartments or other housing options, including long term care facility resources
  - Property Tax assistance and utility discounts in partnership with the Assessor's office
  - Confidential referrals to services to help you cope with issues such as retirement, aging, illness, bereavement, family relationships, etc.
  - Commodity Supplemental Foods program for eligible seniors to receive 2 bags of shelf-stable groceries each month in partnership with the Greater Boston Food Bank
  - Caregiver Support for family members needing resources and support for the senior for whom they provide care
- **Social Services Case Manager refers to many other programs and services within the Department of Senior Services.....**

## Senior Services- continued

### In house Programs and Services

- Transportation services and referrals
- Durable Medical Equipment Loans
- Daily Lunch (Springwell)
- Support Groups ( Lo-vision, bereavement, Parkinson's, etc.)
- SHINE (Medicare counseling – EOE)
- Income Tax Assistance ( AARP)
- Tax Work Off
- Parking Stickers
- Affordable Fitness/health classes

### Other Partners that provide programs, services, funding or in-kind donations

- Newton Council on Aging
- Senior Citizens Fund of Newton Inc.
- Springwell
- Executive Office of Elder Affairs
- FriendshipWorks
- Mass. Council on Aging
- Greater Boston Food Bank
- Business Community- Food, DME drive, Nourishing Newton, etc

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## Community Needs Assessment

### **Goal: Economic Stability for Low-Income Residents**

- COVID-19 resulted in more financial instability for many residents and many community members with already fewer resources. These residents now find themselves in precarious financial circumstances.
- Health and Human Services Department contracted with CGR to conduct a community needs assessment specifically focused on hearing from our low-income residents regarding their needs and ideas for becoming economically stable.
- The needs assessment will utilize existing data as well as surveys and focus groups specifically designed to amplify the voices of lower resourced residents.
- We are currently evaluating the results of the Community Needs Assessment with keen attention to equity and inclusion.

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## Newton Housing & Community Development Division

To maintain the City's economic diversity through:

- The production and preservation of affordable housing and housing rehabilitation;
- The provision of human services for low- and moderate-income residents;
- The provision of homelessness prevention and support services; and
- The removal of architectural barriers for people with disabilities



➤ Approx. \$3.6 million a year from HUD, across three grant programs:

- Community Development Block Grant (CDBG)
- HOME Investment Partnerships Program
- Emergency Solutions Grant (ESG)

## Human Services Program

Financial support to local non-profits and municipal departments who provide a direct service for low- and moderate-income Newton residents. These services are targeted to stabilize vulnerable households across the lifespan.



\*Above: Newton Community Development Foundation

- Annually, ~\$300,000 of CDBG funds designated towards Human Services
- \$546,000 of CDBG-CV CARES-Act funds allocated towards Human Service projects to prevent, prepare for, and respond to COVID-19

## FY22 Human Service Program Recommended Awards

Agency	Program	Allocation
West Suburban YMCA	Childcare Financial Aid Program	\$50,000.00
Riverside Community Care	Mental Health Services Promoting Economic Mobility	\$40,000.00
Family ACCESS	Social Mobility for Young Families	\$24,000.00
The Second Step	Community Programs for Adult Survivors of DV	\$25,000.00
Newton Housing Authority	Resident Services Program	\$25,000.00
Newton Community Development Foundation	Resident Services Program	\$25,000.00
2Life Communities (formerly JCHE)	CaringChoices and Wellness Nursing for Low-Income Seniors	\$20,000.00
Newton Dept. of Parks, Recreation & Culture	Financial Aid for Summer Camp	\$18,850.00
John M. Barry Boys and Girls Club	Financial Aid for Teens/Families	\$17,000.00
Horace Cousens Industrial Fund	Emergency Payments	\$15,000.00
Jewish Family & Children's Services	Stabilization & Recovery Services	\$14,900.00
Plowshares Ed. Development Center	Tuition Assistance	\$12,000.00
Barry L. Price Rehabilitation Center	Independence/Employment Programs	\$10,000.00
<b>Total</b>		<b>\$296,750.00</b>

## Supportive Services for Homeless and At-Risk of Homelessness



Provide supportive services for individuals and families that are homeless or at-risk of homelessness, including financial support for existing emergency and transitional housing.

\*Above (clockwise): Middlesex Human Service Agency, Brookline Community Mental Health Center, and Community Day Center of Waltham.

## FY22 ESG Program Awards

ESG Category	Agency	Program	Allocation
Emergency Shelter	REACH Beyond Domestic Violence	Emergency Shelter for Survivors of Domestic Violence	\$23,000.00
	Community Day Center of Waltham	Day Shelter	\$69,150.00
Homelessness Prevention	Brookline Community Mental Health Center	Homelessness Prevention	\$40,950.00
Rapid Re-housing	Brookline Community Mental Health Center	Rapid Re-housing	\$19,260.00
Administration (capped at 7.5%)	City of Newton	Program Administration	\$12,348.00
<b>Total</b>			<b>\$164,708.00</b>

- \$1.2 million of ESG-CV CARES-Act funds allocated towards projects that serve individuals and families who are homeless or at-risk of homelessness in an effort to prevent, prepare for, and respond to COVID-19



## Architectural Access



Removal of material and architectural barriers restricting mobility and accessibility of elderly or severely disabled persons, through public thoroughfares, public buildings, parks and recreational facilities, and nonprofit agencies.

Approx. 5% (\$95,000) of FY22 CDBG funds to McGrath Park Accessible Path

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## Affordable Housing

- The production of new affordable units through site acquisition and improvements,
- The rehabilitation of existing housing units for low- and moderate-income households,
- The preservation of existing affordable units,
- The support of affordable homeownership for low- and moderate-income households, and
- Housing program delivery



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## Production & Preservation of Affordable Units

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Allocations / awards for Newton's FY21 and FY22 CDBG and HOME affordable housing funds include the following\*:

- Haywood House Senior Housing Project
- Golda Meir House Expansion Senior Housing Project
- Newton Housing Authority Acquisition & Rehabilitation of the CAN-DO Portfolio
- Coleman House Senior Housing Rehabilitation and Preservation Project
- Homeowner Rehabilitation Projects
- Down Payment / Closing Cost Assistance Grant Program

➤ **These project constitute the creation, preservation, rehabilitation and support of 314 total units, 273 of which are affordable to LMI households.**

\*Approximately 60 percent of annual CDBG funding (~\$1.2 million) and ~\$119,000 of annual Newton HOME funds are allocated towards the production, preservation and rehabilitation of affordable housing.

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## CARES Act & ARPA Funds

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- **Emergency Housing & Utility Relief Program**
  - CDBG-CV, ARPA, and CPA funded
  - Over \$4,000,000 to support over 270 Newton low-income households with rent, mortgage and utility assistance
- **Small Business Recovery Grant Program**
  - CDBG-CV funded
  - \$600,000 awarded through 2 rounds of grants to small brick and mortar businesses disrupted by COVID
  - 54 businesses received support (\$10,000 or \$15,000 grants)

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