

Town of Lexington Department of Human Services



Lexington Community Center
39 Marrett Road, Lexington, MA. 02421



Human Services Department Structure & Services

Human Services

Led by Director of Human Services

Senior Services

Transportation

Veteran's Services

Youth & Family Services

Administration/Outreach

- 4 Social Workers: 2 LICSWs, 1 LCSW, 1 LSW, social work intern(s)
- Information & referral resources
- Health outreach services
- Financial assistance & connection to subsidy programs
- Brief case management
- Short-term counseling
- Educational, wellness, and drop-in programs
- Family & caregiver support
- Partnership with other departments and community providers
- Community dining and Meals on Wheels

Responding to the Pandemic

- **Virtual programming:**
 - Fitness, youth, senior, caregiver
- **Transportation changes:**
 - Suspended bus service
 - shifted to individual taxi rides with safety protocols in place
- **Curbside programming:**
 - Grab & Go events (Lunches, Grab & Go pumpkin decorating kit, etc.), Drive-up flu clinic
- **Outdoor programming:**
 - Outdoor tent at Community Center
- **Resource list mailings:**
 - Connecting residents to essential needs: groceries, transportation, financial assistance, mental health, socialization through virtual programming
- **Emergency Financial Assistance:**
 - \$175k in financial assistance throughout the pandemic – corporate and individual donors



Lexington Mental Health Task Force

The Lexington Mental Health Task Force was created in 2018 as a collaborative, coordinated partnership between municipal and school staff to understand and respond to the mental health needs of the community across the lifespan. The Task Force is led by staff from the Human Services Department and the School Counseling Department.

In 2021, partnered with Framingham State Center for Social Research to complete a Community Mental Health Assessment.

Key findings from Mental Health Assessment Report (August, 2021):

- Stress was identified by all. The greatest sources of stress were found to be current social and political events, concerns about the future, and effects of COVID-19.

Additional Factors from the Pandemic:

- William James INTERFACE referral response times increased significantly, pausing new intakes at times.
- Increased overall waiting periods for outpatient behavioral health services.



**WILLIAM JAMES
COLLEGE**

INTERFACE Referral Service



TOWN OF LEXINGTON
MENTAL HEALTH
TASK FORCE
A Collaboration of Lexington Public Schools & Municipal Staff



Framingham
State University

Additional Clinical Services

'Bridge' counseling services and assistance with connecting Lexington Residents (6th Grade and older) to a long-term therapist.

What We Do:

- Emulate the counseling experience and provide brief, solution-focused interventions.
- Visits are up to 45 min in length for up to 12 total sessions (case-by-case and re-evaluated regularly).
- Assist with navigating the therapist finding process, e.g. contacting Member Services with the adult to find current providers who take that insurance, discussing provider options, and providing resources for therapy searches: *Therapy Matcher (NASW), Psychology Today, William James INTERFACE, Wyman Center for Mental Health @ Mt. Auburn.*
- Check-in's with parent/guardian, as necessary, for additional parent coaching or refer to more appropriate services (*e.g. CBHI, YCC, MaCPAP, Mass Behavioral Health Partnership (MassHealth)*)
- Provide a 'warm handoff' to new therapist once identified.

Service Limitations:

- We see clients 6th grade and older only; refer out for ages 5th grade and under.
- We do not provide after hours/crisis care or psychiatric assessment.
- We do not see clients post-discharge from an acute care setting and/or who need a more intensive or more specialized type of service. We make referrals to appropriate service whenever possible.

Addressing the Challenges: Additional Clinical Services

In January 2022, the Lexington Select Board approved funding two critical areas of need via American Rescue Plan Act (ARPA) money, with management by Human Services Department.

- Contract with a Mental Health Clinician through Eliot Human Services, to continue offering clinical services exclusively to Lexington community members. *In process.*
- Address food insecurity issues in Lexington. Proposal for using funds in process.

