

Social Services in Wilton

Board of Selectmen Meeting
September 22, 2020

Social Services Department-Mission

The mission of the Wilton Department of Social Services is to help meet the social and psychological needs of Wilton residents of all ages.

This is accomplished by providing information and referrals to local, state and federal social service programs, financial assistance, short-term counseling, and programming.

The Senior Center, Wilton Youth Services and the Wilton Food Pantry are specialized areas within the department. Our offices are located in the Comstock Community Center. Our staff works closely with other town departments to provide assistance and support to Wilton residents of all ages.

Additionally, Wilton Social Services is part of the town's Emergency Management Team.

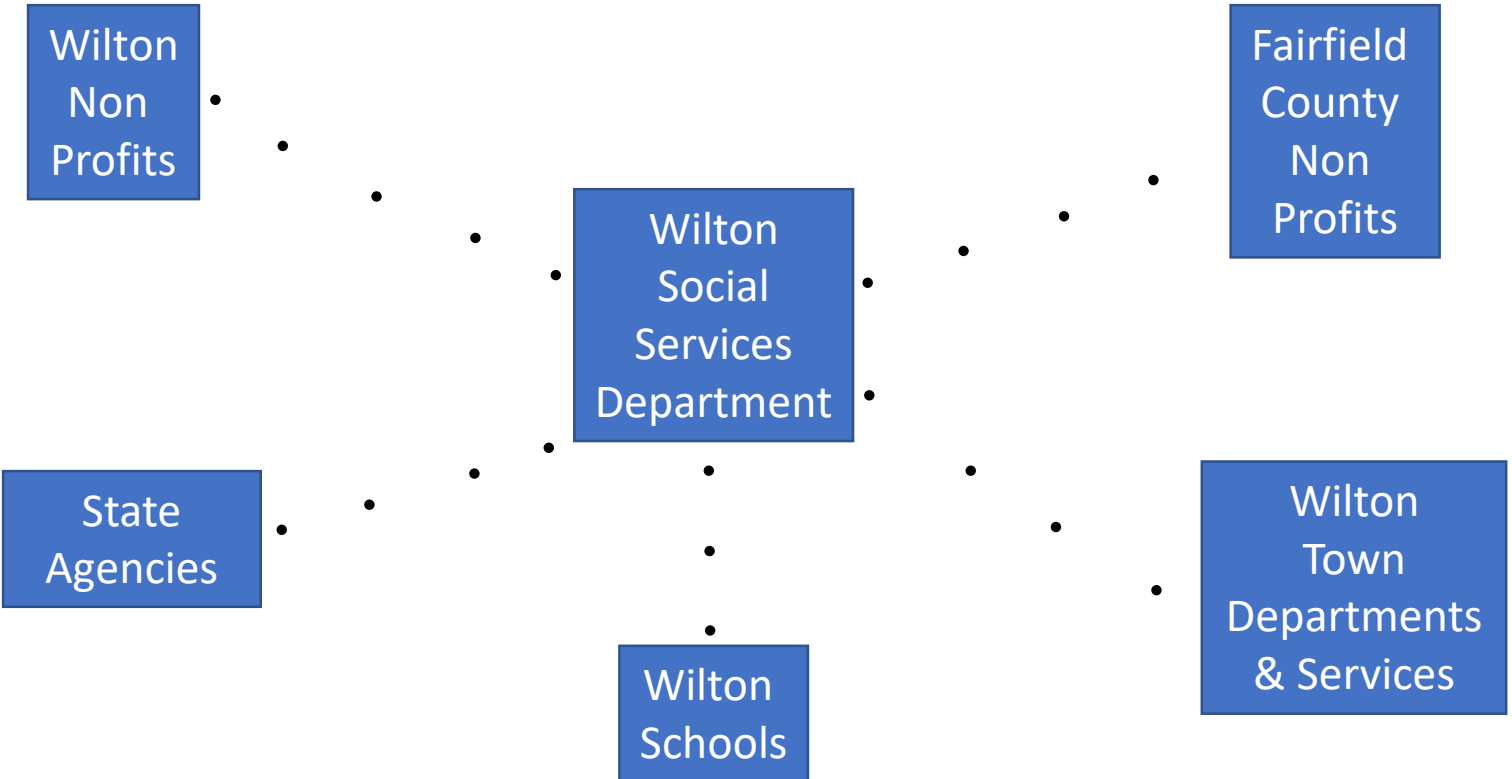
What Social Services Means in Wilton

When you think Social Services in Wilton, you might think of the Social Services Department

But Social Services is much more than that. It is a **network of Wilton, Fairfield County and State non profit and government resources**

The **role of the Social Services Department is to facilitate access to those resources** help meet the social and psychological needs of Wilton residents of all ages.

Social Services Network



Town of Wilton Government Social Services Network

<u>Social Services Dept</u>	<u>Schools</u>	<u>P&R</u>	<u>E.A/Conservation</u>	<u>Health</u>	<u>Grants/In Kind</u>	<u>Tax Relief</u>	<u>Social Services Commission</u>
Youth & Senior	Guidance Counselors	Programming	Trails	School Nurses	WLA	Senior-Town	Liaison & Outreach
Short-Term Counseling	Social Workers	Parks	Programming	Flu Clinic	Trackside	Senior-State	to non profits
and Referrals	Psychologists	Playing Fields		Public Helath Nursing	WVAC	Indiv with Disabilities	Eyes and Ears in the
Food Pantry		Dial-A-Ride		ALS-Paramedic Services	NRVT		community to
Senior Center					Witon Commons		identify needs
Programming					Ambler Farm AR Single Family Housing		
Financial Assistance							
Resource Assistance							
Medical Transportation							

Wilton Non Profit Social Services Network

EXAMPLES			
<u>Seniors</u>	<u>Youth</u>	<u>All or Other Ages</u>	<u>Housing</u>
Stay at Home	Wilton Youth Council	WLA	Odgen House
	Trackside	YMCA	Wilton Commons
	ABC of Wilton	Wilton Interfaith Council	
	Circle of Care	Community Assistance Fund	
		SWAG	

State Government and Fairfield County Social Services Network

EXAMPLES				
<u>Housing</u>	<u>Counseling</u>	<u>Transporation</u>	<u>Other Services</u>	<u>State Funded</u>
2-1-1 Infoline	Kids in Crisis	Norwalk Transit	Person to Person	CEAP-energy assistance
Housing Authorities	Positive Directions	Cancer Care	Family and Children's Agency	Operation Fuel
Shelters	NAMI SoWest CT	American Cancer Soc	AARP-Tax Prep	SNAP
	The Hub			Access Health CT
	Family and Children's Agency			
	Mid Fairfield Child Guidance			
	Fairfield Counseling/LifeBridge			
	Norwalk Community Health Center			

Wilton Social Services COVID-19 Service Delivery

During the pandemic we needed to change the way we deliver services and use resources

- **Food Pantry:**

- *Increased donation of gift cards*
 - Resulted in unplanned benefit of clients being able to use them for fresh and frozen items.
- *Social Services staff, rather than volunteers, are manning the food pantry*
 - Resulted in unplanned improvement in the service delivery
 - Increased client contact and increased confidentiality

- **Senior Counseling:**

- *Increased use of phone contact*
- *Some Zoom contact*
- *Very restricted and infrequent in-person contact*

- **Senior Activities:**

- *The indoor Senior Center remains closed due to the high risk population serviced*
- *Programs are now outdoors under the tent and online*
- *Weather will restrict outdoor offerings in the future*

Wilton Social Services COVID-19 Service Delivery

During the pandemic we needed to change the way we deliver services and use resources , cont.

- **Short-term Youth Counseling and Referrals:**

- *Short-term counseling is now online*
- *Referral work is now online*
- *During COVID, utilizing outside agencies to supplement counseling hours due to the retirement of the Youth Services Director. A permanent replacement will be hired when in-person interviews can be held*
 - *Kids in Crisis is used by the Wilton Public Schools and neighboring towns for counseling*
 - *Allows for greater ability to flex up and down based on demand*

- **Family Programs:**

- Back to school and holidays gift programs are now in the form of gift certificates

Counselors: How Did We Compare to Fairfield County Social Services Departments?

<u>Town</u>	<u>Population</u>	<u>Programming and Admin</u>	<u>Non Youth Counseling</u>	<u>Youth Counseling</u>	<u>Comments</u>
Redding	9k	*	1 FT, 1 per diem	0	Refers to counseling agencies
Weston	10k	*	1 PT	0	Refers to counseling agencies
Wilton	18k	2 FT, 1 PT	2 PT	1 PT**	Short-term counseling and referrals
New Canaan	20k	*	2 FT	1 PT	crisis counseling only (then refers out)
Darien	21k	*	2 FT	0	Refers to counseling agencies
Ridgefield	24k	*	1 FT	0	Refers to counseling agencies
Westport	28k	*	2 FT, 1 PT	0	Contracts with KIC*** for a FT counselor at SHS
Fairfield	62k	*	6 PT	0	Refers to counseling agencies
*only showing Wilton					
**Expectation of 1 FT or 2 PT as we get into 2021					
***KIC= Kids in Crisis https://www.kidsincrisis.org/get-help/teentalk/					