



# Youth and Family Services

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Director

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# What is a YFS Department?

- MGL Chapter 40, Section 8E: Youth commission
- Section 8E. A city or town which accepts this section may establish a youth commission, hereinafter called the commission, **for the purpose of carrying out programs which may be designed or established to meet the opportunities, challenges and problems of youth** of said city or town and in conjunction with any similar or related programs of any agency of the commonwealth or any agency of the federal government. It shall keep accurate records of its meetings and actions and shall file an annual report which shall be printed in the case of towns in the annual town report. **The commission may appoint such clerks and other employees as it may from time to time require. ....**

# Mission Statement

- The mission of Westborough Youth and Family Services is to provide counseling and referral services for families, to promote prevention and wellness through collaboration with town and community agencies and to provide inclusive education, programming and information to enhance the lives of all families in Westborough.

# What We Do.

- Mental Health Services
- Case Management, Information and Referrals
- Community Education
- Advocacy

# What we need.

- Increase hours for Administrative Assistant from 19 hours per week to 40 hours per week.
  - Change Job Description to make it a 40 hour position as soon as possible.
  - Increase Wages budget at Fall Town Meeting by \$23,735.

# Why.

- The role of the AA has fundamentally changed in scope:

Additional duties.

Increase in complexity and intensity of duties.

Shifting of focus of the YFS Department.

## Duties in 1995:

- Answer phones.
- Youth Commission minutes.
- Payroll, pay bills, purchasing office supplies.
- Design and copy flyers for programs.
- Organize files.

# Differences in Westborough

- Population: 14,133 (1990) to 18,272 (2010)
- Housing: 5767 (1990) to 7304 (2017)
- Affordable Units: 209 (3.6%) (1997)  
to 973 (13.3%)(2017)
- Students: 2768 (1995) to 3852 (2017)
- Food Pantry ~30 (2000) to ~130 (2017)



# Additional Administrative Duties

- Holiday Store
- Human Service Alliance
- Westborough CARES
- Westborough Connects
- YFS Newsletter
- Westborough Reads Together
- Hot Summer Nights
- Social Media Presence
- Web site maintenance
- Holiday Outreach Committee
- Hoarding Intervention Team

# Increase in Complexity

- Increase in complexity of clinical cases. In the past we would see behavior management and alcohol use concerns. Now we see trauma, bipolar disorder, depression and anxiety, suicidality, eating disorders, and use of opiates, cocaine, prescription drugs.
- Cultural diversity requires greater attention and time.
- Complexity of accessing state, federal and private services has increased.
- AA is triaging the needs, and off-loading clinical staff by doing more case management

# Shifting Focus

- Prevention and collaboration supports community wellness. Time and attention for the Director is shifting and needs more administrative support to make efficient use of Director's time.
- More concerns about safety and security of the office with no person to greet the public and act as gate keeper for clinical personnel who are working.

# This requires:

- More collaboration among agencies required
- More community education and programming
- More outreach