

Town Manager's Report
December 29, 2014



To: Board of Selectmen
From Christopher Whelan, Town Manager

Following are some of the matters reported on this week by various Town Departments:

- **Veterans Services –**
 - “Toys for tots” gifts were picked up from local organizations and given to Concord Community Services for distribution.
 - Fifteen families in need were given holiday gifts (toys for children and gift cards to adults for food and medical purchases) during a two day period.
 - Recipients of benefits via chapter 115 were notified and requests made for updated paperwork so that they can continue to receive benefits during 2015.

- **Community Services -**
 - Another big THANK YOU to all the Concord Town Employees and Residents who contributed to the Community Services Holiday Gift Card Drive this holiday season!! Nearly \$5,000 in gift cards were donated this year!! A special THANK YOU to the Concord Masons for their contribution of \$3,550 in gift cards through the Masonic Angel Fund.
 - Over 35 Concord families were given gifts and gift cards to provide financial assistance during the Christmas and Holiday season. Several thousands of dollars in gifts and toys were donated through the Concord Carlisle Community Chest and Youth Services gift drive. There were

nearly 90 dependent children in need in Concord and Carlisle this year who benefited from these very generous donations.



- With the assistance of the Concord Veteran's Agent and the Concord Carlisle Youth Services Coordinator, the Community Services Coordinator was able to distribute gifts and gift cards to 20 families this past week. The CSC received 12 phone calls and 38 emails related to assistance requests.
- This week's requests for assistance were related to holiday assistance, fuel assistance applications, food assistance, utility bills assistance, rent assistance and housing assistance.
- The Community Services Coordinator collaborated with the Concord Municipal Light Plant, SMOC, SNAP, the Concord Housing Authority, the Concord COA, the Carlisle COA and the Salvation Army.
- The CSC submitted the 2014 Community Services Annual Report.
- The Community Services Coordinator continues to assist Concord residents under the age of 60 with applying for fuel assistance through the SMOC Fuel Assistance program. For more information and/or an application informational packet please contact Aileen Buford,MSW at abuford@concordma.gov or 978.318.3034.
- The Community Services Coordinator is also the point of contact for the Good Neighbor Energy Fund, a program sponsored by the Salvation

Army. For more information about this program please contact Aileen Buford, MSW at abuford@concordma.gov or 978.318.3034. For program information and income guidelines you can go to www.magoodneighbor.org

- **Concord Free Public Library -**

- Kerry Cronin and Deb Ervin have begun recruitment preparations for the Head of Reference position.
- Fayth Chamberland, Children's and Young Adult Librarian created two new areas for young patrons. There is a maker space craft area for young adults. She also created an Activity/Toy Storage area in the Children's Room by moving in a large shelving cart in the middle of the Oversize Book bins. The cart contains



paper & crayons, puzzle bins, and toddler/preschool toys to be used in the library. The toys and cart have stickers that label the toy and remind users to put back in container and on toy cart. Putting the puzzles in 2 bins on the cart makes it easier for children to reach rather than the window shelf where they would tumble on the floor. Putting the paper and crayons on the cart has freed up the wooden display cart in the entrance which will now display New Picture Books (they used to be on the window sills) which is a more prominent space for patrons to see and is right near the New J Fiction shelves around the corner. Over the weekend patrons seemed to enjoy the new setup at the library. We had babies, toddlers, and young children playing with foam blocks on the carpet area while caregivers sat down with them and played and talked together. A nice social time of sharing and interaction was had by the children and caregivers. Everyone cleaned up and put away toys so it was a positive experience for all. Fayth put out a few items and will switch them every few weeks to keep things fresh and interesting.