



Local Officials Human Services Council What is a Municipal Human Service Need?

Massachusetts cities and towns usually have a Police Department, a Public Works Department, or a Council on Aging. In recent years Councils on Aging (COA's) have been asked to work with an increasingly younger population and in areas with which they may or may not be familiar. Typically any service that provides tangible or intangible assistance to an individual can be classified as a 'human service.' If that service is provided by a city or town through its budget process, then it is a 'municipal human service.'

In Massachusetts cities and towns have developed different structures and systems to respond to their respective resident needs. Not every town is organized the same way nor provides the same service. Not every city or town has a municipal department devoted to human services – the larger cities often rely on private non-profit agencies to address those specific resident concerns.

Those cities and towns that do provide human services offer these types of services to their residents:

- Counseling
- Resource and Referral
- Crisis Intervention
- After School Programs
- Fuel Assistance
- Veterans Services
- Parent Education
- Youth Development
- Skill Building Workshops
- Case Management
- Outreach and Advocacy
- Transportation

- Youth Leadership and Socialization Opportunities
- Emergency Assistance
- Child Care Information and Referral
- Disability Information and Referral
- Substance Abuse Education and Diversion Programs
- Youth Court
- Restorative Justice Options
- Domestic Violence Education and Support
- Violence Prevention and Support
- Safe Routes to School
- Healthy Communities Initiatives
- Elder Services
- Housing and Homelessness Issues
- Refugee Assistance

The list can go on and on and include tasks and areas not even mentioned here. Most often Municipal Human Service departments collaborate with schools, police, health, parent organizations, citizen groups, and other non-profit organizations for the benefit of the community as a whole. Human Service Departments are in a unique position to bring different community interests together around the same table to work on a mutual issue of concern.

If you have specific questions or would like more information feel free to contact

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