

Social Services

The Social Service program provides information and referrals to seniors and their families about programs and services provided by the Council on Aging and other agencies in the elder network. The staff is available in the office, and by telephone. The social service staff works collaboratively with many agencies serving seniors, including home care, legal assistance, protective services, housing, and visiting nurses. Four of our staff specialize in health insurance and assist seniors in this complex area.

Maryanne Pierce, LSW
Social Services Coordinator

Sandra Cloutman
Outreach Worker

Sheila Dzengelewski
Outreach Worker

Amber Moutsoulas
Outreach Worker

Mariana Mellville
Outreach Worker

Bilingual services available to our Spanish or Portuguese speaking community

Report Elder Abuse

Elder abuse includes physical, sexual, and emotional abuse, caretaker neglect, financial exploitation, and self neglect

Elder Abuse Reports can be filed **24 hours** a day either online (<https://www.mass.gov/info-details/report-abuse-of-adults-aged-60>) or by phone at **(800) 922-2275**.

Elder Protective Services can only investigate cases of abuse where the person is age 60 and over and lives in the community.

To report abuse of a person with a disability under the age of 60, call the Disabled Persons Protection Commission at (800) 426-9009.

To report abuse of a person by nursing home or hospital, call the Department of Public Health at (800) 462-5540.

Call 911 or local police if you have an emergency or life-threatening situation.

Social Services Peabody Council on Aging

79 Central Street
Peabody, MA 01960
978-531-2254
www.peabodycoa.org
8 am - 4 pm
Monday - Friday



Edward A Bettencourt Jr, Mayor

Carolyn Wynn, Director

What we do:

The social service staff provides assistance with the application process and participation of the following programs:

Fuel Assistance

Fuel Assistance helps with the cost of heating homes and is available to income eligible individuals and families whether they own their home or rent.

SNAP benefits

SNAP benefits (formerly referred to as Food Stamps) is a supplemental nutrition assistance program available to low-income individuals and families.

SHINE counseling

The SHINE Program provides free health insurance information, counseling and assistance in navigating the Medicare and MassHealth systems for seniors. Four of our staff are certified SHINE counselors and can provide accurate, unbiased

and up-to-date information about health care options.

Social Security & Retirement

Our Social Services department provides assistance in navigating and communicating with Social Security.

Housing

The social service staff can assist individuals in applying for subsidized housing. Subsidized housing is affordable public housing that bases rent on 30% of income.

Commodity Supplemental Food Program a Senior Food Assistance Program which consists of a FREE monthly bag of groceries based on age, residence, income and household size.

Spanish

Nuestra comunidad se dedica a garantizar que todos sus miembros tengan acceso a los recursos y servicios esenciales que necesitan. Ofrecemos asistencia bilingüe para ayudarles a tramitar las solicitudes de ayuda para combustible, vivienda y beneficios del programa SNAP. Además, brindamos asesoramiento sobre seguros, de salud asistencia con el Seguro Social y programas de asistencia tributaria para personas mayores.

Portuguese

Nossa comunidade se dedica a garantir que todos os membros tenham acesso aos recursos e serviços essenciais de que precisam. Oferecemos assistência bilíngue para ajudar no preenchimento de formulários de auxílio-combustível, auxílio-moradia e benefícios do SNAP (Programa de Assistência Nutricional Suplementar). Além disso, oferecemos aconselhamento sobre seguros de saúde, assistência com a Previdência Social e programas de assistência tributária para idosos.