



medfield outreach

Support. Connect. Care.

Strategic Plan 2022 – 2027

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I. Letter from the Director

Thank you for your interest in learning more about the community needs survey and Medfield Outreach's strategic plan. We engaged in this process in the hopes of better understanding the community's needs and tailoring our services to meet those needs. We understand that our services should continuously evolve to adapt to our changing world, and we appreciate the opportunity to think carefully about these issues. As Director of Medfield Outreach, I am proud of the work that went into both the community needs survey and the strategic plan, and I am excited to share it with you, the Medfield community.

We are grateful to The Medfield Foundation Legacy Fund for making this project possible. The funding allowed us to secure Ann Budner to guide us in conducting a community needs survey and developing a five-year strategic plan. Secondly, this project would not have been possible without the support, participation, and commitment of our planning committee of twelve key stakeholders. These community members generously gave up time in their very busy schedules to collaboratively develop and disseminate the needs assessment, analyze the data, and use the information to inform our goals and objectives. Finally, I would like to thank the community for your participation and candor. Approximately 800 of you took the time to complete the survey, helping us to better understand the complex needs of our residents and how to shape our services to serve you best.

The community needs assessment confirmed that we must increase awareness of our services. In addition, families rated mental health as their top concern. The results are consistent with the evidence we see in our office; the pandemic has caused additional stress, increasing mental health struggles, feelings of loss, economic instability, and uncertainty about the future.

Outreach is a department that serves the Medfield community with a broad range of social services. Our mission is to provide access to high quality behavioral health and social services for Medfield residents in order to optimize wellness in our community. Our vision is a community in which all people are valued, healthy, and empowered to live fulfilling lives. Outreach provides a wide scope of human services, including mental behavioral health services, social and public assistance programs, prevention programming, and wellness initiatives.

This strategic plan serves as a blueprint over the next five years, as we continue to listen actively and respond to the needs of our community. Only with your input, involvement, and support can we best serve Medfield residents. We are committed to this work, and we invite you to join us.

With Appreciation,

Kathy McDonald, M.Ed., MSW, LICSW
Director

II. Introduction

Medfield Outreach (Outreach) is a municipal department of the Town of Medfield, dedicated to serving the social, emotional, and financial needs of Medfield residents. Through collaboration with a wide network of organizations, professional associations, religious institutions, consortiums, and civic groups, Outreach provides a variety of services that include free and confidential counseling services; prevention programming; administration of two community coalitions; and referrals to a wide variety of social service programs that strengthen the town's safety net for residents. The department serves residents of all ages, providing a warm welcome, compassionate listening, and informed support to those who need help.

This five-year plan represents our commitment to moving Medfield Outreach forward in a strategic way in order to serve even more Medfield residents more effectively. We are cognizant that we will continue to change over the next five years in response to the dynamic needs of our community. This means that we may modify or add strategies, tactics, or metrics to reflect each year's priorities, but our goals will not change.

The five pillars of our plan are high-priority goals that provide a guiding framework for all our work.

Goal 1. Develop an effective and efficient infrastructure

Goal 2. Continue to provide high-quality services to Medfield residents

Goal 3. Increase awareness of Medfield Outreach's mission, services, and how to access help

Goal 4. Increase prevention services in order to build a healthy community

Goal 5. Build upon diversity, equity, and inclusion competencies within our department as well as within programming and services

III. The Strategic Planning Committee and Process

In order to create this plan, Medfield Outreach formed a committee of Outreach staff members, town employees, and community members. Due to COVID-19, the committee met virtually for nine meetings. The planning work was divided into four phases, conducted entirely virtually: (1) initial planning and development of guiding principles, (2) a community survey, (3) discussion of strategies and priorities with the planning committee, and (4) finishing the plan with the Outreach staff. The entire process took five and a half months. With the financial support of the Medfield Foundation Legacy Fund, Ann Budner of ABudner Strategy Consulting was hired to facilitate the planning process.

We are very grateful to the following committee members who donated their time, expertise, and insights to this process.

Anna Mae O’Shea Brooke

Member, Medfield School Committee
Resident, Town of Medfield

Jean Mineo

Executive Director, Bellforge Arts Center
Resident, Town of Medfield

Ann Budner

Consultant, ABudner Strategy Consulting

Gus Murby

Selectboard Member, Town of Medfield
Resident, Town of Medfield

Molly Frankel

Chair, Medfield Outreach Advisory Board
Senior VP & Senior Counsel, Citizens Bank
Resident, Town of Medfield

Kirsten Poler

President, Medfield Foundation
Resident, Town of Medfield

Chelsea Goldstein-Walsh

Outreach Clinician, Medfield Outreach

Sarah Raposa

Planner, Town of Medfield

Meri Haas

Prevention Coordinator, Medfield Outreach

Kevin Ryder

Director, Medfield Parks & Recreation Department

Michelle Manganello

Police Detective, Medfield PD
Outreach Advisory Board
MCAP and MSCP Member
Resident, Town of Medfield

Kathy Thompson

Lead Nurse, Medfield Public Schools
Member, Outreach Advisory Board and
Medfield Board of Health
Resident, Town of Medfield

Kathy McDonald

Director, Medfield Outreach
Resident, Town of Medfield

IV. History and Purpose of Medfield Outreach

The Medfield Outreach department, originally named “Medfield Youth Outreach”, was adopted as a town program in July 1979, per the Annual Town Report:

In July 1979, the Medfield Youth Outreach Program became a Medfield Board of Health program. Thanks to the years of effort by the Medfield Committee, Inc., (a non-profit organization), the Outreach program developed into a service not only needed but accepted by the town residents. The prime purposes of the Outreach program remain crisis intervention, short-term counseling, and referrals to other social service agencies. However, the focus of these services includes families as well as youth. In fact, during 1979, one third of all the cases involved some form of family counseling.” (p. 81).

At this time, the Medfield Youth Outreach program became a Medfield Board of Health program. In the calendar year 1979, 103 children, adolescents, and young adults received individual, group, or family services from the Outreach program.

The program has become a department, adapting to meet the ever-changing needs of the community. Outreach serves more residents every year with more varied services. During the 2021-2022 school year, Outreach’s prevention programming reached over 2,000 students ages pre-K through grade 12. Clinical referrals during the same time period exceeded 800. In 2021, Medfield Outreach provided over 600 hours of clinical services to Medfield residents. In just the first half of 2022, clinical engagement exceeded 550 hours, on pace to double last year’s impact.

The current Outreach staff - Director, Outreach Clinician, and Prevention Coordinator - provides all services with the support of master’s level clinical interns and community volunteers. The Medfield Town Administrator is the direct supervisor of the Director.

The Board of Selectmen approved the formation of the Medfield Outreach Advisory Board on December 20, 2016. The Advisory Board advocates for the needs of the department, supports department goals, provides input about the community’s needs, and helps to make residents aware of the services provided. The current board members are as follows:

- Kathleen Cahill, Account Manager, Rogers Marketing, Coordinator of Medfield Helping Hands
- Molly Frankel, JD, Senior VP & Senior Counsel, Citizens Bank, Board Chair
- Michelle Manganello, Detective, Medfield Police Department
- Kathleen Thompson, MSN, School Nurse Leader, Medfield Public Schools, Member of Board of Health
- Kate Thomas, Owner, Registered Dietician, Karuna: Nutrition + Movement
- Abigail Bligh, Medfield High School Student, Junior Advisory Board Member

IV. History and Purpose of Medfield Outreach (cont.)

The mission of Medfield Outreach is to provide access to high quality behavioral health and social services for Medfield residents in order to optimize wellness in our community. For clarity purposes, behavioral health refers to how one's habits impact overall physical and mental wellbeing. Behavioral health services focus on daily habits, behaviors, and actions that can be impacting a patient's mental and/or physical health. Often, mental health and behavioral health are used interchangeably.

Outreach services fall into three categories:

- 1) **Clinical services** – Clinical consultation, assessment, short-term individual counseling, family work, therapeutic workshops and groups, clinical referrals, and case management

- 2) **Need-based services** – Referrals to a host of social services including, but not limited to, affordable housing, food resources, fuel assistance, emergency funds, camp scholarships, birthday wishes program, and holiday gifts program. Case management for families with multiple needs.

- 3) **Prevention services** – Trainings, workshops, and outreach to the community and schools with information on mental health, substance misuse prevention, suicide prevention, and psychoeducation on a variety of topics. Community based prevention work includes the administration of two community coalitions: Medfield Coalition for Suicide Prevention (MCSP) and the Medfield Cares About Prevention (MCAP) community coalition.

In October of 2019, Medfield Outreach was awarded a five-year Drug-Free Communities grant from the federal government. This funding allowed the department to hire a full-time Prevention Coordinator who leads our work to reduce the prevalence of youth substance use in the community. Due to the acquisition of this grant, Outreach has been able to greatly increase its reach in the community, not only to treating and referring, but also working to prevent mental health and substance use disorders. The grant is currently in the latter part of year three of the five-year funding period. A competitive grant application process is anticipated for potential funding for years 6-10. The process of applying for those funds will begin during year five of the current grant cycle.

The emergence of COVID-19 in March 2020 added new challenges to the department's work. The department quickly pivoted to offering all services entirely online, via telehealth, Zoom, and phone. Outreach staff assisted the town in its response to COVID by working with the Medfield Foundation and Medfield's United Church of Christ to distribute the COVID-19 Public Need Fund. Reacting quickly to the rising number of Medfield residents requesting need-based services, Outreach helped to vet and fulfill requests through the Public Need Fund and other sources.

IV. History and Purpose of Medfield Outreach (cont.)

The department is a hub of resources where residents of all ages can get a multitude of needs met; staff members are adept at leveraging available services that benefit community members. Any resident, regardless of age, can rely on Outreach's assistance to get connected to needed resources, including needs-based assistance, clinical services, and prevention services. Resources to which the department often refers residents include the Medfield Food Cupboard, the Birthday Wishes program, the Holiday Gifts program, A Place to Turn, New Life Furniture Bank, and the federal fuel assistance program. The department is a federal fuel assistance intake site and is poised to help any Medfield resident under the age of 50 apply for the federal fuel assistance program, administered regionally by the South Middlesex Opportunity Council in Framingham.

The Outreach department works closely with school staff and other community members to support the mental health and well-being of young people in Medfield. The department receives clinical referrals from the schools, local pediatricians, Interface Referral service, as well as directly from individuals. While Outreach staff members work closely with other mental health providers to support the needs of clients, the office provides a distinct service not replicated by other organizations in town.

V. The Medfield Service Network

Medfield Outreach is an essential member within a network of service providers that support Medfield residents including town departments and boards (e.g., Medfield schools, Police, Fire, Public Health, Library, Veteran’s Services, Parks and Recreation, Council on Aging), community organizations (e.g., Medfield Coalition for Suicide Prevention, Medfield Cares about Prevention, the Medfield Foundation), regional partners (e.g., MetroWest Substance Awareness & Prevention Alliance, Norfolk County Sheriff’s Youth Mental Health & Substance Use Task Force), and contracted services (Interface Referral Service).

This plan connects to and helps implement the Medfield Town Master Plan and the Medfield Public Schools strategic plan. Outreach shares the town and the school department’s focus on the health and well-being of residents and supports the schools in accessing resources for students and families.

Finally, Outreach collaborates with its volunteer Advisory Board to identify the current and emerging needs of Medfield’s residents and to advocate for the department in the community.

Medfield is a small town with many resources, but these resources can be hard for residents to access, for various reasons. Outreach is committed to working with our residents and community partners to strengthen the safety net and make it more transparent, accessible, and stigma-free.

VI. Community Needs Assessment Data

In preparing this strategic plan, the planning committee conducted a comprehensive community needs assessment. The data collection process consisted of an online and hard copy survey to which 804 residents and town employees responded (a significant response rate given the town's population). You may read the entire community needs assessment report [HERE](#). The complete verbatim answers to the survey questions are reprinted in full in Appendix A.

The community survey asked about individual family concerns as well as overall community concerns. Key highlights include:

- **Top four family concerns:** Mental Health, Unhealthy Technology/Screen Use, Parenting Challenges, and the Feeling that it's Hard to Be Different in Medfield
- **Top four community concerns:** Mental Health, Unhealthy Technology/Screen Use, the Feeling that it's Hard to Be Different in Medfield, and Substance Misuse
- **Fifth highest concern:** Bullying, for both individual families and the community overall
- Lower-income respondents say increased **access to affordable housing, mental health/prevention services, and affordable childcare** would improve their quality of life
- Nearly half of all respondents were **unaware that Outreach services are available to all residents**

Prior to the strategic planning period, Outreach conducted three Medfield parent focus groups and fourteen interviews with Medfield High School students. The data was collected in partnership with Community Anti-Drug Coalitions of America (CADCA), a nationally renowned prevention organization. The conversations focused on the topic of Medfield youth substance use. The themes that emerged were consistent with the themes from the community survey. The full CADCA key informant/focus group report can be viewed [HERE](#). (Report to be posted on the Medfield Outreach website, Fall 2022).

VI. Community Needs Assessment Data (cont.)

Additionally, the committee referenced the community needs highlighted in the 2019 Community Health Needs Assessment, MetroWest Region¹ and the 2021 MetroWest Health Foundation’s MetroWest Adolescent Health Survey (MWAHS).² Finally, we reviewed several state and local data sources: the state Coronavirus website,³ the state Labor Force and Unemployment website,⁴ the state Department of Education database,⁵ the Medfield Housing Production Plan (2022),⁶ the Medfield Public Schools Strategic Plan (2016),⁷ and the Medfield Townwide Master Plan (2021).⁸

Medfield Outreach’s strategic plan supports both Medfield Public Schools’ Strategic Plan and the town’s Master Plan. Both plans include goals related to social and emotional health and well-being and mention Medfield Outreach specifically. Outreach’s services are an essential tool in the town’s efforts to meet its goals. The department’s five-year Drug Free Communities grant responds to the specific substance use concerns identified in the town’s focus groups and as a result of the 2018 MWAHS survey.

Plan	Goal	Objective	Outreach-Related Strategy
MPS Strategic Plan 2016-2021	#2. Well-Being	2.1.2 The district will promote and support collaboration with outside agencies	Partnership with Medfield Outreach
Townwide Master Plan 2020	#7. Support health and wellness of residents	7.2 Promote healthy lifestyle choices, especially for youth	Support Medfield Outreach

Our needs assessment was conducted during an unprecedented time - the COVID-19 pandemic. The pandemic has had an exacerbating effect on existing health and economic challenges, and has disproportionately affected essential workers, people of color, and people with disabilities. When the planning process started in 2022, the initial crisis had subsided and case rates had declined, but Outreach was experiencing higher than normal call volumes. After Outreach conducted the community needs survey, awareness increased, and calls spiked again. Callers’ top concerns have been financial and mental health needs.

¹Community Health Needs Assessment, MetroWest Region, for MetroWest Health Foundation, prepared by Health Resources in Action, 2019. Accessed at: <https://mwhealth.org/knowledge-center/foundation-publications>

²2021 Regional Highlights Report, MetroWest Adolescent Health Survey, MetroWest Health Foundation, prepared by Education Development Center, Spring 2022. Accessed at: <https://mwhealth.org/knowledge-center/foundation-publications>

³Mass Coronavirus website. Accessed at: <https://www.mass.gov/info-details/covid-19-response-reporting# covid-19-interactive-data-dashboard->

⁴ Mass Labor Market Information website. Accessed at: <https://lmi.dua.eol.mass.gov/LMI/LaborForceAndUnemployment/LURResults?A=05&GA=000365&TF=3&Y=2022&Sopt=&Dopt=TEXT>

⁵Mass Department of Education website. Accessed at: <https://profiles.doe.mass.edu/analysis/default.aspx?orgcode=01750000&orgtypecode=5&>

⁶Town of Medfield Housing Production Plan, 2022-2026. Prepared by JM Goldson LLC. <https://www.town.medfield.net/240/Planning-Board>

⁷Medfield Public Schools Strategic Plan: 2016-2021 <https://www.medfield.net/o/medfield-public-schools/documents>

⁸Medfield Townwide Master Plan: Building Our Future, adopted October 2021. <https://www.town.medfield.net/350/Townwide-Master-Planning-Committee>

VI. Community Needs Assessment Data (cont.)

As of June 2022, Medfield had a cumulative total of 1,929 Coronavirus cases. When Covid struck in March 2020, the resident unemployment rate spiked from 2.3% to 10.8% in just one month. However, most of Medfield's residents were able to recover their jobs quickly. By December 2020, the unemployment rate had declined to 5.9%, and by April 2022 it had returned to its 2020 rate of 2.3%.

For both children and adults, state and national research shows that COVID-19 dramatically affected mental health. The data for local youth is especially robust. The 2021 MetroWest Adolescent Health Survey (MWAHS) collected responses from 39,293 middle and high school students across 25 MetroWest communities, including Medfield. MetroWest youth reported sharply higher rates of serious mental health issues in 2021 compared to 2018, including depression, intentional self-injury, and serious thoughts of suicide. Both middle school (23%) and high school (34%) youth reported they experienced poor mental health due to COVID-19 "most of the time" or "always." By almost the same rates, middle school and high school students (41% and 48%, respectively) reported their mental health had gotten "a little worse" or "a lot" worse since the beginning of COVID-19. Reports of decreases in mental health were greater among females than males. Mental health issues were particularly troublesome for youth with learning disabilities, LGBTQ youth, Latinx youth, and youth who have not always lived in the US. Compared to 2018, teens also reported higher rates of screen time and cyberbullying and lower rates of adult support both in and outside school.

The 2021 town-specific MWAHS data, including Medfield's, was not available at the time this strategic plan was prepared. However, the 2018 Medfield data was available. It is reasonable to assume that at least some of the Medfield indicators have declined as a result of Covid in the same way that indicators, including serious mental health, have declined across MetroWest. In the absence of the 2021 Medfield data, we have compared Medfield High School's 2016 and 2018 rates to MetroWest High Schools' 2016, 2018, and 2021 rates. The shading indicates how Medfield's results changed from 2016 to 2018. (See Table 1.1 below).

In 2018, 752 Medfield High School students (91%) responded to the MWAHS survey. They reported high levels of stress and increasing rates of self-injury, substance use, and bullying. As with the MetroWest data, Medfield girls reported mental health issues at higher rates than boys did. Table 1.1 shows that in the areas of stress, substance use, and bullying, Medfield rates in 2018, pre-Covid, were higher than the MetroWest rates in 2021, post-Covid.

VI. Community Needs Assessment Data (cont.)

**Table 1.1
MetroWest Adolescent Health Survey Data**

	METROWEST High Schools 2016	MEDFIELD High School 2016	METROWEST High Schools 2018	MEDFIELD High School 2018	METROWEST High Schools 2021	MEDFIELD High School 2021
Feeling nervous, anxious, on edge "more than half the days" or "nearly every day" in past two weeks	Data not collected	Data not collected	35%	NA	42%	2021 Medfield data is pending public distribution. Data was unavailable at time strategic plan was developed.
Unable to stop or control worrying in the past two weeks	Data not collected	Data not collected	27%	NA	34%	
Life "very stressful" in past 30 days	36%	39%	36%	41%	34%	
Depression in past year	18%	16%	20%	15%	27%	
Self-injury in past year	13%	11%	14%	12%	19%	
Considered suicide in past year	12%	11%	13%	9%	16%	
Attempted suicide in past year	4%	3%	4%	3%	5%	
Used alcohol in lifetime	52%	59%	50%	58%	45%	
Used alcohol in past 30 days	32%	42%	28%	42%	25%	
Used electronic vaping products (EVPs) in lifetime	28%	41%	41%	48%	24%	
Used EVPs in past 30 days	15%	27%	28%	36%	13%	
Used marijuana in lifetime	28%	29%	31%	37%	21%	
Used marijuana in past 30 days	19%	19%	21%	26%	12%	
Bullying victim in past year	21%	23%	22%	25%	22%	
Bullying victim on school property in past year	17%	20%	19%	20%	17%	
Cyberbullying victim in past year	19%	22%	18%	19%	22%	
Overweight or obese	21%	14%	21%	17%	20%	

Legend: Increase No Change Decrease

Note: Shading indicates comparison of Medfield data from 2016 to 2018

VII. Medfield Outreach's Guiding Principles

Tag Line

Support. Connect. Care

Mission

To provide access to high quality behavioral health and social services for Medfield residents in order to optimize wellness in our community.

Vision

We envision a community in which all people are valued, healthy, and empowered to live fulfilling lives.

Values

As a department that believes that all people have inherent worth, we provide services with the following values in mind:

- **Accessible, Inclusive and Stigma-free:** We believe all residents deserve to access services without fear of judgment, cost, stigma, or other barriers.
- **Acting with Integrity:** We are dedicated to the highest standard of ethical conduct and financial stewardship.
- **Collaborative:** We are stronger together. We leverage collective knowledge and resources to create meaningful impact.
- **Client-Centered:** We respect our clients' unique needs and experiences, joining with them in overcoming their self-identified struggles.
- **Compassionate:** We care deeply about one another and the neighborhoods in which we live.
- **Empowering:** We believe that everyone deserves to feel in control of their own life.
- **Respectful and equitable:** We respect the inherent dignity of all people and strive to provide equitable access to services.

VIII. Strategic Goals

The Strategic Planning Committee has identified five goals that are essential to Medfield Outreach's long-term success. These goals are interdependent and connected.

Goal 1. Develop an effective and efficient infrastructure

Goal 2. Continue to provide high-quality services to Medfield residents

Goal 3. Increase awareness of Medfield Outreach's mission, services, and how to access help

Goal 4. Increase prevention services in order to build a healthy community

Goal 5. Build upon diversity, equity, and inclusion competencies within our department as well as within programming and services

IX. Critical Strategic Issues

The five goals are informed by an extensive community needs assessment and lengthy discussions among the Strategic Planning Committee. The needs assessment and planning process identified the following strategic issues:

1. The existing technology infrastructure and physical space are inadequate to meet client needs and conduct business professionally. The internet connection is unstable and frequently goes down in the middle of meetings or counseling sessions. Not only is this frustrating for staff, but it can also be distressing to clients. When in use by the Outreach staff, the telephone line rings busy, rather than going to voicemail or defaulting to ring on a second line. Also, the office seeks to shift to a HIPAA-compliant medical records system that is electronic rather than paper-based. The physical layout limits the number of clients staff can see at once. In addition, temperature regulation within the office continues to be problematic. Lastly, the office has insufficient parking for staff and clients and a cluttered entrance area that does not reflect the professional quality of the services offered inside.

2. COVID-19 has created a more acute situation and Outreach will be needed more than ever. The most commonly reported family concern in the community survey was mental health. The department has already experienced an increase in calls requesting mental health support, as a result of Covid's effects and heightened awareness after the community survey. Covid has created a burden on the mental health system that has decreased families' ability to access alternative, private avenues for mental health support. As a result, Outreach has been providing a safety net for residents while they wait for longer-term, outpatient services to become available. Demand is going up, but Outreach's resources are stagnant. This dynamic poses a problem for service delivery.

IX. Critical Strategic Issues (cont.)

3. The small Outreach staff cannot and should not try to serve all needs by themselves. Outreach is part of a network of services available to Medfield residents. Outreach makes every effort to employ tools such as referrals and case management, highlighting prevention services, and working collaboratively with other town departments. However, increased demand for services in the wake of Covid-19 makes it imperative for the staff to work even more efficiently and requires, in turn, more support and coordination from town and community partners. If staff resources increase, Outreach will be able to provide more services to more people.

4. Clear messaging and regular community outreach are crucial. Many, if not most, community members are unclear on Outreach's purpose, how to access its services, and who is eligible. Underserved and skeptical audiences require especially clear communication. The staff will need to find more time to build community awareness. The Advisory Board has the potential to support the staff by engaging more fully in community outreach efforts.

5. Medfield seems to have a culture of silence and conformity. Residents say it is hard to be different from the "Medfield ideal" and report significant concerns with bullying among both children and adults. This issue manifests itself in feeling unsupported and thus not talking about issues or seeking help. The town can feel exclusionary to different sorts of people: seniors, lower-income residents, single mothers, students with disabilities, students who aren't athletic, people of color, people of non-Christian faith, etc. The department has the potential to promote services more intentionally to underserved residents.

Outreach has been providing comprehensive social and clinical services to Medfield residents for almost 43 years, but 37% (257) of survey respondents said they didn't seek help from Outreach because they didn't know about it. A smaller percentage (10%) thought that they were ineligible for services. Given that the nature of mental health work is confidential, it makes sense that non-clients are most aware of the department's prevention work in the community, specifically Medfield Cares about Prevention (MCAP), Medfield Coalition for Suicide Prevention (MCSP), and youth programs. The COVID pandemic has made it clear that it is essential to publicize Outreach's services and reassure the community that it is a safe, discreet, and beneficial place to seek help for all residents.

IX. Critical Strategic Issues (cont.)

Like many towns in MetroWest, Medfield is a community undergoing demographic change. First, the town is getting older. The only age group that is expected to increase in the next decade is residents over 65. In 2019, 13% of town residents were age 65 or older; projections suggest that the senior population will increase to 25% by 2030. In addition, 28% of households in Medfield contain elderly members and 7% are one-person households headed by elderly. Medfield’s Housing Production Plan states, “A survey conducted by the town determined that 68 percent of respondents have lived in Medfield for 30 years or longer, and that staying and aging in Medfield is a goal for 88 percent of respondents.” The plan goes on to say that seniors have “significantly lower median incomes than the median household income for all ages in Medfield, leading to a lack of affordable housing options in the town.”⁹ Seniors will continue to need support services such as affordable and accessible housing, the food pantry, and public transportation.

Secondly, the town’s population is primarily White, but it is slowly becoming more diverse. From 2010 to 2022, the White, non-Hispanic school-age population fell from 93.1% to 86.8% while the Asian population grew from 3.2% to 4.3%, the Hispanic population grew from 1.5% to 3.8%, the Multi-Racial, Non-Hispanic population grew from 1.6% to 3.8%, and the African-American population grew from .4% to 1.1%. Also, since 2010, the number of English Language Learners has increased 1.1 points (.2% to 1.3%) and students whose first language is not English increased by 2.2 points (1.4% to 3.6%). In 2022, 20.5% of students are classified as “high needs” by virtue of being English language learners, low-income, or a child with disabilities.¹⁰ Residents of color and those who are English Language Learners will continue to need more support in accessing services and making connections both inside and outside the school walls.

Finally, the town is becoming more difficult to afford. The median sales price of a home (single-family and condo) in Medfield has increased 91% between 2001 and 2020, and monthly housing costs have increased accordingly. According to the Housing Production Plan, about 26% of Medfield’s roughly 4200 households are “cost-burdened,” meaning they spend more than 30% of their income on housing costs. This group includes about 57% of Medfield’s renters and 21% of homeowners. Most of Medfield’s cost-burdened households have low/moderate incomes (at or below 80% of the Area Median Income). Of the estimated 770 Medfield households with low/moderate incomes, about 74% (570) are cost burdened. While Medfield is typically thought of as an affluent town, 16% of households have incomes below \$50,000. Lower income households are impacted by economic, mental health and substance misuse issues at disproportionate rates, and will continue to need support services.

⁹ *Town of Medfield Housing Production Plan 2022-2026*, February 2022. Prepared by JM Goldson.

<https://www.town.medfield.net/471/Affordable-Housing-Trust>

¹⁰ MA Department of Education database. Accessed at:

<https://profiles.doe.mass.edu/analysis/default.aspx?orgcode=02760000&orgtypecode=5&>

IX. Critical Strategic Issues (cont.)

These changes may be straining community bonds. Our needs assessment highlighted what can sometimes feel like an unwelcoming, exclusionary, and even competitive dynamic in town. Outreach can play a key role in a larger community effort to bring residents together in public and private spaces and create a more inclusive and accepting culture. Medfield residents will continue to look for ways to engage positively with their neighbors.

Outreach is fully committed to anti-racism, equity, and meeting the needs of all Medfield residents. This plan makes it a strategic priority to reach out to residents who are less likely to seek services because of economic, racial, ethnic, linguistic, or social barriers. In delivering all services – clinical, case management, information, referrals, and prevention – Outreach recognizes that reaching the most underserved residents requires sustained effort and collaboration with old and new partners who are trusted by the people the department seeks to reach.

Outreach is often thought of as the “town social worker;” the many different demands on its time and the staff’s dedication to helping can leave them working long hours and feeling overextended. The small staff continues to seek ways in which they can serve more people, more effectively, particularly given the new demands of COVID-19. This plan is designed to focus the organization on its key priorities of acquiring a more efficient infrastructure, delivering high quality clinical and prevention services, increasing community awareness, and working intentionally toward more diverse and equitable service delivery.

X. Goals Language

Goal 1: Develop an effective and efficient infrastructure

- **OBJECTIVES**

1. Acquire professional technology
2. Secure additional professional, confidential, centrally located, and accessible office space
3. Assess Outreach's staffing needs in response to service demands
4. Build the capacity of the Advisory Board support the department's mission
5. Maintain and strengthen connections with local, regional, and state collaborators

- **STRATEGIES**

- 1a. Implement HIPAA-compliant EMR (electronic medical records system)
- 1b. Research and implement effective data collection tool to track call volume and other service provisions
- 1c. Install equipment to ensure consistent and reliable internet and phone service
- 2a. Identify physical space challenges and the resources needed to improve service delivery
- 3a. Seek ways to increase municipal funding in order to secure additional staff member(s)
- 4a. Strengthen the Advisory Board's guiding documents and governance structure
- 4b. Ensure that the Advisory Board has the needed range of skills
- 4c. Engage Advisory Board members more fully in community outreach work
- 5a. Continue to work closely with the Medfield Foundation
- 5b. Strengthen existing and foster new relationships with other local, regional, and state collaborators

- **TACTICS**

- 1ai. Allocate funds in the department budget to apply to EMR purchase
- 1bi. Work closely with town to acquire, install, and implement appropriate technology
- 2ai. Identify the limitations of the current space to increase accessibility for all segments of the population
- 2aai. Explore town properties that could be utilized for office and meeting space, potentially partnering with other departments to share multi-use spaces
- 4ai. Revise and finalize the Advisory Board charter and job descriptions
- 4aii. Refresh current Board committees, add standing or ad-hoc committees as needed

X. Goals Language (cont.)

Goal 1: Develop an effective and efficient infrastructure (cont.)

4bi. Conduct a skills analysis, target needed skill sets when recruiting Board members

4ci. Identify specific tasks that will build the function of Board members as ambassadors for the department

X. Goals Language (cont.)

Goal 2: Continue to provide high-quality services to Medfield residents

- **OBJECTIVES**

1. Consistently demonstrate a high degree of professionalism, empathy, and collaboration
2. Meet urgent needs and find ways to serve more clients as demand increases

- **STRATEGIES**

- 1a. Regularly assess the quality of Outreach services and identify specific areas in need of improvement
- 2a. Deliver services to meet current needs and develop or modify services to meet emerging needs based on local data
- 2b. Partner with other community resources to serve more clients and meet needs that would benefit from collaborative interventions

- **TACTICS**

- 1ai. Clinicians and prevention staff will continue to attend professional training, on schedule, as required by their respective credentialing/licensing boards.
- 1aii. Institute an internal evaluation process and a client feedback method to assess service quality and areas needing improvement
- 1aiii. Provide supervision and clinical consultation will be provided to all practicing clinicians
- 2bi. Schedule regular conferences with Medfield High School and Middle School adjustment counselors to identify emerging trends and needs
- 2bii. Monitor updates from regional and state community service providers to stay current with local trends, resources and funding, and other opportunities

X. Goals Language (cont.)

Goal 3: Increase awareness of Medfield Outreach’s mission, services, and how to access help

- **OBJECTIVES**

1. Publicize our services so that all Medfield residents and staff are aware of the department and what it offers
2. Inform current and potential donors of the services Outreach provides and the impact it has for the community

- **STRATEGIES**

- 1&2a. Clearly define Outreach services in three categories – clinical services, needs-based services, prevention programming
- 1&2b. Continue to collaborate with town and school departments and other key community partners to increase awareness and utilization of Outreach services
- 1c. Provide targeted outreach to underserved segments of the community

- **TACTICS**

- 1&2ai. Update website to increase ease of navigation, services and current programming
- 1&2aii. Run annual ad in newspapers, social media sites
- 1&2bi. Attend community meetings and events to promote the department and its services
- 1&2bii. Expect that town departments (SEL Services office, Medfield Public Schools, Library, COA, etc.) will provide Outreach with advance notice of behavioral health-focused community events, and vice versa
- 1biii. Develop an MOU between Outreach and the Medfield Public Schools (MPS) to increase the collaboration between the offices.
- 1ci. Distribute Outreach brochures and other printed materials more widely (e.g., Provide to MPS Central Office for distribution to new families, place in every town building and housing development)
- 1cii. Ask New ‘N Towne, MPS SEL department and the Medfield Foundation to highlight Medfield Outreach prominently on their websites and social media sites pages

X. Goals Language (cont.)

Goal 4: Increase prevention services in order to build a healthy community

● OBJECTIVES

1. Extend mental health and substance misuse prevention programming across the community, including into lower grades, in collaboration with the schools and other community partners
2. Broaden Medfield residents' understanding of the scope of Outreach prevention programming to include promoting wellness in the community
3. Ensure the long-term sustainability of prevention efforts by adding the Prevention Coordinator position to the annual operating budget

● STRATEGIES

- 1a. Leverage connections with other town groups (e.g., Board of Health, Schools, Parks & Rec, COA) to obtain their perspectives on and support for proposed prevention efforts
- 2a. Continue to strengthen our community coalitions' capacity by offering trainings in substance misuse and suicide prevention frameworks
- 2b. Offer training and programming specifically targeted to reach underserved groups, including non-school age residents, residents of color, non-native English speakers, LBTQ+ residents, etc.
- 3.a. Quantify and explain the impacts of the Prevention Grant to Select Board and other community leaders

● TACTICS

- 1ai. Utilize existing data (MWAHS), community surveys, and direct one-on-one feedback to identify prevention priorities and impact of prevention programming
- 2bi. Promote offerings and services on social media, in schools, in collaboration with community groups (see Goal 1)
- 2bii. Establish and build upon our current catalog of mental health and wellness offerings and define the services available to the schools and community
- 2biii. Increase number of youth serving in youth prevention groups
- 3ai. Utilize prevention consultants to improve our department's prevention programming and data evaluation

X. Goals Language (cont.)

Goal 5. Build upon diversity, equity, and inclusion competencies within our department as well as within programming and services

● OBJECTIVES

1. Ensure that Medfield Outreach staff are well-trained and well-versed in cultural awareness and competence
2. Provide services, programs, and materials that are culturally appropriate and sensitive to the diverse needs of the population served
3. Make conscious efforts to reach underserved residents so as to provide services in an equitable manner
4. Serve as a community leader by modeling and promoting DEI values and actions

● STRATEGIES

- 1a. Actively pursue our knowledge gaps and unconscious biases and develop plans to address those needs
- 2a. Identify aspects of the service delivery process that may have unintended negative impacts on underserved clients
- 3a. Cultivate relationships with influential members of Medfield's diverse communities (e.g., resident leaders in housing complexes, area churches that serve Portuguese/Spanish speaking residents)
- 4a. Encourage community partners to join inclusion and equity efforts, when applicable (e.g., The Medfield Foundation could join Outreach staff at Poverty Stigma training)

TACTICS

- 1ai. Continue to research and select cultural competency training for its quality and relevance and enable all staff members to attend
- 2ai. Translate all program materials into Spanish and Portuguese
- 2a.ii. Ensure clinical and marketing materials and images include cultural diversity and gender-inclusive language
- 2a.iii. Make all materials available online and in hard copy
- 2a.iv. Research and contract with a translation service for printed materials
- 2a.v. Obtain funding for translation services, if necessary

XI. For More Information

If you or a loved one are in need of mental health support or referrals to other community resources, please don't hesitate to contact us.

Kathy McDonald, Director

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If you would like more information about our strategic planning process, please contact:

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XII. APPENDIX

Appendix A: Community Needs Assessment Survey Verbatims

Note: Verbatims are not edited for grammatical or spelling errors

Q15. Since you said it is hard to be different in this community, to what differences were you referring? (Family perspective)

- All of these are issues in this community. I checked those that apply to my family specifically
- Artistic/intellectual/liberal v. Sporty/competitive/conservative
- Athleticism for children
- Choices that are politicized
- Conservative viewpoints are not accepted in predominantly progressive town.
- Divorce / single mother
- Generally speaking i think it's hard for those who are affluent or are just anything other than the smart, athlete here
- introverted, not into sports
- It's difficult being a Christ follower in such a community that is so pro everything except Christ. The library programs have been particularly disturbing (encouraging gender confusion and homosexuality). It's so sad that the senior center doesn't have any programs that direct people towards God or a faith in Christ. All there seems to be is yoga, meditation and self-help.
- It is not a welcoming town if you're not in the in crowd. Parents portray themselves as inclusive but are the opposite. Single parent. Rent vs own home etc. overall if you weren't already ingrained socially it's near impossible to fit in regardless of anything else
- Language
- Meaningful activities for 55+ residents
- Moving to Medfield during middle school years when others seem to be here their entire lives.
- neurodiversity
- Not being sorry or smart kids are tracked and trapped in education system
- original, creative thinkers, neurodivergent students are undervalued in the schools where athleticism and traditional thinking/learning styles are prized
- People pretend to be inclusive but then are not. More of a competitive atmosphere.
- Political affiliation(2x)
- political and cultural diversity
- Politics
- Post HS educational path that is different from traditional path of 4 year college.
- Religion
- Religion
- Religious
- Senior
- Single mom overweight anyone who doesn't fit Medfield mold
- Single parent

Appendix A: Community Needs Assessment Survey Verbatims (cont.)

Note: Verbatims are not edited for grammatical or spelling errors

Q15. Since you said it is hard to be different in this community, to what differences were you referring? (Family perspective) (cont.)

- Small concern surrounding a student's academic and athletic achievement. If the student isn't in the top academically and isn't an athlete, he/she may face more challenges in a community that emphasizes these 2 categories.
- Speak the language correctly
- THE CRAZIES OF CONCERNED CITIZENS OF MEDFIELD
- The overly competitive nature of folks - seems extreme and bleeds into politics, etc.
- The town is too sports centric and this trickles down to social hierarchy in our schools.
- There is an elitist attitude by those who are in power and serve on committees in the town and nothing meaningful that actually benefits the citizens of the town ever gets done.
- Values

Q16. Please tell us more or share additional issues for which you or your family have needed support.

- A member of my family has mental health issues, but their insurance does not cover seeing good therapists, only bottom of the barrel "budget" ones who have been unprofessional and/or unhelpful. Better insurance with access to a greater pool of good therapists would improve her mental health.
- Access to neuropsych testing has too many barriers, cost and waiting periods
- addressing bullying at dale street school, addressing bullying now in elementary as kids emerge from less time together due to covid and a widespread immaturity
- Anxiety
- Anxiety, ADHD
- As a parent of a teen, mental health is always on my mind. Making sure our teens are able to achieve balance with school, activities, and free time is critical. Since living in Medfield, I've found children to be WAY overscheduled, and there feels a constant pressure to be "doing something".
- As parents of young children, we could always use more support and learning resources. It has been particularly challenging making the transition (as a parent) from a daycare setting to the elementary school. There is very little direct support for parents making this transition for the first time.
- Because I was ill, I could not get long term care and I do worry about that.
- bullying in middle school...
- Bullying is never handled appropriately in the schools in my experience.
- Bullying was an issue in middle school and 9th grade. Suicide prevention talks in high school are absolutely a need.
- Concern of noise pollution from gardening neighbors - hearing and mental issues in seniors

Appendix A: Community Needs Assessment Survey Verbatims (cont.)

Note: Verbatims are not edited for grammatical or spelling errors

Q16. Please tell us more or share additional issues for which you or your family have needed support. (cont.)

- Difficulty seeking mental health support/resources for 13 year. Boston Children's Hospital unable to accept new patients not in network. He is not in a crisis and trying to find resources to support. I am appreciative of Medfield outreach and will reach this group for resources available. Thanks
- Disordered Eating
- Anxiety
- Stress Management
- eating disorder
- Even a small moderation in taxes for people over 75 living alone in Medfield. It would be an acknowledgment of the needs of some senior citizens in town.
- Even with insurance coverage there are not always mental health care providers available to take on new patients. Often you have to reach out to a large list of providers which accept your insurance coverage before you find anyone who has availability.
- Exercise/Support programs, post heart attack
- Counseling support, depression
- Female dominated profession.
- financial and affordable housing
- financial support for extracurricular activities, grief support
- Financial support for:
- low cost housing: we've been on the Wilkens Glen waiting list for over 2.5 years & have no idea when an apartment will be available
- dental appointments, eye exams & glasses
- public transportation
- thrift shop for clothes & furniture
- free parking at Rocky Woods
- Finding good mental health care that is covered by insurance. We have had to pay thousands and thousands of dollars out of pocket to get the best care for our son.
- Food the food stamp is the same and everything becomes very expensive
- For both mental health concerns and gender identity issues (different family members)
- Having enough down time to relax and recharge. Spouse working full-time remote has felt isolating.
- Health care. We resort to, and are grateful for, urgent care.
- How to handle a child spiraling and not knowing where to go for support
- I have a child with autism and the community, as a whole, including the schools, is not overly accepting of this sort of difference.
- I have needed to get mental health counseling for 2 of my 4 children in the past 2 years.
- I have witnessed bullying both by children and adults. It's a widespread and serious problem in this community.
- I think school shut down (High School) had really negative effects on kids, upped substance abuse in these kids that couldn't do anything socially except hang out outside and abuse alcohol.

Appendix A: Community Needs Assessment Survey Verbatims (cont.)

Note: *Verbatims are not edited for grammatical or spelling errors*

Q16. Please tell us more or share additional issues for which you or your family have needed support. (cont.)

- I work in Medfield, and my family lives outside of Medfield, so my concerns about my family are not in the context of the Medfield community. In the past, parenting an adolescent
- Inclusion for cognitive disabilities needs to be a focal point for medfield. Education and acceptance is key.
- It is difficult to have a child on limited income that can't participate like others in the community in sports & activities - we are on a fixed income and it's hard to balance necessity & additional expenses a 9y/o child doesn't understand that also we are srs raising a young child and we don't fit in
- It is difficult to have friends across different groups of people
- It's overwhelming trying to find the right support for a specific mental health need although there are services out there. Public school services and understanding /education by teachers and community at large is abysmal
- Kid coming home from school saying she wishes her eyes were blue and she doesn't want to be Chinese
- Kids that are neurodiverse and perform "well enough" in schools do not get the attention nor support they need unless parents really step in with A level advocacy. And in our experience, kids and parents like this face many challenges outside of the school work itself for which they need support.
- Lots of people give lip service to being accepting of those who are different, but the fact is that those who don't fit the upscale white, athletic, Catholic/WASP mold are often frozen out. They're not persecuted; rather, they're passed over, ignored, or implicitly deemed irrelevant.
- Making connections and feeling a part of the community. I live in a new apartment development and the neighboring street blocked our ability to walk onto their abutting street (sidewalked) to only allow our walking exit onto rte 27 bc they didn't want "unknown" people walking in their neighborhood.
- mental health and autism challenges
- Mental health challenges for teens is an obvious "difference" in a town like Medfield.
- Learning center, IEP's and 504's increase the bullying in a school that has a problem already.
- Mental health for kids during covid, parenting support, community engagement for new family, cultural competence issues in the community
- Mental health services for anxiety and depression and chronic health issues
- Mental health support for depression and anxiety.
- Mental health support, therapist needed
- Multiracial family.
- My adult child, aged 28, lives with me and has limited health insurance for mental health care. Depression is the main issue.
- My children have learning disability. Finding affordable help has been difficult.

Appendix A: Community Needs Assessment Survey Verbatims (cont.)

Note: Verbatims are not edited for grammatical or spelling errors

Q16. Please tell us more or share additional issues for which you or your family have needed support. (cont.)

- My family hasn't needed support (yet), we knew there was a significant handful of vocal bigots. I know 2 families who moved last yr because they were so disgusted by bigoted views respected & touted here. CCM, taking down the peace flag @MSH and serving Chick Fil-A at basketball are awful.
- My husband is a recovering alcoholic, 2 years sober. I fear with my children quickly approaching the age where kids experiment that they'll make the wrong choice
- My older white children followed the Medfield path of sports, strong academics then directly to college. That worked for 3 of my 4 children. One suffered greatly from the transition. My fifth child is 9 years old and mixed race. He is artistic and sensitive. He is already experiencing bullying.
- Need mental health support for teenager.
- Not a concern for my family - but the issues noted are obvious in this town.
- Not enough mental health providers in town. Hard to get an appointment
- ongoing anxiety, dealing with adult needs, ourselves, adult kids and aging parents
- our HS student received help for dealing with stress/anxiety during the pandemic
- Our schools seem to care more about cya than actual support for the student or family.
- Our son has had some trouble adapting to social norms and has some cognitive inflexibility. After significant effort in searching for options to help him, we have eventually found some resources nearby. But it wasn't clear how to get to where we are today.
- Over the past two years I have looked into counseling services for my elementary aged son. We have not successfully identified a practice with in-person counseling where there is availability/openings for new patients. This has been a moderate concern for our family and we are managing despite this.
- People tend to get forgotten when faced with mental challenges
- Resources to inform other people who may be in need.
- School rankings
- Special education needs
- Special needs support as a parent
- Stop making it seem like it's hard to be different in this community. Medfield is diverse and welcoming. In my experience the ones saying they aren't against bullying and treating people different are the ones that are actually doing it!!!!!!
- substance free events, events that do not include a Zelus beer tent
- substance use for child
- Support around general parenting challenges, or challenges parenting children with special needs (i.e. ADHD, ASD and anxiety to be specific) are very helpful! They can be in the form of workshops, educational sessions, or events for children with these diagnoses.

Appendix A: Community Needs Assessment Survey Verbatims (cont.)

Note: Verbatims are not edited for grammatical or spelling errors

Q16. Please tell us more or share additional issues for which you or your family have needed support. (cont.)

- Teen angst and anxiety issues
- The community is very exclusive in all ways. Underneath the surface, Medfield has strong unchanging traditions and views.
- Therapy for kids
- Therapy for my 8 year old daughter with anxiety - have not been able to find anyone.
- There are many racist people in our town. They speak openly to try to keep the town the way it's always been (white/Christian). No symbols of diversity or inclusion can be found around town. Little Free Libraries banned from Parks & Rec etc. It makes me continue to hide my religion and beliefs.
- There are not enough mental health professionals available. My young adult stepson is struggling with anxiety and depression, and while we are immensely privileged to be able to afford counseling, there is no one available. There is some substance misuse as a coping mechanism as well.
- Try to support the citizens that want sidewalks and other things that would benefit the general population and not just focus on what is helping the developers
- We don't need support but would love to help give support. There is so much abundance in this town, would love to get womens clothing/toys/kids clothes into the hands of Medfield families that need them. Does Medfield Outreach do this? Happy to help!
- We have a parent with advanced dementia. My wife and I are primary caretakers. The parent lives in New Hampshire. My wife has moved to my mother-in-law's home in NH to care for her. There is no better alternative. We have explored options near Medfield and in New Hampshire and have found no support.
- We have gone from Covid to a war for worry
- We have our 29 year old son living home with us. He has been battling mental health challenges since leaving college in 2013. There have been many ups and downs but he seems to be in a stable place at the moment.
- We have used Interface to find a great therapist that was conveniently located when our daughter was struggling in the past. One recommendation is to create a RISE program in the MS
- We live in a community of residents who have all kinds of concerns but are afraid of speaking up. It's not healthy. We need to be a community that deals with issues openly and honestly. We cannot tackle mental health issues if we don't allow ourselves to respectfully debate all kinds of topics.
- We spent so much money on advocates and lawyers for our first son to get his special needs taken care of at school that in the end he could have gone to private school. We decided to save money on our second child with learning issues and sent him to private school so we could save money on lawyers.
- We would like to be evaluated for mental emotional or behavioral health, any disorders, learning disabilities, etc
- While we know who to call, the waiting list for pediatric mental health services is outrageous and scary when we need help now.
- Working vs. SAH moms

Appendix A: Community Needs Assessment Survey Verbatims (cont.)

Note: Verbatims are not edited for grammatical or spelling errors

**Q18. Since you said it is hard to be different in this community, to what differences were you referring?
(Community perspective)**

- All people believe they are different
- Athletic ability (lack of)
- Being an ally and speaking out on diversity, equity, and inclusion issues
- being anything different than the norm
- Being divorced
- BEING NOT AS WELL EDUCATED AS SOME IN TOWN- CAUSES A BIT OF FRICTION. EXAMPLE - AT THE 3/22 SELECT MEETING A WOMAN SPEAKING FOR THE SCHOOL COMMITTEE SAID OF HER COMMITTEE "WE ARE VERY WELL EDUCATED" #WHOCARES - THATS JUST PRETTY AMAZING THAT LEADERS OF THE TOWN THINK THATS SO IMPORTANT TO TELL PEOPLE-
- Being single
- Blended/step families
- did not answer
- Difficult to be "new" in this tight knit community & schools.
- Fear of disagreement/conflict aversion
- I have no idea. I hear this concern expressed by others. I mostly disagree with it.
- NA did provide that answer
- neurodiversity
- Non athlete student
- Not sporty
- Politics
- religion (2x)
- Religious
- Religious and political beliefs
- same as above- Supporting all of the above
- Same reasons above people in this town who say they want everyone to be treated fair are then ones that aren't bullying and don't like people having a different opinion.
- Senior
- Single parent
- Someone in our family doesn't drink - this is difficult in social circles
- speak the language correctly
- There are a lot of haves in this community. It is a challenge if you are a have not.
- A lot is demonstrated in the lack of support and funding for the schools. buildings are falling apart where ceiling tiles are falling down and rooms are flooded. Hiring practices. The insensitive debate about changing the school's logo and building relatively affordable housing is all concerning.

Appendix A: Community Needs Assessment Survey Verbatims (cont.)

Note: *Verbatims are not edited for grammatical or spelling errors*

Q19. Please tell us more or share additional issues for which you think the Medfield Community has needed support.

- Accessory apartments should be by-right so that struggling home-owners can gain some extra income by either renting an apartment or living in the apartment and renting the house.
- As a 20 year resident, I see only a superficial effort from individual's to include those who are different. It is not unusual to witness children exclude or tease others who do not look like them or have the same interests or abilities.
- Better quality old age care.
- big drug problems in schools
- Bullying has always been an issue. Taxes! Buying a house.
- Certain groups (concerned citizens) and individuals bully others in this town for being something other than white, able-bodied, male, and straight. Additionally even Town Selectmen have stood against treating everyone equally regardless of race, gender, sexual orientation, etc.
- Changing the town resident attitude that "it can't happen here/it can't happen to us".
- Community is so affluent and entitled they don't care about others unless they can post volunteer work on social media to look like they care
- DEI, including town and school-backed initiatives to educate and discuss privilege, representation, etc. This should not be controversial or labeled as "political".
- Online bullying among adults is also a very serious concern, especially when it causes families to actually feel unsafe.
- Diversify and inclusion on individual, community and systemic levels
- Far too many people go underground with their experiences with local bullying and toxic workplaces out of fear of retribution.
- financial support to give children equal opportunities for extra curriculars, summer camp.
- Girls bullying other girls is a big issue that transfers into college life. While substance abuse I see as a big issue, I am happy to see the use of Ubers for transportation among teens.
- Happy with present services
- High cost of transfer station passes.
- I am very concerned about the schools turning a blind eye on smoking and vaping in the high school bathrooms. Kids are reporting no adult supervision, bathrooms so crowded that they cannot be used for what they are designed for, some bathrooms locked, and smelling of weed fumes when leaving the BR
- I cannot comment on this as I do not feel well informed

Appendix A: Community Needs Assessment Survey Verbatims (cont.)

Note: Verbatims are not edited for grammatical or spelling errors

Q19. Please tell us more or share additional issues for which you think the Medfield Community has needed support. (cont.)

- I feel that people of lower economic status do not have the same access to things as others- i.e. public preschool and full day K can be cost prohibitive, certain field trips, certain sports extras that most can afford, etc.
- I also feel being a minority in our community can be isolating.
- I feel that the members of the Medfield community who do not meet the generally accepted society expectations feel excluded and don't know where to turn for support
- I have a friend/neighbor who has concerns about her kids fitting in since she and her husband are immigrants.
- I have not seen many issues with any of those areas above.
- I love Medfield. I think the Town needs to update some schools.
- I really do not know much about the whole town.
- I say minor meaning all these exist but people operate in silos trying to manage their own issues without much community support/education (many of these issues not addressed at the high school; we have surveys conducted but education lacking esp. around mental health and neurological differences.
- I think Medfield on the whole is mostly Caucasian upper middle class families. It would be hard to be different.
- I think our biggest challenge is that we are a majority white and affluent community, so I imagine it is hard to be a member of our community if one feels they fall outside that description.
- I think the mental challenges of this town, specifically in towns like ours, is bigger than we even know. Local services or support groups need to be better advertised, with priority of privacy. There is still so much stigma (speaking from experience of a child with major emotional challenges).
- I think the percentage of minorities in this town is a small amount and it can be difficult for students attending school if they don't feel they have a community of individuals like themselves. I think Gender identity is a growing concern and in the middle school some students are struggling.
- I wish there were more counselors at Outreach who could work with students. Outreach makes such a positive impact and helps kids who have transportation challenges to connect with a mental health counselor
- If residents do not fit the typical Medfield "mold" (e.g. white, upper-middle class, heterosexual, cisgender, fit, etc.) they often do not feel like they belong.
- It can be challenging as we do not have much diversity in ethnicity, socioeconomic status, or sexuality. Education expectations are high, student mental health is at risk. Under age alcohol use is rampant and often supplied by parents
- Lack of positive activities or places to go for our youth
- Medfield needs more stores and fast food, free swimming pool

Appendix A: Community Needs Assessment Survey Verbatims (cont.)

Note: Verbatims are not edited for grammatical or spelling errors

Q19. Please tell us more or share additional issues for which you think the Medfield Community has needed support. (cont.)

- Medfield is a friendly place but lacking in ethnic and economic diversity. That could feel isolating.
- Medfield is affluent. Kids go to the same schools. Medfield is white and privileged. It's "sporty". There are little to no consequences when big issues arise. Medfield has too many committees and not enough action. Committees of 30+ look good but mostly divide.
- Medfield is not a very diverse town so I would imagine it would be difficult if you look different or feel different or make less money than the average household family income would.
- Medfield is so white and people are not exposed to racial differences. I think people want to be better, but we just aren't that exposed in our rather homogenous community.
- It's also a town organized around sports. If you do sports, you're in. If you don't, your kids have a much harder time.
- Medfield Together and MCPE need to do better. They are the most non inclusive groups in this town and need to stop having influence over our schools and community.
- Medfield used to be a blue collar town and is now becoming too affluent. I fear for my children who are constantly wondering why people have such huge houses, swimming pools, hockey rinks, gaming rooms, outdoor basketball courts and multiple cars for 2 adults. The town is supporting this.
- Middle School support for mental health issues.
- more help needed in the public school system to support kids who are neuro diverse - particularly in high school years.
- More often than not Medfield residents treat lower income residents like lepers.
- More services for low income families, more community support for families who speak languages other than English, more community support for single parents and more community support for parents of children with disabilities
- More support for young adults. We don't have a "community center" that is inviting and that offers programming outside of sports associated activities to any great extent. Meeting space for classes /clubs such as Cooking , chess, book club, robotics, pottery, creative writing.....
- Non-traditional students feel less valued vs athletic "well-rounded" students (who experience their own unique pressures btw)
- Not an issue, but I believe the Interface option available to residents has been wonderful!
- Not speaking from personal experience as I am
- Not a person of color, but I do think it's hard to be a person of color in this town as well as having the feeling of inferiority.
- Note that most things I said are a minor concern or not a concern I said as our rather white and affluent community as a whole, but they are definitely a moderate or major concern for some in our community.
- Our white community can be difficult for others. Our affluent community certainly has issues
- online/social media adult bullying
- Our high school talks about having balanced students, but it seems like we continue to pressure our students to be high performing, with a huge focus on sports.

Appendix A: Community Needs Assessment Survey Verbatims (cont.)

Note: Verbatims are not edited for grammatical or spelling errors

Q19. Please tell us more or share additional issues for which you think the Medfield Community has needed support. (cont.)

- Our playgrounds and parks are in dire need of renovation; the equipment and grounds are not a good representation of what we can offer our kids/families in this town.
- Political differences when it comes to being different in this community
- Pressure on families to be perceived as successful. Pressure on kids in sports and academics
- School lunch menus seem really unhealthy.
- School rankings
- Sense that there have been a lot of teens struggling with anxiety, depression, eating disorders and also substance abuse.
- So many of our open spaces are used as essentially dog parks. There is fear of strange dogs coming up to you, potentially hurting you or your dog. There is also a disrespect in that the owners do not pick up waste.
- Some of my answers above are not based on first-hand knowledge or experience, but rather based on trends nationwide that I assume also affect our community.
- Students of color are predominantly sorted into lower level classes at Medfield Public Schools. And, non-cis students are not accepted by their peers as much as cis-gendered students are. Isolation or bullying results.
- Substance Use Disorder, awareness- assessment and individual 1:1 counseling and peer support
- Support for elders
- The assumption is that this is a wealthy community of well-educated, white parents. Part of this is true, but the pressure is enormous on the kids to do well in school, parents to keep up hugely expensive homes, to have the same "stuff." And while this is slowly changing, not much to do in town.
- The rest of my family are POC and while Medfield is a lovely place, still has lots of growth in terms of dealing with folks who aren't white upper middle class. Even comments to my kids in school at times from other kids have highlighted that. Also opportunities for folks who don't have all the money
- There are very little post high school options besides college, non existing councilors who are equipped to offer alternatives to college or offer gap/internship year opportunities. Again we had to go out of this Ed system to get basic help with transition to post high school. Yet another large \$
- There aren't programs with significant exposure to diversity. My children cannot go anywhere with other children in larger groups who look like them. My son tries so hard to fit in, he overcompensates, even took scissors to his hair, says he is ugly because of his skin and curls, has no self-esteem
- There seems to be an increasing need with Covid and technology for helping kids socialize.. they don't always know how to find friends or have inclusive behavior with technology... it's quite sad.
- Think teen drinking at parents' homes is out of control. Look at social media posts by the parents!!!
- This community is not diverse. For financially limited folks, it's not an ideal location and lacks services.
- This is a striver community and it is hard to "keep up"
- This is largely a white, upper middle class community. People may strive to be tolerant of differences but may not be welcoming of differences. There's a significant distinction. Also, for children/teenagers who do not have the resources of the majority of the community, I think it can be tough

Appendix A: Community Needs Assessment Survey Verbatims (cont.)

Note: *Verbatims are not edited for grammatical or spelling errors*

Q19. Please tell us more or share additional issues for which you think the Medfield Community has needed support. (cont.)

- This is pure speculation. Generally speaking, I think the families in the community all have the same concerns.
- Those who are different are not persecuted; rather, they're passed over, ignored, given a cold shoulder, or implicitly deemed irrelevant. Those who are different are not invited to parties, to "sit with the cool kids," etc.
- Town Facebook pages are horrible sources of bullying.
- town R E taxes on seniors.
- low cost estate planning services, not connected to a big fee
- trauma sensitive schools and services
- Undoing racism, classism
- We as citizens need support from our officials to push forth things that will benefit the town as a whole, like sidewalks, but nothing ever seems to get pushed forth other than new developments
- We just moved here 6 months ago, so just starting to get familiar with the community
- We need to find a way to attract and keep a more diverse population
- We need to stop placing our student-athletes on pedestals and treat them just like any other student; too many double standards of accountability
- While the community had good intentions, I think it is still difficult to not be white, upper middle class, CIS, and well educated in this community
- Young students are not given enough guidance from parents. Too much time is scheduled, or students are kept busy with screen time

Appendix A: Community Needs Assessment Survey Verbatims (cont.)

Note: *Verbatims are not edited for grammatical or spelling errors*

Q20. What would improve your family's quality of life?

- Access to basic services in school found in other districts but not promoted here. Shameful pushing out of kids with learning differences so that "scores" remain high...educate and evacuate. Except in our case the horrible treatment of special needs students had us sending kids to expensive private high schools after system wouldn't provide basic IEP mandated services
- As seniors, when we are both fully retired we are very likely going to be forced out of the town due to cost of living, housing, and taxes.
- Bias training of elected officials
- Community education of race inequities in our town/community. And harm of homogeneous town to children of white CIS 2 parent children.
- everything is generally OK
- financial, community cohesion, community acceptance of differentness
- Greater compassion/understanding of needs of other family members
- Help for students that need tutoring. Struggling readers or math. For my son, this has lowered his self-esteem. The confidence he has in himself. At one point, I had to pay 500 a week for reasonable support. Trying to help my child, who has an intellectual delay. I broke myself and had to stop the tutoring because I was in debt. Volunteer or low cost tutoring services will mean a lot to kids that are struggling.
- Increased access to dining out options — more restaurants, eateries, etc. No shortage of cheap pizza joints, but I want more varied dining out options.
- Increased education about diversity and inclusion. More empathy skill building.
- Increased education at public school for mental health
- More conversations around diversity in the schools, dual language programming (similar to neighbor towns) in Medfield schools
- more kindness, grace, and patience
- More opportunities to participate in artistic and cultural events.
- Schools and teachers need more support to be able to properly assess and address individual student needs. This is unfortunately poorly dealt with in our schools
- Such a generally wealthy community can afford to treat others with kindness
- The town needs to bring in businesses to help pay taxes and reduced homeowners tax liability. Town also needs to stop spending. No capital improvements or raises until it can be done without raising property taxes.
- We are the only town on Rt 109 without sidewalks and accessibility to downtown via sidewalks. This town also does not cherish our history as demonstrated by the demise of the Clark Tavern. Those who are in power want to push forth development and nothing that helps the general population as a whole.

Appendix A: Community Needs Assessment Survey Verbatims (cont.)

Note: Verbatims are not edited for grammatical or spelling errors

Q24. Please share your experience(s) with Medfield Outreach services.

- 10 yrs. ago and back. Referred clients.
- AMAZING!!!!
- Chelsea is so friendly and was a great help applying for fuel assistance and following up on issues with SMOC. She also told me about the Christmas gift program, which was such a blessing to our family. We are so thankful for the generous gifts!
- Dawn Alcott helped my son over a number of weeks over 10 years ago.
- extremely caring counseling provided
- Food pantry.. Xmas presents...money for bill payment
- Hard to say....My child was not very cooperative, but the therapist was not very experienced either, though she tried very hard and really cared
- Helped get a mental health counselor for teen during COVID! Wasn't easy.
- Helpful advice for parenting a teen
- I called for help with my son during Covid
- I have always been treated with kindness, dignity and respect. Sometimes you are at your worst. You feel low and ashamed. Never have I been made to feel that way.
- I have called and left messages nobody has responded
- I have referred families that I have worked with to your services. Sometimes they don't know how to access the support that is there.
- I reached out for mental health services for my first child, about 12 years ago, when she was 15. They did not offer support and I looked to a private counselor. My second experience was 2017/18. I received a referral to a counselor. The process was fine and somewhat helpful. Not completely.
- I work in the school system and have advocated for support services for several of my students and have been told repeatedly that Medfield Outreach is not accepting new clients.
- Interface service was not helpful
- Is my best friends

Appendix A: Community Needs Assessment Survey Verbatims (cont.)

Note: Verbatims are not edited for grammatical or spelling errors

Q24. Please share your experience(s) with Medfield Outreach services.

- It was long ago, but the services and resources provided were hugely helpful. I fear now that politics sometimes interferes with engagement of knowledgeable community volunteers who want to make a difference but are silenced, dismissed or excluded from opportunities.
- It was years ago and my daughter was experiencing anxiety/trauma around witnessing the Boston marathon bombings. We sought help with a therapist. Very helpful
- Kathy McDonald is a wonderful asset to this community
- Like all systems, there was a wait for services.
- Mental health referral
- My child has recently started seeing a therapist at Medfield Outreach.
- My student sought help dealing with stress and anxiety during the pandemic. Kathy was wonderful and my student felt heard and helped.
- On wait list but people were nice and compassionate
- Reached out for services for our child. Unfortunately, there was a waitlist given the needs of the community. However, the time spent on intake and getting info was very supportive.
- referring students/families to Outreach- wonderful resource, too thinly stretched great partners, we just don't have enough time to collaborate
- Requested assistance facilitating a periodic meeting (affinity/discussion group) for families with students with disabilities, but while the director at the time seemed interested, that was as far as it got.
- Slow response
- spoke with a counselor during COVID to discuss stressors, etc. - was really pleased and grateful for the conversation
- THEY HAVE BEEN VERY KIND AND GENEROUS TO OUR CUSTODIAL GRAND DAUGHTER .
- They provided funding for a child to attend summer camp
- They were extremely helpful to my children with emotional support when I went through a divorce.
- They were very nice and gave lots of verbal advice but not hands on support for our needs. In the end, we just were directed to find our own support for our circumstances. William James services were also disappointing
- Very kind and supportive
- Via Medfield Outreach, we were able to access resources for mental health counseling.
- We found MO to be incredibly supportive.
- We needed help with teen who was suicidal and got better response from Medfield pd

Appendix A: Community Needs Assessment Survey Verbatims (cont.)

Note: *Verbatims are not edited for grammatical or spelling errors*

Q25. Why did not seek help from Medfield Outreach

- At the time (when it was for youth) I did not know about it. We do now but do not need it.
- Capacity of staff - availability of therapists for youth/ adolescents
- Did not need the services when the family was here.
- Didn't know of Medfield outreach 6-7 years ago
- didn't know about it
- I am an employee, not a resident of Medfield and am not eligible
- I am not a Medfield Resident
- I do not live in Medfield
- I don't live in town.
- I have referred people to Outreach but have not needed help myself
- I haven't needed their services
- I still don't know what this is.
- I thought it was for youth only
- I thought MO was just for the school community
- I thought my concerns were minor compared to others in actual crisis and didn't want to take away resources from someone in need
- I thought services were just for students in Medfield. Pleased to learn services are for all residents.
- I work here!
- I'm a staff member who doesn't know how to reach out
- I'm not a resident. I work in Medfield.
- Medfield employee, not resident
- New to town
- not a resident
- not a town resident
- Not familiar with services offered
- Not knowledgeable enough of your services
- quite a few years ago
- Resource found through medical professional
- Too ashamed to ask for help
- town employee
- Work in town, not resident

Appendix A: Community Needs Assessment Survey Verbatims (cont.)

Note: Verbatims are not edited for grammatical or spelling errors

Q29. Please feel free to share any additional thoughts you may have.

- Again, just moved here so not very familiar with the community yet. Thanks for letting us know about these important services.
- As someone who speaks a Chinese language, it would be more accurate to say a dialect of Chinese as Chinese is not a spoken language.
- Based on public info, my assessment is that MO lacks diversity in its own experience, and content does not appear to take an intersectional, systemic approach to mental health. For example, research shows that LGBTQ+ youth are disproportionately affected by mental health issues and suicidality. yet, very little commentary on this & public facing material. It leaves me questioning the quality and inclusiveness of services. not enough space for more examples. Staff seems older, white cis-straight.
- Even though we don't need them ourselves, it is very gratifying to learn that such services are available should we need them in the future.
- Free admissions to hinkley pond
- grow outreach - hire more counselors
- How do I sign up!!! I need evaluation services, I need mental health counseling, parenting counseling, interested in therapeutic groups, substance abuse prevention, financial support,
- I am a social worker so I'm aware of what is offered via Medfield Outreach
- I am impressed with all the services provided.
- I did not know that this type of aid existed for the Medfield community, I have had some difficulties that I have come out of with a lot of effort. (translated from Spanish)
- I did not know anything about Medfield Outreach until I started working in the schools in the fall. We moved to Medfield 3 years ago and it would have been helpful to know about Medfield Outreach as my younger son was experiencing bullying in middle school (Not at Blake). As my boys don't go to the MPS we don't know much about Medfield Outreach or how to go about getting help as they are not in the schools. A flier or newsletter to new residents would be helpful and informative.
- I had no idea that these services existed.
- I have concerns about the competence of the medfield outreach staff/providers, especially with race related and queer issues. It seems like an organization of "nice" people, but I'm not convinced of competency and confidence in supporting BIPOC and queer families/youth.
- I have never heard of Medfield Outreach.
- I honestly didn't know about Medfield Outreach before this survey, primarily because I've luckily never had need for your support. Thanks for what you do for the people of our town.
- I really knew nothing about any of these services and supports. You need to do a better job raising community awareness.
- I think the lack of local newspaper reporters makes it hard to know what's going on in town.
- I think you may have a low response to your survey because the text says to click the link below the QR code and that link is not live.
- I thought Medfield Outreach focused on school aged children only. I did not know it was for adults as well.

Appendix A: Community Needs Assessment Survey Verbatims (cont.)

Note: Verbatims are not edited for grammatical or spelling errors

Q29. Please feel free to share any additional thoughts you may have. (cont.)

- I thought the program was only for families with school age children. Dawn Alcott and her team were a great source of information when my kids were young. So glad we have such a wonderful program in MEDFIELD.
- I was aware of Youth Outreach, but not familiar with it enough to know the services it offered.
- I was unaware of any of these services.
- I wish I knew that any of these programs existed and am a little concerned that I didn't
- I wish Medfield outreach would take a stand and provide programming that addresses the recent alcohol and speed related car accidents and traffic stops in Medfield and the surrounding community. It's a surprise that neither the school nor Medfield outreach has provided a forum or discussion opportunity for students to learn from the tragedies that have affected our community this year.
- I would be interested in knowing more about how to access your services. For example, what groups do you have? Are they open to all residents?
- I would like to see Medfield Outreach take a bolder leadership stand in the community in making our community - starting with leadership - more inclusive
- I would love to learn more about these services. I had no idea!
- I'm fortunate to have never needed myo services and have been able to help with holiday gifts and birthday wishes. You have a wonderful organization. I did not know that you could help people find mental health professionals which I've heard is a huge challenge, especially lately. I think there are a lot of kids struggling so I hope that people are using your services. I hope you are in direct contact with the school and Dr Worthley, especially since I think they have not done enough.
- If I answered "no" to knowing about Medfield Outreach, then all of the subsequent questions related to what Medfield Outreach offers are irrelevant.
- I'm a fairly new staff member and this wasn't shared with me during the mentor program; I wish it was.
- I'm glad to know now of these programs
- I'm happy to see the services you offer are getting more promotion. One service that I became aware of that Outreach provides is needs based assistance. This can be so helpful to many families that may otherwise not be able to afford summer camp or other activities for their children.
- Is this information readily available on the town website or Facebook page? This is a very gossipy town. How would someone be able to feel safe accessing the services? How do you keep it confidential?
- It sounds like you provide some great services but I have never heard of Medfield's outreach
- Keep up the great work!
- Medfield needs to stop rampant development of high end housing. Small starter homes are being flipped into million dollar homes so you have to be affluent to buy in Medfield. Affluent people that move to Medfield tend to look down on long time residents
- Medfield Outreach has had an uneven relationship with the schools and community in the past and bridges were burned. I'm wondering how/whether that has changed.
- Medfield Outreach seems like a great town resource I wish I was more aware of

Appendix A: Community Needs Assessment Survey Verbatims (cont.)

Note: Verbatims are not edited for grammatical or spelling errors

Q29. Please feel free to share any additional thoughts you may have (cont.)

- Might be interested in volunteering. Seems like good resources offered.
- MO is an incredible town resource and there will always be significant demand for their services. Anything the town can do to support and grow its support for the community would be a huge help.
- More bike and walking paths please
- New to town and don't know much! Might be good to have a NNT meet and greet with new residents?
- nice! great method to make me aware! thanks for what you do!
- Outreach has done a better job promoting its services and creating a professional profile. It is an important and needed service
- Please consider hiring more staff so that you can support our most vulnerable community members.
- Please consider including clothes (adult and kid) donations.
- Please send information for all these programs.
- SO grateful to all that Outreach provides and has provided over the years!!!
- I'm happy to see the services you offer are getting more promotion. One service that I became aware of that Outreach provides is needs based assistance. This can be so helpful to many families that may otherwise not be able to afford summer camp or other activities for their children.
- Thank you
- Thank you for doing what you do.
- Thank you for putting this together! It was very informative; looking forward to all the awesome things you all will do for the community.
- Thank you very much for providing an opportunity for this survey. Thank you all for your commitment to support youth and families with limited staff capacity during this extended time of trauma during the COVID-19 pandemic. I understand that mental health concerns are increasing across all ages and clinicians are stretched thin. I hope our town will continue to support the Outreach staff and services provided as your local work is vitally important.
- Thanks for doing what you do!
- The things I said I know about, I know are available in town, but for most thought others provided those things, not the outreach program. Know about the outreach but unfamiliar, or was, with exactly what they did. More publicity about programs imho is needed.
- The town needs increased support for families of children with special needs. It is unclear if students with special needs are supported in town-based programs, with or without a fee, that are not provided by the schools.
- This is an incredible service, thank you!
- This is wonderful! Hope there is more integration with the schools and willing to help spread the word and be a part of events!
- This stuff is all important, but Medfield needs to also focus on traditional education. I haven't received any surveys about how to help my kids learn English and STEM and the schools are falling in rankings.

Appendix A: Community Needs Assessment Survey Verbatims (cont.)

Note: *Verbatims are not edited for grammatical or spelling errors*

Q29. Please feel free to share any additional thoughts you may have. (cont.)

- This town has a very elitist attitude by those who are in power and the general population suffers as a result. This town could be a great place to live but is held back by those in power who do not want to see any change that benefits the population as a whole but caters to real estate developers and their needs. Then they wonder why people have mental health problems (hence this survey). Try providing free ways to get exercise like sidewalks, safe bike lanes, etc!!
- unfamiliar with Medfield Foundation
- We are blessed to have such wonderful availability of aid in our community!
- We just moved here in Oct 2021 so it's not surprising I didn't know all your services! Happy to learn more by just taking this survey
- What a fantastic resource that I did not know was available to the community! There are other organizations in town that I think I've confused Medfield Outreach with.
- With the stigma of mental health still very much in society I think many families will go out of town for help. Glad you have this though. Especially for teens.
- Wow! What an incredible resource that I didn't know about.