

# Community Matters

The RSC links residents with community-based services to maintain and improve their quality of life. The Resident Service Coordinator works collaboratively with residents and local resources to build healthier, stronger communities.



## WINCHENDON HOUSING AUTHORITY

108 Ipswich Drive  
Winchendon, MA 01475

Phone: 978-297-2280 x304

Fax: 978-297-0922

**Daira Marcano-Ferrer (RSC)  
Resident Service Coordinator**

[dmarcano@winha.org](mailto:dmarcano@winha.org)

Hours of Operation:  
Monday-Friday 8:00am to 4:00pm

Seasonal Hours:  
Monday-Thursday 7:30am to 4:00pm  
and Friday 7:30am to 12:00pm



## Resident Services Program



**Phone: 978-297-2280**

**The Winchendon Housing Authority's Resident Services Program is for all family & elderly residents and is free of charge.**

**The Resident Service Coordinator's role is to accurately assess and identify residents' assets and needs to connect them effectively to resources and help them set personal goals.**

**The Resident Service Coordinator's goal is to help residents, of the WHA Community thrive.**

**The Resident Service Coordinator uses an approach of working with resident's one-on-one to help each resident meet their individual needs and goals as independently as possible.**

**You and the Resident Service Coordinator will become a team in gaining access to services and programs offered in the community.**

**All decisions regarding the programs and services offered are the choice of the resident.**

## **RESIDENT SERVICES**

- \*Assistance with obtaining home health care and homemaking services.**
- \*Reading and understanding medical bills, Medicare/Medicaid entitlements, and prescription benefits.**
- \*Guidance with enrolling in benefit programs such as transportation, EBT-food stamps, summer camp, and other community programs.**
- \*Regularly planned presentations and programs on a wide variety of topics.**
- \*Planned opportunities for resident socialization.**

