



Program Description

The Health & Human Services department works to promote the health and well being of Arlington citizens and provides a safety net for Arlington citizens who experience difficulty in their lives and need help with those difficulties. The divisions under Health & Human Services are Board of Health, Council on Aging, Disability Commission, Human Rights Commission, Veterans' Services, and Youth Services. The department also oversees the operations of the Whittemore Robbins House as well as the distribution of certain funding sources to citizens and programs, such as The Arlington Assistance Fund, the Widow's Trust Fund, CDBG Human Services funds, and Community Resource Act Low Interest Loan Program.

The Board of Health protects the public health, controls disease, promotes sanitary living conditions and protects the environment from damage and pollution within the Town of Arlington through enforcement of health codes and regulations.

The department inspects all permitted establishments and investigates and follows-up on complaints regarding unsanitary conditions as well as tracks and investigates communicable disease outbreaks.

Additionally, the department works with other public health agencies regionally to prepare for major public health emergencies.

As the lead division within the Department of Health and Human Services, the Board of Health has also begun to take a look at community health and implement prevention strategies across various populations.

Budget Statement / Future Outlook

The budget for FY2009 is level-funded.

The department intends to seek out grant funding to cover new and existing public health initiatives. The fee structure has been reviewed and changes to the various fees will be implemented in the coming year.

Due to an increase in infectious disease surveillance by the state, national and international health authorities, infectious disease cases have been reported to the public health nurse at a higher rate. This has resulted in more tuberculosis case follow-up.

FY 2009 Objectives

- Implement a new restaurant plan review process to decrease the number of questions from potential restaurant owners.
- Improve upon outreach to an additional 500 elderly residents with Medicare Part B and supplemental insurances for flu shot clinics in the fall.
- Continue to assess the Health and Human Services needs within community and develop initiatives to address the needs.
- Provide outreach to five community based organizations to be included in annual holiday gift giving program.
- Apply for a federal grant to cover the cost of running the Arlington Youth Health and Safety Coalition in FY 2009.
- Work in collaboration with the Department of Public Health to upgrade the Vaccines for Children Program allowing for direct shipments of all childhood vaccines from the distributor directly to the medical offices.

PROGRAM COSTS				
Health & Human Services	FY 2007 Actual	FY 2008 Budget	FY 2009 Request	FY 2009 Fin Com
Personal Services	237,342	241,587	254,622	
Expenses	21,481	19,704	21,754	
Total	258,823	261,291	276,376	-

STAFFING				
Health & Human Services	FY 2007 Actual	FY 2008 Budget	FY 2009 Request	FY 2009 Fin Com
Managerial	1	1	1	
Clerical	1	1	1	
Professional/Technical	1.9	2.4	2.4	
Total	3.9	4.4	4.4	

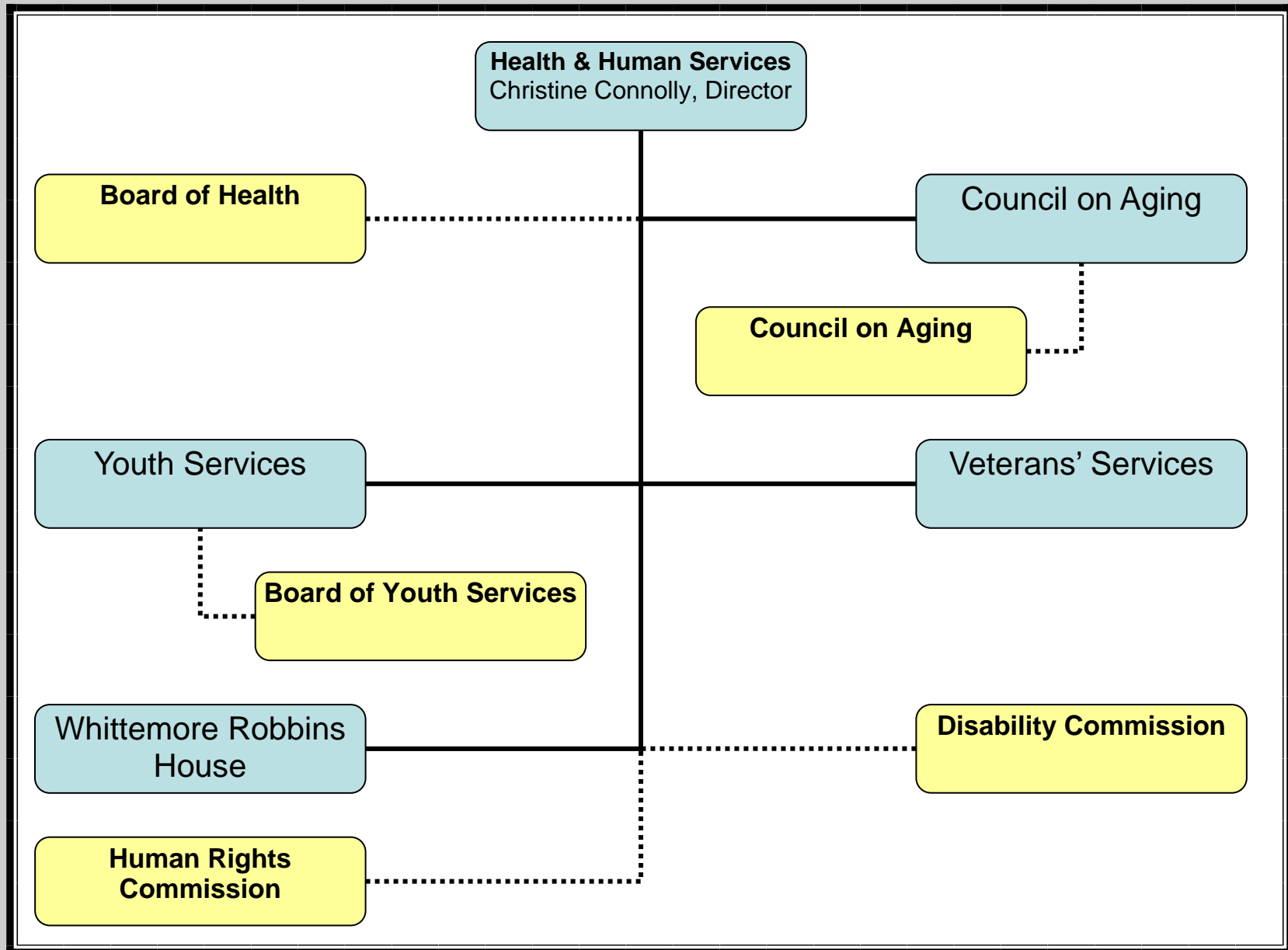
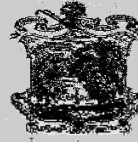


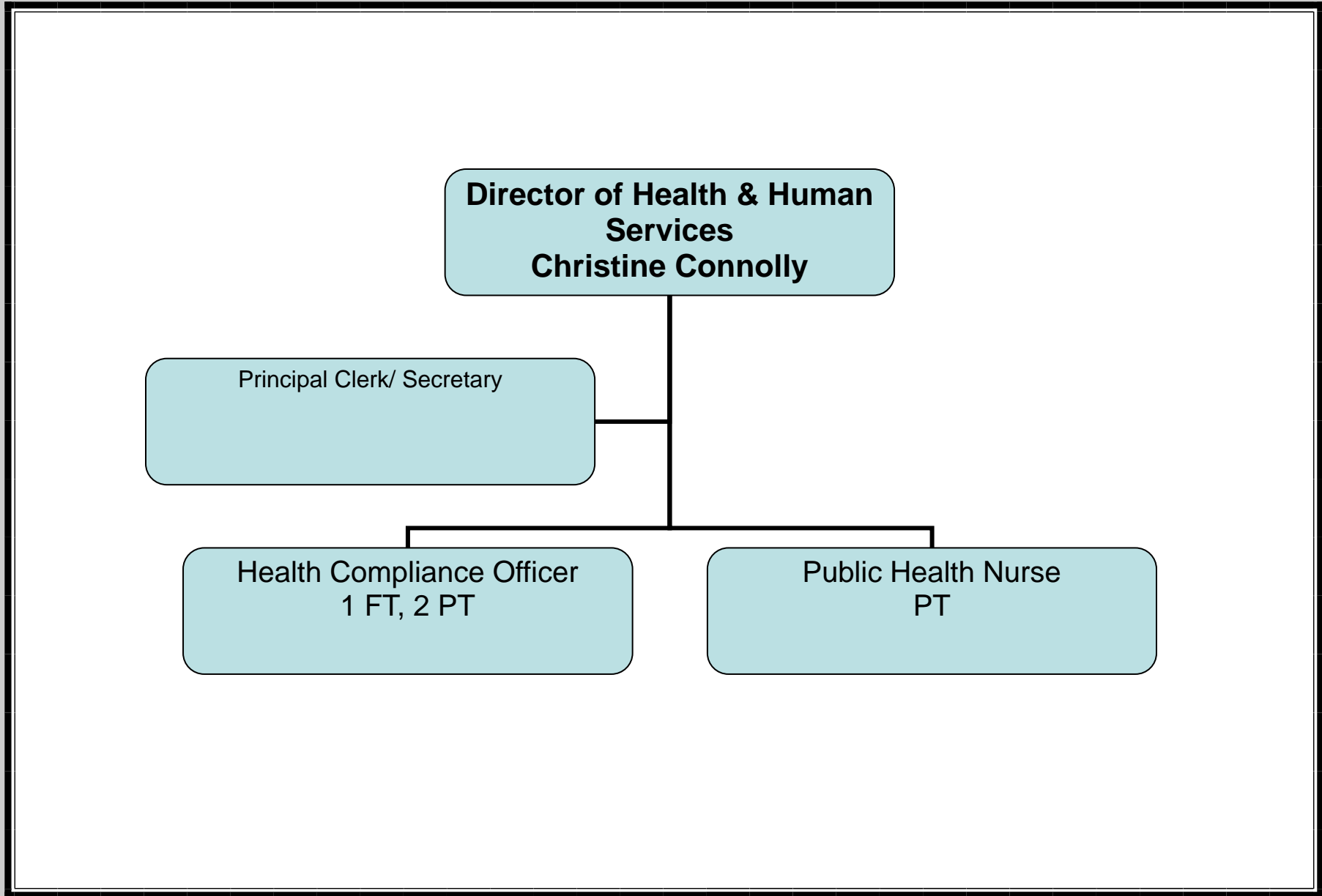
Major Accomplishments for 2007

- Developed, in collaboration with the School Department, Police Department and Town Manager's Office, the Arlington Youth Health and Safety Coalition to assess the existing structure in place for youth substance abuse prevention. The Coalition applied for state and federal grants and looks forward to future funding opportunities.
- Vaccinated 2500 elders against influenza at the annual elder flu clinic. The department provided flu shots in collaboration with the Council on Aging to all senior housing residents, homebound elders, Retired Men's Club as well as the general senior population during weekly clinics held in the fall.
- Collaborated with the Towns of Belmont, Watertown, Brookline and the City of Newton to offer a flu and pneumonia vaccination clinic to test emergency dispensing site plans that have been developed by the department for use in the event of a public health emergency. This is the fourth full scale exercise of emergency plans between the five communities and the 2007 clinic was held at the Arlington Town Hall.
- Improved the Medical Reserve Corps (MRC) in collaboration with regional public health partners. The federally recognized corps has over 100 members from Arlington and has been in place since the beginning of 2006. MRC members volunteered to assist at the Arlington flu and pneumonia shot clinics and attended over 20 trainings throughout the year.
- Worked collaboratively with the Council on Aging and the Fire Department to implement the Vial of Life Program. The program was developed to assist EMTs in the event of an emergency. The resident completes an information sheet with medical information and history as well as emergency contact information. The sheet is placed in a medicine vial and placed in the refrigerator door. When the EMTs arrive at the home, they will check for the Vial of Life in the refrigerator. The program was sponsored by the Mystic Valley Masonic Lodge in Arlington and over 1500 Vial of Life kits were given out to Arlington seniors.
- Investigated over 125 contagious disease case reports, performed 450 food inspections, performed 50 housing inspections, conducted 60 checks on tobacco sales compliance and handled 350 resident complaints.

Performance / Workload Indicators				
	FY 2006 Actual	FY2007 Actual	FY2008 Estimated	FY2009 Estimated
Food Inspections	480	480	450	490
Tobacco Compliance Checks	58	60	60	90
Massage Establishment Inspections	54	22	41	41
Tanning Establishment Inspections	4	4	4	2
Demolition Inspections	13	15	10	25
Public Pool Inspections	9	9	9	15
Public Beach Inspections	11	15	15	15
Housing Inspections	64	65	50	50
Resident Complaints	309	323	340	350
Communicable Disease Investigation	130	150	125	160
Flu Vaccinations Administered	1,000	1,200	2,500	1,800

Performance / Workload Indicators				
	FY 2006 Actual	FY2007 Actual	FY2008 Estimated	FY2009 Estimated
Whittemore Robbins House Events	50	35	30	30
Town Hall Auditorium Events	N/A	18	35	40







Program Description

The Veterans' Service office supplies aid and assistance to qualifying veterans, their spouses, and dependents through the Massachusetts Department of Veterans' Services (DVS). The office also serves as a liaison with the Department of Veterans' Affairs (VA) for federal benefits and assists in filling out forms for such benefits. Within the community, the office is responsible for the graves registration of all veterans buried in the town, coordinating parades, memorial dedications, a veterans' registry, and any ceremony honoring veterans or concerning patriotism. As president of the Combined Veterans Council of Arlington, the director assists the veteran organizations as needed.

FY 2009 Objectives

- Request, receive, and account for 75% reimbursement from DVS for all aid and assistance benefits awarded the Town.
- Coordinate and/or collaborate on, attend, and participate in Patriots' Day Parade, Memorial Day Parade, Veterans' Day Parade, and all other ceremonies honoring veterans in Arlington and elsewhere as needed.
- Increase awareness of DVS and VA benefits available to veterans, their spouses, and their dependents.
- Be as available as possible to provide assistance, supply information, forms, and answers to questions concerning veterans.

PROGRAM COSTS				
Veterans' Services	FY 2007 Actual	FY 2008 Budget	FY 2009 Request	FY 2009 Fin Com
Personal Services	52,459	53,153	53,631	
Expenses	170,207	173,258	183,303	
Total	222,666	226,411	236,934	-

Budget Statement / Future Outlook

Due to military operations in the Middle East, the department has seen an increase in its caseload and resulting costs. Ultimately 75% of the costs are reimbursed by the State.

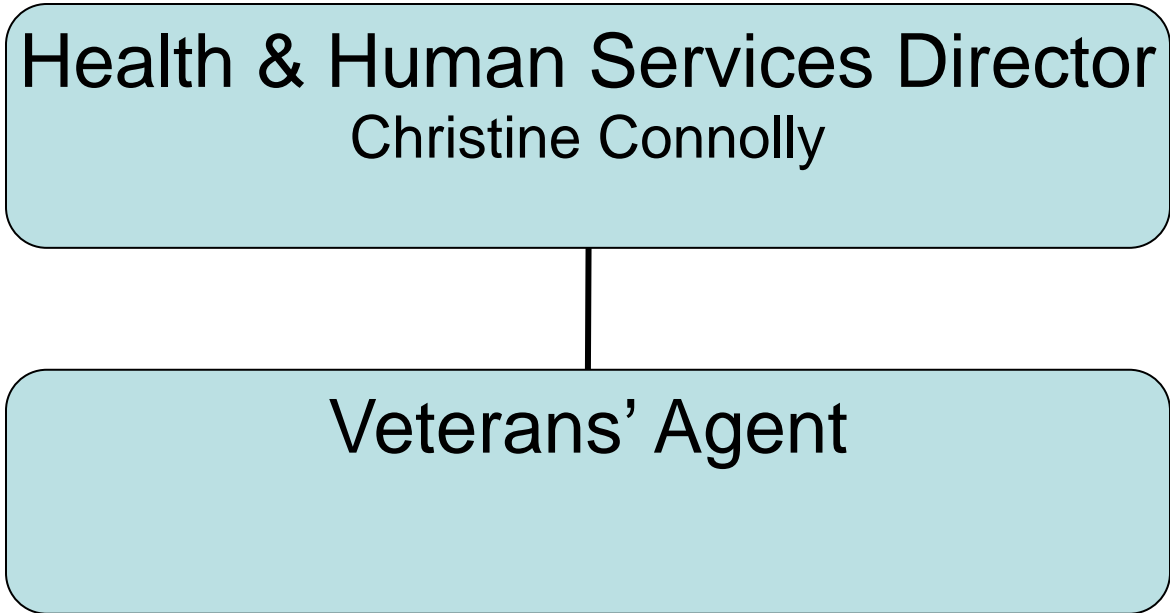
STAFFING				
Veterans' Services	FY 2007 Actual	FY 2008 Budget	FY 2009 Request	FY 2009 Fin Com
Managerial				
Clerical				
Professional/Technical	1	1	1	
Total	1	1	1	



Major Accomplishments for 2007

- Assisted Boy Scout Nick Adams with Eagle Scout project to landscape the Vietnam Memorial at Mt. Pleasant Cemetery. An excellent job was done and Nick Adams was promoted to Eagle Scout.
- Assisted in arranging a ceremony to acknowledge Mr. Ed Martinez, USMC, for establishing and continuing the annual Memorial Day recognition at Ottoson Middle School. Mr. Martinez is a teacher at Ottoson Middle School.
- Dedicated the intersection of Park Avenue and Oakland Avenue as "Pvt. Thomas F. Maguire Memorial Square". Pvt. Maguire was "Killed in Action" in Italy during World War II at the age of eighteen.
- Replaced the sign dedicating "Downing Memorial Square".
- Compiled a list of all veterans' memorials in the Town of Arlington with information and pictures for a book to be published listing veterans' memorial throughout the Commonwealth.
- Assisted the Knights of Columbus Council 109 of Arlington in a "Support the Troops" event to benefit "Local Heroes", a group that has sent almost 6,000 packages to the men and women serving in harms way.

Performance / Workload Indicators				
	FY 2006 Actual	FY2007 Actual	FY2008 Estimated	FY2009 Estimated
Department of Veteran Services Clients (DVS)	49	47	50	52
Department of Veterans' Assistance Clients (VA)	45	39	55	60





Program Description

The Council on Aging, a division of the Department of Health & Human Services, provides advocacy and support services to help Arlington elders live dignified and independent lives. The division's primary responsibilities are to identify the unmet needs of the community's elder population; to design, promote, or implement services to address such needs; and to coordinate existing services in the community. Projections show a continuing growth of the elderly population as a segment of the overall population; more will be frail and homebound, and require more monitoring and complex services than at present. Budgetary limitations will continue to impact the division's ability to deliver needed services to Arlington's frail elderly.

FY 2009 Objectives

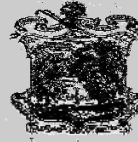
- Implement a detailed assessment of needs for Arlington elders through a town-wide informational outreach effort.
- Activate a critical assessment of the elder community's transportation needs and the division's ability to address those needs, and to determine what resources may be available or needed for the success of this effort.
- Continue to expand the involvement and community impact of the division's volunteers and graduate student interns.
- Continue to investigate and secure funding for critical programs that are not municipally supported.
- Continue to assess the Council on Aging's programs and services, and the agency's ability to meet the widely-varied needs of Arlington's elderly.

Budget Statement / Future Outlook

The budget for FY2009 provides level services. No significant changes are expected in the state or municipal budgets in the next few years. The Department will continue to seek out grants and gift funds from private sources.

PROGRAM COSTS				
Council on Aging	FY 2007 Actual	FY 2008 Budget	FY 2009 Request	FY 2009 Fin Com
Personal Services	128,547	137,729	138,672	
Expenses	4,730	4,991	4,650	
Total	133,277	142,720	143,322	-

STAFFING				
Council on Aging	FY 2007 Actual	FY 2008 Budget	FY 2009 Request	FY 2009 Fin Com
Managerial	1	1	1	
Clerical	0.7	0.7	0.7	
Professional/Technical	0.7	0.7	0.7	
Total	2.4	2.4	2.4	



Major Accomplishments for 2007

- Increased the number of COA volunteers by 12%, expanding our ability to provide certain services.
- Established a new subsidy program, The Sevoyan Dial-a-Ride Scholarship Pilot Program, to address the local transportation needs of low-income seniors.
- Secured additional grant/gift funding in areas of health and wellness/exercise, volunteer recognition and support, outreach efforts, and for the needs of very-low-income clientele.
- Coordinated with other Senior Center agencies to form an Outreach Task Force.
- Advocacy on issues affecting seniors continued at the local, regional and state level, through membership and active participation in the Massachusetts Councils on Aging & Senior Center Directors (MCOA).

Performance / Workload Indicators				
	FY 2006 Actual	FY2007 Actual	FY2008 Estimated	FY2009 Estimated
Units of Service Delivered				
Annually	108,789	110,965	114,294	118,866
Taxi rides	3,397	3,402	3,400	3,400
Volunteers	72	85	95	110

