



Program Description

The Department of Health and Human Services (HHS) is responsible for the health, safety, and well being of all Arlington residents. The divisions that fall within the HHS include:

- Health Department
- Council on Aging
- Arlington Youth Counseling Center
- Veterans Services

Additionally, the HHS coordinates the activities of the Board of Youth Services, Council on Aging, Human Rights Commission, Disability Commission, Board of Health, Widows Trust Commission, Youth Health and Safety Coalition, Health and Human Services Charitable Corporation, Food Pantry, and Heating Assistance Program.

The Health Department is the lead division within Health and Human Services. The Health Department is required by state and local laws to perform many critical duties related to the protection of public health. These duties cover a wide range of public health control and prevention activities including: disease surveillance, the promotion of safe and sanitary conditions in housing, recreational facilities, food establishments, elimination of nuisances, the protection of the environment, and numerous other federally and state mandated responsibilities.

Budget Statement

The FY2015 expenses budget request for the Health Department is an increase of \$5,810 which represents greater investment in mosquito control services. The expected increase will be applied to the purchase of a new larvicide product which must be changed every 2-3 years to prevent mosquito resistance. The Department will continue to work regionally to cover Sealer of Weights and Measures as well as Tobacco Control mandated duties.

FY2015 Objectives

Health and Human Services:

- Conduct capital fundraising campaign to raise \$125,000 for a new food pantry
- Seek out and design new food pantry site
- Establish a more comprehensive Domestic Violence prevention program through grants
- Work with new Veterans Services Director to develop database of clients
- Continue to establish relationships in town with religious based organizations
- Continue to work on maintenance of Whittemore Robbins House and adjoining properties
- Develop a plan for rehab and use of Whittemore Robbins carriage house

Health Department:

- Apply for FDA Standardization Program as part of the Food Protection Program
- Continue to work on establishing an electronic inspection program
- Continue to implement the Massachusetts Immunization Information System (MIIS)
- Develop regulations for medical marijuana dispensaries
- Develop a plan of action to restructure the Board of Health Division within Human Services

PROGRAM COSTS				
Health & Human Services	FY2013 Actual	FY2014 Budget	FY2015 Request	FY2015 Fin Com
Personnel Services	305,372	312,771	328,879	
Expenses	24,875	25,490	31,300	
Total	330,247	338,261	360,179	-



Major Accomplishments for 2013

Health and Human Services:

- Received grant funding to develop an advocate program for victims of domestic violence
- Hired new Executive Director at the Arlington Youth Counseling Center
- Continued to improve Food Pantry database that is now available to export data that can be used in grant applications
- Developed relationship with the Food Recovery Project to provide fresh fruits, vegetables, dairy, and meats to residents in need

Health Department:

- Adopted Regulations Restricting the Sale of Tobacco Products and Nicotine Delivery Products
- Adopted Regulations Prohibiting Smoking in Workplaces and Public Places
- Adopted Regulations Governing the Practice of Bodywork
- Awarded a mini grant from the Massachusetts Department of Public Health for the electronic field inspection project
- Department received a grant from the Massachusetts Emergency Management Agency to improve sheltering operations within the town
- Developed an internship program for public health undergraduate and graduate students to provide practical experience in local public health, with a focus on Environmental health issues

STAFFING

Health & Human Services	FY2013 Actual	FY2014 Budget	FY2015 Request	FY2015 Fin Com
Managerial	1	1	1	
Clerical	1	0.8	0.8	
Professional/Technical	1.9	2.5	2.5	
Total	3.95	4.25	4.25	

Performance / Workload Indicators

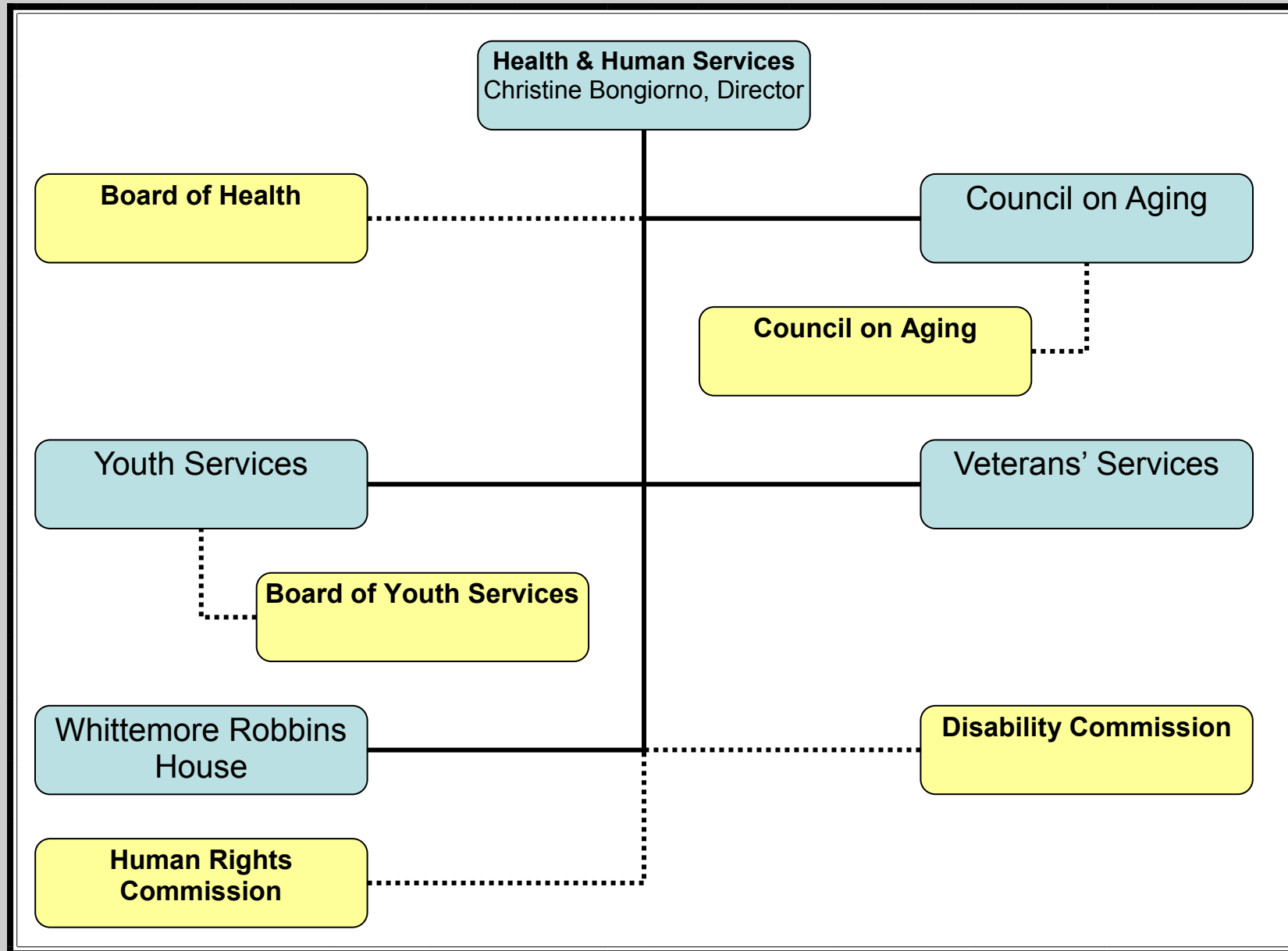
<i>Health Department</i>	FY2012 Actual	FY2013 Actual	FY2014 Estimated	FY2015 Estimated
Food Inspections	428	567	580	580
Tobacco Compliance Checks	65	78	100	100
Tanning Establishment Inspections	2	0	2	2
Demolition Inspections	12	10	12	12
Housing Inspections	77	208	200	200
Public Pool Inspections	11	18	20	20
Public Beach Inspections	5	8	10	12
Resident Complaints	234	268	300	325
Communicable Disease Investigation	87	224	120	120
Flu Vaccinations Administered	2800	2065	2000	2000

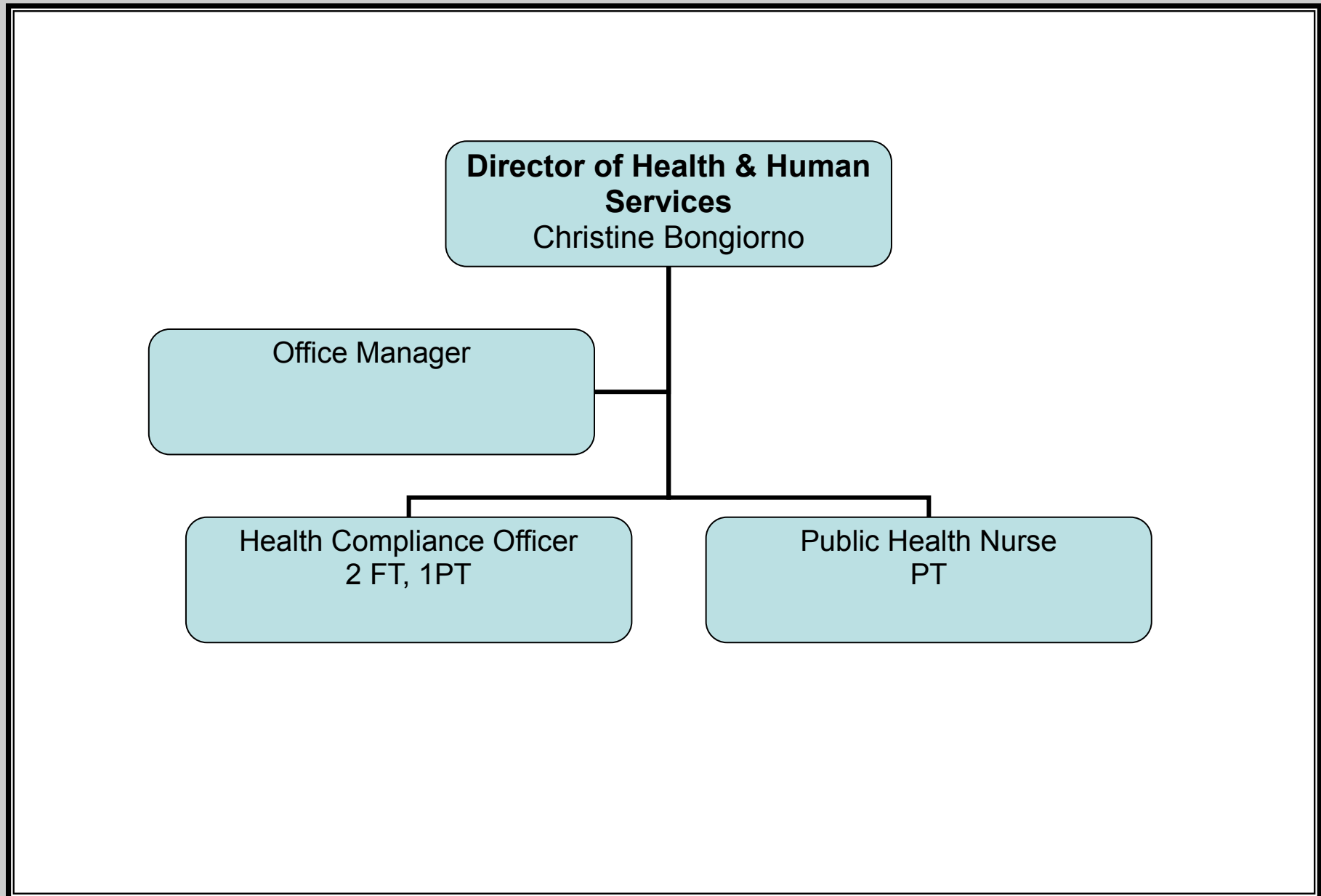
Performance / Workload Indicators

<i>Health & Human Services</i>	FY2012 Actual	FY2013 Actual	FY2014 Estimated	FY2015 Estimated
Food Panty Average Monthly Distribution	418	450	551	600
Assistance Program - Families served	90	92	99	125

Performance / Workload Indicators

<i>Rentals</i>	FY2012 Actual	FY2013 Actual	FY2014 Estimated	FY2015 Estimated
Whittemore Robbins House Events	34	46	50	55
Town Hall Auditorium Events	52	87	90	90







Program Description

The Department of Veterans' Services provides aid and assistance to qualifying veterans, their spouses, and their dependents through the Department of Veterans' Services (DVS) for The Commonwealth of Massachusetts. Acting as a liaison with the Department of Veterans' Affairs (VA) in Washington DC, the office helps to answer questions concerning VA benefits, supplies forms for benefits, and assists in completing the forms in order to receive the benefits. The office is involved in the coordination and/or collaboration, attendance, and participation in all ceremonies and parades honoring veterans.

FY2015 Objectives

- Request for and receive 75% reimbursement from DVS for all aid and assistance benefits awarded
- Apply for and receive 75% reimbursement for flags decorating veterans' graves on Memorial Day
- Coordinate and/or collaborate on, attend, and participate in Patriots' Day Parade, Memorial Day Parade, Veterans' Day Parade, and all other ceremonies honoring veterans
- Increase awareness of DVS and VA benefits available to veterans and/or their dependents
- Be available to supply and help complete necessary forms for benefits with both the VA and the DVS, and answer questions concerning any other veterans issues
- Streamline and computerize office for maximum efficiency
- Improve locating of veteran's graves at Mt. Pleasant Cemetery
- Update The Veterans' Honor Roll"
- Establish Memorial Squares honoring veterans
- Dedicate new veteran's lot at Mt. Pleasant honoring Persian Gulf veterans

Budget Statement

With the continued increase in medical expenses and the current economic condition, the elderly and disabled low income veterans will require more aid and assistance. There has also been an increase in veterans moving into Arlington from neighboring communities resulting in new aid and assistance requests.

STAFFING				
Veterans' Services	FY2013 Actual	FY2014 Budget	FY2015 Request	FY2015 Fin Com
Managerial				
Clerical				
Professional/Technical	1	1	1	
Total	1	1	1	

PROGRAM COSTS				
Veterans' Services	FY2013 Actual	FY2014 Budget	FY2015 Request	FY2015 Fin Com
Personnel Services	62,125	63,874	59,774	
Expenses	279,339	278,539	291,539	
Total	341,464	342,413	351,313	-



Major Accomplishments for 2013

- Created Memorial Squares to honor Technical Sergeant Allen J. Avery, Killed in Action in Vietnam, and the Carroll Family
- Assisted thirty-three veterans and thirteen widows in acquiring maximum VA benefit
- Assisted ten veterans acquire annuities and/or bonuses
- Assisted fourteen veterans acquire "Welcome Home" bonus
- Assisted twenty-seven veterans and/or spouses receive aid and assistance from VA

Performance / Workload Indicators

	FY2012 Actual	FY2013 Actual	FY2014 Estimated	FY2015 Estimated
Veterans' Services				
Department of Veteran Services Clients (DVS)	57	75	62	80
Department of Veterans' Assistance Clients (VA)	80	97	102	120



Health & Human Services Director
Christine Bongiorno



Veterans' Agent



Program Description

The Council on Aging, a division of the Department of Health and Human Services, performs as a community based social services organization for the seniors in Arlington; and as such, connects seniors to existing and appropriate services within the community. The agency's primary responsibilities are to provide information and referral, develop health and wellness programs, provide a sense of well-being through social programs and promote civic engagement. Based on the 2010 Census there are 9,315 individuals 60 years and older in Arlington, approximately 22% of the residents in Arlington.

The Council on Aging is supported by a Town Appointed board consisting of nine Arlington residents and the Friends of the Arlington Council on Aging.

FY2015 Objectives

- Strengthen and expand relationships with two municipal departments in an effort to improve the lives of Arlington seniors through programs and advocacy
- Continue to partner with organizations that have direct contact with Arlington seniors to provide low cost programs and information to remain safe and healthy in Arlington
- Secure placements of older adults through Operation Able in order to provide retraining of the older worker
- Expand relationships with local colleges and universities for internships
- Secure appropriate space for programs and staff to carry out the mission of the Council on Aging
- Increase the number of new contacts with seniors by 10%
- Utilize People GIS for Disaster Preparedness and needs assessment for COA and Town use

Budget Statement

Service and program volume has increased, which indicates the need for increased staffing. Based on intern availability in FY2014, the COA has been successful in managing the volume increase by utilizing Nurse Interns and Social Work interns. Increased administrative demands have been offset by volunteer efforts. When appropriate, the COA also utilizes Harry Barber Community Service participants.

Volunteers provide over 10,000 service hours to the COA, saving the Town at least \$80,000 based on a rate of minimum wage.

PROGRAM COSTS

	FY2013 Actual	FY2014 Budget	FY2015 Request	FY2015 Fin Com
Council on Aging				
Personnel Services	180,385	181,935	195,490	
Expenses	4,348	4,940	4,740	
Total	184,733	186,875	200,230	-

STAFFING

	FY2013 Actual	FY2014 Budget	FY2015 Request	FY2015 Fin Com
Council on Aging				
Managerial	1	1	1	
Clerical	0.9	0.9	1.0	
Professional/Technical	1.1	1.1	1.1	
Total	3.00	3.00	3.10	



Major Accomplishments for 2013

- Filled a four month vacancy in the Geriatric Nurse position
- Received a Mini Grant from Lahey in the amount of \$7,250 for health and wellness programs
- Received a \$10,000 grant from the Friends of Arlington COA for My Senior Center, emergency planning, and senior programs
- Created internal policies for every grant program and controls to insure integrity
- Created a new Cable Program for outreach purposes and entertainment
- Placed Harry Barber Community Service participants in municipal departments
- Offered three evidence-based health and wellness programs and twelve information sessions on aging topics
- Implemented a Caregivers Support Group
- Developed a comprehensive plan for the LGBT population in accordance with the Administration on Aging and the Executive Office of Elder Affairs
- Partnered with the LGBT Aging Project and hosted an LGBT Cultural Competency Training for 19 agencies that have direct contact with Arlington seniors
- Partnered with the Department of Public Health and hosted a Regional Walking Club Leader Training for 35 individuals; as a result, the COA created a Walking Club
- Partnered with the Arlington Recreation Department, Park Avenue Nursing, along with volunteers and created a COA garden; increasing access to fresh vegetables for low income seniors
- Partnered with the Arlington High School utilizing community service requirements to assist seniors with yard work
- Assisted 67 Arlington seniors with fuel assistance
- Delivered over 75 Thanksgiving Meals to home bound and isolated seniors
- Partnered with the Friends of Arlington COA to deliver 60 Holiday Stockings filled with items for low income seniors
- Assisted 130 senior households with the LINKS program

Performance / Workload Indicators

	FY2012 Actual	FY2013 Actual	FY2014 Estimated	FY2015 Estimated
<i>Council on Aging</i>				
Units of Service Delivered Annually	132,422	132,700	13,500	13,500
Volunteers	125	140	150	160

