

HUMAN SERVICES

HEALTH & HUMAN SERVICES

Administration

The Arlington Department of Health and Human Services is the agency that oversees the Health Department, Council on Aging, Arlington Youth Consultation Center, and the Veterans' Services Office. The agency also coordinates the activities of the following boards: Board of Health, Board of Youth Services, Council on Aging, Disability Commission, and the Human Rights Commission. Additionally, the agency works with the Food Pantry, Fair Housing, Widows Trust Fund Commission, Youth Health and Safety Coalition, and the Health and Human Services Charitable Corporation.

The mission of the Department is to both provide a safety net for Arlington residents experiencing difficulties in their lives and to promote a healthy environment for all residents.

In July 2006, the Department of Health and Human Services was formed after the retirement of the Director of Human Services, Patsy Kraemer. Patsy Kraemer served the Town of Arlington for over 30 years working within the Youth Consultation Center and then becoming the Director of Human Services. The new agency, under the direction of Christine Connolly, MPH, former Director of Public Health, will continue to serve the needs of the community in the years to come.

ARLINGTON YOUTH CONSULTATION CENTER

The Arlington Youth Consultation Center (AYCC) continued to provide therapy services, referral services, and psychopharmacological services to Arlington children, adolescents, and their families in 2006. Approximately 725 people were helped in 2006.

This was a dramatic increase in services reflecting the expansion of AYCC service in Arlington Public Schools. Beginning in 2005, AYCC was asked to increase its school counseling to Special Education students. Much of this service was provided by graduate interns placed for training at AYCC. In the first part of 2006, a pilot project using one graduate intern, was started at Brackett School. Based on the success of these efforts, AYCC was asked to recruit, train, and supervise additional graduate interns to be placed in all the elementary schools for the start of school in September. A great deal of time and effort was put into interviewing interns, finding additional supervisors, and developing a training model. AYCC began the 2006-2007 school year with a total of 23 graduate interns supervised by existing staff and four consulting supervisors hired just to work with school based interns. The Interns represent eight different masters and doctoral graduate programs. In the elementary schools AYCC is providing most of the total counseling service, both to Special Education

students and the general school population. At the Otton Middle School and Arlington High School AYCC is providing counseling to alternative programs and to mainstreamed Special Education students.

The work of the staff and interns in the schools focuses on improving the overall adjustment and performance of students. Much of this is done in the context of social skills or friendship groups. The problems that arise cover a wide range of concerns: depression, peer problems, academic struggles, anxiety, ADHD, and learning disabilities. The dedication and hard work of all involved has gotten this effort off to a great start. A total of thirty graduate students received training at AYCC during 2006. This represented a total of more than 14,000 hours of in-kind service.

In the fall of 2006 AYCC sponsored its ninth annual sand tray therapy conference. More than forty clinicians from around New England attended this two-day event. The first day featured Auguste Eliot, a well-known trainer and therapist. The second day gave participants the opportunity to practice and learn techniques of sand tray therapy.

BOARD OF YOUTH SERVICES

The Board of Youth Services continued its dedication to a caring community in 2006, overseeing the functions of the Arlington Youth Consultation Center, the Alcohol and Drug Education Program, and other youth serving programs.

The members of the Board are appointed by the Town Manager with the approval of the Selectmen. The eleven-member Board meets monthly throughout the academic year. The Board makes a great effort to stay well informed on all aspects of the community that impact youth and discusses and plans responses to needs both large and small.

Board members represent a broad cross section of the community. This includes close ties to the school department, police department, area health care systems, affordable housing, other service organizations, and Parent Teacher Organizations. All members are parents themselves, several with children currently in the Arlington Public Schools. Board members do a great deal of networking within the town. This includes strong connections to all the schools in town, the Boys and Girls Club, the Arlington Food Pantry, churches, youth recreation programs, police, and charitable groups.

In the past year, members continued to volunteer additional time as group leaders for women who are victims of domestic violence, as fund raisers for the Arlington Assistance Fund, and as part of a large holiday help to families program. The Emergency Fuel Assistance fundraiser which began in the fall of 2005, continued into 2006, and raised a total of \$65,000. Dozens of Arlington families were helped during the cold months of the year

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to ensure they did not go without heat. The Board responded to such needs as camp scholarships and parent education programs.

The Board of Youth Services is proud to be an integral part of what makes Arlington a safe, fair minded, and engaged community.

COUNCIL ON AGING

The mission of the Council on Aging (COA) is to provide advocacy and support services to help Arlington elders live dignified and independent lives. The Council's primary responsibilities are to design, promote, and implement services to address the identified needs of the community's elder population and to coordinate existing services in the community.

The percentage of elders as a subgroup of the overall population continues to grow. In Arlington, according to the 2000 federal census, there were 8,883 residents 60 years of age or older. The Town of Arlington's 2005 census counted 8,966 residents in this age range.

People are also living longer, and so, the oldest of the old are becoming more frail, requiring more complex services than in the past. In addition, the increase in the number and cost of prescription drugs for seniors are beyond the financial reach of many elders. Lengthier and more expansive health, wellness, monitoring, and social services are required in order to help seniors 'age in place' safely and with dignity. Councils on Aging have been called upon to provide increasing evaluation, monitoring, and support services to the community, often without any additional funding or increased staffing levels to meet these increased needs.



Council on Aging Van

Highlights for 2006

- A Sevoyan Dial-a-Ride Scholarship Pilot Program was created to subsidize the cost of local transportation for very low-income clients. The Sevoyan Personal Needs Pilot Program, after a successful introductory year, achieved permanent program status. Its purpose is to provide for very low-income seniors some consideration for necessary maintenance of independence and safety, without which the client would be at risk.
- The Council on Aging's Transportation Program provided nearly 10,000 one-way rides for Arlington seniors through the agency's lift-equipped vans and subsidized taxi vouchers.
- The Sevoyan Dental Subsidy Program continues to provide critical financial support for low-income seniors who have no dental coverage; 49 clients were served this year.
- Continued advocacy on issues affecting seniors at the local, regional, and state level, through membership and active participation in the Massachusetts Councils on Aging & Senior Center Directors (MCOA).
- The COA's podiatry clinic, a much sought-after health resource, serves more than 80 seniors each month.
- The Sanborn Transportation Subsidy Fund continues to serve as a vital transportation-subsidy resource for Arlington cancer victims and their families. In 2006, through various transport such as COA vans, taxis, ambulance service, private van services, and private drivers, this fund provided 1,476 (one-way) rides to and from cancer-related medical appointments and treatments.
- The exercise grant from Lahey Clinic to introduce seniors to the benefits of regular exercise allowed the continuance of Aquacise, Tai Chi, and Walk the Rink programs for a second year. In 2006, across the three program components, 224 seniors received over 1,000 units of service.
- In conjunction with the COA, Arlington Police Services continue the "RUOK"© Program, a senior safety program in which a computerized system makes daily calls to those needing regular safety monitoring.
- A Title III grant from Minuteman Senior Services supporting the Grandparents Raising Grandchildren Support Group was awarded for another year.
- Nine to ten clients at any one time are supported through the Lifeline Subsidy Program. Due to the continuing need for Lifeline monitoring, the annual expenditures go up as we add new

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clients while continuing to subsidize current clients yearly.

- The Executive Director of the Arlington Council on Aging was elected to a two-year term as president of the Massachusetts Councils on Aging and Senior Center Directors (MCOA), a statewide association whose mission is to improve the quality of services provided to senior citizens of the Commonwealth by the Councils on Aging, Senior Centers, and other social services providers within the Commonwealth. This is a unique opportunity for Arlington to be involved in understanding and advocating on statewide policy, and to be able to bring this body of knowledge back to Arlington to enhance current services.

Community Partnering Efforts

In addition to close collaboration with the above-mentioned service providers, the COA has productive working relationships with other agencies including: Arlington Visiting Nurse & Community Health; Arlington Community Media, Inc; McLean Hospital; Operation A.B.L.E.; Arlington Seniors Association; Cooperative Elder Services, Inc; Arlington ELKS; Commonwealth of Massachusetts Executive Office of Elder Affairs; Scott Flowers of Arlington; SCM Transportation; and many others. Examples of such efforts are:

- A generous grant was received from the Edwin S. Farmer Trust and provides for the needs of indigent and deserving Arlington residents 65 years of age or older.
- The COA received a significant gift from the Newcastle Foundation Trust for the recognition, education, and support of Senior Center Volunteers.
- A grant from The Memorial Church, Harvard University, supported printing of a new Senior Center informational brochure.
- The COA continues to host the Minuteman Senior Services Nutrition Program at the Senior Center, where home-delivered meals are prepared and one of the two Arlington Eating Together meal sites is located.
- The Retired Men's Club Of Arlington again generously assumed all costs for the annual Thanksgiving Day Dinner deliveries to the frail and homebound. Individuals and families, all volunteers, packed and delivered one hundred forty meals this year. For the first time, students at the Brackett School made Thanksgiving Day greeting cards that were delivered with each meal.

- Received a grant from the Arlington Arts Council to buy books for the Intergenerational Book Club.

Volunteer Involvement

The nine-member Council's primary responsibilities are to design, promote, and implement services to address the identified needs of the community's elder population, and to coordinate existing services in the community. The COA works in concert with the Massachusetts Executive Office of Elder Affairs, public and private agencies, and providers in the area. In addition, many COA programs would not exist without the dedication and continued involvement of COA volunteers. These include the Council's *Golden Opportunities* cable television show, Telephone Reassurance Program, Friendly Visitor Program, Income Tax Aide, Tax Abatement Assistant, Medical Escorts, Health Benefits Counselor (S.H.I.N.E.), Blood Pressure Clinic, Podiatry Clinic, Flu and Pneumonia Clinics, Receptionist, Clerical Assistant, and Special Projects. More than eighty-five individuals gave 8,000 hours of service through these COA programs. Volunteers are recognized and honored at an Annual Volunteer Luncheon that acknowledges their valuable and continuing efforts for seniors.



Golden Opportunities taping

Funding

Principal funding for the agency derives from municipal, state and federal sources. The Massachusetts' Executive Office of Elder Affairs (EOEA) Formula Grant to the Council on Aging provides for half the salaries for two of the COA's key positions, the agency's Social Worker and the Geriatric Nurse Specialist. Federal dollars, through the Community Development Block Grant Program, support the Council on Aging Transportation Program.

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Gifts and donations to the Council on Aging continue to be an important budgetary resource. Relying upon the generosity of individual and corporate benefactors in the community, COA Subsidy Funds supplement the cost of the following services:

- The Medical Appointment Subsidy Funds support some costs for qualified Arlington elder's out-of-town medical transportation.
- The Elizabeth and George L. Sanborn Foundation Fund subsidizes multiple-trip transportation costs for cancer treatments. The cost of out-of-town transportation several times a week for several weeks can be prohibitive for an individual.
- The COA Edwin S. Farmer Trust Fund provides for the needs of indigent and deserving Arlington residents, 65 years of age or older.
- A gift from The Newcastle Foundation Trust was given for the recognition, education, and support of Senior Center Volunteers.

2006 Performance Measurements

- Provided nearly 10,000 one-way rides for seniors' medical appointments and other destinations. Increased participation in COA Health & Wellness programs under the direction of the Geriatric Nurse Specialist.
- Observed a 10% increase in the number of COA volunteers.
- An increase in Community Partnership arrangements with other Town agencies and organizations.

Goals For 2007

- Perform a detailed assessment of needs for Arlington seniors, and to assess the ability of the Council on Aging's various programs and services to meet such needs.
- Make a town-wide informational outreach effort to inform Arlington's elders and their families of the Council on Aging's mission and its offerings.
- In light of increasing expenses and in the absence of municipal funding, consider all options in order to assure continuity of services, within the constraints of budget and personnel.
- From the review of the transportation program's operating budget, develop future directions to assure the availability of transportation options for Arlington's seniors.
- Increase the number of Volunteer Medical Escorts who drive elder clients to and from their scheduled medical appointments.

HUMAN RIGHTS COMMISSION

The Arlington Human Rights Commission (AHRC) was created by Town Meeting in 1993 to advance issues related to the fair and equal treatment of individuals and to create a mechanism for addressing complaints arising out of these issues. The mission of the AHRC is to work individually and collaboratively with other groups in our community to celebrate the ever-changing tapestry of our town, and to emphasize, through educational outreach, the danger of intolerance at every level. The Town Manager, School Committee, and the Town Moderator have appointing authority for thirteen members of the Commission. The AHRC began the year by electing Nancy Rhoads as chairperson. Nick Minton was elected to serve as vice chair.

Early in the year, the Commission had the opportunity to speak at a Selectmen's meeting to discuss graffiti incidents and hate literature that had been distributed in an Arlington neighborhood. The AHRC was updated on the Arlington-Teosinte Sister City Project and agreed to work with Arlington High School students and three adult volunteers to help sponsor their work with the Sister City Project. The Commission also contributed to the Town's Martin Luther King Birthday Celebration. In March, the Arlington Police Department made a presentation before the Commission explaining the process for collecting data that provides information for them on issues like racial profiling, etc. The AHRC continued its Arlington Dialogue series this year by hosting three events. The commission hosted an evening with author David Gumpert, who discussed his book *Inge: A Girl's Journey Through Nazi Europe*. There was a dialogue by Michelle Bates Deakin, author of *Gay Marriage, Real Life*. Alan Greenfield spoke of his thoughts and experiences entitled, *Genocide in Darfur – One Man's Path Towards Activism*.

The AHRC presented its first Everyday Hero Award to Kate Cremens-Basbas. Kate had been head of the Arlington High School Physical Education Department for more than twenty years. During that time, in addition to her regular responsibilities, she devoted countless hours to providing compassionate help and resources for students who did not always fit the typical high school mold. Among other things, she was instrumental in starting the Arlington Gay Straight Alliance, which grew to be one of the largest and most respected in the state of Massachusetts.

The AHRC hosted an informational meeting for local churches and synagogues to create a Campaign for Understanding.

In an effort to increase visibility and awareness, the AHRC once again staffed a booth at Town Day in September, distributing informational brochures and answering questions.

The Commission revisited with Arlington High

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School students who expressed positive feelings about some of the racial/diversity issues previously discussed before the Commission and will continue to reach out and support teachers and students regarding civil rights issues.

The AHRC continues to maintain records of hate crimes and incidents and work in cooperation with the Police Department in order to track the frequency and severity of such events in Arlington. In 2006, six police reports were forwarded to the Commission as relevant to the Commission's jurisdiction.

In 2007, the AHRC will continue to focus its efforts on keeping Arlington a safe, welcoming community where all individuals are treated with warmth, mutual respect, and acceptance.

COMMISSION ON DISABILITY

In its thirteenth year of service, the Arlington Commission on Disability has continued to provide information, referral, guidance, and technical assistance to Arlington officials, residents, public and private agencies, and others to insure that people with physical, sensory, cognitive, and other disabilities have equal access to Town facilities, services, and programs. The Commission consists of nine commissioners, all volunteers. As mandated by state law, the majority of Commissioners have a physical, cognitive, or sensory disability. This mandate brings an intimate and informed understanding of disabilities to the Commission's agenda and ultimate decisions.

Coordination and implementation of the Commission's agenda and goals continues to be handled by Jack Jones of the Arlington Office of Housing and Disability Programs. Cooperation between the Commission and this office is effective and efficient. The Commission continues to occupy office and meeting space in the Senior Center building at 20 Academy Street.

In 2006 the Commission for the first time reported to the Town Meeting on its history and future goals. Also in 2006 the Commission submitted four warrant articles for the consideration of Town Meeting. The proposed articles addressed the need to increase pedestrian safety and to encourage universal design. As a result of the warrant articles the Selectmen promised to hold hearings during FY 2007 on the issue of clearing snow from the Donald R. Marquis Minuteman Trail. In 2006 the Commission requested \$200,000 in CDBG funding for curb ramp work, only \$25,000 in funding was approved.

During 2006 the Commission mourned the passing of two dedicated long time members of the Commission, Joe Giurleo and Tom Boudreau. The Commission and Town were fortunate to receive donations in the memory of Tom Boudreau that have been used for a memorial bench at the Dallin Playfield and to fund training on disability issues.

In the fall, the Commission endorsed the development of a residential program by the Arlington Housing Authority for people with mental retardation. At the November meeting there was an election of officers as required by the bylaws of the Commission that resulted in a new chair and vice chair. The Commission also heard complaints about the audible pedestrian signals installed on Summer Street. The Commission will continue to address this issue in 2007. In 2006 the Commission was successful in installing a path of travel from Varnum Street to the Donald R. Marquis Minuteman Trail.

Educating the community regarding disabilities is an ongoing agenda item of the Commission. During 2006 the eighth annual Arlington Disability Commission newsletter was published in order to provide information about the Commission's projects and disability laws. In addition to the annual newsletter the Commission has an occasional column in the Arlington Advocate. In 2006 the Commission participated in Town Day to acquaint the public with its role and to disseminate information about the Americans with Disabilities Act and accessible Town programs and facilities.

The Commission's goals in 2007 will continue to revolve around the parameters of the Americans with Disabilities Act. The 2007 agenda includes hosting a regional access monitor training, addressing the issue of chair lifts in Town Hall, preparing community disaster plans for people with disabilities, to continue to improve pedestrian safety by installing additional curb cut ramps, and monitoring audible pedestrian signals within the Town.

The Commission meets on the third Wednesday of each month at 4:00 P.M. in the conference room of the Housing and Disability Program Office located in suite #203, 20 Academy St., Arlington (the Senior Center Building). Meetings are open to the public and citizens are invited to attend.

BOARD OF HEALTH

The Board of Health Office is located at 27 Maple Street in the Arlington Multipurpose Senior Center, located behind Town Hall

Environmental Health Permitting and Inspections

The Board of Health is required by state statutes and regulations to perform many important and crucial duties relative to the protection of public health and safety, the control of disease, the promotion of safe and sanitary living conditions, and the protection of the environment from damage and pollution. Staff annually permit, and regularly inspect, restaurants, tobacco retailers, massage therapy establishments, tanning establishments, body art establishments, pools, the ice-skating rink, and the bathing beach. Inspectors from the depart-

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ment also follow up on numerous resident complaints related to any health issue within the community ranging from trash and dumpster complaints to housing code violations.

Permit Types Issued by Board of Health in 2006	Number of Permits Issued*
Food	203
Tobacco	30
Massage Therapist	71
Massage Establishment	30
Waste Hauler	12
Funeral Director	7
Tanning Establishment	2
Public Pool	7
Public Beach	1
Ice rink	1
Body Art Establishment	1
Total	310
* These figures include establishments that changed ownership during the year and a new permit was issued.	

Food Protection

In 2006, the Department continued to improve the risk-based food inspections program. A permit and inspection database was developed to track work performed and inspection score trends throughout the year. In total, there were over 300 food establishment inspections performed.

Communicable Disease Surveillance

To protect the community against the spread of contagious illnesses, a rigorous communicable disease tracking system is in place. State law requires that doctors and hospitals report certain contagious diseases including diseases such as tuberculosis, whooping cough, and salmonella. When a doctor diagnoses a resident with a contagious disease, the public health nurse conducts an investigation to determine if further control measures are needed. The illness is then recorded and reviewed to identify and respond to any possible disease outbreaks.

During 2006, 130 communicable diseases were monitored. Other efforts for disease prevention during 2006 included immunization clinics such as flu vaccine clinics in the fall where over 1,000 elders were vaccinated. The Board of Health also vaccinated the Town's first responders, which included the police and fire departments. The Department again used the annual flu vaccination clinic as a practice run for testing emergency preparedness plans where Boards of Health may need

to vaccinate their entire population in a designated time-frame.

Childhood vaccines are provided to pediatric health care providers free of charge through the Vaccines for Children Program that is sponsored by the Commonwealth of Massachusetts. Through this program all children, regardless of a family's ability to pay, will have access to necessary vaccines. The Arlington Board of Health is the local vaccine depot for the State.

The three member Board of Health meets on a regular basis. During meetings, environmental health concerns are addressed and public hearings and policy review is performed. In 2006 the Board of Health received federal bio-terrorism preparedness funding that was used to train staff as well as improve local public health infrastructure. The Department entered into a mutual aid agreement with local public health departments across the region.

Communicable Diseases monitored by the Public Health Nurse				
Communicable Disease	# of	# of cases 2004	# of cases 2005	# of cases 2006
Campylobacter	7	7	15	12
Enteritis				
Chicken pox	1	1	16	13
Cryptosporidiosis	2	0	3	0
Cyclospora	0	0	1	0
Dengue Fever	0	0	1	0
Ecoli				2
Ehrlichia	1	0	0	0
Enterovirus	0	0	0	1
Giardia	6	6	6	10
Haemophilus Influenzae	2	0	2	0
Hepatitis A	0	1	3	0
Hepatitis B	24	21	20	17
Hepatitis C	21	14	1 acute	0*
Hepatitis E	1	0	0	0
Legionellosis	1	3	1	3
Lyme Disease	11	4	23	15
Listeriosis	0	0	1	0
Malaria	0	0	2	0
Measles	0	0	0	1
Meningitis	1	1	3	1
Pertussis	10	18	8	32
Salmonella	6	4	7	9
S.A.R.S.	1 **	0	0	0
Shigatoxin	0	0	3	0
Shigellosis	2	3	1	1
Strep pneumonia				
invasive	4	5	5	6
Group A strep	1	0	2	2
Group B strep	2	0	1	3
Tuberculosis	3	6	0	1
West Nile Virus	1	0	0	1
Yersiniosis	0	1	0	0
Total	108	95	125	130
* in 2005 the Massachusetts Department of Public Health included Hepatitis C case reporting part of the STD Unit.				
**suspected case				

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Emergency Preparedness

In 2006, the department continued to work closely with the local emergency planning committee to develop and test local emergency response plans. Additionally, the department continued to work with the public health preparedness Region 4B to develop public health emergency response plans and to practice these plans. At Town Meeting, the department presented a warrant article that would allow the department to join into a mutual aid agreement with other public health departments.

The department also developed a Medical Reserve Corps with the Towns of Belmont and Watertown. In December, the Towns of Arlington, Belmont, Brookline, Watertown and the City of Newton came together to offer a flu and pneumonia clinic to the public, while testing a multi-community response to a large-scale public clinic. The response was evaluated by the Institute for Community Health and a report will be presented at many upcoming conferences and seminars.

Weights and Measures

To ensure compliance with the Consumer and Merchant Protection Act, the Sealer of Weights and Measures conducts inspections of all scales, scanners, and dispensing equipment. This includes retail stores, gas stations, oil trucks, and food establishments. The Sealer responds to all consumer complaints to ensure fairness and accuracy.

As merchants are inspected annually, compliance with standards and accuracy of merchant measuring devices has increased steadily. It should be noted that the 2006 amounts are higher due to the dramatic increase in heating oil and gasoline prices during the year 2006.

VETERANS' SERVICES

Impact Report 2001-2006 for Gas Stations and Home Heating Oil Trucks		
Year	Consumer Savings	Merchant Savings
2001	\$13,398.20	\$2,486.98
2002	\$ 7,424.05	\$1,754.35
2003	\$ 3,949.32	\$1,184.67
2004	\$ 6,634.17	\$8,495.03
2005	\$18,396.55	\$13,259.90
2006	\$ 5,511.40	\$19,117.97
Total	\$55,313.69	\$46,298.90

The Department of Veterans' Services is designed to aid and assist veterans and their families as provided by the Department of Veterans' Affairs and the Massachusetts Department of Veterans' Services. All eligible veterans and their dependents can seek counseling and assistance with applications for federal and state ben-

efits, financial aid, medical care at VA Medical Centers, educational/vocational benefits, and burial benefits.

On Memorial Day, 2006, the Vietnam Memorial was dedicated to honor those who were killed in action during the Vietnam War. The Arlington High School Alumni of 1966 conceived the notion and working with a committee of five, the dedication was a tremendous success. Over eighty family members were in attendance and the crowd was the largest for a Memorial Day Parade in many years. Shadow boxes containing each deceased's ribbons and awards were made and put on display in a showcase at Arlington High School. The class studying the Vietnam War at the high school read essays and unveiled the shadow boxes.

Also, in remembering the Vietnam War, the corner of North Union Street and Broadway was named David E. Williams Square on Veteran's Day. David grew up not far from the corner and was one of those killed in action in Vietnam.

As a result of interviewing over sixty veterans and/or dependents, a total of fifty-six clients received benefits under Chapter 115. Twenty-six veterans were awarded the Welcome Home bonus for service in the military since 9/11 and one 100% disabled veteran was advised of his eligibility for, and is now receiving, an annuity from the state.

After consulting with over a hundred veterans and/or dependents, twenty-seven claims were submitted to the VA for both service-connected and non-service-connected disabilities and/or pensions. Forty-five requests for either in-patient or out-patient care at VA Medical Centers and twenty-eight veterans' burial benefits were referred to the VA. All veterans buried in Mt. Pleasant should have received a bronze marker applied for from the VA.

Veterans' Services organized, coordinated, and participated in the Memorial Day Parade and the Veterans' Day Parade. It is the responsibility of the Veterans' Service Office to decorate the over 5,500 veterans' graves in the three cemeteries in town and assure the maintenance of veterans' lots and memorials. Services on Flag Day presented by The Lodge of Elks #1435 were assisted and attended .

Names are continuously being added to the Veterans' Honor Roll at Monument Square, which will be updated at the conclusion of the War on Terrorism. The Veteran's Agent also serves as vice-chair of the Patriots' Day Parade Committee.

The Department of Veterans' Services is located in the Town Hall Annex. The Department is continuing to purge old files and improve computerization, while reaching out to advertise benefits and advocate for volunteer opportunities at the Bedford VA Medical Center.