



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, and food establishments, elimination of nuisances, protection of the environment, and numerous other federally and state mandated responsibilities.

Budget Statement

The FY2017 Health Department budget will be level service. The department will continue to work regionally to cover Sealer of Weights and Measures as well as Tobacco Control duties. The department will continue to seek out alternative funding from grants and donations to maintain programs.

FY2017 Objectives

Health and Human Services:

- Develop a strategic plan for the Food Pantry.
- Food Pantry to become a functioning non-profit, separate from the Town of Arlington.
- Conduct an assessment of the Whittemore Robbins Carriage House and Cottage to determine extent of rehab and use for space.
- Continue to seek funds to rehab the Whittemore Robbins Carriage House and Cottage, and develop plans to re-design the Senior Center.

Health Department:

- Conduct a strategic plan for the department along with a quality improvement plan, both required for public health accreditation.
- Welcome a second Centers for Disease Control, Public Health Associate who will work in the department for two years beginning October 2016.

PROGRAM COSTS

Health & Human Services	FY2015 Actual	FY2016 Budget	FY2017 Request	FY2017 Fin Com
Personnel Services	339,802	349,199	356,809	
Expenses	31,212	32,300	32,800	
Total	371,014	381,499	389,609	-



Major Accomplishments for 2015

Health and Human Services:

- The Arlington Youth Counseling Center received a \$100,000 Cummings Foundation grant to continue counseling in elementary schools.
- The Board of Selectmen appointed a seven member Veterans Council, tasked with handling Veterans issues in town.
- All veteran graves at Mt. Pleasant Cemetery were satellite mapped, representing over 5,500 graves. This allows for increased participation from community groups for the annual "Flags on Graves Program" for Memorial Day.
- The Arlington Food Pantry Director was hired, the Board of Directors was organized, and the agency began applications for non-profit status, separate from the Town of Arlington.
- A comprehensive plan was developed to address maintenance work at the Whittemore Robbins House.

Health Department:

- The Health Department participated in National Association of City and County Health Officials (NACCHO) Retail Food Standards Mentorship Program and conducted a self-assessment of the Food Inspection program in accordance with the nine standards outlined in the Food and Drug Administration (FDA) Food Standards Program.
- The Board of Health adopted amendments to Regulations Restricting the Sale of Tobacco and Nicotine Delivery Products to include banning the sale of flavored products.

STAFFING

	FY2015 Actual	FY2016 Budget	FY2017 Request	FY2017 Fin Com
Health & Human Services				
Managerial	1	1	1	
Clerical	0.8	0.7	0.7	
Professional/Technical	2.5	2.5	2.5	
Total	4.30	4.2	4.2	

Performance / Workload Indicators

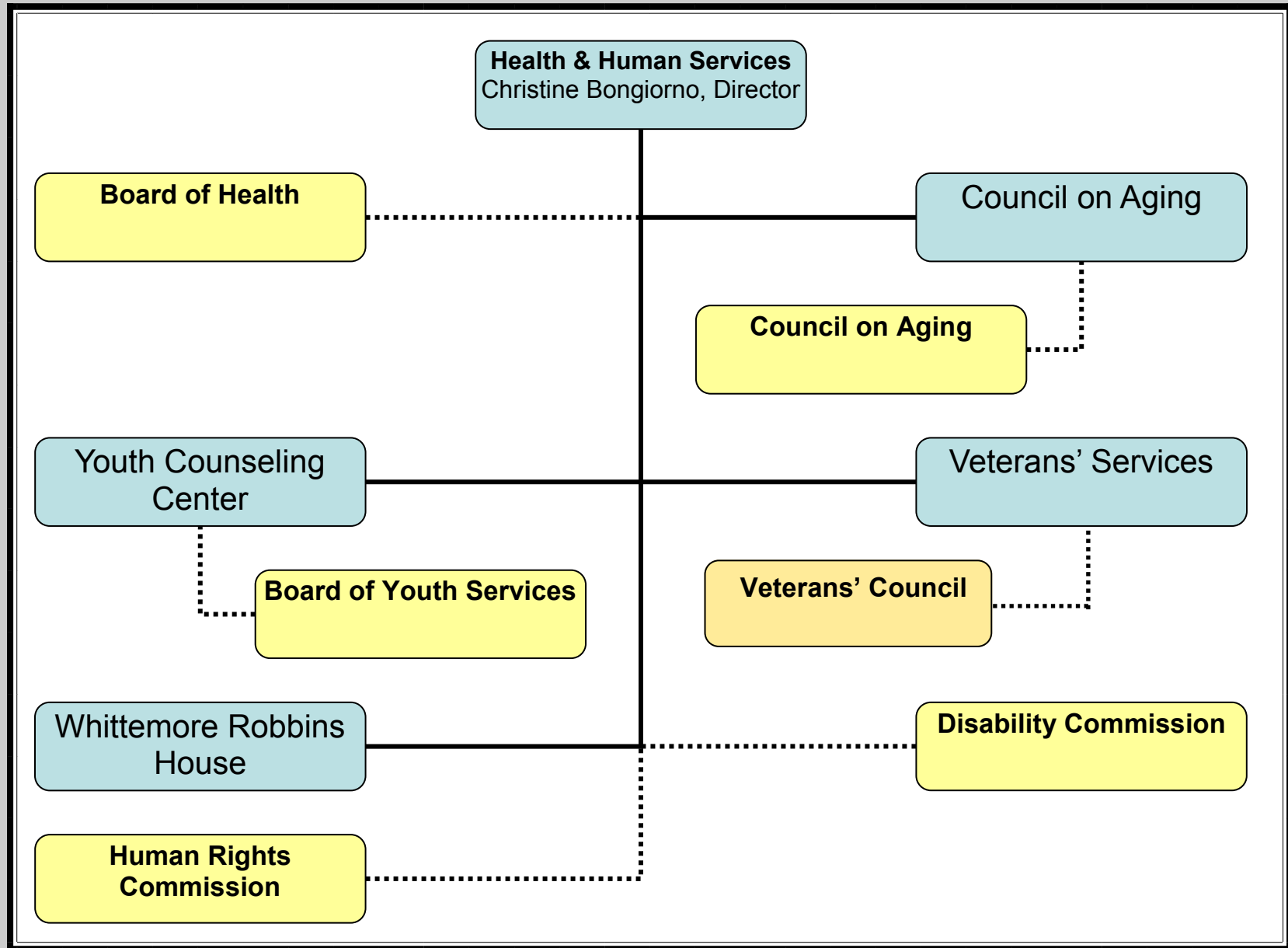
	FY2014 Actual	FY2015 Actual	FY2016 Estimated	FY2017 Estimated
Health Department				
Food Inspections	634	508	550	550
Tobacco Compliance Checks	78	60	80	80
Tanning Establishment Inspections	0	1	1	1
Demolition Inspections	15	16	20	20
Housing Inspections	210	175	200	230
Public Pool Inspections	20	15	20	20
Public Beach Inspections	10	9	10	10
Resident Complaints	297	300	325	325
Communicable Disease Investigation	254	363	350	350
Flu Vaccinations Administered	2,125	2,276	1,669	1,500

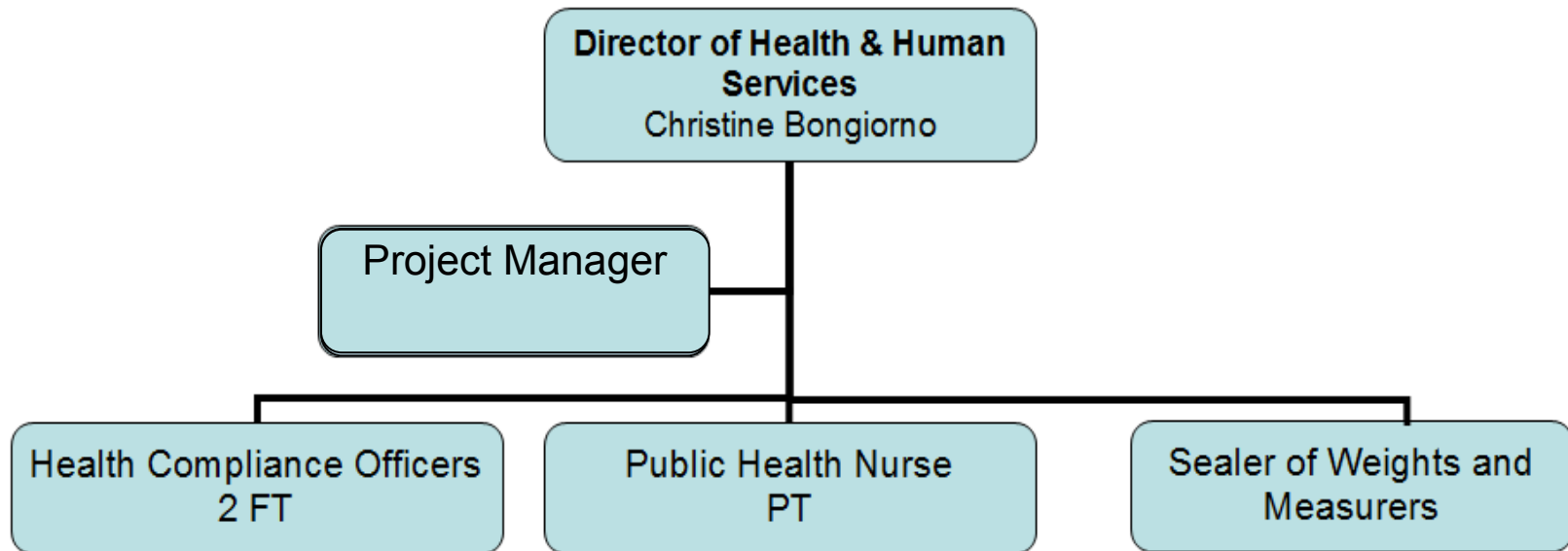
Performance / Workload Indicators

	FY2014 Actual	FY2015 Actual	FY2016 Estimated	FY2017 Estimated
Health & Human Services				
Food Panty Average Monthly Distribution	507	525	700	700
Assistance Program - Families served	107	73	100	125

Performance / Workload Indicators

	FY2014 Actual	FY2015 Actual	FY2016 Estimated	FY2017 Estimated
Rentals				
Whittemore Robbins House Events	33	31	30	30
Town Hall Auditorium Events	85	119	125	75







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 recipients in completing the forms in order to receive their benefits. The office is involved in the coordination and/or collaboration, attendance, and participation in all ceremonies and parades honoring veterans.

FY2017 Objectives

- Continue to increase awareness of veteran benefits through local media.
- Continue to provide support for veterans seeking assistance filing for state and/or federal level benefits.
- Dedicate the Global War on Terrorism veteran's burial lot at Mt. Pleasant Cemetery.
- Manage Memorial Day and Veteran's Day ceremonies.
- Continue to seek out efforts to regionalize services.

Budget Statement

Historical data have shown a consistent rise in veterans seeking State benefits under M.G.L. Chapter 115. The number of World War II veterans and eligible surviving spouses have been diminishing; however, there has been an increase in Korean and Vietnam era veterans seeking benefits. Additionally, there has been an increase in veterans relocating to Arlington from other communities.

Per the Department of Veterans' Services statistics, the number of active cases (veterans currently receiving Chapter 115 benefits) remains unchanged at 81 cases. The average monthly expenditures for Chapter 115 Veteran Benefits for FY2015 were \$36,490. The average monthly expenditures for Chapter 115 Veteran Benefits for FY2016 are \$30,150. The Commonwealth reimburses Arlington 75% of all approved expenditures for Chapter 115 Veteran Benefits. All requests for emergency services as well as other special services are reimbursed at 100%.

PROGRAM COSTS

	FY2015 Actual	FY2016 Budget	FY2017 Request	FY2017 Fin Com
Veterans' Services				
Personnel Services	58,967	58,530	61,065	
Expenses	436,163	363,577	378,577	
Total	495,130	422,107	439,642	-

STAFFING

	FY2015 Actual	FY2016 Budget	FY2017 Request	FY2017 Fin Com
Veterans' Services				
Managerial				
Clerical				
Professional/Technical	1	1	1	
Total	1	1	1	



Major Accomplishments for 2015

- The Arlington Veteran Services Department fielded the following services: Chapter 115 inquiries; requests to obtain military charge documents and service records; inquiries for obtaining VA Healthcare; inquiries pertaining to Service Connected and Non-Service Connected Disability claims; inquiries for Aid and Attendance VA Pensions; Housing requests; requests for burial assistance; and miscellaneous inquiries.
- Provided contributory support to the Town of Winchester under a temporary agreement to provide services from July 1st through December 31st and December 31st through June 30th.
- The appointment of a Veterans Council. The Director serves as Chairman, along with six other members. The council focuses on addressing current issues related to veteran memorials, the review and development of policies pertaining to Arlington veterans, along with future projects to promote Arlington and its veterans.
- The Director completed the largest computer-mapping project in the town's history. All veteran graves at Mt. Pleasant Cemetery were satellite mapped, representing over 5,500 graves. This will allow for increased participation from community groups for the annual "Flags on Graves Program" for Memorial Day.
- The Director was one of 12 Veteran Service Officers (out of 238) to achieve a perfect score on the state certification exam.
- The Director was re-elected as a member of the Executive Board for the Massachusetts Veterans Service Officers Association. He also serves as a member of the Training Committee.

Performance / Workload Indicators

Veterans' Services	FY2014 Actual	FY2015 Actual	FY2016 Estimated	FY2017 Estimated
Department of Veteran Services Clients (DVS)	62	60	70	70
Department of Veterans' Assistance Clients (VA)	102	125	150	150



Health & Human Services Director
Christine Bongiorno

Veterans' Agent
Director of Veterans Services

Veterans' Council



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 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.

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.

FY2017 Objectives

- Continue to develop more community partners.
- Continue to seek building improvements/enhancements to the Senior Center.

PROGRAM COSTS

Council on Aging	FY2015 Actual	FY2016 Budget	FY2017 Request	FY2017 Fin Com
Personnel Services	196,124	206,911	211,730	
Expenses	4,410	13,500	14,000	
Total	200,534	220,411	225,730	-

Budget Statement

The FY2017 budget continues to be presented as a level service budget. The COA continues to secure partner agreements with more educational institutions which provides access to interns on a regular basis, offsetting the increasing need to add to staff.

STAFFING

Council on Aging	FY2015 Actual	FY2016 Budget	FY2017 Request	FY2017 Fin Com
Managerial	1	1	1	
Clerical	1	1	1	
Professional/Technical	1.1	1.11	1.11	
Total	3.11	3.11	3.11	



Major Accomplishments for 2015

- Partnered with Arlington Community Education to enhance programming, further maximizing available space. There are 10-15 new programs each term.
- Partnered with Enhance Asian Community Health, Inc. reaching many Chinese seniors.
- Partnered with Lahey Clinic and Medical Hospital and World Peas and brought fresh fruits and vegetables to 50 Arlington Seniors for 20 weeks.
- Provided successful program space allocation with the Arlington Seniors Association.
- Expanded intergenerational programming with Arlington Public Schools and the Arlington Boys and Girls Club.
- Expanded Lesbian, Gay, Bi-Sexual, Transgender (LGBT) programming.
- Elder Abuse Task Force created “You Made A Difference Day.” Four individuals were honored at a ceremony.
- Executive Director named “COA Director of the Year/Most Innovative Director” by Massachusetts Council on Aging

Performance / Workload Indicators

	FY2014 Actual	FY2015 Actual	FY2016 Estimated	FY2017 Estimated
<i>Council on Aging</i>				
Units of Service Delivered				
Annually	132,700	13,500	15,556	16,000
Volunteers	150	160	170	165

