



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.

FY2018 Objectives

Health and Human Services:

- Arlington Food Pantry will be a separate operating non-profit corporation
- Will continue to develop community partnerships to advance the mission of the department
- Will apply for another Public Health Associate from the Centers for Disease Control

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.

Budget Statement

In FY18, staffing changes will allow the Health Department to more efficiently manage the growing public health demands and mandates. The changes include the transition of Health and Human Services Project Manager position to a Director of Public Health position. The addition of an Administrative Assistant will ensure calls are answered, complaints are processed, applications are processed, and bills are paid, easing the burden on inspections staff.

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.

PROGRAM COSTS

Health & Human Services	FY2016 Actual	FY2017 Budget	FY2018 Request	FY2018 Town Meeting
Personnel Services	349,115	356,809	425,891	425,891
Expenses	32,024	32,800	49,700	49,700
Total	381,139	389,609	475,591	475,591



Major Accomplishments for 2016

Health and Human Services:

- Obtained funding through the Community Preservation Committee to rehabilitate the historic Whittemore Robbins Carriage House and began design and rehabilitation work to preserve this historic feature for many years to come.
- The Board of Health adopted Registered Marijuana Regulations
- Completed two year training of a Public Health Associate from the Centers for Disease Control

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

Health & Human Services	FY2016 Actual	FY2017 Budget	FY2018 Request	FY2018 Town Meeting
Managerial	1	1	1	1
Clerical	0.7	0.7	1.0	1.0
Professional/Technical	2.5	2.5	3.4	3.4
Total	4.2	4.2	5.4	5.4

Performance / Workload Indicators

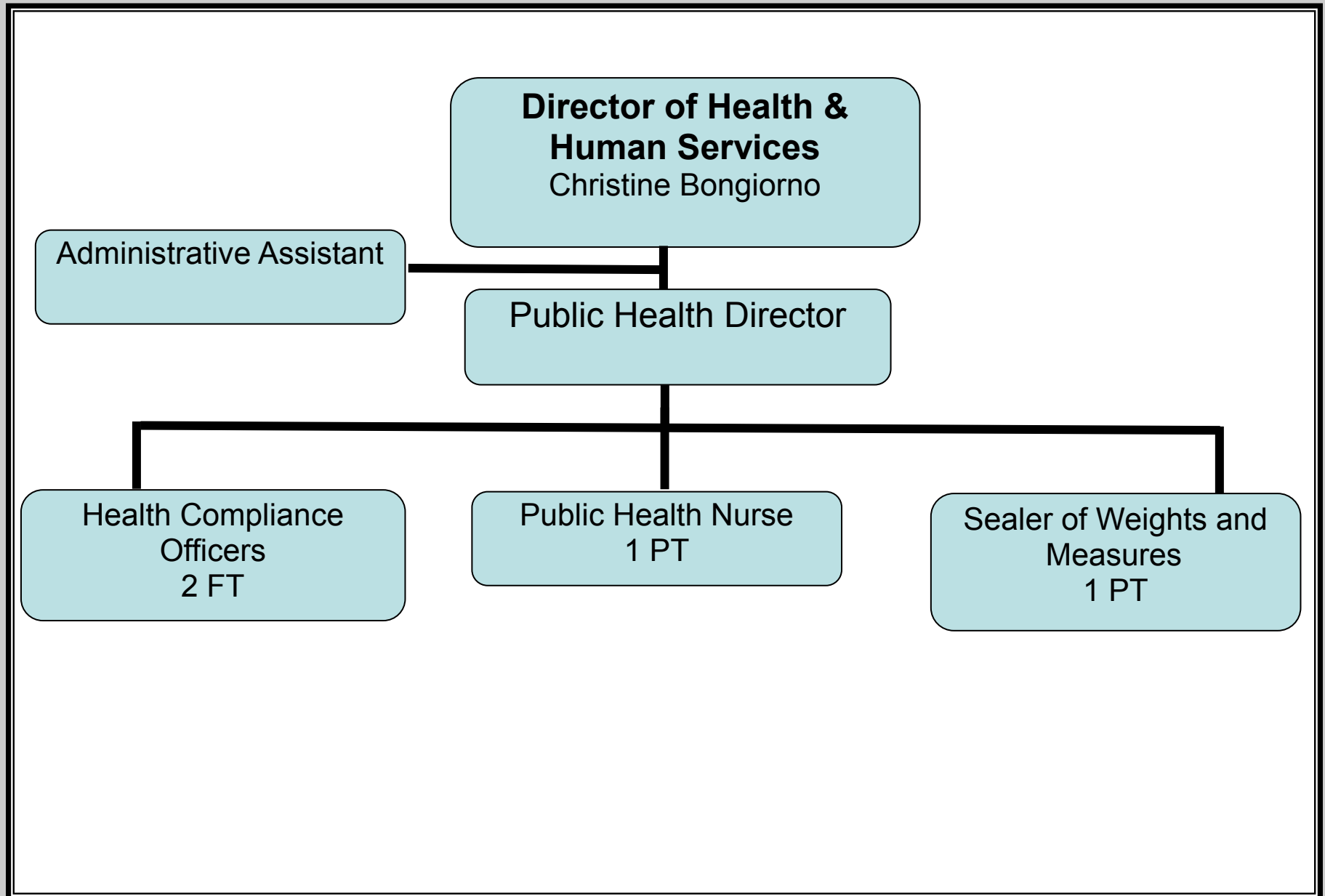
Health Department	FY2014 Actual	FY2015 Actual	FY2016 Actual	FY2017 Estimated
Food Inspections	634	508	492	500
Tobacco Compliance Checks	78	60	38	60
Tanning Establishment Inspections	0	1	1	1
Demolition Inspections	15	16	25	20
Housing Inspections	210	175	120	200
Public Pool Inspections	20	15	16	20
Public Beach Inspections	10	9	6	6
Resident Complaints	297	300	300	325
Communicable Disease Investigation	254	363	272	350
Flu Vaccinations Administered	2,125	2,276	1,304	1,500

Performance / Workload Indicators

Health & Human Services	FY2014 Actual	FY2015 Actual	FY2016 Actual	FY2017 Estimated
Food Panty Average Monthly Distribution	507	525	555	775
Assistance Program - Families served	107	73	100	125

Performance / Workload Indicators

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





Program Description

The Commonwealth of Massachusetts began providing services for veterans following the Revolutionary War. In 1861, the Legislature formalized Chapter 115 and established the Department of Veteran Services. By directive, each community in the Commonwealth is required to maintain a Veterans' Service Department to provide benefits to veterans and dependents.

Benefits are available through the state (Chapter 115) as well as benefits available from federal agencies (Veterans' Administration) and other local resources. State benefits provide financial and medical assistance for veterans and dependents. Additional financial services for food, shelter, clothing, and housing are available. Bonuses and annuities are available to veterans that provided wartime service. Annuity payments are made to 100% service connected disabled veterans and Gold Star survivors. Support services are provided for military funerals and resources for educational benefits, employment benefits, and housing services.

Support services are provided to veterans seeking federal level benefits. The Veteran Services Officer assists veterans in filing applications seeking service connected disability compensation. Assistance is provided to veterans seeking federal pensions for non-service connected medical pensions. Additionally, the department provides support and direction to veterans seeking access to the VA Healthcare System.

Budget Statement

Historical data has shown a consistent number of veterans and dependents seeking Chapter 115 Benefits. However, the numbers of World War II veterans and surviving spouses seeking benefits continue to dwindle. We anticipate a slight decrease in veterans seeking Chapter 115 benefits as Korean and Vietnam era veterans/dependents become our primary era veterans.

Per the Department of Veterans' Services (DVS) statistics, the number of active cases (veterans and or dependents currently receiving Chapter 115 benefits) has decreased slightly to 69 cases. The average monthly expenditures for Chapter 115 Veteran Benefits for FY 2016 were \$30,150.00. Currently, the average monthly expenditures for Chapter 115 Veteran Benefits for FY 2017 remain unchanged at \$30,156.00.

It is important to note that the Commonwealth of Massachusetts reimburses Arlington a minimum of 75% of all approved expenditures for Chapter 115 Veteran Benefits. All requests for emergency services as well as other special services such as housing services are reimbursed at 100%.

PROGRAM COSTS

	FY2016 Actual	FY2017 Budget	FY2018 Request	FY2018 Town Meeting
Veterans' Services				
Personnel Services	57,640	61,065	64,623	64,623
Expenses	371,490	378,577	378,577	378,577
Total	429,130	439,642	443,200	443,200

STAFFING

	FY2016 Actual	FY2017 Budget	FY2018 Request	FY2018 Town Meeting
Veterans' Services				
Managerial	0	0	0	0
Clerical	0	0	0	0
Professional/Technical	1	1	1	1
Total	1	1	1	1



Major Accomplishments for 2016

- Completed the largest GIS mapping project in Arlington's history, a two phased project to satellite map and then mark all veteran burial lots at Mt. Pleasant Cemetery as part of the Memorial Day, Flags on Graves Program. This process reduced the amount of time needed to place flags on graves from weeks to days. This also allows for participation from civic groups and organizations to assist with flag placement, not previously possible.
- The final Veterans Burial Lot at Mt. Pleasant Cemetery was dedicated during the annual Memorial Day ceremony. This lot was dedicated to veterans serving in the "Global War on Terrorism" era. The Veterans' Council managed the fundraising and raised over \$9,500.00 in private funds to pay for the monument and beautification of the burial lot.
- The Director serves as Chairman of the Veterans Council 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 Council has worked collaboratively with state and local officials to secure funding to archive military war records dating back to the Revolutionary War era. The intent is to create an electronic database marking the military service of Arlington residents since the Revolutionary War. This database will be available to the public and will be incorporated as part of the Broadway Plaza, Veterans Memorial Park re-design project.
- Memorial Day services were conducted in the Town Hall. This was a change from past events, enabling a larger number of veterans to attend, providing shelter from the weather and seating for all attendees and veterans. The annual Veterans Day parade and ceremony was conducted at Monument Square.
- The Director continues to provide contributory support to the Town of Winchester under a temporary agreement to provide services. This temporary agreement was effective July 1, 2015.
- The Director was re-elected as a member of the Executive Board for the Massachusetts Veterans Service Officers Association. He serves as Sergeant-At-Arms, and as a member on the Training Committee.

Performance / Workload Indicators

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

FY2018 Objectives

- Continue to increase awareness of veteran benefits through local media and various social media outlets.
- Provide support services enabling veterans and dependents to seek benefits and services via federal, state and local avenues to enhance and maintain quality of life issues.
- Continue to provide support for veterans seeking assistance filing for state and/or federal level benefits.
- Manage Memorial Day and Veteran's Day ceremonies as well as other events honoring the service of our local veterans and families.
- Continue to seek out efforts to regionalize services.



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.

Budget Statement

The budget presented represents a conservative and incremental effort to address the growing population of those 60 years and older who reside in Arlington, a group inching toward 25% of the total population.

The increase of 14 hours per week for the Social Work expands an existing position. The COA will to host an additional Social Work intern, which adds 16 hours per week for direct contact for the seniors to in excess of 600 units of service for this position. Staffing will be closer to the demands of the aging population. The success of the additional hours will be closely monitored.

The part-time reception position funded by multiple sources will become a full-time position supported by town and grant funds. It plays a key role in administration of daily public contact and increases efficiencies in every area. The clinical staff will have greater opportunities for direct contact with seniors and enhanced coordination of services.

The organization continues to leverage nurse interns and social work interns against the municipal budget in order to accomplish the mission. There is undue reliance on these supplemental volunteer staff to bridge the gap of unmet needs among the senior population.

FY2018 Objectives

- Develop plan for the Age Friendly Community initiative
- Continue to expand community partnerships
- Identify offsite programming sites to maintain programs and services if the Senior Center renovations occur in FY19

PROGRAM COSTS

	FY2016 Actual	FY2017 Budget	FY2018 Request	FY2018 Town Meeting
Council on Aging				
Personnel Services	205,155	211,730	253,253	253,253
Expenses	13,088	14,000	21,000	21,000
Total	218,244	225,730	274,253	274,253

STAFFING

	FY2016 Actual	FY2017 Budget	FY2018 Request	FY2018 Town Meeting
Council on Aging				
Managerial	1	1	1	1
Clerical	1	1	1.50	1.50
Professional/Technical	1.11	1.11	1.51	1.51
Total	3.11	3.11	4.01	4.01



Major Accomplishments for 2016

- Partnered with Lahey Clinic and Medical Hospital bringing a 13 week Diabetes Wellness class to the Senior Center, free of charge.
- Participated in the feasibility study for the Senior Center hosting several information sessions garnering interest and support with the senior population and town management
- Collaborated with Bright View Arlington to bring a Memory Café to Arlington
- Partnered with Arlington Emergency Services to increase the number of homes that complete an emergency sheet for the refrigerator
- Hosted the first ever “Call to Action” with all banks in Arlington, Arlington PD, Protective/Executive Office of Elder Affairs, and the COA in an effort to combat financial exploitation involving Arlington seniors
- Hosted a public meeting with the Assistant Director of AARP to introduce Arlington as an “Age Friendly Community”, an initiative which began with the World Health Organization
- Named as a partner in an Intergenerational grant through Bridges Together adding to the success of the COA partnership with all public schools in Arlington, and the Arlington Boys and Girls Club bringing interactive programs to the seniors

Performance / Workload Indicators

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

