



Program Description

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

FY2019 Objectives

Health and Human Services:

- Continue to develop partnerships with local universities to increase capacity to provide services to residents while training future leaders in public health. Department will partner with four universities.
- Work in partnership with community partners to close the Supplemental Nutrition Assistance Program (SNAP) Gap by an additional 20%.
- Complete department-wide strategic plan.
- Apply for another Public Health Associate from the Centers for Disease Control.
- Serve as a satellite MBTA Youth Pass program site for youth in need under age 24.

Health Department:

- Continue to implement rodent control interventions.
- Roll out and implement a new version of the FDA Food Code to retail food establishments, as well as introduce a new electronic software system for conducting food inspections.
- Implement a community education campaign highlighting the work conducted by the Health Department throughout the year.
- Continue to seek grants for complying with the FDA's Voluntary Retail Food Standards program.
- Work on Public Health Accreditation.

PROGRAM COSTS

	FY2017 Actual	FY2018 Budget	FY2019 Request	FY2019 Final Budget
Health & Human Services				
Personnel Services	353,239	425,891	431,759	439,117
Expenses	32,761	49,700	98,200	98,200
Total	386,000	475,591	529,959	537,317

Budget Statement

The personnel increase accounts for existing step increases. The final budget is subject to the outcome of collective bargaining.

The expense budget increased to fund expanded rodent and mosquito control programs.



Major Accomplishments for 2017

Health and Human Services:

- Completed the rehabilitation of the historic Whittemore Robbins Carriage House to preserve this historic asset. This project was the first Community Preservation Act funded historic rehab of a Town structure.
- The Arlington Food Pantry became an independently operating non-profit corporation, expanding services to residents in need by more than 30% through offering weekly distribution during daytime and evening hours.
- Received a Race Matters grant to conduct racial equity work within each division of department.
- Conducted a Community Health Needs Assessment to determine priority health needs of community.
- Obtained a grant from the Department of Transitional Assistance to enroll residents in the federal Supplemental Nutrition Assistance Program (SNAP) through the Council on Aging.
- Partnered with the Boston University School of Public Health to develop three interventions to address top issues facing the department.

Health Department:

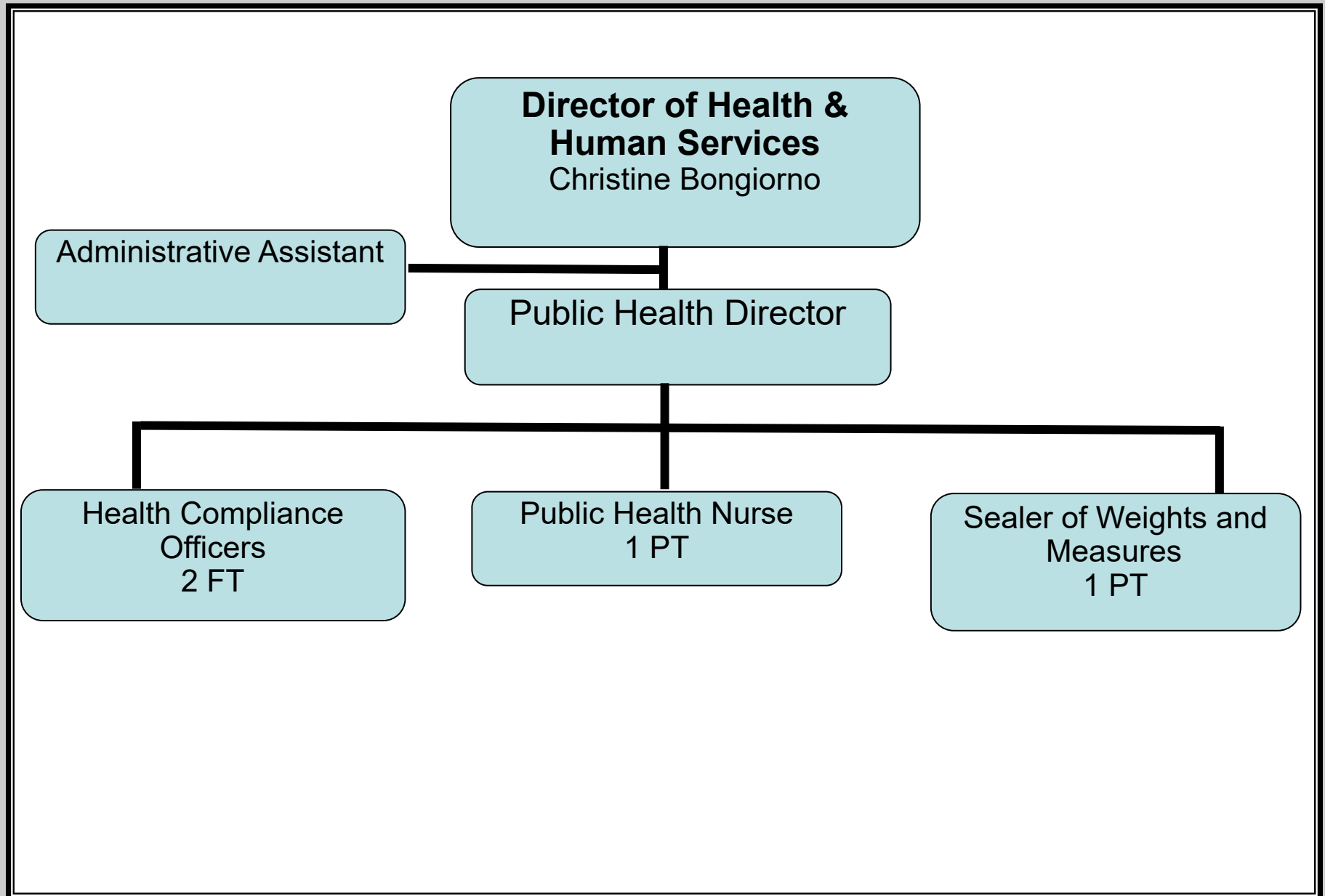
- Reinstated the Director of Public Health position.
- Partnered with Boston University School of Public Health to assist with the development of a comprehensive rodent control program.
- Sent a health compliance officer to a 3 day Rodent Academy in New York City to learn about best practices in municipal rodent control.
- Adopted the 2013 Food and Drug Administration (FDA) Food Code, to improve upon the Department's retail food inspection program.
- Adopted new dumpster control regulations.
- Educated vendors on the newly adopted bylaw which prohibits the use of most plastic bags in Town.

Performance / Workload Indicators				
Health Department	FY2015 Actual	FY2016 Actual	FY2017 Actual	FY2018 Estimated
Food Inspections	508	515	464	500
Tobacco Compliance Checks	60	81	73	75
Tanning Establishment Inspections	1	1	1	1
Biotech facility Inspection	-	-	-	1
Body art establishment Inspection	-	-	-	1
Camp Inspections	5	8	9	10
Dumpster Inspections	-	-	148	100
Keeping of hen Inspections	13	20	18	20
Body work establishment Inspection	3	1	1	1
Demolition Inspections	16	24	21	20
Housing Inspections	175	82	76	100
Ice Rink Inspections	1	1	1	1
Power sanding Inspections	-	9	2	10
Public Pool Inspections	15	12	12	15
Public Beach Inspections	9	4	4	4
Resident Complaints	300	226	310	350
Sealer of Weights and Measures Inspections	659	571	555	565
Communicable Disease Investigation	363	350	278	300
Flu Vaccinations Administered	2,276	1,669	1,301	1,350

Performance / Workload Indicators				
Health & Human Services	FY2015 Actual	FY2016 Actual	FY2017 Actual	FY2018 Estimated
Food Panty Average Monthly Distribution # ppl served	200	240	404	600
Assistance Program - Families served	73	100	108	100

STAFFING				
Health & Human Services	FY2017 Actual	FY2018 Budget	FY2019 Request	FY2019 Final Budget
Managerial	1	1	1	1
Clerical	0.7	1.0	1.0	1.0
Professional/Technical	2.5	3.4	3.4	3.4
Total	4.2	5.4	5.4	5.4

Performance / Workload Indicators				
Rentals	FY2015 Actual	FY2016 Actual	FY2017 Actual	FY2018 Estimated
Whittemore Robbins House Events	31	30	30	25
Town Hall Auditorium Events	119	125	75	87





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 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 also 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 education and 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

Over the past 12 month period, there has been a slight decrease in the number of veterans and dependents seeking state Chapter 115 Benefits, as the numbers of World War II veterans and surviving spouses seeking benefits continue to dwindle. We anticipate a decrease in veterans seeking Chapter 115 benefits as Korean and Vietnam era veterans/dependents become our primary veteran population in need of support services.

Per the Department of Veterans' Services (DVS) statistics, the number of active cases (veterans and or dependents currently receiving state Chapter 115 benefits) has decreased to 56 cases. The average monthly expenditures for Chapter 115 Veteran Benefits for FY 2016 were \$30,150. Currently, the average monthly expenditures for Chapter 115 Veteran Benefits for FY 2017 decreased to an average of \$25,762 per month.

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%.

In addition to managing the Chapter 115 benefits program, the Director has seen a steady increase in the number of veterans and dependents seeking federal Veteran Administration (VA) benefits and services through service connected disability claims and pensions. Currently, 289 Arlington veterans and dependents receive tax-free VA benefits totaling \$362,543 per month.

PROGRAM COSTS

	FY2017 Actual	FY2018 Budget	FY2019 Request	FY2019 Final Budget
Veterans' Services				
Personnel Services	60,990	64,623	70,064	70,064
Expenses	279,597	378,577	340,268	340,268
Total	340,587	443,200	410,332	410,332

STAFFING

	FY2017 Actual	FY2018 Budget	FY2019 Request	FY2019 Final Budget
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 2017

- Following the completion of the largest GIS mapping project in Town history, the department revamped the annual Memorial Day Flags on Graves Program. This process reduced the amount of time to place flags on graves from weeks to days. Citizens placed approximately 5,000 flags on veterans' graves at Mt. Pleasant Cemetery.
- The Town was designated as a Purple Heart Community. During a ceremony conducted by the Board of Selectmen, members of the Veterans Council along with Gold Star parents and Purple Heart recipients gathered for the reading of a special proclamation. The Board proclaimed Arlington as a Purple Heart Town and designated Massachusetts Avenue as its official Purple Heart Avenue.
- The Director served as Chair of the Veterans Council leading six other members. The council addressed issues related to veteran memorials, the review and development of policies pertaining to veterans and future projects to promote Arlington and its veterans.
- The Director began the first phase of a project to archive military war records currently stored in Town Hall. This phase scans documents to create a database that captures the military service records of Arlington veterans and military records dating back to the Revolutionary War. Once the database is complete, the public will have access to search redacted military records (removing personal identifying information). Residents will be able to submit additional documents, photos and letters associated with a specific veteran to create a living database.
- The Director was elected as President of the Massachusetts Veterans Service Officers Association. In this capacity, he works with state and local officials throughout the Commonwealth representing the 250+ Veteran Service Officers that provide services to the 351 cities and towns across the state.
- The Director participated in speaking engagements to promote veteran benefits and services. He participated in a monthly television show "Sound Off" to provide insight into state and federal benefits.
- The Director, working in conjunction with the state, began utilizing the *VetraSpec* system for filing federal Veterans Administration (VA) claims. This system allows same-day delivery of claims to the VA, thereby reducing processing times.

Performance / Workload Indicators

	FY2015 Actual	FY2016 Actual	FY2017 Actual	FY2018 Estimated
Veterans' Services				
Department of Veteran Services Clients (DVS)	60	70	54	52
Department of Veterans' Assistance Clients (VA)	125	150	289	325

Major Accomplishments (cont.)

- Federal Veterans Administration (VA) funds for service connected disabilities or VA pensions can reduce both local and state expenditures for clients currently enrolled in the state veteran benefits program. All VA funds received are tax-free and infused back into the local economy. In the most recent data published by the VA accounting department (October 2015), there were 289 Arlington residents receiving VA funds, totaling \$317,463. Since October 2015, the Director has filed an additional 108 claims for VA benefits, with estimated revenues exceeding \$500,000.

FY2019 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.
- Continue to provide support for veterans seeking assistance filing for state and/or federal level benefits beyond veterans benefits including food assistance, heating assistance, widows assistance and tax assistance.
- Conduct Memorial Day and Veteran's Day ceremonies as well as other events honoring the service of our local veterans and families.
- Work with other Town departments for the upgrade and repair of existing veteran memorials in Arlington.



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, is a community based social services organization for the seniors in Arlington and connects seniors to 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. The increase of 7 hours per week for the Social Work II position will create greater opportunities to further connect our seniors to social services.

The organization continues to leverage nurse interns and social work interns with the municipal budget in order to accomplish its mission.

FY2019 Objectives

- Implementation of the Age Friendly Community initiative.
- Continue to expand community partnerships.
- Identify offsite programming sites to maintain programs and services, if and when the Senior Center renovations occur.
- Secure partnerships with at least two additional colleges/universities for internships.

PROGRAM COSTS

	FY2017 Actual	FY2018 Budget	FY2019 Request	FY2019 Final Budget
Council on Aging				
Personnel Services	218,158	253,253	269,643	272,375
Expenses	13,770	21,000	29,500	29,500
Total	231,928	274,253	299,143	301,875

STAFFING

	FY2017 Actual	FY2018 Budget	FY2019 Request	FY2019 Final Budget
Council on Aging				
Managerial	1	1	1	1
Clerical	1	1.50	1.50	1.50
Professional/Technical	1.11	1.51	1.71	1.71
Total	3.11	4.01	4.21	4.21



Major Accomplishments for 2017

- Assumed organization for the annual 5k Race held September 2017 and renamed it to Arlington for All Ages 5K Race.
- Secured additional 14 hours to an existing Social Work position.
- Through Town Meeting added the following programs: Senior Work-Off Program, Veterans' Work-Off Program, Elderly & Disabled Tax Relief Fund to provide property tax relief to eligible residents.
- Secured farm shares through a Lahey partnership to offer 70 Arlington residents free fruits and vegetables for 20 weeks.
- Partnered with Greater Boston Food Bank and the Arlington Food Pantry to secure free groceries once a month to 75 Arlington seniors.
- Partnered with BrightView of Arlington to create a Memory Café in Arlington in order join the network in Massachusetts that offers a program for those with cognitive decline.
- Applied for and awarded a grant through the Department of Transitional Assistance to become a host site for Supplemental Nutrition Assistance Program (SNAP). Arlington is now one of 14 Councils on Aging in the Commonwealth that has this partnership.
- Received a grant from the Hospice Foundation of America to host the PBS version of "Being Mortal" and had 180 in attendance.
- Through a partnership with Operation A.B.L.E., secured a National Senior Network trainee.
- Secured grant funding to pay for a Community Engagement Fellow to assist with the Age Friendly Community initiative.
- Through all department programs and services, 1,906 individuals were served and of those we had 17,199 duplicated units of service.
- Successful in garnering support from community partners to place Council on Aging programs outside of the Senior Center during proposed renovations.

Performance / Workload Indicators

	FY2015	FY2016	FY2017	FY2018
Council on Aging	Actual	Actual	Actual	Estimated
Units of Service Delivered				
Annually	13,500	15,556	16,000	18,750
Volunteers	160	170	165	230

