

HEALTH & HUMAN SERVICES

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HEALTH AND HUMAN SERVICES

The Arlington Department of Health and Human Services (HHS) consists of the following divisions:

- Health Department
- Council on Aging
- Veterans Services
- Youth Health and Safety Coalition
- Youth Counseling Center
- Food Pantry

The Department also coordinates the activities of the following boards and commissions:

- Board of Health
- Council on Aging
- Veterans Council
- Board of Youth Services
- Disability Commission
- Human Rights Commission
- Widows Trust Fund Commission
- Health and Human Services Charitable Corporation

The mission of the Department of Health and Human Services is to protect the health of the public and assist residents with accessing services to meet basic human needs. In order to accomplish the mission of the Department of Health and Human Services, the department relies on many different sources of funding including town, state and federal funds, grants, foundation funding and donations. Additionally, hundreds of volunteers assist with carrying out the department mission.

In 2017, the Department of Health and Human Services looked at hunger as a top concern facing residents. As a result, the Department rolled out the “Closing the SNAP Gap,” campaign focused on enrolling residents in the federal food stamp program that are eligible. The Council on Aging received a grant from the state to serve as a site to enroll residents in SNAP. The Department also continued to conduct outreach to the public through Social Media.

HEALTH AND HUMAN SERVICES BY THE NUMBERS 2017

NUMBER OF DIVISIONS

6

NUMBER OF STAFF

48

NUMBER OF VOLUNTEERS

682

2017 HHS BUDGET

\$2.6M

PERCENTAGE OF DEPARTMENT BUDGET FROM ALTERNATIVE SOURCES OF FUNDS

50%

NUMBER OF BOARD AND COMMISSION MEMBERS

58

BOARD OF HEALTH

The three member Board of Health meets on a regular basis. At the meetings, environmental health concerns are addressed, public hearings are held, and policy review is performed.



Public Health
Prevent. Promote. Protect.

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HEALTH DEPARTMENT

The Health Department is located at 27 Maple Street in the Arlington Senior Center. The Department is required by State statutes and regulations to perform many 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. These mandated requirements are fulfilled by environmental health and public health nursing staff within the Health Department. This year the Health Department underwent a re-organization which allowed for the re-instatement of the Public Health Director Position. The Department is now comprised of a Public Health Director, two Health Compliance Officers, one Administrative Assistant (which is shared with Human Services), a part-time Public Health Nurse and a part-time Sealer of Weights and Measures.

Environmental Health Permitting and Inspections

Staff annually permits and regularly inspects restaurants, tobacco retailers, tanning establishments, body art establishments, swimming pools, chicken coops, camps, the ice-skating rink and three bathing beaches. Inspectors from the Department also investigate numerous resident complaints related to any health issue within the community, ranging from trash and dumpster complaints to housing code violations, pest activity, as well as noise and odor concerns. In 2017 the environmental health division was comprised of two full time inspectors and hosted a public health associate from Northeastern University from January to August. The Department also contracts with two food safety consultants to conduct a portion of mandated food establishment inspections. Highlights from 2017 include:

- Co-sponsored two animal rabies vaccination clinics with Animal Control.
- Staff investigated fourteen food complaints and held five administrative meetings to discuss food safety issues.
- Twenty new food establishments opened or changed ownership, including four residential kitchens, and thirteen establishments closed.
- Staff conducted 160 housing inspections, condemned two properties and referred five cases to the Attorney General's Abandoned Housing Initiative Program.
- The Hoarding response team received eighteen referrals and identified five new hoarding cases, while conducting follow-up on eight ongoing cases.

Permits Issued	2014	2015	2016	2017
Food	357	365	341	349
Tobacco	20	19	19	19
Waste Hauler	15	16	18	19
Funeral Director	8	9	8	7
Tanning Establishment	1	1	1	1
Public Pool	9	7	8	8
Public Beach	3	3	3	3
Ice Rink	1	1	1	1
Keeping of Hens	8	12	13	12
Camps	6	7	6	6
Body Art Establishment	1	1	1	1
Body Art Practitioner	2	2	2	2
Total	431	443	421	428

***Bodywork regulations were implemented on November 1, 2013*

Inspection Type	2014	2015	2016	2017
Food Establishment & Temporary Food Event*	642	549	490	459
Tobacco Compliance Check	58	38	38	38
Housing	205	220	185	160
Demolition Inspection	17	27	18	26
Nuisance Inspection	297	318	609	417
Keeping of Hens	12	12	19	11
Bodywork Establishment	10	10	4	0
Total	1,241	1,174	1,363	1,105

Type of Food Permits Issued	2014	2015	2016	2017
Food Establishment Permits	187	187	183	193
Mobile Food Permits	3	1	2	3
Residential Kitchen Permits	15	14	11	11
Farmers Market Permits	14	15	11	13
Temporary Event Food Permit	138	148	134	126

**Temporary food event inspections include: Farmer's Market, Feast of the East, Town Day, and other various public health events throughout the year.*

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Inspector Kylee Sullivan conducting a food inspection.

Public Health Nursing

The primary responsibility of the Public Health Nurse is to prevent the spread of disease in our community. The roles and responsibilities of this position include communicable disease surveillance, investigation, and monitoring, as well as, health promotion, education and emergency preparedness planning.

Communicable Disease Surveillance

To the right is a list of communicable diseases that have been investigated and monitored by the public health nurse over the years.

Communicable Disease	2015	2016	2017
Babesiosis	4	1	3
Calicivirus/norovirus	--	1	2
Campylobacter Enteritis	11	6	8
Clostridium Perfringens	2	--	--
Cryptosporidiosis	--	--	1
Enterovirus	1	--	--
Giardia	3	5	2
Group A strep	1	3	--
Group B Strep	--	--	1
Haemophilus influenza	--	1	--
Hepatitis A	--	--	2
Hepatitis B	12	12	13
Hepatitis C	30	10	20
Hepatitis E	--	--	1
Human Granulocytic Anaplasmosis	1	3	4
Influenza	154	79	104
Invasive Bacterial Infection	1	--	--
Legionellosis	3	1	1
Lyme Disease	32	45	37
Malaria	--	1	1
Mumps	--	1	2
Pertussis	1	1	3
Q fever	--	--	1
Salmonella	6	6	9
Shigatoxin	3	3	1
Shigellosis	1	--	--
Strep pneumonia -invasive	1	3	3
Tickborne	--	--	1
Tuberculosis contact, and suspected cases in addition to probable and confirmed cases	38	36	40
Varicella	8	2	7
Vibrio	--	--	1
Viral Hemorrhagic Fever (suspect contacts)	4	--	--
West Nile Virus	--	3	--
Yersiniosis	--	2	--
Zika	--	--	1
Total	317	225	269

-- Denotes disease not tracked/present in those years



Medical Reserve Corps Volunteers and Public Health Nurse gearing up to vaccinate seniors at Millbrook Apartments against influenza.
Left to Right: Janet Kim, Jessica Kerr, Patricia Falwell

Health Promotion

Each year the Health Department plans and holds flu vaccination clinics for our residents. In 2017, the Department partnered with the Council on Aging, Arlington Housing Authority, Public Schools, and the Arlington

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Fire Department to hold over twenty clinics throughout the community. Clinic locations included all of the public schools, all public housing buildings, and the Arlington Senior Center. This year the Department relied on over forty Medical Reserve Corps (MRC) volunteers to help run the clinics. As a result, over 1,100 residents were vaccinated. In addition to immunizations, the Public Health Nurse participated in a community-wide drug take-back event and numerous emergency preparedness exercises and drills.



Kevin Huang, Intern, provides Mandarin Chinese translation services during a flu clinic at Millbrook Square Apartments

Weights and Measures

To ensure compliance with the Consumer and Merchant Protection Act, the Sealer of Weights and Measures conducts inspections of scales, scanners, and dispensing equipment. This includes retail stores, gas stations, oil trucks, taxi cabs, 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. The Sealer of Weights and Measures determines the amount of savings by computing the amount of fuel pumped each year from a particular measuring device, such as a gas pump.

Since 2010 the Department has contracted with the Town of Belmont to provide sealing services as Belmont does not fund a sealer position. Below is a table of devices sealed in Arlington and Belmont in 2017.

Device Sealed	Arlington	Belmont
Scales 10lbs and under	10	6
Scales 100lbs and under	65	51
Gasoline pump meters	126	98
Vehicle tank meters (heating oil trucks)	23	10
Taxi Cab Meters	13	0
Bulk heating oil tank meters	3	0
Bottle and can return dispensers	2	3
Individual Weights	0	56
Other devices	2	3
Total	271	227



COUNCIL ON AGING

The Council on Aging (COA), a division of the Department of Health & Human Services, primary responsibilities are, to identify the needs of Arlington's elder population, and to design, promote, and implement services and programs to address such needs. In addition, the COA coordinates existing services in the community on behalf of the senior, as well as providing various town offices vital information factoring in the needs of the elder population making Arlington a dignified and livable community for its older community members.

Council on Aging By the Numbers 2017

225 Arlington senior households accessed free groceries, free produce and farmer's market coupons



117 Residents benefit from new fuel assistance applications submitted

8,204

Rides provided to 265 Arlington seniors using transportation program



7,600

Volunteer hours

6,118

Individuals participate in COA events



14

Community partnerships

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Arlington Police Department presentation on pedestrian safety.

COA Highlights for 2017:

- Raised \$17,000 through the Arlington For All Ages 5K Race for the benefit of Arlington seniors.
- Awarded \$5,000 from the National Council on Aging for the Flu Shot competition in partnership with the Health Department.
- Received a \$34,500 grant from the Elizabeth and George L. Sanborn Foundation for the Treatment and Cure for Cancer, Inc. to provide rides to seniors for cancer treatments.
- Received a \$13,000 grant from the Symmes Hospital Funding for Medical Transportation to supplement the COA Van budget to provide seniors rides to medical appointments.
- Awarded a partnership with the Department of Transitional Assistance, becoming a host site for SNAP intake and provides for partial salary reimbursement for newly approved SNAP applications and recertification's.
- Designated an Age Friendly Community by the American Association of Retired People's (AARP).



Arlington High School Football Team assisting with fall clean-up for seniors.



Annual Arlington for All Ages 5K Road Race

VETERANS' SERVICES

Veterans' Services is a division of Health and Human Services. The Director of Veterans' Services works with Veterans living in Arlington to assist with accessing basic needs. Through Massachusetts General Law, Chapter 115, direct financial assistance is provided to veterans who qualify. Additionally, the Director assists veterans with accessing federal financial assistance.

ARLINGTON VETERANS' SERVICES

AT A GLANCE REPORT

Benefits are available through the state (Chapter 115) and from federal agencies (Veterans' Administration). State benefits are income based and provide financial and medical assistance for veterans and dependents.

Additional services for food, shelter, clothing and housing are available. Annuity payments are provided to 100% service connected disabled veterans and gold star survivors. Support services are provided for educational benefits, employment benefits, housing services, and military funerals.

\$375,000
2017 Budget
for local veteran
assistance

75%
Amount of local
Funding for veteran
assistance that is
reimbursed by the
state

294
Number of Arlington
veterans receiving
federal VA benefit
payments

\$362,365
Amount of money Arlington
veterans and dependents
receive per month in
tax-free
VA benefits.

Arlington was proclaimed a
"Purple Heart Community"
and Massachusetts Avenue
was designated as the town's
"Purple Heart Avenue"

63
Volunteers assisted in marking
over **5,500** veteran graves as
part of the Memorial Day
"Flags on Graves"
Program.

Annual ceremonies for
Memorial Day and Veterans
Day were conducted by the
Director.

2017 Veterans Services Highlights

- The Director serves as the Chairman of the Veterans Council along with six other members. The Council focuses on addressing current issues related to veteran memori-

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als, the review and development of policies pertaining to Arlington veterans, and new projects to promote Arlington and veterans.

- The Memorial Day ceremony was conducted in the Town Hall. This is a permanent change of location from Monument Square to the Town Hall, enabling a larger number of veterans to attend, providing shelter from the weather and seating for all veterans and attendees. The Veterans Day parade and ceremony was conducted at Monument Square.
- The Director implemented a new computer database (VetraSpec) used to file federal VA claims. This new program allows the Director to establish and maintain a comprehensive database for all VA claims. Since this is a secure electronic system, it has reduced claims processing times, eliminating previously required printing and mailing of claims.
- The Director was elected as President for the Massachusetts Veterans Service Officers Association. He works with the state Department of Veterans' Services, legislative representatives, various state agencies, and other veteran organizations to ensure veterans and dependents are receiving the quality services they deserve.



ARLINGTON YOUTH COUNSELING CENTER

The Arlington Youth Counseling Center (AYCC), a division of Arlington Health and Human Services, is a community-based and DPH-licensed mental health counseling center serving Arlington youth (ages 3-21) and their families. AYCC is the leading provider of outpatient and school-based child and adolescent mental health services in Arlington. It is also one of the only providers in the area that accepts youth with public health insurance. AYCC strives to make high quality mental health care accessible and affordable for all youth and families, at a time when child and adolescent mental health resources are scarce, wait times unbearably long, and the cost of treatment unaffordable for many families. Each year, AYCC provides thousands of dollars of free and reduced-fee care to families who are uninsured, under-insured, or who otherwise cannot afford the cost of deductibles and copayments. With support

from local grants and other fundraising initiatives, AYCC also provides case management services to residents with basic resource needs (housing, food, fuel assistance, health insurance coverage etc.), and oversees the First Step Group and other support services for survivors of domestic violence.

The following list captures some of AYCC's highlights from 2017:

- AYCC received \$33,000 in its third and final year of a three year grant from the Cummings Foundation to support school-based counseling and mental health consultation services in Arlington Public Schools. Through "Project Success," AYCC clinicians provided weekly, individual counseling to students in all Arlington elementary schools and the Ottoson Middle School. AYCC provided the same support to Arlington High School students as well, through a contract with Arlington Public Schools.
- Partnered with Harvard University on a study looking at a new approach to evidence-based treatment on students' mental health and school related outcomes, as compared to standard school-based counseling services offered by AYCC's Project Success clinicians. Three AYCC clinicians received extensive training in the new approach by the Harvard research team.
- Partnered with Mount Auburn Hospital to offer a Youth Mental Health First Aid training to 25 members of the community, including parents, teachers, and other Town employees.
- Conducted nearly 6,000 outpatient and school-based counseling sessions (including psychotherapy, psychiatric evaluation, and medication management) to over 360 children, teens, and their adult family members.
- Facilitated five therapeutic groups throughout the course of the year, both grant-funded and insurance based, for Ottoson and AHS students. Groups included a DBT group for adolescents with personality or mood disorders, social skills group for middle school students on the autism spectrum, and Cognitive Behavioral Therapy (CBT) groups for middle schools students experiencing depression/anxiety.
- Assisted over 100 community members in accessing needed resources, including housing, food, health insurance, and fuel assistance.
- Facilitated weekly therapeutic groups for survivors of Domestic Violence.

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- Gathered a team of 40 runners and walkers to participate in the Cause and Event Boston 5K in support of AYCC. AYCC team members, and many other race participants who chose AYCC as their charity, helped to raise over \$8,000 for AYCC.
- Honored the beloved Dr. Michael Thompson at the 7th Annual Out on the Town Gala, a great community event and successful fundraiser, which drew over 250 guests and raised nearly \$30,000.



2017 Gala featured Dr. Michael Thompson as the honoree for decades of support to Arlington.



ARLINGTON YOUTH HEALTH & SAFETY COALITION (AYHSC)

Arlington Youth Health & Safety Coalition (AYHSC) is a federally funded, community-based coalition with a mission to prevent and reduce substance abuse and other risk behaviors that adversely affect youth in Arlington.

The past year marked year eight of the ten-year federal Drug Free Communities Program (DFC) grant. AYHSC also received grant funding from the Sanborn Foundation and MA Department of Public Health's Bureau of Substance Abuse Services.

Highlights from 2017

- Implementation of LifeSkills at the Ottoson with a \$19,000 grant from the Symmes Foundation
- Modified the language of the tobacco use policy and procedures at the high school to address an increase in vaping.
- Three funeral homes adopted a new policy to give prescription drug drop box information in funeral arrangement folders.

- Formation of an Arlington Catholic Student branch of the Coalition.
- Formation of a Parent Advisory branch of the Coalition with 6 Parent Advisors.
- First annual state funded SAPC (Substance Abuse Prevention Coalition) Youth Summit (collaboration with Cambridge, Everett and Somerville) collectively advocated for under-age drinking prevention.
- SBIRT (Screening, Brief Intervention, Referral to Treatment) administered at the Ottoson for the first time.
- Coordinated a Youth Mental Health First Aid Training for 20 APS school nurses and social workers to learn how to appropriately respond to youth who are experiencing a mental health crisis.
- Hosted the 8th annual HRC (Health, Rec, Cops) Summer Experience.
- Organized and sponsored two sessions of the Guiding Good Choices workshop (a parenting program) to improve family management and communication, and reduce risk factors for youth substance abuse.
- Co-hosted a parent/child forum screening of the film, Screenagers
- Partnered with the Police to conduct regular alcohol retail compliance checks, host the DEA's National Drug Take-Back Initiative, and monitor the 24-hour police drug disposal kiosk.
- AHS's Club 84 anti-tobacco student club participated in the national Great American Smoke Out day, attended the annual Kick Butts Day at MA State House, and was honored as the #1 club in the state for their prevention activities.



AYHSC Parent Advisors

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ARLINGTON FOOD PANTRY

The Arlington Food Pantry continued its mission of providing food for all Arlington residents in need. In 2017, the Food Pantry expanded hours to include two weekly distributions, providing greater access to food. As a result, the Pantry had almost 6,000 visits in 2017, a 125% increase over the previous year. Volunteers distributed over 250,000 pounds of food.

Additionally, Arlington EATS, a program providing 22,000 meals to Arlington students and their families during vacation weeks and the summer, merged with the Arlington Food Pantry in July. Working under one administrative umbrella has helped facilitate operational and financial efficiencies and has enabled both programs to strengthen hunger relief efforts and grow innovative programming.

Food access for all residents has been an ongoing department goal. In 2017, the Food Pantry partnered with the Council on Aging and the Greater Boston Food Bank to provide monthly groceries to seniors.

The Food Pantry received federal non-profit status in 2017 allowing for more funding opportunities in order to increase agency capacity.



COMMISSION ON DISABILITY

In its twenty-fourth year of service the Commission on Disability continued to provide information, referral, guidance, and technical assistance to Arlington officials, residents, public and private agencies, and others to ensure that people with physical, sensory, cognitive, mental illness and other disabilities have equal access to town facilities, services and programs. The Commissioners are all volunteers. As mandated by State law, the majority of Commissioners have a disability. The mandate brings an intimate and informed understanding of disabilities to the Commission's agenda and ultimate decisions. The Commission continues to bring awareness to Arlington policy makers and other residents as to the legal rights of people with disabilities, enforcing those rights and working towards community inclusion to make Arlington a stronger town by capitalizing on the strengths that each person living and working

here has to offer.

The following are Commission on Disability activities that took place during 2017.

- In response to requests from the business community and people with disabilities, and in recognition of the 2,200 Arlington residents with Handicap Placards (HP), the Commission on Disability with input from the businesses community developed a plan to increase the number of HP spaces in the business districts of Arlington to at least 5% of all parking spaces.
- The plan to add HP spaces was endorsed by Town Meeting and approved by the Board of Selectmen in 2016 which resulted in 27 new HP spaces added during a 9-month period, from October 2016 through June 2017. As of July 2017, the total number of on-street HP spaces in the business districts was 50.
- The Commission co-sponsored the ninth annual Diversity Career Fair at Arlington Town Hall. Thirty employers from health care, government, financial, retail, and non-profit organizations participated in the career fair.
- The Commission reviewed and issued recommendations on four variance requests that had been submitted by developers to the Massachusetts Architectural Access Board.
- The Commission had two booths at Town Day 2017. One booth was available to answer questions and provide information about disability legislation. The other booth provided an educational puppet troupe for the purpose of teaching children about various disabilities and educational and medical differences. The puppet troupe used frank and often humorous communication of facts and feelings between the puppet characters and individuals.
- The Commission continued to meet with Town Officials to discuss the rights of people with disabilities in order to work towards full community inclusion with in the Town of Arlington.
- The Commission worked with the True Story Theatre, which promotes social healing by inviting individuals to share their stories and then spontaneously transforming them into theatre. Commission members at their first retreat told stories from their lives and watched them enacted on the spot by True Story Theatre performers. The Commission also worked with the True Story Theatre to discuss and identify through theatre, challenges faced by individuals with visible and

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invisible disabilities.

- The Commission reviewed nine applications for accessibility compliance, submitted from restaurants requesting outside dining permits.
- The Commission continued its curb cut ramp project by funding the installation of 12 curb cut ramps that totaled \$31,928.23 with Community Development Block Grant Funds.

The following are Commission on Disability goals for 2018 that will continue to revolve around the very clear parameters of the Americans with Disability Act.

- The Commission will continue to advocate for and ensure the rights of Arlington residents living with disabilities.
- The Commission plans to co-sponsor at the Arlington Town Hall, with the Massachusetts Rehabilitation Commission, the tenth Annual Diversity Career Fair.
- The Commission will continue to advocate for safer sidewalk surfaces and for full curb cut ramp compliance.
- The Commission plans to designate members of the Commission to meet with other Town Commissions / Town Committees for the purpose of sharing information.
- The Commission plans to work with the Town's Environmental Planner / Conservation Administrator regarding accessibility improvements at Spy Pond Field and also with the Recreation Director on accessibility improvements to Town play fields.

The Commission would like to thank Susan James, Beverley Bevilacqua, and Susan Savage Tenant all whom left the Commission during 2017, for their many contributions to the Commission. Their presence on the Commission will be greatly missed.

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 Ste. # 203, 20 Academy Street (Senior Center Building). Meetings are open to the public. All interested residents are encouraged to attend to either observe or voice their opinion.

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 Christine Carney and Mel Goldsipe to Co-chair the Commission. The AHRC met monthly throughout the year with three additional special meetings (in February, March and October).

The AHRC collaborated with, cosponsored events with or publicized events for many Town government and community groups, including: Arlington Public Schools, Health & Human Services, Tourism & Economic Development, Vision 2020's Diversity Task Group, Disability Commission, Council on Aging, Robbins Library, Police Department, ACMi, Arlington International Film Festival, True Story Theater, Mystic LGBTQ+ Youth Support Network, Arlington EATS, Housing Corporation of Arlington, Arlington-Teosinte Sister City Project, Massachusetts Immigration & Refugee Coalition, Massachusetts Transgender Political Coalition, All Hands In, and human rights groups in several neighboring towns.



Arlington For All sets up at Town Hall at Double Take event

Community Outreach

- Continued to offer a citizen's forum at the beginning of each monthly meeting to give residents the opportunity to address the Commission on matters relating to equality and fairness. This year, at least 28 citizens took advantage of this opportunity. Citizens attended 9 of the Commission's 15 meetings.
- Spearheaded the Arlington for All project (#arl4all), bringing together many relevant town organizations, nonprofit groups, schools, faith communities and individuals to celebrate diversity in a wide-ranging series of events and projects (resulting from the July 2016 meeting attended by a large group of individuals concerned about hate incidents

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in town). The project launched when a group representing many different residents in town marched in April's Patriots Day Parade.

- Continued a multiyear collaboration with local nonprofit organizations True Story Theater and Mystic LGBTQ+ Youth Support Network to host events focusing on LGBTQIA+ issues, such as "Queer Aspirations: An Evening of Story Sharing."



Alan Kaufman at the inaugural Double-Take event at Town Hall.

- Inaugurated the "Double-Take" storytelling event, which was undertaken by a Commissioner who worked with residents of diverse backgrounds to tell personal 5-minute stories. The Commissioner worked with interested participants by providing an interview workshop, rehearsal assistance, and an audition of their personal 5-minute story. Ultimately, nine stories were selected for a November Town Hall event, which was attended by well over 100 individuals and was also broadcast on ACMi.
- Appointed a subcommittee to explore ways to collaborate with the Anti-Defamation League, which is willing to partner with the Commission to arrange a series of programs in Arlington focused on hate issues.
- Continued cosponsorship of the Town's Martin Luther King, Jr. Celebration.



Human Rights Commission at Town Day

- Hosted a booth at Town Day that received many visitors and allowed us to distribute more than 100 "Hate Has No Home Here" signs in a single day.
- Implemented a cost-effective email list to disseminate information to residents and interested individuals who have opted-in to receive the AHRC newsletter. Our list is now at almost 400 subscribers and our open rate is 45%, which is more than double the average of 19% for nonprofits.
- Increased the use of social media to communicate events and matters of interest to the public as a cost-effective way to reach a broad segment of the public on matters relating to the Commission and to promote events that celebrate the diversity of Arlington. Followers on Facebook and Twitter have grown by over 65% and 47%, respectively.



Arlington for All marches in Arlington's Patriots' Day Parade

Collaboration with Arlington Public Schools

- Continued the liaison program between the Commission and each of Arlington's public schools plus METCO.
- Continued sending a commissioner to the regular meetings of the Superintendent's Diversity Advisory Committee.
- Worked with Arlington High School art students to develop a logo for the Commission's new "Arlington for All" project. Another entry was selected as a potential new logo for the Commission as a whole.

Working with Town Government

- Continued to spearhead the Response Coordination Team (RCT), which has developed a protocol to be used in the event of a hate incident or hate crime. This year, an Incident Response Final Report was completed which includes, among other things, an Event Protocol and Checklist following a hate incident.
- Worked with interested citizens to submit

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a Warrant Article for Town Meeting for the Arlington Trust Act. The Commission sponsored a public information session for residents about the warrant article that included a panel discussion, which included the Arlington Police Department, the ACLU, the Town Manager and an immigration attorney. The event took place at Town Hall in February, with over 100 individuals attending. The Warrant Article overwhelmingly passed.

- Worked with the Town Manager to submit a Warrant Article for Town Meeting to establish a Pride Commission, which will focus on LGBTQIA+ issues. The Warrant Article overwhelmingly passed.
- Worked with the Director of Health and Human Services to address areas in need of improvement identified in the Human Rights Campaign's Municipal Equality Index Survey (MEI). The MEI provides cities and towns with a score indicating the "quality of life" for the LGBTQIA+ community in a given city or town. Arlington received a score of 94 out of 100 in 2017, up from 81 in 2016.
- Appointed a representative to serve on the Town's Surveillance Study Committee.
- Issued a joint public statement with the Police Department published in the Arlington Advocate regarding the increase in hate incidents throughout the U.S. and in Arlington in 2016 and 2017.

Incidents and Complaints

The Commission received no formal complaints this year. However, the Town and Commission received information on a number of hate incidents (see below). The Commission formed a subcommittee to review its process of following up on incidents that do not become formal complaints.

The Commission collected information regarding hate incidents occurring in Arlington from citizens and the APD, as follows:

- Complaints of Tagging/Graffiti of hate messages: 12
- Other Hate Incidents: 19

Hate incidents in Arlington have increased rapidly over the past few years. The number of hate incidents 2017 were nearly double those in 2016 (and five times as many as in 2015).

The AHRC continues to work with the APD and APS to learn of, track and, where necessary, address incidents involving graffiti, texting, racist speech, anti-Semitic speech and threats, and racial profiling. The Commission is collaborating with APD and APS to de-

velop uniform guidelines for responding to hate incidents in any of the Town's public schools.

This year, the Commission reached out to the Commonwealth's Attorney General to coordinate information about any hate incidents reported on the AG's hate crimes hotline.



Housing Corporation of Arlington gives Human Rights Commission its Deacon Frank Mandosa Community Service Award.

Other

- Received the Housing Corporation of Arlington's Deacon Frank Mandosa Community Service Award, which is given to groups and individuals who possess "a commitment to unite the community around affordable housing issues." The Housing Corporation commended the Commission's "long history of fair housing actions and brave stand on Sanctuary City."
- Cosponsored the legislative forum The Politics of Justice: Comprehensive Criminal Justice Reform in Massachusetts, organized by the First Parish Unitarian Universalist Association in Arlington.
- Worked with Belmont residents who were interested in using the AHRC as a model for establishing a Commission in their town and who were also requesting information about the Trust Act process.
- Disseminated about 300 signs for display around town that say "Hate Has No Home Here" in English, Urdu, Korean, Hebrew, Arabic, Spanish.

2018 Goals

- Continue to foster the school liaison program.
- Sponsor dialogues on issues of interest to Arlington residents.
- Participate in Town Day.
- Continue collaboration with relevant Town groups.
- Further develop the Arlington for All project
- Increase outreach to other community groups.
- Increase use of social media.