

HEALTH & HUMAN SERVICES



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

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
- Rainbow 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 its mission 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 2018 the Department received a grant to conduct an assessment, develop a plan, and implement the plan to incorporate racial equity work within the Department. The Town of Arlington embarked on a more collaborative approach to working with the homeless population. HHS served as the lead town agency tasked with coordinating a response. Both the Police Department and Health and Human Services assigned a regular representative to partner with the City of Cambridge in their well-resourced and humane efforts to support the homeless population. As members of the Homeless Outreach Team, staff conducts weekly outreach to the this population in an effort to build trusting relationships and ultimately provide connections to support and resources.

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. The Board of Health met seven times in 2018 and conducted hearings on the following topics:

- Keeping-of-hens permit applications
- Housing code violations
- Tobacco/Nicotine Delivery Product Sales violations, which resulted in temporary permit suspensions.
- Medical Marijuana Dispensary
- Adult Use Marijuana Regulations
- Dumpster Regulations
- The Attorney General's Abandoned Housing Initiative
- Adoption of the 2013 Food and Drug Administration (FDA) Food Code
- Amendments to the Regulations Restricting the Sale of Tobacco and Nicotine Delivery Products



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. The Department is 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, a part-time Sealer of Weights and Measures, and a Public Health Associate.

Environmental Health Permitting and Inspections

Staff annually issues permits and regularly inspects restaurants, mobile food trucks, tobacco retailers, waste haulers, tanning establishments, body art establishments, swimming pools, chicken coops, camps,

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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 2018 the environmental health division was comprised of two full time inspectors and hosted a public health associate from Northeastern University from January to August and another from July to December. The Department also contracts with two food safety consultants to conduct a portion of mandated food establishment inspections. Highlights from 2018 include:

- Staff investigated eleven food complaints
- Thirteen new food establishments opened or changed ownership and fifteen establishments closed.
- Staff conducted 160 housing inspections and collaborated with the Attorney General's Abandoned Housing Initiative Program on four properties.
- The Hoarding response team received six referrals and identified five new hoarding cases, while conducting follow-up on eight ongoing cases.
- Staff conducted 4 Sharps/Needle Collection opportunities for residents.

Permits Issued	2015	2016	2017	2018
Food	365	341	349	324
Tobacco	19	19	19	19
Waste Hauler	16	18	19	20
Funeral Director	9	8	7	7
Tanning Establishment	1	1	1	1
Public Pool	7	8	8	8
Public Beach	3	3	3	3
Ice Rink	1	1	1	1
Keeping of Hens	12	13	12	13
Camps	7	6	6	6
Body Art Establishment	1	1	1	1
Body Art Practitioner	2	2	2	2
Bodywork Establishment **	0	0	0	0
Bodywork Therapist **	0	0	0	0
Total	443	421	428	405

**Bodywork regulations were implemented on November 1, 2013

Inspection Type	2015	2016	2017	2018
Food Establishment & Temporary Food Event*	549	490	459	503
Tobacco Compliance Check	38	38	38	12
Housing	220	185	160	172
Demolition Inspection	27	18	26	21
Nuisance Inspection	318	609	417	405
Keeping of Hens	12	19	11	3
Bodywork Establishment	10	4	0	3
Total	1,174	1,363	1,105	1,119

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

Type of Food Permits Issued	2015	2016	2017	2018
Food Establishment Permits	187	183	193	191
Mobile Food Permits	1	2	3	1
Residential Kitchen Permits	14	11	11	12
Farmers Market Permits	15	11	13	9
Temporary Event Food Permit	148	134	126	132

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 and investigation, as well as, health promotion, education and emergency preparedness planning.

Communicable Disease Surveillance

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

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Communicable Disease	2015	2016	2017	2018
Babesiosis	4	1	3	--
Calicivirus/norovirus	--	1	2	--
Campylobacter Enteritis	11	6	8	10
Clostridium Perfringens	2	--	--	--
Cryptosporidiosis	--	--	1	2
Enterovirus	1	--	--	--
Giardia	3	5	2	5
Group A strep	1	3	--	2
Group B Strep	--	--	1	1
Haemophilus influenza	--	1	--	--
Hepatitis A	--	--	2	1
Hepatitis B	12	12	13	18
Hepatitis C	30	10	20	12
Hepatitis E	--	--	1	--
Human Granulocytic Anaplasmosis	1	3	4	2
Influenza	154	79	104	170
Invasive Bacterial Infection	1	--	--	1
Legionellosis	3	1	1	2
Lyme Disease	32	45	37	52
Malaria	--	1	1	1
Mumps	--	1	2	--
Pertussis	1	1	3	1
Q fever	--	--	1	--
Salmonella	6	6	9	7
Shigatoxin	3	3	1	1
Shigellosis	1	--	--	1
Strep pneumonia -invasive	1	3	3	3
Tickborne	--	--	1	--
Tuberculosis contact, and suspected cases in addition to probable and confirmed cases	38	36	40	42
Varicella	8	2	7	4
Vibrio	--	--	1	--
Viral Hemorrhagic Fever (suspect contacts)	4	--	--	--
West Nile Virus	--	3	--	--
Yersiniosis	--	2	--	--
Zika	--	--	1	--
Total	317	225	269	338

-- Denotes disease not tracked/present in those years

Health Promotion

Each year the Health Department plans and holds flu vaccination clinics for our residents. In 2018 the Department partnered with the Council on Aging, Arlington Housing Authority, Arlington Public Schools (APS), and the Arlington Fire Department to hold

over twenty-five clinics throughout the community. Clinic locations included all of the public schools, all public housing buildings, the Arlington Senior Center and Town Hall. This year we relied on over thirty Medical Reserve Corps (MRC) volunteers to help run our clinics. As a result, we were able to vaccinate over 2,000 residents. In addition to immunizations, our Public Health Nurse participated in a numerous emergency preparedness exercises and drills, the transition of the MRC, and the APS Wellness Team.



Public health officials at one of many flu clinics held throughout the flu season.



Emergency Preparedness

In 2018 the Health Department became the host agency for the 4B Medical Reserve Corps (MRC). The 4B MRC is one of the four federally recognized MRC's in the region, and consists of 18 communities including Arlington. The MRC is comprised of local health professionals and non-medical laypersons that contribute their skills and expertise during times of public health emergency and non-emergency community events. They assist existing community emergency medical response systems, as well as provide a group of readily trained and available resources to help a community deal with pressing public health needs and improvements.

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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.



Sealer of Weights and Measures, Joe Carabello out in the field.

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 through June of 2018 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 for 2018 and Belmont through June of 2018:

Device Sealed	Arlington	Belmont
Scales 10 lbs and under	10	7
Scales 100lbs and under	92	41
Gasoline pump meters	117	62
Vehicle tank meters (heating oil trucks)	34	0
Taxi Cab Meters	4	0
Bulk heating oil tank meters	3	0
Bottle and can return dispensers	2	3
Individual Weights	0	56
Other devices	2	0
Total	264	169

COUNCIL ON AGING



The Council on Aging, a division of the Department of Health and Human Services, is a community based social services organization that supports residents age 60 and over in Arlington. 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 volunteering and civic engagement.

2018 Service Highlights

- The annual 5K road race, Arlington for All Ages 5K Race was held in September 2018, 311 runners participated, raising funds to support the senior transportation program.
- Through Town Meeting, COA 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 and partnered with Greater Boston Food Bank and the Arlington Food Pantry to secure free groceries once a month to 75 Arlington seniors. A toiletry drive was organized at local elementary schools to provide bags of essential toiletries to seniors in these food distribution programs.
- Continued to provide support for residents in need of heating assistance as a satellite site for completing federal fuel assistance applications as well as providing funds to residents in need through the local fuel assistance fund, which is entirely funded through private donations.
- Served as one of fourteen Councils on Aging in the Commonwealth to provide Supplemental Nutrition Assistance Program (SNAP) enrollment.
- Established an Age Friendly Working group made up of Board members and led by a staff member.
- Partnered with the Rainbow Commission and Mystic Youth LGBTQ+ Support Network to support LGBTQ+ activities such as the Drag

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Prom, Pride Picnic, and Sage Table Intergenerational Meal.

- Social Work staff continues to assist hundreds of senior households with complex needs ranging from housing, dementia, financial strains, medical issues, hoarding, food and nutrition, and mental health.
- Partnered with Arlington Public Schools for successful intergenerational programs such as the Intergenerational Book Club, International Intergenerational Tea Talk, Bridges Together and Chromebook Project as well as our ongoing Digital Help partnership with the teens at the Boys & Girls Club.
- Hosted a dozen educational luncheon events throughout the year including senior fraud prevention, Chinese New Year, Diwali Celebration, and a National Senior Center Month Celebration.
- During the holidays, Warm Wishes bags were distributed to 72 seniors by 65 volunteers.
- In December the COA hosted a discount CharlieCard event for 30 seniors to allow greater access to public transportation.
- Continued to provide emotional and practical support to older residents through Support Groups that includes a focus on Family Caregivers, Low-Vision, Bereavement, Decluttering, and Grandparents Raising Grandchildren.
- The Geriatric Nurse continued to support the health needs of seniors through blood pressure clinics, health presentations and vaccination clinics in partnership with the Health Department.



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 VA benefits.

2018 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 memorials, the review and development of policies pertaining to Arlington veterans, and new projects to promote Arlington and veterans.

The Patriots Day Parade was held on April 15, 2018. This annual event is a celebration of Arlington's rich patriotic history and a celebration honoring Arlington's military heritage and the beginning battles of the Revolutionary War on April 19, 1775.

The Memorial Day ceremony was conducted in the Town Hall. This year the ceremony paid tribute to a local veteran and family. A special screening of the movie "Taking Chance" was shown at the Regent Theatre that included comments by the screenwriter, LtCol (Ret) Michael Strobl. The Veterans Day parade and ceremony was conducted at Monument Square, marking the 100th anniversary of the end of World War I.

The Director assists local veterans and families in applying for, and receiving, federal VA benefits. The following are some of the requested services: Applications for VA Healthcare, Filing Service Connected Disability Claims, Survivor Pensions, Death and Burial Benefits Requests, Veteran Burial Marker Requests, Requests for Military Service and Medical Records, Service Annuities and Bonuses, Requests for Replacement Medals, Service Record Corrections, Military Discharge Upgrades, Requests for Military Discharge Documents, and many more.

The Director was re-elected as President for the Massachusetts Veterans Service Officers Association. He works with the state Department of Veterans' Ser-

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vices, 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 center serving Arlington youth (ages 3-21) and their families. AYCC is the leading provider of all outpatient and school based child and adolescent mental health services in Arlington, offering individual, group, and family counseling, psychiatric evaluation, and medication management. AYCC is also one of the only providers in the area that accepts youth with public health insurance, and is committed to ensuring that all community youth and families have access to necessary mental health services, regardless of their ability to pay. 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 copays. In addition to mental health services, AYCC oversees First Step- a support group for victims and survivors of domestic violence, and the Community Resource Specialist, who assists Arlington residents (under the age of 60) and AYCC families locate and access community resources, assistance programs, and other social services to address critical life needs. AYCC relies heavily on fundraising initiatives and grants to support these critical services and to guarantee that all children, teens, and families in Arlington have access to timely, affordable, and high quality mental health care.

The following list captures some of AYCC's highlights from 2018:

- Conducted over 5,850 outpatient and school-based mental health sessions (including psychotherapy, psychiatric evaluation, and medication management) for more than 315 children, teens, and adult family members.
- AYCC clinicians offered weekly school-based, individual counseling at all Arlington Public Schools, including the new Gibbs School.
- Facilitated six therapeutic groups at Ottoson Middle School and the Gibbs School, including Cognitive Behavioral Therapy (CBT)



groups for students experiencing depression and anxiety, and friendship groups for students in need of developing social skills.

- Provided weekly therapeutic and clinical support to students in the Workplace, an alternative program at Arlington High School.
- Provided over \$20,000 in free and reduced fee care to clients in financial need.
- Oversaw First Step, a weekly therapeutic group for victims and survivors of domestic violence. In addition to weekly groups, First Step leaders provided case management, advocacy, and program referrals for group members in need of additional supports.
- AYCC's Community Resource Specialist responded to over 65 requests for services, and supported residents on a wide range of issues including housing applications, accessing food pantries and SNAP benefits, accessing fuel assistance, enrolling in Mass-Health, and accessing free legal services.
- Collaborated with the Board of Youth Services to pilot the Mental Health Focus Series, aimed at reducing mental health stigma and raising awareness about mental health services. The series included an inaugural event "Understanding and Reducing Stigma in Mental Health," with guest speaker Dr. Steven Schlozman, and a community screening and panel discussion of "Unstuck: An OCD Kids Movie," in collaboration with OCD Massachusetts.
- Participated in Arlington High School's Wellness Day- 5 AYCC clinicians conducted two workshops – "Teen Mental Health, Stigma and the Media" and "Anxiety- The Body and the Brain."



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- In partnership with Arlington Public Schools, AYCC received a mental health and racial equity grant from CHNA 17 to address stigma and other barriers faced by African American/Black students in Arlington when seeking high-quality mental health supports and services. The grant project will begin in 2019.
- Raised nearly \$58,000 at AYCC's 8th Annual Gala. This year, AYCC and the Board of Youth Services had the honor of recognizing Arlington Police Chief Fred Ryan for championing and pioneering public safety initiatives aimed at destigmatizing and decriminalizing mental health and substance use.

- Youth Leaders
- The Robbins Library
- Towns of Belmont, Lexington, and Winchester
- TV and Print Media
- AYCC
- Law enforcement in surrounding towns



Parents enrolled in the Spring of 2018 Guiding Good Choices.

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 Coalition includes representatives from the public sector (police, schools, healthcare, local government) and private agencies (churches, businesses, youth-serving organizations), as well as parents and youth. Employing a public health approach to prevention and intervention, AYHSC focuses on population level change through education, environmental initiatives, policy development, and improving youth access to treatment.

The past year marked year nine of the ten-year federal Drug Free Communities Program (DFC) grant. As the Coalition approached the end of DFC funding, focusing on sustainability and raising awareness about its mission has become a priority. AYHSC received additional grant funding from the Sanborn Foundation, the Symmes Foundation, SAMSHA and MA Department of Public Health's Bureau of Substance Abuse Services.

The Coalition was asked to provide expertise to:

- The Attorney General and District Attorney's offices
- School Administration
- Parent Community
- Community Members

Summary of Accomplishments

During the last year, the coalition has generated 414 accomplishments/outputs addressing a broad range of problems. Most outputs addressed the problem of alcohol, tobacco and other drugs (ATOD) (reported 44.2%). 10.6% percent of the coalition's activities used environmental strategies to implement prevention work.

The coalition also implemented 54 organizational improvements including:

- Revision of school tobacco/vaping policy.
- New treatment option for students with vaping violations.
- Implementation of SBIRT.
- New online coalition resource/reference library.
- Staff members have taken advantage of available technical assistance and training including staff selected to participated Harvard T.H. Chan School Leader's in Health cohort training and UMASS Medical School's motivational interview certification.
- Continued efforts to engage community youth.
- Engagement with the business community to address underage drinking.
- Youth engagement in data collection to address vaping and nips.
- Work with the AG's office to address Juul's solicitation of local schools for their supposed prevention program.
- Community outreach at cafes, the farmer's market and other town venues.

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COMMISSION ON DISABILITY



Marian Ryan visits a May meeting

Community Changes

Community changes are those outputs that result in new and modified policies, practices or programs. The coalition successfully implemented 28 community changes during 2018. AYHSC's community changes addressed six of the coalition's target problems.

- The coalition served as a resource for a panel of Arlington Professionals.
- Created a mental health resource display for the Arlington Boys and Girls Club.
- OCAP students recognized for the first time at the 8th grade recognition ceremony.
- Creation of new online Coalition Resource/Reference library.
- Creation of an AYHSC Media team.
- Creation of a new Parent Advisory branch of the coalition.
- SBIRT implemented for the first time.
- New sticker shock campaign.
- First-time tabling event at AHS College Fair with resources for graduates.
- Diversion Coordinator appointed as an agent of the Board of Health with the ability to administer tobacco violations & tickets in the school.
- The 84 club participation in new events, including lunch-time trivia, poster projects, and Kick Butts Day.
- Students with vaping violations were offered behavior modification and hypnosis instead of punishment.
- AHS revised their tobacco/vaping policy in the school handbook.
- Coalition representative joined Marijuana Study Group for Town of Arlington.



Student Advisors tabling at Town Day 2018

In its twenty-fifth 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 2018.

- Acquired additional assistive listening devices to be shared with all Town Departments.
- The Commission co-sponsored the tenth annual Diversity Career Fair at Arlington Town Hall. Twenty-eight employers from health care, government, financial, retail, and non-profit organizations participated in the career fair.
- The Commission continued to meet with Town Officials to discuss the rights of people with disabilities in order to work towards full community inclusion within the Town of Arlington.
- The Commission reviewed and issued recommendations on three variance requests that had been submitted by developers to the Massachusetts Architectural Access Board.
- The Commission co-sponsored an event with the True Story Theatre, which promotes social healing by inviting individuals to share their stories and then spontaneously transforming them into theatre.
- The Commission reviewed nine applications for accessibility compliance, submitted from restaurants requesting outside dining permits.
- The Commission had two booths at Town Day 2018. 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

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differences. The puppet troupe used frank and often humorous communication of facts and feelings between the puppet characters and individuals.

The following are Commission on Disability goals for 2019 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 Arlington Town Hall, with the Massachusetts Rehabilitation Commission, the eleventh 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 work with the Town's Environmental Planner regarding accessibility improvements at Spy Pond Field and also with the Recreation Director on accessibility improvements to Town play fields.
- 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 Business Community for the purpose of improving access.
- The Commission plans to collaborate with the Council on Aging regarding an age friendly community's initiative.
- The Commission will be actively involved with a Town sponsored accessibility evaluation and transition plan.

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 at 20 Academy St., Ste. # 203 Arlington (the 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 Mod-

erator have appointing authority for thirteen members of the Commission.

The AHRC began the year by electing Dave Swanson and Naomi Greenfield to Co-Chair the Commission. The AHRC met monthly throughout the year.

The AHRC collaborated with, co-sponsored events with or publicized events for many Town government and community groups, including: Arlington Public Schools (APS), Arlington Health & Human Services (AHHS), Police Department (APD), Council on Aging, Robbins Library, ACMi, True Story Theater, Mystic LGBTQ+ Youth Support Network, Community Dispute Center, Trinity Boston Foundation, Communities for Restorative Justice (C4RJ), Arlington Regional Model United Nations & Civic Engagement Club (ARMUN), Arlington Rainbow Commission, Anti-Defamation League of New England, and human rights organizations in several neighboring towns.



Commissioner Co-Chair Dave Swanson at Feast of the East

Education and Trainings

- Participated in Cultural Competency Training through Trinity Boston Foundation. Invited and included members of various town and community groups, including Robbins Library, Arlington Youth Counseling Center, HHS, and APD.
- Participated in Mediation Training workshop through Community Dispute center. Invited and included members of various town and community groups, including Rainbow Commission and Fox Library.

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 15 citizens took advantage of this opportunity. Citizens



Co-Chairs Naomi Greenfield and Dave Swanson with State Senator Cindy Friedman at Tree of Life Solidarity Gathering.

- attended 9 of the Commission's 12 meetings.
- Collaborated with Anti-Defamation League to produce "Recognizing Hate: Why Symbols Matter" event in April 2018. 100+ people attended event at Arlington Town Hall.
- Regularly attended and participated in Massachusetts Association of Human Rights Commission (MAHRC) meetings and ADL's Northeast Regional Advisory Committee
- Continued cosponsorship of the Town's Martin Luther King, Jr. Celebration.
- Hosted popular booths at Town Day and Feast of the East. Distributed over 350 Hate Has No Home Here lawn signs, window signs and car magnets in English, Urdu, Korean, Hebrew, Arabic, Spanish.
- Collaborated with APD, C4RJ and APS to put on "Understanding Restorative Justice" Panel event. Roughly 75 people attended event at the Arlington Senior Center.
- Organized community gatherings outside Town Hall in response to hate graffiti incident at AHS and the Tree of Life shooting in Pittsburgh. Hundreds attended both gatherings.
- Crafted and released over 10 public statements in response to incidents.
- Sent several e-correspondence via MailChimp to our list of over 400 subscribers. Posted 64 times on Facebook, reaching nearly 19,000 people. Posted 65 Tweets.
- Continued sending an AHRC commissioner to the regular meetings of the Superintendent's Diversity Advisory Committee.
- Continued pursuing a liaison program between the AHRC and APS.
- Continued to send a AHRC commissioner to serve on the Town's Surveillance Study Committee.

Incidents and Complaint Response

- Hate incidents continue to rise, with increasing complaints of tagging/graffiti of hate messages and other forms of hate speech.
- Collected information regarding hate incidents occurring in Arlington from citizens and APD, as follows:
 - 4 formal complaints from citizens;
 - 15 hate incident cases referred by APD; and
 - 4 incidents received from community members.
- Of the hate incidents that occurred, 7 involved APS.
- Continues to work closely 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.
- Currently collaborating with APD and APS to develop uniform guidelines for responding to hate incidents in any of the Town's public schools.



Solidarity gathering outside Town Hall in response to AHS hate graffiti

2018 Goals

- Support APS Diversity and Inclusion Groups by co-sponsoring programs, events, and curriculum support.
- Reevaluate and streamline cohesive and comprehensive protocol checklist to be used in the event of a hate incident or hate crime.
- Launch new and improved AHRC website.
- Continue presence at town events and community gatherings.
- Submit warrant article in support of name change from Columbus Day to Indigenous People's Day.
- Host Double Take Storytelling Event and support other community building events.

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LGBTQIA+ RAINBOW COMMISSION

Established by the annual Town Meeting in 2017, the LGBTQIA+ Rainbow Commission promotes equality-affirming policies regarding the full spectrum of sexual orientations and gender identities and brings greater visibility and empowerment to the lesbian, gay, bisexual, transgender, queer, intersex, asexual (and more) population through education, advocacy, and collaboration with other Town agencies, schools, and community groups.



Crafting Afternoon at the Robbins Library

The first Rainbow Commission meeting was held in March 2018. A few highlights of the Commission's work this year include organizing a town-wide Pride picnic; tabling at Town Day; participating in a Restorative Justice Circle for a youth who spray-painted homophobic graffiti at Arlington High School; holding gatherings such as a Crafts and Community afternoon at the Robbins Library; and building support for upholding the statewide transgender equal rights law by hosting educational workshops about issues trans, nonbinary, and gender-nonconforming residents face.

The Rainbow Commission's work with the Town Manager and Health and Human Services helped improve Arlington's Municipal Equality Index Score to 98/100. The Commission also collaborated with other Town organizations on events such as a Parent Forum and cosponsored events like the Council on Aging's in-

tergenerational SAGE Table, a Pride Proclamation from the Select Board, and the Robbins Library Queer Book Group and Reel Queer film series.

In the coming year, the Commission will focus on completing its strategic planning, welcome two additional Commissioners, continue to host Pride events and other community gatherings, and establish further ties with other groups in Arlington and LGBTQIA+ organizations in neighboring towns. Additional information and contact information is available at rainbowarlington.org.



Pride Picnic at field by the Whitmore-Robbins House