



**Program Description**

The Department of Health and Human Services (HHS) is responsible for the health, safety, and wellbeing of all those living and visiting Arlington through prevention, engagement, inclusion and accessibility. The divisions that fall within HHS include:

- Health Department
- Council on Aging
- Arlington Youth Counseling Center
- Veterans' Services
- Diversity, Equity, and Inclusion

HHS also coordinates the activities of the Board of Youth Services, Council on Aging, Human Rights Commission, LGBTQIA+Rainbow Commission, Disability Commission, Board of Health, Youth Health and Safety Coalition, Health and Human Services Charitable Corporation, and Heating Assistance Program.

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 federal- and state-mandated responsibilities.

**Budget Statement**

Budget changes are reflected in each division's section, below.

**PROGRAM COSTS**

<b>Health &amp; Human Services</b>	<b>FY2020 Actual</b>	<b>FY2021 Actual</b>	<b>FY2022 Budget</b>	<b>FY2023 Request</b>
Personnel Services	540,114	606,377	750,874	785,115
Expenses	85,173	137,515	190,900	196,380
<b>Total</b>	<b>625,287</b>	<b>743,892</b>	<b>941,774</b>	<b>981,495</b>

**FY2023 Objectives**

Health and Human Services:

- Work closely with the Human Services Network to continue to improve coordination among all social service providers in town including Arlington EATS, the Arlington Housing Authority, Arlington Police Department and Minuteman Senior Services.
- Continue to incorporate best practices around racial equity into Department at every level.
- Continue to promote programs within each division that support residents in need including the Supplemental Nutrition Assistance Program (SNAP), housing support, heating assistance, property tax support and overall basic needs.
- Continue to support communities most affected by COVID-19.
- Coordinate services provided by social workers in each of the divisions and in coordination with the Police Department to ensure a coordinated continuum of services to address needs at various levels of risk in order to prevent crisis.

Health Department:

- Continue to educate residents and businesses in Town to promote the health, safety and well-being of the community during the COVID-19 recovery phase while continuing to evaluate the need for increasing or decreasing strategies to mitigate transmission of COVID-19.
- Continue to hold vaccination clinics for residents in need of COVID-19 and seasonal influenza vaccines.
- Collaborate with surrounding communities (Medford and Somerville) on collecting and sharing epidemiological information to better understand trends in disease incidence and prevalence.



**Major Accomplishments for 2021**

Health and Human Services:

- Continued to support the human services network to address the needs of community during COVID-19 pandemic including food delivery, medication delivery, mental health support, and social isolation prevention.
- Provided financial support to residents directly impacted by COVID-19.

Health Department:

- Administered 6,379 COVID-19 vaccinations to the Town's public safety (police and fire) personnel and to senior residents over the age of 65, those living in senior housing centers, and many of those who otherwise could not leave their homes.
- Administered 594 flu vaccinations to the general public, including but not limited to public safety personnel, children 6 months to 18yrs, and individuals 19yrs and older (adults, senior citizens and home bound individuals).
- Served as the Lead Host Agency for the Region 4b Medical Reserve Corps (MRC) unit, comprised of 18 communities. The Medical Reserve Corps is a national network of volunteers, organized locally to improve the health and safety of their communities. MRC volunteers include medical and public health professionals, as well as other community members without healthcare backgrounds. MRC units engage and train these volunteers as well as local and state-level partners to strengthen public health, improve emergency response capabilities, and build community resiliency.
- Worked with East Middlesex Mosquito Control Project (EMMCP) to treat all catch basins across town twice during the summer to prevent mosquito growth.
- Swiftly and effectively implemented safeguards to ensure the safety and well-being of residents and businesses in response to the COVID-19 pandemic.
- Led daily COVID leadership meetings to foster a collaborative response to the pandemic.

**Accomplishments (cont.)**

- Educated business sectors regarding required COVID-19 safety standards for re-opening.
- Regularly communicated COVID-19's impact on the community to the Arlington public through daily data and information reports.
- Worked closely with the MA Department of Public Health in response to COVID-19.
- Investigated over 1,500 COVID-19 cases which led to the issuance of orders to isolate in accordance with Mass Department of Public Health (MDPH) guidance for COVID-19.
- Communicated with over 1,100 individuals who were identified as a close contact to a COVID-19 positive individual and issued orders to quarantine in accordance with MDPH guidance for COVID-19.

# Fiscal Year 2023 Budget



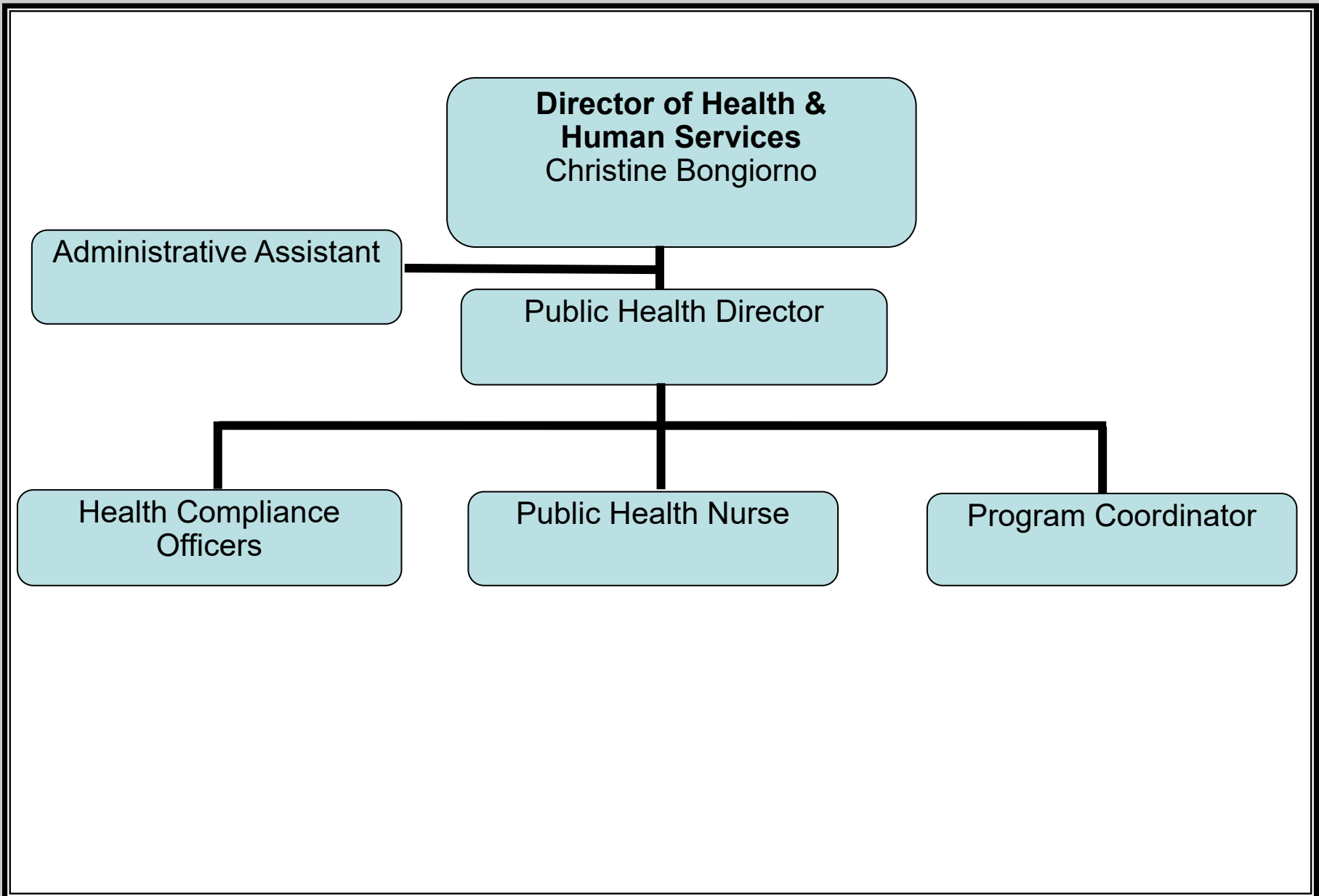
# Health & Human Services Health Department

Performance / Workload Indicators				
Health Department	FY2019 Actual	FY2020 Actual	FY2021 Actual	FY22 Estimated
Food Inspections	490	377	285	396
Tobacco Compliance Checks	19	18	16	36
Tanning Establishment Inspections	1	0	0	2
Biotech facility Inspection	1	1	0	2
Body art establishment Inspection	1	0	1	6
Camp Inspections	6	10	6	10
Dumpster Inspections	300	109	30	100
Keeping of hen Inspections	5	14	20	25
Body work establishment Inspection	2	0	1	2
Demolition Inspections	17	17	29	25
Housing Inspections	112	70	104	75
Ice Rink Inspections	1	0	0	2
Power sanding Inspections	1	0	0	5
Public Pool Inspections	12	2	8	12
Public Beach Inspections	4	2	3	3
Resident Complaints	317	327	173	300
Sealer of Weights and Measures Inspections	183	185	0	150
Communicable Disease Investigation	270	545	1,651	1,000
Flu Vaccinations Administered	2,064	1,564	532*	500
COVID-19 Vaccinations			6,150	10,000

FY2021 numbers down due to COVID  
 \*Flu Vaccination efforts were lower due to high demand for Covid-19 vaccinations  
 \*\* Department did not have a tracking mechanism in place specific to Covid-19 calls

STAFFING				
Health & Human Services	FY2020 Actual	FY2021 Actual	FY2022 Budget	FY2023 Request
Managerial	1	1	1	1
Clerical	1	1	1	1
Professional/Technical	4.9	5.3	7.1	7
<b>Total</b>	<b>6.9</b>	<b>7.3</b>	<b>9.1</b>	<b>9.0</b>

Performance / Workload Indicators				
Rentals	FY2019 Actual	FY2020 Actual	FY2021 Actual	FY2022 Estimated
Whittemore Robbins House Events	25	13	0	2
Town Hall Auditorium Events	90	39	0	25





**Program Description**

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 Veterans' Administration (VA) benefits.

**FY2023 Objectives**

- The Director will continue to engage the community on benefits and services available to veterans and their families. The focus will include increasing public participation in the Memorial Day and Veterans Day ceremonies.
- The Director will continue to work with other agencies and companies in the area to promote benefits and services provided at the local, state and federal level.
- The Veterans' Council will seek public feedback regarding the development of a new Veterans' Memorial Park. The Select Board formally designated the land adjacent to the central fire station, up to the Civil War monument, as Arlington's Veteran Memorial Park. The Council will be developing preliminary designs, followed by a series of open meetings to review and modify plans.

**Budget Statement**

This budget is a level-services budget.

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%.

**Major Accomplishments for 2021**

- The Director coordinated the work of the six-member Arlington Veterans' Council. The Council focused on addressing issues related to veteran memorials, the review and development of policies pertaining to Arlington veterans, and new projects to promote Arlington and veterans.
- The Memorial Day ceremony was closed to the general public due to COVID-19 restrictions. The ceremony was pre-recorded and broadcast through ACMi and social media platforms.
- The annual Veterans Day ceremony was re-opened to the public. The ceremony was conducted at the central fire station. The ceremony paid tribute to past and presently serving veterans while showcasing various locations throughout the town.
- The Director assisted the Health and Human Services Department at the town sponsored COVID-19 vaccination clinics.
- The Director assisted local veterans and families in applying for, and receiving, Federal VA benefits. Arlington veterans and/or dependents received nearly \$347,120 per month in tax-free veteran benefits from the VA. The total amount received in 2021 is \$4,165,446.

**PROGRAM COSTS**

	<b>FY2020 Actual</b>	<b>FY2021 Actual</b>	<b>FY2022 Budget</b>	<b>FY2023 Request</b>
<b>Veterans' Services</b>				
Personnel Services	74,911	75,708	76,478	76,485
Expenses	243,937	198,609	251,268	251,268
<b>Total</b>	<b>318,848</b>	<b>274,317</b>	<b>327,746</b>	<b>327,753</b>



<b>STAFFING</b>				
	<b>FY2020</b>	<b>FY2021</b>	<b>FY2022</b>	<b>FY2023</b>
<b>Veterans' Services</b>	<b>Actual</b>	<b>Actual</b>	<b>Budget</b>	<b>Request</b>
Managerial	0	0	0	0
Clerical	0	0	0	0
Professional/Technical	1	1	1	1
<b>Total</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>

<b>Performance / Workload Indicators</b>				
<b>Veterans' Services</b>	<b>FY2019</b>	<b>FY2020</b>	<b>FY2021</b>	<b>FY2022</b>
	<b>Actual</b>	<b>Actual</b>	<b>Actual</b>	<b>Estimated</b>
Department of Veteran Services Clients (DVS)	40	31	27	25
Department of Veterans' Assistance Clients (VA)	304	308	287	300
Federal VA revenue provided to local veterans	\$3.97M	\$4.18M	\$4.16M	\$4M

*Significant decrease in CH 115 clients has been a continuing trend  
VA claims remain steady. The VA has not released updated benefit payments,  
FY2021 figures are estimates.*



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, supports residents age 60 and over in Arlington by offering access to health and wellness opportunities, fitness, opportunities for socialization, educational programs, transportation and support services.

The Council on Aging is supported by a Town appointed board consisting of nine Arlington residents.

**Budget Statement**

This is a level-services budget.

**PROGRAM COSTS**

Council on Aging	FY2020 Actual	FY2021 Actual	FY2022 Budget	FY2023 Request
Personnel Services	281,782	319,827	384,040	433,990
Expenses	28,677	66,094	64,800	64,800
<b>Total</b>	<b>310,460</b>	<b>385,921</b>	<b>448,840</b>	<b>498,790</b>

**FY2023 Objectives**

- Activities and programs will be brought back into the renovated Community Center which will open with a new focus of inclusion.
- As the impact of the COVID-19 pandemic continues to impact the lives of the age 60+ population in Arlington, the division will continue to prioritize outreach to vulnerable residents, provide opportunities for engagement and connect residents in need with services.
- After completing the Age and Dementia Friendly Action Plan in FY22, focusing on areas of the plan to improve and implement Age Friendly objectives in Arlington. Examples include the creation of a steering committee to focus on rolling out specific sections of the plan, outreach to local businesses and town departments regarding age friendly suggestions and opportunity for discussion/trainings, and promotion of new Age/Dementia friendly elements to the Community Center.

**Objectives (cont.)**

- Continue to advocate for the needs of the age 60+ population in Arlington and provide their perspective and representation in town and community partner organizations.
- Continue to offer programs and activities in a hybrid format, including virtual, outdoor and in person options to older residents, accommodating different needs and perspectives as the pandemic evolves.
- Promote the newly renovated center under the new name, Arlington Community Center, reaching out to younger seniors to engage them in programming and activities as they enter their senior years of life.
- Continue to evaluate the needs of the new building and furnish it appropriately with quality supplies and furnishings to meet the needs of the Arlington Community. Will continue to use the funds raised through the Capital Campaign effort to meet these needs.
- Establish regular Thursday evening programming at the center, including a monthly dinner and weekly sunset fitness classes. Focus these programs and promotion on engaging seniors who are not able to visit the center during the day.
- Launch Cultural Humility Training for all staff and volunteers serving in the Community Center. These trainings will include Diversity, Equity and Inclusion specific topics, cultural education, basic language instruction and a focus on being inclusive and welcoming to all community members.
- Secure new grant funding to grow the Technology Loan Library program by 40 new devices. Secure 10 new volunteers to serve as the "help desk" for the Technology Loan Library.
- Continue to serve as a SNAP enrollment site and help to close the SNAP Gap through education and outreach with goal of enrolling 75 new participants.
- Continue to serve as an intake site for Community Teamwork; providing Arlington residents easier access to apply for fuel assistance/Low Income Heating Assistance Program (LIHEAP).
- Increase access to nutrition by maintaining close partnership with Arlington EATS, referring seniors in need, as necessary and partnering closely to create programs and evaluate programs in order to meet the needs of the community. Continue to serve as transportation arm of Arlington EATS in-person shopping.



- Continue to grow programming and services with intergenerational focus, especially for LGBTQIA+ seniors such as the intergenerational book club, intergenerational international tea talk, relaunching the monthly “Digital Thing” technology training with AHS students, and creating a monthly Pool & Pizza event for Arlington students and older adults. There will also be opportunities for younger residents to train older residents on using Ride Share apps such as Uber.
- After re-launching the partnership with Uber in FY22, after pausing due to the pandemic, will re-focus on training seniors on using ride sharing as a way to get them where they need to go.
- Encourage use of COA Van Transportation for all seniors in Arlington to reach their destinations in town, especially given the lack of parking around the Community Center.

**Major Accomplishments 2021**

- Engaged 5,100 Arlington Residents in COA programs and services.
- Conducted five Age-Friendly Community Work Groups, comprised of Town Staff, volunteers and community partners, in order to advance our Age Friendly Arlington action plan and update Age Friendly survey statistics since the COVID pandemic. Final action plan will be submitted to AARP and presented to Arlington Select Board in winter FY22.
- Raised funding for the Capital Campaign to furnish the new Arlington Community Center. Fundraising was done through a direct mail appeal which highlighted the COA’s involvement in the COVID-19 community response.
- Completed over 8,000 rides for seniors in the community through our Transportation Program (COA Vans, partnership with Arlington Taxi, Uber, and volunteer drivers). All medical rides were completed free of charge thanks to a grant from Metropolitan Area Planning Council (MAPC).
- Successfully placed 20 Senior Work Off participants and five Harry Barber participants, working within town departments completing over 4,000 hours of volunteer service to the Arlington community and relieving these participants of \$37,000 of property taxes/rental expenses.
- Provided over \$24,000 of financial relief to widows in Arlington through the Widow’s Fund.

**Accomplishments (cont.)**

- Provided over \$14,000 of property tax relief to Arlington Residents through the Elderly and Disabled Tax Relief program.
- Provided over \$35,000 of financial relief due to the cost of personal needs to Arlington Seniors through the Sussman and Sevoyan Charitable Gift Funds.
- Offered an array of virtual and outdoor programming to Arlington Residents including fitness classes, educational presentations, social connections, medical education seminars, and Senior Charlie Card Registration. Robbins Gardens and McLennen Park became new outdoor satellite program locations for the COA.
- Launched weekly “Walking Club” at McLennen Park to promote healthy lifestyle. Engaged 30 weekly participants in this program and provided free blood pressure screenings with the Geriatric Nurse each week.
- Collaborated with AARP to provide free, federal and state tax preparation for as many residents as possible remotely. Volunteers worked with residents to file tax extensions and met with residents outdoors or in a socially distant manner when possible.
- Provided 75 seniors with a bag of everyday essentials and a gift card during the winter holiday season through the “Warm Wishes” program.
- Conducted monthly support groups with a minimum of 10 participants each month, including Low Vision Support, Caregivers Support, decluttering, and LGBTQIA+.
- Matched over 100 seniors with SHINE Volunteers to meet remotely regarding Medicare plans and enrollment.
- Provided organic, local fresh produce to 70 older residents for 20 weeks through a partnership with Lahey/Beth Israel Deaconess Medical Center (BIDMC) Hospitals and their Farm Share Program. Due to the pandemic, these deliveries were made by Senior Work-off Volunteers.
- Worked closely with Arlington EATS to deliver food to seniors in need throughout the community. Provided free transportation to any Arlington resident needing transportation to Arlington EATS market.
- Continued and grew the number of weekly van trips to Market Basket to help seniors lower their food costs.



**Accomplishments (cont.)**

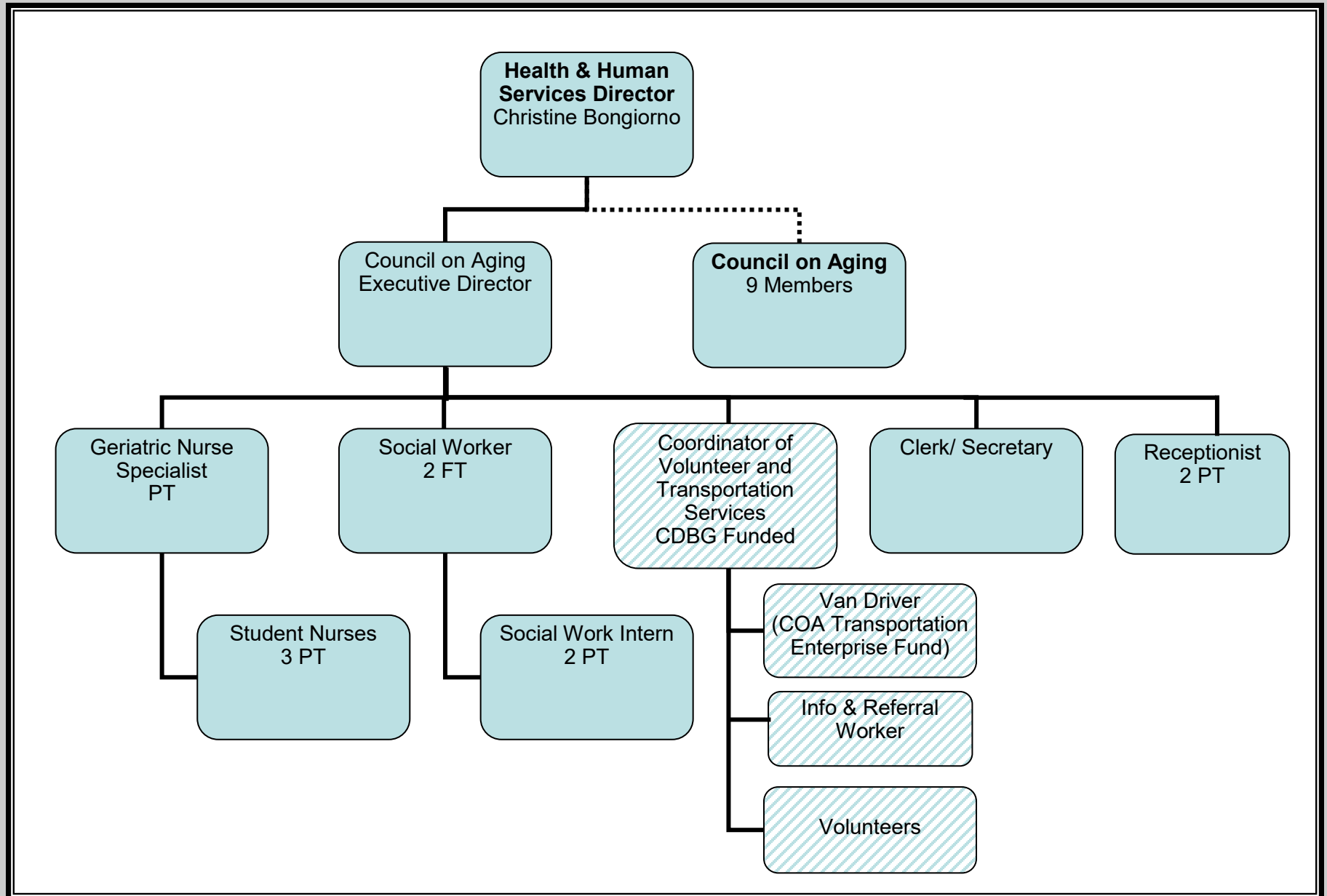
- Enrolled 51 residents in the Supplemental Nutrition Assistance Program (SNAP), reducing the number of eligible residents who were unenrolled.
- Partnered with Minuteman Senior Services to identify 50 seniors who make a low-income to participate in a federally-funded Farmer's Market Coupon program. Coupons were exchanged for locally-grown produce at the Arlington Farmer's Market.
- Organized 50 volunteers to deliver 100 hot turkey dinners on Thanksgiving Day to older, home-bound residents that are alone on Thanksgiving.
- Assisted 50+ Arlington residents with federal fuel assistance programs.
- Conducted two flu vaccine clinics in Senior Housing and one community wide age 60+ flu vaccine clinic, vaccinating over 100 seniors in partnership with the Health Department.
- Continued matching seniors with COVID-19 vaccine appointments as needed and transportation to these appointments if necessary. The Geriatric Nurse Clinician continued to provide in-home vaccinations to residents that are home-bound.

**Performance / Workload Indicators**

	FY2018	FY2019	FY2020	FY2021
<b>Council on Aging</b>	<b>Actual</b>	<b>Actual</b>	<b>Actual</b>	<b>Estimated</b>
Units of Service Delivered	19,366	19,500	21,142	23,000
COA Volunteers	230	240	262	340
Volunteer Hours		5,400	6,228	8,228

**STAFFING**

<b>Council on Aging</b>	FY2020	FY2021	FY2022	FY2023
	<b>Actual</b>	<b>Actual</b>	<b>Budget</b>	<b>Request</b>
Managerial	1	1	1	1
Clerical	1.50	1.50	1.69	2.58
Professional/Technical	1.71	2.34	2.80	2.86
<b>Total</b>	4.21	4.84	5.49	6.44





**Program Description**

The Diversity, Equity, & Inclusion (DEI) Division of the Department of Health and Human Services (HHS) is responsible for leading the racial equity initiatives laid out by the Town. The DEI Division responds to questions, concerns, and complaints that pertain to ADA compliance, and cooperates with other departments to ensure the ADA Self-Evaluation Transition and Implementation Plan is being used and considered as projects across town develop.

DEI manages and coordinates the work of the Human Rights Commission, LGBTQIA+ Rainbow Commission, and Disability Commission, including planning and executing programming and managing their budgets.

The DEI Division collaborates and partners with a number of departments, boards, and commissions across the Town, in addition to external organizations, to advance equity goals, provide and improve trainings and workshops, and serves as a liaison to the Mystic Valley NAACP Branch, and the Racial Equity Learning Community offered through the Community Health Network Area (CHNA) #17.

**Budget Statement**

The DEI budget has increased as it became its own division. A part-time Program Coordinator was added to provide support to the Diversity, Equity, and Inclusion Division and the expense budget increased to provide training for all town staff.

**PROGRAM COSTS**

Diversity, Equity, and Inclusion	FY2020 Actual	FY2021 Actual	FY2022 Budget	FY2023 Request
Personnel Services	55,170	-	103,085	187,194
Expenses	-	-	38,000	38,000
<b>Total</b>	55,170	-	141,085	225,194

**FY2023 Objectives**

- Work closely with DPW, Planning, and Facilities Departments, along with the Disability Commission to continue advancement and coordination of ADA Transition and Implementation Plan.
- Complete the Race, Equity, and Leadership (REAL) Training Program with NLC. Integrate the use of racial equity toolkit into every town department to evaluate and improve policies and procedures.
- Provide, improve, and build up educational programming and opportunities for employees and community members, including additional training and workshops.
- Coordinate and align DEI programming and equity initiatives with the DEI Director for Arlington Public Schools.
- Establish outreach and communication initiatives to improve access and expand community engagement.
- Municipal Equality Index (MEI) Working Group will address areas in need of change specifically improvements to the Town’s laws, policies, and services affecting the LGBTQIA+ community.
- Continue to provide support to Human Rights, Disability and LGBTQIA+ Rainbow Commissions.
- Conduct an equity audit/needs assessment to inform the creation of the Equity Action Plan, followed by implementation steps, that will provide the beginning stages of a roadmap for advancing equity across all facets of the Town and that will be a living document to be added to and changed as seen fit.
- Expand summer Community Conversation series to be collaborative with multiple departments and APS DEI.
- Expand the Elevating Arlington’s Voices of Color (EAVoC) project and supplemental programming, to continue to give voice to Black, Indigenous, People of Color (BIPOC) community members.
- Formalize and continue the MA DEI Coalition, established in early 2021, to connect DEI municipal leaders across the state to share challenges and best practices.



**Major Accomplishments for 2021**

- Partnered with the Martin Luther King Jr. Birthday Observance Committee to put on the 33<sup>rd</sup> annual celebration, which took place virtually for the first time.
- Established the Elevating Arlington’s Voices of Color (EAVoC) Archive Project, in partnership with the Robbins Library and Arlington Commission for Arts and Culture (ACAC) in early 2021, that combines the creation of a digital archive to give voice to BIPOC community members and arts programming with artists of color.
- Collaborated on programming with Arlington Reads Together for book selection, *Why Are All the Black Kids Sitting Together in the Cafeteria* by Dr. Beverly Daniel Tatum as the community read for 2021.
- Participated in and led YW Boston’s Stand Against Racism campaign throughout the month of April for Town Departments. The DEI Division provided departments with YW curated content, resources, and the support needed to be able to hold conversations with staff focused on race.
- Hosted Community Conversations-series of race talks in collaboration with the Department of Planning & Community Development, True Story Theater, EcoWeek, Arlington Community Media Inc. (ACMI) and other participants.
  - Session 1: Outdoors for All, featuring environmental educator and conservation advocate Parker McMullen Bushman
  - Session 2: Active Bystander Skills Workshop in partnership with True Story Theater
  - Session 3: Who Can Live Here, Who Decides & Why? a panel discussion focusing on fair housing in Arlington
  - Session 4: Stories of Housing in Arlington in partnership with True Story Theater
  - Session 5: Listening to Differing Perspectives- The Power of Symbolism- exploring the mental models of framing, perspectives, the importance of listening and the impact symbols have on people
- Organized and executed first in-person Juneteenth Celebration.

**Accomplishments for 2021**

- Coordinated Pride Banner campaign with Rainbow Commission to create Pride banners for the center of town to celebrate and spread awareness of Pride Month.
- Attended week long 2021 National ADA Symposium
- Collaboration with ACAC and Artist in Residence Chanel Theruil on community engagement programming to support *Portraits of Black Arlington* project. Engagement opportunities include creation of affinity spaces for Black community members to share, gather and converse.
- Member of Reprecincting Working Group, to revise precinct boundary lines with an equitable lens using 2020 Census Data, to make recommendation to Select Board for final map.

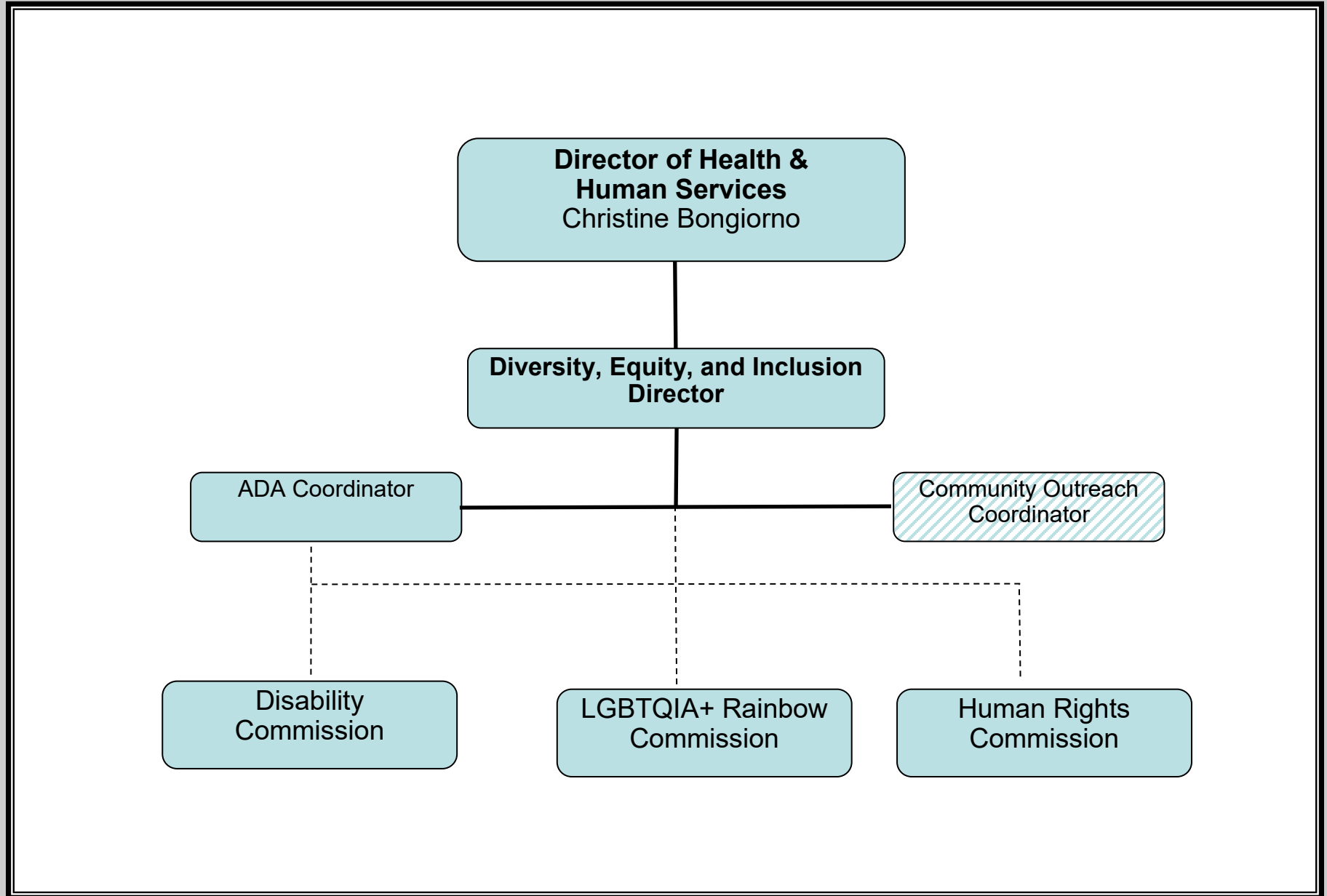
**Performance / Workload Indicators**

	FY2019 Actual	FY2020 Actual	FY2021 Actual	2022 Estimated
<b>Diversity, Equity, and Inclusion</b>				
Trainings - facilitated & attended	-	4	14	10
Planning/Advisory Meetings	-	25	104	110
HRC, Disability, and Rainbow Commission Meetings	-	30	41	40
Community Events/Programs	-	8	28	35
Partnerships/Collaborations	-	9	17	20
Residents Participating in Racial Justice Teach-Ins	-	0	52	-
Other Commissions/Committee Meetings	-	-	72	80

\*DEI work began in January 2020

**STAFFING**

Diversity, Equity, and Inclusion	FY2020 Actual	FY2021 Actual	FY2022 Budget	FY2023 Request
Managerial	1	1	1	1
Clerical	-	0.51	0.51	2
<b>Total</b>	1	1.51	1.51	3





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