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# HEALTH AND HUMAN SERVICES

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BOARD OF HEALTH • VETERANS' SERVICES •  
COUNCIL ON AGING • DIVERSITY, EQUITY, AND INCLUSION

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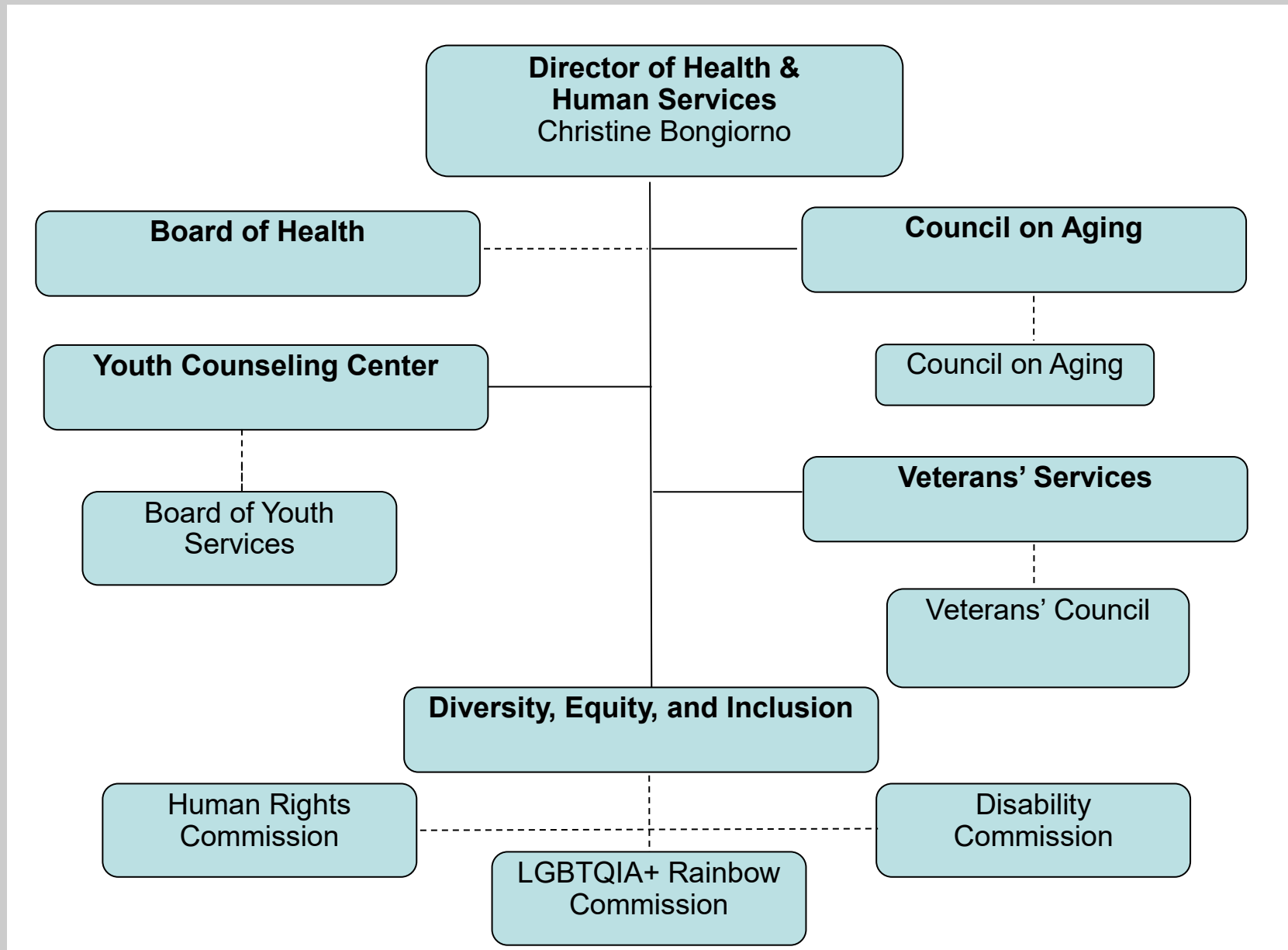
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**Health & Human Services**

**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.

**Health Department**

**Program Description**

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**

This is a level services budget.

**PROGRAM COSTS**

Health & Human Services	FY2021 Actual	FY2022 Actual	FY2023 Budget	FY2024 Request
Personnel Services	612,861	609,333	805,037	755,031
Expenses	137,515	150,146	196,380	139,610
<b>Total</b>	<b>750,376</b>	<b>759,479</b>	<b>1,001,417</b>	<b>894,641</b>

**FY2024 Objectives**

- Continue to educate residents and businesses in Town to promote the health, safety and well-being of the community while continuing to evaluate the need for increasing or decreasing strategies to mitigate transmission of communicable diseases.
- Continue to hold vaccination clinics for residents in need of COVID-19 and seasonal influenza vaccines, while exploring the needs of the community and feasibility of the Department to offer additional vaccinations.
- Continue to work within our Public Health Excellence Collaborative Agreement with the State Department of Public Health and the City of Somerville’s Department of Health and Human Services to complete a public health capacity assessment, develop a strategic plan to address gaps in services, expand upon regional services, and standardize public health practices across the Commonwealth.
- Complete a public health needs assessment to identify current and emerging public health needs in the community and identify strategies to bridge gaps in services and reduce health disparities and inequities.
- Conduct a review of local Public Health regulations pertaining to Body Art and Body Work to ensure that Arlington’s regulations are up to date and aligned with best practices in the Commonwealth.



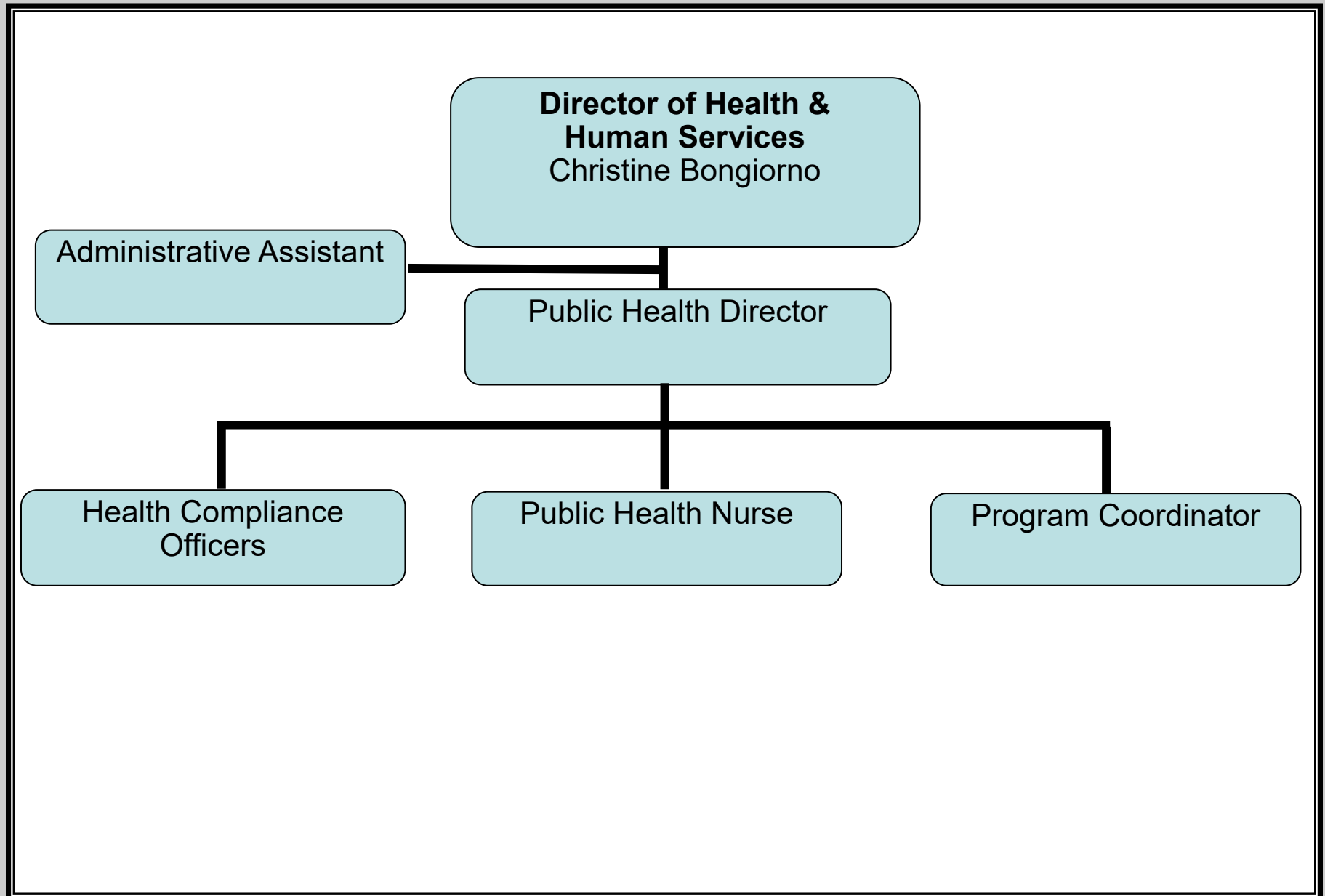
## Major Accomplishments for 2022

- Administered 5,842 COVID-19 vaccinations and boosters to Arlington residents and employees.
- Operated a weekly COVID-19 testing site for residents, students, and staff at a time when home test kits were scarce. Resulted in 1,847 individuals being tested.
- Distributed over one thousand COVID-19 home test kits throughout the community.
- Administered 273 flu vaccinations to Arlington seniors and employees.
- Worked with Eastern Middlesex Mosquito Control Project (EMMCP) to treat all catch basins across town twice during the summer to prevent mosquito growth.
- Awarded a Public Health Excellence Grant from the Massachusetts Department of Public Health in collaboration with the cities of Somerville and Medford to improve the delivery of statutory public health requirements.
- Developed the Arlington/Medford/Somerville Collaborative to improve communicable disease investigation across all three communities.
- Implemented the Smart Box pilot program to address and reduce rodent activity in the community.
- Hosted Public Health webinars related to COVID-19 guidance for childcare facilities, Rodent Control, Integrated Pest Management, Tobacco Control, and Living with Coyotes.



Performance / Workload Indicators				
Health Department	FY2020 Actual	FY2021 Actual	FY2022 Actual	FY2023 Estimated
Food Inspections	377	285	316	315
Tobacco Compliance Checks	18	16	64	75
Tanning Establishment Inspections	0	0	0	0
Biotech facility Inspection	1	0	0	1
Body art establishment Inspection	0	1	3	5
Camp Inspections	10	6	7	10
Dumpster Inspections	109	30	205	250
Keeping of hen Inspections	14	20	14	20
Body work establishment Inspection	0	1	1	0
Demolition Inspections	17	29	27	25
Housing Inspections	70	104	172	150
Ice Rink Inspections	0	0	0	1
Power sanding Inspections	0	0	1	5
Public Pool Inspections	2	8	24	16
Public Beach Inspections	2	3	3	3
Resident Complaints	327	173	331	300
Sealer of Weights and Measures Inspections	185	0	0	235
Communicable Disease Investigation	545	1,651	4,624	2,000
Flu Vaccinations Administered	1,564	532*	273	500
COVID-19 Vaccinations	N/A	6,150	5,842	2,500

STAFFING				
Health & Human Services	FY2021 Actual	FY2022 Actual	FY2023 Budget	FY2024 Request
Managerial	1	1	1	1
Clerical	1	1	1	1
Professional/ Technical	5.3	7.1	7	6
<b>Total</b>	<b>7.3</b>	<b>9.1</b>	<b>9</b>	<b>8</b>





**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.

**FY2024 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.
- With the Select Board's approval of the designs for the Veteran Memorial Park, the Director, along with the Veterans Council, will begin seeking funding for this project.

**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 emergency housing services are reimbursed at 100%.

**Major Accomplishments for 2022**

- 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 annual Veterans Day ceremony was conducted at the central fire station. The ceremony paid tribute to past and presently serving veterans. Following the ceremony, a luncheon was provided for veterans at the Community Center. The Director provided updates on the Memorial Park designs and important VA updates regarding toxic exposures. The Director assisted the Health and Human Services Department at the town sponsored COVID-19 vaccination clinics.
- The Memorial Day ceremony was re-opened to the public. Air Force combat pilot, LT Taylor Bye, participated in two school assemblies and served as a guest speaker along with Navy Captain Eric Jabs for the ceremony conducted at town hall.
- The Director assisted local veterans and families in applying for, and receiving, Federal VA benefits. Arlington veterans and/or dependents received \$388,137.51 per month in tax-free veteran benefits from the VA. The total amount received in 2022 is \$4,657,650.12.

**PROGRAM COSTS**

	FY2021 Actual	FY2022 Actual	FY2023 Budget	FY2024 Request
<b>Veterans' Services</b>				
Personnel Services	75,708	76,471	76,485	76,485
Expenses	198,609	193,474	251,268	251,268
<b>Total</b>	<b>274,317</b>	<b>269,945</b>	<b>327,753</b>	<b>327,753</b>



STAFFING				
	FY2021	FY2022	FY2023	FY2024
Veterans' Services	Actual	Actual	Budget	Request
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>

Performance / Workload Indicators				
Veterans' Services	FY2020	FY2021	FY2022	FY2023
	Actual	Actual	Actual	Estimated
Department of Veteran Services	31	27	21	18
Clients (DVS)				
Department of Veterans' Assistance	308	287	319	300
Clients (VA)				
Federal VA revenue provided to local veterans	\$4.18M	\$4.16M	4.18M	\$4.4M

*Significant decrease in CH 115 clients has been a continuing trend  
VA claims remain steady. The VA has not released updated benefit payments,  
FY2022 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. Additionally, seven associate board members attend meetings regularly and participate in various COA subcommittees.

**Budget Statement**

This is a level-services budget.

**PROGRAM COSTS**

	FY2021	FY2022	FY2023	FY2024
Council on Aging	Actual	Actual	Budget	Request
Personnel Services	319,827	330,859	442,147	474,330
Expenses	66,094	64,659	64,800	5,300
<b>Total</b>	<b>385,921</b>	<b>395,517</b>	<b>506,947</b>	<b>479,630</b>

**FY2024 Objectives**

- Continue to place emphasis on adding new programs/activities that are open and inclusive to all.
- With the dissolution of the Arlington Seniors Association, continue to recruit residents and older adults to serve on various COA event and program committees, with a goal to have at least 40 volunteers assisting to create the calendar of programs and events at the Community Center annually.
- In order to provide equal access and services to all older adults in Arlington, budget for and apply for grants to pay for translation services for in-person activities and print materials. Translate outreach materials, especially COA newsletter, to Chinese and

**Objectives (cont.)**

- Spanish at least bi-annually. Have on-site language translators for at least six programs per year.
- Continue to work closely with the Board of Health to provide immunizations to older adults in Arlington each year, including COVID boosters and flu/high-dose flu vaccine, with a priority of reaching residents in Arlington Housing Authority properties and homebound individuals (at least 100 at home vaccination residents per year).
- Work closely with Age & Dementia Friendly subcommittees regarding two Age and/or Dementia Friendly initiatives annually such as: parking access for older adults, partnerships with APD and AFD, education to local businesses regarding Dementia Friendly trainings for employees.
- Continue to offer programs and activities in a hybrid format whenever possible, including virtual, outdoor and in-person options to older residents, accommodating different needs and perspectives as the pandemic evolves.
- Continue to add programs/groups/activities on Thursday evenings and outside of COA business hours to attract and meet older adults who are working traditional business hours during the day. By the end of FY24, have at least 4 regular programs running between 4pm and 7pm on Thursdays each week.
- Continue to hold one fundraising/appeal per year to support the HHS Charitable Corp and fund unmet needs, such as furnishings, program instructors, scholarships for participation from older adults who need financial assistance, financial assistance for living expenses, transportation needs, etc.
- Continue to work closely with DEI team to provide programs and learning opportunities for older adults to educate them on cultural competency and inclusivity. In FY24, expand to include at least 20 new Chinese speaking older adults and at least 20 new members of the Indian Seniors of Arlington group.
- In order to have more participation in local government from older adults, partner with town organizations and volunteers to provide



**Objectives (cont.)**

- education to older adults on relevant Community Conversations, Town Meeting Articles, Elections, etc.
- Continue to secure annual grant funding to keep Technology Loan Library and Hot Spot internet access program available. Continue to partner with local high school students to provide intergenerational technology trainings and help sessions for older adults.
- 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). Continue providing emergency heating assistance funds when necessary and directing applicants to meet with COA social workers to determine other needed programs and services.
- 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, providing van rides to all Arlington EATS customers who need it.
- Continue to grow programming and services with intergenerational focus, especially for LGBTQIA+ seniors through weekly group meetings and intergenerational quarterly social events.
- Continue to offer ride sharing education to older adults and provide UBER rides as an alternative to taxi rides for transportation needs.
- Continue to offer “free” van rides for residents coming to the Community Center for programming, and using rider fees for other in-town rides and medical rides to offset the expenses of rides to the Community Center.
- Continue to partner with the Sanborn Foundation to schedule and secure rides for all Arlington residents to get to and from Cancer-related appointments, completing at least 1,500 Sanborn rides in FY24.

**Major Accomplishments 2022**

- Increased residents attending in-person programs and activities at the Center by 30% since celebrating the grand reopening of the Arlington Community Center after a two-year renovation. Since reopening, the COA has registered 1,686 unique individuals in our database; each person visited the renovated Community Center and participated in a COA service, program, or activity.
- Launched use of My Senior Center Database “key tag” system which allows building visitors to “scan in” when they arrive and to track attendance in the building, broken down to individual events, activities, and meetings. This system assists with accurate reporting of attendance for specific programs, adds a level of safety for people in the building, and provides an accountable method of contact tracing.
- Completed and published the final Age & Dementia Friendly Action Plan in January 2022, after five years of work.
- Replaced 2013 COA Van with a new 2022 fully-accessible, eight passenger van with the help of a MassDOT grant.
- Assisted 20 displaced residents find temporary homes and support their mental health and related needs when a fire occurred at Chestnut Manor. In addition, raised \$43,000 from the community to pay for replacement items and related costs, working closely with the Housing Authority through the process until 20 displaced residents were in their new permanent units.
- Began working with Report International to have on-demand language translators available for older adults who walk into the COA office. Funding to pay for this service was secured through an ARPA grant from Minuteman Senior Services.
- Launched weekly Chinese Singing and Chinese Dancing activities through a partnership with Enhance Asian Community Health, provided translated materials and created an annual calendar of outreach to Chinese Speaking Older Adult Communities in Arlington.
- Placed 20 Senior Work Off participants and five Harry Barber participants, working within town departments completing over 3,000 hours of volunteer service to the Arlington community and relieving these participants of \$37,500 of property taxes/rental expenses.



**Accomplishments (cont.)**

- Provided \$27,213 of financial relief to widows in Arlington through the Widow's Fund.
- Provided over \$13,000 of property tax relief to Arlington residents through the Elderly and Disabled Tax Relief program.
- Provided \$37,058 of financial relief for personal needs to Arlington Seniors through the Sussman and Sevoyan Trust Charitable Gift Funds.
- Collaborated with AARP volunteers to provide free, federal and state tax preparation for 200+ older adults.
- Continued partnership with Dr. Seligman in Medford to have a monthly podiatry clinic in his office for older adults. Free van rides are provided for this clinic. Each month, 25 seniors take advantage of this low-cost podiatry appointment opportunity.
- Provided 100 older adults with a holiday gift package through our 4<sup>th</sup> annual "Warm Wishes" program, supported financially through local businesses.
- Launched monthly Dementia/Alzheimer's Support Group in partnership with the Alzheimer's Association to complement our well-established calendar of other groups including Low Vision Support, Caregivers Support, Decluttering, and LGBTQIA+.
- Matched over 250 older adults with SHINE Volunteers so that they could have their questions answered regarding Medicare options.
- 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.
- Enrolled 73 residents in the Supplemental Nutrition Assistance Program (SNAP), reducing the number of eligible residents who were unenrolled.
- Re-launched the Congregate Meals Site at the Arlington Community Center, offering a hot lunch to any older adult in the community on Tuesday and Wednesday afternoons.

**Accomplishments (cont.)**

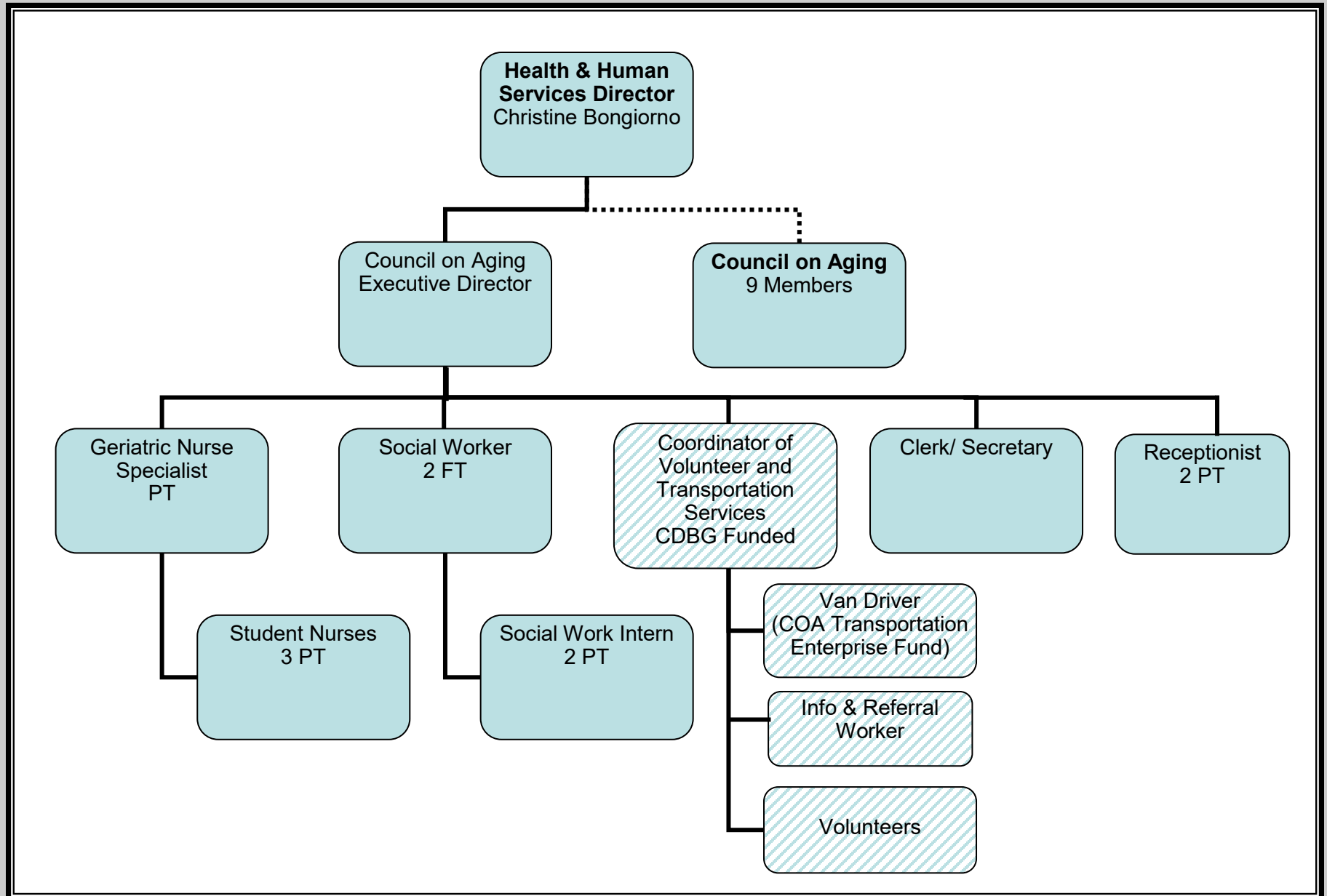
- Served as location for Minuteman Senior Services to operate Meals on Wheels, delivering daily to 70 homebound older adults in Arlington.
- Organized 50 volunteers to deliver 200 hot turkey dinners on Thanksgiving Day to older, home-bound residents that are alone on the holiday. Secured funding from Arlington EATS and Retired Men's Club of Arlington to pay for the dinners.

**Performance / Workload Indicators**

	FY2020 Actual	FY2021 Actual	FY2022 Actual	FY2023 Estimated
<b>Council on Aging</b>				
Units of Service Delivered	21,142	32,050	32,855	34,000
COA Volunteers	262	348	368	368
Volunteer Hours	6,228	8,421	10,304	10,304

**STAFFING**

	FY2021 Actual	FY2022 Actual	FY2023 Budget	FY2024 Request
<b>Council on Aging</b>				
Managerial	1	1	1	1
Clerical	1.50	1.69	2.58	2.69
Professional/Technical	2.34	2.80	2.86	2.91
<b>Total</b>	<b>4.84</b>	<b>5.49</b>	<b>6.44</b>	<b>6.60</b>





**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. The DEI Division collaborates with departments, boards & commissions, community organizations and faith communities across the Town to build supportive partnerships and strategize for increased community engagement to advance equity goals. The DEI Division manages and coordinates the work of the Human Rights Commission, LGBTQIA+ Rainbow Commission, and Disability Commission, including planning and executing programming and managing budgets.

**Budget Statement**

This is a level-services budget.

**PROGRAM COSTS**

Diversity, Equity, and Inclusion	FY2021 Actual	FY2022 Actual	FY2023 Budget	FY2024 Request
Personnel Services	-	93,841	190,939	220,628
Expenses	-	1,839	38,000	39,000
<b>Total</b>	-	95,680	228,939	259,628

**FY2024 Objectives**

- Work closely with DPW, Planning, and Facilities Departments, along with the Disability Commission and other town boards and commissions, to continue advancement and coordination of ADA Transition and Implementation Plan.
- Complete the Racial Equity and DEI workshops with Strategy Matters and continue partnership and support as employees will incorporate the learnings into their work.

**Objectives (cont.)**

- Co-create implementation steps based on outcomes and recommendations of the Community Equity Audit, to advance equity across all facets of the Town.
- Provide, improve, and build up educational programming and opportunities for employees and community members, including additional training and workshops.
- Continue alignment of DEI programming and equity initiatives with the DEI Director for Arlington Public Schools, including increased programming for multicultural holidays.
- Establish outreach and communication initiatives to improve access and expand community engagement, including development of a working group made up of individuals from town departments and community organizations that will guide the development of the Community Engagement Strategic Plan.
- Expand programming available in multiple languages, including community forums focused on Understanding Town Government and a Social Services fair with HHS and community-based organizations.
- Support DPCD and assist with engagement strategies for the MBTA Community Zoning Project.
- 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.
- Expand summer Community Conversation series to be collaborative with multiple departments and APS DEI.
- Expand the Elevating Arlington’s Voices of Color (EAVoC) archive project, in partnership with the Robbins Library and Arlington Commission for Arts and Culture (ACAC), and supplemental programming, to continue to give voice to Black, Indigenous, People of Color (BIPOC) community members
- Formalize and continue participation in the MA DEI Coalition, established in early 2021, to connect DEI municipal leaders across the state to share challenges and best practices.
- Continue to serve as a liaison to the Government Alliance on Racial Equity (GARE), Mystic Valley NAACP Branch, and the Racial Equity Learning Community offered through the Community Health Network Area (CHNA) #17.



**Major Accomplishments for 2022**

- Partnered with the Martin Luther King Jr. Birthday Observance Committee to put on the 34th annual celebration, which took place virtually for the second time.
- Aligned DEI initiatives for Town and School District, in working closely with DEI Director for APS.
- Supported and coordinated Arlington Human Rights Commission Black History Month programming and banner project.
- Participated in and led YW Boston's Stand Against Racism campaign throughout the month of April for Town Departments. The DEI Division provided workshops throughout the month open to all town and school employees. Additionally supported departments if they wished to hold further staff conversations focused on race.
- Hired full-time Community Outreach and Engagement Coordinator, and full-time ADA Coordinator.
- Began work with Opportunity Consulting, a Washington, D.C., Black and Women Owned business to conduct a Community Equity Audit to assess the Town's barriers to access and determine ways to develop more equitable policies and practices in three areas: Voting/Civic Participation, Housing, and the Town Workforce.
- Continued work with Rainbow Commission on Pride Banner campaign and to create banners for Arlington center to celebrate and spread awareness of Pride Month, and their Pride event.
- Partnered Disability Commission with True Story Theater and Council on Aging to provide three community programs centered around the lived experience of individuals with disabilities.
- Attended week-long 2022 NAACP National Convention.
- Conducted outreach at farmer's markets and participated in National Day Out and Town Day and supported DEI commission's tabling.
- Continued activity and leadership within the Municipal Immigrant Support Network (MISN), advancing strategies and communications with neighboring municipalities, community organizations, APS, and town entities to respond to increasing newcomer population.

**Accomplishments (cont.)**

- Continued participation in two-year Language Access Pilot Project, in partnership with MAPC, the Blue Hills Community Health Alliance, and the communities of Beverly, Randolph, and Milton. Project includes researching best practices in language accessibility and translation, and solutions for providing resources and services in Arlington.
- Contracted and began work with Strategy Matters, to provide Racial Equity and DEI workshops to all town employees, fostering a learning environment that encourages co-ownership over DEI values and responsibilities across the town.
- Continued leadership of the MA Municipal DEI Coalition, and participated in DEI Guide Launch event, and monthly GARE/REMAP workshop sessions.
- Continued collaboration with ACAC and Artist in Residence on community engagement programming to support Black Joy in Arlington project. Engagement opportunities include creation of affinity spaces for Black community members to share, gather, and converse.

**Performance / Workload Indicators**

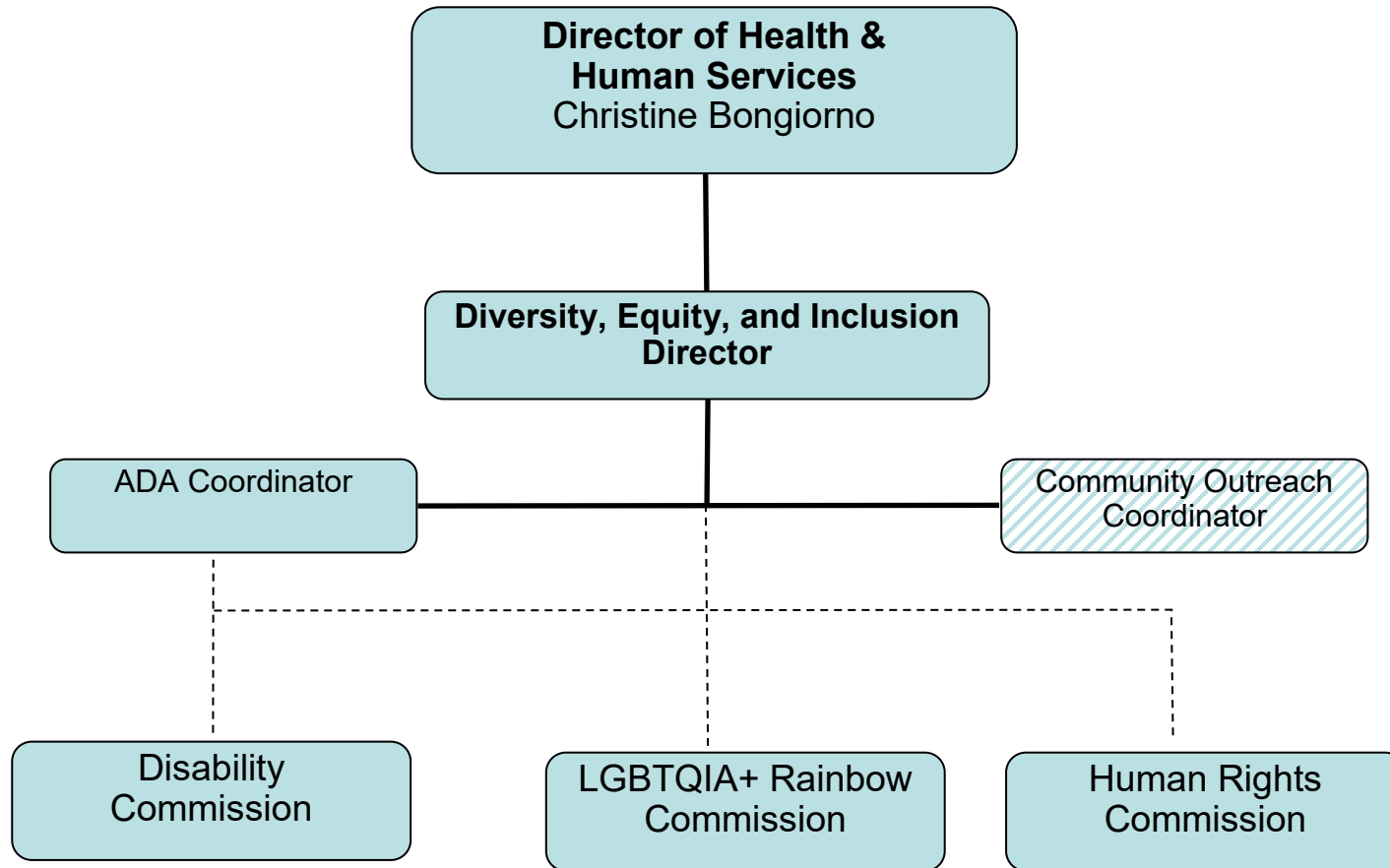
	FY2020 Actual	FY2021 Actual	2022 Actual	2023 Estimated
<b>Diversity, Equity, and Inclusion</b>				
Trainings - facilitated & attended	4	14	15	20
Planning/Advisory Meetings	25	104	84	90
HRC, Disability, and Rainbow Commission Meetings	30	41	68	72
Community Events/Programs	8	28	14	20
Partnerships/Collaborations	9	17	21	25

*\*Indicators subject to change with addition of two FT positions in 2022*

*\*DEI work began in January 2020*

**STAFFING**

Diversity, Equity, and Inclusion	FY2021 Actual	FY2022 Actual	FY2023 Budget	FY2024 Request
Managerial	1	1	1	1
Clerical	0.51	0.51	2	2
<b>Total</b>	<b>1.51</b>	<b>1.51</b>	<b>3</b>	<b>3</b>







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