



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

	FY2022	FY2023	FY2024	FY2025
Health & Human Services	Actual	Actual	Budget	Request
Personnel Services	609,333	562,016	755,031	690,570
Expenses	150,146	191,009	139,610	140,648
Total	759,479	753,025	894,641	831,218

FY2025 Objectives

- Conduct a Community Health Needs Assessment (CHNA) and develop a Community Health Improvement Plan (CHIP) with assistance from a public health consulting firm
- Include Board of Health members in the CHNA and development of a CHIP
- Work within our Public Health Excellence Collaborative to implement a strategic plan to address gaps in public health services, expand upon regional public health initiatives, and standardize public health practices among the four communities in our collaborative (Arlington, Belmont, Brookline, Newton)
- Administer flu vaccinations to seniors and other vulnerable communities



Major Accomplishments for 2023

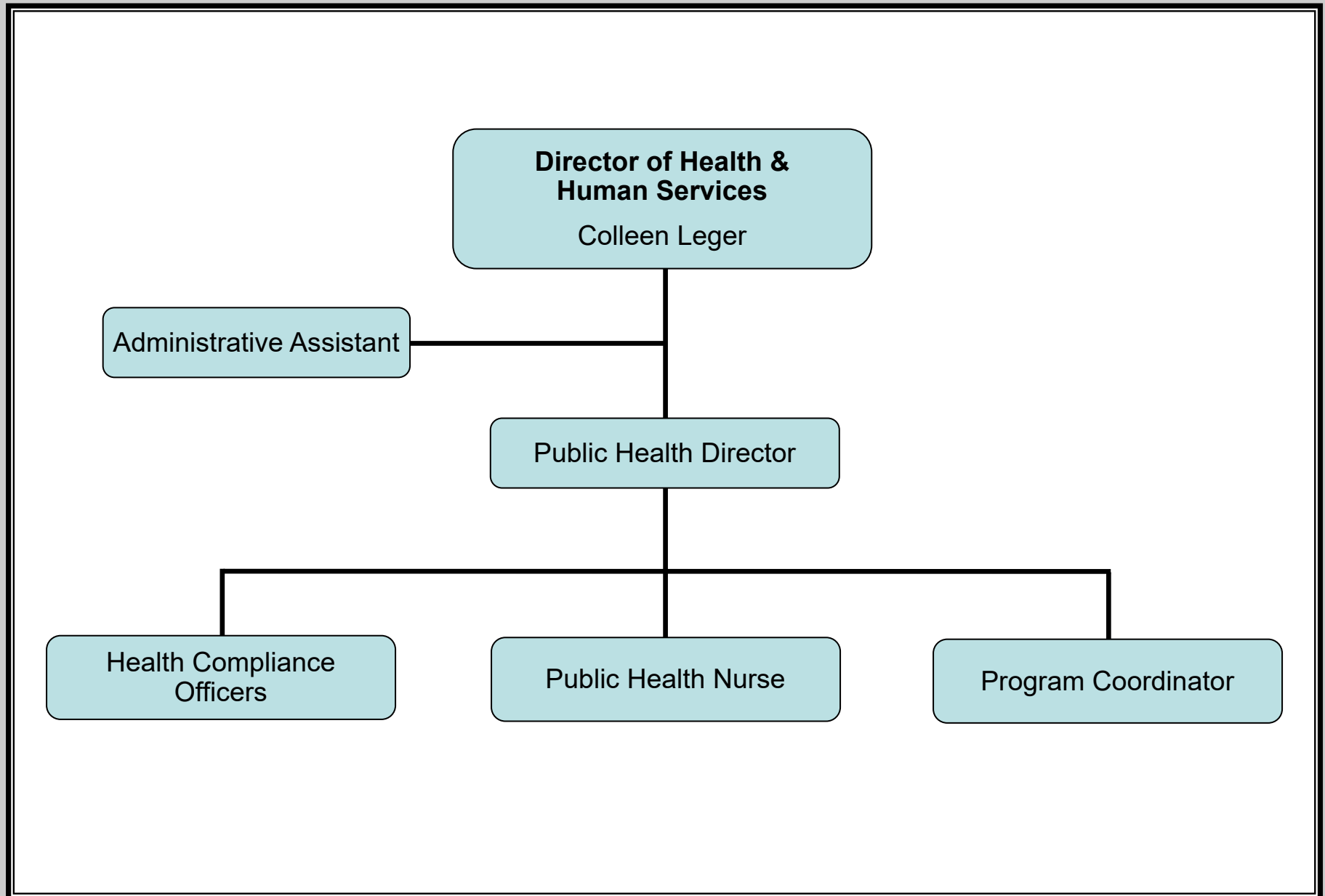
- Administered 349 COVID-19 vaccinations and boosters to Arlington residents and employees
- Continued to operate a weekly COVID-19 testing site for town staff and community members throughout the summer months
- Continued to distribute free Covid-19 home test kits throughout the community
- Administered 304 flu vaccinations to Arlington seniors and employees
- Participated in National Night Out with the Arlington Housing Authority and Arlington Police Department
- Increased our public health communication through our social media platforms
- Worked with Eastern Middlesex Mosquito Control Project (EMMCP) to monitor mosquito pools throughout Town for EEE and WNV as well as facilitate the treatment of all catch basins across town to prevent mosquito growth in standing water
- Hosted a Community forum to discuss rodent activity in Arlington and environmentally friendly pest management practices
- Hosted quarterly events in conjunction with the Department of Public Works to collect and dispose of used sharps (needles)
- Educated and provided guidance to retail businesses in regards to a new bylaw that banned the sale/distribution of single use plastic water bottles
- Educated and enforced the updated Noise Abatement Bylaw, which introduces a phased-out approach to ban gas powered leaf blowers on public and private property

STAFFING

	FY2022	FY2023	FY2024	FY2025
Health & Human Services	Actual	Actual	Budget	Request
Managerial	1	1	1	1
Clerical	1	1	1	1
Professional/ Technical	7.1	7	6	6
Total	9.1	9	8	8

Performance / Workload Indicators

Health Department	FY2021	FY2022	FY2023	FY2024
	Actual	Actual	Actual	Estimated
Food Inspections	285	316	295	300
Tobacco Compliance Checks	16	64	41	50
Biotech facility Inspection	0	0	1	1
Body art establishment Inspection	1	3	2	3
Camp Inspections	6	7	8	10
Dumpster Inspections	30	205	143	200
Keeping of hen Inspections	20	14	14	15
Body work establishment Inspection	1	1	2	2
Demolition Inspections	29	27	18	20
Housing Inspections	104	172	182	190
Power sanding Inspections	0	1	5	5
Semi/Public Pool Inspections	8	24	10	10
Public Beach Inspections	3	3	3	3
Resident Complaints	173	331	267	300
Sealer of Weights and Measures Inspections	0	0	238	235
Investigation	1,651	4,624	2,110	2000
Flu Vaccinations Administered	532	273	304	400
COVID-19 Vaccinations	6,150	5,842	349	0





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.

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%.

PROGRAM COSTS

	FY2022 Actual	FY2023 Actual	FY2024 Budget	FY2025 Request
Veterans' Services				
Personnel Services	76,471	87,159	76,485	84,725
Expenses	193,474	147,780	251,268	251,268
Total	269,945	234,940	327,753	335,993

Performance / Workload Indicators

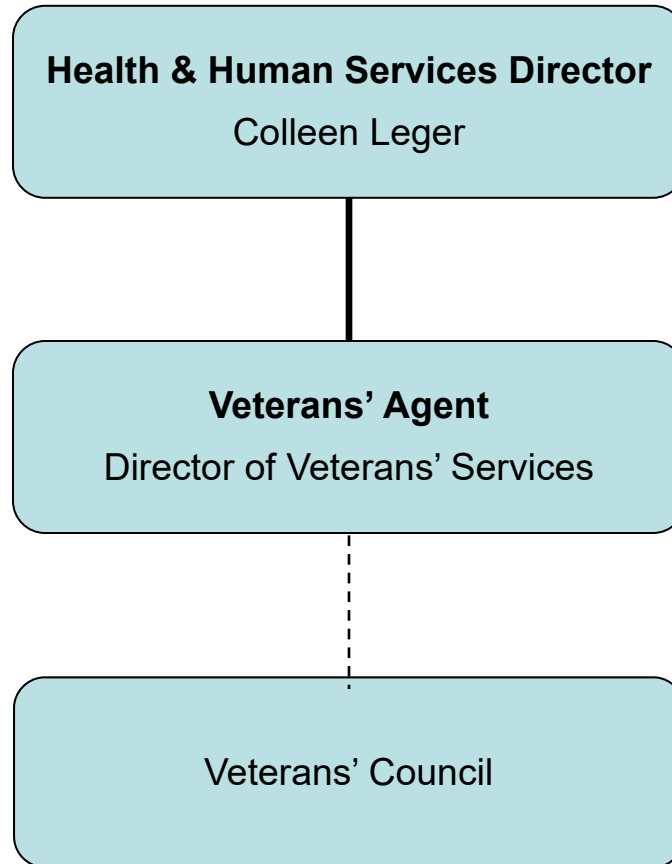
	FY2021 Actual	FY2022 Actual	FY2023 Actual	FY2024 Estimated
Veterans' Services				
Department of Veteran Services Clients (DVS)	27	21	21	20
Department of Veterans' Assistance Clients (VA)	287	319	353	350
Federal VA revenue provided to local veterans	\$4.16M	\$4.18M	\$4.6M	\$4.6M

FY2025 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 conceptual designs for the Veteran Memorial Park, it is anticipated that ground-breaking for the new park will begin in 2024.

Major Accomplishments for 2023

- The Director coordinated the work of the 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.
- The Director filed for state and federal grant funding for the development of the new Veterans Memorial Park.
- The Director, along with the members of the Veterans Council, established a link for veterans and family members to verify and/or update the names of veterans to be included on the new Honor roll. Over 12,000 names will be added to the new Honor Roll.
- The Memorial Day ceremony was conducted at the Town Hall. Arlington resident, retired Army Colonel William Rapp served as the keynote speaker.
- 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. The VA has not released figures for FY 2023.





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

	FY2022 Actual	FY2023 Actual	FY2024 Budget	FY2025 Request
Council on Aging				
Personnel Services	330,859	372,746	482,098	526,142
Expenses	64,659	64,764	5,300	5,300
Total	395,517	437,510	487,398	531,442

FY2025 Objectives

- The COA is at attendance capacity for many in-person programs offered during COA business hours. We will continue to evaluate the menu of programs and services offered and adjust as needed to fit the greatest needs of older adult residents.
- Work through My Senior Center software to launch online program registration in FY25, in addition to continuing opportunities to register in person or over the phone with COA staff.

Objectives (cont.)

- Expand outreach to new older adults, especially those in underserved populations, who have not participated with the COA in the past. Recruit at least 3 new older adults volunteers from a traditionally underserved populations to serve on COA Board and/or various COA committees.
- Expand multicultural events/programs including growing South Asian affinity groups/programs, growing Chinese speaking groups/celebrations/programs, and launching programming during Black History Month with new group of volunteers.
- Expand offerings, partnering with neighboring communities, to LGBTQIA+ older adults including discussion groups, support groups, celebrations and educational events.
- Work closely with the Board of Health to provide immunizations to older adults in Arlington each year, 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 subcommittee regarding two age and/or dementia friendly initiatives annually such as: expanding the impact of the COA Parking Permit Program launched in FY23, partnerships preventing scams with APD, education to local businesses regarding Dementia Friendly trainings for employees.
- 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.
- Serve as a SNAP enrollment site and help to close the SNAP Gap through education and outreach with goal of enrolling 75 new participants.
- Serve as transportation arm of Arlington EATS in-person shopping, providing van rides to all Arlington EATS customers who need it.
- Grow programming and services with intergenerational focus, especially for LGBTQIA+ seniors through weekly group meetings and intergenerational quarterly social events.
- 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.



Major Accomplishments 2023

- Realized record breaking attendance at COA Programs with an average of 131 individuals “scanning in” to the Community Center each day.
- Realized record breaking use of COA Transportation services with over 9,000 rides completed in FY23 (including rides on COA Vans, through volunteer medical drivers and through COA taxi and Uber initiatives). Transportation continues to be a major need identified by older adults when the topic of Aging in Place is raised.
- Through a volunteer committee, launched first ever COA Parking Permit Program, which was approved by the Select Board in June 2023. Arlington Residents Age 65+ now have the ability to secure a sticker for one vehicle per household, allowing them “free” meter parking in town and expanded parking hours along Academy and Maple Street. Expanding parking access for seniors was a major issue included in the Age and Dementia Friendly Action Plans.
- Worked closely with Arlington Seniors Association as they dissolved and enveloped their volunteers in to the COA volunteer program, keeping everyone engaged and included while eliminating the expenses of running two separate organizations.
- Expanded LGBTQIA+ programming including holding a “Modern Pronouns Talk” to educate older adults on gender affirming language and partnering with surrounding towns to share successful ideas on how to create a more inclusive environment.
- Worked with MassDOT Community Transit Grant Team to identify opportunities for Electric Vehicle Accessible Vans to be purchased using the grant in the future.
- Hosted weekly Chinese Singing and Chinese Dancing activities through a partnership with Enhance Asian Community Health.
- Placed 20 Senior Volunteer Work Off, and five Harry Barber Volunteer participants, 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.
- Distributed over \$30,000 of financial relief to widows in Arlington through Widow’s Trust Funds.
- Distributed over \$18,000 of property tax relief to Arlington residents through the Elderly and Disabled Tax Relief program.
- Provided over \$40,000 of financial relief for personal needs to Arlington Seniors through the Sussman and Sevoyan Trust Charitable Gift Funds.

Accomplishments (cont.)

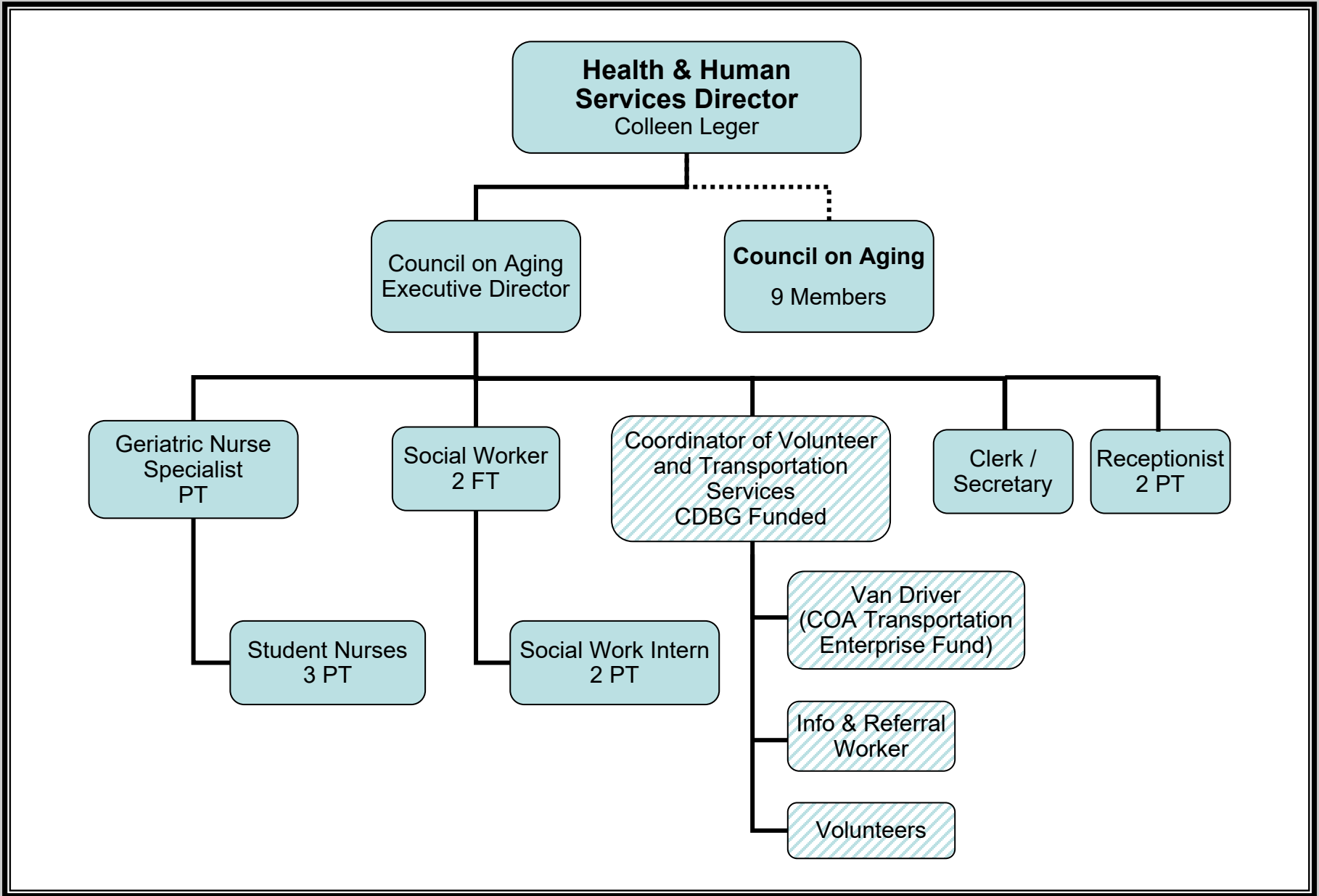
- Collaborated with AARP volunteers to provide free, federal and state tax preparation for 110+ older adults.
- Provided 100 isolated older adults with a hot turkey dinner on Thanksgiving morning, and 100 older adults with a holiday gift package through our 5th annual “Warm Wishes” program, supported financially through local businesses and delivered by COA Volunteers.
- Launched monthly Caregivers of Those with Dementia/Alzheimer’s Support Group
- Matched over 270 older adults with SHINE Volunteers to obtain free health insurance information, counseling, and assistance with Medicare
- Provided organic, local, fresh produce to 60 older residents for 20 weeks through a partnership with Lahey/Beth Israel Deaconess Medical Center Hospitals and their Farm Share Program.
- Enrolled 71 residents in the Supplemental Nutrition Assistance Program (SNAP)
- Served as location for Minuteman Senior Services to operate Meals on Wheels, delivering daily to 75 homebound older adults in Arlington.
- Raised \$34,000 through End of Year Appeal letter to establish Emergency Fund through Health and Human Services Charitable Corp.

Performance / Workload Indicators

	FY2021	FY2022	FY2023	FY2024
Council on Aging	Actual	Actual	Actual	Estimated
Units of Service Delivered	32,050	32,855	36,800	37,800
COA Volunteers	348	368	370	370
Volunteer Hours	8,421	10,304	11,101	11,101

STAFFING

	FY2022	FY2023	FY2024	FY2025
Council on Aging	Actual	Actual	Request	Request
Managerial	1	1	1	1
Clerical	1.69	2.58	2.69	2.69
Professional/Technical	2.80	2.86	2.91	2.91
Total	5.49	6.44	6.60	6.60





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	FY2022 Actual	FY2023 Actual	FY2024 Budget	FY2025 Request
Personnel Services	93,841	133,218	220,628	237,642
Expenses	1,839	34,182	39,000	39,000
Total	95,680	167,400	259,628	276,642

FY2025 Objectives

- Work closely with DPW, Planning, and Facilities Departments, along with the Disability Commission and other town boards and commissions, to advance the ADA Transition and Implementation Plan.
- Implement recommendations outlined in the Equity Audit pertaining to community engagement, information gathering and communication, language access, and voting access.
- Develop and coordinate community-based events to facilitate

cultural exchange and greater community belonging, including events celebrating Dr. Martin Luther King Jr., Lunar New Year, Black History Month, Hispanic Heritage Month, and Diwali.

- Provide leadership to Arlington Human Service Network (AHSN)
- Hold a Community Resource and Connections Fair
- Support the Town in responding to a variety of complex issues, including racial equity, newcomer/migrant crisis, housing crisis, and discrimination and human rights abuses
- Provide, improve, and build up educational programming and opportunities for employees and community members, including additional training and workshops.
- Align Town DEI programming and equity initiatives with those at Arlington Public Schools, including increased programming for multicultural holidays.
- Expand our programming available in multiple languages (including ASL)
- Create additional opportunities for community engagement including monthly “community matters” pop-up conversations throughout town and expanding community conversation series
- Strengthen Racial Equity Leadership team using GARE equity action plan model
- Increase programming and opportunities that give voice to Black, Indigenous, People of Color (BIPOC), LGBTQIA+, and disabled community members
- Continue to serve as a liaison to the Government Alliance on Racial Equity (GARE), Mystic Valley NAACP Branch, the Racial Equity Learning Community offered through the Community Health Network Area (CHNA) #17, Municipal Immigrant Support Network (MISN), Municipal Language Access Network (MLAN), MAPC Language Access Roundtables

Performance / Workload Indicators

Diversity, Equity, and Inclusion	FY2021 Actual	2022 Actual	FY2023 Actual	FY2024 Estimated
Trainings - facilitated & attended	14	15	25	25
Planning and Advisory Meetings	104	84	80	90
HRC, Disability, and Rainbow Commission Meetings	41	68	78	80
Community Events/Programs	28	14	25	28
Partnerships/Collaborations	17	21	25	30



Major Accomplishments for 2023

- Partnered with Opportunity Consulting to complete a Community Equity Audit assessing 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.
- Partnered with Strategy Matters to provide DEI workshops for all Town of Arlington employees, developing shared Town-wide equity goals as a result
- Participated in two-year Language Access Pilot Project, to research best practices in language accessibility and translation, and solutions for providing resources and services in Arlington.
- Collaborated with community-based organization, EACH, the APS Mandarin department, and the AHS Asian American Coalition to put on the first ever Town-wide Lunar New Year Celebration, which was attended by 300 participants
- Collaborated with Arlington EATS, AYCC, and the Housing Corporation of Arlington to host the first ever Resource and Connections Social Services Fair at Town Hall, which drew together over 30 organizations
- Partnered with Arlington Commission for Arts and Culture (ACAC) and Artist in Residence to develop and implement The Black Joy Project- monthly gatherings and new affinity spaces for Black community members to share, gather, and converse.
- Partnered with ACAC to hold a Juneteenth Celebration in Town Hall gardens. The event featured musical performances by the APS Orchestra and band, poetry and spoken word from Black Joy participants, and Jazz music by professional musician, Jacques Schwarz Bart
- Supported and coordinated Arlington Human Rights Commission Black History Month programming and banner project.
- Partnered with the Martin Luther King Jr. Birthday Observance Committee to put on the 35th annual celebration at Town Hall
- Collaborated with Arlington Libraries on an Arlington Reads Together Seminar featuring Disability Commissioners sharing their experiences living as disabled residents and caretakers in Arlington.

Accomplishments (cont.)

- Supported community-led Hispanic Heritage Month Celebration
- Assisted DPCD in MBTA Communities by creating engagement activities, providing leadership to outreach working group, creating additional materials, and facilitating community meetings
- Worked with the Massachusetts Office on Disability to pilot having Computer Aided Real-Time Transcription (CART) services at public meetings.
- Purchased two floating beach wheelchairs for use at the Reservoir using funds from the Disability Commission. After last year’s renovation and installation of a mobi-mat, the beach and swimming areas are now fully accessible.
- Purchased seven universal translator tools and provided training to various public-facing departments
- 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.
- Assisted the Town in responding to migrant crisis by collaborating on emergency planning effort, continued activity Municipal Immigrant Support Network (MISN), advancing strategies and communications with community partners & neighboring municipalities
- Joined the Municipal Language Access Network (MLAN)
- Served as liaison to the Government Alliance on Racial Equity (GARE), Mystic Valley NAACP Branch, the Racial Equity Learning Community offered through the Community Health Network Area (CHNA) #17, Municipal Immigrant Support Network (MISN)

STAFFING

Diversity, Equity, and Inclusion	FY2022 Actual	FY2023 Actual	FY2024 Budget	FY2025 Request
Managerial	1	1	1	1
Clerical	0.51	2	2	2
Total	1.51	3	3	3

