



**Program Description**

The Department of Health and Human Services works to promote the health and well-being of Arlington citizens, and provides a safety net for those in need. It is the umbrella agency for: Health Department, Council on Aging, Veterans' Services, and Youth Services. The Department also works closely with the Disability Commission, Human Rights Commission, and other boards including the Board of Health, Council on Aging Board, and the Board of Youth Services. The Department oversees the operations of the Whittemore Robbins House, as well as the distribution of certain funding to citizens and programs, including the Arlington Assistance Fund, the Widow's Trust Fund, Community Development Block Grants, and the Low Interest Loan Program.

The Health Department/Board of Health—the lead division—protects the public health, controls disease, promotes sanitary living conditions, and protects the local environment through the enforcement of any and all applicable health codes and regulations.

The Health Department is divided into three branches: Environmental Health (responsible for permitting and inspecting), Communicable Disease Control (responsible for controlling and preventing the spread of contagious disease), and Emergency Preparedness (responsible for developing mandated plans for the Centers for Disease Control). Additionally, two years ago the Department was awarded a federal grant to address youth substance abuse prevention.

The Board of Health has also begun to take a look at community health and implement prevention strategies across various populations.

**Budget Statement**

The FY2011 budget is level-funded. The only change is a decrease of \$2,111 in Personnel Fixed Costs. Tuberculosis cases continue to rise in Arlington and the cases have become more complicated, causing the public health nurse to spend a lot of time following contacts of cases and treatment of cases, as mandated by state law.

**FY2011 Objectives**

- Continue outreach to Medicare recipients for flu vaccination.
- Partner with Town health insurance plans to provide Town employee vaccination clinics.
- Continue to seek out grant funding to cover departmental projects.

PROGRAM COSTS				
	FY2009 Actual	FY2010 Budget	FY2011 Request	FY2011 Fin Com
Health & Human Services				
Personal Services	247,697	268,737	266,626	
Expenses	19,662	22,145	22,145	
<b>Total</b>	<b>267,360</b>	<b>290,882</b>	<b>288,771</b>	

STAFFING				
	FY2009 Actual	FY2010 Budget	FY2011 Request	FY2011 Fin Com
Health & Human Services				
Managerial	1	1	1	
Clerical	1	1	1	
Professional/Technical	2.3	2.3	2.3	
<b>Total</b>	<b>4.34</b>	<b>4.34</b>	<b>4.34</b>	



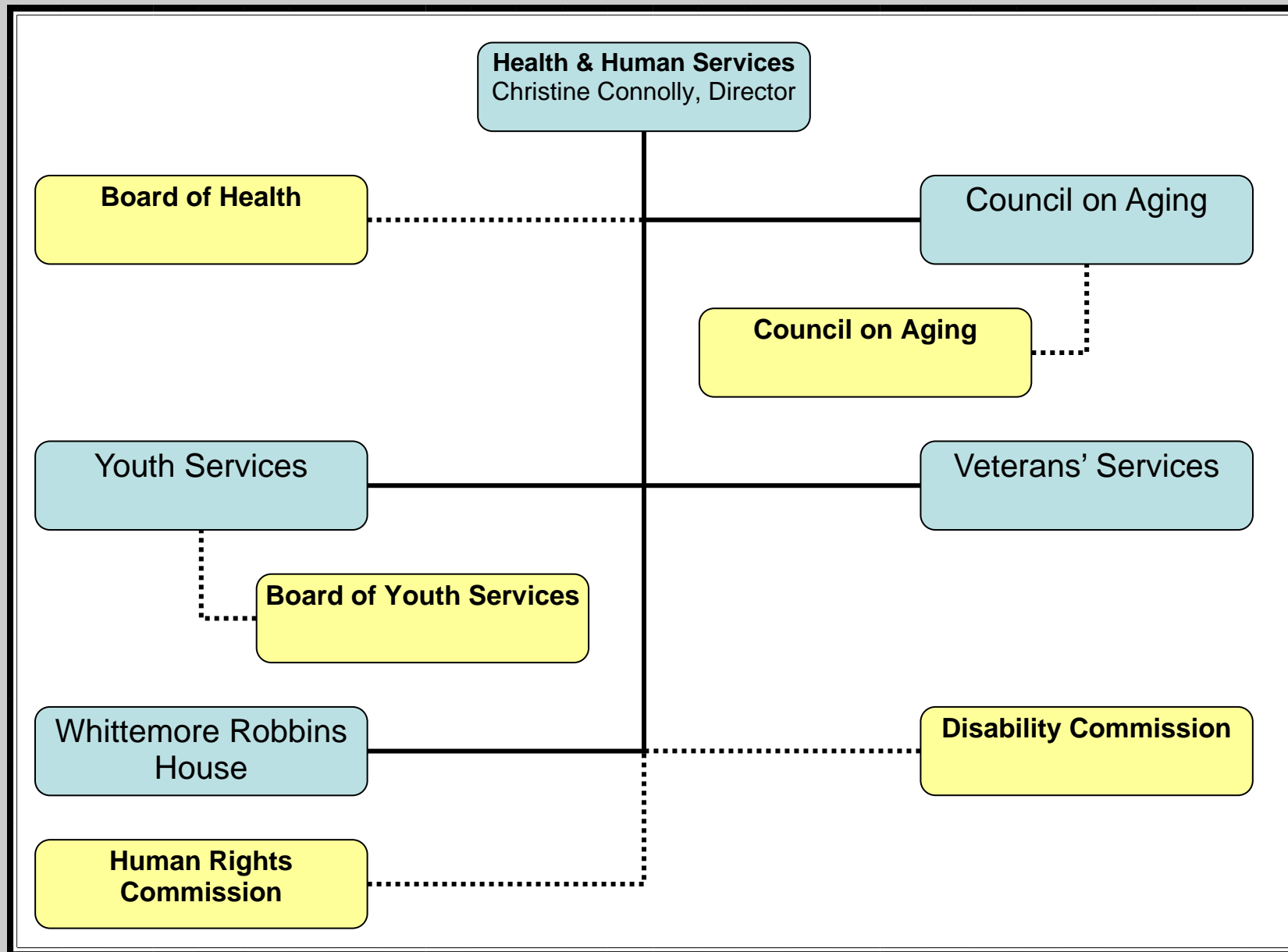
**Major Accomplishments for 2009**

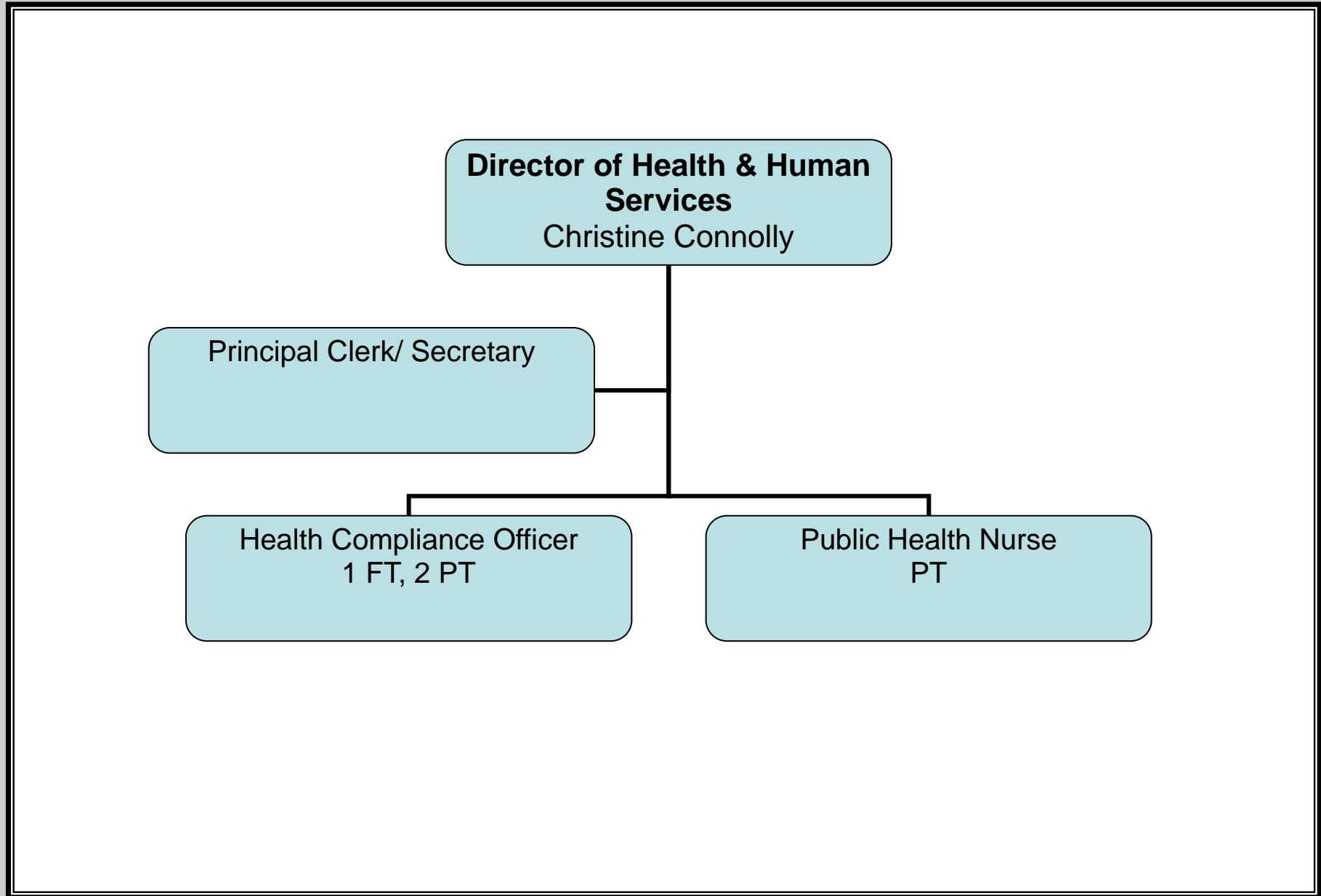
- Implemented plans to vaccinate entire community against H1N1 2009 influenza.
- Ran vaccination clinics at all schools, held public clinics for high risk residents and participated in regional public vaccination efforts. In total, roughly 6,000 residents were vaccinated.
- Vaccinated over 2000 residents against seasonal influenza with assistance from hundreds of community volunteers from the Medical Reserve Corps.
- Recruited and trained 300 new Medical Reserve Corps Volunteers.
- Worked with the Massachusetts Department of Public Health to upgrade the Vaccines for Children Program to allow shipment of vaccine from the manufacturer directly to healthcare providers in Town. Also collaborated with Mass DPH to integrate a new online disease reporting system into the Department.
- Hired a new part-time Health Compliance Officer to conduct environmental health inspections.

Performance / Workload Indicators				
	FY2008 Actual	FY2009 Actual	FY2010 Estimated	FY2011 Estimated
<b>Health Department</b>				
Food Inspections	450	440	440	420
Tobacco Compliance Checks	60	90	62	60
Massage Establishment Inspections	41	0	0	0
Tanning Establishment Inspections	4	2	0	2
Demolition Inspections	10	25	5	25
Public Pool Inspections	9	15	9	15
Public Beach Inspections	15	15	15	18
Housing Inspections	50	50	50	35
Resident Complaints	340	239	275	275
Communicable Disease Investigation	125	96	100	100
Flu Vaccinations Administered	2,500	1,800	10,000	2,000

Performance / Workload Indicators				
	FY2008 Actual	FY2009 Actual	FY2010 Estimated	FY2011 Estimated
<b>Health &amp; Human Services</b>				
Food Panty Average Monthly Distribution	330	335	335	350
Assistance Program - Families served	56	75	85	90

Performance / Workload Indicators				
	FY2008 Actual	FY2009 Actual	FY2010 Estimated	FY2011 Estimated
<b>Rentals</b>				
Whittemore Robbins House Events	30	30	25	23
Town Hall Auditorium Events	18	43	49	50







**Program Description**

The Department of Veterans' Services provides aid and assistance to qualifying veterans, their spouses, and their dependents through The Department of Veterans' Services (DVS) for The Commonwealth of Massachusetts. Acting as a liaison with the Department of Veterans' Affairs (VA) in Washington, DC, the office helps to answer questions concerning VA benefits, supplies forms for benefits, and assists in completing the forms in order to receive the benefits. The office is involved in the coordination and/or collaboration, attendance, and participation in all ceremonies and parades honoring veterans.

**FY2011 Objectives**

- Request for, and receive, 75% reimbursement from DVS for all aid and assistance benefits awarded.
- Apply for, and receive, 75% reimbursement for flags decorating veterans' graves on Memorial Day.
- Coordinate and/or collaborate on, attend, and participate in Patriots' Day Parade, Memorial Day Parade, Veterans' Day Parade, and all other ceremonies honoring veterans.
- Increase awareness of DVS and VA benefits available to veterans and/or their dependents.
- Be as available as possible to supply necessary forms and assist in completing forms for benefits with both the VA and the DVS, and answers to questions concerning veterans' issues.
- Streamline and computerize office for maximum efficiency.

**Budget Statement**

The budget, which is level funded for FY2011, has increased over the last several years due to an increase in the number of veterans needing aid and assistance. Most of this aid, 75%, is reimbursed by the State. Due to the current economic climate, an increased number of younger veterans are likely to be requesting temporary aid and assistance. With the increase in medical expenses and the current economic condition, the elderly and disabled of low income will require more aid and assistance.

<b>PROGRAM COSTS</b>				
<b>Veterans' Services</b>	<b>FY2009 Actual</b>	<b>FY2010 Budget</b>	<b>FY2011 Request</b>	<b>FY2011 Fin Com</b>
Personal Services	54,699	55,246	55,246	
Expenses	244,975	271,322	271,322	
<b>Total</b>	<b>299,674</b>	<b>326,568</b>	<b>326,568</b>	<b>-</b>

<b>STAFFING</b>				
<b>Veterans' Services</b>	<b>FY2009 Actual</b>	<b>FY2010 Budget</b>	<b>FY2011 Request</b>	<b>FY2011 Fin Com</b>
Managerial				
Clerical				
Professional/Technical	1	1	1	
<b>Total</b>	<b>1</b>	<b>1</b>	<b>1</b>	



**Major Accomplishments for 2009**

- "McGurl Square" was dedicated at the corner of Brattle Street and Summer Street on Veterans' Day, acknowledging the McGurl family, most notably Lt. Eugene McGurl (KIA), who served during WWII, Korea, and Vietnam.
- Identified six unmarked graves of veterans in Mt. Pleasant Cemetery. This is an ongoing project.

**Performance / Workload Indicators**

	FY2008 Actual	FY2009 Actual	FY2010 Estimated	FY2011 Estimated
Department of Veteran Services Clients (DVS)	47	52	54	56
Department of Veterans' Assistance Clients (VA)	39	44	50	55



Health & Human Services Director  
Christine Connolly

Veterans' Agent



**Program Description**

The Council on Aging—a division of the Department of Health & Human Services—provides advocacy and support services to help Arlington seniors live dignified and independent lives. The agency’s primary responsibilities are to identify the unmet needs of the community’s elderly population, to design, promote, or implement services to address such needs, and to coordinate with other services in the community.

The nation’s senior population (60+) is expected to double again by the year 2030. Many of our seniors will reach advanced ages that we have not before experienced as a society. Many more will be frail, homebound, and in need of more complex and multidisciplinary services from Councils on Aging and other service providers.

**Budget Statement**

Overall the budget is increasing by \$15,068, due primarily to the shifting of personnel to this budget. A portion of a staff person’s time dedicated to running the food pantry and fuel assistance programs was transferred from Youth Services, and a portion of the Information and Referral staffer’s hours was transferred from the COA Transportation Enterprise. Budgetary limitations will continue to impact the division’s ability to deliver needed services to Arlington’s frail elderly. The Department will continue to seek out grants, gifts, and funds from private sources.

**FY2011 Objectives**

- For the Council to become more involved in financial advocacy and resource development.
- Application of needs-assessment survey results to Council programs and services.
- Develop more community involvement with police and fire services, and with local and regional service providers.
- To continue to develop outreach efforts for the Council on Aging’s programs and services, and to maximize the agency’s ability to meet the widely-varied needs of Arlington’s elderly.

PROGRAM COSTS				
	FY2009	FY2010	FY2011	FY2011
Council on Aging	Actual	Budget	Request	Fin Com
Personal Services	144,640	143,342	158,410	
Expenses	3,900	4,675	4,675	
<b>Total</b>	<b>148,540</b>	<b>148,017</b>	<b>163,085</b>	<b>-</b>

STAFFING				
	FY2009	FY2010	FY2011	FY2011
Council on Aging	Actual	Budget	Request	Fin Com
Managerial	1	1	1	
Clerical	0.7	1.0	1.0	
Professional/Technical	0.8	0.8	0.8	
<b>Total</b>	<b>2.5</b>	<b>2.75</b>	<b>2.75</b>	

**Major Accomplishments for 2009**

- Began design and implementation of an assessment process to determine the present and future needs of Arlington elders.
- Secured continuing / increased grant funding in the areas of health & wellness; through this funding we were able to expand our health & wellness offerings.
- Increased and effective advocacy on issues affecting elders continued at the local, regional and state level, though membership and active participation in the Massachusetts Councils on Aging and Senior Center Directors (MCOA).

Performance / Workload Indicators				
	FY2008	FY2009	FY2010	FY2011
Council on Aging	Actual	Actual	Estimated	Estimated
Units of Service Delivered				
Annually	114,294	118,866	122,432	127,329
Taxi rides	3,402	3,947	3,900	3,900
Volunteers	95	101	114	124



