



Program Description

The Department of Health and Human Services (HHS) is responsible for the health, safety, and well being of all Arlington residents. The divisions that fall within the HHS include:

- Health Department
- Council on Aging
- Arlington Youth Counseling Center
- Veterans Services

Additionally, the HHS coordinates the activities of the Board of Youth Services, Council on Aging, Human Rights Commission, Disability Commission, Board of Health, Widows Trust Commission, Youth Health and Safety Coalition, Health and Human Services Charitable Corporation, Food Pantry, and Heating Assistance Program.

The Health Department is the lead division within Health and Human Services. 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, food establishments, elimination of nuisances, the protection of the environment, and numerous other federally and state mandated responsibilities.

Budget Statement

The FY2016 Health and Human Services budget will include an increase in the Council on Aging budget for a part-time receptionist.

The FY2016 Health Department budget will be level funded. The department will continue to work regionally to cover Sealer of Weights and Measures as well as Tobacco Control duties. The department will continue to seek out alternative funding from grants and donations to maintain programs.

FY2016 Objectives

Health and Human Services:

- Assist with the creation of a separate 501(c)3 for the Food Pantry.
- Continue to develop a plan for the maintenance of the Whittemore Robbins House.

Health Department:

- Complete a self-assessment of the Food Inspection Program in accordance with the 9 standards outlined in the Food and Drug Administration (FDA) Food Standards Program.
- Begin working on achieving compliance with FDA Food Standards.
- Participate in the National Association of City and County Health Officials (NACCHO) Retail Food Standards Mentorship Program.
- Implement an electronic food inspections program.
- Adopt and implement amendments to the Town's Regulations Restricting the Sale of Tobacco and Nicotine Delivery Products to include banning the sale of flavored products.

PROGRAM COSTS

Health & Human Services	FY2014 Actual	FY2015 Budget	FY2016 Request	FY2016 Fin Com
Personnel Services	312,519	328,879	340,174	
Expenses	25,386	31,300	32,300	
Total	337,905	360,179	372,474	-



Major Accomplishments for 2014

Health and Human Services:

- Opened a new satellite location for the Arlington Food Pantry at 117 Broadway.
- Received the Drug Free Communities grant award for the Arlington Youth Health and Safety Coalition Director.
- Hired a new Veterans Services Director and a new Arlington Youth Health and Safety Coalition Director.

Health Department:

- Chosen as a host site by the Centers for Disease Control's Public Health Associate Program which provides placement of an entry level public health professional in state, tribal, local, or territorial public health agencies across the United States for a 2 year period to gain experience in public health program operations.
- Enrolled in the FDA Retail Food Standards Program.
- Awarded grant funding from NACCHO to participate in the FDA Food Standardization Mentorship Program.

STAFFING

Health & Human Services	FY2014 Actual	FY2015 Budget	FY2016 Request	FY2016 Fin Com
Managerial	1	1	1	
Clerical	0.8	0.8	0.8	
Professional/Technical	2.5	2.5	2.5	
Total	4.25	4.25	4.25	

Performance / Workload Indicators

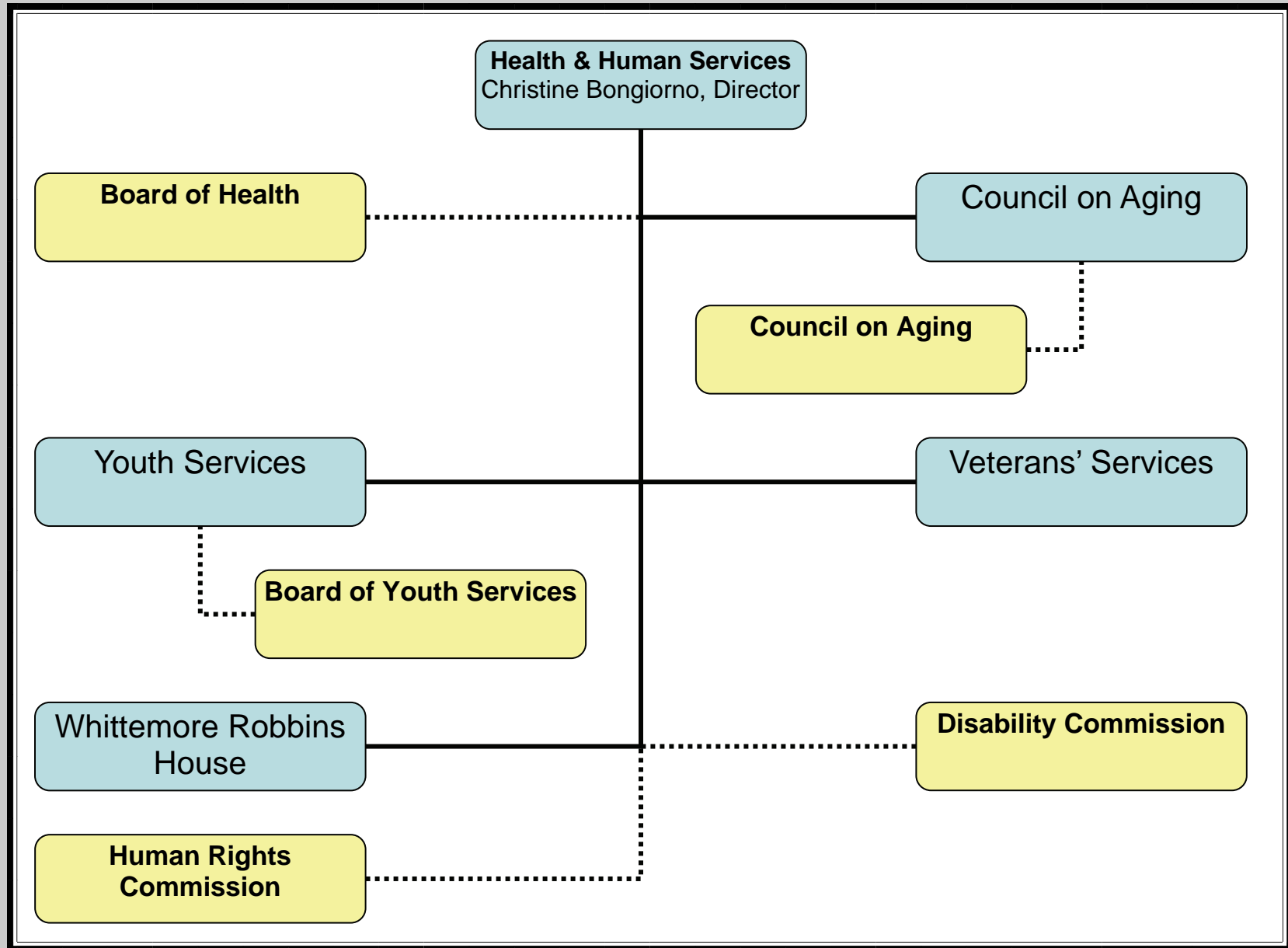
Health Department	FY2013 Actual	FY2014 Actual	FY2015 Estimated	FY2016 Estimated
Food Inspections	567	634	600	600
Tobacco Compliance Checks	78	78	100	100
Tanning Establishment Inspections	0	0	2	1
Demolition Inspections	10	15	12	12
Housing Inspections	208	210	200	200
Public Pool Inspections	18	20	20	20
Public Beach Inspections	8	10	12	12
Resident Complaints	268	297	325	325
Communicable Disease Investigation	224	254	260	260
Flu Vaccinations Administered	2065	2125	2276	2300

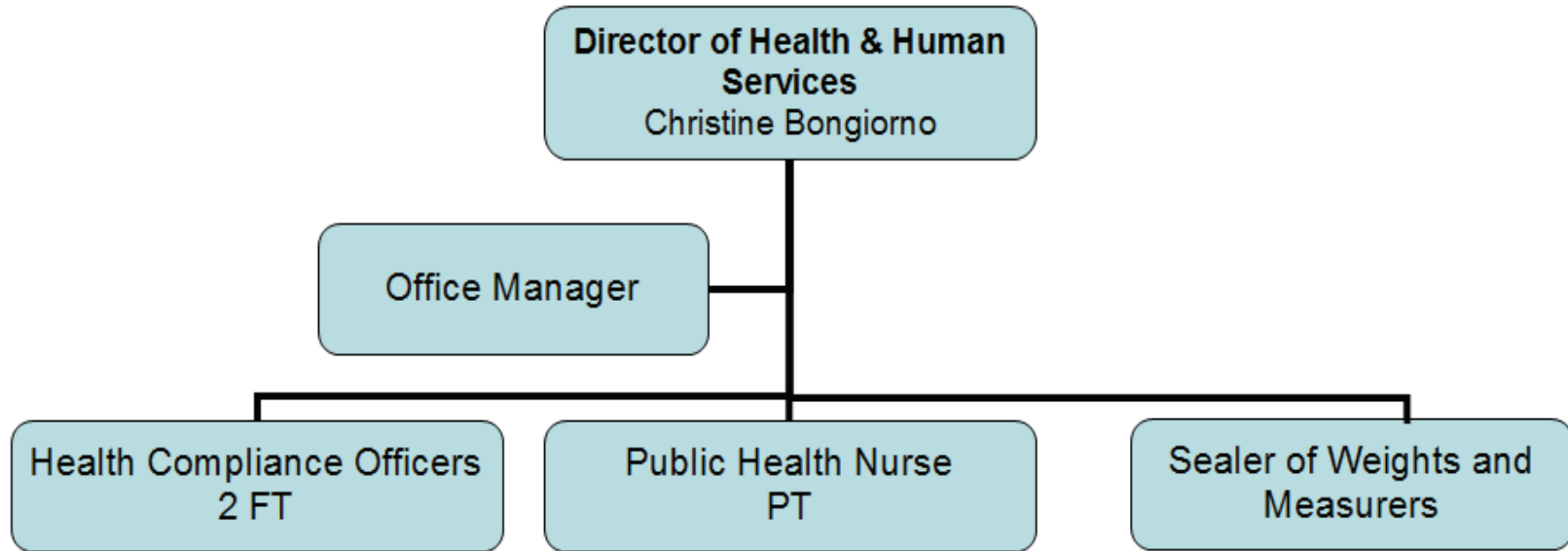
Performance / Workload Indicators

Health & Human Services	FY2013 Actual	FY2014 Actual	FY2015 Estimated	FY2016 Estimated
Food Panty Average Monthly Distribution	450	507	600	700
Assistance Program - Families served	92	107	125	125

Performance / Workload Indicators

Rentals	FY2013 Actual	FY2014 Actual	FY2015 Estimated	FY2016 Estimated
Whittemore Robbins House Events	49	33	40	40
Town Hall Auditorium Events	92	85	90	90







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.

Budget Statement

Historical data has shown a consistent rise in veterans seeking Chapter 115 Benefits. The numbers of World War II veterans and eligible surviving spouses have been diminishing; however, there has been an increase in Korean and Vietnam era veterans seeking benefits. Additionally, there has been an increase in veterans relocating to Arlington from other communities.

Per the Department of Veterans' Services (DVS) statistics, the number of active cases (veterans currently receiving Chapter 115 benefits) has increased from 53 to 81 cases during 2014. The average monthly expenditures for Chapter 115 Veteran Benefits for FY2015 are \$34,700. The Commonwealth reimburses Arlington 75% of all approved expenditures for Chapter 115 Veteran Benefits.

FY2016 Objectives

- Establish a Veterans Council to enhance existing programs and be an integral part in addressing existing areas of concern. These areas range from updating/revising Monument Park, the naming and dedication of a new veterans lot at Mt. Pleasant Cemetery, and reviewing and maintaining current veteran memorials throughout the town.
- Continue training for certification exams expected in Spring 2015. Per DVS, all Veteran Service Officers must be "certified" by the state as outlined in VALOR Act II in order to maintain 75% state reimbursement for benefits provided to veterans.
- Increase awareness of veteran benefits through local media.
- Continue to provide support for veterans seeking assistance filing for state and/or federal level benefits.
- Manage Memorial Day and Veterans' Day ceremonies.

PROGRAM COSTS

Veterans' Services	FY2014 Actual	FY2015 Budget	FY2016 Request	FY2016 Fin Com
Personnel Services	75,478	59,774	56,574	
Expenses	324,652	291,539	363,577	
Total	400,130	351,313	420,151	-

STAFFING

Veterans' Services	FY2014 Actual	FY2015 Budget	FY2016 Request	FY2016 Fin Com
Managerial				
Clerical				
Professional/Technical	1	1	1	
Total	1	1	1	



Major Accomplishments for 2014

- The Arlington Veteran Services Department fielded the following average monthly requests for services: thirty-one Chapter 115 inquiries; six requests to obtain DD 214 discharge documents; five inquiries for Healthcare; eight inquiries pertaining to Service Connected Disability claims; two inquiries for Aid and Attendance Claims; two Housing requests; three requests for burial assistance; sixteen requests for administrative support, and sixteen miscellaneous inquiries.
- The establishment and dedication of the William L. Reardon Jr. Veterans' Resource Center, which has been equipped with computers and support services for veterans. The center offers all local veterans the opportunity to enhance their education, fine-tune skills and seek employment opportunities to improve their quality of life.
- Provided contributory support to the Town of Belmont in the absence of a Veterans Service Officer.
- The Director was elected to serve as a member of the Executive Board for the Massachusetts Veterans Service Officers Association.
- Enrolled 28 new veterans or dependents in Chapter 115 benefits.
- Reviewed and updated medical coverage for all Chapter 115 recipients, eliminating Town exposure due to under insured enrollees.

Performance / Workload Indicators

Veterans' Services	FY2013 Actual	FY2014 Actual	FY2015 Estimated	FY2016 Estimated
Department of Veteran Services Clients (DVS)	75	62	80	85
Department of Veterans' Assistance Clients (VA)	97	102	120	125



Health & Human Services Director
Christine Bongiorno

Veterans' Agent



Program Description

The Council on Aging, a division of the Department of Health and Human Services, performs as a community based social services organization for the seniors in Arlington; and as such, connects seniors to existing and appropriate services within the community. 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 civic engagement. Based on the 2010 Census there are 9,315 individuals 60 years and older in Arlington, approximately 22% of the residents in Arlington.

The Council on Aging is supported by a Town Appointed board consisting of nine Arlington residents and the Friends of the Arlington Council on Aging.

FY2016 Objectives

- Continue to expand programs to maximize use of the Senior Center.
- Seek grant funding for the initial National Council on Aging Accreditation process.
- Actively seek to improve/enhance the Senior Center.
- Develop a relationship with Mount Auburn Hospital to expand health and wellness programs.
- Develop a relationship with McLean Hospital in order to develop and expand the ability to meet the mental health needs of seniors in Arlington.

Budget Statement

The FY2016 budget continues to be presented on a very lean, conservative, estimated level of service funding. Volume in service and program units steadily increase, which signals the need for more staff to meet the needs of the seniors in Arlington. The agency has been particularly successful in securing partner agreements with more educational institutions which provides access to interns on a regular basis, offsetting the increasing need to add to staff. The FY2016 budget includes an increase, allowing the division to hire a part-time front desk receptionist who will be responsible for answering phones and handling residents that visit the center seeking assistance.

PROGRAM COSTS

Council on Aging	FY2014 Actual	FY2015 Budget	FY2016 Request	FY2016 Fin Com
Personnel Services	181,799	195,490	199,841	
Expenses	4,728	4,740	13,500	
Total	186,527	200,230	213,341	-

STAFFING

Council on Aging	FY2014 Actual	FY2015 Budget	FY2016 Request	FY2016 Fin Com
Managerial	1	1	1	
Clerical	0.9	1	1	
Professional/Technical	1.1	1.1	1.11	
Total	3.00	3.11	3.11	



Major Accomplishments for 2014

- Expanded COA’s relationships for programming with Arlington Police and Arlington Fire Departments.
- Hosted Living Well 60 & Beyond, a community program for seniors and families. Over 300 people attended.
- Forged new partnerships with Operation A.B.L.E and National Senior Network, securing 2 interns providing 37 hours per week of additional support to the COA while providing training for older adults.
- Secured three additional educational institutions as partners for nurse and social work interns.
- Received a Service Incentive Grant to create the Arlington Elder Abuse Task Force and community program to ensure economic and personal safety for the seniors in Arlington. This program reached 175 seniors at a community event and was filmed on ACMi, recognized by the Executive Office for Elder Affairs as a model for the rest of the Commonwealth.
- Received a Service Incentive Grant through the Massachusetts Council on Aging for the Aging Mastery Program, a pilot program designed by the National Council on Aging, Washington, DC.
- Granted appropriate confidential space and programming space by the Redevelopment Board to carry out the mission of the Council on Aging.
- Increased the number of new contacts with seniors: projected 10%, actual 70%.

Performance / Workload Indicators

	FY2013 Actual	FY2014 Actual	FY2015 Estimated	FY2016 Estimated
Council on Aging				
Units of Service Delivered				
Annually	132,700	132,700	13,500	13,500
Volunteers	140	150	160	160

