

HEALTH & HUMAN SERVICES

HEALTH AND HUMAN SERVICES

The Arlington Department of Health and Human Services is the Department overseeing the Health Department, Council on Aging, Youth Counseling Center, and the Veterans' Services Office. The agency also coordinates the activities of the following boards and commissions: Board of Health, Board of Youth Services, Council on Aging, Disability Commission, and the Human Rights Commission. Additionally, the agency works with the Food Pantry, Widows Trust Fund Commission, Youth Health and Safety Coalition, and the Health and Human Services Charitable Corporation.

The mission of the Department of Health and Human Services is to protect the health of the public and assist residents with accessing basic human needs.



Public Health
Prevent. Promote. Protect.

HEALTH DEPARTMENT

The Health Department Office is located at 27 Maple Street in the Arlington Senior Center, located behind Town Hall. The Board of Health is required by State statutes and regulations to perform many important and crucial duties relative to the protection of public health and safety, the control of disease, the promotion of safe and sanitary living conditions, and the protection of the environment from damage and pollution. These mandated requirements are fulfilled by environmental health staff and public health nursing divisions within the Health Department.

Environmental Health Permitting and Inspections

Staff annually permit and regularly inspect restaurants, tobacco retailers, tanning establishments, body art establishments, pools, camps, the ice-skating rink, and two bathing beaches. Inspectors from the Department also follow up on numerous resident complaints related to any health issue within the community, ranging from trash and dumpster complaints to housing code violations. The environmental health division is comprised of two full time inspectors. The Department also contracts with two food safety consultants to conduct a portion of mandated food establishment inspections.

The Department has worked diligently over the past year to increase tobacco compliance checks, conduct more housing, nuisance, and food re-inspections, update public health regulations, and work with the Attorney General's office on an Abandoned Housing Initia-

tive. The Department also worked with the Department of Public Works on implementing the new Trash Bylaw; and continues to work closely with both the Police and Fire departments on the Hoarding Response Team.

Permit Issued Board of Health	2009	2010	2011	2012
Food	250	253	324	345
Tobacco	26	24	28	27
Waste Hauler	13	12	12	14
Funeral Director	5	3	3	4
Tanning Establishment	2	2	2	2
Public Pool	8	8	8	8
Public Beach	1	1	3	3
Ice Rink	1	1	1	1
Body Art Establishment	1	1	1	1
Total	307	305	382	405

Inspections Conducted Board of Health	2009	2010	2011	2012
Food Establishment	426	456	430	565
Tobacco Compliance Check	0	47	0	52
Housing	43	42	152	202
Demolition Inspection	23	18	14	10
Nuisance Inspection	291	249	102	226
Total	783	812	698	1,055

Food Protection

In accordance with 105 CMR 590.000: Minimum Sanitation Standards for Food Establishments, the Health Department is required, as the regulatory authority, to enforce the provisions of this code. The purpose of this code is to safeguard public health and provide to consumers food that is safe, unadulterated, and honestly presented. This code establishes definitions, sets standards for management and personnel, food operations, and equipment facilities, and provides for food establishment plan review, permit issuance, inspection, employee restriction, and permit suspension.

The Department assigns each establishment in Town that serves food to a risk-based category. A food establishment that sells packaged food such as a convenience store is considered low risk and is assigned to a category one and is inspected one time per year. A food establishment that serves food to a highly susceptible population, such as a nursing home, is considered

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high risk and is assigned a category four and is inspected four times per year.

In 2012 the Department issued 190 food establishment permits and conducted 493 routine and follow-up food inspections. Additionally, the Department issued 155 temporary food establishment permits, including the Farmers Market permits, and inspected seventy-two temporary food events such as the Feast of the East, Greek Festival, Farmer's Market, Town Day and other various public events throughout the year.

The Department also investigated twenty-three food complaints and held eight administrative hearings to discuss food safety. Two establishments were brought before the Board of Health to discuss repeated food code violations. The Board also heard testimony from two establishments applying for variances from the 105 CMR 590.000; one variance was granted and the other was denied. The Health Department saw an increase in new food establishments in 2012 (nine, including residential kitchens), and accordingly, proposed a new plan review policy to the Board, which was approved on December 12, 2012. The new policy will require applicants to submit plans from a certified professional and will help streamline the plan review process. Finally, thirteen food establishments closed in 2012.

Food Permit Types Issues	2009	2010	2011	2012
Food Establishment Permits	180	167	173	177
Mobile Food Permits	7	8	6	3
Residential Kitchen Permits	6	4	8	10
Farmers Market Permits	16	14	12	12
Temporary Event Food Permit	54	60	125	143

Housing

The Department conducted 202 inspections of rental and owner-occupied housing units in 2012 in accordance with 105 Code of Massachusetts Regulations 410.000, Massachusetts Housing Code. When a housing inspection is requested by a resident, an inspector conducts the inspection and may cite a landlord for violations of the housing code. The landlord is then ordered to correct violations and an inspector conducts a final inspection to verify the violations have been corrected. Violations documented in 2012 included: insufficient heating, chronic dampness, leaking plumbing fixtures, lead paint determinations, unsanitary living conditions, insect and rodent infestations, and many more.

The Hoarding Response Team (HRT) investigated and followed up on 28 hoarding cases in 2012. The

HRT is a collaboration between Police, Fire and Health officials, and the team consists of two health inspectors and the Arlington Police Department's Clinical Responder. In 2012, Officer Mike Foley, was appointed to the Team. This is more than a 50% increase from last year. The increased case load is believed to be a direct result of the collaboration with Police and Fire personnel. In most cases, the team was able to work with the individuals to bring the homes into compliance without condemning the property. The Department did, however, condemn eight properties due to uninhabitable conditions, including housing containing illegal apartments.

The Department also received an Honorable Mention from the Mass Municipal Association for the HRT program's innovation. The HRT was also invited to the National League of Cities, Congress of Cities and Exposition to showcase the Hoarding Response Team program model.

The Department continues to work closely with the Council on Aging and Minuteman Senior Services to assist senior residents with alternate housing and services, such as cleaning when necessary.

In 2012 the Department conducted ten inspections at properties awaiting demolition in order to ensure the health and safety of the site. The inspection requires asbestos removal, pest control, dust control, and other control measures to protect the health of the public.

Public Health Nursing

Influenza and Pneumonia Vaccinations

The Health Department also coordinated twelve flu vaccination clinics resulting in 2,103 vaccinations. All clinics are managed using Medical Reserve Corps volunteers. The flu clinics continue to receive positive feedback from residents, who appreciate the convenience and efficiency of the clinics. Below is a breakdown of 2012 vaccinations by age group:

Vaccinations by Age	# of Vaccinations
6 months to 5 years	91
6 years to 18 years	681
19 years to 39 years	210
40 years to 64 years	560
65 years and older	561
Total Vaccinations	2,103

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Medical Reserve Corps volunteer administers flu vaccination.

Communicable Disease Surveillance

To protect the community against the spread of contagious illnesses, Arlington continued to work with the Massachusetts Department of Public Health (MDPH) in conducting online disease reporting through the Massachusetts Virtual Epidemiology Network (MA-VEN). State law requires that doctors, hospitals, and laboratories report contagious diseases including diseases such as tuberculosis, whooping cough, and salmonella. When a doctor diagnoses a resident with a contagious disease, the public health nurse is mandated to conduct an investigation to determine if further control measures are needed. The illness is then recorded and reviewed to identify and respond to any possible disease outbreaks. The new online reporting system has streamlined disease investigation and has assisted the MDPH with early detection of contagious disease trends beyond community boundaries. In 2013 The Public Health Nurse will begin to use the Massachusetts Immunization Information Program (MIIS). This web-based registry system will give health care providers and families a tool to help ensure that all individuals are immunized based on the latest recommendations. The MIIS will establish a complete, accurate, secure, real-time immunization record for all Massachusetts residents. MDPH hopes to increase immunization rates, which will result in a healthier population.

Communicable Diseases Monitored	2009	2010	2011	2012
Amebiasis	2	0	2	0
Babesiosis	0	1	0	1
Campylobacter Enteritis	10	4	17	11
Chicken pox	0	6	0	2
Cryptosporidiosis	0	2	1	1
Enterovirus	2	0	0	0
Giardia	1	1	5	4
Haemophilus Influenzae	0	1	2	1
Hepatitis A	1	0	0	0
Hepatitis B	3 chronic	1 chronic	5 chronic	14 chronic
Hepatitis B				1 acute
Hepatitis C				1 acute
Hepatitis C	15 chronic	23 chronic	21 chronic	30 chronic
Hepatitis E				1
Human Granulocytic Anaplasmosis				1
Influenza	33	0	5	19
Invasive Bacterial Infection			1	1
Legionellosis	0	1	2	2
Lyme Disease	8	6	3	24
Meningitis	0	0	1	0
Norovirus	0	0	0	2
Pertussis	5	6	4	6
Rubella				1
Salmonella	13	8	5	1
Shigatoxin	0	1	1	0
Shigellosis	3	1	1	1
Strep pneumonia invasive	6	2	2	3
Group A strep	0	2	1	0
Group B strep	1	6	3	3
Toxoplasmosis				1
Tuberculosis	5	5 Active	5	5* Active
Tuberculosis contacts	30	40	0	6
Tuberculosis Latent				34**
Vibrio sp.	1	0	1	1
West Nile Virus	0	0	0	1
Yersiniosis	0	0	0	1
Total	138	117	88	180

* 1 new active case/4 from 2011

** Tuberculosis Latent was added this year.

BOARD OF HEALTH

The three member Board of Health meets on a regular basis. At the meetings, environmental health concerns are addressed, public hearings are held, and policy review is performed. In 2012 the Board of Health met seven times and conducted the following

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hearings: two food code hearings related to repeat violations, one food establishment plan review, two food code variance requests, two tobacco sales violation hearings, two housing code violation hearings, and two keeping-of-hens permit requests. The Board required one food establishment to hire a consultant to conduct onsite training in the establishment, granted one food code variance, suspended two tobacco sales permits for seven consecutive days, granted two keeping-of-hens permits and voted to uphold the orders to correct the housing code violations presented before them. The Board also denied one food variance request and one food establishment plan review.

Additionally, the Board reviewed and adopted Biotechnology regulations. The Board has also been working with a consultant to review Tobacco Control Regulations. It is anticipated that the Board will adopt new regulations in 2013. Gregory Leonardos who served on the Arlington Board of Health for fifteen years, retired from the Board in November. A new member, Kenneth Kohlberg, was appointed to the Board in December. Dr. Michael Fitzpatrick served as the Board Chair in 2012.

Weights and Measures

To ensure compliance with the Consumer and Merchant Protection Act, the Sealer of Weights and Measures conducts inspections of all scales, scanners, and dispensing equipment. This includes retail stores, gas stations, oil trucks and food establishments. The Sealer responds to all consumer complaints to ensure fairness and accuracy.

As merchants are inspected annually, compliance with standards and accuracy of merchant measuring devices has increased steadily. The Sealer of Weights and Measures determines the amount of savings by computing the amount of fuel pumped each year from a particular measuring device such as a gas pump.

In 2010 the Department began contracting with the Town of Belmont to provide sealing services. This arrangement was developed to address a lack of a sealer of weights in measures in the Town of Belmont.

Device Sealed 2012	Arlington	Belmont
Scales 10 lbs and under	11	5
Scales 100lbs and under	99	55
Gasoline pump meters	159	116
Vehicle tank meters (heating oil trucks)	37	0
Taxi Cab Meters	24	0
Bulk heating oil tank meters	3	0
Bottle and can return dispensers	5	5
Individual Weights	0	155
Other devices	3	0
Total	341	336



Arlington Youth Health and Safety Coalition

AYHSC is a federally funded, community-based coalition working to prevent and reduce substance abuse and other risk behaviors that adversely affect Arlington youth. AYHSC includes representatives from public (police, schools, local government) and private (churches, businesses, youth-serving organizations) agencies, as well as parents and youth. Employing a public health approach to prevention and intervention, AYHSC focuses on population level change through education, environmental initiatives, policy development, and improving youth access to treatment.



In 2012, AYHSC received \$125,479 in grant funding from the federal Drug Free Communities Program (DFC), and was authorized to spend an additional \$133,176 in 2013. During the past year, AYHSC also received grant funding from Mount Auburn Hospital (CHNA 17), the Symmes Foundation, and the Sanborn Foundation, as well as generous in-kind support, amounting to over \$80,000, from Arlington Public Schools, Arlington Police Department, Department of Health and Human Services, Arlington Recreation, and Arlington Center for the Arts. AYHSC members and community partners dedicated over 1,100 volunteer hours to the planning, implementation and evaluation of prevention activities, which are highlighted below.

AYHSC 2012 Highlights include:

- Hosted “Marijuana and Your Teen: What’s the Big Deal,” a community forum featuring Dr. Kevin Hill, psychiatrist/researcher at McLean Hospital, and John Scheft, a local attorney and AYHSC member.
- Hosted “Navigating the Teen Years: Strategies for Talking about Youth Drinking and Drug Use,” two parent forums offering parents of 5th-8th grade students a casual setting

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to participate in small, facilitated discussions on youth substance use. AYHSC volunteers also facilitated “Navigating the Teen Years” discussions at parent gatherings in two Arlington homes.

- Conducted three, 5-week series of Guiding Good Choices workshops for parents of children ages 9-14.
- Partnered with Arlington Police Department (APD) and Arlington Recreation to offer the fourth annual HRC Summer Experience, a three-day health and wellness summer program, to ninety Arlington youth.
- Collaborated with the APD and the Board of Health to conduct alcohol and tobacco compliance checks.
- Implemented a second social norms campaign targeting youth substance use at Arlington High School (AHS). CADD students at AHS designed positive social norms messages and images, based on the national “Above the Influence” campaign, which were displayed throughout the school and community.
- Collaborated with the APD to install a permanent drug disposal box, accessible 24/7 at the Community Safety Building. Also conducted three community-wide drug take backs and two needle disposal programs.
- Enrolled sixty-two youth into the Arlington Diversion Program, a community-based alternative to the criminal justice system, and oversaw a total caseload of ninety-seven youth.
- Collaborated with Mount Auburn Hospital and Arlington Enrichment Collaborative to offer a tobacco-free peer leadership program to Ottoson middle school students.
- Purchased breathalyzers for use at AHS dances to help deter underage drinking.
- Collaborated with Arlington Youth Counseling Center to train its clinicians in evidence-based substance abuse counseling, and partnered with Arlington High School to offer additional intervention support to sub-

stance-involved students.

- Provided information to the community through newspaper articles, educational flyers and brochures, e-newsletters, listservs, and public service announcements through ACMi and the Regent Theater.

BOARD OF YOUTH SERVICES / ARLINGTON YOUTH COUNSELING CENTER (AYCC)

In 2012 Arlington Youth Counseling Center completed its transition from total reliance on a town funded salary-based counseling model to a fee-for-service counseling model which requires less reliance on Town funding. The organizational structure consists of a small core administrative staff and thirteen fee-for-service clinicians, who possess a variety of skills and specialties from diverse backgrounds.



This is the third year of a three year reorganization. The first two years of the reorganization focused on revising the business model to ensure compliance with regulations that govern licensed outpatient mental health clinics; establishing strategies and policies to ensure maximum collection of insurance reimbursement; and developing a fund raising strategy. In the third year, AYCC completed a functional needs assessment for a computer-based medical record system and also continued its focus on fund raising, marketing, and outreach.

Specifically, AYCC and the Board of Youth Services hosted the Second Annual Night on the Town “Gala” in October, which was attended by 300 people.



AYCC Annual Gala

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AYCC also received fund raising support from private residents and other organizations such as, "Team Up for AYCC," where a group of community volunteers organized and implemented a women's soccer event; the Chamber of Commerce holiday party at the Whittemore Robbins House (where AYCC is located) where attendees were asked for donations for AYCC; and the First Parish Unitarian Church who sponsored AYCC in its' "Giving First" program. Additionally, a private fund raiser was held by a community family.

AYCC received a grant from the Highrock Church, which funds the Case Management Program. AYCC also received a grant from CHNA to develop outreach and treatment strategies for youth who are at high risk for developing substance abuse issues.

AYCC continues to receive funds from the Arlington Public Schools to provide services in the schools and Community Development Block Grant funds to help with co-payments and deductibles which low income families are unable to afford.



AYCC Received Chamber Community Investment Award

AYCC Highlights for 2012 include:

- Received from the Chamber of Commerce the "Community Investment Award," which is given to groups who make a difference in the community.
- Investigated and began planning to implement new paperwork/billing software. This will enable more efficiency in billing and paperwork and better tracking of agency statistics and paperwork requirements.
- Increased the number and scope of groups offered including friendship /social skills groups, anger management group, bullying prevention group, multicultural support group, Parent Support groups, Domestic violence support group, and a support group for grandparents raising grandchildren.
- Increased the number of children, youth, and families receiving counseling services.
- Began implementation phase of the Diversion Expansion program including staff

training and supervision of Motivational Interviewing, a strategy to reach youth at risk for substance abuse.

COUNCIL ON AGING

The Arlington Council on Aging (COA), a division of the Department of Health & Human Services, primary responsibilities are to identify the needs of Arlington's elder population, and to design, promote, and implement services and programs to address such needs. In addition, the COA coordinates existing services in the community on behalf of seniors, as well as providing various Town offices vital information to factor the needs of the elder population, making Arlington a dignified and livable community for its older community members.

The total operational budget for the Council on Aging that serves over 9,300 Arlington residents 60 years and older, is pieced together by a number of sources. The COA budget consists of: municipal funding (37%), Enterprise Fund/COA Van (22%), Formula Grant from the Executive Office of Elder Affairs (14%), CDBG/Volunteer & Transportation Coordinator (11%), CDBG/DART (9%), The Trustees of the Symmes Hospital Funding for Medical Transportation (3.5%), Lahey Health & Wellness grant (2%), CDBG/Adult Day Health (.05%), CDBG/My Daily Call (.05%), and CDBG/Lifeline (.05%). In addition, the COA received \$7,350 from the Friends of Arlington Council on Aging to support COA programs and services and the Elizabeth and George Sanborn Foundation provided \$20,000 enabling seniors and their families affected by cancer free transportation to obtain treatment. The COA staff continues to service increasing numbers of seniors and their concerned adult children regarding financial distress in housing, food, fuel costs, and rising medical related costs. The COA utilizes the collective staff experience in providing information leading to indirect and direct access to aging resources for seniors, their families, and community organizations in an effort to lead a dignified life in Arlington. Strong relationships exist through collaborations with Arlington's Emergency Services, DPW, and the entities within Health and Human Services.

The COA serves as a field-training site for students from the University of Massachusetts School of Nursing, Simmons College School of Social Work, and other institutions.

Transportation within the COA is a very active component of COA's services. The Van operates daily, Monday through Friday providing rides to the Senior Center and to medical appointments in and around Arlington. The Van operation utilizes a number of resources including volunteers to meet the needs of the seniors in Arlington. As an enterprise fund, the COA Van Transportation is dependent upon generous grants

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from The Trustees of the Symmes Hospital, CDBG allocations, and small fees collected from riders. Transportation helps reduce isolation by providing a means to be actively engaged in COA programs, the community, and reducing barriers to access to health care; and therefore, a critical component to our services and mission.

Approximately 130 volunteers support the organization, providing in excess of 10,000 volunteer hours per year. The age of the COA volunteer ranges from 7 years to 98 years of age. Their collective participation in key areas, such as administrative support, program development, program operations, medical escort, and annual programs such as the Thanksgiving Day Meal delivery and the holiday stocking program is equivalent to 5.49 FTE's, a cost savings to the Town of Arlington of \$80,000. The COA and the staff are beyond grateful to the many hands and hours these outstanding volunteers contribute to the mission of the COA. The volunteers are honored for their service at an annual luncheon.

The Senior Center also hosts Minuteman Senior Services, which operates the "Eating Together" Meal site at the Senior Center and provides home-delivered "Meals-on-Wheels."

The growing number of seniors is a developing challenge for the Town of Arlington. The 2010 federal census counted 9,245 elders (60+) in Arlington which when projected to 2030 suggest that one-third of the projected population of Arlington, or 15,193 residents, will be seniors (Metropolitan Area Planning Council). The current needs and future needs will be a part of staffing analysis in FY13.

COA Highlights for 2012 include:

- Hired a new Executive Director after a four-month vacancy.
- Secured an internet-based program to capture statistics of services, programs, and transportation. The data will provide consistent and valuable information for the Department, Town initiatives, and grant writing efforts. This would not be possible without the generosity of the Friends of Arlington COA generously provided \$3,000 for a three year funding stream for this program.
- Administration of the Harry Barber Community Service Program where income eligible seniors can receive up to \$750 in payment for work in an assigned municipal department.
- Instituted a small fee on many programs in order to maintain the viability of valuable programs. Program attendance has not declined as a result of these minimal fees.
- Partnered with ACMi to create a new senior cable program called "Living Out Loud," which is a social services outreach effort as

well as enrichment for the seniors of Arlington. The taped programs air throughout each month.

- Collaboration with Arlington Human Rights Commission, Minuteman Senior Services, the LGBT Aging Project, and the Regent Theater to bring the documentary, "Gen Silent" to the Arlington Community which highlights social isolation that occurs within the LGBT population, as declared by the federal Administration on Aging.
- Provided over 8,000 rides for Arlington seniors utilizing the COA Van, Volunteer Medical Escorts, Dial-A-Ride Taxi program, and rides for cancer treatments made possible by The Elizabeth and George L. Sanborn Foundation for the Treatment and Cure of Cancer, Inc.
- Provided over 1,000 outreach contacts through office and home visits by the COA Geriatric Nurse, Social Worker and Intake staff.
- Provided over 2,000 units of health services, including podiatry, blood pressure, flu and pneumonia vaccinations.
- Provided staff support for the Arlington Food Pantry.
- Administered programs providing financial support for dental services, transportation, urgent personal needs, Lifeline personal response systems, and adult day health.

COA Community Partnering Efforts

Partnering with municipal and community organizations creates productive relationships and more efficient means to deliver programs and services helping to meet the mission of the COA. Minuteman Senior Services serves as our Aging Service Access Point (ASAP) and in 2012 the COA collaborated with them on a number of valuable programs reaching a broad base of seniors in Arlington. We would be limited in program support and selection without the Arlington Recreation Department (Walk the Rink), Arlington Seniors Association, Arlington Boys and Girls Club (Arthritis Exercise Class), Retired Men's Club, & Bateman Catering (Thanksgiving Meal), Arlington Adult Community Education, and the Friends of Arlington Council on Aging.

Organizations such as AARP and SHINE provide free tax preparation and health insurance guidance while Rick Fenton and Noreen Murphy continue to donate their time monthly providing free consultation on financial matters and elder law issues respectively.

Students in our public school system, such as the Arlington High School Football team and the Arlington boys youth soccer league provided free fall cleanup to 44 households and the Ottoson Middle School, under

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the LINKS Program assists seniors who contact the COA with shoveling and light outside tasks; this program has been in operation for over twenty years. The Bishop, Brackett, and St. Agnes elementary schools designed and provided Thanksgiving and holiday cards for over 100 seniors. All of the schools participate in our multigenerational programming and we enjoy the relationship.

Upon the closing of the year, the COA recognizes the retirement of former Executive Director John Jope, Patricia Falwell, Geriatric Nurse, Harry McCabe who was a long standing COA Board member, and Karen Nichols, Chair of the COA Board whose term expired in June 2012. The Board also welcomed Mara Klein Collins, Richard Phelps, and Ingeborg Reichenbach as new COA Board members.

VETERANS' SERVICES

The Department of Veterans' Services for the Town of Arlington is mandated to aid and assist veterans and their families as required by the Department of Veterans' Affairs (VA) and the Massachusetts Department of Veterans' Services (DVS). All eligible veterans and their eligible dependents can seek counseling and assistance with applications for federal and state benefits, financial aid, medical care, educational/vocational benefits and burial benefits.

As a result of interviewing forty-seven veterans and/or their dependents, twelve new clients received benefits under Chapter 115 with a total of sixty-nine clients receiving benefits over the course of the year. Fourteen veterans were awarded the "Welcome Home" bonus for service in the military since 9/11. Three Vietnam veteran and one Korean War veteran were advised of their entitlement to a bonus for their service and were given the appropriate form to redeem them. Seven widows of veterans were assisted in receiving their benefits as the surviving spouse of a veteran either "Killed in Action", receiving 100% service-connected disabilities from the VA, or veterans who died from Amyotrophic Lateral Sclerosis (ALS) and also an annuity from DVS.

After consulting with many veterans and/or veteran dependents, thirty-one claims were submitted to the VA for service-connected compensation and/or pension; twenty-two have thus far been awarded. Requests for treatment at the VA medical centers by seventy-two veterans have been referred and twenty-four burial benefits have been awarded eligible veterans. Markers for all veterans buried in Mt. Pleasant Cemetery were ordered and this year eight unmarked graves of veterans have been identified, and authenticated, and markers have been ordered.

Veterans' Services is responsible for organizing, coordinating, and participating in the Memorial Day Parade and the Veterans' Day Parade. For Memorial

Day, the office is responsible for decorating the over 5,500 veterans' graves at Mt. Pleasant Cemetery and St. Paul's Cemetery with flags and assuring the maintenance of the veterans' lots. The Disabled American Veterans Chapter 49 assists by decorating the graves at St. Paul's. The file for the Veterans' Honor Roll located at Monument Park in Arlington Center, which will be refurbished at the conclusion of the War on Terrorism, is continuously being updated with veterans from all wars. The Director of Veterans Services also serves as treasurer on of the Patriots' Day Parade Committee as well as coordinator, and president of the Combined Veterans' Council of Arlington.

The Office of the Department of Veterans' Services, located in Town Hall Annex, is continuing to purge old files and improve computerization, while reaching out to advertise veterans' benefits and advocate for volunteer opportunities at the Bedford VA Medical Center.

Veterans Benefits, Claims, and Referrals	2009	2010	2011	2012
Chapter 115 Benefits	61	65	62	69
VA compensation/pensions	14	22	17	26
VAMC requests/referrals	50	73	103	105
VA Burial benefits	25	27	21	24
DVS bonuses/annuities	17	21	24	22

COMMISSION ON DISABILITY

In its nineteenth year of service, the Commission on Disability has continued to provide information, referral, guidance, and technical assistance to Arlington officials, residents, public and private agencies, and others to ensure that people with physical, sensory, cognitive, and other disabilities have equal access to Town facilities, services and programs. The Commission currently has a full slate of nine Commissioners, all volunteers. As mandated by State law, the majority of Commissioners have a disability. This mandate brings an intimate and informed understanding of disabilities to the Commission's agenda and ultimate decisions. The Commission continues to bring awareness to Arlington policy makers and other residents as to the legal rights of people with disabilities, enforcing those rights, and working towards community inclusion to make Arlington a stronger Town, capitalizing on the strengths each person living and working here has to offer.

Coordination and implementation of the Commission's agenda and goals continues to be handled by Jack Jones, ADA Coordinator. Cooperation between the Commission and the ADA Coordinator is effective and efficient. The Commission continues to occupy office and meeting space in the Senior Center building at

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20 Academy Street.

Highlights for 2012

- Worked with the School Department to develop a plan to improve accessibility at the High School that will be implemented in 2013.
- Reviewed and made recommendations regarding current bylaws pertaining to the use of vehicles to accommodate the disabled on public sidewalks.
- Continued to request that the Town develop a policy against the use of bricks in the path of travel on sidewalks.
- Participated in Town Day 2012 to answer questions and provide resources about ADA and Section 504 regulations.
- Co-sponsored the fourth annual Diversity Career Fair at the Town Hall. Twenty-six employers from health care, financial, retail, and non-profit organizations participated in the career fair.
- Continued its curb cut ramp project with the installation of curb cut ramps along several streets in Town.
- Reviewed and issued recommendations on several variance requests that had been submitted to the Massachusetts Architectural Board.

In 2012 the Commission welcomed Rachel Buonopane, Molly Flueckiger, and John Thompson as members to the Commission.

The Commission meets on the third Wednesday of each month at 4:00 p.m. in the conference room of the Housing and Disability Program Office located in Suite # 203, 20 Academy St., Arlington (the Senior Center Building). Meetings are open to the public and residents are invited to attend to observe or voice concerns.

HUMAN RIGHTS COMMISSION

The Arlington Human Rights Commission (AHRC) was created by Town Meeting in 1993 to advance issues related to the fair and equal treatment of individuals and to create a mechanism for addressing complaints arising out of these issues. The mission of the AHRC is to work individually and collaboratively with other groups in our community to celebrate the ever-changing tapestry of our Town, and to emphasize, through educational outreach, the danger of intolerance at every level. The Town Manager, School Committee, and the Town Moderator have appointing authority for thirteen members of the commission.

The AHRC began the year by electing Gary Horowitz as chairperson and Christine Carney as Vice-Chairperson.

Community Education and Outreach

During the course of the year, the Commission sponsored or co-sponsored the following events:

- AHRC bestowed its Everyday Hero Award on Ottoson Middle School's Building Respect Task Force and Friends of the Gay/Straight Alliance. Eighty people attended the event to celebrate and honor the groups' efforts, aimed at fostering a respectful, inclusive climate at the Ottoson.
- AHRC co-sponsored an event featuring "Gen Silent," a documentary film about the challenges faced by gay, lesbian, bisexual, and transgender older people who may be isolated and afraid to ask for help. The Commission co-sponsored the event with the Arlington Council on Aging, in partnership with Minuteman Senior Services.

Collaborating in Arlington Public Schools

AHRC continued to collaborate with Ottoson's Building Respect Task Force. The Building Respect Task Force was established in April 2010, in the wake of a hate incident that brought together school leaders, community members, parents, and students to develop a positive response and prevent further acts of prejudice and bullying at OMS.

AHRC continued the trial liaison program between the Commission and each principal, as well as the Director of METCO to provide resources and guidance regarding human rights concerns.

Working with Town Government

The AHRC chaired the Response Coordination Team (RCT), which is comprised of leaders from the school, school committee, police, town management and residents. The RCT developed a protocol to be used in the event of a hate incident or hate crime.

Incidents and Complaints

The Commission received no formal complaints although it fielded several calls from concerned citizens that did not result in formal complaints.

The Commission continues to work with the APD and APS to learn of, track and, where necessary, address incidents involving graffiti, texting, racist speech, anti-Semitic speech and threats, and racial profiling. This year, a citizen brought to the Commission's attention a concern about human trafficking in Arlington. The Commission shared the concern with the APD who were aware of the situation and took appropriate action.