



## **HEALTH AND HUMAN SERVICES**

### **DEPARTMENT DESCRIPTION**

The mission of the Department of Health and Human Services is to protect, promote and sustain the health, harmony, and well-being of all Newton residents, in a culturally-sensitive, customer-friendly manner.

Our focus is on prevention.

We will endeavor to fulfill our mission by assessing community needs and by providing or promoting a wide range of health and human services programs to meet the needs of individuals and groups within the City, particularly of those who are most vulnerable.

The Department of Health and Human Services has four functional elements: administration (including emergency preparedness), environmental health, clinical services (school and public health services), and human and volunteer services.

The department is administered by the commissioner of health and human services who is responsible for department administration, planning, policy development, and program evaluation. The commissioner oversees the enforcement of state laws, regulations and city ordinances. This person serves as the public health advisor to the Mayor and Board of Aldermen. The commissioner also provides communication on public health and human services issues to the city. The commissioner has the same powers and duties as a board of

health, including conducting hearings, issuing variances and promulgating regulations. A health and human services advisory council, which is appointed by the Mayor, advises the commissioner on public health matters. The department's administrative staff is responsible for the overall operations of the department. They issue and track permits and licenses, distribute vaccines, manage data processing operations, record communicable diseases, and maintain the flow of communications with the public.

The department's administration also is responsible to conduct public health emergency planning, training, and exercise. The capacity of the department is expanded by the use of graduate students from area public health degree programs. Student interns help to undertake emergency preparedness activities as well as develop or expand upon health promotion programs.

The Environmental Health Division staff enforces state laws and codes, city ordinances and departmental regulations in order to control environmental risks. This division deals with: retail food establishments, public and semi-public pools, tanning facilities, massage and body art establishments, recreation camps for children, onsite sewage disposal systems, private wells, hazardous materials, lead paint hazards, asbestos, housing fitness for human habitation, disposal of infectious wastes, keeping of animal, funeral home sanitation, public school safety and indoor air quality, mosquito control, pest

control, and public health nuisance condition abatement. The staff conducts routine inspections of licensed facilities and responds to requests to investigate possible code violations and health hazard conditions. The Clinical Services Division includes the school health and community health activities of the health department. The school health program is the major element of this division. School health staff sees over 120,000 visits to the school health rooms. School nurses provide health care, dispense medications, conduct screening for vision, hearing, and posture, and provide counseling and health education to students and staff. The school physician consults to the nurses and the school department on policy issues. An audiologist oversees the hearing screening and provides testing services. The school health staff continues to see an increase in children with special health needs such as asthma, life threatening food allergies, diabetes and a variety of other serious medical conditions.

The second element of the Clinical Services Division is disease prevention and health promotion. Health promotion and screening clinics are held in throughout the city, including the Newton Free Library, Senior Center and elderly housing sites. Public health nurses also participate in licensing Newton's camps for children. A federal community development block grant program enables mental health nurses to provide assistance to elderly residents to deal with loss.

The Human and Volunteer Services division provides or promotes the provision of social services for Newton residents, regardless of age, socioeconomic status, racial or ethnic background. This division directs its efforts toward the City's most vulnerable citizens: children, youth, financially needy persons, families in crisis, persons with disabilities, and

persons who are victims of discrimination. This division provides or contracts for direct services, including youth outreach counseling, community social services, including financial assistance. This division runs the Office for Volunteer Services, a clearinghouse of volunteer opportunities for residents at local non-profit agencies and city departments. It oversees NewtonSERVES day, when hundreds of volunteers provide thousands of hours of community service. The division oversees the work of several citizen commissions, including the Human Rights Commission, The Youth Commission, and the Mayor's Committee for People with Disabilities. The division coordinates the administrative requirements of Title II of ADA. The division oversees the Senior Tax Work-off Program. The division also supports service to Newton residents provided by the Newton Child Care Commission, Riverside Community Care, the Barry Price Rehabilitation Center, and the Charles River Association for Retarded Citizens.

## **ACCOMPLISHMENTS**

### Administration and Emergency Preparedness

- Conducted a community data assessment process with the Health and Human Services Advisory Council and a school health room data analysis for school health staff to ensure that the department is carrying out essential public health services
- Partnered with the West Suburban YMCA to reactivate the Activate!Newton program that promotes active living and healthy eating. Projects accomplished in FY08 included: creating a Walk-to-School Guide for all PTOs and School Administrators and developing

and testing guidelines for Activate!Newton menu items in select restaurants. Graduate students from area universities and colleges assisted with these projects.

- Conducted “A Joint Venture”, in collaboration with the Arthritis Foundation and Newton-Wellesley Hospital to promote healthy joints in baby boomer. There were over 120 attendees.
- Recruited, credentialed and trained over 40 physicians for the Newton Medical Reserve Corps.
- Conducted multi-community emergency preparedness drill, a flu and pneumonia immunization clinic in Arlington where 800 people were served in two hours.
- Developed an organization structure and job action sheets with Newton-Wellesley Hospital for an alternative care site in case of a pandemic flu emergency
- Conducted seminars for schools, childcare and elderly service providers, and NewTV parents and other community resources on public health emergency and pandemic preparedness and flu care at home.

#### Environmental Health

- Completed developing policies and procedures for food borne outbreak investigation and for code enforcement as part of the US Food and Drug Administration’s Voluntary National Retail Food Regulatory Program Standards designed to improve the department’s food protection program.
- Completed the radon testing program in all public school buildings and coordinated remediation program

#### Public Health Nursing Services

- Conducted monthly pneumonia vaccination clinics
- Conducted two successful emergency preparedness dispensing drills in local and regional flu clinics immunizing 2337 residents.
- Converted billing for flu clinic reimbursement to electronic submission
- Conducted stress reduction program for all police officers
- Assisted Police Department by verifying the status of residents signing up for the 911 Disability Indicator

#### School Health Services

- Conducted an analysis of school health room visit data to determine utilization patterns; provided school-based information to each school nurse
- Developed and conducted train-the trainer programs for nurses to teach home emergency preparedness and flu care for school staff and parents in support of the school department’s Emergency Response and Crisis Management Grant program.
- Implemented mental health issues training for school nurses in cooperation with Riverside Community Care

#### Human Services

- Developed and implemented electronic intake and referral mechanisms for human services, and monitored demand for services

- Oversaw the Senior Tax Work-off Program resulting in over 3,050 hours of work in City Departments.
- Conducted training on Section 504/ADA requirements
- Conducted training seminars for city employees on implementing the state's Architectural Barriers Board regulations
- Developed new Community Social Worker client intake and tracking system
- Implemented an expedited holiday toy and food distribution program

#### Volunteer Services

- Published and disseminated 400 Volunteer Opportunities Listing bi-monthly to benefit City Departments and local agencies
- Provided volunteers to many City departments including 200 hours contributed to Health and Human Services Department
- Conducted Volunteer Job Fair to bring 250 volunteers and 40 agencies together
- Coordinated NewtonSERVES – more than 1,000 volunteers provided over 4,800 hours of service to the City Newton and its non-profit organizations representing \$140,000 of services. Of 48 projects, 30 represented City related sites, including 16 schools

#### Community Social Work

- Developed an informational flyer about the services offered by the Community Social Worker services

- Established and implemented policies and procedures for the distribution of emergency food and oil
- Partnered with The Village Bank to conduct a successful holiday gift project for over 180 families
- Finalized and implemented policies and procedures for the Hoarding Task Force to respond to hoarding cases
- Enrolled in and utilize the state's Virtual Gateway program for health and human services
- Developed client intake and tracking system for fuel assistance
- Developed quarterly reports for clients served
- Coordinated the annual Salvation Army Kettle Drive

#### Tobacco Control

- Conducted quarterly tobacco sales compliance checks through SmokeFree Communities Project (94% compliance in FY08).
- Implemented the smokefree zone around Newton North High School
- Enforced new tobacco sales signage requirements

### **GOALS AND OBJECTIVES**

#### Administration and Emergency Preparedness

- Conduct a review and update of all emergency preparedness plans and National Incident Management System training
- Create an electronic inventory of all emergency preparedness supplies and equipment and upgrade as needed.

- Complete Pandemic alternative care site planning, training and exercises with the Newton-Wellesley Hospital (pending state funding)
- Recruit, credential, and train 30 more Medical Reserve Corps volunteers
- Conduct a emergency preparedness tabletop exercise for all staff

#### Environmental Health

- Complete one additional standard in the US Food and Drug Administration's Voluntary National Retail Food Regulatory Program Standards; this program is designed to bring food inspection programs to a nationally-recognized standard for food protection.
- Complete training and implementation of the revised food code (pending state revisions)
- Comply with new regulations governing bathing beach water quality (pending regulatory change)
- Enforce new regulations governing infectious wastes

#### Public Health Nursing Services

- Implement the Massachusetts Department of Public Health communicable disease electronic database and investigation system -- MAVEN (*if available from DPH in FY 09*), Use this database to create reports
- Expand immunization reimbursement database
- Participate in drills and exercise for emergency preparedness

#### School Health Services

- Evaluate and upgrade information technology system
- Conduct an emergency preparedness tabletop exercise for all staff with a focus on communicable diseases

#### Human Services Administration

- Implement intake and referral process for fair housing discrimination complaints

#### Volunteer Services

- Maintain and publicize clearinghouse for volunteer opportunities
- Supply volunteers to City departments
- Recruit volunteers through quarterly listings
- Implement NewtonSERVES – Day of Community Service, to the extent possible

#### Community Social Work

- Expand utilization of the state's Virtual Gateway program for health and human services
- Develop brochure that provides emergency resources in response to a house fire
- Develop policies and procedures manual for services provided by the Community Social Worker

DEPARTMENT:

501 - HEALTH &amp; HUMAN SERVICES

**CITY OF NEWTON BUDGET  
DEPARTMENT SUMMARY**

OBJECT SUMMARY	ACTUAL 2006	ACTUAL 2007	ORIGINAL	2008		RECOMMENDED 2009	APPROPRIATION CHANGE	
				ADJUSTMENTS	TOTAL		2008 To 2009	
51 - PERSONAL SERVICES	1,842,679	1,836,580	1,974,963	144,343	2,119,306	2,158,862	39,556	2%
52 - EXPENSES	318,293	329,535	356,614	-25	356,589	359,678	3,089	1%
<b>SUB-TOTALS:</b>	<b>2,160,973</b>	<b>2,166,115</b>	<b>2,331,577</b>	<b>144,318</b>	<b>2,475,895</b>	<b>2,518,540</b>	<b>42,645</b>	<b>2%</b>
57 - FRINGE BENEFITS	295,248	319,666	404,559	0	404,559	392,905	-11,654	-3%
<b>SUB-TOTALS:</b>	<b>295,248</b>	<b>319,666</b>	<b>404,559</b>	<b>0</b>	<b>404,559</b>	<b>392,905</b>	<b>-11,654</b>	<b>-3%</b>
<b>DEPARTMENT TOTALS:</b>	<b>2,456,220</b>	<b>2,485,781</b>	<b>2,736,136</b>	<b>144,318</b>	<b>2,880,454</b>	<b>2,911,445</b>	<b>30,991</b>	<b>1%</b>

FUNCTIONAL ELEMENT SUMMARY	ACTUAL 2006	ACTUAL 2007	ORIGINAL	2008		RECOMMENDED 2009	APPROPRIATION CHANGE	
				ADJUSTMENTS	TOTAL		2008 To 2009	
0150101 HEALTH & HUMAN SVS ADMIN.	340,652	362,163	443,457	-27,171	416,286	387,092	-29,194	-7%
0150102 ENVIRONMENTAL HEALTH	280,454	292,896	294,026	-129	293,897	318,879	24,982	9%
0150103 CLINICAL HEALTH	1,448,768	1,445,377	1,640,678	111,407	1,752,085	1,778,917	26,832	2%
0150120 HUMAN SERVICES	126,250	123,545	79,082	60,236	139,318	147,664	8,346	6%
0150121 HUMAN RIGHTS	789	339	850	0	850	850	0	0%
0150122 YOUTH SERVICES	61,244	63,863	80,400	-63	80,338	80,400	63	0%
0150123 MENTAL HEALTH SERVICES	126,700	126,700	126,700	0	126,700	126,700	0	0%
0150124 CHILD CARE ASSISTANCE	68,443	68,443	68,443	0	68,443	68,443	0	0%
0150125 YOUTH COMMISSION	2,920	2,454	2,500	38	2,538	2,500	-38	-1%
<b>DEPARTMENT TOTALS:</b>	<b>2,456,220</b>	<b>2,485,781</b>	<b>2,736,136</b>	<b>144,318</b>	<b>2,880,454</b>	<b>2,911,445</b>	<b>30,991</b>	<b>1%</b>

HEALTH & HUMAN SVS ADMIN.	ACTUAL 2006	ACTUAL 2007	ORIGINAL	2008		RECOMMENDED 2009	APPROPRIATION CHANGE	
				ADJUSTMENTS	TOTAL		2008 To 2009	
51 - PERSONAL SERVICES	264,232	274,744	327,450	-18,316	309,134	285,926	-23,208	-8%
52 - EXPENSES	32,182	38,502	43,411	-355	43,056	45,426	2,370	6%
<b>SUB-TOTALS:</b>	<b>296,414</b>	<b>313,247</b>	<b>370,861</b>	<b>-18,671</b>	<b>352,190</b>	<b>331,352</b>	<b>-20,838</b>	<b>-6%</b>
57 - FRINGE BENEFITS	44,238	48,916	72,596	-8,500	64,096	55,740	-8,356	-13%
<b>SUB-TOTALS:</b>	<b>44,238</b>	<b>48,916</b>	<b>72,596</b>	<b>-8,500</b>	<b>64,096</b>	<b>55,740</b>	<b>-8,356</b>	<b>-13%</b>
<b>Element Totals:</b>	<b>340,652</b>	<b>362,163</b>	<b>443,457</b>	<b>-27,171</b>	<b>416,286</b>	<b>387,092</b>	<b>-29,194</b>	<b>-7%</b>

ENVIRONMENTAL HEALTH	ACTUAL 2006	ACTUAL 2007	ORIGINAL	2008 ADJUSTMENTS	TOTAL	RECOMMENDED 2009	APPROPRIATION CHANGE 2008 To 2009	
51 - PERSONAL SERVICES	227,462	234,171	230,534	-3,549	226,985	249,218	22,233	10%
52 - EXPENSES	22,823	26,116	29,401	355	29,756	30,450	694	2%
<b>SUB-TOTALS:</b>	<b>250,285</b>	<b>260,286</b>	<b>259,935</b>	<b>-3,194</b>	<b>256,741</b>	<b>279,668</b>	<b>22,927</b>	<b>9%</b>
57 - FRINGE BENEFITS	30,169	32,610	34,091	3,065	37,156	39,211	2,055	6%
<b>SUB-TOTALS:</b>	<b>30,169</b>	<b>32,610</b>	<b>34,091</b>	<b>3,065</b>	<b>37,156</b>	<b>39,211</b>	<b>2,055</b>	<b>6%</b>
<b>Element Totals:</b>	<b>280,454</b>	<b>292,896</b>	<b>294,026</b>	<b>-129</b>	<b>293,897</b>	<b>318,879</b>	<b>24,982</b>	<b>9%</b>

CLINICAL HEALTH	ACTUAL 2006	ACTUAL 2007	ORIGINAL	2008 ADJUSTMENTS	TOTAL	RECOMMENDED 2009	APPROPRIATION CHANGE 2008 To 2009	
51 - PERSONAL SERVICES	1,229,426	1,209,464	1,339,027	111,630	1,450,657	1,483,230	32,573	2%
52 - EXPENSES	3,131	3,066	4,909	0	4,909	4,909	0	0%
<b>SUB-TOTALS:</b>	<b>1,232,557</b>	<b>1,212,531</b>	<b>1,343,936</b>	<b>111,630</b>	<b>1,455,566</b>	<b>1,488,139</b>	<b>32,573</b>	<b>2%</b>
57 - FRINGE BENEFITS	216,211	232,847	296,742	-223	296,519	290,778	-5,741	-2%
<b>SUB-TOTALS:</b>	<b>216,211</b>	<b>232,847</b>	<b>296,742</b>	<b>-223</b>	<b>296,519</b>	<b>290,778</b>	<b>-5,741</b>	<b>-2%</b>
<b>Element Totals:</b>	<b>1,448,768</b>	<b>1,445,377</b>	<b>1,640,678</b>	<b>111,407</b>	<b>1,752,085</b>	<b>1,778,917</b>	<b>26,832</b>	<b>2%</b>

HUMAN SERVICES	ACTUAL 2006	ACTUAL 2007	ORIGINAL	2008 ADJUSTMENTS	TOTAL	RECOMMENDED 2009	APPROPRIATION CHANGE 2008 To 2009	
51 - PERSONAL SERVICES	121,559	118,201	77,952	54,578	132,530	140,488	7,958	6%
52 - EXPENSES	61	51	0	0	0	0	0	0%
<b>SUB-TOTALS:</b>	<b>121,620</b>	<b>118,252</b>	<b>77,952</b>	<b>54,578</b>	<b>132,530</b>	<b>140,488</b>	<b>7,958</b>	<b>6%</b>
57 - FRINGE BENEFITS	4,630	5,294	1,130	5,658	6,788	7,176	388	6%
<b>SUB-TOTALS:</b>	<b>4,630</b>	<b>5,294</b>	<b>1,130</b>	<b>5,658</b>	<b>6,788</b>	<b>7,176</b>	<b>388</b>	<b>6%</b>
<b>Element Totals:</b>	<b>126,250</b>	<b>123,545</b>	<b>79,082</b>	<b>60,236</b>	<b>139,318</b>	<b>147,664</b>	<b>8,346</b>	<b>6%</b>

HUMAN RIGHTS	ACTUAL 2006	ACTUAL 2007	ORIGINAL	2008 ADJUSTMENTS	TOTAL	RECOMMENDED 2009	APPROPRIATION CHANGE 2008 To 2009	
52 - EXPENSES	789	339	850	0	850	850	0	0%
<b>SUB-TOTALS:</b>	<b>789</b>	<b>339</b>	<b>850</b>	<b>0</b>	<b>850</b>	<b>850</b>	<b>0</b>	<b>0%</b>
<b>Element Totals:</b>	<b>789</b>	<b>339</b>	<b>850</b>	<b>0</b>	<b>850</b>	<b>850</b>	<b>0</b>	<b>0%</b>

YOUTH SERVICES	ACTUAL 2006	ACTUAL 2007	ORIGINAL	2008 ADJUSTMENTS	TOTAL	RECOMMENDED 2009	APPROPRIATION CHANGE 2008 To 2009	
52 - EXPENSES	61,244	63,863	80,400	-63	80,338	80,400	63	0%
<b>SUB-TOTALS:</b>	<b>61,244</b>	<b>63,863</b>	<b>80,400</b>	<b>-63</b>	<b>80,338</b>	<b>80,400</b>	<b>63</b>	<b>0%</b>
<b>Element Totals:</b>	<b>61,244</b>	<b>63,863</b>	<b>80,400</b>	<b>-63</b>	<b>80,338</b>	<b>80,400</b>	<b>63</b>	<b>0%</b>



MENTAL HEALTH SERVICES	ACTUAL 2006	ACTUAL 2007	ORIGINAL	2008		RECOMMENDED 2009	APPROPRIATION CHANGE	
				ADJUSTMENTS	TOTAL		2008 To 2009	
52 - EXPENSES	126,700	126,700	126,700	0	126,700	126,700	0	0%
<b>SUB-TOTALS:</b>	<b>126,700</b>	<b>126,700</b>	<b>126,700</b>	<b>0</b>	<b>126,700</b>	<b>126,700</b>	<b>0</b>	<b>0%</b>
<b>Element Totals:</b>	<b>126,700</b>	<b>126,700</b>	<b>126,700</b>	<b>0</b>	<b>126,700</b>	<b>126,700</b>	<b>0</b>	<b>0%</b>

CHILD CARE ASSISTANCE	ACTUAL 2006	ACTUAL 2007	ORIGINAL	2008		RECOMMENDED 2009	APPROPRIATION CHANGE	
				ADJUSTMENTS	TOTAL		2008 To 2009	
52 - EXPENSES	68,443	68,443	68,443	0	68,443	68,443	0	0%
<b>SUB-TOTALS:</b>	<b>68,443</b>	<b>68,443</b>	<b>68,443</b>	<b>0</b>	<b>68,443</b>	<b>68,443</b>	<b>0</b>	<b>0%</b>
<b>Element Totals:</b>	<b>68,443</b>	<b>68,443</b>	<b>68,443</b>	<b>0</b>	<b>68,443</b>	<b>68,443</b>	<b>0</b>	<b>0%</b>

YOUTH COMMISSION	ACTUAL 2006	ACTUAL 2007	ORIGINAL	2008		RECOMMENDED 2009	APPROPRIATION CHANGE	
				ADJUSTMENTS	TOTAL		2008 To 2009	
52 - EXPENSES	2,920	2,454	2,500	38	2,538	2,500	-38	-1%
<b>SUB-TOTALS:</b>	<b>2,920</b>	<b>2,454</b>	<b>2,500</b>	<b>38</b>	<b>2,538</b>	<b>2,500</b>	<b>-38</b>	<b>-1%</b>
<b>Element Totals:</b>	<b>2,920</b>	<b>2,454</b>	<b>2,500</b>	<b>38</b>	<b>2,538</b>	<b>2,500</b>	<b>-38</b>	<b>-1%</b>

DEPARTMENT:  
**501 - HEALTH & HUMAN SERVICES**

**CITY OF NEWTON BUDGET  
 PERSONAL SERVICES SUMMARY**

ACCOUNT	POSITION TITLE	RANGE	2008 BUDGET		2009 RECOMMENDED	
			FTE	SALARY	FTE	SALARY
511001	HHS Commissioner	H14	1	112,078	1	117,196
511001	PH Prog Specialist	H07	0.53	29,260	0.53	31,454
511001	Head Clerk	S05	2	86,457	2	89,067
511001	Head Clerk	S05	1	43,229	1	44,534
511001	Sr Sanitary Inspector	S09	2	123,425	2	127,150
511001	Sanitary Inspector	S08	2	112,911	2	116,318
511001	Director-Clinical Svcs	H10	1	82,928	1	86,715
511001	Special Needs Nurse	NSN	1	44,575	1	47,280
511001	Certified FT Nurse	NFM	2	113,631	2	121,048
511001	Certified School Nurse	NMS	11	564,876	11	600,057
511001	Certified School Nurse	NCS	1.6	76,646	1.6	81,649
511001	Certifird School Nurse	NCS	1	46,029	1	49,033
511001	School Nurse	NSN	8.4	362,460	7.4	335,872
511001	Assoc Director of H.S.	H10	1	82,928	1	86,715
511001	Community Social Worker	S08	1	49,867	1	53,273
<b>Account Totals:</b>			<b>36.53</b>	<b>1,931,300</b>	<b>35.53</b>	<b>1,987,361</b>
511101	Certified School Nurse	H09	0		0.2	13,964
511101	Public Health Nurse	QQQ	0.4	15,660	0	0
511101	Child Physician	QQQ	0.3	25,553	0.3	25,553
511101	Audiologist	QQQ	0.1	4,325	0.1	4,325
511101	Nurse	QQQ	0.3	16,982	0.3	16,982
<b>Account Totals:</b>			<b>1.1</b>	<b>62,520</b>	<b>0.9</b>	<b>60,824</b>
511102	Principal Clerk	S04	0.77	25,972	0	0
511102	School Health Aide	H02	2.01	72,540	2.01	75,852
<b>Account Totals:</b>			<b>2.78</b>	<b>98,513</b>	<b>2.01</b>	<b>75,852</b>
<b>Report Totals:</b>			<b>40.41</b>	<b>2,092,332</b>	<b>38.44</b>	<b>2,124,037</b>