



Indicates services are part of Human Services Division

## 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 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

- Collected Newton health data and presented them to the Advisory Council for setting priorities.
- Participated in the preparation and implementation of the biennial secondary school Youth Risk Behavior Survey

- Completed the initial emergency preparedness plans for\*:
  - Emergency operations
  - Emergency Dispensing Sites
  - Continuity of Operations
  - Medical Reserve Corps
- Conducted multi-community emergency preparedness drills and exercises, including a five community flu and pneumonia immunization clinic in Newton and a regional pandemic influenza tabletop exercise conducted by Harvard School of Public Health
- Executed a mutual aid agreement that enables the department to assist or receive assistance from other municipal public health agencies for emergency preparedness
- Conducted appropriate staff in the National Incident Management System (NIMS) for staff
- Worked with Newton-Wellesley Hospital to develop and test an emergency overflow site for a pandemic flu emergency
- Recruited Emerson College Health Communication student to develop mechanisms to communicate with special needs populations during a public health emergency
- Conducted seminars for schools, childcare and elderly service providers, the Newton-Needham Chamber of Commerce, parents and other community resources on public health emergency and pandemic preparedness

#### Environmental Health

- Enrolled in and completed four elements 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
- Enhanced monitoring of Crystal Lake Beach for algae and bacteria
- Developed and incorporated policies and procedures for safe building demolition

#### Public Health Nursing Services

- Pursued third party reimbursement for flu immunizations, collecting over \$36,000 for flu immunizations\*
- Conducted monthly pneumonia vaccination clinics\*
- Instituted new wellness clinics at the Newton Free Library and in the Human Services offices for the public and city employees\*

\*An on-going objective for subsequent fiscal years

- Conducted two successful emergency preparedness dispensing drills in local and regional flu clinics
- Evaluated and, as appropriate, incorporated Medline, a statewide universal medication information and safety program

- Developed and presented a health communication program about how to use the 911 emergency system
- Conducted employee health programs for the Newton Police Officers

#### School Health Services

- Completed state mandated screening programs\*
- Nurse met with principals at least annually\*
- Implemented new vision screening guidelines
- Completed data collection and report of emergency calls for schools
- Developed and conducted train-the trainer programs for nurses in personal protective equipment use and blood borne pathogen precautions
- Implemented mental health issues training for school nurses in cooperation with Riverside Community Care
- Conducted emergency training for school personnel under the School Department's ERCM grant

#### Human Services

- Developed and implemented 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.\*
- Staffed and serviced the Human Rights Commission, Mayor's Committee for People with Disabilities, and Youth Commission\*
- Coordinated intake and referral process for Section 504/ADA complaints and inquiries\*

- Organized and maintained a city wide Youth Interagency Task Force\*
- Developed and distributed Parent's Resource Guide on Drug and Alcohol Prevention
- 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\*

#### Community Social Work

- Completed review of social worker function, developed a revised job description, and filled the position
- Conducted quarterly evaluation of the service load and mix for community social worker

- Developed computerized tools to track social work service delivery

#### Tobacco Control

- Conducted quarterly tobacco sales compliance checks through SmokeFree Communities Project\*

\*An on-going objective for subsequent fiscal years

### **GOALS AND OBJECTIVES**

#### Administration

- Continue the community assessment process with the Health and Human Services Advisory Council and appropriate staff to ensure that the department is carrying out essential public health services
- Restart the Activate!Newton program to promote active living and healthy eating

#### Emergency Preparedness

- Develop and carry out tabletop and field exercises that requires the participation of all department staff along with community partners in preparation for an influenza pandemic
- Promulgate information about proper use of the city's 911 system to provider groups
- Coordinate Pandemic Influenza Special Care Unit planning, training and exercises with the Newton-Wellesley Hospital

#### Environmental Health

- Complete three additional milestones in the US Food and Drug Administration's Voluntary National Retail Food Regulatory Program Standards; this program is designed to bring food inspection programs up to a nationally-recognized standard

#### Public Health Nursing Services

- Implement the Massachusetts Department of Public Health communicable disease electronic database and investigation system (*if implemented by DPH in FY 08*)
  - Use this database to create standardized CitiStat reports and management

#### School Health Services

- Complete a patient satisfaction survey as part of the MA DPH project
- Conduct emergency preparedness planning and training for school health staff focusing on pandemic influenza preparedness and conduct training for school personnel
- Analyze health room use patterns by the School Physician with the BU School of Public Health
- Develop and distribute an information brochure for parents describing school health services and programs
- Participate in research studies of influenza immunization outcomes for school children and of asthma diary use

### Human Services Administration

- Assist with citywide compliance with Americans with Disabilities Act (ADA).
  - Continue information campaign for city departments about compliance with ADA
  - Develop ADA point person network within appropriate departments to facilitate ADA compliance
  - Develop intake and referral process for fair housing discrimination complaints
- Evaluate ADA needs created by fair housing

### Volunteer Services

- Increase fund raising activities that pay for the NewtonSERVES program

### Community Social Work

- Develop an informational flyer about the services offered by the Community Social Worker
- Establish and implement policies and procedures for the distribution of emergency food
- Establish policies and methods to solicit funds and goods for holiday projects
- Establish and implement policies and procedures for the holiday projects
- Finalize and implement policies and procedures for the Hoarding Task Force to respond to hoarding episodes
- Enroll in and utilize the state's Virtual Gateway program for health and human services

DEPARTMENT:

501 - HEALTH &amp; HUMAN SERVICES

**CITY OF NEWTON BUDGET  
DEPARTMENT SUMMARY**

OBJECT SUMMARY	ACTUAL 2005	ACTUAL 2006	ORIGINAL	2007		RECOMMENDED 2008	APPROPRIATION CHANGE	
				ADJUSTMENTS	TOTAL		2007 To 2008	
51 - PERSONAL SERVICES	1,735,102	1,842,679	1,868,275	0	1,868,275	1,974,963	106,688	6%
52 - EXPENSES	62,816	318,293	356,614	250	356,864	356,614	-250	0%
<b>SUB-TOTALS:</b>	<b>1,797,918</b>	<b>2,160,973</b>	<b>2,224,889</b>	<b>250</b>	<b>2,225,139</b>	<b>2,331,577</b>	<b>106,438</b>	<b>5%</b>
57 - FRINGE BENEFITS	297,431	295,248	347,257	0	347,257	404,559	57,302	17%
<b>SUB-TOTALS:</b>	<b>297,431</b>	<b>295,248</b>	<b>347,257</b>	<b>0</b>	<b>347,257</b>	<b>404,559</b>	<b>57,302</b>	<b>17%</b>
<b>DEPARTMENT TOTALS:</b>	<b>2,095,349</b>	<b>2,456,220</b>	<b>2,572,146</b>	<b>250</b>	<b>2,572,396</b>	<b>2,736,136</b>	<b>163,740</b>	<b>6%</b>

FUNCTIONAL ELEMENT SUMMARY	ACTUAL 2005	ACTUAL 2006	ORIGINAL	2007		RECOMMENDED 2008	APPROPRIATION CHANGE	
				ADJUSTMENTS	TOTAL		2007 To 2008	
0150101 HEALTH & HUMAN SVS ADMIN.	297,390	340,652	433,019	-36,495	396,524	443,457	46,933	12%
0150102 ENVIRONMENTAL HEALTH	274,826	280,454	291,499	76	291,575	294,026	2,451	1%
0150103 CLINICAL HEALTH	1,222,632	1,448,768	1,489,956	-5,962	1,483,994	1,640,678	156,684	11%
0150120 HUMAN SERVICES	300,502	126,250	78,779	42,632	121,411	79,082	-42,329	-35%
0150121 HUMAN RIGHTS	0	789	850	0	850	850	0	0%
0150122 YOUTH SERVICES	0	61,244	80,400	0	80,400	80,400	0	0%
0150123 MENTAL HEALTH SERVICES	0	126,700	126,700	0	126,700	126,700	0	0%
0150124 CHILD CARE ASSISTANCE	0	68,443	68,443	0	68,443	68,443	0	0%
0150125 YOUTH COMMISSION	0	2,920	2,500	0	2,500	2,500	0	0%
<b>DEPARTMENT TOTALS:</b>	<b>2,095,349</b>	<b>2,456,220</b>	<b>2,572,146</b>	<b>250</b>	<b>2,572,396</b>	<b>2,736,136</b>	<b>163,740</b>	<b>6%</b>

HEALTH & HUMAN SVS ADMIN.	ACTUAL 2005	ACTUAL 2006	ORIGINAL	2007		RECOMMENDED 2008	APPROPRIATION CHANGE	
				ADJUSTMENTS	TOTAL		2007 To 2008	
51 - PERSONAL SERVICES	225,560	264,232	315,387	-32,506	282,881	327,450	44,569	16%
52 - EXPENSES	23,173	32,182	43,411	122	43,533	43,411	-122	0%
<b>SUB-TOTALS:</b>	<b>248,733</b>	<b>296,414</b>	<b>358,798</b>	<b>-32,384</b>	<b>326,414</b>	<b>370,861</b>	<b>44,447</b>	<b>14%</b>
57 - FRINGE BENEFITS	48,656	44,238	74,221	-4,111	70,110	72,596	2,486	4%
<b>SUB-TOTALS:</b>	<b>48,656</b>	<b>44,238</b>	<b>74,221</b>	<b>-4,111</b>	<b>70,110</b>	<b>72,596</b>	<b>2,486</b>	<b>4%</b>
<b>Element Totals:</b>	<b>297,390</b>	<b>340,652</b>	<b>433,019</b>	<b>-36,495</b>	<b>396,524</b>	<b>443,457</b>	<b>46,933</b>	<b>12%</b>



ENVIRONMENTAL HEALTH	ACTUAL 2005	ACTUAL 2006	ORIGINAL	2007 ADJUSTMENTS	TOTAL	RECOMMENDED 2008	APPROPRIATION CHANGE 2007 To 2008	
51 - PERSONAL SERVICES	219,127	227,462	229,668	0	229,668	230,534	866	0%
52 - EXPENSES	26,597	22,823	29,401	75	29,476	29,401	-75	0%
<b>SUB-TOTALS:</b>	<b>245,724</b>	<b>250,285</b>	<b>259,069</b>	<b>75</b>	<b>259,144</b>	<b>259,935</b>	<b>791</b>	<b>0%</b>
57 - FRINGE BENEFITS	29,102	30,169	32,430	1	32,431	34,091	1,660	5%
<b>SUB-TOTALS:</b>	<b>29,102</b>	<b>30,169</b>	<b>32,430</b>	<b>1</b>	<b>32,431</b>	<b>34,091</b>	<b>1,660</b>	<b>5%</b>
<b>Element Totals:</b>	<b>274,826</b>	<b>280,454</b>	<b>291,499</b>	<b>76</b>	<b>291,575</b>	<b>294,026</b>	<b>2,451</b>	<b>1%</b>

CLINICAL HEALTH	ACTUAL 2005	ACTUAL 2006	ORIGINAL	2007 ADJUSTMENTS	TOTAL	RECOMMENDED 2008	APPROPRIATION CHANGE 2007 To 2008	
51 - PERSONAL SERVICES	1,028,820	1,229,426	1,245,567	-5,944	1,239,623	1,339,027	99,404	8%
52 - EXPENSES	4,036	3,131	4,909	0	4,909	4,909	0	0%
<b>SUB-TOTALS:</b>	<b>1,032,856</b>	<b>1,232,557</b>	<b>1,250,476</b>	<b>-5,944</b>	<b>1,244,532</b>	<b>1,343,936</b>	<b>99,404</b>	<b>8%</b>
57 - FRINGE BENEFITS	189,776	216,211	239,480	-18	239,462	296,742	57,280	24%
<b>SUB-TOTALS:</b>	<b>189,776</b>	<b>216,211</b>	<b>239,480</b>	<b>-18</b>	<b>239,462</b>	<b>296,742</b>	<b>57,280</b>	<b>24%</b>
<b>Element Totals:</b>	<b>1,222,632</b>	<b>1,448,768</b>	<b>1,489,956</b>	<b>-5,962</b>	<b>1,483,994</b>	<b>1,640,678</b>	<b>156,684</b>	<b>11%</b>

HUMAN SERVICES	ACTUAL 2005	ACTUAL 2006	ORIGINAL	2007 ADJUSTMENTS	TOTAL	RECOMMENDED 2008	APPROPRIATION CHANGE 2007 To 2008	
51 - PERSONAL SERVICES	261,595	121,559	77,653	38,450	116,103	77,952	-38,151	-33%
52 - EXPENSES	9,010	61	0	53	53	0	-53	-100%
<b>SUB-TOTALS:</b>	<b>270,605</b>	<b>121,620</b>	<b>77,653</b>	<b>38,503</b>	<b>116,156</b>	<b>77,952</b>	<b>-38,204</b>	<b>-33%</b>
57 - FRINGE BENEFITS	29,897	4,630	1,126	4,129	5,255	1,130	-4,125	-78%
<b>SUB-TOTALS:</b>	<b>29,897</b>	<b>4,630</b>	<b>1,126</b>	<b>4,129</b>	<b>5,255</b>	<b>1,130</b>	<b>-4,125</b>	<b>-78%</b>
<b>Element Totals:</b>	<b>300,502</b>	<b>126,250</b>	<b>78,779</b>	<b>42,632</b>	<b>121,411</b>	<b>79,082</b>	<b>-42,329</b>	<b>-35%</b>

HUMAN RIGHTS	ACTUAL 2005	ACTUAL 2006	ORIGINAL	2007 ADJUSTMENTS	TOTAL	RECOMMENDED 2008	APPROPRIATION CHANGE 2007 To 2008	
52 - EXPENSES	0	789	850	0	850	850	0	0%
<b>SUB-TOTALS:</b>	<b>0</b>	<b>789</b>	<b>850</b>	<b>0</b>	<b>850</b>	<b>850</b>	<b>0</b>	<b>0%</b>
<b>Element Totals:</b>	<b>0</b>	<b>789</b>	<b>850</b>	<b>0</b>	<b>850</b>	<b>850</b>	<b>0</b>	<b>0%</b>

YOUTH SERVICES	ACTUAL 2005	ACTUAL 2006	ORIGINAL	2007 ADJUSTMENTS	TOTAL	RECOMMENDED 2008	APPROPRIATION CHANGE 2007 To 2008	
52 - EXPENSES	0	61,244	80,400	0	80,400	80,400	0	0%
<b>SUB-TOTALS:</b>	<b>0</b>	<b>61,244</b>	<b>80,400</b>	<b>0</b>	<b>80,400</b>	<b>80,400</b>	<b>0</b>	<b>0%</b>
<b>Element Totals:</b>	<b>0</b>	<b>61,244</b>	<b>80,400</b>	<b>0</b>	<b>80,400</b>	<b>80,400</b>	<b>0</b>	<b>0%</b>

MENTAL HEALTH SERVICES	ACTUAL 2005	ACTUAL 2006	2007			RECOMMENDED 2008	APPROPRIATION CHANGE	
			ORIGINAL	ADJUSTMENTS	TOTAL		2007 To 2008	
52 - EXPENSES	0	126,700	126,700	0	126,700	126,700	0	0%
<b>SUB-TOTALS:</b>	<b>0</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>0</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 2005	ACTUAL 2006	2007			RECOMMENDED 2008	APPROPRIATION CHANGE	
			ORIGINAL	ADJUSTMENTS	TOTAL		2007 To 2008	
52 - EXPENSES	0	68,443	68,443	0	68,443	68,443	0	0%
<b>SUB-TOTALS:</b>	<b>0</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>0</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 2005	ACTUAL 2006	2007			RECOMMENDED 2008	APPROPRIATION CHANGE	
			ORIGINAL	ADJUSTMENTS	TOTAL		2007 To 2008	
52 - EXPENSES	0	2,920	2,500	0	2,500	2,500	0	0%
<b>SUB-TOTALS:</b>	<b>0</b>	<b>2,920</b>	<b>2,500</b>	<b>0</b>	<b>2,500</b>	<b>2,500</b>	<b>0</b>	<b>0%</b>
<b>Element Totals:</b>	<b>0</b>	<b>2,920</b>	<b>2,500</b>	<b>0</b>	<b>2,500</b>	<b>2,500</b>	<b>0</b>	<b>0%</b>

DEPARTMENT:  
501 - HEALTH & HUMAN SERVICES

CITY OF NEWTON BUDGET  
**PERSONAL SERVICES SUMMARY**

ACCOUNT	POSITION TITLE	RANGE	2007 BUDGET		2008 RECOMMENDED	
			FTE	SALARY	FTE	SALARY
511001	HHS Commissioner	H14	1	104,372	1	104,774
511001	PH Prog Specialist	H07	0.53	26,550	0.53	26,652
511001	Head Clerk	S05	2	81,560	2	82,606
511001	Head Clerk	S05	1	41,186	1	41,344
511001	Sr Sanitary Inspector	S09	2	117,593	2	118,045
511001	Sanitary Inspector	S08	2	107,575	2	107,989
511001	Director-Clinical Svcs	H10	1	77,653	1	77,952
511001	Special Needs Nurse	NSN	1	40,688	1	41,047
511001	Certified FT Nurse	NFT	2	102,597	2	105,786
511001	Certified School Nurse	NCS	11	507,069	11	515,491
511001	Certified School Nurse	NCS	0.6	28,409	0.6	29,374
511001	School Nurse	NNS	10.4	406,381	10.4	415,040
511001	Assoc Director of H.S.	H10	1	77,653	1	77,952
511001	Community Social Worker	S06	1	42,676	1	44,063
<b>Account Totals:</b>			<b>36.53</b>	<b>1,761,963</b>	<b>36.53</b>	<b>1,788,116</b>
511101	Public Health Nurse	QQQ	0.4	18,656	0.4	18,656
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>65,516</b>	<b>1.1</b>	<b>65,516</b>
511102	Principal Clerk	S04	0.77	23,794	0.77	23,885
511102	School Health Aide	H02	2.7	63,378	2.7	63,621
<b>Account Totals:</b>			<b>3.47</b>	<b>87,172</b>	<b>3.47</b>	<b>87,506</b>
<b>Report Totals:</b>			<b>41.1</b>	<b>1,914,650</b>	<b>41.1</b>	<b>1,941,138</b>