

**TOWN OF EAST HARTFORD
FISCAL YEAR 2020
OPERATING BUDGET**

FORM 1

DEPT/DIVISION Town Council Office
NAME: _____

DEPT/DIV NUMBER: G1100

This Department/Division provides the following services and functions and has the following statutory responsibilities:

Since the adoption of the present Town Charter in 1968, which was revised in 1980 and 2004, East Hartford has been governed by a strong Mayor/Council form of municipal government. The Town Council is the legislative branch of local government.

The nine-member Council meets the first and third Tuesdays of the month. It elects its own Chair who also serves as the town's Deputy Mayor. Minority representation is guaranteed, with no more than six members of the Council elected from the same political party. All Council members are elected at-large for a two-year term in the odd-numbered election years.

The Town Council approves the town budget and adopts it into law as a town Ordinance. The Town Council sets fees for town services, approves job descriptions, authorizes the town purchase, lease or sale of property, maintains and updates the Code of Ordinances and is responsible for engaging a licensed CPA firm to perform the annual single audit and additional special audits.

**TOWN OF EAST HARTFORD
FISCAL YEAR 2020
OPERATING BUDGET**

DEPARTMENT NAME: Town Council Office

Form 2

Statement of goals and objectives for the next year, program statistics and other descriptive information:

To meet all Charter and Ordinance requirements of the Town Council in an expeditious, thoughtful manner; conduct an audit of the town budget and an audit of a selected department to ensure compliance with legal requirements and to make such department more efficient.

**TOWN OF EAST HARTFORD
FISCAL YEAR 2020
OPERATING BUDGET**

DEPT/DIVISION

TOWN CLERK

FORM 1

PREPARED BY:

Robert J. Pasek

DEPT/DIV NUMBER: G1200

This Department/Division provides the following services and functions and has the following statutory responsibilities:

The Office of the Town Clerk;

- Upholds and complies with all local, state and federal ordinances, statutes and laws.
- Records, maintains and preserves the Town Land Records.
- Records, maintains and preserves the Town and State Vital Statistics.
- Providing accurate information to facilitate land transactions.
- Receives land records; collects fees, records, indexes and references records; files in a timely manner and delivers accurate information to the Tax and Assessor departments.
- Copies and mails Land Records.
- Collects and Distributes Connecticut State and Town of East Harford Conveyance Tax.
- Works with the Registrars of Voters to maintain the integrity of all elections held.
- Issues Town, State and Federal paperwork necessary for the elections.
- Creates all ballots for elections.
- Issues and maintains records of absentee, federal and overseas ballots.
- Certifies the Election results to the Secretary of State.
- Files necessary paperwork with the Secretary of State including monthly document reports, appointments and resignations of elected and appointed offices.
- Issues various municipal and state permits and licenses, including marriage, burial, cremation, sporting, dog, and trade name certificates.
- Registers and maintains a listing of the Town's Justices of the Peace.
- Registers and maintains a listing of the Town's Notaries Public.
- Provides Notary Public services.
- Registers and maintains a listing of foreclosures and bankruptcies; distributing copies to applicable departments.
- Provides certified copies of birth, marriage and death certificates.
- Records and maintains Veteran Discharge Papers (DD-214).
- Post and/or files of agendas and meetings of all of East Hartford's Boards and Commissions.
- Post and/or files of agendas, meetings, and correspondence from various State and regional organizations and agencies.
- Receives all claims and summonses served to the Town for filing, copying and disbursement.
- Administers the Oath of Office to all elected or appointed Officials and Officers for the Town.
- Assists the public in person, as well as by phone, mail, email, and fax.

TOWN OF EAST HARTFORD

FISCAL YEAR 2020

OPERATING BUDGET

DEPARTMENT NAME:TOWN CLERK

FORM 2

Statement of goals and objectives for the next year, program statistics and other descriptive information:

In fulfilling its goals and objectives for the 2018-2019 fiscal year, the Town Clerk's Office will; maintain a lawful depository of all public records; prepare timely indexes (which facilitates access to the records); work in close relationship with the Registrars of Voters to maintain the integrity of all elections held; act as an agent of the State in order to provide State licenses locally; disseminate information to the public in a timely and desirable fashion; and issue various municipal licenses and permits. During the 2018-2019 fiscal year, it will be extremely important to continue to implement and utilize the various computer technologies to streamline manual operations for additional cost savings.

SPECIFIC OBJECTIVES

1. **Recordkeeping** – To ensure the proper recording of land records, vital statistics, maps, trade names, veteran discharge papers, boards' & commissions' agendas and minutes, and various town records as archival files.
2. **Public Information** – To assist the public in obtaining information from the Town Clerk's records and to handle the dissemination and sale of various State and Town licenses and publications.
3. **Elections** – To oversee the election process; to administer the oaths to applicants qualified for admission as electors; to create the ballot; to issue and maintain absentee ballots; to timely publish legal ads and certify election results to the Secretary of the State.
4. **Licenses** – To issue marriage, sport and dog licenses and to maintain these as public records. We issue certified copies of marriage, death and birth certificates. We have created a computer program to input and create marriage licenses. We are using a computerized sport licensing program provided by the Department of Environmental Protection which allows the scanning, sale and printing of various sport licenses.
5. **Permits** – To issues burial, cremation, and liquor permits.
6. **Record Preservation and Retention** – To preserve and protect the permanent records of the Town through restoration and recreation and to provide for an orderly retention of all town records.
7. **Imaging System for Recordings** – A program has been installed to enable us to scan recordings and create land record volumes immediately upon recording. In, additional programming has been generated to record land record using the internet thus recording, indexing, printing to a book and viewing on the web without ever touching a piece of paper.

The Town Clerk's Office staff will be concentrating on maintaining and improving all the programs listed above, along with any new initiatives enacted this year.

CUSTOMER SERVICE OBJECTIVES

Continue the training and cross-training of staff members to insure the accuracy of records and improve the quality of customer service during the next fiscal year.

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FORM 1

**DEPT/DIVISION
NAME:**

REGISTRARS OF VOTERS

DEPT/DIV NUMBER:

G-1300

This Department/Division provides the following services and functions and has the following statutory responsibilities:

The responsibilities of the Registrars of Voters are delineated by and imposed by the Election Laws of the State of Connecticut. In printed form these are two inches thick . The registrars are also required by State Law to complete an eight session certification program. The only election-related function not imposed on the Registrars is the issuance of Absentee Ballots which is the responsibility of the Town Clerk.

**TOWN OF EAST HARTFORD
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DEPARTMENT NAME: REGISTRARS OF VOTERS

Form 2

Statement of goals and objectives for the next year, program statistics and other descriptive information:

REGISTRARS COMPENSATION

We are requesting an increase of \$5,000 per year for each Registrar and \$2,000 per year for each Deputy Registrar. The Registrars office has two general responsibilities: First, the accurate receipt of voter information and its proper protection both on paper in our files and on line in the state system and second, the planning, preparation and execution of elections and primaries. In the first case the volume of paperwork has increased exponentially. Files originating in the DMV have substantially increased and will continue to do so. The large number of errors in the DMV filing is a major headache. Increasing voter interest has increased the number of persons filing on-line and /or visits to the office and daily mail. Telephone inquires are similarly up. The second interest is the growing requirements imposed by electronic scanner in the months before election and primary days. The Registrars spend many hours checking and testing the equipment. This testing requires the Registrars to run test ballots thru each machine either 27 or 40 times, depending on the election or primary. We spend hours long after quitting time to meet these requirements. Also, there are four of us. Most other towns have full or part time staff to assist the Registrars and Deputies.

PROFESSIONAL DEVELOPMENT

Our normal education programs through the year are accomplished in sessions at the Registrars of Voters Associations semi-annual meetings each year. In addition to the semi-annual meetings we also have education programs at our Hartford County meetings during the year. This is required by the Secretary of the State.

ELECTION DAY REGISTRATION

EDR has been successfully carried out through several elections. We assign four workers, that we train, to conduct the registrations. We will continue to use three teams of four young people to assist applicants in filling the necessary forms prior to registration. These young men and women have performed in an outstanding manner. A couple were so interested that they volunteered to extend their four hour assignments. They are supervised by staff from Youth Services. This year we registered 287 applicants and all were processed and voted by 8 p.m.

ELECTIONS AND PRIMARIES

The Gubernatorial election drew high voter interest. In town the turnout was 51.5 percent. Statewide turnout was approximately 65 percent. Operations in two districts slowed by ballot paper that was adversely affected by high humidity. This resulted in some jamming. Ink used in black pens to mark ballots was slowed in drying causing other problems. As a result we recounted votes in those two districts after the polls had closed. Despite this results were filed on time. We have brought this to the attention of the ballot supplier and intend to closely supervise them to correct any material problems and avoid any repetition of the problem.

AUDITS

Again, we were selected for audit in the Republican primary in August and the regular election in November. Each was limited to a single voting district. As always, the audit proved correct results. We believe we are picked so often because our results are always perfect.

ELECTION NIGHT REPORTING

The IT department provides us with a dedicated computer to be used by the Head Moderator to report final results electronically and on time to the Secretary of the State. This will be a regular procedure in the future.

**TOWN OF EAST HARTFORD
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FORM 1

**DEPT/DIVISION
NAME:** Office of the Mayor

**DEPT/DIV
NUMBER:** G 2100

This Department/Division provides the following services and functions and has the following statutory responsibilities:

The Town of East Hartford is governed by a strong Mayor/Town Council form of municipal government. The Mayor is recognized as the Chief Executive Officer of the Town and is directly responsible for the administration of all departments, agencies and commissions of the Town. The Mayor prepares the Town's annual operating budget for council approval and ensures proper enforcement of all laws and ordinances of the Town.

This responsibility involves significant interaction with the general public, various State and Federal Agencies, Town Departments, Boards and Commissions and the Town Council. This office serves as a "clearing house" with respect to facilitating timely responses to our residents and business community on requests for information and assistance.

**TOWN OF EAST HARTFORD
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DEPARTMENT NAME: **Office of the Mayor**

Form 2

Statement of goals and objectives for the next year, program statistics and other descriptive information:

Mayor's Office

MISSION: To provide strong leadership and management oversight to town government and improve the Quality of Life for community residents.

- **Objective:** To develop strong management and goal oriented department heads.

Success Indicators: Achieve goals and objectives, flexible performance framework, annual work plan success.

- **Objective:** To improve town services that affects the Quality of Life in Town.

Success Indicators: Visual improvements, surveys, reduced complaints, increased investments in public/private infrastructure.

- **Objective:** To maintain fiscal stability.

Success Indicators: Grand list stability/growth, effective budget management by each department, favorable bond rating, favorable tax collection rate.

- **Objective:** To provide timely and comprehensive information and recommendations to the Town Council, Department Heads, employees and citizens when appropriate.

Success Indicators: Re-election, positive feedback from all identified parties.

TOWN OF EAST HARTFORD
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DEPT/DIVISION

NAME: Corporation Counsel

DEPT/DIVISION

NUMBER: G2200

This Department/Division provides the following services and functions and has the following statutory responsibilities:

Pursuant to Section 5.1 of the Charter for the Town of East Hartford, the Corporation Counsel's office serves as the Town's legal advisor. The office works closely with all departments of Town government in providing legal representation with respect to the rights and responsibilities of Town departments, the Town Council, the Board of Education and appointed Boards and Commissions.

The Corporation Counsel also acts as the legal advocate for the Town in all actions, suits, or proceedings brought by or against it or any of its department, officers, agencies, boards or commissions.

TOWN OF EAST HARTFORD
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DEPARTMENT NAME: Corporation Counsel Form 2

Statement of goals and objectives for the next year, program statistics and other descriptive information:

The Office of Corporation Counsel, as the legal advisor to the Mayor, Town Council, Board of Education, Town departments and all Town officers, boards and commissions, is responsible for protecting the legal rights of the Town. Towards that end, the goals for Corporation Counsel include:

- Vigorously defend all claims against the Town, including all general and automobile liability claims.
- Assist the Inspections and Permits Department in the enforcement of the Property Maintenance/Housing Code and Zoning Regulations.
- Provide professional development for various Directors and Departments by sponsoring workshops and/or seminars to provide guidance as to legal issues affecting their roles and duties.
- Provide legal support to the Development, Inspections and Permits and Engineering Departments.
- Assist the Finance Department with tax collection efforts including tax lien sales and foreclosures.
- Represent the Town in tax assessment appeals.

- Provide advice, counsel and training to Town Departments on labor and employment matters.
- Negotiate collective bargaining agreements with the Town's various municipal unions.
- Represent the Town and its departments in labor and employment proceedings, including grievance arbitrations, hearings before the Board of labor relations and mediation.
- Review and revise Town employment policies.
- Thoroughly and timely review all Town contracts.
- Respond to Freedom of Information requests.
- Oversee, coordinate and assist outside insurance defense counsel in the defense of claims against the Town.
- Review and/or settle all property damage and personal injury claims within our prescribed authority.

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FORM 1

DEPT/DIVISION **Human Resources**
NAME: _____

DEPT/DIV NUMBER: G2300

This Department/Division provides the following services and functions and has the following statutory responsibilities:

The Department of Human Resources administers six collective bargaining agreements, assists the Town attorneys with collective bargaining, processes employee grievances, and advises town Departments on employee and labor relations matters and personnel policies. The department is also responsible for recruiting, testing, placing employees and administering employee benefits.

**TOWN OF EAST HARTFORD
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DEPARTMENT NAME: _____ Human Resources _____ **Form 2**

Statement of goals and objectives for the next year, program statistics and other descriptive information:

Recruitment, testing, selection and placement of employees

Benefits administration

Development of classification and compensation plans

Assist Town Attorneys with labor negotiations

Contract administration

Hear employee grievances

Maintenance of employee records and files

New employee orientation

Supervisor and employee training and development

Assist Town Attorneys with labor arbitration hearings and other employment-related hearings

**TOWN OF EAST HARTFORD
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FORM 1

**DEPT/DIVISION
NAME:** Public Library

DEPT/DIV NUMBER: G2400

This Department/Division provides the following services and functions and has the following statutory responsibilities:

The East Hartford Public Library provides every member of the community with:

- Free and equal access to information
- Circulating collections in a variety of formats, including digital
- Learning opportunities for all ages
- Technology access and instruction
- Programs for children, teens, and adults
- Access to cultural assets, including local history resources
- Gathering places for conversation, study, and to pursue educational and recreational interests

**TOWN OF EAST HARTFORD
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DEPARTMENT NAME: Public Library

Form 2

Statement of goals and objectives for the next year, program statistics and other descriptive information:

Department mission: To provide all the residents of East Hartford with opportunities to pursue lifelong learning and literacy, to connect with the community, and to share information and ideas freely.

Library Statistics

The library continues on a trend of positive growth across all metrics. In fiscal year 2018, our total circulation of library materials was 84,202, up 13% from the prior year. Our public computers were used for 50,883 sessions (a 21% increase) and 10,657 people attended our programs (up 9%). Metrics of use continue to increase fiscal year-to-date: up 5% for circulation and up 11% for program attendance.

Increased Library Usage

Our central goal for the next year is continued growth in library usage. To do this, we have begun a process to solicit community input on our programs and services through community conversations and focus groups. Programming and collection development will continue to evolve in response to community demand. The renovation of Wickham Library will provide another opportunity to extend the Library's reach into the community.

Programs for All Ages

Supporting our growth are two grants that will be at the center of our work over the next year: *EXCITE, Transformation for Libraries*, and a CT-Office of the Arts project grant. With the project grant, we will develop a large-scale collaborative art installation to be featured in our Creative Commons. The EXCITE program provides the library with a framework to become more innovative, collaborative, and community-focused. Through this framework, we are developing programs and services focused on connecting with community at the library and "making a difference in East Hartford." We will also continue to work in partnership with the Commission on Culture and Fine Arts to bring in high-quality performers for programs at the Library. Our children's department will continue to expand outreach opportunities with the East Hartford Public Schools, including our Summer Reading Program, and our Makerspace will continue to offer programs for all ages.

Reference and Cultural Assets

Reference goals include increased use of online resources, including databases, e-books, and audiobooks. We will also continue to improve our marketing and merchandising of our print collections, especially popular materials and Spanish-language resources. Art shows will be offered in partnership with the Raymond Library Company, including a large-scale show of artist Henry Hammond Ahl, from the Library's collections.

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FORM 1

**DEPARTMENT/DIVISION
NAME:**

EAST HARTFORD PROBATE COURT

DEPT/DIV NUMBER:

G2500

This Department /Division provides the following services and functions and has the following statutory responsibilities:

The statutory authorities and duties of the Probate Court are set forth in Section 45a of the Connecticut General Statutes. The Court's principal responsibility includes, but is not limited to, processing probate petitions related to the following types of matters:

- the probate of wills and administration of decedent's estates
- the voluntary and involuntary appointment of conservators of the person and estate
- the appointment of guardians for individuals with intellectual disability
- the commitment of individuals with psychiatric disabilities
- the removal and appointment of guardians of minor children
- the appointment of guardians of the estate of minor children
- the issuance of special immigrant juvenile status findings for minors and young adults
- termination of parental rights and adoptions
- certification of foreign adoptions
- paternity claims
- legal name changes of adults and minors
- confirmation of gender changes
- the appointment of trustees (testamentary and inter vivos)
- fiduciary accountings, including audits of estate, guardianship, conservatorship, power of attorney and trust accountings

The Court also provides general assistance to the public, works with other State agencies, such as Department of Social Services, Department of Developmental Services, and Department of Children and Families, in connection with its files, and monitors/reviews files from opening until closure.

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DEPARTMENT NAME: EAST HARTFORD PROBATE COURT

Form 2

Statement of goals and objectives for the next year, program statistics and other descriptive information:

The East Hartford Probate Court's goal continues to be providing optimal customer service to the residents of East Hartford. The Court's primary objective is to serve the Town of East Hartford's probate needs in a courteous, professional, and expedient manner. The Court's use of new and improved technological resources and streamlined procedures has allowed the Court to more effectively and efficiently process the Court's workload in an effort to better serve the public.

The Court has significantly increased its weighted workload to the highest level the Court has seen. The Court staff has been working vigorously to bring the Court current with all reviews and accountings to ensure that files are monitored and kept current so that those individuals that rely on the Court, especially those individuals who are under the Court's jurisdiction and are unable to care for themselves, are well protected and well-served.

**TOWN OF EAST HARTFORD
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FORM 1

**DEPT/DIVISION
NAME:**

Youth Services

DEPT/DIV NUMBER:

G2600

This Department/Division provides the following services and functions and has the following statutory responsibilities:

The Town of East Hartford's Department of Youth Services was created in 1971 and has celebrated over 48 years of providing professional youth and family counseling and positive youth development to East Hartford youth. The Department of Youth Services effort's are directed in five critical areas:

- 1) Providing therapeutic counseling services to individual youth and their families experiencing a wide variety of problems including abuse, neglect, criminal behavior, family dysfunction, and substance abuse.
- 2) Providing carefully focused program services with the goal of preventing delinquent behaviors and substance abuse by enhancing communication, problem solving, and decision making skills as well as offering positive opportunities for youth to participate in their community.
- 3) Providing community coordination, collaboration, and advocacy for East Hartford youth with local, regional, state, and federal youth serving agencies.
- 4) Creating awareness in the community of the services and programs offered by the Town of East Hartford, Department of Youth Services.
- 5) Securing state and federal grants to increase services to East Hartford youth.

**TOWN OF EAST HARTFORD
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DEPARTMENT NAME: East Hartford Youth Services Form 2

Statement of goals and objectives for the next year, program statistics and other descriptive information:

The Department of Youth Services is staffed by five full-time employees: the Director, the Counseling Coordinator, the Program Coordinator, Youth Outreach Coordinator and the Administrative Secretary. The Department employs part-time contractual counseling staff composed of 8 master's level Marriage & Family therapists, 2 -master's level Social Workers, and 1 substance abuse counselor. In addition there are 8 master's level (MFT & MSW) interns, 4 Adventure based/experiential program facilitators.

Counseling Component

The Counseling Coordinator, Kelly Waterhouse, supervises our community based counseling services at the East Hartford Community Cultural Center located at 50 Chapman Place. Contracting with experienced family therapists provides cost effective professional help and is accessible six days each week. Hours range from late afternoons and evenings throughout the year, as well as, Saturdays between the hours of 9:00 a.m. till 1:00 p.m. The Department will offer well over 3,000 hours of counseling services in fiscal year (FY) 2017-2018. The department supplements the paid contractual counseling hours, supervising the therapeutic work of graduate-level Marriage & Family Therapy interns and graduate-level Social Work interns.

In FY 17-18 Youth Services provided counseling for 268 youth and their families. Another approximately 150 families received crisis intervention, informational or referral services from the department.

In addition to family therapy the counseling staff is also involved in providing:

- "Strong Start" Group (A socio-emotional group for grades K-2nd)
- EH High School Assimilation Group
- Boys Council Group
- Girls Circle Group
- ***Safe Dates***
- Strong Teen (A socio-emotional group for high school students)
- Self-Care for Stress
- Relaxation group
- Teen Talk
- Community Forums

Program Component

Jennifer King, Program Coordinator, implements positive youth development programs specifically targeted to East Hartford youth. These programs encourage young people to explore life skills, issues of adolescence, decision-making, character development, and respect for diversity, peacemaking and other

issues essential to healthy development. Bonding with parents, peers, schools, and community is reinforced in these programs.

Activities include:

- 1) One Rhythm Drumming Around the World Youth Leadership program is a unique and fun program is designed to do three things:
 - Teach high school students about drum styles & rhythms from around the world.
 - Learn "real life" skills that will help them run drum circles for younger youth in East Hartford and in everyday life.
 - Give high school students a chance to mentor younger youth through a variety of cross-age mentoring opportunities.

This program engaged high school students in positive self-development by increasing their self-awareness, improving their ability to communicate effectively, and encouraging exploration of their leadership potential. Students also had opportunities to be a part of a variety of community based service opportunities.

2) **“Peers Are Wonderful Support” (PAWS):**

PAWS student groups are maintained at East Hartford High School, East Hartford Middle School and Sunset Ridge. Students at these schools participate in a variety of programs that enhance leadership, positive decision making, and peer support. PAWS students promote healthy alternatives to substance use and are a resource to create positive change in their community. PAWS students attend the regional and inter-district leadership training conference in Manchester, CT each year and participate in community projects throughout the year.

- 3) **Junior Adventure Club:** An experiential, fun adventure based activities for youth in grades 3-5. Youth will “learn by doing” with activities that promote collaboration, team building and social skills
- 4) Managing the Challenge Course (Ropes course) at the Middle school which included its maintenance and the running of programs that support character education and social-emotional learning.
- 5) Youth Services staffs are active members of the Youth Advisory Board, the East Hartford Local Substance Abuse Prevention Council, East Hartford Community Partners, The Rte. 2 Collaborative, School Readiness Council & the North Central Regional Mental Health Boards.
- 6) Sponsoring of youth attending the CT Wilderness School.
- 7) Summer Exploder’s Club: Summer time experiential actives in and around the state as well as the local community.
- 8) Yoga for all ages

9) Zentangle Art for all ages which

- a. Reduces stress
- b. Relaxation
- c. Increase attention
- d. Improves sleep
- e. Improves self esteem

10) Drum Circle for all ages

11) The Annual "Service to Youth" Award.

12) Family Art Group

In FY 17-18 there were over 1,300 participants in Youth Services programs.

Youth Outreach:

The Youth Outreach coordinator is Marc Bassos as the department has worked towards developing the framework for the community to reach out to youth most at risk. In the past year the Youth Outreach has been involved in:

- **CT Judicial Department, Court Support Services "Youth Prevention Grant":** In October of 2015 Youth Services received a Youth Prevention Grant from CSSD to help divert youths from the juvenile justice system. We are in the 4th year of this grant which provides funding for the coordination of services for those youth at risk for truancy, delinquency and school failure.
- **The Goal Line Project:** working with East Hartford Middle School, the Savings Bank of Manchester Charitable Foundation & UConn athletics including the many UConn male & female sports team members who mentor at-risk middle school students. Statement of goals and objectives for the next year, program statistics and other descriptive information:
 - **Community Service:** Youth Services has developed purposeful activities for youth and receiving referrals for Community Service from Juvenile Court & Juvenile probation.
 - **Boys Council:** A strength based group approach to promote boys and young men's safe and healthy passage through pre-teen and adolescent years.
 - **Girls Circle:** An evidenced based group program based on a strengths-based approach, motivational interviewing strategies and has a strong focus on positive youth development.
 - **TIPS (Truancy Intervention Program)** a program to assess and provide services needed for families to help reduce truancy and absenteeism.
 - **Sexting Prevention:** a program based on the "Before You Text" Prevention Curriculum for the state of CT. This curriculum was developed by Division of Criminal

Justice Chief State's Attorney's Office, Center for Children's Advocacy, and Connecticut Youth Services Association.

Community Coordination, Collaboration, and Advocacy

The Department of Youth Services acts as a municipal agent for youth in the East Hartford community by coordinating services with East Hartford Public Schools, East Hartford Police Department, Hartford Juvenile Court, the State Department of Children & Families, the Rt. 2 Community Collaborative, the State Department of Education, North Central Regional Health Board participation on the Head Start Advisory Council, and many other youth serving agencies.

East Hartford Youth Services coordinates the East Hartford **Juvenile Review Board** which annually screens over 150 police referrals of juveniles and school referrals of those with Family with Service Needs, and makes case specific recommendations and referrals to local resources in lieu of juvenile court proceedings, when appropriate.

Youth Services is facilitating the **Hartford Juvenile Court District's Local Interagency Service Team (LIST)**: which is a collaborative effort among local stakeholders for assessing the physical, social, behavioral, and educational needs of children and youth in their respective communities that leads to juvenile justice involvement and Decrease the number of children and youth referred to court.

Youth Services is a member of the **East Hartford School Districts School Health & Wellness Advisory Committee** which Collaborate, in partnership with community members and organizations, to help provide and support health and wellness programs and services to every child, every family, every staff, every day.

- Community Outreach and Support
- Policy Review and Development
- Program Coordination and Curriculum Review

Community Based Diversion System: With truancy and defiance of school rules no longer going to the courts Youth Service Bureau have become the community hub to service these cases. Youth Services has worked with the Board of Education to develop procedures and policy in which to refer and service these cases.

As a member of the Board of ERASE(East of the River for Substance Abuse Eliminations) a YSB staff member is on the Design Team that is helping to shape the merger of "ERASE" and the " North Central Meant Health Board" into a "new" prevention organization for mental health & substance abuse that will span the life cycle. The new organization should be finalized in 2019.

Department of Youth Services Accomplishments 2017-2018

Approximately 263 youth received counseling services in the past fiscal year while 156 went to the Juvenile Review Board , 150 plus families have received crisis intervention, informational or referral services youth and over 400 families have received services in FY 17-18.

- The Juvenile Review Board screened 156 cases in 2017-2018.

- The Department assisted in funding East Hartford Project Graduation, East Hartford High School's Student Assistance Team, Circle of Life, Art for All, Inc., as well as, helping provide materials for a substance abuse prevention programs in the middle and high schools through the Local Substance Abuse Prevention Grant.
- Youth Services has collaborated with the ERASE (East of the River for Substance Abuse Elimination) our local regional action council. ERASE had secured funding through DMHAS (Department of Mental Health and Addiction Services). Youth Services continues to facilitate the Local Prevention Council activities.
- A major youth substance abuse prevention effort was 8th year of **East Hartford's "Prevention Idol"** in which East Hartford students in grades 7-12 were invited to showcase their talents by presenting original songs, dance, poetry or dramatic readings that illustrate how substance use negatively impacts lives. The event also highlights the benefits of living substance free. This has been a very successful program that is recorded and broadcasted on local access channel.
- The Department assisted in the March PAWS (**Peers are Wonderful Supports**) **Regional Conference** for middle and high school students. In addition to the 2-day conference, the program's goal is to provide leadership training to enable youth to serve as key mobilizers in their home communities by developing a Town-wide project related to eliminating substance abuse.
- Youth Services continues to work on training and programming for the rope course located at East Hartford Middle School. Another staff member has been trained in ropes course facilitation.
- **QPR (Suicide Prevention Gatekeepers Training):** Youth Services has provided QPR (Question Respond and Refer) Gate Keeper Training East Hartford school personnel and in addition was presented to youth Leaders and a Community Forum.
- Youth Services had provided special bi-cultural and bi Lingual programming for youth:
 - Spanish Speakers Support group at the East Hartford Middle School
 - Assimilation Group for Spanish speakers at the East Hartford High School
- **Family Engagement Activities :**
 - "Family Art Night "
 - East Hartford Police Departments "National Night Out" event.

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FORM 1

DEPT/DIVISION

NAME:

Grants Administration Office

DEPT/DIV NUMBER:

G2950

This Department/Division provides the following services and functions and has the following statutory responsibilities:

The Grants Administration Office manages the annual federal Community Development Block Grant (CDBG), a changing number of state and federal grants, leases for municipal properties, serves as the contract manager for on-call architectural services and is the staff liaison to the Historic District Commission.

The Town's budget supports 85% of the wages of the Grants/Lease Manager. The other 15%, along with two other positions, Housing Planning Analyst (full time) and Assistant Grants Administrator (part time) are funded solely by CDBG. There is a 20% administration expenditure cap in the CDBG program (24 CFR 570.200).

Last year, for the first time in five years, formula funding levels for East Hartford's CDBG grant increased, due largely to an overall increase in the appropriation for the program at the federal level. The 44th program year allocation for the Town was \$555,818, an increase of about \$60,000 from the previous program year.

In addition to CDBG, other grant-funded projects managed by the office include financial administration of the Local Capital Improvement Program, Brownfields assessment grants from the state Department of Economic and Community Development and the federal Environmental Protection Agency, grants for the design and construction of a new Senior/Community Services facility, the Neighborhood Assistance Act Tax Credit Program run by the state Department of Revenue Services, donations made through the Brewer House Trust Fund, the Community Connectivity Grant to improve road conditions for pedestrians and bicyclists on Main Street; ongoing administration of grant funds dedicated to the Raymond Library, a cleanup project at Hockanum Cemetery funded through a Neglected Cemetery grant from the state Office of Policy and Management and programs for the Department of Health and Social Services.

**TOWN OF EAST HARTFORD
FISCAL YEAR 2020
OPERATING BUDGET**

DEPARTMENT NAME: Grants Administration

Form 2

Statement of goals and objectives for the next year, program statistics and other descriptive information:

The Grants Office intends to maintain the integrity and reputation of the department as accurate, efficient and fiscally responsible, while at the same time maximizing our ability to contribute resources to the Town's bottom line. For example, the Grants Office charges the East Hartford Housing Authority \$1,000 annually for oversight of the environmental review record required by HUD. These grant funds are ultimately channeled to the General Fund.

The federal Community Development Block Grant (CDBG) is also utilized to its maximum limit for funding staff costs and office expenses. The result is that no Town funds are spent for the compensation of two of the three staff persons in the Grants Office, the Housing Planning Administrator and the part-time Assistant Grants Administrator (AGA). The Department also charges 15 percent of the Grants Manager's salary to CDBG.

Goal: Continue to support private housing rehabilitation and public facilities improvements through the Community Development Block Grant. These programs provide a direct benefit to private property owners and are successful in up-grading the quality of life for our citizens. Recent projects included handicapped accessibility (installation of ramp) conversion to gas heat, plumbing work, electric heat upgrades and roof and furnace replacements in the homes of qualifying low and moderate income residents. Planned or currently operating community improvement projects include the restoration of the Wickham Library, replacement of signage at various Town properties and installation of a new sidewalk at the corner of Pitkin and Main Streets.

Goal: Provide staff services to the Historic District Commission by supporting their mission of preserving the built environment and acting as liaison with the Building Department and Development Office to mesh information and activities toward achieving the same goals.

Goal: Continue to work with municipal departments who are independently researching and receiving grant funds, and provide support for writing applications and reporting grant outcomes. The aim is to achieve compliance between our standards and the eligibility requirements of grantors.

Goal: Review all leases to ascertain compliance with lease terms, insurance requirements, and timely payment of rental fees.

**TOWN OF EAST HARTFORD
FISCAL YEAR 2020
OPERATING BUDGET**

FORM 1

**DEPT/DIVISION
NAME:** Information Technology

DEPT/DIV NUMBER: 3300

This Department/Division provides the following services and functions and has the following statutory responsibilities:

To provide a secure, high performing and reliable infrastructure technology that enhances efficiencies and collaboration across all town departments. Strategic planning and coordination of technology projects to reduce costs and assist all departments in providing enhanced customer service interactions with residents and contractors. Provide training to all departments to build capacity and proficiency in all areas.

Technology personnel trained in programming, analytics, software and hardware provide support and creative solutions to all Town staff. Create and implement projects that sustain and optimize innovative solutions throughout all Town departments to assist more effective service to residents and contractors.

Service level expectations for critical divisions of Public Safety and Public Works are 24 x 7 x 365. This requires technicians to be available at anytime throughout the year. Keeping these systems updated, patched and upgraded is significant if we are to continue providing this type of service.

TOWN OF EAST HARTFORD

FISCAL YEAR 2020

OPERATING BUDGET

DEPARTMENT NAME: Information Technology

Form 2

Statement of goals and objectives for the next year, program statistics and other descriptive information:

Mission:

The Department of Information Technology is an enterprise wide technology service organization with a focus on providing services to all Town Hall employees. Through strategic planning and process oriented objectives the department will implement new applications and programs that assist with collaboration efforts town-wide. By coordinating efforts across all Town departments the Information Technology department will develop multi-year strategic plans for technology and follow best practices to deliver a robust set of connected services.

Department Strategies

Technology Infrastructure

Build a next generation data center that is secure and robust with the ability to expand as demand grows

Design a "depth of defense" model for securing the systems

Proactively build self-monitoring and reporting systems for snapshots of possible issues

Build into the budget a refresh cycle to eliminate use of aged device that are security risks

Universal Applications

Modernize departments utilization of digital tools and applications to improve residents experience and increase online offerings

Reduce paper reliance to increase work flow productivity by utilizing digital formats

Create cross platform applications that increase efficiency within all departments

Improve resident and contractor experiences with local government departments

Digital Commitment

Improve social media outreach attempts in all departments

Increase amount of offerings online for residents and contractors while reducing physical resource consumption

Strategic Planning

Work to create and implement high value, critical initiatives that support operations for all Town Hall departments

Using a town-wide vision provide multiple technical solutions to workflow issues within the organization

Overview:

The Information Technology department maintains all hardware, software and phone systems for the Town of East Hartford municipality. Included in the scope of support is “always on” technologies for Public Safety, Department of Public Works, Town Clerk offices during voting. These are critical services during times of emergency, weather issues and government events.

The Information Technology budget has remained flat over the last 3 years. This has led to a reduction in tools and abilities to keep the infrastructure secure. Information Technology will continue to look at ways to reduce costs, however there are costs associated with keeping systems secure, updated and patched. Utilizing special pricing on multi-year contracts, working with BOE vendors that bid on projects which include the Town as well as analyzing needs and adjusting purchases will keep the additional costs down.

Over the past several months there has been great progress towards addressing all of the issues documented in the vulnerability report. The report was analyzed and a number of changes were made to external and internal devices.

Internal:

- Servers have been updated to the latest versions that can be applied
- Old servers that are no longer under support have been taken off the network with one exception. This will be addressed with the phone upgrade scheduled for spring of 2019
- Phones have been updated to the newest version
- Security cameras storage devices have been patched and updated
- We are working with a vendor to update security throughout town buildings
- Added another layer of defense with a device based anti-virus for better protection

External:

- Firewalls have been updated and patched to reduce outside access
- Switches have been updated and patched to reduce vulnerabilities
- Following vendor best practice guides setting have been changed on the firewall to limit traffic outbound and inbound
- Contacted another vendor to do a second vulnerability assessment and responded to all issues found
- Added a second Internet Service provider to increase connection speeds and to provide redundancy

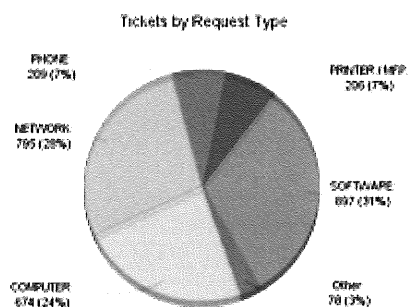
There were many other initiatives completed successfully throughout the year, some in response to the report others to work towards a more efficient technology department:

- We have commissioned a third vulnerability report from a vendor to look at any remaining vulnerabilities
- We are receiving external scan reports in partnership with the Department of Homeland Security and the State of Connecticut
- Replacement of aged desktop computers continues on a refresh cycle.

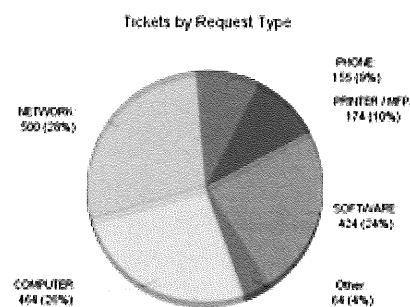
- We have initiated a preventative maintenance program that has information technology specialists visiting every computer in the town departments to look at operating performance and updates. This will continue on a rotating schedule.
- We reorganized the Information Technology department to better serve all departments.
- Currently we are working with Social Services to develop digital tools to better manage and secure information for the department. We will work with each department in the same manner to coordinate efforts and maximize results
- We are working with a security company to update all security systems throughout all Town departments
- Working collaboratively with the Board of Education IT staff to define Requests for Proposals allowing the town and board to leverage their purchasing abilities
- We are looking to update Policies and Procedures to reflect best practices as well as current technologies

Work Analysis

Technology Help Requests show a consistent issue with the network, software and computer systems:



FY 18 - 2,859



FY 19 - 1,781 (to date)

Redesigning the data center will help reduce the amount of help desk requests for Network issues. A Refresh cycle will help reduce the amount of computer issues. Working with departments to understand their needs, provide training and help streamline services will reduce the number of software issues. Reducing the volume of help desk requests will allow the Information Technology Department to provide proactive and innovative solutions for all Town departments.

Goals

In Fiscal Year 2020 the Information Technology department will build a secure and reliable technology infrastructure. Investing in technology is a priority to keep data safe in today's world. New and emerging technologies are utilized to protect from external threats. A "depth of defense" approach or multiple layered approach reduces the footprint of available surface for attackers. Working with vendors to strategically plan and design a new data center will assist in keeping costs down.

Security of the infrastructure is a primary goal for the 2020 budget year. As the new infrastructure is designed and built we will constantly evaluate layers of protection and adjust the project as needed.

The rapid pace of technology change that means in the process of developing a project plan security needs will also change. As a department we are constantly aware of the need to be flexible and responsive so we can address new threats as they arise.

The Information Technology department will continue to be proactive with preventative maintenance addressing all technology devices. We are developing a schedule to perform regular preventative maintenance to ensure no departments are missed. Additionally, we are implementing a refresh cycle to replace aged and vulnerable equipment. Assets changes will be documented in a log file that defines work completion dates.

Information Technology will coordinate with all departments to identify and develop IT opportunities to streamline and coordinate the delivery of services for employees as well as residents. As new technologies evolve we will present them to appropriate departments and collaboratively evaluate options to establish value of the new product.

Fiscal Years 2020 and beyond: peering into the future

1) Public Works becomes mobile: through the use of the 311 system, public works is attempting to respond to resident needs faster and with better communication. As this initiative grows, remote access from supervisor vehicles may drive access solutions similar to the Police Departments Mobile Data Terminal needs.

2) Increases in malicious phishing emails and more sophisticated digital attacks will continue to require the Information Technology department to evaluate additional security layers and create logging efficiencies to detect, respond, and coordinate cybersecurity efforts with peers through the State and Federal governments.

3) Smart cities initiatives to provide monitoring of public utilities, access to information resources in public parks and facilities, and help automate responses to events, albeit weather or human created will be required. These new smart infrastructures will require enhanced vigilance to protect public information and ensure public trust.

**TOWN OF EAST HARTFORD
FISCAL YEAR 2018
OPERATING BUDGET**

FORM 1

**DEPT/DIVISION
NAME:**

Finance/Purchasing

**DEPT/DIV
NUMBER:**

G3400

This Department/Division provides the following services and functions and has the following statutory responsibilities:

The Purchasing Department is a division of the Finance Department and supports the procurement requirements for the Town of East Hartford. The department is in charge of procurement of all supplies, materials, equipment and services as required by Town Departments to function effectively and efficiently. This includes competitive bidding, the approval and review of all purchases, and the participation in cooperative purchasing agreements. The Purchasing Department operates per the Town Charter Sec. 5.6 (c) and Town Ordinances Sec. 10.5 through Sec. 10-14 has only one staff member – the Purchasing Agent.

TOWN OF EAST HARTFORD
FISCAL YEAR 2018
OPERATING BUDGET

DEPARTMENT NAME: Purchasing

Form 2

Statement of goals and objectives for the next year, program statistics and other descriptive information:

- Further enhancement of the Munis Financial Computer System for the processing of purchase requisitions and purchase orders.
- Redesign the Purchasing Department's website for bid notifications and bid tabulations for vendors and the public to access. Including posting bids and results on the website. This will reduce postage costs and time associated with mailing bids.
- Continue working with the Board of Education on joint bidding projects including on-call service bids and other purchasing consortium bids.
- Explore opportunities for cost savings in office supplies, paper and printing and reproduction by looking at vendors who participate in purchasing consortium bids.
- Continue working with each Town Department on an individual basis to provide helpful information and resources which will provide the most cost efficiency.
- Start using Go.Docs application with Munis to email or fax purchase orders to vendors.

OBJECTIVES

The overall objective of the Purchasing function is to buy the right item, in the right quantity, from the right source, at the best price and to be delivered at the right time. The need for many goods and services are repeated from year to year, and proper planning enables departments to have annual bid contracts approved and ready to meet the needs of all departments. Productivity and department budgets can be negatively impacted by an inefficient and a poorly organized purchasing department.

TOWN OF EAST HARTFORD
FISCAL YEAR 2018
OPERATING BUDGET

DEPARTMENT NAME: Purchasing

Form 2

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**TOWN OF EAST HARTFORD
FISCAL YEAR 2020
OPERATING BUDGET**

FORM 1

**DEPT/DIVISION
NAME:**

Finance/Assessor's

DEPT/DIV NUMBER:

G3600

This Department/Division provides the following services and functions and has the following statutory responsibilities:

The Assessor's Office compiles the total assessed value of all Real and Personal Property within the Town of East Hartford annually.

The Assessor and staff attempt to discover and list all property as mandated by the Connecticut General Statutes. The property is valued and equalized. Fair and equitable assessments are a major goal in this process.

The Assessor's Office records all real estate title transfers and changes.

This office also administers and processes elderly, veteran's and numerous other exemption programs which continue to grow each year.

Providing assistance to the public and other Town departments is a major function of the Assessment Division.

**TOWN OF EAST HARTFORD
FISCAL YEAR 2020
OPERATING BUDGET**

DEPARTMENT NAME: Finance/Assessor's

Form 2

Statement of goals and objectives for the next year, program statistics and other descriptive information:

Major Goals 2019/2020:

- Continue organizing information for anticipated mapping/GIS updates.
- Conduct audits of selected personal property accounts.
- Continue researching, pricing and adjusting motor vehicle assessments.
- Continue to update real estate title transfers and changes.
- Continue to expand our services to other offices and the general public.
- Continue to enhance CAMA capabilities for revaluation and annual Grand Lists.
- Process personal property declarations utilizing CAMA module and scanner.
- Complete the 2019 Grand List.

**TOWN OF EAST HARTFORD
FISCAL YEAR 2020
OPERATING BUDGET**

FORM 1

**DEPT/DIVISION
NAME:** Finance: Revenue and Collections

DEPT/DIV NUMBER: Revenue and Collections – G3700

This Department/Division provides the following services and functions and has the following statutory responsibilities:

- The Tax Office is responsible for the collection of all Taxes and Parking Ticket for the Town. As set forth in the Connecticut General Statutes and Town Ordinances, our Rate Bill and Tax Warrant authorize this collection process.
- Balances / reconciles rate book with abstract
- Prepares the Tax Collector's Report
- Processes and reviews Assessor's adjustments and bills; credit or refund these accounts as necessary
- Employs all statutory tools in the collection of revenue for the Town; enforces statutory application of interest, fees and penalties
- Creates and maintains statistical reports and financial records, computerized files and databases; review and maintains audit trails for 15 years
- Codes, updates and maintains tax records of over 7,500 escrow accounts, furnishes this information to numerous financial institutions via electronic file transfer, disk or print outs
- Employs all lawful means of collection including delinquent billing, Alias Tax Warrants, Tax Liens, Tax Lien Sales, and reporting delinquent motor vehicle accounts to DMV throughout the year
- Provides information and assistance to other departments, taxpayers and external agencies
- Produces and submits annual reports to the Office of Policy and Management
- Develops and submits suspense list for Town Council action
- Prepares real estate tax lien lists and files it with Town Clerk

**TOWN OF EAST HARTFORD
FISCAL YEAR 2020
OPERATING BUDGET**

DEPARTMENT NAME: G3700 Tax Department

Form 2

Statement of goals and objectives for the next year, program statistics and other descriptive information:

- Pursue the collection path on real estate and personal property identified as problematic
- Continue to maintain a stable collection and meet our projected collection rate
- Continue staff training; sending staff to certification courses, meetings, roads shows and seminars which are pertinent to tax collection

**TOWN OF EAST HARTFORD
FISCAL YEAR 2020
OPERATING BUDGET**

FORM 1

**DEPT/DIVISION
NAME:** Development Administration

DEPT/DIV NUMBER: G4100

This Department/Division provides the following services and functions and has the following statutory responsibilities:

The Development Department provides guidance and support to business owners, developers, and residents to encourage investment and economic growth in East Hartford. It also provides management and support services for the Planning and Zoning Commission, Economic Development Commission, and the Redevelopment Agency. Additionally, it oversees the Grants Department, which researches and applies for all grants, administers the Town's Community Development Block Grant (CDBG) program, and provides support to the Historic District Commission.

- It is responsible for the issuance of permits relating to planning and zoning and collects corresponding fees that are authorized by Chapter 124, Section 8-1c of the Connecticut General Statutes.
- It provides analysis and guidance to the Planning and Zoning Commission on land-use issues, helping to implement the vision set forth in the Town's Plan of Conservation and Development.
- It assists the Economic Development Commission in studying matters that are important to promoting a business-friendly environment and in fostering a positive relationship with the business community.
- It organizes Land-Use Group meetings to simplify the process of opening or expanding a business in town. It also works with developers to incentivize large-scale developments which will grow the Town's tax base and attract additional economic activity.
- It assists the Redevelopment Agency in carrying out urban renewal activities authorized under chapters 130 and 132 of the Connecticut General Statutes, including acquiring properties and lending money.
- It works with organizations that promote the region's economic vitality including the Capitol Region Council of Governments, the Connecticut River Valley Chamber of Commerce, MetroHartford Alliance and the Connecticut Economic Resource Center.
- It administers the Enterprise Zone and Railroad Depot Zone programs to incentivize manufacturers to locate in East Hartford.

TOWN OF EAST HARTFORD

FISCAL YEAR 2020

OPERATING BUDGET

DEPARTMENT NAME: Development Administration

Form 2

Statement of goals and objectives for the next year, program statistics and other descriptive information:

FY 2019-2020 Goals and Objectives:

- Work to revitalize the Silver Lane Corridor, utilizing the Silver Lane Advisory Committee, the CRCOG transportation study, grants for brownfield remediation, Land-Use Group meetings to assist property owners and potential developers, and East Hartford CONNects. Continue to pursue redevelopment opportunities for the former Showcase Cinemas site, following its purchase by the Town, based on the committee's recommendations.
- In partnership with the Capital Region Development Authority, manage and oversee implementation of projects approved by the State Bond Commission including the demolition of blighted properties, the new Founder's Plaza parking garage, Great River Park improvements, Silver Lane complete streets, Goodwin College area stormwater management upgrade, and the former Showcase Cinemas property redevelopment.
- Identify redevelopment opportunities for the Rentschler Field property by utilizing town, state, and federal incentive opportunities such as Opportunity Zones to attract development to build upon the success of the new Pratt & Whitney world headquarters and the expansion of the United Technologies Research Center.
- Revise zoning regulations to improve clarity and promote better uses of land in accordance with the Plan of Conservation and Development, including creating a new College Campus Design Development District and revamp zoning for Silver Lane to encourage development in line with the recommendations of the Silver Lane Advisory Committee.
- Revise policies for tax incentive applications, and track and advocate for ongoing changes to the state's Enterprise Zone program.
- Continue Business Visits with the Mayor to grow relationships with business owners and understand the best ways the Town can be supportive of local businesses.
- Simplify the Planning and Zoning process by implementing best practices and continuing to utilize new technology to save commissioners and applicants time and money.
- Enhance our ability to attract development through new tools which may include the Capital Region Development Authority and the City and Town Development Act.
- Working with architect, complete necessary planning for the renovations to the new Senior Center and begin construction process.

**TOWN OF EAST HARTFORD
FISCAL YEAR 2019-2020
OPERATING BUDGET**

FORM 1

DEPT/DIVISION NAME: POLICE DEPARTMENT

DEPT/DIV NUMBER: G5203, G5204, G5205, G5400

MISSION STATEMENT

The Mission of the East Hartford Police Department:

- Safeguard life and property
- Preserve the peace
- Enforce the law
- Prevent and detect crime
- Provide a safe community
- Enhance the quality of life
- Protect the rights of all citizens.

VISION STATEMENT

The East Hartford Police Department is committed to providing the highest quality of police services to the people who live, work, and visit the Town of East Hartford.

We will constantly evaluate and improve our efforts to enhance public safety with the goal of improving the quality of life for our citizens while respecting individual rights and maintaining a high degree of professionalism.

PHILOSOPHY

Through teamwork and in partnership with our citizens we are committed to identifying and resolving issues that impact public safety. We strive to make our community a safe place to live, work, and play through a true community oriented policing attitude.

- Respect - We are committed to respecting the individual rights, human dignity and the value of all members of the community and the police department.
- Integrity - We are committed to building public trust by holding ourselves accountable to the highest standards of professional conduct and ethics.
- Dedication - We are committed to providing quality service and the highest quality of law enforcement service to the community with the goal of enhancing the quality of life.
- Pride - We are committed to conducting ourselves in a manner that brings honor to ourselves, the department, and the Town of East Hartford.



EAST HARTFORD POLICE DEPARTMENT

TABLE OF ORGANIZATION

FY 2019 - 2020

Chief of Police

Chief of Staff/PIO

Research Analyst

Chief's Secretary

Deputy Chief
Field Operations Bureau

Patrol "A" Platoon

Patrol "B" Platoon

Patrol "C" Platoon

Traffic Unit/Motorcycles

Animal Control

Special Events

Scheduling Officer

Community Outreach
Officer

Special Teams/Units

Tactical Response Team

Marine Division

K-9 Unit

Bomb Squad

Bike Unit

Honor Guard

Peer Support/Crisis

Intervention

Deputy Chief
Criminal Investigations Bureau

General Investigations

Vice Intelligence and
Narcotics

Special Investigations

Evidentiary Services

Intel - Research

Court Officer

Crash Investigations
Unit

Deputy Chief
Professional Standards Bureau

Internal Affairs

Accreditation

FOI

Training

Firearms

Recruitment/Hiring

Research &
Planning

Deputy Chief
Support Services Bureau

Public Safety
Communications

Personnel Services

Scheduling/Permits

Budgeting/Finance

Records

Fleet

Property / Evidence

MIS/Technology

TABLE OF ORGANIZATION POSITIONS

Chief of Police	1
Deputy Chief	4
Lieutenant	11
Sergeant	16
Detective	10
Investigators	4
Officer	80
Civilian	38

EAST HARTFORD POLICE DEPARTMENT



January 2019

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**TOWN OF EAST HARTFORD
FISCAL YEAR 2019-2020
OPERATING BUDGET**

DEPT/DIVISION NAME: POLICE ADMINISTRATION

DEPT/DIV NUMBER: G5203

The Department/Bureau provides the following services and functions and has the following statutory responsibilities:

The East Hartford Police Department is comprised of four Bureaus: Field Operations, Criminal Investigations, Professional Standards and Support Services.

The Police Administration area includes all of the salary accounts for all Divisions and Units. It also covers most of the non-patrol and investigative spending including items such as: training, uniforms, animal control, printing, copier supplies, radio repairs and all police equipment. All salaries, both sworn and non-sworn, are accounted for in the Administrative area to ensure that the Personnel Services Report is easy to read and understand.

The Patrol/Operations Bureau is addressed in its own respective section of the budget. Likewise, the Criminal Investigations Bureau is also addressed in its own respective section of the budget.

The Professional Standards Bureau is comprised of the Training Unit, the Firearms Unit, and the Accreditation Team among others. The main function of the PSB is to conduct internal affairs investigations of administrative or citizen complaints of misconduct/malefeasance.

The PSB is responsible for duties associated with recruitment and hiring of new EHPD employees to include, but not limited to: coordinating with the Town Human Resources Department to prepare job postings, conduct testing and oral panel interviews in order to establish a certified eligibility list. Prospective candidates are screened through a polygraph test, psychological exam, background investigation and medical exam. Additionally, the PSB will manage and coordinate new hire matters to include, but not limited to: initial uniforms, equipment, and Human Resources orientation.

PSB is responsible for duties associated with research and planning in an effort to evaluate the current and future needs of the EHPD. The research and planning process is a key activity for any long-range plan, complex idea or project and it will be accomplished with data gathering, data analysis, policy making, policy changing, implementation and monitoring.

The Training Unit assists in all sections of the EHPD developing, implementing, monitoring and documenting all training for personnel. Additionally, the Training OIC ensures all sworn officers are in compliance with POSTC recertification requirements, maintains all training records, coordinates personnel participation in training classes, administers the training budget and monitors training legislation and mandates.

The Firearms OIC instructs personnel in basic, advanced and specialized firearms procedures and develops, manages, schedules and documents training for firearms and use of force. Additionally, the Firearms OIC tracks and submits both a monthly and yearly report, documenting the various use of force methods utilized by EHPD personnel during the previous year.

The Accreditation Team is meant to strengthen an agency's accountability, both within the agency and the community, through a continuum of standards that clearly define authority, performance, and responsibilities. Personnel research, develop and disseminate all EHPD policies, as well as compliance with CALEA (Commission on the Accreditation of Law Enforcement Agencies) standards and any associated work with accreditation.

The Support Services Bureau is comprised of the Communications Section, the Management Information Systems (MIS) Unit, the Property/Evidence Unit, the Fleet Officer, Records, and Administrative Personnel. The Communications Section is addressed in its own respective section of the budget.

MIS has overall responsibility for several information technology systems including: town-wide technical support, public safety infrastructure and LAN systems, Internet, phone system and security, E-mail, on-line security and other Information Technology-related systems.

The Property/Evidence Unit is staffed by assigned officer(s), who are responsible for the proper receipt, cataloging, storage, retrieval, release and disposal of all property and evidence held by the EHPD.

The assigned Fleet Officer is responsible for coordinating or conducting scheduled acquisition maintenance, and replacement of EHPD motor vehicles and vehicular components.

The Records personnel are responsible for the maintenance of the EHPD's central records, the provision of police records services to the public, and application for and issuance of various permits. A Records Supervisor oversees Records personnel and daily operations.

The Administrative personnel perform various essential tasks including, but not limited to: maintaining all payroll, attendance records and management of uniform allowances/accounts for EHPD personnel.

**TOWN OF EAST HARTFORD
FISCAL YEAR 2019-2020
OPERATING BUDGET**

DEPT/DIVISION NAME: POLICE OPERATIONS BUREAU

DEPT/DIV NUMBER: G5204

The Department/Bureau provides the following services and functions and has the following statutory responsibilities:

The Field Operations Bureau consists of the Patrol Division, supplemented by the following special teams: Traffic Unit, Motorcycle Unit, Animal Control Unit, K-9 Unit, TRT SWAT Team, TRT Crisis Negotiating Team, Marine Patrol, Dive Team, Bomb Squad, full-time and part-time Community Service Officers, Honor Guard and the Bicycle Unit.

The Patrol Division is the backbone of the EHPD and is committed to providing safety, service and building relationships throughout the neighborhoods in the Town of East Hartford. The officers are assigned areas known as "districts" to detect and prevent crime and enhance the quality of life. They also respond to 911 emergency calls and other calls for service.

The Traffic Unit engages in uniform traffic enforcement to gain voluntary compliance with traffic laws/regulations and promote safe driving, thus reducing motor vehicle accidents and facilitating safe and expeditious flow of traffic.

The Motorcycle Unit is a part-time unit comprised of officers utilizing motorcycles for traffic enforcement, traffic direction, crash reduction and community relations purposes.

The Animal Control Unit is responsible for enforcement of statutes and ordinances pertaining to animals, including responding to animal-related complaints and investigations of cases involving stray, lost, stolen, injured, mistreated or vicious animals.

The K-9 Unit consists of highly trained teams (handler and dog) to assist in all relevant aspects of police work. EHPD K-9 Teams are dispatched to a variety of criminal and non-criminal incidents, including: tracking and/or locating missing persons, escaped prisoners or criminal suspects in open or enclosed areas, building searches, among many others.

The TRT SWAT Team consists of members who have been recruited, selected, trained, equipped and assigned to resolve critical incidents involving a threat to public safety, which would otherwise exceed the capabilities of traditional law enforcement first responders and/or investigative units. When a standard patrol response and tactics cannot resolve a situation, the TRT Unit is called upon.

The TRT Crisis Negotiating Team used to communicate with people who are threatening violence, including barricaded subjects and hostage takers.

The Marine Patrol is a part-time unit comprised of officers, who assist in the investigation of all boating accidents and drownings as needed, provides enforcement of boating laws and safe use of the Town's public waters.

The Dive Team is a part of the Capital Region Emergency Services Team (CREST), a multi-agency Regional Tactical Team staffed by specially trained capital region officers. Dive Team officers assist with search and rescue missions and provide safe use of public waters as needed.

The Capital Region Bomb Squad is a multi-agency regional team trained to handle cases involving suspected explosives and/or hazardous materials.

The Community Service Officers develop, organize and present public outreach activities and programs related to crime prevention and emergency preparedness, in addition to serving as a liaison between the community and EHPD.

The Honor Guard is a part-time unit comprised of officers that is utilized to officially represent the EHPD at parades, funeral, ceremonies, and other occasions where a formal uniformed presentation of flags, or flags and long guns, is desired or requested.

The Bicycle Unit is a part-time unit comprised of officers that will be utilized at the discretion of the Chief of Police or designee to patrol highly congested areas, parks, special event areas and/or terrain not accessible to police vehicles. The Bicycle Unit augments Patrol Units assigned to a district for special events, special operations or any other purpose.

**TOWN OF EAST HARTFORD
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DEPT/DIVISION NAME: POLICE CRIMINAL INVESTIGATIONS BUREAU

DEPT/DIV NUMBER: G5205

The Department/Bureau provides the following services and functions and has the following statutory responsibilities:

The Criminal Investigations Bureau assists patrol officers with the investigation of cases that require specialized training or an extended period of time to complete. The CIB also initiates investigations that fall outside the normal complaint procedure such as compliance with Sexual Offender Registry laws, firearms violations and vice, intelligence and narcotics investigations.

The CIB is grouped into divisions, which enables personnel to receive specific training in their areas of investigation and to partner with similar units in the region to address recurring crime patterns of a like nature. All members of the CIB are prepared to shift quickly between Divisions depending on patterns of crime and major crime events. The CIB has restructured its operational activities to include gathering, analysis and dissemination of data.

The divisions within the CIB include: the General Investigations Division, the Vice, Intelligence and Narcotics (VIN) Division, Special Investigations Division and School Resource Officers, the Evidentiary Services Unit, the Crash Investigations Unit and the Court Officer.

The General Investigations Division is EHPD's primary investigative component. General Investigations manages investigations of all major crimes, crime scene processing, evidence collection and preservation, in addition to background investigations for potential EHPD employees.

The Vice, Intelligence and Narcotics Division conducts investigations and intelligence gathering related to major criminal organized drug operations. The VIN Unit will also conduct investigations involving the following types of crimes: prostitution, narcotics, gambling and liquor law violations.

The Special Investigations Division is comprised of Detectives that investigate special, unusual or complex cases that would be beyond the capabilities or time available to Patrol personnel. Cases that Special investigations manage include, but are not limited to: sexual investigations, missing persons, cases involving elderly citizens and juvenile investigations.

The School Resource Officers (SROs) are a component of the Special Investigations Unit within the Criminal Investigations Bureau. SROs are assigned to the Town's schools in lieu of other agency assignments. The number and specific assignment of SROs is determined by the Chief of Police or designee in coordination with the Board of Education.

The Evidentiary Services Unit is a component within the CIB tasked with responding to incidents requiring advanced techniques in the collection, preservation, processing and analysis of crime scene data, crime scene photography, and evidence. The ESU is called to respond to incidents such as, but not limited to: homicides, deaths suspicious in nature, shootings, fire/arson resulting in a fatality, in addition to sexual assaults, assaults, robberies and/or any crime resulting in the serious injury or death of the victim(s).

The Crash Investigations Unit is comprised of volunteer officers, trained to investigate and reconstruct fatal and serious motor vehicle crashes.

The Court Officer has the primary responsibility for prisoner transportation to Court, liaison with Court personnel, transmittal of forms, records and warrants between the EHPD and Court, in addition to warrant file maintenance. The Court Officer also provides assistance in the service of subpoenas and arrest warrants.

The CIB serves as the liaison to the States Attorney's Office, the Chief Medical Examiner, the State Police Forensic Laboratory, the Federal Bureau of Investigation, the Alcohol, Tobacco and Firearms Agency and the Drug Enforcement Agency.

**TOWN OF EAST HARTFORD
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FORM 1

**DEPT/DIVISION
NAME:** Fire – Fire Administration

**DEPT/DIV
NUMBER:** G5316

This Department/Division provides the following services and functions and has the following statutory responsibilities:

The East Hartford Fire Department is committed to the prevention of fires and protection of lives, property and the environment. The Department's major areas of emergency response include fire suppression, emergency medical services, technical rescue, and hazardous materials incidents.

The staff includes a Chief, two Assistant Chiefs; 116 fire suppression personnel, (34 of which are Paramedics), Planning, Logistics and Support Personnel, an Administrative Assistant, a full time clerk, and a Secretary within the Fire Marshal's Office.

Divisions supporting the delivery of services include the Fire Marshal Office, the Medical Division, the Training Division, the Apparatus Maintenance Division, the Fire Alarm Division, and Emergency Management.

The Department maintains five fire stations, which are strategically located throughout town. This dispersion facilitates a timely response to fire and medical emergencies. The fire stations house five pumping engines, one 95' aerial tower/ladder, one 100' aerial ladder, one rescue truck, and a command vehicle. The department also response to marine emergencies utilizing one large and one smaller boat.

The Department also maintains two pumping engines, one ladder and a rescue vehicle as reserve equipment. This reserve equipment is used when first line equipment is being repaired and maintained. It is also available for response to larger incidents, mutual aid responses, and stadium events.

This budget proposes the minimal level of staffing and service necessary to ensure the continued safe and timely response to emergencies for the citizens of East Hartford. This budget also balances the need to maintain the planned and scheduled replacement of fire apparatus necessary to ensure fleet reliability, the department's continued ability to respond to emergencies, and the community's desire for fiscal responsibility.

TOWN OF EAST HARTFORD
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DEPARTMENT NAME: Fire Department Administration Form 2

Statement of goals and objectives for the next year, program statistics and other descriptive information:

SPECIFIC GOALS FOR THIS BUDGET YEAR INCLUDE:

- To continually monitor the department's response to fire and medical emergencies for compliance with nationally recognized standards.
- In concert with the police department, ensure the department and community's readiness for active shooter or hybrid violence events
- Ensure organizational capacity to withstand retirement of senior staff without interruption of service or degradation of quality.
- Continue to integrate technology and computerization into all areas of department operations.
- Ensure coordination of efforts between the various department divisions to improve efficiency and cost effectiveness.
- Monitor the department's emergency medical delivery system to ensure quality patient care.
- Ensure community representation in all regional initiatives including the Capital Region Emergency Planning Committee and the Region 3 Incident Management Team, and the Department of Emergency Management and Homeland Security Advisory Board.
- Work in concert with IT, Engineering, and Assessors Offices to improve the department's use of GIS. This project will address daily operational needs as well as use of GIS in disasters.
- Further implement and refine internal fiscal controls to ensure adherence to budget and purchasing policies.
- Refresh mission statement and core values to better reflect organizational position.
- Create system to retain organizational history and knowledge as members retire.

**TOWN OF EAST HARTFORD
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OPERATING BUDGET**

FORM 1

**DEPT/DIVISION
NAME:** Fire – Operations Division

**DEPT/DIV
NUMBER:** G5317

This Department/Division provides the following services and functions and has the following statutory responsibilities:

The Operations Division of the Fire Department provides customer-centered emergency response services ranging from fire suppression to public service. The Fire Department's ability to respond in a prompt manner, with an adequate and well-trained staff using the correct apparatus and equipment, is what allows it to control fires and other emergencies in a safe and effective manner.

The East Hartford Fire Department Operations Division is organized around a system of five strategically located fire stations that provide the capability to respond swiftly with personnel and equipment to control and extinguish fires. Since 1977, the Operations Division has also responded with skilled paramedics to calls for emergency medical care.

Additional capabilities of the Operations Division include water rescue, confined space rescue, hazardous material response, and motor vehicle extrication. This Division also conducts pre-fire surveys of complex structures, provides public fire education programs, and completes company reviews of department standard operating procedures and training directives. The research and development of new methods, tactics, and systems to provide better service is also a focus of the Division.

TOWN OF EAST HARTFORD
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DEPARTMENT NAME: Fire Department – Fire Suppression Division

Statement of goals and objectives for the next year, program statistics and other descriptive information:

SPECIFIC GOALS FOR THIS BUDGET YEAR INCLUDE:

- Limit damage from fires in buildings to the area of origin in 85% of incidents.
- Evaluate new technologies and tactics in the suppression of building fires and adopt as applicable.
- Evaluate the ability to maintain hazardous materials response capability while considering reduced funding from the Capital Region Council of Governments.
- Complete high-rise firefighting preparation and hold multi-agency real-time exercise.
- Institutionalize the formal incident 'after-action review' process to ensure lessons learned are communicated through all shifts and stations.
- In conjunction with our partner agencies, create a Marine Operations guideline.
- Reduce apparatus contact incidents to zero for the year.
- Support ongoing efforts of the Information Technology Department to improve the department's use of GIS.
- Formalize research and development framework.
- Investigate methods to improve the Town's ISO rating including:
 - Recreate the building pre-plan program
 - Purchase and implement the emergency fire dispatch software program
 - Research grant funding to purchase to construct a training facility.

**TOWN OF EAST HARTFORD
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FORM 1

**DEPT/DIVISION
NAME:** Fire – Fire Marshal’s Office

**DEPT/DIV
NUMBER:** G5319

This Department/Division provides the following services and functions and has the following statutory responsibilities:

The Fire Marshal’s Office is responsible for preventing and reducing the loss of property and life from the devastation of fire. We recognize the need to inspect properties, enforce the fire safety code and to educate the public in order to meet our objectives.

The Town of East Hartford has approximately four thousand (4000) properties that are classified under the provisions of Connecticut General Statute 29-305. Additional duties imposed by the Connecticut General Statutes include, but are not limited to, the following:

- Fire cause and origin investigation.
- Issuing permits and inspection for compliance of State Explosive Regulations.
- Inspection of flammable and combustible liquid storage tank installation.
- Site inspections for firework and special effects displays.
- Inspection and enforcement regarding the sale of sparklers.
- Inspection of tents and portable structures.
- Conduct plan reviews for proposed new construction and renovations.
- Attendance of classes and seminars to keep abreast of codes, regulations and new technology.
- Provide safety education to the general public.
- Investigate complaints regarding smoke detection, overcrowding and other safety concerns
- Maintain an effective Juvenile Fire Setters prevention program

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DEPARTMENT NAME: Fire Department – Fire Marshal Office

Statement of goals and objectives for the next year, program statistics and other descriptive information:

SPECIFIC GOALS FOR THIS BUDGET YEAR INCLUDE:

- To meet its statutory requirement for fire inspection, fire investigation, plan review, and hazardous materials reporting.
- Create a comprehensive public fire education and prevention program.
- Provide training for suppression and emergency medical service personnel in fire prevention and detection systems and associated practices.
- Schedule and enable all Fire Marshal staff to complete public fire and life safety educator training.
- Expand the Division's investigative capability by attendance at professional educational offerings.
- Sustain the department's smoke and carbon monoxide detector delivery and installation program.
- To work collaboratively with new commercial and industrial development to ensure all applicable codes are met within a cooperative environment
- Work to improve the Division's existing technology and software in an effort to streamline data management to increase efficiency and effectiveness of reporting.
- To investigate and implement a process to issue fire code violation citations/tickets.

Performance Measures:

- 97% inspection rate of residential property fire inspections.
- Specific origin determination for 90% of structural fires
- Specific cause determination for 75% of structural fires
- Complete 100% of all plan reviews in less than statutory time limit.

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FORM 1

**DEPT/DIVISION
NAME:** Fire Apparatus Repair Division

**DEPT/DIV
NUMBER:** G5320

This Department/Division provides the following services and functions and has the following statutory responsibilities:

The Master Mechanic and an Assistant are responsible for the maintenance of nine primary Fire Department response apparatus, four spare fire apparatus, 27 light fleet vehicles and trailers, and a significant array of equipment including fire hose, self contained breathing apparatus (SCBA), and firefighting tools.

The complexity of department apparatus has grown exponentially over the past several years. The fire service has embraced new technologies to provide more effective and efficient use of personnel and equipment. Because of this increased sophistication, the knowledge base of the Fire Apparatus Repair Division has expanded well beyond simple heavy truck mechanics. As we strive to maximize our fleet resources and their longevity, the abilities of the Fire Apparatus Repair Division become more critical. The completion of the new apparatus repair facility on Brewer Street enables the department to further lessen its reliance on outside vendors, thus adding efficiency and cost savings to the repair and maintenance program and reducing out-of-service time of critical apparatus, tools, and equipment.

Maintenance of mission-critical firefighting tools and equipment that ensure the safety of the firefighters is also coordinated through this division. They also facilitate the annual testing of all pump and aerial apparatus, self-contained breathing apparatus, fire extinguishers, hose, and ladders.

TOWN OF EAST HARTFORD
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DEPARTMENT NAME: Fire Department – Fire Apparatus Repair Division

Statement of goals and objectives for the next year, program statistics and other descriptive information:

SPECIFIC GOALS FOR THIS BUDGET YEAR INCLUDE:

- Enable target response times by maintaining the in-service rate of our apparatus and equipment.
- Participate with the Training Division to ensure a comprehensive apparatus operator qualification process.
- Perform annual required pump and ladder service tests to ensure safety of the public and department members.
- Develop and implement a DOT compliant 'out of service' criteria for emergency apparatus and light fleet vehicles
- Monitor expected 'out of service' time/interval of fire department equipment self-contained breathing apparatus (SCBA).

Performance Measures for the Division

- Maintain an in-service rate of 95 percent for primary response apparatus
- Maintain a preventative maintenance program that ensures readiness of all vehicles in the fleet.
- Effect minor repair within two working days
- Successfully test 100 % of all of the department's ladders
- Successfully test 100% of all of the departments pumps

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FORM 1

DEPT/DIVISION Fire – Fire Alarm Division
NAME: _____

DEPT/DIV G5322
NUMBER: _____

The Fire Alarm Division has primary responsibility to ensure the department is able to receive and be dispatched to calls for service and communicate via radio while responding and operating at emergency calls. The Division is also responsible for all hazardous chemical metering devices. It is also responsible to maintain the Town owned traffic signals as well as the programming and maintenance of over 160 fire department radio units.

The scope of work for the Fire Alarm Division includes the receipt of alarms from the public (the Municipal Fire Alarm system and E911), processing of the alarms (the fire department responsibilities within Central Dispatch) and prompt notification of the alarm to the emergency responder(s) (the Fire Department's communications system).

The Municipal Fire Alarm System's 100 fire alarm boxes selectively signal Central Dispatch of hazardous conditions at convalescent hospitals, residential high rises, schools, municipal buildings and commercial occupancies. This system has been expanded to monitor security at certain Town owned and Board of Education buildings. The system also identifies the specific location within a facility where the response is needed, thus hastening the arrival of the responding units. Because the system is self-testing, problems are identified and corrected promptly.

Alarm processing occurs at Public Safety Dispatch utilizing the fire department's standard operating procedures. Working with the Dispatch supervisor and under the direction of an Assistant Fire Chief, this division oversees the fire department aspects of Central Dispatch. expansion of service is anticipated by the direct link of the radio alarm box system to the public safety computer system. Long-range goals include responder notification and status monitoring via radio to computer system link. Both of these items will be enabled by the planned upgrade to the Computer Aided Dispatch System and the radio consoles contained within Public Safety Dispatch

No fire department operation can be efficiently managed without continued growth and improvement of its communication system. The Alarm Division is responsible for the maintenance, testing and repair of the 911 dispatch console, base stations, repeaters, mobiles, portables and antennas that make up our radio systems. In addition to internal systems, the division manages our participation in Intercity and mutual aid radio networks.

Additional duties provided by this division include maintenance of department electrical equipment and emergency generators, emergency electrical repairs to department facilities, and calibration of combustible and flammable gas meters. The Alarm Division, in conjunction with the Local Traffic Authority and Connecticut DOT, inspect, repair and provide guidance on the continued operation of Town owned traffic signals, as well as traffic pre-emption on State owned signals. All fire station vehicle exhaust systems are inspected, repaired and specified by the Alarms Division. The Division has provided technical guidance on Board of Education radio communication projects and will provide repair and maintenance of Public Works and Police Department radio equipment.

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DEPARTMENT NAME: Fire Department – Fire Alarm Division Form 2

Statement of goals and objectives for the next year, program statistics and other descriptive information:

SPECIFIC GOALS FOR THIS BUDGET YEAR INCLUDE:

- Ensure a robust communications system including radios, fire alarms, station alerting systems, mobile data terminals, and enabling electronic field collection of data for EMS calls and Fire Inspections.
- Provide technical support to Police Department, Public Works, and Board of Education to ensure communication system reliability and common operating platform.
- Continue integration of Town and Board of Education owned buildings into the municipal alarm system.
- Ensure ability to communicate with all mutual aid response partners
- Ensure reliability and continuity of municipal fire alarm system through preventative maintenance and increased education. Improve, through replacement, the centralized receiving equipment for the municipal alarm system.
- Continue to assist in the integration of the department's information systems into field operations.
- Continue involvement in regional communications planning.
- Coordinate the rental of space on the communications tower.
- Coordinate the specification and purchase of replacement equipment in Public Safety Dispatch
- Continue the planned replacement of field communications equipment (radios).

PERFORMANCE GOALS FOR THIS DIVISION:

- Maintain 100% daily in-service rate of Municipal Fire Alarm System
- Maintain 99% daily in-service rate of primary Fire Department Radio System,
- Effect minor repair of portable and mobile radios within 48 hours of notification.
- Effect major repair of portable and mobile radios within 4 working days of notification of problem.

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FORM 1

**DEPT/DIVISION
NAME:** Fire – Emergency Medical
Services Division

**DEPT/DIV
NUMBER:** G5323

This Department/Division provides the following services and functions and has the following statutory responsibilities:

We endeavor to save lives and minimize effects of injuries by ensuring a rapid response and efficient and effective effort by the Department's Emergency Medical Technicians and Paramedics.

The Fire Department responds to all medical emergencies with the nearest Engine Company, Ladder Company, or Rescue Company. The State of Connecticut has assigned responsibility for initial aid (First Responder) and Advanced Life Support care to the East Hartford Fire Department. Advanced Life Support is provided utilizing five Paramedic Engine Companies that respond from the Town's five fire stations. Through this effort, the Fire Department continues to provide Town residents and visitors with the highest level of Emergency Medical Services.

To ensure that the highest-level care is provided to those in need, the Emergency Medical Services system must be constantly monitored and evaluated. The Emergency Medical Division is lead and managed by the department's Chief Medical Officer and an Assistant Medical Officer. Together, they are responsible for all aspects of the EMS System including: quality assurance and quality improvement processes, medical education for all personnel, public education and awareness, and the research and purchase of all medical equipment and supplies.

The Division is responsible to maintain the Town's Public Access Defibrillation (PAD) program. This program led East Hartford to achieve the designation as a HEARTsafe Community.

The Division implemented and monitors the department's electronic patient care reporting system. Statistical data is created and monitored to drive decision making that will enhance service to the community and improve patient outcomes.

The Medical Division is responsible for administration and maintenance of the Emergency Medical Dispatch (EMD) protocol. Part of that responsibility is to ensure the EMD system meets its statutory mandate through administration of the quality assurance program and ongoing continuing education.

The Medical Division administers the revenue recovery program that is conducted on the Town's behalf. It is also responsible for the creation and administration of the Emergency Medical Dispatch protocol.

St. Francis Hospital and Medical Center continues to provide medical control and consultation to our Emergency Medical Services system for both paramedic and basic life support providers along with medical consultation for EMD.

TOWN OF EAST HARTFORD
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DEPARTMENT NAME: Fire Department – Emergency Medical Services

Statement of goals and objectives for the next year, program statistics and other descriptive information:

SPECIFIC GOALS FOR THIS BUDGET YEAR INCLUDE:

- Continue to provide basic and advanced life support care that meets or exceeds the national standard of care for all requests for service.
- Continue to develop and implement an effective quality assurance program to monitor the effectiveness of the patient care provided by the department's emergency medical services system for 100% of the calls answered. Quality assurance and improvement shall include Emergency Medical Dispatch (EMD) and the department's medical delivery system
- Continue real-time review of the emergency medical response system in order to most efficiently and effectively use current staff at all medical certification levels.
- Monitor tablet-based software and hardware for field collection of data. Evaluate and integrate new technology to maintain maximize revenue recovery.
- Monitor revenue recovery efforts and use current data to recommend improvements to the system.
- Ensure the organization is prepared for health care systems changes including para-medicine should the State of Connecticut permit its execution.
- Monitor the training of new firefighter paramedic personnel by evaluating efforts and modifying the paramedic precepting program as needed.
- Review the local EMS plan while ensuring it meets the goals of the community, department, as well as applicable state regulation. Update and re-submit to the Department of Public Health as needed.
- Maintain File of Life program and increase public education efforts.
- Represent the department on CT Department of Public Health committees including Emergency Preparedness Committee, Education Standards and Training, and North Central Medical Advisory Committee.
- Enhance the medical division to improve and project the future needs of the department and the community.
- Ensure compliance with Connecticut Office of Emergency Medical Service (OEMS) recommended standards through Statement Memos and minimum equipment lists for medical equipment
- Integrate community agencies, the fire department, and Health Care Social Services for citizens requiring advances social service needs.

Performance Goals:

- Deliver in-service training for:

Licensing and medical control for 100% of active Paramedic personnel

Recertification for 100% of active Emergency Medical Technicians.

Annual training for all personnel who do not fit in the above criteria

Annual in-service training related to EMS for 100% of the Public Safety Dispatch Center

- Ensure Division response to all working structure fires to ensure medical monitoring and firefighter rehabilitation
- Monthly review of contact ambulance provider response times
- Monthly observation time in the Public Safety Communications Center
- Provide oversight and direction for emergency medical dispatch program

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FORM 1

DEPT/DIVISION Emergency Management
NAME: _____

DEPT/DIV NUMBER: G5324 _____

This Department/Division provides the following services and functions and has the following statutory responsibilities:

The Office of Emergency Management (OEM) develops and maintains emergency management plans and operations plans as required by Title 28 of the Connecticut General Statutes. These plans enable the Town to respond quickly and effectively to an incident through training drills, preplanning and exercises. The Mayor is the Director and the Emergency Management Captain manages the day-to-day activities of the office. The office oversees and maintains the town's Everbridge reverse notification system.

The Office of Emergency Management coordinates resources and agencies during natural and manmade emergencies. This includes the management of the Emergency Operations Center (EOC), relocation of victims and management of the town's shelters. The Office of Emergency Management is also responsible for coordinating emergency management, fire service and homeland security grants as well as conducting Hazard Vulnerability Analysis (HVA) of the town regularly. The Office of Emergency Management is responsible for the coordination, development and supervision of the Community Emergency Response Team (CERT). The Office of Emergency Management is also responsible for maintaining the Host Town Plan and coordinating training, exercises, and equipment maintenance with the state's Radiological Emergency Preparedness and Millstone Nuclear Power Station personnel.

The Office of Emergency Management also coordinates activities required under the federal law called SARA Title III, (Emergency Planning Community Right-to-Know). This law requires that all communities develop emergency response plan for chemical accidents and that certain facilities submit Tier II Reports to community Local Emergency Planning Committees and Fire Departments. Training requirements for those dealing with hazardous materials and emergency response are required through OSHA (CFR-1910.120)

The Office of Emergency Management is also directly responsible for coordinating resources, training, grants, laws, mandates and emergency operations between local, regional, state, federal and private sector emergency management and homeland security agencies or organizations. The Office of Emergency Management is the town's representative on the Capitol Region Emergency Planning Council (CREPC) and is the point of contact between Regional Emergency Management Officials, the State Division of Emergency Management and Homeland Security (DEMHS), the Federal Emergency Management Agency (FEMA) and the Federal Department of Homeland Security (DHS). The Office of Emergency Management is further responsible to ensure that the Town is compliant with all National Incident Management training mandates.

The Office of Emergency Management is also involved with several regional and state projects and planning efforts that directly benefit the Town and also assists and advises other local departments with various public safety and emergency management related topics.

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DEPARTMENT NAME: Office of Emergency Management Form 2

Statement of goals and objectives for the next year, program statistics and other descriptive information:

- To continually update and improve the Town's various emergency operations plans and become a more prepared and resilient organization.
- To continually update and improve the town's emergency operations center and be more effective and efficient.
- To improve community outreach, improving individual and business preparedness, therefore creating a more resilient community.
- To continue to update and revise the Community Emergency Response Team's Standard Operating Policies to create a more effective and uniform response.
- To continue to develop and grow the Community Emergency Response Team to be prepared to respond and support the town and its operations.
- To develop and provide resources to meet the emergency management needs of the town's departments and citizens.
- To update and revise the Continuity of Operations Plan.
- To maintain and build upon current relationships and foster new relationships with local, regional, state, federal and private sector agencies and organizations.
- To increase and coordinate emergency management training and preparedness within individual town departments.

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OPERATING BUDGET**

FORM 1

**DEPT/DIVISION
NAME:** Fire – Training Division

**DEPT/DIV
NUMBER:** G5325

This Department/Division provides the following services and functions and has the following statutory responsibilities:

This division is responsible for developing and delivering training to all staff. This training is conducted to maintain and increase operational skills in the following areas: fire suppression, technical rescue, hazardous materials, apparatus operation, incident command, and officer preparation.

This division is also tasked with ensuring all personnel achieve and maintain their professional qualifications according to the Occupational Safety and Health Association (OSHA) as well as national consensus standards promulgated by the National Fire Protection Association (NFPA). This division is staffed with one member, the Chief Training Officer. In addition to his other duties, the Chief Training Officer is responsible for liaison with the Connecticut Fire Academy. The Chief Training Officer is also responsible for coordination of training and orientation for new members and acts as their primary point of contact during their training. This division maintains the department's training records and is responsible for coordinating individual company training and drills.

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DEPARTMENT NAME: Fire Department – Training Division

Statement of goals and objectives for the next year, program statistics and other descriptive information:

SPECIFIC GOALS FOR THIS BUDGET YEAR INCLUDE:

- To continually improve the department's level of training to be prepared to deliver the highest level of service to the community.
- To ensure the department is responsive to changes within the emergency services environment including, but not limited to, technology, mandates, and service demand changes.
- To monitor the effectiveness of the new Company Level Fire Training Program.
- To facilitate and present the high-rise firefighting training program
- To ensure compliance with OSHA mandated training.
- To increase the number of personnel 'qualified' to operate fire apparatus by qualifying new operators and ensuring existing apparatus operators are qualified for all department vehicles.
- To develop and implement a bi-annual Fire Officer Training Program.
- To assist personnel who wish to obtain professional certification appropriate to their responsibilities.
- To reduce the number of injuries during training to zero.
- To institutionalize the changes made to the probationary firefighter task-book.
- Develop and implement Apparatus Operator task-books.
- Develop and implement a mentoring program for all department positions.

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DEPT/DIVISION NAME: PUBLIC SAFETY COMMUNICATIONS

DEPT/DIV NUMBER: G5400

The Department/Bureau provides the following services and functions and has the following statutory responsibilities:

Public Safety Communications, through the Town Public Safety Answering Point (PSAP), provides effective communications services to the Fire Department (including emergency medical services) and Police Department, while answering calls for service from the Town of East Hartford. On average, it handles about 35,000 calls for Police Service, 1,600 calls for Fire Service and 9,000 calls for medical service. This Section is staffed by civilian Telecommunicators.

The continuing goals of the Public Safety Communications Department are: (1) to provide a high level of professional public safety dispatching services, (2) to continue to comply with federal, state, and local laws pertaining to PSAP functions, and (3) to obtain maximum performance and efficiency from both human and material resources.

Public Safety dispatchers are trained in Pro-QA Medical Priority Dispatch System (MPDS), which assists dispatchers in obtaining vital information about patient status and scene conditions to allocate the appropriate resources. The use of this system allows dispatchers to immediately assist patients by guiding them through treatment sequence protocols covering cardiac arrest, choking, and childbirth prior to first responder arrival.

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FORM 1

DEPT/DIVISION INSPECTIONS AND PERMITS
NAME: _____

DEPT/DIV NUMBER: G6100

This Department/Division provides the following services and functions and has the following statutory responsibilities:

Building: Under the authority of State Statutes and Town Ordinances this division administers the Connecticut State Building Code and related ordinances and regulations to ensure that construction of buildings meets minimum construction safety standards. Responsibilities include processing permit applications, reviewing construction documents, performing construction inspections, issuing certificates of occupancy or approval, enforcing code violations and providing information related to construction codes to residents and businesses.

Zoning: Under the authority of State Statutes and Town Ordinances this division administers the Town Zoning Regulations by processing zoning permit applications, performing site inspections, determining compliance with the zoning ordinances and enforcing violations of zoning regulations. Staff provides support to the functioning of the Zoning Board of Appeals and performs administrative reviews of applications to the Planning and Zoning Commission.

Housing: Under the authority of State Statutes and Town Ordinances this division administers the Town's adopted Property Maintenance Code covering all residential and commercial properties. Functions include responding to complaints, performing inspections and enforcing violations of the code.

The Director oversees all three divisions and administrative staff and acts as the Town Building Official and Zoning Enforcement Officer.

**TOWN OF EAST HARTFORD
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DEPARTMENT NAME: Inspections and Permits

Form 2

Statement of goals and objectives for the next year, program statistics and other descriptive information:

BUILDING INSPECTION DIVISION:

Code Changes: On October 1, 2018 the State adopted the 2018 Connecticut State Building Code comprising the 2015 International Codes and the 2017 National Electrical Code. The changes were implemented immediately. We have been receiving additional training, reviewing changes, and implementing the changes so that permit review and inspections with the new codes will be as seamless as possible.

Online Permitting: Each year our online participation increases substantially currently accepting approximately 1500 permits online. We will continue to make greater use of the system and encourage our customers to do so.

View Point Cloud: We will be migrating our permitting system very shortly from View Permit client-based software to View Point Cloud which will also integrate property maintenance and the Health Department so we can share data and enforcement activities. There will be some time required for all users to adjust to the new technology and to modify the system to our needs.

Customer Service: Participation with QAlert has been increasing and is helping us to track our responsiveness to property maintenance complaints. We have set-up routing levels and script responses to enhance the knowledge of the users and increase our use of this CRM system.

ZONING DIVISION:

We continually work closely with the Town Planner to provide the best service to the public and streamline work when possible. We are making greater use of View Permits for zoning permits as well.

PROPERTY MAINTENANCE CODE: We are proposing adoption of the 2015 International Property Maintenance Code to coordinate with the State Building Code adoption. Proposed amendments to Town Ordinances are being developed in coordination with Corporation Counsel.

**TOWN OF EAST HARTFORD
FISCAL YEAR 2020
OPERATING BUDGET**

FORM 1

**DEPT/DIVISION
NAME:**

Public Works

All Divisions

DEPT/DIV NUMBER:

G 7100-G7900

This Department/Division provides the following services and functions and has the following statutory responsibilities:

Public Works is responsible for seven divisions which include Administration, Engineering, Highway Services, Waste Services, Fleet Services, Building Maintenance and Park Maintenance.

**TOWN OF EAST HARTFORD
FISCAL YEAR 2020
OPERATING BUDGET**

FORM 1

DEPT/DIVISION NAME: Public Works
 Administration

DEPT/DIV NUMBER: G 7100

This Department/Division provides the following services and functions and has the following statutory responsibilities:

The Administration Division is responsible for day-today operation of the Public Works Department, controlling of expenses to assure expenditures don't exceed the Town Council approved budget. Public Works strives to deliver existing levels of services within ever tightening budgetary constraints.

**TOWN OF EAST HARTFORD
FISCAL YEAR 2019
OPERATING BUDGET**

DEPARTMENT NAME: PUBLIC WORKS

Form 2

Statement of goals and objectives for the next year, program statistics and other descriptive information:

Roads Maintained	
- Miles	151.5
- Lane-miles	388
Equipment Maintained	
- Licensed Vehicles	272
- Miscellaneous Equipment	142
Buildings Maintained	
- Number	45
- Square Feet	355,000
Tons of Rubbish Collected Annually	17,000
Stormwater Pump Stations	3
Miles of Flood Control Dike	4.1
Catch Basins Maintained (approx.)	5,400
Storm Manholes Maintained (approx.)	1,600
Storm Drain Outfalls Maintained (approx.)	380
Cemeteries	
- Number	5
- Acreage Maintained	45.5
Park Land Acreage Maintained	650
Outdoor Pools	5
Streetlights	5,100
Bus Shelters Maintained	11
Full-Time Employees	69
Part-Time Employees	1

Annual percentage change in cost indices for the preceding year:

- Municipal Cost Index	+3.45%	Source: (American City and County)
- Construction Cost Index	+ 3.64%	Source: (American City and County)
- Consumer Price Index	+ 2.54%	Source: (American City and County)

Heating/Cooling Degree Days (Base 65° F.)

FY Snowfall (inches)

2005/2006	5540/789	2006/2007	24
2006/2007	5743/679	2007/2008	47.5
2007/2008	5659/627	2008/2009	45.5
2008/2009	6158/596	2009/2010	30.6
2009/2010	5494/585	2010/2011	72.0
2010/2011	6684/616	2011/2012	22.9
2011/2012	4911/913	2012/2013	74.1
2012/2013	5536/1485	2013/2014	59.7
2013/2014	6126/906	2014/2015	72.0
2014/2015	5472/1451	2015/2016	33.5
2015/2016	5091/1398	2016/2017	60.4
Average/Normal	6072/567	10-year Average	49.29

Major Goals and Objectives for FY19:

- Continue needed improvements to Flood Protection System; maintain accreditation
- Maintain services as much as possible in light of severe fiscal constraints
- Complete Year 2 of the \$10 million Road Improvement Program
- Complete design of Brewer Street Reconstruction Project
- Improve Town's overall recycling rate

**TOWN OF EAST HARTFORD
FISCAL YEAR 2019
OPERATING BUDGET**

DEPARTMENT NAME: PUBLIC WORKS

Form 2

Statement of goals and objectives for the next year, program statistics and other descriptive information:

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**TOWN OF EAST HARTFORD
FISCAL YEAR 2020
OPERATING BUDGET**

FORM 1

DEPT/DIVISION NAME: Public Works
 Engineering

DEPT/DIV NUMBER: G 7200

This Department/Division provides the following services and functions and has the following statutory responsibilities:

The Engineering Division reviews all site plans submitted to the Planning and Zoning Commission, Inland Wetlands Commission and Inspections and Permits Department and serves as primary staff to the Inland Wetlands Commission. Inspects construction to ensure compliance with approved plans. Public Works Engineering also provides design services and technical support to other Town Departments and Public Works divisions. This division issues permits for excavations in Town roads and for new improved curb cuts. The Division is responsible for oversight of consultants responsible for long-term monitoring of the Town's capped landfill.

**TOWN OF EAST HARTFORD
FISCAL YEAR 2020
OPERATING BUDGET**

FORM 1

**DEPT/DIVISION
NAME:** Public Works
 Highway Services

DEPT/DIV NUMBER: G 7300

This Department/Division provides the following services and functions and has the following statutory responsibilities:

The Highway Services Division is responsible for overall maintenance of roadways, Town owned cemeteries, flood control system, leaf collection, snow removal and bus shelters.

**TOWN OF EAST HARTFORD
FISCAL YEAR 2020
OPERATING BUDGET**

FORM 1

DEPT/DIVISION Public Works
NAME: Flood Protection System

DEPT/DIV NUMBER: G 7310

This Department/Division provides the following services and functions and has the following statutory responsibilities:

The Flood Protection System provides for the annual operation and maintenance of the Town's 4.1 miles of Connecticut River flood barrier and supporting infrastructure. Operation and maintenance activities included vegetation control, animal burrow repairs, system testing, pump maintenance, pump station building maintenance and general repairs required for the system to functions intended.

**TOWN OF EAST HARTFORD
FISCAL YEAR 2020
OPERATING BUDGET**

FORM 1

DEPT/DIVISION NAME: Public Works
 Waste Services

DEPT/DIV NUMBER: G 7400

This Department/Division provides the following services and functions and has the following statutory responsibilities:

Waste Services Division is responsible for the collection and disposal of all residential solid waste. The Division provides residential curbside waste and recycling collection as well as management and operation of the Town's Transfer Station.

**TOWN OF EAST HARTFORD
FISCAL YEAR 2020
OPERATING BUDGET**

FORM 1

**DEPT/DIVISION
NAME:**

Public Works
Fleet Services

DEPT/DIV NUMBER:

G 7700

This Department/Division provides the following services and functions and has the following statutory responsibilities:

Fleet Services division is responsible for maintenance of over 250 vehicles and rolling stock owned by the Town including Police vehicles, with the exception of the Fire Department and the Board of Education.

**TOWN OF EAST HARTFORD
FISCAL YEAR 2020
OPERATING BUDGET**

FORM 1

DEPT/DIVISION NAME: Public Works
 Building Maintenance

DEPT/DIV NUMBER: G 7800

This Department/Division provides the following services and functions and has the following statutory responsibilities:

Building Maintenance Division is responsible for the care and upkeep of Town owned buildings exclusive of the Board of Education.

**TOWN OF EAST HARTFORD
FISCAL YEAR 2020
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FORM 1

**DEPT/DIVISION
NAME:** Public Works
 MDC

DEPT/DIV NUMBER: G 7900

This Department/Division provides the following services and functions and has the following statutory responsibilities:

This division contains the Town contribution to the Metropolitan District Commission for sanitary sewer operation and maintenance and sewer use charges of the East Hartford Housing Authority.

**TOWN OF EAST HARTFORD
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OPERATING BUDGET**

FORM 1

**DEPT/DIVISION
NAME:**

Parks & Recreation

DEPT/DIV NUMBER:

G8100

This Department/Division provides the following services and functions and has the following statutory responsibilities:

Parks and Recreation is charged with the responsibility for operating, and providing a safe comprehensive program of recreational opportunities and activities for all segments of our community. The staff of the Department works in close association with many facets of the community to develop and to assure that the needs of the public are addressed. The Department is committed to enhancing the lives of all our citizens through the provision of diversified leisure opportunities.

**TOWN OF EAST HARTFORD
FISCAL YEAR 2020
OPERATING BUDGET**

DEPARTMENT NAME: Parks & Recreation

Form 2

Statement of goals and objectives for the next year, program statistics and other descriptive information:

To provide a wide variety of quality of recreation and leisure activities for the entire community.

To remain current with recreational trends

To coordinate resources and partner with Town and community agencies

To promote the health benefits of our Town wide trail, park and aquatic facilities.

To provide safe, accessible and affordable recreational services to the East Hartford community.

**TOWN OF EAST HARTFORD
FISCAL YEAR 2020
OPERATING BUDGET**

FORM 1

DEPT/DIVISION NAME: Public Works
 Park Maintenance

DEPT/DIV NUMBER: G 8200

This Department/Division provides the following services and functions and has the following statutory responsibilities:

The Park Maintenance Division is responsible for the ongoing year-round maintenance for over 650 acres of Town land. Responsibilities include the operation and maintenance of 5 outdoor pools, restroom buildings, picnic pavilions, playgrounds, and tennis and basketball courts. Over 30 ballfields, nature trails and Hockanum Linear Park. Other responsibilities include trash removal from parks and public areas and landscaping, tree and flower planting of greens, squares and public areas including the Town Green and Community Cultural Center. During the winter months the division clears snow and ice from all Town owned sidewalks, bridges and steps, The Public Safety Complex, Libraries, and Fire houses.

**TOWN OF EAST HARTFORD
FISCAL YEAR 2020
OPERATING BUDGET**

FORM 1

**DEPT/DIVISION
NAME:**

Parks & Recreation

**DEPT/DIV
NUMBER:**

G8300

This Department/Division provides the following services and functions and has the following statutory responsibilities:

This account was established when the Department took responsibility of managing and maintaining the Community Cultural Center. This account also pays for expenses at the Veterans Memorial Clubhouse and Brewer House.

Reservations for these facilities are handled in our Administrative Office.

**TOWN OF EAST HARTFORD
FISCAL YEAR 2020
OPERATING BUDGET**

DEPARTMENT NAME: Parks & Recreation

Form 2

Statement of goals and objectives for the next year, program statistics and other descriptive information: VMC, Brewer House and CCC

- Increase marketing and promotion through use of web site.
- Continue to evaluate fees and charges.
- Improve and repair high use areas.
- Maintain replacement schedules for facilities infrastructure including: carpets, wood floors, HVAC system, windows and kitchen.
- Improve facilities, with paint and elbow grease

**TOWN OF EAST HARTFORD
FISCAL YEAR 2020
OPERATING BUDGET**

DEPARTMENT NAME: Parks & Recreation, Senior Services Division

FORM 1

This Department/Division provides the following services and functions and has the following statutory responsibilities:

It is the responsibility of Senior Services to develop and implement services, programs and activities for residents ages 60 and older. The focus is on sustaining dignity, integrity, health, wellbeing, and independence, and to safeguard and empower older adult residents. Caregivers of residents ages 60 and older are also assisted through Senior Services. The following is a list of programs and services available through Senior Services:

Health & Wellness

- Health Screenings (blood pressure, bone density, memory, hearing, skin, etc.)
- Education/Information Sessions (Fall Prevention, Heart Attack Warning Signs, Diabetes Education, etc.)
- Flu Shot Clinics (Public Health Nurses)
- Foot Care
- Community Café 5 days a week at South End Senior Center

Psychosocial Support

- Short-term Case Management
- Service Coordination
- Home Visits
- ADL/IADL Assessments
- Caregiver Consultations
- Alzheimer's Support Group

Advocacy

- Municipal Agent for the Elderly
- Friends of the East Hartford Senior Centers, Inc.
- Commission on Aging

Programs for Independence

- Transportation Services (Dial-a-Ride, ADA, Senior Bus)
- AARP Driver Safety Course
- Grocery Delivery Service
- Hair Cuts at South End Senior Center
- Safelink Free Cell Phone Application Assistance

Information & Referral Services

Senior Services Directory & Program Brochures
Monthly Newsletter
Articles in *East Hartford Gazette*, *Journal Inquirer*, *Courant Community* on line @ web site
CHOICES Counseling (Medicare, Medicaid, & Private Insurance)
Medicare Part D Information, Screenings and Application Assistance
Legal Assistance Referrals
AARP Income Tax Preparation Assistance at Senior Center
ADA Transportation Application Assistance
Liaison to 12 Senior Housing Complexes (8 Public & 4 Private)
Housing, Long Term Care, Home Care and Adult Day Center Referrals
Meals on Wheels Referrals
Energy Assistance Referrals

Emergency Care

Larrabee Foundation Applications
Referrals to State Protective Services for the Elderly
Crisis Intervention
Respond to Referrals from Police, EMS and Chief Medical Officer
File of Life Refrigerator Magnets
Emergency Cell Phone Program

Life Enrichment & Recreation

Open Computer Lab
Educational Seminars Evidence – based programs, Healthy Brain Series, Aging Mastery Program
Bus Trips (day trips and rides to the Senior Centers)
Exercise Programs (Energetic Exercise, Yoga, Tai Chi – Beginner and Intermediate Classes, Zumba, Silver Sneakers and Gentle Movement Chair Exercise)
Arts & Crafts (Painting, Embroidery, Knitting & Crochet Group)
South End Senior Club
Commission on Aging Annual Senior Picnic
Volunteer Opportunities & Annual Recognition
Group Activities (Cribbage, Setback, Book Discussion Group, Mahjong, etc.)
Monthly Special Events
Wii™ Bowling League
Tap Dance, Line Dancing
Holiday Special Events
Book Talk
At the Movies
55+ Wellness Fair
Culinary Workshop

**TOWN OF EAST HARTFORD
FISCAL YEAR 2020
OPERATING BUDGET**

DEPARTMENT NAME: Parks & Recreation, Senior Services Division

Form 2

Statement of goals and objectives for the next year, program statistics and other descriptive information:

The following is a list of goals and objectives for FY 2019/2020:

1. Goal: Increased participation at Senior Centers.
Objectives:
 - a) Promote programs to attract younger seniors.
 - b) Increase media coverage of senior center events.
 - c) Develop new partnerships and sponsors for senior center activities.

2. Goal: Increased sponsorships of programs and events to benefit the Senior Centers.
Objectives:
 - a) Strengthen partnerships, cultivate relationships among local agencies and businesses, and encourage program sponsorship.
 - b) Promote benefits of sponsorships for agencies and businesses.
 - c) Increase number of contacts.
 - d) Increase number of programs and events sponsored in part or in full by local agencies and businesses.

3. Goal: Promote a healthy lifestyle among older adults.
Objectives:
 - a) Educate older adults about the importance of a healthy diet.
 - b) Educate older adults about the importance of exercise and provide opportunities at the senior center to participate in exercise and dance classes and other physical activities.

4. Goal: Provide affordable home and community-based care services and living options to allow elders to remain in their own home.
Objectives:
 - a) Continue to implement and expand existing options through state supported programs for eligible individuals, to allow such individuals to remain in the community with necessary health care services and supports.
 - b) Expand provision of benefits counseling and other services to older adults of all income levels in the community.
 - c) Increase awareness of energy assistance, property tax reduction, Medicare Savings Programs that make it easier for elders to remain in their own homes.

5. Goal: Evaluation and increased reporting.
Objectives:
 - a) Outcome based evaluation of classes. What are the benefits residents receive from participating.
 - b) Customer service evaluation. Are participants expectations being met.
 - c) Collecting statistics on attendance and participation levels in all areas.

6. Goal: Welcoming to all residents.

- Objectives:
- a) Provide diverse programs.
 - b) Spanish-language groups, services and trips.
 - c) LGBT programs
 - d) Offer trips to reach a population that may not want to come to a senior center.

7. Goal: To remain fiscally responsible, we look at creative ways to continue and expand programs.

- Objectives:
- a) Expand donor base
 - b) Look for new revenue streams
 - c) Seek out grant opportunities

8. Goal: Evaluate participant tracking programs for the new Senior Center.

- Objectives:
- a) Make strategic decisions in program development to support the transition to a new building.
 - b) Develop committees to plan volunteer Café model and volunteer Fitness Center.
 - c) Continue to look for funding streams to support new Senior Center and new programs with no budget impact.

The responsibility of Senior Services is to be prepared as the population ages and successive cohorts need and want more intricate and dynamic programming. It must continue to respond to the challenges and issues faced by the increasing number of residents aging in place as well as offer opportunities for life enriching experiences. Senior Services continues to see an increase in the number of seniors accessing the meal program and recreational activities at the senior center and intervention and assistance programs through senior services.

Attendance continues to increase in all programs by 55%. The dramatic increase in the number of participants in activities and events sponsored by the senior center represents the need to offer programs that enhance the quality of life of this population. Programs like Zumba, and Energetic Exercise have increased participation at the senior center. Additionally strong participation continues in the community café, exercise and dance classes, card games, bus trips, and informational sessions. More seniors are taking advantage of the health screenings offered at the senior center. Regardless of whether someone is 55 or 95, there is something for everyone at the East Hartford Senior Center.

Senior Services strives to keep current on local, state and federal programs and services available to seniors. The number of calls to the office average 1,000 a month. At least 10 home visits are made every month; many of which are referrals from family members seeking help for their parents, aunts and uncles. The staff frequently works with the Fire and Police Departments on referrals where short-term case management is often required.

Transportation services continue to increase as need increases. Residents are using the transportation services, for medical appointments, grocery shopping, to attend the Community Café at the Senior Center as well as educational and recreational programs that are offered at the center.

Two-thousand newsletters are distributed monthly to individuals as well as grocery stores, pharmacies, housing complexes, libraries, among other places.

More and more family caregivers are requesting assistance with planning for the future and coping with the day to day struggles of caregiving. On average, information packets are mailed to caregivers six or more times per week.

Staff continues to assist with Medicare Part D, Housing, ADA, and the Homecare Program for Elders, the number of applicants for these programs is increasing every year. Staff meets with clients to determine eligibility for programs and services. We have staff that can assist as CHOICES Counselors.

Residents often take part in the AARP Drivers Safety course and the AARP Tax Program at the Senior Center.

In the past year donated cell phones were given to older adults to use in emergency situations. The cell phones can only call 911. Staff has also assisted with applications for Safe-Link and Assurance Wireless for seniors who qualify for free cell phone service.

The Grocery Delivery service provides deliveries to homebound seniors. When someone is no longer able to go to the grocery store on their own, the grocery delivery service is available. Delivery is available bi-monthly and the cost of delivery is covered under a grant.

**TOWN OF EAST HARTFORD
FISCAL YEAR 2019-20
OPERATING BUDGET**

FORM 1

DEPT/DIVISION NAME: Health & Social Services, Administration Division

DEPT/DIV NUMBER: G9100

This Department/Division provides the following services and functions and has the following statutory responsibilities:

The Administration Division is responsible for articulating and implementing the mission, goals, and objectives for the department. The Director exercises statutory oversight and enforcement for the Town's compliance with multiple sections of State Statutes and the CT Public Health Code: Sections 19, 19a, 19-13, 19-13B33-B109; and applicable East Hartford Municipal Codes.

The Director's principal functions are:

- Administer the five divisions of this department.
- Enforce the Public Health Code and municipal ordinances.
- Prepare and lead a workforce capable of responding to disease outbreaks, epidemics, bio-terrorist attacks, emergency preparedness activities, and other threats to the public health and our quality of life.
- Conduct needs assessments and aid residents in undertaking and responding to community health and social needs.
- Design and implement programs to improve community health status.

**TOWN OF EAST HARTFORD
FISCAL YEAR 2019-20
OPERATING BUDGET**

DEPARTMENT NAME: Health & Social Services, Administration

FORM 2

Statement of goals and objectives for the next year, program statistics and other descriptive information:
The principal goal of this division is to maximize the functional effectiveness, span of control, economy and accountability of the department in order to accomplish its mission.

Objectives for 2019 – 2020 include:

- To develop a lean, stable, highly-educated, forward presence workforce capable of protecting the public health and safety and defending the population against mass morbidity and mortality threats.
- Increase bio-terrorism response and public health emergency preparedness competencies of Health and Social Services staff, using existing resources and DPH bio-terrorism grant funds.
- Expand enrollment in the Women, Infant and Children's (WIC) Nutrition Program and achieve compliance with DPH WIC Outcome Goals and Objectives, using USDA funds.
- To coordinate and deliver humanitarian assistance to citizens in need and to promote self-sufficiency and personal responsibility.
- Using existing staff and free federal and non-profit programs and educational materials along with the written media, community access TV and our local Health Alert Network, conduct periodic public health education programs geared toward health promotion and disease prevention. Examples of this would include National Substance Abuse Recovery public service TV advertisements, the Flu Star online interactive education vehicle, the DEA Prescription Drug Take-back Program, on-line diabetes education risk tests with teaching component, EPA Skin Cancer Prevention Program, CDC Zika advisories, locally-produced Hypothermia and Carbon Monoxide Poisoning prevention materials, the Health Department/CATV-produced Bedbug education program, DPH and CDC produced mosquito control, mold abatement and lead remediation pamphlets and fact sheets, press releases, USDA nutrition education materials, the East Hartford Farmer's Market and the Town web site.

**TOWN OF EAST HARTFORD
FISCAL YEAR 2019-2020
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FORM 1

DEPT/DIVISION NAME: Health & Social Services, Nursing Division

DEPT/DIV NUMBER: G9200

This Department/Division provides the following services and functions and has the following statutory responsibilities:

1. Adult Immunization Activities – seasonal flu vaccine clinics for residents and employees.
2. Communicable/Reportable Diseases – surveillance interviews, providing disease specific education and enforcing control measures (CT Statute: 19-A6, Inclusive).
3. Childhood Lead Poisoning Prevention and Control – tracking laboratory results, data input, home visits, education and follow (CT Statute: 19a-111-2 Inclusive) and amendments included in Public Act 07-2.
4. Community Outreach – Child Plan membership/participation; community health education for high risk populations: sun safety for summer camp groups, food safety, lead poisoning prevention and vaccination information for residents of all ages, Matter of Balance fall prevention for senior citizens and medication management education for Aging Mastery Program at the senior center; participation in the Connecticut TB Coalition, East Hartford Health and Wellness Advisory Council and Executive Committee, “Change the Script” campaign opioid abuse prevention.
5. Bio-terrorism and pandemic issues/activities/training – exercises, provision of nursings perspectives to the bioterrorism and pandemic plans.

**TOWN OF EAST HARTFORD
FISCAL YEAR 2019-2020
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DEPARTMENT NAME: Health & Social Services, Nursing Division

FORM 2

Statement of goals and objectives for the next year, program statistics and other descriptive information:

Assist the health director and the environmental division to protect and improve the public health and prevent or diminish disease and injury.

PROGRAM STATISTICS (Calendar Year 2018, January – December 2018)

- 31 doses of influenza vaccine given to Town and BOE employees at the health department.
- 206 doses of influenza vaccine given to Town and BOE employees at scheduled clinics.
- 246 doses of seasonal influenza vaccine given to town residents at scheduled clinics.
- Multiple telephone investigations/home visits concerning communicable diseases such as tuberculosis, salmonella, campylobacter, giardia, shigella and shiga.
- 111 case management incidents for childhood lead poisoning prevention: tracking/follow-up/education and home visits for 23 current cases.
- 8 enteric disease follow-up surveillance evaluations completed.
- STD data monitoring and case collaboration for middle and high school students.

**TOWN OF EAST HARTFORD
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FORM 1

DEPT/DIVISION NAME: Health & Social Services, Environmental Health

DEPT/DIV NUMBER: G9300

This Department/Division provides the following services and functions and has the following statutory responsibilities:

Abatement of nuisances, including garbage and animals – Public Health Code Sec. 19-13-B2, EH Code Chapter 13

Inspection of Public Swimming Pools – PHC Sec. 19-13-B33b

Inspection of Grocery Stores, Bakeries – PHC Sec. 19-13-B40, E H Code Chapter 12

Inspection of places dispensing food and beverages – PHC Sec. 19-13-B42, EH Code Chapter 12

(required recertification)

Inspection and approval of on-site sewage disposal – PHC Sec. 19-13-B103 & 104

Epidemiological investigation - Inspection and remediation of housing with a child < 6 with an elevated blood lead level – CGS 19a-111 & PHC Sec. 19a-111-1 *et seq.* required annual recertification

Inspection & enforcement of required heating – CGS Sec. 19-13-B109

Regulation of the keeping of animals – E H Code Chapter 6

Regulation and abatement of stagnant water (Pools, Mosquitos & West Nile Virus) – PHC Sec. 19-13-B31

Bioterrorism Response Planning – Homeland Security Act required ongoing recertification

Inspection and remediation of mold in housing – PHC Sec. 19-13-B1

Open Burning Regulation – Sec. 19-508-17

**TOWN OF EAST HARTFORD
FISCAL YEAR 2019-2020
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DEPARTMENT NAME: Health & Social Services, Environmental Control Division

FORM 2

Statement of goals and objectives for the next year, program statistics and other descriptive information:

MISSION: The Mission of the Environmental Health Division is to enforce the Connecticut Public Health Code and Town Health Ordinances in the Town of East Hartford thereby enhancing residents' health and safety.

GOALS

- To improve the sanitation practices of food service establishments in the town through uniform, regular inspections and education.
- To address the environmental health related complaints of residents in a timely manner and according to local ordinances and CT Public Health Code.
- To reduce the occurrence of lead poisoning in the East Hartford population, especially among children under six years of age through education of residents regarding lead and by conducting epidemiological investigations and lead inspections as required.
- To improve the safety of all public swimming facilities through licensing and regular inspection.
- To conduct environmental inspections of day care centers.
- To ensure that subsurface sewage system installations and repairs are in compliance with the technical standards.
- To manage the mosquito control program in a responsible manner.
- To continue to participate in planning an organized and appropriate response to possible bioterrorism incidences.
- To continue to participate in regular prescription drug take-back events in order to mitigate potential misuse of these drugs as well as to protect the environment from their improper disposal.

STATISTICS – (2017-2018)

Food Service Inspections	490
Temporary Events Licensed	50
Pool Inspections	17
Elevated Blood Lead Investigations or Inspections	?

There were a number of highlights:

1. Food Service – The difficult economic times have resulted in food service facilities changing ownership more frequently. We continue to work with new owners to ensure they have the knowledge and practices to serve food safely. The State Health Department is in the process of adopting a new Food Code based on the FDA Model Food Code. In anticipation of this change, staff has had to dedicate extensive hours to mandatory re-certification training to allow them to perform inspections under the new code. In addition, the new code changes will likely require significant re-training of foodservice operators to education them on the new code requirements.

2. The Environmental Health Department continues to receive a significant number of complaints from residents. Bed bugs, mold, garbage and other environmental housing issues continue to generate many complaints and consume large amounts of staff time.
3. Lead – Reports of elevated blood lead levels (EBLL) to the Health Department result in an epidemiologic investigation. Environmental Health works in tandem with Nursing Services to reduce the risk that a child's blood level will continue to rise. When comprehensive lead inspections by our department are required by state statute, they are followed by months of follow-up with the owners.
4. Septic Systems - The division continues to review and approve repairs to systems where public sewers are not available. In addition to inspecting the installation of septic system repairs, a number of septic tank abandonments are also documented each year.

**TOWN OF EAST HARTFORD
FISCAL YEAR 2020
OPERATING BUDGET**

FORM 1

**DEPT/DIVISION
NAME:** Department of Health & Social
Services/Social Services Division

DEPT/DIV NUMBER: G9400

This Department/Division provides the following services and functions and has the following statutory responsibilities:

The Social Services Division strives to promote the well-being, self-sufficiency and quality of life among East Hartford residents by administering & developing programs and initiatives which provide individuals & families with the support and opportunities to realize their fullest potential.

1. Advocacy; Information & Referral:

- Municipal Agent for the Disabled.
- Nationally certified CHOICES Counselor for disabled residents.
- Benefits counseling and assistance in accessing entitlement programs such as Temporary Assistance for Needy Families, State Administered General Assistance, SNAP (Food Stamps), Health Care, Social Security and Veterans' Benefits.
- Needs assessment, information and referrals to community agencies and outside service providers for problems such as substance abuse, domestic violence, mental illness and other special needs.
- Advocacy and assistance in obtaining goods and services from charitable organizations, medical providers and other agencies for persons unable to do this on their own.

2. Case Management:

- Short-term case management for individuals and families who because of multiple barriers are in need of someone to coordinate inter-agency services on their behalf.

3. Crisis Intervention:

- Code Enforcement, evictions, homelessness, fire, lack of heat or other utility services, and other emergencies that require immediate action to assist residents.

4. Energy Assistance:

- Administration of the East Hartford Fuel Bank.
- Administration of the Operation Fuel Program.
- Administration of Federal Emergency Food & Shelter Program (FEMA) monies which provides one-time utility/heating assistance to residents unable to provide for these services.
- Referrals to the statewide Energy Assistance Program administered by the Community Renewal Team (CRT).
- Assistance making payment arrangements/enrolling in matching payment programs with the utility companies.

5. Employment Assistance:

- Maintain current listings of available employment/training opportunities.

6. Food Bank Coordination & Referral:

- Administration of centralized referral service for East Hartford Combined Churches' Emergency Food Banks.
- Site Coordination for two of the four Mobile Foodshare locations in town.

7. Housing Assistance:

- Administration of the Uniform Relocation Assistance Act.
- Administration of Emergency Food & Shelter Program (FEMA) monies which provides one-time eviction/foreclosure prevention assistance to residents unable to meet their monthly rental/mortgage obligations for various reasons.
- Maintain current listing of rental property in town to assist those seeking housing.

8. Tax Relief Programs:

- Administration of State Renters' Tax Relief Program for low income elderly and disabled renters.
- Administration of State and Local Homeowners' Tax Relief Programs for elderly and disabled homeowners.
- Administration of State and Local Additional Veteran's Tax Relief Programs for elderly and disabled veterans.
- Enrollment in additional tax relief programs for disabled and blind residents.

9. Transportation:

Town Hall point of sales for ADA ticket books.

10. Special Programs:

- Coordination and administration of special programs throughout the year to assist less fortunate residents: Thanksgiving food baskets, Christmas food and toys, winter coats for children, back-to-school shoes for students and other opportunities as they arise.

**TOWN OF EAST HARTFORD
FISCAL YEAR 2020
OPERATING BUDGET**

DEPARTMENT NAME: Health & Social Services, Social Services Division

Form 2

Statement of goals and objectives for the next year, program statistics and other descriptive information:

Goals – Social Services staff are motivated by three goals:

- Enable residents to access fundamental necessities of life
- Assist residents in achieving self-determination and self-sufficiency
- Enable residents experiencing challenges to achieve full community participation

Objectives – FY 2019-2020:

- Scan financial records to reduce the amount of paper storage space required.
- Continue streamlining application processing to ensure timely responses to customer inquiries/requests.
- Increase Community Partnerships to expand/enhance services available to residents at no additional cost.
- Expand customer utilization of online benefits access.

Statistics – F.Y. 2017-18

- 3,531 short term case management services were provided to residents.
- 8,953 information and referral services were provided to residents.
- 2,337 households received assistance through the East Hartford Combined Churches' Emergency Food Banks.
- 2,765 households participated in bi-weekly distribution of perishable food items through Mobile Foodshare at the two sites coordinated by the town (Hockanum Park & Veterans Terrace).
- 114 East Hartford students selected a pair of new back-to-school shoes from Payless Shoe Source via funds donated by local residents, businesses and organizations to purchase 1 time use, \$25 Payless Gift Cards.
- 106 East Hartford children between the ages of 5-12 received new winter coats, valued at up to \$60 each through the Coats for Kids Program funded by the East Hartford Rotary.
- Coordinated the delivery of 845 Thanksgiving food baskets/meals to local households, feeding a total of 2,118 individuals, with the assistance of 20 community partners.
- Provided 541 East Hartford households with Holiday Food Baskets, feeding 1,937 people, in partnership with 11 other agencies, organizations, churches, businesses and individuals.
- 578 local children between the ages of 0-10 were provided with new Christmas toys by the town or one of 9 community partners.
- 1,131 elderly and disabled Renter's applications were processed resulting in a total of \$506,790.43 in State Renter's Tax Relief benefits returned to the local economy. Initial awards were reduced by 7.5% across the board due to funding shortfalls.
- Assisted 88 local households in making payment arrangements on their utility bills; 267 with financial assistance to restore/maintain their service through the Operation Fuel, local Fuel Bank or Federal Emergency Food & Shelter (FEMA) Programs, totaling \$92,926.71; while an additional 2038 households received Energy Assistance benefits through the Statewide Energy Assistance Program, totaling \$1,239,260.90.
- Responded to 80 emergency relocations/safety checks during F.Y. 2107/18.

**TOWN OF EAST HARTFORD
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FORM 1

DEPT/DIVISION **BEAUTIFICATION COMMISSION**
NAME: _____

DEPT/DIV NUMBER: **G9811** _____

This Department/Division provides the following services and functions and has the following statutory responsibilities:

The Beautification Commission provides plantings for areas in town during the Spring and Fall. It also provides plantings for the flower barrels on Main Street and other areas of town.

The Commission sponsors Holiday Fest, a town-wide festival, the first weekend of December which includes a tree lighting and decoration of Town Hall, along Main Street and the Town Green. The Commission donates a tree to a school on Arbor Day. The Commission serves as a Tree Board to comply with the designation of "Tree City USA" awarded to the town in 1997 and every year since by the National Arbor Day Foundation. The Commission also maintains the service signs and median landscaping throughout town. Along with clean-ups and education, the Commission tries to encourage citizens to take a more active role in their community by awarding Beautification Awards for outstanding landscaping to homes and businesses.

**TOWN OF EAST HARTFORD
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OPERATING BUDGET**

DEPARTMENT NAME

BEAUTIFICATION COMMISSION _____

Form 2

Statement of goals and objectives for the next year, program statistics and other descriptive information:

The Beautification Commission will provide:

- Plantings at areas of town during spring thru fall including town properties and street medians.
- Maintain a program of replacement of plantings due to "winter kill", as well as maintaining landscaping around service signs.
- Continue the flower barrel project along Main Street and Burnside Avenue and purchasing of additional barrels to enhance these areas.
- Continue the Arbor Day Celebration at a school and purchasing a tree and Mountain Laurel bush for said school.
- Continue to award Beautification Awards to a business and residential property from June to September.
- Continue to award a Special Recognition Award to a neighborhood group or organization in town that have demonstrated exceptional efforts to make our town a more beautiful place to live and work.
- Continue to sponsor HOLIDAY FEST '19, which will be held on December 6th thru December 9th.
- Continue the Remembrance Fund seeking donations for trees to be planted as a memorial gift or to honor a loved one.
- Continue to serve as the town's Tree Board to comply with the designation of "TREE CITY USA" awarded to the town since 1997 by the National Arbor Day Foundation to present.
- Continue to plant additional perennial gardens thru out town.

MAIN OBJECTIVE: To continue to encourage the citizens of East Hartford to take an active part in beautifying their town by taking pride in their own properties. The Commission will continue to support activities designed to benefit the town and its appearance.

**TOWN OF EAST HARTFORD
FISCAL YEAR 2019
OPERATING BUDGET**

FORM 1

Boards & Commissions-Department

**DEPT/DIVISION
NAME:**

Personnel Appeals Board

DEPT/DIV NUMBER:

G9816 Personnel Appeals Board-ORG

This Department/Division provides the following services and functions and has the following statutory responsibilities:

Sec. 7.4 Personnel Appeals Board.

(b) When an employee brings a matter to the Board, the Board shall have the power to require officers and employees of the town to appear and give testimony and present evidence and may hear testimony from other sources.

(c) The Board shall seek to assure that the employment system of the town is fair and equitable and serves the interests of the town while respecting the proper claims of the employees.

The Board shall make findings and recommendations in individual cases brought before it and may make recommendations to the council or to the mayor for improvements in the employment system.

TOWN OF EAST HARTFORD
FISCAL YEAR 2019
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Town of East Hartford Personnel Appeals Board

DEPARTMENT NAME: _____

G9816 Personnel Appeals Board-ORG _____

Form 2

Statement of goals and objectives for the next year, program statistics and other descriptive information:

The Board shall seek to assure that the employment system of the town is fair and equitable and serves the interests of the town while respecting the proper claims of the employees.

**TOWN OF EAST HARTFORD
FISCAL YEAR 2020
OPERATING BUDGET**

FORM 1

DEPT/DIVISION

NAME:

Historic District Commission

DEPT/DIV NUMBER:

G9817

This Department/Division provides the following services and functions and has the following statutory responsibilities:

The East Hartford Historic District Commission was established by Ordinance Article 18 in 1986 to promote and preserve our historic built environment. The Commission is organized under C.G.S. 7-147a-u and is designated as a "Certified Local Government" by the Connecticut State Historic Preservation Office (formerly known as the Connecticut Historical Commission) and the National Park Service for having local expertise in dealing with matters concerning historic preservation. Certified Local Government status allows the Commission to examine all issues affecting historic preservation even if these are outside a locally designated district.

Staff services are provided by the Grants/Lease Administrator who is also the initial point of contact for the Municipal Historian. Historic data, design guidelines, and technical assistance relating to building preservation are available to any East Hartford resident through the Grants Office.

East Hartford has one local Historic District (Naubuc Avenue) and four National Register Districts (Naubuc Avenue/Broad Street, Garvan/Carroll, Central Avenue/Center Cemetery, and a portion of the Downtown).

**TOWN OF EAST HARTFORD
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DEPARTMENT NAME: Historic District Commission

Form 2

Statement of goals and objectives for the next year, program statistics and other descriptive information:

Goal: To preserve and protect East Hartford's historic structures. This goal is the primary directive of the Commission. Each year we work to refine coordination with the Building Inspections and Permits Department regarding factors such as "delay of demolition" notices and meeting Certificate of Appropriateness requirements for building permits. The Commission works to identify new owners, funding sources, or locations for buildings threatened with demolition or in severe need of rehabilitation. This is the hardest obstacle to overcome in this economic climate. Finally, our objective is to utilize the Commission's status as a "Certified Local Government" (CLG) to comment on town-wide changes to the built environment which may not be in keeping with the period and style of a particular structure or neighborhood. The CLG program also offers us an avenue for receiving matching grant funds for projects listed on the National Register of Historic Places.

Goal: To heighten residents' awareness and appreciation of historic buildings. In the past, an annual "Recognition of Historic Preservation Efforts" award program for property owners, developers, and architects who contribute positively to the rehabilitation of historic resources was held every May to coincide with National Historic Preservation Week. Budget constraints have meant the cancellation of this awards program. Other means of raising the profile and benefits of preservation will continue to be explored.

**TOWN OF EAST HARTFORD
FISCAL YEAR 2020
OPERATING BUDGET**

FORM 1

DEPT/DIVISION

NAME:

Economic Development Commission

DEPT/DIV NUMBER:

G9841

This Department/Division provides the following services and functions and has the following statutory responsibilities:

The Economic Development Commission is established for the purpose of furthering the economic growth and development of the community to its best advantage. It undertakes studies and projects to optimize the business climate and investment opportunities in East Hartford. The Commission promotes the town through business visitations, marketing, and outreach to current and new businesses. Commission members collaborate with Development Department staff to provide ideas and input towards ongoing development efforts.

TOWN OF EAST HARTFORD FISCAL YEAR 2020 OPERATING BUDGET

DEPARTMENT NAME: Economic Development Commission

Form 2

Statement of goals and objectives for the next year, program statistics and other descriptive information:

- Promote East Hartford as a number one choice for business location in collaboration with organizations such as the Connecticut River Valley Chamber of Commerce, Greater Hartford Convention and Visitor's Bureau, and MetroHartford Alliance.
- Collaborate with the Chamber of Commerce and other business organizations to understand the needs of East Hartford businesses and recommend or provide services to meet those needs.
- On behalf of the Town, conduct and attend business visitations, ribbon cuttings, Business After Hours events, business showcases, and the EDC Lunch Club.
- Continue to contribute knowledge and ideas for the Commercial Facade Improvement Program.
- Continue to study creating cohesive design and theme for the south end of Main Street (benches, lighting, sidewalks, etc.), as recommended by the Counselors of Real Estate (CRE).
- Begin studying design and theme for Silver Lane, working with the Commission's representative to the Silver Lane Advisory Committee.
- Recommend business incentives to the Town Council for action as necessary.
- Continue to distribute the East Hartford Business & Community Guide for use as a resource when soliciting new business to move, stay, and grow in East Hartford.
- Continue to work and support the revitalization of the Main Street downtown business district and the surrounding neighborhoods.
- Implement outreach and training programs for minority and small businesses as outlined in the Plan of Conservation and Development's Action Plan.

RECENT ACCOMPLISHMENTS

- Studied streetscape design and other possible improvements for Main Street. Funded the design of a sidewalk to the Hockanum River Linear Trail from Main Street near Pitkin Street. Other small projects may be implemented in the near future based on this work, including improvements to the Main Street/Pitkin Street intersection and tree replacement.
- Continued to promote Enterprise Zone and Railroad Depot Zone assistance; recent participants include United Centerless Grinding Co. and Clarcor Engine Mobile Solutions.
- Vice-Chair Frank Collins is serving as a representative of the Commission on the Silver Lane Advisory Committee.
- Reviewed applications for the Commercial Facade Improvement Program and provided feedback.

**TOWN OF EAST HARTFORD
FISCAL YEAR 2020
OPERATING BUDGET**

FORM 1

DEPT/DIVISION

NAME:

Planning & Zoning Commission

DEPT/DIV NUMBER:

G9844

This Department/Division provides the following services and functions and has the following statutory responsibilities:

The Planning & Zoning Commission, under Section 8-24 of the Connecticut General Statutes, (Section 8-2, Section 8-23A, 8-3A, 8-224, 8-26E and 8-25) is authorized to prepare and adopt a plan of development, to establish and amend zoning regulations and boundaries, hear and decide on requests for changes in the regulations or boundaries of zoning districts, and review and decide on applications for site approval for commercial and industrial facilities, apartments, mobile home parks, subdivisions, resubdivisions, special permits, and referrals on town real estate purchases.

The Planning & Zoning Commission and planning staff undertake evaluations and recommend changes to current regulations to better position the town for appropriate growth through the public hearing process.

**TOWN OF EAST HARTFORD
FISCAL YEAR 2020
OPERATING BUDGET**

DEPARTMENT NAME: Planning & Zoning Commission

Form 2

Statement of goals and objectives for the next year, program statistics and other descriptive information:

Statement of goals and objectives for the next year, program statistics, and other descriptive information:

1. GOALS AND OBJECTIVES FOR FY 2019-2020

- a) Create a new Silver Lane Design District between Simmons Road and Forbes Street that allows for mixed uses, increased density, reduced setbacks, stronger landscaping standards, and incentives in lieu of parking to facilitate development along Silver Lane.
- b) Adopt regulations for Design Development District III, campus zone, around Goodwin College to promote mixed use development and strengthen the Ensign Street connection to Main Street pursuant to the Plan of Conservation and Development.
- c) Amend parking regulations to mitigate negative impacts to local businesses by avoiding excessively large parking lots and to comply with new MS-4 stormwater requirements. Consider adoption of a parking incentive program that allows for increased landscaping in lieu of parking spaces.
- d) Implement additional zoning recommendations of the Mayor's Silver Lane Advisory Committee including a Silver Lane Residential Design District and Business District.
- e) Continue implementing the Town's adopted Plan of Conservation and Development's Action Plan.
- f) Work with GIS staff to develop new maps and data layers for zoning districts, commercial nodes, historic district, etc.
- g) Incorporate design guidelines for bollards into new parking regulations to ensure aesthetically pleasing and functional parking management practices.
- h) Continuously publish any amended Zoning Regulations and updates, and maintain the website containing land use applications, meeting agendas, and minutes.
- i) Respond to changing marketplace and new opportunities that support the long range plan of development.

g) From FY13-FY18 Planning Office land use applications generated the following revenue:

APPLICATION FEES GENERATED

FY 2012-2013	\$13,818
FY 2013-2014	\$7,640
FY 2014-2015	\$16,591
FY 2015-2016	\$25,149
FY 2016-2017	\$11,131
FY 2017-2018	\$11,805
AVERAGE	\$14,356
-	
FY19 TO DATE (7/1/18-12/30/18)	\$2,880

**TOWN OF EAST HARTFORD
FISCAL YEAR 2020
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FORM 1

DEPT/DIVISION

NAME:

Redevelopment Agency

DEPT/DIV NUMBER:

G9844

This Department/Division provides the following services and functions and has the following statutory responsibilities:

The East Hartford Redevelopment Agency is designated by the Town Council to carry out planning and redevelopment activities as allowed under chapters 130 and 132 of the Connecticut General Statutes. There are presently two active redevelopment plans: Main Street and Burnside Avenue, as well as authorization by the Town Council to undertake a project at Rentschler Field. There is also potential for involvement on redevelopment efforts on Silver Lane.

**TOWN OF EAST HARTFORD
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DEPARTMENT NAME: Redevelopment Agency

Form 2

Statement of goals and objectives for the next year, program statistics and other descriptive information:

GOALS AND OBJECTIVES FOR FY 2019-2020

- Continue to evaluate development opportunities for the 550 Burnside Avenue and 590 Burnside Avenue (Daley Court) redevelopment sites and initiate a new request for proposals for both sites and select a tentative developer for each site.
- Continue to work with the property owner to complete the development on the one remaining site on area III/tract A (Main and Governor Streets).
- Implement ideas from the adopted Plan of Conservation and Development.
- Partner with the Economic Development Commission, as appropriate.

RECENT ACCOMPLISHMENTS

- Daley Court demolition completed with Department of Economic and Community Development (DECD) grant funding.
- Outgoing Chair Robin Pearson is also serving as the Chair of the Mayor's Silver Lane Advisory Committee, which is guiding a grant-funded study of how to best redevelop the commercial areas of Silver Lane.
- Facade funding for Chuck's Automotive was disbursed following a successful project. The \$100,000 in Redevelopment Agency funding in the form of a forgivable loan was leveraged as part of a larger facade renovation and expansion project.
- The Agency contributed to plans to improve streetscaping in the Main Street downtown district and funded new Cleveland Pear street trees for this area.
- The Connecticut Department of Transportation, in partnership with the Town, successfully implemented a traffic calming plan along the entire length of Burnside Avenue from Main Street to Walnut Street, including adding bicycle lanes.