

the major accomplishments at CCTV this last year. The education channel (10) features programming submitted by local students, teachers, and schools. Highlights included Patriot Magazine, Ruettgers Series and regular local weather forecasts produced by CCHS Weather Services. All CCPOPS supported arts performances were video taped by students enrolled in the CCHS independent study course in Video Production. The independent study course supervised by CCHS English teacher, Andy Sapp, is developing interest and experience in video production at CCHS.

Training for beginners and more advanced videographers is a priority for CCTV staff in order to encourage members to contribute higher quality programming. In 2009, over 2000 hours of training were provided by CCTV staff in 30 individual courses on Field Production, Studio Production, Editing, and over 1000 individual tutorials for members.

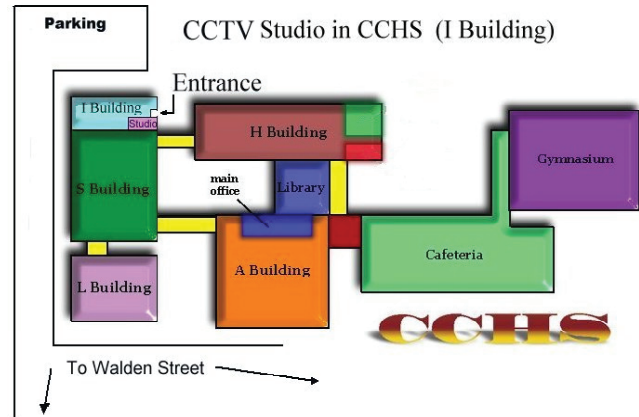
The Board of Directors and staff developed a new strategic plan, calling attention to goals and measurements that will allow the community corporation to mature successfully as it moves beyond its initial development stages of its first four years. The strategic plan will offer guidance and direction as CCTV heads into the digital media forefront. New members of the Board joined in 2009, with additional succession planned each year to maintain the vitality of CCTV's volunteer leadership.

In fiscal year 2009, CCTV had total revenue and support of \$357,870 with expenses totaling \$289,697. CCTV continues to prepare for future technology needs and long-term financial stability beyond the current contract periods with the towns of Concord and Carlisle.

Volunteers are the backbone of CCTV. There are currently over 250 members of the non-profit corporation up from 175 in 2008, along with hundreds of supporters, and still more viewers. There was an encouraging increase in the number of members actively producing material for broadcast in 2009. The CCTV Board and staff recognize and thank all the members of the community who participate in creating unique and local 'user generated content' for their fellow residents.

CCTV invites all residents to join their community television project, and learn how to operate a camera and share the fascinating activities of Concord with an

interested audience. Our goal is to continually add to the transparency of the Concord and Carlisle communities through utilization of the three CCTV Channels. For more information, a membership form, and to volunteer, please see www.concordtv.org, or email manager@concordtv.org, or call the station at 978-369-5038.



VETERANS SERVICES

Richard Krug
Veterans Officer

The Veterans' Services program is mandated according to Massachusetts General Law, Chapter 115 and is administered under State guidelines to provide information, advice and assistance regarding benefits to veterans and their families. Every city and town in the Commonwealth is required to have a benefits program for its resident veterans and their dependents, as well as a full-time Veterans' Services Officer. The Veterans' Services Officer must be a war-era veteran and be available full time to provide assistance. The Town is reimbursed by the State for 75% of benefits paid under this mandated program. With the support of the Commonwealth's House, Senate and Executive Office, Massachusetts is now recognized as having one of the most comprehensive veterans' programs in the nation.

The Office of Veterans' Services, located at 105 Everett Street, is a one stop human service office with the top priority of providing services designed to improve the quality of life for every veteran in Town. In addition to Chapter 115, the mission of the Veterans' Services Officer has grown to encompass the full range of VA federal benefits, rehabilitation, employment and training services, military records, tax exemptions, annuities, burials and care and decoration of veterans' graves.

Financial assistance to qualified veterans and their dependants is provided, in accordance with State and federal regulations.

Program Implementation

The Veterans’ Services Officer responds to daily calls requesting information, advice and assistance. Calls come from Concord residents as well as veterans and dependents from surrounding communities, and the numbers are constantly increasing as a result of the aging veteran population and the fact that more than 26,000 veterans have returned to Massachusetts from Iraq and Afghanistan, according to State records. The Veterans’ Services Officer often helps veterans obtain assistance from veterans’ organizations as well as other State and federal organizations, such as Social Security. The Veterans’ Services Officer has also been called upon to provide transportation to and from medical appointments for veterans. Currently there is one individual receiving financial assistance for qualifying Chapter 115 benefits.



The Veterans’ Services Officer has been networking with local civic groups, senior citizen groups and area veterans’ organizations, peacetime veterans, and war veterans as well as families of service members currently deployed. He has assisted at veterans’ funerals, worked with students during Veterans’ Day and Memorial Day exercises, served as a guest speaker in some high school and elementary school classes as well as for Rotary Club of Concord, the Lions Club of Concord, Concord Deaconess, and Concord Park Assisted Living. In addition to reaching out to veterans who are seniors, he has generated veteran-related programming for the

local cable television channel and articles for the local newspaper about resident veterans and their service to the country. The articles include some facts and perhaps a bit of humor that might be of interest to residents, as well as information on how to contact the local Veterans’ Services Officer.

During the year, the Department of Veterans Affairs distributed \$1,052,916 to 94 disabled veterans and 15 veteran dependants residing in the Town of Concord.

The following is a list of applications applied for or services requested from Concord Veterans’ Services during the year 2009

VETERANS SERVICE REQUESTS

Prescription Benefits	12
Death Benefits	12
Housing Benefits	4
Assisted Living	4
Upgrade VA Disability	12
Aid & Attendance	8
Chapter 115	20
Surviving Spouse	12
VA Forms	12
Financial Assistance	14
Hugh Cargill Trust	3
Military Medals and Flags	16
Military Records	24
Health Benefits	16
Employment	12
<i>Concord Journal</i> Veteran Article	5
Disability Filing	12
Disability Tax Abatement	9
Veterans’ Outreach	2
Weatherization Assistance	6

For information or assistance on Veterans’ Services please call 978-318-3038 or e-mail dkrug@concordma.gov. For information about services, events, and other veterans’ organizations please visit Concord’s web page at www.concordma.gov/clerk/veterans.htm.