

City of Stamford

Department of Health

FY 2017-18 Budget Presentation

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Board of Finance



April 6, 2017
Board of Representatives



Services Provided

Program (s)	Services Provided
Critical & Mandated Programs Services	<p data-bbox="537 425 1093 468">Environmental Inspections</p> <ul data-bbox="537 482 1816 1153" style="list-style-type: none"><li data-bbox="537 482 1816 639">• Beaches & Shellfish Bed - CT Public Health Code 19a-36-B61 Public Swimming Areas and 19-13-B64 to 19-13-B77 on Shellfish<li data-bbox="537 711 1816 868">• Complaint investigations –General State Statutes CT 47a-51, 47a-52, CT Public Health Code 19-13-B1, 19-13-B21 and Chapter 146 of the City of Stamford Code of Ordinances<li data-bbox="537 939 1816 982">• Day Care Centers - General Statues of State of CT 19a-82<li data-bbox="537 1053 1816 1153">• Food Service - State of CT Public Health Code 19-13-B42 and the City of Stamford Code of Ordinances Chapter 132



Services Provided—cont.

Program (s)	Services Provided
Critical & Mandated Programs Services	<p data-bbox="517 411 1236 456">Environmental Inspections—Cont.</p> <ul data-bbox="517 468 1796 1256" style="list-style-type: none"><li data-bbox="517 468 1796 625">• Housing Code – State of CT Public Health Code CT State General Statues, Section 47a and Chapter 146 of the City of Stamford Code of Ordinances<li data-bbox="517 696 1796 853">• Lead Prevention - City of Stamford Code of Ordinances Chapter 146-27.1 and General Statutes of the State of CT 19a-111a-111k, 20-454 to 20-482 and 47a-54f<li data-bbox="517 925 1796 1082">• Massage Establishments – City of Stamford Code of Ordinances chapter 159 and General Statutes of the State of CT 20-206a<li data-bbox="517 1153 1796 1256">• Microwave Antennas – City of Stamford Code of Ordinances Chapter 160



Services Provided—cont.

Program (s)	Services Provided
Critical & Mandated Programs Services	<p data-bbox="542 454 1263 496">Environmental Inspections—Cont.</p> <ul data-bbox="542 511 1812 1239" style="list-style-type: none"><li data-bbox="542 511 1812 725">• Mosquito and Vector Control – CT Public Health Code 19-13-B1(g) and 19-13-B21(a), General Statutes of the State of CT 47a-51a and the Stamford Code of Ordinances 146-21A,23 and 143-10<li data-bbox="542 796 1696 896">• Refuse and Pesticide Trucks – City of Stamford Code of Ordinances Chapters 137 and 227<li data-bbox="542 968 1715 1068">• Salon Inspections - City of Stamford Code of Ordinances Chapter 141-5<li data-bbox="542 1139 1754 1239">• School Inspections - CT State Public Health Code Section 19-13-B30



Services Provided—cont.

Program (s)	Services Provided Program (s)
Critical & Mandated Programs Services	<p>Environmental Inspections—Cont.</p> <ul style="list-style-type: none">• Subsurface Sewage Disposal - Chapter 200 of the City of Stamford Code of Ordinances and the Public Health Code of the State of CT, §19-13-B100a; §19-13-B103; the Technical Standards, (pursuant to §19-13-B103)• Swimming Pools - CT Public Health Code 19-13-B33b• Water Quality/Drinking Water – State of CT Public Health Code Sections 19-13-B51a to 19-13-B51m• Weights and Measures – City of Stamford Code of Ordinances Chapter 244

Services Provided—cont.



Program (s)	Services Provided
Critical & Mandated Programs Services	<p data-bbox="523 379 948 425">Laboratory Services</p> <ul data-bbox="523 439 1787 878" style="list-style-type: none"><li data-bbox="523 439 1787 535">• Drinking Water Quality - CT Public Health Code Sections 19-13-B51a to 19-13-B51m<li data-bbox="523 611 1642 706">• Private Well Water Testing - City of Stamford Code of Ordinance <i>Chapters 143-14 and 143-15.</i><li data-bbox="523 782 1787 878">• Beach Water Testing - - CT Public Health Code Sections 19a-36-B61 <p data-bbox="523 943 1083 989">Nursing and Dental Health</p> <ul data-bbox="523 1003 1825 1320" style="list-style-type: none"><li data-bbox="523 1003 1825 1156">• Tuberculosis treatment, follow up and surveillance - CT Public Health Code 19A-36-A1 to A 24 and CT Statutes Chapter 368G section 19A-250 to 19A-265<li data-bbox="523 1225 1767 1320">• Sexually Transmitted Diseases prevention and treatment per CT Public Health Code 19a-36-A1

Services Provided—cont.



Program (s)	Services Provided
Critical & Mandated Programs Services	Nursing and Dental Health – Cont. <ul style="list-style-type: none"><li data-bbox="529 425 1734 578">• Immunization Program - Established by CT Public Act No. 94-90. Compliance under CT General Statutes 19a-7h and 19a-7h-1 to 19a-7h-5.<li data-bbox="529 654 1792 749">• Communicable Disease Surveillance - CT Public Health Code 19a-36-A1 to 19a-36-A24.<li data-bbox="529 825 1785 921">• School Nursing Services - CT Public Health Code 19a-14-40 and CT Public Act No. 15-215



Services Provided-cont.

Program (s)	Services Provided
Basic Services Quality of Life Programs	<p data-bbox="517 344 1074 386">Environmental Inspections</p> <ul data-bbox="517 401 1595 444" style="list-style-type: none"><li data-bbox="517 401 1595 444">• Asthma prevention via Breath of Fresh Air program <p data-bbox="517 515 1074 558">Nursing and Dental Health</p> <ul data-bbox="517 572 1721 1236" style="list-style-type: none"><li data-bbox="517 572 1441 615">• Dental Sealants to 1st, 2nd, 6th and 7th graders<li data-bbox="517 686 1721 786">• Dental Clinic Prevention and Treatment Services to Public, Private/Parochial and Pre-K School Children<li data-bbox="517 858 1673 958">• Dental Education to Public, Private/Parochial and Pre-K School Children<li data-bbox="517 1029 900 1072">• Influenza clinics<li data-bbox="517 1143 1702 1236">• Well Child Clinic that provides physicals and vaccines for under and uninsured



Services Provided—cont.

Program (s)	Services Provided
Other Services	<p data-bbox="537 436 1093 479">Environmental Inspections</p> <ul data-bbox="537 494 1721 594" style="list-style-type: none"><li data-bbox="537 494 1721 594">• Emergency Shelter Inspections, Housing Safety & Zoning Code Enforcement Initiative, and Operation Safe House <p data-bbox="537 665 1093 708">Nursing and Dental Health</p> <ul data-bbox="537 722 1383 822" style="list-style-type: none"><li data-bbox="537 722 852 765">• Travel Clinic<li data-bbox="537 779 1383 822">• Adult and Community Dental Education <p data-bbox="537 893 1045 936">Public Health Education</p> <ul data-bbox="537 951 1740 1051" style="list-style-type: none"><li data-bbox="537 951 1740 1051">• Participation in Stamford Cancer Awareness Campaign and other community partnerships



Services Provided—cont.

Program (s)	Services Provided
Other Services	Laboratory Services <ul style="list-style-type: none"><li data-bbox="533 576 1263 622">• Identification of ticks and bedbugs<li data-bbox="533 691 1302 736">• Arrange for rabies testing of animals<li data-bbox="533 805 1669 905">• Monitor and assess vaccine inventory for Public Health Nursing and School Based Health Centers.



Other Department Resources

<i>Name</i>	<i>Function</i>	<i>Title</i>	<i>Role - Responsibility</i>
All Habitat	Larvacide City Catch Basins	Mosquito Control	Contracted services for the application of pesticide to control mosquitoes
Dr. H. Yoon	Provides medical consultation for the City of Stamford	Medical Advisor	Responsible for providing oversight of school nursing policies and procedures and public health emergency response.
Dr. M. Seelig	Provides medical consultation for nursing for schools and direct medical services to all of the nursing clinics	Medical Consultant	Responsible for all school medical order reviews, consults on all medical related concerns in the schools. Provides direct services in all of the public health nursing clinics.



Other Department Resources

<i>Name</i>	<i>Function</i>	<i>Title</i>	<i>Role - Responsibility</i>
Stericycle	Removal of sharps containers		Removal of hazardous sharps every other month.
Ameripride	Cleaning of lab coats		Cleaning of laboratory coats every other week.
Microbac	Well water testing		Testing of well water for pesticides, arsenic and uranium.
DPH Laboratory	Lead testing (blood) venous and capillary		Blood lead testing.



2016-17 Highlights

Environmental Health Inspections

Significant Accomplishments for FY 2015-2016

Improving service delivery – Teams of inspectors created to enhance oversight of mandated services. The team lead inspector is also responsible for group meetings.

Improving customer satisfaction

- Two inspectors have received training in asbestos which now allows us to follow-up on asbestos complaint investigations.
- Four inspectors received pool and spa operator certification which now allows us to conduct pool safety presentation in the community.

New services that were added - biennial water lead testing program for public, private and parochial schools



2016-17 Highlights

Public Health Nursing & Dental Hygiene

Significant Accomplishments for FY 2015-2016

Improving service delivery

- ❑ Bilingual nurse available to assist in all nursing clinics.

- ❑ Increased influenza vaccine program to include all City Board members

- ❑ Met 100% compliance on all contract deliverables for STD and TB grants

- ❑ New software (*Dentrix Ascend*) allows dental providers to access dental records off site for timely response to patient needs for diagnosis and scheduling.



2016-17 Highlights

Public Health Nursing & Dental Hygiene-cont.

Significant Accomplishments for FY 2015-2016

Improving customer satisfaction

- ❑ Piloted innovative influenza delivery to City employees via a weekly travel cart.

Actions taken to increase productivity and make department more efficient

- ❑ Purchase of two lap tops and projector for public schools.
- ❑ Moved all community nursing staff into a localized working space.
- ❑ Implemented the use of electronic health records and reporting for dental services



2016-17 Highlights

Public Health Nursing & Dental Hygiene

Significant Accomplishments for FY 2015-2016

Actions taken to increase productivity and make department more efficient

- ❑ Purchase of two lap tops and projector for public schools.
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2016-17 Highlights

Laboratory

Significant Accomplishments for FY 2015-2016

New services that were added- Updated water testing technology to test for bacteria in water samples improving efficiency.

Actions taken to increase productivity and make department more efficient- The updated water testing technology allows us to setup samples quicker which will make the department more efficient.



2016-17 Highlights

Grant Funded Programs

Significant Accomplishments for FY 2015-2016

Women Infants and Children (WIC)

Improving service delivery - New CT WIC computer system implementation 5-23-16 - eWIC EBT card replaced WIC checks

Actions taken to increase productivity and make department more efficient - New CT WIC computer system electronic- transition to paperless.



Department Challenges

- *Factors that drive program/department costs*
 - Equipment maintenance and repair
 - Weather emergencies- cancellation and appointment rescheduling
 - Unplanned emergency coverage at WIC subcontractor Norwalk site
 - Lack of flexibility in scheduling resulting in increased overtime



Department Challenges—cont.

- *Factors that affect productivity*
 - 90% of data collection and reporting in paper format requiring duplicative data entry and limits number of activities to which staff can respond
 - Lack of effective IT capabilities
 - Director of Health's time is spent designing and creating forms to increase electronic data entry and not focused on more administrative issues, community outreach efforts, enhancing public health initiatives, and working with DPH
 - Staff required to transport equipment and supplies between schools



Department Challenges—cont.

- *Factors that affect productivity—cont.*
 - Directors per contract not required to provide after hours coverage, therefore there is limited response to public health emergencies



Department Challenges—cont.

- *In the event of significant budget reductions*
 - The ability to respond to public health emergencies will be limited because of the inability to provide overtime
 - The health department will be unable to take the lead on and or support many of the public health educational and outreach activities that are required of the City's lead public health agency
 - Decreased capacity to schedule clinic appointments thereby decreasing the service to vulnerable population within the city
 - Decreased capacity to provide or link children to dental services
 - Increased health disparity as it relates to dental health
 - The laboratory would have to batch more testing with the potential of longer turnaround times.



Department Challenges—cont.

- *In the event of additional funding—cont.*
 - Update the department-wide IT system to enhance data access, reduce redundancy, and increase efficiency
 - Provide all field staff with network capable iPads and iPhones for real time in field data entry and access
 - Implement an electronic medical record system for the clinic that would enhance medical record management and facilitate private insurance billing
 - Implement on-line and credit card payment option to increase revenue flow
 - Purchase a web-based data management system for Environmental Inspections to enhance data access and permit in field data access



Department Challenges—cont.

- *In the event of additional funding—cont.*
 - Hire needed staff
 - Masters prepared epidemiologist to expand the department's ability to conduct community surveys to provide up-to-date assessments of the community's health, to provide advanced statistical support, and be a resource for the City's Community Health Assessment
 - Environmental inspector to increase the department's ability to respond to mandated inspections
 - Public health nurse to improve the department's ability to respond to the public health needs of the community
 - Account clerk full-time with medical billing expertise to assist with billing initiatives and provide support to the clinic
 - Behavior health specialist to work with the community to effect behavior changes that will result in positive public health outcomes



Department Challenges—cont.

- *In the event of additional funding—cont.*
 - Enhance audio visual capabilities to improve the quality of the mandated Health Department educational activities
 - Increase staff training by sending staff to additional work-related training and ensure that training is ongoing for new and current employees
 - Update the department's current space utilization to allow a more efficient utilization of space and workflow patterns
 - Improved compliance with current regulations for communication with clients with limited English proficiency (LEP) by purchasing a language translation system for all of our services
 - Obtain a professional statistical software package that would facilitate advanced data analysis



Department Challenges—cont.

- *In the event of additional funding—cont.*
 - Improve department's educational materials and obtain professionally developed advertisements
 - Obtain professional designed signage for health department activities
 - Redo the department's website to make it more user friendly to the community and to enhance its utility to the department
 - Offer expanded hours in select programs that would increase temporal access to community and increase customer service



Performance Metrics

Environmental Inspections

Type	FY 2012-2013	FY 2013-2014	FY 2014-2015	FY 2015-2016
Annual Inspections	1053	1102	1205	1012
Complaints Investigated	842	1131	903	861
Septic Permits Issued	428	461	451	454
Food Service Establishments Inspected	1468	1556	1694	1902
Housing Violation Notices Issued	491	309	287	264
Certificate of Apartment Occupancy Inspected	704	651	900	766
Total	4986	5210	5440	5259



Performance Metrics

Environmental Inspections—cont.

			2015-2016			
Class	Total # of establishments in Stamford	Inspection ¹ Bench Mark	Total # of routine inspections completed	% of routine inspections completed compared to benchmark	Total # of all inspections	% of all inspections
I	20	20	13	65.0	14	.74
II	77	154	76	49.0	80	4.2
III	265	795	400	50.3	464	24.5
IV	251	1004	761	75.8	948	50.0
Retail	142	284	243	85.6	311	16.4
Temp. Events	194	N/A	69	36.0	80	4.2
Total	949	2257	1493		1897	
Annual %				66.1%		



Performance Metrics

Environmental Inspections—cont.

- Stamford school lead water testing one school had a fountain with elevated lead levels after flushing, currently using bottled water



Performance Metrics

Public Health Nursing & Dental Hygiene

Performance Measure	FY 12-13	FY 13-14	FY 14-15	FY 15-16
School skilled nursing interventions	11163	11251	10857	14040
Medications given by school nurse	16588	20591	16064	16661
Sick visits to school nurse office	11049	70283	60672	56054
Influenza vaccines administered	1249	1068	1078	1161
STD initial visits	661	634	635	549
Travel Clinic vaccine administration	411	410	317	246
Well Child Clinic vaccines administration	1525	1519	1734	1297



Performance Metrics

Public Health Nursing & Dental Hygiene—cont.

Performance Measure	FY 12-13	FY 13-14	FY 14-15	FY 15-16
Dental screenings Public School	7268	7370	7503	7503
Dental screenings P/P Schools	955	1000	924	924
Dental screenings Pre-Schools	182	244	289	310
Sealant program	408	422	390	462
Dental clinic prevention patients/visits	356/420	340/446	399/473	377/426
Dental clinic treatment patients/visits	123/187	141/239	138/222	187/324
Dental education	165	224	305	241



Performance Metrics

Public Health Nursing & Dental Hygiene—cont.

Performance Measure	National Inventory of Public Health Indicators	CT Every Smile Counts Survey	Stamford FY 14-15	Stamford FY 15-16
Percentage of Children with Untreated Dental Decay 6-9	21.5%	12%	9%	9%
Percentage of Children with Dental Sealants	37.6%	43%	71.3%	68.7%



Performance Metrics Laboratory

Performance Measure	FY 12-13	FY 13-14	FY 14-15	FY 15-16
Ordinance samples (pesticides, arsenic, & uranium)	750	728	348	506
Water samples (private and public water supplies)	369	437	681	850
Ticks submitted for Lyme testing	244	244	226	243
Bedbug identification	96	96	52	53
Rabies testing	15	15	16	4
STD test	1100	705	788	721



Performance Metrics

Grant Funded Program WIC

Performance Measure	FY 14-15	FY 15-16
Number of Participation Stamford Region	4,811	4,783
1 st Trimester Enrollment State target $\geq 40\%$		
Stamford	18.1%	20%
State Average	29.1%	27%
Appropriate Maternal Weight Gain State target $\geq 35\%$		
Stamford	32.6%	34.3%
State Average	28.4%	28.8%
Anemia Prevalence Children State target $\leq 7.5\%$		
Stamford	10.9%	10.6%
State Average	9.9%	10.0%



Performance Metrics

Grant Funded Program WIC-cont.

Performance Measure	FY 14-15	FY 15-16
Low Birth Weight State target $\leq 6\%$		
Stamford	4.0%	3.7%
State Average	3.2%	3.4%
Breastfeeding Initiation State Target $\geq 70\%$		
Stamford	84.7%	86.9%
State Average	77.3%	78.5%
Breastfeeding Duration 6 months State Target $\geq 50\%$		
Stamford	76.1%	77.8%
State Average	61.5%	63.1%



Performance Metrics

Grant Funded Program WIC-cont.

Performance Measure	FY 14-15	FY 15-16
BMI% Overweight Children State target <=15%		
Stamford	16.5%	17.4%
State Average	15.5%	15%
BMI% Obese Children State target <= 10%		
Stamford	17.5%	16.3%
State Average	15.2%	15.4%



Performance Metrics—cont.

- *In the event of additional funding—cont.*
 - Improve department's educational materials and obtain professionally developed advertisements
 - Obtain professional designed signage for health department activities
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Department 2017-2018 Goals

Environmental Inspections

- ❑ Create a cosmetology website

- ❑ Improve compliance with data collection

- ❑ Increase the # of routine restaurant inspections by 25 % from the 2015-2016

- ❑ This will be achieved by creating form letters that can be accessed from the website and working with IT to expanding data collection fields

- ❑ The challenges to achieving this goals line the lack of sufficient personnel to devote to capturing statistical data



Department 2017-2018 Goals

Nursing & Dental Hygiene:

- EMR for all of the community health clinics.

- Ability to bill for community nursing services

- Obstacles may be in finding appropriate EMR and electronic data. Success will be in finding appropriate EMR and having the funding to implement.



Department 2017-2018 Goals

- Nursing and **Dental Hygiene**—cont.
 - Increase the percentage of children with dental sealants
 - By the end of the school year 17-18, the percentage of children with at least one dental sealant will increase by 5%
 - By the end of the school year 17-18, the percentage of eligible children receiving dental sealants will increase by 5%
 - This will be achieved by increased follow up with parents to increase awareness of the program and understanding of the use of dental sealants
 - Communicating with parents with LEP and having the staff time to devote to this activity will be a challenge
 - Success will be measured by:
 - An increase in the percentage of children with at least one dental sealant
 - An increase in the percentage of eligible children receiving dental sealants



Department 2017-2018 Goals

■ **Laboratory**

- Increase our in-house water testing by 10% by the end of fiscal year 2017-18.
- This will be achieved through public health education and outreach opportunities (press releases, newsletters).
- Success will be measured by comparing totals from FY 2016-17 to FY 2017-18
- The challenge to this is the lack of awareness by the public on the importance of regular well water testing.



Department 2017-2018 Goals

■ **Public Health Education**

- Increase public health educational and outreach activities by celebrating at least one health day each month to increase community awareness of major health issues
- Increase outreach activities with community partners
- The major challenges to health education and outreach activity are the lack of individuals who are specifically trained in public health education; having full-time personnel; and lack of overtime funding
- Success will be measured by looking at the number of events scheduled, measuring the number of participants at each event, and when possible measuring the number persons with an adverse health risk factor detected via outreach who are directed and or linked to care



Department 2017-2018 Goals

■ **WIC by September 30, 2017**

- Increase FY 17 participation level to 4,500
- Increase first trimester WIC enrollment rate of pregnant women to $\geq 25\%$
- Decrease the incidence of low birth weight (LBW) among infants whose mothers were on the WIC program for at least 6 months during their pregnancy to $\leq 3.5\%$



Department 2017-2018 Goals

■ **WIC by September 30, 2017**

- Decrease the prevalence of anemia among children enrolled for ≥ 1 year to $\leq 9.0\%$

- Increase the rate of breastfeeding initiation to $\geq 86\%$

- Increase breastfeeding duration (≥ 6 months) to $\geq 78\%$



Department 2017-2018 Goals

■ WIC

- These goals will be achieved by:
 - Enhancing prenatal outreach
 - Reinstating group education integrated with Department of Health divisions

- Success will be measured by comparing to state benchmarks

- Potential obstacles include
 - Overtime restrictions
 - Current political climate for immigrant population.
 - New state CT WIC computer program function issues



Department Changes

- New or improved services (or processes).
 - Increase influenza clinic access for under or uninsured
 - Expansion of the dental sealant program
 - CT WIC Computer Program data reporting function
 - Reinstating WIC group educational sessions that will now be integrated with other health department division educational activities
 - Created health department taskforces/teams to provide an integrated response to administrative and public health issues



Department Changes

- Efforts to reduce costs or eliminate non-critical services
 - Suggested strategies for bargaining unit negotiations for flexible hours that would allow the department to respond to emergencies and meet grant deliverables without adding additional costs to these response
 - Assessed and evaluated the health department programs and have submitted suggested program changes to executive staff that would result in cost savings
 - Revised biohazardous waste pickup schedules to reduce costs
 - Revised laboratory coat cleaning schedules to reduce costs



Department Changes

- Efforts to reduce costs or eliminate non-critical services—cont.
 - Created a new overtime requisition form for the Health Department staff that requires staff to fully justify the need for overtime.

 - Created a form for conference and meeting requires that requires staff to justify their participation in these activities and directly relate them to work-related professional development, enhancement of the Health Department, and benefit to the City.