



CITY OF DANBURY

HEALTH, & HUMAN SERVICES DEPARTMENT

155 DEER HILL AVENUE, DANBURY, CONNECTICUT 06810

Central Health & Housing Office

203 - 797-4625

Fax 796-1596

Social Services Office

203 - 797-4569

Fax 797-4566

Mayor Mark D. Boughton
City Council
155 Deer Hill Avenue
Danbury, CT 06810

September 23, 2013

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Re: Health & Human Services Department Monthly Report

Dear Mayor Boughton and Members of the City Council:

The August 2013 Health & Human Services Department monthly report is provided for your review. Detailed reports are attached for each Service, including the Housing, Food Service, Lead Poisoning Prevention, Social Services transition, Seasonal Work, School Based Health Centers transition and Environmental Health which identify specific inspections, tasks and hours provided by our staff.

Main Topics: The Department continues to work on the computer systems to test and update our inspector's programs to produce reports so the public may have access to inspection results and improve partnerships with the Hospital and other medical clinics to improve services have continued as well. You may recall that in 2009, community partners including Danbury Hospital, United Way of Western CT, Danbury Health and Human Services and Western CT State University issued the inaugural Community Report Card. You are encouraged to review all the information for each Division, as it provides details concerning ongoing activities. Also, I thank you for giving the Health & Human Services Department the opportunity to serve the Citizens of Danbury and feel free to contact us with any questions you may have.

Sincerely,

Scott T. LeRoy, MPH, MS
Director of Health & Human Services

All City Services 311
Eviction Prevention 797-4565
Information-Referral 797-4569

Dial 2-1-1 for all
Connecticut Services!

Emergency Shelter 796-1661
Em. Shelter Fax 796-1660
WIC Program 797-4638



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TO: Danbury City Council

FROM: Daniel Baroody, Associate Director

RE: Monthly Status Report – Housing, Food Service & Environmental Health Division
August, 2013

August 2013

Housing, Food Service & Environmental Division Combined Stats Report

Inspection / Hours	August 2013	Year to Date (fiscal)
Hazardous Materials Management & Public Health Preparedness (hours)	138	252
Wetlands / Water Resources (hours)	173	292
# Land Use Evaluations (Septic Systems and Well Water Supply)	72	152
# Housing Inspections	107	243
# Food Service Inspections	127	250
# General Nuisance / Miscellaneous Inspections	137	326

See attached narrative

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Environmental Health Division Narrative Report

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The status of major project and program activities of the Environmental Health Division (EHD) for August, 2013 can be summarized as follows.

Wetlands / Water Resource Management:

The EHD continued to provide technical support staff to the Environmental Impact Commission (EIC). EHD staff has conducted review of permit documentation and site plans, site inspection of on going construction of EIC Permitted Projects, attended EIC Meeting and discussed environmental issues related to future projects by organizing pre-application meetings with developers and their consultants.

The EHD continued its management of water resource projects, including Tarrywile Lake. The EHD continued to provide staff support and liaison to the Environmental Impact Commission (EIC), conducting oversight, environmental monitoring and inspection of public and private construction projects.

The EHD conducted site investigations of complaints and construction activities along the shore front of Candlewood Lake in cooperation with The Candlewood Lake Authority (CLA). The EHD receives and processes complaints, service requests and inquiries through the 311 "City Line" and Q-Alert systems.

Program Planning and Administration:

The Director of Health (DOH) and Associate Director continued to coordinate various environmental programs. New employees both full time and part time are attending training courses to obtain required certifications.

Subsurface Sewage Disposal & Private Water Supply Wells Compliance Program:

The on-site sewage disposal and well permitting program staff continued to perform plan review, site soil suitability testing and inspection.

Land Use:

The EHD continued administration of the Grading Permit Program, conducting permit application review, site inspection and enforcement.

Hazardous Materials Management & Public Health Preparedness:

The Environmental Health Division (EHD) continues in planning, training and preparedness activities for all hazard events as well as completion of annual contract deliverables required by the Connecticut Department of Public Health (DPH) Public Health Emergency Preparedness Grants.



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HOUSING AND FOOD PROTECTION PROGRAM NARRATIVE

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The statistical report reflects field activities conducted in connection with housing, public health and food service functions undertaken by the department. This narrative report is intended to summarize administrative activities and enforcement actions initiated by these sections. The narrative also highlights tasks and initiatives that may be of special interest.

The inspectors were not required to make court appearances. Several other cases were resolved by the City's attorneys prior to court hearings being held. While every effort is made to encourage cooperation to correct violations, non-compliance with department orders leads to court action and possible penalties for contempt of court.

The department continues to participate in systematic and complaint inspections with the UNIT program as needed. Our Department inspectors serve as the liaison's to UNIT and participates in inspections as requested. The department also investigates complaints throughout the city referred through the Mayor's complaint line and from other departments in addition to complaints filed directly with the department. The department also receives complaints and service requests through the 311 system. Food service inspections for the month were affected by the extended leave of a full-time food service inspector.

The department's lead poisoning prevention efforts for the month included monitoring of laboratory reports regarding blood lead levels in children in cooperation with the Connecticut Department of Public Health. Staff made contacts with clients in need of follow up tests according to State testing protocols. Preparations were also made to deal with the increased activity expected to result from the implementation of Connecticut's new law that mandates universal blood lead testing of all children in Connecticut. The law went into effect on January 1, 2009 and has resulted in an increase in department activity in the monitoring and follow up of child blood lead test results. Increased testing may also result in the need for more mandatory environmental inspections by the department to address individual cases of elevated blood lead levels. The law also lowers the action level for triggering such investigations. The department also performed functions as a community partner in the LAMPP Program during the month. Participation makes Danbury property owners eligible to apply for grant funds to abate lead paint, replace windows and perform other repairs necessary to make units lead safe. One application involving a Danbury property is under consideration by LAMPP. In addition, the Health department has submitted program grant application to the HUD Healthy Homes Production and LAMPP. Danbury as a partner will be included in this exciting initiative!

Services to the Health Department and Danbury Home owners will include: Health Intervention providing, Rug replacement; Ventilating fan installation; Mold/mildew removal, etc. LAMPP will provide training the following: Training on healthy homes issues, Assessment tools (HUD Program & IPAD), Training on assessment process. LAMPP will also provide energy efficiency assessments of homes partnering with Northeast Utilities



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School Based Health Centers (SBHCs)

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Brief Program Description: The City's school based health centers (SBHCs) are freestanding medical centers, located on the grounds of Broadview and Rogers Park Middle Schools and Danbury High School. The SBHCs promote the physical and mental health of children and youth and ensure their access to comprehensive primary and preventive health care. SBHCs emphasize early identification of physical and mental health concerns and the prevention of more serious problems through early intervention. Through improved access to care, children and adolescents will know and adopt behaviors that promote their health and well-being and experience reduced morbidity and mortality through early intervention.

Mission: Through improved access to care, children and adolescents will know and adopt behaviors that promote their health and well-being and experience reduced morbidity and mortality through early identification intervention.

The first section of this report highlights program activity and patient visit data for the year ending June 30, 2103. The latter portion will include a summary of activity conducted after July 1, 2013, during the transition phase of moving the SBHC programs from under the administrative oversight of the City of Danbury, Health & Human Services Department to the Connecticut Institute For Communities, Inc. under the supervision of Ms. Melanie Bonjour, CIFC SBHC Manager, telephone number (203)-743-9760 ext. 404.

Patient Data for Period Ending June 30, 2013 (All sites combined):

Total Number Patients Enrolled: 4,692
% of Total School Population Enrolled: 93%
Total # Patient Visits: 6,032
Medical Visits: 3,462
Behavioral Health Visits: 2,167
Dental Visits: 399

SBHC Annual Aggregate Billing Status Report 7/1/12 – 6/30/13

Visit Type	# Of Billable Visits		Amount Billed	Amount Collected	Amount Pending
Medical	Medicaid	1,645	75,328.57	71,482.00	\$210.00
	Private	36	770.00	1,020.00	none
Behavioral	Medicaid	902	45,132.00	40,543.43	none
	Private				
Dental	Medicaid		**	*	
	Private		**	**	

* Totals are for all sites combined. ** Dental billing is conducted by Danbury Public School/Dental staff. Revenue collection was not available at the time of completing this report.



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State Review of SBHC Year-End Reports:

Meryl Tom, DPH Social Work Consultant completed a review of the SBHC August 1, 2013.

Key remarks included the following: “As was the case in previous years, I’m impressed with what the DPH supported Danbury SBHCs accomplished during past contract year.”

Activities of particular mention include:

- **Dine and Discover:** the breadth of topics covered and the length of time the program has been in operation is amazing
- **Reproductive Health Education (8th grade):** Providing a forum for discussing reproductive health helps ensure that students obtain accurate, comprehensive information which they might not receive otherwise. The fact that school administration, parents and teachers did not indicate any resistance seems very promising.
- **ADHD Evaluation and Treatment:** If I recall correctly, this was somewhat of a “pilot” activity. Although the sample size is small, the outcomes are promising in terms of a SBHC’s capacity to medically manage students diagnosed with ADHD.
- **Community Involvement:** I was very happy to see that Danbury High SBHC continues to engage in activities that impact the community particularly the APRN’s involvement with FNWC and the Annual Sox Drive. Helping students see that there is a world beyond school and home and that they can make a difference is essential. Increasing awareness of the SBHC and the services provided in the broader community is key to creating a network of support for SBHCs and a network of care for students that goes beyond the SBHC.
- **Cultural Competency Trainings:** Two staff from BMS attended cultural competency training.

PERFORMANCE MEASURES					
	FY 10	FY 11	FY 12	FY 13	FY 14
Description	Actual	Actual	Actual	Actual	Goal
Workload Measurement					
School Population at End of FY	4,878	5,093	5,059	5,031	5,031
# of Students Enrolled in SBHC	3,440	4,390	4,546	4,692	4,692
Enrollees as a % of School Population	71%	86%	90%	93%	93%
Unduplicated # of Enrollees Utilizing SBHC Services	1,026	1,446	1,679	1,887	1,887
Actual # of Patient Visits	Not Recorded*	Not Recorded*	Not Recorded*	6,032	6,635
% of Enrollees Utilizing SBHC Services	21%	32%	37%	40%	40%
Unduplicated # of Students Receiving Public Health Preventive or Risk Reduction Ed	4,878	5,093	5,059	5,031	5,031
% of School Population Receiving Public Health Preventive and/or Risk Reduction Education	100%	100%	100%	100%	100%

* Totals are for all sites combined.



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***Changes to the DPH SBHC contract effective July 1, 2013:** Changes to the DPH SBHC contract effective July 1, 2013 include required outcome measures for all CT State funded SBHC sites. The implementation of these measures is to enable the State DPH to capture common data sets across all State funded SBHC sites. The data will be analyzed to determine the effectiveness of SBHC in address key health care indicators and to provide the State with useful data to support the benefits SBHC programs provide in improving health care outcomes in CT children.

Program Activities July 1, 2013 – August 31, 2013:

- Melanie Bonjour, SBHC Manager hired by CIFIC July 1, 2013
- Application drafted to HRSA to add a New Service to Scope to include SBHC sites
- Negotiations initiated (July 1, 2013) between the City of Danbury, Mayor's Office and Health and Human Services Department to transfer administrative oversight of the health centers from the Health and Human Services Department to CIFIC through a sub-contractual agreement
- Staff returned to their respective positions August 26, 2013 to prepare clinics for serving patients on opening day of school scheduled for August 27, 2013
- Open position for Advanced Practice Nurse Practitioner (APRN) position and Licensed Clinical Social Worker (LCSW) or Licensed Professional Counselor (LPC) at Broadview Middle School location posted on CIFIC website on July 25, 2013. Interviews initiated August 8, 2013
- Interviews for staff positions initiated August 8, 2013 and completed on September 6, 2013. Background check and offer to be made week of 9/9/13
- DPH Out-patient licensing inspection anticipated for week 9/9/13 – 9/13/13.
- Grant application request in the amount of \$73,711 submitted to Delta Dental of New Jersey Foundation, Inc., Round I- "Programs That Improve Children's Oral Health", to support SBHC dental services. Upon invitation, a more detailed application will be submitted
- Meeting scheduled on September 11, 2013 to explore submitting a funding request to the CT State DPH State Contracting Portal – Non-Profit Grant Program, to include linking SBHC's to electronic health systems (EHR)
- Maury Gibson, from the State Department of Public Health Facilities Licensing & Regulations conducted a re-licensing inspection of the three SBHC sites on September 11, 2013. Focus of the inspection was on the programs dental clinics. Inspections went well, with no deficiencies were reported.

Sustainability Plan

The SBHC's will maintain if not exceed their level of productivity by continuing outreach measures to students and families to promote availability of health services to medically underserved and to increase enrollment figures. Advocacy efforts will be carried out to sustain current State funding and to secure federal dollars to support the program budget. Billing practices, including ability to capture FQHC reimbursement rates and advancement to the eClinicalworks HER system, will be maximized to support operational budget and to assure that access to health care is available when needed.



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TO: Mayor Boughton and City Council

FR: Social Services

RE: Activities during August, 2013

Mission Statement:

Our Social Services seek to provide the community and its residents with access to municipal and community social services in an expeditious, cost effective and comprehensive manner. Efforts are focused on improving access to housing and emergency shelters; improving access to medical care and coverage and improving social conditions for residents via collaboration and advocacy at the local, state and federal level by identifying and working to create systems of resources that are inclusive of all residents/clients in need.

The following are the highlights from our Social Services activities for August, 2013:

1. Our Housing Caseworker managed approximately 71 active cases.
2. The Day Center, located at the Emergency Shelter, had approximately 551 visits from homeless individuals or those at risk of becoming homeless (this includes weekend service meetings).

The breakdown of visits include the following:

- a. Initial Assessments(new clients): 2
- b. Laundry Services: 10
- c. Mail Access: 50
- d. Veteran Referrals: 4
- e. Bus Tickets: 4
- f. Housing Related Issues: 4
- g. Housing Placement: 0
- h. Job Searches: 30**
- i. Employment inquiries: 3
- j. Case Management Services: 21
- k. Showers: 123
- l. Lunch: 311
- m. Mental Health Referrals/Case Management: 3*
- n. Adult Medical Referrals: 0
- o. Phone Usage: 8
- p. Substance Abuse Referrals/Case Management: 73*
- q. Clothing Vouchers: 3
- r. Other: 6



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*MCCA counseling services have **RESUMED** on Saturday and Sunday from the hours of 9:00am – 3:00pm. In- house counseling referral and case management services at the Day Center are also provided Monday through Friday. Due to MCCA weekend counselor having 3 prior commitments, there was 3 weeks of no counseling services.

** Providing computer access in Emergency Shelter for job placement and availability.

3. Social Service collaborations were continued for clients regarding health/medical/veteran status and any other required entitlements
4. Our Emergency Shelter continues to provide homeless individuals with support services, case management and any other necessary mental and physical assistance.
5. The Homeless Management Information System (HMIS) is continually updated on a monthly and quarterly basis to reflect current clients and activities in the Social Services section of the Health Department and through constant liaison with Dream Homes (ARC).
6. Attended meeting of the CoC to discuss coordinated access for the Balance of State CoC's and following procedures and new policies for all social service agencies provided a variety of services to the homeless population.
7. One (1) meeting conducted at United Way in developing a Collaborative City wide Community Food Bank.
8. Updating information on monthly health clinic initiation at the Emergency Shelter in cooperation with the Community Health Center.
9. Receiving weekly food donations from arrangement with Community Plates and assorted food establishments in Danbury.
10. Special meeting of the Committee on Housing and Community Development of the Danbury Housing Partnership to discuss the voting for a new Chairperson.
11. One (1) committee meeting for Project Homeless Connect scheduled for December 13, 2013 at Western Connecticut State University.
12. Luncheon with representative from the Veterans Administration to discuss ongoing plans/initiatives with our local homeless veterans.
13. Completed quarterly reporting for CDBG.
14. One (1) meeting with newly organized Employment Committee initiated by Catholic Charities.