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Q1 1. Department Name

City of Danbury Health & Human Services

Q2 2. Do you have a Board of Health? **No**

Page 2: Board of Health

Q3 Please complete this section if you have a Board of Health **Respondent skipped this question**

Q4 Board Function **Respondent skipped this question**

Q5 Number of Board Members **Respondent skipped this question**

Page 3: Director of Health and Local Health Department Information

Q6 1. Director of Health (ES 8)

Name	Lisa Michelle Morrissey
Degree(s)	M.P.H
Number of hours in Director of Health's average work week	50

Q7 Please list salary figures as whole dollars per year.	Minimum Annual Salary	109000
	Maximum Annual Salary	109000
	Actual Annual Salary	109000

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Q8 An Acting Director of Health is defined as an approved individual covering for a Director of Health when he or she is absent, for example, due to a vacation, medical leave, conference, or position vacancy. See Connecticut General Statute Section 19a-200 or 19a-244.2. Do you have a staff person(s) who is the Acting Director of Health in your absence?

No

Q9 If no, how do you assure coverage when the Director of Health is absent?

A Director of Health in a neighboring municipality/health district through a formal MOU/MOA.

Q10 3. Does your department include a Housing Department?

Yes

Q11 4. Does your department include a Social Services Department?

Yes

Q12 5. Does your department include additional non-public health programs?

Yes,
If yes, what other types of programs?:
Staffing EIC

Q13 6. Are there any collective bargaining units in your department?

Yes,
If yes, how many?:
1

Q14 7. Which of the following best describes your department with respect to participation in the Public Health Accreditation Board's national accreditation program?

My department plans to apply for accreditation, but has not yet registered on e-PHAB

Q15 8. In what calendar year does your department anticipate registering in e-PHAB in order to pursue accreditation?

2019

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Q169. The following items refer to the National Standards for Culturally and Linguistically Appropriate Services (CLAS). Guiding documents regarding National CLAS Standards can be found in CT DPH's Health Equity Toolkit or on the Office of Minority Health's Cultural and Linguistic Competency webpages. My department:

	Yes/No
b. Advances and sustains organizational governance and leadership that promotes National Standards for Culturally and Linguistically Appropriate Services and health equity through policy, practices and allocated resources.	Yes
c. Recruits, promotes and supports a culturally and linguistically diverse governance, leadership and workforce that are responsive to the population in the service area.	Yes
d. Educates and trains governance, leadership and workforce in culturally and linguistically appropriate policies and practices on an ongoing basis.	Yes
e. Offers language assistance to individuals who have limited English proficiency and/or other communication needs, at no cost to them, to facilitate timely access to all health care and services.	Yes
f. Informs all individuals of the availability of language assistance services clearly and in their preferred language, verbally and in writing.	Yes
g. Ensures the competence of individuals providing language assistance, recognizing that the use of untrained individuals and/or minors as interpreters should be avoided.	Yes
h. Provides easy-to-understand print and multimedia materials and signage in the languages commonly used by the populations in the service area.	Yes
i. Establishes culturally and linguistically appropriate goals, policies and management accountability, and infuses them throughout the organization's planning and operations.	Yes
j. Conducts ongoing assessments of the organization's CLAS-related activities and integrates CLAS-related measures into assessment measurement and continuous quality improvement activities.	Yes
k. Collects and maintains accurate and reliable demographic data to monitor and evaluates the impact of CLAS on health equity and outcomes and to inform service delivery.	Yes
l. Conducts regular assessments of community health assets and needs, and uses the results to plan and implement services that respond to cultural and linguistic diversity of populations in the service area.	Yes
m. Partners with the community to design, implement and evaluate policies, practices and services to ensure cultural and linguistic appropriateness.	Yes
n. Creates conflict- and grievance-resolution processes that are culturally and linguistically appropriate to identify, prevent and resolve conflicts or complaints.	Yes
o. Communicates the organization's progress in implementing and sustaining CLAS to all stakeholders, constituents and the general public.	Yes

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Q17 Administrative

	Full Time	Part Time	Contracted	Min. Salary-Hourly	Max. Salary-Hourly
1. Assistant or Deputy Director of Health	1			\$38	\$38
2. Environmental Health Supervisor	1			\$42	\$42
3. Nursing Supervisor					
4. Office Manager	1			\$25	\$25
5. Bookkeeper					
6. Secretary	1	1		\$20	\$27

Q18 Medical

	Full Time	Part Time	Contracted	Min. Salary-Hourly	Max. Salary-Hourly
7. Dental Professional					
8. Dietitian / Nutritionist					
9. Lab Technician					
10. Nurse* (RN, APRN)*Does not include School Nurse	1	1		\$35	\$44
11. Physician / Medical Advisor	0		1	\$125	\$125
12. School Nurse					
13. Social Worker					

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Q19 Public Health

	Full Time	Part Time	Contracted	Min. Salary-Hourly	Max. Salary-Hourly
14. Emergency Preparedness Coordinator		1		\$25	\$25
15. Environmental Health Inspector (e.g., food, lead, housing)	6	3		\$25	\$37
16. Epidemiologist					
17. Health Educator					
18. Outreach Worker					
19. Other Paid Worker (Please describe below)					

Q20 How many of your staff have the following licenses and/or certifications?

	#
Dental Hygienist (RHD)	
Dentist (DMD/DDS)	
Food Inspector	5
Health Educator (CHES)	
Lead Assessor	6
Lead Inspector	4
Nurse (RN/APRN)	
Pharmacist (RPh)	
Phase I SSDS	9
Phase II SSDS	5
Physician (MD/DO)	
Registered Dietitian (RD)	
Registered Sanitarian (RS)	2
Social Worker (LSW)	
Veterinarian (DVM/VMD)	
Other (Please describe below)	

Page 5: Public Health RevenuePublic Health Department Revenue

Q21 1. DPH funds - all regardless of source	Amount \$	9989526
Q22 2. State funds - other than DPH	Amount \$	130000
Q23 3. Federal sources - direct	Amount \$	0
Q24 4. Licensure/Permit fees	Amount \$	31725725
Q25 5. Local funds - city/town sources	Amount \$	80000
Q26 6. Medicaid	Amount \$	0
Q27 7. Medicare	Amount \$	0
Q28 8. Other revenue	Amount \$	0
Q29 9. Patient personal fees	Amount \$	0
Q30 10. Private foundations	Amount \$	25000
Q31 11. Private health insurance	Amount \$	0

Q32 What is your total operating budget?

1400100

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Q33 1. Within the last 5 years, has your department collaborated with a hospital or hospital system, government agencies, for-profit and not for profit agencies, and others to develop a Community Health Needs Assessment? **Yes**

Q34 2. Does your department have a written protocol or procedure for collecting population-level surveillance data? **Yes**

Q35 If yes, does it include: (Select all that apply)

The source of data ,

Specification of which data are confidential ,

Protecting confidential data ,

Ensuring data security

Q36 3. Has your department been involved with the collection of primary quantitative data within the past year?

Yes

Q37 If yes, how? (Select all that apply)

Inspection data,

Data collected for a community health assessment ,

Surveillance data

Q38 4. Has your department provided data on the health of your local population to DPH within the past year?

Yes

Q39 If yes, how is the data provided? (Select all that apply)

Environmental public health ,

Data in CTEDDS, CTSITE

Q40 5. Does your department share public health data with your community?

Yes

Q41 If yes, who is it shared with? (Select all that apply)

Elected/Municipal authorities ,

Public health partners ,

Media,

Department of Public Health ,

Grant funding agencies

Q42 If yes, how is the data shared? (Select all that apply) **Website,**
Media/Press releases,
Annual reports,
Public health partnership meetings

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Q43 1. Does your department have a written protocol that includes a procedure for conducting investigations of suspected or identified health problems and environmental and occupation health hazards? **No**

Q44 2. Has your department completed an investigation of a non-infectious health problem, environmental, and/or occupational public health hazard within the past year? **Yes**

Q45 If yes, what type of investigation? (Select all that apply) **Lead,**
Water,
Chronic disease

Q46 3. Has your department worked with other governmental agencies/departments and key community stakeholders to conduct investigations of reportable diseases, disease outbreaks, chronic disease, environmental public health issues, and/or injuries within the past year? **Yes**

Q47 If yes, what type of investigation? (Select all that apply) **Reportable diseases,**
Disease outbreaks,
Environmental public health issues

Q48 If yes, which partners did your department work with? (Select all that apply)

DPH,
DEMHS,
Health care entity,
Police,
EMS,
Fire,
Housing,
Community organizations,
Schools

Q49 4. Does your department have a current tracking log or audit of reports of disease reporting, laboratory test reports, and/or investigations with timelines?

Yes

Q50 If yes, select all that apply

Tracking log,
CTEDSS, CTSITE

Q51 5. Does your department have a written procedure that describes the process for initiating the emergency operations plan in your jurisdiction for public health threats, specifically for infectious disease outbreaks?

Yes

Q52 6. Does your department utilize the State Public Health Laboratory for testing?

Yes

Q53 7. Does your department have access to other certified laboratories for environmental testing?

Yes

Q54 8. Does your department have a written policy to reach State Public Health Laboratory staff 24/7 in the event of an emergency?

Yes

Q55 9. Does your department have written protocols for handling and submitting specimens to laboratories, including the State Public Health Laboratory?

No

Q56 10. Does your department have a written protocol describing how to communicate with staff, health care providers, response partners, the media, and others 24/7?

Yes

Q57 11. Does your department have instructions for the public on how to report a public health emergency? **No**

Q58 If yes, how does your department inform the public? (Select all that apply) **Media/Press releases, Website, Social media**

Q59 12. How (what method) does the public and/or partners contact your department 24/7 in the case of a public health emergency? (Select all that apply) **Email, Police dispatch, Staff call down list**

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Q60 1. Has your department provided information to the public on health risks, health behaviors, disease prevention, or wellness within the past year? **Yes**

Q61 If yes, how has your department provided information? (Select all that apply) **Press release, Media, Brochure, Social media, Public service announcement**

Q62 2. Has your department developed and implemented or sustained population-based health promotion strategies within the past year? **Yes**

Q63 If yes, how? (Select all that apply) **Farmers markets, Smoke free zones, Biking pathways, Immunizations, Walking clubs, Healthy homes, Radon**

Q64 If yes, was implementation done in collaboration with partners and/or the community? **Yes**

Q65 If yes, select all that apply

Public schools ,

Local governmental agencies ,

Non-profits,

Health care entity,

Community members

Q66 If yes, were any of the strategies evidence-based or a promising practice? **Yes**

Q67 3. Has your department assessed health inequity across your jurisdiction? **Yes**

Q68 4. Has your department distributed information to the public about public health and/or about your department's mission, programs, and services within the past year? **Yes**

Q69 If yes, how? (Select all that apply)

Website/Webpage,

Newspaper insert,

Public health campaign (e.g. This is Public Health) ,

Social media,

Program flyer ,

Brochure

Q70 5. Has your department communicated with the media to ensure their understanding of public health and that they cover important public health issues within the past year? **Yes**

Q71 If yes, how has your department communicated with the media? (Select all that apply)

Print media,
Radio,
Web reporter,
Free community newspapers ,
Non-English language newspapers or radio

Q72 6. Does your department have a policy, plan or strategy for branding the department?

Yes

Q73 7. Does your department have the ability to inform the public about public health issues, such as emergencies, health data, laws or codes and program activities?

Yes

Q74 If yes, how does your department inform the public? (Select all that apply)

Website/Webpage,
Radio,
Brochures,
Flyers,
Internet,
Facebook

Q75 8. Does your department have demographic data defining ethnic distribution and languages in the jurisdiction?

Yes

Q76 9. Does your department have methods in place to provide interpretation, translation or other communication services?

Yes

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Q77 1. Has your department been an active member of a community partnership(s) or coalition(s) to address public health issues within the past two (2) years?

Yes

Q78 If yes, which health issues(s) were addressed within the community partnerships(s) or coalition(s)? (Select all that apply)

Maternal and child health ,
HIV/AIDS,
Childhood injury prevention ,
Chronic disease prevention ,
Obesity,
Anti-tobacco,
Health equity ,
Immigrant workers,
Housing,
Transportation,
Parks and recreation ,
Domestic violence,
Substance abuse

Q79 If yes, what sectors of the community do the members of the partnership(s) or coalitions(s) represent?

Public schools ,
Local governmental agencies ,
Non-profits,
Health care entity,
Community members

Q80 2. Has your department engaged with the community about policies and/or strategies that will promote public health?

Yes

Q81 If yes, what sectors of the community have been engaged? (Select all that apply)

School-age groups,
Parent/Teacher groups,
Service providers, i.e. tattoo artists, salon owners, nail technicians, massage therapists, etc.
 ,
Advisory groups or boards of health ,
Senior citizens

Q82 3. Has your department communicated and collaborated with your governing entity, advisory board, and/or elected officials concerning public health policy or strategy within the past year?

Yes,
 If yes, please describe:
 Formal reporting directly to the Mayor and City Council

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Q83 1. Has your department monitored and tracked public health issues being discussed by individuals and entities that set policies and practices that impact public health within the past two (2) years?

Yes,
 If yes, please describe how. Policies can be state, local or tribal and tracking can be done by your department or another organization (e.g. CADH, CEHA, CPHA):
 Through CEHA CADH Community Health Assessment group for Western CT; CHNA & CHIP meetings plans and service providers.

Q84 2. Has your department contributed to deliberations concerning public policy and practice and its impact on public health within the past two (2) years?

Yes

Q85 If yes, which methods did your department utilize? (Select all that apply)

Issue briefs,
Media statements ,
Fact sheets,
Official public testimony ,
Participation in an advisory or work group

Q86 3. Does your department inform local and/or state policy makers and/or the public about the potential public health impacts of policies that are being considered or in place?

Yes

Q87 If yes, by what method? (Select all that apply)

Email,
Written reports,
Meetings,
Verbal/Written testimony,
Fact sheets

Q88 4. Within the last five (5) years, has your department collaborated with a hospital or hospital system, government agency, for profit and not for profit agency, and other others to develop a Community Health Improvement Plan?

Yes

Q89 5. Has a committee been formed or has consideration been given as to which community entities or groups should participate on a strategic plan workgroup?

Yes

Q90 6. Has your department created an organization-specific strategic plan within the last five (5) years?

Yes

Q91 If yes, what does your strategic plan include? (Select all that apply)

Mission, vision and value statements,
Strategic priorities,
Measurable and time-framed goals and objectives,
Capacity for enhancement of information management, workforce development, communications, and financial sustainability,
Identification of external trends and events impacting public health

Q92 7. Has your department participated in preparedness meetings with other government agencies and other health departments within the past year?

Yes

Q93 8. Has your department participated in drills, exercises or a real emergency to test components of an All Hazards Emergency Operation Plan (EOP) within the past year?

Yes

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Q94 If yes, did your department conduct a debriefing or After Action Report from the emergency or drill/exercise? **Yes**

Q95 9. Has your department collaboratively revised an All Hazards EOP within the past five (5) years? **Yes**

Q96 10. Does your department have a public health emergency response plan that is dated within the past five (5) years? **Yes**

Q97 11. Has your department tested the plan within the past year through the use of drills and exercises? **Yes**

Q98 If yes, did your department complete an After Action Report after the emergency or exercise/drill? **Yes**

Q99 12. Has your department revised the public health emergency response plan within the past year? **Yes**

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Q100 1. Has your department staff participated in training on public health law related to job responsibilities within the past year? **Yes**

Q101 If yes, what type of training? (Select all that apply) **Food certification,**
Lead certification,
Infectious disease reporting,
Vaccination laws

Q102 2. How does your department ensure the consistent application of public health laws? **Enforcement log,**
Written review of case reports,
Communications with other agencies

Q103 3. Does your department make information concerning public health laws and permit/license applications available to members of the public? **Yes**

Q104 If yes, how does your department make information available to the public? (Select all that apply)

Website,
Flyers,
Brochures,
Information session

Q105 4. Does your department provide educational material and information to regulated entities? **Yes**

Q106 5. Does your department have a local ordinance/regulation for conducting enforcement actions? **Yes**

Q107 If yes, for which establishments? (Select all that apply)

Food,
Public pool,
Day cares,
Housing

Q108 If yes, does your department have written procedures or protocols for conducting enforcement actions? **No**

Q109 6. Does your department have a schedule for inspecting regulated entities? **Yes**

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Q110 1. Has your department collaboratively implemented strategies to improve access to health care services for those who experience barriers within the past year? **Yes**

Q111 If yes, what strategies have been implemented?
(Select all that apply)

- Coordination of service programs ,
- Contractual arrangements with local VNA services ,
- Cooperative system of referrals between partners ,
- Case management,
- Assistance to eligible beneficiaries with application in Medicaid, workers' compensation, or other medical assistance programs ,
- Assister program (Health Insurance Marketplace) ,
- Co-location of services to optimize access (e.g., WIC, immunizations, and lead testing) ,
- Subcontracts in the community to deliver health care services in convenient and accessible locations ,
- Transportation programs

Q112 2. Has your department documented initiatives to ensure that access and barriers are addressed in a culturally competent manner?

Yes

Q113 If yes, how? (Select all that apply)

- Informational documents in other languages ,
- Bilingual staff

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Q114 1. Has your department had a partnership or ongoing collaboration that promotes public health as a career choice within the past five (5) years?

Yes

Q115 If yes, how? (Select all that apply)

Collaboration with a school or college of public health to host interns/volunteers

,

Guest lecturing at a college

Making presentations to students about public health and public health careers

,

Participating in student career fairs

Working with a vocational training school to promote public health

Q116 2. Does your department have a workforce development plan?

No

Q117 3. Does your department assess staff competencies, provide training and professional development, and provide a supportive work environment?

Yes

Q118 If yes, how does your department ensure a competent workforce? (Select all that apply)

Job descriptions and requirements for specific certifications, skills, training, experience and education

,

Staff retention activities

Have a process to verify staff qualifications

Document that the qualifications have been verified for all staff hired within the past two (2) years

,

Annual performance reviews

Q119 4. Has agency staff participated in professional development activities within the past two (2) years?

Yes

Q120 If yes, how are staff participating in professional development activities? (Select all that apply)

Continuing education for certifications/licenses ,
 Training opportunities,
 Mentoring,
 Job shadowing,
 Learning by teaching ,
 Tuition reimbursement

Q121 5. Has agency staff participated in leadership and/or management development training within the past two (2) years?

Yes

Q122 If yes, how? (Select all that apply)

Executive management seminars or programs ,
 Attending relevant meetings and conferences

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Q123 1. Has your department evaluated the effectiveness, efficiency or quality of programs and services within the past year?

Yes

Q124 If yes, how? (Select all that apply)

Program evaluation ,
 Internal or external customer satisfaction survey,
 Analysis of performance measures ,
 Quality improvement project

Q125 If yes, has your department used the information to improve department performance or community health outcomes?

Yes

Q126 2. Has your department implemented a systematic process for assessing customer satisfaction with department services from different types of customers?

Yes

Q127 If yes, with what kinds(s) of customer groups?
(Select all that apply)

Food establishment owners,
General public ,
Patient services

Q128 If yes, with what delivery mechanism? (Select all that apply)

Email,
Feedback box

Q129 If yes, how was customer satisfaction survey results shared? (Select all that apply)

Survey results are used internally with employees

Q130 3. Does your department have a quality improvement plan?

No

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Q131 1. Has your department incorporated an evidenced-based or promising practice in a process, program or intervention?

Yes

Q132 If yes, where was the source of the evidence-based or promising practice? (Select all that apply)

Published study or article ,
Local agencies/departments,
State agencies/departments,
National organizations

Q133 2. Has your department communicated research findings and their public health implications to stakeholders, other health departments, other organizations, and/or the public within the past year?

Yes,
If yes, please describe the research:
Researching journal articles for trends in public health and sharing data; reviewing best practices and providing information with external partners.

Q134 If yes, who did your department communicate the research findings with? (Select all that apply)

Community organizations,
Health care providers

Page 16: 10 Essential Services Certification

Q135 The Director of Health ensures that the provisions of a basic health program, as per CGS Section 19a-207a, are being provided to the community and that the information included in this report is accurate and true to the best of his/her knowledge. **Yes**
