

#38

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Tuesday, September 25, 2018 8:43:50 AM  
**Last Modified:** Monday, October 01, 2018 3:54:52 PM  
**Time Spent:** Over a day  
**IP Address:** 64.251.54.130

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Page 1

**Q1 1. Department Name**

Eastern Highlands Health District

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**Q2 2. Do you have a Board of Health?** **Yes**

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Page 2: Board of Health

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

Chairperson	<b>Elizabeth Paterson</b>
Address	<b>4 South Eagleville Road</b>
City/Town	<b>Storrs</b>
State/Province	<b>Connecticut</b>
ZIP/Postal Code	<b>06268</b>
Email Address	<b>betsypaterson725@gmail.com</b>

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**Q4 Board Function** **Advisory & Policy Making**

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**Q5 Number of Board Members**

14

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Page 3: Director of Health and Local Health Department Information

Connecticut Local Health Annual Report SFY 2018

**Q6** 1. Director of Health (ES 8)

Name	<b>Robert Miller</b>
Degree(s)	<b>MPH</b>
Active CT License(s)	<b>RS</b>
Number of hours in Director of Health's average work week	<b>40</b>

<b>Q7</b> Please list salary figures as whole dollars per year.	Minimum Annual Salary	<b>81863</b>
	Maximum Annual Salary	<b>110515</b>
	Actual Annual Salary	<b>107950</b>

<b>Q8</b> 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?	<b>No,</b> If yes, please provide the name(s) of the Acting Director of Health.: Kenneth Dardick, MD (Not staff but is the agency medical advisor)
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<b>Q9</b> If no, how do you assure coverage when the Director of Health is absent?	<b>A Director of Health in a neighboring municipality/health district through a formal MOU/MOA.</b>
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<b>Q10</b> 3. Does your department include a Housing Department?	<b>No</b>
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<b>Q11</b> 4. Does your department include a Social Services Department?	<b>No</b>
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<b>Q12</b> 5. Does your department include additional non-public health programs?	<b>No,</b> If yes, what other types of programs?: However, I would say we provide "non-traditional" public health programs such as comprehensive employee wellness programming.
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<b>Q13</b> 6. Are there any collective bargaining units in your department?	<b>No</b>
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<b>Q14</b> 7. Which of the following best describes your department with respect to participation in the Public Health Accreditation Board's national accreditation program?	<b>My department plans to apply for accreditation, but has not yet registered on e-PHAB</b>
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Connecticut Local Health Annual Report SFY 2018

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

**Have not decided on a target year**

**Q16 9.** 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.	<b>No</b>
c. Recruits, promotes and supports a culturally and linguistically diverse governance, leadership and workforce that are responsive to the population in the service area.	<b>Yes</b>
d. Educates and trains governance, leadership and workforce in culturally and linguistically appropriate policies and practices on an ongoing basis.	<b>No</b>
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.	<b>Yes</b>
f. Informs all individuals of the availability of language assistance services clearly and in their preferred language, verbally and in writing.	<b>No</b>
g. Ensures the competence of individuals providing language assistance, recognizing that the use of untrained individuals and/or minors as interpreters should be avoided.	<b>No</b>
h. Provides easy-to-understand print and multimedia materials and signage in the languages commonly used by the populations in the service area.	<b>No</b>
i. Establishes culturally and linguistically appropriate goals, policies and management accountability, and infuses them throughout the organization's planning and operations.	<b>No</b>
j. Conducts ongoing assessments of the organization's CLAS-related activities and integrates CLAS-related measures into assessment measurement and continuous quality improvement activities.	<b>No</b>
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.	<b>No</b>
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.	<b>No</b>
m. Partners with the community to design, implement and evaluate policies, practices and services to ensure cultural and linguistic appropriateness.	<b>No</b>
n. Creates conflict- and grievance-resolution processes that are culturally and linguistically appropriate to identify, prevent and resolve conflicts or complaints.	<b>No</b>
o. Communicates the organization's progress in implementing and sustaining CLAS to all stakeholders, constituents and the general public.	<b>No</b>

Page 4: Local Health Personnel (ES 8)

**Q17 Administrative**

	Full Time	Part Time	Contracted	Min. Salary-Hourly	Max. Salary-Hourly
1. Assistant or Deputy Director of Health	0				
2. Environmental Health Supervisor	1			\$34	\$46
3. Nursing Supervisor	0				
4. Office Manager	0				
5. Bookkeeper		0	1	\$26	\$36
6. Secretary	1			\$19	\$25

**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					
11. Physician / Medical Advisor		1		\$125	\$125
12. School Nurse					
13. Social Worker					

Connecticut Local Health Annual Report SFY 2018

**Q19** Public Health

	Full Time	Part Time	Contracted	Min. Salary-Hourly	Max. Salary-Hourly
14. Emergency Preparedness Coordinator			1	\$35	\$35
15. Environmental Health Inspector (e.g., food, lead, housing)	4	1		\$22	\$39
16. Epidemiologist					
17. Health Educator	1			\$31	\$42
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	7
Health Educator (CHES)	1
Lead Assessor	6
Lead Inspector	6
Nurse (RN/APRN)	
Pharmacist (RPh)	
Phase I SSDS	7
Phase II SSDS	7
Physician (MD/DO)	1
Registered Dietitian (RD)	
Registered Sanitarian (RS)	7
Social Worker (LSW)	
Veterinarian (DVM/VMD)	
Other (Please describe below)	

Page 5: Public Health RevenuePublic Health Department Revenue

<b>Q21</b> 1. DPH funds - all regardless of source	Amount \$	<b>173842</b>
<b>Q22</b> 2. State funds - other than DPH	Amount \$	<b>0</b>
<b>Q23</b> 3. Federal sources - direct	Amount \$	<b>0</b>
<b>Q24</b> 4. Licensure/Permit fees	Amount \$	<b>130873</b>
<b>Q25</b> 5. Local funds - city/town sources	Amount \$	<b>553380</b>
<b>Q26</b> 6. Medicaid	Amount \$	<b>0</b>
<b>Q27</b> 7. Medicare	Amount \$	<b>0</b>
<b>Q28</b> 8. Other revenue	Amount \$	<b>103519</b>
<b>Q29</b> 9. Patient personal fees	Amount \$	<b>0</b>
<b>Q30</b> 10. Private foundations	Amount \$	<b>0</b>
<b>Q31</b> 11. Private health insurance	Amount \$	<b>0</b>

**Q32** What is your total operating budget?

816010

Page 6: 10 Essential Services - #1

**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? **No**

Connecticut Local Health Annual Report SFY 2018

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

Respondent skipped this question

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

Yes

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

Surveys of target groups ,  
Inspection data,  
Data collected for a community health assessment ,  
Surveillance data

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

Yes

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

Environmental public health ,  
Data in CTEDDS, CTSITE,  
Other, please describe:  
Submits hard copy completed case interview forms, completed TB-5 forms, line list for outbreak investigations, and many other examples of data provided as requested by DPH.

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**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)

**Board of Health** ,

**Elected/Municipal authorities** ,

**General public** ,

**Public health partners** ,

**Media,**

**Department of Public Health** ,

**Grant funding agencies**

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**Q42** If yes, how is the data shared? (Select all that apply)

**De-identified data sets,**

**Summary/Statistical reports** ,

**Presentations,**

**Website,**

**Media/Press releases,**

**Annual reports**

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Page 7: 10 Essential Services - #2

**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**

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**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**

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

**Water,**

**Occupational hazard,**

Other, please describe:

Air quality

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**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, DEEP, Health care entity, Police, EMS, Fire, Housing, 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

**CTEDSS, CTSITE,**  
Other, please describe:  
We track activity counts of total lab reports, interviews, and investigations.

**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**

Connecticut Local Health Annual Report SFY 2018

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

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**Q54** 8. Does your department have a written policy to reach State Public Health Laboratory staff 24/7 in the event of an emergency? **No**

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

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**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**

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**Q57** 11. Does your department have instructions for the public on how to report a public health emergency? **Yes**

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**Q58** If yes, how does your department inform the public? (Select all that apply) **Website**

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**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) **24/7 phone number, Police dispatch, Staff call down list**

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Page 8: 10 Essential Services - #3

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

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

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**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,**  
**Radon,**

Other, please describe:

Plan4health initiative: Developed and maintain online toolkit encouraging local PZC to apply health in all policy decision approach. [www.healthyeasternct.org](http://www.healthyeasternct.org). We maintain online toolkits for tobacco free parks, and tobacco free multi-housing. <http://www.ehhdchart.org/projects>

**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** ,  
**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?

**No**

**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,**  
**Services** ,  
**directory**  
**Social media,**  
**Email listserv,**  
**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?

**No**

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

**Respondent skipped this question**

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

**No**

**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,**  
**Television,**  
**Interviews,**  
**Brochures,**  
**Flyers,**  
**Internet,**  
**Facebook**

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

**No**

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

**Yes**

**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)

**Chronic disease prevention**,  
**Obesity**,  
**Anti-tobacco**,  
**Parks and recreation**,  
**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)

**Parent/Teacher groups**,  
**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:  
 Routinely work with Board of Directors on public health advocacy during state legislative sessions. The Director of Health meets one on one with member town CEO on policy issues affecting their community.

Connecticut Local Health Annual Report SFY 2018

**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):  
Director is an active member of the CADH advocacy committee. Legislative bill tracking report provided by CADH lobbyist is routinely reviewed, and duly considered.

**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)

**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**

**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?

**No**

**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
- Capacity for enhancement of information management, workforce development, communications, and financial sustainability
- Measurable and time-framed goals and objectives

**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**

**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?

**No**

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

**No**

Connecticut Local Health Annual Report SFY 2018

**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**

**Q102** 2. How does your department ensure the consistent application of public health laws?

**Enforcement log,**  
**Communications with other agencies**,  
Other, please describe:  
Regular staff meetings to review individual cases, and application procedures.

**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,**  
Other, please describe:  
Staff consultations.

**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**

**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**

Page 12: 10 Essential Services - #7

**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) **Cooperative system of referrals between partners**, **Case management**

**Q112** 2. Has your department documented initiatives to ensure that access and barriers are addressed in a culturally competent manner? **No**

**Q113** If yes, how? (Select all that apply) **Respondent skipped this question**

Page 13: 10 Essential Services - #8

**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**

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

**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)

**Document the process for recruitment of qualified staff**

**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,**

**Job shadowing**

**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)

**Attending relevant meetings and conferences**

Page 14: 10 Essential Services - #9

**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,**

**Training evaluation**

**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, Tradesmen, General public**

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

**Q129** If yes, how was customer satisfaction survey results shared? (Select all that apply) **Survey results are used internally with employees, Formal report to elected official or board of health**

**Q130** 3. Does your department have a quality improvement plan? **No**

Page 15: 10 Essential Services - #10

**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, 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:  
Base on updated research, the American Academy of Pediatrics updated their recommendations on car safety seat guidelines. We review and forward selected media reports on various research topics provided by DPH to community stakeholder.

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

- Elected/Appointed officials** ,
  - Local agencies/departments,**
  - Health care providers,**
  - General public**
- 

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**

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