



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

March 22, 2013

1

Re: Health & Human Services Department Monthly Report

Dear Mayor Boughton and Members of the City Council:

The February 2013 Health & Human Services Department monthly report is provided for your review. Detailed reports are attached for each Division, including the Housing, Food Service, Social Services, Women Infants & Children, School Based Health Centers and Environmental Health which identify specific inspections, tasks and hours provided by our staff.

Main Topics: The Department continued to work on the computer systems to test and update our inspector's food service inspection programs to produce reports so the public may have access to inspection results and 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. We are pleased to announce our updated, 2012 version is now complete and we invite you to review it at wcthn.org/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



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

2

March 20, 2013

TO: Danbury City Council

FROM: Daniel Baroody, Associate Director

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

FEBRUARY 2013 **Housing, Food Service & Environmental Division Combined Stats Report**

Inspection / Hours	Feb. 2013	Year to Date (fiscal)
Hazardous Materials Management & Public Health Preparedness (hours)	140	812
Wetlands / Water Resources (hours)	133	1,126
# Land Use Evaluations (Septic Systems and Well Water Supply)	36	684
# Housing Inspections	92	640
# Food Service Inspections	122	1,300
# General Nuisance / Miscellaneous Inspections	182	1,473

See attached narrative

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



CITY OF DANBURY

HEALTH & HUMAN SERVICES DEPARTMENT
155 DEER HILL AVENUE, DANBURY, CONNECTICUT 06810

Central Health Office
203 - 797-4625
Fax 796-1596

Social Services Office
203 - 797-4569
Fax 797-4566

Environmental Health Division Narrative Report

3

The status of major project and program activities of the Environmental Health Division (EHD) for February, 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.



CITY OF DANBURY

HEALTH & HUMAN SERVICES DEPARTMENT
155 DEER HILL AVENUE, DANBURY, CONNECTICUT 06810

Central Health Office
203 - 797-4625
Fax 796-1596

Social Services Office
203 - 797-4569
Fax 797-4566

HOUSING AND FOOD PROTECTION PROGRAM NARRATIVE

4

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



CITY OF DANBURY

HEALTH & HUMAN SERVICES DEPARTMENT
155 DEER HILL AVENUE, DANBURY, CONNECTICUT 06810

Central Health Office
203 - 797-4625
Fax 796-1596

Social Services Office
203 - 797-4569
Fax 797-4566

TO: Mayor Boughton and City Council

5

FR: Social Services

RE: Activities during February, 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 February, 2013:

1. Our Housing Caseworker managed approximately 39 active cases.
2. The Day Center, located at the Emergency Shelter, had approximately 1156 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): 8
 - b. Laundry Services: 35
 - c. Mail Access: 93
 - d. Veteran Referrals: 8
 - e. Bus Tickets: 3
 - f. Housing Related Issues: 27
 - g. Housing Placement: 1
 - h. Job Searches: 12
 - i. Employed: 16
 - j. Case Management Services: 38
 - k. Showers: 221
 - l. Lunch: 531
 - m. Mental Health Referrals/Case Management: 1
 - n. Adult Medical Referrals: 13
 - o. Phone Usage: 18
 - p. Substance Abuse Referrals/Case Management: 133*
 - q. Clothing Vouchers: 6
 - r. Other: 21



CITY OF DANBURY

HEALTH & HUMAN SERVICES DEPARTMENT
155 DEER HILL AVENUE, DANBURY, CONNECTICUT 06810

Central Health Office
203 - 797-4625
Fax 796-1596

Social Services Office
203 - 797-4569
Fax 797-4566

6

*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.

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. One (1) meeting was conducted with the Greater Danbury Continuum of Care (CoC).
7. Set up time/dates for initiating updating security system at the Emergency Shelter.
8. Assisted in reviewing the City of Danbury's Consolidated Plan for required 2013-2017. Interviewed potential candidate to review and participate in the development of the new Plan requested by HUD and meet goals and objectives in submitting required documentation on time.
9. Completed PY38 CDBG application for funding of community requested projects for the City of Danbury's Emergency Shelter.
10. One (1) special meeting was conducted for Social and Supportive Service committee of the Danbury Housing Partnership to discuss updating the Ten Year Plan for City Council.
11. Received grant approval from United Way/Fema Grant for \$2100.00, spending completed.
12. MCCA will initiate weekend substance abuse counseling at the Emergency Shelter from 9:00am to 3:00pm.
13. Attended CoC merger meeting at City Hall. Not recommended by Corporation Counsel to merge the CoC and the Danbury Housing Partnership. Suggestions made to increase diverse membership to the Housing Partnership.
14. Attended meeting with Clinical Director and Homeless Advocate of the Community Health Center in proposing to provide a two day a week medical/mental health clinic at the Shelter. Negotiating for dental work to be added into the on-site clinic or investigate other resources.
15. Updated all required information and data for completion of monitoring of Emergency Shelter veteran per diem grant from the Veteran's Administration.
16. Provided quarterly report on the Homeless Shelter evening stay and day center for CDBG.
17. Attended Shelter Plus Care housing approval application process.
18. One (1) special meeting was conducted for Housing and Community Development committee of the Danbury Housing Partnership to discuss updating the Ten Year Plan for City Council.
19. Set up appointment for the Wellness on Wheels (WOW) van to provide medical assistance for the Homeless Shelter on February 26th.
20. 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.
21. Attended Fair Housing Association of Ct. meeting and to finalize Fair Housing Conference scheduled in April, 2013.



CITY OF DANBURY

HEALTH & HUMAN SERVICES DEPARTMENT
155 DEER HILL AVENUE, DANBURY, CONNECTICUT 06810

Central Health Office
203 - 797-4625
Fax 796-1596

Social Services Office
203 - 797-4569
Fax 797-4566

CITY OF DANBURY SCHOOL BASED HEALTH CENTERS (SBHC): 7

The mission of the City of Danbury's SBHC is to provide access to high quality comprehensive physical and mental health services while being accessible, confidential, culturally sensitive, and developmentally appropriate. The SBHC is built upon mutual respect and collaboration between the school and the health provider to promote the health and educational success of school-aged children and involved students as responsible participants in their care, while encouraging the role of parents and other family members. As part of the quality control and improvement goals of this public health center, patient satisfaction surveys are used annually to assess the level of satisfaction. These surveys create data which is then compiled into a report illustrating the satisfaction of patients regarding how well the staff is meeting their needs.

Between the dates of April 2, 2012 and May 11, 2012, the annual Student Satisfaction Surveys were distributed to patients to be completed voluntarily and confidentially in an attempt to assess their level of satisfaction with the medical and/or mental health services offered on site. Following is a highlight of student responses received:

Were you offered help for the health issue/problem that brought you here today?

Yes: 83%	No: 3%	Not sure: 8%	No answer: 6%
----------	--------	--------------	---------------

How many visits have you made to the Health Center this year?

First visit: 14%	2-5 visits: 37%	6-10 visits: 22%	11-20 visits: 21%	20+ visits: 5%	No answer: 4%
------------------	-----------------	------------------	-------------------	----------------	---------------

How would you rate the care you received today?

Excellent: 71%	Good: 20%	Okay: 5%	Poor: 0%	No answer: 4%
----------------	-----------	----------	----------	---------------

I have learned some new health habits through my visits here.

Yes: 72%	No: 7%	Don't know: 13%	First visit: 5%	No answer: 3%
----------	--------	-----------------	-----------------	---------------

I have learned how to better manage my health issues/problems.

Yes: 77%	No: 10%	Don't know: 9%	First visit: 1%	No answer: 3%
----------	---------	----------------	-----------------	---------------

My grades have improved since coming to the health center.

Yes: 30%	No: 27%	Don't know: 33%	First visit: 7%	No answer: 3%
----------	---------	-----------------	-----------------	---------------

Will you continue to use the health center for your health care?

Yes: 97%	No: 3%	No answer: 1%
----------	--------	---------------

Student comments:

"I think it has enhanced keeping us in school."
"They help and encourage me."
"The people were nice and they understood what I was going through so it comforted me."
"They have helped me through many things that I needed help with and I appreciate that a lot."

*The data contained in this report reflects services rendered for all sites combined.