



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

October 27, 2014

1

Re: Health & Human Services Department Monthly Report

Dear Mayor Boughton and Members of the City Council:

The September 2014 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 operations 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. Continued work and preparation for Public Health Emergency Response plans and actions with Health Care facilities and EMS. 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 Service

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

September 18, 2014

TO: Danbury City Council

FROM: Daniel Barody, Associate Director

RE: Monthly Status Report – Housing, Food Service & Environmental Health Division
August, 2014

August 2014

Housing, Food Service & Environmental Division Combined Stats Report

Inspection / Hours	August 2014	Year to Date (fiscal)
Hazardous Materials Management & Public Health Preparedness (hours)	105	209
Wetlands / Water Resources (hours)	153	262
# Land Use Evaluations (Septic Systems and Well Water Supply)	91	170
# Housing Inspections	55	168
# Food Service Inspections	139	260
# General Nuisance / Miscellaneous Inspections	131	318

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 August, 2014 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), 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 August, 2014

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, 2014:

1. Our Housing Caseworker managed approximately 60 active cases.
2. The Day Center, located at the Emergency Shelter, had approximately 872 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): 6
 - b. Action Plan Development: 43
 - c. Veteran Referrals: 61
 - d. Referrals to Cash Assistance: 10
 - e. Bus Tickets: 3
 - f. Housing Related Issues: 10
 - g. Housing Placement: 0
 - h. Job Searches: 2**
 - i. Employment inquiries: 2
 - j. Case Management Services: 5
 - k. Showers: 201
 - l. Lunch: 411
 - m. Mental Health Referrals/Case Management: 1*
 - n. Adult Medical Referrals: 2
 - o. Phone Usage: 4
 - p. Substance Abuse Referrals/Case Management: 87*
 - q. Clothing Vouchers: 6
 - r. Other: 18*includes one day dental clinic



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. 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. Receiving weekly food donations from arrangement with Community Plates.
8. Attended one (1) meeting of the Community Food Collaborative meeting at United Way.
9. Attended one (1) meeting on training for the distribution of the vulnerability index when classifying and interviewing clients (homeless individuals)for Coordinated Access.
10. Conducted Hearing on complaint received by the Fair Rent Commission.
11. Attended one (1) meeting of the Farmers' Market.
12. Attended one (1) meeting of the Coordinated Access Committee.
13. Obtained vet vouchers for distribution and usage at the Farmers' Market.
14. Donation of \$1000 from Walmart for Project Homeless Connect; placed on reports and not as a separate donation letter after reviewing City policy with Corporation Council.



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

School Based Health Centers (SBHCs) Monthly Operating Report, August 2014

7

Brief Program Description: The School Based Health Centers (SBHCs) are freestanding medical centers, located on the grounds of Broadview and Rogers Park Middle Schools, Danbury High School and Henry Abbott Technical 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.

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.

Patient Utilization Data for Period July 1, 2014 - August 31, 2014: (Note: Data is for all sites combined and cumulative through noted period)

	DHS, BMS, RPMS (DPH Funded)	HATS (Non-DPH Funded)
Total # of Students Enrolled in all Schools	4,958	647
Total # of Patients Enrolled in the SBHCs	4,197	291
% of Total School Population Enrolled	85%	45%
Total # of Patient Visits	65	0*
Total # of Medical Visits	59	0*
Total # of Behavioral Health Visits	6	
Total # Dental Visits	0	

*HATS students not in session during this reporting period. DHS, BMS and RPMS students returned to school on August 25, 2014.



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

SBHC Annual Aggregate Billing Status Report 7/1/13 – 8/31/14*

8

Revenue - For the new school year (July 1 - August 31, 2014) we have billed and collected \$1,014.66 (this is strictly the summer activity for the provision of sports physicals at DHS SBHC site only)

*****Billing Update*****

Behavioral health staff provider information has been entered into eClinicalworks EHR. SBHC staff are working with Department of Social Services representatives to confirm a date to which pre-authorizations can be back billed (DSS regulations require a pre-authorization which cannot be backdated more than 21 days). A request is being made to DSS to allow CIFIC to backdate authorizations for those members seen in the clinics beginning December 1, 2013.



Program Snapshot: Activities/Meetings held August 1, 2014 – August 31, 2014:

M. Bonjour - SBHC Manager

8/5/14 Met with Tom Eichorn, Newtown Middle School Principal and Gino Faiella, Sites & Facilities Manager to look at building space identified for new SBHC and discuss possible renovation options and floor space designs.

8/5/14 Attended Danbury City Council meeting to respond to questions regarding 2014-15 Skin Cancer Prevention Grant Subcontract to CIFIC

8/12/14 Participated in SBHC Advisory Council meeting held at Quinnipiac Valley Health District, North Haven. Meeting agenda included development of State standards for CT SBHC's through review of standards adopted by the State of Colorado.

8/14/14 M. Bonjour and J. George met with Marie Burlett, Nursing Supervisor for CT State Technical Schools to discuss plans for relocation of SBHC to School Nurse office area.

8/19/14 Attended the Newtown Board of Education to respond to questions posed by Board members specific to SBHC planning efforts.

8/22/14 Welcomed all SBHC staff back from summer recess to start the 2014-15 school year.

Broadview Middle School SBHC

Monthly Report July 1, 2014 - August 31, 2014

Medical – Clare Nespoli, APRN

Upon return to work on 8/22/14, Clare Nespoli, APRN prepared the clinic for opening to students on 8/25/14.



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

- Vaccines and medical supplies were ordered. 9
- APRN Collaborative Agreement was signed.
- CalMed visited the clinic to calibrate the equipment.
- Relias Trainings completed for the following topics:
 - CIFIC Employee Manual
 - CIFIC Financial Policies & Procedures Manual
 - GDCHC HIPAA Policies & Procedures Manual
 - Quality Improvement
 - Physical safety in the Workplace
- The following manuals were reviewed by the APRN, LCSW, and office manager:
 - Operational Policies and Procedures
 - CIFIC Personnel Policies & Procedures
 - Blood Borne Pathogen (OSHA)
 - Emergency Preparedness
 -

8/27/14 Principal Ed Robbs introduced the Broadview SBHC staff to all students at assemblies for each grade.

8/28/14 the APRN and LCSW introduced themselves to the 6th grade parents at the "6th Grade Orientation" night at Broadview Middle School. The role and mission of the SBHC was discussed, as well as education regarding the roles of each provider.

A bulletin board entitled, "What in the World is the School Based Health Center" was placed outside the clinic.

Behavioral Health – Jenny Casey, LCSW

In preparing for the new school year, Jenny Casey, LCSW, conducted chart reviews. Charts of students who have since left BMS have been removed from the files. A list of students seen last year, both individually and in group, has been created which will be used to interview students to determine interest and/or need this year. Calls have been made to local agencies in order to keep referral sources current. Introductions to both students and parents were made, as reported above under Medical and manuals reviewed and signed.

8/28/14, met with a new 8th grade student who, with her mother and sister, are being sheltered through the Women's Center of Danbury. Provided family with referral to GDCHC for medical care. Student will receive weekly behavioral health and medical intervention from SBHC.

Submitted pre-authorization requests for mental health billing.

Created two bulletin boards for the start of the 2014-2015 school year. One is a "Welcome to the School Based Health Center" board and the other, "What in the World is a SBHC?" offers brief descriptions of the medical and mental health services provided at the BMS SBHC.



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

Danbury High School SBHC Monthly Report July 1, 2014 - August 31, 2014

10

Medical – Karen White, APRN

Twenty-seven (27) sports physicals were performed during this reporting period.

Arrangements were made with Cal-Med to perform necessary annual inspection and calibration of medical and dental equipment.

All medication was reviewed for expiration dates. Vaccines were ordered as well as other medical and office supplies.

Behavioral Health – K. London, LCSW

Completed required Relias Training courses and courses online in support of clinical practice and towards CEU requirements.

Completed re-did authorizations for Husky patients to reflect the change from City of Danbury to CIFIC so that appointments could be billed.

All Staff – Karen White, APRN; K. London, LCSW; M. Mele, MA

There were **numerous** of computer challenges. Clinical Fusion (data management system) as well as all other programs went down in June right after the end of year reports were generated. This was due to a memory problem within the COD server. Computers were working on July 7th to find that they were restored back to the beginning of June, losing all of the data entered for the month of June. Time was spent attempting to re-enter some of the data from the month of June. Due to a block to the city server put on by the Danbury BOE, Clinical Fusion was again non-accessible from 8/25-9/1.

Enrolled graduates were removed from the data base, and their charts were pulled and boxed up.

Staff collaborated with Richard the AmeriCorps intern, in creating an Intro to SBHC bulletin board.

Five (5) required Relias trainings were completed by all employees. DHS staff also reviewed Policy and Procedure manuals, OSHA, Blood borne pathogens, and Emergency Preparedness manuals.

Staff planned topics for Dine and Discover and bulletin boards for upcoming school year. Contacts were made and supplies were ordered for upcoming suicide prevention campaign. Dine and Discover board was made for September Dine and Discover for Intro to SBHC. Brochures were ordered through CT Clearinghouse to coordinate with upcoming topics as well.

Charts were received from both Broadview and Rogers Park Middle Schools. Each chart and permission slip was then carefully reviewed for medical and administrative reasons. Verification was made that each student was going to be attending DHS. Those that were identified as HATS students were given to Jacqueline so that she could follow up with them there. Each student was then checked to see if they were indeed in database as well as Power School. Each permission slip was reviewed for proper signature. Each chart was reviewed for accurate documentation of allergies as well as assess needs and create follow up lists.

Assistance was given to the GDCHC and the LCSW to facilitate billing of mental health visits for Medicaid patients.



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

3000 new SBHC registration forms were disbursed to all students through their advisory classes. 11 Collection and entering of this information is still in progress which was held up by the malfunction of the computer.

Rogers Park Middle School SBHC Monthly Report 07/01/2014-08/31/2014

Medical—Nancy Munn, APRN

Medications were reviewed for expiration dates, vaccines were ordered, as well as, other medical and office supplies.

Preparation of charts, forms and vaccine information was completed.

Relias trainings were done as follows: 08/26/14 CIFC Employee Manual, 08/26/14 CIFC Financial Policies & Procedures Manual, 08/26/14 GDCHC HIPAA Policies and Procedures Manual, 07/28/14 HIPAA for Healthcare Professionals: 07/28/14 How to Avoid Disciplinary and Malpractice Actions, and 08/26/14 Physical Safety in the Workplace.

OSHA Blood borne Pathogen was done on 08/27/14.

Provided coverage for the Medical Assistant position, as the position was not filled until 09/02/14. Coverage for this position entailed making charts, assisting students as they entered the office, obtaining heights and weights, locating and reviewing existing charts, answering the phone, working with school staff to facilitate student care was received. Part-time coverage was provided by J. George, HealthCorp Member.

Evaluated and treated 12 students, including one physical that was done because the student's provider could not get them in so the student could attend school.

SBHC consent forms were distributed to all 911 students on the first day of school in all homerooms by each teacher.

Informational presentations with the Behavioral Health professional were done in 10 classrooms where additional consent forms were handed out, as well as, dental consent forms.

Availability of School Based Flu vaccines was discussed with each class.

Participated in a fire drill.

Behavioral Health—Carolyn Cunningham, MS, LPC

Approximately 20 hours were spent working on DSS reauthorizations and appeals providing information necessary to obtain new authorizations under CIFIC as previous authorizations had been done under the city. This involved email and phone time. Without this reauthorization process being done, charges would have been denied resulting in no payment being issued for any behavioral services. A gross estimation of the financial gain from obtaining these reauthorizations is approximately \$20,000.

New DSS accounts under CIFIC were also established.

Relias trainings were completed as follows: 08/25/14 CIFIC Employee Manual, 08/26/14 CIFIC Financial Policies & Procedures Manual.

Behavioral Health services were provided to two students and a parent session was also done.



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

Health Corp Member Update:

12

Jacqueline George, Health Corps Member assigned to the SBHC programs conducted the following activities during the month of August 2014:

- Set up Abbott Tech SBHC in new location in School Nurse's Office
- Assisted with first week of school at Rogers Park and Abbott Tech SBHCs
- Prepared list of students and information to begin billing for Medicaid Mental Health services
- Formulated supply list and began preparations for Newtown SBHC
- Chaperoned elementary school summer campers at South Street school on walk to Farmer's Market 8/1on behalf of the Coalition For Healthy Kids