

**EXECUTIVE SUMMARY.** The *Milford Health Department* (MHD) continued its mission to protect and promote the health of Milford residents by providing core services in the areas of school health, environmental health, community health, and public health emergency preparedness during the 2017-2018 fiscal year. In an effort to promote coordination among City agencies, the *Milford Department of Human Services* (DHS) and *Employment & Training* were brought under the direction of the Director of Health. DHS has transitioned under the umbrella of the Milford Health Department and continues to be responsible for the administration of social service programs on the federal, state and local levels for the City of Milford. The department moved forward with its continued goal this year of community collaboration to eliminate duplication, stream line existing programs and grow the culture of assistance to match the community's current needs.

Public health departments across the country are currently pursuing voluntary *national public health accreditation*. The Public Health Accreditation Board (PHAB) provides standards that define the expectations of all public health departments in order to ultimately improve service, value, and accountability to stakeholders. The MHD will be applying to become an accredited health department through the PHAB within the next two years. The MHD has worked consistently this fiscal year to complete 3 core tasks in order to prepare for the application process: A Community Health Assessment (CHA), Community Health Improvement Plan (CHIP) and a Strategic Plan. Core MHD staff have met internally to review and complete our mission, vision and value statements. The department has also hosted several meetings with stakeholders and received feedback that will inform and guide the Health Department's strategic plan and focus areas for the next 3-5 years.

This fiscal year the CT General Assembly passed a bill that will make the *United States Food and Drug Administration (FDA) Model Food Code* Connecticut's food code. This new law began phasing in on July 1, 2017 and will be in full effect on January 1, 2019. In preparation for implementation of the new code, the Milford Health Department participated in an extensive ongoing staff training program to ensure the understanding and application of the new code. Additionally, the MHD communicated with establishment owners through written correspondence and during all food service inspections to prepare them to effectively meet the requirements of the new code. Education and training efforts will continue throughout the upcoming fiscal year.

The Milford Public Health Nurses continued to provide *school nursing services* in all of our public and private schools for approximately 6,600 students in grades Pre-K through grade 12 and post graduate programs. Over 2,500 of our students have a health condition that requires health management by the school nurse to ensure a safe environment for the student. Many of these children require special treatments or procedures to be done during the school day, including gastrointestinal tube feedings, blood glucose monitoring, respiratory management, and others. During the course of this past year, the Milford school nurses administered close to 16,000 medications, procedures and treatments to the students of Milford.

The MHD and DHS have continued to aggressively pursue *grant funding* this fiscal year. Many of the grants obtained are programmatic in nature and allow the MHD, DHS, & Employment & Training to focus on chronic diseases, environmental health in residences, provision of social services, youth & family development, parent leadership training, and job training.

Despite several staffing changes, including vacancies of critical positions, MHD & DHS staff managed to overcome the challenges of this past year. The complexity of vacancies and the current economic climate have put greater demand on staff to meet the ever-increasing needs of our most vulnerable residents. Nonetheless, MHD and DHS have had the opportunity to review and continue to reorganize the department while evaluating, enhancing, and streamlining services provided in order to continue to protect the health & safety of the residents of Milford.

## **Environmental Health Division**

The City Milford Environmental Health Division (MEHD) strives to assure a healthy community through quality environmental public health services and partnerships by providing continuous protection, disease prevention, and promotion for the public's health. Throughout the fiscal year the MEHD focuses on protecting the community and enforcing laws in the areas of food protection; housing; blight; land use; recreational swimming areas and waters; public swimming pool inspection; healthy homes assessments; onsite septic systems; land division/subdivision review and approval; mosquito/vector control; public and private drinking water quality; surface water quality; groundwater protection; childhood lead poisoning prevention; childcare facility inspections; emergency preparedness and response; and hotel/motel inspections.

### ***Food Protection Program***

In June 2017 the CT General Assembly passed a bill that will make the United States Food and Drug Administration (FDA) Model Food Code Connecticut's food code. This new law began phasing in on July 1, 2017 and will be in full effect on January 1, 2019. According to the FDA, the Code offers "best advice for a uniform system of provisions that address the safety and protection of food offered" at retail food businesses including restaurants, grocery stores, schools and institutions to ensure safe food is provided for consumers. The Code emphasizes prevention controls for the behaviors and practices most often identified as contributing to foodborne illness. In preparation, the Milford Health Department proposed amending Chapter 8, Food and Food Establishments, of the Code of Ordinances of the City of Milford to align with Public Act 17-93 and the FDA Food Code. On November 9, 2017 the Board of Alderman voted to approve the proposed amendments of the City of Milford Code of Ordinances, Chapter 8, Food and Food Establishments. Throughout 2017, an extensive staff training program was implemented to ensure the understanding and application of the new code, which included completing online FDA training courses.

In preparation for the implementation, MHD is one of 10 local health departments currently participating in a FDA pilot program for the adoption of the FDA Model Food Code. The Chief of MEHD completed the required process and field assessment with the CT Department of Public Health Food Protection Program and has been designated as the Food Inspection Training Officer (FITO) for the Milford Health Department, effective April 12, 2018. Under the new CT Food Code, the FITO will be responsible for conducting continuous training and assessments for other certified food inspectors on staff, train new potential candidates for food inspector certification in-house, complete standardization exercises for all currently certified food inspectors, and conduct all duties associated with the self-assessment/quality assurance program for the Milford Health Department.

### ***Lead Poisoning Prevention***



There is no safe blood lead level in children. Even low levels of lead in blood have been shown to affect IQ, ability to pay attention, and academic achievement. The effects of lead exposure cannot be corrected. While lead paint in homes built before 1978 continues to be the most common source of lead exposure,

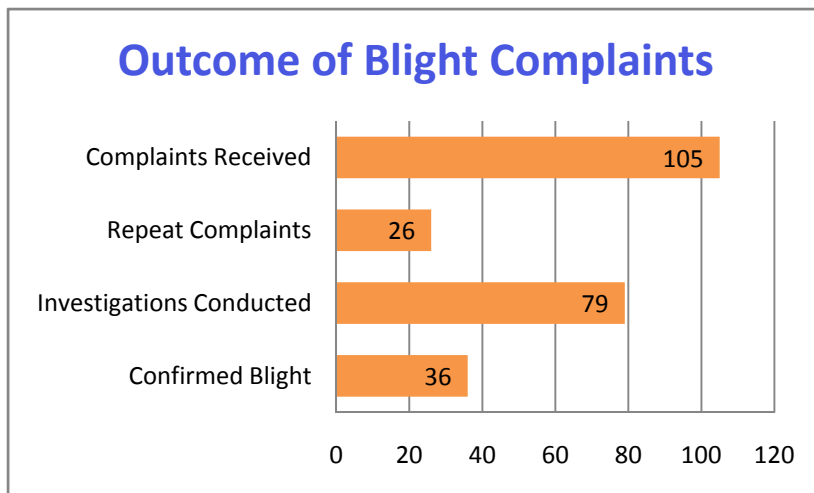
there are other sources of lead that can poison a child or adult. The MEHD conducts comprehensive lead inspections and lead-hazard risk assessments of the environments of children with elevated blood lead levels; in FY 17/18, we investigated three homes and one institution in Milford for lead. Once the lead hazards are identified, we work with the parent/caregiver and property owner to immediately reduce a child's exposure until permanent abatement/remediation can be achieved. Parents are taught about improved nutrition and effective hand washing. The parents are also taught cleaning techniques to effectively remove lead-contaminated dust. The property owners are instructed to make repairs to remove the lead-based paint hazards and to hire trained lead safe EPA certified Renovation, Repair and Painting (RRP) contractors.

***Hoarding & Troubled Housing***



The Collaborative for Residential Integrity for the Disabled and Elderly (C.R.I.D.E.) continues to serve as an integral part of the Milford social service network and as a model program for other communities. The mission of CRIDE is to promote safe and healthy living environments for all the residents of Milford. Through this comprehensive community based coalition, we seek to identify and address the complex issues surrounding troubled housing. Municipal intervention takes on two roles when dealing with troubled housing; enforcement by health officials and animal control and support by human and mental health services, i.e. Elderly Protective Services, the Department of Children and Families, Milford Human Services and the Probate court. During FY 17/18 we worked with property owners and families to gain compliance and close eight (8) on-going cases and investigated sixteen (16) new cases of troubled housing in Milford.

***Anti-Blight Enforcement.***



The Health Department is responsible for the enforcement of the City Anti-blight ordinance. In FY 17/18 the MEHD conducted 79 investigations in response to citizen complaints of blight. Of those 79 investigations, blight was confirmed in 36 (46%) cases.

<b>ENVIRONMENTAL HEALTH BY THE NUMBERS</b>	<b>FY 17/18 TOTALS</b>
<b>Food Protection Program:</b>	
Annual Licenses Issued	399
Routine Inspections	894
Plan Review for new or remodeled establishments	40
Temporary Event Licenses Issued	366
Temporary Event Food Vendor Inspections	334
Legal Orders/Notice of Violation issued	45
<b>Environmental Health Complaint Investigations:</b>	<b>398</b>
Air Quality	20
Blight	105
Environmental Hazards	8
Food-borne Illness (Complaints, outbreak investigations)	6
Food Protection	29
Housing	48
Lead	4
Public Health Nuisance/General	77
Salons (Hair, tattoo, nail, massage)	3
Sewage	5
Vectors (Mosquitoes, bed bugs, rabies, vermin, rodents, etc.)	55
Legal Orders/Notice of Violation issued	28
<b>Land Use:</b>	
Planning & Zoning project reviews	2
Subsurface sewage disposal (soil testing/ new and repair permits)	7
Building addition reviews/approvals for homes served by septic systems	12
Building additions/pool reviews for homes served by sanitary sewers	26
Septic system abandonment inspections	38
<b>Beach Monitoring:</b>	
Samples collected	275
Complaint investigations/Sanitary survey	20
<b>Public Swimming Pool Operation and Inspection:</b>	
Inspections	24
<b>Lodging (Hotels/Motels):</b>	
Annual permits issued	19
Routine Inspections	16
<b>Schools &amp; Daycare Centers:</b>	
Daycare Center Inspections	15
Private School Inspections	3
<b>In home Environmental Assessments:</b>	
Lead poisoning prevention inspections	4
Healthy Homes Assessment	17
Putting on Airs asthma visits	3
<b>Collaborative for Residential Integrity for the Disabled and Elderly. (C.R.I.D.E.)</b>	
New troubled housing cases	16
On-going cases	17
Closed cases	8
<b>Other Activities:</b>	
Tick specimen delivery to CT Agricultural Experiment Station and resident follow-up	112
Public Education Presentations	3
Assistance to Fire, Police & State Agencies	14
Freedom of Information Requests (property & establishment record reviews)	245

## **Public Health Nursing & School Health Services**

***Immunization Clinics.*** The Milford Health Department continues to provide monthly Immunization Clinics for the residents of Milford. The immunization clinics at the Milford Health Department are typically held on the second Tuesday of the month from 2:30 – 4:30 pm. Routine immunizations to prevent communicable disease are available for both children and adults. In addition, tuberculin testing is available to those in a high risk category for tuberculin disease and for pre-employment purposes. This TB test was given to over 100 individuals this past year.

The Milford Health Department continues to be a provider of the Vaccine for Children program administered in collaboration with the CT State Department of Public Health. This program ensures all children in Milford and throughout the state get the vaccinations they need at no cost to stay healthy. In addition, the Milford Health Department utilizes the Connecticut Immunization Registry and Tracking System (CIRTS) to review the previous vaccination data on children as a method ensure that each child is getting the required and necessary vaccinations. Immunizations given at the Milford Health Department are then entered in the CIRTS database which will allow other medical providers to see the most up to date information on the vaccination status of their clients.

The Health Department also participates in the CT State Department of Public Health “Cocoon Program”. Public health and medical professionals recommend pertussis (whooping cough) vaccination for all persons who have close contact with infants. Research has shown that infants with pertussis are often infected by their parents, particularly their mothers, at least half of the time. The Tdap vaccine is available free of charge for new parents, grandparents and other caregivers of infants under one year of age. This strategy is known as “cocooning” thereby forming a “cocoon” of protection against pertussis. The Milford Health Department administered 11 doses of Tdap this year.

Forty children received at least one vaccination (excluding influenza and TB testing) at the Milford Health Department this year, and several adults also received immunizations. In addition, the Milford Health Department offers prophylactic rabies vaccination to local veterinary providers for any new employee needing such vaccination.

***Seasonal Influenza Vaccination Program.*** The seasonal influenza vaccine program was successfully implemented, with 1,056 doses of the influenza vaccine administered to residents and employees in Milford. This number represents a 22 % increase in flu vaccine administered this season when compared to last. The Milford Health Department offers a variety of settings for residents and employees of the city to receive their annual influenza vaccination. This past year clinics were held at the Milford Senior Center, the City of Milford Health & Wellness Fair, City Hall, the Milford Police Department, Parson’s Building, as well as general public clinics at the Health Department. In light of the severe flu season we had this past season, three additional flu clinics were held in January and February. With collaboration from the CT State Department of Public Health, a Saturday flu clinic was held in February for all children and adults where over 200 adults and children received the flu vaccine free of charge.

The Health Department continues to provide a high dose influenza vaccine, Fluzone, which is recommended for individuals over 65 years of age. Fluzone was offered at the Senior Center clinics and at all community clinics. The Health Department administered 268 doses of high dose flu vaccine this season. Regular flu vaccinations were also administered to 203 City employees and 279 Board of Education employees. Community education regarding the importance of receiving an annual influenza vaccine continues to be an important aspect of the Milford Health Department Influenza prevention program.

***Influenza Like Illness Surveillance.*** The Milford Health Department continues to monitor our school population throughout the school year for evidence of influenza like illness (ILI) which is described to be fever over 100° plus cough, sore throat or both in the absence of another known cause of disease. This monitoring system enables the school nurses to constantly survey school illness patterns on a clinical basis and give an early warning of an impending epidemic. School monitoring this past year demonstrated an occasional uptick in influenza-like illness but was not appreciative of extended, widespread illness. Due to the invaluable information that the ILI monitoring provides, we will continue this surveillance activity in the years ahead.

***School Health Services-Public Health Nursing.*** The Milford Public Health Nurses continued to provide school nursing services in our 16 public and private schools for approximately 6,600 students in grades Pre-K through grade 12 and post graduate programs. Dr. Andrew Carlson continues to serve as the school/community medical advisor.

The Milford Health Department supports the CT Department of Public Health state regulations pertaining to school aged children regarding physical examinations and immunizations by offering free well-child physical examinations to school aged children for those families experiencing a lapse in insurance or a financial hardship. Along with our monthly immunization clinics, we also offer “on call” vaccination services when a student is in need of an immunization in order to attend school. These services ensure that there is minimal to no delay of children being in compliance for school entry and attendance.

The goal of school nursing is to have children in school, in class and ready to learn; to that end, the Milford school nurses report that students return to class 93% of the time within 30 minutes of visiting the Health Office, being assessed and treated by the school nurse. The school nurses had over 45,000 health office visits by the students in Milford this year for illness, injury or other health management issues.

Over 2500 of our students have a health condition that requires health management by the school nurse to ensure a safe environment for the student. Many of these children require special treatments or procedures to be done during the school day. These procedures may include gastrointestinal tube feedings for students unable to swallow, blood glucose monitoring for diabetic students, respiratory management for asthmatic students or those children unable to cough or clear respiratory secretions by themselves. During the course of this past year, the Milford school nurses administered close to 16,000 medications, procedures and treatments to the students of Milford.

Mandated health screenings (vision, hearing, posture) are conducted at designated grade levels each year to check for abnormalities. In addition, these health screenings are also conducted at the request of a parent or teacher. The Milford school nurses performed over 14,000 health screenings during the 2017-2018 school year and referrals were made to the appropriate provider if an abnormality was noted.

The Milford Public School nurses administer emergency care to staff and visitors of the school buildings. They are all trained in the Incident Command System and are ready to assist if needed with emergency shelters, warming centers and mass vaccination clinics for the City of Milford.

***School Health Services – Oral Health Program.*** Approximately 1150 students in grades kindergarten through five received oral health services at school this school year with parental permission. Services were provided by dental hygienists who work under the direction of the Director of Nursing and in consultation with a local dentist. These services are designed to augment, not replace, the children’s routine dental health care. Students received oral exams, prophylaxis and sealants as needed. Of the children examined, 91 were referred to a local dentist or dental clinic for follow-up care and treatment. Oral health education was provided by the dental hygienists to 75 classrooms in the Milford school

system as well as to the Milford Family Resource Center and to the toddler *Story Time* group at the Milford Public Library.

***Bloodborne Pathogen Training.*** The Milford Health Department annually reviews the *City of Milford Exposure Control Plan and Bloodborne Pathogen Protocol* and makes revisions as necessary. The Director of Nursing provides Bloodborne Pathogen Training to City of Milford employees as requested by department heads throughout the year. The training involved reviewing important aspects of the Milford Bloodborne Pathogen Policy including the guidelines for exposure control measures and post exposure protocol. This training is provided to eliminate or minimize occupational exposure to bloodborne pathogens in accordance with the Occupational Safety and Health Administration Standards and must be done upon hiring and on an annual basis. In addition, the Milford School/Public Health Nurses provide Bloodborne Pathogen Training to all Milford school teachers and administrators at their assigned schools.

**HEALTH DEPARTMENT ANNUAL REPORT TO THE MAYOR 2017-2018**  
**Public Health Nursing & School Health Services**

<b>July 1, 2017 – June 30, 2018</b>	<b>Current Year 7/2017- 6/2018</b>	<b>Previous Year 7/2016- 6/2017</b>
<b>Dental Hygienists (2)</b>		
Permission Slips sent out	2784	2891
#Oral Screenings Kindergarten	203	263
#Oral exams, cleanings	927	923
#Students receiving sealants	321	268
#Sealants applied	821	625
#Students w/primary decay	56	87
#Students w/permanent decay	22	24
#Students w/ fistulas	5	7
#Referrals made	91	115
Dental Education in Class	66	82
<b>Immunization Clinics</b>		
	30	36
DTaP	3	8
Hepatitis A	12	13
Hepatitis B	24	23
HIB	0	0
HPV	0	1
Influenza (IMMUNIZATION)	1056	864
Mantoux (PPD) Tuberculin Test	107	142
Measles, Mumps, Rubella (MMR)	14	13
Meningococcal	17	31
Pneumonia Vaccine	1	0
Polio (IPV)	11	19
Rabies	15	0
TD	3	7
Tdap	11	24
Tdap (Cocoon Program)	11	44
Varicella Vaccine	10	24



## Community Health Division

**Disease Surveillance.** From July 1, 2017 through June 30, 2018, there were 766 cases of disease reported to the Milford Health Department. Influenza was the most reported disease, with sixty-two percent (62%) of all cases reported this year. The attached table lists the top ten reported diseases during the 2017-2018 year (see Table 1), along with the number of cases reported by month (see Table 3) with January 2018 having the highest number of cases reported for the year.

In order to prevent the spread of tuberculosis within Milford, the Director of Health and Community Health Nurse tracks and monitor tuberculosis cases by conducting case/contact investigation and direct observed therapy (DOT). DOT involves, at a minimum, monthly monitoring and visits with patients to provide medications and discuss progress. This fiscal year the MHD coordinated and monitored tuberculosis care for one case of active tuberculosis. The MHD continues to work closely with patients, the CT Department of Public Health, and providers to ensure positive outcomes through consistent medical care and education regarding the importance of treatment adherence.

Increased monitoring of food borne illnesses and follow up investigation/education continues to be a core function of the Health Department. There were 17 cases of food borne illness reported this year, with reports of campylobacteriosis being the most prevalent (See Table 2). Additionally, the Director of Health conducts follow-up investigation and education in conjunction with the Environmental Health Division at multiple facilities that experience outbreaks of gastrointestinal illness during the year. The investigation includes epidemiological surveys, collection of stool specimens and coordination with the CT Department of Public Health. For all cases of food borne illness involving a food establishment worker, day care attendee, and/or health care worker, the Director of Health works with the Environmental Health Division to ensure appropriate control measures were implemented to successfully prevent an outbreak. Safe food handling measures and proper hand washing techniques were stressed with these individuals as well.

**Grants Management.** The Director of Health and the Community Health Coordinator apply for grants for funding for several projects throughout the year by submitting written applications to various national, state, and local organizations. Both the Director and Community Health Coordinator have written and submitted several grant applications over the past year in addition to applications for funding or continued funding for the grants listed below. The following is a list of the new or renewed grants that the Health Department has received during this fiscal year:

#	Grants Management	Amount
#	Asthma Initiatives	\$51,001
#	Public Health Emergency Preparedness HPP Ebola	\$30,467
#	Local Public Health Preparedness Planning	\$37,025
#	Parent Leadership Training Institute Mini	\$3,000
#	SIM(State Innovation Model) / Preventative Services Initiative	\$19,997
#	MRC capacity Building	\$2,500
#	Per Capita	\$61,463
#	Preventive Health/Healthy Homes Initiative	\$12,786
#		<b>Total</b>
		<b>\$200,239</b>

**Community Health Programs & Projects.** This year, the Director of Health implemented the following health initiatives.

- **National Public Health Accreditation.** The Milford Health Department will be applying to become an accredited health department through the national Public Health Accreditation Board (PHAB) within the next two years. Voluntary national public health accreditation enables us to improve quality of our services and better meet the needs of our community. In order to apply, the MHD must complete three core tasks: A Community Health Assessment (CHA), Community Health Improvement Plan (CHIP) and a Strategic Plan. The MHD collaborates with the Partnership of Greater New Haven to complete action steps created in our Community Health Assessment (CHA) and Community Health Improvement Plan (CHIP) in an effort to continuously work on accreditation. The priorities areas to address in MHD's CHIP include: access to care, healthy lifestyles and mental health and substance abuse. For each priority area there are work groups, goals and strategies that the MHD works with the Partnership of Greater New Haven to complete.

The MHD also worked with a consultant this fiscal year to assist with the strategic plan. Core MHD staff have met internally to review and complete our mission, vision and value statements. The department has also hosted several meetings with stakeholders and received feedback that will assist the department on improving health and wellness in the Milford community. Each of these steps and ongoing conversations will inform and guide the Health Department's strategic plan and focus areas for the next 3-5 years.

- **Putting on AIRS (POA).** This regional home environmental risk assessment program is designed to improve environmental conditions for asthmatic children in order to decrease asthma-related adverse events. This program is funded by a grant through the CT Department of Public Health, with the Milford Health Department as the lead agency for Asthma Region 6. Participating towns within the region include Branford, East Haven, Hamden, Meriden, Milford, New Haven, North Branford, North Haven, Woodbridge, Wallingford, and West Haven. The program's goal is to improve an individual's asthma control thus decreasing asthma-related adverse events through home-based education regarding environmental triggers, understanding asthma path physiology, medications and tools (i.e. Asthma Action Plans). Education is provided in the home by a public health nurse or asthma educator and a sanitarian. The program offers up to three (3) home visits and a 6 month follow up after a participant has been enrolled. The Putting on AIRS asthma program received 147 total referrals for this contract year, with a total of 108 home visits completed. The local emergency departments and the medical community continue to be the primary referral source for POA. Milford Health Department chairs the Greater New Haven Area Asthma Coalition. Region 6 remains active in several partnerships through-out Greater New Haven that allows clients to be served additional benefits without financial gain from the grant. The partnerships are as follows;

- Yale New Haven Hospitals Resident Education in Advocacy and Community Health (REACH) - This collaboration is designed to provide the continuous rotation of pediatric residents and interns with opportunities to understand and experience how community circumstances influence the health and well-being of children in the Greater New Haven community. During their rotation with Putting on AIRS, ideally they join staff on a home visit. Although there are no direct services provided, the doctors are provided a firsthand look at what is covered during the home visit. This in turn, gives them the additional education to better describe the program to their patients, fostering trust between a family and their

medical provider. This collaboration then translates into more referrals accepting the programs services.

- *Access to Epic-* Epic is Yale New Haven Hospital's and their counterparts' Electronic Medical Record (EMR) system. It allows a way for information to flow in a database system that creates collaboration among physicians, providers and patients across the entire Yale New Haven Health system. One of its many purposes is to improve access to health information along with helping to standardize care. Recently, through ongoing collaboration efforts with our Program Coordinator, physicians and providers can now refer patients to Putting on AIRS using Epic. As a result of this growing partnership, we have managed to gain referrals from Yale providers by providing them easy electronic access to a referral form and the Asthma Action Plan (AAP).
- *Parent Trust Fund Mini Grant.* Previously the Milford Health Department was awarded a grant to implement the Parent Leadership Training Institute (PLTI) in Milford. PLTI enables parents to become leading advocates for children in their community through participation in four phases of training – a one day retreat, a 10-week course on parent leadership, a 10 week course on civic engagement, and a community project to practice what participants have learned within a community context. The success of this grant has allowed for over 100 community members to graduate from this program. This year the grant was never released by the State Education Resource Center (SERC). The Milford Health Department was, however, awarded a mini grant through the State Education Resource Center (SERC) specifically for programming for PLTI alumni. The purpose of this grant is to support alumni from PLTI along with other community members to engage in creating programming to increase awareness of the issues that matter to families and the important roles they play as advocates and change agents in the Milford Community.
- *SIM (State Innovation Model)/ Preventative Services Initiative Grant.* The Milford Health Department was recently awarded a grant to participate in a Prevention Service Initiative for Community Based Organizations (CBOs). This State Innovation Model (SIM) project is developed and funded through the Connecticut Office of Health and Strategy and the Department of Public Health. The goal of this initiative is to move closer to a sustainable model of delivering evidence based community prevention services to improve chronic disease outcomes and population health. This grant is twofold with the first phase to be completed in 18 months. In this phase Milford Health Department will work with technical assistance to assist in developing processes to accept referrals of patients that can benefit from our asthma home intervention services, through Putting on AIRS, along with facilitate a contract between us (the CBO) and a Health Care Organizations (HCO) to deliver these services to the community. In the second phase which is optional, the funders will put out another RFA for CBOs to apply for up to \$30,000 to assist with the implementation of services to the community along with some infrastructure development.
- *Have a Heart—Give Smart.* Addressing concerns regarding panhandling has been continued by the Health Department, in partnership with the Mayor's Office, in Milford. Both the Director of Health and the Health Department's Care Manager work with community agencies to bring awareness to the "Have a Heart, Give Smart," Campaign in order to address the root causes of panhandling. The focus of the campaign is to educate and encourage members of the public to find alternative ways of giving by making donations to local human service agencies that provide help for those in need, rather than giving money directly to panhandlers. Have a Heart, Give Smart campaign launched in early November 2014 with the release of a billboard then later with sandwich board signs and posters for store windows. All materials have been strategically placed around town to provide additional outreach and visibility. Through outreach and partnership with

members of the original panhandling task force in Milford, the Case Manager has also been able to follow up with pan handlers to assist in gaining access to resources.

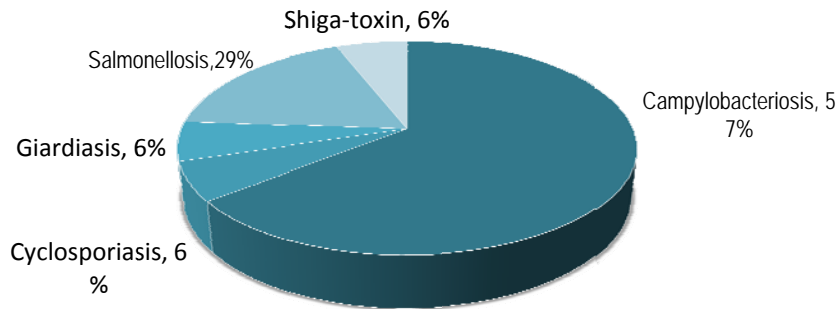
**Community Health Services**

*Table 1. Top Ten Reportable Communicable Diseases (July 1, 2017-June 30, 2018)*

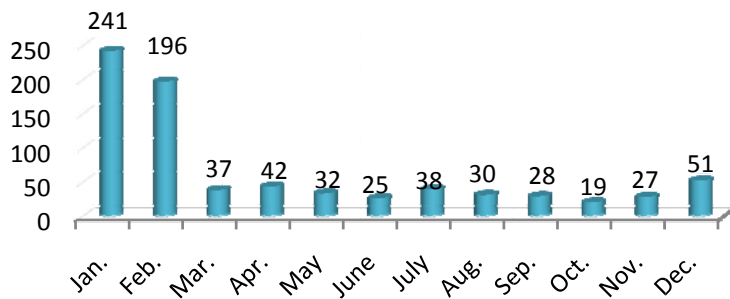
Top 10 Reportable Diseases	Total	Percentage %
Influenza	478	62%
Chlamydia	78	10%
Lyme Disease	54	7%
Hepatitis C	31	4%
Staphylococcus aureus disease, invasive methicillin-resistant	25	3%
Gonorrhea	16	2%
Campylobacteriosis	13	2%
Streptococcus	10	1%
Hepatitis B	8	1%
Syphilis	3	<1%

*Table 2. Food borne Illness Reports*

**Laboratory Confirmed Foodborne Illness  
July 1, 2017-June 30, 2018**



*Table 3. Number of Reportable Diseases by Month*



### **Division of Public Health Emergency Preparedness**

***Milford Preparedness and Response Initiatives.*** The Milford Health Department (MHD) staff continuously works to plan for and adapt to new and emerging threats. MHD focuses on maintaining and developing appropriate response plans and working with local health and medical agencies who would be involved during a public health response. Staff members of the health department participate on a wide variety of local collaboration committees including Local Emergency Management meetings, participation on the city's Hazard Mitigation Committee and the re-established General Government Safety Committee focusing on responder safety and health. Additionally, the Milford Chapter of the American Red Cross reached out to MHD and Emergency Management this past year to re-establish a working relationship.

Environmental Health Emergency Response includes all chemical, biological, radiological, nuclear and explosive (CBRNE) events. MHD routinely responds to reports of white powder and/or unknown agents and maintains a White Powder Protocol in coordination with Milford Police, Milford Fire/Emergency Management, CT Department of Energy & Environmental Protection (CT DEEP) and the Federal Bureau of Investigation (FBI). Milford participates annually in the Weapons of Mass Destruction (WMD) update hosted in coordination with CT State Police, CT DEEP and CT Department of Public Health (CTDPH) State Laboratory, as well as the Emergency Management Symposium. Training is attended to ensure City protocols are in line with Federal and State recommendations for response.

All MHD core staff and school nurses have training in the National Incident Management System (NIMS) Incident Command System (ICS). In addition to educational training, all staff participates in N95 respirator fit testing. The purpose of fit testing is to ensure all staff are physically able to where the appropriate personal protective equipment (PPE) in response to an infectious person(s). The Public Health Emergency Preparedness Coordinator, Director of Nursing and Environmental Division Chief are all trained N95 Fit Testers. School registered nurses continue to be operational staff with the Director of Nursing as operations chief. Health Department Registered Sanitarians continue to be responsible for logistics of health department emergency management with the Chief of Environmental Health as the lead for logistics for all natural and public health disaster events. Training is conducted based hazard vulnerable assessment and emerging public health threats. MHD was tasked with completing a public health focused city-wide Hazard Vulnerability Assessment this year. This new tool is evaluated to statistically weigh hazard assessment and focus planning efforts on gaps identified and/or areas of elevated risk.

Emergency Operations Plans are reviewed annually by the Public Health Emergency Preparedness Coordinator and Director of Health. The health department maintains the All-Hazards Public Health Emergency Response Plan as part of the City's Local Emergency Operations Plan (EOP) under Emergency Support Function (ESF) 8: Public Health & Medical Services, ESF 6: Mass Care & Sheltering and ESF 11: Agriculture & Natural Resources. The CT Department of Public Health in coordination with the Centers for Disease Control and Prevention (CDC) conducts an annual review of local health plans regarding mass dispensing events. All public health emergency preparedness plans are subject to review for compliance and completeness to fulfill grant requirements each year and assess the community's level of operational readiness.

MHD continues to manage preparedness-focused grants: a grant from the CT Department of Public Health (DPH) through the Centers for Disease Control and Prevention (CDC) to sustain preparedness initiatives, continue our efforts in planning on a regional level and support local public health operations.

***Milford Medical Reserve Corps (MRC) & Community Emergency Response Teams (CERT).*** The MHD continues to focus on volunteer training and has hosted programs for CPR, first aid and "Until Help Arrives." In an effort to continue building on MRC/CERT volunteer training, the MHD Volunteer

Coordinator is working to develop a Neighborhood Ambassador program where Milford could use community volunteers to help spread the word on the importance of early storm evacuation and build community resiliency. The training will be divided into several modules including topics such as leadership, use of effective communication and tools, sheltering/defend in place, psychological first aid, First Aid/CPR, personal preparedness, etc.

***Milford Accreditation Planning Initiative.*** MHD Public Health Preparedness Coordinator continues to be an active participant in the MHD Public Health Accreditation process. MHD staff from all divisions is engaged in the planning process in working to develop a strategic plan. Public health emergency planning is similar to the progression of strategic planning, specifically conducting a Strengths, Weakness, Opportunities and Threats (SWOT) analysis. This serves as an excellent self evaluation tool and works to highlight how improvements can be made in Milford and with the health department going forward.

***Milford as a Regional Public Health Partner.*** The State of Connecticut Department of Emergency Services & Public Protection, Division of Emergency Management & Homeland Security has five regional planning districts. The MHD as part of New Haven County is part of Region 2. MHD is an active participant within Emergency Support Function (ESF) 8: Public Health & Medical. In the past year, MHD participated in regional and local emergency planning meetings and exercises addressing infectious disease response, Family Assistance Centers (FAC) and mass dispensing operations. CT DPH tasked local health departments with the responsibility of operating a Family Assistance Center (FAC) in the event of a mass causality event. Region 2 ESF 8 worked over the past year with Region 1 (Fairfield County) and Region 5 (Litchfield County) to finalize a draft operational plan. This plan will help guide local health departments' response in the event of a mass causality. The next step for MHD is to expand on the regional template and work with local partners to plan a Milford response through Unified Command.

### **MILFORD DEPARTMENT OF HUMAN SERVICES/YOUTH & FAMILY SERVICES**

The 2017-2018 brought about a productive year in addition to significant staffing changes to the Department of Human Services (DHS). DHS has transitioned under the umbrella of the Milford Health Department and continues to be responsible for the administration of social service programs on the federal, state and local levels for the City of Milford. The mission of DHS is to locate gaps in services, identify appropriate resources, and bridge potential areas of need within the community. The department moved forward with its continued goal this year of community collaboration to eliminate duplication, stream line existing programs and grow the culture of assistance to match the community's current needs.

#### **Outreach Appointment Services:**

The Outreach Clinicians at DHS provide case management services to Milford residents requesting assistance. They evaluate and assess the immediate needs and concerns and help obtain access to local, state and federal programs. The Outreach Clinicians work closely with local agencies, service providers, clergy association and civic organizations to coordinate financial assistance. The assistance ranges from food insecurities, rental and mortgage assistance, utilities/oil assistance, housing and utility counseling, medical insurance counseling, financial budget counseling, 211 CAN System referrals (homelessness), diapers, summer camp assistance and other miscellaneous requests. During the last fiscal year, DHS conducted **256** separate outreach assessments totaling **656** Milford residents. Within those 256 appointments **\$40,248.20** of assistance was provided from DHS and outside funding sources. This accomplishment is tremendous in the light of the fact that the division was not fully staffed for a significant portion of the fiscal year. The overall objective of DHS is to serve and support families and individuals toward the goal of self sufficiency. The administrative shifts at DHS combined with our new partnership with TEAM, Inc. (see below) has afforded the opportunity to provide more comprehensive case management and allowed for more time spent with Milford families in need of outreach assistance.

**Energy Assistance 2017-2018:** The Connecticut Energy Assistance Program (CEAP) is designed to help offset the winter heating costs of Connecticut's lower income households, specifically those households whose income falls at or below 60 percent of the state median income. CEAP is funded by the U.S. Department of Health and Human Services Low Income Home Energy Assistance Program (LIHEAP) Block Grant, which is then administered by the Department of Social Services and filtered down through the Community Action Agencies of the State of Connecticut. CEAP is an income and asset eligible program which legislation votes on yearly. The Department of Human Services of the City of Milford is an intake site for TEAM Inc, the Community Action Agency located in Derby, CT which covers Milford residents. This year we were able to continue our partnership with TEAM, Inc. and had one of their Family Support Specialists (Agne Covill) on-site at our office two days per week to administer Energy Assistance Applications and conduct case management with Milford residents with complex, long-term needs. This furthering of our partnership was a great success in terms of having a representative from TEAM on site to be able to facilitate all their services and to coordinate with DHS staff with challenges and gaps in services. In addition, DHS attends a yearly training administered by TEAM with up to date policies and procedures of each application year and applications are taken from September to May at our office. DHS staff members are responsible for the initial application and verification of documentation. The applications are then processed and certified by TEAM, Inc. staff. Within the last program year DHS accepted **391** applications with **330** of them being approved (84% approval rating) providing **\$212,710.00** to Milford residents to supplement their main heating costs. In addition to complete applications taken at our office, DHS staff assisted with coordination and paperwork completion for Milford residents who had their initial appointment at the TEAM, Inc. offices in Derby comprised of 200 additional applications, with approximately 74% of those applications being approved. In the next fiscal year, DHS staff will review the outcomes of this year's program to make any additional changes to continue to improve our abilities to meet the emergent needs of residents.

**Renters' Rebate:** This program administered by the CT Office of Policy & Management is targeted towards Connecticut renters who are elderly (65+) or, if under 65, are receiving or eligible for Social Security Disability benefits. Persons renting a home, apartment or room, or living in cooperative housing, a mobile home, or within a nursing home may be eligible for this program. Renters' rebates can be up to \$900 for married couples and \$700 for single persons per program year. The renters' rebate amount is based on a graduated income scale and the amount of rent and utility payments made in the calendar year prior to the year in which the renter applies. Applications are taken at DHS between May 1st and October 1st. During the last program year DHS took **498** applications in which **478** were approved (96% approval rating) and provided **\$232,967.08** in rent rebates. This amount represents a 10% reduction in original estimates due to budget changes to the program on the State level.

**Thanksgiving Food Basket Program:** This program provides Milford families that are identified in need with a Thanksgiving Meal. DHS Outreach Clinicians coordinate with organizations including the Boy Scouts, Women's Inc., Lions Club, Knights of Columbus, Milford Hospital, several churches and private citizens to provide these meals directly to the doorstep of identified Milford families. The families are identified through coordination with Milford Public Schools, local churches, the United Way, Salvation Army Service Unit of Milford, Beth El Shelter, and current DHS families seeking services and outreach to the community. DHS staff compiles the lists of families and directly provides each list to the service organizations. The meals are prepared and delivered by the outside organization. During the 2017 Thanksgiving season, DHS facilitated **342** Milford families with receiving a full Thanksgiving meal totaling 852 people within those families. DHS is continuing its objective of streamlining food services all over the city by fostering relationships with those organizations that provide the assistance. We have been able to continually put out our message of eliminating duplication and having consistent coordination among organizations to make the delivery of food services more efficient.

**Winter Holiday Food Basket Program:** Each year DHS partners with a local civic organization to provide holiday meals to Milford residents in need. Families are identified throughout the year stemming from outreach appointments, Energy Assistance (EA) and Renters' Rebate (RR) programs. The Winter Holiday Meal Basket program is a partnership between the Milford Elks Club and DHS. The Elks Club is responsible for delivering the baskets. The 2017 program delivered baskets to **115** Milford households providing food for the holiday for **381** residents in total.

**Adopt-A-Family Program:** This program is run during the winter holiday season and enables Milford families in need to experience the joy of the holiday season. DHS coordinates with City Departments, Milford business owners, private citizens, local churches and civic organizations in matching families given their level of need. A large focus of the program is to promote family togetherness while fulfilling each family member's needs and wants. DHS Outreach Clinicians determine each family and individual child's needs and "wish lists" and then provides a list to the donor keeping the family completely anonymous. The donors then drop off the items and DHS staff arranges the pickup with the families prior to the holiday. In addition, in the case of a family being unable to be adopted, DHS provides gift cards which are provided by a local church to the remaining identified families. During the 2017 Program, DHS assisted **33** Milford families totaling **131** residents

**Spring Holiday Food Program:** This year DHS was able to provide food gift cards to individuals and families in need of food for the holiday. These funds were supplied by the United Way of Milford and local Milford Churches. This year **47** Milford Residents were provided **\$750.00** in food gift cards.

**Camp Happiness Scholarship:** DHS facilitates scholarships through the Milford Recreation Department for Camp Happiness, which is designed for special needs children from ages 4-12. The camp scholarship fund is donation based and given out yearly to Milford families identified as in need. Each applicant is required to fill out a scholarship application with verification of financial need. DHS Outreach Clinicians and a representative from the Recreation Department then meet collectively to discuss the applicants and level of need is determined. During the 2017 Camp year, DHS provided **13** scholarships totaling **\$3,650.00**.

**Milford Food Bank Referrals:** The Milford Food Bank which is housed at the Senior Center of Milford provides non perishable food items to Milford residents in need. DHS provides food bank referrals to any Milford resident 55 years of age or younger with food insecurities. If the individual is 55 or older, they do not need a referral through DHS as they are eligible to be a member of the senior center. Any Milford resident identified as in need of food can visit the food bank once every 30 days. DHS keeps a database of all Milford residents (under 55) that access the food bank. During the last fiscal year DHS made **749** separate referrals to the Milford Food Bank.

**Community Development Block Grant:** DHS applied and was granted a total of \$9336.00 in Rent/Mortgage Assistance this fiscal year 2017-2018. The Outreach Clinicians are currently using the funds to assist Milford residents with temporary financial hardships and with eviction prevention.

**Emergency Food and Shelter Grant Program:** This federal grant is administered and approved through the United Way of Greater New Haven. DHS was the recipient of continued grant funds this application year and was awarded the \$5500.00 in utility assistance; additionally, \$20000.00 in food assistance, \$7500.00 in Rent/Mortgage Assistance and \$6000.00 in Other Shelter Funds. This funding continues to be a tremendous victory for our department given the fiscal environment and competition among grant applicants. Milford residents are vetted through Outreach appointments and funding is allocated as needed.

**Community Partnerships & Collaborations:** DHS staff collaborates with the Salvation Army Service Unit of Milford in their Back to School Back Pack Program to where we provide a list of families in need directly to Salvation Army and then coordinate the pickup of the back packs with the families identified



by DHS. DHS facilitated providing **91** back packs with supplies to Milford students for the 2017-18 school year.

DHS has a partnership with the Southwest Community Health Center located in Bridgeport to where a case worker visits our office once per month to assist with Milford residents in applying for SNAP (Supplemental Nutrition Assistance Program) benefits. The case worker is available for consultation and follows up with pending application with the Department of Social Services when requested. The service is an asset to Milford residents given the under staffing of the Department of Social Services and potential wait times regarding contact and/or verification of benefits. Unfortunately, with changes relative to the State budget, the SNAP case worker will not be providing services on site in Milford until further notice.

As stated above the Department continues its collaboration with TEAM, Inc with the Energy Assistance Program and Case Management Services. Additionally, this year TEAM, Inc. and the United Way of Milford kicked off the opening of a Diaper Bank located at Margaret Egan Center. DHS staff works closely with TEAM, Inc. and the United Way to make referrals to the Diaper Bank for families in need of diapers, wipes, and formula. The department looks forward to further enhancement of this relationship between our local Community Action Agency and City Department for the future.

The Outreach Team has worked closely with the Clergy Association of the City of Milford regarding streamlining the process of food services within the city. This venture is directly related to our departments focus with improving the efficiencies with our Holiday Programs.

#### **Milford Youth & Family Services (MYFS)**

MYFS serves as a resource to families and community partners for clinical assessment, referral, and affordable treatment services. This department provides individual, family, and group therapy services. There were a total of **186** intakes completed for treatment. Some of the challenges addressed during the 2017-2018 period included behavioral issues, truancy, anxiety, juvenile justice offences, bullying/conflict resolution, separation/divorce, and grief work. The clinical staff continues to work with our community partners—Milford Public Schools, Milford Police Department, Milford Fire Department, DCF, Rape Crisis of Milford, etc.—to identify struggling youth/families and provide wrap-around services to promote effective, lasting change. No person is denied clinical treatment due to financial hardship. In an effort to meet the expanding mental health needs of the Milford community and to minimize costs, this department includes advanced Marriage and Family Therapy students on its clinical team. MYFS is affiliated with six clinical programs for ongoing recruitment of interns to better serve the residents of Milford.

MYFS continued to offer integral programs this fiscal year to promote positive youth & family development. The Rent-a-Kid program provides Milford youth with an opportunity to take on responsibility while learning the value of a dollar, while simultaneously assisting Milford residents with jobs such as snow shoveling, yard work and babysitting. Due to delays in state funding, combined with significant staffing changes, the department did not run the Family Fun Night program. However, MYFS was able to utilize grant funding to assist with professional development for clinical staff, as well as to purchase vouchers for school sneakers for families in need. Lastly, the Mayor's Youth Award sustained its recent growth trend and had another great year honoring over 500 Milford youth for their accomplishments throughout the community.

MYFS continues to work closely with the Milford Public Schools in assessing the needs of their students, making appropriate referrals, and providing therapy services. MYFS provided school-based clinical services in partnership with Milford Public Schools at no cost to students' families. Jonathan Law High

School hosted an MYFS clinician this year, as well as at The Academy to provide their students with similar therapeutic opportunities. In addition, staff conducted ten therapy groups on site at three elementary schools. As a result of these school-based services, MYFS therapists were able to arrange additional therapeutic opportunities for many students including family therapy at MYFS and referrals to other providers for further evaluation and crisis care. Furthermore, MYFS participated in the Central Truancy Team and continued the on-going pattern of availability as a resource for staff

MYFS maintains a partnership with other youth serving agencies in the city through the Youth Service Network. Furthermore, MYFS maintained collaborations and programs throughout the city including the Milford Public Library, and other community agencies such as The Reach Foundation's Shop with a Cop Program.

MYFS and the Milford Police Department have restarted the Juvenile Justice Diversion Program following a hiatus due to multiple staff changes in both departments. The program was in full swing this past fiscal year and has already successfully diverted several youth away from the court system. MYFS also serves as support to School Resource Officers and is available for case consultation yearlong. Additionally, MYFS and the Milford Fire Department continued its collaboration with the Fire-Setters Intervention Program, successfully diverting youth from the court system, linking families to necessary services, and collaborating with DCF and fire personnel to design a central curriculum that can be used by all municipalities. Both programs are designed to divert youth away from the Juvenile Justice System, address mental health issues, facilitate positive citizenship, and promote overall well-being. These programs are provided at no cost to Milford families.

Finally, clinical staff regularly engages in the local Multidisciplinary Team through the Rape Crisis Center of Milford to support the treatment and prosecution of sexual and severe physical abuse cases against youth in this region. MYFS provides treatment services and coordination when appropriate to assist local families and our partner agencies.

With staff transition within the division, MYFS has been able to continue partnerships with local mental health agencies, especially Bridges Healthcare, Inc., to assist in providing clinical services while the department fills staffing vacancies over the upcoming fiscal year. The Director of Health has been evaluating youth service bureaus in other towns to determine if additional programming can be brought into the Milford community in order to meet the growing needs of our youth and families.

#### **MILFORD EMPLOYMENT AND TRAINING OFFICE**

Milford Employment and Training primarily runs three major programs, all of which are funded to serve those who are economically disadvantaged, receive state assistance or have substantial barriers to employment as follows:

The **Certified Nursing Assistant** program is an 8-week program designed to teach 4-5 classes of 15-25 students at a time at the Margaret Egan Center. Clinical training is provided at Golden Hill Health Care Pavilion, a long-term care facility, which also gives the Program Director feedback on what changes need to be made to the curriculum. Home Care representatives speak in the classroom about giving care at home. Forty (40) hours of job skills are included in the curriculum. The health field is a fast growing industry and facilities call us looking to hire graduates. Pay ranges from \$10.50/hour to \$14.00/hour for entry level positions, enabling our graduates to make a living wage. The Division has a strong reputation for training excellent Nursing Assistants. This past fiscal year, the program trained a total of 31 people in our C.N.A. program. Of those, 27 have successfully completed the program and 14 have received their credential thus far.

The **Summer Youth Program** receives funding from the State of CT through Workforce Alliance in New Haven which enables 25 - 50 youth per year to enter the program. Milford in-school youth ages 14-21 years old are given the opportunity to have a positive work experience for 6 weeks, 20 hours a week while earning a weekly paycheck. The goals of this program are: (1) To create projects that enhance the community by working with sites such as Housing Authority, Animal Control, the Public Library, the Food Bank and environmental projects as well as providing an increased awareness of their civic responsibility; (2) To reinforce the relationship between skills acquired on the job and what is learned in an educational setting ensuring that youth acquire basic work competencies and discipline; such as completing assignments as directed by their supervisor, reporting to work on time and on a regular basis, good communication skills, a positive attitude as well as working as a team and exercising independent judgment; (3) Maintaining and improving basic skills to continue to demonstrate and encourage youth to complete school.

The **Resume Power** program for writing resumes for unemployed and/or underemployed Milford residents has proved to be a great advantage for our residents who do not have the resources to spend on a commercially produced resume. Each year we have updated our skills in resume writing to obtain jobs for our clients. The Division also provides instruction on the proper way to complete job applications and prepares clients for job interviews when necessary. The CT Department of Labor, for many years, produced a job listing (a packet that listed various job openings throughout CT) that was very helpful for many people in performing a self-directed job search. The Department of Labor stopped producing this listing. We have seen an increasing number of Milford residents that are over 50 years of age and are computer illiterate. This has required us to begin teaching individuals basic computer skills in order for this population to be able to apply for employment. There are 3 computer stations available for filling out job applications online that can be used in one-hour increments at our office. The resume program has served 17 people as of the third quarter. This program funding has continually been reduced. As such, we are uncertain as to how many Milford residents will be able to continue to take advantage of this valuable service that has been provided to residents for more than 20 years.

Milford Employment and Training is 100% grant funded and the division's funding stream has drastically changed over the past year. While the division previously obtained group contracts to serve anywhere from 50 to 100 people in our C.N.A. program, last year we began receiving funding on a per person basis with no specific number guaranteed. Last year, the Summer Youth Program was eliminated from the State budget; this year we have received funding for the program and are serving 21 Milford youth. The Division also obtained a grant through The WorkPlace, Inc. to serve 20 participants in our C.N.A. program. With these two programs and individual training accounts (ITA's), program staff are hopeful to be able to continue providing this valuable employment and training services in this difficult economic climate.

In addition to the three major programmatic areas discussed above, Milford Employment and Training functions as a source of information about local, state and federal social service programs and services throughout the area. Staff disseminates information and direct referrals are made whenever possible. Our goal is to provide state-of-the-art training to all people who apply for our programs, be sensitive to their needs and find quality jobs for all we serve.