



ANNUAL REPORT

FY 2021

Waterbury Department of Public Health

From the Director

This has been a year unlike any other and as we continue to evolve with a new way of life in the shadow of COVID-19 our staff have proven their value day in and day out in performing the three core functions of public health: assurance, assessment and policy development through the lens of health equity. Our health inspectors continued to assure the quality of services delivered to the public and responded to housing and food-related complaints. Our nurses in the schools daily assessed the needs of community members and deliver care with cultural sensitivity and compassion. Our leadership team, including Cynthia Vitone, Assistant Director of Health and Richard Lee, Chief Sanitarian, stepped up to put in place policies and procedures for re-deploying staff to respond to immediate needs. They collaborated with our Director of Emergency Response, Adam Rinko, and Mayor O’Leary’s team to establish standard operating procedures to keep staff apprised of changes and mobilized community partnerships to assure the services delivered reached deep into our hardest-hit communities. We also bid sad farewells to staff we lost to COVID and prepared for the end of an era under the sheltering guidance of beloved Dr. Mike Rokosky, our School Medical Advisor, who retired in August 2021 with our fearless Public Health Nurse, Diane Rokosky.

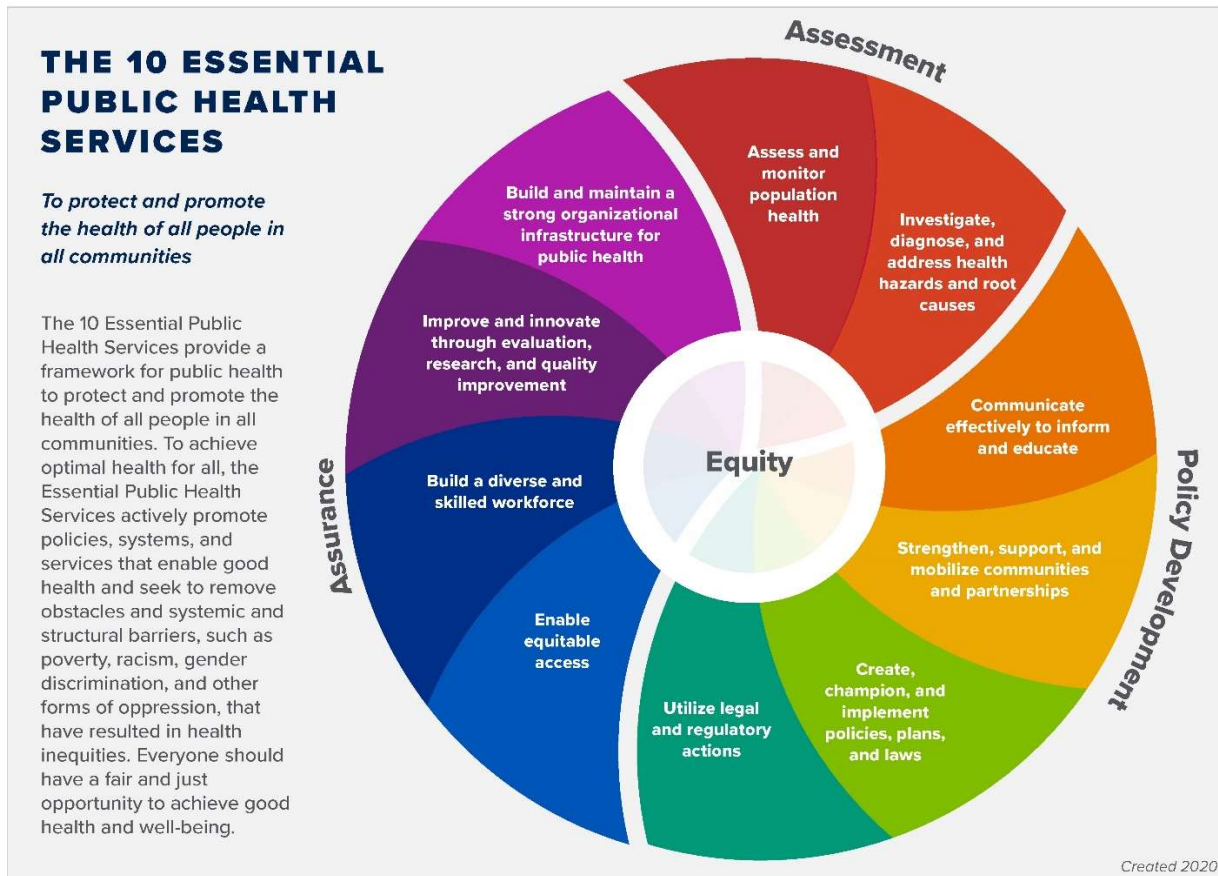
I arrived in June 2021 to assume the role of Health Director and I could not be more honored with the responsibility and the trust Mayor O’Leary and this staff have placed in me. I am surrounded by committed individuals who have used the challenges of the COVID response to unleash their creativity in problem-solving, their innovation in proposing new workflow processes and have demonstrated their dedication to maintaining the highest standards for the health of our residents, regardless of the challenges put in front of them. This report will highlight some of the steps our staff took over the past year to not let COVID-19 get in the way of meeting the CDC’s ten essential services of public health as illustrated by the graphic below (Figure I).

As we move from emergency response to COVID-19 to accommodation and maintenance of services in response to the virus’s presence in our community, Waterbury Health Department must continue to deliver all the services required to protect and promote the health of all people in all communities in our City. Our responsibility to continue to deliver high-quality school nursing services has not changed, it has increased. The need to assure the quality of housing free of lead and engaged case management of children poisoned by lead and other contaminants in our environment remains. We are obligated to deliver responsive, engaged educational services to families seeking supplemental nutrition through the Women, Infants and Children Program. If anything has changed as a result of COVID, it is the intensity of the need for the kinds of services that may have been taken for granted in the past because they ran so smoothly. Public health is essential and our role is a very public one for a change.

In this report, we hope to highlight the courage and tenacity of our staff. This year’s report will take a slightly different format that in past years in an effort to showcase some of the innovations and changes adopted in response to the pandemic. We publish our monthly report to our Board of Health Commissioners on our website and those monthly reports tell a more detailed story. We hope this high-level narrative will whet readers’ appetites for details and compel them to dig deeper into our archives: <https://www.waterburyct.org/services/health>.

Aisling McGuckin RN, MSN-MPH
Director of Health

Figure I. The Ten Essential Public Health Services



Dedication

In Loving Memory of Nicole Buck and David Lanese

“Death is nothing at all – I have only slipped away into the next room.”

During this pandemic, we have heard so many stories of people who have lost their loved ones due to COVID-19 infection or other health related issues. The Environmental Health Division was not spared and lost two of its dedicated staff, Nicole Buck and David Lanese, during the pandemic as well. Their passing made us realize how fragile life is and the empty spots they have left behind.

Nicole Buck was a Housing Inspector and started her career with the Health Department on May 29, 2002. Nikki loved her job, was a beautiful craftsman of calligraphy, was very detailed in composing case notes and was also an animal lover. In housing cases involving animals, she always ensured that not only the tenants’ concerns were addressed, but also assured their animals were in a safe environment. She was the bed bugs expert in the department and led multiple bed bugs educational outreach events to communities throughout of her tenure with the department.

Dave started his employment with the Health Department on October 17, 2002. David was a Biology Teacher and had made a career transition to become a Food Inspector at the Health Department. David was very passionate about his work, loved fishing, cooking and always brought whatever gourmet delicacies he had cooked up from home and shared with colleagues at the Health Department. David was also an animal lover, a gardener, had cats and tropical fish. He was a great team player and always stepped up for any off-hours duties to respond to department needs.

We have missed their laughter, presence and team spirit. We would like to thank them for their dedication and hard work in these years of their employment at the Health Department - ensuring health and safety of residents in Waterbury. You both are deeply missed and your spirits will remain in our heart forevermore.

I. Organizational Chart

Towards the end of the fiscal year, Health Department leadership determined a need to reconfigure the Health Department organizational structure. Presented below is the former structure (Figure II) and the structure revised in June 2021 (Figure III). The enhanced structure allows for greater grouping of like organizational resources and also shows the full breadth of the scope of the grants the Health Department administers.

Figure II. FY 20 Organizational Chart

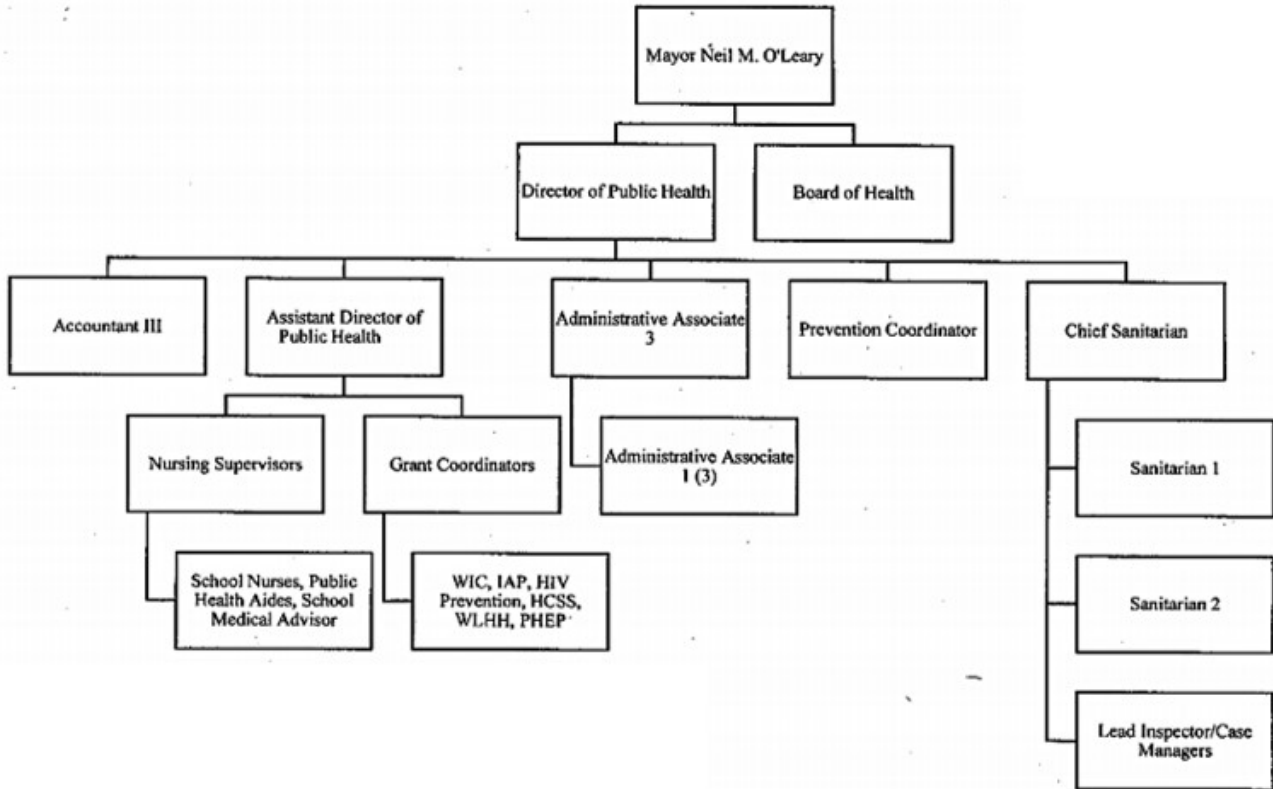
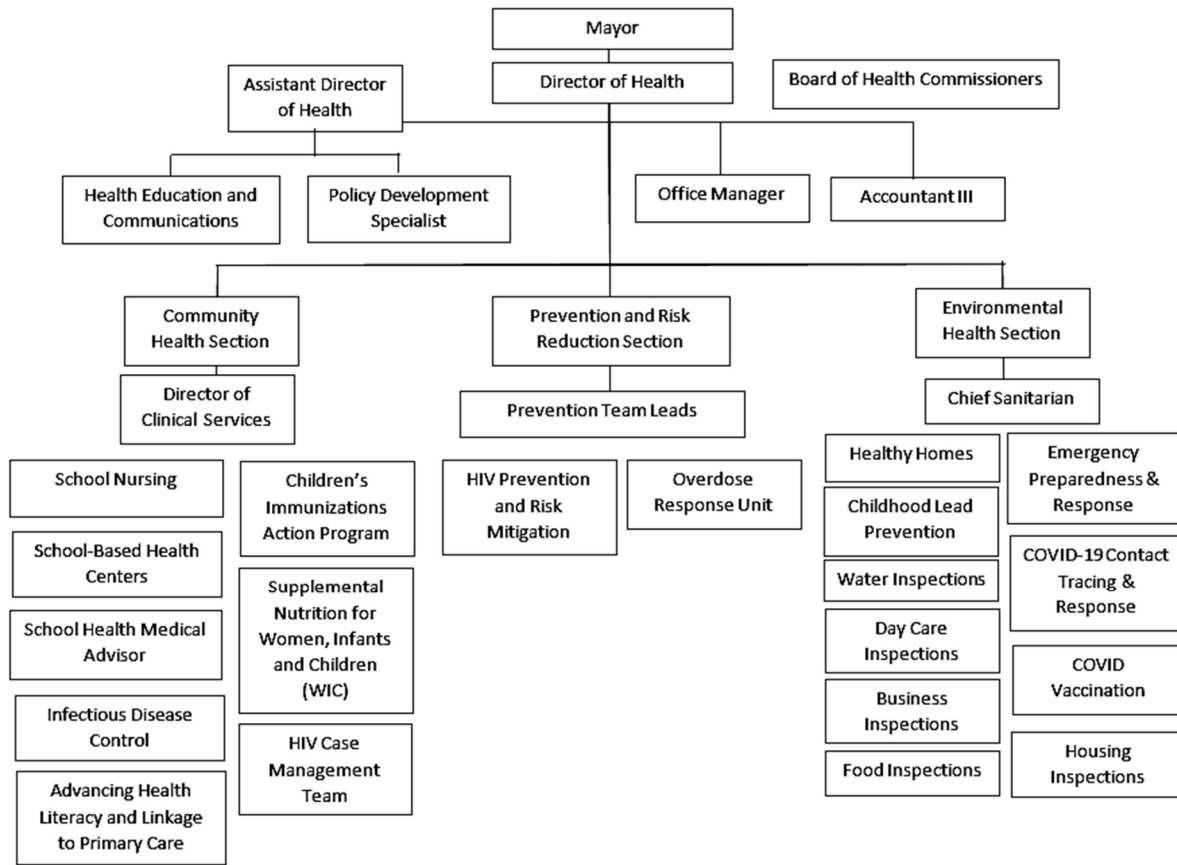


Figure III. FY 21 Organizational Chart



II. Budget

The WHD successfully administered 15 different budgets totaling more than \$18 Million in local, state and federal funding during FY 21 (Figure IV). All grant employees are funded through state and federal dollars, as well as private funding sources. All General Fund employees are hired through the Civil Service process and are strictly funded through the City of Waterbury General Fund (Figure V).

Figure IV. FY 21 Operating Budget Source Comparison

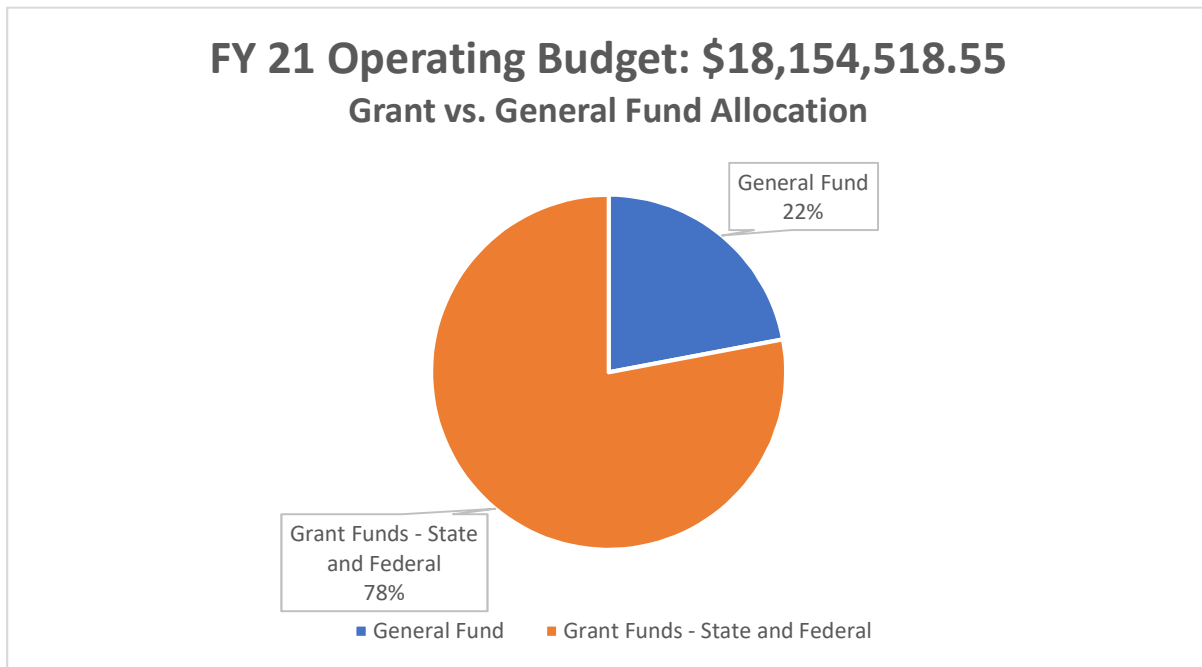
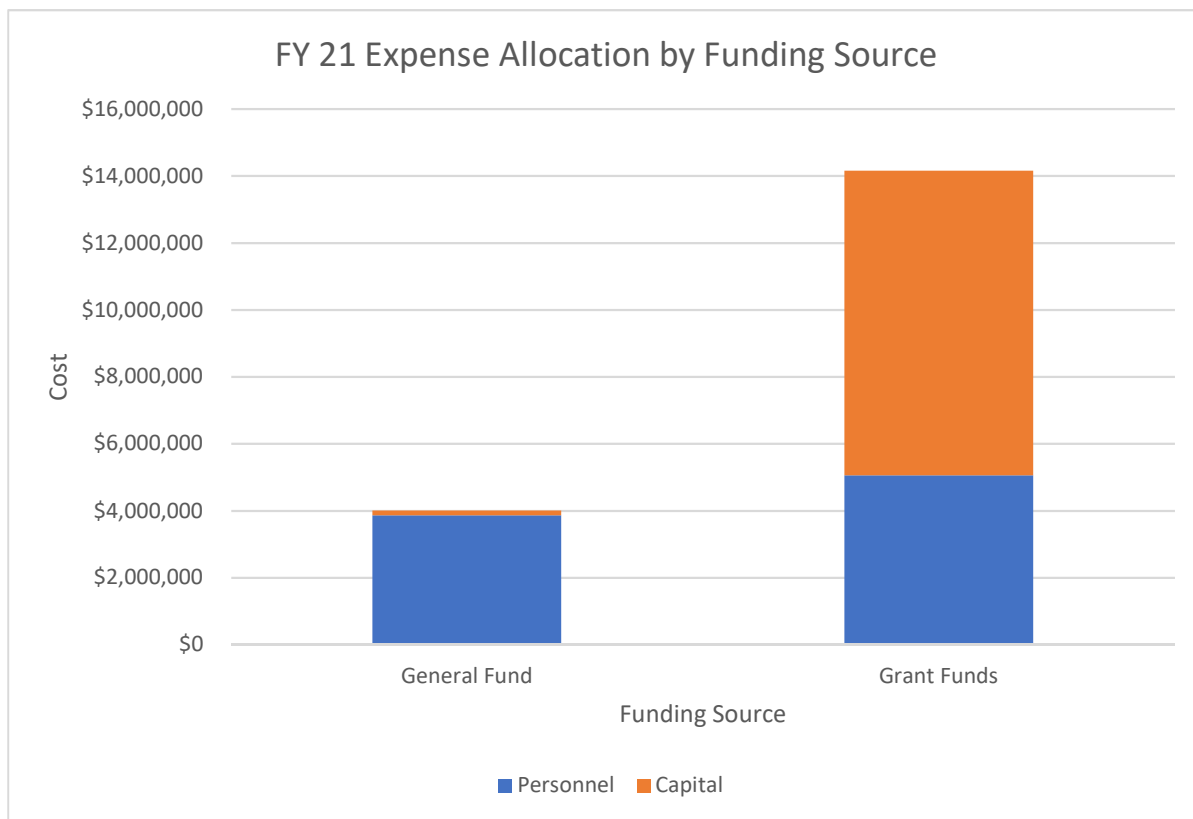


Figure V. FY 21 Expense Allocation by Funding Source



III. Waterbury Health Department Innovations in Response to COVID-19

Response to COVID-19 evolved and matured over the course of 2020-2021 as our staff became more familiar with the needs of the community and the nature of those needs was refined. Our staff stepped up to deliver systems of care as they worked the Emergency Operations Center around the clock, as they developed protocols for response to basic needs in the Contact Tracing Call Center and as they mobilized mass vaccination sites. The following section tells the story of how the Health Department's response evolved over the year.

The Department has been focused on local response to COVID-19 as part of the Mayor's City of Waterbury Taskforce for Emergency Response to Coronavirus under the leadership of Waterbury Emergency Operations Manager, Adam Rinko. As of June 30, 2021, a total of 16,833 Waterbury residents have tested positive for COVID-19 since the first case on March 16, 2020. Department staff operated the Emergency Operations Call Center 24/7 from early 2020 until June 11, 2021 and fielded a total of some 30,110 calls from the community for assistance.

The Department continues to provide vaccinations for the community. The Department administered its 1st supply of Moderna vaccines beginning on January 19th, and as of June 30th, the City of Waterbury has provided 17,066 1st dose vaccinations, including vaccinations for 6,042 local residents. The mass vaccination clinic at the Waterbury Arts Magnet School dance theater building was closed on June 14 and COVID-19 vaccinations were relocated back to the Waterbury Health Department clinical area, available 7 days per week.

The Contact Tracing Center officially opened on June 29th, 2020. The Center was created to serve those individuals who test positive for COVID-19. Trained Contact Tracer Staff interview these individuals about their health, basic needs and close contacts. These individuals are informed about the quarantine guidelines for themselves, and those living with them. They are asked if they can meet their basic needs such as access to food, medical supplies and other needs. If while on quarantine, if they are unable to meet their needs, the Contact Tracer will assist them by arranging for City services to respond to those needs until there are finished with quarantine.

The managers of the Contact Tracing Center assist schools, daycare centers, restaurants, bars, and other public establishments by alerting them when there is a positive case. They educate stakeholders on the appropriate steps to take to ensure everyone at their establishment is safe and healthy. They also advise Managers and Owners of quarantine guidelines. The Managers of the Contact Tracing Team also collect data regarding positive cases, basic needs, mortality, nursing home infections and track vaccinations in the community.

In October 19th 2020, three key staff were hired to manage incoming calls from the public and coordinate a response to those needs at Contact Tracing: Crystallee Martel assumed responsibility of the Contact Tracing Center as Lead Team Manager for Contact Tracing and Basic Needs, Carly Matasavage took the role of Manager of Basic Needs and Manuel D'Alessio as Manager of Contact Tracing. After Mr. D'Alessio's departure later in the year, Victoria Caisse took over as Manager of Contact Tracing. Since that time the Contact Tracing Center has improved significantly in the way that cases are recorded and

in response to basic needs requests as a result of collaborative problem-solving and adaption of existing technology.

To improve the flow of contact tracing, intake forms were standardized for cases that come into the electronic reporting systems. The Department of Health Contact Tracing interview form was redesigned and made electronic. To assist in the flow of cases from contact tracing interview to basic needs all Contact Tracers were trained in case management. Contact Tracers were also trained in Suicide Prevention Training to assist those cases that may have mental health needs.

Those cases that needed assistance from the Basic Needs Program were originally assigned to volunteer case managers. After the Contact Tracers were trained in case management, they were then able to ensure that the case is serviced at the time of their call without delay to initiation of services and a warm hand-off to the volunteer case manager is assured. Orders for grocery basic needs are placed through the ShopRite store's grocery referral form and orders are placed while the case is on the phone through ShopRite online system. Contact Tracers also use the grocery referral to link patients to LaBonne's Market in Watertown. An Excel spreadsheet was set up to capture data on basic needs referrals and prevent duplication of services. The Contact Tracing Team collaborated with state and local agencies to assist on referrals for outreach and unmet basic needs. From July 1st 2020 to June 30th 2021 there were 650 families identified with unmet needs and 2,139 individuals who received services through the Basic Needs Program. The two participating grocery stores and the Waterbury Police Activity League (PAL) made 833 deliveries collaboratively.

In January 2021 the Contact Tracing Team started working with the state Community Outreach Specialist (COS) to assist with responding to calls from Spanish-speaking residents. They also started to work with Region 5 Community Resources Center (CRC) New Opportunities to assist cases with additional social service needs while on quarantine. The collaboration dynamic was changed to prevent duplication of services and make the fulfillment of services more efficient for clients by working collaboratively on emergency and food order cases. When the Contact Tracing Team had an emergency order they would email PAL who would then deliver a package of non-perishable foods to the family. This food was enough to get the family through until an order was placed. When CRCs had a case that needed food assistance they then sent them to the Contact Tracing Team. This new collaboration assisted both programs and included PAL who could redirect staff to shop for food emergency cases and make immediate deliveries.

From the end of February to the end of March 2021 Contact Tracers scheduled 1,550 vaccination appointments for Waterbury Public Schools teachers and those aged 55 and older in high risk areas. These appointments were scheduled at Mt Olive Church, Grace Baptist Church, Waterbury Arts Magnet School, and Waterbury Hospital. From May to June 2021 Contact Tracers called and assisted in reminding 126 residents of their 2nd dose for their vaccination appointments.

When cases slowed down in late Spring 2021, all Contact Tracers went through Vaccination Education training by the State Department of Public Health. This training included education on myths and fact about the vaccines, the three types of vaccines, and how to have the conversation about getting vaccine for those who were undecided or lacked confidence in the vaccine. Starting on May 3rd, Contact Tracers called cases that were previously positive for COVID and qualified for the vaccine due to the time elapsed since their infection. Since May 3rd they have contacted 8,635 individuals who qualified for the

vaccinations. During these calls they ask them if they are vaccinated and if not when and where they plan to get the vaccine, referring them to free vaccinations in their communities.

In early 2021 Waterbury Health Department partnered with Saint Mary’s Hospital to open a Mass Vaccination Clinic at Waterbury Arts Magnet School located in downtown Waterbury. At full capacity, the clinic deployed 12 vaccination stations and vaccinated 800 individuals per day. The clinic provided all three vaccines and was open seven days a week. At the beginning of June due to slow traffic the clinic was moved to One Jefferson Square and continued to offer walk-in vaccinations seven days a week.

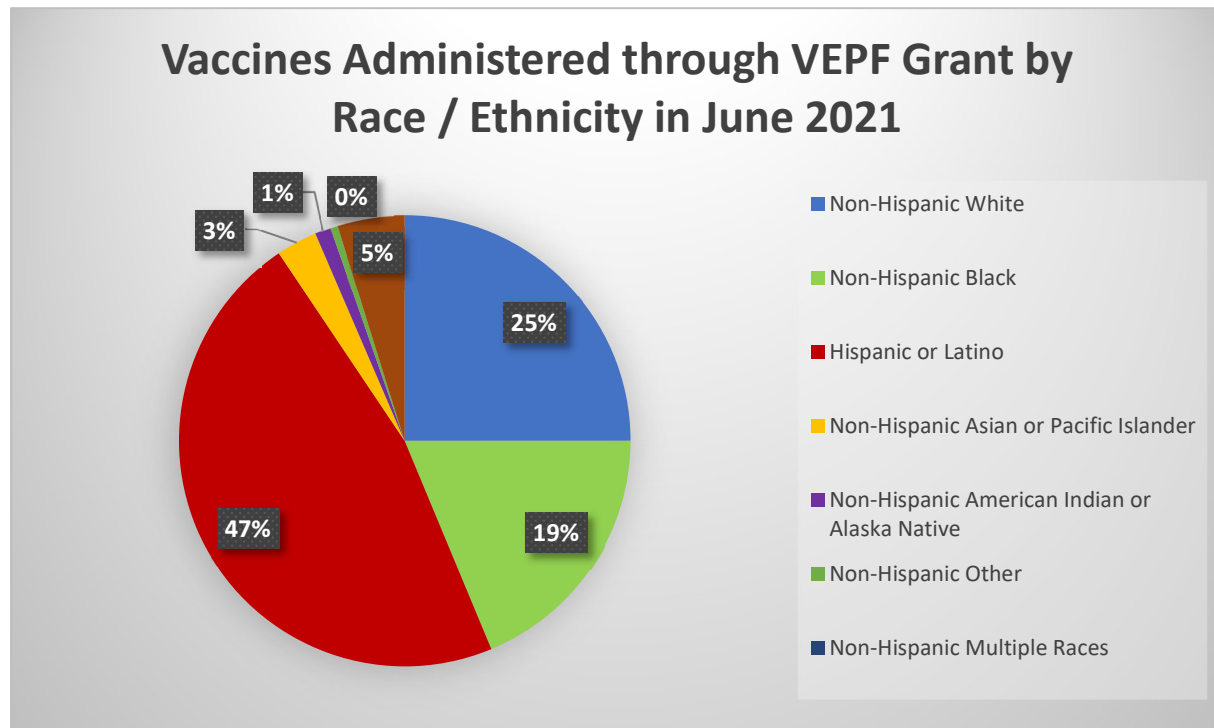
From July 1st 2020 to June 30th 2021 The Contact Tracing Team responded to 15,190 incoming cases by phone. Of the calls received, 14,727 were COVID-19-positive Waterbury Residents. They assisted 650 families, inclusive of 2,139 individuals with unmet basic needs, such as food, PPE, cleaning supplies, services for mental health, substance use disorder, medication delivery, and connection with care. There were 833 deliveries arranged for groceries and non-grocery items, by LaBonne’s, ShopRite and PAL.

The Department was awarded \$2.7 million in funding from the CTDPH Vaccine Equity Partnership Funding (VEPF) program, to promote and deliver COVID19 vaccinations among residents of the most vulnerable census tracts of the community in May 2021. The funding is in the amount of \$2,712,628, for the 4-month performance period of May 1, 2021 – August 31, 2021. As a key feature of the Vaccine Equity program, the City of Waterbury and its equity and community partners opened a new vaccination site in a former shoe store retail space located at 910 Wolcott Street. Located next to Walmart and in a large mall the location benefits from ease of parking, high visibility and heavy foot traffic. The location is also being extensively promoted by means of social media, newspaper and radio ads, billboards and bus ads. Additionally, this location offers all three vaccines as well as small incentives to thank recipients for their participation. The new site officially opened on June 22nd.

Intensive programming was delivered in close collaboration with healthcare, social services and community partners to ensure rapid implementation of services. The VEPF partners include: City of Waterbury Health and Recreation Departments, the Mayor’s Office, Community Health Center, Grace Baptist Church, Greater Waterbury Health Partnership, Hispanic Coalition of Greater Waterbury, Madre Latina, New Opportunities, Waterbury Police Activity League and the Greater Waterbury YMCA. VEPF funds support intensive local outreach and education, phone banking, door knocking, health fairs and events linked to fixed site, pop up and homebound vaccination services, as well as transportation to and from vaccination appointments. Reporting is available for the month of May and includes: 48 mobile clinics, 5,450 homes visited to provide vaccination information and education, 8,581 outbound phone bank calls regarding vaccination events, 1,484 texts and 2,149 emails to promote vaccination events, and 19 rides provided to/from vaccinations. Below are data for the month of June (Figure VI. VEPF Data for May-June 2021).

Figure VI. VEPF Data for May-June 2021

Month	Scheduled Appointments	Walk-in Appointments	First Doses	Second Doses	Homebound Vaccinations	Mobile Clinic Doses
May	1685	N/A	N/A	N/A	77	1601
June	540	944	485	665	94	1458



In June 2021 the Department was awarded a 2-year, \$4 million grant from the US Department of Health & Human Services Office of Minority Health to promote health literacy and access to primary care services, including COVID19 vaccination among the city’s most vulnerable residents in the census tracts identified as highest need per CDC Socially Vulnerable Index (SVI) data. The programming and services will build upon partnerships established by the Health Equity Grant over the summer of 2021 and will be delivered in close collaboration with those critical healthcare, equity and community partners who are trusted messengers in the communities most disproportionately impacted by COVID-19. These efforts speak to WHD’s strong commitment to Essential Public Health Service #4: Strengthen, support, and mobilize communities and partnerships to improve health.

IV. The Ten Essential Services of Public Health

Waterbury Health Department continues to operate all essential services required of Public Health Departments by Connecticut law. The following section elucidates some of the new strategies staff implemented to respond to the ten essential services over the past year. Many of the staff involved were also responsible for additional duties required by COVID but continued to attend to the needs of the public with commitment and compassion.

Assessment

1. Assess and monitor population health status, factors that influence health, and community needs and assets

Prevention Corp Service Members conducted environmental scans at 18 establishments across the city to gather information about alcohol, tobacco/vaping, and gambling signage and product placement that helped to identify risk factors that contribute to underage drinking, vaping, and other harmful activities. This information was utilized to refine intervention approaches by the Prevention Team.

2. Investigate, diagnose, and address health problems and hazards affecting the population

The Waterbury Lead and Healthy Homes Program is a federally-funded multi-year grant program of the Office of Healthy Homes and Lead Hazard Control (OHHLHC) through the Department of Housing and Urban Development (HUD). It assists privately-owned renter- or owner-occupied housing to mitigate lead-based paint hazards. In FY 2018 Waterbury Healthy Homes received a new grant award of \$2,900,000. With this new funding, Waterbury Lead and Healthy Homes proposed to conduct 180 units of lead hazard risk assessment, complete 165 units of lead hazard control, and conduct outreach and education such as skills training workshops for local contractors. As of June 30, 2021 165 units had lead hazard control work done, 175 units had lead hazard risk assessments completed. Also, in January 2021 the program received a \$5,000,000 grant for lead and \$700,000 for Healthy Homes so the program re-budgeted for 234 units with an allocation of \$15,000 per unit. Figure VII describes the lead values for children supported by the Childhood Lead Prevention Program Case Management Services.

Figure VII. Blood Lead Values for Children Case Managed by WHD FY 21

	≤ 4 µg/dl	≥5 - 10 µg/dl	11 – 19 µg/dl	≥ 20 µg/dl	Cases Closed Due to Decreased BLLs
Blood Lead Value	934	50	10	1	67

Policy Development

3. Communicate effectively to inform and educate people about health, factors that influence it, and how to improve it



Since implementing two new funding sources for opioid response services, Waterbury Health Department's Warm Hand-off Program has provided technical assistance and expertise to surrounding communities to launch similar pilot programs in New Haven, New Britain, Torrington, and Hartford. This unique public health-public safety partnership to invite trained Recovery Coaches on scene, to connect overdose survivors to care and other resources has flourished with close support from the Mayor's Office, as well as Waterbury Police (WPD) and Fire

Departments.

The ultimate goal of this initiative is to prevent loss of life as a result of overdose. Despite the impact of the COVID-19 pandemic on substance use disorders and service delivery interruption, the Overdose Response Team has responded to 372 overdose calls and police reports, and made 112 linkages to care. And to date, while opioid overdoses are at a 5% increase compared to overdoses at this time last year in Waterbury, fatal overdoses to date have decreased from 2020 to 2021 by more than 30%.

4. Strengthen, support, and mobilize communities and partnerships to improve health

Waterbury Health Department was awarded an Academic Detailing for Opioid Prescriber Safety (ADOPS) grant in FY 2021 that will allow a health educator to provide continuing education offerings to Waterbury prescribers in FY 2022.

The Waterbury Health Department Tuberculosis Program collaborates with the St. Mary's Hospital Pulmonary Department to provide medical services for the care and follow up of persons with active Tuberculosis (TB) Disease and Latent TB Infection (LTBI) in the Greater Waterbury area. Clinic services are provided twice monthly by appointment. Patients are monitored on a monthly basis until the completion of their therapy. Clinic services continued to experience disruption from the pandemic during FY 2020. The clinic physicians actively cared for the acute pulmonary patients with complications from the COVID-19 virus in the hospital setting for months. All new clinic patient referrals remained on hold and the current patients remained on telephone monitoring pending the reopening of the medical building. Onsite clinic appointments resumed in July 2020. Our clinic population continues to realize an influx of immigrant referrals from the State of Connecticut Refugee and Immigrant Health Program. These immigrants have a complex medical history and lack health insurance. The City of Waterbury remains within the 1-4 cases per 100,000 population category with 4 active TB cases (3.7 per 100,000 residents) reported this fiscal year. Ninety patients were followed for LTBI by the public health nursing staff.

5. Create, champion, and implement policies, plans, and laws that impact health



Waterbury’s Local Prevention Council conducted a “Sticker Shock Campaign” with local alcohol retailers to encourage legal and responsible alcohol sales, preventing sale of alcohol to minors and/or purchase of alcohol for consumption by minors.

6. Utilize legal and regulatory actions designed to improve and protect the public’s health

The Environmental Health Division worked collaboratively in FY 21 with the City Water

Pollution Department (WPD) and Jacobs Wastewater Systems and Maintenance to implement the Fats, Oils and Grease Abatement (FOG) Program. FOG refers collectively to the waste generated in most residential kitchens and commercial Food Service Establishments (FSE). The FOG Program will establish formal procedures for managing FOG waste from FSEs in the City and help limit the impact of FOG discharge on the wastewater collection system. CityView software will be utilized for FOG Program inspection. With the impact of COVID 19 Pandemic, the implementation of FOG program was postponed and re-initiated in June 2021.

Assurance:

7. Assure an effective system that enables equitable access to the individual services and care needed to be healthy



Waterbury’s Opioid Outreach and Overdose Response Team links persons affected by opioid use disorders to substance abuse treatment screening and assessment, housing referral services, and harm reduction resources for vulnerable populations. Visit [Opioid Resources \(waterburyct.org\)](http://OpioidResources(waterburyct.org)) to learn more.

In 1986, the Waterbury Department of Public Health began HIV Prevention Education services throughout the Waterbury area and city of Meriden. The

Waterbury Department of Public Health HIV Prevention Program offers free anonymous and confidential HIV Outreach, Testing and Linkage services (OTL). OTL is a collection of activities designed to increase a client’s knowledge of his/hers HIV serostatus, encourage and support risk education, secure referrals for appropriate medical care, preventative measures, as well as Partner Counseling and Referrals Services (PCRS). The Mobile Health Van conducts offsite health communication public

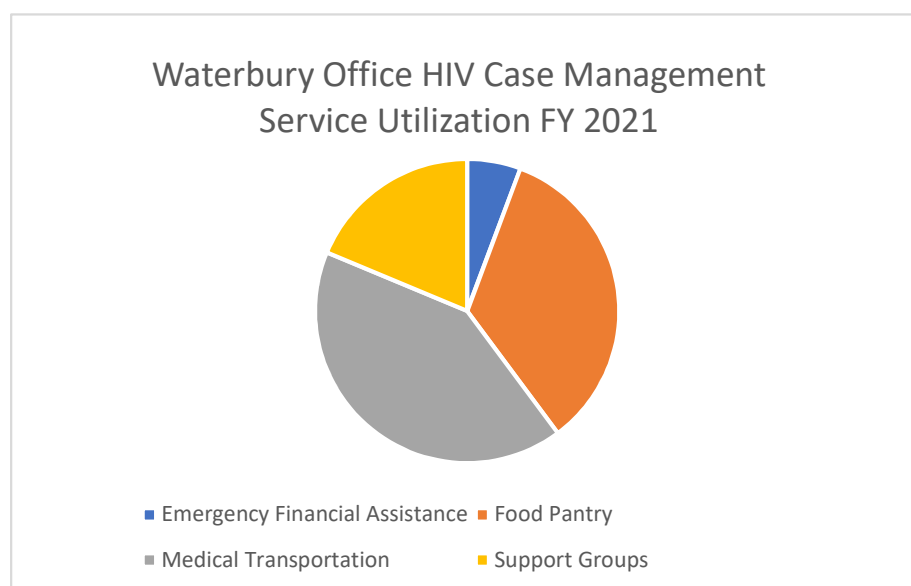
information (HCPI) and OTL presentations throughout the greater Waterbury area on a weekly basis. Prevention OTL Counselor/educators conduct educational HCPI and OTL throughout the greater Waterbury area and city of Meriden on a daily basis and provide PrEP / PeP screening and referral services. Staff also conduct urine-based screenings for chlamydia and gonorrhea, Hepatitis C screenings and lead bi-weekly HIV Support Groups for people living with HIV/AIDS (PLWA). These services continued to be delivered during COVID-19, and staff began to integrate messaging about the importance of testing and vaccination among immunocompromised community members (Figure VIII). Beginning in May 2021, Prevention staff took a lead role in promoting the Vaccine Equity Partnership Grant pop-up COVID-19 vaccination clinics among the vulnerable populations with whom they already had established trusting relationships. A particularly successful event was COVID-19 vaccine promotion at a venue where syringe exchange events are regularly scheduled; 26 individuals were vaccinated during that afternoon’s event.

Figure VIII. Scope of Prevention Activities in FY 21

Prevention Activity	Number of Encounters
Outreach, Testing & Linkage Referral Services	97 HIV tests performed
	51 HIV In-Home test kits distributed
Naloxone Nasal Spray distribution	1053 units distributed
Fentanyl Testing Kits	1345 kits distributed
Outreach and Recruitment Services	2800 consumers reached
Health Communications & Public Informational Groups	275 consumers reached
Urine-based STI Screenings	29 tests performed

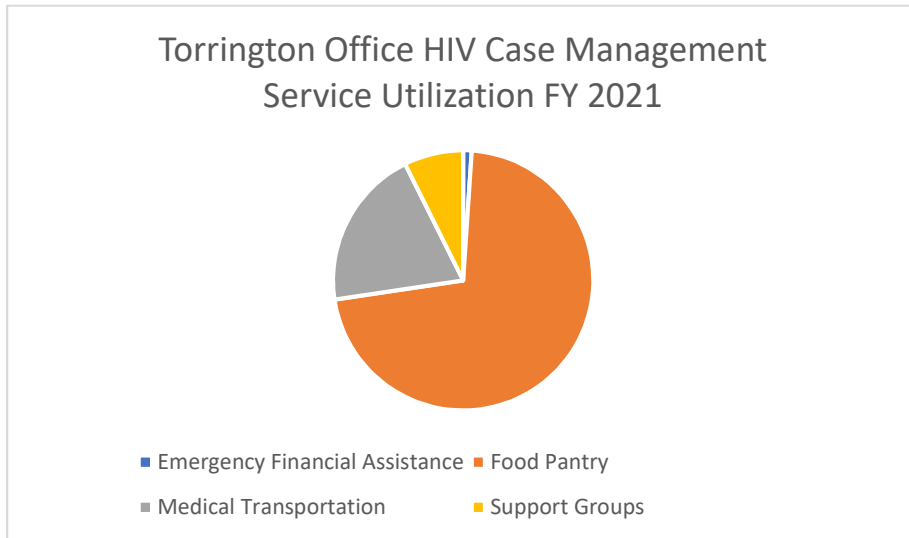
WHD operates HIV Medical Case Management Services through Part B of the Ryan White HIV/AIDS Treatment Extension Act of 2009 (Public Law 111-87), which provides grants to States and Territories to improve the quality, availability, and organization of HIV health care and support services. WHD funds medical case management services in Waterbury and Torrington.

Figure IX. Support Services for HIV Clients in Waterbury and Torrington – FY 2021



In FY 2021 there were 877 staff medical case management encounters at the Torrington office and Waterbury had 890 encounters with clients. Staff conducted these encounters via telephone or videoconference during FY 2021 due to COVID-19. In addition to case management, staff made referrals to community-based organizations and

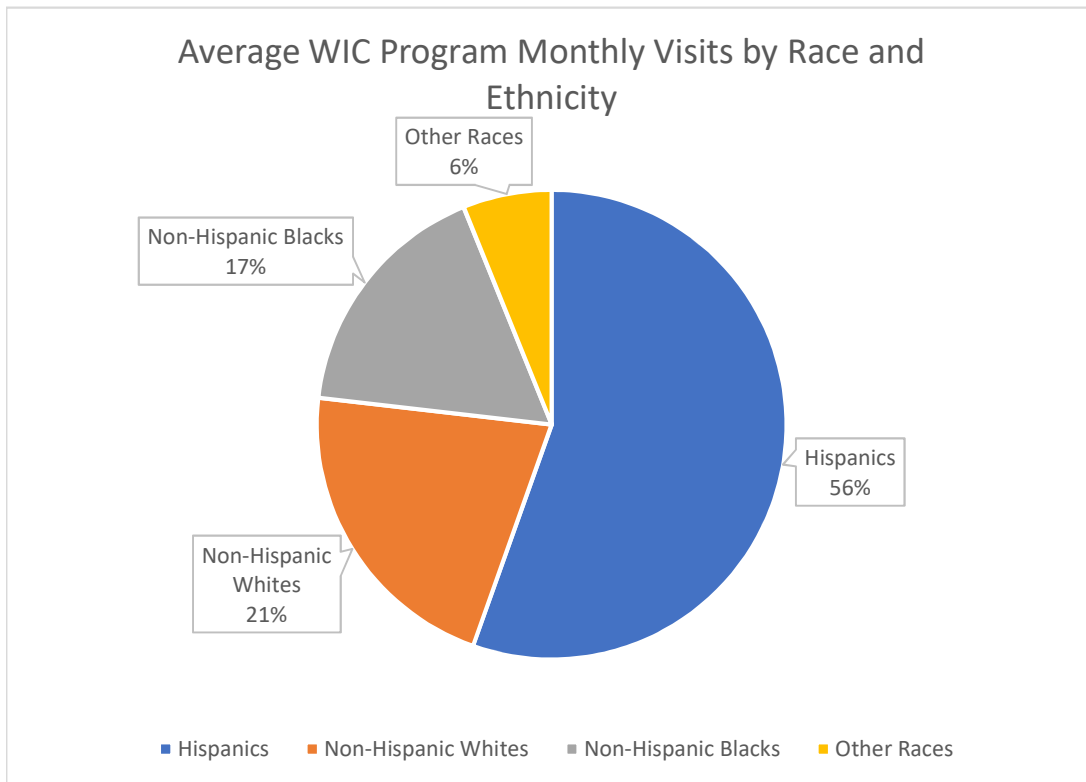
resources for clients in the program (see Figure IX). The client case load has remained steady for the past two years averaging 42 clients in Waterbury and 20 clients in Torrington.



WHD’s Supplemental Nutrition for Women, Infants and Children (WIC) Program saw an improvement in attendance among clients over the past year as a result of the COVID-related federal waiver which allowed staff to see clients by phone rather than in-person for benefits determination for the Waterbury and Seymour offices. After conducting a satisfaction survey of participants, staff learned that 81% prefer remote appointments. The show rate, on average, for the Waterbury office in 2019 was 75%. Since providing remote services, this number has consistently improved with the average show rate for the local agency for 2020 at 79% and in 2021 up to 86%. For May 2021 the show rate was 87%. Figure X describes program participation and the racial and ethnic composition of clients in Waterbury and Shelton.

Figure X. Average Total Monthly WIC Participation for all sites from July 2020 – June 2021: 4299

Month	Hispanics	Non-Hispanic Whites	Non-Hispanic Blacks	Other Races	Total
Jul-20	2,384	898	716	256	4,254
Aug-20	2,381	908	743	267	4,299
Sep-20	2,384	914	753	273	4,324
Oct-20	2,411	952	748	269	4,380
Nov-20	2,352	910	718	272	4,252
Dec-20	2,253	884	708	271	4,116
Jan-21	2,294	901	721	266	4,182
Feb-21	2,346	905	713	256	4,220
Mar-21	2,442	923	732	251	4,348
Apr-21	2,447	936	753	252	4,388
May-21	2,433	934	737	251	4,355
Jun-21	2,472	968	760	270	4,470



Source: CT_WIC Participation by Race/Ethnicity FFY 2020 and 2021, report run 07/16/2021

8. Build and support a diverse and skilled public health workforce

Overdose Response Technician Rushnee Vereen obtained certification as a **Peer Support Specialist** through Advocacy Unlimited this year, completing training to educate and advocate for others in the behavioral healthcare field.

Overdose Response Technician Cameron Breen obtained certification as a Recovery Coaching Professional through CT Communities for Addiction Recovery, demonstrating the art and science of coaching through knowledge, skills, and experience.

Waterbury Health Department HIV Prevention Coordinator, Samuel F. Bowens III, was appointed to the Board of Directors of Trinity Health of New England dba Saint Mary's Hospital on December 1, 2020.

All Prevention Program Staff are certified on Alere Determine HIV Ag/Ab Combo Test (fourth generation) for testing/detection of antibodies to HIV in serum, plasma, or whole blood. All Prevention Program Staff are certified on testing/detection of antibodies to HIV in serum, plasma, or whole blood using the Insti HIV-1 / HIV-2 Antibody Test. All HIV Prevention staff trained and certified Narcan and Fentanyl test kit distribution and education. All HIV Prevention staff successfully became certified in Motivational Interviewing Counseling in 2021.

9. Improve and innovate public health functions through ongoing evaluation, research, and continuous quality improvement

A Community Prevention Survey was conducted to gather information about primary prevention topics such as underage drinking, youth vaping, marijuana, and other substances, as well as attitudes and behaviors around perceptions of harm, availability, and parent disapproval- all factors that we know affect youth decision making regarding alcohol and other drug use.



Waterbury Health Department has been awarded a Prevention in Connecticut Communities grant to conduct a deeper prevention needs assessment, priority setting, and capacity building process for the city. Visit [Substance Abuse Prevention \(waterburyct.org\)](https://www.waterburyct.org/substance-abuse-prevention) to learn more.

The University of Connecticut – Institute for Collaboration on Health, Intervention, and Policy (InCHIP) is completing their evaluation on the effectiveness of the Warm Hand-Off Program so that the city of Waterbury can contribute to the body of evidence on efficacy of this approach, and serve as an innovator within the State.

To learn more about Waterbury's strategies to address the opioid crisis, visit our new LiveStory, available online at: [Opioid Report | City of Waterbury, Connecticut | LiveStories](https://www.waterburyct.org/live-story).

THE CITY OF WATERBURY IS HERE FOR YOU.

Visit www.waterburyct.org/opioid or call 203-597-3417 to learn more.

WATERBURY'S WARM HAND OFF PROGRAM ENSURES THAT YOU OR YOUR LOVED ONES WILL NEVER BE LEFT OUT IN THE COLD AFTER AN OPIOID OVERDOSE. COME SEE US.

Newly implemented Opioid Outreach Workers and Overdose Response Technicians are working as a part of the Warm Hand Off initiative to provide not only a friendly face, but someone who is prepared to help lead the way on a path to recovery.

10. Build and maintain a strong organizational infrastructure for public health



Prevention Coordinator, Jennifer DeWitt, HIV/AIDS and Overdose Coordinator, Sam Bowens, and Waterbury Police Lieutenant, Michael Stokes, have realized additional opportunities for public health-public safety partnerships by linking the State Department of Public Health Opioid Outreach Team with the Waterbury Police Department (WPD) Community Relations Division. Together they engage in Proactive Patrols, where sex workers, homeless individuals and transient populations are connected to risk

reduction education, screening and testing services for HIV and STIs, medical, and counseling services. Prevention staff attended eight Positive Prevention Planning Meetings through the State Department of Public Health, six Waterbury HIV Continuum/Consortium meetings and five Trinity Health of New England/ Saint Mary Hospital Board of Directors meetings, extending the understanding of the scope of prevention work among partners in the city.

The Waterbury Immunization Action Plan received referrals for 498 children in Waterbury aged 0-24 months for immunization outreach and successfully identified, brought back into care, or updated records for 467 of them in CT WiZ, the state's online immunization registry. This represents a 94% referral success rate, surpassing the state's benchmark of 90%.



The Environmental Health Division utilized CityView software to manage routine inspections and annual permit renewal for Food Establishments in the City. After completing Phase I of system implementation at the end of 2019, the Division worked throughout 2020 with the Waterbury Information Technology Department to move into Phase II implementation to develop a workflow for issue code enforcement citations and succeeded in entirely transferring the citations system to the CityView platform in 2021. The division plans to migrate the management of Housing Code Violations from FoxPro software, which is not as robust, to CityView in FY 2022.

Because of the impact of COVID-19 on business closures, the number of businesses inspected in 2021 was approximately one-third the number conducted in FY 2020 (see Fig. XI). Likewise, the number of food establishment inspections was much less than in previous years (see Fig. XII). Class I-IV in Figure V refer to the type of establishment that prepares food, ranging from convenience stores to nursing home

kitchens and the attendant requirements for each level of service delivery from a food safety perspective.

Figure XI. FY 2021 Environmental Health Inspections

Category	Number of Inspections
Food Establishment Inspections	415
Temporary Events	37
Food Recall Investigations	0
Food-Borne Illness/Outbreak Investigations	6
Barbershop/Cosmetology Establishment Inspections	15
Public Pool Inspections	11
Housing Complaints Investigated	703
Blight Complaints Investigated	282
Notices of Violation Issued	306
Rooming Houses/Hotels Inspected	0
Day Care Center Inspections	7
Sub-surface Sewage System Inspections	0

Figure XII. Food Establishment Inspections by Class FY 2021.

Classification	# of Establishment	# of Inspection Conducted
Class I	147	66
Class II	217	62
Class III	322	171
Class IV	71	116
Temp. Event	N/A	37

The Environmental Health Division works in conjunction with numerous of City departments to contain and abate blight within the City. Division staff attend weekly meetings with all city departments to discuss new cases and update partners on the progress of existing cases. During this calendar year, the City re-branded the Blight Task Force as Nuisance Enforcement Team to reduce the stigma associated with the term blight.