

Meriden Department of Health and Human Services Working for Our Community



Superhero Flu Shot Clinic

Monday, October 31, 2016
3:00pm – 6:00pm
Meriden Health & Human Services Department
185 Millis Street

Come in costume, play for a Together movie, coloring and crafts, and a special treat for all children who come and get their flu shot.

Make a Family Commitment!
Flu shots are FREE for Meriden children, and FREE for the first 10 adults who come with their children to this event (\$20 value).

Please call our public health nurses at 203-639-4734 with any questions. An appointment is necessary but please be aware there may be a wait to get Superheroes are getting their flu shot!



Annual Report 2016/17

Meriden Department of Health and Human Services

Mission

To protect health, prevent disease, and promote the health and well-being of all persons in Meriden

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What is Public Health?

Public health promotes and protects the health of people and the communities where they live, learn, work and play.

While a doctor treats people who are sick, those of us working in public health try to prevent people from getting sick or injured in the first place. We also promote wellness by encouraging healthy behaviors.

From conducting scientific research to educating about health, people in the field of public health work to assure the conditions in which people can be healthy. That can mean vaccinating children and adults to prevent the spread of disease. Or educating people about the risks of alcohol and tobacco. Public health sets safety standards to protect workers and develops school nutrition programs to ensure kids have access to healthy food.

Public health works to track disease outbreaks, prevent injuries and shed light on why some of us are more likely to suffer from poor health than others. The many facets of public health include speaking out for laws that promote smoke-free indoor air and seatbelts, spreading the word about ways to stay healthy and giving science-based solutions to problems.

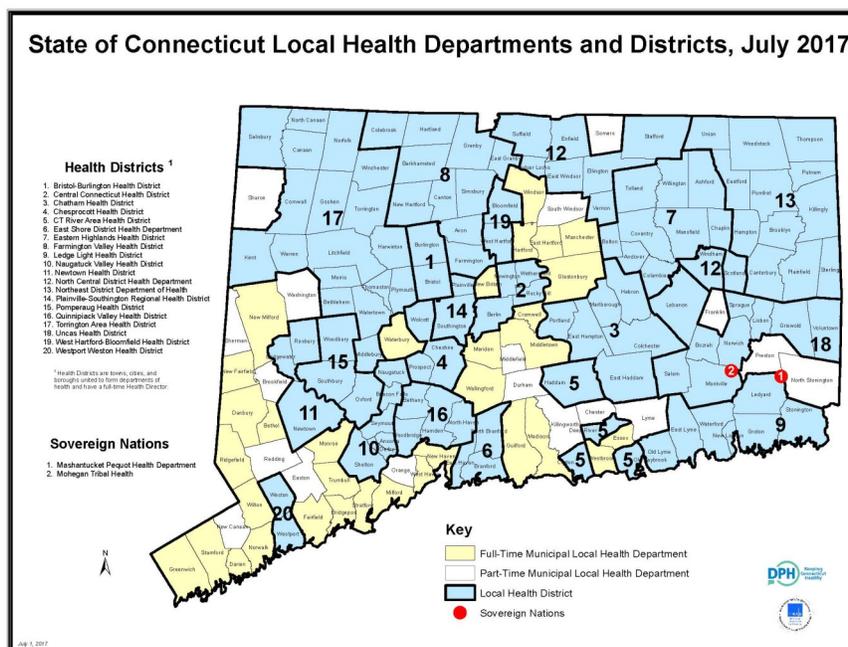
Public health is the science of protecting and improving the health of people and their communities. This work is achieved by promoting healthy lifestyles, researching disease and injury prevention, and detecting, preventing and responding to infectious diseases.

Overall, public health is concerned with protecting the health of entire populations. These populations can be as small as a local neighborhood, or as big as an entire country or region of the world.

Public health professionals try to prevent problems from happening or recurring through implementing educational programs, recommending policies, administering services and conducting research—in contrast to clinical professionals like doctors and nurses, who focus primarily on treating individuals after they become sick or injured. Public health also works to limit health disparities. A large part of public health is promoting healthcare equity, quality and accessibility.



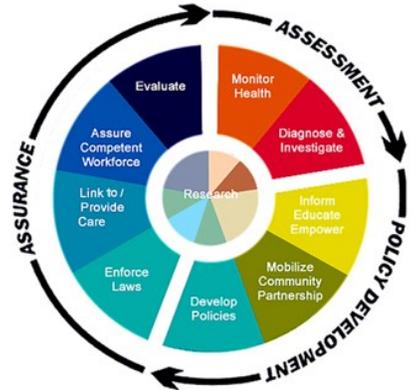
Public Health
Prevent. Promote. Protect.



Visit
www.ct.gov/dph
for a larger map.

10 Essential Services

The three core functions of public health and the 10 Essential Public Health Services provide a working definition of public health and a guiding framework for the responsibilities of local public health systems. The functions of **Assessment, Policy Development, and Assurance** help us to balance and focus our public health responsibilities as we strive to provide essential population based services to our constituents. All public or community health responsibilities (whether conducted by the local public health department or another organization within the community) can be categorized into one of the services:



ASSESSMENT

- 1. Monitor health status to identify community health problems.** *Examples:* Conducting a community assessment; determining health service needs; identifying threats to health; identifying community assets and resources
- 2. Diagnose and investigate health problems and health hazards in the community.** *Examples:* Providing access to public health labs; maintaining active infectious disease epidemiology programs; maintaining technical capacity for responding to epidemiologic investigations and outbreaks

POLICY DEVELOPMENT

- 3. Inform, educate and empower people about health issues.** *Examples:* Participating in community development efforts; participating in health education efforts with schools, churches or worksites; providing accessible health information to clients and others in the community.
- 4. Mobilize community partnerships to identify and solve health problems.** *Examples:* Building coalitions to draw upon the resources of the full community; undertaking defined health improvement planning efforts and projects.
- 5. Develop policies and plans that support individual and community health efforts.** *Examples:* Developing and tracking measurable objectives; fostering leadership development at all levels; developing policies and legislation to guide practice of public health.

ASSURANCE

- 6. Enforce laws and regulations that protect health and ensure safety.** *Examples:* Enforcing sanitation codes; protecting drinking water supplies; providing animal control services; monitoring quality of care.
- 7. Research for new insights and solutions to health problems.** *Examples:* Link with institutions of higher learning; ensure staff training for participation in responding to outbreaks and in conducting research.
- 8. Link people to needed personal health services and assure the provision of health care with otherwise unavailable.** *Examples:* assessing the effectiveness of programs; providing culturally-appropriate communication and materials; providing outreach and education for special populations.
- 9. Assure a competent public health and personal health care workforce.** *Examples:* providing education, training, assessment of staff; establishing efficient procedures for licensure; creating partnerships with professional training programs .
- 10. Evaluate effectiveness, accessibility and quality of personal and population-based health services.** *Examples:* Assessing effectiveness of programs; providing information for allocating resources and reshaping programs.

Our Department

We are one of the few local health departments in CT that also houses Human Services

We are one of 71 local health agencies serving Connecticut's entire population

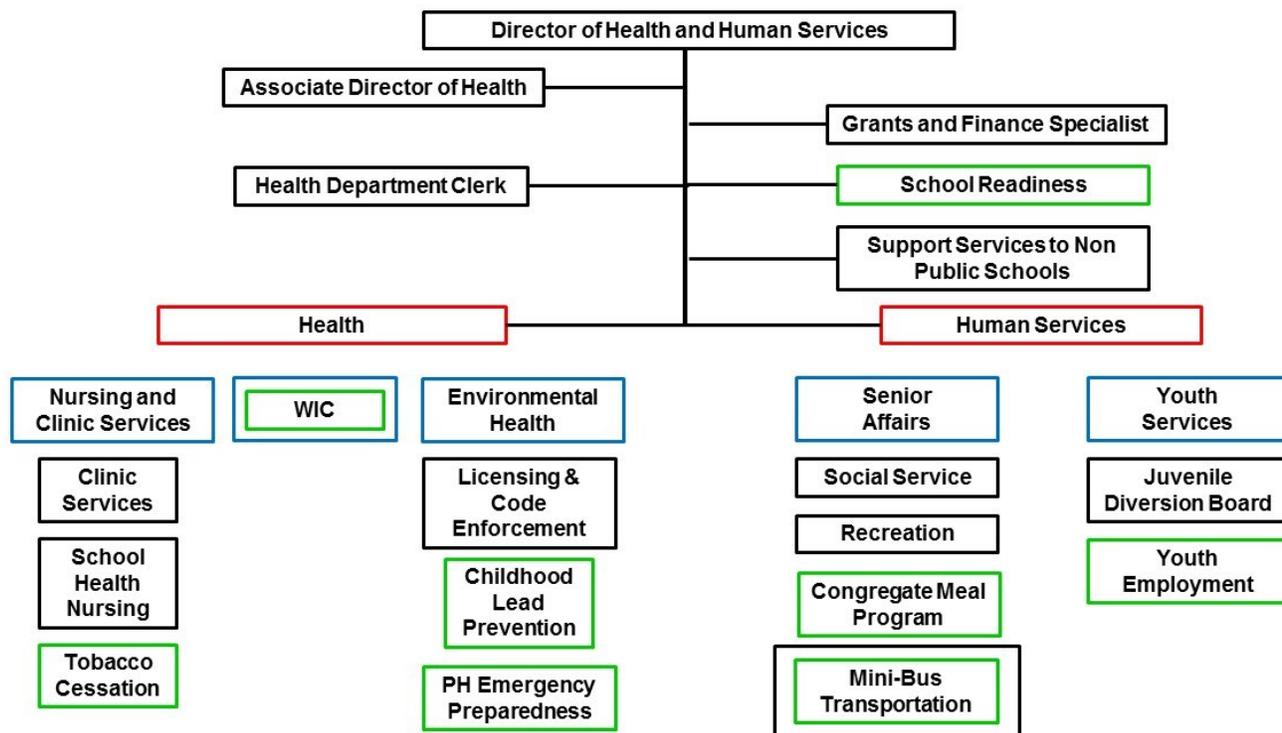
Our Vision is "Healthy People in Healthy Communities"

We have 41 full time and 19 part time employees

Our general fund budget for FY17 was \$2,635,157

The majority of our programming and services are grant funded; in FY17 our grants totaled over \$9 million

City of Meriden, Department of Health and Human Services



Key: Green = grant funded/federal program, blue = office, red = division, black = general fund

Our Community



Meriden is a community of 60,838 residents knit together by award winning schools, spirited civic, service and cultural groups, and activities. Our City includes 24 square miles with well-preserved geological features, over 3,000 acres of municipally owned park space and 74 different recreational areas.

Demographics (Source—Census 2010):

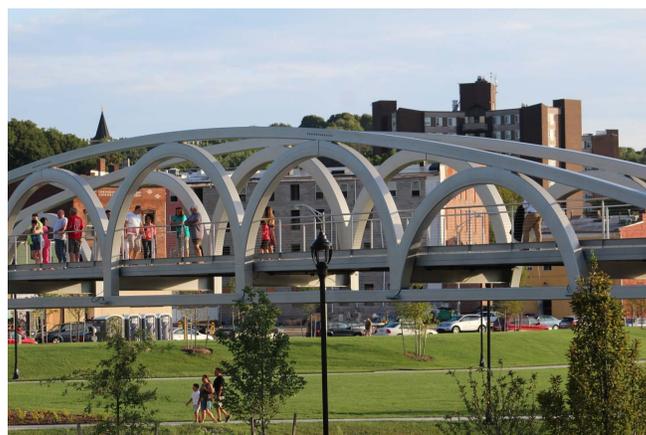
- 48% of residents are male, 52% female
- 36% of the population is over 18, with 5% over age 65.
- Race—73% White, 10% Black, 29% Hispanic or Latino (of any race)
- The poverty rate is 15%
- Average household income is \$53,400; per capita income is \$28,859 (2015—www.city-data.com)
- 86% are high school graduates or higher (percent of persons over 25)

The Health of our Community (full community needs assessments and other data sources can be found on our website):

- 77% of residents would rate their health as Excellent, Very Good, or Good (*Datahaven 2015*)
- 33% of residents have been told by a medical professional that they have high blood pressure (*Datahaven 2015*)
- 13% of residents have been told by a medical professional that they have diabetes (*Datahaven 2015*)
- 86% of residents have one person or place they think of as their personal doctor or health care provider (*Datahaven 2015*)
- 40% of residents have smoked at least 100 cigarettes their entire life (*Midstate 2015*)
- 20% of residents have reported trying vapor or vape pens, electronic cigarettes or E-cigarettes (such as blu, Vuse), even just one time in their entire life (*Datahaven 2015*)
- 82% of residents have seen a dentist in the past year (*MidState 2015*)
- 90% of residents report always wearing a seatbelt when they drive a car (*MidState 2015*)
- 82% of residents report that it is not too difficult or not difficult at all to buy fresh produce like fruits and vegetables at a price they can afford (*Midstate 2015*)

Meriden Green: In 2016 the new 14-acre Meriden Green opened in downtown Meriden. The \$14 million flood control/park and economic development project is a key component of Meriden's downtown transformation, which includes an unprecedented amount of private, local, state, and federal investment in the areas of flood control infrastructure, brownfield remediation, transportation and housing.

Get your “steps” in! If you walk the perimeter of the Green you will cover 0.75 miles. A walking map with additional routes is located on the homepage of our website.



Clinic Services

Essential Public Health Services Addressed:

- Monitor health status to identify and solve community health problems.
- Diagnose and investigate health problems and health hazards in the community.
- Link people to needed personal health services and assure the provision of healthcare when otherwise unavailable.

Clinic services include:

- Providing both adult and child vaccinations, including the seasonal flu shot
- Conducting communicable disease surveillance and investigation
- Conducting lead screenings and case management for children with elevated blood lead levels
- Providing health screenings, including blood pressure, total cholesterol, and glucose, both in the office and out in the community
- School registration and chart management to ensure that students have the needed vaccines and physicals to start school

Activities:

In addition to the above services, Clinic staff:

- Developed and revised standard operating procedures for Clinic operations.
- Partnered with the Senior Center to provide “Know Your Numbers” screenings for members.
- Hosted a Super-Hero themed flu shot clinic on Halloween 2016, where we provided free flu shots to 42 children and 11 adults in a little over an hour and a half. Staff decorated the Clinic and handed out free goodie bags for those who received the vaccine.
- Partnered with the Kiwanis Club to properly fit children with free bike helmets at a bicycle rodeo held in May 2017.

Our nurses provided over
2,000
vaccines to
adults and children in
Meriden over the past
year



By the Numbers	2015/16	2016/17
Communicable disease surveillance	1,143	1,618
Adult vaccines	745	736
Child vaccines	1,478	1,427
Flu shots (both adult and child)	1,269	1,125
PPD testing and follow-up	240	142
School registrations	1,298	1,603
WIC certifications	144	232
Blood lead screenings	224	247

Emergency Preparedness

Essential Public Health Services Addressed:

- Inform, educate, and empower people about health issues.
- Evaluate effectiveness, accessibility, and quality of personal and population-based health services.

Zika Virus

The summer of 2016 saw the rise of Zika virus in the United States. Zika is spread mostly by the bite of an infected *Aedes* species mosquito, which bite during the day and night. Zika can be passed from a pregnant woman to her fetus, and the infection can cause certain birth defects. There is no vaccine or medicine for Zika. In Connecticut, surveillance for Zika virus began in February 2016. No locally acquired cases have been reported. In order to raise awareness, particularly for travelers with international destinations and to US territories, we distributed information in English and Spanish as well as posted information on our website and social media sites.



Preparedness Drills

In 2017 our office participated in 3 large emergency preparedness drills to test our plans for responding to and mass dispensing medication in the event of a public health emergency .

1. Governor’s Emergency Planning and Preparedness Initiative (EPPI) Statewide Exercise, November 2, 2016: Following injects from the State, city offices reviewed the Local Emergency Operations Plan to implement an appropriate Incident Action Plan in response to the results of a winter ice storm and to review preparedness.

2. Table Top Exercise, March 22, 2017: Our Department was a lead player in a Region 2 functional table top exercise with community partners to discuss response to an emerging infectious disease. Partners included city offices, MidState Medical Center, Hunter’s Ambulance, long term care facilities, and the Board of Education. During this drill partners tested notification, communication and coordination between our office and state agencies, assessed partner abilities to activate and utilize emerging infectious disease plans, and our ability to share resources internally and with regional partners. Strengths and areas for improvement were identified.

2. Closed Point of Dispensing, March 23, 2017: Our office is responsible for the planning and mass dispensing of medication in the event of a public health emergency. For this drill, we partnered with the Board of Education, City Offices, and 2 long term care facilities to test our closed point of dispensing (POD) plan. This means that we pick, pack, and deliver medication to the facility instead of having those individuals go to a general population open POD. In a little under 2 hours we were able to pick, pack, and distribute Tic Tac “medication” to over 2,250 persons at the closed POD sites. Again, like the March 22 exercise, Strengths and areas for improvement were identified.



Thank you to student volunteers from Meriden and Southern CT State University Schools of Public Health and Nursing for helping us out in preparing for and the day of the drill.

Environmental Health

Essential Public Health Services Addressed:

- Enforce laws and regulations that protect health and ensure safety
- Diagnose and investigate health problems and health hazards in the community

Services:

Environmental Health is responsible for enforcing state and local public health codes in order to protect the public health, including:

- Licensing and inspecting all food service establishments in the city, including temporary and itinerant food vendors, as well as all barbershop, hairdressing and cosmetology shops.
- Inspecting and issuing permits for all public swimming pools.
- Inspect all child care facilities and all facilities required by CT Department of Children and Families to have local health department inspection.
- Conducting site inspections and requesting paint stabilization, or investigating and ordering abatement of sources of lead when a child has elevated blood lead levels.
- Investigating complaints and ordering corrective action for various types of public health nuisances such as bulky waste or rodents.

Our Environmental Health staff issued over

200

temporary food permits in 2016/17.



Activities:

In addition to the daily services listed above:

- Staff completed a survey of all Class 3 and 4 food service establishments to find those that have not installed their grease traps yet. A list was compiled and forwarded to the Water Pollution Control.
- Starting July 1, 2016 all positive tick result letters were mailed out to individuals that submitted the tick. Medical providers may need documentation of the positive tick result for treatment.
- Staff continued to walk their more challenging neighborhood areas on a regular basis and note any health code violations. This is in addition to the Mayor's code walks that take place monthly.

Upcoming in 2017/2018: FDA Food Code

A significant challenge moving forward will be the State Health Department's adoption of the FDA Food Code to replace our existing food codes. Full adoption of the code will happen July 1, 2018, with some changes going into effect October 1, 2017. Changes for Meriden's food service operators will include changes in cold and hot holding temperatures, recertification requirements for Qualified Food Operators, and frequency of inspections.

Food Code

U.S. Public Health Service



Environmental Health staff will need to become Certified FDA Retail Food Safety Inspection Officers, which includes 23 pre- and 13 post-public health principal curriculum courses. Staff will be working closely with food service establishments over the next year to inform them of changes.

Focus on Childhood Lead Poisoning Prevention

Protecting children from exposure to lead is important to lifelong good health. No safe blood lead level in children has been identified. Even low levels of lead in blood have been shown to affect IQ, ability to pay attention, and academic achievement. The goal is to prevent lead exposure to children *before* they are harmed. Environmental Health staff work to identify lead hazards in a child's environment and ensure they are controlled or removed safely. Key activities over the last fiscal year included:

- Teaming with Clinic staff to perform 6 different days of door to door outreach, focusing on lead education and giving information and referrals for other services as well.
- The implementation of dust wipe sampling of all homes inspected for lead hazards. Dust wipes are now collected during initial home inspections and post stabilization inspections.
- Continued collaboration with the Connecticut Children's Healthy Homes Program (formerly known as LAMPP project), Meriden Neighborhood Preservation and property owners to utilize Healthy Homes and HUD funding to improve living conditions of properties and create more lead safe housing.

EPA Renovation, Repair, and Painting (RRP) Courses Offered

EPA's Lead Renovation, Repair and Painting Rule (RRP Rule) requires that firms performing renovation, repair, and painting projects that disturb lead-based paint in homes, child care facilities and pre-schools built before 1978 have their firm certified by EPA (or an EPA authorized state), use certified renovators who are trained by EPA-approved training providers and follow lead-safe work practices.



A list of Meriden landlords was generated and a mass mailing was sent out to let them know that if they perform work that will disturb paint on the multi-family homes they own, that the individual performing this work, including themselves, must be EPA RRP certified.

In 2017 our office sponsored 2 EPA RRP training classes, one in February and one in May. A total of 32 people (landlords and contractors) attended the class, with a 90% pass rate. 18 people were from Meriden and 14 people were from other surrounding towns.

By the Numbers	2015/16	2016/17
Food service establishment inspections	1,220	1,265
Food service licenses issued	330	329
Temporary food permits issued	181	220
Nuisance complaints addressed	951	886
Barbershop/Hairdressing/Cosmetology shop inspections and re-inspections	65/28 (inspect/re-inspect)	70/33 (inspect/re-inspect)
Childhood lead inspections	381	358
Public swimming pool inspections	37	41
Laboratory samples submitted (such as lead samples, surface water)	689	801

School Health

Essential Public Health Services Addressed:

- Inform, educate, and empower people about health issues.
- Link people to needed personal health services.
- Develop policies and plans that support individual and community health efforts.

Services include:

- State mandated screenings, including vision, hearing, and scoliosis.
- Medication dispensing to students with medical orders.
- Special medical procedures, such as G-tube feeding, asthma management, ostomy care, urinary catheterization and diabetes care.
- Emergency care and first aid.
- Health education on a variety of topics to students, parents, and faculty.
- Immunizations, including the seasonal flu shot.

Our Public Health Nurse Administrator and 17 public health nurses (13 full time and 4 part time) work closely with the Meriden Board of Education and non-public school administration to communicate and problem solve issues happening in our schools related to public health, such as increased flu cases, pertussis (whooping cough) and gastro-intestinal (GI) outbreaks.

Our Public Health Nurses
did over

14,000

screenings in the schools
in 2016/17




By the Numbers (both public and non-public schools)	2015/16	2016/17
Sick care visits (students)	57,086	60,885
Sick care visits (staff)	1,181	1,432
Psycho-social visits	3,020	1,704
Specialized procedures (such as G-tube feedings and tracheotomy care)	8,704	8,943
Screenings (such as vision/hearing/scoliosis)	13,702	14,341
Medications administered	25,340	25,622
Total health room visits	110,635	111,910

School Readiness

Essential Public Health Services Addressed:

- Inform, educate, and empower people about health issues.
- Research for new insights and innovative solutions to health problems

Meriden School Readiness is a 100% grant funded program that provides affordable, high quality, preschool opportunities to 3 and 4 year old children in Meriden. The Meriden School Readiness Program:

- Ensures that each program adheres to quality standards as outlined by the National Association for the Education of Young Children.
- Ensures that the program staff meet State of CT Office of Early Childhood Education requirements and standards.
- Works to improve the transition from preschool to Kindergarten.

This year School Readiness funded 6 programs and 10 sites throughout the city. All totaled, 522 children in the community benefited from School Readiness programs and funding in FY16. Parents have the options of full day, school day, or part day programming. The experiences for children follow the guidelines of the CT Early Learning Development Standards. Most of the teachers in School Readiness Programs have either an Associate’s or Bachelor’s Degree.

The community preschool teachers all received professional development in the form of coaching from early childhood experts from ACES. Each teacher worked with a coach approximately bi-monthly and the goal was to further the understanding of designing activities that worked for the individual needs of the children.

Over
500
Children in our
community benefit from
School Readiness
programming




In the fall, about 25 children from Meriden Head Start did a painting project with the Senior Citizens at the Senior Center. They painted their hands and put them on paper to make a “Friendship Tree” that hung on a wall in the Senior Center for the holidays.

During the 3rd week of April, School Readiness Programs across Meriden took part in the Week of the Young Child. This is a week that is designated annually by the National Association for the Education of Young Children to highlight children ages 0-8 and their families. There was an art show at the library and other events at each center.

By the Numbers	2015/16	2016/17
Children served	507	522
School Readiness programs	6	6
School Readiness sites	11	10

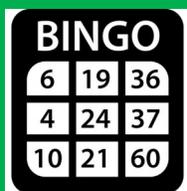
Senior Affairs

Essential Public Health Services Addressed:

→ Inform, educate and empower people about health issues.

The Meriden Senior Center is a hub for activities and services for Meriden residents age 55 and over. The Senior Center is a multi-purpose community facility in which older people can meet with one another to fulfill many of their social, physical, emotional and intellectual needs. The Senior Center also supports independence and encourages senior citizen involvement in the community.

The Senior Center has
over
2,200
visits per month.



Services at the Senior Center include:

- Exercise programs, such as aerobics, Strength & Tone, Tai Chi and Yoga.
- Weekly art classes, including drawing and painting, ceramics, creative writing, and sewing.
- A computer lab, billiards room, domino room, and TV lounge.
- Bingo twice per week.
- A community café that serves breakfast and lunch.
- Special events such as bus trips, an annual picnic for seniors, a volunteer recognition day, guest speakers, Friday movies and health fairs.
- Mini-bus transportation at no charge to members; the buses can take seniors to and from the Center, on medical appointments, grocery shopping, and on special outings.

Activities:

- Mini-Bus Transportation upgraded to a new Access database to schedule rides and track routes. The Dispatcher is now able to print out up to the minute reports on service.
- The lunch program saw challenges this year. Due to budget cuts the company that provides the meals for our lunch program was unable to provide lunches on Fridays from January to mid-May. We partnered with the Board of Education who provided seniors a hot lunch every Friday for a nominal cost (\$3.00). A total of 277 meals were served.
- Eight day trips and 2 overnight trips were offered over the year. 431 people participated in these trips!
- Two free health screening days were offered to members by students from Southern Connecticut State University's nursing program. Blood pressure, medication management, and education on exercise, nutrition, and flu prevention were offered.



The Center was fortunate to have several improvements done to the building over the past year:

- New signs were purchased for the rear entrance of the building (thank you Senior Advisory Board!)
- New rugs were installed in the main floor activity room and the front offices.
- The lower level great room was painted making the room much brighter.
- A new vent system was installed for the kilns used in our ceramics program. Thank you to the Meriden YMCA for the use of their kilns while the new system was being installed.



Each year the Center hosts several large programs for members and the senior population in Meriden:

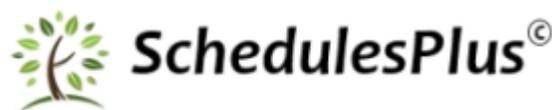
- Several evening dinner dances were held at the Center; 511 people (duplicated) attended. Elvis may have been in the building...
- Evening Bingo was held, drawing a large crowd—and large prize money!
- The annual Senior Health Fair was held in May in observation of Older Americans Month. Over 25 vendors attended. Thank you to Genesis Health Care for sponsoring the event.
- The 47th Annual Special Day for Special People picnic was held in Hubbard Park in June. Seniors enjoyed music, food, and company. Thank you to all the volunteers that helped that day!

New Membership Management Program—Schedules Plus

Our Senior Center was able to purchase Schedules Plus, a senior center management program, in late FY17. With this new program, Senior Center members will use a touch screen and key card system to “electronically sign in” to Center programs and services. This is a huge update to operations, which is currently all paper based.

This system will allow staff to:

- Maintain an electronic membership file on members, renew memberships electronically
- Know how many visits the Center gets daily, monthly and annually
- Accurately log class and program participation
- Log volunteer hours
- Track social services client data and referrals
- Manage mailing lists
- Manage room reservations
- Produce professional reports on services



By the Numbers	2015/16	2016/17
New members	401	343
Total active members	768	1,107
Monthly attendance (average, duplicated)	2,227	2,107
Meals served	12,070	10,389
Transportation—one-way trips per month	1,536	1,438

Social Services

Essential Public Health Services Addressed:

- Inform, educate, and empower people about health issues
- Link people to needed personal health services
- Mobilize community partnerships and action to identify and solve health problems

Services include:

- Referrals to community social service agencies for food assistance, energy and fuel assistance, protective services for the elderly, legal aide, and other support needs.
- Help with filing out health insurance applications and finding physicians that accept certain health insurance plans.
- Medicare enrollment, counseling, and Medicare Savings Program applications.
- Assistance with housing applications.
- Assistance with finding eyeglasses for uninsured clients.
- Assistance with completing applications for State Administered General Assistance (SAGA), Temporary Family Assistance (TFA), Supplemental Nutrition Assistance Program SNAP, formerly Food Stamps), DSS renewals, and Assurance/Safelink.

Each year the Social Services Worker and a seasonal Renter's Rebate Worker process Renter's Rebate applications for residents. State law provides a reimbursement program for eligible Connecticut renters who are elderly or totally disabled, and whose incomes do not exceed certain In 2016 a total of 1,238 applications were processed, with 1,134 being approved paying out \$636,690.

Programs:

In addition to the services above, the Social Services Worker coordinated:

- "'Tis the Season for a Senior" was held in December and provided seniors with a small gift for the holidays. Gifts were donated by the community and included blankets, slippers, socks, games and books.
- With the help of the Meriden Police Department a coat and winter clothing drive was held and provided items to seniors in January 2017. Dental kits were also provided during this now annual event.

Our Social Services Worker saw an average of

105

clients per month in 2016/17.



By the Numbers	2015/16	2016/17
Clients directly served (not including fielding phone calls)	1,037	1,258
Renter's Rebate applications processed	1,213 (April 1, 2015 to September 30, 2015)	1,238 (April 1, 2016 to September 30, 2016)

Support Services to Non-Public Schools

Essential Public Health Services Addressed:

- Link people to needed personal health services and assure the provision of healthcare when otherwise unavailable.
- Inform, educate, and empower people about health issues.

Special Services to Non-Public Schools provides part-time services to students at 5 non-public schools in Meriden: Our Lady of Mount Carmel, St. Joseph, Carver Academy, MidState Christian Academy, and Connecticut Christian Academy. St. Joseph school closed at the end of the 2016-17 school year.

Students are referred by principals, school staff, and/or parents because of academic, emotional or social concerns which are impeding the student's educational progress.

- The School Social Worker facilitates the assessment of students experiencing behavioral and/or emotional difficulties that impact their academic performance in the school setting.
- The Speech/Language Pathologist provides speech and language therapy for children with language, articulation, fluency, voice disorders, auditory processing and social language difficulties.
- The School Psychologist provides pre-referral interventions and psycho-educational evaluations when students are referred for academic, behavioral, and/or emotional difficulties.

Staff provide services
at
5
non-public schools in
Meriden



Between September 2016 and June 2017 staff:

- Serviced 34% of the students in Meriden's non-public schools.
- Attended 44 Planning and Placement Team meetings (PPT's) and made determinations with regard to eligibility for Special Education services.
- Screened all kindergarten, grade 1 and 2 students for speech issues, and provided summer therapy packets for 52 students receiving speech language services.
- Formed 2 new counseling groups—one addressing social skill needs of children with ADHD, and one addressing improving student social skills.
- Screened first graders with the Phonological and Print Awareness Scale and provided feedback to parents and teachers.
- Attended continuing education workshops on autism, dyslexia, dyscalculia and dysgraphia, as well as workshops on speech/language therapies.

By the Numbers	2015/16	2016/17
Speech/Language screenings conducted	337	241
Social Work students serviced	46	45
School Psychologist students screened/evaluated	33	54

Tobacco Cessation

Essential Public Health Services Addressed:

- Inform, educate, and empower people about health issues.
- Link people to needed personal health services and assure the provision of health care when otherwise unavailable.
- Develop policies and plans that support individual and community health efforts.

Services include:

- QUIT Clinics designed for outreach and education for community groups, organizations and businesses.
- Professional development trainings for local health care providers.
- Individual counseling provided by a certified tobacco treatment specialist, which includes telephone, e-mail and text support.
- A weekly support group (Tobacco Free Tuesdays) with successful alumni providing encouragement and support to new and anxious “wanna-be-ex-smokers”.
- 12 weeks of free nicotine replacement products (patches, gum, and lozenges).



City Property Ordinance: In early 2017 a resolution was submitted to City Council to create an ordinance (Chapter 153) to prohibit smoking and the use of tobacco products within 25 feet of windows, doors and air intakes around municipal buildings. A tobacco free ordinance is intended to protect the health and well being of all Meriden city employees, residents and other visitors to our public buildings and properties by

eliminating involuntary exposure to second hand smoke. It discourages youth from smoking by setting social norms that lessens youth exposure to harmful and unhealthy behaviors. Lastly, it also reduces the amount of tobacco related litter dropped at building entrances and sidewalks surrounding municipal buildings.

The ordinance passed and went into effect August 21, 2017. Hunter’s Memorial Golf Course is excluded from the ordinance. Educational materials were created in English and Spanish and are available on our website. To read the full ordinance, including information on fines, please visit the city website (www.meridencat.gov).



By the Numbers—By Funding Cycle	December 2015 to June 2016	July 2016 to June 2017
Clients seen	50	94
Individual cessation counseling sessions held	170	367
Group cessation session held	133	66, with 341 attendees
Nicotine replacement therapies distributed (2-week box supply of patches, gum, or lozenge)	150	347

Women, Infants, and Children (WIC)

Essential Public Health Services Addressed:

- Inform, educate, and empower people about health issues.
- Link people to needed personal health services.

The Women, Infants, and Children (WIC) program provides supplemental foods, nutrition education, and referrals for health and support services to eligible participants. Our office receives a contract from the Connecticut Department of Public Health to provide program services to Region 8—Meriden, Wallingford, and Middlesex County area (22 towns total). We subcontract with Middlesex Hospital to provide program services in Middlesex County.

Activities:

WIC Smart—our office is piloting a WICSmart Online Nutrition Education application (app). The five topics are:

- Get Moving!
- Healthy Snacks
- Kids & Juice
- Vegetables and Fruits-More Matters
- Kids and Weight

The topics are relevant in providing nutrition information in efforts to prevent childhood overweight/obesity and is offered to parents of low risk children age 2 to 5. The parents are given information on how to access the app. and then when they come to the WIC visit they are asked to fill out a four question survey. The Nutritionists have decided to offer it to parents of high-risk children as an “additional” nutrition encounter.

Meriden WIC gave out over
2,000
farm market vouchers
in the 2016 season



2016 Customer Satisfaction Survey

In 2016 WIC transferred from paper surveys to using Survey Monkey for the annual customer satisfaction survey. The survey was mobile friendly and was also professionally translated into Spanish. Results were overwhelmingly positive; participants report low wait times for their appointments, knowledgeable staff, and minimal problems using the e-WIC system. Participants also report eating more fruits and vegetables, more iron rich foods, and foods with less sugar, salt, and fat since starting WIC.

By the Numbers	2015/16	2016/17
Meriden participants	1,954	2,121
Wallingford participants	278	295
Middletown, Clinton, East Hampton participants	1,366	1,345
Total active enrollees	3,598	3,761
Farm market booklets distributed	1,873	2,202 (that's \$33,000!)

Youth Services

Essential Public Health Services Addressed:

- Inform, educate, and empower people about health issues.
- Mobilize community partnerships and action to identify and solve health problems.

Youth Services is charged with caring for the well-being of the City’s youth. Staff advocates for resources and services to strengthen the healthy functioning of families by providing opportunities for all youth to function as responsible members of the community.

Staff strives to enhance the networking and support between family, school, peers and the community. Youth Services programming assists youth in the development of their goals, skills, and talents, and views children as valued and contributing members of the community.

Activities:

Summer Youth Employment: One of the main programs in Youth Services is youth employment. In the summer of 2016 this program provided a work experience for 103 Meriden youth between the ages of 14 and 18. 23 businesses, community organizations, and city departments hosted the youth for a 4 week experience.



This year we revamped the program to include pre-and post-program surveys for both our youth and worksites. We also revised numerous program procedures, including having workplace orientation sessions at the Department. A program report was developed and distributed to stakeholders. Some noted highlights from the report are:

- 270 applications were distributed, with 160 being returned and approved by Workforce Alliance, the main funder of the program. We follow Workforce Alliance guidelines as to who can be accepted into the program.
- 64% of youth participants were Hispanic,/Latino, 36% not Hispanic/Latino.
- 57% of youth stated that their job experience helped them realize the education they need to get the job they would like.
- Youth also reported that they learned money management skills (46%), improved communication skills (64%), responsibility (63%), and accepting supervision (39%).

We thank Workforce Alliance, the Department of Children and Families, and 4 local foundations—Napier, Liberty Bank, Cuno, and the Meriden Foundation—for funding this program. The full program report is on our website.

By the Numbers	2015/16	2016/17
Youth employment participants	147	103
Juvenile Assistance and Diversion program	80	94

Juvenile Assistance and Diversion Program: The Meriden Juvenile Assistance and Diversion Board, also known as JAD, provides a community-based alternative and diversionary program for youth offenders that are at-risk of being referred to Juvenile Court. The program is designed to serve Meriden youth under the age of 18. Youth are referred by the Meriden Police Department and Board of Education for infractions, offenses, or City ordinance violations. Program goals include:

- Reducing the number of youth referred to Superior Court, Juvenile Matters, for minor offenses.
- Provide timely and appropriate options to youth that addresses their at-risk and/or illegal behaviors.
- Provide prevention and intervention services that promote positive personal growth and development.

Youth and their parent/guardian meet with the JAD Board to discuss their offense and get assigned a consequence. In choosing a consequence, the JAD Board will consider the nature of the offense(s), behavior(s), and any special circumstances. The Board will then decide on a plan for the youth and give a deadline for the youth and the parent/guardian to fulfill the requirements. Consequences can include community service, letters of apology, counseling, and the 3rd Millenium online course for alcohol and drug education.

In 2016/17, JAD received 94 referrals, all first offenses. 82 cases were closed, with 74 completing diversion. There were 4 rearrests. The Board meet 22 times over the year.

The Juvenile Assistance and Diversion Board saw over **90** cases in FY16.



Teen Center Program Pilot Testing: In response to a 2014 survey conducted by youth researchers, as well as our involvement in Meriden’s Choice Neighborhood Implementation Plan (www.meridenchoice.com), we

utilized grant funding from the Connecticut Judicial Branch to conduct program pilot testing for a possible future free Teen Center in Meriden. Through a partnership with the Meriden Public Library , we conducted 2 focus groups (26 participants) to get an idea of what teens would be looking for in programming and a future Teen Center. From the focus groups, staff and youth organized a series of positive youth development programming geared towards tweens and teens (age 13 to 18)



TEEN ADVISORY GROUP
WE NEED YOUR HELP!

PLAN EVENTS
DECORATE THE TEEN CENTER
EARN COMMUNITY SERVICE HOURS

Thurs, March 9th @ 4pm
Cook Room
For grades 6-12
Snacks and drinks provided

MERIDEN PUBLIC LIBRARY 100 MILLER ST. MERIDEN, CT 06460
PHONE: 203-430-6347 WEBSITE: WWW.MERIDENLIBRARY.ORG

Programming included teen chef nights, craft nights, movie nights, anime and Minecraft, author presentations, STEM activities, a talent show, and a lip synch battle. We also held monthly Teen Advisory Group meetings to involve youth in the process of program planning. Program surveys were

handed out after each event; the vast majority of youth would like to see a free Teen Center at the library (83%) and more teen programming (91%). In all, 214 unduplicated youth attended programming over the year.

By the Numbers	2015/16	2016/17
Youth employment participants	147	103
Juvenile Assistance and Diversion program	80	94

Community Programs and Partnerships

Unintentional Injury Prevention: Child Passenger Safety

The focus of our 2015-18 Preventive Health and Health Services Block Grant from the CT Department of Public Health is unintentional injury prevention, with a focus on child passenger safety. Motor vehicle crashes are the leading killer of children, teens, and young adults (ages 5 to 34) and among the top ten causes of death for all ages. Buckling children in age- and size-appropriate car seats, booster seats, and seat belts reduces the risk of serious and fatal injuries.

Our office partnered with CT Safe Kids to hold 4 free car seat install clinics that had a total of 84 participants and 92 seats installed. We also held a National Car Seat Installer Certification class; 9 people from Meriden Police, Fire, and Hunter's Ambulance were trained. In addition, our staff conducted pediatric health care provider outreach and community awareness activities.



Meriden Families! Please join us for a.....

CHILD CAR SEAT INSTALLATION CLINIC

A FREE EVENT THAT COULD SAVE YOUR CHILD'S LIFE!

Friday, February 24, 2017
11:30am - 2:30pm
Meriden Police Department
50 West Main Street, Meriden

- Participants will get 1 free age-appropriate car seat (per family)
- Free car seat installation assistance by certified professionals

Class size is limited.
Reservations are required, and NO walk-ins will be accepted.

Please call Stephanie Geremia at (203)630-4223
or email sgeremia@meridencdct.gov to register.

Did you know?
CT law requires all children ride in a car seat or booster until the child is 7 years old and weighs 60 pounds



Community Action Task Force

Public health does not happen in a silo. It is extremely important that community agencies work together to address issues affecting our community and residents and share resources.

After talking with other city offices regarding concerns about issues affecting our residents, our office started a Community Action Task Force. This group meets monthly and includes Meriden Fire Department, Meriden Police Department, Hunter's Ambulance, Rushford, MidState Medical Center and Health and Human Services staff. Members confidentially review client concerns regarding homelessness, frequency of calls to 9-1-1, and hoarding. The group ensures that a coordinated effort is taken to help clients efficiently and effectively.

Presentations on hoarding and hoarding response were given by staff to the Police and Fire Departments, US Postal Service workers, physician offices, and staff of MidState Medical Center.

Since the official partnership started in late Fall 2016:

- We have had 14 referrals (hoarding—7, medical—11, bed bugs—1)
- Have done 21 home visits
- Made 20 referrals to other agencies (such as Community Health Center and Department of Social Services) for support and services



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