

CITY OF  
STAMFORD



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# Office of Public Safety, Health & Welfare

## 2022-2023 Annual Report

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## 911 Emergency Communications Center

The City of Stamford's Emergency Communications Center (ECC) is staffed by a group of dedicated civilian Public Safety Dispatchers (PSDs) who work tirelessly to ensure the needs of citizens requesting emergency and non-emergency services, as well as the needs of our first responders (EMS, Fire and Police), are met with promptness and professionalism. Processing these requests can be inherently challenging, as callers are often dealing with traumatic events. PSDs are trained to ask key questions, pertinent to each unique scenario, and obtain the nature and extent of the incident. Once this is ascertained, they need to determine the type and number of resources that are necessary to respond, and dispatch the appropriate units. This past fiscal year, a total of 144,602 non-emergency, text-to 9-1-1 and 9-1-1 calls were received in the ECC.

During the past fiscal year, we made many technological improvements and upgrades to our infrastructure. Highlights include: 1) enhanced communications with our local mutual-aid partners utilizing a PSAP to PSAP Hotline, and access to the Westchester County Hotline via the Zello application, 2) implementation of the Automatic License Plate Reader System (ALPRS), and 3) an upgrade of our Fire Station Alerting System (FSAS). We continue to emphasize leadership and customer service-based training for all of our employees, while maintaining the required certifications and qualifications. We have also created a Peer Support Group that has been, and will continue to receive, specialized training in supporting the mental health and well-being of Public Safety Dispatchers. Within the last fiscal year, we have been able to hire, train and deploy six new trainees.

We have collectively been working towards a Civilianized-model for the Supervision of the Emergency Communications Center as a result of a re-organization by the Police Department. We look forward to providing qualified Civilian Supervision that will enhance the effectiveness and efficiency of the, while providing a career-path for our dedicated Public Safety Dispatchers.

As we face the challenges that lie ahead, the Staff and Administrators of the Emergency Communications Center will continue to seek to innovate and improve, while remaining mindful of our responsibilities to each other and the Public.

STAMFORD ECC VOLUME OF CALLS 2022					STAMFORD ECC VOLUME OF CALLS 2023				
MONTH	911	ADMIN	TEXT	TOTAL	MONTH	911	ADMIN	TEXT	TOTAL
JAN	3950	7302	97	11349	JAN	3858	7614	101	11573
FEB	3432	6763	89	10284	FEB	3732	8114	98	11944
MAR	3850	7698	77	11625	MAR	4070	8018	141	12229
APR	3971	7549	84	11604	APR	4326	7389	98	11813
MAY	4271	8189	97	12557	MAY	4726	7211	131	12068
JUN	4400	8573	63	13036	JUN	4431	7484	94	12009
JUL	4483	8391	98	12972	JUL				
AUG	4326	7266	84	11676	AUG				
SEP	4244	8311	96	12651	SEP				
OCT	4157	7661	84	11902	OCT				
NOV	3923	7383	101	11407	NOV				
DEC	4293	7944	121	12358	DEC				
YTD	49300	93030	1091	143421	YTD				

## Fire Department

The mission of the Stamford Fire Department ("SFD") is to protect the lives and property of all citizens of Stamford and its guests with regards to Fire, Emergency Medical, Rescue and Disasters, natural or manmade, through education, code enforcement & the response of highly trained Fire personnel. The SFD continuously works towards the enrichment of the safety and effectiveness of its City-wide fire protection system.

We continue to spend a great deal of time and effort improving response protocols for fires in areas of the city that lack fire hydrants and other reliable sources of water.

A quick response from the Fire Department is an important component of reducing the impact that a fire or other emergency may have. To better serve our citizens and guests we are improving our response times. Total response time is measured in three components. Alarm processing time, turnout time and travel time. In the past we improved response time by using GPS and sending the closest unit. This time we focused on alarm processing and turnout time. We are automating our alarm processing time to expedite the notification of calls to the responders. We installed timers by the apparatus doors to notify responders of elapse time to improve turn out time. In the future, with software enhancements and the new station alerting system, we are planning to reduce the processing and turnout time by over a minute.

### Line Division

The mitigation arm of the SFD is known as the "Line Division". The Line Division responded to the following lifesaving incidents over the past three years:

The SFD responded to 389 fires in 2022-23. Fighting fires is only a portion of the lifesaving work our firefighters perform. On a daily basis firefighters respond to a wide array of incidents within the city. The highest percentage of calls to the Fire Department are Rescue & Emergency Medical Services (EMS) incidents. The SFD is the "Emergency Medical Technician ("EMT") Level First Responder to all life-threatening EMS calls in the city, and with our extensive training and expertise, many lives are saved annually.

By being the lead emergency response agency to all manner of rescue incidents, the SFD serves the city, its residents and guests, with special operations units performing SCUBA Rescue, Heavy Rescue, Motor Vehicle Extrication, High Angle Rescue and Confined Space Rescue. Additionally, the department now has 30 members trained in Mitigating Weapons of Mass Destruction Incidents through FEMA. The department provides technician-level hazardous materials (HAZMAT) response services with the HAZMAT task force operating out of the South End fire station.

The SFD has 33 personnel assigned to Engine 5 and Rescue 1 operating out of Station 5, the Woodside firehouse. These two units comprise the technical rescue response group - and are staffed by 8 personnel per shift. In addition to fire suppression and EMS first responder responsibilities, Engine 5 and Rescue 1 personnel are trained to provide motor vehicle extrication, SCUBA/water rescue, rope rescue, confined space rescue, trench rescue, and structural collapse rescue services.

At the direction of the Fire Chief in his efforts to enhance technical rescue capabilities citywide, a rescue engine, Engine 8, has been placed in service at the Turn of River Fire Department. This rescue engine features additional compartment space to carry technical rescue equipment like that carried on Rescue 1, and is staffed with 4 personnel, bringing the total number of on-duty technical rescue personnel to 12, while enhancing technical rescue services to the Merritt Parkway and North Stamford.

<b>Fire Department – Trends</b>			
	<b>2022-23</b>	<b>2021-22</b>	<b>2020-21</b>
Total number of calls responded to	12,467	12,384	10,483
Total fires	389	359	393
Structure fires	43	38	67
Hazardous condition calls	713	815	835
Rescue/EMS first responder calls	7095	7,093	5,432
False alarms	2319	2,508	2,081
Fire investigations	133	203	188
Fire marshal inspections (total)	2,916	2,963	3,081
Fire losses	*\$8,576,252	\$3,604,200	\$3,679,830

\* Large loss in vehicle fires due to a fire at the Armon Hotel.

## Policy

The SFD Command and Training Staffs made significant operational changes in the areas of communications and incident command. Initial command at any incident is now taken by the first arriving officer who is required to announce that they are in command on the "Fire" radio channel. Later arriving officers may then assume command as appropriate and are similarly now required to announce that over the "Fire" channel as well as the assigned tactical channel. This process continues until the Deputy Chief arrives and assumes command for the duration of the incident. This policy change required extensive rewriting of about a dozen Standard Operating Guidelines and communications policies and procedures.

## Marine

The SFD primary Marine Unit, U236, is a 2013 36-ft MetalCraft Marine FireStorm 32 powered by two 420-HP Cummins inboard motors. Normally docked at Czescik Marina, U236 is assigned to the East Side Station 4 fire house and has continued to see an increase in the number of marine related calls, totaling 25 in Long Island Sound for FY '22-'23, with the majority occurring during the Memorial Day-Labor Day boating season. Central Fire Station 1 (Fire Headquarters) continues to be the backup unit to Station 4/U236 for Long Island Sound and primary response for inland waterways. Their primary vessel is a 2000 Zodiac 13-ft inflatable with a 2006 30-HP outboard motor. The department is currently looking into replacement options for the Zodiac, as response protocols and procedures are being reviewed and upgraded.

U236 was hauled in February, earlier than previous years to be better prepared for the early Spring months on the water. Routine maintenance was performed, and all systems are functioning well thanks to the work of the Mechanical Division. The paint on U236 had begun to show signs of sea and sun. While out for maintenance, the decision was made to apply a vinyl wrap in place of repainting the vessel. The cost was less and is expected to have a 3 to 5-year life span.

Through the DHS/FEMA Port Security Grant Program, the department was awarded a new communications system for the boat, which will increase the safety and efficiency of the crew. Installation of the system is currently pending. Replacement injectors for both motors were also

awarded and will be installed by the Mechanical Division, during the upcoming Spring maintenance.

More thorough training programs have been a major focus. There are several members working to become coxswains. Additional training for current coxswains is ongoing to increase our skills and abilities, including in-house training as well as outside companies. The current Coast Guard "Operator of Uninspected Passenger Vessels" (OUPV) standard for our fire boat operators is being reviewed, as an option for a more appropriate "National Association of State Boating Law Administrators" (NASBLA) standard for our fire boat operators is being considered. Additionally, all operators of our smaller boats are being brought up to the Connecticut DEEP Safe Boating Certification.

There have been significant command and procedure changes within USCG Sector Long Island Sound as well. With this, there will likely be changes to USCG partner agency standards, that the SFD is anticipating and prepared for. In addition to our excellent relationship with the USCG, interagency cooperation with other marine based assets is increasing with a greater SFD presence in the Bridgeport Area Marine Group subcommittee (Region 1, ESF 20).

U236 and the Marine Program continues to grow and be a valuable asset to the Department, City of Stamford, and local boaters.

## HazMat

FY2022-2023 Hazmat Incidents:

- Reported Gas Leaks: 409
- Refrigerant Leaks: 2
- CO Alarms: 151
- Combustible/Flammable Liquid Spills/Leaks: 65
- Chemical Spills: 4
- Toxic Conditions: 14
- Total: 645

Notable Hazmat Incidents:

- January 17, 2022: Leaking 420-Pound Propane Tank (Hirsch Rd).
- April 13, 2022: Norwalk Mercury Incident (Ward St).
- September 15, 2022: Tesla Lithium-Ion Battery Fire (Courtland Ave).
- December 14, 2022: EV Bike Overpacked Following Structure Fire (Brooklawn Ave).
- March 29, 2023: Gasoline Tanker Collision with Spill (West Ave/West Main St).
- June 10, 2023: Two EV Bikes Overpacked Following Structure Fire (Erskine Rd).
- August 6, 2023: White Powder Incident at Stamford Police Dept.

HazMat Initiatives:

- Continuing the replacement of aging gas detection equipment.
- Procuring new detection equipment to enhance public and firefighter safety.
- Ongoing training on FCHIRT equipment and assets.
- Continuous training on lithium-ion battery fires.
- Developing and implementing procedures for SFD response to lithium-ion battery incidents.
- Updating select components of the Department's technical decontamination equipment.
- Exploring the possibility of acquiring a dry decontamination setup.

- Continuously adding tier 2 reports and other pertinent hazmat information to the department's pre-plan platform.

#### HazMat Training:

- As of September 2023, the Department has 95 Hazardous Materials Technicians.
- In October 2022, Hazard 3, a nationally recognized company, provided training to SFD on lithium-ion battery fires.
- SFD members maintain active involvement with the Fairfield County Regional Hazardous Incident Response Team (FCHIRT).
- An SFD Captain continues to co-chair FCHIRT, influencing the use of state EMPG and federal REPT funding for equipment and training.
- In FY2022-2023, SFD members engaged in 10 FCHIRT training days (totaling 80 hours), covering a wide range of topics including: DEMHS Region 1 Field day, Risk based response to lithium ion battery incidents, WMD incident response, mercury incident response, mercury vapor detection, Anti-terrorism, Chempro IMS detector, AP4C Nerve agent/WMD detector, community hazard risk assessment, Emergency response decision support system, colormetric detection papers, modular metering, metering hierarchy, chemical suicide incidents, Hazmat incident management, Mass DECON trailer operations, Draeger tubes, lithium ion battery fires, propane emergencies, and laser methane detectors.
- In early 2023, SFD collaborated with the SPD Bomb Squad, FBI, and US Army Civil Support Team for agency familiarization and interoperability training.
- FCHIRT members from SFD recently participated in a State Emergency Response Commission (SERC) training exercise, simulating a tractor-trailer tanker accident involving styrene leakage into a watercourse. Unified command was established, and SFD members assumed various roles under ICS, collaborating with other agencies to manage the mock event.
- The department recently partnered with a local fuel carrier to train SFD members on gasoline tanker incidents.

#### Equipment Acquisition:

- The department maintains around 75 detection and monitoring instruments, which are internally maintained and calibrated. These instruments are distributed to frontline fire units, specialty units, incident safety officers, and Fire Marshal staff.
- The department has been steadily replacing its aging TIFF combustible gas detectors.
- In addition to the department's cache of spill control supplies, recent purchases include Cell Block and steel overpack drums for safely stabilizing and mitigating incidents involving lithium-ion batteries.
- A climate-controlled suiting trailer is currently under construction and funded by FCHIRT.

## Fire and EMS Communications

Since 1989, the Stamford Fire Department continues to maintain a presence at the Combined Eg11 Center. The Communication's Division is comprised of one captain and four lieutenants, who provide 24/7 supervision and oversight for the dispatching and assignment of appropriate resources for all fire and EMS responses. In addition, the fire department officer in dispatch may provide back-up to the fire dispatcher during a major incident or period of high call volume. The Fire and EMS Communication Supervisors are responsible for providing resource allocation through their thorough understanding of Stamford Fire Department operating guidelines and Emergency Medical Dispatch protocols.

In any complex or extended event, the Communications Supervisor will follow all procedures that require call backs of additional or specialty trained members such as, but not limited to, hazardous materials technicians, public safety divers, and fire boat coxswains. This division also performs all essential notifications to required personnel and initiates any mutual aid requests in or out the city.

With the rapid growth of the city, the fire supervisors have been actively updating the CAD system and verifying response plans are accurate. The CAD system has improved response times by utilizing the "closest to the pin" technology which recommends units by the type of resource and their capabilities. With this technology the unit's location is continually monitored (Automatic Vehicle Locator) via an air modem installed in all fire and EMS units.

The Communications Supervisor also serves as the department's Building Intelligence Officer and utilizes the department's new building intelligence software to access vital information related to all addresses within the City of Stamford. This information is relayed to fire and EMS units immediately upon dispatch or whenever specific information is requested or needed from a fire or EMS unit.

The department has also recently completed the changeover to a new station and apparatus notification system provided by Purvis Systems. The new system now uses a "digital" voice to broadcast all incident responses. The new system has reduced the turn-out times for all apparatus and provides a consistent clear dispatch message for responding units.

## Training Division

The SFD Training Division delivers high-quality training to all members of the Fire Department, utilizing the best practices within our industry. In addition, the assigned members of the Training Division serve as Incident Safety Officers for all working fires or any special hazard incident. The Training Division maintains the training records for all fire department employees and manages ongoing training that focuses on keeping our members safe, knowledgeable, efficient, and protected from the hazards associated with a high-risk occupation. From July 1, 2022, to June 30, 2023, the Training Division oversaw 4455 hours of training for the members of the SFD. This includes training led by Training Division staff members, company officers, firefighters, external industry professionals, utility professionals, partner agencies, and programs mandated by Connecticut and OSHA.

From April 2023 through July 2023, the Training Division completed a comprehensive 16-week Recruit Academy for eighteen newly hired Stamford Fire Department probationary firefighters. The training included CT State Firefighter I and II, Hazardous Materials Awareness and Operations, EMR medical training, "Q" License training, and Pump Operator training. All recruits completed all knowledge-based and practical skill requirements to attain these various State of Connecticut certifications.

Stamford Firefighters are regularly scheduled for mandatory training to maintain knowledge and proficiencies throughout a dynamic and challenging career. Today's firefighters are exposed to many incident types and service requests requiring continuous training to properly prepare the knowledge, skills, abilities, and experience to respond safely and effectively.

Some of the training initiatives that have been delivered during the fiscal year include:

- Structural firefighting
- Officer training
- Emergency medical training
- High-rise firefighting operations
- Alternative water supply and static drafting operations
- Commercial Driver's License (CDL)



- Rescue diver
- Technical rescue
- Fires involving lithium-ion batteries
- Radio communications
- Hazardous materials metering

The SFD Training Division is responsible for developing, administering, and implementing health and safety programs for all employees. The Department undergoes an annual physical following the National Fire Protection Association (NFPA) Standard 1582: Standard on Comprehensive Occupational Medical Programs for Fire Departments. Implementing this standard for the yearly physical for all members of the Department requires daily monitoring and contact with the medical director and staff members administering all physicals.

In addition to the physical process, the Deputy Chief of Training serves as the Department's Health and Safety Officer. In this role, the Deputy Chief of Training monitors all injury reports and works closely with the City of Stamford Risk Management Safety Officer. The relationship between safety officers allows both agencies to understand the types, nature, and frequency of injuries occurring within the fire department workforce. These collaborative efforts are working positively for the members of the Department. The Training Division remains fully involved in reducing injuries within the SFD and monitors and analyzes all reported injuries for trends or common hazard sources to our members. When applicable, this information is used to develop risk mitigation measures and ongoing training focused on the most significant exposure areas.

SFD Training Division staff members oversee the daily operations of the Stamford Regional Fire School (SRFS). The SRFS is one of nine regional fire training facilities across Connecticut and operates with the SFD Training Center at 148 Magee Avenue. The SRFS receives a \$55,432 grant from the State of Connecticut each year, which assists with the operating and equipment costs associated with fire and rescue training.

## Fire Marshal Division

The Fire Department instituted a new records management system, FirstDue. This system also provides for recording of fire marshal investigations, inspections, plan reviews and other fire marshal activities. The continued use of iPads for documenting inspections and investigations in the field improves the recording process and the Fire Marshal division's ability to record and access data in the field.

The Fire Marshal's Office conducts inspections at schools, restaurants and nightclubs. We continue to conduct fire safety programs of our schools, day cares, senior living facilities and community gatherings at an increased rate. The outdoor special events such as Alive@Five, Hey Stamford, Harbor Fest, church fairs, road races etc. continue to attract visitors and make Stamford a great place to live. Fire Prevention education and events increased exponentially in fiscal year 2022-2023 and required additional resources and time.

Fire Marshals Yearly Statistics – The Fire Marshal's Office continues to focus all efforts on inspections of multi-family occupancies as a top priority. This year we increased building inspections from 916 to 928 of multi-family occupancies. Fire losses for the 2022-2023 year have increased from last year. Structure fires were \$4,146,700, vehicle fires were \$4,429,552 with a total of \$8,576,252 which has increased \$4,972,052 from last year.

<b>Existing Building Inspections</b>			
	<b>2022-23</b>	<b>2021-22</b>	<b>2020-21</b>
Multi-family	928	916	821
Hording	10	16	12
Schools/day care centers	115	126	104
All other occupancies	1121	1127	1,207

<b>New Construction Inspections &amp; Testing of Life Safety Systems</b>			
	<b>2022-23</b>	<b>2021-22</b>	<b>2020-21</b>
Certificate of Occupancy	289	361	221
Partial Certificate of Occupancy	8	49	48
Life Safety Systems testing	445	368	440

<b>Fire Investigations</b>			
	<b>2022-23</b>	<b>2021-22</b>	<b>2020-21</b>
Accidental	47	85	82
Incendiary	3	4	3
Undetermined	25	43	41
Follow-up of original investigation	58	71	62

<b>Fire Losses</b>			
	<b>2022-23</b>	<b>2021-22</b>	<b>2020-21</b>
Structure Fires	\$4,146,700	\$2,906,100	\$3,304,130
Vehicle Fires	\$4,429,552	\$698,100	\$375,700
Total	\$8,576,252	\$3,604,200	\$3,679,830

## Vehicle & Equipment Maintenance Division

The SFD is awaiting delivery of three new fire apparatus units from Pierce Manufacturing of Appleton, WI ordered during F/Y 22-23. The first unit ordered October 2022 is a Tower 2023 Pierce Enforcer ladder truck, equipped with a 100-foot ladder for rescue, and has the capability of delivering 1000 gallons of water per minute from a nozzle mounted on the ladder's bucket. This piece of apparatus is to be assigned to Station 2, the South End firehouse with expected delivery in March of 2023, replacing a 2009 Sutphen ladder truck which will be assigned as reserve.

The second and third units ordered May 2023, are pumpers assigned to Station 2 and Station 7, the Springdale firehouse. Both engines will be equipped with 1500 gallon per minute pumps. One engine will have a larger 1000-gallon water tank to serve the rural areas of North Stamford, and the other a 750-gallon tank for the downtown city district. The engines are expected to be delivered in

2024. The new engines will replace a 2006 and 2009 HME engine that will be kept in reserve as spares.

## Volunteer Division

The Volunteer division consists of 147 Nationally Certified Firefighters. Of these members we consider 37 to be Ready for "Duty firefighters. This means Volunteer Firefighters who are immediately available and able to respond to emergencies. These firefighters work out of seven stations in various parts of the city and belong to one of the five volunteer fire companies.

There have been several training initiatives conducted this year. A class of 11 has completed and has been certified as Nationally Registered Fire Fighter 1. Fire officer training is ongoing with the completion of a Fire Instructor 1 and a Fire Officer. This will increase and make-up for members who were hired by other Career fire dept's including Stamford FD.

New equipment such as Vehicle Extrication tools and new hose and nozzles have been delivered and placed in service.

A new program called "Volunteer Safety Officer" has been implemented so that any "Working Fire" in the volunteer district will have a Nationally Registered Safety Officer respond to the scene to assist the Career Deputy Chief with firefighter accountability.

On September 18th a large-scale Water Supply drill was conducted on Mayapple Rd in North Stamford. This part of the city like much of North Stamford does Not have fire hydrants and water for firefighting must be delivered by Fire Dept. Tank apparatus. During this drill a flow of 500 gallons per minute was delivered by means of the combined efforts from the Stamford Career and Volunteer depts. as well as out of town units. Over the last few years, the Stamford Fire Dept has developed a very strong Mutual Aid procedure whereby Tankers will respond to fire automatically in these non-hydrant districts. This plan is used on a regular basis and now being done in other Towns in our area.

<b>Volunteer Fire Membership</b>						
2022-2023	Belltown	Glenbrook	Long Ridge	Springdale	Turn of River	Total Certified
Certified Firefighters	40	21	38	12	36	147
<b>Volunteer Fire Incidents</b>						
2022-2023	Incidents Responded		Total Incidents		Percentage	
Belltown	340		340		100%	
Glenbrook	382		436		88%	
Long Ridge	570		570		100%	
Springdale	411		622		66%	
Turn of River	357		1809		20%	

## Health & Human Services

The Department of Health and Human Services works to improve the health and safety of those who live and work in City of Stamford by applying the basic principles of health promotion and disease prevention through the programmatic activities undertaken by the department. The local director of health or his authorized agent or the board of health shall enforce or assist in the

enforcement of the Public Health Code and such regulations as may be adopted by the Commissioner of Public Health.

The department underwent a strategic planning process in the spring of 2023 to update its vision, mission and values. Strategic priorities and related objectives were set.

### The Department's Vision

Achieving healthy and safe outcomes for the community we serve.

### The Department's Mission

Promote and protect health, wellbeing, and quality of life through advocacy, collaboration, practice, and education.

### The Department's Values

We use an equity lens in all we do

We strive to be a trusted source of information and response

We maintain excellence through continuous performance improvement

We work with and care for our community

We are caring and respectful in our approach

We hold ourselves accountable

The State of Connecticut's General Statute 19a-207a requires that all Departments of Health engage in the *Ten Essential Services (ES) of Public Health*. These 10 ES are grouped into these major areas:

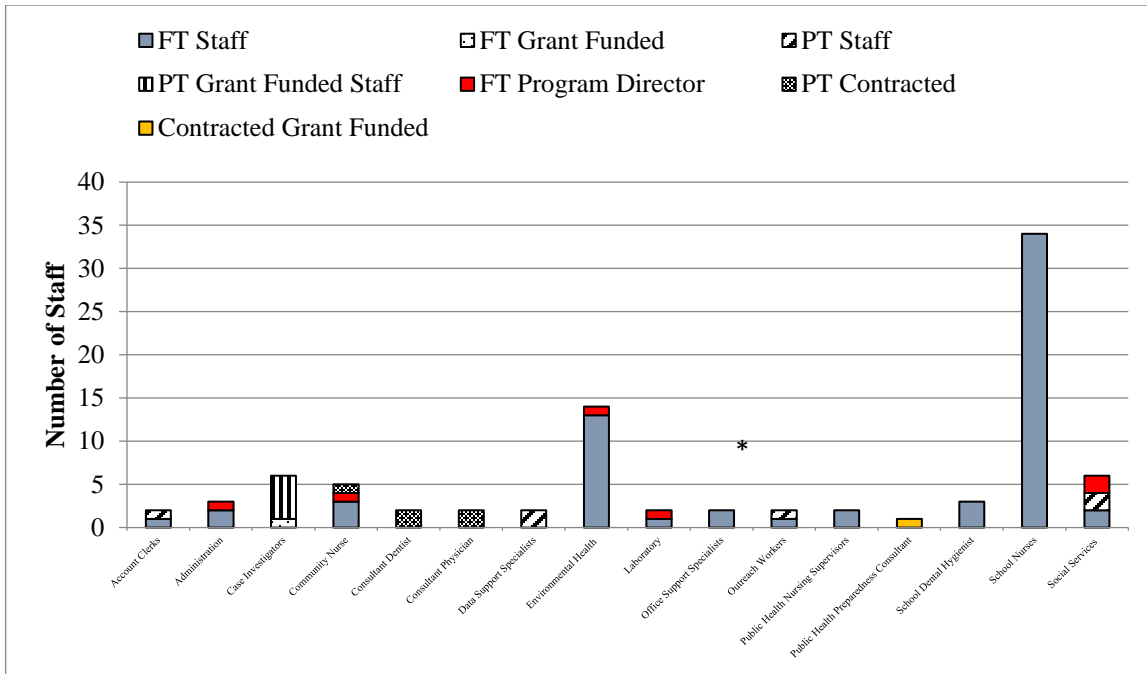
- I. **Assessment**
  1. Monitor Population Health
  2. Investigate and Address Health Hazards
- II. **Policy Development**
  3. Effective Health Communication
  4. Mobilize Community & Partnerships
- III. **Assurance**
  5. Develop Policies
  6. Enforce Laws and Regulations
  7. Ensure Equitable Access to Health Care
  8. Assure a Diverse and Skilled Workforce
  9. Evaluation, Research and Quality Improvement
  10. Support a Strong Public Health Infrastructure

Through its vision, mission, and values, the Stamford Department of Health and Human Services aligns its activities with these ten essential services. Additionally, the department worked in tandem with Stamford Health (Hospital) to create the 2023 Community Health Needs Assessment (CHNA) and subsequent Community Health Improvement Plan (CHIP). The Director and other staff members continue to participate in the work of the CHIP and track the progress on all measures.

### Staffing

In fiscal year 2022-2023, 88 positions were in place in the Stamford Department of Health & Human Services. Figure 1 below demonstrates the staffing levels by program when fully staffed.

**Figure 1. Stamford Department of Health Staffing by Program Fiscal Year 2022-2023**

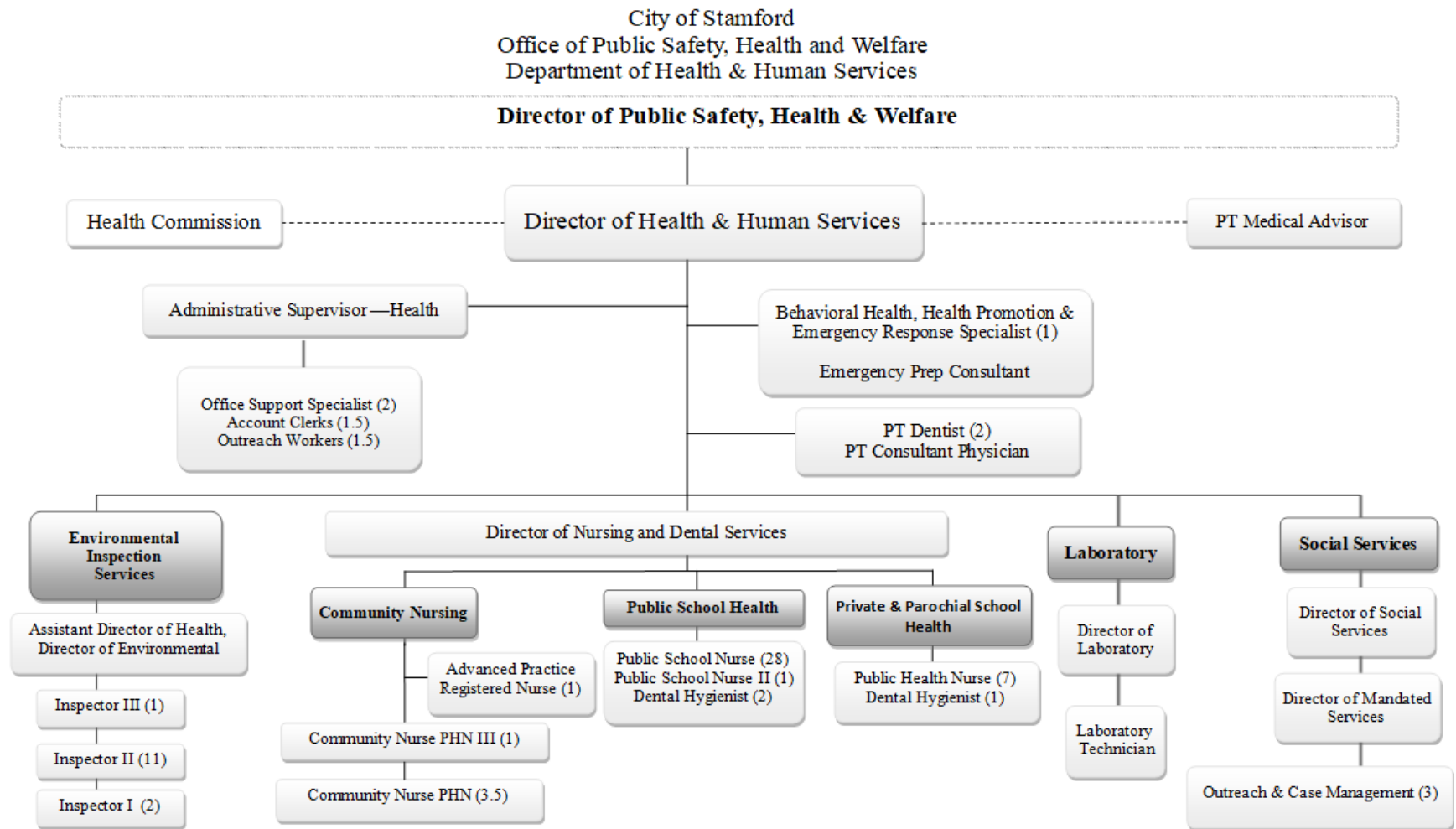


The department is overseen by the Director of Health and Human Services with support from a part-time Medical Advisor. The Director of Health and Human Services reports to the Director of Public Safety, Health, and Welfare with support from the Health Commission. The department consists of the Environmental Health & Inspections, Nursing & Dental Services, Laboratory, and Social Services Divisions, and Health Promotion and Emergency Preparedness and Response Programs. The Administrative Supervisor and her team support the work of the entire Department.

The Department has realized staffing challenges in nearly all areas. Losses due to resignations, retirements, medical leaves, and professional shortages have impacted the leadership team who have had to maintain the same level of response with fewer staff.

**Figure 2** shows the organizational chart for the department. Some grant funded temporary staff such as the case investigations team are not included on the chart.

**Figure 2. Stamford Department of Health & Human Services Organizational Chart Fiscal Year 2022-2023**



## Administration

The administrative division works to enhance departmental procedures, systems, and customer service efficiencies. In July 2022, the Administrative Assistant was upgraded to Administrative Supervisor – Health to reflect the role and responsibilities of the position more accurately.

In October 2022, the department reopened the 8th floor reception area to increase response to residents and visitors. The department also made structural improvements to create adequate space for staff to work comfortably with members of the public regarding plan reviews, licensing, permitting, trainings, and complaint investigations. In January 2023, the City's administration addressed overlapping properties which gave the Director of Health more responsibilities by rejoining the Department of Health with Social Services. As the department welcomes Social Services back, planning meetings have begun to bring their office down to the 8th floor, providing more support and better efficiency.

Part-time Data Support Specialists are dedicated to transferring historical data into the ViewPoint Cloud database, assist establishment owners to register accounts for licensing and permitting, address any discrepancies with accounts, and track delinquency payments owed to the department. Through this process the department has been able to educate external users to be self-sufficient in managing licensing and permitting applications, improve interdepartmental processes, and ensure program financial accounts are current and in good standing.

The continued enhancement of city systems allows for interdepartmental communication, transparency, and record retention. The Administrative Supervisor continues to spearhead the licensing and permitting system as the department seeks to transition to another vendor platform. The current system ViewPoint Cloud is limited in functionality of inspections, record retention, and status features, which led to the decision being made to work with another vendor, OPAL (Online Permitting and Licensing). Through the transition, the department seeks to reinstate inspection results being available to the public on the City's website in the year of 2024.

As the department and technology continues to evolve, the Administrative Supervisor updates and creates policies & procedures for division programs; providing clear and uniformed processes for how the department envisions conducting business.

Department of Health and Human Services participate in many community coalitions and partnerships.

## Mental Health and Wellness

The Youth Mental Health Alliance (YMHA) a coalition of the Mayor's Office, Dept of Health and Human Services, Health Commission, Stamford Public Schools, Vita Health and Wellness Partnership (and over 30 community agencies) formed to spur a community-based awareness and response to the mental health crisis among youth with an emphasis on universal promotion of mental health wellness, prevention, early intervention, and targeted services/care coordination dovetailed into the existing or newly created mental health infrastructure. The Department supports the Alliance with participation by the Director as a lead facilitator and procuring grant funding for community trainings and media communications. Many hours of staff time are dedicated to the Alliance by participating on workgroups and developing specific projects. The Director of Health and Human Services and Director of Social Services, lead the Postvention team, responding to untimely deaths or death by suicide in the Stamford community. In July 2021, the Department of Public Safety, Health and Welfare implemented a program to monitor air quality in the Stamford. Ten Purple Air Monitors, measuring PM2.5 levels, were acquired

and installed at various sites throughout the city, with particular focus on areas with high asthma rates. The Department of Health and Human Services is responsible for management of the program, monitoring the data, and educating residents about the impacts of air quality. This program was especially helpful during the poor air quality the city experienced in June of 2022.

Additional programs are outlined later in the report.

## Environmental Inspections

The Division continues to be short staffed, as there is a shortage of public health professionals especially in Environmental Health. As of June 2023, one Inspector I has obtained Food, Septic and Lead certifications. Currently, another Inspector I has obtained Septic and Lead certifications and is working on becoming certified in food inspections. The department continues to seek to fill Inspector II and III positions that are currently vacant.

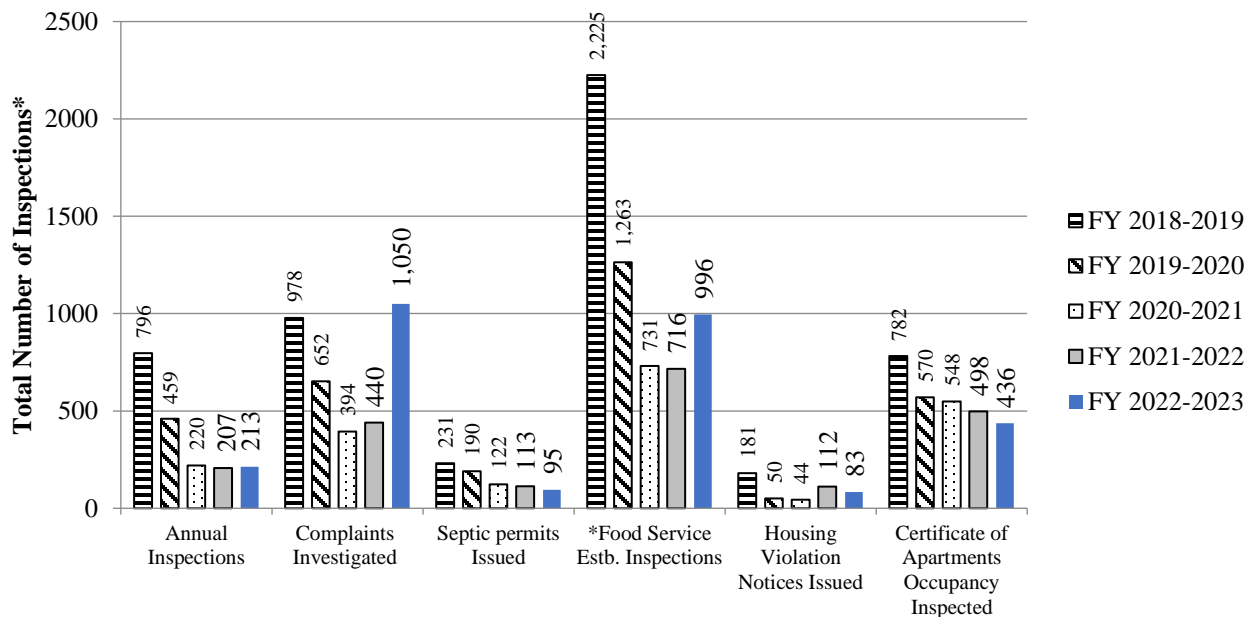
The licensing and permitting program used by the Division is constantly being refined by the Administrative Supervisor to better be able to meet the needs of both internal and external users. Enhancements have been made to the licensing system to help all users navigate the database. Watermarks such as draft, void, and suspended, have been added to online system to preserve the integrity of the issued documents.

A new Food and Drug Administration (FDA) food code was adopted by the CT Department of Public Health in February of 2023. As a result, the FDA food inspection form has been created in ViewPoint Cloud pending approval for use from the CT Department of Public Health. This new FDA code focuses on public health risk factors and good retail practices. In addition, the adopted FDA food code discourages food inspection failures and concentrates on promoting education and food safety awareness among establishment owners, managers, and food workers.

The Environmental Inspections program addresses environmental issues that affect the health and safety of the public. These include but are not limited to issues related to housing, lead, radon, mold, asthma, air pollution, food, daycare, bedbugs, pools, weights and measures, rodent, septic, permits, stagnant water, water pollution, noise, and general complaints. In fiscal year 2022-2023, there were 2,873 environmental health related activities. Figure 3 below shows the five-year activity trends.



**Figure 3. Environmental Health and Inspections Five-year Activity Trends**



\*Includes repeat inspections.\*

**Annual Inspections** are conducted on Assisting living, Cosmetology/Personal Care, Daycares, Garbage Trucks, Hotels, Public Beaches, Rooming Houses, and Schools.

**Complaint investigations** are conducted throughout the year on a variety of issues including Air pollution, Bedbugs, Housing, Garbage, Lead and No Heat.

**Septic permits** are issued on subsurface sewage regarding new systems, additions, repairs, subdivision reserves, and code complying areas.

**Food inspections** are conducted throughout the year on all food establishments including retail establishments and temporary events.

**Housing notices/orders** are issued to owners or tenants who are in violation of the Connecticut Public Health Code, General Statutes of the State of Connecticut and Stamford City Code of Ordinances.

**Certificate of Apartment Occupancy (CAO) inspections** are inspections on structures that contain four (4) units or more and are at least 15 years of age or older.

There was a decrease of 26% in housing violation notices compared to the fiscal year 2021-2022. This decrease may be a result of homeowners becoming more aware of the proper housing code standards which promote safe living environments. Operation safe house inspections, which focus on illegal and unsafe housing matters, was reinstated in October 2022. This increased awareness regarding enforcement of housing code governing safe and healthy housing.

A certificate of apartment occupancy (CAO) inspection relies on owners calling to indicate that a dwelling-unit has been vacated, has been repaired or renovated, and is ready for inspection before a new tenant takes occupancy. As such, this type of inspection is based on the owner's knowledge of the regulation and willingness to comply. There was a decrease of 12% compared to fiscal year 2021-2022, which may be a result of multiple family dwelling structures undergoing major renovations and therefore no longer require inspections or fewer apartment vacancies/reoccupations during that timeframe.

Under the State of Connecticut Public Act 17-93, enacted on October 1, 2017, food establishments are classified as Class I, II, III, V dependent upon the type of food prepared, served and sold and population served. The number of inspections required is based on classification. The division also manages vendors for temporary events and related inspections. Temporary Food Service

Establishment means a food service establishment that operates at a fixed location for a temporary time-period, not to exceed two (2) weeks, in connection with a transitory gathering. Much staff time is dedicated to this activity during the spring, summer and fall months to ensure public health and safety for attendees.

The 39% increase in food establishment inspections signals a return of inspection status closer to pre-pandemic levels and ability of staff to focus on completing inspections in a timely manner even with the implementation of new FDA standards for inspections.

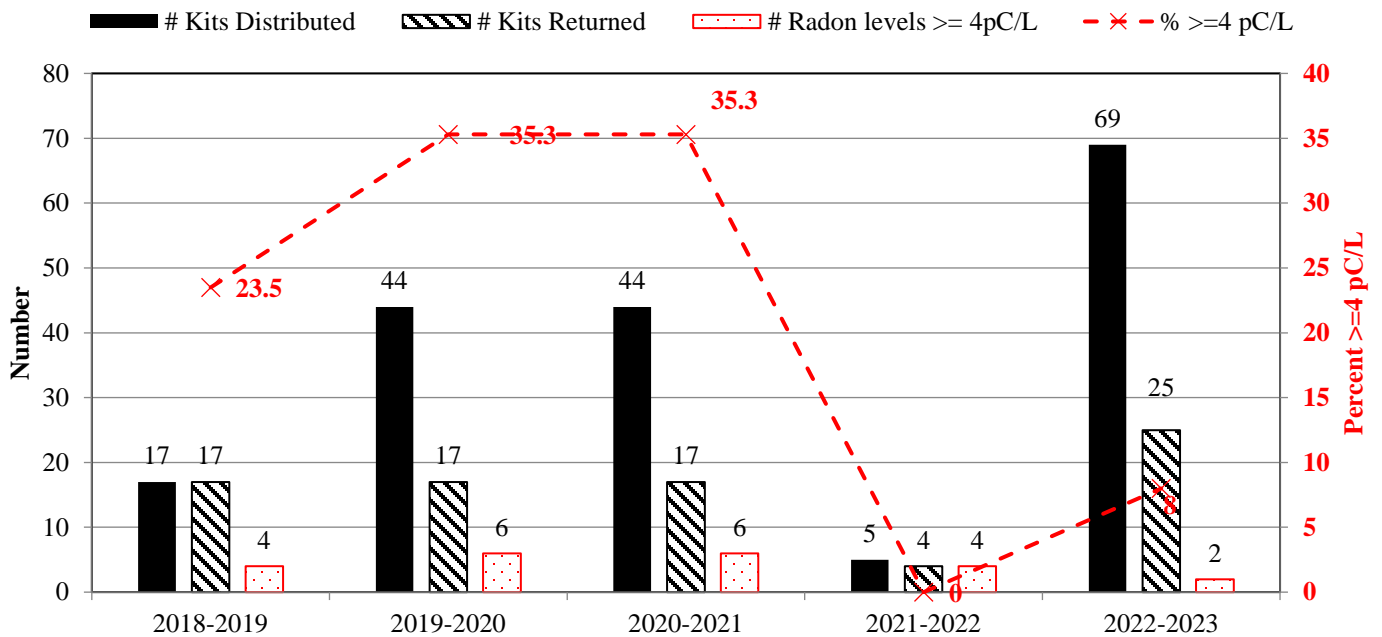
### Radon Testing Program

In January 2022, the Department of Health in collaboration with the State Department of Public Health initiated the free voluntary Radon Testing program for home owners. Initially, radon surveillance was conducted during the months of January to March. In 2020, DPH changed this to an all-year activity.

The Stamford Department of Health and Human Services offers home owners free radon kits that the owner installs in his or her home to test the air for radon. The kits are returned to the Department of Health and Human Services where they are sent to a laboratory for testing. When the radon test results are equal to or higher than  $\geq 4$  pC/L; which is considered to be harmful, homeowners are given advice on how to remediate their homes.

Figure 4 below shows the radon results since voluntary testing started. Given that this is a convenience sample, the positivity rate may not be reflective of the actual positivity rate of homes in the city. The lower number of kits distributed in fiscal year 2018-2019 is most likely due to the fact that the radon public awareness activities did not occur that year. In 2020 outreach resumed and the number of kits requested increased by 158%. However, only 38.6% of the kits were returned compared to the prior two years. Numbers remained the same for 2020-2021. Response was very low in 2021-2022. The low level of interest in the program, highlighted the need to increase publicity of this important environmental health program. With increase publicity by CTDPH, Region 1 and Stamford Department of Health and Human Services, there was renewed interest in the program and 69 kits were distributed. Although participants are reminded to return the kit, less than half are returned for processing.

**Figure 4. Radon Testing of Air Samples in Homes**



### Mosquito Control Program

The Environmental Health and Inspections Division inspects all reports of environmental areas and conditions that may potentially support the growth of mosquitoes. Whenever possible, inspectors take appropriate actions to eliminate mosquito-breeding sites and prevent the development of adult mosquitoes.

The creation of a Mosquito Control Program within the Environmental Inspections Division has enabled the inspectors to more effectively eliminate mosquitoes and the diseases carried by them. Health promotion information to increase community awareness through education on how to reduce mosquito exposures and mosquito breeding sites around commercial and home environments is disseminated through the media.

In an effort to suppress the development of adult mosquitoes through the elimination of mosquito larvae, the city's entire catch basin system is treated with a larvicidal product through the services of a contracted agent. Larviciding currently occurs four times per year to maximize the efficacy of the larvicide.

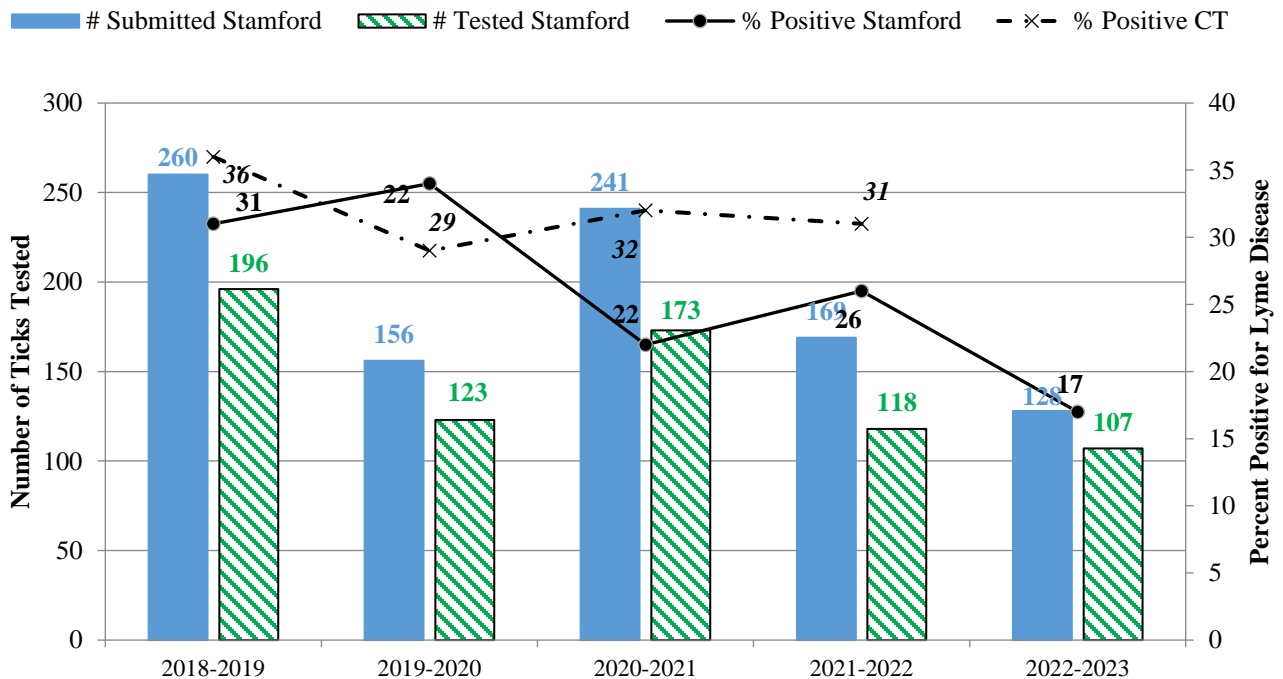
During the 2022-2023 fiscal year the program responded to 3 complaints involving mosquitoes and stagnant water.

## Laboratory Division

The Laboratory provides supportive services to the various divisions of the Department of Health and Human Services. For example, the above programs, radon testing and larviciding, are managed as a collaboration between the laboratory and environmental health staff. The Laboratory Director assisted with the installment of the Purple Air Monitors and continues to manage the program. He also assists the public health clinic staff with vaccine management and response to reports of foodborne illness. Additionally, the laboratory conducts water testing, tick identification, facilitates animal rabies testing and tick testing for Lyme disease, and provides public health information to the citizens of Stamford. Through these activities, the Laboratory program supports essential services 1 to 3 and 6 to 8. Every year the laboratory also tests the beach waters weekly in Stamford beginning in May and continuing through Labor Day. A total of 313 beach samples were collected and tested in FY 2022-23. Based on test results, beaches may be closed to swimming and shoreline activities.

Figure 5 shows the five-year trend of *Ixodes scapularis* tick (a vector for Lyme disease) submissions and the percent that tested positive for Lyme disease. The rate of Lyme disease positivity in ticks collected in Stamford has traditionally been similar to the overall rate in the State of Connecticut.

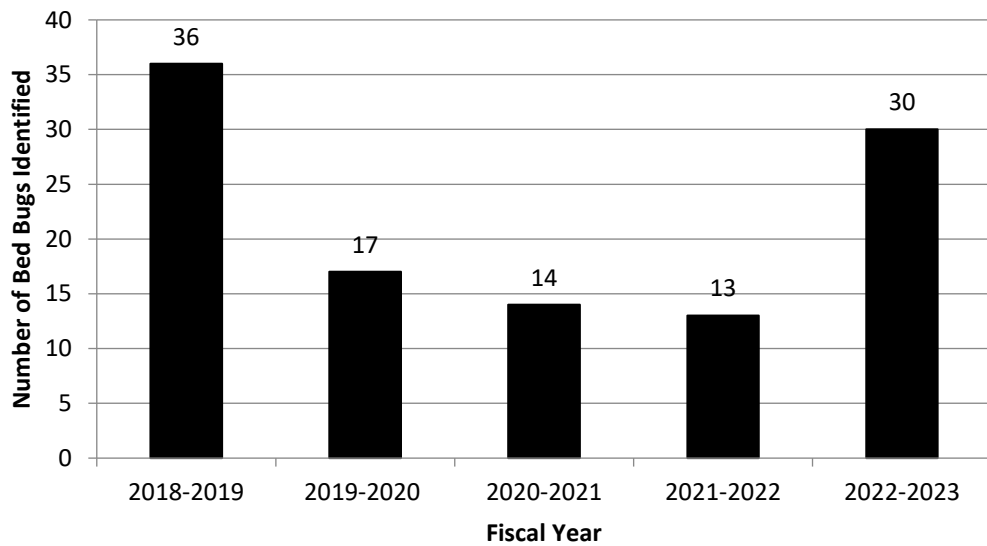
**Figure 5. *Ixodes scapularis* Ticks Tested in Stamford vs. Statewide and Percent Positive for Lyme Disease**



## Bedbugs

Figure 6 shows the number of bedbugs identified over the past five years. Connecticut State Law requires landlords to remediate bedbug problems. Based upon complaints reported to the Department of Health and Human Services, environmental inspectors will perform a home inspection on rental properties and if bedbugs are found, issue orders to the landlords for extermination. Sometimes school staff will submit a specimen. Guidance is provided to school staff on mitigation.

**Figure 6. Number of Bed Bugs Identified**

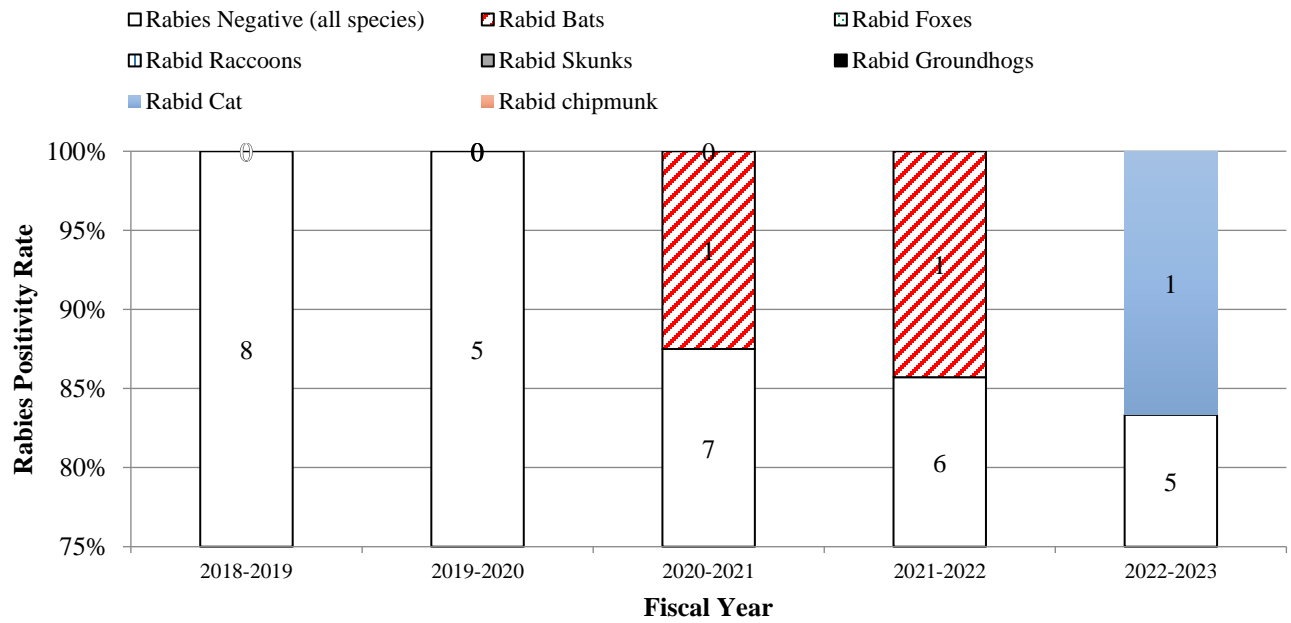


### Rabies Testing

Rabies testing is conducted on suspected rabid animals that have had either human or domesticated animal contact. The Laboratory, along with the city's Animal Control program, ensures that animal specimens that need to be submitted for rabies testing are transported to the State Public Health Laboratory for testing. The Laboratory or Animal Control follows up with residents who have been exposed to an animal that tests positive for rabies to advise them to seek medical attention.

Figure 7 shows the five-year trend in samples submitted for testing and the percent that tested positive for rabies by species.

**Figure 7. Animal Rabies Testing**

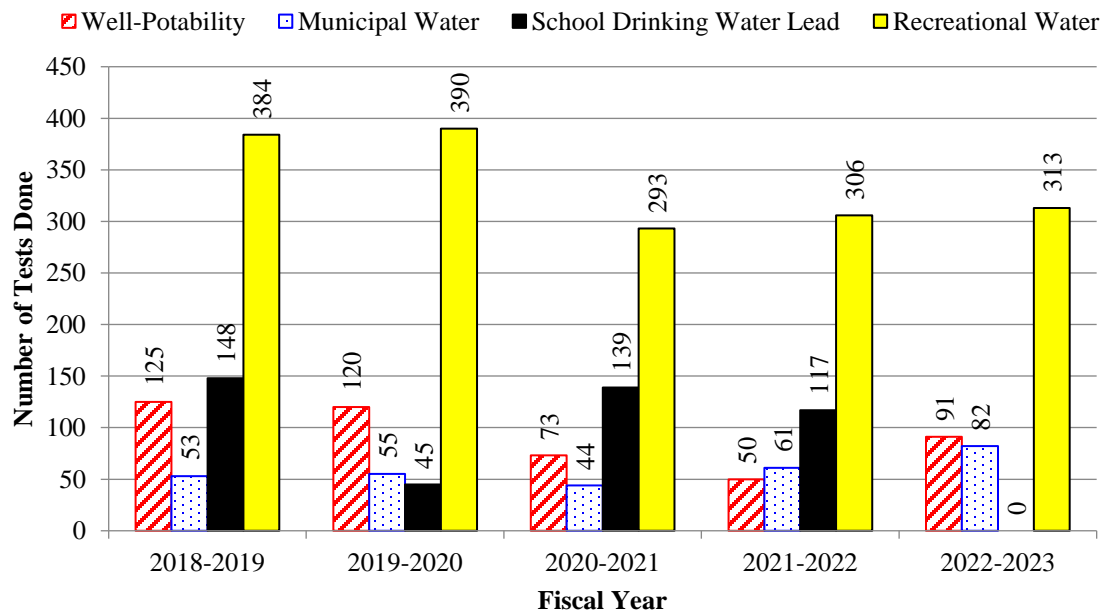


### Water Testing

The Laboratory's core activities relate to water testing. For a fee, municipal water testing for lead and copper, well water testing for potability, recreational water testing is available to the public. The Laboratory conducts biennial testing of school drinking water for lead and does beach water testing as is required by Connecticut General Statutes Chapter 98, Section 7-148.

Figure 8 shows the five-year trends for water testing. Well potability testing requests decreased slightly during the COVID pandemic while recreational and municipal water testing requests have remained relatively constant.

**Figure 8. Water Testing**



## Public Health Nursing and Dental Hygiene Services

The Public Health Nursing program consists of Community Nursing and School Nursing and in combination with the School Dental Hygiene program supports ES 1 to 10. Many residents take advantage of the breadth of nursing and dental services the department offers including access to medical care.

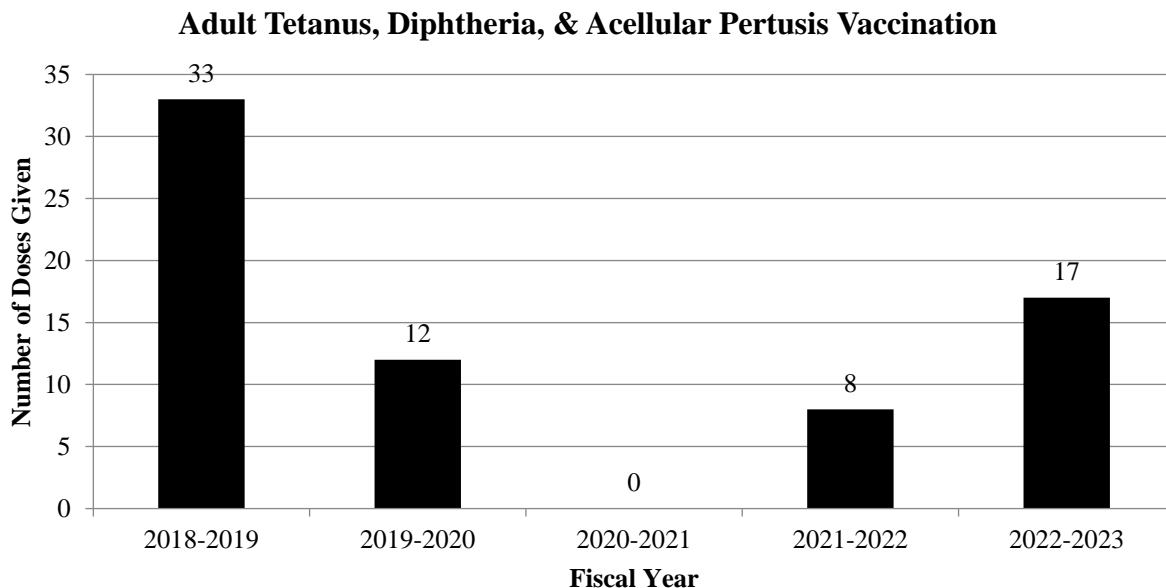
### Community Nursing

Community nurses provide oversight to multiple programs: Cocoon (Adult Vaccine) Program, Influenza Prevention Program, Sexually Transmitted Diseases (STD) Program, the Tuberculosis (TB) Program, Well Child Program, Pediatric Lead Prevention Program, Reportable Diseases, and the Adult Wellness Program. Community Nurses also participate in outbreak investigations and Public Health Emergency Response.

### Cocoon Program

The Cocoon Program is a state funded program that provides free tetanus diphtheria and acellular pertussis (Tdap) vaccine to any adult family member who has contact with an infant. The goal is to protect the child against pertussis infection that may be transmitted from the adult caregiver to the infant. The vaccine is provided for free by Sanofi Pasteur through a program sponsored by the State Department of Public Health and the Centers for Disease Control and Prevention. Figure 9 shows an improvement in number of doses given since fiscal years during and just post the Covid Pandemic 2020-2021 & 2021-2022. While improved the relatively low administration of the vaccine may be attributed to several reasons. Additional sites such as pharmacies now offer this vaccine, persons with insurance are getting the vaccine from their providers, and lack of awareness that the vaccine is provided by the Adult Vaccine Program.

**Figure 9. Cocoon Program Five-Year Trends**

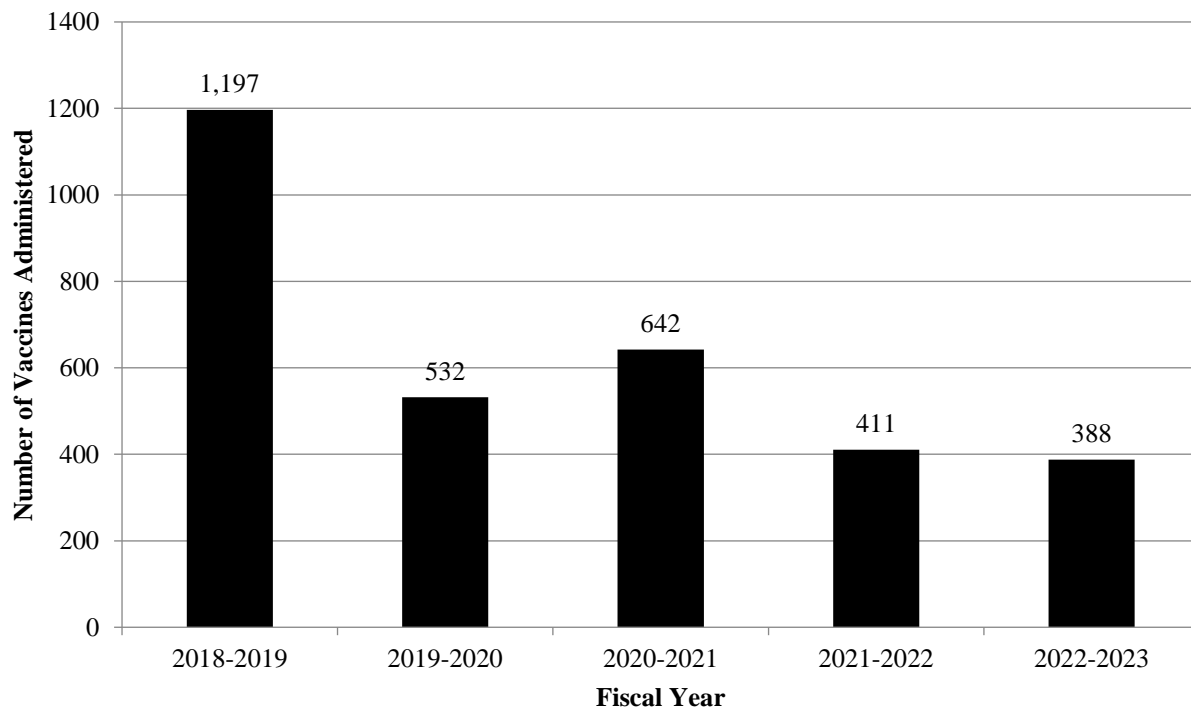


## Influenza Prevention Program

The goal of the influenza prevention program is to increase the vaccination rates in the city, thereby increasing herd immunity. This will make the city better prepared to withstand the effects of an influenza pandemic. To help achieve this goal, the Department of Health and Human Services provides influenza vaccine to all eligible persons ages six months or older. The Department of Health and Human Services takes part in the Children's Vaccines Program (CVP) for our infants and school age children up to 18 years old to provide free immunizations for that population.

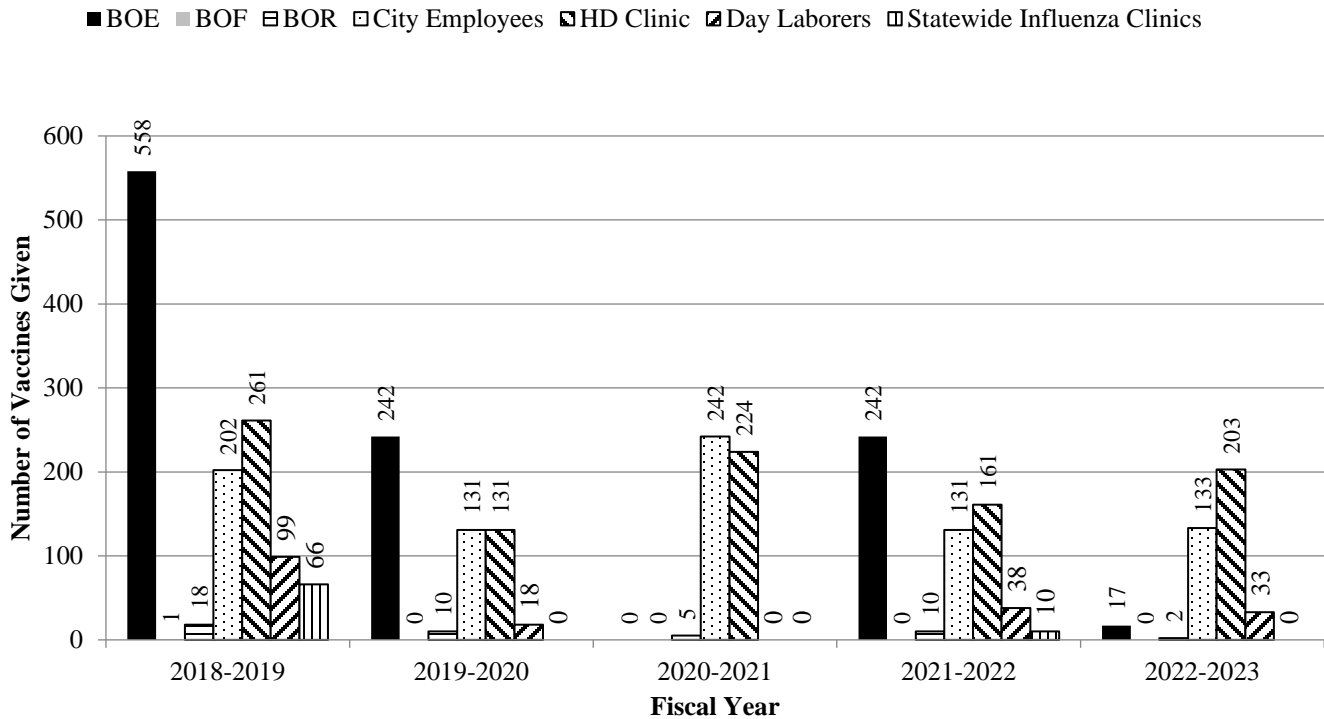
The 2022-2023 annual Influenza campaign was 'kicked off' September 30th, 2022, at the Lathen Wilder Building on the second floor in the conference room where the mayor was the first in line to receive the Flu vaccine for the 2022-2023 flu season. Partnering with the Stamford Human Resources Department, Flu vaccination included targeting all City of Stamford and Board of Education employees and City of Stamford Boards of Finance and Representatives members. After the "Kick-Off" the outpatient clinic offered vaccine clinics as outreach to the adult day care centers, and adult living facilities, women and men shelters, and to the day worker population. Over the years, the Department of Health and Human Services has expanded its outreach activities to increase influenza vaccination coverage. The last three consecutive years, however, 2020, 21, and 22 there has shown an overall reduction in the number of vaccines administered. This could be due to delays due to the pandemic as well as increased access to flu vaccines at pharmacies and provider offices. Figures 11 and 12, respectively, show the five-year trends in the adult influenza vaccine administration and the populations targeted.

**Figure 10. Influenza Vaccination Program**





**Figure 11. Influenza Vaccination by Population Served**



**Sexually Transmitted Disease (STD) Program**

The Stamford Department of Health's Sexually Transmitted Disease (STD) Clinic is partially supported by a grant from DPH that is funded through the Centers for Disease Control and Prevention. The program provides comprehensive diagnostics, treatment, and counseling for the most common STDs including syphilis, gonorrhea, *Chlamydia* spp., *Trichomonas* spp., and Herpes viruses. The program assists with the identification of the sexual partners of persons diagnosed with a STD and offers prophylactic treatment when appropriate. Service is free of charge to anyone 13 years or older. Free HIV testing is also offered through the program and positive individuals are linked to care through partnership with Stamford CARES (Coalition for AIDS Resources, Education and Services), a Family Centers program. Hepatitis A and B vaccines are provided by DPH and are offered free of charge to STD clinic patients. Table 1, details the City of Stamford trend in STD positivity rates, which are reflective of the national trend. The positivity rate for syphilis decreased, but the rate for other STDs tested continued to grow. Overall, this emphasizes the need to maintain a local ability to provide needed STD services.

**Table 1. Sexually Transmitted Disease Clinic Five-Year Trends**

	2018-2019	2019-2020	2020-2021	2021-2022	2022-2023
No. of initial visits	355	245	248	273	269
No. of follow up visits <sup>1</sup>	96	47	96	248	313
No. of STD tests <sup>2</sup>	380	256	659	521	588

No. (%) of syphilis positive	26 (7.3)	7 (2.7)	21(9.9)	30 (12.0)	13 (5.0)
No. (%) of <i>Chlamydia</i> spp. positive	25 (7.0)	13 (5.1)	17(8.0)	25 (9.0)	38 (14.1)
No. (%) of gonorrhea positive	10 (2.8)	5 (2.0)	7 (3.3)	11 (4.0)	17 (6.3)
No. of HIV tests done (% positive)	319 (0)	129 (0)	206 (.5)	248 (.008)	247 (0)
No. of pregnancy tests done (% pregnant)	1 (0)	0	0	0	4 (0)

<sup>1</sup>Follow up visits are for counseling, medications, second dose of vaccines, rechecks for positive tests, and recheck if the patient remains symptomatic.

<sup>2</sup>When STD testing is conducted, each patient is routinely tested for syphilis, gonorrhea, and *Chlamydia* spp. at the initial visit if there was no prior testing done or if testing was done and the patient is still symptomatic at initial visit. If needed, at the follow-up visit some patients are retested if they remain symptomatic

All persons who were diagnosed with a STD were treated in the clinic. The STD grant requires that clients are treated within seven (7) days of their initial visit. To ensure compliance, treatment is usually started empirically and is changed if needed based on the confirmatory diagnosis. Not all patients treated are tested at the clinic; some are referred for treatment based on positive test results elsewhere.

### Tuberculosis (TB) Program

The Stamford Department of Health has a primary responsibility for preventing and controlling the spread of TB. To meet this challenge successfully, the TB control program engages in a number of activities that include the following key components:

- Conducting overall planning and development of policy
- Identifying persons who have clinically active TB
- Managing persons who have or are suspected of having TB disease
- Providing directly observed therapy (DOT) to persons with active TB. DOT is a process during which the nurse observes the patient take his or her TB medications
- Identifying and assessing the contacts of persons who are identified with active communicable TB
- Identifying and managing persons infected with TB
- Providing laboratory and diagnostic services
- Providing education to staff, clients, and providers about the prevention, diagnosis, and control of TB.

The Stamford Department of Health Adult TB Clinic services are conducted via a collaborative agreement between OPTIMUS Health Care, the Department of Health, and Stamford Hospital's Pulmonary Division. Table 3 describes the five-year TB trends. It should be noted that none of these TB cases resulted in exposures that caused new infections. This is most likely a result of the Department of Health's efforts to encourage providers to increase TB screening to facilitate early detection and treatment of TB cases and to communicate with the department so that we are quickly involved. DOT remains the cornerstone of effective TB treatment but is a labor-intensive process that requires many nursing interactions for each patient.

**Table 2. Tuberculosis Five-Year Trends**

	2018-2019	2019-2020	2020-2021	2021-2022	2022-2023
No. of new TB cases	4	6	6	7	9

No. (%) of new cases that are adults	4 (100)	6 (100)	6 (100)	7 (100)	9 (100)
No. (%) of multi-drug resistant TB cases <sup>1</sup>	1 (25)	1 (16.7)	1 (16.7)	1 (14.3)	0
No. of extremely drug resistant TB cases <sup>2</sup>	0	0	0	0	0
No. of visits to client on DOT <sup>3</sup>	460	1,300	1280	1820	1920
No. of tuberculosis skin tests and or blood tests for TB administered	256	51	18	106	63
No. (%) of positive TB tests	13 (5.0%)	6 (7.2%)	4 (22.2%)	5 (4.72%)	8 (12.7%)

<sup>1</sup>Multi drug resistant (MDR) are cases in which the *Mycobacterium tuberculosis* strain is resistant to isoniazid and rifampin

<sup>2</sup>Extensively drug resistant (XDR) are cases in which the *Mycobacterium tuberculosis* strain is resistant to isoniazid and rifampin and any fluoroquinolone and at least one of three injectable drugs namely Amikacin, Kanamycin, or Capreomycin

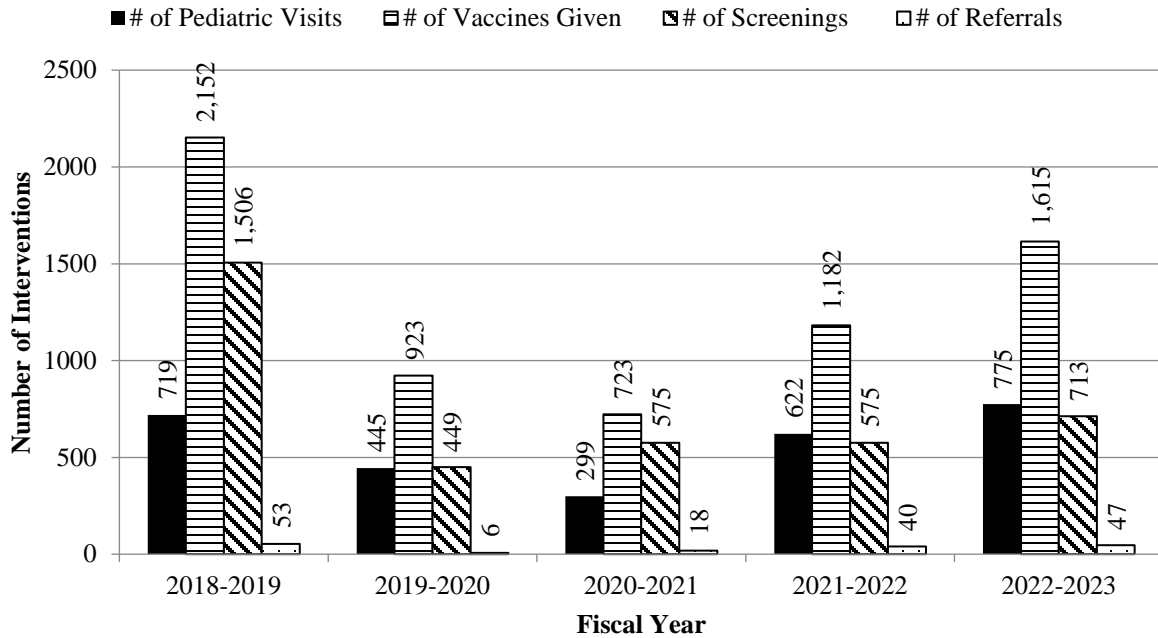
<sup>3</sup>DOT – directly observed therapy. This is used to ensure that persons who have active communicable TB disease are compliant with taking their medications.

The clinic continued increased efforts to identify persons who are latently infected with the TB bacillus and recommend treatment to prevent subsequent TB disease and transmission.

### Well Child Clinic

The Stamford Well Child Clinic provides primarily underinsured or uninsured children with physicals, vaccinations, medical screenings, social and psychological needs assessments, and if necessary, referrals to specialists. Medical providers, school nurses, the Stamford Health (Hospital), and other sources refer children to the clinic. Well Child Clinic visits are also used to educate families about child development, nutrition, sleep, safety, diseases, other health topics, and available community resources. The ultimate goal is to link children to a medical home to ensure continuity of care for the child. The clinic is an available resource for families who need physicals and vaccinations for the children to enter school. Vaccines are given for free to the Department of Health from CTDPH via the Federal Vaccine for Children program to ensure that children are up-to-date on their vaccines. FY 21-22 began to see an increase in visits toward pre-pandemic levels as parents attempt to get their children up-to-date with physicals and vaccines. With the influx of new families to Stamford, especially those new to the country, the demand for school physical and vaccines increased greatly. Figure 12 details the five-year trends.

**Figure 12. Stamford Well Child Clinic Five-Year Trends**

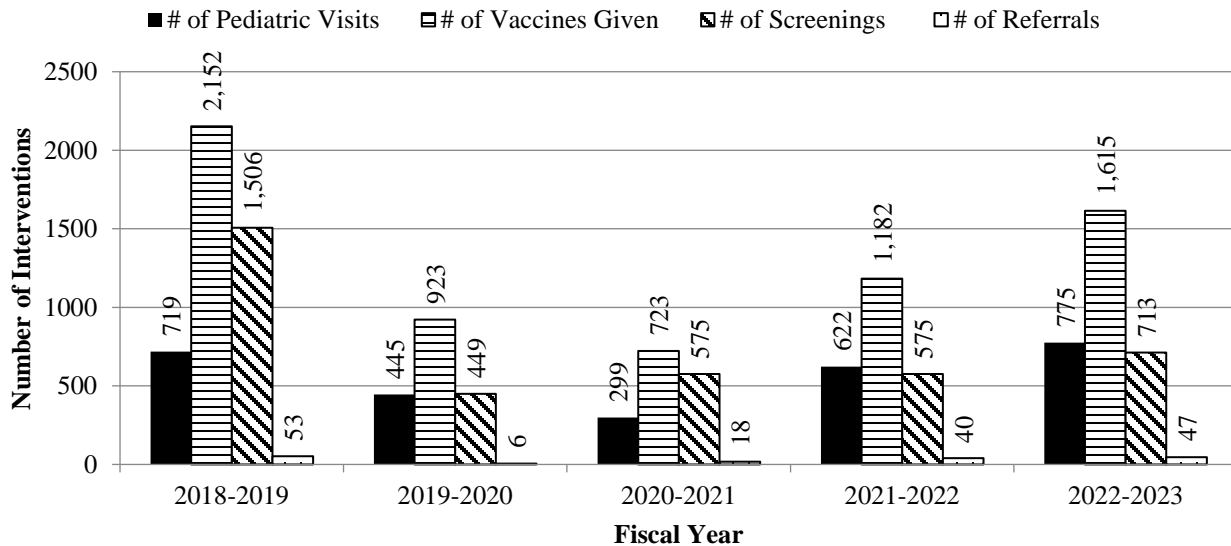


<sup>1</sup>Screenings refer to vision, hearing, scoliosis, dental, developmental screenings, hemoglobin blood tests and lead blood tests

<sup>2</sup>Referrals are to other providers include but are not limited to the following, outside medical providers for evaluations and medical homes, dental clinics, School Based Health Centers, Community Based Health Centers

Figure 13 shows the number and types of screenings that are conducted in the clinic.

**Figure 13. Well Child Clinic Screenings**



**Pediatric Lead Poisoning Prevention Program**

Pediatric lead surveillance is required by Connecticut General Statute §19a-110(d). In addition to the lead screenings that are conducted through the Well Child Clinic, The Advanced Practice Registered Nurse (APRN) follows up on all reports of elevated pediatric blood lead levels (BLL). An

elevated BLL is defined as a BLL >3.5 ug/dl. The APRN ensures that the child is appropriately monitored by his or her healthcare provider by alerting the child's parents of the importance to take their child for follow-up testing, that testing continues until the Venous BLL normalizes, meaning, falls below <3.5 ug/dl.

When necessary, community nurses collaborate with the Environmental Inspections Division, to conduct and collect, clinical, and behavioral information about the child as the environmental division inspects of homes to gather and identify any potential source of environmental lead. Both the Environmental Inspections Division and Community Nursing provide guidance and education for the family to eliminate areas where lead is found.

Pediatric lead screenings are only required for children ages 0 to 3 years of age. Most children seen at the department of health outpatient on Henry Street are older than three years of age. When a lead level is reported from the DPH lab as 3.5mg/dl or higher, if the child continues without a primary care provider, the Well Child Clinic community nurse takes a venous sample for testing that is sent to the state lab for evaluation.

In fiscal year 2022-23, the community nurses investigated 4 elevated BLLs that were reported to the Department of Health and Human Services. Of these, four homes (66.7%) required environmental inspection, but none was found to have lead on the property. However, it was established that these families were transient, regularly travelling back to their home countries, where it is suspected they were being exposed.

#### (Non- TB, STD, & HIV) Reportable Diseases Program

Under Connecticut General Statute Section 19a-2a and Section 19a-36-A2 the Commissioner of Health establishes a list of diseases and conditions that must be reported to CTDPH and to Local Departments of Health. Local Departments of Health either investigate these cases independently or provide support to the CTDPH-lead investigations. In the fiscal year 2022-2023, there were two food outbreak related investigations.

#### Community Nursing Outreach Activities

In 2020, funding from a Preventive Health and Health Services Block Grant provided an Adult Wellness Program which continued until September 30, 2023. The Department contracted a nurse to provide blood pressure screenings and coordinate nutrition and exercise education to adults in the community. The program offered exercise classes and cooking demonstrations to promote low sodium meal preparations and overall better management of hypertension. Participants were offered blood pressure devices, free of cost, for self-monitoring and to report to their Primary Care Providers as needed. During the Covid-19 pandemic HIPAA compliant Zoom sessions were held. For the third year of the program one hundred twenty-nine (129) participants received blood pressure screenings. Program data are shown in **Table 3**.

**Table 3: Community Nursing Outreach**

Stamford Department of Health Community Nursing Outreach	Number	Percent	Number	Percent	Number	Percent
	2020- 2021	2020- 2021	2021- 2022	2021- 2022	2022- 2023	2022- 2023

No. (%) screened with normal blood pressure readings (< 120/80).	10	22%	55	26%	42	33%
No. (%) screened with elevated readings (120-129/<80).	11	24%	59	28%	24	19%
No. (%) screened with stage 1 hypertension (systolic 130-139 or diastolic 80-89)	9	20%	52	25%	27	21%
No. (%) screened with hypertension stage 2 readings (>140 systolic or >90 diastolic)	16	35%	41	20%	36	28%
No. (%) screened with hypertensive crisis: >180 systolic and/or >120 diastolic	0	0%	2	1%	0	0%
No. (%) screened with elevated blood pressure readings that were aware of elevation.	16	44%	81	39%	48	55%

## School Nursing Program

Our primary goal in the School Nursing Program is to ensure a safe learning environment for every student in the Stamford Public Schools and the twelve not for profit private and parochial schools by providing guidance, monitoring student health, and delivering nursing services. At the beginning of each school year our School Nurses must analyze the immunization records and mandated physical exam forms for thousands of new students entering the Stamford Public Schools as well as students matriculating to grades 7 and 10. Monitoring and maintaining immunization compliance is a major duty throughout the school year and is vital to maintaining a safe environment. The reviewing of every medical record is also pertinent to developing a yearly medical problem list for each school to ensure that all students with chronic medical conditions are receiving the appropriate accommodations, nursing care and support throughout the school day. School Nurses review these medical alerts with teachers as needed per the student's plan of care. Nurses also conduct state mandated hearing, vision and scoliosis screenings referring students for evaluation by a physician for early detection and treatment of developmental issues. The high school nurses are also responsible to make sure every student athlete has an annual physical exam on file with clearance to play sports.

School nurses managed 18,676 students in public, private and parochial schools in the 22-23 school year. They also provided physician-ordered medical interventions and prepared nursing care plans for children with medical needs. They participated in 504 and IEP meetings to accommodate student needs throughout the school day. School Nurses educate and empower students to gain independence and support families regarding various health-related topics to ensure healthy outcomes. Administering specialized medical treatments has become more prevalent in many of the schools throughout the city. School nurses provide diabetic care, administer tube feedings, ostomy care and urinary catheterization in multiple school buildings throughout our city. This specialized care is a critical component of the program providing direct nursing care to students. They also respond to medical emergencies, provide first aid, and administer medications. Professional development for the nurses in the 22-23 school year focused on mental health including suicide prevention gatekeeper training.

The School Nursing Program benefits from the oversight of the city's Medical Advisor and the city's Medical Consultant who work closely with the School Nurse Supervisor to provide and update protocols, provide medication orders for emergency epinephrine and albuterol, contact private clinicians to address medical questions, provide guidance to schools and review special medically related requests.

School Nurses mobilize during a crisis as was demonstrated during the COVID-19 pandemic to provide testing and administer vaccines. School Nurses continued to deliver COVID vaccines to our homebound residents throughout the past year after school and on weekends. They are also a part of the Department of Health team that responds to staff shelters as needed during weather related emergencies to coordinate care for residents with chronic health conditions. Fifteen School Nurses staffed the school nurse offices this summer providing nursing care for summer school students as well as reviewing registration health assessment records for new enterers and students matriculating to grades 6 and 9.

### **Table 4: School Nursing Activities**

<sup>1</sup> All major nursing activities that the school nurse engages in excluding 911 calls, treatments, screening/referrals for vision, hearing & scoliosis.

<sup>2</sup> Percentage of all nursing services

	<b>FY 2018-2019</b>	<b>FY 2019-2020</b>	<b>FY 2020 - 2021</b>	<b>FY 2021 - 2022</b>	<b>FY 2022 - 20223</b>
No. of public school buildings	22	23	24	24	24
No. of private/parochial school buildings	15*	15	11	12	12
<b>NURSING ACTIVITIES<sup>1</sup> (not including 911 calls or referrals) Number/percentage<sup>2</sup></b>					
TOTAL	350,882	100,031	176,147	305,598	367,227
No. (%) of sick visits	61,063 (17.4)	50,349 (50.0)	33,009 (18.73)	64,073 (20.97)	71,343 (19.4)
No. (%) of injury-related visits	28,899 (8.2)	14,706 (15.0)	11,469 (6.51)	32,649 (10.68)	37,219 (10.1)
No. (%) of medication orders received and reviewed	3,724 (1.0)	4,552 (4.5)	4,222 (2.39)	2,586 (0.84)	3,476 (.95)
No. (%) of medications given	27,628 (8.0)	11,705 (11.7)	44,641 (25.34)	90,704 (29.69)	107,520(29.3)
No. (%) <sup>1</sup> of management of cases			67,632 (38.39)	85,192 (27.88)	75,300(20.51)
No. (%) other nursing activities	193,140 (55.1)	22,275 (22.0)	15,174 (8.61)	30,394 (9.94)	35,150(9.6)
<b>Clinical Treatments that are Mandated to be administered by a Licensed Nurse</b>					
No. (%) of blood glucose testing	9,650 (2.8)	5,164 (5.0)	15,446 (57.13)	20,652 (53.52)	25,113 (52.5)
No. (%) insulin management	2,830 (.8)	1,321 (1.3)	4,984 (18.43)	8,028 (20.81)	10,179 (21.3)
No. (%) of oral suctioning	687 (.2)	997 (1.0)	687 (2.54)	773 (2.0)	1,460 (3.1)
No. (%) of catheterizations	738 (.2)	573 (.60)	1,115 (4.12)	1,905 (4.94)	2,427 (5.1)
No. (%) of gastric-tube feedings	2,574 (.7)	573 (1.20)	4,202 (15.54)	5,963 (15.45)	7,555 (15.8)
No. (%) nasogastric tube feedings	0	0 (0)	0	0	0
No. (%) intravenous (IV) therapy	0	1 (0)	0	0	0
No. (%) ostomy care	581 (.2)	601 (.60)	581 (2.14)	636 (1.65)	755 (1.6)
No. (%) oxygen administered	261 (.1)	89 (.10)	1 (0.003)	263 (0.68)	267 (.56)
No. (%) tracheostomy suctioning	558 (.2)	494 (.50)	0	0	82 (.17)
No. (%) ventilator care	0	0 (0)	0	0	45 (.09)
<b>Other Mandated Activities</b>					
<i>Screenings</i>					
No. (%) vision screenings	7,583 (2.1)	3,762 (3.80)	7,883	7,811	7,971 (41.1)
No. (%) of vision referrals from screenings	430 (5.6)	248 (.20)	451 (5.7)	610 (7.8)	590 (7.4)
No. (%) of hearing screenings	7,338 (2.0)	3,734 (3.70)	5,200	7,738	7,599 (39.2)
No. (%) of hearing referrals	49 (.6)	28 (0)	312 (6)	51 (0.65)	52 (9.68)
No. (%) of scoliosis screenings	3,284 (.9)	769 (.80)	2,613	4,162	3,814 (19.7)
No. (%) scoliosis referrals	52 (1.5)	35 (0)	22 (0.84)	24 (0.57)	24 (.63)
No. of 911 calls from nursing staff	67	36 (0)	11	47	60
COVID-19 positive cases			1,278	4,020	1,543
COVID-19 quarantines due to school contacts			3,590	1,010	



There was a about a 15-20% increase in the number of nursing activities in almost all categories from the previous FY. It should be noted that all these services continued despite staffing challenges due to absences, retirements, and an overall nursing shortage.

### School Dental Program

The Stamford Dental Program provides a range of clinical and educational services. Proper oral health is crucial for proper childhood development, and is a key component of good nutrition as it facilitates proper mastication that enhances the metabolism of food.. Children with oral health problems learn less either because they are unable to focus in class or they simply miss more school.

The dental hygienists provide oral health education in classrooms and conduct dental screenings for preschoolers, elementary, and middle school students. When an oral health issue is identified in a student, their parent/guardian is given a referral to community clinics, private dental providers, or the Stamford Department of Health Dental Clinics (when it reopens). Students sometimes require more than one visit to complete preventive and treatment services.

Table 5 below details the five-year trends for the school dental program.

**Table 5: Dental Services Five-Year Trends**

	<b>2018-2019</b>	<b>2019-20</b>	<b>2020-21</b>	<b>2021-22</b>	<b>2022-23</b>
Dental Hygienists	4	4	3	3	3 <sup>1</sup>
Classroom Instruction	236	214	0	196	294
No. of Elementary & Middle School Children Screened	8028	5557	0	3208	6703
No. (%) of Elementary & Middle School Children Screened Requiring Dental Care	558 (6.9)	529 (9.5)	0	310 (9.6)	657 (9.8)
No. of Children Requiring Dental care who receive their Preventive care at the Department of Health's Dental Clinics (#Patients/#Visits)	301/376	244/278	0	0	0
No. of Children Requiring Dental care who receive their treatments at the Department of Health's Dental Clinics Treatment Services (#Patients/#Visits)	144/263	128/205	0	0	0
Sealants Grade 2	369	175	0	0	0

<sup>1</sup> Retirement of one staff member mid-year

Since the dental hygiene program suspension on March 6<sup>th</sup>, 2020 due to the pandemic, the percentage of referrals from the dental screening program has increased again for the 2<sup>nd</sup> school year after reopening in October 2021. This is an increase from the 6 - 7% referral rate in previous years. There was an increase in the prevalence and severity of dental disease from the previous school year. With the retirement of two key staff members, the dental program remains understaffed and unable to reopen all dental services.

## Health Promotion

The health promotion program continued to grow over this FY. Although currently staffed by only one full-time staff member (Behavioral Health, Health Promotion, and Emergency Response Specialist), the support of other divisional staff, interns, and community partners have allowed us to strategically grow and strengthen this function of the Department. We have continued to respond to existing and emerging health threats through community partnership, dissemination of health information, and health promotion events.

## Mothers and Babies

This FY, we offered two six-week sessions of an evidence-based postpartum depression prevention program, Mothers and Babies. The program was facilitated by the Public Health Nursing Supervisor and Behavioral Health, Health Promotion, and Emergency Response Specialist. The program is based in principles of cognitive behavioral therapy, attachment theory, and mindfulness.

Three mothers completed each session, with others who attended one or more classes. Although retention proved challenging, preliminary qualitative data from the evaluation showed that the program was well received by participants. Future sessions will focus on additional recruitment and retention strategies, including partnering with local nonprofits to provide incentives and working with healthcare providers to offer referrals.

## QPR (Suicide Prevention Training)

In August 2022, several department staff and volunteers were trained as facilitators for Question, Persuade, Refer (QPR), an evidence based suicide prevention training focused on bystander intervention. The team, in addition to a trainer from our partner organization Liberation Programs, trained over 100 participants beginning in September. Groups trained included school staff (nurses and security guards), 9/11 emergency dispatch, our postvention team, after-school providers, Stamford CARES, and the Stamford Rotary Club.

Preliminary results from the program showed a high level of participant satisfaction. 92% were satisfied or very satisfied with the quality of the training, and 99% said they would recommend the training to others. We are continuing to grow and develop this program, with a more intensive evaluation to measure program objectives.

## Community Coalitions

Department staff have been active leaders and participants on community coalitions throughout the FY. The Behavioral Health, Health Promotion, and Emergency Response Specialist began the FY co-leading the communications workgroup of the Youth Mental Health Alliance and transitioned to leading the evaluation workgroup during the FY.

Department staff partnered with Norwalk Health Department and LGBTQ+ community leaders and nonprofits to respond to the mpox epidemic in summer and fall of 2022. Throughout the course of the FY, as mpox concerns waned, the group pivoted to focus on a range of public health issues impacting the local LGBTQ+ community and engaged in joint messaging, outreach, and planning together. Resources developed jointly with the group include an LGBTQ+ specific mental health resources brochures, infographics explaining mpox, and more.

Staff continue to serve on a range of community and regional coalitions focused on public health topics, including the Local Prevention Council, Mayor's Advisory Council on Aging, and Regional Suicide Advisory Board, among others.

### Rapid Community Assessment

In November 2022, Department staff worked closely with staff from the Centers for Disease Control and Prevention (CDC) and CTDPH on a Rapid Community Assessment (RCA). The RCA is designed to be a quick assessment of community perceptions of and needs in a particular area. Our RCA focused on childhood vaccines. We identified key areas for improvement and have begun working towards collaborative strategies.

### Community Health Needs Assessment and Community Health Improvement Plan

The Department continued to work in collaboration with Stamford Health on a [Community Health Needs Assessment \(CHNA\)](#) and [Community Health Improvement Plan \(CHIP\)](#). The CHNA and CHIP are conducted every three years and serve as a systematic assessment of the health needs of the community. The top three needs identified this year were mental/behavioral health, access to primary care, and housing. We have begun work on implementing strategies to address these needs, as outlined in the CHIP and will continue to work with the hospital on the long-term implementation and monitoring process.

### Accreditation

Working towards Departmental accreditation has been a major focus for the second half of this FY. Our Behavioral Health, Health Promotion, and Emergency Response Specialist has been serving as Accreditation Coordinator, working closely with the Director of Health and Human Services and with support from the Leadership Team and staff at all levels.

We began an initial readiness and training process through the Public Health Accreditation Board (PHAB) in January 2023 and finished the FY with 41% of documentation identified and gathered. We are well ahead of schedule to submit our application by January 2025.

### Social Media

Social media continued to be a key tool for health education of the community. Monthly social media calendars were developed to highlight monthly awareness events and DHHS resources, as well as pertinent public health issues such as mental health, mpox, and emergency preparedness. Acquiring Hootsuite last FY proved to be incredibly valuable and will provide the Department with the opportunity to engage much further with social media and track data monthly.

Importantly, metrics for this FY are far below those of last year – during the previous FY, we had a grant supporting a communications consultant group, who dedicated significant time and money towards the social media campaigns. Their work ended in November of this FY. Nevertheless, this FY we continued to grow our following and engagement and focus strategically on ways to engage the community and highlight the work we do.

Statistics for this and last fiscal year across all platforms are as follows:

**Table 6: Social Media Data**

	<b>2021-2022</b>	<b>2022-2023</b>
Number of Posts	1,432	958
Total Engagements	77,543	2,057
Total Impressions	4,010,827	803,853
Total Followers	1,393	1,896
New Followers	-	503
Ad Spending	\$45,203	\$12,491

### Intern Curriculum

DHHS continued to partner with local schools of public health to host interns and support local public health workforce development. Throughout FY 22-23, we hosted four health promotion interns- one BA student and three MPH students. Their projects focused on their interests, as well as the needs of the Department and their school.

Responsibilities included:

- Development and implementation of a vaping education program for fifth grade students
- Review of educational materials about childhood lead exposure for parents
- Creation of social media content
- Development of communications campaign on importance of primary care
- Documentation of local maternal mental health and youth mental health resources

We will continue to pursue internships in the upcoming FY, as they prove to be mutually beneficial to the student, schools, and the Department

### Employee Wellness

This FY, we expanded our health promotion focus to include employee wellness, knowing that supporting healthy habits of our employees extends into the larger community and enables us to maintain capacity to provide services for our residents.

During National Public Health Week (NPHW) in April 2023, Department staff from across all divisions tabled in the lobby to share information about the services we provide. This was designed to close a gap identified in our strategic plan that other city employees aren't aware of the services we provide. In addition, we began an internal employee wellness campaign, with weekly walks to Mill River Park together and a series of mindfulness classes on Fridays.

Spurred by the success of the weekly Department walks beginning during NPHW, on June 12-16, 2023, the Department partnered with Human Resources to host an employee walking challenge. We provided gift card raffle incentives to city employees to walk for at least twenty minutes per day around lunchtime. Approximately 75 employees participated over the course of the week.

### Public Health Emergency Preparedness

This program also saw extensive growth during the 22-23 FY. The program continues to be staffed full time by the Behavioral Health, Health Promotion, and Emergency Response Specialist, but additional grant funding this year allowed us to hire two part time staff – Public Health Emergency Response Planner and MRC Coordinator.

## Partnerships

The Department works closely with regional partners to ensure emergency preparedness. We attended regular virtual meetings for ESF8, Critical Workforce Planning Group, and Cities Readiness Initiative.

We engaged in regular meetings throughout the FY with other city departments, CT DPH, and other local health departments to prepare for the possibility of a bus of migrants arriving in our jurisdiction, as we were seeing in other municipalities across the country. We also attended preliminary meetings with the US Army Corps of Engineers about the proposed FY 24-25 hurricane barrier project and continue to prepare accordingly for that response.

We also developed and deepened connections with local nonprofits who are able to provide support during mass sheltering response, including Salvation Army, Rapid Relief Team, and the Red Cross.

## Emergency Planning

The Public Health Emergency Response Planner was hired in November 2022 under a grant provided by the CT Department of Public Health. Our Public Health Emergency Response Plan (PHERP) was updated by the close of this FY to meet Accreditation standards. Additional plans developed and workshopped with staff include Crisis and Emergency Risk Communication and an attachment to the original shelter plan to focus on potential migrant sheltering needs.

## Training

We hosted a shelter training on June 28, 2023 with the Red Cross for our staff and MRC and CERT volunteers. We provided an overview of the updated shelter plan (from last FY) and practiced different responsibilities in sheltering, including registration and dormitory.

We continued to engage in regular training with local and regional partners to exercise our response capabilities. Tabletop exercises attended by Department staff this FY included:

**Table 7: MRC Training**

<b>Date(s)</b>	<b>Topic</b>	<b>Hosted By</b>
11/3/22	Winter Storm Preparations	Director of Public Safety, Health, & Welfare
2/7/23	Mass Shooting	Region 1 Emergency Management
6/20 & 6/21/23	Crisis and Emergency Risk Communications (CERC)	Region 1 Health Departments

## Response

We continued to respond with local partners to cases of untimely death and death by suicide in the community. Our postvention plan developed last FY continued to support and guide our response efforts.

## Medical Reserve Corps (MRC)

This year, our MRC program capacity was able to expand due to a \$67,500 grant from the National Association of City and County Health Officials (NACCHO). A part time MRC volunteer coordinator was hired in August 2022 to focus on the day to day of the program and recruit new volunteers.

In December 2022, we hosted our annual recognition event to thank our volunteers for their work throughout the year and identify those who contributed the highest number of volunteer hours. City leadership was in attendance to provide remarks and administer the Loyalty Oath.

We continued our monthly training program and added Mental Health First Aid (MHFA) and CPR trainings, funded by the grant. 29 volunteers were CPR certified and 25 attended MHFA trainings. Monthly trainings focused on capabilities identified by the federal government and were facilitated by local experts and MRC volunteers themselves.

A goal for this year's recruitment was to recruit members of diverse racial and ethnic backgrounds who reflect the communities we serve. A survey of 27 active members in June 2023 showed that volunteers represented all neighborhoods in Stamford, as well as some who lived out of town. 54% of respondents identified as white, with two identifying as Hispanic/Latino, four identifying as Black or African American, and five identifying as Asian. Although not all members completed the survey, these demographics show a shift in our membership to include more members of Black, Hispanic/Latino, and Asian backgrounds.

MRC volunteers were activated to attend trainings, translate preparedness messages, support blood pressure screening events, vaccinate residents for COVID-19, and more. 47 volunteers worked a total of 439 hours throughout the fiscal year.

Our Behavioral Health, Health Promotion, and Emergency Response Specialist also supported the development of bylaws for the CERT team. We look forward to continuing to grow and partner with CERT.

## Social Services

Social Services strives to provide Stamford's residents with information and assistance with accessing programs and resources that meet their basic needs and to protect their human and legal rights. The division is staffed by 4 full time (Department director/Commission Coordinator Director of Mandated Services, Outreach coordinator for seniors/disabled, & Outreach coordinator for Families and children) and 2 part-time employees (Eviction storage worker and 1 Casework assistant).

Staff is available to the public Monday-Friday from 8a-4p. Per request, staff will accommodate those who are unable to meet during regular business hours. Client meetings occur via phone, in-person and remotely online (zoom) to make it more convenient for them. Staff also occasionally work evenings/weekends for health fairs, trainings, meetings and relocations.

The Division received over 15,000 requests for services including several mandated functions, calls, making and receiving referrals, application assistance, advocacy, program enrollment, and educational workshops. Additionally, a significant amount of the department's daily work is unplanned as staff responds to regular interruptions via telephone and "walk in" request for advice and assistance with a range of issues.

The number one request and need in the community continues to be affordable and safe housing, especially for those on fixed incomes, seniors, persons with disabilities, and those with a prior eviction and poor/no credit. There are also gaps in services for the undocumented who don't have the same access to government programs for healthcare, housing, substance abuse and mental health treatment, or employment that offers sick and personal time.

#### Mandated Services:

Eviction Storage, Fair Rent & Relocation  
Eviction Storage

After a residential eviction or foreclosure has occurred Connecticut law requires any unclaimed property of the evicted tenant(s) to be removed from the rental premises (by a state marshal) and delivered to a municipally designated location for storage. Possessions remaining unclaimed after fifteen days may be sold at a public auction. In Stamford, evictees possessions are delivered to, and stored in city-owned bins located at Magee Avenue.

The Department's Director of Mandated Services is responsible for administering the eviction storage program and, as appropriate to individual circumstances, assisting evictees in locating safe, secure permanent housing or placement in temporary shelters. The number of evictions in Fiscal year 22-23 tripled compared to the last 2 years. In February 2022 pandemic related eviction prevention protection lifted, and the State added additional funding to support eviction prevention which became exhausted. Payment agreements and one time help from local nonprofit organizations is the only option for many to remain housed. Significant increases in rent have also contributed to the rise in evictions.

#### Fair Rent

Connecticut law permits municipalities to establish Fair Rent and Human Rights Commissions within the guidelines required by State law. Effective June 30, 2023, all towns with 25,000+ residents must form Fair Rent Commissions. Accordingly, the Stamford Social Services Commission acts as the city's Fair Rent Commission, as well as its Human Rights Commission. In its Fair Rent capacity, the Social Services Commission is empowered to make studies and investigations, conduct hearings and receive complaints relative to rental charges on housing accommodations within the city, in order to control and eliminate excessive rental charges on such accommodations.

The Director of Social Services acts as staff to the Commission. With respect to the Fair Rent process, the Director is responsible for receiving, investigating, and mediating complaints and assisting administratively with the hearing process.

In 2022, the Commission has been more active with cases and making decisions on rent increases as rents in Stamford have gone up substantially. The Commission Coordinator has also offered help and advice to other cities who are in the process of getting their commissions set up and functioning.

#### Relocation

Tenants displaced by housing code enforcement receive assistance with finding a new apartment, relocation costs and emergency housing as mandated by the Uniform Relocation Assistance Act. Relocation cases require a great deal of mediation between landlord and tenants and coordination with multiple departments and agencies to get the tenant rehoused.

In 2022-2023 staff worked hard getting landlords to provide relocation assistance upfront which reduced the departments expenditures on moving, temporary housing and permanent rehousing which produced a budget cost savings of 26% or \$13,000.

Trend data pertaining to all mandated services are located on Table 8.

**Table 8: Mandated Services**

	<b>2020-2021</b>	<b>2021-2022</b>	<b>2022-2023</b>
Evictions	56	90	251
	<b>2020-2021</b>	<b>2021-2022</b>	<b>2022-2023</b>
Fair Rent Complaints	25	32	12
	<b>2020-2021</b>	<b>2021-2022</b>	<b>2022-2023</b>
Relocation Services	17	18	24

### Enrollment Assistance

Insurance Enrollment & Renter's Rebate  
Health Insurance Enrollment

Families with children and single individuals under 65 years of age needing health insurance are provided one on one enrollment assistance. Applicants also receive assistance and advocacy with re-determinations, unpaid medical bills, fair hearings, and spend-downs. The State of CT expanded Husky coverage to include all children ages 12 and younger regardless of immigration status. Social Services was awarded the grant and enrolled 225 children in a four-month period between March and June 2023. The grant also supports assisting those who will lose Husky coverage for failure to recertify their eligibility which was automatically renewed during the pandemic without showing proof of eligibility.

### Rent Rebate

The Connecticut Renters' Rebate Program provides rebates to older adult or disabled renters whose incomes do not exceed certain thresholds. Yearly, between April 1 and October 1, qualified individuals apply to the Social Services office. Applications are processed and the applicant receives an award or a denial letter stating how much they will receive. Since applicants provide their income information, if staff discovers they are eligible for other programs such as Husky or Qualified Medicare Beneficiary, staff will enroll them at the time of application.

**Table 9: Enrollment Assistance**

Insurance Enrollment	<b>2020-2021</b>	<b>2021-2022</b>	<b>2022-2023</b>
	1426	1691	855
Renter's Rebate	<b>2020-2021</b>	<b>2021-2022</b>	<b>2022-2023</b>
	1567	1600	1568

### Community & Interdepartmental Collaboratives

#### Postvention



The Department of Health and Human Services postvention plan developed last FY in coordination with mental health and grief professionals, churches, funeral homes, and the Stamford Police Department Behavioral Health Unit continued to respond to cases of untimely death and death by suicide in the community. The Directors of Health and Social Service are the co-chairs and receive the information about an untimely death or suicide and reach out to the surviving family and friends and offer condolences, grief and mental health support, guidance on things they need to do after losing a loved one. Partners are contacted to provide additional support depending on the extent of the response needed. Between July 2022 and June 2023, the postvention team responded to 33 untimely deaths and 4 deaths by suicide. The response has been positive and welcomed by the surviving loved ones.

### Warming Centers/Cooling Centers

Warming/Cooling Centers are centers where residents can find respite during extreme weather conditions. Space is offered during the daytime for cooling and overnight in cases of extreme cold. Each year, community partners are contacted to determine if they will serve as a warming center site and their information is compiled into a list that is on the City of Stamford website, WebEOC and 211-United Way. Inspirica and Shelter for the homeless are the two providers of overnight warming centers during governor declare weather emergencies. Outreach is conducted, however, there are those who refuse to go to a shelter for a number of reasons including not being able to bring pets, belongings that don't fit in a locker and rules of the shelter.

### Senior Transportation

The Social Services Division continues to oversee the city's successful Share the Fare program that provides subsidized, half-price taxicab rides for Stamford senior citizens and disabled individuals. Under contract, via services provided by Norwalk Transit, Stamford enables reduced fare, door-to-door transportation services for senior citizens. Riders use this service for transportation to senior nutrition sites, medical appointments, and shopping. Additionally, the grant supports senior rides provided by Silversource, Stamford Senior center, and The Over 60 Club.

In 22-23 Social services mailed out surveys with the Renter's Rebate notice and out of 1700 surveys mailed out ,1456 were returned with fee back on their transit needs. Due to the pandemic, CT Transit buses remained free until April 2023, we have had a significant amount of people come forward needing help with transportation once there was no longer free bus fare. The free buses allowed them to put those savings toward food and increase housing costs. From April 2023-June 2023 we issued (100) one day and (750) 31 day passes to those who are senior/disabled and request them at the same time educating them on other transportation options that are free or low cost.

### Other Activities

The Director of Health reviewed and approved 58 noise waiver applications and reviewed death certificates to provide funeral directors with 18 non-contagion letters that allowed the removal of bodies for burial outside of the country.

### COVID-19 Pandemic Response

This FY, the department continued to meet with monitor cases, wastewater, hospitalizations and deaths and congregate settings as well as meet with partners to prepare communication and response strategies even as the public health emergency ended in spring of 2023. Below outlines some of the activities the department undertook.

## PPE

The Department distributed PPE to community organizations, city departments, and residents in vulnerable groups throughout the course of the FY. A total of 3,704 home testing kits, 1,453 N95 and 3,150 surgical were distributed through community partners.

## Public Health Education and Outreach

The Department of Health has been contracting with Conceptual Communications, a media and public relations company with experience working with local government, to develop a branded multimedia campaign focused on educating and empowering residents in census tracts with high Socially Vulnerability Indices. The team has utilized photography and videos of local residents and healthcare professionals, and all materials have been translated into Spanish and Haitian Creole. The messaging follows current local trends shown in contact tracing data and aims to educate accordingly. For example, a rise in cases after residents were traveling led to messaging focused on safe travel and testing when you get home.

Print materials were developed and translated into Spanish and Haitian Creole. Two thousand five hundred twenty five (2,525) English/Spanish flyers were printed and distributed to promote COVID-19 vaccinations. Flyers were continually updated to reflect changing guidelines.



In June 2022, the department partnered with a community health education organization, Southwest AHEC, to canvass high SVI neighborhoods near clinics and testing sites. The Public Health Program Manager provided canvassing skills training and analysis, turf maps and guidance, COVID information and flyers for distribution. Blocks in Stamford's West Side, upper Waterside, Cove and East Side High-SVI neighborhoods were identified. These blocks also have the highest concentration of the city's Hispanic/Latino and Black/African-American households. There were 4 canvass days knocking on a total of 772 doors. Here is the Westover vaccine site flyer used.

### Non-Print Materials

Several banners were created to be hung at local parks with QR codes to City website with testing and vaccine information. The City Department of Health website is updated almost daily, and as often as changes are needed according to updated

science or changes in vaccination or testing sites.

### Pageviews

<a href="#">/testing-information</a>	13,765
<a href="#">/covid-19-vaccine-information</a>	13,687
<a href="#">/covid-19-info</a>	3,539

Flyers were distributed through Peachjar, Stamford Public Schools' online flyer delivery system for families and staff. Twelve flyers were distributed during this time, garnering 4,080 views.

Online digital ads were promoted on the Haitian Voice website to promote bivalent boosters among Haitian residents. If readers clicked directly on the ad, it sent them to our vaccine clinic calendar.

An [op-ed](#) was produced on vaccines for kids 6 months + by one of our local trusted pediatricians in the Stamford Patch. This had an estimated publicity value of \$14,226 with an expected audience of 1 million residents.

### Laboratory Division

The Laboratory Director support pandemic response by receiving and maintaining PPE and Test Kit supplies and assisting in distribution.

The Laboratory was integral to the vaccine response by assisting with ordering and maintaining the cold chain of the COVID vaccine which included accepting delivery to storage and ultimately administration.

### Nursing and Dental Services

From July 2022 to June 2023 the school nurses and dental hygienists continued to provide pandemic response in addition to regular school nursing and dental duties. School nurses provided vaccines to the homebound through the homebound program

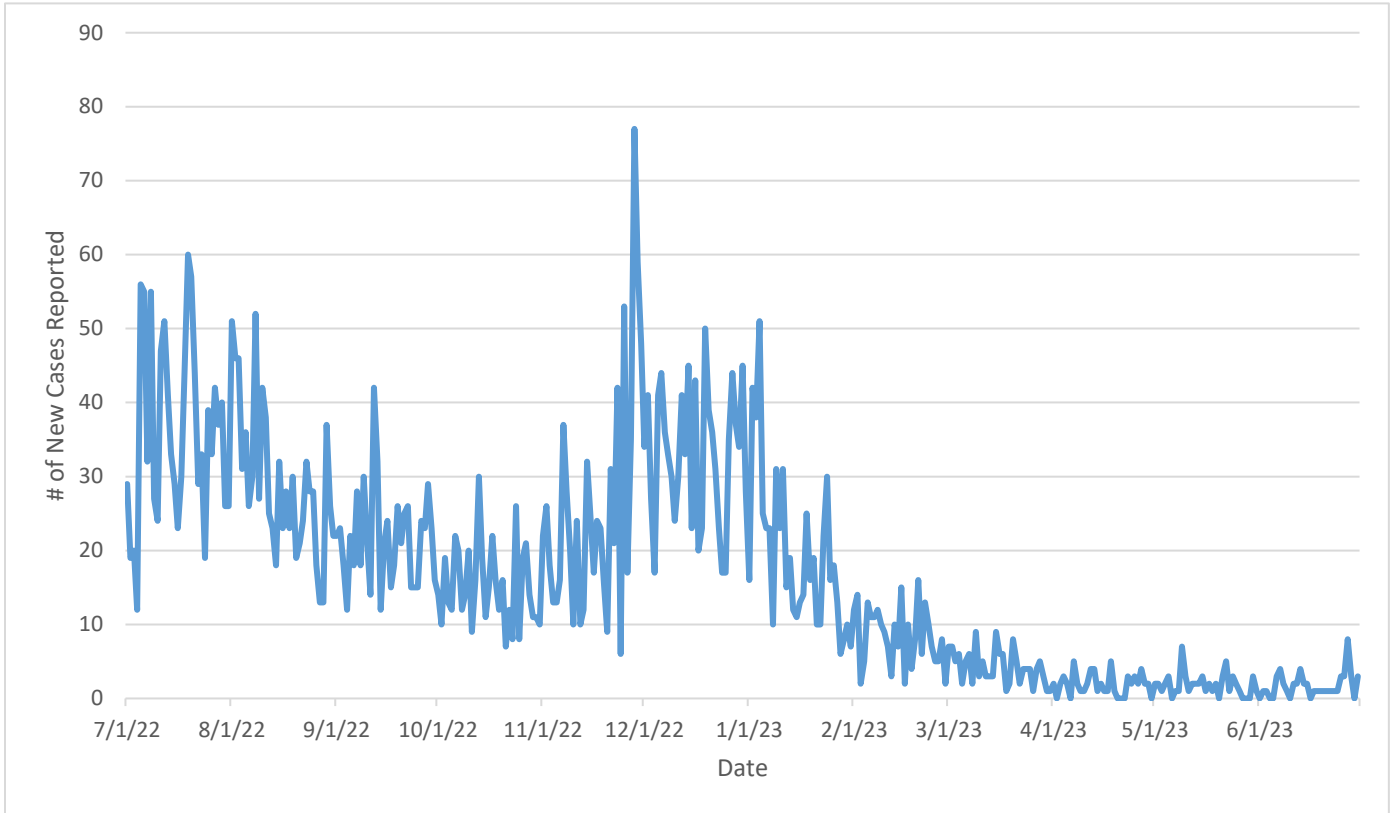
### Case Investigation and Outbreak Response

This fiscal year coincided with the final year of the public health emergency (PHE). No longer acting in a contact tracing capacity, the case investigation and outbreak response team responded to 6,084 cases of COVID-19 in Stamford during the FY.

During calls with residents and community partners, the team provided information regarding current local, state, and Federal guidance, along with information about available resources to assist cases and contacts. While there was no in-school contact tracing during this FY, the team continued to work with schools for case notifications and responses to outbreak situations.

During periods of high case volume, specifically in December 2022 and January 2023, call priority was given to cases 50 years of age and older, followed by cases under age 19. At times when case numbers were more manageable, the team was able to make multiple call and text attempts to non-responders with the aim of sharing valuable information to as many cases as possible.

**Figure 15. COVID-19 Cases and Contacts.**



The case investigation and outbreak response team made 10,544 calls during the FY. While data collection on call outcomes was reduced after the PHE ended, at least 3,358 of the calls were successfully completed interviews with cases. Another 418 follow-up and monitoring calls were completed.

Additionally, the team provided updated guidance and mitigation strategies to Stamford's long-term care facilities (i.e., nursing homes, assisted living facilities, and memory care units). This was tandem with multiple check-ins each week to stay on top of any emerging COVID-19 outbreaks. There were 584 cases at these facilities during this FY.

### Vaccine Distribution

The Stamford Department of Health continued to collaborate with area agencies to provide access to the COVID vaccinations. The department hosted or arranged 546 clinics between June and November of 2022 resulting in 5972 vaccinations. An additional 149 vaccines were given in the homebound program. The Department of Health and Human Services public health community clinic at Henry Street continued to offer vaccines to all ages and gave an additional 207 vaccines from November 18, 2022 to June 30.. Since pediatricians often do not offer the Covid-19 vaccine, the clinic is popular for children.

### Conclusion

Despite the need to develop and maintain Covid-19 pandemic response, receiving and providing mitigation strategy guidance, and testing and vaccine support, attention was given to the regular functions of the Department as well as creating and implementing new programs to promote

health and wellness within our community. Much time has been spent developing community relationships, improving health literacy and reducing health inequities.

## Stamford Police Department

### MISSION STATEMENT

The Stamford Police Department is committed to partnering with the community to provide quality police services and create a safe environment through fair and impartial enforcement of the law. We recognize the needs of the diverse community and it is our responsibility to maintain order and to protect individual's rights.

### LEADERSHIP TEAM

The Police Chief and his entire Police Command staff are responsible for initiating and maintaining collaborative partnerships at the local, state and federal level with community groups, judicial partners, parole, probation, neighborhood associations, local service providers and citizen groups to ensure the entire Stamford community is engaged in our shared public safety efforts.

### INTRODUCTION

The Stamford Police Department continues to be a leader in the law enforcement field in addressing quality of life issues and crime. The department's priority is to develop and strengthen collaborative partnerships that have positive affects for all residents of Stamford. The Stamford Police Department has a community based policing philosophy as the core of service to the community. Currently, there are 274 members of the police department and over the past year, the department responded to 78,288 calls for service. The city of Stamford consistently remains ranked as the safest city in Connecticut and New England based on population.

The Department has aligned the goals and vision of the Stamford Police Department with the six "pillars" articulated by the President's Task Force on 21<sup>st</sup> Century Policing to promote effective crime reduction strategies while building public trust. The SPD has applied the pillars as follows:

- **Building Trust and Legitimacy**- through enhanced collaborative community partnerships
- **Policy and Oversight**- revising all departmental polices and Achieving tier 3 State of Connecticut Police Accreditation, five member civilian police commission
- **Technology and Social Media**- enhanced use of body cameras and increased footprint on social media platforms
- **Community Policing and Crime Reduction**- implemented a mental health initiative, implemented partnerships with diverse groups such as the clergy and youth, started a new Police Activities League (PAL)
- **Officer Training and Education**- expanded Crisis Intervention Training, de-escalation training and cultural sensitivity training, and is planning future enhanced Virtual Reality firearms training.
- **Officer Safety and Wellness**- officers completed Health and Wellness training, Crisis Intervention Training, gym upgrades, peer support and SPA family events, cardiac screenings.

In order to increase accountability, transparency and address the needs of the community, the department continued or pursued five major initiatives this year:

- 1) Connecticut Police Accreditation
- 2) Improving public safety responses and outcomes for individuals with mental illness and co-occurring mental illness and substance abuse.
- 3) Stamford Regional Police Academy
- 4) Social Media Unit

## 5) Stamford Police Activities League

### Connecticut Police Accreditation

On May 11, 2023, the Stamford Police Department was awarded Tier III Accreditation status by the State of CT POST (Police Officer Standards & Training) Council. State accreditation is a process through which police departments demonstrate proficiency in management and service by complying with CT State Accreditation Standards. There are only 65 law enforcement agencies out of 163 in Connecticut that have attained this accreditation status. The Stamford Police Department is committed to providing the highest quality service to our community.

The project required the SPD to revise its entire policy manual to meet accreditation standards and to provide a consistent and uniform standard of policies to assist the SPD improve the quality and equitability of its service delivery to residents.

Key partners in this project included a professional police consulting firm with vast experience in police policy development, and a host of local community groups invested in having the SPD function to the standards of an accredited agency. Community groups who partner in this project are; the Stamford Clergy Coalition, the Stamford Chapter of the NAACP and the civilian Stamford Police Commission.

### Mental Health Initiatives

- The Police Mental Health Collaboration which partners the SPD with service providers and advocates to improve the mental health response and outcomes for individuals. This collaboration is the first of its kind in the state.
- The Mental Health Crisis Adaptive Patrol Response Program which partners the Police Department with the Stamford Emergency Medical Services (SEMS) and the 911 Communications Center. The restructuring and adaptive response has led to SEMS providers taking the lead role while Police assist in a supporting role, and only when needed. The restructuring has led to a **30% decrease in the number of calls for service with direct police involvement with individuals experiencing a mental health episode.** The 911 Dispatchers have been trained to identify callers who are experiencing a mental health crisis and are not a danger to others. Based on the 911 Dispatchers assessment they can then appropriately direct the response to calls for service.
- The City has obtained several grants offset the cost to embed Licensed Clinical Social Workers in the SPD by contracting with the Recovery Network of Programs, Inc. (RNP) to improve the public safety mental health response. This is the first Public-Private partnership in the state and has had an enormous impact in the sixteen months that it has been operating.

### Stamford Regional Police Academy

The department is nearing the end of construction of what will become a Regional Police Academy within Police Headquarters here in Stamford. The target date for the first class is Spring 2024. A primary goal of creating the academy was to attract and encourage more local citizens to pursue a career in law enforcement and specifically, with the Stamford Police department. The academy will be overseen by our Training Division and will capitalize on the vast amount of knowledge, education and experience of our officers who are instructors with P.O.S.T. accreditation.

### Social Media Unit

In January of 2023 the Stamford Police Department enhanced its social media footprint with the creation of a new Social Media Team. The unit currently consists of five patrol officers, one special police officer, and one civilian professional staff member under the direct supervision of a lieutenant. Team efforts and contributions to the unit are in addition to their normal duties. The purpose of the unit is to ensure that the Stamford Police is using every possible avenue to communicate and create an authentic two-way exchange of information with its community members. The greatest asset of a modern police department is an informed, engaged, and supportive community. The officers posting on social media will help ensure frequent and consistent communication to build partnerships and mutual trust between community members and officers. The program will also strive to strengthen department morale and improve officer safety by building upon community relationships. The officers will work to create content that engages and empowers community members to take an active role in the crime fight. The Stamford Police has approximately 19,000 followers on our social media platforms.

## Stamford Police Activities League, Inc.

The Board of Directors of PAL is made of members from the Police Department, the Stamford Police Association and the community. The PAL program seeks to promote partnerships between youth, law enforcement and the community through educational, athletic and recreational programs designed to encourage team building and foster positive relationships. The PAL center is located on the west side of town, and continues to focus on promoting the mission throughout the city of Stamford.

With the assistance of our partner, the Southfield Village Limited Partnership and Beacon Communities we have been able to continue our mission of helping the youth within our city. We continue to collaborate with our in house partners; the Ferguson Library, the Stamford Public Educational Foundation and other local service providers who are all inspired to push the mission of PAL forward. The PAL programs have been growing and now include: The Mighty Might Basketball program, Mentoring and Tutoring programs, Library services, Boys and Girls Leadership, a Computer Lab, Dance, Art, Middle School Culinary, a Youth Crime Prevention program, and other programs consistent with our vision and mission. In addition, we have partnered with other local groups to provide services at the Center to include tablet giveaways, back pack giveaways and several other community oriented services. The funding for this organization has been through generous donations and grants.

## COMMUNITY OUTREACH

The Stamford Police Department's Community Outreach Program plays a critical role in the department's refocused approach to achieving and sustaining gains against crime by strengthening community relationships and trust. The department partners with community leaders, civic organizations, block associations, and concerned citizens to educate them on police policies and practices, and to develop solutions to challenges that arise within the city's many diverse communities. This will be the department's ongoing efforts to enhance quality of life for all communities of Stamford.

The department's expanded 20 officer team are now equipped to address the needs and issues within our city. Each officer has received special Community Policing training designed to prepare them with the necessary knowledge to address community related issues and concerns. Our unit has continued its growth and has added several new initiatives and programs. The "Shoulder to Shoulder" program has grown and now includes a panhandling segment. The mission of the program is to address the quality of life issues and concerns that have a negative impact on the communities we serve. Each week community outreach members have been working side by side with community leaders and numerous social service agencies assisting with and helping those members of our community that are in the most need. Overdose Response is another new initiative of our team. This program called CLEAR "Community Law Enforcement Addiction & Recovery" have partnered with the Liberation Programs where we go out and offer individuals who have overdosed information that could lead them into recovery. Each officer has received special training which allows them to identify, address, and offer assistance to those in need. Some of the programs spearheaded by the Community Outreach (COR) officers are:

- ~ **Healing Hearts.** Healing Hearts is a program that works with young adults with special needs. The program assist these young adults with working towards living a more independent and structured life. COR Officers conducted roundtable discussions that included safety tips and the dangers of using social media inappropriately. The use of the canines has continued to be a vital part of this program. The members of Healing Hearts have formed a bond with our canines.
- ~ **Coffee with a Cop** - The COR officers engaged with community partners and leaders and handed out cups of coffee to community members. Officers were able to have open discussions regarding community and policing topics. This event is proving to be one of our most popular community events, and has brought about a sense of trust within the community. This program has been extremely successful because officers have been able to establish new relationships with business owners throughout the city. Officers provided safety tips, and assisted citizens with general neighborhood complaints. McDonalds has become one of the biggest supporters of this program and have collaborated with us on several community events.
- ~ **Food Giveaway** – The COR officers collaborated with IMPACT a local group that provides meals to families in need. Through the collaboration, officers have been able to provide free monthly bags of food to over two hundred families.

- ~ **Tablet Giveaway** – COR officers collaborated with community partners where we able to giveaway 450 new tablets to school aged children. Our department have received a lot a request for the tables as they play an important part assisting kids with their homework assignments.
- ~ **Coat Drive** – Lt. Junes coordinated the collection efforts of over 1100 new and slightly used winter coats. Many coats were handed out to families at our PAL facility, and the others were donated to the Person to Person community based organization.
- ~ **National Night Out** – National Night Out is an annual community-building campaign that promotes police-community partnerships and neighborhood camaraderie. COR officers partnered with local businesses and leaders where we hosted a night of fun filled events. We also partnered with the State Police, UConn Police, and MTA Police.
- ~ **Faith & Blue** – COR officers collaborated with local faith based leaders and participated in the National Faith & Blue Weekend. This collaboration facilitates safer and stronger communities by engaging law enforcement officers and local residents through the connections of faith-based organizations.
- ~ **Book Bag Give away** - COR officers partnered with the Stamford based Salvation Army where we were able to giveaway 500 book bags to school aged children. The book bags were filled with school supplies and additional information aimed at preparing the kids with a great start for the school year.
- ~ **Vape Diversionary Program** – This program targets kids in middle and high schools who have been caught on school grounds with a vape cartage and or vaping. There are three components of this program. 1. The Stamford Public School who provide date regarding vaping and education. 2. The Liberation Programs who provide data regarding vape use and short and long term damage to the brain and body. 3. The Stamford Police who provide data regarding State Laws, penalty for possession and use. We have had over one hundred and fifty school referrals attend the class.
- ~ **Cultural Community Events** - Our COR officers partner with local communities and have been able to host dinners and cultural celebrations. These events have been offered to a variety of community cultures. These events are geared at establishing trust between Law Enforcement and segments of our diverse community.
- ~ **Project Lifesaver** - The Stamford Police Department Project Lifesaver Program assists families within the Stamford community locate loved ones who are prone to wander from their homes. The mission of the program is to equip the "at risk" family member with a monitoring bracelet which has a unique radio frequency that can later be used by the specially trained officers to help locate the loved one if he or she does wander from home. The program is geared towards adults and children who have the propensity to wander due to a cognitive condition such as Alzheimer's, Dementia, Autism or Traumatic Brain Injury. The SPD Project Lifesaver program currently has ten active clients, eight adults and two children. The project lifesaver program is used by law enforcement agencies throughout the US and can assist families traveling to cities who participate in the PLS Program. For example, if Project Lifesaver client from Stamford is traveling to Disney World our program coordinator gathers the travel information from the client's family and forwards this information along with the client's unique bracelet frequency to the law enforcement agency affiliated with Disney World in the event the client wanders while Disney.

## PATROL DIVISION

Patrol is the largest division of the Police Department and currently consists of 140 Officers and Supervisors. Patrol is led by one Patrol Captain and four Patrol Lieutenants. The Lieutenants are Squad commanders and responsible for all aspects and good order of the personnel placed in their charge. Additionally, they are responsible for the prevention of crime throughout the city and coordination efforts of all resources that the agency offers. The tasks include coordination with community groups and their collective community outreach efforts. The City of Stamford is divided into four geographical patrol districts. These districts include Downtown and the South End, West Side, North Stamford, and the East Side. Patrol officers are assigned beats within these districts, which offers community members steady contact with familiar officers allowing the citizens to voice concerning various issues that they are facing.

Most community interactions that occur daily are with a member of the uniformed patrol division. We do our best to highlight the importance of being positive role models for our community and create positive dialogue and partnerships within our community. Officers have been credited with saving multiple lives this year which include physically restraining suicidal jumpers and preventing their fall, providing Narcan to overdose victims who would likely otherwise have succumbed to opioid induced death, and providing



medical intervention to people with severe neck wounds, gunshot wounds, and other medical problems. The Patrol Division has heard the community's concern of traffic related violations. We have boosted our capability by training 20 newer officers in the use of radar/ laser speed enforcement. We have also provided Traffic Enforcement patrol cars to bolster traffic enforcement efforts city-wide. The division has worked jointly with the agency's Traffic Enforcement Unit to combat "hot spots" that have been brought to our attention by community leaders.

In addition to regular patrol duties, officers have continued high visibility programmed patrols at our schools, parks, and other locations of concern across the city. Officers conducted over 16,000 programmed patrols and 2700 at area schools. Programmed patrols are employed for high police presence, community engagement, and as an overall crime prevention strategy.

Pedestrian safety is always a major concern for a city that possesses a large Downtown area such as Stamford's. We have continued our effort in this regard by doubling down on our unrelenting initiative of Enforcement and Education. This is in addition to collaborating with city officials on our input towards engineering improvements that may be made to make certain areas safer.

## INVESTIGATIVE DIVISIONS

The Investigative Division is comprised of the following units: Major Crimes, Property Crimes, Crime Scene Unit, Special Investigations Juvenile Offenses, Special Victims Unit, Behavioral Health Unit, Digital Forensics, Narcotics and Organized Crime and the CrimeStopper Tip Line.

The Division is responsible for investigations and follow ups for all serious criminal investigations. These include but are not limited to homicides, sexual assaults, robberies, assaults, burglaries, auto thefts, car break ins, larcenies, computer and white collar crimes, fraud, crimes involving juveniles, crimes against the elderly, domestic violence, stalking, bank fraud, child pornography, narcotics, organized crime and firearms violations.

**Major Crimes** investigated 57 untimely deaths, 36 robberies, and 40 assaults. From July 1, 2022 through June 30, 2023, 3 homicides occurred in the City. Through the lengthy and comprehensive investigative process, arrests were made in one case and arrests are expected in the coming month(s) on the remaining 2 cases.

**Property Crimes** is split into 2 units, Burglary and Financial Crimes as the investigation of each is specialized. The Burglary Unit concentrates on burglaries, arsons, and motor vehicle thefts, thefts from motor vehicles and theft of motor vehicle parts. The Financial Crimes Unit investigates computer crime, fraud, bank fraud, internet crimes, bad and/or forged checks and a variety of larcenies.

**The Burglary Unit** investigated in fiscal year 22/23; 87 burglaries, 175 reports of theft from a motor vehicle (11 involved forced entry) and 178 stolen cars. Most stolen vehicles were attributed to unlocked cars with the key or fob left inside the vehicle. The burglary unit completed 58 arrest warrants and made 41 warrant apprehensions and 19 on site arrests. Of those 60 arrests, 17 were juveniles.

**The Financial Crimes Unit** in fiscal year 22/23 applied for 191 search warrants, 37 arrest warrants and made 20 arrests for various crimes. The nature of identity theft and the fact that many of the perpetrators are located overseas has made this a very challenging task for the Unit. Key components of the Financial Crimes Unit are continuous training and ongoing relationships with other investigative units including municipal, state and federal agencies. In addition to the Units investigative responsibilities, they continue to educate the community to reduce victimization, especially with our more at risk populations.

**The Major Crimes Unit** has increased efforts in supporting the patrol division with real time intelligence to assist in incidents that occur during the shift. Leveraging the investigative resources such as access to License Plate Readers (LPR) data, traffic cameras, and other law enforcement databases increases the patrol officer's situational awareness, safety, and overall chance of conducting a successful investigation. The effectiveness of this collaborative approach was noticeable and as a result the Department initiated a project to bring all of the agency's investigative technological and data driven resources, such as LPR data, NCIC terminal, traffic cam feeds, outside agency communications, and other items of interest into a single workspace in the Major Crime Office. This workspace, or mini fusion center, as it is now being called is

currently an ongoing project and should get completed in the coming month. It is noteworthy that the idea for this project originated from the investigators who saw an opportunity to increase their effectiveness in the pursuit of the Department's mission.

Recent legislation and new legal mandates has increased the workload involving Risk Warrants and Risk Protective Orders. The Major Crimes Unit was tasked with assessing the current Department protocols and making updates to the process for legal compliance and efficiency.

Select investigators and a Sergeant from the Major Crime Unit are conducting the necessary investigation and associated paperwork to ensure compliance with the court, as well as handling all revocation of firearms and pistol permits with domestic violence cases and emotionally disturbed individuals.

**Special Investigations Juvenile Offenses Unit** plays a key role in our outreach and crime fighting efforts. The SIJO investigates all crimes involving juveniles, as either victim or offender, including Internet Crimes Against Children (ICAC). The Unit is involved with truancy and at risk youth programs and offers mediation and conflict resolution including a Juvenile Review Board (JRB). In fiscal year 22/23 the Unit took on 269 new cases and made 190 arrests.

**The Special Victims Unit** works closely with the Domestic Violence Crisis Center and the Victims Advocate Office. The focus on domestic violence cases, stalking, and elder abuse. The unit's work does not end with an arrest they are also involved with helping the victims create a safety plan and assist in obtaining various protective and restraining orders. The unit conducted 22 proactive home visits in fiscal year 22/23 in addition to the taking on 102 new cases.

**The Behavioral Health Unit (BHU)** is the core of the Stamford Police Department's new Mental Health Initiative. This innovative initiative allowed the Stamford Police Department to establish the State's first Public/Private Partnership to collaborate with Recovery Networks of Programs (RNP) to combat the growing mental health problem within the State. Within the past year, BHU has grown and formalized as a stand-alone unit. BHU consists of a Captain, Lieutenant, Sergeant, Officer, and three clinicians. Such progress is attributed to receiving a federal grant. This expansion allowed BHU to enhance Stamford Police's relationship with Emergency Medical Services, the Fire Department, Stamford Health, the Judicial System, the Probate Court, and various community providers. This cross-system collaboration has allowed the Behavior Health Unit to provide effective interventions to address mental health and elder abuse in Stamford. As the BHU unit continues to grow, we are developing policy and procedures, along with data collection tools. Our goal is to document cases and subsequent outcomes while evaluating program effectiveness. With the assistance of a new grant, BHU enhance the intervention to address youth mental illness. BHU will continue to align clients to support services, which will improve their quality of life.

**The Digital Forensics Unit** is tasked with a tremendous responsibility. This Unit handles evidence and information that we receive from digital and electronic sources. They assist with such cases as child pornography and exploitation as well as any case where digital evidence may exist. Evidence in almost all criminal cases these days involves cell phones, computers, and video and it is the Digital Forensics Unit's responsibility to receive, obtain, and process all of this evidence. It is a tremendous task for such a small unit. In fiscal year 22/23 the Unit received requests to process 130 electronic devices. Of that 125 were phones or computer/data storage devices. Additionally, the Digital Forensics Unit assisted in 2 child pornography investigations where a total of over 100 suspected electronic devices were seized as evidence. The Unit has been training a patrol officer to assist on a part-time basis. The Unit is also heavily involved in the Technical Investigation Unit of Southwest CT. This task force increases our capabilities and resources in this area. The task force has been involved in many high-profile criminal investigations.

**Narcotics and Organized Crime Unit** made 223 arrests this year. In addition to the impressive seizures below, they continued to assist with fatal overdose investigations resulting from the opioid epidemic. NOC officers are responsible for investigating the many firearms tips generated from the *CrimeStopper Tipline*. Also, in response to a large volume of citizen complaints, NOC has partnered with state agencies to investigate illegal THC sales and vape sales to minors at the city's various smoke shops. This has resulted in one arrest, several infractions being issued and the seizure of 11,196 illegal THC products.

Seizures:

Crack Cocaine	\$72,372
Powder Cocaine	\$85,900
Marijuana	\$204,029
PCP	\$270
Heroin	\$220
Fentanyl	\$21,500
Prescription Pills	\$2,370
Other	\$4,820
Cash Seizures	\$28,961
Illegal Gun Seizures	24

**The SPD CrimeStopper Tipline** is a partnership between the Stamford Police Foundation, a not for profit 501(c) 3 and the Stamford Police Department. A small group of investigative and supervisory personnel have been trained to receive tips on a 24/7 dedicated tip line, with the primary goal being the removal of illegal firearms from our community. In fiscal year 22/23 the tips led to the seizure of 16 total firearms; consisting of 14 pistols, 1 AR type rifle and 1 ghost gun. Reward money was paid in all these instances as the tipsters information led to the seizure of a firearm. All money paid out was provided by the Stamford Police Foundation. All tip money was provided by the Stamford Police Foundation, no City or Department funds were expended for this initiative.

## SPECIALTY TEAMS

### **Explosive Ordnance Disposal (EOD) Unit**

The Stamford Police Explosive Ordnance Disposal (EOD) Unit calls for service in FY' 22-23 were 230 calls. These calls for service consist of suspicious packages, unattended bags, EOD K-9 explosive sweeps / bomb threats, military ordnance removal, EOD K-9 gun searches, presentation and EOD K-9 demos. The EOD Unit consists of six nationally certified Hazardous Devices Technicians, three Hazardous Devices Technician Assistants and two Explosive Detection canines. With the retirement of Officer Edson and EOD K-9 Bram, the Stamford Police Bomb Squad is looking to add another EOD K-9 to the squad soon. Requests for explosive sweeps and explosive ordnance disposal related services continue to be in high demand within the City of Stamford and throughout Region 1 in Fairfield County. The FBI requires that all Bomb Technicians receive 24 hours of training per month. Along with our FBI partners, our goal is to enhance police training and educate our civilian population as well as business corporations on explosive hazards / threats. Through involvement in community partnerships such as the Stamford Public Safety Citizens Academy and the "If you see something, say something" campaign we continue to stress situational awareness and public safety as a community police priority.

The EOD Unit Calls for Service have been broken down into the following four categories:

- |   |                                 |
|---|---------------------------------|
| 1. Presentations/Demonstrations-  | 74 calls                        |
| 2. Explosive Sweeps/Unattended Bags-  | 110 calls                       |
| 3. Suspicious Packages/Vehicles, Military Ordnance, Explosive Chemicals and Commercial Fireworks- | 29 calls                        |
| 4. K-9 Firearm Ballistic Searches-  | 17 calls (2 handguns recovered) |

### **Hostage Negotiation Team**

Our HNT consists of 14 negotiators. We were activated a total of seven (7) times. The incidents consisted of six criminal barricaded persons and one barricaded individual threatening suicide. All incidents ended peacefully which at times included a tactical approach (SRT) for resolution. This past August the team was invited to participate in a full day of scenario-based training held within Southington High School, Hosted by NECNA, A New England based crisis negotiation association. The team worked five scenarios and performed at a high level. In addition the team trains monthly to remain sharp with their skillset. In addition during this past year our eight newest members have received 80 hours of cross training disciplines offered by the FBI and NYPD (RET).

### **K-9**

The K-9 unit consists of five canine handlers and three canine Decoys/Assistants. The SPD Kg Unit's training capabilities are second to none. Each Kg team's initial 400 hours of training and subsequent 192 hours of

annual training is conducted "in-house", by members of our unit. In addition, the Darien and Brookfield PD K9 unit's monthly training is conducted with and overseen by our unit. Our K-9 Officers paired with their K-9 partners specializing in Patrol and Gun Detection and Patrol and Narcotics Detection. Patrol functions include Tracking, Building Searches, Evidence recovery and Apprehensions. Our K9 teams are also integrated with our SRT team during their operations. Throughout the year, the K-9s were directly involved in the arrest/apprehension of 58 suspects, none of which resulted in a K-9 bite. This statistic not only highlights the skill of our handlers, but the influence of the dog's presence, in de-escalating a potentially dangerous situation and keeping officers and suspects safe from additional harm. Members of the K9 unit also conducted 43 public demonstrations throughout the year.

**Marine Division**

The Stamford Police Department Harbor Unit is operational year round. During the boating season it is staffed by 1 sergeant and 2 officers, supplemental officers are brought in during special events and holiday weekends, during winter months the Unit is reduced to 1 sergeant and 1 officer. Additionally there are 6 officers who are certified and trained to go out with our full-time personnel in the event of an emergency. Officers applied for multiple grants this year with no funding awarded. The purchase of a new patrol boat was approved, construction has started summer 2023. Harbor Unit was activated to assist the USCG, Region One Marine Group, on a bomb threat call. Harbor Unit responded (SAR's) assist FAA searching LIS for missing aircraft with 2 persons on board, plane crashed killing both.

01JULY2022 – 30JUNE2023 Harbor Unit Calls For Service (CFS) = 2,186

Safety Checks	243	Verbal warnings	128
Infractions	3	Incidents	44
Assist vessels in distress	8	Sinking Vessels	4
Abandoned Vessels	2	Rescues	16
Retrieve Runaway Docks or Hazardous debris	4		

**Special Response Team (SRT)**

This highly trained team currently consists of 18 members who completed 156 hours of rigorous training. The Team additionally trains 16 hours each month and continues to maintain good relationships and train with other teams such as the FBI Hostage Rescue Team, CT and MA State Police, NYPD, Fairfield PD, New Haven PD and Stratford PD.

One of the Team's most valuable operations is that of High Risk Warrant Service (HRWS) for persons and weapons. Out of the 12 High Risk Warrant Service operations the Team was involved in, 2 were in support of Bridgeport Police ESU. The high ratio of HRWS to instances of guns seized (6 this year) is an indication of excellent intelligence gathered by NOC and BCI. It is also a good indicator that the Team is being utilized in a responsible manner and only when significant threat to officers or civilians exists. The Team realizes that it is important that the units they are working with all place the goal of saving lives as a priority.

SRT responded to (5) barricaded subject calls this fiscal year. Several of these incidents were in support of outside agencies attempting to locate/capture perpetrators for homicides. These include the Yonkers Police Department and FBI Safe Streets Task Force.

**Traffic Enforcement Unit/C.A.R.S. (Collision Analysis Reconstruction Squad)**

As mentioned in the Patrol Division section traffic safety continues to be a concern in Stamford so the Traffic Enforcement Unit is dedicated to enforcement of traffic laws. Unfortunately, during this fiscal year there were 7 traffic related fatalities. The unit also coordinates the D.O.T. grants for Distracted Driving Enforcement, OUI Enforcement and the Click It or Ticket campaigns.

## Stamford Emergency Medical Services (SEMS)

SEMS' mission is to provide consistent, compassionate, high quality, pre-hospital paramedic service to the citizens and visitors of Stamford. SEMS continues fulfilling this mission to the City of Stamford as it has faithfully since May of 1992.

SEMS responded to 17,298 calls for medical aid this year. For the second year in a row, we have experienced our highest call volume in service history. Of those calls, 7,674 required our highly trained paramedics to perform Advanced Life Support (ALS)/Paramedic level interventions. This volume of calls requires SEMS to operate five ambulances during peak hours of the day to ensure quality patient care following our mission. SEMS responded to 94% of all calls within 8 minutes and SEMS has an average response time of 5.24 minutes to ALS calls. The use of Emergency Medical Dispatching (EMD) has significantly reduced the utilization of "lights and sirens" responses, which in turn aids in decreasing risk to the public and SEMS personnel.

For fiscal year 2022/2023 SEMS personnel continue to treat COVID-19 patients. While 100% of our staff are fully vaccinated, we are still encouraging all personnel to obtain boosters. With the noted increase in requests for medical aid 2022/2023, SEMS is trialing a BLS transport unit comprised of two EMTs to offset the workload from the ALS Paramedic level units. In conjunction with the implementation of EMD, a noted increase in calls was determined to be a no-lights and sirens response or Code 1 response. By adding this BLS unit, we have noticed a decrease in the dependency on mutual aid while ensuring quality patient care, bringing our operation up to six ambulances during peak hours. We are continuing to investigate strategic placement and unit hours for this BLS unit.

All of SEMS' services are performed by a full-time staff of forty-five providers supported by per-diem employees and an active contingency of twenty-five volunteers.

SEMS - Briefly	
Calls for medical aid	17,298
Number of patients transported to hospital	11,311
- Number of advanced life support interventions	7,674
Percentage responded to within 8 minutes	94%
Average Code 3 ALS response time in minutes	5.24
Code 3 Responses (lights & sirens)	10,113
Code 1 Responses (no lights & sirens)	7,158

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