

## 6. OFFICE OF PUBLIC SAFETY, HEALTH & WELFARE

The Office of Public Safety Health and Welfare has responsibility for the administration, supervision and performance of all municipal functions related to the Police Department, Fire Department, Emergency Medical Services, Office of Emergency Management, Health Department, 911 Emergency Communications Center, Social Services Department, and the abatement and management of environmental contamination.

The Director coordinates and supports all initiatives undertaken by the departments under the Office of Public Safety, Health and Welfare and handles all media related public safety inquiries, analyzes crime trends and incident reports, issues emergency alerts as appropriate to inform the public of any emergency situation and continues to strengthen the City's goal to improve its public safety efforts.

Stamford was ranked last year by the FBI as the safest city in Connecticut and in New England, and the third safest city in the northeast region of cities with populations greater than 100,000.

There have been many significant advances towards the Office of Public Safety's goal of creating a safer community and improving the quality of life in Stamford, including new and continued work in the following areas:

- Strategic Planning for the Offices of Public Safety, Health and Welfare.
- Enhanced Emergency Medical Dispatching in the 911 Communications Center.
- Improved Emergency Response for Medical Emergencies reducing risk to residents and first responders with improved use of resources.
- School Safety and Security continues to be a priority with District Commanders providing routine visits for the safety and security of public and nonpublic schools.
- Enhanced active shooter response for the Stamford School System.
- Improved safety of residents, drivers and pedestrians through public education and enforcement campaigns.
- Improved time and record keeping in the Offices of Public Safety.
- Improvement of Fire Protection and the continued unification of the Fire Service.
- Multi Agency coordination of response and investigations between Police, Fire, Health and other agencies.

- Coordination of full scale Statewide Emergency Preparedness and Planning Initiative exercises with the State of Connecticut.
- Conducting citywide Emergency Management Tabletop drills simulating various situations including mass casualty incidents, mass prophylaxis Hurricane preparedness, active-shooter and potential terrorism scenarios for emergency response and preparedness.
- Improved emergency management communications with the Stamford community.
- Program(s) to help businesses mitigate damage and loss resulting from a disaster or emergency.
- Liaison and working with many community agencies and private groups including the Fairfield Business Council, DSSD, Chamber of Commerce, Building Owners and Managers Association (BOMA) and neighborhood associations to disseminate information about emergency preparedness, school security and safety, homelessness and youth initiatives.
- Improvement of the City's Emergency Operations Center with state-of-the-art technology, equipment and policies and procedures.
- Improvement of public safety through many coordinated efforts resulting in Stamford being named the safest City in New England, the second safest city in the northeast and the 14<sup>th</sup> safest city in the U.S.A.
- Continued fire safety education programs emphasizing the Smoke and Carbon monoxide detector ordinance requiring the installation of smoke and carbon monoxide detectors in all single and two family homes.
- Collaboration with the United States Army Corps of Engineers regarding the Stamford Hurricane Barrier to improve emergency planning and response when severe weather affects the coast.
- Developing and coordinating youth initiatives between the Mayor's Youth Service Bureau and the Stamford Police Department to reduce violence and increase awareness through participation in city programs.
- Empowering the Social Services Commission to act as an oversight committee in areas pertaining to social welfare concerns facing the residents of Stamford such as fair rent and discrimination.
- Coordination of the planning, response, mitigation and recovery from major disasters and events.
- Public Safety field-based reporting for Stamford Police Department, Stamford Fire Department and Stamford Health Department.
- Improvements in interagency infectious disease preparedness and response protocols (Ebola, Zika preparedness).
- Instituted SAFE CAM program citywide for businesses.
- CEAS program for businesses/business community.

- Public Safety agency overtime oversight.
- Increased and improved Public Safety recruitment efforts throughout agencies.
- No Smoking in Parks – new Health Department initiative approved.
- Street Smart initiative – improving Public Safety for pedestrians, bicyclists and motorists.
- Improved Police visibility in downtown.
- Improved Safety and Security for homeless with overnight warming center.
- Health vaccinations program in schools
- Camera Program to combat illegal dumping at in other locations to improve public safety (CCTV).
- Fire Service consolidation and improved response time in North Stamford.
- Assistant Fire Chief recruited and hired.
- Improved entry level examination process.
- Public Safety Fleet and equipment upgrades.

The Offices of Public Safety, Health and Welfare continue to work together as a professional team regarding all issues necessary to improve the safety, health and welfare of the residents and visitors to Stamford.

### **a. Police Department**

The Stamford Police Department has once again demonstrated that it is the finest municipal police department in the northeast while significantly outpacing law enforcement agencies in New England.

According to the latest available statistical data Stamford is the safest city in our population category in New England and the city is ranked third in the northeast region which includes all of New England, New York and New Jersey.

We continue to utilize new technologies, aggressive anti-crime strategies and a community and youth oriented philosophy to stay ahead of our counterparts in the law enforcement field and to keep crime and disorder at extremely low levels.

The Department is broken down into two divisions, Patrol and Investigations/Special Operations. Each division plays a separate role in ensuring that effective and efficient service is delivered to our citizens. And though

separate, the two divisions are effectively linked to provide integration of service delivery for stakeholders.

Below is a summation of activities by each division and sub-unit for FY 16/17.

**Investigative Division** - The Investigative Division is primarily responsible for all serious criminal investigations and follow ups. The types of incidents and crimes they investigate include but are not limited to homicides, assaults, sexual assaults, robberies, property crimes such as burglaries, white collar crimes such as computer fraud, larcenies, crimes involving juveniles, crimes against the elderly, domestic violence cases, stalking, bank fraud, vehicle theft, child pornography, organized crime and gangs, firearms related crimes and narcotics.

The division is broken down into the following units: Major Crimes, Property Crimes, Special Investigations Juvenile Offenses, Special Victims Unit, Property and Evidence, Crime Scene Unit, Digital Forensics Unit, and Narcotics and Organized Crime. These units maintain close working relationships with many partner agencies both civilian and law enforcement at the local, state and federal level.

The Narcotics and organized Crime Unit is staffed by one Lieutenant, 2 Sergeants and 8 Investigators. We also have one officer assigned to the DEA Task Force. During the reporting period the Unit made 543 arrests, seized \$700,000 worth of illegal narcotics and seized 48 illegal firearms. The NOC unit is one of the primary reasons why violent crime remains so low in the city. The unit effectively takes down burgeoning gangs, makes frequent firearms arrest and hears about violent crimes before they happen through their extensive network of law enforcement and more unconventional sources. The NOC unit made an arrest of a homicide suspect from another city, developed information and recovered 5 improvised explosive devices from a home in North Stamford and assisted the FBI in the takedown of a federal wiretap case that targeted large scale narcotics dealers. Officers were sent to advanced undercover training, hidden compartment investigation training and advanced interview and interrogation classes this year. The NOC unit has several goals for this year including attacking the opioid epidemic that is hitting our streets, increasing gun possession arrests and stemming the influx of new and established gangs into our city.

The Homeland Security and Intelligence Unit is staffed by one full time Sergeant who is also assigned to the FBI Joint Terrorism Task Force and 1 part time Sergeant

who focuses on interfaith outreach and developing community ties. The unit's main focus is implementing innovative and time tested tactics to guard against the threat of international and domestic terrorism in lower Fairfield County. This is achieved through a multitude of collaborative partnerships at the local state and federal levels. Through these partnerships intelligence, both classified and open source is gathered and disseminated in an effective manner. The unit handles all investigations with a potential nexus to terrorism, radicalization precursors or threats to homeland security. The unit monitors all sources of intel, including social media platforms as they constantly look for potential threats to citizens, infrastructure or other potential targets. HSIU also augments EOD K9 units in patrolling critical infrastructure and large events. The outreach efforts include regular appearances at religious institutions, investigations of violations of religious rights and hate and bias crimes of certain types. The unit handled 68 Homeland related investigations or outreach efforts in FY 16/17. Among these were several investigations with direct ties to terrorism both on the local and national level. The unit currently has open cases with ties to radical terrorism with local connections. For the upcoming year we hope to implement a local "see something, say something" campaign, formalize a homeland tip line and continue to build on source cultivation to assist in identifying and investigating potential radicalization.

During this reporting period the Major Crimes Unit investigated 372 total cases which are broken down as follows: 2 homicides, 71 robberies, 34 firearms violations, 22 sexual assaults from 4 different categories of that crime, 68 assaults, 14 sexual assaults, 98 suicide/suicide attempts/DOA's, 37 miscellaneous investigations, 8 intimidation cases and 2 pornography cases. Major Crimes officers also assist with the production of our very successful DIVRT videos, which allow the public to assist the department in solving crimes caught on tape.

The Property Crimes Unit is divided into 2 sections, Burglary and Financial Crimes. The Burglary Unit investigated 271 cases during the year resulting in 91 arrests. Department wide we handled 199 auto thefts, 723 thefts from motor vehicles, 251 burglaries and 6 arsons. This year the unit faced the challenge of unlocked vehicles being broken into, with the peak month being September with 111 such cases. Many of these crimes are perpetrated by juveniles who though they are arrested are continually released from the juvenile justice system.

The Financial Crimes Unit investigates computer crime, fraud, bank fraud, internet crimes, and a variety of larcenies. During this period of time the unit prepared and executed 116 search warrants, 47 arrest warrants and made 53 arrests. Financial crimes cases and their subsequent investigations are always unique. Using statistics is a poor barometer in judging the units success. In two separate cases this year the unit arrested individuals who had stolen in excess of \$250,000 from their victims. Members of the unit also work with the Secret Service Financial Crimes Task Force, the IRS task force and the Connecticut Intelligence Center. This year members of the unit received training from the International Association of Financial Crimes Investigators, the US Secret Service, POSTC and state and federal partner agencies. Training in this field as critical as crime trends in this field are ever changing.

The Crime Stopper program is a new initiative that we launched in partnership and with the financial backing of the Stamford Police Foundation. This tip/reward program is aimed at felons who we can catch in possession of illegal firearms. Several of the arrests that were made based on these tips prevented violent crimes and bloodshed. We received 72 tips in total which resulted in the seizure of 27 weapons including 1 assault rifle, 21 handguns and 5 IED's. Tips also generated 7 arrests. Our goal with the program is to continue to see it grow through the increased use of advertising and media coverage.

As stated earlier we are a community, family and youth based police department. Another reason for the low level of crime, especially violent crime is the work of the Special Investigations Juvenile Offenses Unit. The SIJO handles all cases where the offender or victim is a juvenile. This year the SIJO adopted 714 cases and made 392 arrests. Of these cases 97 were sexual assaults. The Juvenile Review Board which is diversionary program aimed at keeping juvenile first time offenders out of the criminal justice system handled another 81 cases. The SIJO runs several programs which not only help keep crime low, but more importantly they keep young people, especially at risk young people out of the justice system and engaged in worthwhile pursuits. These programs offer mentoring counseling, teaching of marketable skills, life lessons and exposure to role models who can steer them onto a better path. These programs include the new Boys Leadership Program, the already successful Girls Leadership Program, the Truancy and at Risk Youth Program, and the Undoing Racism Program. We also regularly partner with DOMUS, the SPS, and the Mayors Juvenile Justice Reform Program.

The Special Victims Unit was the first unit of its kind in the state and has been lauded by the court system and the Domestic Violence Crisis Center for its work in arresting those responsible for violence in relationships and for the aftercare for the victims. This care includes counseling, safety planning, extensive follow ups and home visits. This year the SVU followed up on 284 DV cases, served 25 warrants from new cases, conducted 76 home visits and made 141 referrals to the DVCC. The unit also handled 14 hoarding cases and 7 elder abuse cases.

The Digital Forensics Unit was created in 2014 to handle the tremendous influx in cases, evidence and information that we receive from digital and electronic sources. The DFU handles cases that include child exploitation and pornography, any crime where digital evidence may exist and crimes committed on phones and computers. This year the DFU analyzed 146 computers and mobile devices for evidence, finished 12 internet crimes against children cases, retrieved 214 CCTV videos and helped produce 26 DIVRT videos.

**Special Operations** – The departments Special Operations Units are regionally recognized for their excellence and often are asked to respond to other jurisdictions for joint operations and to train other towns special operators. These units incorporate rigorous nationally accredited training, demanding physical fitness requirements, state of the art equipment and some of the most dedicated officers and commanders in the department.

The Special Response Team is comprised of 17 operators who are specially trained and equipped to handle a mission which includes hostage rescue, sniper/counter sniper operations, dignitary protection, high risk warrant services, security details, terror incidents, counter terror patrol operations and patrol assists. SRT members receive extensive training in weapons, tactics, mechanical and explosive breaching, and interoperability with hostage negotiators and K9 units. During the year the SRT was activated 24 times as follows: 7 high risk warrant services, 3 hostage/barricade operations, 2 patrol assists, 9 security details and 2 special assignments. The SRT recovered 29 firearms and 8 improvised explosive devices during operations. This year the SRT continued their tradition of public service by running in the Special Olympics Torch Run, attending birthday parties for local children at the kids request, conducting tours and ride alongs and participating in the Hooks for heroes event where proceeds are donated to families of injured



military personnel. 2 team members have been acknowledged as Master Breacher and Advanced Explosive Breacher, both of these designations require extensive training and dedication to achieve. The team purchased a new Ogura entry tool to defeat reinforced doors more safely, night vision goggles for night time operations and a scout recon robot which is invaluable for slow clearing of rooms and buildings.

The EOD (bomb) Unit saw a significant increase in deployments this year again, to a total of 307 from 204 the previous FY. The need for explosive sweeps and explosive ordinance disposal related calls continues to rise each year in direct reflection of the increase in both domestic and international terror events. Our increase in training and educating both law enforcement and civilian partners on explosive hazards and threats has helped establish public safety and situational awareness as a priority. The 307 deployments are broken down as follows:

- Presentations/demonstrations:48
- Explosive sweeps/unattended bags:117
- Suspicious packages/vehicles, military ordinance, explosive chemicals, commercial fireworks:73
- K9 firearm/ballistic searches: 69

The unit has 6 bomb techs who are all federally credentialed and have top secret federal government clearance. 5 of the six techs are SWAT operator certified as we continue to move to more complete interoperability in situations such as active shooter or terror incidents. This year all EOD techs attended FBI hazardous device recert, 2 of our techs attended the highly regarded ATF advanced explosive destruction techniques course. The EOD unit continues to be progressive as it puts forward comprehensive training strategies for first responders to enhance safety while responding to incidents such as IED's, explosives, weapons of mass destruction and the use of PPE. The EOD unit also has 3 explosive canines that are assigned to the 3 day/evening patrol squads. The EOD K9's provide a visible presence at large events and busy areas, conduct explosive sweeps, and network and communicate with public and private partners at sensitive locations and high risk targets. All EOD members are constantly being challenged to stay ahead of the ever changing nature of explosive threats, Team members devote countless hours both on and off duty to stay educated and ahead of these threats. Topics of concern include changing trends in device sophistication, tactics pertaining to



conventional explosive devices and devices that incorporate radiological, biological, and chemical components.

The K9 unit has 5 dogs assigned in addition to the 3 EOD K9's assigned to the bomb squad. Currently the unit has 1 lab who specializes in narcotics detection, 3 Shepherds who are cross trained in narcotics detection and apprehension, and a bloodhound trained in tracking. In addition to the 5 handlers and a unit supervisor/trainer we have 2 officers who serve as K9 decoys and assist with other aspects of the units training and organization. K9 unit teams handled an astounding 2,617 uses in FY16/17. These uses are broken down as follows:

- Tracking/area searches; 57
- Apprehensions: 10(all no contact)
- Narcotics searches: 133
- Patrol assists: 571
- SRT Assists: 12 (3 guns recovered)
- NOC assists: 21
- Assist Other Agency: 51
- Alarms/Open Doors: 165
- Special Assignments: 4
- Building Searches: 37
- Program Patrols: 1,095 (infrastructure, events, schools)
- MV Stops: 336
- Suspicious Person Stops: 111
- Demos/Fundraisers: 14

Members of the unit trained with the FBI Hostage Rescue Team along with NOC officers, 1 handler and his partner completed the 12 week basic K9 school, one team completed Basic k9 for tracking, narcotics detection and article searches, 1 decoy officer finished K9 decoy training in FY 16/17. In addition we continue to master interoperability with SRT and EOD operators. The unit had many highlights including tracking and locating sick, injured and emotionally disturbed adults and missing children, taking guns from felons, locating narcotics on many occasions and appearing at several community functions and fundraisers. Lastly we are at the forefront of agencies doing our own in house training and certifications. This results in better trained dog/handler teams and offers cost savings as well.

The Hostage Negotiation Team was deployed 4 teams in FY 16/17. In 3 of these instances negotiations were successful and in the fourth the subject was determined to have shot and killed himself prior to the team being deployed. The HNT trained with our SRT on 3 occasions this year and trained with NYPD HNT in November of 2016. Currently the HNT is using an antique box truck as its base of operations in the field, but we have purchased a new truck which should be online in September. This unit, working hand in hand with SRT and Patrol officers offers peaceful alternatives to use of force or forcible entries, cutting down on risk, liability and danger to officers and civilians.

**Patrol Division** – The Patrol Division provides 24/7 coverage and response to calls for service in the city. As such, Patrol Division officers generate the most incidents, citizen contacts and calls for service numbers. In keeping with our community based philosophy the city is broken down into four geographically distinct divisions, commanded by our three Patrol Captains. These Captains maintain contact with stakeholders, attend meetings, and supervise and plan large events within their respective districts. Police services are provided by rotating groups of patrol squads who are commanded by Patrol Lieutenants and who are broken into geographically specific groups to better know and understand the city and its residents.

Patrol Division officers attend and assist at countless community events at schools, houses of worship, camps, touch a truck events and health fairs. The division also works tirelessly to maintain order in the city by employing aggressive anti – crime efforts by performing thousands of program patrols at known hot spots, maintaining strong community contacts and working hand in hand with Investigative and Special Operations units. The Patrol division is comprised of the Uniform Patrol Squads, the Traffic Enforcement/Collision Accident Reconstruction Squad, the Marine Division and the Motorcycle Unit.

As the primary driver of citizen contacts and incidents, the Patrol Division is largely responsible for the generation of the bulk of our statistical metrics. For FY 16/17 the department as a whole generated 112,759 calls for service conducted 4,605 school patrols, made 12,592 motor vehicle stops, stopped 3,303 suspicious persons or groups and issued 5,042 summonses.

The Traffic enforcement Unit is an important part of the Department's overall citywide effort to increase both pedestrian and motor vehicle safety. The unit is made up of one Sergeant and 3 patrol officers who are all certified in OUI practices and procedures, high level accident reconstruction and investigation and other traffic, motor vehicle and collision related subject matter. The unit emphasizes targeted m/v enforcement based on data, experience and community complaints and concerns with primary goals of traffic calming and accident mitigation. The TEU in FY 16/17 issued 2,555 summonses, investigated 6 fatalities from 5 crashes, conducted 19 investigations, executed 18 search and seizure warrants and served 12 arrest warrants. The unit secured \$131,000 in grants for projects including e-citation, distracted driving, and the click it or ticket campaign. The enforcement efforts are spearheaded by TEU officers as well. During the reporting period the TEU assisted in coordinating the International Maccabi Games, conducted several touch a truck and other community events, instructed at MADD events, and assisted with the Special Olympics Torch Run. TEU officers also taught at the Yonkers NY motorcycle school, POSTC, taught high school students regarding graduated licensing and traffic safety and assisted high school PTO's with social responsibility and house party rules. TEU officers also participated in the body worn camera program, assisted outside agencies with investigations, and participated in the CT seatbelt task force.

The Motorcycle Unit operates year round and currently has 15 members operating 8 Harley Davidson Electra Glide motor cycles. The unit participates in traffic enforcement operations such as laser equipped radar, traffic hot spots and school bus violations. The unit also does a great deal of community involved work such as funeral escorts, parades, the fireworks detail, carnivals and road races and other road based events where the agility and flexibility of motor based enforcement is extremely valuable. The unit often works with the SPD Honor Guard to promote a positive image of the department at memorials, funerals and in other ceremonial capacities.

The Harbor Unit has one Sergeant and 2 patrol officers assigned who operate 3 different vessels with varying capabilities. The Harbor Unit is responsible for all on water law enforcement in and around the city and operates in collaboration with other municipal units and the US Coast Guard. During the reporting period the unit monitored activities at shellfish beds, patrolled public access areas adjacent to the water, assisted the Health Department with water sampling and responded

to numerous emergencies with other emergency units for a variety of marine related incidents. The unit also runs security for the annual fireworks display barges and provided security during the HarborFest fireworks. The harbor unit represents the department at Harbor Commission meetings, is a member of the Bridgeport area Marine Group which develops Port Security grant Initiatives and Coast Guard training opportunities. Statistically the unit conducted 80 safety checks, assisted 4 vessels in distress, assisted in 3 rescue operations, retrieved 3 runaway docks or other large pieces of debris, gave 105 verbal warnings, responded to 3 vessel in distress calls and handled 21 other marine related investigations.

The Training Division is responsible for all in service officer re-certifications, recruit training and field training and all supplemental training for officers in specialized units. They also handle training record keeping, roll call training, and provide steady instructional assistance at POSTC for recruit training. This year the Division drafted more than 350 training orders, handled recruit/field training for 21 recruits, and assisted with the retirement of 12 officers. Further the division stayed at the forefront of law enforcement training with the innovative roll call training sessions which covered sex assault/rape crisis, police trauma/tourniquet/CPR, fire scene safety/PPE, narcotics field testing, and fentanyl/carfentanyl exposure/NARCAN training. The training division also facilitated and hosted the following initiatives and classes:

- Medical Patrol Bags: use, training and distribution
- Hosted the Stamford Public Safety Civilian Academy
- Hosted 2 sessions of tactical Liability Body Worn Camera training
- Several BWC implementation meetings
- Internal Affairs applicant screenings
- Field based reporting and computer use classes
- Freedom of Information Course
- Numerous NCIC/COLLECT re-certifications

In summation, the Police Department had another extremely successful year delivering the highest quality police services in an efficient manner while dealing with serious manpower shortages. We have made technological gains, are implementing body worn cameras at a deliberate, measured pace, and we have made several large scale manpower and equipment moves to accommodate new

construction. We continue to be leaders in family and youth oriented policing while also employing aggressive crime fighting measures in a way other municipal agencies are unable to accomplish. We also continue to diversify our work force while maintaining the highest standards for recruitment and hiring.

We look forward to continuing our success as we grow and adapt in an ever changing threat environment that includes the ever present risk of domestic and international terrorism, while at the same time maintaining outstanding relationships with our stakeholders and residents.

<b><i>Patrol Division - At a Glance</i></b>			
	<b>2014-15</b>	<b>2015-16</b>	<b>2016-17</b>
Calls for service	115,528	88,819	112,759
Major Crime Cases		396	372
Arrests		2,679	2,544
Motor Vehicle Stops	20,936	8,620	12,592
School Based Patrols	7,990	3,798	4,605
Neighborhood Based Patrols	28,683	17,727	40,160
BCI Financial Crimes Cases		239	
Special Victim Unit Cases		216	284

<b><i>Programs</i></b>
Undoing Racism
Hoarding Task Force
School Resource Officer Program
Truancy & At Risk Program
Girls Leadership Program
Operation Safe House
SART Steering Committee
DVCC Collaboration
Senior Outreach Collaborative
CSP Internet Crimes Against Children TF
Lethality Assessment Program
Mayor's Juvenile Justice Reform
DV Home Visits

SPD/SPS Collaborative Steering
Sexual Assault Crisis Team
Juvenile Review Board
Neighbors Link
Secret Service Financial Crimes Task Force
St. Joseph's Parenting Group
IRS Task Force
CT Intel Center
Fairfield County Jewelry Alliance
Joint Terrorism Task Force
Weapons of Mass Destruction Task Force
Secret Service Electronic Crimes Task Fore
Tech Investigation Unit of SW CT
Int'l Association of Computer Investigative Specialists

## **b. Stamford Fire Department**

The Stamford Fire Department's mission is to protect the lives and property of all citizens of Stamford in regards to Fire, Emergency Medical, Rescue & Disasters, Natural or manmade, through education, code enforcement & the response of highly trained Fire personnel. The department continues working toward full implementation of the changes to the fire service within the City put forth in the Charter Change of 2012. The Stamford Fire Department shall continue towards the enrichment of the safety and effectiveness of the City-wide fire protection system.

<b>Fire Department - Trends</b>			
	<b>2014-15</b>	<b>2015-16</b>	<b>2016-17</b>
Total number of alarms responded to	10305	10300	10374
Total fires	415	415	398
Structure fires	67	54	54
Hazardous materials calls	600	734	657
Rescue/EMS first responder calls	5549	5766	5401
False alarms	1909	1821	1846
Fire investigations	308	207	200
Fire marshal inspections (total)	3288	2622	2616*
Fire losses	\$3,334,362	\$4,164,538	\$3,432,250

\* Retirement/Fire Marshal staffing transitions

### **Grant Funding**

In FY 2016-2017, the Department received or implemented all or part of the following grants to supplement our budget and increase our services to the City's residents:

- FY 2016 Regional Fire Training School \$22,000
- FY 2015 Port Security \$32,698.37 for sustainment of the Fire Boat program
- FY 2013 SAFER (Turn of River) \$1,569,866.39 for Firefighter hiring
- FY 2013 SAFER \$314,709.42
- FY 2017 Band 14 Spectrum Relocation Grant \$15,870

**Line Division** - The Line Division is the mitigation arm of the Stamford Fire Department is known as the "Line Division". The Line Division responded to the following lifesaving incidents:

<b>Line Division - Trends</b>					
	<b>FY 16-17</b>	<b>FY 15-16</b>	<b>FY 14-15</b>	<b>FY 13-14</b>	<b>FY 12-13</b>
Total Incidents	10374	10300	10305	11428	11398
Structures	54	54	67	57	61
Total Fires	398	415	415	445	509
Rescue/EMS	5401	5764	5549	5564	6107
Hazardous Condition/	657	734	600	95	94



Materials					
False Alarms	1846	1821	1909	1865	1899
Other	2018	1479	1765	3402	2728

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 incidents. Stamford Fire Department is the “EMT-Level First Responder” to all life threatening EMS calls in the city, and due to our proximity and our extensive training and expertise, many lives are saved annually. Due to the continuing national epidemic of opiate drug overdoses the Stamford Fire Department continues training in the use of the narcotic antagonist drug “NARCAN” which counteracts the effects of opioid drugs such as Fentanyl and Heroin. Since the completion of initial NARCAN training and Stamford’s implementation of treatment protocols, Stamford firefighter/EMTs have administered this lifesaving drug, NARCAN, on numerous occasions saving multiple lives.

This fiscal year the department purchased and deployed six (6) new “LUCAS” Chest Compression Systems. These devices assist rescuers in performing CPR and are known to improve outcomes for patients in cardiac arrest. The “LUCAS” devices have proven to be a valuable tool to the department.

The Stamford Fire Department serves the city, its residents and guests by being the lead emergency response agency to all manner of rescue incidents, 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. This summer there was an exponential increase in the number of calls for boating/waterway incidents and the SFD Marine Division played a much larger role than in years past. The department provides technician-level hazardous materials response services with the HAZMAT task force operating out of the South End fire station.

In this fiscal year the Stamford Fire Department Chief Officers evaluated new Incident Command System “ICS” technologies that would be used on tablets by Command personnel at the incident scene. These systems are designed to assist in the management of incident, large & small, assisting in personnel

accountability; resource management and reporting capabilities. An “ICS” system is currently being field tested by the Department.

The department created a Peer Support Team. The purpose of this team is to create a confidential peer-driven process for members to discuss personal issues. Members were chosen by their peers and were trained by clinical psychologists and trauma recovery experts. Emergency personnel may be susceptible to stress/distress encountered while responding to atypical stressful events or incidents. Evidence based studies have repeatedly shown that careers within public safety and emergency services are high stress jobs and often wield high levels of stress on the persons that work them. Substantial, current research has shown that traditional means of intervention for critical incidents, such as Critical Incident Stress Debriefing (CISD), are ineffective, and in some cases, harmful. These department Peer Support Team shall respond to high stress incidents with licensed, certified specialists and peer support teams.

**Volunteer Division**-In the Fiscal Year 2016-2017 the Volunteer Fire Departments have increased its membership 5.3% with the certified Firefighter membership increasing by 2.5%. Volunteer Firefighters station coverage hours are being monitored regularly. Dual and multiple membership continues to be encouraged. Members per call response has increased in most of the Volunteer Fire departments.

A total of ten new members have joined department-wide. The total Volunteer Department-wide membership pre 2014 was 191 Firefighters, of which 95 were certified Firefighters. Today the total Volunteer Department-wide membership is 198 of which 123 are certified Firefighters. Membership has increased as did the number of certified Firefighters. Breakdown of individual volunteer department statistics are shown in the table(s) below.

<b>Volunteer Fire Membership</b>						
2016/2017	Belltown	Glenbrook	Long Ridge	Springdale	Turn of River	Total Certified
Certified Firefighters	41	14	29	7	32	123
Total Membership	55	23	51	21	48	198

<b>Volunteer Fire Incidents</b>			
2016/2017	Incidents Responded	Total Incidents	Percentage
Belltown	145	153	94.77%
Glenbrook	98	168	58.33%
Long Ridge	230	231	99.56%
Springdale	67	269	24.90%
Turn of River	357	735	48.57%

#### Training and Standards:

14 Members attended Fire Instructor certification and 44 Members attended Incident Command 300 training. All Volunteer fire stations are logging in-quarters staffing hours. OSHA compliant medical examinations were conducted throughout the volunteer system. Belltown Tower Ladder 45 now has the ability to respond City Wide during Working Fires. Stamford Volunteer units have participated in several large scale training evolutions to outside jurisdiction in order to increase Stamford's Mutual Aid capability.

**Fire Marshal Division** - The Fire Marshal Division is the risk reduction arm of the Department. Responsibilities of this division include fire code enforcement in both new construction and existing structures, fire cause and origin investigations, arson investigation. The Fire Marshal Division is tasked with Public Fire Education. Personnel from the Fire Marshal division visit schools, resident communities, area businesses and provide educational presentations and "talks" about Fire Prevention and Safety.

	<b>Fire Marshal Division - Trends</b>				
	<b>FY 16-17</b>	<b>FY 15-16</b>	<b>FY 14-15</b>	<b>FY 13-14</b>	<b>FY 11-12</b>
Fire Investigations	200	207	308	272	221
Fire Losses	3,432,250	4,164,538	3,334,362	4,142,178	3,709,901
Residential Insp.	725	703	1182	705	824
Smoke Alarm Installations	69				
Smoke/CO		N/A	6112	3362	N/A

Detector forms	N/A			
----------------	-----	--	--	--

**Training Division** - The Fire Training Division is responsible for all OSHA, NFPA and ISO related training for all Firefighting personnel within the Department. Fire Department administration sees the Training Division as being an integral part of the Fire Services consolidation. Continuation of the analysis of the volunteer firefighter training records and the full integration of training records for the entire Department is ongoing. The numbers below reflect solely the training conducted related to career personnel.

<b>Training Department - Trends</b>					
<b>Fiscal Year</b>	<b>FY 16-17</b>	<b>FY 15-16</b>	<b>FY 14-15</b>	<b>FY 13-14</b>	<b>FY 12-13</b>
Classes	5083	5431	5321	4215	4266
Student Hours	34811	38000	31226	25281	26406

The Fire Training Division successfully completed an EMT and/or MRT recertification program for 70 members. Regular scheduled training took place at the Company Officer level, both in station and at the Training facility. A “Back to Basics” themed series of programs were conducted to insure a high performance level of personnel. Live Fire Suppression exercises were performed to meet OSHA, NFPA and ISO requirements.

Probationary firefighter training was concluded for 15 firefighters hired in the previous fiscal year. Commercial Driver’s License (CDL) Training is underway for all assigned career apparatus drivers.

New to the department, Fire Rescue Academy, an on-line training system, has been implemented. This venue allows for flexibility in a variety of subjects and fills a gap for annual safety, awareness, and remedial level training.

The Training Division is also responsible for the administration of the Stamford Fire Regional School. The Regional Fire School provides fire training for surrounding departments, both career and volunteer. Major emphasis was placed on providing programs to meet the latest contractual obligations: Fire Service

Instructor 1, Fire Officer 1, Fire Officer 2 and Incident Safety Officer – Fire Suppression, & ICS 300 programs were completed. Several rescue themed programs were also conducted.

Personal Protective Equipment replacement and supplementation is underway to meet the required timetable. All career interior firefighters will be issued 2 turnout coat/pants ensembles on time.

Specialty Training – Initial/Advanced Diver Training as well as Hazardous Materials Technician refresher training programs were conducted.

***Vehicle & Equipment Maintenance Division*** - The SFD Mechanical Division is responsible for the annual inspection, service, and repair of all Stamford Fire Department apparatus, equipment and support vehicles. This past year the Mechanical Division has again continued to expand the amount of services that we provide to the day to day operation of the fire department. The Mechanical Division makes every effort to do as much work in house as possible to reduce down time of fire apparatus and lifesaving firefighting equipment.

The Mechanical Division has also been the host to many major fire department infrastructure projects this past year. The Mechanical Division coordinated and facilitated moving all career and volunteer fire apparatus as well as all EMS units in the city through our facility for radio reprogramming.

With the upcoming citywide SCBA replacement project in motion the Mechanical Division has been working on preparing fire apparatus citywide to properly house the new air packs. We are also home to a state of the art breathing air compressor and fill station where SCBA cylinders for firefighters citywide will be refilled.

Other tasks that are performed through the Mechanical Division are Annual Pump testing, Annual Ladder testing, Annual Fire Hose testing, Annual Flow testing of SCBA devices. Fire Hydrant purchasing, replacement and repairs are also the responsibility of the Mechanical Division, as is SCBA maintenance & small equipment repairs. The SFD Mechanical Division works closely with the line division, the fire marshals division, training division and volunteer companies to make sure that all of the equipment that the divisions utilize and rely on daily work as efficiently and safely as possible.

### c. 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 celebrated its 25<sup>th</sup> anniversary of fulfilling this mission to the City of Stamford in May.

SEMS responded to 14,070 calls for medical assistance this year, similar to the previous year. Of those calls 6,581 required our highly trained paramedics to perform Advanced Life Support (ALS) interventions. This volume of calls requires SEMS to operate 5 ambulances during peak hours of the day to ensure quality patient care in accordance with our mission. SEMS responded to 93% of all calls within 8 minutes and SEMS has an average response time of 5.9 minutes to ALS calls. The increased utilization of EMD in the past few years has significantly reduced the number of "lights and sirens" responses, decreasing the risk to the public and SEMS personnel.

SEMS also provided medical coverage/support to all large-scale events in the City such as the balloon parade and Alive at Five. No matter the size or scope of the event we deployed additional resources without interruption to our day to day operations. When our services were required, SEMS rose to the occasion.

SEMS is an integral partner and provides leadership and excellent service to the City of Stamford on a continuing basis. This year SEMS continued its training program including Emergency Medical Technician (EMT) classes and assisted with the City's Community Emergency Response Team (CERT) training. These classes increase the numbers of local trained responders available in case of a large scale incident. Finally, SEMS is the lead agency for the hands-only CPR initiative and continues to plan future events with the goal of increasing the chances of survival for cardiac arrest victims throughout the City.

All of these services are performed with a full time staff of 46 people supported by per-diem employees and an active contingency of 25 volunteers. <b>SEMS - At a Glance</b>	
Calls for medical assistance	14,070
- Number of advanced life support interventions	6,581
Percentage responded to within 8 minutes	93%
Average Code 3 ALS response time in minutes	5.9
Code 3 Responses (lights & sirens)	7517
Code 1 Responses (no lights & sirens)	6553

#### **d. Health Department**

The Department of Health works to improve the health and safety of those who live and work in Stamford by applying the basic principles of health promotion and disease prevention through the programs that comprise the department: Environmental Health Inspections, HIV Prevention, Laboratory, Nursing and Dental Health, Public Health Education, Public Health Emergency Preparedness and Women, Infants, and Children (WIC) services.

##### **Environmental Health Inspection**

There were 5075 inspections related to housing, lead, mold, asthma, air pollution, food, day care, bedbugs, pools, weights and measures, rodent, septic, permits, stagnant water, water pollution, noise and general complaints.

##### ***Summary of Activities for FY 2016-2017***

There were 1,179 annual inspections conducted on assisted living, barber/salon, daycares, garbage trucks, hotels massage, public beaches, rooming houses, schools, septic trucks, and weights and measures.

There were 880 complaints related to housing, lead, mold, asthma, air pollution, food, day care, bedbugs, pools, weights and measures, rodent, septic, permits, stagnant water, water pollution, noise and general complaints.

There were 70 permits issued on subsurface sewage regarding new systems, additions, repairs subdivision reserves and code complying areas.

One hundred thirty five orders were issued to abate violations of code ordinances and 53 orders were sent to vacate illegal residential units for a grand total of 188 order.

There were 792 certificate of apartment occupancy inspections conducted on structures that contain four (4) units or more and are at least 15 years or older.

Table 1 below details the restaurant inspections. There were 1,966 total food inspections conducted of these 1,643 were routine inspections representing a three percent increase towards meeting the number of state mandated inspections.



**Table 1. Restaurant Inspections**

			2015-2016			2016-2017		
Class <sup>1</sup>	Total # of establishments in Stamford	Inspection <sup>2</sup> Bench Mark	Total # routine inspections completed	% of routine inspections completed	Total # of <sup>3</sup> all inspections	Total # of routine inspections completed	Total % of all routine inspections completed	Total # of <sup>3</sup> all inspections
I	20	20	13	65%	14	13	65%	13
II	77	154	76	49%	80	79	51%	87
III	265	795	400	50%	464	456	57%	491
IV	251	1004	761	75%	948	876	87%	1137
Retail	142	284	243	85%	316	188	66%	204
Temporary Events	194	N/A	69	36%	80	31	39%	34
<b>Total</b>	<b>949</b>	<b>2257</b>	<b>1562</b>	<b>69%</b>	<b>1902</b>	<b>1643</b>	<b>72%</b>	<b>1966</b>

<sup>1</sup>Class I establishment: commercially prepackaged foods and/or hot or cold beverages only; Class II establishment: using cold or ready to eat commercially processed food requiring no further heat treatment and/or hot or cold beverages; Class III establishment: having on the premises exposed potentially hazardous foods that are prepared by hot processes and consumed by the public within four (4) hours of preparation; Class IV establishment: having on the premises exposed potentially hazardous foods that are prepared by hot processes and held for more than four (4) hours prior to consumption by the public; Retail food store: store or section of store where food is sold and intended to be eaten off premises; Temporary events: food service establishment operating up to 14 days.

<sup>2</sup>State inspections bench mark

<sup>3</sup>Total of all inspections including re-inspections

Table 2 details the five year trend of environmental inspections. There was a 16% increase annual inspections as a result of the internal reorganization of the mandated inspectional programs by providing team leadership oversight. There was a 2.2% increase in the number of complaints investigated. This is a result of increasing the Division's staff education related to the mandated inspectional programs over which the Division has a responsibility and enforcement powers. There was an 84.6% decrease in the number of septic permits issued in fiscal year 2016-2017 compared to fiscal year 2016-2017. The huge reduction in permits issued from the previous years was due to eliminating un-necessary permits and to standardize department usage following the State Department of Public Health template form. Food service inspections demonstrated an annual increase each of the five years as we have focused our efforts on meeting the mandated inspection bench mark established by the State Department of Public Health. Also, a core group of inspectors have been established to have oversight and perform the majority of the food inspections. There was a 28.9% decrease in housing violation notices compared to fiscal year 2016-2016. This decrease in orders is due to the Division's in community outreach efforts and collaborative efforts with other city departments to educate the community of proper housing codes to ensure a safe living environment. A certificate of apartment occupancy (CAO) inspection relies on an owner calling to indicate their dwelling has been vacated, has been repaired/renovated, and ready for an inspection before the new tenant takes occupancy. As such, this type of inspection is based on the owner's knowledge of the regulation and thus only a marginal increase of 3.4% compared to fiscal year 2015-2016 is seen.

**Table 2. Environmental Inspections Five-Year Trends**

Type	FY 2012-2013	FY 2013-2014	FY 2014-2015	FY 2015-2016	FY 2016-2017
<sup>1</sup> Annual Inspections	1053	1102	1205	1012	1179
<sup>2</sup> Complaint Investigations	842	1131	903	861	880
<sup>3</sup> Septic Permits Issued	428	461	451	454	70
<sup>4</sup> Food Service Establishment Inspected	1468	1156	1694	1902	1966
<sup>5</sup> Housing Violation Orders Issued	491	309	287	264	188

<sup>6</sup> Certificate of Apartment Occupancy Inspected	704	651	900	766	792
Total	4986	5210	5440	5259	5075

<sup>1</sup> Annual Inspections are conducted on Assisting living, Barber Shops, Day Care, Garbage Trucks, Hotels, Public Beaches, Rooming Houses and Schools.

<sup>2</sup> Complaint investigations are conducted throughout the year on 30 different categories that include Air pollution, Bed Bugs, Housing, Garbage, Lead and No Heat.

<sup>3</sup> Septic permits are issued on subsurface sewage regarding new systems, additions, repairs, subdivision reserves and code complying areas.

<sup>4</sup> Food inspections are conducted throughout the year on class I, II, III, IV this also includes retail establishments and temporary events.

<sup>5</sup> Housing notices/orders are issued to owners/tenants that are in violation of the Connecticut Public Health Code, General Statutes of the State of Connecticut and Stamford City Code of Ordinances.

<sup>6</sup> Certificate of Apartment Occupancy (CAO) are inspections on structures that contain 4 units or more and are at least 15 years or older.

## **HIV Prevention**

In fiscal year 2016-2017, the HIV Program provided 483 free HIV tests and conducted 5,173 HIV outreach contacts. The program also launched the new Department of Public Health's expanded program; Drug User Health Services which combines HIV Testing, testing for sexually transmitted disease (STDs), Hepatitis C Testing, syringe exchange, overdose prevention by distribution Narcan, and distribution of educational material and condoms. The program conducted its activities via its mobile van activities throughout the city and through partnerships with community members such as; Liberation Programs, Inspirica Programs, Shelter for the Homeless, New Covenant House Soup Kitchen, TB Clinic, Cornerstone Pharmacy, Domestic Violence Shelter, Neighbor's Link Stamford, AmeriCares, Durango Insurance, Community Barbershops, CT Transit, Under the Bridge, Faith Tabernacle Church Food Pantry, UCONN, FIRP, and CT Renaissance. The program was closed on June 30, 2017 with services being transferred to Stamford CARES.

## **Laboratory Division**

The Stamford Health Department Laboratory provides supportive lab services to the function of the health department along with direct public accessibility to its analytical services and public health information to the citizens of Stamford.

### *Summary of Activities Fiscal Year 2016-2017*

Figure 1 shows the 5 year trend of tick submissions and the percent that tested positive for Lyme Disease. This past year, 249 ticks were submitted for Lyme disease testing with 33% of those submitted testing positive. The rate of Lyme disease positivity in Stamford was similar to the overall rate in the state of Connecticut and this has been the trend over the past 5 years.

**Figure 1. Tick Testing Results**

***I. scapularis* Testing Results 2013-2017 for Stamford, Connecticut  
Percent Positive for Lyme Disease**

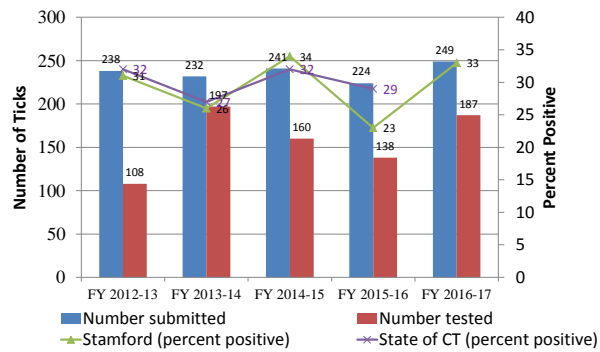
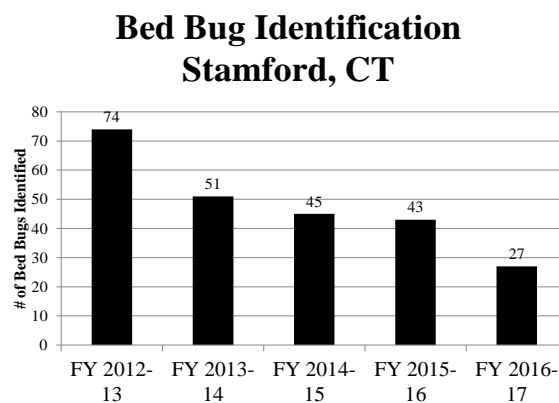


Figure 2 below shows the number of bedbugs submitted over the past 5 years. The 5 year trend has shown a decrease and last year there were 27 submissions for bedbug identification. Once identified as bedbugs, Environmental Health Inspectors will perform a home inspection on rental properties and issue orders to the landlords for extermination.

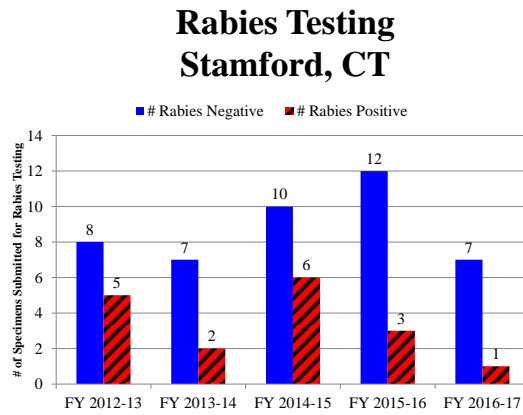
**Figure 2. Bed Bug Identification**



The laboratory, along with Animal Control, insures that animals that need rabies testing are transported to the state for testing. Figure 3 below shows the 5 year trend in samples submitted for testing and the percent that tested positive for rabies. This past year 8 submissions were made to the State Public Health Laboratory with 1 (bat) testing positive for rabies. The Laboratory

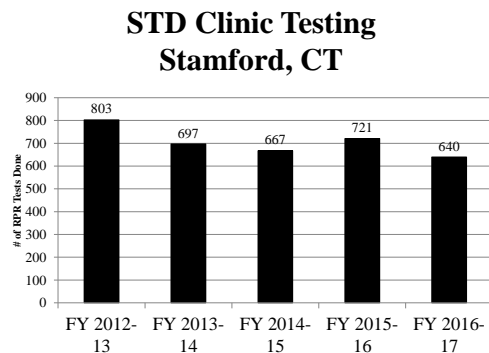
follows up with residents who have been exposed to an animal that tests positive for rabies to advise them to seek medical attention.

**Figure 3. Rabies Testing**



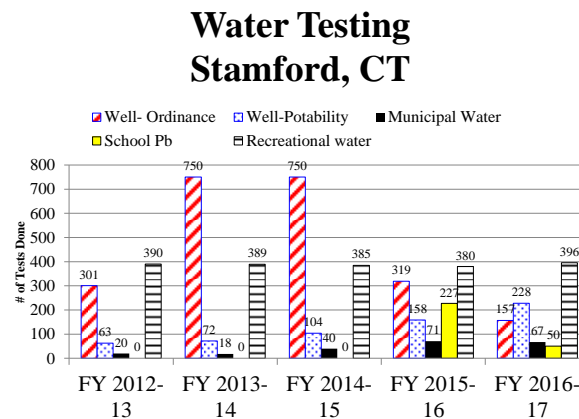
A laboratory technician is present at the sexually transmitted disease (STD) clinic to set up wet preps, gram stains and to do RPR (rapid plasma regain) testing (for syphilis). Figure 4 shows the number of RPR tests performed over a 5 year period. Last year 640 RPR tests were performed.

**Figure 4. STD Clinic**



The laboratory tests municipal water (for lead, copper), well water and recreational water. Figure 5 shows the 5 year trend for this testing. Last year 157 ordinance well water samples were collected between July 2015 and June 2016. The number of potability samples tested since 2012 has increased every year with FY 2016-17 being the highest number of samples tested for the 5 year period. In 2015, the laboratory tested all Stamford schools for lead levels in drinking water.

**Figure 5. Water Testing**



### **Public Health Nursing and Dental Hygiene Services**

Public Health continues to lead the way in building healthy communities, achieving health equity and improving the quality of life for all in the community. This is accomplished through our programs in public health nursing, school health nursing, and school dental health.

### **Breath of Fresh Air**

The Breath of Fresh Air Program (Asthma Program) is a free program to parents of asthmatic children that through education and the provision of home cleaning products and dust prevention tools aims to reduce asthmatic attacks. In fiscal year 2016-2017 the program saw two (2) new clients and made 4 home visits. Table 3 below shows a decrease in activity which is due to a dramatic decrease in funding resulting in of this program has an effect on the number of visits in recent years.

**Table 3. Breathe of Fresh Air Program**

	2013-2014	2014-2015	2015-2016	2016-2017
New Clients	17	14	4	2
No. of Visits	59	11	4	4

### **Immunization Action Program**

The Immunization Action Program (IAP). The fiscal year for this program is from January to December. The goals of IAP are to educate and inform the community about immunizing their children, the importance of timely vaccines, and to ensure that all pediatric vaccines are reported to the Connecticut Immunization Registry and Tracking System (CIRTS). To accomplish these goals, the IAP Coordinator works closely with physicians' offices as well as with the local birthing centers to ensure that children are enrolled in CIRTS, their vaccines are given on schedule and reported to CIRTS.

The IAP program has had several significant changes this past year. One was the change in their data year from January to December to January to March, with the plan to change to June 30, 2107 . In addition there was a change in personnel both at the State and local. The program also received additional help in their outreach efforts during the month of June, July and August from the State's IAP program , an intern from the Mayor's Youth Program, and outreach worker in the City's Health Department . These additional support efforts are expected to help the program to improve.

### **Cocoon Program**

The Cocoon Program provides free tetanus diphtheria and acellular pertussis (TDAP) vaccine to parents, grandparents, and caregivers of unvaccinated infants with the goal of providing protection against pertussis infection that is 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. Table 4 shows that there has been as decrease in Cocoon program related vaccinations. This decrease can be attributed to several reasons such as; many sites that have pharmacy services give this vaccine, those with insurance are getting it from providers and the hours of operation of the Henry Street Clinic. The hours at the Henry Street Clinic will be increased as of October 2017. The expectation is that with these increase in hours of service that there may be an increase the number of vaccines given.

**Table 4. Cocoon Program Four-Year Trends**

TDAP1	2013-2014	2014-2015	2015-2016	2016-2017
No of vaccines given	161	121	114	38



% Change	-3.0	-24.8	-57.8	-66.7
----------	------	-------	-------	-------

1tetanus, diphtheria and acellular pertussis

### **Influenza Prevention Program**

The City of Stamford's Health Department influenza vaccine is available to all eligible people's ages three (3) years or older. The 2016-2017 Influenza "kick-off" campaign was held at the Stamford Government Center on September 28, 2016. A multipronged approach was used to increase vaccine uptake among employees, the eligible public and the various City of Stamford board members. These interventions occurred during the months of October and November and included; a weekly push cart at the Stamford Government Center for City and Board of Education (BOE) employees, two vaccine clinics at 137 Henry Street, vaccination of BOE staff at every public school, the Cigna sponsored employee health fair on October 28th and before a meeting of each of the boards of Finance, Representatives, and Education.

### **Sexually Transmitted Disease Program**

The Stamford Health Department's STD Clinic is held every Monday, Wednesday, and Friday, providing eight (8) clinic hours, free of charge, to anyone over the age of 13. It provides comprehensive diagnostics, treatment, and counseling for the most common STDs including syphilis, Chlamydia spp., Trichomonas spp. Herpes viruses, and HIV. Table 5 below details the activities

**Table 5. Sexually transmitted Disease Clinic Four-Year Trends**

	2013-2014	2014-2015	2015-2016	2016-2017
No. of initial Visits	634	635	324	450
No. of follow up visits	138	131	126	124
No. of syphilis tests done	560	627	534	467
No. of positive syphilis tests	6	9	13	36
No of positive syphilis treated in the clinic	2	7	13	36
No. of HIV tests done	576	550	500	373
No of pregnancy tests	36	26	6	8

done				
No. of positive pregnancy tests referred	9	8	0	4
No. o vaccines given	247	247	199	114
No. of Hepatitis A/Hepatitis B Given	136	128	28	28

### **Travel Clinic**

The Travel Clinic provides vaccines to international travelers and educates travelers about safe travel habits, related food and water, and mosquitoes. The Stamford Travel Clinic is weekly on Wednesday and Friday from 9am to 10am by appointment. Currently, the Stamford Health Department travel clinic is the least costly in the Stamford area. Table 6 indicates the four-trends in the clinic

**Table 6. Travel Clinic Four-Year Trends**

	2013-2014	2014 - 2015	2015-2016	2016-2017
Clients Served	410	317	246	294
Vaccines Given	591	422	348	460
Prescriptions Written	74	63	25	34
Revenue	\$38,135.00	\$31,993.00	\$25,535.00	\$31,535.00

### **Tuberculosis (TB) Program**

The Stamford Health Department has a primary responsibility for preventing and controlling TB. To meet this challenge successfully, the TB control program administers 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 the disease
- Identifying and managing persons infected with TB
- Providing laboratory and diagnostic services

- Collect and analyzing data
- Providing training and education to staff, clients and providers

The Stamford Health Department TB Clinic is held for children the first and third Wednesday of every month and adult clinic is located at OPTIMUS clinic, the second and fourth Friday of every month.

The Henry Street Clinic will be increasing the clinic hours to better accommodate the families in need of tuberculosis services. These hours are scheduled to change on October 1, 2017. In addition more home visits will be scheduled to serve these families when possible.

**Table 7. Tuberculosis Four-Year Trends**

	2013-2014	2014-2015	2015-2016	2016-2017
No. New tuberculosis cases	4	10	7	5
No. adult cases	4	7	6	4
Direct observation therapy	361	509	1040	947
12 dose treatment for latent tuberculosis infection	1	2	3	0
No. tuberculosis skin tests and blood tests completed	64	32	140	208
No. of positive tests	9(14%)	13 (40%)	5 (3.5%)	13 (6%)

### **Stamford Well Child Clinic**

The Stamford Well Child Clinic provides the under- or un- insured children with physicals, vaccinations, screenings, and, if necessary, referrals. Children are referred to the clinic by medical providers, school nurses, the Stamford Hospital, and other sources.

The clinic visits are opportunities for the nurses and the medical provider to evaluate the medical, social, or psychological problems and refer to outside agencies as needed. They provide a time to educate families about child

development, nutrition, sleep, safety, diseases, other health topics, and available community resources. Table 8 details the four year trends

**Table 8. Stamford Well Child Clinic Four-Year Trends**

	2013-2014	2014-2015	2015-2016	2016-2017
No. of children seen	415	479	332	358
No of vaccines given	1519	1734	788	959
No of screenings <sup>1</sup>	815	1217	705	739
No of referrals <sup>2</sup>	185	103	98	99

<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 they 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, the City of Stamford Health Department Breath of Fresh Air program.

### **School Statistics School**

The School Nurse Assessment Program (SNAP) continues to improve the accuracy of data collections for the public schools. The private school nurses will be getting computers for use at their multiple work locations. One goal is to improve data collection, communications and information dissemination. Table 9 below details the four year school nursing statistics.

**Table 9. School Statistics Four-Year Trends**

	2013-2014	2014-2015	2015-2016	2016-2017
No. of public schools buildings	21	21	22	22
No. of private/parochial School buildings	19	19	19	19
Sick visits	70283	60672	64054	62634
Injury visits	49395	32899	30711	32226
911 calls	286	65	54	64
No of medication orders	2090	4168	4557	4309

No of medications Given	20591	16064	16661	15728
Skilled nursing interventions	11251	10857	14040	9524
No of vision screenings	6529	9278	8220	7780
No. of vision Referrals	303	424	495	465
No of hearing screenings	6355	11191	8371	7137
No. of hearing referrals	44	84	68	55
No. of scoliosis screenings	1765	4853	3828	3168
No. of scoliosis referrals	122	37	20	24

### **School Dental Program**

The Stamford Dental Program provides a range of clinical dental and educational services. Oral education was provided in 210 classrooms, 269 preschool children were screened, and 8,617 dental screenings were provided for elementary and middle school students. Among elementary and middle school students, seven percent (7%) required referral for dental care. Students are referred to community clinics, private dental providers, Westhill Dental Clinic or the Stamford Department of Health Dental Clinics. Students may require more than one visit to complete preventive and treatment services. In fiscal year 2016-2017, 305 students received preventive dental hygiene services in 401 visits and nine (9) were referred for oral surgery and other more complicated dental services. While the services provided have remained relatively constant, the number of students and visits for treatments has been increasing due the high dental need among the uninsured and underinsured population, focused case management that the program provides resulting in a low appointment no show rate.

The dental sealant program targeted at second graders provided sealants to 424 children was supplemented with grant funding from the Health Resources and Services Administration (HRSA) and the Connecticut Department of Public Health (CTDPH) that allowed expansion of the program to first, sixth and seventh grades in qualified schools. These are schools in which 50% or more of the students are eligible for the free or reduced lunch program. This grant-funded program provided for an additional 173 students receiving sealant for a total of 597. Table 10 below, details the five-year trends for the program

**Table 10: Dental Services Five-Year Trends**

	2016-2017	2015-2016	2014-2015	2013-2014	2012-2013
Dental Hygienists <sup>1</sup>	4	4	4	4	4
Classroom Instruction	210	241	305	224	165
No. of Elementary/Middle School Children Screened	8617	8235	8427	8373	8251
No. (%) of Elementary/Middle School Children Screened Requiring Dental Care	602 (7)	657 (8)	700 (8)	609 (7)	705 (9)
No. of Children Requiring Dental care who receive their Preventive care at the Department of Health's Dental Clinics (#Patients/#Visits)	305/401	377/426	394/473	340/446	356/420
No. of Children Requiring Dental care who receive their treatments at the Department of Health's Dental Clinics Treatment Services (#Patients/#Visits)	191/305	187/324	138/222	141/239	123/187
Sealants Grade 2	424	462	390	422	408
Sealants Grant Funded (Grades 1,6,7)	173	0	0	0	0

<sup>1</sup> Three hygienists and one case manager

### Public Health Education

Health education activities centered around a series of health awareness days to promote wellness, disease prevention, and screenings while highlighting the programs and services available through the Department. These included Healthy Heart Day, the Strollin Colon, Melanoma Monday, and Senior Wellness Day. To reach a broader audience the Department collaborated with local health providers and not-for-profits. The Department also continues to partner with Stamford Hospital and the American Cancer Society as part of the Stamford Cancer Awareness Campaign. Areas of focus include lung, colon, breast, and skin cancer prevention. Collaborative relationships with groups including Stamford Children's Health Collaborative, Vita Health & Wellness district, Stamford Senior Center, School Based Health Centers, and Communities for Action benefit residents by ensuring consistent health promotion messaging, reducing duplication of efforts, and allowing the Department to tap into available community resources.

### Public Health Emergency Preparedness

The Department participates in activities that establish a state of readiness to respond to events before, during, and after an emergency or disaster that could affect the community at large. Emergency preparedness involves mitigating, preparing, responding, and recovering from emergencies and disasters to lessen the impact. The City establishes an all-hazards approach to build community resiliency. The Public Health Emergency Preparedness program participates in the Regional Emergency Support Function (ESF) #8 – Public Health and Medical Services group to ensure that there is a coordinated response to a public health and medical disaster within the City and region.

### Women Infants and Children (WIC) Program

The federally funded WIC program serves low-income pregnant, postpartum and breastfeeding women, and infants and children up to age five (5) years of age who are at nutritional risk. WIC provides nutritious food supplementation containing those essential nutrients often lacking in the diets of populations at nutritional risk, breastfeeding promotion, infant formula and nutrition education. Through close ties with other community and departmental services, the WIC Program is able to assist participants in attaining other health and social services. Table 11 below consists of a summary of participation across the regional agency (Stamford and Norwalk WIC services) and statewide composite participation. For the Farmer's Market season 2017,



2565 eligible Farmer's Market Nutrition Program coupon booklets will be issued to eligible WIC participants receiving services at the City of Stamford. As can be seen in table 11, there is a decline in participation within the Stamford regional area and statewide. This decrease in WIC participation appears to be multi-factorial. This trend may be related to improved economic conditions, decreased birth rate, and the administrative climate resulting in immigrants choosing not to pursue assistance.

According to Oliveira, after fiscal year 2010, the number of WIC participants across the nation has decreased by 16 percent. Improved economic conditions in recent years may have a contributing role in the decline in WIC participation including a decline in the number of people in poverty and in the unemployment rate. Falling WIC caseloads may also reflect the decrease in the number of U.S. births. During 2008-15, the number of births fell in each year except in 2014. (Oliveira, Victor. The Food Assistance Landscape: FY 2016 Annual Report, EIB-169. U.S. Department of Agriculture, Economic Research Service, March 2017.).

Focusing statewide and locally, census data available for 2011- 2015 from the American Community Survey indicates individual poverty rates for the United States, Connecticut and Fairfield County as 13.5%, 10.5% and 9.0% respectively.

([https://factfinder.census.gov/faces/nav/jsf/pages/community\\_facts.xhtml](https://factfinder.census.gov/faces/nav/jsf/pages/community_facts.xhtml))

With regard to the current national government administration climate on immigration, an article published in the Guardian, draws attention to a drop off in use of WIC services by undocumented immigrants.

(<https://www.theguardian.com/us-news/2017/may/09/undocumented-immigrants-wic-nutrition-services-deportation>)

**Table 11. WIC Closeout Participation (CP)\***

	Fiscal Year 10/1/14-9/30/15 Average		Fiscal Year 10/1/15-9/30/16 Average		Fiscal Year 10/1/16-5/7/17 Average	
	CP	Assigned Caseload **	CP	Assigned Caseload**	CP	Assigned Caseload**
Stamford	4,811	4,636	4,663	4,788	4,148	4,810

Regional WIC Program including Norwalk WIC Subcontractor						
Statewide Connecticut WIC Program	51,295	54,486	49,155	51,812	47,888	51,415

\*Closeout Participation refers to final participation numbers of all certified clients issued benefits with a start date during the designated reporting period, regardless of whether the benefits were redeemed or not.

\*\*Assigned Caseload - Caseload estimates are based on "the highest of: (A) average monthly participation for the previous fiscal year; or, (B) average monthly participation for the last quarter of the previous fiscal year" in accordance with federal regulations (§ 247.21: Caseload assignment).

Reference: State of CT WIC Management Information System Summary Participation Report Assigned Caseload Levels of Local CT WIC Agencies, State of Connecticut WIC Program FFY 2016- FFY 2017

### **e. Social Services Division**

The mission of the Department of Social Services is to provide Stamford's The Department of Social Services provides Stamford's citizens with information about, and assists them to assess eligibility and access programs and/or resources available to meet a myriad of needs and/or protect basic human and legal rights.

The department is staffed by four full-time, and one part-time (cross-trained) employees. Department staff is responsible for responding to, planning, administering, implementing, managing and/or making referrals in connection with a myriad of programs and services. However, a significant amount of the department's daily work is unplanned as staff is required to respond immediately to regular interruptions from the public (via telephone and "walk in" inquiries) for advice and assistance with a range of issues that affect Stamford's youth, family, adult and senior populations (birth to death).

#### **Application Assistance**

On a daily basis trained staff explains medical bills and provides one-to-one application assistance with respect to a number of federal, state and municipal benefit programs for which individuals may be eligible. These include:

- Access Health Connecticut (Obamacare);
- HUSKY and Title XIX (also known as Medicaid);

- Medicare Part D;
- Medicare Savings Programs (for income eligible seniors) including: QMB which pays Medicare Part A & B premiums, Medicare deductibles and Medicare co-payments for eligible seniors; and SLMB and ALMB which pay the Part B premium
- SNAP (federally funded food stamp program provides assistance to persons meeting monthly income limits)
- Subsidized Senior Housing
- Easy Access (subsidized transportation for disabled individuals); and
- The State of Connecticut Rent Rebate Program (income qualifying Stamford residents sixty-five or older, or disabled and receiving disability payments may be eligible to receive a partial refund of rent and utility payments from the State).

Application assistance is labor intensive, involving considerable time securing information and arranging for needed services. Accordingly, department staff are tasked with providing individualized assistance -- most frequently one-to-one program enrollment assistance -- on an “as needed” and bi-lingual basis.

### **Direct Service and Referrals to Community Partners**

The need for casework, advocacy and community services often presents coincident with the need for application assistance. Staff’s effectiveness in helping residents to address their needs or manage life crises requires: a thorough knowledge of community resources and programs; the ability to take initiative; and the maturity to exercise sound judgement. Errors can result in failure to obtain, or loss of service.

Accordingly, staff maintain strong working relationships with personnel in other municipal departments (health, police, board of education), state agencies, community social service and not-for-profit organizations, local housing authorities, health clinics, hospitals, etc.

### **Mandated Services - Evictions**

After a residential eviction 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 evictee possessions are delivered to, and stored in city-owned bins located at Magee Avenue. The Department’s

Mandated Services Coordinator 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 housing or shelters.

### **Mandated Services - Relocations**

Under Connecticut landlord tenant law, landlords are required to comply with the provisions of municipal codes (including housing, health and fire) that affect the health and safety of their tenants. When municipal inspectors charged with code enforcement responsibilities find residential conditions that constitute immediate or serious threats to occupants' health or safety, the subject premises are declared "unfit for human habitation" and "condemned." Occupants displaced as a result of condemnation orders may be legally eligible for financial assistance from the municipality to cover specific costs associated with permanent "relocation." (As permitted by law, Stamford holds non-code compliant landlords liable for reimbursement of relocation payments made to, or on behalf of their displaced tenants.) The Department's Mandated Services Coordinator is responsible for administering and service delivery in connection with Stamford's relocation program, including determining, on a case by case basis, whether local code enforcement activities have resulted in displacement and, if so, whether, and what benefits displaced families and/or individuals may be eligible for.

### **Stamford Social Services Commission – Oversight Function**

The Social Services Commission has oversight responsibility for issues pertaining to the social welfare of Stamford's citizens, including shelter. In this capacity, the Commission is charged with coordinating and promoting policies and strategies that maximize the existence and availability of local social service resources and increase the flow of relevant information to Stamford citizens in need.

In 2015, the Commission conducted a "Community Partner" survey. Social service agencies were asked to describe the services they offered to Stamford residents and to identify existing service gaps, underserved populations and unmet needs. After analyzing the responses, the Commission invited survey respondents and other not-for-profit organizations to make presentations and submit written testimony at a series of meetings they held to identify available programs and services, as well as the unmet needs of Stamford's 18-25 year old population. Education and workforce preparedness (including help

in identifying employment opportunities, help with resume writing, opportunities for job shadowing, apprenticeships and obtaining certifications) were the most often expressed areas of need. After additional in depth meetings with targeted community leaders, the Commission honed its plans. They will soon approach relevant community businesses and organizations (the Chamber of Commerce; Business Council; Home Depot; etc.) to ask for a commitment to cooperatively develop job links. . Further, at a series of upcoming youth forums they will hear directly from affected youth about needs and obstacles. After that, they plan to target a small number of 18-25 year olds and work on training them to access employment opportunities. Hopefully this will kick off a regular training/job accessing cycle. In August, the Commission members met with Mayor Martin and members of his cabinet and staff to present their findings and plans, and to ask for the City's support. As appropriate opportunities present, Mayor Martin expressed his willingness to commit City resources (to the extent same are available) to help enable implementation.

### **Stamford Social Services Commission - Fair Rent and Human Rights**

Connecticut law permits municipalities to establish Fair Rent and Human Rights Commissions within the guidelines required by State law. 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 Department's Director acts as staff to the Commission. With respect to the Fair Rent process, the Director is responsible for receiving, investigating and conciliating complaints (settling most landlord-tenant disputes without need to resort to a formal complaint filing) or assisting with the administrative hearing process.

### **General Housing Issues and Inquiries**

On a daily basis staff provide written or verbal assistance, substantive advice and appropriate referrals in response to inquiries on virtually all housing related inquiries: landlord - tenant rights; rental assistance; security deposits (including "return of"), discrimination, homelessness, housing code violations, evictions, subsidized housing, public housing, senior housing, inclusionary

zoning, privately sponsored affordable housing, requirements and limitations of HUD, tax credit and state funding programs, and foreclosures .

### **Senior Transportation**

The Department oversees the state-funded Share the Fare program that provides subsidized rides for Stamford senior citizens and disabled individuals. Future funding for this program is uncertain and unlikely. Additionally, the City recently terminated a high cost, low impact contract with Norwalk Transit that had been providing limited transportation to and from senior nutrition sites for about a small number of individuals. At a much lower cost, we have assisted these seniors to access their destinations by bus, or through Share the Fare. To assess and quantify existing needs, and to plan for the future, the Department, in coordination with the Stamford Senior Center, Silver Source and the Over 60 Club recently conducted an extensive transportation needs survey. We received several hundred responses and are in the process of analyzing these. At first glance, it appears that existing transportation resources, including senior owned/senior driven cars, Connecticut Transit and Easy Access (Stamford's public bus service and its paratransit component for disabled seniors) are adequately meeting most of the needs of Stamford's seniors. However, many seniors require assistance with these services in the form of fare subsidies.

### **Public Education**

Department staff: conduct community workshops to promote health care and health care literacy make educational presentations on landlord/tenant rights and housing and zoning code requirements pertaining to home safety.

### **Holiday and General Giving**

Most years Department staff coordinate holiday giving initiatives to assist in providing appropriate gifts for the most needy children and senior citizens with whom they have worked during the year. They also hold food drives to support the Food Bank of Lower Fairfield County food bank; collect coats were to support the Backyard Humanitarians distribution efforts, etc.

### **Division of Social Services Activities 2016-17**

Service	Numbers Served	Comment/Outcome
Insurance Enrollment (Access Health CT, HUSKY A,B,D Insurance, Presumptive Eligibility Medical Vouchers, re-determinations, unpaid medical bills, spend-downs)	1374	One-on-one assistance to apply for: Access Health CT-ACA applications-(901 applications) HUSKY applications-(599 applications)
Eviction Management	154	Coordinate storage, retrieval & auctioning of evictees belongings (On average there are 14 evictions/month)
Fair Rent Inquiries / Proceedings	25	Complaints are received, investigated and resolved or heard
Relocation Assistance	24	Relocation assistance provided to people displaced by code enforcement: (relocation costs, moving fees, emergency housing (mandated by Uniform Relocation Assistance Act), landlord/tenant mediation
Renter's Rebate Program	1442	CT Tax Relief Program for elderly and/or disabled renters
Landlord / Tenant Inquiries	600	Responses and assistance with problems pertaining to landlord tenant relationships, fair housing, affordability, public housing, senior housing, etc.
Senior Transportation		Share-the-Fare program for ½ priced rides, door-to-door transportation for elderly & disabled who need affordable transport to senior nutrition sites, medical appointments, shopping sites.
Holiday Gifts for Children	181	Low income children
Senior Holiday Gift Cards	20	Donated by City Employees
Food Collection		To support the Lower Fairfield County Food Bank