



City of Nashua

Division of Public Health & Community Services
18 Mulberry Street, Nashua, NH 03060

BOARD OF HEALTH MEETING

Date: June 10, 2020

12:30 PM

Zoom Meeting

<https://us02web.zoom.us/j/85440974638?pwd=QjM5V3hjNUhIVGdySCtwMVc3TTpQT09>

Meeting ID: 854 4097 4638

Password: 440445

One tap mobile

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AGENDA

1. Call to Order – Board Member
2. Approve minutes– All Board Members
3. Director’s Report
4. Department Summaries
 - a. Community Health
 - b. Community Services
 1. Emergency Preparedness Program
 2. SUD Coordinator Program
 3. Epidemiologist
 4. Health Promotion Specialist
 - c. Environmental Health
 - d. Welfare
5. Public Comments
6. Adjourn – Next Meeting - July 8, 2020



City of Nashua

Division of Public Health & Community Services
18 Mulberry Street, Nashua, NH 03060

BOARD OF HEALTH MEETING

Date: 5/13/2020

12:30 PM

Minutes

Attendees:

Board of Health: Dr. Storace, Charles Capetta, Stephanie Wolf-Rosenblum

Board of Aldermen: Elizabeth Lu, Ernest Jette, Jan Schmidt, Linda Harriet Gathright, Tom Lopez,

City Employees: Mayor Donchess, Steve Bolton, Bob Mack, Mark Munroe, Angela Consentino, Nicole Viau, Ren Beaudoin, Dydier Parisien, Flavia Martin, Kim Bernard, Heidi Peek, Bobbie D. Bagley. Justin Kates (OEM), and Michael Carignan (NPD)

Guests: Kim Houghton (Union Leader), Alex Granok, MD (DPHCS Medical Director)

Call to Order

Director's Report

1. Operational:

- i. **DPHCS** continues to put out strong messaging in the community around mitigation measures and continues to monitor case contacts as they come in (Covid-19).
- ii. **DPHCS** received support from CDC foundation and Tik-Tok.
- iii. **BOH** review and discussion on the proposed ordinance to be adopted on face covering requirement. Also discussed the following-
- iv. **Board of Health** face covering ordinance
 - a. Governor order business/employee to wear mask.
 - b. Economic concerns about mask.
 - c. Businesses food serving are required to wear mask
- v. Unanimous approval of ordinance with request for introduction to be sent by Division Director with public health information.

Department Summaries

2. Community Services

- i. Pushing out information within the Nashua Community (Covid-19)
- ii. DPHCS continues to promote, protect, and preserve the health and wellbeing of the Greater Nashua Public Health Region.
- iii. Getting the greater Nashua NH tested for Covid-19.
- iv. DPHCS testing by appointments through COVID Hotline 603-589-3456 – press option 1 public health.

3. Community Health

- i. Providing clinic testing to the greater Nashua Community.
- ii. Clinic testing being provided for the under-privilege Nashua NH community.
- iii. DPHCS Continues with ongoing testing within the Greater Nashua community.

4. Environmental Health

- i. Safety Incident Team meeting about reopening DPHCS building to the public.
- ii. Contact monitor investigation.
- iii. Community outreach.
- iv. DPHCS is working diligently about reopening the building.
- v. DPHCS staffing working remotely and at work (building).

5. Welfare

- i. Working with Division staff as part of the City's response to the Covid-19 event.
- ii. Supporting the Greater Nashua homeless population.
- iii. Staff being re-assigned in some instances to support other necessary functions within the Division.
- iv. Monitoring the potential impact of Covid-19 crisis on Greater Nashua homeless population.
- v. Staffs have maintained operations of the Welfare Department through electronic applications and telephone interviews and assessments, while working staggered schedules, in order to

maintain social distancing and minimize any potential exposure to the COVID-19 virus.

Suggestions

- i. Everyone should wear mask to help improve everyone safety.
- ii. Wearing mask should not be recommended for children under 2-10 years of age.
- iii. Mask will be reasonable to wear for everyone safety.
- iv. Wearing mask should be mandatory.
- v. Wearing mask will prevent the spread of viruses.
- vi. Goal of wearing mask is not to arrest people but to educate them about an effective way of minimizing Covid-19.
- vii. Should parents be involved in the process to have their underage kids wear a mask?

Next Meeting: June 13, 2020



DPHCS Director's Update
Board of Health Meeting
June 10, 2020

Director continues to lead staff of the Division of Public Health and Community Services in the role of the Chief Public Health Strategist. In this role DPHCS leads and convenes community partners to work collaboratively to meet maintain the health and well-being of the community. DPHCS performs the core functions of public health and deliver essential public health services to accomplish the vision and mission of DPHCS.

Operational: The Director provides oversight over four departments staffed by 27 employees. Each department has a mission and vision that aligns with the overall DPHCS mission and vision.

Major highlights for the Director during the month of May 2020:

- DPHCS Department Budgets approved by BOA
- PHNS Budgets amended by DHHS with an increase of \$190,000 for COVID-19 Response Activities
- CH Infectious Disease Budgets renewed with increases in HIV, STD and LEAD programs
- Facilitation of daily calls from 8:00 AM -8:30 AM with our Joint Partners including: hospitals, community health centers, mental health, home health and hospice, fire, police, AMR and PSL. Mayor's office and Office of Emergency Management participate in this call. The purpose is to communicate information for situational awareness of surge capacity. As of June 1st these meeting were switched to M-W-F.
- Public Health Task Force Response focused on providing mobile testing clinic to increase testing availability in the community, ongoing surveillance, disease investigation and contract monitoring of cases and DPHCS staffing capacity to maintain efforts
- Daily meetings with the City-Wide Unified Command Team occur at 10:00 AM led by the Office of Emergency Management.
- Participate in meetings scheduled with the Commissioner of DHHS, Director of Manchester HD and Steve Norton twice a week beginning on Thursday, April 2, 2020. These have been switched to once a week on Thursday.
- Internal Incidence Response Team meets on M-W-F at 8:45 AM.
- Meetings scheduled with LTC facilities and Public Health twice a week for a situation update on their status to inform surge timing
- Daily updates sent to our community partners to keep them informed of changes in case numbers and updates to guidance and recommendations in response to COVID-19 as reported from NH DHHS and the CDC.

Major Initiatives:

- CDC Foundation providing surge capacity support for Public Health COVID-19 Response
- Two abstracts accepted to APHA for 2020 Annual Meeting (Angela Consentino and Nicole Viau)



Updates and Upcoming Events:

- COVID-19 community testing continues: Tuesdays and Thursdays
- Continue to provide opportunities for underserved populations to be tested to meet the Commissioner's goal of addressing gaps in testing.



**Review Form for
PHAB Annual Report Section II
Form Released: January 2019**

Each year accredited health departments must submit an annual report to PHAB attesting to their continued conformity and describing their performance management and quality improvement efforts. The review of Section II of the annual reports is overseen by the Evaluation and Quality Improvement (EQI). This review is aimed at supporting the maintenance and advancement of a performance management and quality improvement culture in the accredited health department.

The form below includes the reviewer's comments and recommendations for best practices, based on the information provided in the health department's annual report.

| |
|---|
| Health Department Name |
| City of Nashua Division of Public Health and Community Services (DPHCS) |
| Month Review Form Submitted |
| June 2020 |
| Overall Impressions |
| <p>Thank you for completing and submitting your Annual Report. Congratulations on your efforts to build on your successes and on your continued commitment to improvement.</p> <p>The City of Nashua Division of Public Health and Community Services (DPHCS) incorporated much of the feedback from last year's report, providing a great amount of detail so that PHAB can understand the work that has occurred over the past year. DPHCS focused on updating the QI plan, enhancing QI training and conducting the NACCHO Self-Assessment Tool (SAT). This assessment helped inform the QI plan revision which outlines four objectives to move the department from phase 3 to phase 4. Excellent work!</p> <p>DPHCS demonstrated significant leadership support for PM/QI since the last report. Senior level staff completed a leadership development series along with 360 evaluations. DPHCS also created an Executive Leadership Team and a Strategic leadership team to guide the development and leadership of the PM/QI culture.</p> <p>Finally, DPHCS provided a population health measure to monitor substance misuse prevention. This aligns well with the QI research project to better understand the total population using vs. those in treatment.</p> <p>PHAB staff and the Evaluation and Quality Improvement Committee have reviewed your Annual Report. The Evaluation and Quality Improvement Committee has the following feedback specific to your performance management and quality improvement efforts.</p> |
| Performance Management, Quality Improvement Plan, and Culture |
| <p>DPHCS updated both the PM/QI plan in 2019. This past year, DPHCS consistently reviewed feedback from customers and employees. The NACCHO SAT along with PHAB feedback on the 2018 annual report informed the revision of both the PM/QI plans. DPHCS purchased VSMG manage, track and prioritize PM/QI projects. Many staff were trained on this new tool, but not all. The department has seen some resistance and will be working in 2020 to identify the barriers and implement solutions. The PM/QI committee developed a prioritization process for projects along with evaluation tools that will be implemented in 2020. The PM/QI plan also developed a training plan that will be implemented in 2020. The department had planned to</p> |

standardize customer feedback and implement across all programs in 2019; however, this new tool and process has only been implemented with a few programs. In 2020, the process will be widely implemented, and data will be entered and regularly reviewed. DPHCS also purchased LiveStories, an interactive data dashboard that will publish both health department and community health data indicators. DPHCS also surveyed partners as part of the Kresge Award and learned that partners believe the department overburdens themselves at times. DPHCS will incorporate all of the feedback they've gathered over the year to inform their operations moving forward. Finally, DPHCS has four objectives to improve their QI culture from phase 3-phase 4 which include: annual training for all staff, employee mentoring and advanced QI training, identify and prioritize annual QI projects and acknowledge and celebrate successes. The health department has made exemplary strides to achieving a more strengthened culture of improvement – congratulations.

Quality Improvement Project

- DPHCS shared a QI project determined by a department facilitated discussion among employees and community-based organizations about substance use and recovery services. The conversations acknowledged a gap in data about community members who are substance users and their access to substance use and recovery services.
- The project described may be more aligned with research and/or quality planning project. The project is certainly worthy of community exploration and the objectives and process that DPHCS followed and pursued are in alignment with domain 10. The purpose of quality planning is to provide an organization with the means to provide services that can meet client and stakeholder services; in other words, to develop new programs/services or to revamp them. Quality planning uses many of the same tools used in quality improvement. Quality planning is important to do in public health to ensure processes and procedures are in place to effectively address public health issues. Quality improvement, however, is used to improve (or optimize) an existing process.
- Given the project is not a formal QI project, an aim statement was not provided and QI tools were not used. DPHCS acknowledged the use of PDSA throughout the comprehensive data collection and analysis process. Since this is a multi-year research study, results are not yet in. It would be helpful to include QI project criteria that includes: baseline data, the target is not being met, a project is prioritized through use of QI plan project selection process and a team is formed to lead and oversee the project.

Response to Questions from Health Department

The department requested information on the following: tracking performance measures over time and retaining staff buy in. We want to share several resources that provide peer-to-peer support and/or other PM/QI best practices.

The Public Health Foundation (PHF) has developed a toolkit and website to assist health departments in selecting performance measures. This tool kit also provides information on how to track measures over time. You can find more information at [Public Health Foundation Performance Measures Toolkit Website](#). PHF also has a [Performance Management Toolkit](#) to support health department develop and maintain a robust performance management system, including staff buy in.

NACCO published a paper [Measuring What Matters-2018](#) to support local health departments in selecting impactful measures.

If you are not already a part of the Public Health Performance Improvement Network, we encourage your team to become members. The [Public Health Performance Improvement Network](#) (phPIN) is a learning community and peer exchange network for those of you providing leadership in performance improvement in public health. phPIN offers a forum for innovative performance improvement practitioners in public health to network, access just-in-time resources, and share emerging practices on the topics of most interest to you:

- Performance management
- Quality improvement
- Accreditation

- Community health assessment and improvement planning
- Workforce development plans and training

Submit an application to [join the phPIN network and online portal »](#)

This may be the ideal space to discuss with other health departments how to best address staff engagement.

[American Society for Quality](#) is also an excellent resource for quality improvement trainings and provides tips on when to conduct QI in different settings.

Other Comments

DPHCS was selected as a Kresge Foundation Emerging Leaders in Public Health Transformative Initiative Award. The department focused this award on becoming a Chief Public Health Strategist for the region with an emphasis on becoming a trauma informed community. DPHCS's participation in this effort has strengthened stakeholder relationships and enhanced how the department engages the community in identifying needs and developing solutions. In addition, this work has created a data driven process to address emergent public health issues in the region. Nashua has seen more than double the national average increase in the suicide rate. This led the Mayor to forming a suicide prevention taskforce to develop community driven solutions to reduce isolation and improve well-being. Excellent!

DPHCS has also continued to strengthen their data transparency and partnered with LiveStories to make an interactive dashboard available to the community, reporting on public health priorities. This dashboard is expected to launch during public health week in April 2020.

Continue your health department's work with the population health outcomes tracking. As you prepare for reaccreditation, please consult PHAB's resources related to population health outcomes reporting (including the reaccreditation orientation module, a tip sheet, several webinars on this topic, and other documents available through Bridge, PHAB's online learning management system). For example, you will note that the format for reporting in e-PHAB during reaccreditation is different: You will select from a list of broad areas and topics. In addition, the target should be written as a SMART (specific, measurable, attainable, realistic and time-bound) goal.

PHAB has launched a Data Portal, which allows you to see graphic representations of how your health department was assessed on the Standards and Measures. It also allows you to benchmark your performance against groups of health departments that have similar demographics as your agency. You can look at measures grouped by standard, domain, and theme. When you select a group of measures, you'll see a list of resources that might help your health department in its improvement efforts. This can be accessed at phabdata.org.

With the alignment of the Annual Report to specific reaccreditation measures, and as you prepare for reaccreditation, don't forget to look back at your answers to questions such as question 13. While the conformity of the measure wasn't assessed in the Annual Report, the descriptions were very well-written, detailed and laid out.

Given the current COVID-19 pandemic, kudos to the City of Nashua Division of Public Health and Community Services for their ongoing prevention, mitigation and response efforts. Please feel free to share your health department's COVID-19 story with PHAB: <https://phaboard.org/accredited-health-departments-in-the-news/> by reaching out to Teddi Nicolaus: TNicolaus@phaboard.org

Community Health Department – Division of Public Health and Community Services
Board of Health Report
March – May 2020

Community Health Department – Kim Bernard RN, MSN, Chief Public Health Nurse/Manager CHD

- Due to the pandemic, our Community Health Department is submitting a combined report for the past 3 months. All of our programs, except our SSANA program, have suspended routine operations as of mid-March. We are strategically planning our reopening of routine services over the several months.
 - Collaboration with the Nashua School District - scheduling 4 clinics at 4 local schools in diverse locations in Nashua over the Summer. The goal of these clinics is to provide no cost immunizations to children. We also plan to visit all 3 middle schools in September to immunize any children that are not up to date.
 - Continuing to provide Shingles vaccines to clients outside of the clinic space.
 - Network with local partners to secure space to open clinic for Immunization and STD during our displacement secondary to building construction.
 - Developing plan to serve our other target populations immunization needs while our clinic space is pending
 - Continue to treat patients needing STD services on an as needed basis until clinic plan in place

Disease Investigation Program—Flavia Martin RN, BSN – Infectious Disease Program Nurse Coordinator

- CHD has investigated over 530 confirmed cases and 868 contacts
- Delivered 2 legal Isolation orders
- On boarded volunteers to assist with contact tracing
- On boarded new software for contact monitoring
- Continue to investigate non-COVID communicable disease cases
- Oversaw 3 LTCF COVID outbreaks and multiple other exposures at LTCF which did not develop into outbreak due to meticulous infection control practice under our guidance.
- Facilitated weekly meeting with all Nashua LTCF
- Continue to provide infection control guidance to all LTCF
- Attend various weekly meetings with the State (Outbreak Team, Case Investigation Branch, LTCF Meeting, Weekly HCP meeting)
- Attend SJH and SNHMC Infection Control Committee meetings
- Develop educational materials in English and Spanish
- Working on a cultural video with Communication specialist

Grant Deliverables – Jessica Ayala, Program Assistant

- TB: We had a video web conference scheduled in March with outpatient staff at SNMC & St. Joseph for TB Day but had to cancel due to COVID; therefore, we leveraged Facebook to promote TB Day awareness providing education to the community.

Syringe Services Alliance Program – Luis Porres, Bilingual Community Health Worker

- March: SSANA activities taking place in the designated areas 29 Temple Street from 10-12 and 77 Northeastern Boulevard on Wednesday 2-4.
 - 6420 sterilized needles were distributed
 - 39 interactions
 - 52 other individuals were reached as a secondary intervention
 - 4 individuals were revived from overdose utilizing Narcan
 - 3170 used needles were collected and disposed properly
 - 30 Narcan kits were distributed
 - Heroin and meth were the drugs of choice most reported.
- April: SSANA activities taking place in the designated areas 29 Temple Street from 10-12 and 77 Northeastern Boulevard on Wednesday 2-4
 - 8580 sterilize needles were distributed
 - 44 interactions
 - 89 other individuals were reached as a secondary intervention.
 - 23 Narcan kits were distributed
 - 2680 used needles were collected and disposed properly
 - Heroin and meth is the drug of choice most reported
- May: SSANA activities 7710 sterilize needles were distributed
 - 43 interactions out of this visits
 - 42 other people were reach as a secondary intervention.
 - 35 Narcan kits were distributed
 - 4290 used needles were returned and disposed properly
 - Meth and heroin seem to be the most common drugs of choice
- Covid-19 information was also distributed among clients

STD/HIV/HCV Program – Sascha Potzka RN, BSN – STD/HIV/HCV Program Nurse Coordinator

- Expedited partner therapy for on syphilis case and one gonorrhea case, testing also provided
- Syphilis testing for an exposed partner, negative result
- Condoms provided to GNHM for distribution to their clients
- Provided guidance on syphilis cases to provider at Lamprey Health
- Provided referrals for multiple patients to alternate testing sites for routing STD testing.
- 3/20 attended quarterly HPG meeting via zoom

Deliverables update – Jessica Ayala, Program Assistant

- STD Program: Provided education on Facebook and WSMN radio about STDs and HPV prevention for the month of April as part of STD & HPV awareness weeks 4/12/20 – 4/18/20.
- Hepatitis Awareness Month: Posted educational articles on social media for month of May as part of Hepatitis Awareness month and WSMN radio.
- HIV Day: Coordinated HIV Testing Day marketing & promotional messaging with Health Promotion Specialist. Promoting testing day using mobile campaign in Nashua, Hudson, Wilton and Merrimack. The campaign is an advertisement pop up that displays on over 100 mobile applications that directs people to CHD web site for education and testing locations. Bus ads

that promotes HIV Testing Day and points people to our web site for education and partner testing locations. Facebook educational posts related to HIV Testing Day are posted for the month of June.

Immunization Program – Theresa Calope RN, BSN – Immunization Program Nurse Coordinator

March 1-13,2020 (routine services prior to COVID-19)

- Clinic total client seen: 60 – 22 children / 38 Adults
- VFC visits:
 - 03/04 Child care visit Mind's in Motion in Nashua
 - 03/10 Child care visit Humpty Dumpty in Nashua
 - 03/09 Child care visit to Tumbleweeds in Wilton
 - 03/10 NHIP visit at SJH Family Medicine Practice
 - 03/12 NHIP visit at SNHMC Hudson Asthma Practice

March 14 – May 31 2020

- Accommodate 4 clients inside/ Drive thru DPHCS building (No PCP, PCP office close, immigration appointment needed)
- Accommodate 8 clients at their residence (needed TDAP for the family who had newly born family member)
- Accommodate transfer of vaccines for 2 provider offices that needed vaccine supply
- 05/13 NH Immunization Program Quarterly Call (TG/TC)
- Expired Standing ordered renewed on 6/3/2020 by Dr. Granok.
- 03/26 Vaccine Management Training

Grant Deliverables – Jessica Ayala, Program Assistant

- Immunization Program: Provided education on Facebook April 27th – May 4th for Infant Immunization week. We had scheduled information tables to provide education to parents at YMCA (Nashua, Merrimack), Adult Learning Center during the week mentioned but canceled due to COVID.

Lead and Asthma Programs – Tricia Glastetter RN, BSN – Lead and Asthma Programs Nurse Coordinator

Lead:

- 03/02 WSMN Topic of Lead Poisoning and Prevention on Mike Apfelberg's Radio show
- 03/11 Lead RN meeting at Manchester Health Department
- 03/12 Lead Home Visit
- In limited contact with Lead RNs at the State level
- State RN performing phone interviews with families with elevated lead levels
- Home visits have been put on hold since March 2020 due to Covid-19
 - Possibility of State Lead Investigator beginning home inspections the first week of June

- Discussions about when to start doing home visits and how to do them safely

Grant Deliverables – Jessica Ayala – Program Assistant

- LEAD Program: As part of April LEAD awareness month we had 1 LEAD presentation scheduled at Southern NH medical office in Nashua, 2 presentations at childcare facilities (Little Pilgrim, Chapel Preschool) and a presentation/testing at HeadStart that we had to cancel due to COVID. We continued to provide LEAD testing awareness through messaging
- using billboards in Nashua and educating the community through Facebook for 8 weeks March 31st into April.

Asthma:

- 3/10 Asthma Check-in meeting
- 3/17 Camp Spinnaker call to discuss transportation, evaluation, and scholarships for families
- 05/21 NHACP - NHD check-in meeting
 - Discussed how to address the Asthma Home Visiting Program going forward with the current pandemic. Possibility of video visits with families was discussed.

Grant Deliverables – Jessica Ayala, Program Assistant

- Asthma Program: We had 1 presentation scheduled at NH Asthma & Allergy but canceled due to COVID. Posted asthma educational articles on social media (Facebook) as part of Asthma & Allergy Awareness month in May.



**Nashua Board of Health Meeting
June 10, 2020
PHEP Coordinator Report
Mark Munroe**

To the members of the Nashua Board of Health,

- Planning the Demobilization of the Alternate Care Site at Nashua HS South with State & National Guard on June 19th.
- Attended statewide PHEP Coordinators meeting via Zoom, May 26th from 9a-1p
- Continue working with the Public Health Division to develop, set up, run and break down the various CoVid 19 testing sites around the city. Currently testing in being performed on Tuesdays at **Closed Sites** and Thursdays as an **Open Site** at St, Louie Deganza Church, 50 West Hollis S.
- Continue to update the FY20 PHEP Work Plan
- Research materials for the possibility of new PHEP equipment IE: Zumaro Tent, Sheltering needs/materials, POD needs, Etc
- IC (Incident Commander) for testing sites. Ensuring equipment, personnel and other needs are prepared for these sites.
- Continuing to onboard regional volunteers. Over 200 at this time.
- Continue to host a weekly state wide regional PHEP Coordinators meeting to develop plans for best practices, POD Planning, better communications and AAR/IP (After Action Report/Improvement Planning) development.
- Mon, Wed, Fri Hospital/Long Term/Short Term Care facility Conference Calls
- Mon, Wed, Fri Nashua EOC/City Wide Division Conference Call
- Monthly Strategic National Stockpile calls with the state
- Weekly Conference Calls with various State of NH Division/Organizations
- Continuous contact with regional partners in reference to needs, concerns, etc
- Continuous contact with facilities requesting and requiring PPE & material needs
- Working with the city CERT to prepare for ACS breakdown and Gilson Rd inventory needs
- Distribute monthly report to regional partners via Constant Contact
- Making phone calls to individuals who have tested negative to the CoVid 19 test
- Reviewing/Updating Regional POD Plans
- Updating State WebEOC site IE: Nashua CoVi 19 situation
- Conducted, through NH Responds, Volunteer Response Drill
- Assigning CERT to various support around the city.

Should you have any questions for me, please do not hesitate to contact me at 589-4569 or Munroem@nashuanh.org

Respectfully Submitted

Mark Munroe



Board of Health – Substance Misuse Prevention Coordinator for May 2020

Drug-Free Coalitions

Nashua Prevention Coalition – Completed their Virtual Video Project. Are currently working with SMPC on the Parent Support Talk Facebook videos. Kameo is also helping with the planning of the Virtual Photo Voice Project.

Community Action for Safe Teens – CAST has been working remotely on the Youth Empowerment Team and has continued their Resilience Retreat virtually. They do this work via zoom. In May they also had a Parade to social distance visit all youth that participate in their programs.

Substance Misuse Prevention Coordinator

- The SMPC has been hosting the Public Health Radio Hour for the month of May with guests including, Angela, Bobbie, Heidi, the Greater Nashua Mental Health Center, Chief Carignan.
- THE SMPC also hosts the Parent Support Talks on Facebook with the Nashua Prevention Coalition and Community Action for Safe Teens. Last month topics included, mental health, recovery during COVID-19, Remote Learning tips. We will continue the Parent Support Talk Videos as they have increased in viewership with over 300 views to our last two posts.
- The SMPC along with Luis Porres has been interviewed by New Hampshire Public Radio for their Spanish language podcast on the work the Division is doing to outreach minority groups in the Nashua Region. The episode was published this week on Facebook and to all subscribers of the Spanish language podcast.
- The SMPC has translated multiple documents regarding COVID-19 into Spanish.
- The SMPC has COVID-19 hotline shifts and supports the COVID testing sites as a registrant to assist site flow and interpretation for Spanish speaking clients when needed.
- The SMPC continues to facilitate the Mayor’s Opioid Task Force virtually.
- The SMPC attends regional coalition meetings virtually
- The SMPC in part of the Revive Board and attends board meetings virtually
- The SMPC attended the SSANA Advisory meeting
- The SMPC translated the CHA survey to Spanish
- The SMPC attended the SMP meeting with BDAS and NHCF
- The SMPC facilitates the NHPHA Communication Committee and submitted two articles for the NHPHA monthly newsletter
- The SMPC attended the NHPHA Board meeting along with their meeting on NHGives planning

- The SMPC along with the Division Communication Specialist are working on the Virtual PhotoVoice Project.



**City of Nashua Health Division of Public Health & Community Services
Epidemiologist – Angela Consentino
Board of Health Report
Report for Month – May 2020**

COVID-19 Response Related Activities

Epidemiological Surveillance

- Epidemiologist to provide current COVID-19 situational update.
- Communicated data surveillance activities and trends to regional partners, city officials, community-based organizations, healthcare organizations, and other groups via conference call updates.
- Updated the GNPHR Data Dashboard on a daily basis with up to date data, including but not limited to: New COVID-19 cases per day, cumulative case count, case rate per 100,000, PCR tests conducted and percent positives, contacts being monitored, hospitalization rate, death rate, recovery rate, demographic information of cases (age, race, ethnicity, gender, occupation), tests conducted and percent positive tests at DPHCS Clinics, Regional GIS maps with information about feeding locations, childcare facilities, and other resources, COVID-19 hotline, and other pertinent information. This dashboard can be accessed on www.nashuanh.gov/COVID19.
- Currently working with medical student to go through all positive case files in NHEDSS and pull out symptoms for analysis.
- Developed a presentation and presented to City Officials on federal and state guidelines for reopening and future COVID-19 projections for Summer 2020.
- Reviewed Google Mobility data for Hillsborough County to determine changes in social mobility from baseline (January 2020), March, April, and May.

Disease Investigation

- Assisted the Community Health Department with disease investigation and contact tracing. Conducted 31 initial disease investigation interviews with positive cases and completed the initial contact tracing with the associated contacts.

Community Resilience/Essential Services

- Continued work on 2020 Community Health Assessment with the Health Promotion and Communication Specialist.
- Epidemiologist and Health Promotion and Communication Specialist's APHA 2020 Abstracts were accepted, "Community Conversation: Understanding Substance Use Disorder in Greater Nashua, NH" and "Greater Nashua 2020 Community Health Assessment: An Innovative Approach to Community-based Data Sharing". These will be presented virtually or in-person in October, 2020.



City of Nashua Health Division of Public Health & Community Services
Health Promotion and Communication Specialist
Board of Health Report
Report for Month – May 2020

COVID-19 Response Related Activities

- Participated in on-going meetings with local hospitals, Nashua Joint Information Center, DPHCS IRT, and City Divisions/COVID-19 Task Forces.
- Continued to facilitate meetings and work with the Joint Information Center to distribute accurate and updated COVID-19 information to the community.
- Updated social media pages (Twitter, Facebook, Instagram, YouTube) and the City of Nashua DPHCS website with information regarding COVID-19, including but not limited to: public health recommendations, regional response updates, testing opportunities, and regional resources.
- Continued to assist with the planning and development of weekly Nashua COVID-19 Response press conferences, including assisting with talking points, creating presentations, schedule interpreters, and coordinating guest speakers.
- Continued to promote the Nashua DPHCS testing clinic information through our regional partner updates, weekly press conferences, Nashua DPHCS website, and social media.
- Distributed daily updates to regional community partners to educate and inform about regional response efforts, updates, and local resources. These are now disseminated twice a week.
- Continued to make updates as needed to our COVID-19 FAQ guide and website.
- Prepared and disseminated marketing and educational materials with information regarding COVID-19, including but not limited to: bus advertisements, radio, billboards, fact sheets, brochures, and flyers. Created flyers for the malls and outdoor dining, flyers for mask ordinance for businesses. Most materials have been translated into English and Spanish, some Portuguese.
- We are currently running billboards in Nashua, Merrimack, and Milford as well as a marketing campaign to promote the Nashua COVID-19 website.
- Began working with Nashua DPHCS Community Health Department to create a two-part video series to disseminate COVID-19 information to the Hispanic/Latino population. A fact sheet will also be created and translated. Our goal is to share this information and resources with our regional, through social media, and our website.

Messaging Priorities

- Spring preparedness, Hepatitis Awareness, Lupus Awareness, Skin Cancer Awareness (sun and heat safety), Mental Health Awareness, Stroke Awareness, and Teen Pregnancy Prevention. This messaging was pushed out to regional partners and the greater community through daily updates, social media, and radio.

Community Health Assessment and LiveStories

- Distributed the CHA Survey in English and Spanish to regional partners and the Greater Nashua community via updates, social media (shared on all regional town pages), Nashua DPHCS website, and an advertisement in the Southern NH HIPPO.
- Finalized Behavioral Health LiveStories pages (including substance use, mental health, and suicide). These pages are currently in the review process.
- Currently working on the Sexually Transmitted Infections LiveStories pages.



Other Business

- **PhotoVoice Project:** Convened with local prevention stakeholders to plan the 2020 Greater Nashua PhotoVoice project. This will be a virtual event ran throughout the month of July on our website and social media pages. The theme is 'What are you doing to keep your mind and body healthy?'. Created a flyer and webpage for this year's event. Promotion will start mid June after buy-in from local youth serving organizations.
- **HIV Campaign:** Created marketing materials including a rear bus advertisement, shelter bus advertisement, and an online mobile campaign. Updated the Nashua DPHCS STD website to include information about HIV and CO, as well as the CDC's HIV Testing locator. The goal of this campaign is to educate and engage the GNPHR to practice healthy behaviors and get tested if they are at risk for developing HIV. This campaign will run throughout the month of June, ending on June 30th.

The Greater Nashua community is working together to stay healthy - help us by doing your part!
SOCIAL DISTANCE • WEAR A MASK • WASH YOUR HANDS

COVID-19



www.NashuaNH.gov/COVID19 603-589-3456

SHOP SAFE AND HEALTHY!

COVID-19 is a respiratory illness that can spread from person to person. If you leave your home for essential needs, please practice the following public health measures to prevent the spread.

WEAR A CLOTH FACE COVERING

Everyone 2 years of age and older should wear a homemade cloth face covering (mask, bandana, or scarf) to **cover your mouth and nose**. Wash with warm water and soap after each use.

PRACTICE SOCIAL DISTANCING

Try to stay at least **6 feet away** from other shoppers and employees, even when wearing a cloth face covering.

6 FEET OF SPACE

WASH YOUR HANDS

Handwashing is one of the best ways to slow the spread. Wash your hands **before, during, and after** shopping with soap and water for at least 20 seconds.

NashuaNH.gov/COVID19
 603-589-4356

We gratefully acknowledge the support of community mask making volunteers including Merrimack Mask Sewing Effort, Bedford Sewing Battalion, NE Masketeers, and others.
Thank you for doing your part to help prevent the spread of COVID-19.

BE IN THE KNOW. GET TESTED.

HIV TESTING
 603-589-4500
NashuaNH.gov/STDProgram

BE IN THE KNOW. GET TESTED.

HIV TESTING
NashuaNH.gov/STDProgram
 603-589-4500

WEARING A CLOTH FACE COVERING CAN HELP SLOW THE SPREAD

COVID-19 can spread from person to person even before symptoms develop

| CHANCE OF VIRUS TRANSMISSION | ASYMPTOMATIC COVID-19 CARRIER | UNINFECTED PERSON |
|------------------------------|-------------------------------|-------------------|
| VERY HIGH | | |
| HIGH | | |
| MEDIUM | | |
| LOW | | |
| VERY LOW | | |
| ALMOST NONE | | |

6 FEET & Hand Washing

www.nashuanh.gov/COVID19
 #SlowTheSpread

Nashua
 NEW HAMPSHIRE'S GATE CITY

CITY OF NASHUA
 Division of Public Health & Community Services

CITY ORDINANCE # O-20-018

FACE COVERINGS REQUIRED

ORDENANZA DE LA CIUDAD # O-20-018
SE REQUIEREN REVESTIMIENTOS FACIALES

STAY HOME IF YOU FEEL SICK OR HAVE A FEVER
 Quédate en casa si se siente enfermo o tiene fiebre

TRY TO KEEP 6-FEET APART, WASH HANDS, AND DO NOT TOUCH FACE, NOSE, OR EYES
 Trate de mantenerse a 6 pies de distancia, lávese las manos y no toque la cara, la nariz ni los ojos.

Learn More www.nashuanh.gov/COVID19
 Aprende más



City of Nashua
Division of Public Health & Community Services

**Environmental Health Department
Board of Health Report-May 2020 – FY20**

The Nashua Environmental Health Department remains busy during this current COVID-19 environment. Normal Board of Health reports will resume when the situation has stabilized and our routine is back to normal. Our current activities include:

- Preserving the health and well-being of our staff members by practicing good social distancing, working remotely when possible, and conducting virtual meetings;
- Reinforcing social distancing guidelines when working directly with the public;
- Outreach to licensed food service facilities regarding reopening of outdoor dining, issues, general food safety;
- Responding to citizen complaints regarding unsafe practices in Nashua's public places in conjunction with Nashua Police Department;
- Assisting Community Health by making calls to COVID-19 contacts to monitor temperature and symptom checks, providing negative results to people who have been tested;
- Providing coverage of COVID-19 hotline;
- Working on educational messaging with DPHCS staff;
- Participating in regularly scheduled meetings to support Nashua's COVID-19 citywide Emergency Operations Center's efforts;
- Fulfilling role as Safety Officer by conducting safety assessments of City buildings, contributing to employee screening policy, and developing guidance to protect employees and general public as buildings and services reopen;
- Serving as subject matter experts for personal protective equipment, safe reconstitution of City services, and other relevant issues;
- Continuing septic and site plan approvals;
- Working closely with New Hampshire Health Officers Association members to gain insight and help guide common efforts.

We anticipate a significant increase in duties as food service establishments continue to reopen in different capacities, and other facilities reopen. We remain committed to protecting the public's health and safety.

Respectfully submitted,
Heidi E. Peek-Kukulka
5 June 2020



City of Nashua
Division of Public Health & Community Services

**Environmental Health Department
Board of Health Report-May 2020 – FY20**

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- Reinforcing social distancing guidelines when working directly with the public;
- Outreach to licensed food service facilities regarding reopening of outdoor dining, issues, general food safety;
- Outreach and guidance to pool management regarding reopening and safety issues;
- Resumption of foster home inspections;
- Responding to citizen complaints regarding unsafe practices in Nashua's public places in conjunction with Nashua Police Department;
- Assisting Community Health by making calls to COVID-19 contacts to monitor temperature and symptom checks, providing negative results to people who have been tested;
- Providing coverage of COVID-19 hotline;
- Working on educational messaging with DPHCS staff;
- Participating in regularly scheduled meetings to support Nashua's COVID-19 citywide Emergency Operations Center's efforts;
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Heidi E. Peek-Kukulka
5 June 2020



THE CITY OF NASHUA

Division of Public Health & Community Services
Welfare Department

"The Gate City"

Memorandum

To: Honorable James Donchess, Mayor
Board of Aldermen
John Griffin, Chief Financial Officer
Bobbie Bagley, Director of Public Health & Community Services

From: Robert Mack, Welfare Officer

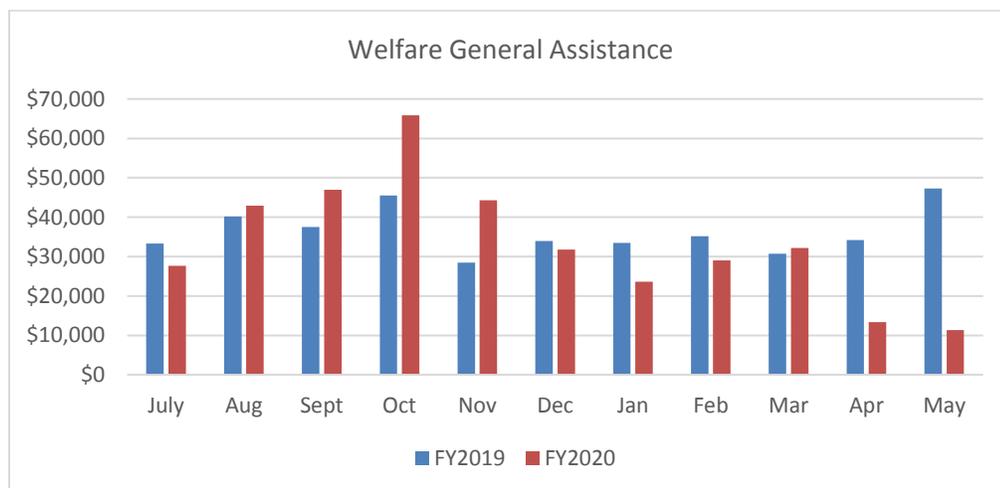
Date: June 2, 2020

RE: Welfare Data – May 2020 [FY2020]

The following is a summary for the month of May 2020 in the City Welfare Department.

Expense figures for May 2019 as compared to May 2020:

| Type of Assistance | May 2019 FY2019 | May 2020 FY2020 |
|----------------------------|--------------------|--------------------|
| Shelter: | \$41,317.06 | \$10,571.89 |
| Medical: | \$0.00 | \$0.00 |
| Utilities: | \$2,655.43 | \$0.00 |
| Food: | \$193.58 | \$0.00 |
| Maintenance: | \$97.83 | \$0.00 |
| Burial / Cremation: | \$3,000.00 | \$750.00 |
| Transportation: | \$0.00 | \$0.00 |
| Total expense: | \$47,263.90 | \$11,321.89 |



Data for May 2019 as compared to May 2020:

| | May 2019 FY2019 | May 2020 FY2020 |
|--|----------------------------|----------------------------|
| Number of Contacts: | 525 | 319 |
| Number of New Applications: | 87 | 38 |
| Number of Interviews: | 125 | 51 |
| Number of Cases: | 85 | 37 |
| Number who received Assistance: | 80 | 40 |
| Percentage who received aid: | 64% | 75% |

Number of vouchers issued during the calendar month:

| Voucher Type | May 2019 FY2019 | May 2020 FY2020 |
|--------------------------|----------------------------|----------------------------|
| Shelter: | 53 | 36 |
| Medical: | 3 | 3 |
| Utility: | 17 | 0 |
| Food: | 8 | 0 |
| Maintenance: | 5 | 0 |
| Burial/Cremation: | 4 | 1 |
| Total vouchers: | 90 | 40 |

The Nashua Welfare Department assisted 5 families and 4 individuals in emergency housing placements and referred 1 family and 3 individuals to public shelters during the month of May. Department staff works closely with Coordinated Entry workers, shelter providers and other housing programs to move households out of homelessness and into alternative shelter and transitional or permanent housing as soon as possible. Staff continues to evaluate and assist applicants with a focus on keeping people housed and prevention of homelessness.

The Welfare Department has expended \$398,709.75 of the General Assistance (GA) budget, which is 74% of the total GA budget for FY2020.

The Welfare Department continued operating under a modified schedule through the month of May. This modified staggered schedule was set in place to maintain social distancing practices. Intakes, applications and eligibility determinations with clients continued to be completed virtually, over the telephone and via e-mail. Department staff continued supporting other activities within the Division in response to COVID-19, including covering the COVID Hotline, calling individuals with results from testing at the clinics, and following up on contact investigations under direction from the Community Health Department.

While the emergency order issued by Governor Sununu reduced the urgency of need for eviction/rental assistance and utility assistance, department staff continued to send out

application packets and assess client eligibility. The Welfare Officer and department staff were in communication with community social service agencies to determine the need for assistance, make referrals, and intervene and assist where appropriate. As emergency orders are changed or lifted, we expect the number of requests for rental and utility assistance to increase. Staff will evaluate assistance for those in need and continue to work with community partners.

The COVID Homeless Task Force, led by the Welfare Officer, suspended activities and any potential needs for the homeless population during this COVID response will be directed to previously existing resources designed to address issues for this population, such as the Greater Nashua Continuum of Care, the Ending Homelessness Committee and the Coordinated Entry process. Agencies dealing with this population that have programmatic needs, such as cleaning supplies and PPE, have been referred to the Community Resources Task Force, which has been addressing many of these needs throughout this event. Needs for the homeless population is being monitored and the COVID Homeless Task Force can reconvene if necessary.

The Welfare Department continues to provide assistance in accordance with RSA165 and the City of Nashua Welfare Guidelines to those who are in need and unable to support themselves. Welfare staff continues to work closely with community partners directing clients to apply for assistance through programs to offset the need for Municipal Welfare assistance.

