

Louisville Metro Board of Health Director's Report June – for Services in May

Health Operations

Human Resources

	Feb 2022	Mar 2022	April 2022	May 2022
Total FTE	240	243	240	242
Total PTE	29	31	32	31
Total Contractors	14	14	14	13
Total Lacuna Contractors	93	91	84	81
Total ARP Contractors	23	23	23	23
Grand Total Workforce	399	402	393	390
Vacancies	58	62	69	76
Filled Pos.	10	6	6	9
Exits	4	0	0	2

Communications

Website	February	March	April	May
Pageviews	22,120	20,488		
Most viewed pages				Most Viewed Pages May
Covid-19	5,429	947	2509	Health and Wellness 3,365
Health and Wellness		3,404	3703	Birth and Death Records 1543
Syringe Services Program	2,021	1,707	n/a	Harm Reduction Outreach Services (Syringe Exchange) 1,284
Birth & Death Records	n/a	n/a	1802	Covid-19 1,169
Average time on page	2:12	1:54	2:01	1.58
Social Media				
Twitter Impressions	n/a	57.3K	30.4k	29.9K
Facebook Reach	n/a	68,990	32,715	15,529
Instagram Reach	n/a	272	336	278
Earned Media	(thru 2/22) \$15,529	Not available at time of report	\$23,090	\$49,022 (Food safety during Derby Festival, Covid update - back in yellow, Mindfest, New

					aquatic pool data, Moyer leaving)
COVID News and Alerts weekly e-newsletter (new)					
Recipients	35,757	36,117	36,010		36,102
Open Rate (industry average for Government is 28.77%)	37%	34%	19%		20%

Health IT

Month	Total Tickets Created	Total Tickets Resolved	Avg Days to Resolution	% of Tickets Missed SLA	Same Month 2021, Total Tickets Created	Same Month 2021, Total Tickets Resolved	Same Month 2021, Avg Days to Resolution	Same Month 2021, % of Tickets Missed SLA
Mar-2022	109	111	6.86	14.4%	49	56	7.32	21.4%
Apr-2022	89	92	2.12	1.1%	48	45	10.78	16.3%
May-2022 MTD	89	92	2.12	1.1%	68	67	11.78	22.4%
Goal	n/a	n/a	5.00 days or less	<= 10.0%	n/a	n/a	5.00 days or less	10.0%

Additional Notes

Health IT continuing to improve on average days to resolution, and for Q2 2022, the Health IT is meeting every KPI SLA, and has resolved 99.4% of all the tickets within SLA for Q2 2022, while maintaining a perfect score of 5.00 as a team on Customer Satisfaction Surveys. The RFP for the E.H.R. is still open and receiving vendor submissions, with a tentative go live date of Spring 2023. The Project Team has its first scheduled round of evaluating the submitted E.H.R. RFPs on 6.30.22. Health IT is currently upgrading the “Health Services” SharePoint site and hosting multiple meetings with respective department and team leaders to gather input and modify the site. We have a tentative completion date of 6.3.22 for the “Health Services” SharePoint site.

Public Health Preparedness

The LMPHW Project Team is on schedule to meet all deadlines for completion of the grant funded ENVIRONHEALTHLINK MINI-GRANT RFP: Extreme Heat Episodes: Identifying Trigger Conditions and Mitigation. The next steps are to engage Community Partners to assist with Cooling Center locations. The LMPHW EOC Support Team successfully conducted EOC ESF 8 Support for multiple Derby Festival Events. The team will be expanding to provide training to increase the number of LMPHW staff who can assist with EOC coverage for planned and unplanned events. PHP re-engaged in Closed POD Partner discussions with Metropolitan Sewer District, LGE-KU, Louisville Water Company, and Brown Forman to complete the MOU and initial organizational planning in preparation for follow up Table Top Exercises in June/July as schedules permit PHP continues to provide guidance, recommendations, and planning follow-up on the three CIA Tier 1 Prioritization Preparedness Objectives: Documentation, ICS Training, and Equity/Stakeholder Involvement.

Laboratory

All room repairs are completed and instruments are operational for summer pool testing and vector-borne disease surveillance activities.

Food Safety

Goals accomplished this month include the inspection compliance rate of food facilities at 85.93%, which is the highest percentage since July 2020. We successfully completed coordination and execution of Derby Week Festivities, completing over 300 inspections, and completed voluntary National Retail Food Regulation Program Standard 7 “Industry and Community Relations”. The team hosted a food safety presentation at Iroquois High School. and local news stories presented temporary food safety activities for Derby festival activities. Compliance percentages had multiple areas inspection compliance rates for food facilities above 90% with additional facilities above 80%. We achieved the five-day goal for investigating food complaints and the two-day goal of investigating foodborne illness complaints.

Public Facilities

Goals accomplished this month include all new staff completing CORE Training and the completion of the underground large capacity septic tank Data project with EPA. We have hired two summer pool water sampling workers, and have completed remapping Inspection Areas which will be used starting in June 2022.

Plan Review

Goals accomplished this month include collection of \$14,600 in fees. The team cleared the backlog of plans caused by COVID and reviewed 259 commercial or residential applications in May 2022, which is a 6% increase from May 2021.

CLPPP (Lead Poisoning Prevention)

Goals accomplished this month include beginning to onboard a new CLPPP Clerk and Partnership Management Director, resubmitting the 6th version of our ARP proposal, and successfully executing the contact purchasing agreement for a spring communications campaign with IDEAS xLab.

Vector Control

Goals accomplished this month include, collaborative efforts of LMPHW and Louisville Metro Parks to introduce the “Spot a Tick and Share” program which has officially launched. Pre-Treatment areas are 98% completed and treatment to catch basins will begin next week. We also had one team member complete State CORE II training.

HazMat Response

We responded to 100% of all call outs within 40 minutes and we were able to attend the Area 6 HazMat meeting, for the first time since the start of the pandemic. We completed a Bio-Hazard Detection System tabletop exercise with United States Postal Service and completed annual physical for six additional team members.

Data Analytics

We have completed follow-up calls for outstanding Tobacco Licensing invoices prior to enforcement, completed Environmental Health Front Desk coverage plan through July 1st, and updated guidance material for the Environmental Health reception desk.

Center for Health Equity

Policy

The policy team has assigned an analyst to assist in year 2 of ASTHO’s Getting Further Faster- Social Determinants of Health evaluation for the West Louisville Outdoor Recreation coalition, an initiative led by Louisville Parks & Recreation/Jefferson Memorial Forest. Staff from the policy team were invited by Councilwoman George and President James to attend a public meeting related to health impacts of living near interstate ramps to better understand residents’ lived experiences. CHE staff, including policy analyst Deborah Payne, received a 2022 NACCHO Innovative Practice Silver Award for their work on community partnerships during the COVID-19 public health response. Hiring for the three open policy analyst positions has begun.

Equity Infrastructure

The Equity Team successfully onboarded its first Policy Analyst, Rachel Young on Monday 05/23. Staff from the Equity Team received a scholarship from Kentucky Department of Public Health Office of Performance Improvement and Accreditation to attend the virtual NACCHO 360 conference that will be held July 19- July 21st.

Research & Academic Partnerships

Following the transition of the QIC team to Vicky Caldwell, and the Academic Health Department team to Angela Graham, the team reporting to Angela has been renamed to better reflect its purpose. Epidemiologists are supporting projects around LMPHW including: Data analysis to identify high-risk groups for extreme heat emergencies; Perinatal periods of risk analysis: This identifies high-risk categories for our maternal child health programs to target interventions; Quick response team (QRT) database, developing a database and data entry interface to be more user-friendly in the field and to allow for better metrics and reporting for evaluation purposes; Health Equity Report hub site: online data visualizations and discussion of topics from the forthcoming Health Equity Report.

The Academic Health Dept student experiences team celebrated the spring semester interns/practicum students with a showcase of projects in May. New students are being interviewed and onboarded for the summer session. Via the Academic Health Department, LMPHW submitted letters of support for 3 applications to the U of L and Humana Health Equity Innovation Hub. Hiring continues to be a challenge. We have identified qualified candidates for the epidemiologist and research coordinator positions but processes in Metro HR have made it difficult to hire out-of-state candidates who wish to relocate after they receive their job offer and start date.

Partnerships and Community Engagement

The new Maternal Child Health Coordinator joined the Kentucky Perinatal Quality Collaborative Maternal Mortality Review Committee. She is reviewing local maternal and infant mortality data, meeting leaders of Black and Brown-led community-based organizations and conferring with members of the LMPHW Parent Empowerment Board to plan investments of federal Maternal and Child Health funding for FY23.

Healthy Babies Louisville Fatherhood and Brotherhood Committee members and partners from birthing hospitals met to identify and coalesce pregnancy, birth and postpartum resources and services available for expectant fathers. The Parent Empowerment Board (Maternal and Child Health Community Advisory Board) hosted the third Parent Empowerment Board meeting where they discussed mistrust between community and institutions and how to improve community relationships with government and social service systems.

The Community Engagement team is onboarding a new Community Advisory Board Coordinator and exploring opportunities for a Community Engagement Art Project with Louisville artists, KMAC and the Center for Interfaith Relations. The team is also working with United Community/MUW to enhance the platform to better meet the referral needs of Louisville's Community Health Workers.

Kentucky Senior Medicare Patrol (SMP) traveled to Lincoln County to provide fraud prevention education to Medicare recipients; presented to beneficiaries, family members, and caregivers at Americana CC, with help from interpreters for Spanish, French, Arabic, Somali and Burmese speakers. The team initiated a partnership with SHIP to share SMP program resources with participants in the University of Louisville's Ryan White Program, which provides care and case management for HIV+ individuals and persons living with AIDS in the KIPDA (Kentuckiana Regional Planning and Development Agency) region.

Behavioral Health Equity

The BHE team participated in the inaugural Mindfest celebration and provided information and resources to attendees about the Crisis Text Line (Text "Lou" to 741741 to be connected to a trained crisis counselor). The Quick Response Team has now visited 177 residents who experienced overdose, spoken with 195 family members, and distributed Narcan to 184 people. The BHE team is working with the JCPS Health and PE Instructional Lead to increase teacher capacity around substance use, suicide, harm reduction, vaping, and mental health for the '22/'23 school year.

CDC Grant

The CDC quarterly report for the period of February 2022 – April 2022 was submitted to the CDC 5/16/2022. The report included performance measures and budget updates related to four main strategy areas that are identified in the grant. Strategy areas are: Expand existing and/or develop new mitigation and prevention resources and services to reduce

COVID-19 related disparities among populations at higher risk and that are underserved; Increase/improve data collection and reporting for populations experiencing a disproportionate burden of COVID-19 infection, severe illness, and death to guide the response to the COVID-19 pandemic; Build, leverage, and expand infrastructure support for COVID-19 prevention and control among populations that are at higher risk and underserved; Mobilize partners and collaborators to advance health equity and address social determinants of health as they relate to COVID-19 health disparities among populations at higher risk and that are underserved.

In addition to the CDC grant quarterly reporting, activities related to strategies one and four were executed. The Community Food Program launched a website designed to provide information and to receive applications was developed (and has been published). An application form was developed and published on the website and an informational WebEx was held for the public (to allow potential recipients to pose questions related to the program). The Essential Needs Evaluation plan is awaiting CDC approval to initiate ENP evaluation project data collection. The previously contracted interpretation service, (Alchemer), had technical challenges in their program’s code that prevented accurate SMS text messaging interpretation and an alternate service was identified and utilized (Catholic Charities of Louisville).

Health Services

Program	Month	Number of clients served	Change from last month:	Upcoming program activities	Significant accomplishments for the last month	Current/Future challenges that may require assistance
WIC Breastfeeding	April	87	Decreased from 95	Plan to start in-person classes in July	Increase in peer counselor referrals from WIC providers	Add positions, as funding has increased
WIC	March	14966	Increased from 14,738		Filled vacant positions	Adding staff members to meet the increase in participation
Healthy Start	May	202	No change	Breastfeeding baby shower held May 19 th , first in person event since COVID. It was such a success that we are going to offer it once a month instead of every month. Working on fatherhood support group to start in June.	Created an event planning committee breastfeeding baby showers.	Staffing continues to be an issue.
HIV Prevention	April	25	Increased from 24	Zeroing In Ending the HIV Epidemic, photography workshops will begin in May.	Pause on HIV self-test kit distribution in order to maintain compliance with State legislation.	Legislation regarding HIV self-testing in the Commonwealth.
Harm Reduction Outreach	April	2054	Increased from 1863	Trager Institute shower event	Nurse navigator at The Hub has successfully linked 2 individuals to ART + PrEP treatment.	Legal issues regarding HIV self-testing in the Commonwealth.

					Outreach services has identified and enrolled 70+ new participants into the program.	
Specialty Clinic	April	188	Decreased from 277	Attending virtual DIS meetings biweekly starting 05/23. Meet virtually with PrEP clinic monthly starting 0n 05/26.	Family Planning Audit completed, improvements integrated into clinic including discussing reproductive life plan	advertisement for Specialty Clinic
TB Clinic	May	81	Decreased from 103	Potluck for retiring employee (Marilyn Wellman, social worker), Tour of Waverly Hills	Epi and Outreach nurse to begin vacant positions	Interpreter system with Pasho and Dari languages, TB testing for staff in the clinics.
MORE Center	May	6	Decreased from 66	In-Person Trainings with staff from LMDC; Captain Angelini is coming to MORE May 24th and Kathy Salomon is providing lots of support including lectures and open conversations with staff about working at LMDC to provide services to clients; continuing to serve clients at VOA Freedom House; We received SAMHSA and SOTA approval this week to move forward with new model and Phases within LMDC and VOA. Staff is also scheduled to shadow within LMDC and Harm Reduction Outreach Program. One staff member that recently completed Kynector training and will assist people in signing up for Medicaid at	MORE Center hired a Program Director. She and our medical director will work to update policies and procedures. She is providing clinical supervision for our counselors, as well as clinical supervision for our Peer Support Specialist and TCADC (Training Certified Alcohol and Drug Counselor). She previously worked in a corrections environment which is an additional asset as we move into our new model. Staff is motivated to learn and train to work in the corrections environment while providing our same level of services to our clients.	We attempted to fill a vacant nurse position and the person declined the position due to the salary as they had just resigned from this position 6 months earlier and were told they'd have to start over at an entry level salary. We were recently informed that the new location for the MORE Center is no longer available and are now having to seek a new building for our office space moving forward.

				Harm Reduction 2 days per week.		
Communicable Diseases	April	4272	Increased from 3338	Candidate for Epi Manager in process to hire	Team Building event, progress on notification project	ARP funded positions

Covid-19 Response

Louisville is in the medium (yellow) level of risk. There were 3,816 confirmed cases in the previous week. The daily incidence rate is 71.1 per 100,000 and there were 4 deaths reported in the previous week. The percentage of residents who have completed a vaccine series is 66.1% and 76.2% of residents have had at least one dose. 46.4% of residents have received a booster dose.

LMPHW continues to support our most vulnerable residents with testing, vaccination and essential needs. In May 2022, the Essential Needs Program has fulfilled over 239 durable good requests, 234 food requests, and 3 prescription requests. The Essential Needs Program has contacted every household that may have received peanut butter (regardless of brand) from 4/28/22 to 5/23/22 to provide a notification based on information from the FDA on the Jif peanut butter product recall. In May 2022, the testing team, in partnership with the Kentucky Nurses Association, has administer over 360 tests at 3 homeless shelters and 1 independent school. These tests led the team to find two positives which has allowed them to begin quarantine isolation efforts to stop the spread.

We have ceased providing mobile missions however the LOU HEALTH helpline is open from 8am to 8pm daily. The helpline provides information, connects people to healthcare resources and assists with contact tracing.