

BOSTON
PUBLIC
HEALTH
COMMISSION



BOSTON PUBLIC HEALTH COMMISSION ANNUAL REPORT

IMPACT on BOSTON 2017



Building a Healthy Boston

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INTRODUCTION

Dear Colleagues,

We are pleased to present the Boston Public Health Commission's 2017 Annual Report! This report provides an overview of our programs and services that play a critical role in carrying out our mission of protecting, preserving, and promoting the health and well-being of all Boston residents, particularly the most vulnerable. It also highlights the amazing 2017 accomplishments across our bureaus, programs and service centers.

As a team, we achieved Public Health Accreditation from the Public Health Accreditation Board (PHAB) as the second local health department in MA to do so. Our bureaus and public health service centers collaborated with long-standing and new community partners and found innovative ways to deliver services that ensured residents were healthy and safe. In 2017, the City of Boston also earned the highest ranking in a two-year analysis of US cities and their health policies which are in place to help communities thrive so residents live healthier lives.

Thank you to all the staff that helped us develop this report. We know that this is but a snapshot of the many ways you all continue to impact the community around us. Our collective efforts at the Commission continue to position our organization as a leading local health department, and it is a privilege to work alongside each of you. We look forward to 2018 and the various ways we'll continue to carry out our mission of improving the health and lives of people all over Boston.

Sincerely yours,



Monica Valdes Lupi, JD, MPH
Executive Director

PROTECT. PRESERVE. PROMOTE.

WE CONTINUE TO ENVISION A THRIVING BOSTON WHERE ALL RESIDENTS LIVE HEALTHY, FULFILLING LIVES FREE OF RACISM, POVERTY, VIOLENCE, AND OTHER SYSTEMS OF OPPRESSION.

WE'RE COMMITTED TO PROVIDING AND SUPPORTING ACCESSIBLE, HIGH QUALITY, COMMUNITY-BASED HEALTH AND SOCIAL SERVICES. WE DELIVER DISEASE AND INJURY PREVENTION SERVICES, EMERGENCY SERVICES, AND HEALTH EDUCATION SERVICES. WE PROMOTE COMMUNITY ENGAGEMENT AND ADVOCACY. WE DEVELOP HEALTH PROMOTING POLICIES AND REGULATIONS.

ACCREDITATION

In November 2017, BPHC received public health accreditation from the Public Health Accreditation Board (PHAB) after over 2 years of activities.



To achieve accreditation status, BPHC demonstrated conformity to 100 measures across 12 PHAB Domains (pictured left):



1: Assess



2: Investigate



3: Inform & Educate



4: Community Engagement



5: Policies and Plans



6: Public Health Laws



7: Access to Care



8: Workforce



9: Quality Improvement



10: Evidence – Based Practices



11: Administration & Management



12: Governance

AREAS OF EXCELLENCE highlighted by PHAB



BPHC demonstrates a strong partnership with Boston Alliance for Community Health (BACH), leading the development of the Community Health Assessment (CHA).



The bi-annual Health of Boston Report offers excellent, comprehensive public health data for planning and policy development.



BPHC's Community Engagement Plan expertly guides health equity work, addressing and evaluating community participation in improving health outcomes.



BPHC's EMS program provides valuable information to residents about access to care across all demographic groups.



BPHC leadership makes great efforts to involve all staff in QI through engaging activities and games.



All BPHC staff attend a valuable two-day health equity training, the Racial Justice and Health Equity Professional Development Series Core Workshop.

STRENGTHS



Public health data collection and analysis ensures **public health interventions are evidence-based** and evaluated to determine effectiveness.



Strong commitment to health equity with an office **dedicated to including health equity** in the Community Health Improvement Plan, Strategic Plan, and BPHC processes.



Expertise in **community engagement** as demonstrated by the CHA/CHIP, the Community Engagement Plan and assessment tool, numerous community groups supported by the Commission, and testimony of community partners.

CITYHEALTH

CityHealth offered the first-ever assessment of how our nation's 40 largest cities fare with policies that make lasting impacts in our everyday quality of life. Boston received an overall gold medal, with five or more gold-rated policies in CityHealth's national assessment. Our 2017 Annual Report highlights programs and achievements that demonstrate Boston's commitment to preserving, promoting, and protecting the health of our city.



CHILD, ADOLESCENT, AND FAMILY HEALTH

The Child, Adolescent, and Family Health Bureau (CAFH) addresses physical and mental health needs of Boston children, youth and families, particularly those whose health is compromised by social inequality.

CHILD AND ADOLESCENT HEALTH DIVISION

The Child and Adolescent Health Division (CAHD) hosted its first **Boston Youth Health Fair** to promote cancer prevention through HPV vaccination. Special guest, former New England Patriots player Troy Brown, joined city leaders and **25** CAHD trained Youth Ambassadors in HPV Prevention Efforts.



250 adolescents aged 14-18 received:

- + **Health career support** at the Boston Area Health Education Center
- + **Peer leadership training** through the Peer Leadership Institute
- + **Youth disability awareness** at the Inclusion Partners Program

Youth Development Network specialists provided truancy case management to **200 youth** in 4 Boston Public Schools

EARLY CHILDHOOD AND FAMILY HEALTH

The Early Childhood Mental Health Program

- Built trauma informed capacity in early education, primary care, and community mental health programs
- Provided professional development opportunities for 373 providers
- Supported agency practice change with over 240 hours of individualized coaching
- Engaged parents and caregivers in a parent council
- Built systems of care to support the emotional health and wellness of Boston's youngest residents and visitors
- Maintained the Boston Alliance for Young Children's Social and Emotional Wellness reaching over 160 individuals



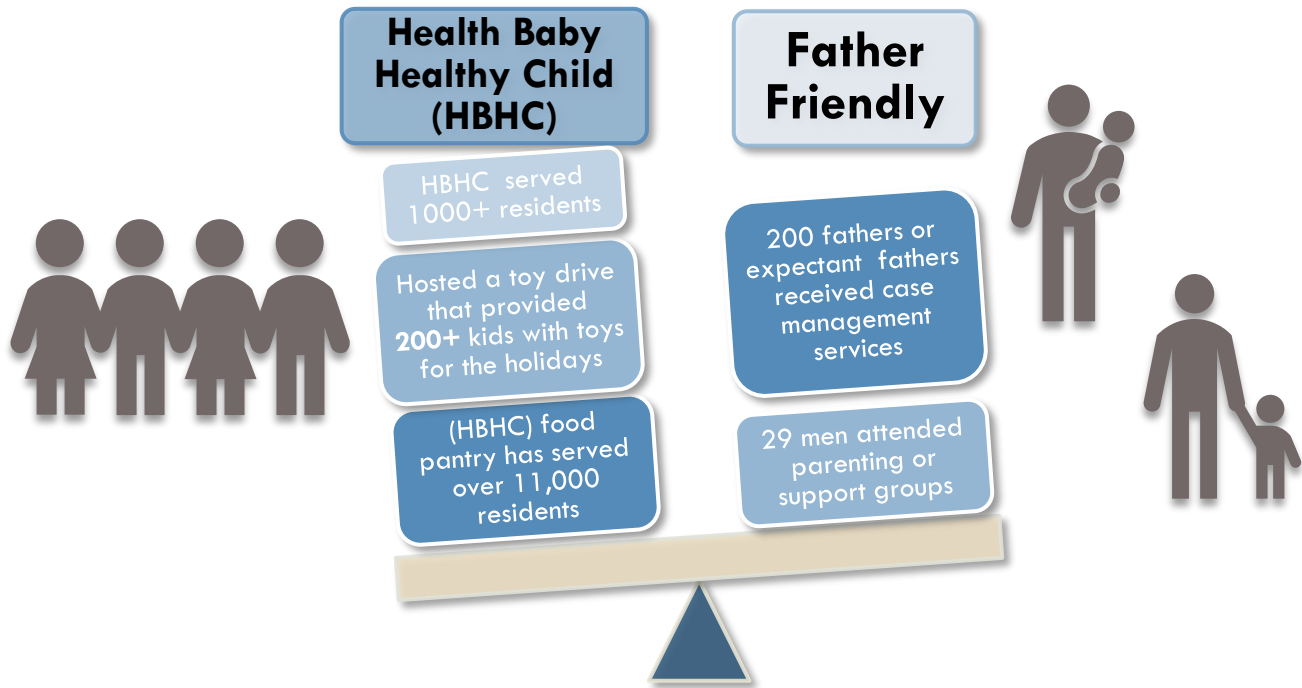
Healthy Start in Housing introduced a pilot to prioritize **housing for homeless fathers** of young children whose physical custody depends on their ability to provide permanent stable housing.



The Welcome Family Program completed **over 450 home visits** to mothers of newborns to support family nurturing and infant development.



Boston Healthy Start, a national initiative to reduce racial inequities in infant mortality and poor birth outcomes, **served 1023 women and 645 children.**



VIOLENCE PREVENTION

14 Listening Session
350+ Residents & Providers engaged

5 NEIGHBORHOOD TRAUMA TEAMS
serving Dorchester, East Boston, Roxbury, Jamaica Plain, and Mattapan

139 notifications involving community violence

98 different response activities conducted

249 new clients enrolled into trauma recovery services

A mobile Trauma Response Team was also funded to support Neighborhood teams and provide crisis trauma response services in **all** city neighborhoods

Each Team is co-led by a community health center and a community partner to coordinate efforts between response and recovery activities.

START STRONG

Start Strong youth taught almost **600 tweens and teens** and **900 adults**



Finished filming season 2 of the web-series, **THE HALLS**, which aims to start conversations around unhealthy masculinity, homophobia, consent, and young fatherhood

~300 students were taught **#RealLoveRealTalk** curriculum about healthy break ups, prevention of teen dating violence, healthy relationships, media literacy, and LGBTQ communities

Violence Intervention and Prevention (VIP)

8,049 residents were engaged in VIP Program events. VIP was awarded a \$1 million Byrne Criminal Justice Innovation grant by the Department of Justice.

A 25-person Planning WorkGroup made up of neighborhood agencies, BPD, City agencies, business and faith communities and residents is **developing a comprehensive violence prevention plan** for the Bowdoin Geneva neighborhood.

Mattapan VIP convened a Youth Council to revamp the **"Our Mattapan. Many Pasts. One Future." Campaign**. The Our Mattapan Youth Campaign created its own images and developed a colorful, positive message to highlight the drive, respect and leadership that Mattapan youth have shown in their neighborhood. The Campaign contains original artwork of Mattapan artists.



VIP received external funding from the Boston Police Department's Department of Justice Violence Prevention Enhancement Grant. BPHC's VIP staff and Bowdoin Street Health Center's VIP program convened a 15-member Design Team of residents and neighborhood agencies to replicate the Our Mattapan Campaign in the neighborhood.

The resulting **"Our Bowdoin Geneva. Many Cultures. One Neighborhood."** Campaign highlights the diversity and strength of the Bowdoin Geneva Neighborhood.



Defending Childhood Initiative (DCI)

Boston DCI delivered three, 15-hour trauma and resilience training institutes for family and childcare providers, including a bilingual Spanish/English training

Boston DCI partnered with **12 organizations** to strengthen their capacity to deliver trauma-informed services



TRINITY
MANAGEMENT



2,719 new clients served

1,254 residents, agency staff, clients and community partners **trained** by FJC on-site partner agencies



Launched **The FJC Training Institute: Addressing Safety & Healing Through Cultural Awareness**. This 18-hour Training focused on increasing equity-related skills for service providers. **33 participants representing 20 agencies attended**

Organized the **Annual Collaborative Project 'Peacemaking'**, a violence prevention series focused on peacemaking within homes, neighborhoods and across faiths



COMMUNITY INITIATIVES

The Community Initiatives Bureau (CIB) addresses health issues affecting Boston through community and home-based services. The Bureau supports the Commission's commitment to environmental concerns, chronic disease prevention and management, access to health care, and enforcement of citywide health regulations.

TOBACCO CONTROL

VISION ZERO



BPHC partnered with Vision Zero Boston and the Boston Transportation Department to provide multilingual outreach regarding speed limit change.

Various streets were redesigned with parking protected bike lanes, safer crosswalks, and speed radar signs.

3 "Age Friendly Walking" assessments improved road walking conditions for the elderly.



The city-wide smoke-free housing landlord campaign, trained **361** residents in smoke-free practices, and transitioned **8,728** housing units to become smoke-free, impacting **21,820+** residents.

Tobacco control regulations were expanded to reduce youth access and exposure to tobacco

CIB implemented an education-based enforcement period to ensure retailers fully understood the new complex regulations



PATHWAY to FREEDOM:
Tobacco Free Living

CIB launched Pathway to Freedom, a tobacco cessation program for Boston residents

CIB collaborated with City of Boston Human Resources and EAP to expand smoking cessation services to all City of Boston staff

HEALTHY HOMES AND COMMUNITY SUPPORTS

ASTHMA PREVENTION AND CONTROL

Trained 26 Community Health Workers who conducted over 400 asthma home visits for 115+ families

Conducted Breathe Easy at Home trainings for 4 Health Centers and programs resulting in inspections that led to 198 referrals

BOSTON REACH; PARTNERS IN HEALTH & HOUSING

- Led **12,000+** healthy affordable food distributions at **20 community** distribution sites

- Held **156 classes** addressing **hypertension** and the prevention of elder falls across 13 sites

- Community health workers made **215+ elder falls referrals** for home safety visits for adults 65+

- 1000+ children with asthma** received comprehensive care management through partner community health centers, schools and Head Start programs

PREVENTION AND WELLNESS TRUST FUND

CHRONIC DISEASE PREVENTION AND CONTROL

Let's Get Healthy, Boston! Healthy Community Champions

Partnered with the Boston Alliance for Community Health (BACH) and **10** community agencies to support **75** Healthy Community Champions who interacted with **14,820** residents to promote active transit, healthy food and beverages, and smoke-free housing

Cancer Awareness and Prevention

- Promoted the Mayor's paid leave cancer screening program for employees, and participated in National Dress in Blue Day to support Colorectal Cancer awareness month
- **Provided 1,200 vouchers through the Cancer Ride program**
- Sponsored the Boston Breast Cancer Equity Coalition and hosted two community meetings with the Pink and Black ambassadors



I BIKE

...To the
Farmers
Market!
SAVE
MONEY!



BPHC supported **8** learn-to-ride and learn-to-bikeshare events with **240** community participants

Hubway bike share enrolled **256** subsidized members and institutionalized low-income membership across 4 municipalities

#FarmFreshBoston

- Let's Get Healthy Boston! collaborated with the Mayor's Office of Food Access to develop, implement and promote **#FarmFreshBOS**
- Developed and distributed **3,750** community food resource maps that show availability of low-cost and free food across Boston



The Summer Fitness Series sponsored **26** free weekly fitness classes across **18** parks in **16** neighborhoods with **over 10,000** participants across all classes

Childhood Obesity Prevention

Trained **114** staff from **82** early childcare and afterschool programs that serve **2,315** children in best practices for healthy eating and physical activity in their programs

Stop.
Rethink Your Drink.
Go On Green.



ReThink Your Drink signage was installed in Tropical Foods Supermarket and **31** corner stores in 7 neighborhoods

11 Healthy Store tours were held for about **200** customers

Safe Routes to School

Supported **32** Boston Public (K-8) schools with **16,368** students to implement activities that support safe, active walking and biking to school



Join the movement

INFECTIOUS DISEASE

The Infectious Disease Bureau (IDB) works with diverse populations to reduce the impact of infectious diseases, prevent morbidity associated with these diseases, and create healthier lives for the residents of Boston.

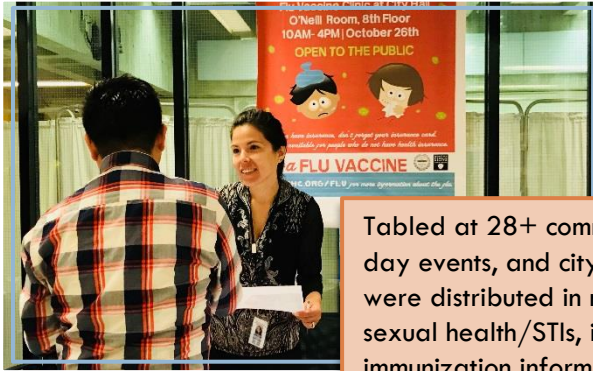
EDUCATION AND COMMUNITY ENGAGEMENT

Provided funding for 12 community based organizations to offer preventative services, education and outreach related to STIs, HIV, and Hepatitis C



27 workshops, presentation and training were provided in English and Spanish throughout the community at Health Centers, Schools, Faith based organizations and other city programs

Funded organizations reached 73,000+ contacts with educational programming



Distributed 8500 Zika brochures in 4 languages to 70+ faith-based organizations



Tabled at 28+ community events, including health fairs, awareness day events, and city-organized concerts and movie nights. Materials were distributed in multiple languages covering topics including sexual health/STIs, influenza, mosquito-borne illness, food safety, immunization information, and Hepatitis C

RYAN WHITE PLANNING COUNCIL

In collaboration with the Mayor's Office, 37 community members were appointed to the Ryan White Planning Council, with 40+ planning council meetings led by support staff in 2017.



HIV SUPPORT SERVICES PROVIDED BY RYAN WHITE PLANNING COUNCIL

85%
of clients demonstrated HIV viral suppression

Over \$12 million allocated for direct HIV services

96%
reported good or excellent adherence to antiretroviral therapy

31 agencies in Massachusetts and New Hampshire offered medical and support services to people living with HIV.

79%
had an HIV-related medical visit within the last 6 months

4,559 individuals accessed meals, medical case management, medication assistance, oral health, psychosocial support, medical transportation, and/or residential substance abuse services.

Medical Case Manager (MCM) Collaborative Partnership Trainings attended

- ☐ Dove Inc.: 27 attended Domestic/Intimate Partner Violence training
- ☐ Fenway Institute: 12 attended Transgender Population training
- ☐ PAIR: 15 attended Immigration-Know Your Rights training
- ☐ MGH: 10 viewed HIV Health & Wellness webinar

HOMELESS SERVICES

The Homeless Services Bureau oversees a variety of programs that address complex needs associated with homelessness. These services include emergency shelter, health and behavioral health services, job readiness and training, substance use treatment, recovery support, and rapid rehousing services.

The emergency shelters implemented a Front Door Triage program that connects clients to vital case management services, serving **2,288** new shelter entrants.

2,756

total guests for the year

Woods Mullen Shelter

Facility improvements
New Mental Health Clinic Area

112 Southamptton Street Shelter

Facility Improvements
Expanded offices for housing search

5,736

total guests for the year

PARTNERSHIPS

Coordinate with the Department of Neighborhood Development and partner agencies to achieve the Mayor's goal to end chronic and veteran homelessness by 2018

Collaborate with area shelters to ensure every person seeking shelter has a place to stay

Partner with the Recovery Services Bureau to address neighborhood issues.

Active member of a Consortium with Boston Health Care for the Homeless Program and other partners to implement care coordination

INITIATIVES & AWARDS

Expanded rapid rehousing services to serves guests who have been in the shelters between 30- 180 days

Licensed as a satellite behavioral health clinic

Volunteer Services Department and Woods-Mullen Shelter Staff received the Boston Cares Annual Award

HOUSING SEARCH AND STABILIZATION

This year, the Homeless Services Bureau supported over 250 individuals in housing search and stabilization.



Permanent Supportive Housing

Assist former homeless individuals in maintaining their housing by providing stabilization and preventing evictions

67 clients helped

Supportive Services for Veterans and family

Provide ongoing case management to 70+ homeless veterans

Provided housing stabilization and eviction prevention to 40 former homeless veterans

Housed 8 veterans

Chronic Homelessness

Work with about 125 individuals who are considered chronically homeless by the City of Boston

Housed 32 clients

VOLUNTEER SERVICES

Expanded partnerships



BOSTON MINSTREL
+ 6 performances at shelters

STARLIGHT MINISTRY
+ Volunteers held journaling classes and bible reading groups at shelters

BACK ON MY FEET
+ Connected clients with walking program
+ Provided job training for clients with CVS

BOSTON CARES
+ Volunteers served meals at shelters & provided mock interviews at the Career Center

LEGIT.YOGA
+ Trauma-informed yoga at Woods Mullen

New partnerships

POPU MANI BY DANI

+ Provided nail care to over 150 clients at shelters

TOGETHER SHE CAN

+ Monthly meditation sessions for clients

**MOBILE CUTS BOSTON
TONI & GUY BRAINTREE
BARBERS FOR BOSTON**

+ Haircut services provided to shelter residents through mobile barbershops and at events like Woods Mullen's first ever fashion show

BEGIN TO DREAM AGAIN

+ From hosting paint nights to picnics at the park, the foundation empowers women to rise above their adversities

TRIANGLE, INC.

+ Cleaned mattresses at shelters & served lunch to empower people with disabilities

**CAPITAL ONE DOWNTOWN CAFÉ
CITY OF BOSTON CREDIT UNION**

+ Created financial literacy courses to teach clients how to budget and maintain housing beyond the shelter

**EASTERN BANK
MORGAN STANLEY**



Upcoming partnerships



BOSTON EMERGENCY MEDICAL SERVICES (BOSTON EMS)

Boston EMS, the primary emergency medical services provider for the City of Boston, is a nationally recognized leader in the field of pre-hospital emergency medicine. As a municipal EMS and one of three public safety services responding to 9-1-1 calls, Boston EMS strives to compassionately deliver the best possible clinical care to the people of Boston. Boston EMS also plays a key role in the City's emergency preparedness efforts and provides community programming designed to educate the public about important health and safety topics.

21 Frontline BLS Ambulances

5 Frontline ALS Ambulances

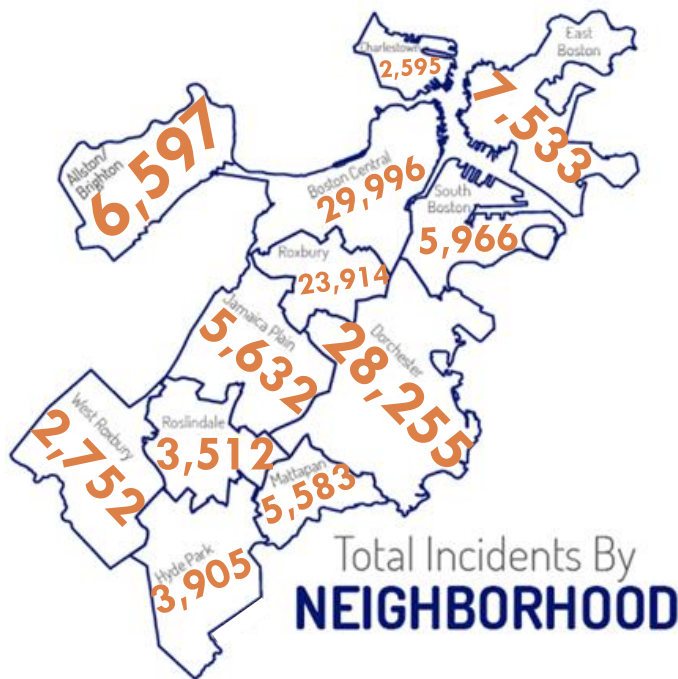
375 Uniformed Positions



126,562 Clinical Incidents

149,555 Ambulance Responses

86,023 Patient Transports



2017 ACCOMPLISHMENTS

New Emergency Medical Technicians (EMT)

2 training academies completed, resulting in the graduation of 43 recruits to the position of EMT

Community Assistance Team

In partnership with Boston's Department of Innovation Technology, launched the EMS Community Assistance Team. The team is a 2 EMT squad team that assist crews at incidents not requiring transport, enhancing ambulance availability for priority 1 calls. They serve as a resource to patients, often referring them to other services, such as shelters or recovery programs

Elder Services Expansion

Expanded coordination with the Elder Commission to coordinate referrals to additional non-medical and medical services

Human Trafficking Curriculum

In partnership with Boston Medical center, EMS developed and is implementing a Human trafficking curriculum to expand staff capacity to better identify and respond to victims of human trafficking

Veterans Services Training Program

Implemented a training program to better serve Veterans suffering from invisible injuries of war

INCIDENTS BY TYPE	NUMBER	PCT.
Illness (abdominal pain, fever, dizzy)	37,457	29.60%
Investigations ("man down", alarm)	25,490	20.14%
Injury (lacerations, fractures, etc.)	16,110	12.73%
Cardiac Related (unconscious, CPR, etc.)	12,237	9.67%
Respiratory (Asthma, CHF, etc.)	9,155	7.23%
Psychological/Suicidal	9,276	7.33%
Motor Vehicle (MVA, pedestrian)	6,119	4.83%
Neurological (CVA, seizures)	5,151	4.07%
Fire/ Hazmat/ Standby/ Environ.	2,360	1.86%
Trauma (penetrating injury, long fall, etc.)	1,296	1.02%
Overdose	1,911	1.51%
Total	126,562	100%

Note: based on type code at dispatch

RECOVERY SERVICES AND MAYOR'S OFFICE OF RECOVERY SERVICES

The Mayor's Office of Recovery Services (ORS), leads substance use recovery policy and strategy for the City of Boston, building unique partnerships with City departments, State & Federal entities, local service providers, and the recovery community. The Bureau of Recovery Services in collaboration with the Mayor's Office of Recovery Services offers comprehensive programming and resources aimed at preventing substance use disorders and supporting the treatment and recovery for those impacted by addictions.

ACCESS TO CARE

The PAATHS Program

Extended walk-in hours of operation on weeknights and weekends

Integrated with Boston's constituent 311 call line to create 311 for Recovery Services

Residents now have 24/7 access to recovery services

Increased our capacity to connect individuals to vital recovery services

THE ENGAGEMENT CENTER

Launched in August to serve as a welcoming environment for individuals in need of a space to spend time during the day



Open daily, it provides access to recovery, medical and homeless services as well as other life skills and social engagement events



Since its openings, there have been over **54,000 client engagements** and **330 referrals** to services



STREET OUTREACH TEAM



The team works daily in the Newmarket Square/South End neighborhoods to engage individuals on the street, and connect them to recovery, medical, and homeless services



50+ individuals assisted with regaining access to shelters and **42+** overdose responses in Newmarket Square



800+ referrals made to recovery services, shelters, and community partners



TREATMENT AND RECOVERY SUPPORTS



Arts

- Secured funding and support for therapeutic art events for families who lost loved ones to addiction
- Coordinated public art projects to build resilience among the recovery community

PAIR Initiative

- Partnered with the **Letters Foundation** and **Gavin Foundation** to support people in early recovery with housing, workforce development, and education

Fitness

- Supported **Phoenix Multisport**, **Boston Bulldogs Running Club**, and wellness programming for people in recovery

The **Behavioral Health Services** program specializes in treating individuals struggling with co-occurring mental health and substance use disorders, providing high quality, evidence based, best practice treatment. In 2017, the program welcomed **31 new clients**

The Wyman Recovery Home: a 30-bed, 4-6 month residential recovery program was added to the bureau

25 Wyman clients were placed in permanent housing

43 clients obtained gainful employment

YOUTH FOCUSED PREVENTION EFFORTS

Awarded Blue Cross Blue Shield Foundation grant to coordinate 1st ever city-wide youth substance use prevention strategic plan

Collaborated with over 320 community partners to assess prescription drug misuse and alcohol use among youth

Botvin LifeSkills Training implemented in 11 Boston Public School classroom and 71 youth trained

Over 200 youth participated in education and planning events

PARTNERSHIPS



Boston Police: Provides diversion to treatment through PAATHS for individuals summoned by the Drug Control Unit

Boston Fire Dept: Offers post overdose home visits and overdose prevention education & services



Suffolk County Sheriff's Dept: Overdose prevention trainings & "Recovery Re-entry Panel" offers education and services upon release



Boston EMS: Provides targeted outreach to neighborhoods with most narcotic-related illness events



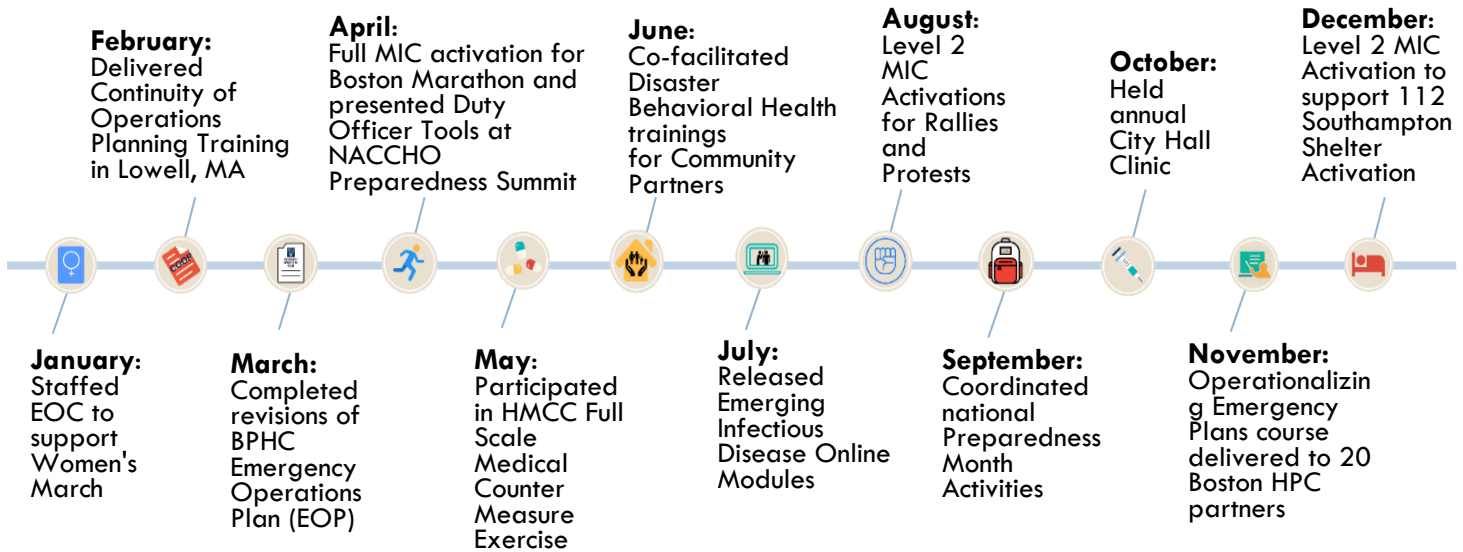
RECOVERY SERVICES

OFFICE OF PUBLIC HEALTH PREPAREDNESS

The Office of Public Health Preparedness enhances resilience of community, public health and healthcare systems to prepare for, respond to, and recover from emergencies that impact health and access to healthcare.



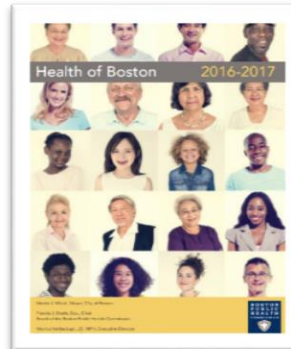
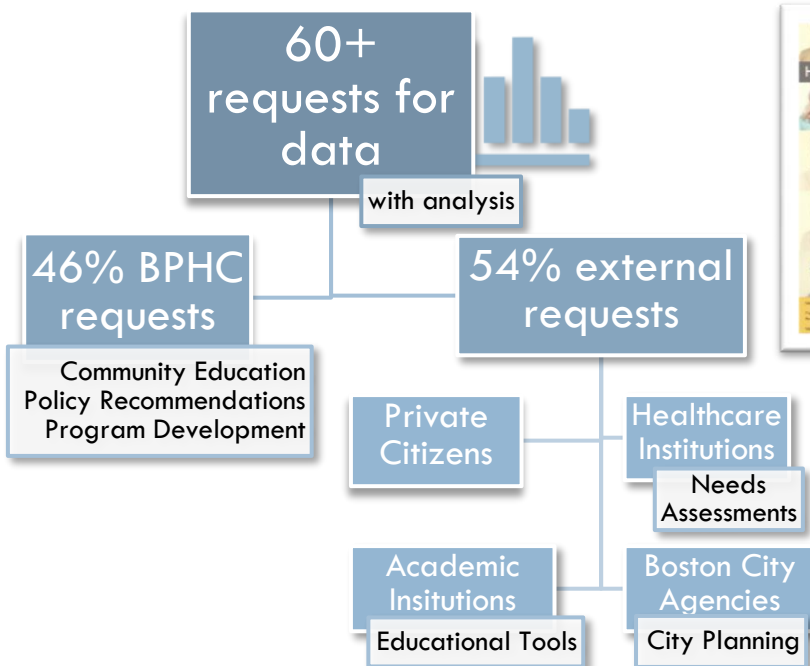
Boston Healthcare
Preparedness
Coalition



RESEARCH AND EVALUATION

In addition to producing reports such as the Health of Boston, the Research and Evaluation Office (REO) provides population health data analysis and support directly to various organizations serving Boston.

HIGHLIGHTS



Presented data with a health equity lens by analyzing trends correlated with race/ethnicity, gender, and other social determinants such as housing status and education level.

Further developed capacity to provide meaningful data at **the neighborhood level**.

Supported BPHC efforts to understand substance misuse within Boston, **providing data on opioid-related** hospital, mortality, and treatment admissions.

OFFICE OF HEALTH EQUITY

The Office of Health Equity (OHE) leads BPHC's organizational and citywide efforts to advance racial justice and health equity in Boston through community engagement, systems change, health planning and quality improvement.

Re-launched with new leadership and led a strategic planning process for BPHC to advance health equity, one of BPHC's three strategic priorities, laying the groundwork for continued commitment to championing racial justice and health equity.

Integrated racial justice and **health equity** into **decision making** through legislative and budget tools

Secured a **\$125,000** Kresge Foundation grant to **increase staff capacity** around how we talk about health and drive organizational change using racial justice and health equity approaches

Launched a **Health Equity Advisory Committee:**

A diverse group of 10 Boston residents who advise on implementation of BPHC's strategic priorities



PARTNERSHIPS

Community Health Improvement Plan (CHIP) Council

- Convened CHIP Council to guide progress toward implementation of Boston's Community Health Improvement Plan

Boston Alliance for Community Health (BACH)

- BACH is a 140 member public health advocacy organization
- BPHC and BACH signed a Memorandum of Agreement to formalize relationship

STAFF ENGAGEMENT AND NATIONAL DISSEMINATION

- ☐ Supported BPHC's Anti-Racism Advisory Committee's (ARAC) **Stand Against Racism internal campaign** and events with 40+ staff in attendance
- ☐ Sponsored an **Immigrant Rights Brown Bag Lunch** with the Mayor's Office of Immigrant Advancement
- ☐ Co-founded staff quarterly **Listening Circles** through the City of Boston's Employee Assistance Program
- ☐ Over 100 staff participated in listening sessions to learn and provide input on the **Health Equity plan**
- ☐ Presented in 4 State and national dialogues about institutionalizing racial justice and health equity

Fair Housing & Health Community Meetings

- Co-sponsored by: Department of Neighborhood Development, Office of Fair Housing and Equity, Boston Housing Authority, and tenant organizations
- Held 5 meetings in Boston neighborhoods to present health data and inform Boston's Fair Housing Assessment

Health Impact Assessment Training

- Co-sponsored by: the Office of Fair Housing & Equity and Community Initiatives Bureau
- The training developed cross-sector relationships to reduce housing barriers for those impacted by the criminal justice system and to identify opportunities to reduce food insecurity. 25+ people attended

OFFICE OF ACCREDITATION AND QUALITY IMPROVEMENT

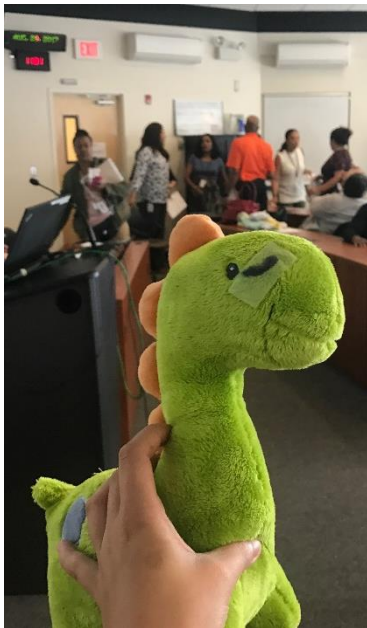
This office leads BPHC's national public health accreditation efforts to promote an organizational culture of quality improvement, ongoing learning and performance management through training, coaching and consultation.



QUALITY IMPROVEMENT

Evaluated and revised BPHC's Quality Improvement (QI) Plan - Version 3 published in December 2017

300+ staff introduced to Quality Improvement methodology. Projects include:



QI PROJECTS

Accounts Payable

Improved invoices paid within 30 days from 65% to 85%

Healthy Baby Healthy Child

Increased number of referrals to Home Visitors by 15%

Woods-Mullen Shelter

Reduced guest grievances by 50% within 5 months

QI COACHING

School Based Health

Increased staff efficiency and reduced billing

Hiring, Promotion & Retention Work Group

Prioritized strategic recommendations to Senior Leadership with a prioritization matrix & interrelationship diagram

Senior Leadership Team

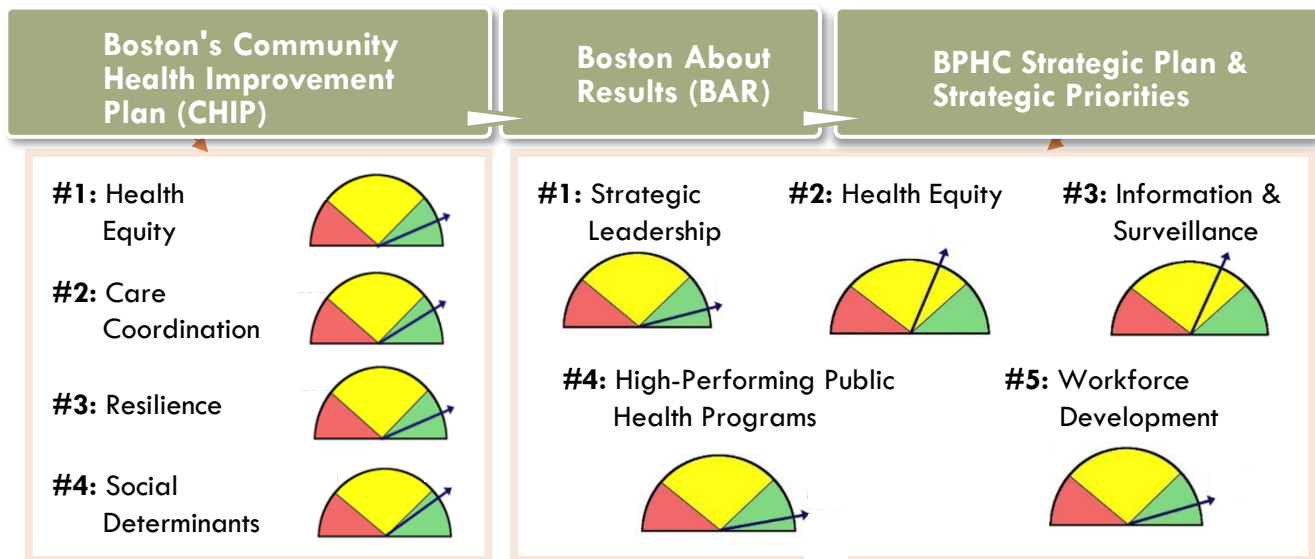
Brainstormed contributing factors to lack of staff satisfaction in a Fishbone diagram

Security Working Group

Utilized affinity diagrams to brainstorm safety and environmental factors of BPHC campuses

PERFORMANCE MANAGEMENT

Formalized BPHC's Performance Management System, publishing the 2016 Performance Management Dashboards using measures from:



ADMINISTRATION AND FINANCE

The Administration & Finance Department oversees all administrative and fiscal operations.



Hired 290+ new employees



Submitted 36 grant applications. Awarded over \$5.1 million.



BPHC's Public Safety officers became certified to administer Narcan.

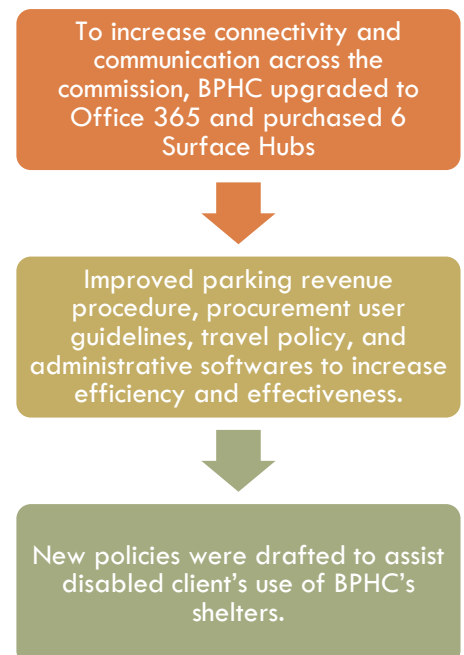


Completed an Accounts Payable quality improvement project.

PARTNERSHIPS



NEW INITIATIVES



CONSORTIUM FOR PROFESSIONAL DEVELOPMENT

The Consortium for Professional Development prepares public health workers to help create a thriving Boston where all residents live healthy, fulfilling lives free of racism, poverty, violence, and other systems of oppression, and where all residents have equitable opportunities and resources, leading to optimal health and well-being.

COMMUNITY HEALTH EDUCATION CENTER (CHEC)

CHEC establishes and anchors community outreach and health education as a valued practice within public health by providing educational programming and professional development to advance national and statewide standards.

CHEC collaborated with the Community Initiatives Bureau to create a Health Equity module for asthma that supplements CHEC's training for community health workers (CHWs) and their supervisors. **This module was later adapted by the Massachusetts Department of Public Health**



71 Community Health Workers completed CHEC's 80-hour core competency training (COEC), meeting Massachusetts state requirements for certification of CHWs

CHEC helped create standards and regulations for Massachusetts CHW certification

452 Community Health Workers and supervisors from 71 organizations completed training on asthma, mental health, diabetes, substance abuse, LGBT health, adolescent health, behavioral change methods, supervision, and training design and delivery

CONSORTIUM COLLABORATIONS



Collaborated with colleagues to create and conduct workshops for **BPHC's Racial Justice & Health Equity Professional Development Series**. Topics included community engagement, trauma informed practice, implicit bias, racial justice reframing and equitable supervision

**BOSTON
PUBLIC
HEALTH
COMMISSION**



Hosted the 2nd annual BPHC Showcase highlighting 13 posters and exhibits

Created **Brown Bag Lunch** series highlighting the work of colleagues across BPHC

Customized training on BPHC's Performance Evaluation System for **Community Initiatives Bureau** managers, collaborating with the **Office of Human Resources**





Placed **84** student interns from **21** schools in **33** BPHC programs



Collaborated with **Northeastern University's** Interprofessional Medical Simulation Lab to develop a first-in-the-nation instrument to measure Community Health Workers' attainment

Partnered with **Northeastern University** to open seats for **7** BPHC staff in the MPH Program in Urban Health's Strategic Management & Leadership in Health Care course



Partnered with the New England Public Health Training Center at the **Boston University** School of Public Health to provide 40+ hours of online and classroom training to **30** current and aspiring BPHC managers

Delivered a ground-breaking **workshop on Intersectionality** at the Massachusetts Ounce of Prevention Conference



GENERAL COUNSEL

The Office of the General Counsel provides legal advice and opinion to the Board of Health, the Executive Director and all bureaus, programs, departments, and employees of the Boston Public Health Commission. The Office of the General Counsel is the first point of contact for law enforcement agencies, constables, attorneys, and other external parties for all legal issues.



Honored by Harvard Legal Aid Bureau's David Abraham Grossman Fund for Social Justice for **preventing the eviction of 60 Dorchester tenants** and preserving the building as long-term affordable housing.

In collaboration with:

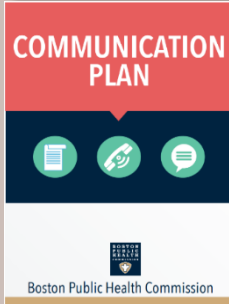


In addition to the Inspectional Services Department and pro bono attorneys from several private firms.

COMMUNICATIONS

The Communications Office is the primary vehicle through which the Commission relays information to Boston residents that affects their health and safety. The office oversees both internal and external communications for the Commission

2017 HIGHLIGHTS



- ★ Implemented BPHC's first Communication Plan
- ★ Introduced communications liaisons
- ★ Constructed an editorial calendar
- ★ Held 10 communications trainings

DESIGN PROJECTS

15+ print campaign projects

MEDIA RELATIONS

46 pitches relevant to all six bureaus

Responded to 800+ media inquiries

DIGITAL MEDIA

2,837 social media posts

46,435 video views

244,687 people visited BPHC.org

Reached Boston residents 41.8+ million times



Most Popular Tweets & Facebook Posts of 2017



Commissioner Evans – “[BPD] is excited to promote [#311ForRecoveryServices](#) 2 help fight addiction stigma & get people the resources they need”

Reached 21,354 people



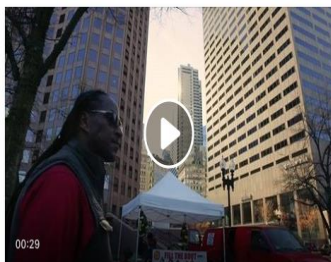
“As a mother of a young person in recovery, I hope families in Boston call [@BOS311](#) to get the help they need...”

Reached 29,988 people



[#BehindtheScenes](#) in the medical tent! Thank you to all the volunteers who are working to keep BOS safe! [#BostonMarathon](#)

Reached 25,025 people



This [#WorldAIDSDay](#): “The stigma around HIV does not define me.” Learn your HIV status to take control of your health & wellness today. For more information on testing or treatment sites in your area, please visit <http://www.helpsteps.com>.

Reached 57,927 people

BPHC IN THE NEWS



Homeless Services

Featured in **Jamaica Plan Patch:**

JP Resident Wants Homeless to Know They Are Loved



Recovery Services

Featured in **The Boston Globe:**

When a needle is more deadly than a gun



EMS

Featured in **The Boston Globe:**

EMS crews help deliver 'Christmas surprise' for mother who woke up in labor



IDB

Featured in **The Boston Globe:**

Why is it so hard to track the source of a food poisoning outbreak?



CAFH

Featured in **Richland Source:**

Black infant mortality rates strongly associated with stress



CIB

Featured in **The Bay State Banner:**

Be Healthy



CAMPAIGNS

YOU SEE PARENTS AND GRANDPARENTS WALKING KIDS TO THIS ONE CORNER TO CATCH THE SCHOOL BUS. IT'S A WONDERFUL REPRESENTATION OF THE COMMITMENT TO EDUCATION.

VIP

BPHC.ORG/OURBOWDOIN-GENEVA



Farm fresh is only a few blocks away.

Earn more SNAP dollars with the Healthy Incentives Program (HIP). Buy fresh fruits & vegetables at your local farmers market & get an extra dollar-for-dollar match on your SNAP card.

FIND A LOCAL FARMERS MARKET NEAR YOU.
Visit cityofboston.gov/farmersmarkets for a list of farmers markets, dates and times.

#farmfreshBOS

Productos frescos de la finca a la vuelta de la esquina.

Obtenga más dólares SNAP con el Programa de Incentivos Saludables (HIP). Compre frutas y vegetales frescos en el mercado de productores locales y obtenga un dólar por cada dólar que gaste en su tarjeta EBT.

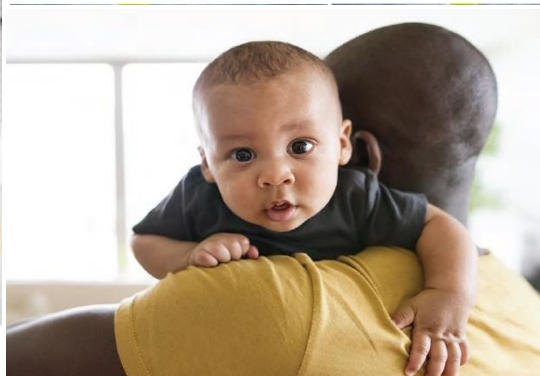
Encuentre un mercado agricultor cerca de usted.
Visite cityofboston.gov/mercadosagricultores para una lista de los mercados agrícolas locales y los días y horas de apertura.

#FrescoDeLaFincaBOS

STOP THE FLU. IT'S UP TO YOU TO PROTECT YOURSELF AND THOSE AROUND YOU.

Cover your cough or sneeze.
Wash your hands with soap and water.
Stay home if you're sick.

Get vaccinated and reduce your risk of the flu. Visit bphc.org/flu for more information about the flu.



Boston supports fathers as caregivers and nurturers.

Across the U.S., black and Latino infants die at twice the rate of white infants.

We CAN make a difference. You CAN help. bphc.org/weCAN



The Boston Health Department is proud to support the Boston Fathers as Caregivers and Nurturers campaign (BFCAN) of the U.S. Department of Health and Human Services (HHS) Office of the Assistant Secretary for Health.

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Andreea Ursu



BOSTON PUBLIC HEALTH COMMISSION FACTS

CHILD, ADOLESCENT, AND FAMILY HEALTH SERVICES

Over **12%** of pregnancies in Boston were served by **Boston Healthy Start initiative**



1,000 pregnant women received home visits, case management, and social support from BPHC staff

Violence Prevention



94% of all homicides received individual and/or community responses

1,000 providers and **608+** residents participated in **Defending Childhood Initiative** Program trainings and trauma institutes



School Health



10,300 youth in **16** Boston Public Schools received health education through the **Health Resource Centers (HRC)** and **School Based Health Centers (SBHC)**

500 youth were screened for STIs in 6 School Based Health Centers

COMMUNITY INITIATIVES SERVICES



Mayor's Health Line provided information to nearly **15,000** residents by phone, onsite at BPHC and at **83** community events, additionally providing HelpSteps training to **400** community members

Injury Prevention



337
Window guards



710
Helmets



2,689
Home safety supplies

990
People trained in injury prevention



6,697
Safety brochures

Chronic Disease Prevention



39,904,747

Views of campaigns advertised in newspapers, public transit ads, and billboards

Environmental Health

1,493 permits issued to businesses in 7 regulated industries

479 inspections to investigate potential environmental hazards



602 environmental health enforcement inspections

355 environmental permit inspections

1,498 safe shop outreach visits

BOSTON EMERGENCY MEDICAL SERVICES

Provided coverage at **789** special events

468 families served at car seat checks



75 Students completed EMS EMT course

3,051 Individuals' CPRs trained

97% Patient satisfaction rating

RECOVERY SERVICES



5,810

PAATHS walk-in visits for substance use treatment



7,000

Individuals served by AHOPE's harm-reduction services

126

Participants served under Peer to Peer grant at Safe and Sound Peer Recovery Center

33

Peers completed Peer Leadership Training

16

Peers completed Introduction to Recovery Coaching Training

Residential Treatment Services

86 Entre Familia patients

144 Wyman Community Reentry Program patients

471 Transitions patients

600+

Opioid Overdose Prevention Trainings conducted at Boston shelters, jails, sober homes, public libraries, student groups and more.



9,500
Individuals trained



5,000
Individuals received Naloxone



2,000+
YouTube views on training video produced in English and Spanish



13,000
syringes collected from public spaces by Mobile Sharps Team



Collaborated with local organizations to implement environmental strategies for overdose prevention such as developing signage and an e-learning module which **120** people have completed

INFECTIOUS DISEASE SERVICES



1

Video produced for online outreach education on condom usage.



5,055

STI brochures distributed to community organizations



2,215

Influenza brochures distributed in 8 different languages

Communicable Disease Surveillance

11,980

Investigations of reports of communicable diseases, exposures, and outbreaks

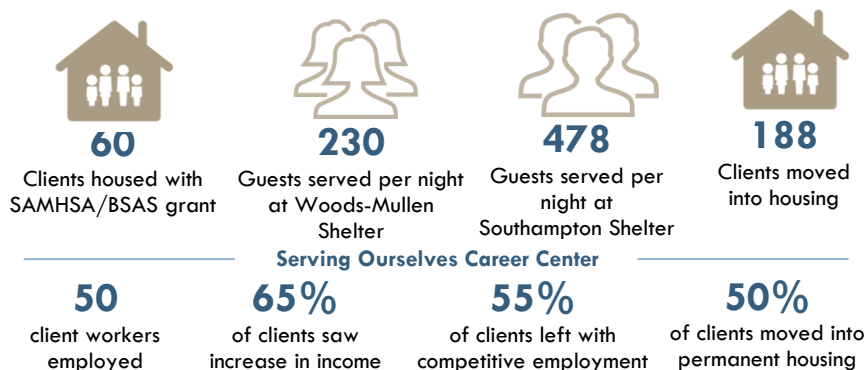


5,574

TB Clinic Visits

BOSTON PUBLIC HEALTH COMMISSION FACTS

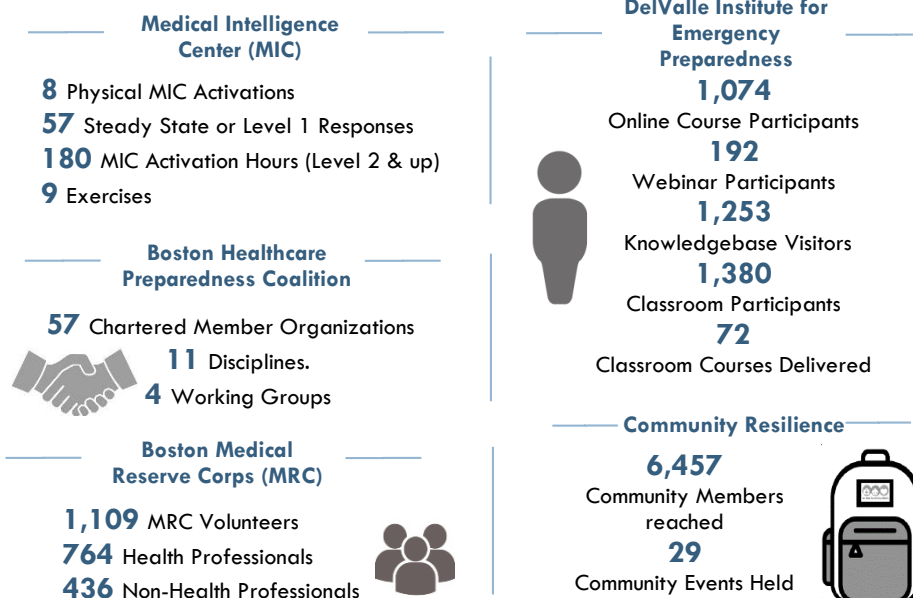
HOMELESS SERVICES



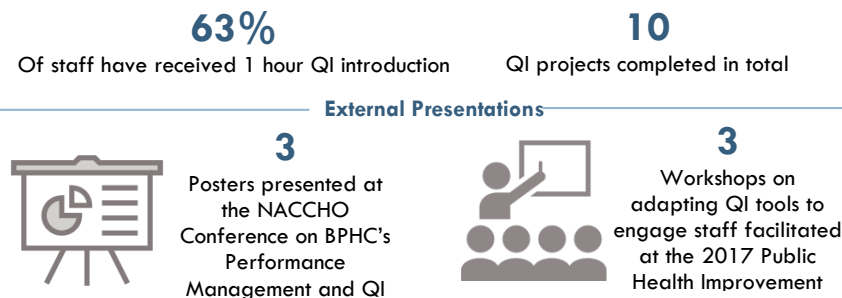
CONSORTIUM FOR PROFESSIONAL DEVELOPMENT



OFFICE OF PUBLIC HEALTH PREPAREDNESS



OFFICE OF ACCREDITATION & QUALITY IMPROVEMENT



OFFICE OF HEALTH EQUITY



INTERGOVERNMENTAL RELATIONS

