



2022 City Council Budget Hearing Health Department

City of New Orleans
November 15th, 2021

Agenda

- 1) Department Overview
- 2) 2021 Accomplishments
- 3) 2022 Goals
- 4) 2021 Budget Summary and 2022 Proposed Budget

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Department Overview

Mission and Vision

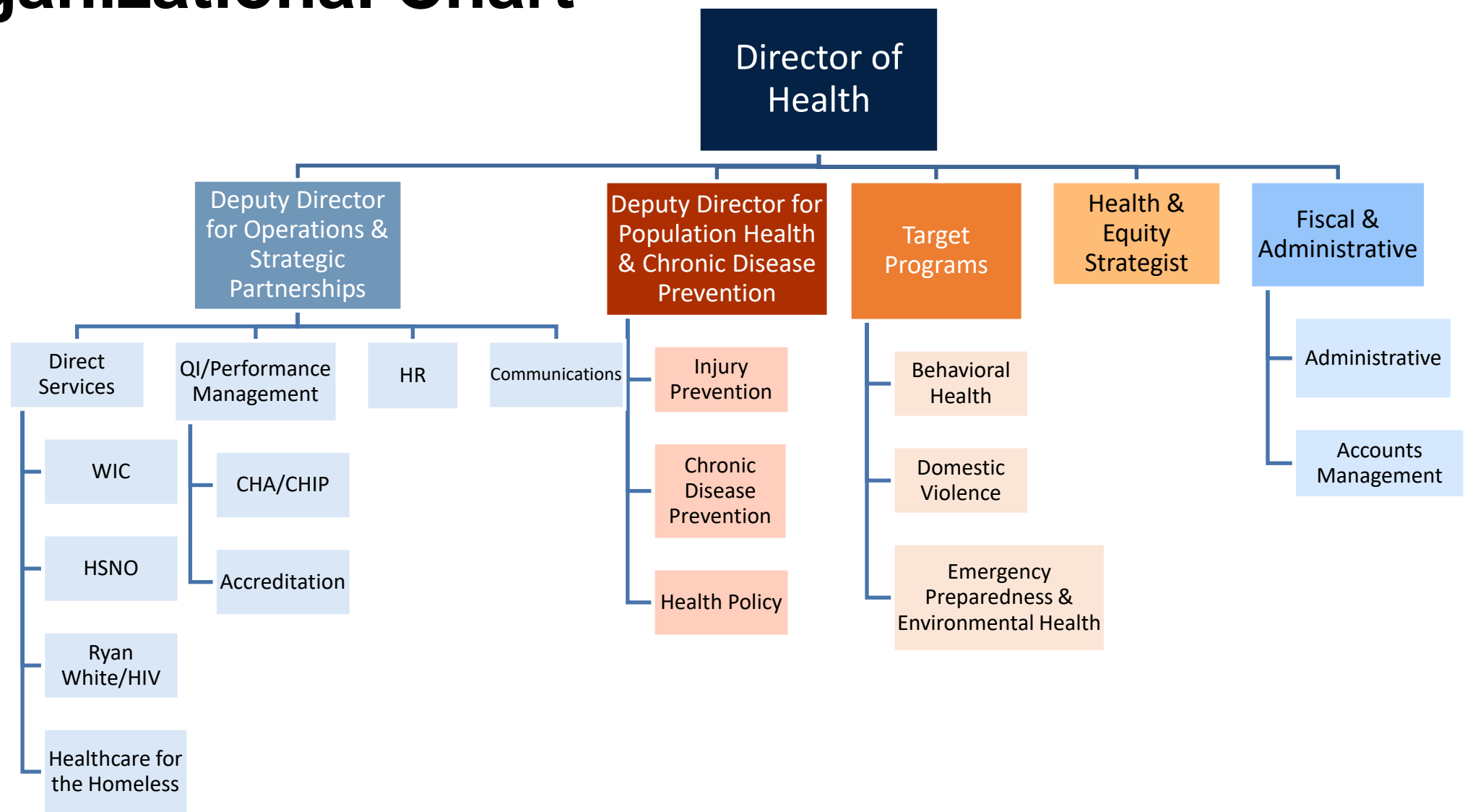
Mission Statement

Protect, promote and improve the health of all where we live, learn, work and play.

Vision Statement

Building a healthy New Orleans through equitable social and environmental conditions and through policies, programs and partnerships that promote health.

Organizational Chart





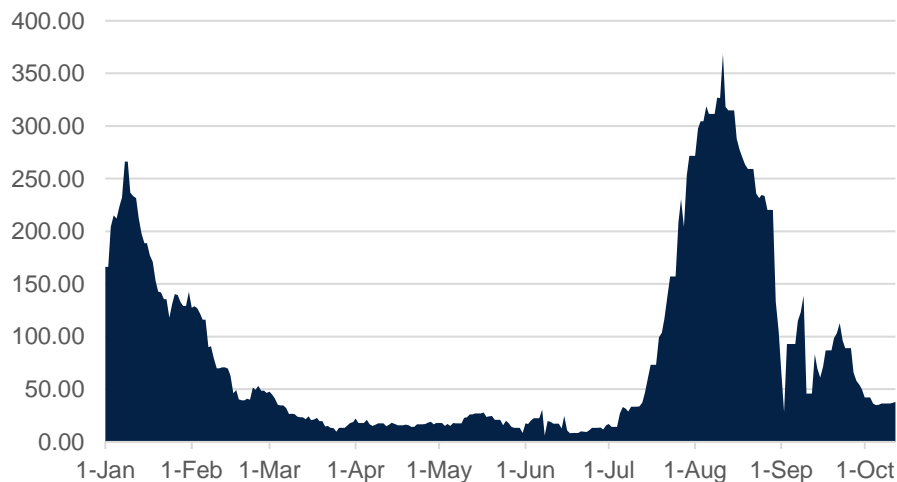
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2021 Department Accomplishments

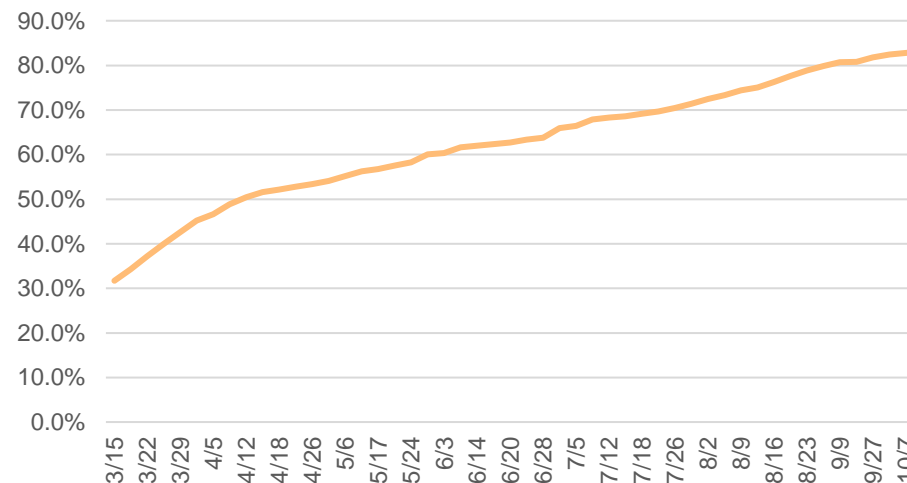
2021 Departmental Accomplishments

NOHD COVID RESPONSE

7-DAY CASE AVERAGE



ADULTS WITH 1+ DOSE VACCINE



- Led the City's Health response to global pandemic, year 2
- Comprehensive testing and vaccine strategy focused on inequities
- National model for testing and vaccine strategies
- Higher vaccination rates than state and national average across population

Tens of thousands of staff hours dedicated to preserving life and health

2021 Department Accomplishments

Official National Re-Accreditation with 100% of measures met (only 15% of health departments have achieved this status)

Department Wide Accomplishments

- Sustained Improvement in RWJ National Health Rankings
 - 2011: 60th
 - 2021: 32nd
- Successfully managed to maintain departmental day to day operations and programming while also serving on the frontlines during the COVID-19 Pandemic

Community Health Assessment/Improvement Plan & Strategic Planning

- NOHD Strategic Planning process starting November 2021
- Drafted a 3-year Community Health Improvement Plan (CHIP) that is in alignment with all accreditation standards and reflects the top priorities for health improvement as defined by our community: improving access to care for all, addressing social and economic needs, and ensuring safe communities for our residents.
- Using QI processes and tools, critical improvements were made to NOHD's Internship Program advance equity in workforce development

Workforce Development

- Aligned HP&P series pay levels with comparable series in rest of government, ending years of inequitable pay for staff
- Standardized and streamlined internship process, working with multiple academic institutions, CDC, and other federal programs to attract and retain high-quality entry-level professionals

2021 Accomplishments – Public Health Emergencies

Led the City's Health response to multiple emergencies, including Hurricane Ida continuum of response

Public Health Emergencies

- Oversaw logistics, planning & operations for over 50 COVID-19 vaccination events and programs (of varying reach and targets) with support of public health community partners and Medical Reserve Corps / NOLA Ready volunteers
- Managed Medical Reserve Corps and CNO Employee Vaccine Corps
- Applied for and received grant funding to hire a part-time Disability Integration Officer to build disability awareness and inclusion within public health emergency preparedness planning processes
- Led, facilitated, or collaborated on numerous interventions during Hurricane Ida response and recovery. This included community oxygen exchange program, call center response, apartment building wellness checks, limited evacuation for medical special needs population, coordination with American Red Cross shelter and partners at Lyons Center, coordination with LDH Region 1 Medical Special Needs Shelter at the Convention Center, etc.
- Began participation in the NOHSEP-led Disaster Recovery Planning process.
- Oversaw logistics, planning & operations for multiple COVID testing events, and provided close to 9,000 COVID-19 home testing kits to over 40 City Departments and community partners

Environmental Health

- Instituted and developed a major policy change in the encampment cleanup process, including 311 reporting capability, developing and conducting outreach and trainings with NOPD, Sanitation, OCD, and our homeless service providers
- Conducted over 85 hours of homeless outreach and engagement in addition to encampment inspections. Outreach includes engaging with unsheltered residents, providing linkage and referral services, and distribution of health commodities such as first aid kits, water, condoms, insect repellent, and naloxone
- Facilitated 13 Covid-19 vaccine events focused on the homeless community
- Conducted multiple noise and nuisance inspections

2021 Accomplishments – Behavioral Health

Launched alternative dispatch system of crisis response and strengthened policy & outreach towards individuals with substance use disorder

Behavioral Health Council (BHC) & Crisis Response Task Force

- Hosted multiple town halls on mental health, COVID effects & resources, as well as developing projects & initiatives related to CHIP
- Helped develop & implement pilot program for behavioral health specialists embedded in OPCD; developed RFP for non-law enforcement crisis response system (alternative dispatch)

Law Enforcement Assisted Diversion (LEAD)

- After federal funding expired in 2020, LEAD program entered into a new partnership with NAMI New Orleans to provide case management and project management; in mid-2021, LEAD reactivated in the NOPD 8th District and is working towards full caseload

Substance Use Disorders

- Opioid Task Force resumed regular multidisciplinary coordination meetings
- Conducted 15 community trainings on naloxone use and conducted weekly outings to do naloxone distribution in homeless encampments and neighborhoods that are overdose "hot spots"
- Worked with a community partner to purchase and distribute over 650 doses of Narcan, provided over 100 doses to existing SSPs, and developed a program with UMC, NOFD and surrounding parishes to have community Narcan available at Fire Stations
- Advocated for the decriminalization of fentanyl test strips, passed by City Council ordinance this year, and provided thousands of fentanyl test strips to local syringe service providers
- Purchased sharps containers and working on placement in areas of significant syringe litter
- Worked with other agencies & Odyssey House to plan reopening of Sobering Center (scheduled Nov 2021)

2021 Accomplishments – Family Health

Expanded services for families and children through the continuum of care

WIC

- Restructured organization to better serve the clients in our community, which resulted in a 90% increase in Customer Satisfaction
- Clinics served more than 15,000 individuals in past year Under the American Rescue Plan, expanded cash-value benefits for qualified food packages of \$35 were made available to every program WIC program participant
- Established remote access services to maximize appointment attendance and instituted a broad text messaging notification program for immediate access to available services
- Operated the only open regional clinic during Hurricane Ida and served as a resource for families with food insecurities post-storm

Healthy Start New Orleans

- Provided case management and services to over 600 families - direct resource to families seeking real-time health, social & financial resources
- Provided enhanced services to at-risk mothers with Maternal Fetal Medicine Nurse Practitioner in partnership with LCMC
- Conducted direct car seat safety classes and provided car seats to ensure children are in a safe and reliable space when in a car
- Organized a wide variety of community events to better serve families – food distributions, car seat giveaways, fatherhood initiative programs
- Received \$50,000 from United Healthcare to support doula services

Domestic Violence

- Awarded \$500,000 Children and Youth Prevention Grant Award from Department of Justice's Office on Violence Against Women
- Launch (in progress) of Advocate Initiated Response Program in collaboration with NOPD & NOFJC
- Launched New Orleans' first Domestic Violence Fatality Review team
- Added 5th risk question on firearms to NOPD DV standard assessment
- Accepted into the Center for Court Innovation's Domestic Violence Court Mentoring Program in partnership with Criminal District Court

2021 Accomplishments – Disease Prevention & Policy

Developed regulations to protect vulnerable residents in emergencies, support harm reduction efforts, protect residents and visitors from continued COVID threats

Chronic Disease & Injury Prevention

- Assisted in New Orleans becoming a bronze level Walk Friendly Community
- Established a reporting mechanism through 311 for hazardous bicycle conditions/incidents
- Performed walking audits for 10 public charter schools

Health Policy

- Continually refined and revised COVID guidelines to meet community needs and protect against emerging threats – one of first cities to implement broad protective vaccine policies
- Developed regulations to establish emergency preparedness and response protocols for rental housing facilities that are designated for seniors and people with disabilities.
- Provided policy briefs on maternal child health, substance use treatment waivers, and domestic violence funding to national medical organizations and Louisiana congressional delegation

2021 Accomplishments – Direct Health Services

Awarded additional millions in federal funding to enhance and support services to high risk and vulnerable residents

Health Care for the Homeless

- Increased access to comprehensive Medical (including Medication-Assisted Treatment), Dental and Behavioral Health; continued to successfully facilitate access to care via telehealth services
- Served approximately 2,000 homeless, uninsured and underinsured patients with over 4,000 visits
- Performed Covid-19 outreach in the hardest-hit communities by engaging in vaccination awareness/education and administration; provided case management services for Rapid Rehousing & ensured newly housed clients reach their housing goals, gain and maintain independence
- Implemented Hep C treatment and decreased delay of treatment
- Secured over \$5.0 M in Federal Funding

Ryan White HIV Program

- Served a total of 3,922 individuals in the Ryan White HIV/AIDS Program
- Achieved Fast-Track Cities target of over 90% viral suppression among RWHAP clients in care
- Provided 124 units of Housing Assistance to HIV Positive clients
- Community Health workers linked 249 clients to HIV care
- Launched a “Text to Test” program to distribute in-home HIV test kits in response to COVID-related testing barriers

2021 Accomplishments – Health Equity & Community Partnerships

NOHD awarded \$3.9M grant from Office of Minority Health to promote Health Literacy in COVID through CHWs

Health Equity

- Awarded \$3.9 million grant to advance health literacy among racial and ethnic minority populations regarding COVID-19 in Orleans Parish.
- Advised and presented to the New Orleans City Council on Racism is a Public Health Issue resolution
- Led Vaccine Equity Workgroup in collaboration with Ochsner Health System to involve and engage community in the approaches to eliminate the COVID-19 pandemic
- Trained over 15 schools or charter management organizations on Trauma-Informed Approaches to mitigate expulsions and suspensions among Orleans Parish Public Schools

Community Partnerships

- Trauma-Informed Schools program; school testing, vaccine & protocol support
- Coordinated & led multiple workgroups: Public Health, Social Determinants of Health, Vaccine Strategy
- Co-hosted Executive FUSE Fellows with Economic Development – a year-long project identifying the intersections of Health & Wealth

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2022 Department Goals

2022 Goals

The Health Department has established the following goals for 2022

Department Wide

- **Goal 1:** Continued mitigation of COVID pandemic locally, striking a balance between preserving health/reducing risk of severe outcomes with ability to host large events safely
- **Goal 2:** Publish & implement a departmental Strategic Plan; revise & reimplement program monthly internal QI/performance metrics
- **Goal 3:** Ensure resilience and sustainability of core public health functions and workforce critical to maintaining national reaccreditation status

Community Health Improvement

- **Goal 1:** Facilitate implementation of CHIP strategies in collaboration with community stakeholders, with regular monitoring/evaluation
- **Goal 2:** Commit to an annual updating of the CHIP to ensure plan is relevant to existing conditions and addresses current needs of residents
- **Goal 3:** Maintain health system partnerships and continue to foster alignment among community health improvement initiatives

Workforce Development

- **Goal 1:** Establish baselines for NOHD Internship Program performance measures, set annual targets, and evaluate progress
- **Goal 2:** Broaden partnerships with academic institutions to facilitate more equitable outcomes related to applications and hiring of interns through NOHD Internship Program

2022 Goals

The Health Department has established the following goals for 2022

Public Health Emergencies

- **Goal 1:** Enhance the systems, processes, and accountability mechanisms that impact individuals with access and functional needs during emergencies
- **Goal 2:** Strengthen the systems, processes, and capacities of City employees and volunteers to prepare for, respond to, and recover from acute and prolonged disasters to improve their contributions to city emergency functions
- **Goal 3:** Complete Project Public Health Ready application/accreditation

Environmental Health

- **Goal 1:** Strengthen the knowledge base on issues of the unhoused to improve or enhance existing interventions, partnerships, and approaches
- **Goal 2:** Develop appropriate and feasible interventions, and identify potential sources of funding, to address key issues of environmental health relevant to the City
- **Goal 3:** Develop appropriate and feasible interventions, and identify potential sources of funding, to address issues at the intersection of climate and health

2022 Goals

The Health Department has established the following goals for 2022

Behavioral Health & Crisis Response

- **Goal 1:** Work through BHC to support projects and education that fill gaps in MH system
- **Goal 2:** Launch Alternative Dispatch program and continue to work with state partners for a dedicated crisis receiving center

LEAD

- **Goal 1:** Continue operations in 8th District and explore options for expansion and sustainability
- **Goal 2:** Transition program leadership to NAMI New Orleans

Substance Use Disorders

- **Goal 1:** Continue to conduct training, outreach and education activities; initiate new outreach to faith-based communities
- **Goal 2:** Continue widespread naloxone distribution
- **Goal 3:** Reopen Sobering Center to pre-pandemic levels of operation

2022 Goals

The Health Department has established the following goals for 2022

WIC

- **Goal 1:** Increase participation for families with children ages 1 – 5 by at least 20%
- **Goal 2:** Expand from 3 to 4 clinics at full capacity
- **Goal 3:** Successfully complete all Program Evaluations with no major finding

HSNO

- **Goal 1:** Increase participant enrollment by 15%
- **Goal 2:** Achieve 100 participants for the Crescent City Dads Fatherhood Program
- **Goal 3:** Complete care planning goals for every program participant
- **Goal 4:** Complete Doula training for every staff member

Domestic Violence

- **Goal 1:** Continued strengthening of firearms transfer monitoring
- **Goal 2:** Launch of Children and Youth Prevention Program
- **Goal 3:** Secure new round of Improving Criminal Justice Response funding and work with partners to implement new offender interventions
- **Goal 4:** Seek out new grant funding sources to prioritize domestic violence prevention as a public health issue



2022 Goals

The Health Department has established the following goals for 2022

Chronic Disease & Injury Prevention

- **Goal 1:** Implement a new standard for school zone crosswalks & buffered corners
- **Goal 2:** Implement a crosswalk beautification mural program
- **Goal 3:** Develop and begin implementation of a Vision Zero Strategic Plan for New Orleans
- **Goal 4:** Onboard new Chronic Disease Prevention Coordinator
- **Goal 5:** Establish a chronic disease prevention policy agenda in collaboration with partners organizations, including the Louisiana Healthy Communities Coalition, New Orleans Food Policy Advisory Council, and NORDC

Health Policy

- **Goal 1:** Secure funding and begin implementation of Family Connects New Orleans, a universal postpartum home visiting program for families with a newborn in New Orleans
- **Goal 2:** Work with City Council, Safety and Permits and external stakeholders to amend and update the City's Sound Ordinance
- **Goal 3:** Fully implement the new ordinance and regulations related to housing facilities for seniors and people with disabilities
- **Goal 4:** Ensure full compliance with nursing home emergency preparedness ordinance and regulations that were enacted in 2019

2022 Goals

The Health Department has established the following goals for 2022

Health Care for the Homeless

- **Goal 1:** Increase Access to HCH's High Quality Comprehensive Healthcare Services – Ensure New Orleans homeless, poverty-stricken, underinsured, and uninsured population receive medical (including Medication-Assisted Treatment), dental and behavioral health services
- **Goal 2:** Increase number of visits for Primary (Medical and Behavioral Health) & Dental Care
- **Goal 3:** Maintain and expand Federal Funding
- **Goal 4:** Continue and strengthen Outreach & Telehealth Access
- **Goal 5:** Quality Improvement – continue to improve quality of care in the following areas: Diabetes: Hemoglobin A1C Control; Colorectal Cancer Screening; Cervical Cancer Screening; and Patient My Chart Activation

Ryan White HIV Program

- **Goal 1:** Increase Ryan White service utilization by 25% across all service categories
- **Goal 2:** Expand Test and Treat services with non-Ryan White Providers in New Orleans
- **Goal 3:** Strengthen the capacity of the centralized linkage to care system and increase the number of newly diagnosed clients linked to care within 72 hours
- **Goal 4:** Deliver mobile health services to improve access to care in communities disproportionately impacted by HIV

2022 Goals

The Health Department has established the following goals for 2022

Health Equity

- **Goal 1:** Fully implement the health literacy project with a focus on Community Health Workers.
- **Goal 2:** Advance cultural and linguistic competency among NOHD health professionals, community-based health centers, and community advocates
- **Goal 3:** Conduct an internal/ departmental health equity assessment
- **Goal 4:** Attract additional grant funds to support health equity in the local public health community.

Community Partnerships

- **Goal 1:** Identify and secure private sector partners to implement pilot projects advancing NOHD's racial and economic equity agenda
- **Goal 2:** Advise community coalitions on policies to support equitable approaches to public health
- **Goal 3:** Strengthen partnerships with NOLA PS around trauma-informed practices, testing and vaccinations

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2021 Budget Summary and 2022 Proposed Budget

2021 Budget Summary and 2022 Proposed Budget

General Fund

| | Personal Services | Other Operating | Total |
|----------------------|-------------------|-----------------|-------------|
| 2021 Adopted Budget | \$1,607,830 | \$387,740 | \$1,995,570 |
| 2022 Proposed Budget | \$2,480,470 | \$2,123,740 | \$4,604,210 |
| Variance | \$872,640 | \$1,736,000 | \$2,608,640 |

EXPLANATION OF VARIANCE

Personal Services

- Restoration of furlough days to the budget
- Mid-Year Adjustment – Alternative Dispatch

Other Operating

- Mid-Year Adjustment – Alternative Dispatch

2021 Budget Summary and 2022 Proposed Budget

Non-General Fund

| | Personal Services | Other Operating | Total |
|----------------------|-------------------|-----------------|--------------|
| 2021 Adopted Budget | \$7,202,431 | \$21,651,294 | \$28,853,725 |
| 2022 Proposed Budget | \$6,477,773 | \$32,536,855 | \$39,014,628 |
| Variance | (\$724,658) | \$10,885,561 | \$10,160,903 |

EXPLANATION OF VARIANCE

Personal Services and Other Operating

- Changes to grant awards and opportunities



Questions?

City of New Orleans