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## Health & Human Services Department

*Anchorage: Performance. Value. Results.*

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### **Mission**

Protect and improve the public health and well-being of all people in Anchorage.

### **Core Services**

- Develop and maintain coordinated emergency response capability for pandemics, natural disasters and bioterrorist events.
- Safeguard public health by:
  - Preventing, detecting, and treating communicable disease;
  - Assuring a safety net of services for vulnerable citizens;
  - Monitoring and enforcing air quality, sanitation, noise, child care, and animal control regulations.
- Strengthen the community's ability to improve its own health and well-being by:
  - Informing, educating, and empowering people about health issues;
  - Mobilizing community partnerships to identify and solve public health problems;
  - Developing plans and policies that support individual and community health efforts.

### **Accomplishment Goals**

- Improve responsiveness to public health complaints.
- Increase community and agency partnerships in public health initiatives.
- Improve response to animal-bites/attacks complaints in the Municipality. (*Grants & Contracts, Animal Control*)
- Reduce days non-compliant with federal air quality standards by monitoring key indicators and developing strategies to reduce air pollution. (*Environmental Health Services*)
- Maximize industry compliance with safe food handling practices by inspecting facilities and effectively enforcing regulations. (*Environmental Health Services*)
- Ensure compliance with safe food handling practices by inspecting every permitted food establishment at least once per year. (*Environmental Health Services*)
- Improve the quality of life of those in need of long-term care by increasing the effectiveness of ADRC referrals (*Senior Services*).

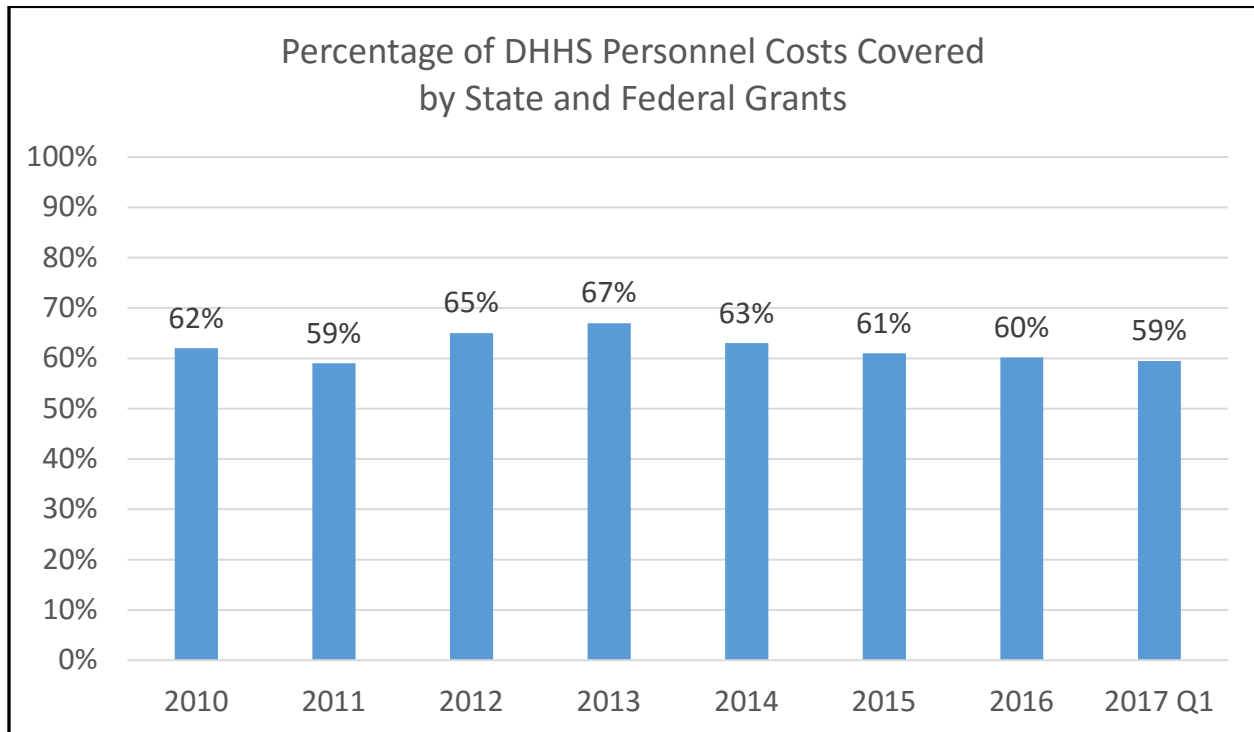
### **Performance Measures**

Progress in achieving goals shall be measured by:

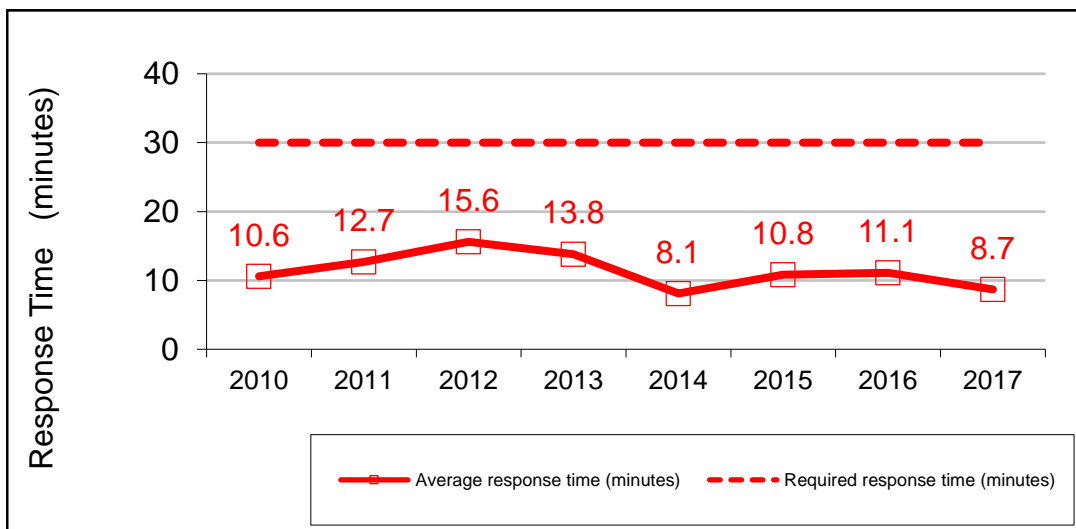
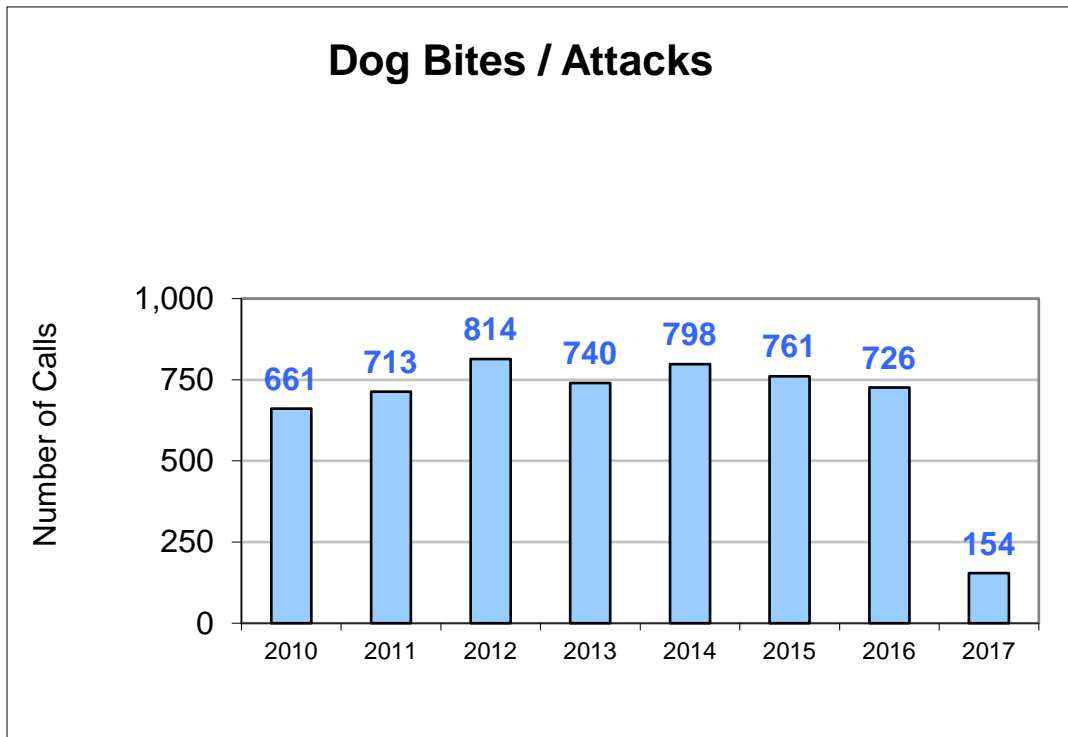
**Measure #1: Percentage of time HHS makes contact within 24 hours (1 working day) of a high priority complaint.**

6/30/2016	100%
9/30/2016	100%
12/31/2016	100%
3/31/2017	100%

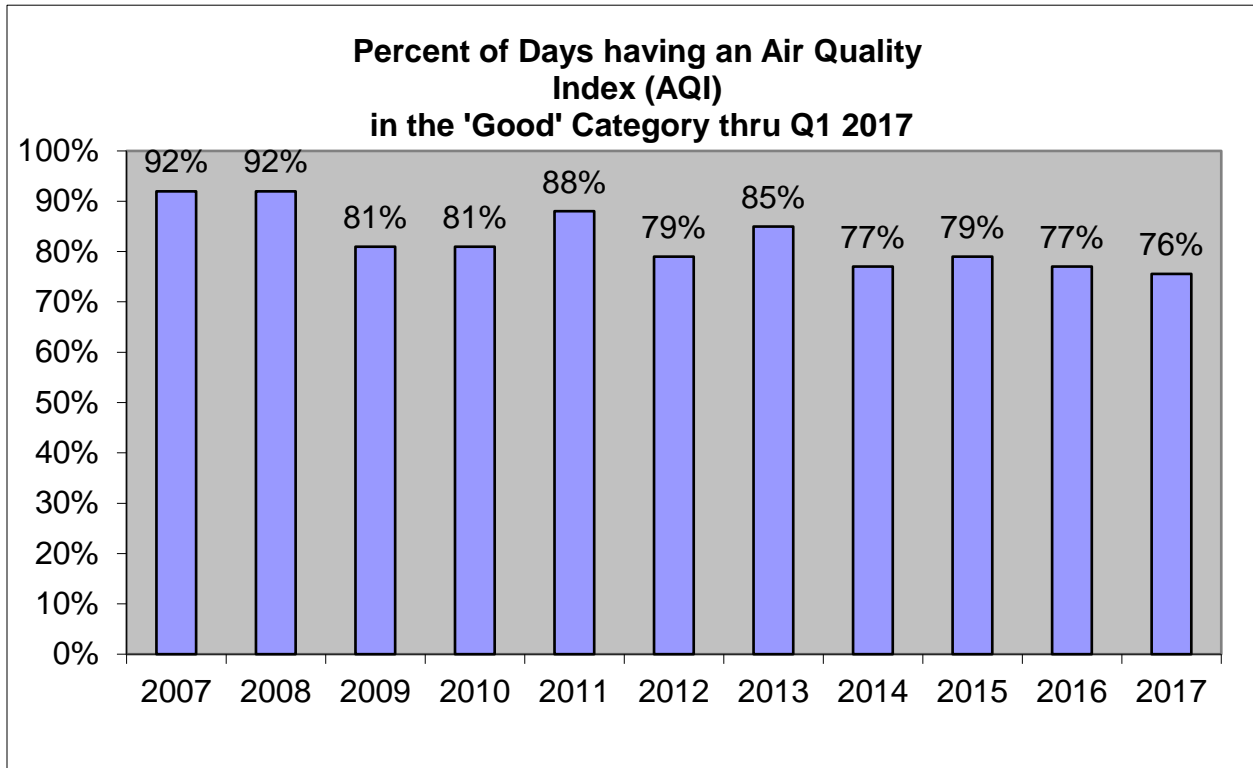
**Measure #2: Percent of DHHS services and programs supported by grant and non-property tax dollars.**



**Measure #3: Average number of minutes to respond to a dog bite/attack complaint. \***



**Measure #4: Percent of days in the year having an Air Quality Index (AQI) value of "Good".**



This first quarter Anchorage experienced 76% of days in the “good” air quality range, 21% ‘moderate’ and 1% ‘unhealthy for sensitive groups’. Anchorage experienced its first exceedance of the fine particle (PM-2.5) standard in decades at the Airport Heights monitor due to wood smoke accumulation on a cold, stagnant January day. We are watching for a possible uptick of fine particle levels due to increased wood burning as the Alaska economy softens.

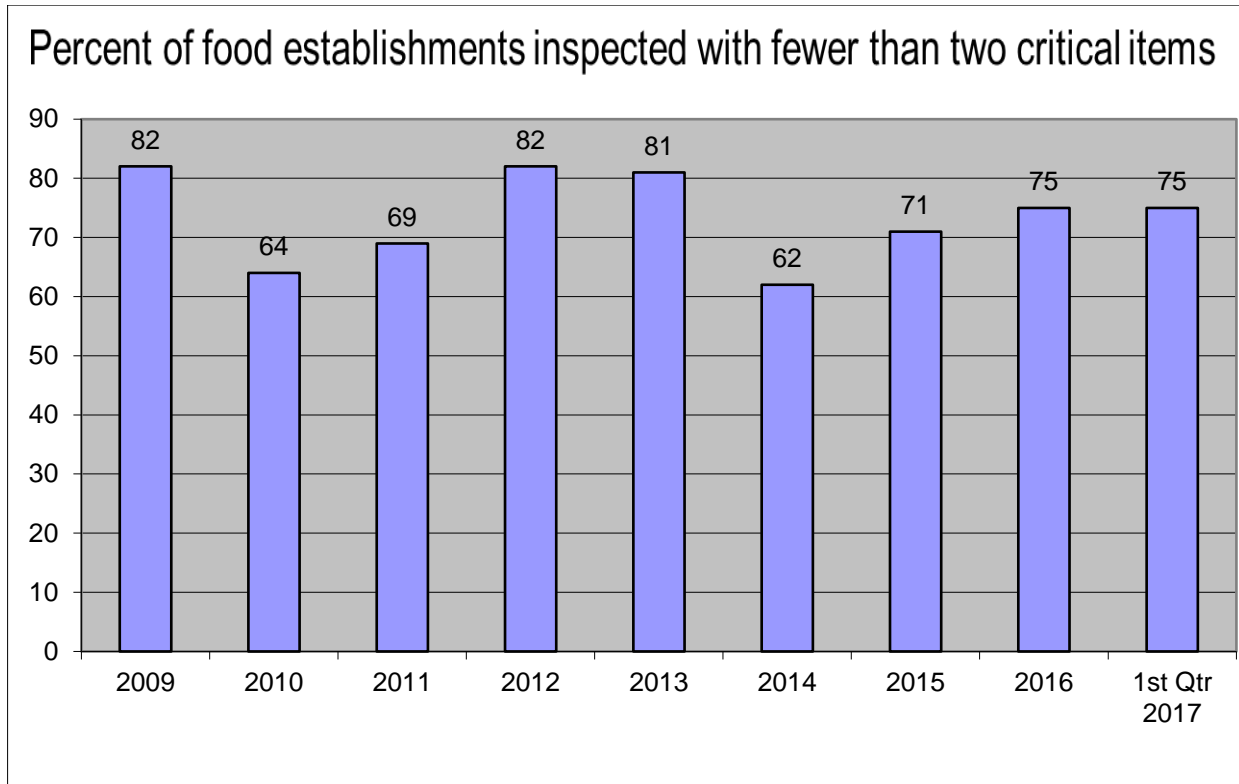
A new 5-year MOU with Alaska DEC began this quarter transferring responsibility for all monitoring duties, equipment and sites to them.

This quarter 114 engine block heater timers were distributed, and preparation began for Bike to Work / School and a bike safety instructors’ seminar through the air quality grant.

The annual mailing to >150 property managers and sweeping contractors was initiated to provide municipal guidelines for sweeping and to remind them of the need to control dust when cleaning accumulated traction material this spring.

The Section met with MOA and Alaska DOT Street Maintenance staff to plan for timely magnesium chloride application to mitigate dust from roadways, especially in the Eagle River PM-10 Limited Maintenance Area. Our Air Quality section sends daily ‘Morning Dust Reports’ to a wide variety of parties responsible for roadways, providing air quality forecasts to help them initiate dust mitigation on roadways, if needed.

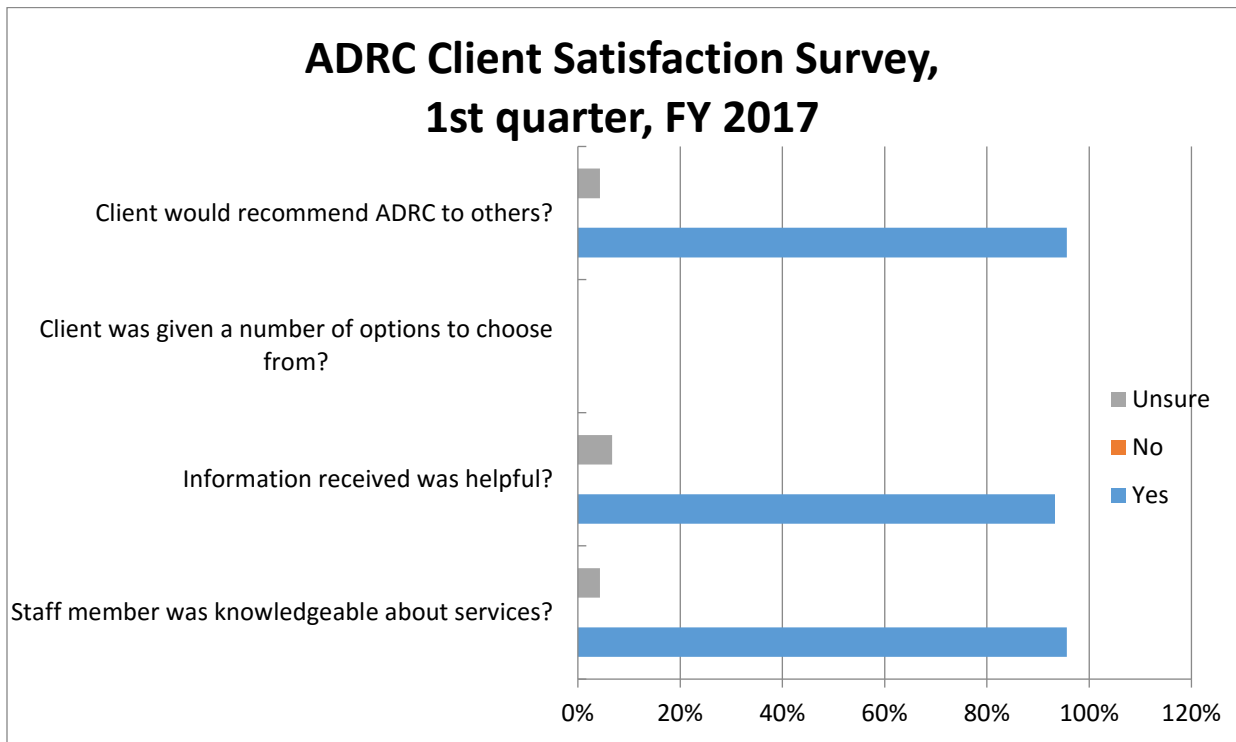
**Measure #5: Percent of food establishments inspected with fewer than two critical items.**



**Measure #6: Percent of active establishments inspected within the last 12 months.\***



**Measure #7: Percentage of Aging and Disability Resource Center (ADRC) clients who indicate that their situation improved as a result of the long-term care referral**



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**Performance Measure Methodology Sheet**  
**Health & Human Services Department**

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**Measure #1: Percentage of time HHS makes contact within 24 hours (1 work day) of a high priority complaint.**

**Type**

Effectiveness

**Accomplishment Goal Supported**

Increase the well-being of children and the public by reducing the amount of time it takes to respond to high priority issues.

**Definition**

Provides a percentage of how the department (Childcare Licensing, Environmental Health Services) responds to those complaints considered per internal policy to be high priority complaints.

**Data Collection Method**

Programs will maintain a monthly and annual report of complaints.

**Frequency**

Quarterly and annually

**Measured By**

Programs maintain a log of open complaints.

**Reporting**

Program Supervisors will create and maintain a monthly and annual report of days it takes to respond to a complaint. This information will be provided to Division Manager and Department Leadership for review. Information will be presented as real data and converted per Section into percentages then the percentages will be averaged for a final overall percentage reported on the PVR form.

**Used By**

The Division Manager and Director will use the information to gain a clearer understanding of the complaint process and to identify bottle-necks to the process.



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**Performance Measure Methodology Sheet**  
**Health & Human Services Department**

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**Measure #2: Percent of DHHS services and programs supported by grant and non-property tax dollars.**

**Type**

Effectiveness

**Accomplishment Goal Supported**

Increase grant funding based on type of service provided.

**Definition**

Provide a measurement for services supported by property tax dollars and non-property tax grant support.

**Data Collection Method**

The data/percentage is derived by comparing labor expenses funded by the operating budget to those funded by grants.

**Frequency**

Quarterly and annually

**Measured By**

Comparing general ledger operating budget labor expenditures to grant-funded labor expenditures during the period of interest.

**Reporting**

Fiscal to assess percentage

**Used By**

The Division Manager and Director will consider the information to assess future grant needs and potential operating budget reductions.

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**Performance Measure Methodology Sheet**  
**Health & Human Services Department**

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**Measure #3: Average number of hours to respond to an animal related dog bite/attack complaint.**

**Type**

Effectiveness

**Accomplishment Goal Supported**

Improve response to the most serious animal-related complaint in the Municipality.

**Definition**

Provide a measure for the total number of requests for animal control enforcement services and the average response time for this priority category.

**Data Collection Method**

Anchorage Animal Care and Control Center (AACCC) facility operator maintains a log of daily requests for service and associated response times.

**Frequency**

Monthly and annual

**Measured By**

AACCC staff and officers

**Reporting**

The DHHS Contract Administrator oversees monthly and annual reports received from AACCC contract operator. Reports are distributed to department management monthly and summarized annually.

**Used By**

Data will be used by AACCC facility operator and the Contract Administrator, Deputy Director and Director to review annual progress and to determine short and long-term priorities to maintain overall progress towards service goals.

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**Performance Measure Methodology Sheet**  
**Health & Human Services Department**

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**Measure #4: Percent of days in the year having an Air Quality Index (AQI) value of "Good".**

**Type**

Effectiveness

**Accomplishment Goal Supported**

Increase the % of "good" air quality days as measured on the EPA Air Quality Index scale to 90% or more by developing and implementing strategies aimed at reducing air pollutants - such as road dust which contributes to PM-10 pollution.

**Definition**

Provide a measure of Anchorage air quality based on the EPA Air Quality Index scale.

**Data Collection Method**

Existing air quality monitors gather real-time data on PM-2.5, PM-10 and CO.

**Frequency**

Constant monitoring, real-time online data, monthly summary and annual reports

**Measured By**

Air Quality Program staff

**Reporting**

Pollutant levels are reported hourly in real-time on the DHHS/DEC Alaska Air Monitoring Network website.  
Air Quality Program staff will maintain an annual report assessing CO and PM-10 levels by month.

**Used By**

The Division Manager and Director will use collected data and reports to assess the effectiveness of dust control techniques, and monitor for any impacts of changes to vehicle emission control or other air quality problems.

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**Performance Measure Methodology Sheet**  
**Health & Human Services Department**

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**Measure #5: Percent of food establishments inspected with fewer than two critical items.**

**Type**

Effectiveness

**Accomplishment Goal Supported**

Maximize industry compliance with safe food handling practices by inspecting facilities and effectively enforcing regulations.

**Definition**

Provide a measure of the number of food facilities having fewer than 2 critical items marked on an inspection.

**Data Collection Method**

Food Safety & Sanitation Program Manager maintains a monthly and annual report of inspections conducted and the number of facilities having fewer than two critical items marked.

**Frequency**

Monthly and annually

**Measured By**

Food Safety and Sanitation Program Manager

**Reporting**

Food Safety & Sanitation Program Manager will develop and maintain a monthly and annual report assessing total inspections conducted and the number of those inspections with fewer than two critical items.

**Used By**

Division Manager and Director will use collected data and reports to assess the effectiveness of the inspection program.

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**Performance Measure Methodology Sheet**  
**Health & Human Services Department**

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**Measure #6: Percent of active food establishments inspected within the last 12 months.**

**Type**

Effectiveness

**Accomplishment Goal Supported**

Under the Anchorage Food Code, the Department is charged with making a reasonable effort to inspect every permitted food establishment at least once per year. Timely inspections help assure industry compliance with safe food handling practices.

**Definition**

Provide a measure of the number of active food facilities that have had an inspection within the last 12 months.

**Data Collection Method**

Food Safety & Sanitation Program Manager will maintain a quarterly and annual report of inspections conducted and the percent of active facilities which have received at least one inspection during the prior 12 month period.

**Frequency**

Quarterly and annually

**Measured By**

Food Safety and Sanitation Program Manager

**Reporting**

Food Safety & Sanitation Program Manager will develop and maintain a quarterly and annual report assessing the percent of active facilities which have received at least one inspection during the prior 12 month period.

**Used By**

Division Manager and Director will use collected data and reports to assess the effectiveness of the inspection program.

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**Performance Measure Methodology Sheet**  
**Health & Human Services Department**

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**Measure #7: Percentage of Aging and Disability Resource Center (ADRC) clients who indicate that their situation improved as a result of the long-term care referrals.**

**Type**

Effectiveness

**Accomplishment Goal Supported**

Improve the quality of life of those in need of long-term care by increasing the effectiveness of Aging and Disability Resource Center (ADRC) referrals.

**Definition**

Provides a measure of the % of ADRC clients who feel that the referrals they received from Aging and Disability Resource Center staff had lasting positive impact.

**Data Collection Method**

ADRC Staff will follow-up (1, 3, and 6 months) with clients to whom referrals have been made. The Program Manager will take that information and track it in a spreadsheet.

**Frequency**

Monthly, quarterly, and at 6 months

**Measured By**

Program Manager maintains a spreadsheet of the percentage of ADRC clients who indicate that their situation improved as a result of the long-term care referrals given.

**Reporting**

Senior Services Program Manager will create and maintain a monthly report on the percentage of ADRC clients who indicate that their situation improved as a result of the long-term care referrals given. This information will be provided to Division Manager and Department Leadership for review. Information will be presented numerically and graphically.

**Used By**

The Division Manager and Director will use the information to gain a clearer understanding of the level of success in providing ADRC clients with referrals that improved the client's long-term care situation.

**PVR Measure WC: Managing Workers' Compensation Claims**

Reducing job-related injuries is a priority for the Administration by ensuring safe work conditions and safe practices. By instilling safe work practices we ensure not only the safety of our employees but reduce the potential for injuries and property damage to the public. The Municipality is self-insured and every injury poses a financial burden on the public and the injured worker's family. It just makes good sense to WORK SAFE.

Results are tracked by monitoring monthly reports issued by the Risk Management Division.

