Health and Human Services Department

Anchorage: Performance. Value. Results.

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)*.

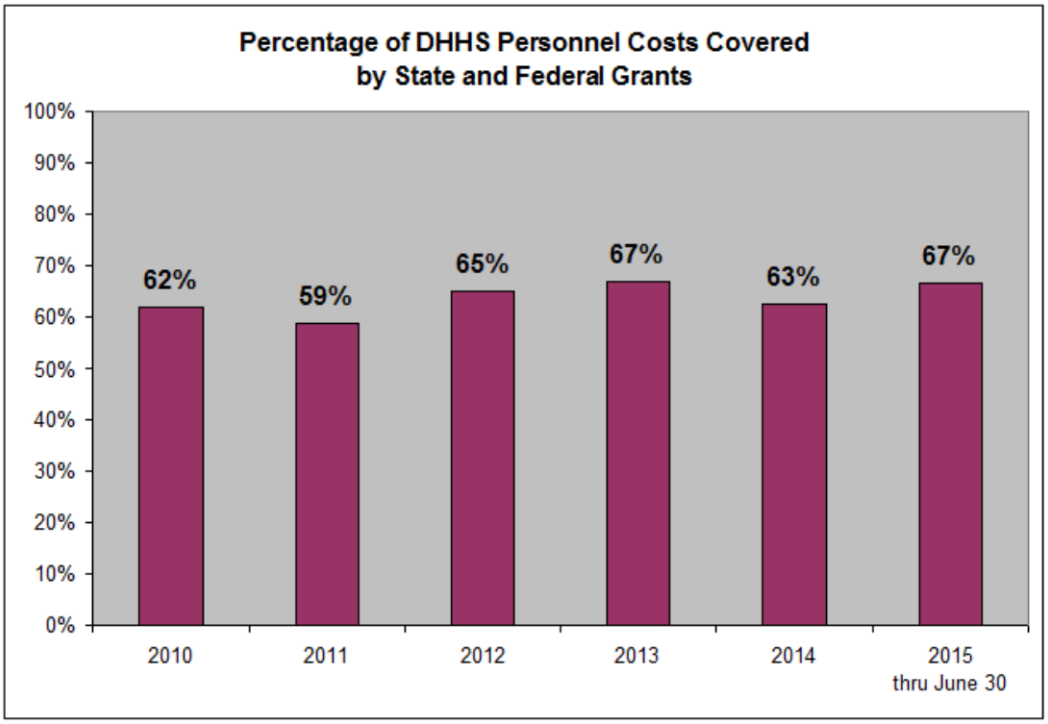
Performance Measures

Progress in achieving goals shall be measured by:

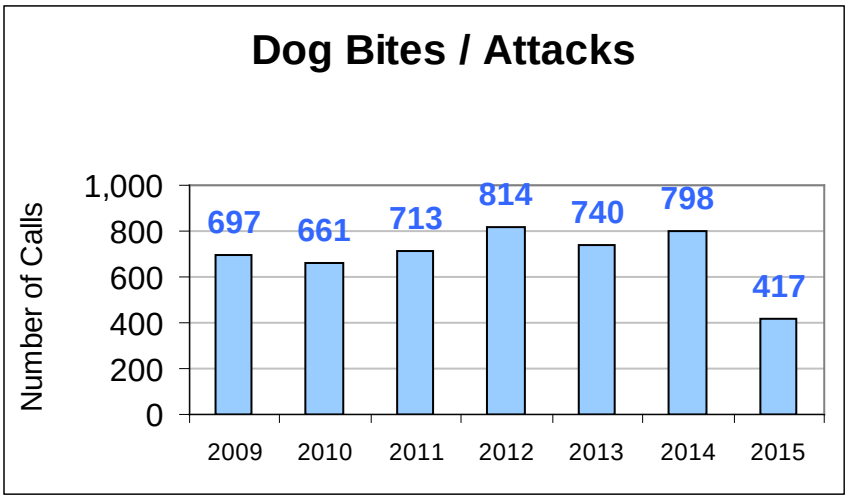
Measure #1: Percentage of time HHS makes contact within 24 hours (1 working day) of a high priority complaint.

9/30/2014	100%
12/31/2014	100%
3/31/2015	100%
6/30/2015	100%

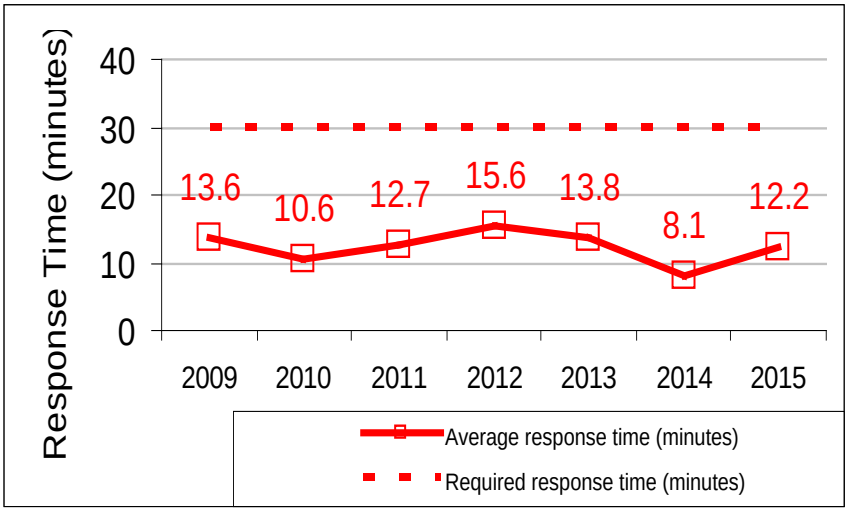
Measure #2: Percent of DHHS services and programs supported by grant and non-property tax dollars.



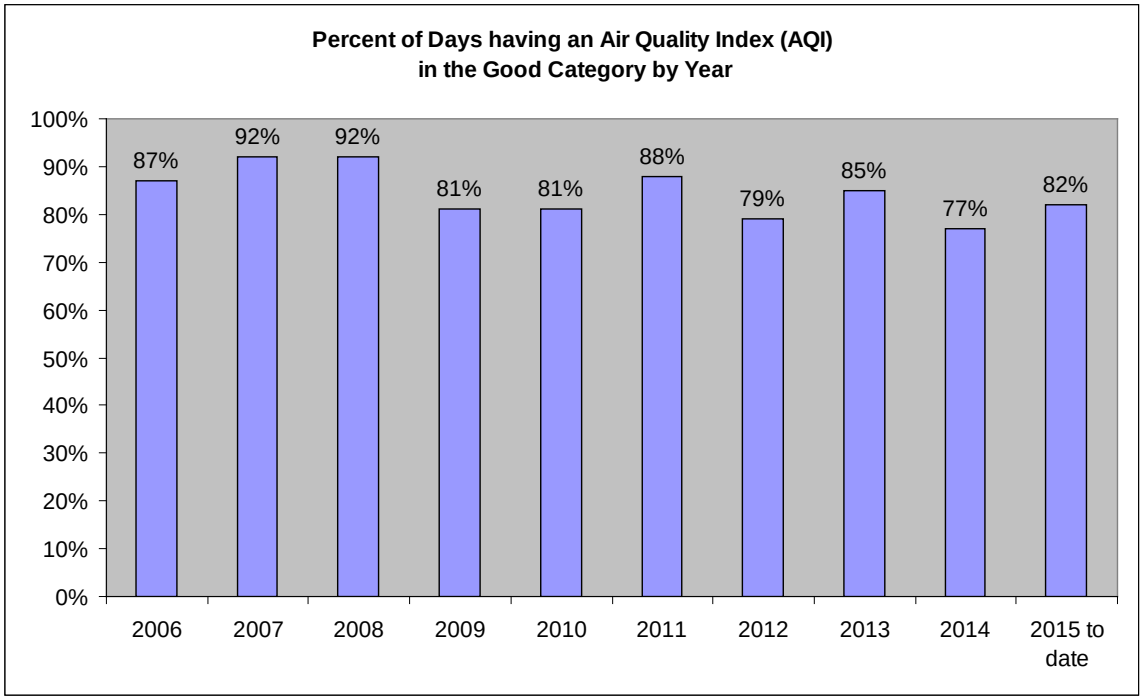
Measure #3: Average number of minutes to respond to a dog bite/attack complaint. *



Dog Bite Response (con'd)



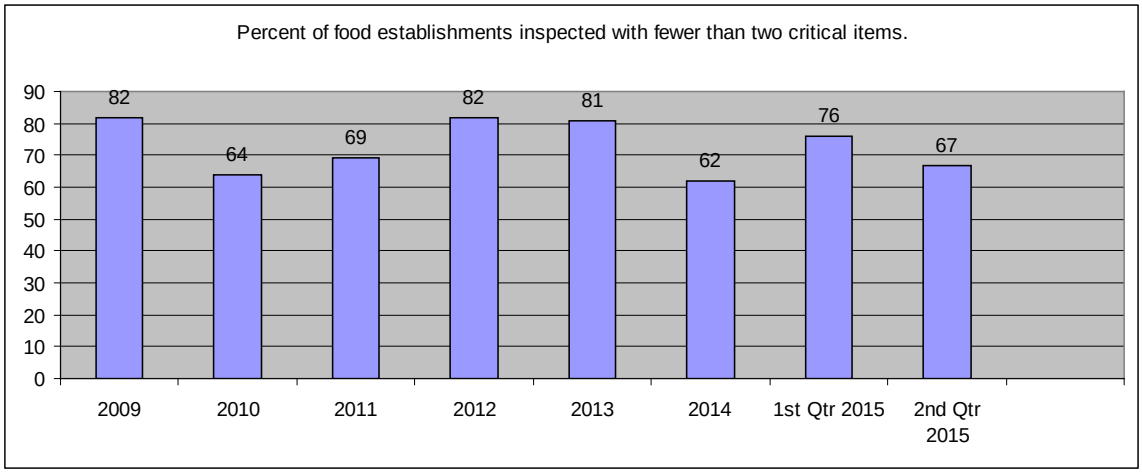
Measure #4: Percent of days in the year having an Air Quality Index (AQI) value of "Good".



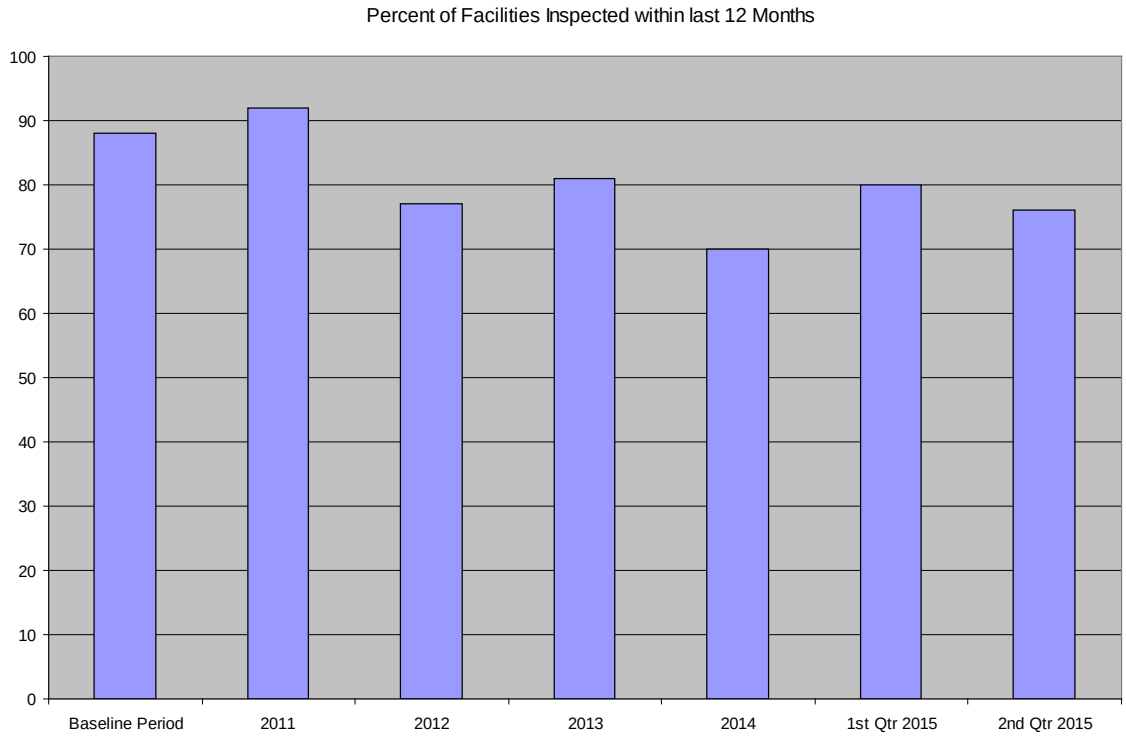
During the second quarter of 2015 we experienced 80 days (82%) with good air quality, and 7 days (18%) with moderate air quality. Smoke infiltration from the Sockeye fire was responsible for six of June's seven 'moderate' air quality days.

In late spring we typically experience more days with moderate air quality due to road dust during breakup. Since late fall, however, the monitoring site with the highest roadway impact has not been operating pending demolition of the supporting structure by the owner. A replacement site was recently established in the same area.

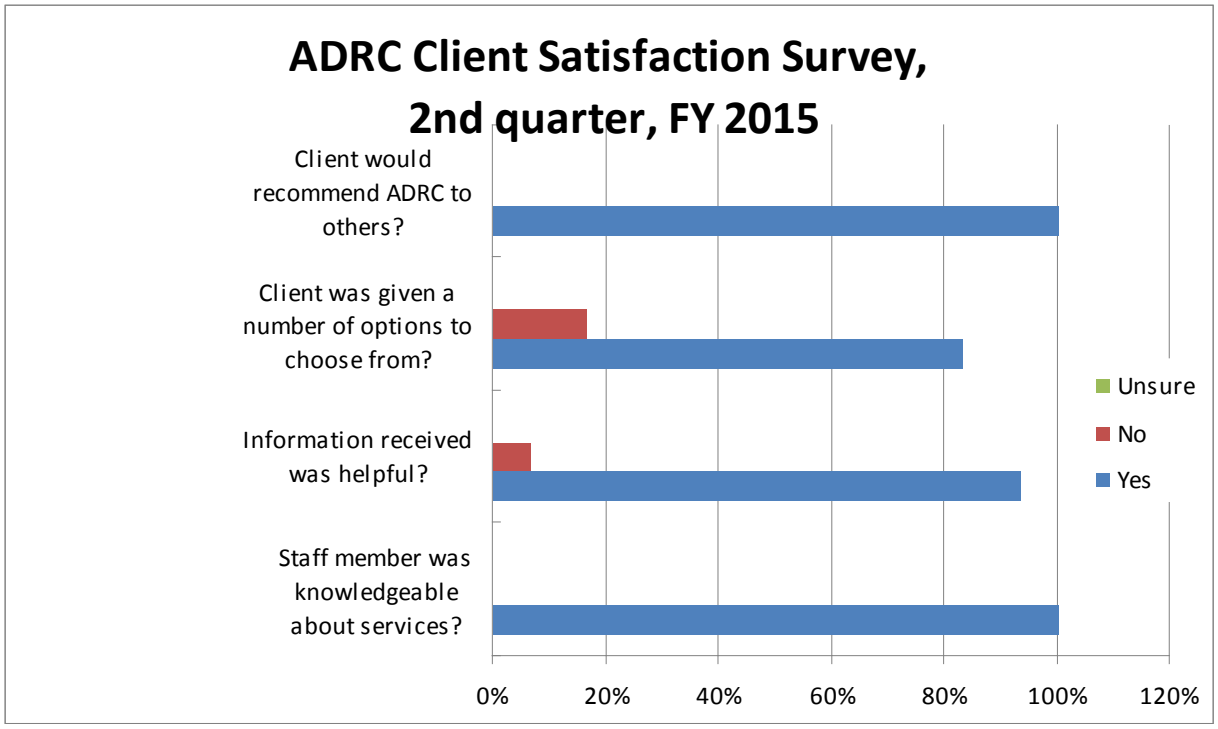
Measure #5: Percent of food establishments inspected with fewer than two critical items.



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



Performance Measure Methodology Sheet

Health and Human Services Department

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.

Performance Measure Methodology Sheet

Health and Human Services Department

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.

Performance Measure Methodology Sheet

Health and Human Services Department

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.

Performance Measure Methodology Sheet

Health and Human Services Department

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.

Performance Measure Methodology Sheet

Health and Human Services Department

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.

Performance Measure Methodology Sheet

Health and Human Services Department

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.

Performance Measure Methodology Sheet

Health and Human Services Department

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.