
Anchorage Health Department

Anchorage: Performance. Value. Results.

Mission

The Anchorage Health Department will be a leader and a partner, promoting health and well-being in the Anchorage Community by ensuring that individuals and families have access to quality care enabling them to thrive and grow in our community.

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
- Promote physical, behavioral, environmental, social, and economic conditions that improve health and well-being

Anchorage Animal Care & Control

Anchorage Health Department

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Purpose

Anchorage Animal Care and Control's (AACC) purpose is to promote public health and safety and to encourage responsible pet ownership.

Direct Services

- AACC is the only open admission animal shelter in Anchorage, meaning, legally, any domestic animal that comes to the shelter from any source and for any reason must be accepted into care. Food, shelter, and medical care is provided to animals that end up at the shelter.
- Provide resources to help keep pets with their families, reunite lost pets with their owners, and adopt pets into loving homes.
- Provide educational programming on responsible pet care and animal safety.
- Enforce animal laws, license animal facilities, handle complaints, and assist other agencies, such as APD, with animal cases.

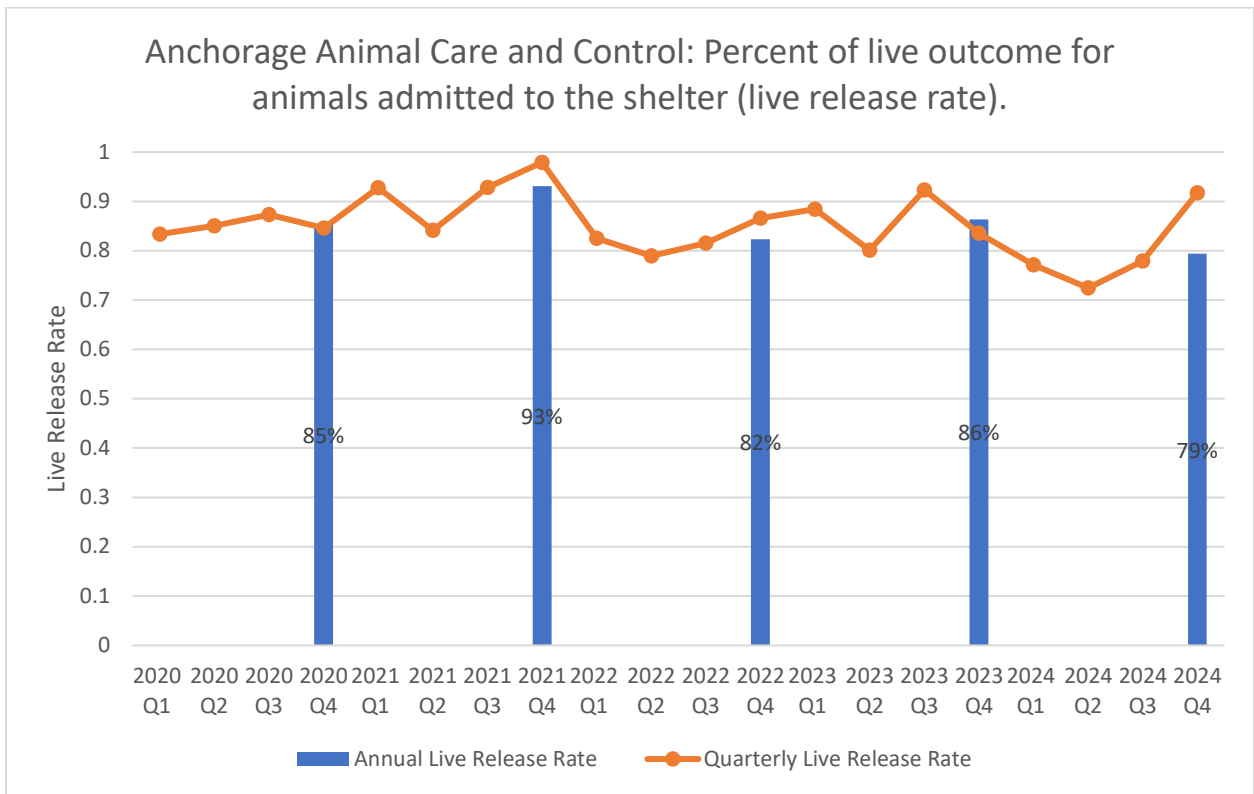
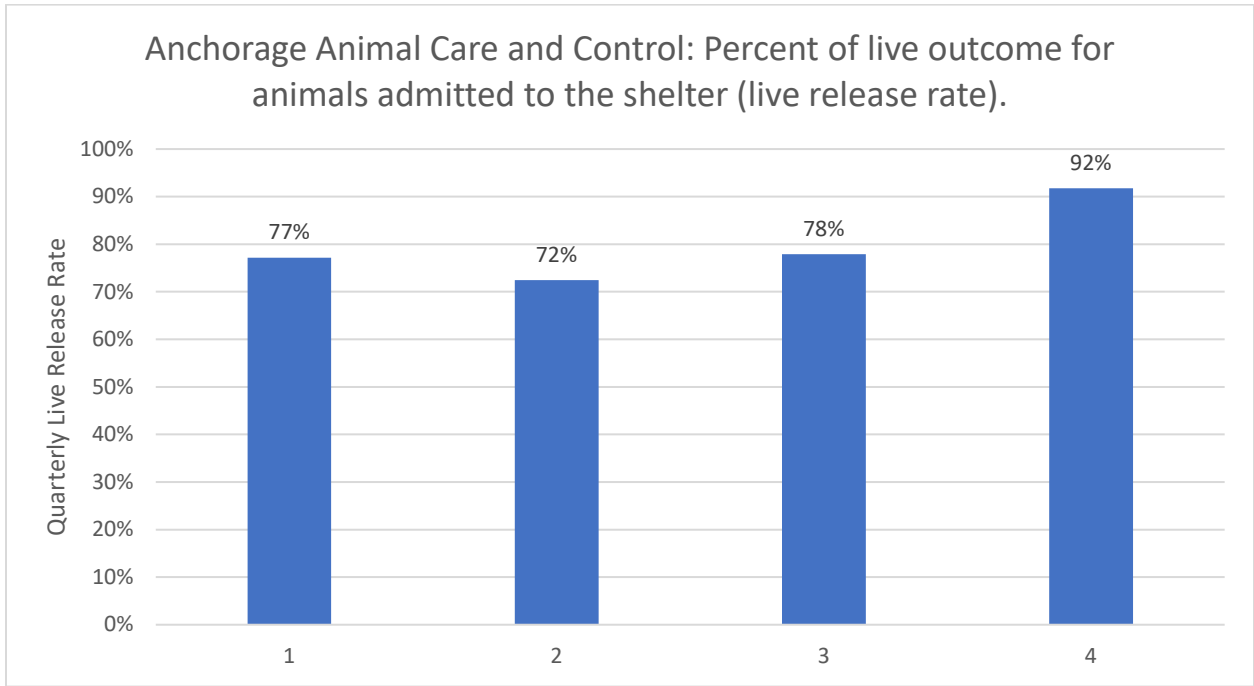
Accomplishment Goals

- AACC's goal is to maximize our live release rate.
- This is done through a combination of reducing the number of animals being admitted to the shelter and increasing the number of animals with live outcomes of being reunited with their owners or adopted.
- Tracking AACC's live release rate helps us measure the effectiveness of spay/neuter programs, community education, license and microchip regulations, diversion programs to keep animals with their families and out of the shelter, shelter medical care, reunification of stray animals with their owners, and the adoption program.

Performance Measure

Progress in achieving our goals will be measured by:

Measure #1: Percent of live outcome for all animals admitted to the shelter.



Women, Infants & Children
Anchorage Health Department
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Purpose

The Women, Infants & Children (WIC) Program aims to protect the health of low-income women, infants, and children up to age 5 who are at nutrition risk by providing nutritious foods to supplement diets, specialized information on healthy eating and referrals of medical attention.

Direct Services

- Nutrition Information specific to each individual client including maintain healthy weight, meal planning, label reading, picky eating, caring for new baby, shopping on budget
- EBT vouchers to purchase free, healthy foods
- Referrals including medical, dental, healthcare, childcare, housing, immunizations. Such as, immunizations, Medicaid, Drug and Alcohol Services, and wellness checks, averaging over 1,000 referrals per month
- Breastfeeding support and supplies such as manuals and pumps

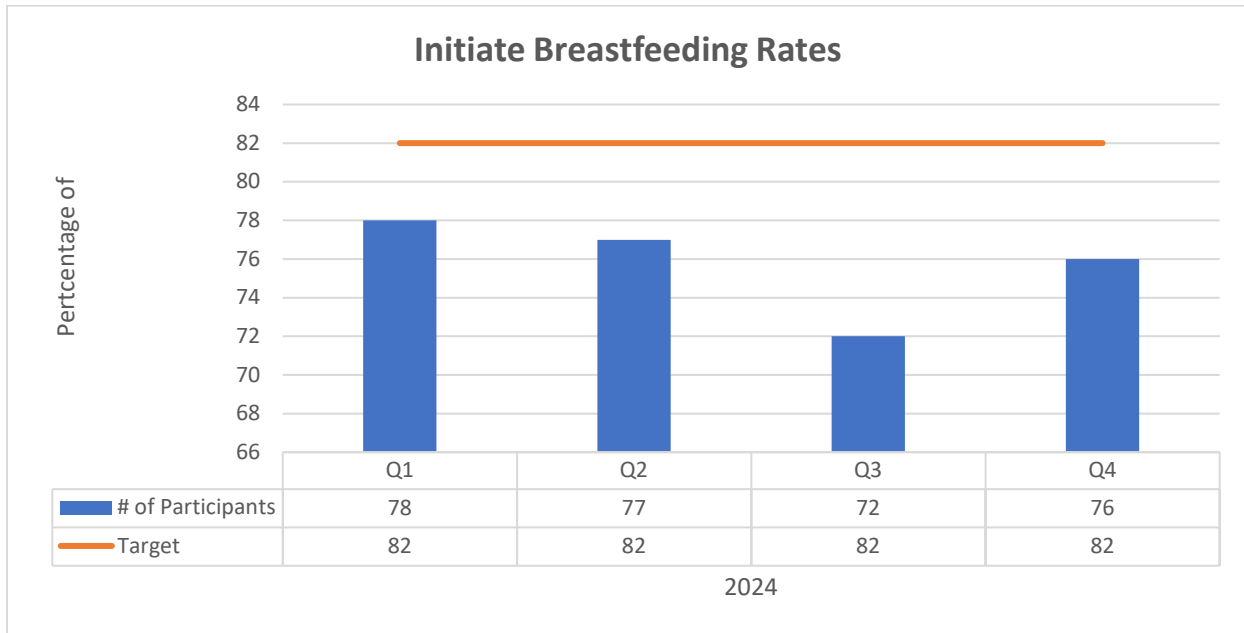
Accomplishment Goals

- Improves the growth of nutritionally at-risk infants and decreases incidence of iron deficiency anemia in children.
- Have a positive effect on children's diet and diet-related outcomes with increased amounts of nutrient dense food options providing higher intake of iron, vitamin C, thamin, niacin, and vitamin B6.
- Increase regular medical care and immunizations for children and pregnant women.
- Increase breastfeeding rates among WIC participants by receiving breastfeeding advice and support.

Performance Measures

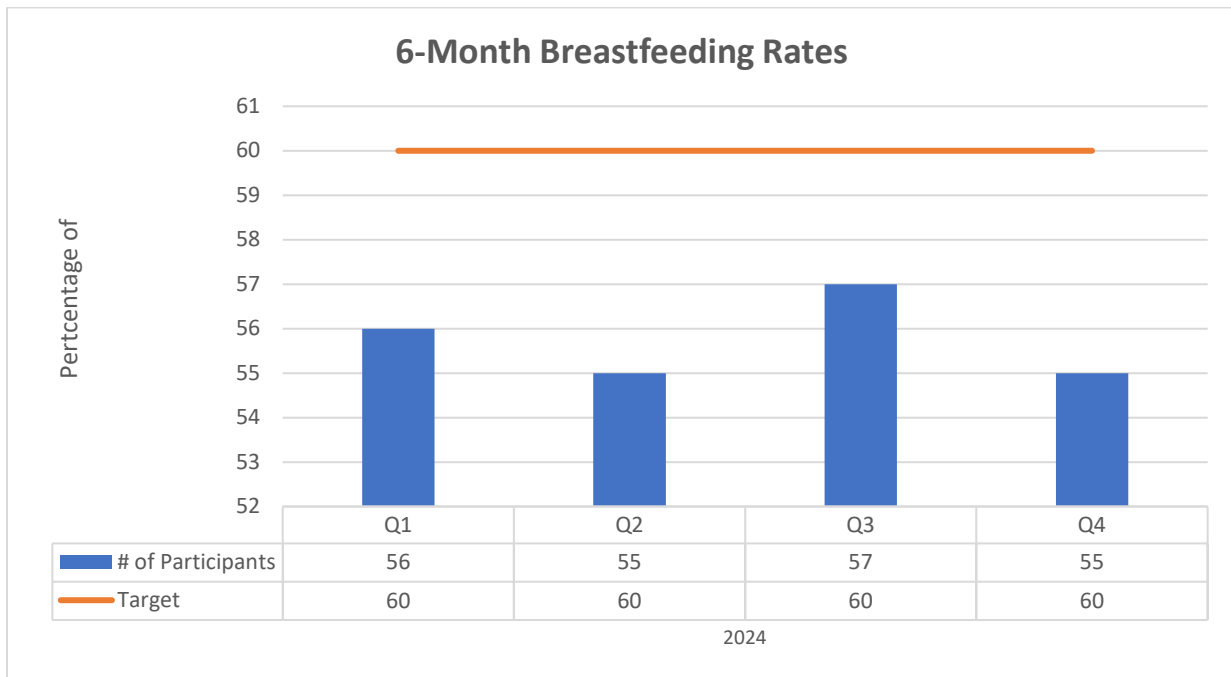
Progress in achieving our goals will be measured by:

Measure #2: Enrollment rate in WIC

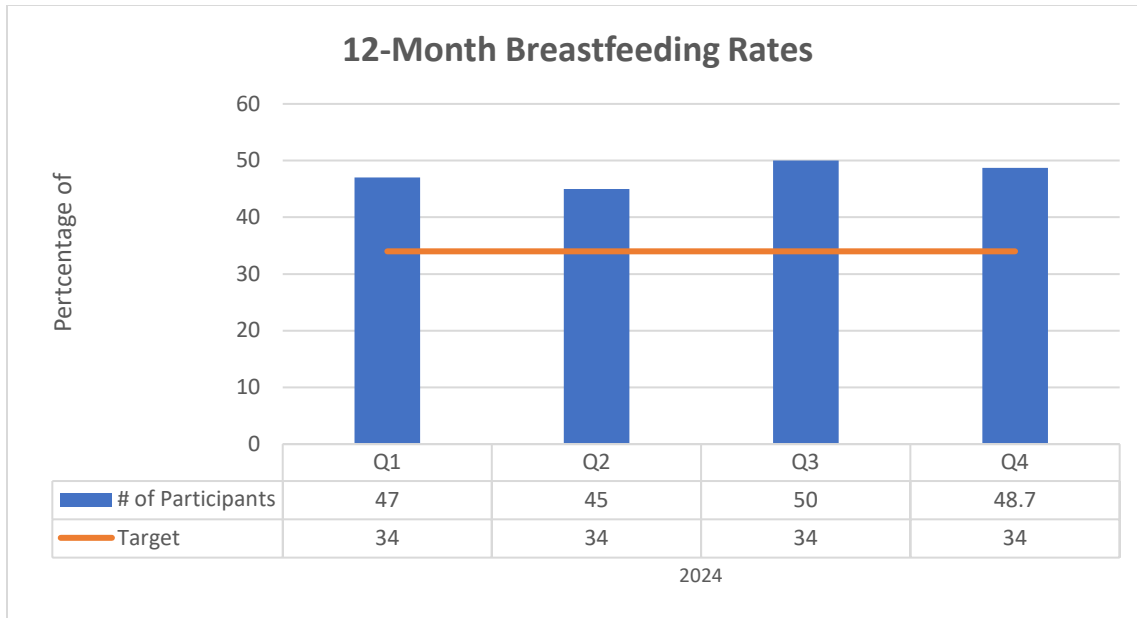


Target of 7,468 equals 75% of eligible WIC participants. Data provided by State of Alaska during each Competitive grant cycle (2023). A 76% breastfeeding initiation rate was met for the 4th quarter by the WIC program, short of meeting the goal of 82%

Measure #3: Breastfeeding rate for those enrolled in WIC

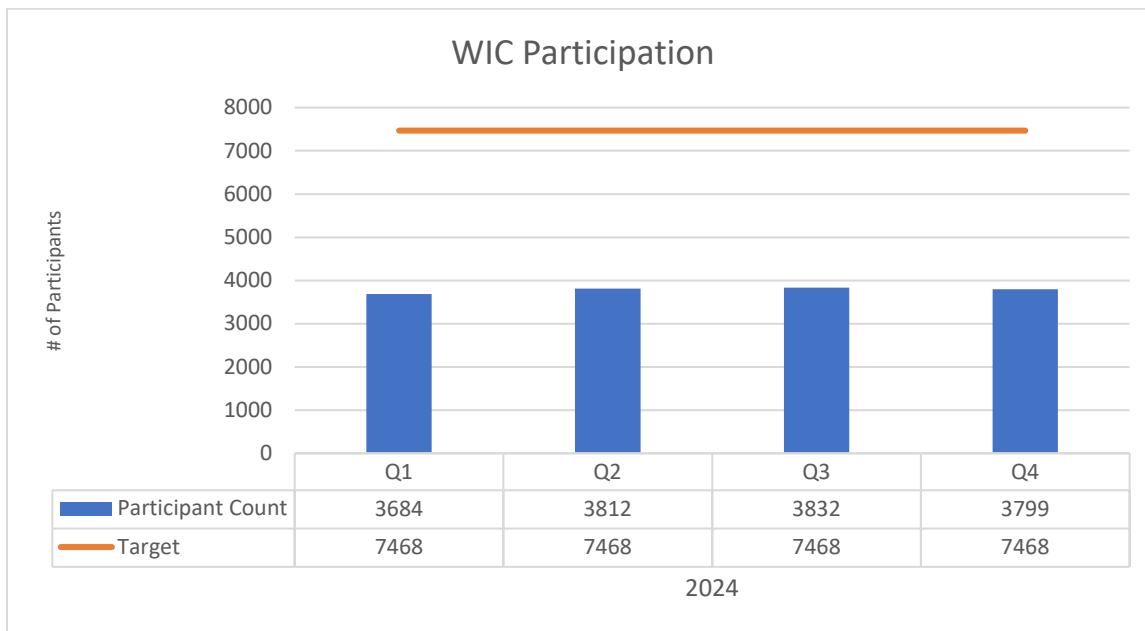


A 55% 6-month breastfeeding rate was met for the 4th quarter by the WIC program, falling short of the goal of 60%.



A 48.7% 12-month breastfeeding rate was met for the 4th quarter by the WIC program, exceeding the goal of 34%.

Measure #4: Participation rate of those enrolled in WIC



Target of 7,468 equals 75% of eligible WIC participants. Data provided by State of Alaska during each Competitive grant cycle (2023). Participation has increased each quarter from 49% to 50.8% but remains short of the 75% goal.

Explanatory note:

Goal is to provide WIC services to a minimum quarterly average of 75% of total eligible WIC participants in the Municipality of Anchorage.

Child Care Licensing
Anchorage Health Department
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Purpose

Child Care Licensing's purpose is to conduct inspections and complaint investigations in licensed child care facilities to prevent predictable risk of harm to children in child care.

Direct Services

- Provide direct contact to the public with incoming calls and walk-in clients as related to child care
- Provide home orientations into potential home applicants
- Conduct required inspections twice per year and more often as needed to monitor for potential health and safety concerns.
- Conduct investigation as received and relevant to licensed and unlicensed child care facilities
- Enforce child care laws, per AMC 16.55, 7 AAC 10, 7 AAC 57, and AS 47.32 as related to health and safety in child care facilities.

Accomplishment Goals

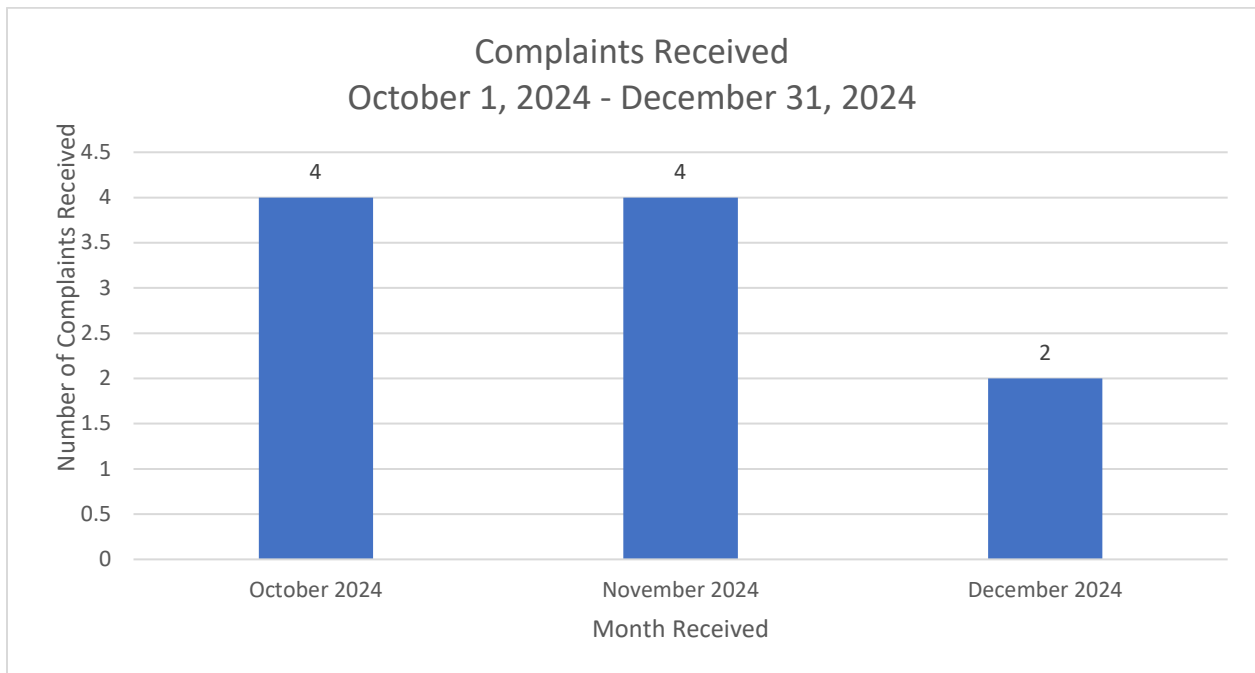
- CCL's goal is to close all complaint investigations within the required timeframes, which is done by prioritizing complaints with an established framework that identifies Priority 1, 2, and 3 for licensed homes and centers, and all unlicensed facilities:
 - Priority 1: Investigate as soon as possible but no later than 24 hours, closing the complaint 25 to 30 business days.
 - i. Death of a child
 - ii. Sexual abuse/sexual exploitation
 - iii. Physical abuse or injury to a child
 - iv. Neglect
 - v. Mental abuse or injury to a child
 - vi. Serious injury, emergency, or incident to a child
 - vii. A violation of a statute, regulation, condition, or variance for a provider posing immediate risk to children
 - viii. A violation of a statute or regulation posing immediate risk to children, at an unlicensed (legally or illegally operating) facility
 - Priority 2: Investigate as soon as possible but no later than seven days, closing the complaint within 45 business days.
 - i. Accident or other injury to a child requiring medical attention
 - ii. Harmful treatment: the act or omission of an act that could/does cause harm to a child, less serious than abuse or neglect
 - iii. Inappropriate discipline or behavior guidance including corporal punishment
 - iv. Concerns involving supervision

- v. Concerns involving child to caregiver ratios not being met
- vi. Concerns of health/safety hazards in the facility
- vii. Exposure of children to high-risk situations including exposure to physical hazards and encounters with individuals or animals posing a possible danger
- viii. A violation of a statute, regulation, condition, or variance for a facility posing significant risk to children
- ix. A violation of a statute or regulation posing significant risk to children, at an unlicensed (legally or illegally operating) facility
- o Priority 3: Investigate as soon as possible but no later than seven days, closing the complaint within 60 business days.
 - i. A less significant violation of statute, regulation, condition, or variance for a licensed or approved facility
 - ii. A less significant violation of the statute or regulation at an unlicensed facility

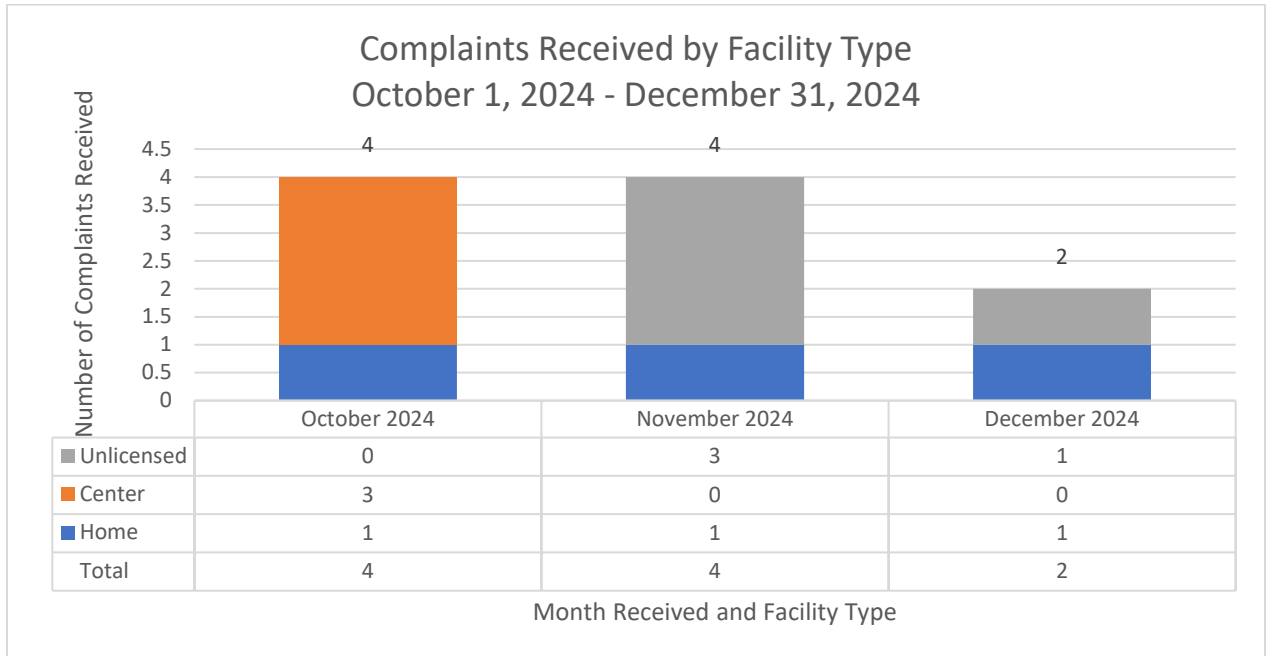
Performance Measures

Progress in achieving our goals will be measured by:

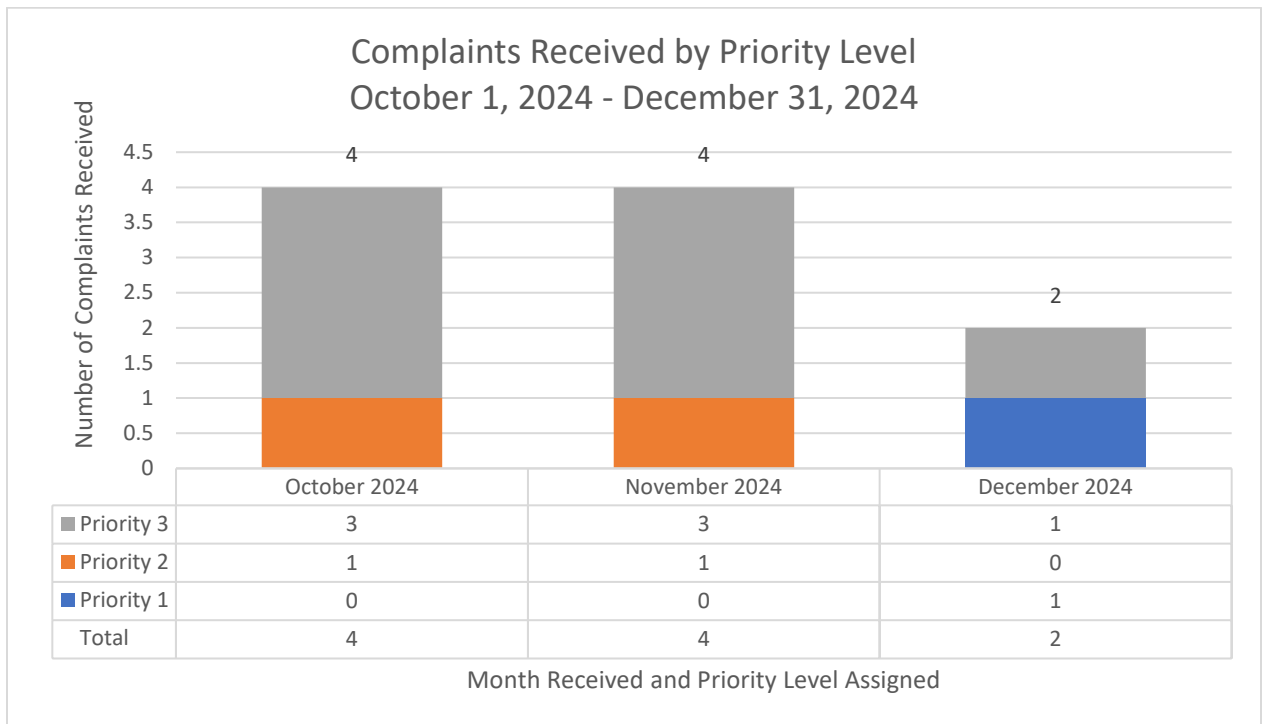
Measure #5: Number of complaints received



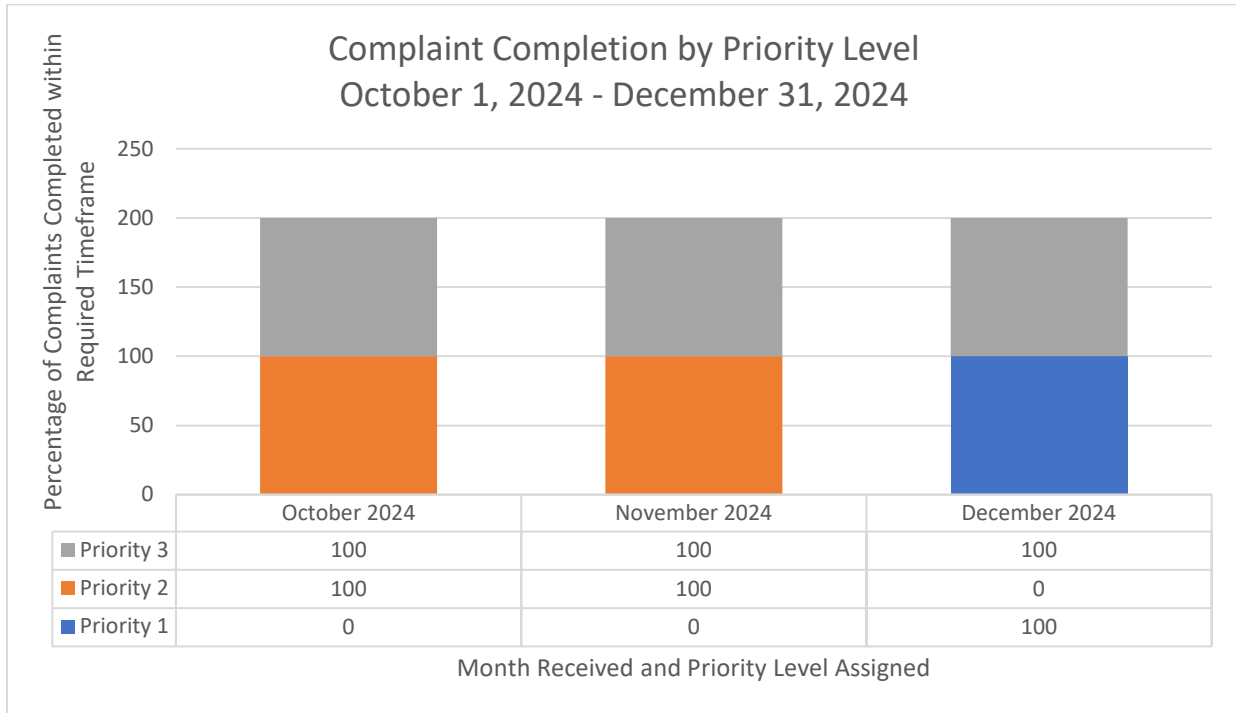
Measure #6: Number of complaints specific to each type of facility



Measure #7: Number of complaints per priority level



Measure #8: Percentage of complaints per priority level completed within required timeframe



Explanatory note:
CCL's target goal is to complete all steps involved in investigations within required timeframes 80% of the time.

Clinical Services
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Purpose

Clinical Services focuses on the health of the community by providing preventive health care services to at-risk Alaskans.

Direct Services

- Disease Prevention Clinic
 - Epidemiology Investigations: Identifying trends in infectious diseases in the community and ensuring appropriate referral for treatment.
 - Tuberculosis (TB) Screening, Treatment, and Case Management: Proactive and reactive activities in the community to ensure that all TB cases within the MOA are assessed, managed, and treated.
 - Immunizations: Preventative childhood and adult vaccines are offered on site at the Public Health clinic and at outreach events.
- Sexual Health Clinic
 - Testing and treatment for STIs
 - Family planning and counseling
 - Birth control administration.
- Well Baby Clinic
 - Infant well-baby exams and referral out to providers in community to establish primary care and additional treatment as needed.
- Blood-Lead Screening Clinic
 - Early childhood lead screening and referral to providers in community for follow-up and treatment as needed.
 - All age groups for lead screening with concerns about lead exposure. Referrals as needed for cleanup and or treatment.

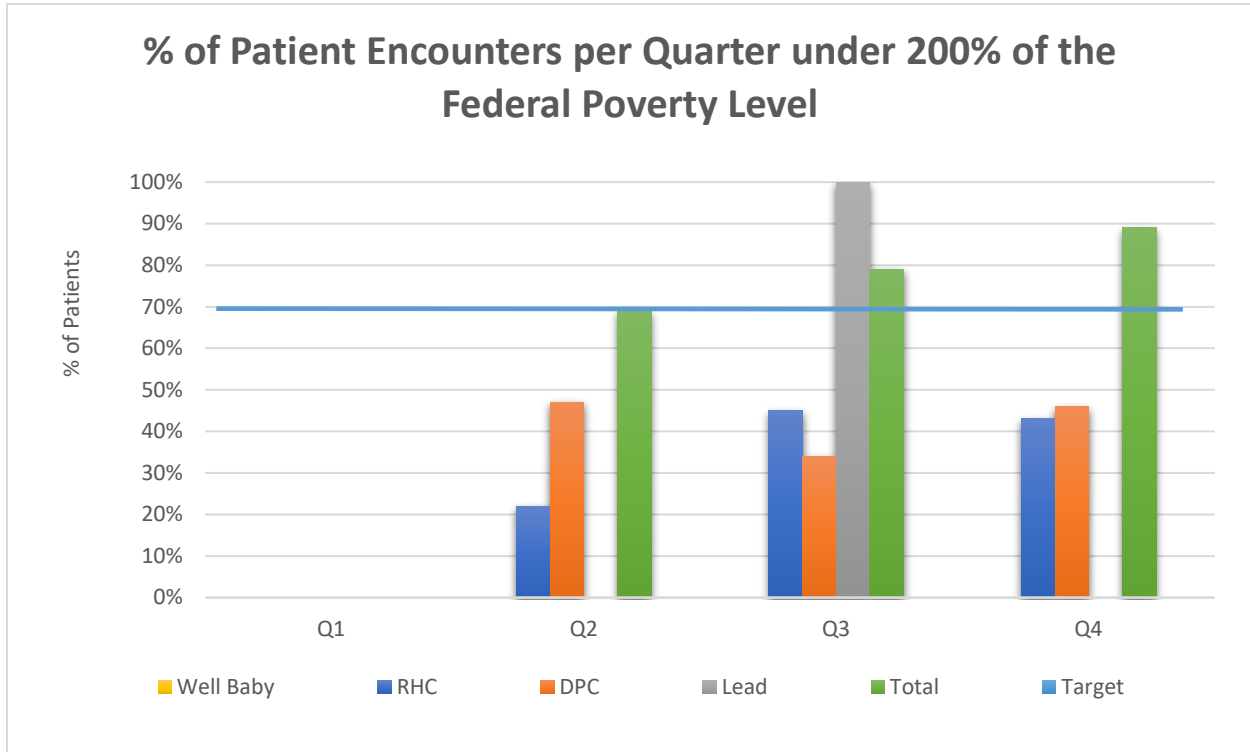
Accomplishment Goals

- Through advertising and outreach programs, we aim to increase the number of patients seen by Clinical Services at or below 200% of the Federal Poverty Level.
- The proportion of patients seen that are at or below 200% of the Federal Poverty Level, as a segment of total patients seen, should also continually increase as we connect financially stable patients with Primary Care Providers.
- The Public Health Nursing Grant begins to aid in medical expenses via the Sliding Scale for Medical Services form when patients are at or below 200% of the Federal Poverty Level.

Performance Measure

Progress in achieving our goals shall be measured by:

Measure #9: Percent of eligible patients served.



Explanatory note:

89% of patients served by the clinic are at or below 200% of the Federal Poverty Level per Direct Service area. We made significant improvements to the structure of our Electronic Health Record which allowed for more accurate reporting of our services.

Environmental Health
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Purpose

The Environmental Health Program promotes, advocates, and educates about air quality issues and food safety; inspects and permits a variety of business establishments; administers health and noise permits; and conducts plan reviews for new and changing businesses within the MOA.

Direct Services

- Provide regulated public facilities with health permits
- Enforce numerous sections of the Anchorage Municipal Code including Title 15, 15.30 10.80 and 16.60, which regulate health, clean air, retail marijuana sales, and food
- Support hundreds of new and growing businesses by conducting initial plan reviews, providing opening inspections, changes of ownership, and remodel plan review approvals
- Respond to local air quality complaints and be responsible for various air quality projects
- Provide noise, special land use, conditional land use, and temporary food establishment permits
- Respond to public health complaints from all the code areas we regulate
- Provide training and testing services for food workers to obtain their basic training

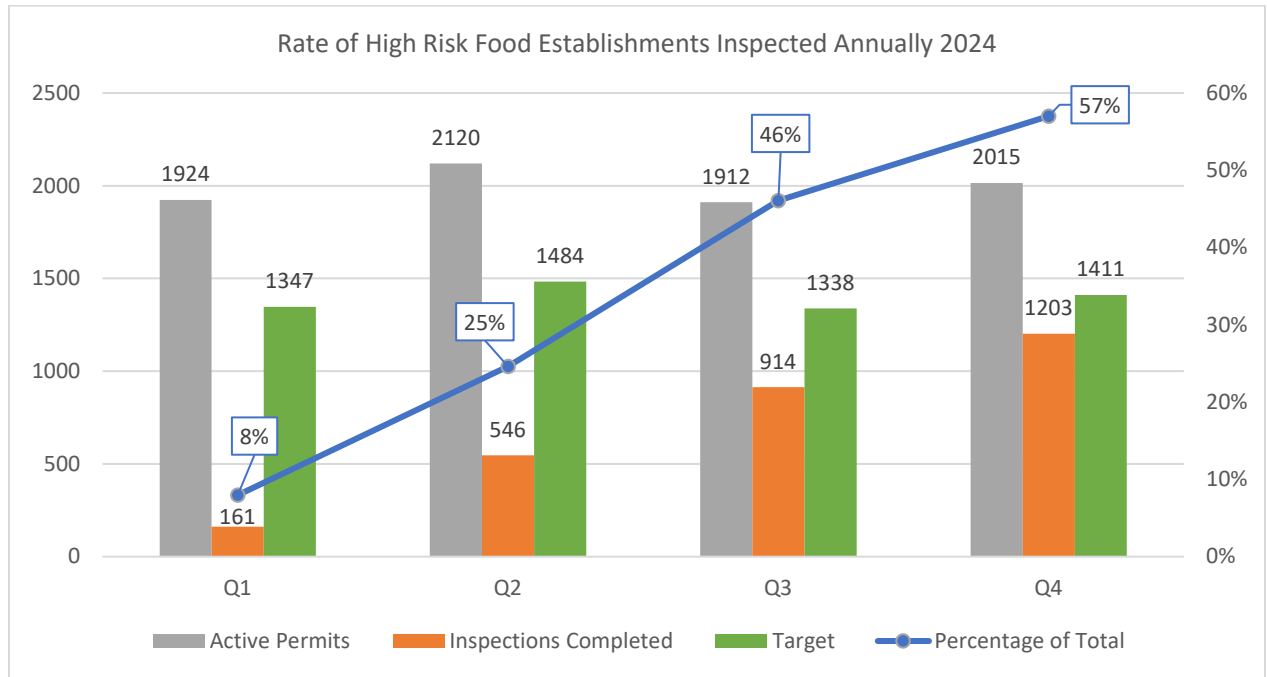
Accomplishment Goal

- Safeguard public health by requiring commercially sold food to be safe, wholesome, unadulterated, and honestly presented.

Performance Measure

Progress in achieving our goal will be measured by:

Measure #10: Percent of highest risk food establishments inspected annually



Explanatory note:

Seventy percent (70%) of completed permitted and highest risk, scoring 10+ points on the risk assessment, of food establishments will be inspected 1x / annually in compliance with AMC 16.60. This will help safeguard public health in the MOA by requiring commercially sold food to be safe, wholesome, unadulterated, and honestly presented in compliance with AMC 16.60.

Environmental Health was able to complete 57% out of the 70% goal in Q4, showing a steady increase throughout the quarters in 2024.

Community Safety and Development

Anchorage Health Department

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Purpose

The Community Safety and Development's (CSD) purpose is to strengthen the Municipality's neighborhoods by responsibly utilizing federal funding to expand and improve housing, community facilities, and public services.

Direct Services

- Administer the Department of Housing and Urban Development (HUD) Community Development Block Grant (CDBG) for the purpose of developing viable communities, by providing decent affordable housing, suitable living environments, supporting public facilities and public services, and supporting economic development that benefits low to moderate income families and individuals.
- Administer HOME Investment Partnerships Program (HOME) awards from the federal government for the purpose of providing decent affordable housing opportunities to low and very low-income individuals and families through activities such as tenant based rental assistance, housing rehabilitation, assistance to home buyers, and new construction of homes.
- Administer the Emergency Solutions Grant (ESG) for the purpose of funding local government and federally recognized non-profit organizations who engage people experiencing homelessness or people who are at risk of being homeless.

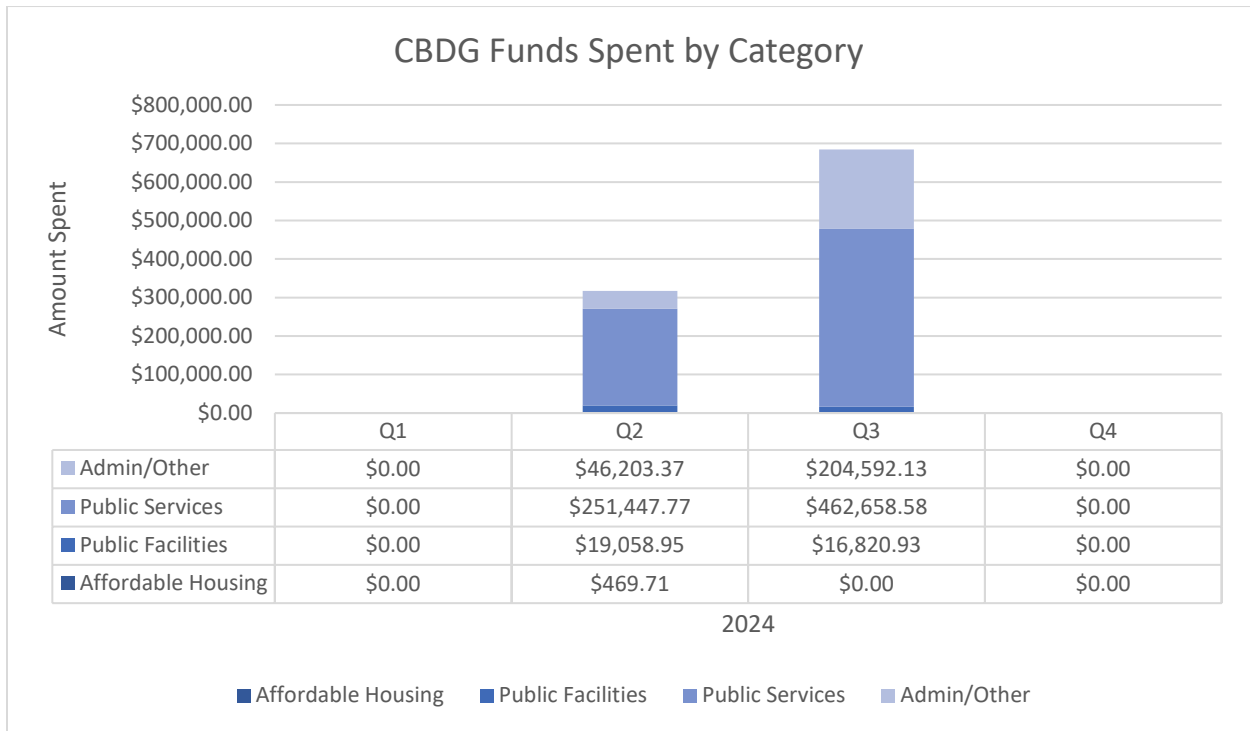
Accomplishment Goals

- Ensure a minimum of 70% of CDBG funds (excluding administrative costs) support activities that improve the quality of life for people with low or moderate incomes.
- Fulfill the HOME funding requirement that the Municipality of Anchorage (MOA) matches \$.25 (25 cents) of every dollar in program funds generating community resources in support of affordable housing.
- Ensure that ESG funds are appropriately used within these five program components: street outreach, emergency shelter, homelessness prevention, rapid re-housing assistance, Homeless Management Information System (HMIS). Up to 7.5% of a recipient's allocation can be used for administrative activities.

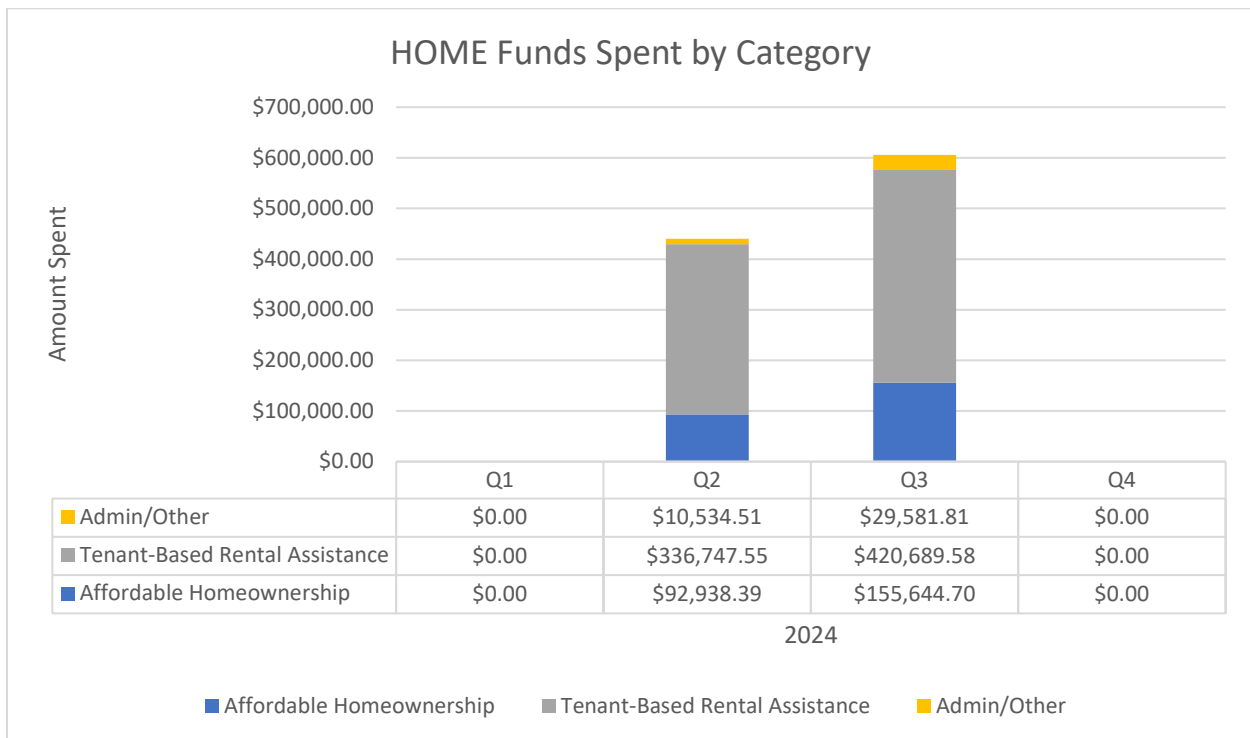
Performance Measures

Progress in achieving goals shall be measured by:

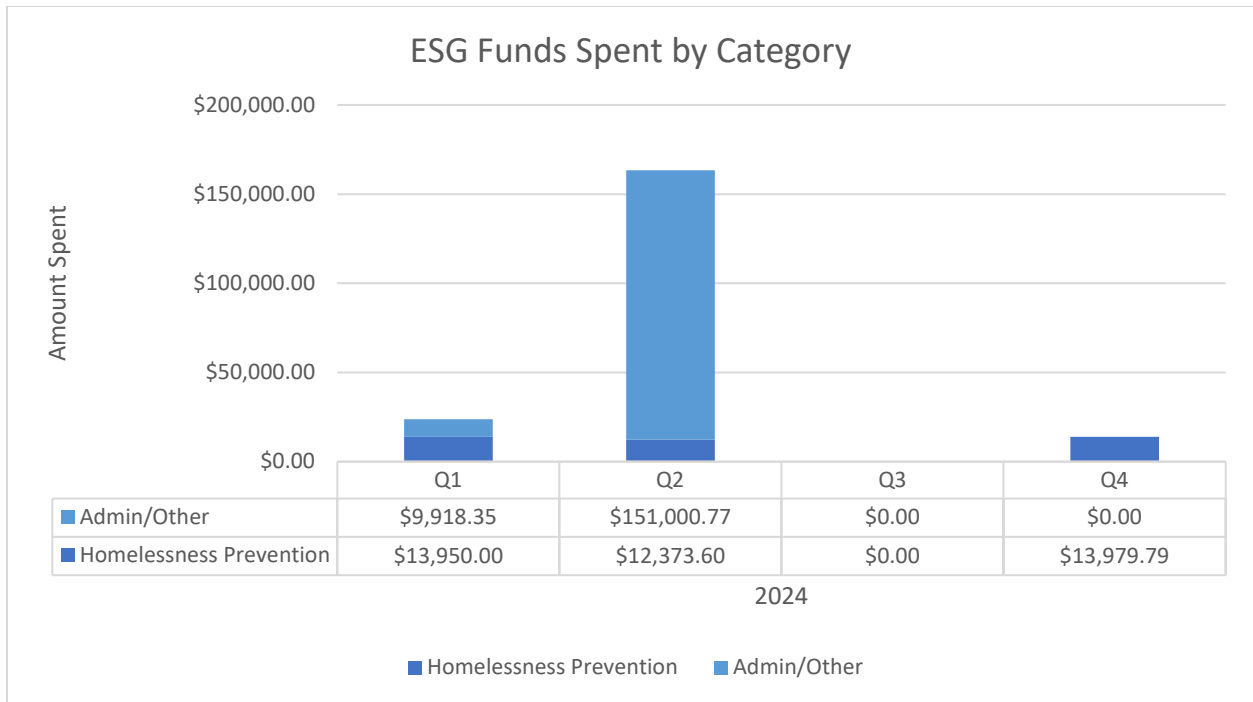
Measure #11: Amount of CDBG spent annually by category



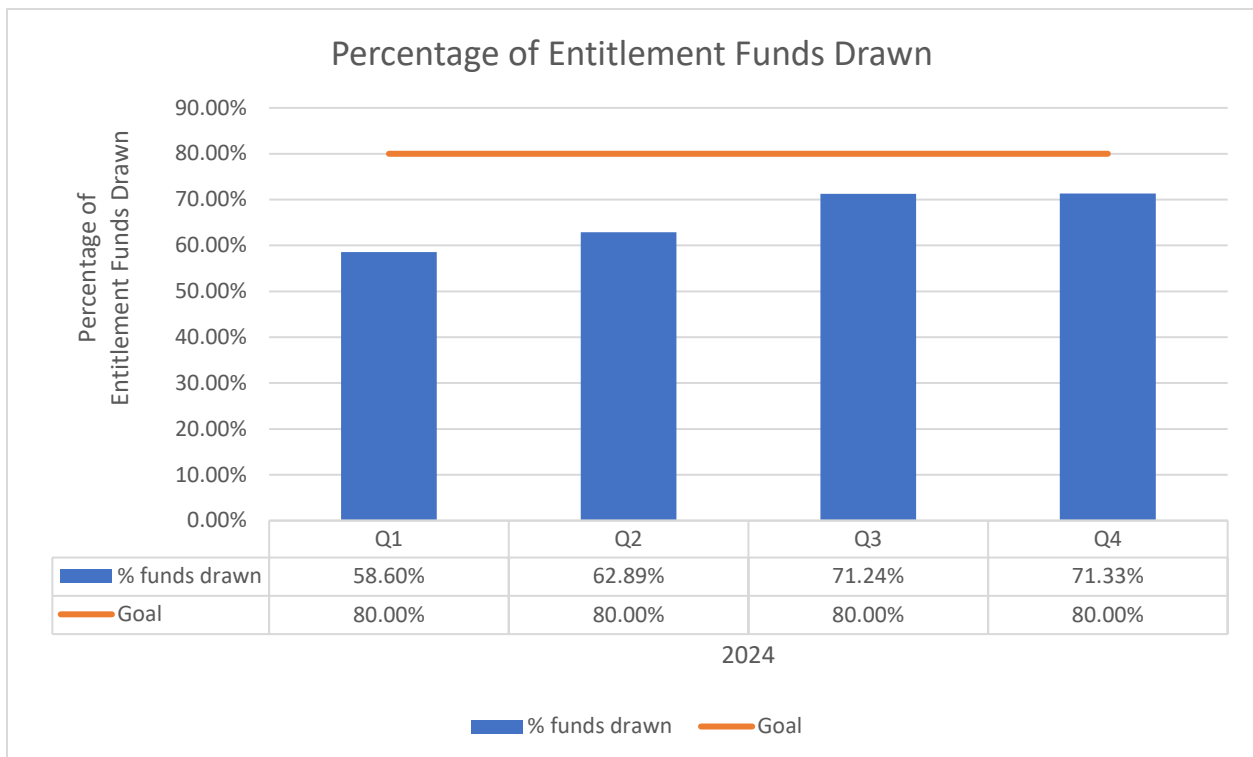
Measure #12: Amount of HOME funding spent annually by category



Measure #13: ESG funds spent annually by category



Measure #14: Percent of entitlement funds drawn each program year (with a goal of 80%)



Aging and Disability Resource Center
Anchorage Health Department
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Purpose

The Anchorage Aging and Disability Resource Center (ADRC) ensures that our community's senior and disabled citizens have access to the information, resources and supports needed to lead full, healthy lives.

Direct Services

- Provide information and referral services and assist with access to public assistance benefits.
- Administer the person-centered intake as the first step in the Medicaid waiver process and provide long term care options and options counseling services.
- As funding allows, provide rental assistance to households at risk of losing their current housing and utility assistance to households at risk of utility shut off.
- Coordinate services on-site to senior and disabled residents of the Chugach View and Manor
- Act as the Municipal liaison to the Anchorage Senior Activity Center and the Chugiak Eagle River Senior Center
- Collaborate with all Anchorage agencies providing services to seniors and those with disabilities, participate in all related Anchorage events, and provide outreach services to the Anchorage community on a regular basis.

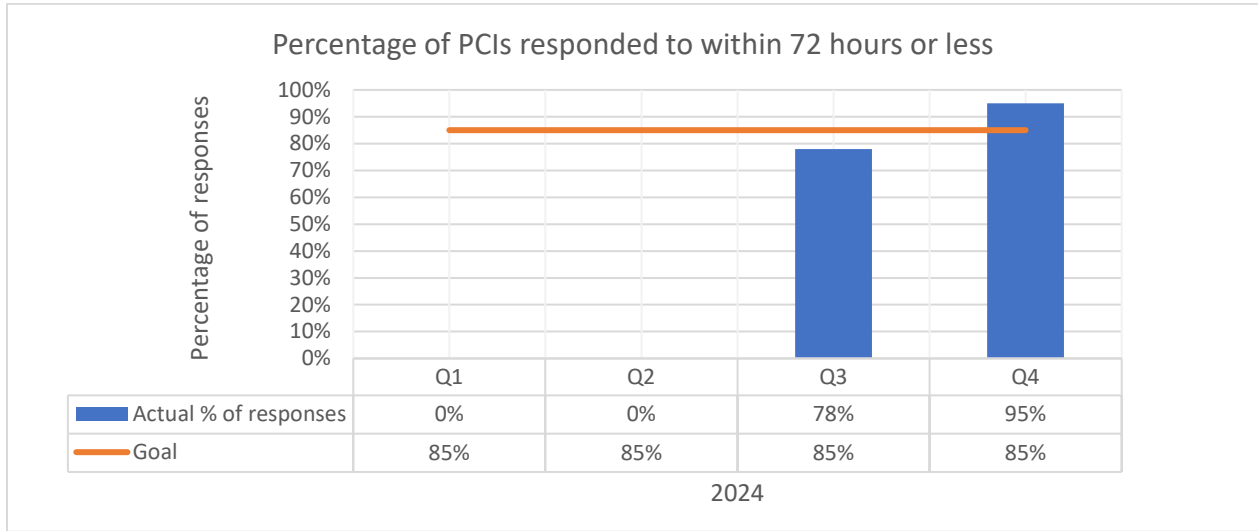
Accomplishment Goals

- The person-centered intake is the door through which many households enter the ADRC seeking long term care for themselves or a loved one and is the gateway to finding the resources needed to improve quality of life.
- The person-centered intake process is the opportunity for the ADRC Resource Specialist to assist with options counseling and identify services that can bridge a gap such as personal care services and other home and community-based services.

Performance Measures

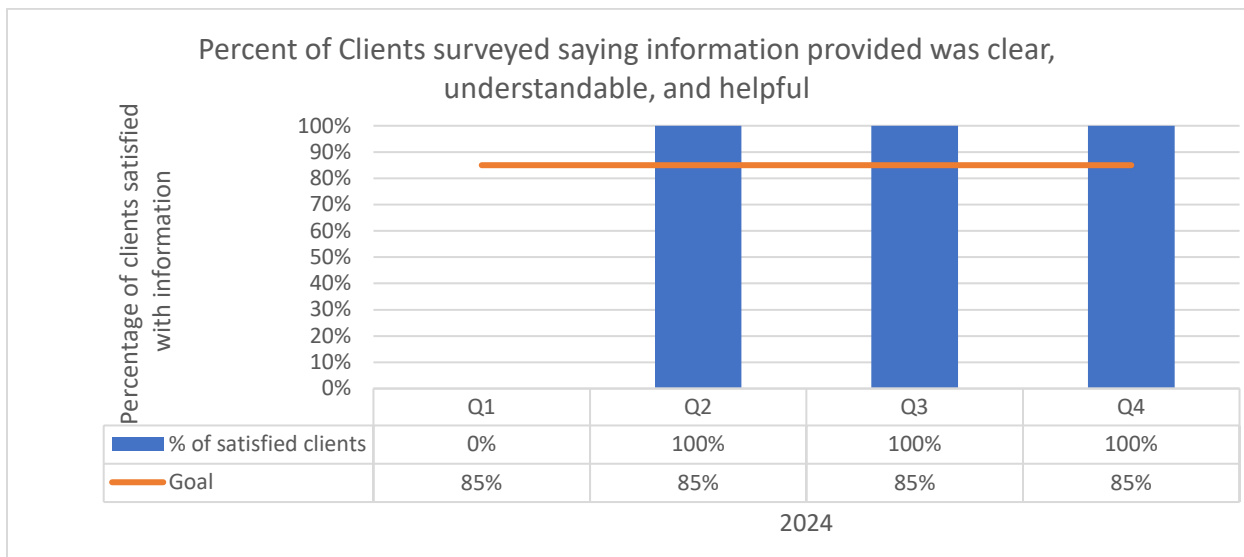
Progress in achieving our goals will be measured by:

Measure #15: Percent of person-centered intakes responded to within 72 hours of request.



This is a new performance measure that required development during April and May. Data collection began 7/1/24 in anticipation of 3rd quarter reporting. No data to report for 1st/2nd quarter, as the PVR's were finalized on 6/3/24.

Measure #16: Percent of clients surveyed saying information provided was clear, understandable, and helpful.



Explanatory note:

The percentage of person-centered intakes (PCI) responded to within 72 hours of request is an indication of how well the ADRC is serving the Anchorage Bowl and those seeking support to lead fully, healthy lives. 85% of all surveyed receive clear information they can understand. Quarterly client surveys are an indication of how well the ADRC administered the person-centered intake process. This survey question is an indication that a client received the information needed to improve their quality of life.

Housing & Homelessness Services

Anchorage Health Department

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Purpose

The Housing Services Division stands as a cornerstone in our department's mission, bolstering public health by addressing the critical nexus between housing stability and personal well-being. By advocating for housing resources and providing essential shelter and outreach services to those experiencing homelessness, the division actively mitigates health disparities, fosters preventive care, and promotes community resilience. The division cultivates a healthier, more equitable society, aligning seamlessly with our department's commitment to advancing public health outcomes for all individuals including people experiencing homelessness.

Direct Services

- Embracing the municipality's "Housing First" approach, the division prioritizes immediate access to permanent housing without preconditions, recognizing stable housing as fundamental to public health.
- Through funding of wraparound services encompassing mental health support, substance abuse treatment, and case management, the division contracts with entities that address the multifaceted challenges faced by individuals experiencing homelessness.
- Collaborative partnerships with social service providers, healthcare providers, and nonprofit groups enable effective coordination of services, maximizing impact and addressing systemic barriers to housing and health.
- By implementing preventive health initiatives, engaging in data-informed decision-making, and advocating for housing policies, the division strives to reduce health disparities, promote health equity, and enhance overall community well-being.

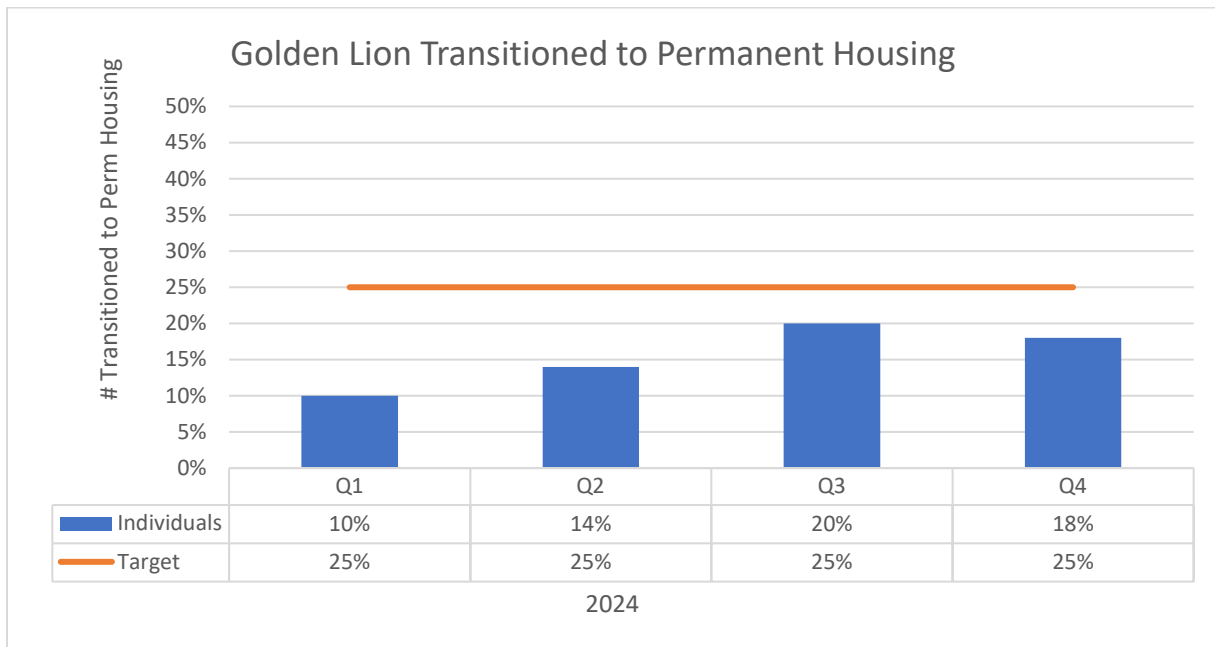
Accomplishment Goals

- Increase the rate of successful housing placements through streamlined intake processes, expanded housing options, and enhanced case management support.
- Connect with clients experiencing homelessness to provide outreach services
- Advocate for the passage of housing-related policies or funding allocations at the local or state level within legislative cycles to address housing affordability and homelessness issues.
- Implement a comprehensive data collection and evaluation system to track key performance indicators, monitor program outcomes, and identify areas for improvement, resulting in actionable insights and informed decision-making processes.

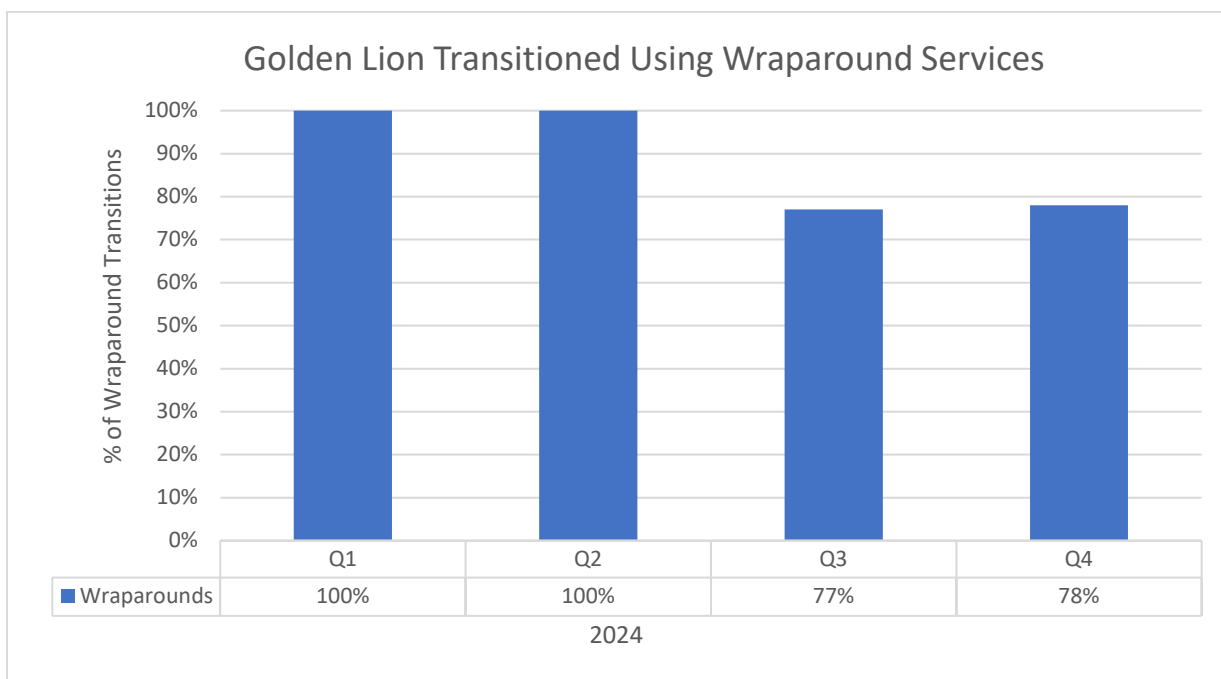
Performance Measures

Progress in achieving goals will be measured by:

Measure #17: Percent of Golden Lion residents that transition into permanent housing, with a goal of 25%.



Measure #18: Percent of residents transitioned that utilized wraparound services



Anchorage Safety Center/Patrol
Anchorage Health Department
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Purpose

The Anchorage Safety Center and Patrol (ASC/P) delivers services to Title 47 (protective custody) clients to increase individual safety and health by transporting to a safe location for sobering from the temporary effects of acute alcohol /drug intoxication.

Direct Services

- Provide safe transport to a monitored environment for Title 47 clients for safe sobering.
- Support ASC/P clients through community resource referral to promote stabilization and/ or the use of treatment through sheltering, detox, and mental health programs.

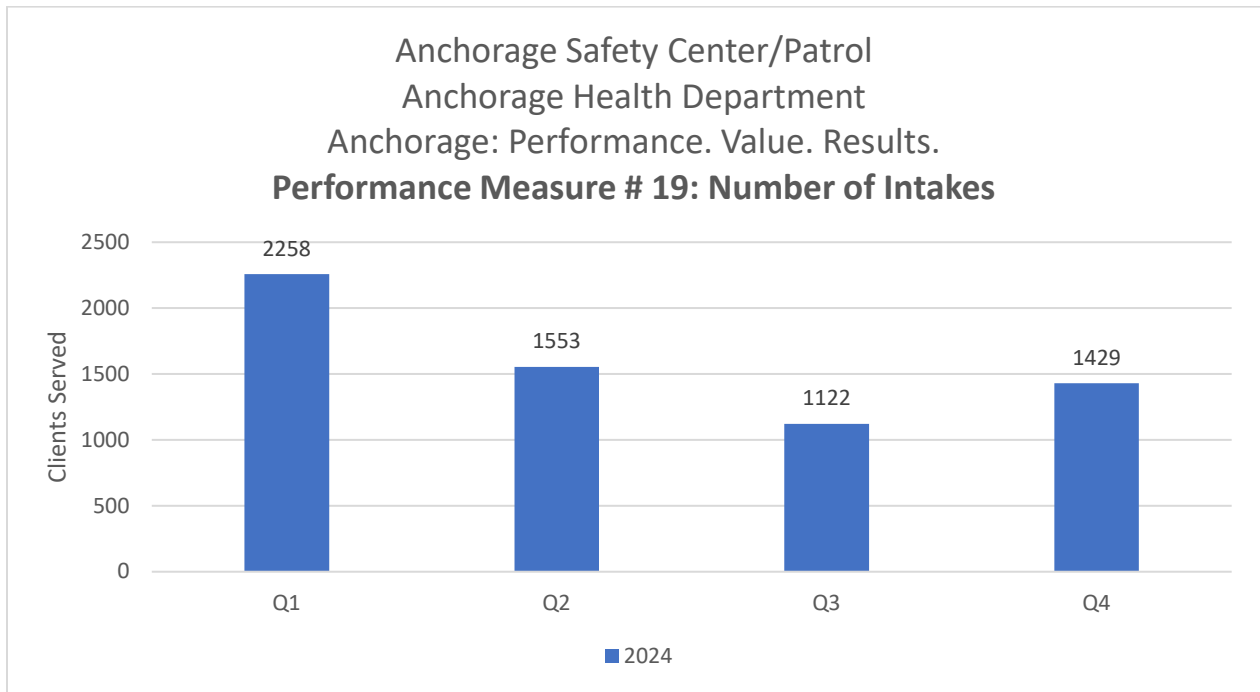
Accomplishment Goals

- The ASC/P will increase the number of the title 47 clients who receive transport and safe sobering that to protect the health and safety of the community.
- Increase the number of community resource referrals to promote stabilization and/ or the use of treatment through sheltering, detox, and mental health programs.

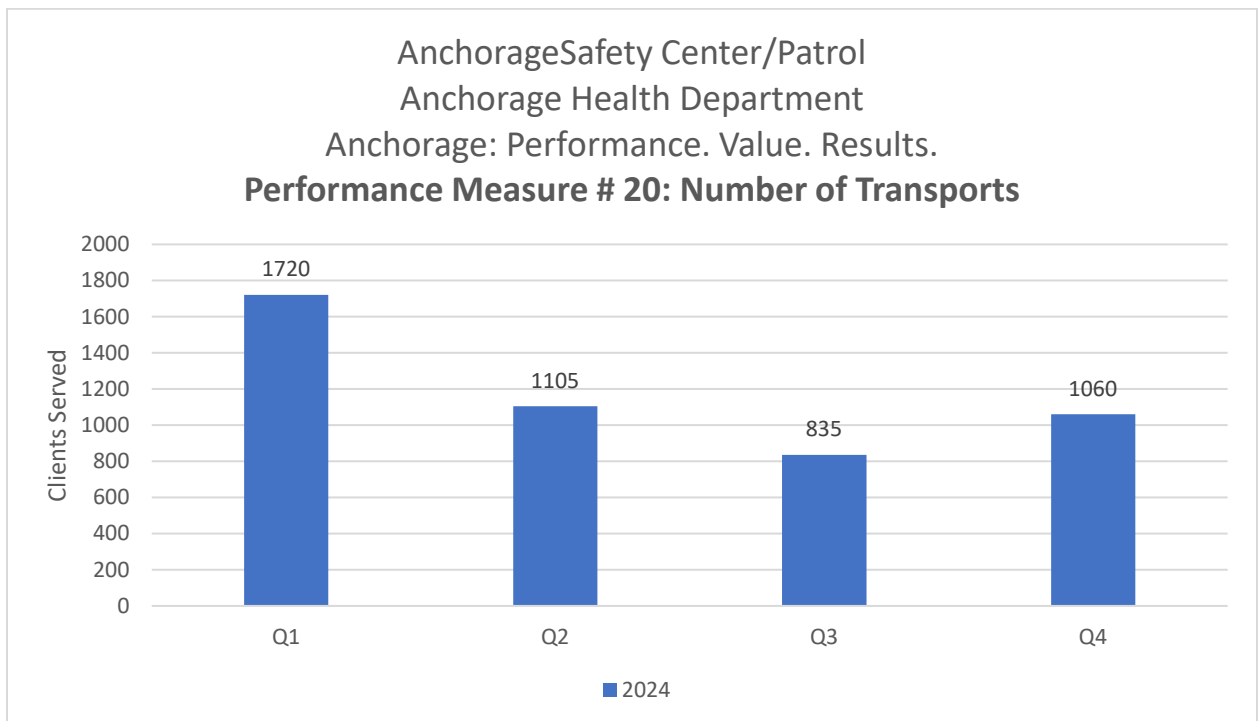
Performance Measures

Progress in achieving our goals shall be measured by:

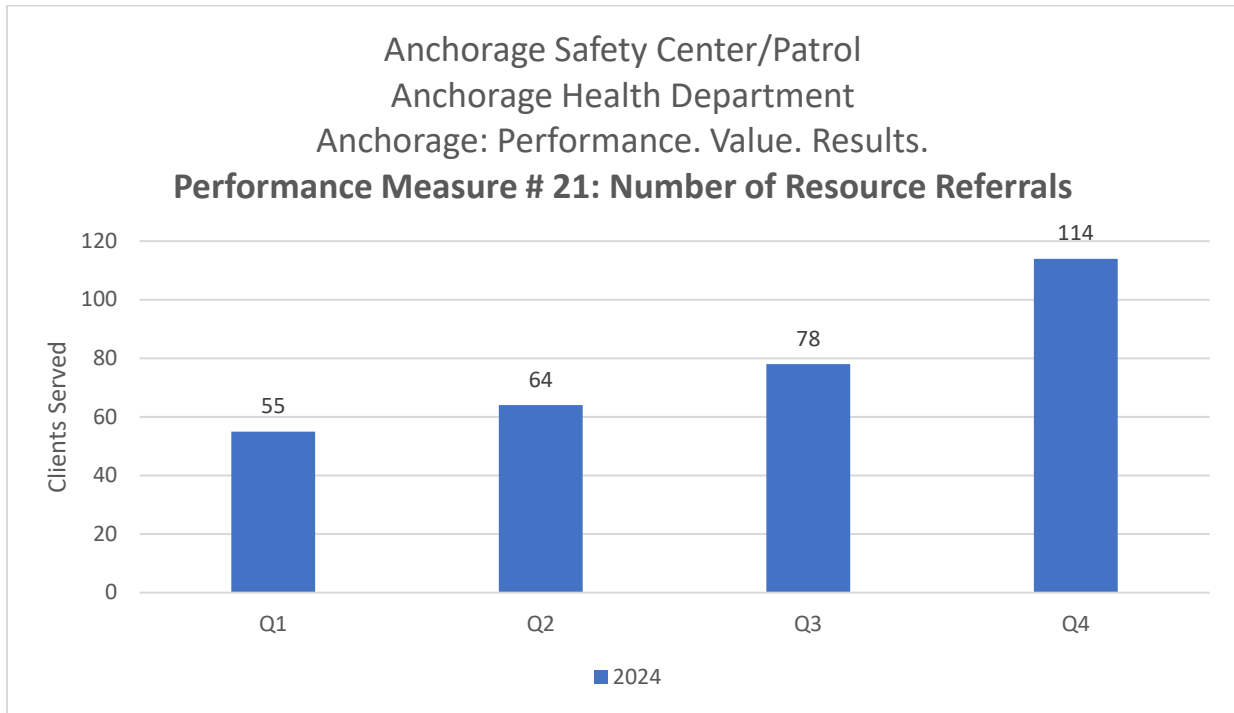
Measure #19: Number of intakes



Measure #20: Number of transports



Measure #21: Number of resource referrals



Explanatory note:

Goal is to experience up to a 3% increase monthly and an overall annual increase of up to 5% for each of the three targets.

Emergency Preparedness and Response

Anchorage Health Department

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Purpose

The purpose is to mitigate and minimize the impact of disasters and diverse emergencies on community health. The Emergency Preparedness & Response Program (EP Program) uses the all-hazards planning approach of prevention/mitigation, preparedness, response, and recovery to bolster community resilience in public health emergencies and disasters.

Direct Services

- Develop emergency response leadership, supplies, and emergency plans for all hazards emergencies.
- Conduct all-hazards drills, tabletops, and full-scale exercises with internal and local community healthcare partners.
- Support a multidisciplinary and multiagency effort to reduce community risks to emergencies and disasters.

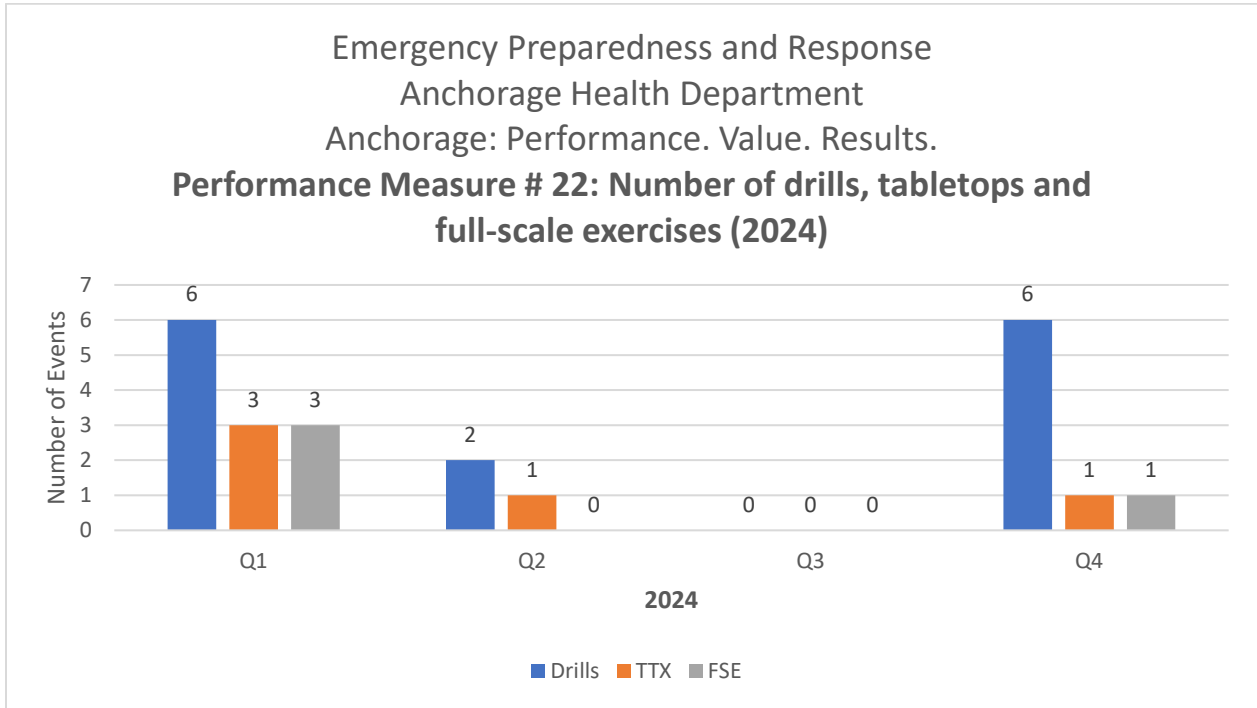
Accomplishment Goals

- The EP Program will improve emergency preparedness & response readiness and will minimize adverse impacts to the community during public health emergencies.

Performance Measures

Progress in achieving our goals will be measured by:

Measure #22: Number of drills, tabletop and full-scale exercises conducted annually.



Explanatory note:

The Emergency Preparedness (EP) Program practices (conducts drills, exercises, and TTX) and maintains equipment to ensure rapid response to Mass Care, Mass Casualty and Mass Prophylaxes in public health emergencies. The activities being measured will improve the community's health and safety by having well-trained and knowledgeable staff conducting and practicing activities in advance of when needed. The EP Program will conduct and/or participate in up to two Functional Drills, one Tabletop Exercise (TTX) and a minimum of one Full Scale Exercise (FSE) annually.

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.

