



City of Meriden

Department of Health and Human Services

ANNUAL REPORT

July 1, 2023 to June 30, 2024



Mission and Vision

Mission Statement:

The mission of the Meriden Department of Health and Human Services is to protect the health and social well-being of the people in Meriden, to promote an environment conducive to healthy lifestyles, and to prevent adverse health outcomes. Whenever possible, the Department will endeavor to employ strategies, policies, and interventions through community engagement and partnerships to ensure health equity.

Vision Statement:

The Meriden Department of Health and Human Services will be a progressive leader providing innovative solutions to achieve optimal health and well-being status for all Meriden residents.

Table of Contents	Page Number
Mission and Vision	2
Ten Essential Public Health Services	3
Community Assessment	4
Investigate Health Problems	5
Inform and Educate	6
Community Engagement	8
Develop Policies and Plans	11
Public Health Laws	11
Access to Health Care	13
Maintain a Competent Workforce	15
Evaluation	16
Public Health Infrastructure	16
Finances and Organizational Chart	17
Department Contact Information	18

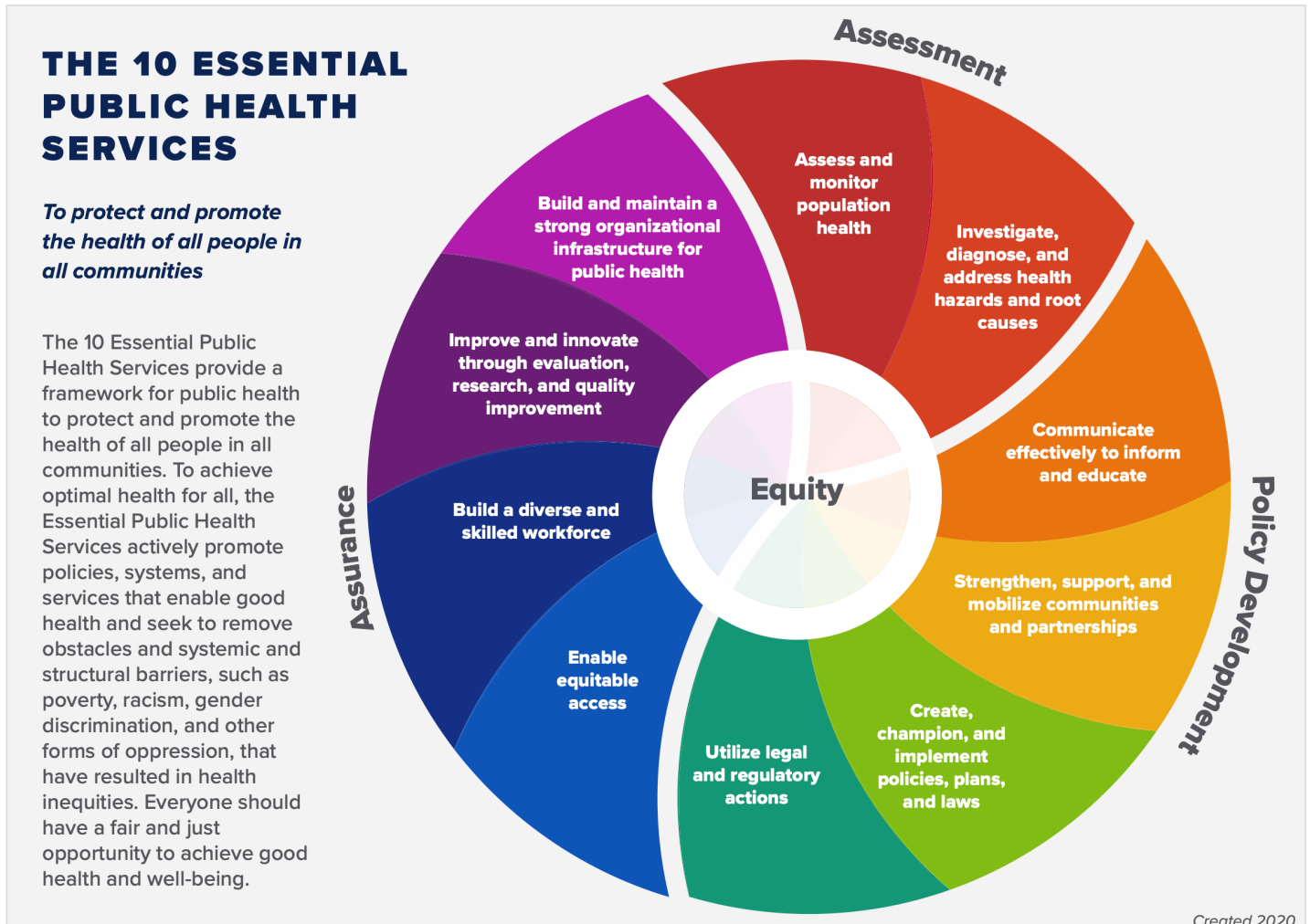
Scan the QR code to be directed to our website -
www.meridenhealth.com



SCAN ME

Ten Essential Public Health Services

State Code, Chapter 368 - [Municipal Health Authorities](#) - outlines basic health programs that each district department of health and municipal health department shall ensure is provided in each community served by the district or department. Below is a graphic outlining these [10 essential services](#). Our annual report is outlined to list a sampling of the services we provide under each essential service.



Our office also considers [social determinants of health](#) (SDOH) in our work. SDOH are non-medical factors that affect health outcomes. They include the conditions in which people are born, grow, work, live, and age. SDOH also include the broader forces and systems that shape everyday life conditions. These forces and systems encompass economic policies, development agendas, social norms, social policies, racism, climate change, and political structures.



1. Community Assessment

Assess and monitor population health status, factors that influence health, and community needs and assets.

Our programs and services strive to reflect the current needs of the community. One way we determine which programs and services to provide directly or recommend to our community partners is to conduct and/or participate in community assessments and review current data sets.

Rapid Community Assessment: As part of an immunization grant from the CT Department of Public Health, in 2024 our office conducted a rapid community assessment (RCA) regarding routine vaccinations among Meriden children ages 0 through 5 years old. An RCA is a process for quickly collecting community insights about a public health issue to inform program design. The assessment involves reviewing existing data on vaccination rates and conducting community-based interviews, listening sessions, and surveys. This entire process was done in 4 weeks; [Yale-Griffin Prevention Research Center](#) was contracted for technical assistance:



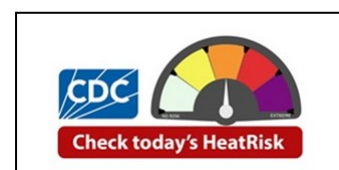
- Week 1 (April 29 – May 3) - Data collection and planning
- Week 2 (May 4 – 10) – Data collection and daily team debriefs
- Weeks 3 and 4 (May 13 – May 27) – Data analysis and report writing

Results will drive the messaging of a community campaign launching in Fall 2024 to reduce vaccine hesitancy and increase vaccine uptake among our target population. The community report [can be found on our website](#).

Reports and Resources: Staff regularly review new data sets released by community partners, and new resources from federal agencies. New community reports include:

1. [Meriden Healthy Youth Coalition - Youth Voices Survey](#): MHYC implemented an online survey to gather information from adults who live or work in the community to better plan for and implement substance use prevention programming in Meriden.
2. [Meriden 2023 Equity Profile](#): This report outlines major health and social factors, noting important differences in race/ethnicity and neighborhood that reflect differences in access to resources and other social needs. Wherever possible, data are presented with racial/ethnic breakdowns, as defined by existing federal data collection standards
3. [United Way ALICE Report](#): The ALICE Report provides the first look at the extent of financial hardship in Connecticut using ALICE metrics since the COVID-19 pandemic began. ALICE stands for **A**sset **L**imited, **I**ncome **C**onstrained, **E**mployed — households that earn above the Federal Poverty Level (FPL) but cannot afford the basic cost of living in their county.

New resources include: CDC [Heat & Health Tracker](#), CDC [Heat Risk](#), ACS [English Ability and Linguistic Isolation](#) Map and the CDC [PLACES Data](#).



2. Investigate Health Problems

Investigate, diagnose, and address health problems and hazards affecting the population.

Childhood Lead Screenings: This past fiscal year our office conducted 168 lead screenings in our Clinic, 13 of which were greater than 3.5 mg/dL.



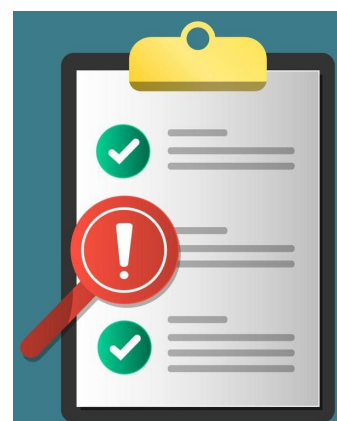
Communicable Disease Surveillance: Per CT General Statute 19a-215, certain communicable diseases are required to be [reported to local health departments](#). We receive mailed and faxed paper reports and electronic reports through the Connecticut Electronic Disease Surveillance System (CTEDSS). Please note that this chart is for reports reviewed only and should not be interpreted as rate of illness in our city.

	2022-2023	2023-2024
Reports reviewed, not including influenza and COVID-19	989	921
Influenza	505	1,006
COVID-19 (lab confirmed)	2,911*	765

**This number reflects the number of cases reported July 1, 2022 to May 31, 2023. In alignment with the expiration of Connecticut's COVID-19 Public Health Emergency Declaration, COVID-19 data reporting will be part of the seasonal respiratory surveillance reporting program, which begins in early October and ends in late May.*

Environmental Health: In FY24 our Environmental Health staff:

- ⇒ Conducted 550 food service establishment inspections under the new FDA food code.
- ⇒ Issued 157 temporary food service licenses.
- ⇒ Conducted 99 barbershop/hair/nail salon inspections, and an additional 96 re-inspections and license checks.
- ⇒ Conducted 39 public pool inspections, and 17 re-inspections and chemical checks.
- ⇒ Addressed numerous nuisance complaints received:
 - Trash/Bulky Waste = 118
 - Food Service = 38
 - Sewage = 8
 - Infestations of Rodents/Bugs = 41
 - Hoarding/Community Safety Assessment = 25
 - Proactive sweeps = 598
- ⇒ Staff did 513 [inspections](#) following up on cases of [children with elevated blood lead levels](#). Staff took 260 dust wipe, 16 water, and 50 soil samples during childhood lead poisoning investigations, and did 642 XRF readings to test surfaces for lead based paint.
- ⇒ Staff followed up on 86 cases of childhood lead poisoning, closing 71. We do expect the number of cases for follow up to increase as the thresholds are lowered per [Public Act 22-49](#).



3. Inform and Educate

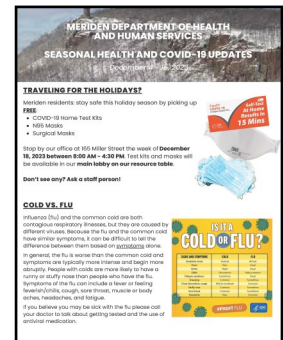
Communicate effectively to inform and educate people about health, factors that influence it, and how to improve it.

Importance of Messaging: Public health messaging is used to effectively communicate with our community on various health topics and concerns. We focus on creating clear, concise and inclusive messaging to educate, engage, and inspire our community to improve and protect their health. Using social media we are able to disseminate important information and updates in real time.

We utilize a professional translation company to translate messages, forms, and materials into Spanish and other languages. This ensures our messages are inclusive and reached by everyone in Meriden.

How we inform and educate:

- ⇒ We maintain our webpage (www.meridenhealth.com), keeping it up-to-date.
- ⇒ Publish 3 newsletters: 1) Monthly seasonal health/respiratory virus updates, 2) Connections, our Senior Center newsletter, and 3) a quarterly hard reduction/overdose response newsletter.
- ⇒ Use social media daily to post public health alerts, our activities and services, upcoming events, and recognize health observances.
- ⇒ Public health updates are sent out via email to community partners and agencies who then share info with their clients/members.
- ⇒ Information is sent monthly to the Council of Neighborhoods and MidState Chamber of Commerce to include in their newsletters.
- ⇒ Attend community events.
- ⇒ Attend community meetings.
- ⇒ Flyers and brochures are published in a minimum of English and Spanish.
- ⇒ We advocated for PageAssist on the city website. You may have noticed the purple icon when you visit www.meridenct.gov.



Senior Center Health and Wellness Presentations and Events: Our Senior Center hosts presentations and screenings pertaining to senior health. We also host a health fair each May for Older Americans Month. We thank our community partners for contributing to the health and wellbeing of our members! A sampling of past year's activities included:

- ◆ Diabetes 101
- ◆ Stop the Bleed
- ◆ Blood Pressure Checks
- ◆ Walking Club with Liz
- ◆ My Plate Nutrition and Mindful Eating
- ◆ Dental hygiene
- ◆ Sound Healing and Meditation
- ◆ Colorectal Screening Presentation



Save a Life Day: As part of [National Public Health Week](#), in April our office coordinated a state-wide naloxone training among local health department and districts. This collaboration of 14 local health department and districts (including us) trained a total of 774 persons and distributed 201 naloxone kits. We hope to make this an annual event during National Public Health Week.

Naloxone Training: In FY24, through pop-up and scheduled trainings, we trained 424 persons in use of naloxone and distributed 387 naloxone kits. We also distributed 31 overdose wall emergency kits (with naloxone) to Meriden businesses and organizations to increase access to this live-saving medication in our community.

In partnership with Hunter’s Ambulance, in May 2024 our Department trained staff from Maloney and Platt High Schools in the use of naloxone. Naloxone is readily available at every Meriden public school through the school health offices and School Resource Officers; staff are now aware of signs and symptoms of an overdose and what Naloxone is in order to act effectively in an emergency situation. Staff are not expected to carry Naloxone at school. In total we trained 154 staff members and distributed 106 Naloxone kits!

QPR and MHFA Training: In FY24 we trained 64 persons in [Question, Persuade, and Refer](#) suicide prevention, and 28 persons in [Mental Health First Aid](#) (MHFA). Classes will continue in FY25.

Educational Video: Using Canva, we created an education video in English and Spanish on how to use the medication drop box at the Meriden Police Department. The videos were posted to social media and our [harm reduction webpage](#). Feel free to share the video! In FY25 a video on how to dispose of sharps correctly will be made and posted.

SAVE A LIFE DAY
Naloxone Training with Local Health Departments/Districts

In honor of National Public Health Week, please join local health departments/districts for a FREE Naloxone Training on **Tuesday, April 2, 2024!**

To see the list of participating health departments/districts, please scan the QR code or visit www.meridenhealth.com

SCAN ME



Meriden Businesses: Do You Have A...

- First Aid Kit
- AED
- Overdose Emergency Wall Kit

No overdose emergency wall kit? Call us at (203) 630-4221 get your FREE kit and training!

MERIDEN DROP BOX - SAFE DISPOSAL

Have unwanted or expired medication, vitamins or supplements in your home? Take it to the drop box at the Meriden Police Department! It is available 24/7/365. Do not flush medications down the toilet! Flushing medications causes water pollution, negatively impacting our drinking water and environment. Please watch the videos below for step-by-step instructions on how to use the medication drop box.

City of Meriden Medication Drop Box

Have unwanted or expired medications at home?
Take it to the box!

We also created Canva videos for [2 events at the Meriden Senior Center](#) - the Special Day for Special People Picnic and Freedom Day play for Juneteenth.



4. Community Engagement

Strengthen, support, and mobilize communities and partnerships to improve health.

An essential part of public health and human services is connecting with our community. This past year our staff attended several community events and meetings to engage with residents. Staff answered questions and provided community resources, pop-up trainings, department information, promoted public health as a profession and made referrals to community agencies. Events included (not all inclusive):

- Council of Neighborhood meetings
- Meriden Farmers Market
- Overdose Awareness Day and DEA Drug Take Back Days
- Meriden Daffodil Festival
- Board of Education Resource Fair and Career
- National Night Out
- Christmas in the Village and YuleFest
- MidState Chamber Business Expo
- Midstate Chamber - Health and Wellness
- CT Food Share Mobile Food Pantry visits



Youth Services

The Juvenile Assistance and Diversion (JAD) program is the main program of Youth Services. In FY24 JAD had 92 referrals. Breach of peace, threatening, and drug/alcohol possession were the most common types of offenses. Ninety-eight (98) [Juvenile Review Board](#) meetings were held and 96 cases were closed (includes some that were still in progress from FY23).

Our Youth Service Bureau grant provided [mini-grants](#) for youth developed and led projects to address top issues found in the results of the [MHYC Youth Voices Survey](#), and provided financial support for youth programming to:

- ◆ Ball Headz
- ◆ Beat the Street
- ◆ Boys and Girls Club
- ◆ Gallery 52
- ◆ Girl's Inc.
- ◆ Meriden Parks & Recreation
- ◆ Meriden Public Library
- ◆ Project Graduation
- ◆ Prom Angels
- ◆ Our House
- ◆ Social Sabby

Meriden Senior Center: Despite being closed for a month (December 2023) for a boiler repair, our Senior Center had a very active year. In FY24 our Center:

- Gained 284 new members.
- Had 17,00 visits and served 10,013 meals through our elderly nutrition program.
- Provided 18,253 rides (including medicals).
- Volunteers provided 4,949 hours of service.
- Distributed new Farm Market benefit cards to eligible seniors.
- Celebrated our 9th year of our Tis the Season for a Senior program, which provided gifts to 120 seniors.

ARPA Funding: Our Senior Center was awarded \$120,297 in American Rescue Plan Act (ARPA) funding from the Connecticut Department of Aging and Disability Services. Funding is being used to enhance our transportation program, reducing social isolation among our seniors. We are also using funding to offer additional instructor-based programming, purchase additional supplies for in-house recreation activities, and translate documents into Spanish.

We were able to update equipment for one of our most popular programs - BINGO! A new BINGO board and console was purchased and installed in late 2023. Our Center has an average of 30 players per game.



Sponsorship: A big thank you to Hartford Healthcare for providing at \$10,000 sponsorship to our recreational programming in 2024. Funding was used to promote the [9-8-8 Suicide Prevention hotline](#) in the Center. Promoting 9-8-8 is part of Hartford Healthcare’s community health improvement plan. Funding was also used to enhance our two largest programs of the year:

1. Our Senior Health Fair (May 8) had over 50 vendors that provided info to our members and guests on a variety of subjects. Over 150 free lunches were served (sponsored by Whitney Rehabilitation Care Center) in addition to fresh fruit smoothies. A caricature artist was hired to make one-of-a-kind artwork for those that attended.

2. [Special Day for Special People Picnic](#) (June 1), our 51st year, was held at Hubbard Park. Funding was used for entertainment, food and refreshments, t-shirts with the Hartford Healthcare logo, give-aways. Thank you as well to our student volunteers for serving lunch to our seniors.



Meriden School Readiness: School Readiness programs provides affordable, high quality early care and education services in our community to help young children prepare for kindergarten. Programs in Meriden receive school readiness and quality enhancement grant funds that allow child care providers to continue to meet the Office of Early Childhood (OEC) mission for children and families who generally would not have access to high quality early care and education services due to low socioeconomic status.

In FY24 the program received vital funding and faced notable changes:

Funding and Grants: The [Meriden School Readiness Council](#) successfully secured \$3,932,240 from the Office of Early Childhood (OEC) for slot allocations and administrative costs, along with an additional \$28,337 for Quality Enhancement. Meriden School Readiness programs continued to receive funds from \$30 million in emergency stabilization funds allocated by the state legislature.

Program Adjustments: Due to financial difficulties exacerbated by COVID-19, Center Preschool, a key Meriden School Readiness program, closed its doors. In response, the School Readiness Council reallocated slots to Easterseals Children’s Academy, St. Stanislaus School Readiness, and a new YMCA site, the Meriden Preschool Center.

Awareness and Outreach: Using funding from our city ARPA award, our School Readiness Coordinator worked diligently with the Record Journal and Vector Media to boost awareness of the program, improve enrollment numbers, and address staffing needs.

Policy Updates: The Council revised its by-laws to better manage unsafe and challenging behaviors and refine the exclusion process, ensuring a safer and more effective approach to behavior management.

Legislative Changes: Significant changes include [Public Act 23-208](#), which shifted the kindergarten entry cutoff date from January 1 to September 1, providing families the option to enroll their children who turn age 5 between September and December with a waiver. Additionally, new legislative bills impacting early care and education programs were passed:

- ⇒ [S.B. 14](#): Focused on enhancing educational outcomes and establishing Early Start CT.
- ⇒ [H.B. 5002](#): Addressed early childhood care and education.
- ⇒ [S.B. 5](#): Pertained to school resources.
- ⇒ [H.B. 5523](#): Allocated \$1.8 million in one-time ARPA funds for the Tri-Share pilot program, where businesses, parents, and the state share childcare costs. It also included \$50 million in ARPA funds for private providers, featuring a 2.5% cost-of-living adjustment.

These developments underscore our ongoing commitment to enhancing early childhood education and adapting to new challenges and opportunities.



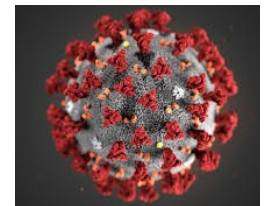
5. Develop Policies and Plans

Create, champion, and implement policies, plans, and laws that impact health.

Meriden Overdose Spike Alert Plan (MOSAP): Developed in March 2024, this plan is a tool for coordinated, timely response to an increase in drug overdoses. The plan outlines suggested steps for first responders, law enforcement, social service/community agencies, and health and medical to take in the event the plan is activated. Three levels are defined in the plan - Level III (occurrence of 2 to 5 overdoses in 24 hours), Level II (6 to 8 occurrences) and Level I (9 or more). In FY24, the plan was activated 4 times, all at Level III. We use ODMAP and EpiCenter Syndromic Surveillance to monitor occurrence of overdose.



Infectious Disease Emergency Response Plan: Over the past fiscal year we drafted our infectious disease emergency response plan. This plan is an annex to our Public Health Emergency Response Plan (PHERP). Our plan describes the roles and responsibilities of our Department in directing and supporting response operations, and will be activated when an infectious disease, including a pandemic, has the potential to greatly affect the public health and safety of our city. Appendices include response to Mpox, Zika virus, COVID-19/respiratory viruses, Ebola, and measles. The plan will be updated on an annual basis, or in real-time if response is needed.



6. Public Health Laws

Utilize legal and regulatory actions designed to improve and protect the public's health.

Licensing and Inspections: Our Environmental Health staff play an important role in preventing foodborne illness and ensuring a safe and healthy environment. Our Registered Sanitarians are responsible for licensing and inspecting food service establishments (including temporary vendors such as food trucks), public swimming pools, and barbershops/hair salons/nail salons. They also respond to public complaints and elevated child lead cases. Both local and state public health codes lay the foundation and guidance for much of their work.

Activity	2021-2022	2022-2023	2023-2024
Food Service Establishment Inspections	938	994	550*
Barbershop/Hair/Nail Salon Inspections	63	10	99
Nuisance Complaints and Proactive Sweeps	748	782	598
Public Swimming Pool Inspections	41	32	39

* There was a drop in inspections due to a staff vacancy; the position was filled and the staff person is in the process of getting food service certified through the CT Department of Public Health.

City of Meriden—Code Enforcement: Here is a list of some of the local codes our Department enforces:

- Chapter 70 Barbershops, Hairdressing and Cosmetology Shops
- Chapter 112 Food and Food Services Establishments
- Chapter 144 Nuisances, Health
- Chapter 158 Swimming Pools



The Meriden City Code can be found at www.meridenct.gov.

It was a short legislative session this year (Feb 7 to May 8). Our office regularly reviews raised bills and may provide testimony through our professional organization memberships, such as the Connecticut Association of Directors of Health. Below are some of the raised bills we followed this past legislative session.

S.B. 199 - AN ACT REQUIRING ONLINE PREVENTION EDUCATION FOR ELECTRONIC NICOTINE DELIVERY SYSTEM DEALER REGISTRATION. This bill will require the Department of Mental Health and Addiction Services to establish and administer, and the authorized owner of an applicant for an electronic nicotine delivery system dealer registration to successfully complete, an online prevention education program.

H.B. 5290 - AN ACT CONCERNING VARIOUS REVISIONS TO THE PUBLIC HEALTH STATUTES. This bill contains various changes to public health code including private well testing, using the job title “environmental health specialist” in lieu of “sanitarian”, and state licensure documentation.

From last legislative session: H.B. 5902 - An Act Requiring Food Allergy Awareness in Restaurants - passed, requiring all Class 2, 3, and 4 food services establishments to post the CT DPH food allergen poster in their establishment starting March 1, 2024. The poster includes information on:

- The most common allergy-causing foods
- The actions a server should take when a customer notifies the server that the customer has a food allergy
- The ways in which kitchen staff and servers can prevent cross contact of foods
- The need to contact the 911 emergency telecommunications number if a customer has an allergic reaction while on the premises of such food establishment

We distributed the posters in Meriden, which are [available in 8 languages](#) on our website.



Sodium Chloride Runoff Damage Report: Pursuant to [PA 23.21, Sec. 19](#), our Department set up an electronic reporting form for the owner of any home or well that is damaged as direct result of sodium chloride run-off so they can register the damage with us. Annually, our Department is to submit any reports received for the previous year to the Office of Policy and Management, who may identify any available state or federal financial resources to assist such owners with the costs of remediation, mitigation, or repair of such homes or wells. The form can be [found on our website](#).



7. Access to Health Care

Assure an effective system that enables equitable access to the individual services and care needed to be healthy.

Vaccines Given: Our Clinic provides adult and child vaccinations to our community.

Year	Number of Adult Vaccines Given	Number of Child Vaccines Given
2021-2022	1,898	2,958
2022-2023	1,507	2,686
2023-2024	466	2,831

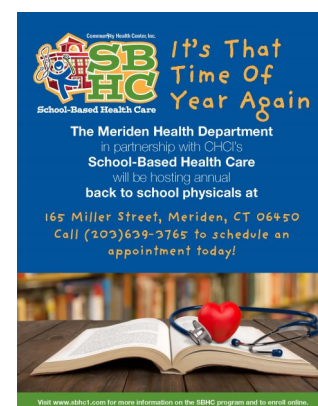
Tuberculosis Screenings: Our Clinic nurses planted 624 tuberculosis skin tests, and read 613 of them. This is an increase from the prior fiscal year (519 planted, 507 read).

School Health: Our School Health program provides [comprehensive school health services](#) in Meriden’s 8 elementary schools, 3 middle schools, 2 high schools, and Venture Academy. Our school health staff empower students to be well; they teach, treat, counsel, and support students to increase time in the classroom and decrease absences from school. The program has 16 full time 10-month Public Health Nurses, 4 part time Public Health Nurses, and 9 Health Aides. We are fortunate to have a Registered Nurse in every school!

School Health Service	2022-2023	2023-2024
Sick care visits (students - illness, injury, psychosocial, other)	39,233	55,586
Sick care visits (staff - illness, injury, psychosocial, other)	880	915
Specialized procedures (such as G-tube feedings, tracheotomy care)	10,000	12,519
Screenings (such as vision/hearing/scoliosis)	6,664	6,735
Medications administered	18,878	22,431

Community Health Center Back to School Physicals Partnership: School physicals are required for entry into Kindergarten, 7th, and 10th grade.

In the summer of 2023 we continued our partnership with the Community Health Center’s School Based Health Center program to increase access to school and sports physicals. Physicals were provided at no cost on-site in our Clinic at 165 Miller Street. The service was extremely popular—we reached 65 students and hope to continue this partnership for years to come!



Meriden Women, Infants, and Children (WIC) Program: WIC provides nutrition and health education, healthy foods, breastfeeding support and referrals to other services free of charge to families who qualify. The goal is to keep pregnant women, postpartum women, and breastfeeding women and their children up to the age of 5 healthy. In FY24 WIC had a roster of 3,651 participants. WIC will be transitioning to a new management organization in October 2024, but will remain at 165 Miller Street.



WIC Breastfeeding Peer Counselor Program: This program, now in year 3, supports pregnant and breastfeeding families enrolled in the WIC program. In FY 24 the Peer Counselor had 95 persons enrolled in her program.

Mammography Van: Hartford Hospital’s Digital Mobile Mammography coach visited 165 Miller Street in April, providing mammograms to women between the ages of 35 and 40 who have not had a mammogram, and for women 40 and older who have not had a mammogram in over a year. Nearly 20 residents attended. We will host the van again in October 2024 for Breast Cancer Awareness Month.



Senior Center Mini-Bus Transportation: Our transportation service provides one-way rides and medical rides to in-town appointments. Our vehicles are wheelchair accessible. It is a vital lifeline to keep seniors independent and socially engaged!

Year	2022-2023	2023-2024
One-Way Rides (not including medical rides)	13,360	14,889
Medical rides	3,628	3,364



Mobile Food Pantry: In an effort to address food insecurity in Meriden our office partnered with New Opportunities to host the CT Food Share Mobile Pantry every-other Thursday from 1:00-2:00pm. The van parked in the Miller/Center Street lot and served close to 150 families every week. The van will continue to come to our lot in fiscal year 2025.



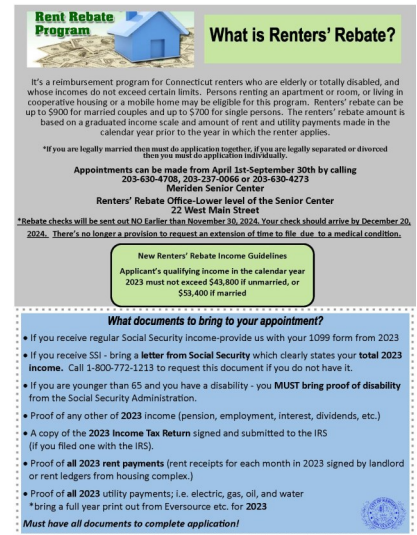
In October 2023 we hosted **Hartford Healthcare’s CareVan in our building** on a same day as the mobile food pantry. Medical staff were able to offer screenings, lab tests, vaccines, and referrals to social services. Over 30 residents took advantage of this service that provides affordable, accessible, and equitable healthcare.

Social Services Worker: Our Social Services Worker saw 1,049 clients in FY24 and provided:

- Assistance with Medicare and medical insurance enrollment.
- Assistance with SNAP, housing assistance, TFA, SAGA, SSI, and Social Security applications.
- Referral to other community partners based on necessity of additional support services.

Community Services Worker: Our Community Services Worker saw 297 clients in FY24. Services and supports included:

- Coordinating the Renters Rebate program, processing 1,350 applications from April 1 to September 30, 2023.
- Helping clients manage their basic needs such as housing, food, medical, social, and wellness.
- Making referrals to agencies and community partners based on necessity.
- Advocate for clients to help them through situations of crisis and other support.
- Assisted our Environmental Health staff and Associate Director of Health in responses to calls of community concern.



Renters' Rebate Program

What is Renters' Rebate?

It's a reimbursement program for Connecticut renters who are elderly or totally disabled, and whose incomes do not exceed certain limits. Persons renting an apartment or room, or living in cooperative housing or a mobile home may be eligible for this program. Renters' rebate can be up to \$900 for married couples and up to \$700 for single persons. The renters' rebate amount is based on a graduated income scale and amount of rent and utility payments made in the calendar year prior to the year in which the renter applies.

**If you are legally married then you must do applications together, if you are legally separated or divorced then you must do applications individually.*

Appointments can be made from April 1st-September 30th by calling
203-630-4708, 203-237-0066 or 203-630-4273
Meriden Senior Center
Renters' Rebate Office-Lower level of the Senior Center
22 West Main Street

**Rebate checks will be sent out NO Earlier than November 30, 2024. Your check should arrive by December 20, 2024. There's no longer a provision to request an extension of time to file due to a medical condition.*

New Renters' Rebate Income Guidelines
Applicant's qualifying income in the calendar year 2023 must not exceed \$43,800 if unmarried, or \$53,400 if married

What documents to bring to your appointment?

- If you receive regular Social Security income-provide us with your 1099 form from 2023
- If you receive SSI- bring a **letter from Social Security** which clearly states your **total 2023 income**. Call 1-800-772-1213 to request this document if you do not have it.
- If you are younger than 65 and you have a disability - you **MUST bring proof of disability** from the Social Security Administration.
- Proof of any other of 2023 income (pension, employment, interest, dividends, etc.)
- A copy of the **2023 Income Tax Return** signed and submitted to the IRS (if you filed one with the IRS)
- Proof of **all 2023 rent payments** (rent receipts for each month in 2023 signed by landlord or rent ledgers from housing complex.)
- Proof of **all 2023 utility payments**; i.e. electric, gas, oil, and water
**bring a full year print out from Eversource etc. for 2023*

Must have all documents to complete application!

Community Development Block Grant: Our Senior Center was awarded a Community Development Block Grant (CDBG) through the Office of Community Development. With this funding staff was able to provide personal hygiene packs to 150 Meriden seniors in need. We will continue this program in FY25.

8. Maintain a Competent Workforce

Build and support a diverse and skilled public health workforce.

Staff Training: Our Department recognizes that regular staff training is needed to stay current in best practices related to public health and human services. Continuing education is also necessary to maintain certifications required to carry out services, such as food service inspections and lead testing. Over the past year, staff have participated in trainings on (not an inclusive list):

- Vaccination Handling and Storage
- Bloodborne Pathogens
- TB Management
- Early Childhood Education
- Power BI Data Management
- Opioid Use Disorder
- Narcan Training (in-person)
- School Nursing Best Practices
- Senior Mental Health

Professional Organizations: Staff are members of many professional organizations. These organizations provide grant opportunities, continuing education, health alerts, research journals, best practices, data and advocacy.



9. Evaluation

Improve and innovate public health functions through ongoing evaluation, research, and continuous quality improvement.

Evaluation is an important process in public health practice and is essential in building the evidence base of programs and activities.



Our Department utilizes several evaluation tools and strategies including:

- ◆ Participant evaluation surveys after trainings, via Survey Monkey and paper copies.
- ◆ Community surveys and small focus groups (done for our anti-stigma campaign and our immunization grant).
- ◆ Monthly evaluation reports for various programs, such as MORR and MERR, to identify trends and ensure grants are meeting goals and objectives.
- ◆ Monthly and quarterly program monitoring/progress reports for various grants, such as our Department of Transportation, Epidemiology and Lab Capacity, and Immunization grants.

Evaluation roadmaps, logic models, and action/work plans are additional tools we use that can plan out program implementation, and are then used to monitor the progress of a program and ensure program activities have been implemented as intended.

10. Public Health Infrastructure

Build and maintain a strong organizational infrastructure for public health.

Public health infrastructure provides the foundation for everything we do. In order to maintain a strong public health infrastructure our Department:

- Develops an understanding of the broader organizational infrastructures and roles that support the entire public health system in a jurisdiction (e.g., government agencies, elected officials, and non-governmental organizations).
- Ensures that appropriate, needed resources are allocated equitably for the public’s health.
- Exhibits effective and ethical leadership, decision-making, and governance.
- Manages financial and human resources effectively.
- Employs communications and strategic planning capacities and skills.
- Having robust information technology services that are current and meet privacy and security standards.
- Is accountable, transparent, and inclusive with all partners and the community in all aspects of practice.

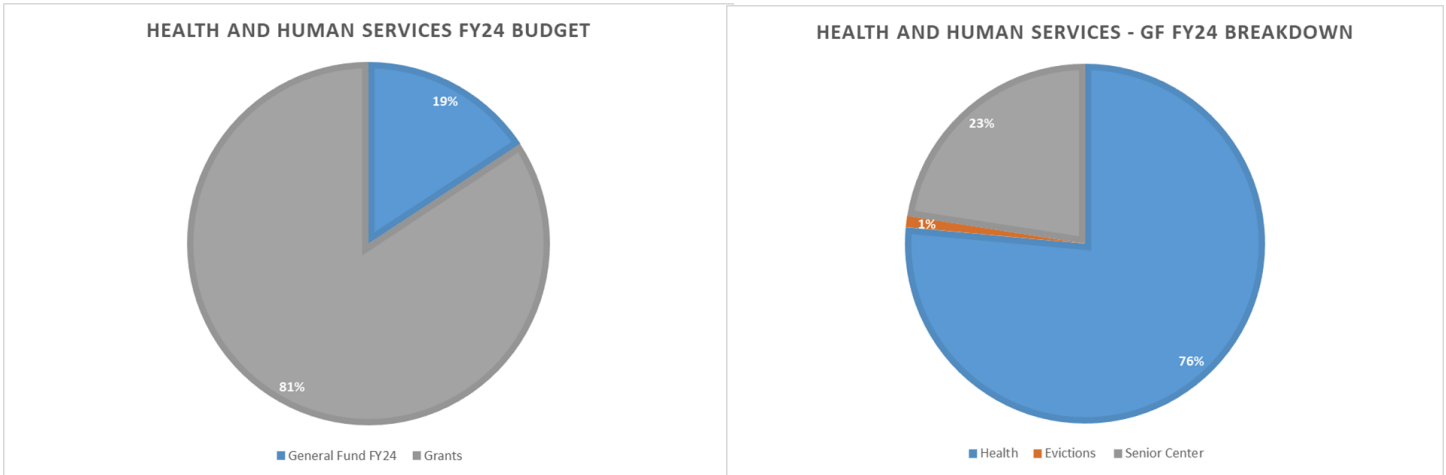


Our Department received funding from CT DPH that will allow for workforce development projects. This will include additional trainings, skill building sessions, technical assistance and networking opportunities that will support staff in providing top-level public health and human services to residents.

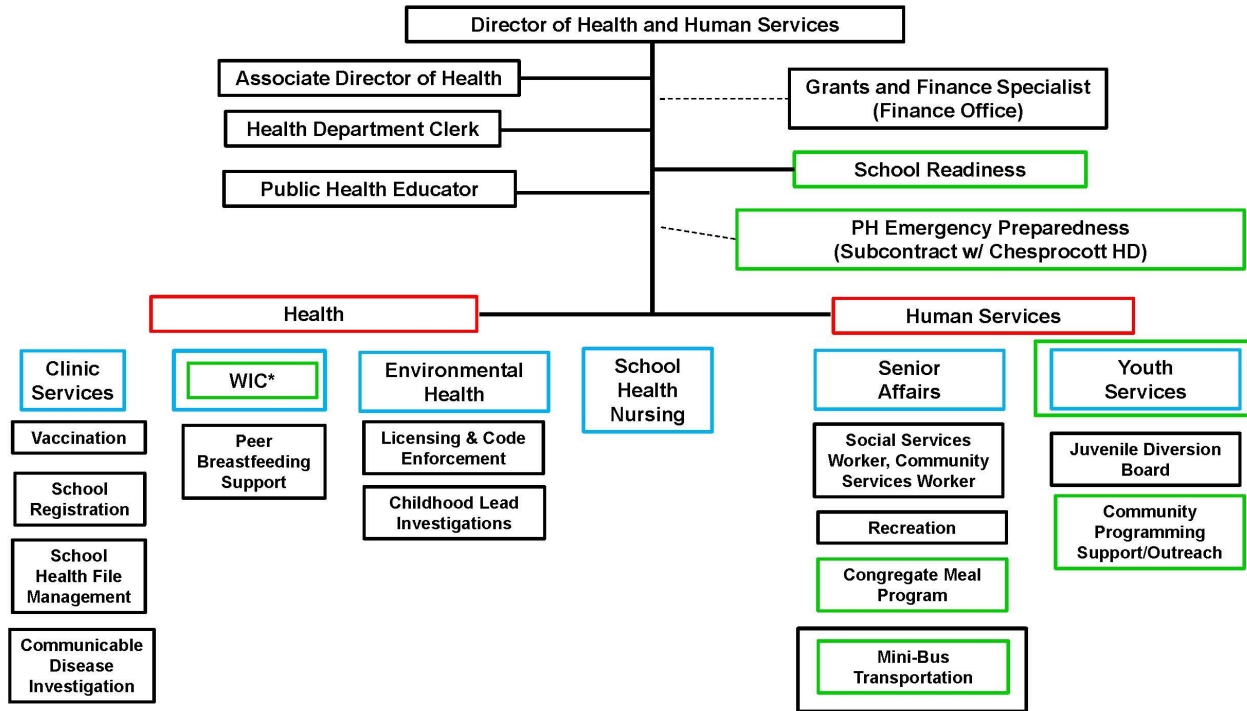
Finances and Organizational Chart

In FY24 our Department staffed 73 employees - 49 full time, 16 part time, 5 per diem, and 3 temporary. Of this count, **21** are either fully or partially grant funded.

Our budget for FY24 was a total of \$19,178,158. Of this, \$16,163,038 were grants and allocations (many are multi-year, 81% of our budget) and \$3,015,120 was city general funds (19% of our budget). Of the general fund, \$2,305,199 is Health, \$30,000 is Evictions, and \$679,921 is Senior Center.



City of Meriden, Department of Health and Human Services



Key: Blue = office, Green = grant funded/federal program, black = general fund
 *WIC is a state program

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