

Boston Public Health Commission/EMS/Recovery Services FY22 City Council Budget Hearing

Rita Nieves, Interim Executive Director

Grace Connolly, Director of Administration and Finance

James Hooley, Chief of BEMS

Jennifer Tracey, Office of Recovery Services & Devin Larkin, Bureau of Recovery Services

**BOSTON
PUBLIC
HEALTH
COMMISSION**



Building A Healthy Boston

MISSION

To protect, preserve, and promote the health and well-being of Boston residents, particularly the most vulnerable.

VISION

The Boston Public Health Commission envisions a thriving Boston where all residents live healthy, fulfilling lives free of racism, poverty, violence, and other systems of oppression. All residents will have equitable opportunities and resources, leading to optimal health and well-being.



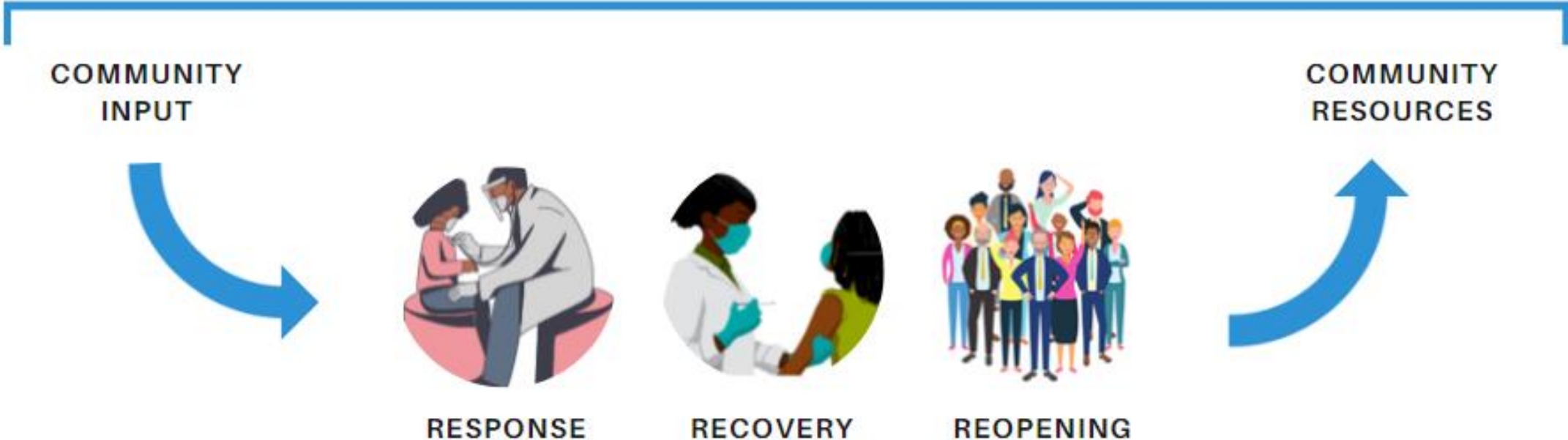
6 BUREAUS

1,300+ EMPLOYEES

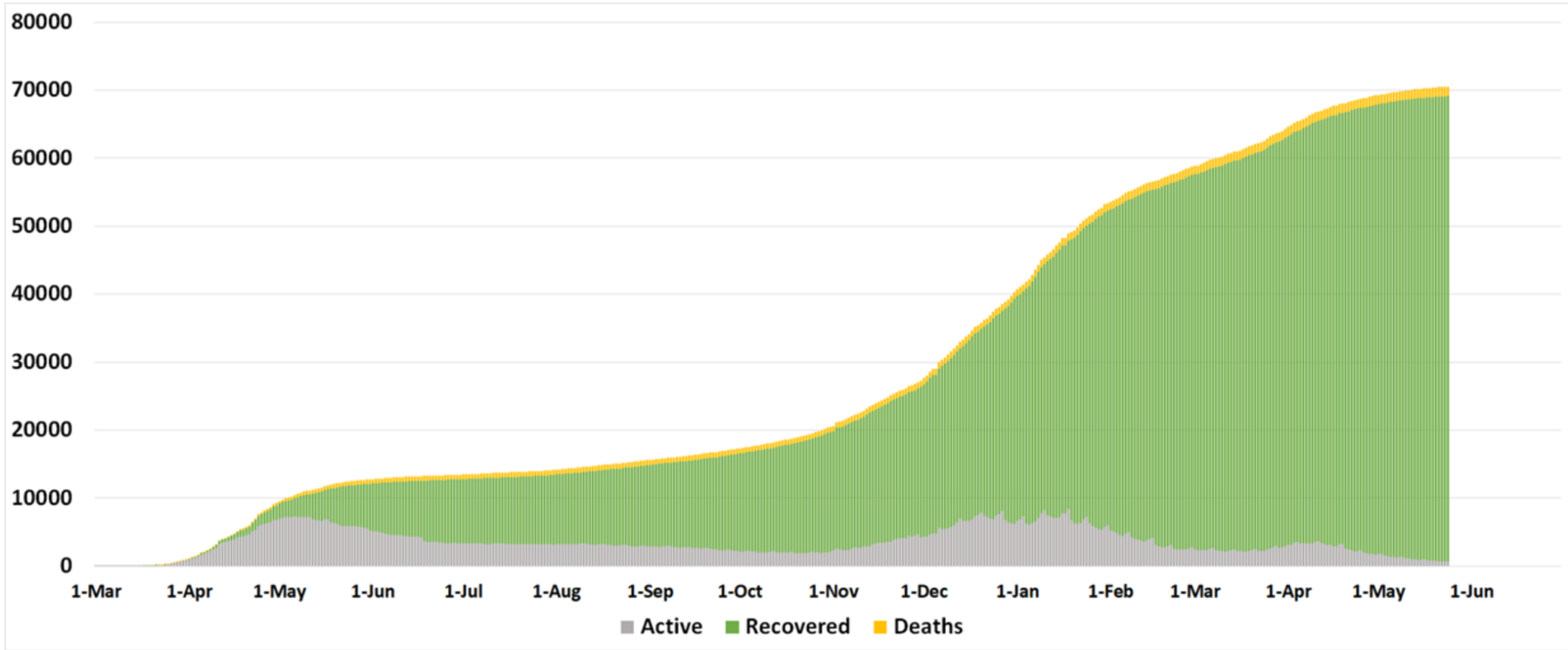
40+ PROGRAMS

BPHC Priorities

ANTI-RACISM & HEALTH EQUITY



Current Reality: 70,546 Total Confirmed Cases; 607 Active Cases; 68,557 Recovered; 1,382 Deaths



COVID TIMELINE

ANTI-RACISM & HEALTH EQUITY

Community Engagement

- Vaccine Focus Groups

I trust information from:



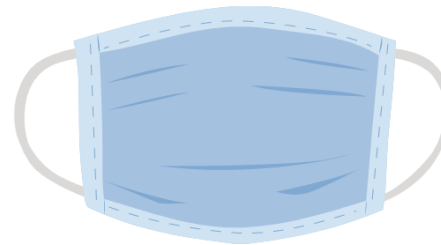
Healthcare providers, medical professionals, and other health experts (Ex: Dr. Fauci, my primary care provider).



Reputable news media (Ex: NYT, NPR, CNN, MSNBC, Boston Globe, Telemundo and Univision).

Equitable Finance

- Equitable Procurement Initiative
- Budget Equity Questions



Internal Practices

- Anti-Racism Policy



MAYOR'S DECLARATION OF RACISM AS A PUBLIC HEALTH CRISIS

The BPHC received \$3 million to implement 8 strategies to address systemic racism.

BPHC Year 1 Actions Include:

- Released “Racism-Free Boston” RFI – 197 residents and 23 organizations offered policy suggestions and described lived experiences of people of color in Boston.
- Implemented leadership team of HHS, BPHC and Equity Cabinet
- Race, Ethnicity, and Language Data Collection Standards
- Community- Based Translation Pilot
- Funding through Recovery Services for work for re-entering citizens and substance using residents.
- Boston Health Equity Measures (BHEMS)
- Conducted the COVID-19 Health Equity Survey – report to be released May 2021



#1 Housing #2 Education #3 Jobs #4 Mental Health



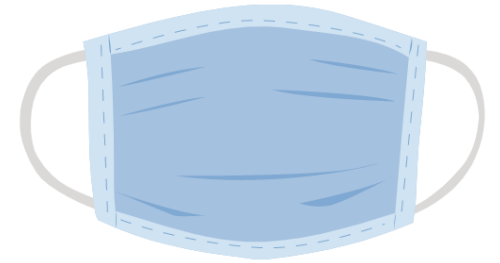
RESPONSE



Received 53,375 COVID-19 reports and maintained extensive contact tracing effort



Distributed 1,922 COVID kits to residents and 805 kits to businesses



Distributed 2,583,792 items such as PPE and hand sanitizer to 486 organizations



Distributed \$14.3 million to community health centers for testing, vaccinations, and other COVID response



Redeployed 79 staff members to the MIC



152 Boston Medical Reserve Corps Volunteers gave 6,482 hours.

MAINTAINING DELIVERY OF CORE PUBLIC HEALTH SERVICES



The Infectious Disease Bureau investigated 2,577 non-COVID infectious disease cases.



School-Based Health Centers delivered health care via telehealth, providing young people access to primary care.



ITS accommodated a 29% increase in “Helpdesk” requests and deployed 200 laptops to telecommuting staff.



The Consortium for Professional Development became virtual, including a calendar of learning events that listed 719 events and creating a virtual new hire orientation.



The Child, Adolescent, and Family Health Bureau's Division of Violence Prevention successfully conducted a Neighborhood Trauma Team public awareness campaign.



The multi-lingual Mayor's Health Line in the Community Initiatives Bureau assisted 15,127 callers, and completed 429 health insurance applications.

SERVING HOMELESS INDIVIDUALS



3,083 individuals provided with emergency shelter, housing services, and workforce development



122 individuals diverted and prevented from having to enter homeless services system



235 individuals were permanently housed



6 auxiliary sites supported outside Mass/Cass area serving 500+ people experiencing homelessness



3,033 staff and guests have been fully vaccinated



Renovations on Woods Mullen shelter continued.

IMPACT OF COVID ON BPHC STAFF

2/3 OF
STAFF
REPORTED
TO WORK IN-
PERSON

222
QUARANTINE
INCIDENTS

IDENTIFIED 97
STAFF AS
HAVING UNMET
CHILDCARE
NEEDS

178
POSITIVE
TESTS

1,108 STAFF
DOCUMENTED
AS
VACCINATED*

*This number includes 333 staff
from EMS

FY22 NEW INITIATIVE: Employee Family Support Manager – \$104,255

- To provide much needed support in providing critical resources and training to employees in accessing appropriate supervision for their children, adult dependents, and development of outreach programs aimed at employee's resiliency activities. This position will be fundamental to establishing and building relationships with employees and understanding their needs for work life balance and work force planning

FY22 NEW INITIATIVE: Occupational Health and Safety Officer – \$140,272

- To enforce both standard occupational health and safety policies pertinent to office settings, homeless shelters, residential substance use treatment facilities, and community-based client services, as well as lead time-limited safety initiatives such as workforce protection during the COVID-19 pandemic.

REOPENING

DATA DRIVEN REOPENING

The BPHC developed metrics to monitor the progress of the City's response, to guide decision making, and to shape our response moving forward.

SCHOOL REOPENING

The BPHC Infectious Disease Bureau has provided support to the Boston Public Schools as they move from fully remote to in-person hybrid learning.

UNIVERSITY REOPENING

The Infectious Disease Bureau has also been providing support to Boston's 23 colleges and universities for testing and contact tracing efforts.

RETURN TO WORK

The process to return to full-time in person is underway and will be ongoing throughout June.

ENFORCEMENT

The BPHC works with other city departments to review proposed reopening plans for local businesses and community events.



BPHC's COVID-19 Vaccination Plan

Model 1: Mass Vaccination Clinics



- At least 1,000+/day
- Examples:
 - Reggie Lewis Center
 - Hynes

Model 2: Priority Group Clinics



- Up to 1,000+/day
- Examples:
 - TUFTS
 - BMC
 - Community Health Centers

Model 3: Community-Based Public Clinics



- Up to 500/day
- Partner-led clinics
- Examples of locations:
 - Mattapan
 - Roxbury
 - Dorchester
 - Hyde Park

Model 4: Mobile Vaccination Clinics



- Up to 100/day
- BPHC working with EMS and other clinical partners
- Travel to different neighborhoods for one-day clinics

Boston Residents with At Least 1 COVID-19 Vaccine Dose, Partially Vaccinated, and Fully Vaccination, Dec. 15, 2020 - May 18, 2021

	Number of Boston Residents	Percentage of Boston Total Population*
At Least 1 Dose	404,144	59.5%
Partially Vaccinated	84,945	12.5%
Fully Vaccinated	319,199	47.0%

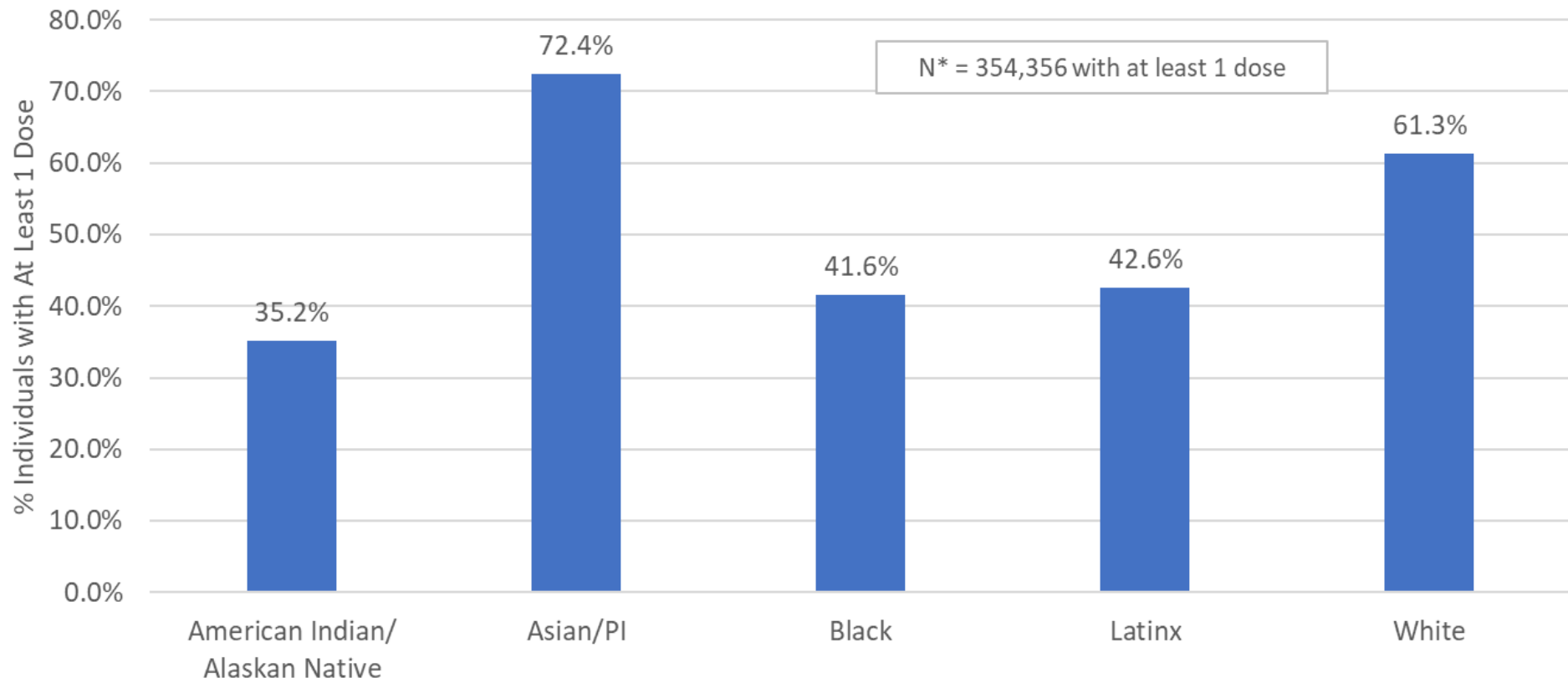
* The Boston total population count (679,413 residents), which is used as the denominator in calculating percentages of Boston total population, includes residents of all ages. Currently, the COVID-19 vaccine is approved for individuals of age 12 and older.

¹ At Least 1 Dose refers to individuals who have received one or more doses of the Moderna or Pfizer vaccine, or a single dose of the Johnson & Johnson vaccine. ² Partially Vaccinated refers to individuals who have received only a first dose of the Moderna or Pfizer vaccine. ³ Fully Vaccinated refers to individuals who have received both first and second doses of the Moderna or Pfizer vaccine, or a single dose of the Johnson & Johnson vaccine.

Data Sources: 1) Massachusetts Department of Public Health (MDPH), Massachusetts Immunization Information System (MIIS). Data as of 11:59 pm on May 18th, 2021.



Percentage of Individuals with At Least 1 Dose of COVID-19 Vaccine Administered by Race/Ethnicity, Dec. 15, 2020 - May 18, 2021



Asian/PI = Asian, Native Hawaiian, and Pacific Islander

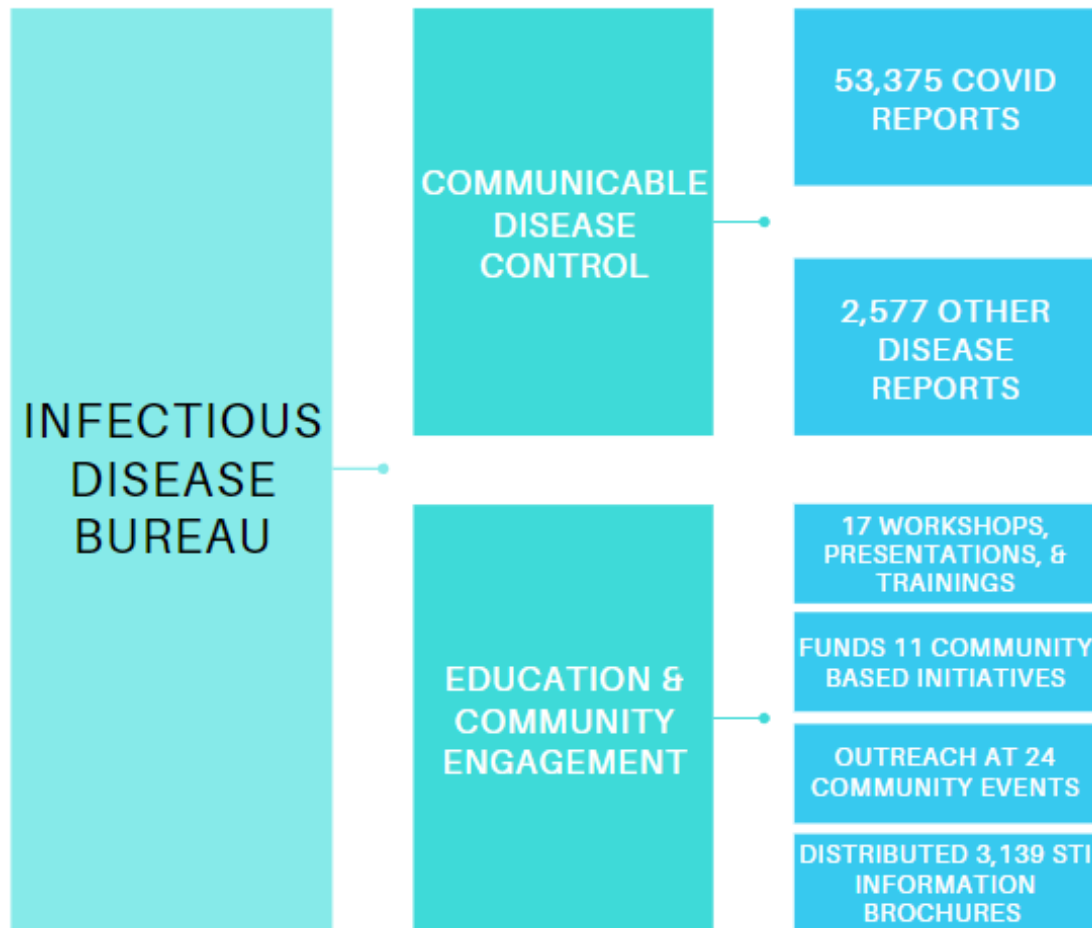
* N varies from Total N of Individuals with At Least 1 Dose (404,144) because data for residents who identify as Multiracial, Other, or Unknown are not included in this chart due to lack of comparable population data.

Percentage of overall Boston population with at least 1 dose = 59.5%.

Data Sources: Massachusetts Department of Public Health, Massachusetts Immunization Information System; U.S. Census Bureau, American Community Survey, 2018 5-yr estimates (2014-2018)



Building Our Infectious Disease Infrastructure



FY22 New Initiative:

8 new FTEs: 4 Public Health Nurses, 2 Epidemiologists II, 1 Senior Operations Manager, 1 Program Coordinator

To tackle four strategies :

- 1) education and outreach with marginalized communities with infectious disease information,
- 2) infrastructure support for the clinical work of the CDC division,
- 3) data analysis to inform critical response efforts, and
- 4) nurses to investigate cases of infectious diseases.

RECOVERY



OPHP is working to grow and activate its Community Resilience Network



Collaborative working groups across the commission developed plans to lead the BPHC's recovery efforts.



\$3.5 million funded to 215 organizations to support social services



FY22 BUDGET HEARING

May 27, 2021

Jim Hooley, EMT-P
Chief of Department
Boston Emergency Medical Services



Boston EMS Overview

- Bureau of the Boston Public Health Commission
- Two-tiered 9-1-1 EMS system
 - Basic Life Support (BLS)
 - Advanced Life Support (ALS)
- Deployment coverage during peak hours
 - 21 BLS ambulances (+2 added due to COVID-19)
 - 5 ALS ambulances
- 2020 Boston EMS Numbers
 - Total call volume of 115,537 clinical incidents
 - 143,189 ALS & BLS ambulance responses
 - 75,800 total transports
- Boston EMS workforce
 - 427 full-time positions
 - 399 are uniformed EMTs and Paramedics

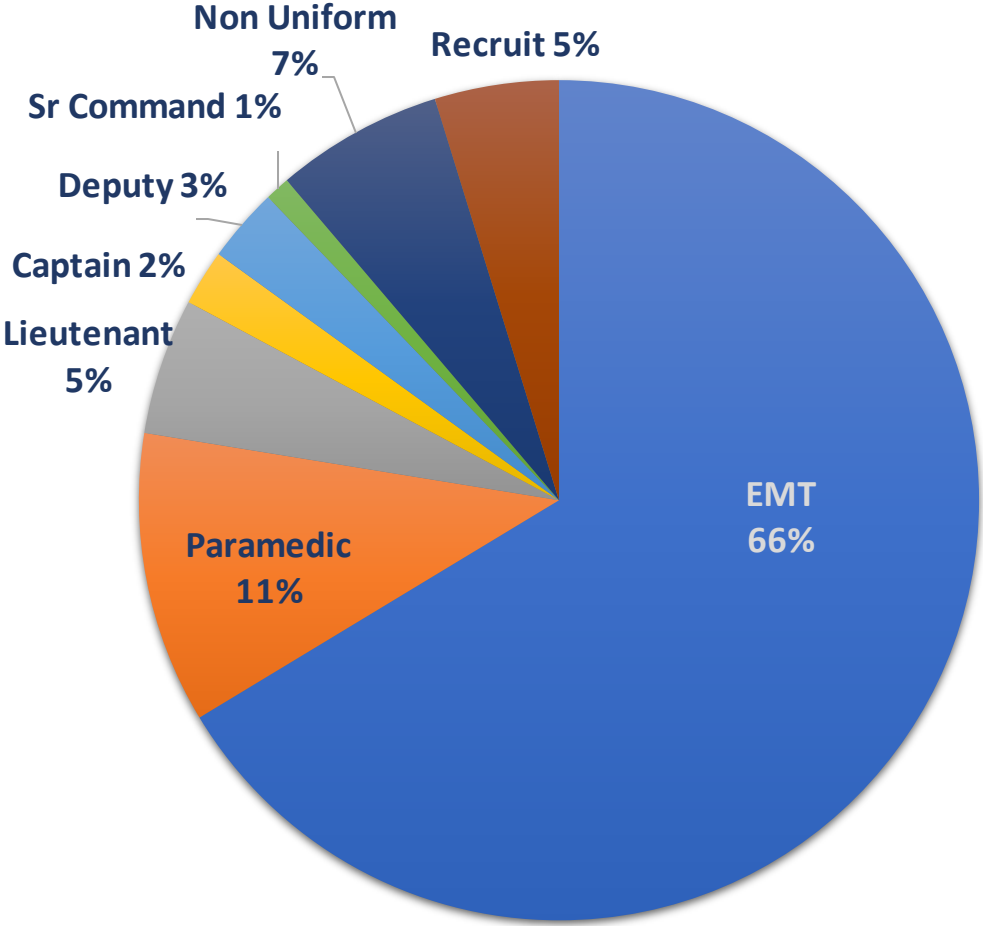


2020 BY THE NUMBERS | FY22 BUDGET HEARING

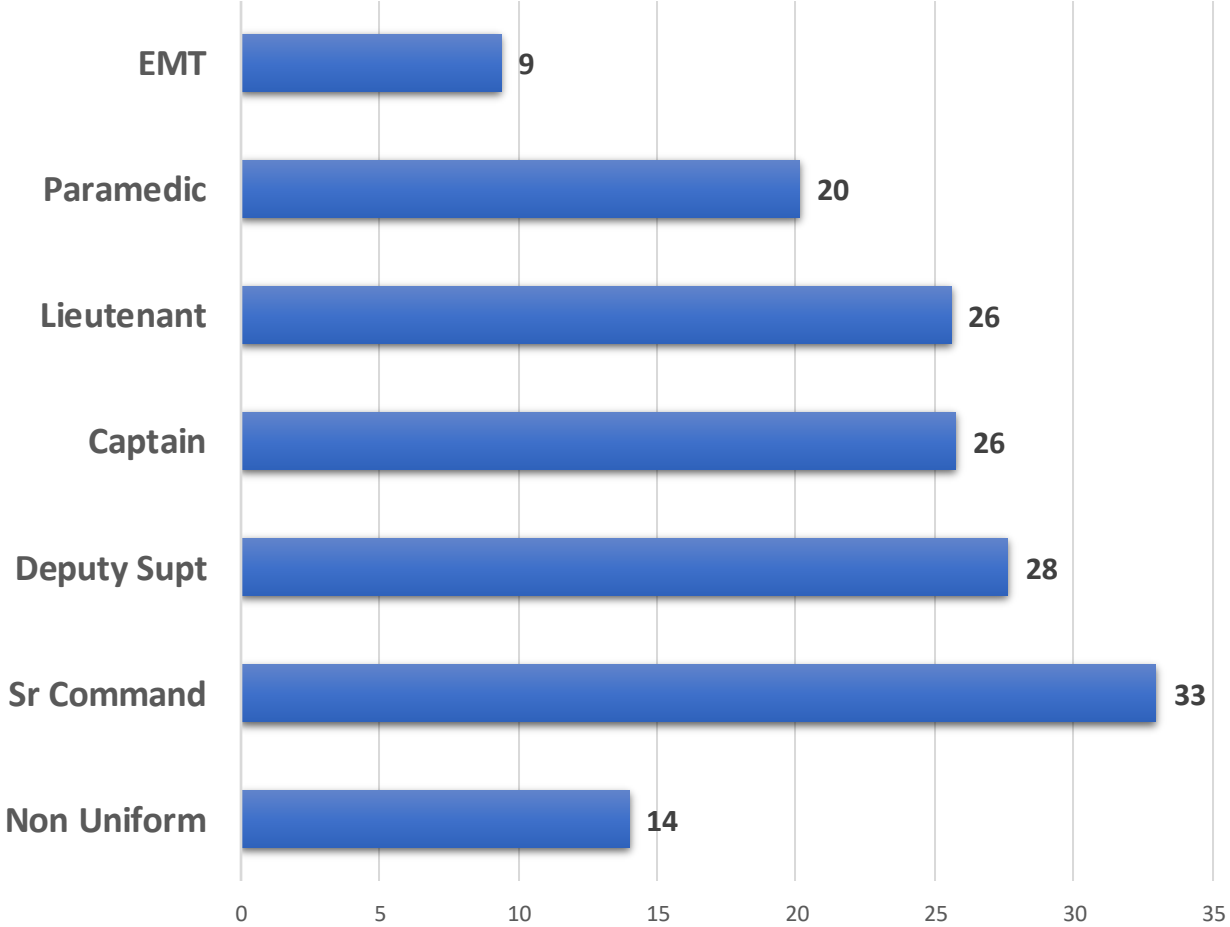


- Incidents by Priority
 - Priority 1: 28,681 (25%)
 - Priority 2: 55,007 (48%)
 - Priority 3 & 4: 31,849 (27%)
- Median Response Time P1 Incidents
 - 2020 Priority 1: 6 Minutes
 - Priority 1 Goal: 6 Minutes
- Top Incident Types
 - Illness (32%)
 - Investigations (21%)
 - Injuries (10%)
 - Cardiac Related (9%)
 - Psychological (9%)
 - Respiratory (7%)

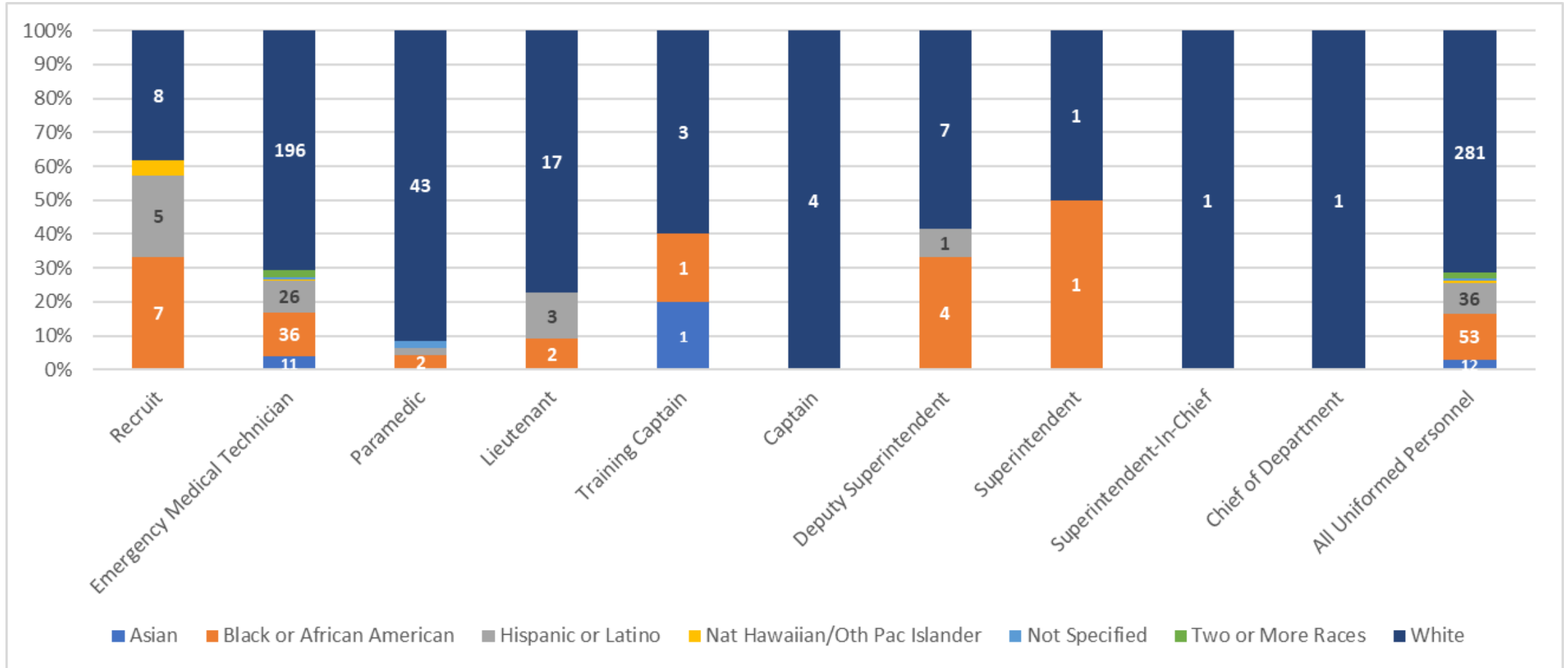
PERSONNEL | FY22 BUDGET HEARING



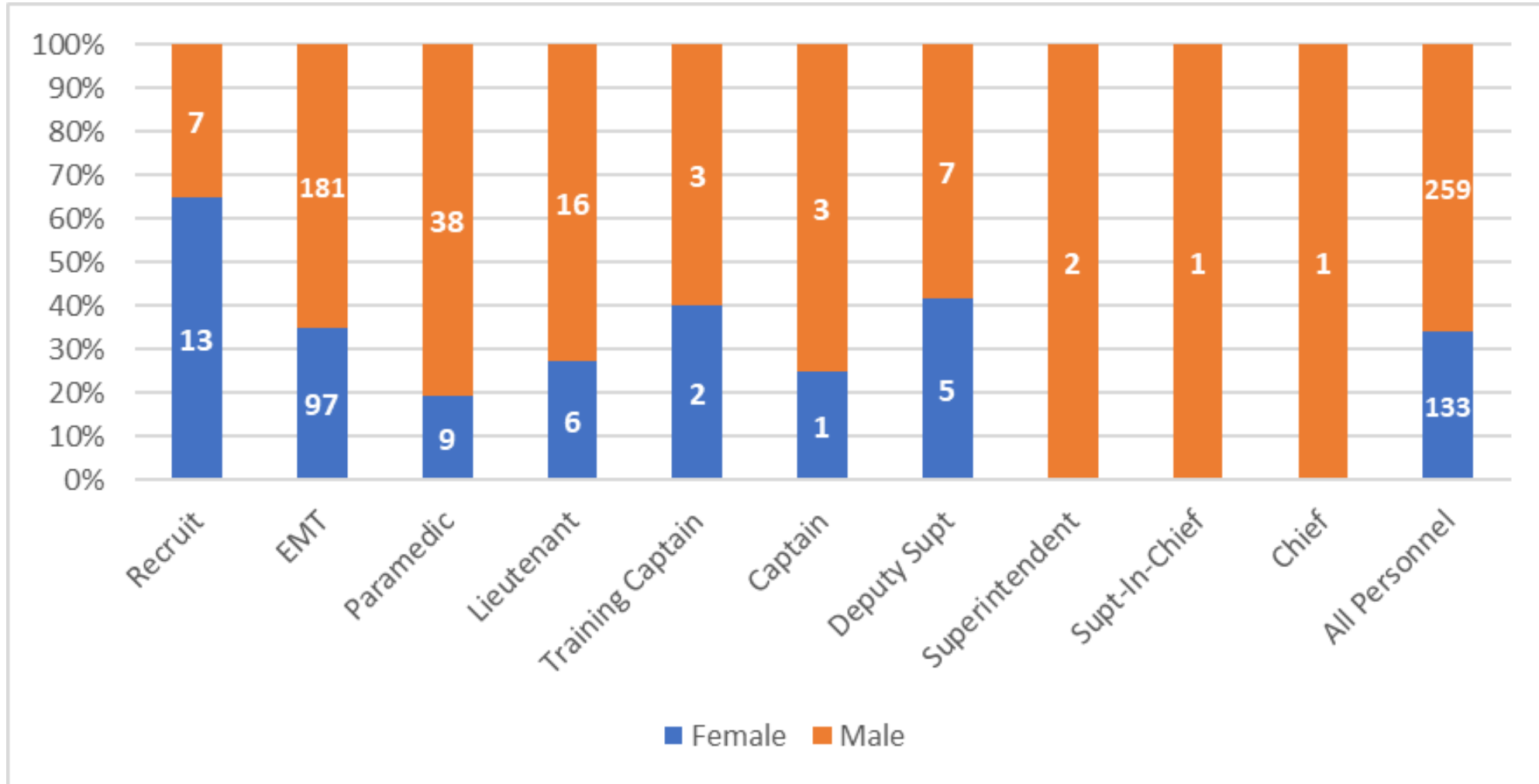
Average Years of Service for Current Workforce by Rank



DIVERSITY | FY22 BUDGET HEARING



DIVERSITY | FY22 BUDGET HEARING





A coalition of Boston EMS personnel dedicated to building a positive and inclusive culture in EMS for under-represented EMTs and Paramedics and to create an environment in which they are proud to work.

- Established a workforce development program to increase the diversity of members:
 - Holding a paramedic certification and eligible for paramedic promotion.
 - Having an Associate Degree
- Developed a diversity and inclusion training for personnel



City Academy – EMT Program



- Shared objective of increasing the pool & diversity of residents eligible to work for Boston EMS
- Screening of interested candidates to ensure they meet hiring pre-requisites
 - Aptitude Test
 - CORI
 - Residency
 - License & Driving History
- Scholarship for Boston EMS EMT Course & Mentorship

TRAINING | FY22 BUDGET HEARING

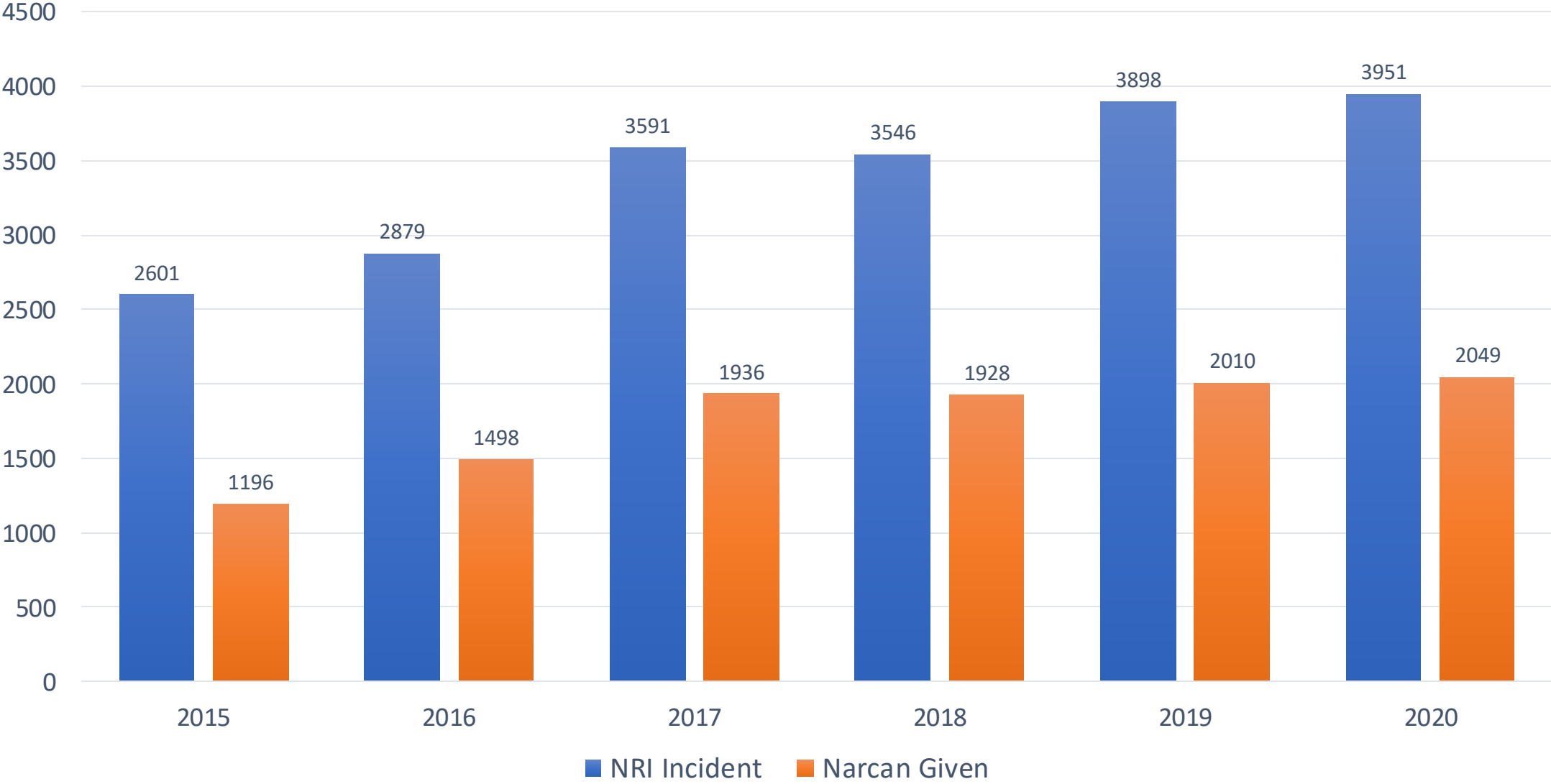


- Full-time accredited training academy
- Provides continuing education for all uniformed personnel
- Rigorous 6-month training program for new EMTs and 3-month internship for paramedics.
- Simulation labs
- Affordable Basic EMT course open to the public

STATIONS & FACILITIES FY22 BUDGET HEARING



NARCOTIC RELATED ILLNESS | FY22 BUDGET HEARING

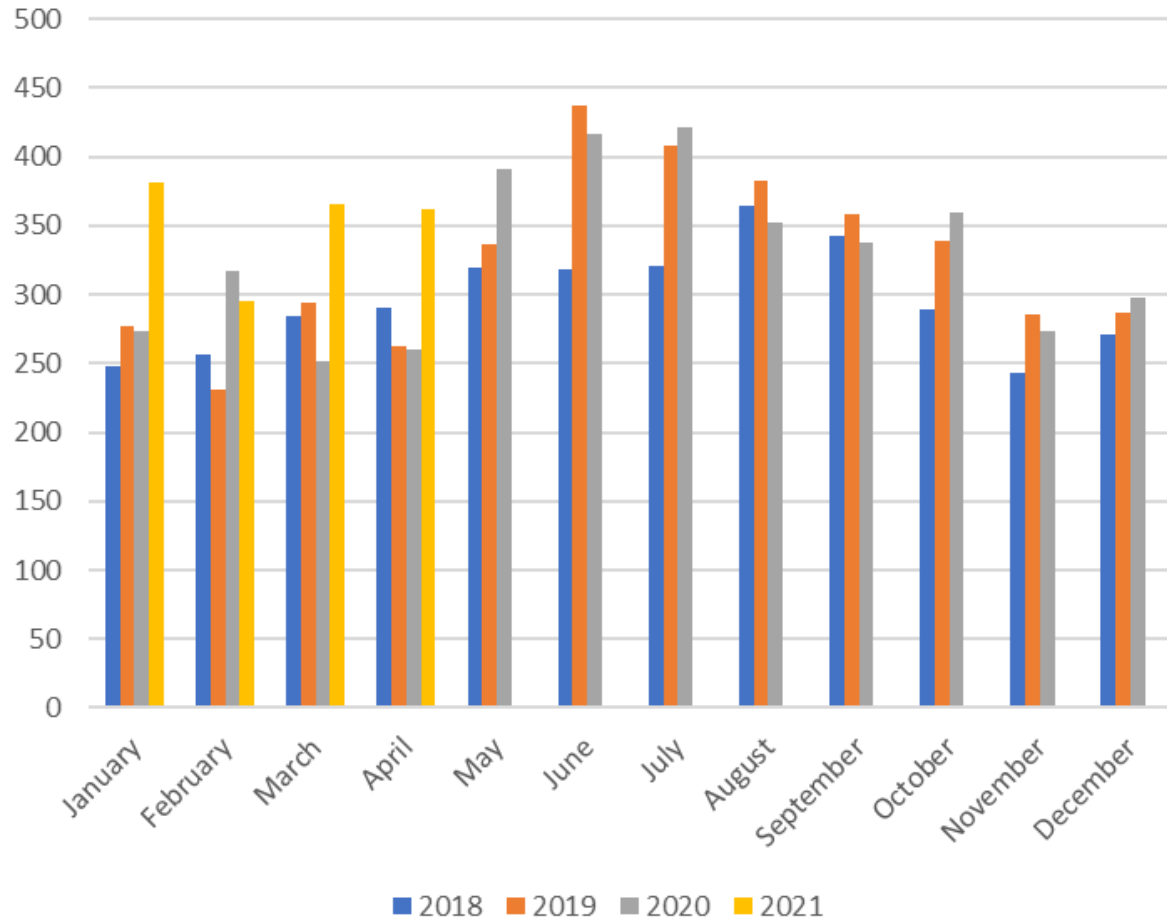


NARCOTIC RELATED ILLNESS

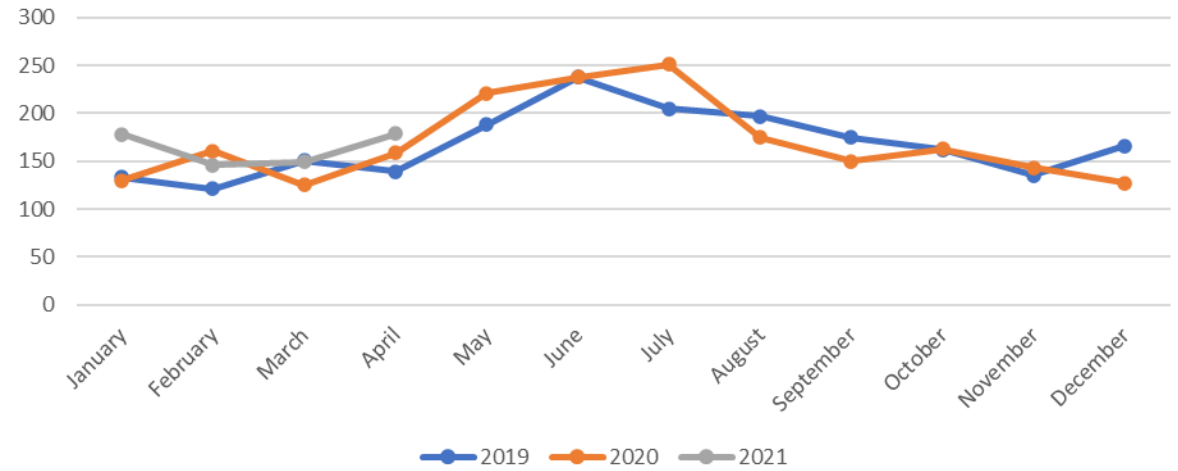
FY22 BUDGET HEARING



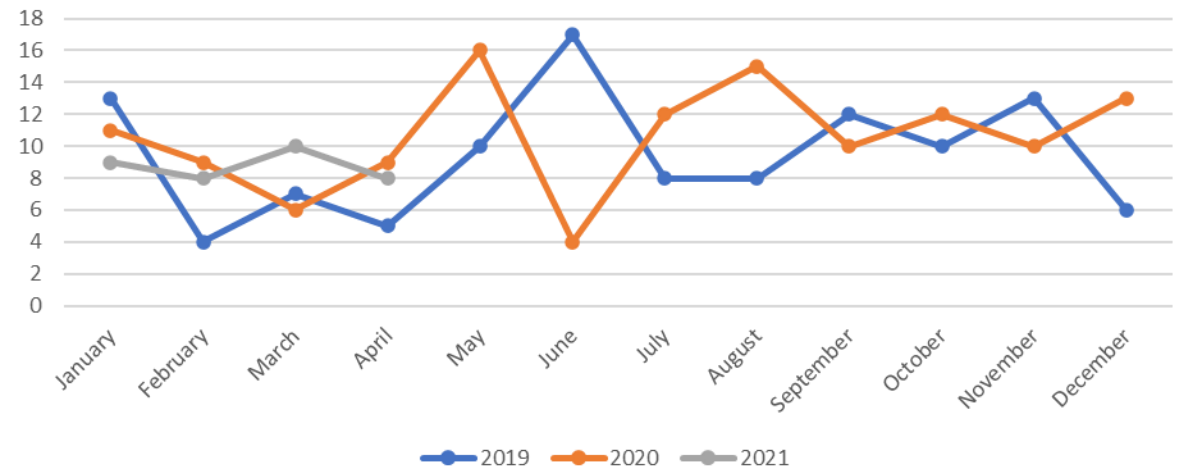
Boston EMS NRI Incidents by Month



Narcan Given



Boston EMS NRI-Related Cardiac & RME Incidents

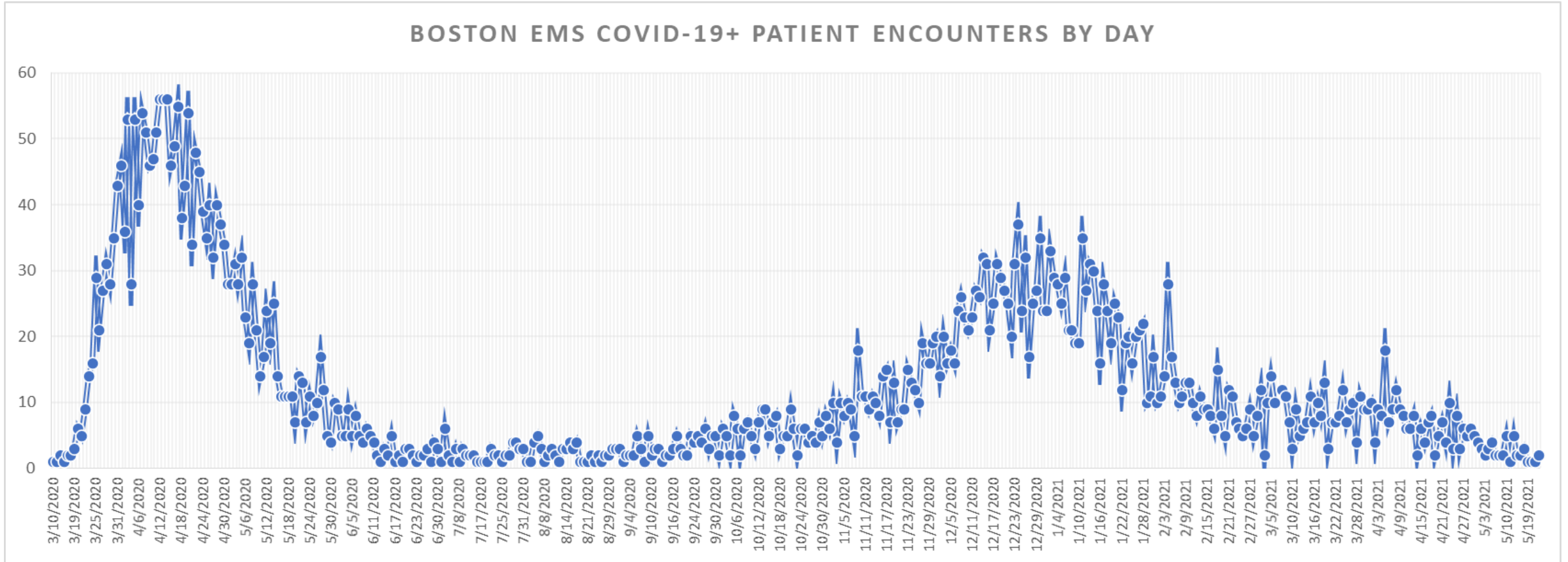


COVID-19 PATIENT ENCOUNTERS

| FY22 BUDGET HEARING



- Over 5,200 Confirmed Positive Patient Encounters



COVID-19 CALL SCREENING | FY22 BUDGET HEARING



- At the onset, Boston EMS implemented call screening during the 911 call-taking process
- 21,000 incidents in 2020 met the criteria for potential COVID-19 illness
- 80% of true COVID-19 cases were identified during this call screening process

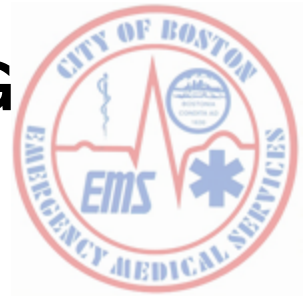
COVID-19 PERSONNEL HEALTH & SAFETY FY22 BUDGET HEARING



- Peer Support
- Personal protective equipment
- Testing & early access to vaccine



"FOR MY SON, FAMILY, CO-WORKERS AND COMMUNITY"



Designated Infection Control Team

- Comprised of :
 - Department Physicians & Nurse
 - Infectious Disease Physician
 - Temporary Nurses
- Established guidelines
- Reviewed exposures
- Utilized Chatbot
- Consulted ill/exposed personnel
- Wellbeing checks



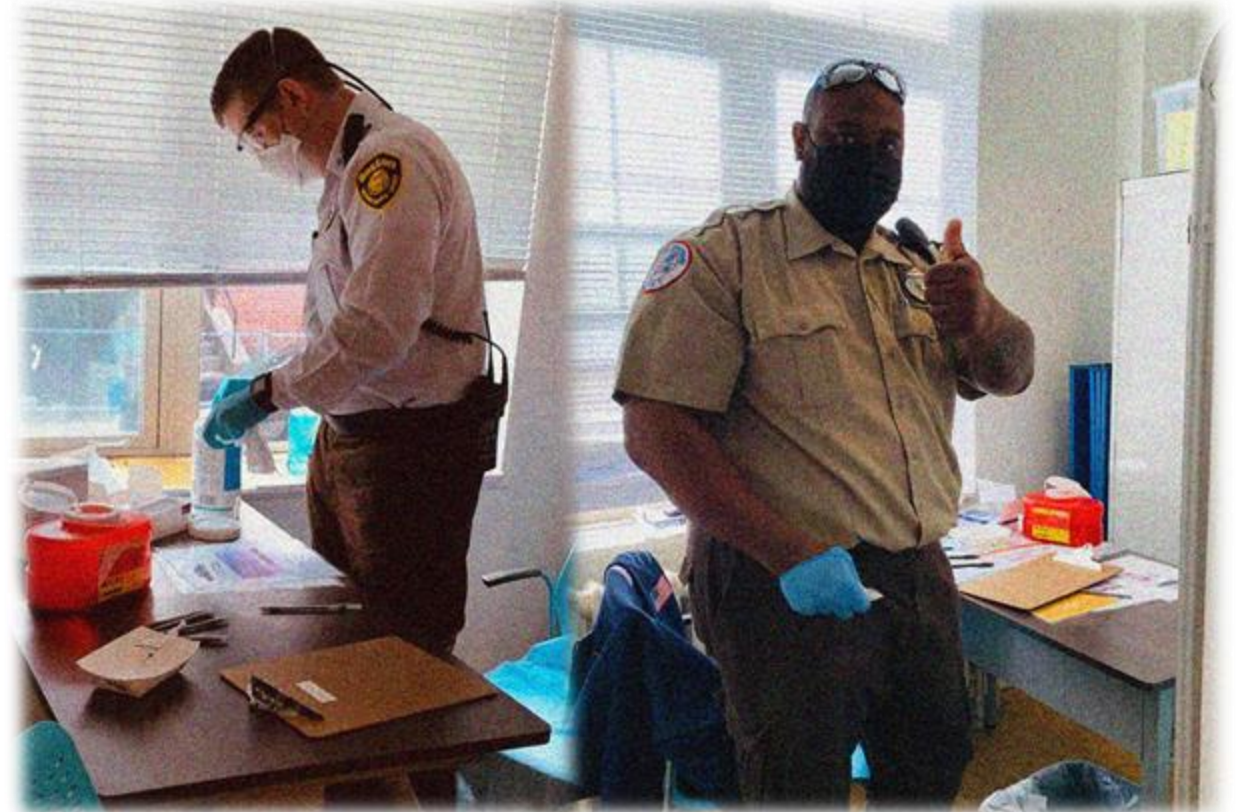
Personnel Vaccinations:

- 80% of Personnel Vaccinated

Vaccination Clinics

- In partnership with BHA
- Language Access
- Total Clinics: 16
- Total Vials Used: 141
- Total Vaccinations: 816
- Wasted doses: 2 (unusable)

“Being part of the vaccination clinics is a tremendous mental health boost for our members and part of the healing process.” – Department Deputy



LOOKING AHEAD | FY22 BUDGET HEARING



- Personnel: Recruitment & Retention
- Personnel Safety & Wellness
- Workforce Development
- Corti AI Pilot: Applying artificial intelligence to the 9-1-1 call-taking process for early identification of cardiac arrest (and other illnesses).
- Community Outreach & Engagement



FY22 BUDGET HEARING



Thank you to the men and women of Boston EMS who continue to rise to the challenge and meet the needs of the City of Boston and its residents every day during this unprecedented time.



WE'RE STILL HERE



Recovery Services City of Boston

Ways & Means Hearing, Dockets #0524-0531, FY22 Budget (BEMS, BPHC, OHHS)

Jen Tracey, Director

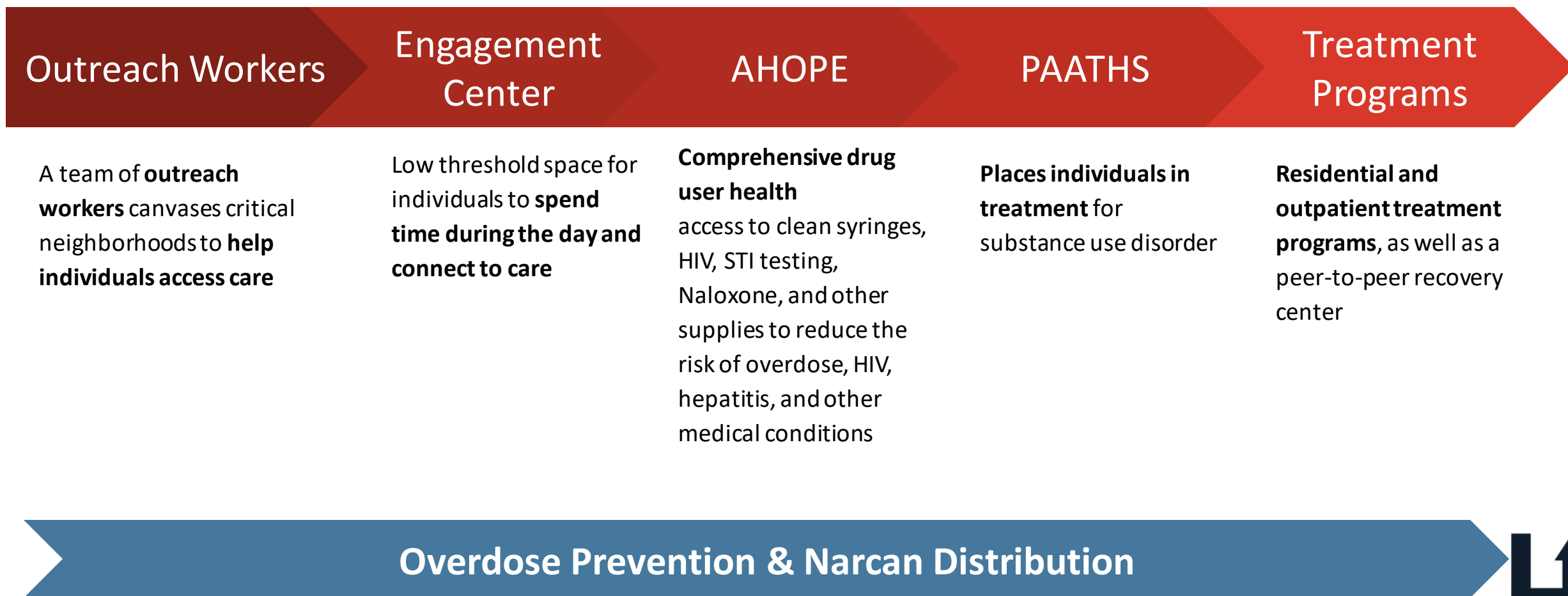
Devin Larkin, Bureau Director

Thursday, May 27th, 2021



- **Our mission is to advance equitable and comprehensive substance use recovery by increasing access to care and filling critical gaps.**
- **Recovery Services offers comprehensive programming and resources aimed at preventing substance use and supporting the treatment and recovery for individuals, families and communities impacted by substance use disorders.**
- **We work across City departments and with community partners to create a coordinated citywide recovery strategy and reduce stigma.**

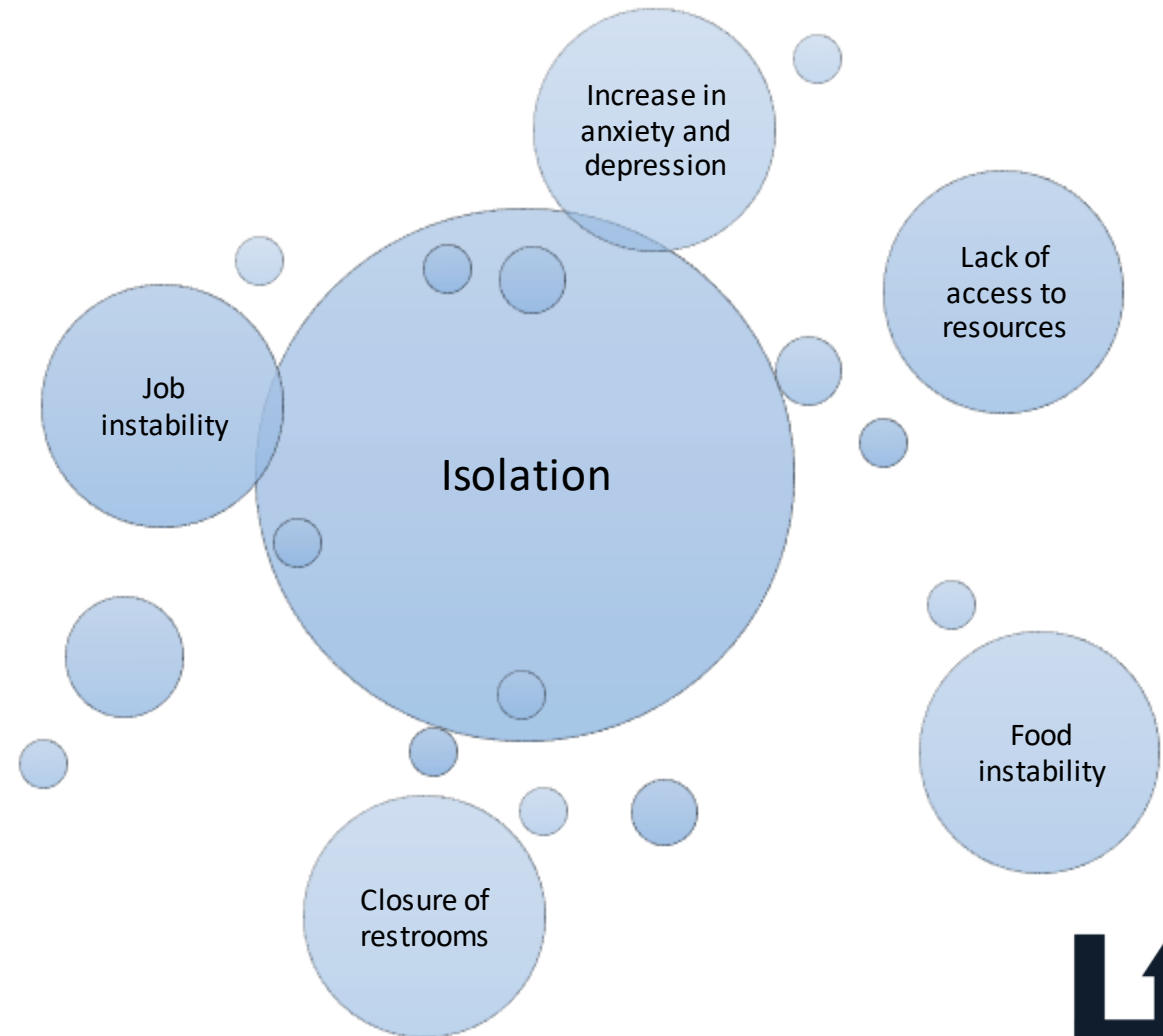
We offer a full continuum of care, from harm reduction to recovery supports:



In 2020, the United States had the **highest rates of overdose deaths** on record. That staggering incline was no different in Massachusetts and Boston.

For 2020, there were **2,035** confirmed opioid-related overdose deaths for the state, and **245** for the City (12%).

During COVID-19 opioid mortality disproportionately impacted communities of color; especially Black males.



All direct service programs remained operational

Program Adaptations:

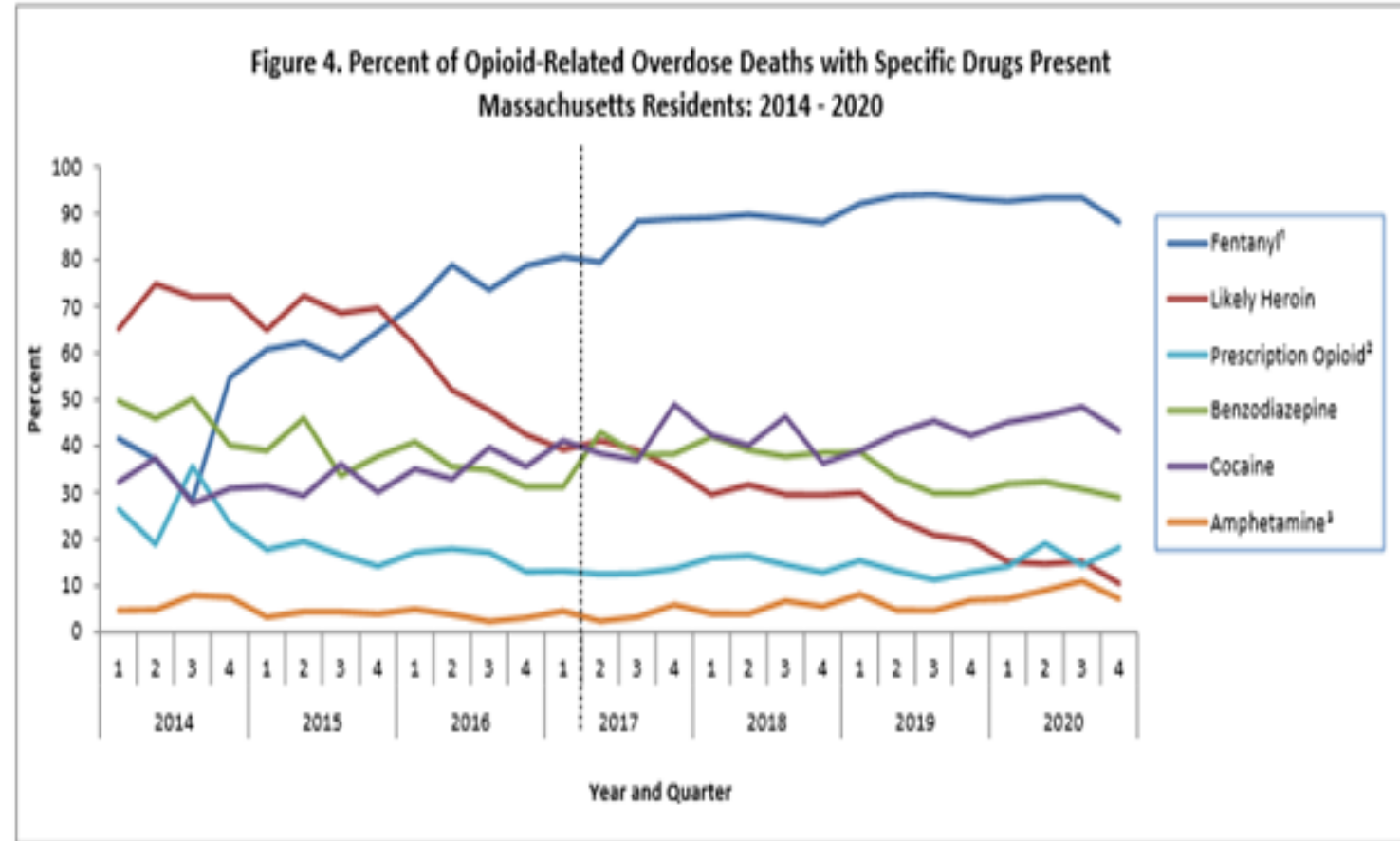
- **Moved harm reduction drop-in services entirely outdoors**; providing safer use supplies & Narcan throughout Covid
- **Greatly expanded outdoor space at the Engagement Center** to promote social distancing
- Created “**Comfort Stations**” as a response to bathroom closures
- Shifted outpatient services **entirely to telehealth**

Updates:

- *AHOPE has moved services back inside March 2021*
- *New Building on target for Fall 2021*
- *Increased nursing coverage, Implemented I.D system*
- *Lessons Learned: Telehealth*

Pandemic Meets Epidemic

- **Fentanyl** remains a key factor in opioid-related overdose deaths, present in 92% of overdose related toxicology screens.
- Nearly half (46%) of opioid-related overdose deaths had **cocaine** present.
- There were increases in opioid-related overdose deaths in both males and females as well as adults aged 25 and older.

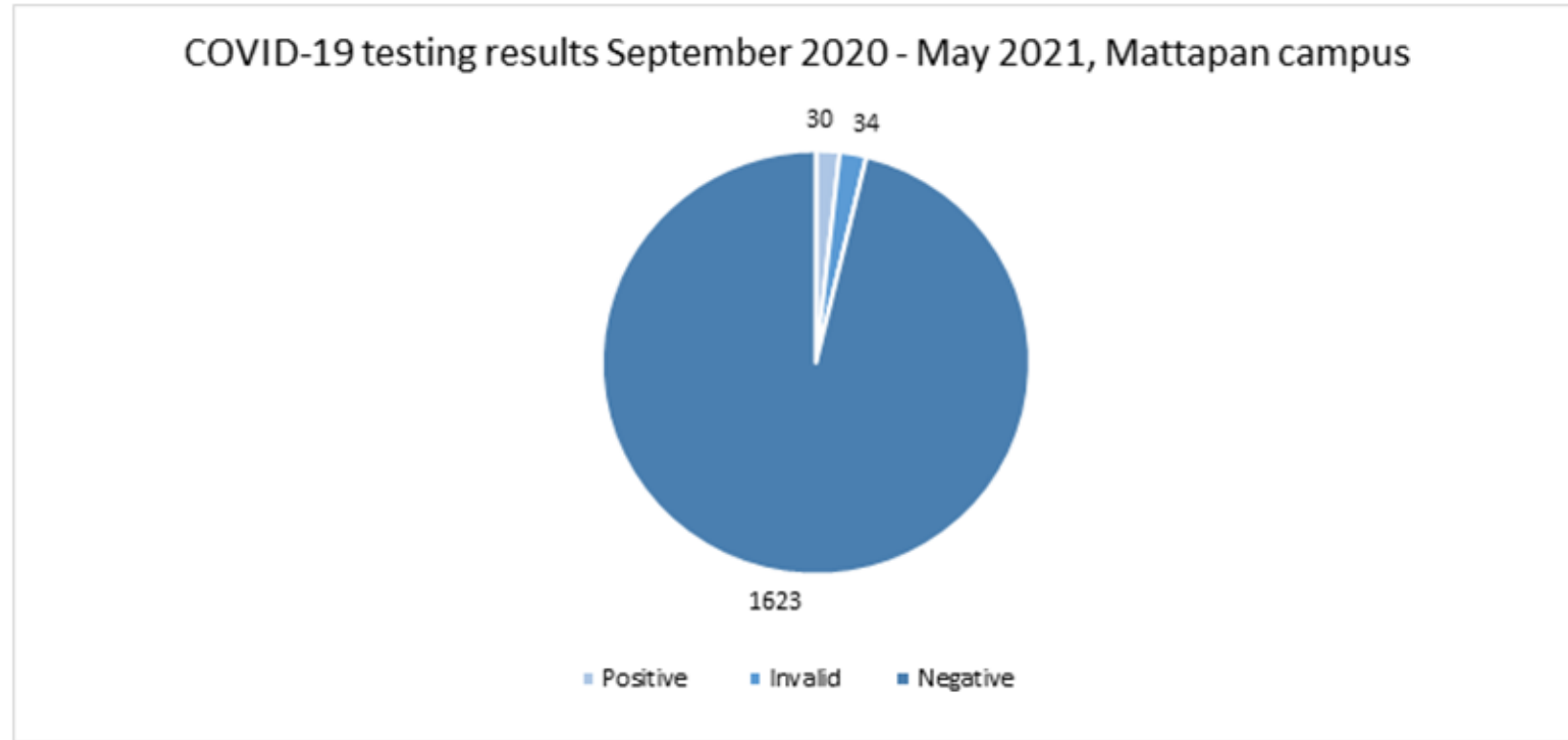


- The rate of overdose death increased significantly among Black non-Hispanic men, rising from 32.6 per 100,000 in 2019 to **55.1 per 100,000** in 2020

Teamed up with EMS to implement **additional screening, testing, and infection control** measures at all residential programs.

Testing events began in September of 2020 and are still in operation.

Implemented **Vaccine clinics** at the Engagement Center and at all residential programs, vaccinating **over 500** of our most vulnerable

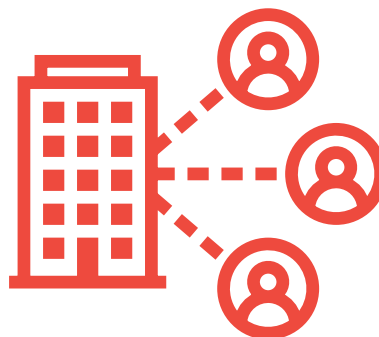


Direct Care Accomplishments

All three of our residential programs continued to serve individuals throughout COVID



525 individuals were admitted to ***Transitions*** short term residential program



43 women and children were admitted to ***Entre Familia*** long term residential program



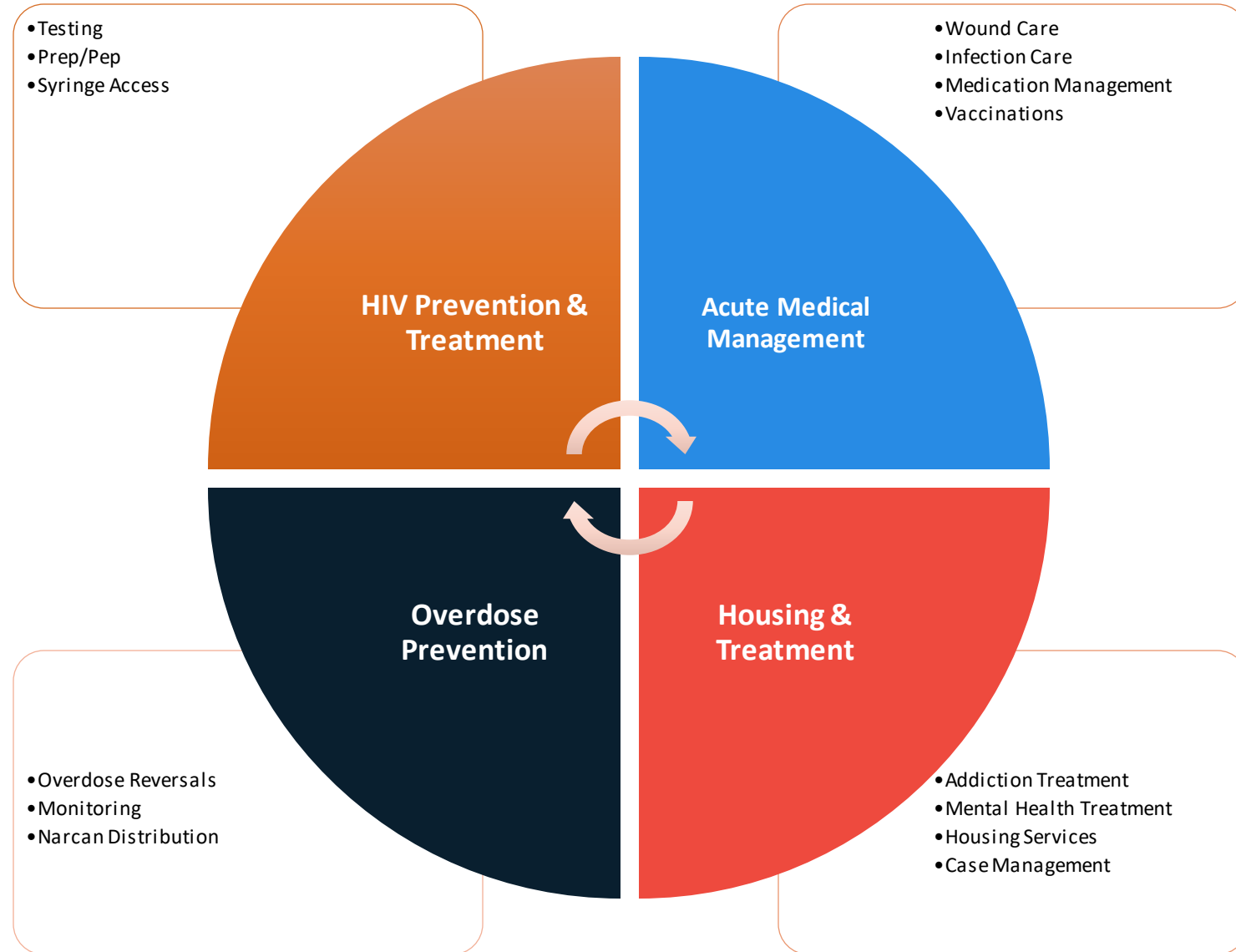
81 men were admitted to ***Wyman*** residential recovery home program.

COVID outdoor “Comfort Stations”

Temporary response to closures of public spaces due to COVID pandemic.

Outdoor space that provides access to:

- Bathrooms
- Hand Washing Stations
- Clean Masks
- Harm Reduction Supplies
- Nursing Care



FY21 Accomplishments: Building Paths to Treatment



PAATHS

Access to Care Program

11, 874 Walk-Ins



5,541 Referrals
to Care



3,944 Treatment
Placements

AHOPE

Comprehensive Drug User Health

10,699 Persons Served



2,696 People Trained in
Overdose Prevention



1,416 Reversals
Reported – Lives Saved

Engagement Center

Daytime Drop-In

Approx. 300 Unique Clients per
Day



Average Hourly Census: 72 Clients



7,000 Visits Accessing Medical Care

Community Based Accomplishments

Syringe Service Expansion

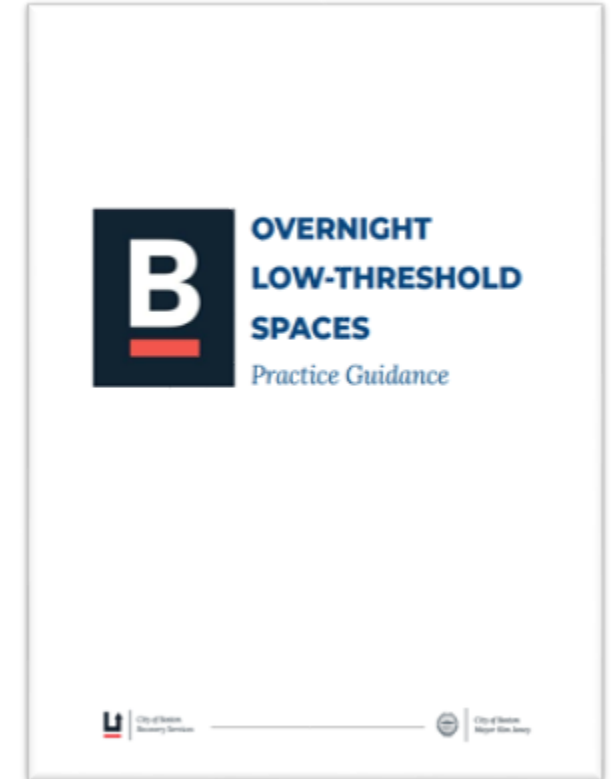
- Expanded mobile syringe services with Fenway Health, Victory Programs and Project Trust, reaching:

Downtown Crossing
Copley Square
South End
Fenway

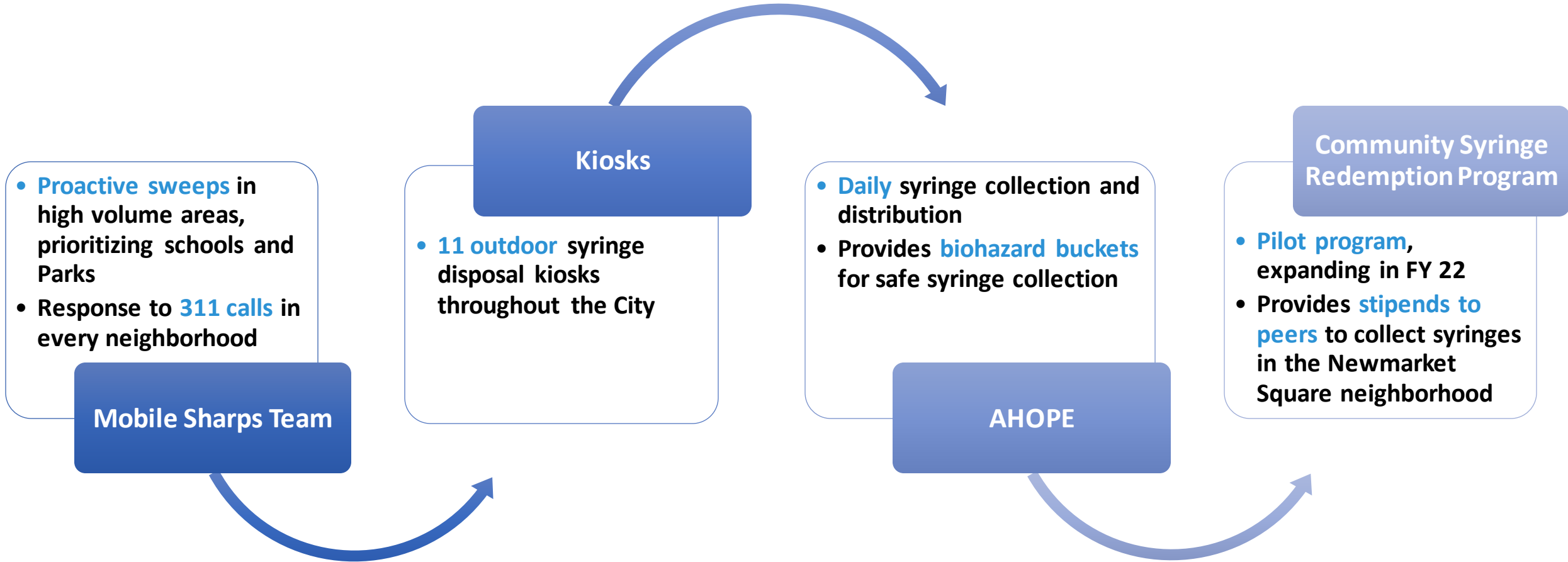
West End
Jamaica Plain
Nubian Square
Dorchester

Capacity Building & Technical Assistance

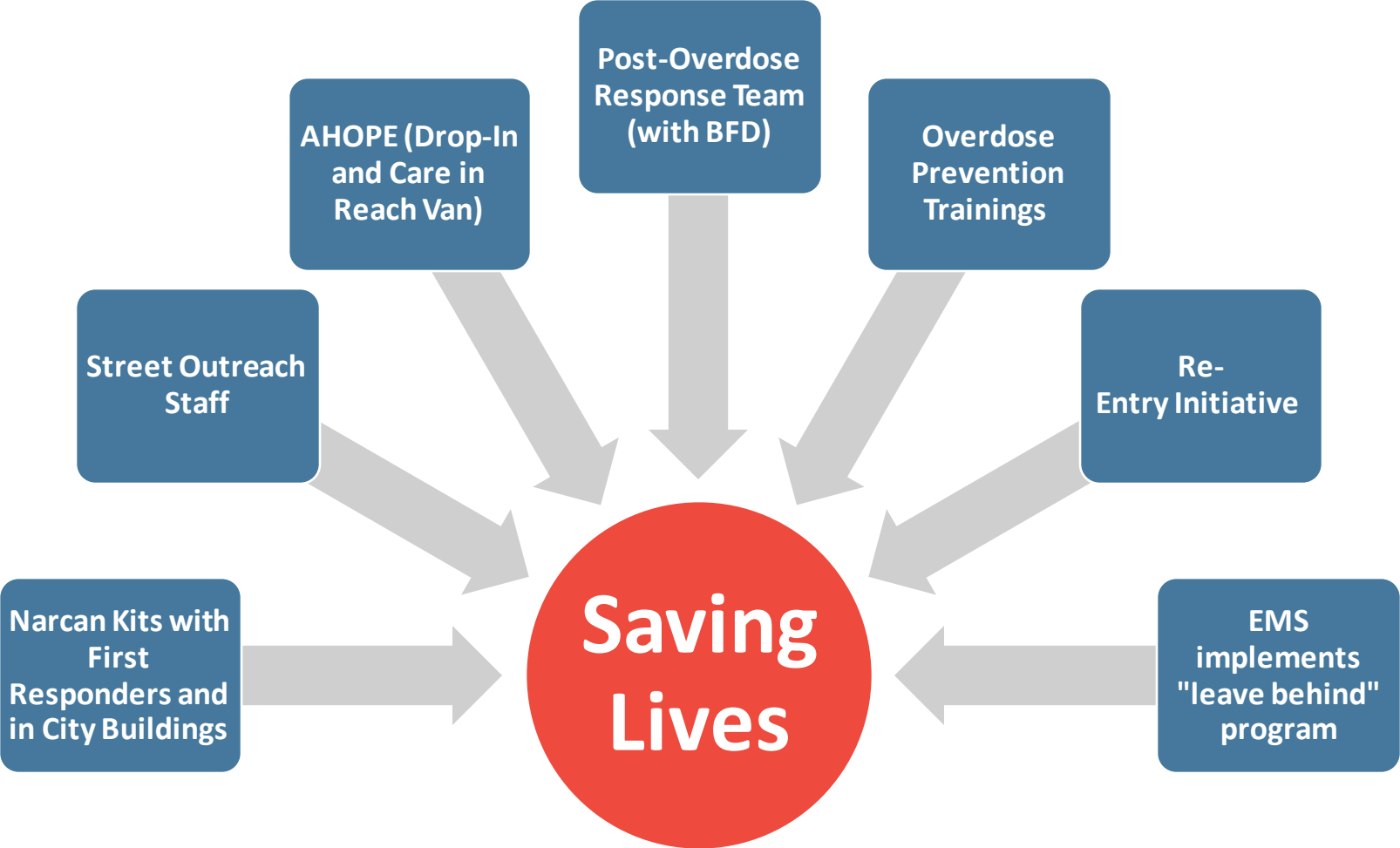
- Harm Reduction Toolkit*
 - This tool was created to support community health centers and community organizations on harm reduction and SSP and how to better serve and interact with people with SUDs.
- Overnight Low-Threshold Space Practice Guidance*
 - This tool was created to support shelters and community organizations so that they may better serve individuals with a SUD who are unhoused and living on the street.

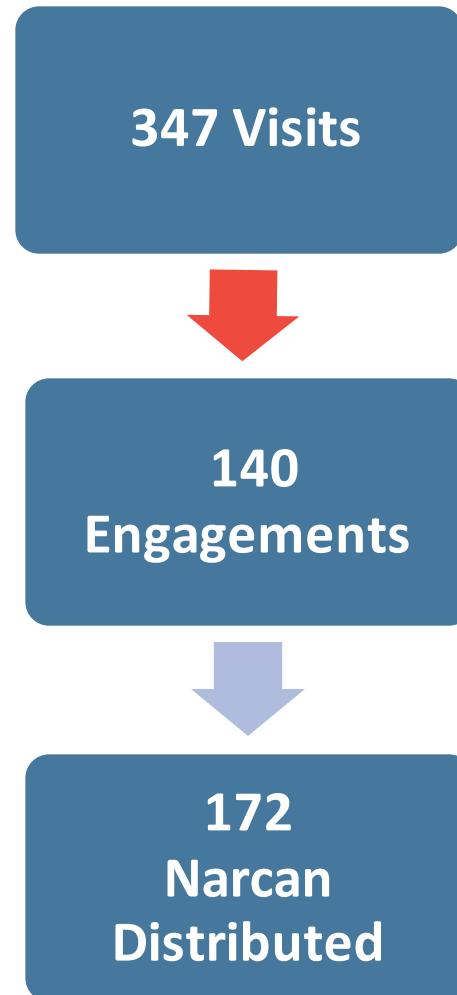


FY21 Accomplishments: Comprehensive Syringe Response

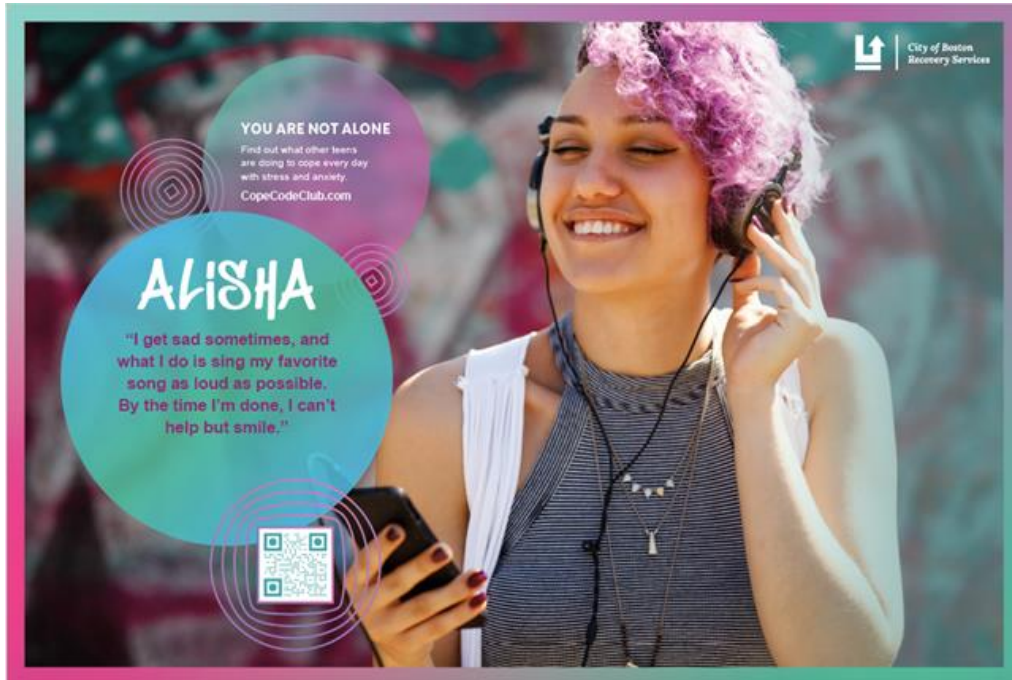


Increasing Access to Naloxone (Narcan):





- **Provides outreach, Narcan, and connections to services** following a non-fatal overdose that occurs in a residence.
- **Recovery Services, Boston Fire, EMS, BPD**
- This community intervention reaches **all neighborhoods.**
- In response to Covid-19, the team shifted to **dropping literature and Narcan** at residences and are **back to in person** a/o 6/2020
- **Materials translated in 7 languages** with support of the Mayor's office of Language Communication Access (LCA)



Youth Prevention Campaign

- Developed by youth, focused on:
 - Normalizing feelings of stress
 - Helping youth develop positive coping skills
- Campaign materials translated into 6 languages
- As a response to COVID - Launched an **interactive web-based** community challenge that:
 - Encourages weekly youth participation in healthy coping skills such as:
 - Reading
 - Exercise
 - Music
 - Meditation

6,200 Visits to the Landing Page

51,800 Clicks

6.6 Million Impressions

Looking Forward

Increasing Housing Opportunities

- Successfully advocated for low-threshold housing in Boston (\$2 million)
 - Targeting individuals in the Mass/Cass neighborhood who are unsheltered with SUD and at risk for HIV
 - Hiring 2 outreach coordinators that are dedicated to housing women
- Added a housing case manager to the morning Street Outreach Team

Enhancing Employment Efforts for Returning Citizens

- Secured funding to support the RENEW program, a collaboration with federal, state, and City resources that provides supported employment and wrap-around services to returning citizens employing a restorative justice approach.

Community Engagement

- Create new community engagement team for the Nubian Square neighborhood
- Create Small Business Owner Resource Guide
- Opioid Recovery and Remediation Fund Advisory Council

Expand Harm Reduction

- Roll out Harm Reduction Toolkit and Low Threshold Practice Guidance to CHCs and community orgs
- Partner with shelter providers to enhance harm reduction services
- Create 1-2 new pilot sites for the Community Syringe Redemption Program
- Incentivize testing for HIV, expand testing sites and increase mobile testing

Invest in Youth Prevention

- Building pathways to expand education, input, and outreach to families
- Increase prevention activities across Boston neighborhoods from a restorative prevention framework
- In coordination with Violence Prevention creating a Youth Advisory & Parent/Caregiver Advisory Board

Expand Long-Term Recovery Supports

- Help people stay in long-term recovery by expanding access to:
 - Workforce development opportunities
 - Stable housing
 - Employment opportunities



Please see our updated website:

www.Boston.gov/Recovery

