

# Metrik: The Software Modernizing Local Public Health and What It Means for Municipal Leadership

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## Presenters

Aimee Petrosky, Director of Performance Standards and Data Systems, OLRH, DPH

Rike Sterrett, Assistant Director of Data Systems, OLRH, DPH

Shin-Yi Lao, Commissioner, Newton Health and Human Services Department



# Disclaimer

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# Session overview

1. About Metrik

2. How Metrik aims to benefit your community

3. How DPH will support the transition to Metrik

4. Q&A

# About Metrik



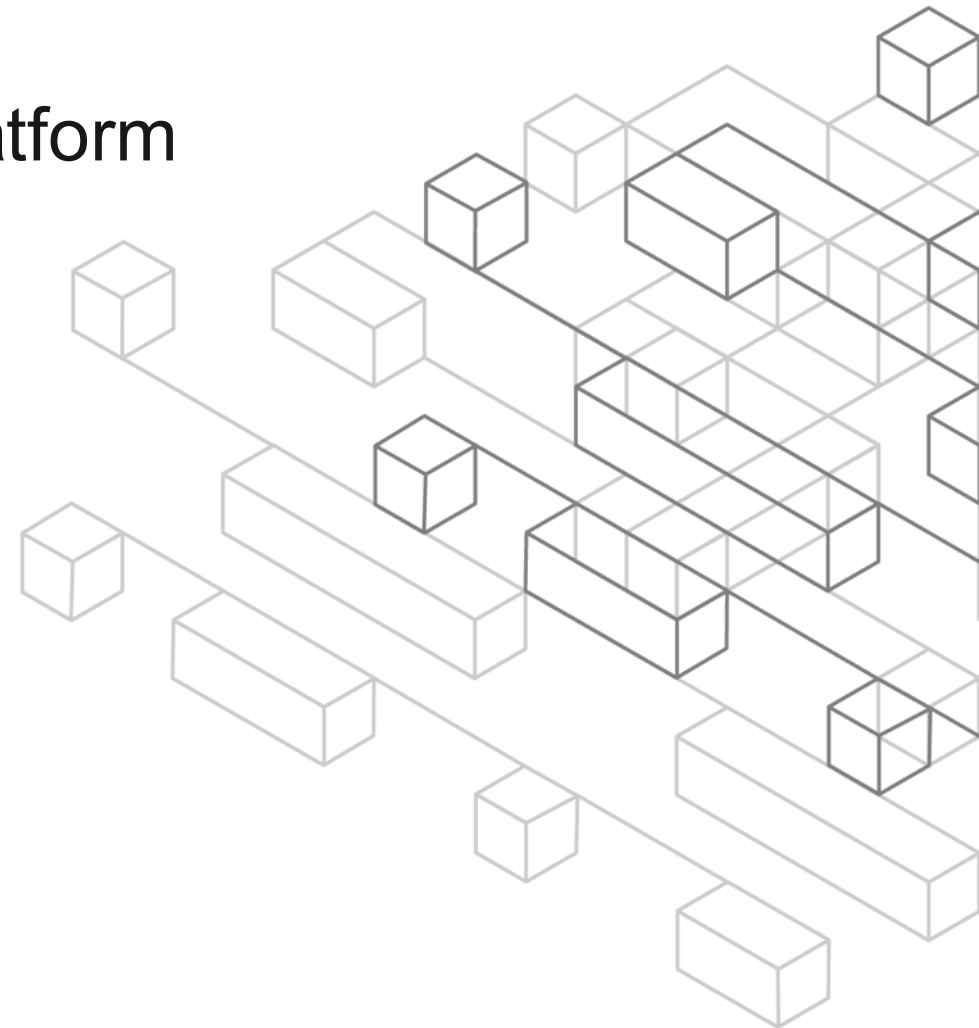
# Our North Star

Better, faster insights that aim to drive actions and equitable outcomes for Massachusetts communities



# What is Metrik?

- New public health workforce and data platform
- When completed, aims to support:
  - Inspections
  - Permits and applications
  - Complaints
  - Data dashboards
  - Reporting



# What Metrik aspires to do

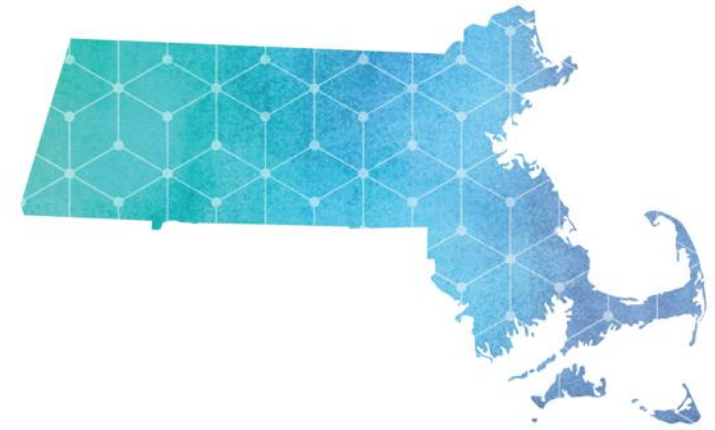
- Improve access to data for better decision-making
- Provide local health departments with simple, modern tools to meet their real-world needs
- Enable more effective collaboration across municipal borders





# Policy context

- 2019 [Blueprint for Public Health Excellence](#) calls for a standardized, integrated, and unified public health reporting system for local public health
- The statute M.G.L. c. 111 s. 27D, sometimes known as SAPHE 2.0, furthered this work



## Blueprint for Public Health Excellence

Recommendations for Improved  
Effectiveness and Efficiency of  
Local Public Health Protections

REPORT OF THE SPECIAL COMMISSION ON  
LOCAL AND REGIONAL PUBLIC HEALTH

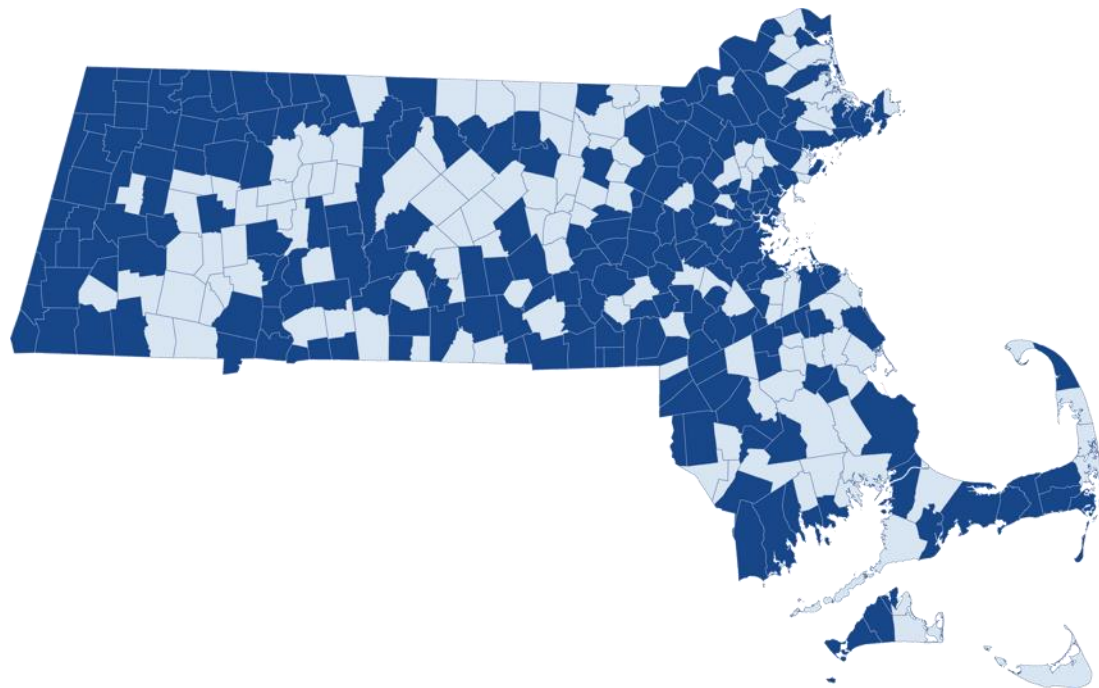
EXECUTIVE SUMMARY

JUNE 2019



# Metrik: Being designed for Massachusetts

- Shaped by extensive formative research and partner engagement
- Following a user-centered design approach
- Taking local requirements and regulations into account
- Led by a team with 100+ years of local public health experience





# Metrik's anticipated impacts at the municipal level

- Municipal leaders
- Health department
- IT staff
- Inspectional Services Department (if they conduct health inspections)
- Residents and business owners



# How Metrik aims to benefit your community

**Metrik aims to make key data  
more transparent and easier  
to access.**



# Getting a clearer picture

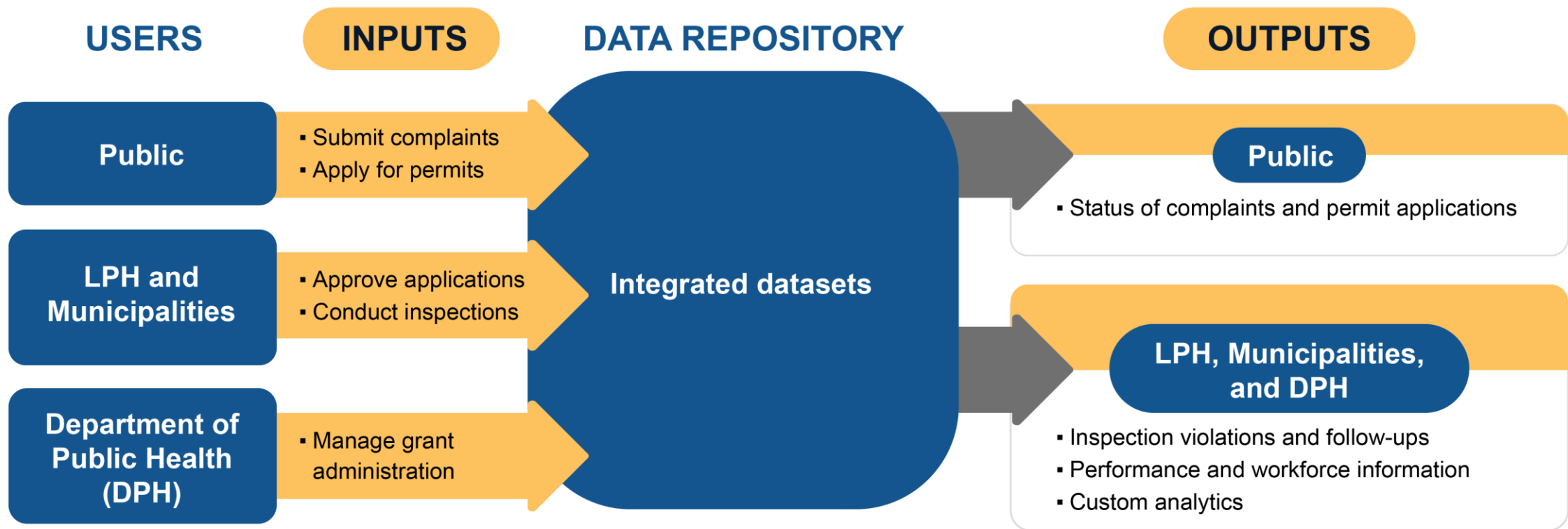
Metrik strives to:

- Drive transparency when it comes to local health codes
- Give access to data on complaints, inspections, permits, and more
- Support budget needs and staffing decisions with better data
- Make SAPHE 2.0 (State Action for Public Health Excellence) reporting easier

The intended result is making it easier for users at all levels to access applicable data and get a better understanding of their operations.



# Intended data flow through Metrik

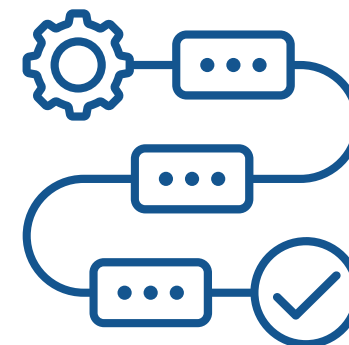


**Metrik strives to streamline  
daily work.**



# Streamlining daily work

- Metrik aims to:
  - Support local public health's day-to-day work
  - Help create continuity of operations
  - Make it possible for residents and business owners to complete some tasks directly within Metrik
  - Have interconnectivity with tools used by other municipal departments
- Metrik is being built with impacts to municipal staff and legacy systems top of mind





# Equipping inspectors with digital tools

- In many municipalities, inspectors currently complete inspections on paper
- Metrik aims to give inspectors access to sophisticated digital inspection tools to help them work more efficiently





# Expediting foodborne illness investigation

- Planned integrations into Metrik include MAVEN (Massachusetts Virtual Epidemiologic Network)
- The goal is to notify inspectors of foodborne illness reports more quickly — enabling them to act faster to protect residents





# Increasing bandwidth for staff

- Metrik aims to make it possible for residents and business owners to do tasks like submit complaints through Metrik
- The intended result is more time for health department and municipal staff to focus on other services





# Removing barriers for business owners

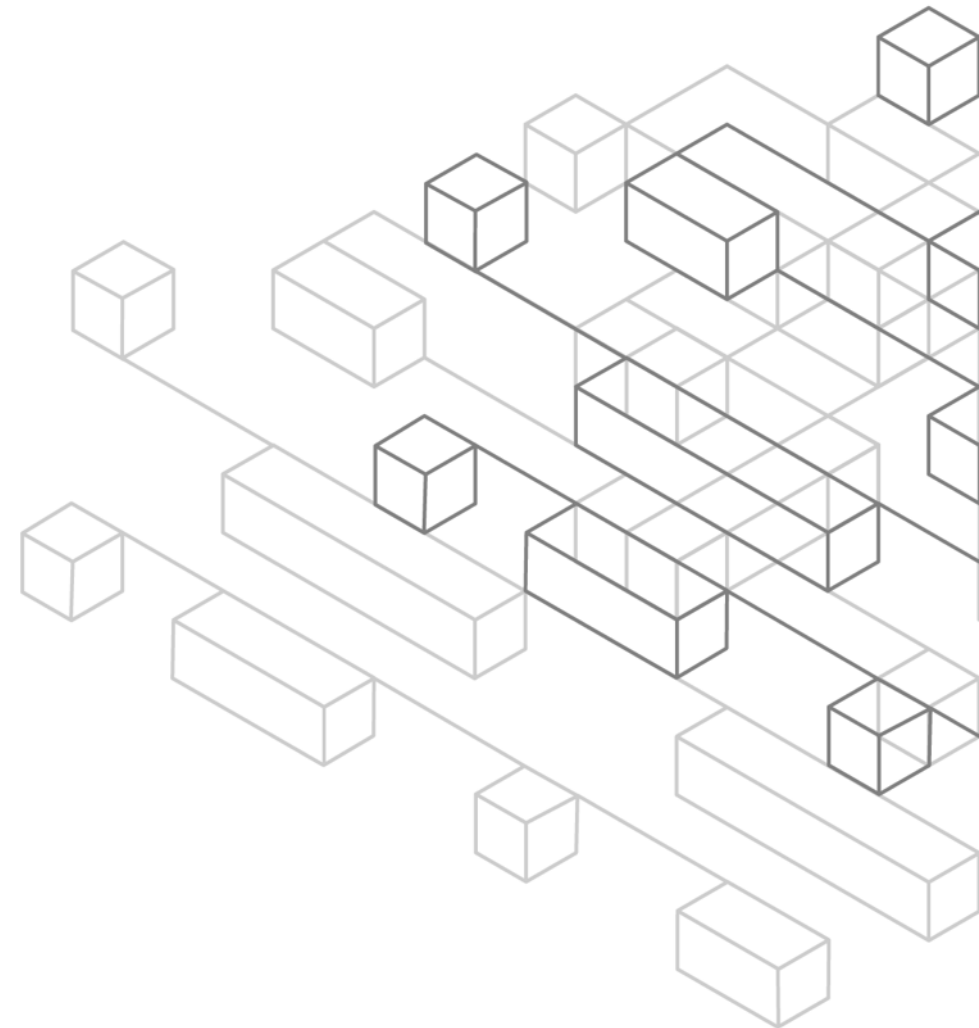
- Metrik aims to create one place where business owners can go to apply for permits
- The goal is to save time and simplify processes for business owners who operate across municipal boundaries





# Involvement of municipal IT

- May assist health department staff and other users as they transition to using Metrik



**Metrik aims to power data-driven decision making.**



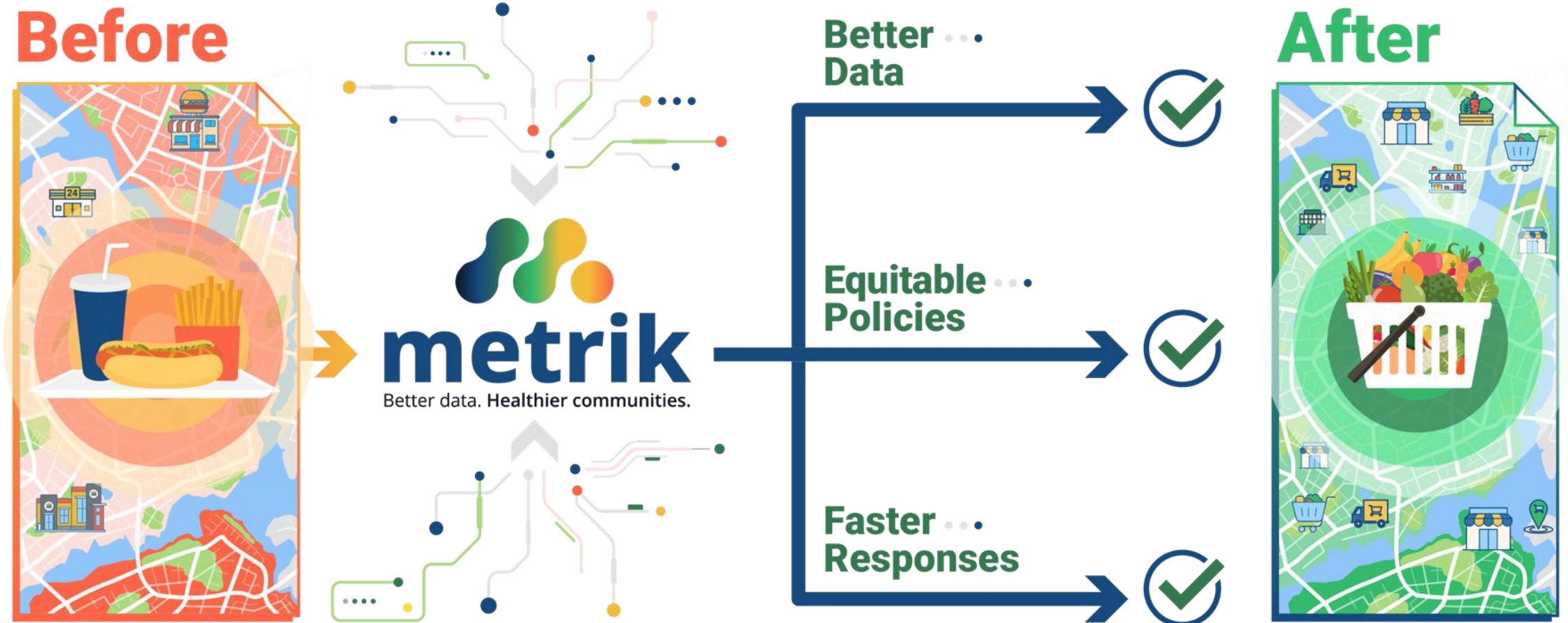
# Powering data-driven decision making

- Metrik's goal is to make public health data more transparent and easier to access — achieving that goal would mean:
  - Local public health and municipal staff are better equipped to analyze and apply data to inform their work and set policy
  - Communities have the opportunity to use local data to support grant opportunities





# Potential impact: Mitigating food deserts



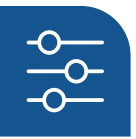


# Data-driven decision making in action

- Metrik strives to give epidemiologists data analysis tools they can use to analyze infectious disease trends
- Metrik aims to make it possible to use that data to recommend targeted prevention campaigns



**Metrik aspires to give all municipalities equal access to its tools and data.**



# Data and tools for all health departments

- The goal is for all local health departments in Massachusetts to have access to Metrik's tools and data — regardless of staff or budget





# Better health outcomes for residents

- The intended result is:
  - Better, more equitable health outcomes for communities
  - A stronger, more resilient Massachusetts

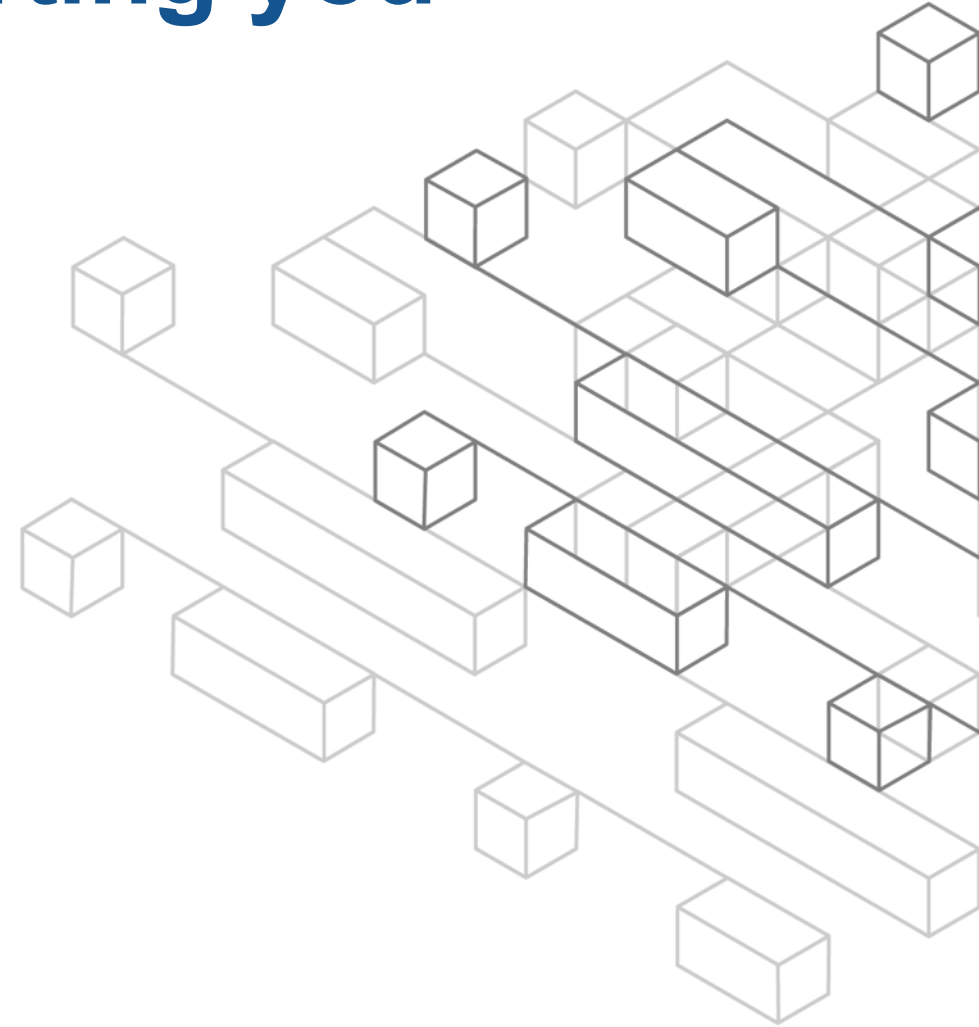


# How DPH plans to support the transition to Metrik



# DPH is committed to supporting you

- DPH will provide training and implementation support for Metrik (details to be shared later)
- We're gathering information about municipalities' and local public health's support needs that will inform support plans



# Wrap-up

# We're building Metrik with you!

- Scan the QR code to sign up for upcoming opportunities to share your feedback
- Email [metrik@mass.gov](mailto:metrik@mass.gov)



# Questions?