

— 2019 — ANNUAL REPORT

KALAMAZOO COUNTY GOVERNMENT
HEALTH & COMMUNITY
SERVICES DEPARTMENT



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pio@kalcounty.com

Leadership:

County Board of Commissioners

District 1:	Stephanie L. Moore
District 2:	Paul Haag
District 3:	Tracy Hall
District 4:	Michael Seals
District 5:	Julie Rogers
District 6:	Ron Kendall
District 7:	Roger Tuinier
District 8:	John H. Gisler
District 9:	Christine Morse
District 10:	Mike Quinn
District 11:	Meredith Place

Department Leadership

Health Officer/Director

James A. Rutherford, MPA

Deputy Health Officer

Debra Lenz, MS

Medical Director

William Nettleton, MD, MPH

Medical Examiner

WMU Homer Stryker MD
School of Medicine

Area Agency on Aging

Don Saldia

Environmental Health

Lucus Pols

Epidemiology

Kim Kutzko

Maternal Child Health

Brenda O'Rourke, RN, BSN

Operations & Public Information Officer

Lyndi Warner, MPA

Personal Health

Penny Born, RN, BSN

Mission

To improve health for all
residents of Kalamazoo County.

Vision

A Community where equity in
social, mental, physical, and
environmental health is achieved
for all County residents.

Values

Equity. Leadership.
Professionalism. Quality. Respect

Advisory Councils

Environmental Health Advisory Council

KCHCS LIAISON: Vern Johnson

Francis Bell	Louis Parker III
Michael Boersma	Andrew Nieboer
Patricia Crowley	Jim Pearson
Shannon Deater	Julie Pioch
David Harn	Meredith Place
Mike Leeuw	Claudette Reid
Christy Lloyd	Jeff Sorensen

Older Adult Services Advisory Council

KCHCS LIAISON: Samantha Carlson

Timothy Charron	Beulah Price
David Eyke	Kelly Quardokus
John Hilliard	Mike Quinn
Kimberly Middleton	Rosamond Robbert, PhD
Kim Phillips	Don Ryan, Chair

Veterans Affairs Committee

KCHCS LIAISON: Lauren King

Bruce Binns	David Brewer
Maury Kaercher	Ronald Kendall
Arthur Harris	Mike Quinn
Robert Hencken, Chair	

LETTER FROM THE HEALTH OFFICER

On behalf of the Kalamazoo County Board of Commissioners and the Kalamazoo County Health and Community Services Department, I am pleased to present the 2019 Kalamazoo County Health and Community Services, (KCHCSD) Annual Report. In this report, you will find the 2019 Calendar Year Divisional Program Reports. These reports provide a window into the exceptional work that our divisions provide within our community. Specifically, these reports provide a summary of the significant amount of work that our dedicated staff provides to enhance our community's well-being by promoting healthy lifestyles, protecting health, preventing disease and providing vital community services.

All through 2019, staff at the KCHCSD strived to protect and promote the overall health and well-being of all of the residents that live, work and paly in Kalamazoo County. Some of the more notable activities of 2019 included:

- In the early part of this 2019, we continued our work addressing the Per and Polyfluoroalkyl Substances, (PFAS) Response. This incident, which occurred in July of 2018 initially impacted residents in both the City of Parchment, Cooper Township and Richland Township. While we are in year two of this response, our work continues and we will be involved until of the outstanding issues are resolved.

- Our Area Agency on Aging Staff continue to work on the development and overall implementation of the Senior Millage that was passed in 2018. A significant amount of time has been applied to the development of the budget for the millage as well as the development of programs both internally and externally that will address the unmet needs of our Senior Population in Kalamazoo County.

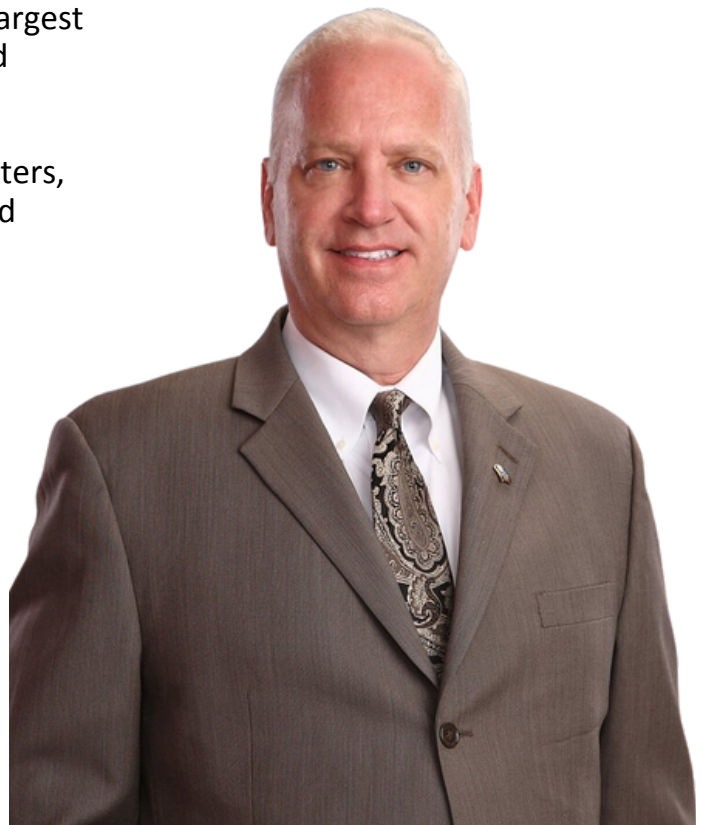
- Finally, in the Summer of 2019 we encountered the Eastern Equine Encephalitis Outbreak that occurred in the late summer of 2019. A significant amount of work in 2019 involved our response to the Eastern Equine Encephalitis. Thousands of staff hours were dedicated towards this response which was the largest Human Outbreak of EEE ever recorded in Michigan and involved 10 Human cases, six of which were fatal and 50 Animal Cases. Our staff worked with our schools, athletic programs, elderly care facilities, homeless shelters, camps, etc., helping them to make decisions that would hopefully reduce the potential for mosquito exposure, particularly for our vulnerable residents.

Please take the time to review this report as it provides a good deal of relevant information about both public health and community services in Kalamazoo County.

As always, yours in Public Health,



**James A. Rutherford
Health Officer/Director
Kalamazoo County Governemnt
Health & Community Services Department**



— 2019 —

PROGRAM REPORTS



AREA AGENCY ON AGING IIIA

Choices for Independence Programs
Healthy Living Programs
Information and Assistance
Long Term Care Ombudsman
Senior Millage

ENVIRONMENTAL HEALTH

Food Safety and Facilities Team
Household Hazardous Waste
Laboratory Services
Land Water & Wastewater Team
Public health Emergency Preparedness

MATERNAL CHILD HEALTH

Breast & Cervical Cancer Control Navigation Program
Children's Special Healthcare Services
Fatherhood Program 4DAD
Fetal Infant Mortality Review
Healthy Babies Healthy Start
Healthy Families America
Infant Safe Sleep
Nurse-Family Partnership

PERSONAL HEALTH

Communicable Disease
Epidemiology and Surveillance
Hearing & Vision Screening
Immunization & Travel Clinic
Michigan Care Improvement Registry
STD & HIV Testing & Counseling
Women, Infants, and Children (WIC)

VETERANS SERVICE OFFICE

Federal benefits Application Program
Soldiers & Sailors Relief
Michigan Veterans Trust Fund
Burial Benefits
Veterans Service Office Fund Grant

AREA AGENCY ON AGING IIIA

Kalamazoo's Area Agency on Aging Region IIIA (AAAIIA) provides leadership and advocacy on aging issues. AAAIIA also works to identify the needs of older persons and coordinates services to meet those needs through the Choices for Independence, Information & Assistance, and Long Term Care Ombudsman programs listed below. AAAIIA's focus is on helping individuals aged 60 and over to live independently with dignity, and in their homes.

Choices for Independence Programs

Consists of five programs: Care Management, Case Coordination and Support, Veteran Directed Care, Community Living Program, and Custom Care. The goal is to help older adults who need assistance, maintain the highest quality of life in their home. This is accomplished by Social Workers and Registered Nurses coordinating care specific to one's needs, working with caregivers, and connecting them to community supports.

Information & Assistance (I&A)

Free, Unbiased, and confidential service for people of all ages, caregivers, and adults with disabilities. Licensed Social Workers help determine needs, find supportive resources, and provide referrals to State, Federal and local programs. In 2019, I&A served 1381 unique clients and made a total of 1807 calls.

Healthy Living Programs

The Creating Confident Caregivers (CCC) class offers skills training and support to the caregivers of persons with dementia. In 2019 AAAIIA Master Trainers held 3 classes with 30 attendees.

Kalamazoo County Senior Millage

Supported overwhelmingly by voters, the Senior Millage for Kalamazoo County was passed in 2018. Funds from the millage will be used to reduce and eliminate waitlists for services and address critical areas of need.

2019 Coalitions & Collaborations

Facilitated by AAAIIA, the Elder Abuse Prevention Coalition works to reduce and prevent the abuse and exploitation of older adults through awareness, education, and collaboration. Community events and training are held throughout the year.

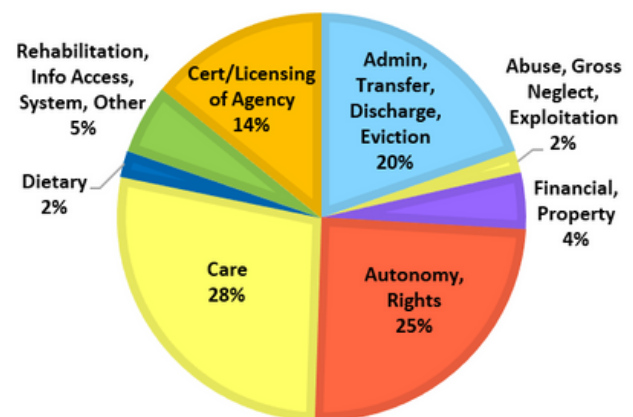
2019 Senior & Caregiver Expo

AAAIIA hosted over 100 vendors for the annual 23rd Senior & Caregiver Expo, connecting community members to a wide variety of vendors!

Long-Term Care Ombudsman

AAAIIA hosts the regional Long Term Care (LTC) Ombudsman Program which serves five counties: Barry, Branch, Calhoun, Kalamazoo, and St. Joseph. Ombudsman ensures the quality of care provided to licensed long-term care facility residents and work to identify, investigate, and resolve complaints made by or on behalf of residents. Additional responsibilities include educating the community, providing consultation to facilities/individuals, regularly visiting licensed facilities, and being available 24/7 to respond to urgent matters. On average, one ombudsman receives 20 plus phone calls daily.

2019 LTC TOPICS OF COMPLAINTS RECEIVED



2019 LTC Ombudsman Highlights

Total # of Community Education Events	19
Total # of consults and info provided to facilities & providers	188
Total # of consults and info provided to individuals	440
Total # of complaint related resident visits & non-routine facility visits	128
Total # of non-complaint related resident visits & routine facility visits	182
Total # of trainings attended by Ombudsman 7 volunteers	35

2019 Multidisciplinary teams (MDTs)

The Elder Abuse Prevention Team and the Elder Death Review Team evaluate complex cases involved with multiple systems. Coordination creates an integrated service array tailored to the victim's multifaceted needs. MDTs also address system failures by identifying barriers across systems and developing solutions that strengthen collaborative partnerships.

Total Number of Services Provided

Home Making	16,137 Hours
In-Home Respite	19,704 Hours
Personal Care	493.25
Adult Day Services	9,821.75 Hours
Medication Management	179.5 Hours
Assisted Transportation	13,551 Miles
Emergency Response Buttons Provided	155
# of individuals Supported Through Care Management	391
# of holiday Baskets Distributed	65
# of individuals on Waitlist as of Dec. 31, 2019	88

Community Partnerships

- A+ Nursing, Inc.
- Absolute Homecare & Medical Staffing
- ADL, Inc.
- Advantage Private Nursing
- Arcadia Health Services
- Bronson at Home
- CareLinc Medical
- Care N Assist
- Christian Neighbors
- Connect America
- Counseling at Home
- Critical Signals Technologies Inc.
- Ecumenical Senior Center
- Fresh Perspective Home Care
- Guardian Medical Monitoring
- Heritage at Home
- HomeCare Transitions
- Homewatch Caregivers of Southwest Michigan
- Hospice Care of SW Michigan
- Oakland Centre
- Legal Aid of Western Michigan
- Mom's Meals
- Portage Senior Center
- Right at Home
- Royal Estates
- Senior Home Support
- Senior Services Southwest MI
- Shepherd's Center of Kalamazoo
- South County Community Services
- Stay Home Companions
- Story Point Senior Living
- United Nursing Service, Inc.
- Valued relationships, Inc.
- Vicksburg District Library
- Vicksburg United Methodist Church
- Western Michigan University Center for Disability Services

2019

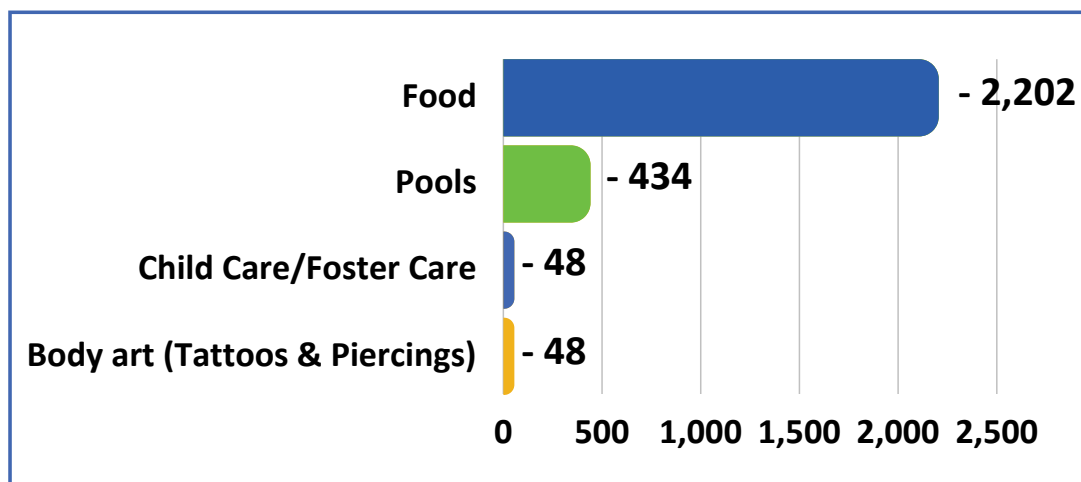
ENVIRONMENTAL HEALTH

Environmental Health Division works to prevent disease, prolong life, protect the environment, and promote public health through the following programs: Food Safety and Facilities, Household Hazardous Waste, Laboratory Services, and Land Water & Wastewater. The Public Health Emergency Preparedness Program is also part of the Environmental Health Division.

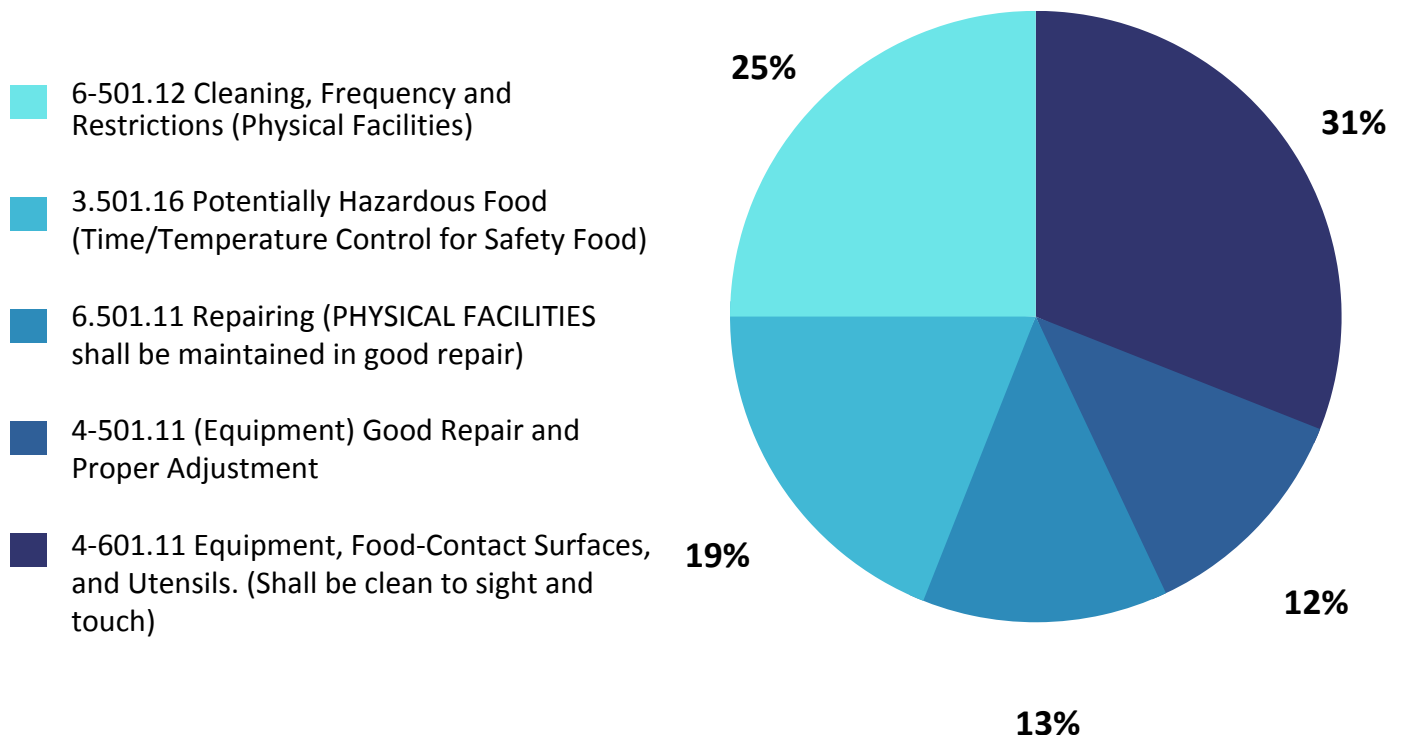
Food Safety & Facilities

Evaluates all types of food service ranging from restaurants to outside food vendors. This program also inspects body art facilities, adult and child care facilities, and public swimming pools and spas.

2019 Food & Facility Inspections (2,732 Total)



Top 5 Food Facility Violations in 2019 by %



Household Hazardous Waste

The Household Hazardous Waste (HHW) Center has been in operation since 1997. Hazardous waste materials are safely collected, packed, and shipped for recycling or proper disposal. Reducing unintentional poisonings in the home, preventing contaminants from entering our groundwater, and reducing hazardous materials sent to landfills are our top goals.

An interesting trend we were observing prior to the 2020 shutdown was the increase in chemical recycling and apparent decrease in electronic recycling. However, we do not think it is a decrease, rather we are seeing less of the heavy console, cathode ray televisions and more lighter flat screen televisions (as seen on the left below). The weight is shrinking but we are sending the same amount of semi-trailers full of electronics every year! It is a trend we will continue to watch in the coming years.



ITEM(S)	2018	2019
CHEMICAL WASTE *	162,356	169,338
ELECTRONIC WASTE	402,166	363,098
ANTIFREEZE	15,750	21,000
COPPER WASTE	2,490	6,190
FIRE EXTINGUISHERS	4,340	4,649
INK AND TONER CARTRIDGES	1,365	1,340
OIL FILTERS	1,680	1,680
PESTICIDES	23,237	24,242
RECHARGEABLE BATTERIES	22,677	27,441
SCRAP METAL	20,220	12,696
USED MOTOR OIL	80,960	81,280
TOTAL POUNDS COLLECTED	737,241	712,954

*Acids, aerosols, ammunition, bases, batteries (alkaline & lithium), cleaners, flammable liquids, flares, fluorescent bulbs, mercury, oil-based paint, organic peroxides, oxidizers, PCB ballasts, poisons/toxics, 1-lb propane cylinders.

Laboratory Services

The Kalamazoo County Health and Community Services Laboratory ensures the health, safety, and well-being of Kalamazoo County citizens by performing clinical and environmental testing.

In 2018, a total of 6,438 environmental specimens were tested from surface waters, pools, and water wells. For clinical testing of syphilis, gonorrhea, chlamydia, and trichomonas, a total of 3,083 specimens were tested.

Vector Activity

In 2019 Eastern Equine Encephalitis (EEE) came to the forefront in Kalamazoo County. EEE is a rare but very serious and often fatal infection of the brain (encephalitis). Beginning in August, 2019, it was found that 3 human, 4 horses, 2 deer, and 1 donkey cases had occurred. Vector activities in 2019 consisted of trapping for mosquitos that have been known to carry the Zika Virus and performing tick surveillance for ticks known to carry Lyme Disease. Additionally supplies were purchased to provide outreach to our community regarding vector-borne diseases.

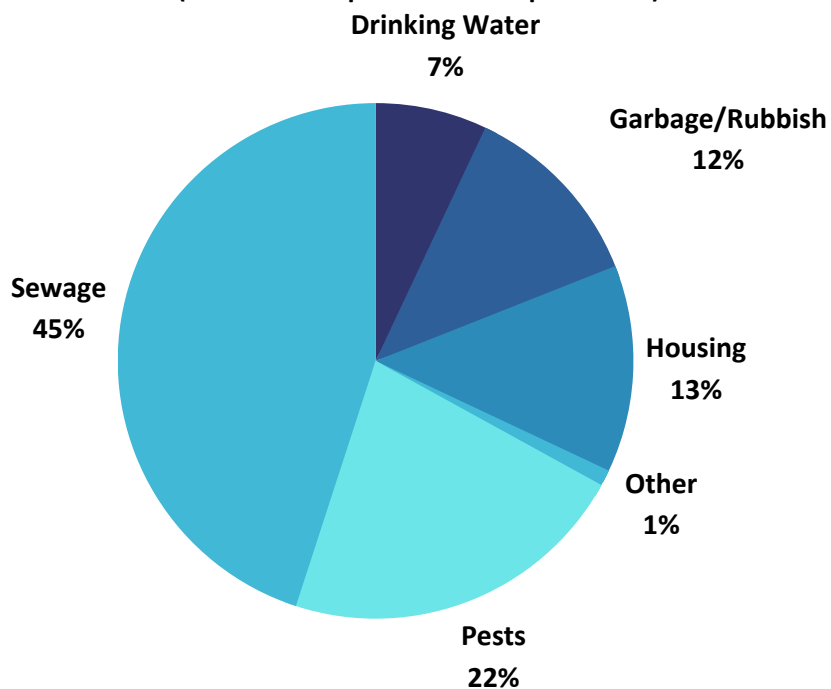


Land Water & Wastewater

The Land Water & Wastewater Team ensures the health and safety of Kalamazoo County guests and citizens by assuring a safe onsite water supply, providing tools for management of onsite wastewater treatment systems, and providing resources for residents to maintain healthy and safe homes.



2019 Complaint Inspections by % (623 Complaints Inspected)



2019	Program
504	Sewage Treatment System Inspections
356	Residential Water Well Inspections
8	Residential Water Well Samples Collected
387	Sewage Treatment System Permits (45% New Construction/55% Replacement)
301	Residential Well Permits Issues
148	Bathing Beaches Inspected
414	Bathing Beach Samples Taken
115	Type II Water Wells Inspected
89	Type II Water Well Samples Taken
8	Campground inspections
5	Meth Homes Certifies Clean after Methamphetamine Contamination

Public Health Emergency Preparedness

Protects the county and its residents through public health prevention, response, and rapid recovery as it relates to public health emergencies. The Public Health Emergency Preparedness (PHEP) program plans and participates in events throughout the year to support County-wide preparedness.

2019 Highlights:

- October 1, 2019 – Celia Banuelos became the new Emergency Preparedness Coordinator.
- October 3, 2019 - Health and Community Services (HCS) participated in Kalamazoo County Response Consortium's First Tabletop Exercise, at the Sheriff's Department.
- October 8, 2019 - Health and Community Services participated in 5th District's Mobile Hospital Exercise, at Kalamazoo Valley Community College's Oshtemo campus.

Eastern Equine Encephalitis (EEE) Response Timeline:

- August 5, 2019 – Michigan Department of Agriculture and Rural Development (MDARD) confirmed the first animal case of EEE* in Michigan for 2019.
- September 6, 2019 – Press release issued, by HCS, stating 2 of the 3 Michigan human cases were confirmed in Kalamazoo County and 1 of the confirmed individuals, in Kalamazoo County, had passed away. Requesting the public avoid outdoor activities from dusk until dawn.
- September 29, 2019 – Press release issued, by HCS, stating HCS received notification of a deer positive for EEE in Kalamazoo County found ill on September 23, 2019.
- September 27, 2019 – MDHHS announced aerial spraying would begin and that affected individuals could opt-out with 48-hour notice.
- December 13, 2019 - Health and Community Services hosted Michigan Department of Health and Human Services (MDHHS) Eastern Equine Encephalitis (EEE) debriefing in HCS' emergency preparedness room, conference room 361. Officials from MDHHS and Public Health Departments to discuss Michigan's EEE response.

*Eastern equine encephalitis (EEE) is an extremely rare but the serious and often fatal infection that causes encephalitis or inflammation of the brain. It is spread by the bite of a mosquito infected with EEE virus (EEEV).



10.8.19 5th District Mobile Hospital Exercise

2019

MATERNAL CHILD HEALTH

Maternal Child Health Division provides advocacy, education, and service coordination through the following programs: Breast & Cervical Cancer Control Navigation Program, Children's Special Health Care Services, Infant Safe Sleep, Fatherhood Program: 4DAD, Fetal Infant Mortality Review, Healthy Babies Healthy Start, Healthy Families America, and Nurse-Family Partnership®.

Breast & Cervical Cancer Control Navigation Program

Coordinates breast/cervical screening & diagnostic testing and treatment of breast and/or cervical cancer for an 8 county region in Southwest Michigan. Services are offered by contracted Providers including federally qualified health centers, health departments, hospital/radiology sites, and family planning clinics.

Program Highlight:

At Ladies Health nights at InterCare Community Health Clinics, women received a wellness screening, including a Pap test, and then were scheduled to receive a mammogram. BCCCNP paid for mammogram services for those who met eligibility. We were able to enroll approximately 25 women to receive mammogram services.

The Fiscal year 2019 began with a Pap test pilot program that allowed enrollment of women aged 21 – 39 for Pap/HPV (age-appropriate) testing. Postcards were distributed to all enrollment clinics beginning 10/1/2018 to ensure enrollment of women in this age group. In March of 2019 the Pap pilot program became a permanent part of BCCCNP and age 21 -39 cervical cancer screening was added to BCCCNP eligibility.

Women served equaled 685. The allocation for FY19 was 640 but MDHHS allowed BCCCNP to expand the number to 685 served. A total of 18 Breast cancers and 3 pre-cervical/cervical cancers were diagnosed and clients then enrolled into the BCCCNP Medicaid treatment act in order to receive Medicaid for treatment services.

Children's Special Health Care Services

Focuses on family-centered services for over 2,600 diagnoses, pays for specialty medical bills, provides help finding specialty services, assists in coordination of services, and connects families to community services,

Client Testimonial:

"Thank you for all that you do!"

"We are so very grateful for CSHCS, I honestly don't know what we would do without you and your services. Thank you kindly!"

"The Kalamazoo CSHCS staff are absolutely wonderful!"

Individuals Served	967
Care Coordination Contacts Completed	328
Care Plans Completed by a RN	60
Trainings and Community Events Attended by Staff	15+
Case Management Participants	12
Fund Applications Submitted Which Assist Families with Purchasing Equipment not Covered by Insurance	12

Healthy Babies, Healthy Start & Fatherhood Program

Addresses birth outcomes and disparities within all of Kalamazoo County by providing services and support for mothers, children, fathers, and families before, during, and after pregnancy. Community events included Books and Bellies partnership with Kalamazoo Public Library (class promotes early literacy and reading to the baby while parents are expecting), Discussions with Dads (space provides support for Dads in the community who are expecting or parenting), and ROSES Support Group (evidence-based post-partum depression prevention curriculum that has shown evidence in improving post-partum depression). The HBHS staff accomplished 2 staff certifications in lactation support.

of community members supported through home visitation/virtual visits
Pregnant: 247
Infants < 1 year 123
Young Adults 18-25 50
Women 25+ 88
Men 104

Performance Reports

National performance measures that impact birth-outcomes
90% Enrolled participants received a well woman visit
93% Report placing baby in a crib to sleep
82% initiated Breast-feeding
93% Enrolled children received adequate Well Child Visit Exam

FIMR

Identifies fetal and infant deaths in our community. A community action team reviews and develops creative ideas to improve birth outcomes for women that will reduce infant mortality. In 2019, 20 infant deaths were documented with 5 associated to unsafe sleep practices.

Infant Safe Sleep Program

Provides safe sleep workshops, Pack-n-Plays, and client support materials to residents of Kalamazoo County. In 2019, 20 community safe sleep classes were held with a total of 121 participants. One-on-one education was provided to 51 parents of infants, and 65 safe sleep environments (Pack-n-Plays) were given to clients in need. 11 Educational sessions provided with 44 professionals receiving that education. 4 community events attended with 142 individuals given safe sleep message at these events.

Healthy Families America

An intensive, evidence based program that provides support and education to families in our community. Families can enroll anytime during their pregnancy and until the child turns 3 months old. Services continue until the child is 3 years of age and transitioned into Preschool. Healthy Families America is not income based.

"My home visitor has helped me so much. I have never received so much support from anyone. I hope someday I can do that for someone."

Nurse Family Partnership

Nurse-Family Partnership® (NFP) is an evidence-based, community health program that provides a personal registered nurse to eligible women pregnant with their first child. This partnership between first-time mom and registered nurse begins early in her pregnancy and continues until her child reaches 2 years of age. July 31st 2019 marked 11 years since Nurse-Family Partnership enrolled its first client. Since then, 750 clients have been enrolled in NFP and 208 clients graduated the program.

Completed Visits	2095
Clients Receiving Visits	174
Children Receiving Visits	154
Infants Born to Participants	61
New Clients Enrolled	86
Clients that Graduated from NFP	25

Total Enrolled	63
Completed Visits	978
Met Home Visitor Prior to 3 years old	89%
First Time Mom	59%
Reported Reading or Singing to Child Daily	94%
Unmarried	81%

2019

PERSONAL HEALTH

Personal Health Division provides prevention, direct services, and education and outreach through the following programs and services: Childhood Lead Poisoning Prevention Program, Communicable Disease Team, Epidemiology and Surveillance Reporting, STD Counseling & Testing, HIV Counseling & Testing, Immunization Action Program, and International Travel Immunizations, Hearing & Vision, Michigan Care Improvement Registry, and Women, Infants & Children (WIC).

Childhood Lead Poisoning Prevention

Provides nursing case management for children with elevated blood lead levels over 4.5 mcg/dL. This program provides education and outreach for Kalamazoo County. The goals of the program are to reduce blood lead levels in children under 6 years of age, and to permanently reduce lead hazards in the home to prevent future poisoning.

In 2019, a total of 41 home visits were completed to provide education about lead hazards, ways to reduce lead exposure, healthy nutrition, and assistance with follow-up care. On average, the lead nurse worked with 64 families every month to facilitate care and follow-up.

HIV Counseling & Testing

Collaborates with ten community partners to provide communicable disease education, HIV/AIDS and STD counseling and testing, risk reduction, and information to substance use treatment facilities in Kalamazoo County. In 2019, 264 HIV Tests were performed with 39 HIV positive cases

Immunization Action Program

Provides education and immunization to all ages in Kalamazoo County, including those traveling internationally, eliminates financial barriers to vaccination by providing free vaccines and provides communication to guardians of children with overdue immunizations ages six months to seventeen years old. In 2019, 4713 were vaccines given at HCS, and 2314 were in the Vaccines for Children and Adult Vaccine programs. 4147 recall letters were sent to overdue children. 165 travel appointments with 336 travel vaccines given.

Hearing and Vision

Offers free screening in collaboration with local schools and pre-schools as an early identification of any hearing/or vision problems. The Hearing & Vision technicians screened a total of 20,260 children with 10,238 hearing screens and 10,022 vision screens.

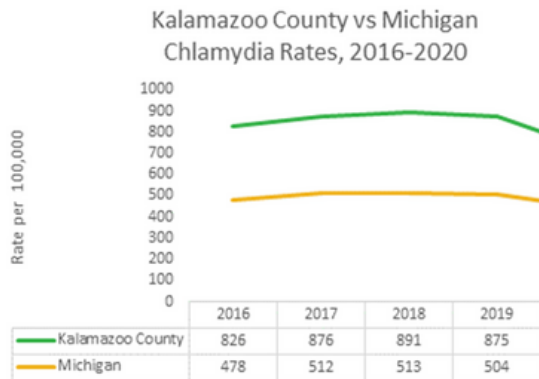
Communicable Disease Team

Monitors infectious diseases, this includes reportable diseases as well as outbreaks within Kalamazoo County, that affect residents by providing control measures and education to prevent further transmission.

Illness	#
Foodborne	209
VPDs	34
Vector-Borne	66
Viral Hepatitis	172
Outbreaks	17
TB Cases	2
LTBI Cases	15
Animal Bites	524
TB Tests (PPD/QFT)	1082/44
Titers	200
TST and Certifications	4/76

STD Counseling and Testing

Provides confidential testing, complete screening and counseling for anyone ages 12 years and older. Conducts education and outreach throughout the year in schools and at community events.

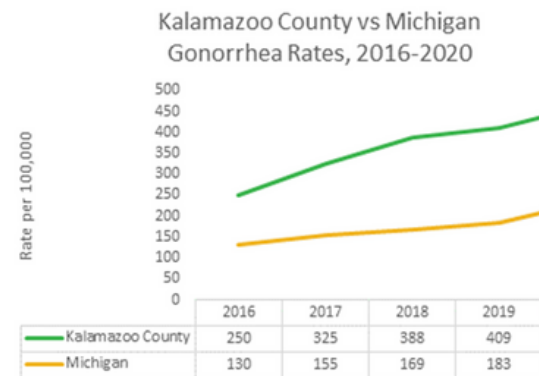


STD Testing

School-wide STD screening events occurred in four Kalamazoo County Schools. Staff also promoted clinical services at back-to-school events at Western Michigan University, Kalamazoo Valley Community College, and other community events.

STD Rates

In 2019, the rates of Chlamydia and Gonorrhea continued to increase. Kalamazoo County has the second highest rate of both Chlamydia and Gonorrhea in the State of Michigan and remains elevated compared to the State.



STD Education

Clinical staff participated in numerous outreach, education, and testing events to emphasize the importance of testing and prevention efforts in order to combat the increasing rates., including:

Reproductive health education lessons for adolescents, STD and Health Education classes were taught at The Gospel Mission, Ministry with Community, and The Kalamazoo County Jail, and The Wear One campaign that offers FREE condoms to local businesses throughout Kalamazoo County.

Michigan Care Improvement Registry

Collects and maintains statewide immunization data, and is compatible with all in-state electronic medical records. MCIR Region 2 covers 15 counties in Southwest Michigan. From their base office at the Health & Community Services Department, three coordinators and a customer support specialist provide trainings, education, and technical assistance for 1,519 healthcare providers, 173 of which are located in Kalamazoo County. The MCIR Region 2 Team also provides support to the region's 23 health departments.

Women, Infants, and Children (WIC)

The Women, Infants & Children program, more commonly known as WIC, provides nutrition education and counseling, monthly food benefits, support and help with breastfeeding and referrals to health care, immunizations and other programs. WIC continues to host a breastfeeding café to help support breastfeeding mothers. WIC continues to support families with help to access to healthy foods and one on one nutrition counseling with Registered Dietitians.

Nutrition Education Appointments	28,000+
Client Contacts	24,000+
Clients Served	5,100+
Project Fresh Vouchers Distributed	900
% of WIC Clients who initiated breastfeeding at birth	70%
\$ Spent at stores in Kalamazoo County	\$3 Million+

2019

VETERANS SERVICE OFFICE

Veterans Service Office provides services, assistance, and advocacy to those who have served our Country.

2019 Highlights:

2019 saw the second year of using the MVAA's County Veteran Service Fund Grant as part of the funding available to the office. We hired both a new Service Specialist as well as a new administrative assistant. This was a year of learning and growth for the office.

In 2019, Kalamazoo County's Veterans Service Office completed **173** compensation claims, **97** pension claims which include Aid and Attendance and Survivors Benefits, and **167** requests for records. Altogether, **2,181** various forms were filed on behalf of the veterans and their families to the Veterans Affairs Administration. In total, **\$108,945,000** Veteran Affairs dollars were distributed within Kalamazoo County in 2019.

Partnership, Events, and Outreach:

Integrated Services of Kalamazoo:

"Kalamazoo Community Mental Health and Substance Abuse Services" changed its name to Integrated Services of Kalamazoo in 2019. The Veterans Navigator has continued to be located within the HCS building and the partnership between the ISK Veterans Navigator and the VSO has remained strong through 2019. This year, in partnership between ISK; the Public Housing Commission; and the VSO, the Keystone Veterans Transitional House was purchased and remodeled to accommodate up to 12 veterans for temporary housing.



Project Connect and Senior Expo:

The VSO was present at both events, hosted by the South Central Community Action Agency and Area Agency on Aging respectively. These events are essential to getting the VSO out into the community we serve.

Veterans Stand Down:

The 2019 Stand Down was held at Anna Whitten Hall to allow more space for community partners and veterans to gather.



DEPARTMENT DIRECTORY

HCS Administration

Main Phone Line.....	269-373-5200
Medical Examiner.....	269-337-6173
Public Information Officer.....	269-373-5271
	269-373-5270

Programs

Area Agency on Aging IIIA.....	269-373-5173
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Environmental Health.....	269-373-5210
Laboratory.....	269-373-5360
Household Hazardous Waste.....	269-373-5211
Public Health Emergency Preparedness.....	269-373-5025

Maternal Child Health

Breast & Cervical Cancer Control Navigation Program.....	269-373-5213
Children's Special Health Care Services.....	269-373-5010
Healthy Babies Healthy Start.....	269-373-5279
Healthy Families America.....	269-373-5042
Nurse Family Partnership.....	269-373-5067

Personal Health

Communicable Disease Surveillance.....	269-373-5044
Immunization & International Travel Clinic.....	269-373-5126
STD Counseling & Testing.....	269-373-5203
Tuberculosis Control.....	269-373-5203
Hearing & Vision Screening.....	269-373-5029
HIV Counseling & Testing.....	269-373-5208
Women, Infants and Children (WIC).....	269-373-5002

Veterans Service Office.....	269-373-5361
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Kalamazoo, MI 49001

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