

# Kalamazoo County Government

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## ANNUAL REPORT | 2020

### HEALTH & COMMUNITY SERVICES DEPARTMENT



# TABLE OF CONTENTS

## Health & Community Services

*Improving Health for All Residents of Kalamazoo County*

The Kalamazoo County Health & Community Services Department is not your traditional local public health department.

We work to address the health need impacted at both the social and community level with our programs and services. We do this through innovative and collaborative community goals, direct services, community health monitoring, and policy development, implementation, and advocacy.

Kalamazoo County Health & Community Services is committed to providing equitable, culturally competent care to all individuals served, regardless of race, age, sex, color, national origin, religion, height, weight, marital status, political affiliation, sexual orientation, gender identity, or disability.

### Our Mission

*To improve health for all residents of Kalamazoo County*

### Our Vision

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

### Our Values

*Our values include equity, leadership, professionalism, quality, and respect.*

## Introduction

3 Letter From the Health Officer

4 Leadership & Advisory Councils

## Program Reports

5-7 Area Agency on Aging

8-14 Environmental Health

15-20 Maternal & Child Health

21-25 Personal Health

26 Veterans Service Office

## Directory

27 Department Directory



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@kzoocountyhcs



KALAMAZOO COUNTY GOVERNMENT

In the Pursuit of Extraordinary Governance

Health and Community Services Department



@kzoocountyhealthdept



@kalcountyhcs

# LETTER FROM THE HEALTH OFFICER

2020 marked the most substantial year for public health since the Worldwide Influenza Pandemic of 1918. In the early part of this year, HCS Staff continued our work in response to the Perfluoroalkyl/Polyfluoroalkyl Substances, (PFAS) Water Contamination Incident that impacted thousands of residents in Kalamazoo County. In addition to educating our residents about the contamination within their water supplies, our staff response included providing bottled water and water filters to the affected residents. Our work also involved planning with our municipal partners to develop and implement permanent solutions, to assure that our residents had access to clean and potable water.

In addition to our PFAS response, our Environmental Health Staff implemented an enhanced Mosquito Surveillance Program in the Summer of 2022. This enhancement was in response to the Eastern Equine Encephalitis Outbreak that we experienced in the Summer/Fall of 2019.

The remainder of 2020 was entirely devoted to our response to the onset of the COVID-19 Pandemic. This pandemic, also known as the Coronavirus Pandemic, emerged as a significant public health emergency in the latter part of 2019. In March of 2020 the World Health Organization, (WHO) declared the outbreak a global pandemic.

On Sunday, March 22nd, an Incident Command Structure was established at HCS. Our partners included the Sheriffs Department, Parks & Recreation, County Administration, the Environmental Protection Agency, (EPA) our hospitals, school, colleges and countless other organizations and agencies within the community. Our work within this response was vast and extremely time-consuming and included:

- Responding to the significant shortage of the lack of readily available Personal Protective Equipment including such items as masks/face shields, antibiotic cleansers and hand sanitizing supplies as well as hospital supplies.
- Working with our K-12 Schools and colleges to assure that our children and students were safe by reducing the likelihood of disease exposure and illness.
- Attending town hall meetings to share with our residents what we knew about the Virus and helped to educate them about how to minimize exposure, illness and death.
- Working with our homeless shelters to reduce the likelihood of disease transmission.
- Establishing Quarantine & Isolation Facilities at local hotels to be able to secure safe locations for our homeless population and to be able to reduce the transmission of the disease within one of our most vulnerable populations.
- Working with our long-term elderly care facilities to try and reduce the prevalence of disease and death within our senior population.
- Working in unison with our predominantly Black churches to help educate and update our minority populations about COVID-19.

Toward the end of 2020, we began the overwhelming task of preparing for the planning, development and implementation of mass COVID-19 Vaccination Clinics. This was accomplished through our dedicated work within the Incident Command Structure alongside the Environmental Protection Agency, (EPA) and other county partners. On December 18 of 2020 we began vaccinating first-responders within the county and on December 22nd, we held our first mass Covid-19 Vaccination Clinic at the County Expo Center.

In closing, this past year was a significant challenge at a world-wide level. I am beyond proud of the employees at the Kalamazoo County Health & Community Services Department. Our staff, in particular, our essential employees have dedicated so much of their life, time, energy & love, to address this unprecedented incident. While we know that we are far from being done with this pandemic, I want to thank the wonderful and exceptional employees not only at HCS but also within all of the partner agencies, schools and facilities that have stepped up to the plate to address this challenge.

As always, yours in Public Health,



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

# LEADERSHIP & ADVISORY COUNCILS

## 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

## Advisory Councils

### ***Environmental Health Advisory Council***

HCS 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***

HCS 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

## HCS 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, MPH

**Maternal Child Health**

Brenda O'Rourke, RN, BSN

**Operations & Public Information Officer**

Lyndi warner, MPA

**Personal Health**

Penny Born, RN, BSN





# Area Agency on Aging IIIA

## Contact Us

311 E. Alcott St  
Kalamazoo, MI 49001  
269-373-5200 (HCS main line)

269-373-5173 (program line)  
269-373-5227 (fax)

## Hours

Monday-Friday: By Appointment Only  
Call 269-373-5173 to schedule an appointment

<https://www.kalcounty.com/hcs/aaa/>

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 (CFI) Programs – Millage Funded

Consists of five programs: Care Management, Case Coordination and Support, Veteran Directed Care, Community Living Program, and Options Counseling. 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.

### 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. Ombudsmen ensure 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.

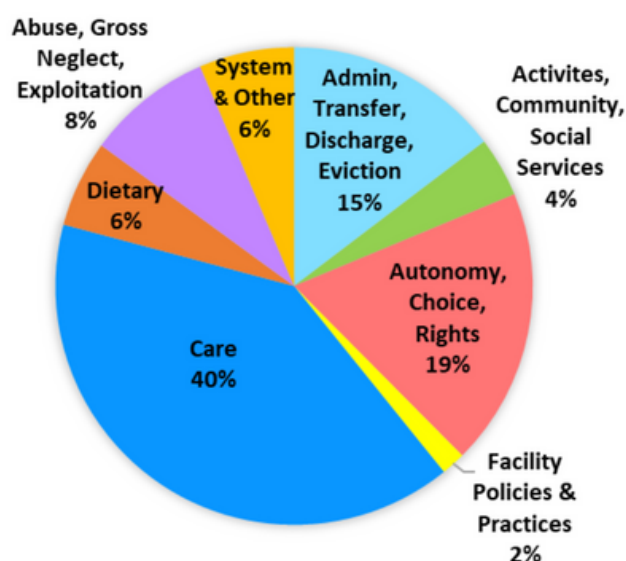
### Information & Assistance (I&A)

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 2020, I&A served **1,440** unique clients and made a total of **1,777** calls.

### Healthy Living Programs

Developing Dementia Dexterity (DDD) is a course for caregivers of persons with dementia or Alzheimer's. DDD strives to improve a caregiver's confidence and reduce stress by providing useful tools and information. In 2020, AAAIIA virtually provided 2 classes with **13** attendees.

2020 LTC TOPICS OF COMPLAINTS  
RECEIVED





# Area Agency on Aging IIIA

## Kalamazoo County Senior Millage

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

## 2020 Court & Clergy Virtual Conference

- Local experts come together to provide religious leaders and affiliated community agencies with updated information on elder abuse, financial exploitation and prevention, the role of law enforcement, and community resources as older adults plan for financial management.

## 2020 Coalitions & Collaborations

- Facilitated by AAAIIIA, 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 trainings are held throughout the year.

## 2020 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 and identify barriers across systems to develop solutions that strengthen collaborative partnerships.

## 2020 Holiday Baskets

- Generous donations from community partners and HCS staff made AAAIIIA's 2020 Holiday Baskets an overwhelming success! A special thank you to Kalamazoo's Log Cabin Quilters Club for the beautifully crafted handmade quilts included in each basket! The community's generosity brought smiles and warm wishes into the hearts of over 54 older adults throughout Kalamazoo! Baskets contained a quilt, household items, winter hats, gloves and scarves, warm socks, personal care items, food items, pet food, activity and coloring books, puzzles, masks, etc.



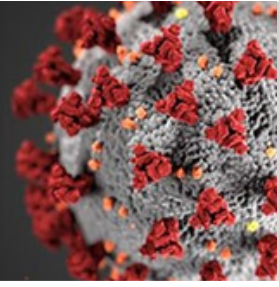
2020 LTC Ombudsman Highlights	
Total # of community education events	12
Total # of Info. & assistance provided to facility staff (Includes COVID)	574
Total # of Info. & assistance provided to individuals (Includes COVID)	1,908
Total # of trainings attended by Ombudsman	105

2020 AAAIIIA Total # of Services Provided	
Homemaking	19,990 Hours
In-Home Respite	22,608 Hours
Personal Care	736 Hours
Adult Day Services	1,596.25 *Decreased from 2019 due to centers being closed during the pandemic.
Medication Management	335.5 Hours
Assisted Transportation	17,034 Miles
Emergency Response Buttons Provided	239
# of Individuals Supported Through Care Management	431
# of Holiday Baskets Distributed	65
# of Individuals on Waitlist as of Dec. 31, 2020	144



# Area Agency on Aging IIIA

## COVID-19 Response



### AAAIIA's 2020 COVID-19 Response

The COVID-19 Pandemic brought with it many challenges. During these difficult times, AAAIIA staff were quickly recognized as leaders and placed into top roles of HCS's pandemic response where their vast knowledge, composure, and management skills were highlighted. AAAIIA also took on many additional tasks as described below:

- COVID-19 Planning Section Chief.
- COVID-19 Long Term Care Facility Task Force Lead.
- COVID-19 Diversity, Equity and Inclusion Committee Member.
- All AAAIIA staff took on new roles as countless hours were spent working mass vaccination clinics, completing immunization data entry, working the call center, and providing guidance to community partners/members.
- AAAIIA distributed over **101,000** protective masks to individuals and organizations in need.
- Utilizing grant funds, AAAIIA assembled **200** personal care bags containing items such as hand soap, toilet paper, masks, etc. and distributed them to older adults needing support. The personal care bags also contained items such as puzzles, coloring books, etc. to help address isolation needs.
- Friendly Reassurance Phone Calls were provided to isolated seniors at the height of the pandemic. This helped decrease isolation and provided ways to connect to supportive resources. **52** individuals were assisted with this service.
- Quarantine Food Box Provisions (Q-Box): Free fresh food deliveries for homebound individuals through a partnership with Kalamazoo Loaves and Fishes. **1,755** deliveries to **626** unduplicated homebound seniors were provided.
- Beginning July of 2020, AAAIIA provided oversight and coordination of ensuring the Direct Care Workers of Kalamazoo received a \$2.00/hour hazard pay wage increase. From July – December 2020, AAAIIA dispersed **\$24,306.13** of MDHHS funding to qualified workers.





# Environmental Health

## Contact Us

311 E. Alcott St  
Kalamazoo, MI 49001  
269-373-5200 (HCS main line)

269-373-5210  
269-373-5333 (FAX)

## Hours

8:00 a.m. to 5:00 p.m.  
(Closed 12:00 p.m. to 1:00 p.m.)  
Monday thru Friday

<https://www.kalcounty.com/hcs/eh/food>

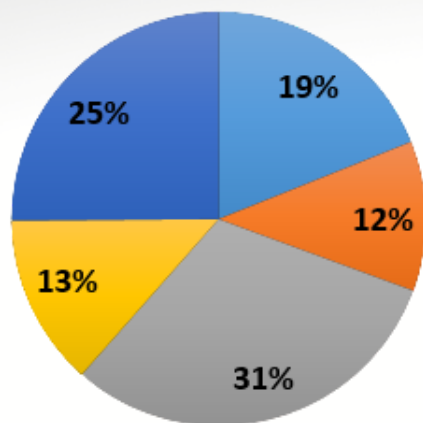
**Environmental Health Division** works to prevent disease, prolong life, protect the environment, and promote public health through the following programs: Food Safety and Facilities, Household Hazardous Waste, Laboratory Services, and Land Water & Wastewater. The Public Health Emergency Preparedness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

## Food Safety & Facilities

The Food Safety and Facilities Team evaluate all types of food service ranging from restaurants to outside food vendors. This team also inspects Body Art facilities, Adult and Child Care Facilities and Public Swimming Pools.

Throughout the COVID-19 Pandemic, staff provided on-site inspections on all opened restaurants with additional COVID-19 specific educational visits provided.

## Top 5 Food Violations 2020



- 3.501.16 Potentially Hazardous Food (Time/Temperature Control for Safety Food)
- 4-501.114 Manual and Mechanical Warewashing Equipment, Chemical Sanitization
- 4-601.11 Equipment, Food-Contact Surfaces, Nonfood-Contact Surfaces, and Utensils. (Shall be clean to sight and touch)
- 6-501.11 Repairing (PHYSICAL FACILITIES shall be maintained in good repair)
- 6-501.12 Cleaning, Frequency and Restrictions (Physical Facilities)

	2020
Yearly Total Inspections Completed by Food Safety and Facilities Staff *	1901

Inspections by program	2020
Food	1647
Pools	206
Child Care/Foster Care	28
Body Art (Tattoos & piercing)	20



Restaurant Inspection Reports can be viewed at: <http://www.kalcounty.com/eh/food.htm>





# Environmental Health

## Contact Us

1301 Lamont Avenue  
Kalamazoo, Michigan 49048

269-373-5211 (program line)  
269-383-8742 (leave a message)

<https://www.kalcounty.com/hcs/eh/hhw>

## Household Hazardous Waste (HHW)

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.

The Red Med Box Program is a collaboration of police departments and the HHW Center to provide a safe way to dispose unused or expired medication. Over **64,000** pounds have been collected and destroyed, protecting the environment and our community.

ITEM(S)	2018	2019	2020 **
CHEMICAL WASTE *	162,356	169,338	148,934
ELECTRONIC WASTE	402,166	363,098	299,398
ANTIFREEZE	15,750	21,000	18,750
COPPER WIRE	2,490	6,190	6,187
FIRE EXTINGUISHERS	4,340	4,649	2,798
INK AND TONER CARTRIDGES	1,365	1,340	1,208
OIL FILTERS	1,680	1,680	2,240
PESTICIDES	23,237	24,242	18,570
RECHARGEABLE BATTERIES	22,677	27,441	24,759
SCRAP METAL	20,220	12,696	2,918
USED MOTOR OIL	80,960	81,280	74,680
<b>TOTAL POUNDS COLLECTED</b>	<b>737,241</b>	<b>712,954</b>	<b>600,442</b>

\* 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

\*\* The HHW Center was closed from 3/17 to 6/2 as mandated by the State of Michigan.





# Environmental Health

## 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. The laboratory provides testing services for HCS programs including drinking water, well water, surface water (beaches, rivers, lakes, etc.) testing and clinical testing for HCS clinics.

The laboratory also provides testing services for private well owners and businesses who have their own wells (Type I, Type II etc.) including tests for Nitrate, Coliform bacteria and E. coli.

Abbott ID Now used for COVID testing



## Contact Us

311 E. Alcott St.  
Kalamazoo, MI 49001  
269-373-5200 (HCS main line)  
269-373-5360 (program line)  
269-373-5216 (Fax)

## Hours

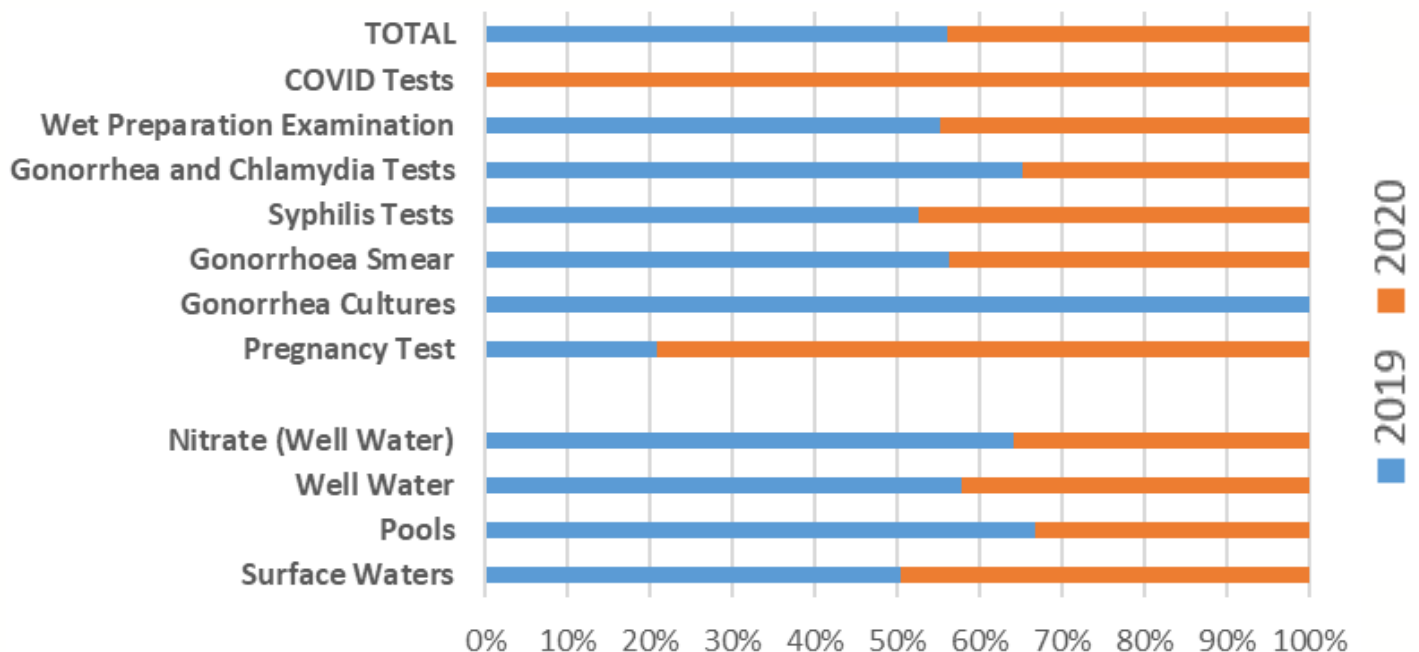
Monday - Friday (except holidays)  
8:00 a.m. - 5:00 p.m.  
Water samples accepted  
Monday - Thursday  
8:00 a.m. - 4:00 p.m.

<https://www.kalcounty.com/hcs/eh/lab>

## Laboratory Testing

In early 2020, the Laboratory expanded testing services, with assistance from MDHHS, to include COVID testing. Testing with the Abbott ID Now began on **04/23/2020** and on **June 24, 2020**, the Panther platform was added. **1,607 COVID tests** were performed by the KCHCS Laboratory in 2020 with a positivity rate of **11.1%** (179 positive tests)

## 2019 & 2020 Tests Performed





# Environmental Health

## Contact Us

311 E. Alcott St.  
Kalamazoo, MI 49001  
269-373-5200 (HCS main line)

269-373-5210  
269-373-5333 (FAX)

## Hours

8:00 a.m. to 5:00 p.m.  
(Closed 12:00 p.m. to 1:00 p.m.)  
Monday thru Friday

<https://www.kalcounty.com/hcs/eh/dw>

## 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.

### Complaint Inspections 2020

**651** Complaint Inspections Performed

- Complaints by %:
- **46%** Sewage
- **17%** Housing
- **14%** Garbage/Rubbish
- **12%** Pests
- **09%** Drinking Water
- **02%** Other



2020	Program
566	Sewage Treatment System Inspections
343	Residential Water Wells Inspections
640	Residential Water Well Samples Collected
366	Sewage Treatment System Permits (45% New Construction/55% Replacement)
268	Residential Well Permits Issued
161	Bathing Beaches Inspected
451	Bathing Beach Samples Taken
99	Type II Water Wells inspected
102	Type II Water Well Samples Taken
9	Campground Inspections
4	Meth Homes Certified Clean after methamphetamine contamination

## Vector Activity

Vector activities in 2020 consisted again of trapping for mosquitos that have been known to carry the Zika Virus and performing tick surveillance for ticks known to carry Lyme Disease. Kalamazoo County also worked closely with Dr. Ned Walker of Michigan State University, who, with his team, performed mosquito trapping for mosquitos that are known to carry EEE. These mosquitos are native to our region and live in habitats that are typically boggy or swampy. Mosquito species known to be carriers of EEE were found in Kalamazoo County but due to COVID-19, testing supplies were not available to test the mosquito pools for EEE.







# Environmental Health

## Contact Us

311 E. Alcott St.

Kalamazoo, MI 49001

269-373-5200 (HCS main line)

269-373-5300 (emergency hotline)

269-373-5025 (program line)

<https://www.kalcounty.com/hcs/ep/>

## Public Health Emergency Preparedness

**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.

### 2020 Highlights:

- Completed all Michigan Department of Health and Human Services work plan deliverables on time and met state expectations.
- Ensured staff completed training in the Incident Command System (ICS) approach for responding to public health emergencies.
- HCS held 4 community flu vaccination drive thru/walk-up vaccination clinics, as practice and in preparation for mass COVID-19 vaccination. Strategically selecting locations, to ensure vaccination of the most vulnerable and high-risk groups not reached by traditional healthcare systems.
- The agency established an Incident Command Structure in response to the COVID-19 pandemic. Emergency Preparedness Coordinator served as Liaison Officer during the initial phase of the COVID-19 response, then transitioning to Planning Section during the COVID-19 Vaccination Initiative phase of the response.

**10.9.20** County Employee Flu Vaccination Drive-thru Clinic at HCS



**10.9.20** County Employee Flu Vaccination Drive-thru Clinic at HCS

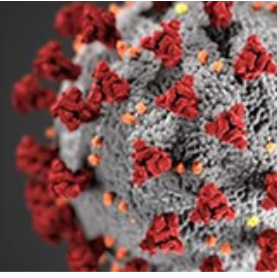






# Environmental Health

## COVID-19 Response



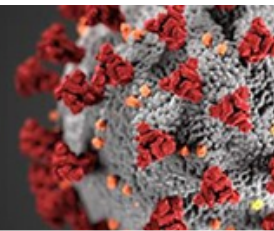
### Public Health Emergency Preparedness

#### *2020 COVID-19 Pandemic Response Timeline:*

- **March 10, 2020** - State of Emergency was declared for the State of Michigan
- **March 22, 2020** - First three Kalamazoo County COVID-19 cases were confirmed
- **December 15, 2020** - The Kalamazoo County Board of Commissioners approved a Resolution to Authorized a Declaration of State of Emergency for Kalamazoo County
- Partnership meetings established, with the healthcare systems and Office of Emergency Management, to streamline communication and facilitate COVID-19 pandemic response efforts.
- Despite a nationwide shortage of PPE, HCS sourced PPE and disinfectant supplies from OEM and 5DMRC and redistributed to community organizations. HCS was also donated **5,122** hand-made fabric masks, which were also redistributed to the community.
- HCS collaborated to acquire and maintain an isolation and quarantine facility for the homeless. **55** Kalamazoo County residents were served from **April 14, 2020** to **May 21, 2020**. **11** residents were served from **June 22, 2020** to **December 31, 2020**.
- HCS collaborated to open an additional day shelter for the homeless to de-congregate the local day shelter.
- HCS kicked off the County's COVID-19 Vaccination Initiative – Vaccinating Priority Group 1A - Paid and unpaid persons serving in health care settings who have direct or indirect exposure to patients or infectious materials and are unable to work from home, as well as residents of long-term care facilities, following MI COVID-19 Vaccination Interim Prioritization Guidance update on **December 13, 2020**. **1,947** COVID-19 1st dose vaccinations given between **December 18-December 31, 2020**.

- — **12/18/20** – Priority Group - Phase 1A, **126** 1st dose vaccinations given @ HCS
- — **12/22/20**- Priority Group – Phase 1A, **407** 1st dose vaccinations given @ Expo
- — **12/23/20**-Priority Group – Phase 1A, **371** 1st dose vaccinations given @ Expo
- — **12/29/20**-Priority Group - Phase 1A, **485** 1st dose vaccinations given @ Expo
- — **12/29/20**-Priority Group - Phase 1A, **485** 1st dose vaccinations given @ Expo
- — **12/30/20**-Priority Group – Phase 1A, **558** 1st dose vaccinations given @ Expo

# COVID-19 Response



**03.16.20** Initiation of the Kalamazoo County COVID Call Center



**4.24.20** HCS receives donation of 43,000 facemasks from Radiant Church, for redistribution to community organizations



**5.5.20** Emergency Preparedness Coordinator working remotely from Office of Emergency Management's Command Post – FHC Community COVID-19 Testing Site



**12.17.20** The first shipment of Pfizer Vaccine arrives to HCS



**12.18.20** – Priority Group - Phase 1A, 126 1st dose vaccinations given @ HCS



**1,947** COVID-19 1st dose vaccinations given between December 18-December 31, 2020.





# Maternal & Child Health

## Contact Us

311 E. Alcott St.  
Kalamazoo, MI 49001  
269-373-5200 (HCS main line)

269-373-5213 (program line)

<https://www.kalcounty.com/hcs/mch/bccnnp/>



## **Breast & Cervical Cancer Control Navigation Program (BC3NP)**

The **Breast & Cervical Cancer Control Navigation Program LCA #15** coordinates breast/cervical screening & diagnostic testing and treatment of breast and/or cervical cancer for a 12 county region in Southwest & Mid-Michigan. Services are offered by contracted Providers including federally qualified health centers, health departments, hospital/radiology sites and family planning clinics.

### **Program Eligibility:**

- Family Income less than 250% Federal Poverty level
- No insurance coverage or high deductible
- Current Michigan resident including migrant workers
- Age 40-64 for screening, diagnostics and/or treatment
- Age 21-39 for cervical screening/diagnostic testing and/or treatment
- Age 25-39 for breast diagnostic testing and/or treatment

### **Our focus is on the following priorities:**

- Women age 50+ for a screening mammogram
- Women age 21-64 who have never received a Pap test or no cervical testing in 10 or more years
- Minorities who still have no other option for health insurance
- Navigation assistance for insured women in need of breast/cervical testing

### **Customers served in FY 2020 by BC3NP Local Coordinating Agency #15 and affiliated Providers**

#### **Federal funds:**

- BCCCNP Caseload Services: **538** (out of a possible 640)

#### **Total Cancers diagnosed:**

- Breast cancer: **30**
- Pre-cervical/cervical cancer **3**



The Fiscal year 2020 brought branding changes from Michigan Department of Health & Human Services, Cancer division. The goal was to brand the Breast & Cervical Cancer Control Navigation Program so it would be identifiable by clients and resources state-wide. Thus, we became BC3NP.

Additionally, MDHHS asked us to expand our reach and add the following counties to our coordinating efforts: Eaton, Shiawassee, Genesee, and Lapeer. We were no longer just Southwest MI Region. March of 2020 brought on many challenges for BC3NP when the Covid-19 pandemic hit. April to mid- June 2020, screenings ceased and only diagnostic testing was performed throughout our 12 county region. Screenings resumed in late June, but clients were reluctant to schedule screenings due to the ongoing pandemic. Outreach efforts included Customer newsletter mailings, Phone outreach and Letters to those overdue for screenings. Our region was able to fill 84% of our Caseload slots.



# Maternal & Child Health

## Children's Special Health Care Services

**Children's Special Health Care Services (CSHCS)** is a program that offers medical care and treatment assistance for children and some adults with chronic, severe, disabling health problems; and provides service coordination to meet the needs of the child and family. Families of all income levels are eligible to enroll in the CSHCS program.



1. Average number of individuals receiving services: **970**
2. Case management participants: **29**
3. Over **498** care coordination contacts completed with families either in the office or on the phone.
4. Total number of plans of care completed by an RN: **133**, the majority completed over the phone.
5. Fund applications submitted: **18**. These funds assist families with purchasing equipment or care not covered by insurance. Some items that were covered for families include: van lifts, accessing Medicaid, assistive technology, and air conditioners.
6. Milestones/accomplishments: transitioned quickly to providing all services virtually or over the phone due to the COVID-19 pandemic.
7. Feedback from surveys sent to families:
  - “You are all great and helpful!”
  - “Heather left me a message that told me everything I needed to know. Thank you! This program is a real lifesaver for our family, and we appreciate it.”
  - “We appreciate all that our local CSHCS staff do for our family. Thanks for everything. We value you!”
  - “Everyone is very helpful and responsive when I reach out! Appreciate the support!”
  - “I just want to say how wonderful Brenda, Heather and Dana are! They are all extremely helpful and assist with resolving any issues. Thank you!”
  - “Thank you for all of your help and patience as we navigate through bills and services as our new normal.”

## Contact Us

311 E. Alcott St.  
Kalamazoo, MI 49001  
269-373-5200 (HCS main line)

269-373-5010 (program line)

## Hours

Monday-Friday: By Appointment  
Only

Call 269-373-5173 to schedule an  
appointment

<https://www.kalcounty.com/hcs/mch/cshcs/>





# Maternal & Child Health

## Healthy Babies Healthy Start & 4 Dad Fatherhood Program

Healthy babies Healthy Start & the 4 DAD 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 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

### Community Education Highlights:

Face book live education

- Read-a-loud for parents and children
- Baby DIY's- Demonstrations on how to make homemade baby wipes, soap, and food
- Men's Health is Wealth Wednesday- Health topics to encourage family wellness.

### Baby Bump and Beyond in partnership with YWCA

Pre & postnatal education series. Teaches on various topics including Healthy Relationships, Pre-term labor, Dental Health, Stress Management and more. Provides parents from all walks of life, with children in all different stages of development new skills, resources, and a network of support with other parents. This is a two part class with sharing of information and application of information through "play".

## Contact Us

311 E. Alcott St.  
Kalamazoo, MI 49001  
269-373-5200 (HCS main line)

269-373-5279 (program line)

<https://www.kalcounty.com/hcs/mch/hbhs>

<https://www.kalcounty.com/hcs/mch/4dad>

### Support Groups



### Text 4DAD



### One-to-One Support



### Community Events





# Maternal & Child Health

## Healthy Babies Healthy Start & 4 Dad Fatherhood Program

### **Power Hour in partnership with WMU Med Homer Stryker Residents**

This class aims to build doctor patient relationships, improve communication, understanding, and bridge trust between medical providers and community members. Topics are community driven and provide in person knowledgeable encounters of learning and education between community member and specialist, giving everyone with the ability to take away information and experiences that they have not before.

### **Books and Bellies partnership with Kalamazoo Public Library**

This class promotes early literacy and reading to baby while parents are expecting. Parents receive books for baby before baby arrives and are encouraged to start reading early. . It's never too early to begin your journey of literacy with your baby, even when they are in the tummy. At the tender age of 5 months in mommy's tummy, babies can hear and begin

### **Discussion with Dads**

This space provides support for Dads in the community who are expecting or parenting. 24/7 Dad curriculum is used to facilitate conversations in a supportive way to help men improve their parenting skills and fathering knowledge.

### **ROSES Support Group**

ROSE is an evidence-based post-partum depression prevention curriculum that has shown evidence in improving post-partum depression. Provides mothers with the knowledge and coping skills for Stress, and Baby Blues. It teaches stress management techniques to assist mothers in identifying their circle of support, setting boundaries, and learning how to ask for help.

This is a 5-week class that starts while the mother is pregnant and ends with a session after the birth of baby.

### **Staff Accomplishments**

2 Staff Certified in Lactation Support

## Fetal Infant Mortality Review 2020

Total infant deaths in Kalamazoo County: 9

Deaths related to unsafe sleep environments: 4





# Maternal & Child Health

## Contact Us

311 E. Alcott St.

Kalamazoo, MI 49001

269-373-5200 (HCS main line)

269-373-5042 (program line)

<https://www.kalcounty.com/hcs/mch/hfa/>



Because You Care ... Learn More

## Healthy Families America

**Healthy Families America** is 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.

### 2020 Data:

Total Enrolled: **51**

Completed Visits: **541** In person, **218** Virtual

Met home visitor prior to 3 months old: **53%**

First time mom: **59%**

Reported Reading or singing to child everyday: **99%**

Unmarried: **88%**

### Our Mission:

To promote child well-being and prevent the abuse and neglect of our nation's children through home visiting services.

### Our Vision:

All Children receive nurturing care for their family essential to leading a healthy and productive life.

### Our Core Values:

- Valuing Children
- Strengthening Families
- Engaging Communities

"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."

J.H.-Parent



Together, we make a greater impact than we would alone.



Together, anything is possible.



Together, our best and brightest ideas come alive.





# Maternal & Child Health

## Contact Us

311 E. Alcott St.  
Kalamazoo, MI 49001  
269-373-5200 (HCS main line)  
269-373-5067 (program line)

<https://www.kalcounty.com/hcs/mch/nfp/>



## 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. ([www.nursefamilypartnership.org](http://www.nursefamilypartnership.org)).

### NFP Model Goals:

- Improve Pregnancy Outcomes
- Improve Child Health & Development
- Improve Economic Self-Sufficiency

### The Kalamazoo NFP team

- 7 Registered nurses
  - 6 nurse home visitors (all bachelor's prepared) and 1 supervisor
    - In 2019, an additional RN home visitor was added thanks to funds received from the County General Fund
  - With experience in labor & delivery, outpatient OB, pediatrics, mental health, education, reproductive health and social work
    - 2 current RN's have been licensed social workers
  - Over 100 years of nursing experience on the NFP team
- Program Representative (with background in social work)
- Active participant of the CRADLE consortium in Kalamazoo

### July 31st 2019 marked 11 years since Nurse-Family Partnership enrolled its first client

- 750 clients (families) enrolled in NFP since inception of program in July 2008
- 208 clients graduated\* since program inception
- Grown from a team of 4 RN's to 6 RN's which increases are program capacity from 100 to 150 clients
  - 5th RN funded through United Way
  - 6th RN being funded by Kalamazoo County beginning in 2019

### NFP by the numbers

Clients receiving visits	<b>181</b>
Children receiving services	<b>158</b>
Infants born to participants	<b>70</b>
New clients enrolled	<b>74</b>
New clients race/ethnicity/age:	
African American	<b>51%</b>
Caucasian	<b>41%</b>
Multiracial	<b>4%</b>
Asian	<b>1%</b>
American Indian	<b>1%</b>
Hispanic	<b>4%</b>
under 18 years old	<b>20%</b>
Clients that graduated from NFP	<b>22</b>

\*graduation = enrolled during pregnancy and had regular visits with a nurse until the child's 2nd birthday - typically a 2 ½ year commitment

### NFP Outcome information

AA birth < 37 weeks gestation	17.1%	6 of 35 AA births (4 of 5 premature births)
Low or very low birth weight (birth wt. 430 gms > 2500)	8.6 %	6 of 70 total births (no very low birth wt.)
Initiate breastfeeding:	87.1 %	61 of 70 total births
Breastfeeding at 6 mons:	47.7 %	21 of 44 with BF data

Breastfeeding at 12 mons	22.2 %	8 of 36 with BF data
Immunized at 6 months:	91.5%	43 of 47 with data
Fully immunized at 24 months	84.6 %	11 of 13 with data
Subsequent pregnancy at 24 mons	16.0 %	4 of 25





# Personal Health Division

## Contact Us

311 E. Alcott St.  
Kalamazoo, MI 49001

269-373-5200 (HCS main line)  
269-373-5080 (program line)

<https://www.kalcounty.com/hcs/ph/lead-poison/>

## Childhood Lead Poisoning Prevention

The **Lead Poisoning Prevention Program** provides nursing case management for children with elevated blood lead levels over 4.5 mcg/dL. Lead is found in older homes where paint is deteriorating, which creates chips and dust that children consume. This program provides education to families through home visits as well as outreach activities.



A couple of program outreach activities performed this year include education to medical students at Western Michigan University School of Medicine and outreach engagements with community partners such as Cradle Kalamazoo.

The goals of this 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. Children enrolled in Michigan Medicaid programs are required to be tested for lead by age 3. Testing is also required for Michigan children enrolled in the WIC program

In 2020, **25** home visits provided education about lead hazards, ways to reduce lead exposure, healthy nutrition, and assistance with follow-up care. Because of Covid-19 home visiting restrictions, nine of these visits took place via telephone.

The most common sources of lead exposure for children are lead paint, house dust, and lead-contaminated soil. Houses built before 1978 are likely to contain some lead-based paint. In 2020, KCHCS surveyed homes in Kalamazoo County looking for potential lead hazards.





# Personal Health Division

## Contact Us

311 E. Alcott St.  
Kalamazoo, MI 49001  
269-373-5200 (HCS main line)


Communicable Disease  
269-373-5044 (program line)

Hearing & Vision  
269-373-5029 (program line)

<https://www.kalcounty.com/hcs/ph/hv/>

## Communicable Disease

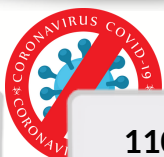
The **Communicable Disease Team** monitors infectious diseases this includes reportable diseases as well as outbreaks within Kalamazoo County, that affect residents by providing control measures and education to prevent further transmission.



	2020
<b>COVID-19</b>	12,369
<b>Foodborne</b>	151
<b>VPDs</b>	34
<b>Vector-borne</b>	70
<b>Viral hepatitis</b>	112
<b>Outbreaks</b>	130 (incl. COVID)
<b>TB cases</b>	5
<b>LTBI cases</b>	7
<b>Animal bites</b>	189
<b>TB tests (PPD/QFT)</b>	409/31
<b>Titers</b>	110
<b>TST and certifications</b>	1/18



14,479\* individual  
**COVID** case reports were  
received, processed and  
investigated.



110 homeless individuals  
were in  
isolation/quarantine,  
monitored and cared for by  
HCS nursing staff.



Kalamazoo County  
COVID-19 Call Center  
was established on  
**March 16, 2020.**

\*source: MDSS individual cases w/ confirmed or probable case status, investigation status completed, selected by referral date

## Hearing and Vision

The **Hearing and Vision Program** offers free screening in collaboration with local schools and pre-schools as an early identification of any hearing/or vision problems. The year of 2020 was very challenging with the COVID-19 Pandemic and a limited number of children were screened.

The technicians screened a total of **13,889** children with **6,117** hearing screens and **7,772** vision screens. The technicians are working very hard to make sure all children that need to be screened for hearing and/or vision deficits are reached.

### Mission Statement

The Hearing and Vision Program will maximize the quality of life for children ages 3 – 18 years through early detection and intervention. This is accomplished through screenings to identify hearing and/or visual impairments.

Michigan law requires that children entering school be tested for vision problems prior to enrollment. Preschool screening is recommended beginning at age three. Once they are in school, children are tested every other year.





# Personal Health Division

## Immunization Action Plan (IAP) & Travel Clinic

Immunizations Action Program & International Travel Immunizations 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.

### Immunization Action Plan

The Kalamazoo County Health and Community Services Department participates in the Federal "Vaccines for Children" program that provides vaccines to children who have Medicaid, no insurance, no insurance coverage for vaccines, or are Native Alaskan or Native American Indian. You could also qualify if you have met your wellness cap for the year and you have no further immunization coverage.



### Michigan Adult Vaccine Program (MI-AVP)

Kalamazoo County Health and Community Services (LHD) is the only MI-AVP site in Kalamazoo County. Specific vaccines are available at no cost to those who qualify and meet certain high-risk criteria.

### International Travel Immunization

International travel immunizations are provided for anyone planning travel out of the country. Each appointment includes a consultation where immunization recommendations are made based on the country you are traveling to and your individual needs (risk factors, health status, age, etc.). Some countries require specific vaccines to enter the country. A visit to the travel clinic includes individual vaccine assessment, counseling on disease risk/prevention in the country of travel, travel health and safety counseling, prescriptions for malaria prevention and traveler's diarrhea treatment (if applicable), and, of course, immunizations. Where can I find more travel health and safety information?



## Contact Us

311 E. Alcott St  
Kalamazoo, MI 49001  
269-373-5200 (HCS main line)

Routine Immunizations  
269-373-5203

Travel Immunizations  
269-373-5198

<https://www.kalcounty.com/hcs/ph/immunization>

## Hours

8:30 a.m. to 11:30 a.m.  
1:00 p.m. to 4:00 p.m.  
Monday-Thursday  
8:00 a.m. to 12:00 p.m. Friday

## 2020 Vaccine Data

2708 vaccines  
given at HCS,  
1156 were  
VFC/AVP

414 recall  
letters sent to  
overdue  
children

36 travel  
appointments,  
71 vaccines  
given

5 out clinics  
where 146  
people were  
vaccinated,  
232 vaccines  
given

4 COVID-19  
vaccine clinics were  
held for first  
responders with a  
total of 1956  
COVID-19 vaccines  
given





# Personal Health Division

## Contact Us

311 E. Alcott St.  
Kalamazoo, MI 49001  
269-373-5200 (HCS main line)

269-373-5203 (program line)

[https://www.kalcounty.com/hcs/ph/std\\_hiv\\_testing/](https://www.kalcounty.com/hcs/ph/std_hiv_testing/)

## Hours

8:30 a.m. to 11:30 a.m.  
1:00 p.m. to 4:00 p.m.  
Monday-Thursday  
8:00 a.m. to 12:00 p.m. Friday

## STD & HIV Testing & Counseling

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.

The clinic had **4,195** STD/HIV visits in 2020. There were **66** HIV tests, and **46** Gonorrhea and Chlamydia tests performed. The clinic received **26** HIV positive cases in 2020.

School-wide STD screening events occurred in four Kalamazoo County Schools. Staff also promoted clinical services at Kalamazoo Valley Community College during their back-to-school event, Cougar Kickoff.

HCS collaborated with Ministry with Community to offer STD/HIV testing in January of 2020.

### Wear One Campaign

The Wear One campaign offers FREE condoms to local businesses throughout Kalamazoo County. The goal of the Wear One campaign is to increase access to condoms; decrease rates of Chlamydia and unplanned pregnancies; and create a consistent, positive sexual health message.

- Over **2,500** kits were delivered in 2020

### STD Education

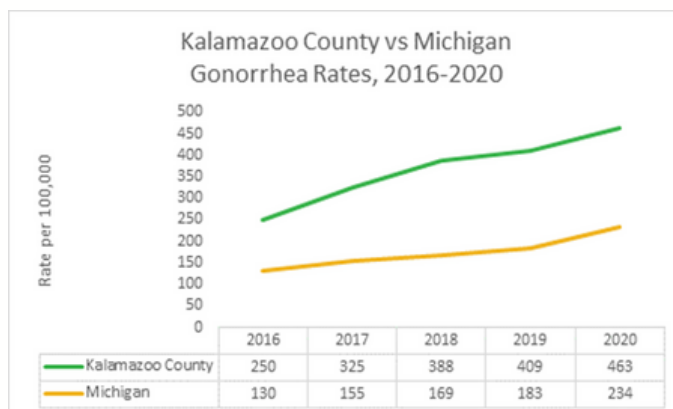
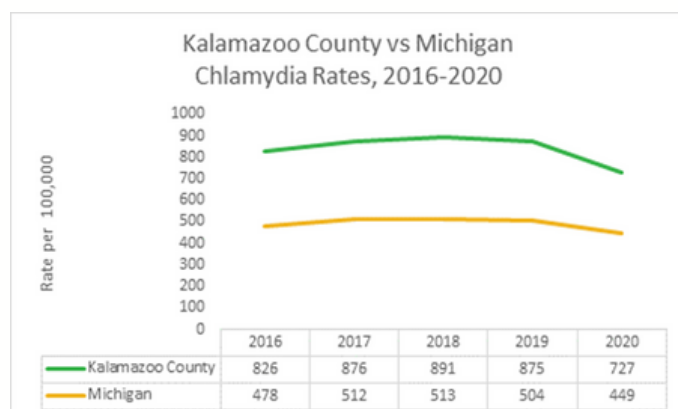
Reproductive health education lessons for adolescents ages 12-18 were provided to local public schools in person and via YouTube.

The total number of people educated in 2020: **1,159** community members

- 7 School/College/University
- 1 Community

### STD Rates

In 2020, the rates of chlamydia slightly decreased, 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. Due to the COVID-19 pandemic, the Kalamazoo County Health & Community Services Department experienced fewer STD clinic visits. This may account for the decrease in Chlamydia rates in 2020.



Source: <https://www.mdch.state.mi.us/OSR/Chi/STD/frame.asp>; accessed 9/9/2021



# Personal Health Division

## Contact Us

311 E. Alcott St.

Kalamazoo, MI 49001

269-373-5200 (HCS main line)

269-373-5002 (program line)

269-373-5078 (fax)

<https://www.kalcounty.com/hcs/ph/wic/>

## Hours

By Appointment Only

Monday - Friday

8:00 a.m.-3:30 p.m.

## 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.



### 2020 WIC Data\*

- 20,000+ Nutrition Education appointments
- 19,000+ Client contacts
- 5,500+ Individual clients served
- 900 Project Fresh vouchers distributed to clients for fresh fruits and vegetables at the Farmers Market
- 70 % of WIC moms initiated breastfeeding when baby was born
- \$ 3,118,607.00 spent at stores in Kalamazoo County

\*WIC went remote in March of 2020, continued to offer all services throughout the pandemic.

### Mission Statement

The mission of the Michigan WIC program is to improve health outcomes and quality of life for eligible women, infants and children by providing nutritious food, nutrition education, breastfeeding promotion and support, and referrals to health and other services. To this end:

- Delivery of services and supports are to be provided in a caring, respectful, efficient and cost effective manner.
- Delivery of services shall be provided in a culturally competent and confidential manner.
- The WIC Program shall assure the broadest possible access to services, supports and food.

### Vision Statement

The vision of the Michigan WIC Program is to have a major impact on improving health outcomes for clients, be recognized as a national leader, and achieve excellent satisfaction as viewed by the clients and the general public.







# Veterans Service Office

## Contact Us

311 E. Alcott St.  
Kalamazoo, MI 49001  
269-373-5200 (HCS main line)  
269-373-5361 (program line)

<https://www.kalcounty.com/hcs/veterans/>

## Hours

Monday - Friday  
8:00 a.m. - 4:00 p.m.

### 2020 Highlights:

The Kalamazoo County Veterans Service Office was able to achieve a long-held goal of hiring a second Veterans Service Specialist! The VSO utilized the County Veterans Service Fund Grant through the Michigan Veterans Affairs agency to achieve this goal in 2020. The grant also allowed for additional direct services to Kalamazoo County veterans through the Meijer food voucher initiative.

- Compensation Claims: **96**
- Pension Claims (includes A&A and Survivors): **46**
- Records Requests: **49**
- Total Forms Submitted to VA: **977**
- **\$111,458,000** Veterans Affairs dollars were distributed within Kalamazoo County in 2020.

### Partnerships, Events, Outreach

- **Integrated Services of Kalamazoo:**
  - The long-awaited opening of the Keystone Veterans Transitional House happened unceremoniously in July when two veterans moved in. Thanks to the Kalamazoo County Health and Community Services, each veteran was tested for COVID prior to moving in to ensure the safety of residents and staff.
- **Project Connect and Senior Expo:**
  - These events were not held in 2020
- **Veterans Stand Down:**
  - 2020 was a year of adapting to a world of COVID. Kalamazoo is proud to be the **ONLY** County in Michigan to host a Stand Down in 2020. We transitioned to a drive thru model in the parking lot of the Salvation Army. We still provided surplus, resources, and served a warm meal to **75** of our Kalamazoo County veterans.

Pictures from the 2020 Veterans Standdown







# 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
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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**311 East Alcott Street**  
**Kalamazoo, MI 49001**  
**PHONE 269-373-5200 | FAX 269-373-5363**  
**[www.kalcounty.com/hcs](http://www.kalcounty.com/hcs)**