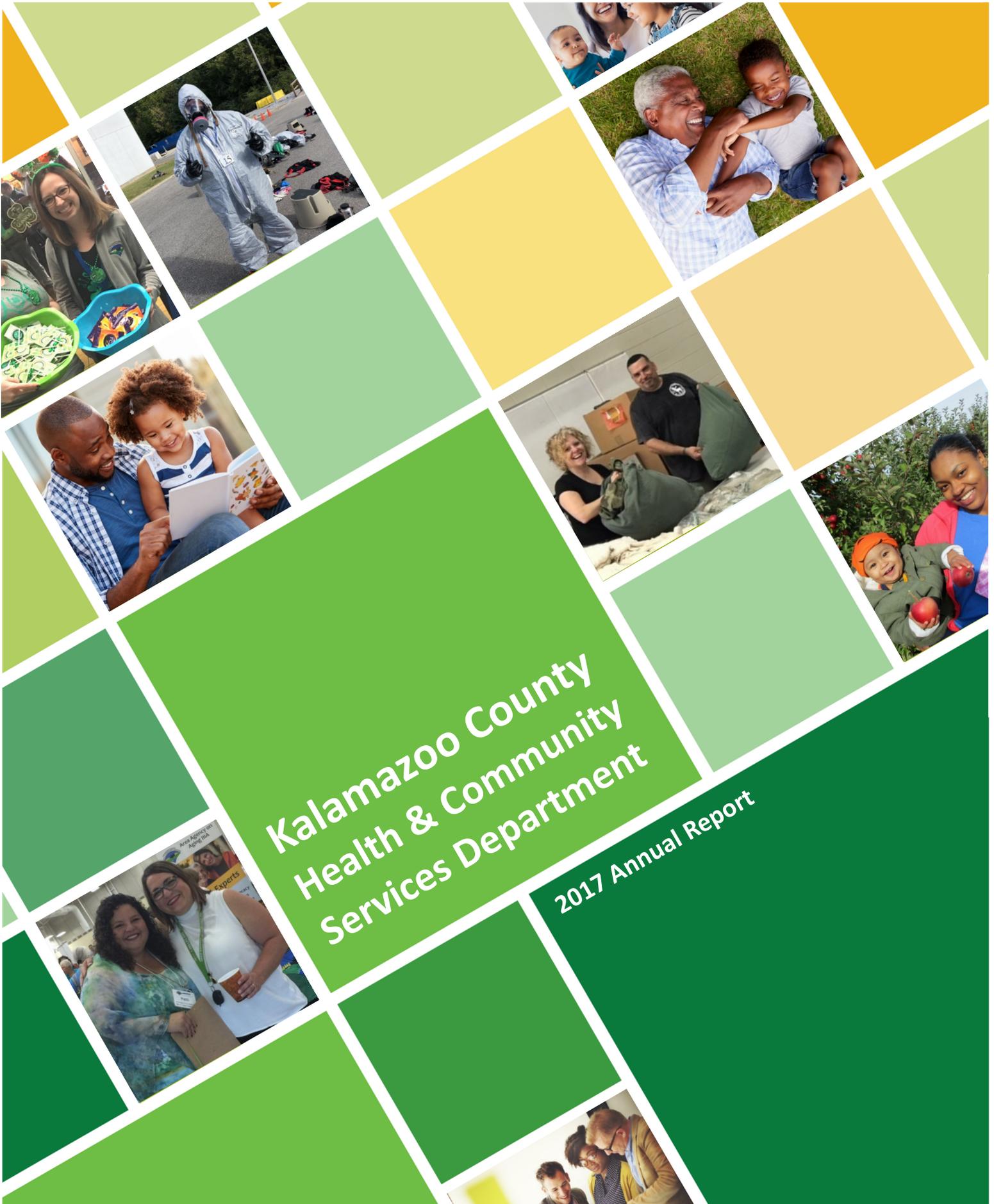


# Kalamazoo County Health & Community Services Department

## 2017 Annual Report



KALAMAZOO COUNTY GOVERNMENT

In the Pursuit of Extraordinary Governance

Health and Community Services Department

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.

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## Vision

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

## Values

- Equity
- Leadership
- Professionalism
- Quality
- Respect

## Mission

To improve health for all residents of Kalamazoo County.

# LETTER FROM THE HEALTH OFFICER

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On behalf of the Kalamazoo County Health & Community Services Department, I am pleased to present to you our 2017 Annual Report.

This report is a glimpse of the activities performed by your local public health department in 2017, as we continue our efforts to promote and protect the health and welfare of the Kalamazoo County residents.

In this report, we provide a sample of our proud accomplishments as well as undertakings, initiatives and data collected over the past year. Our employees work hard every day in unison with our many partners and the public to prevent disease, promote health, and protect the 263,000 residents within our community.

On behalf of all of us from the Health & Community Services Department, we offer our thanks and appreciation to both the Kalamazoo County Board of Commissioners and to Kalamazoo County Administration for their ongoing support and guidance.

I hope that you enjoy our annual report and encourage you to visit our website and follow us on social media for more information about current public health and community services issues, programs and data that are impacting our community.

Yours in Public Health,



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

# LEADERSHIP & COUNCILS

## Board of County Commissioners Board of Health

**District 1:** Stephanie L. Moore

**District 2:** Kevin B. Wordelman

**District 3:** Tracy Hall

**District 4:** Michael Seals

**District 5:** Julie Rogers

**District 6:** Ron Kendall

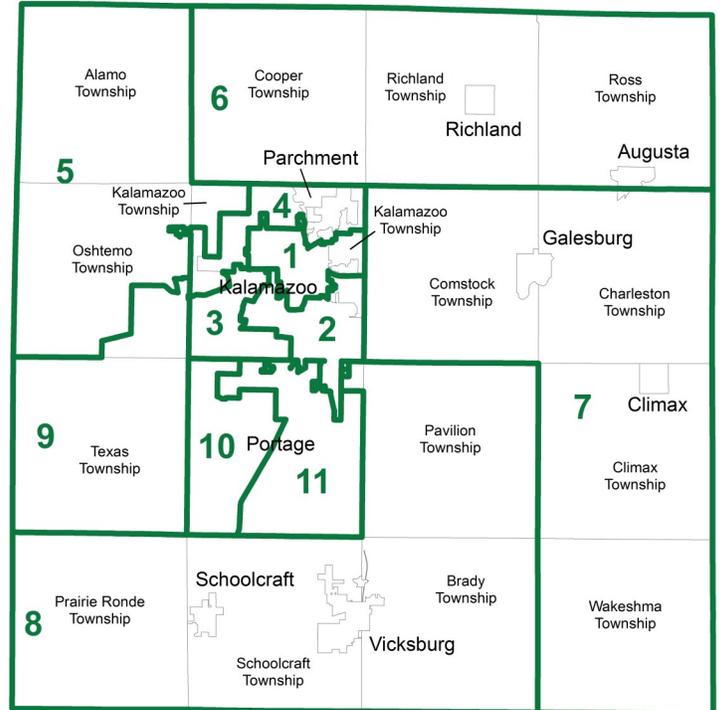
**District 7:** Roger Tuinier

**District 8:** John H. Gisler

**District 9:** Dale Shugars

**District 10:** Mike Quinn

**District 11:** Scott McGraw



## Department Leadership

### Health Officer/Director

James A. Rutherford, MPA

### Medical Director

William Nettleton, MD, MPH

### Medical Examiner

WMU Homer Stryker MD  
School of Medicine

### Area Agency on Aging

Anne Zemlick, RN, BSN

### Deputy Director of Financial Management & Administration

Denise Ulrich

### Maternal Child Health

Debra Lenz, MS

### Clinical Services

Penny Born, RN, BSN  
Rebecca Harrison, RN

### Environmental Health

Vern Johnson, REHS

### Operations & Public Information Officer

Lyndi Warner, MPA

### Community Action Agency

Amber Leverette, MPA

### Epidemiology

Mary Franks, MPH

### Public Health Emergency Preparedness

Jeff Parsons, MPA

# Advisory Councils

Kalamazoo County Board of Commissioners appoint advisory council members to serve on a volunteer basis for a specific term limit. Members provide advice and accountability for the programs affecting residents.

## Community Action Tripartite Advisory Board

**KCHCS Liaison: Amber Leverette**

- |                     |                     |
|---------------------|---------------------|
| Cheri Bell          | Amy Helmuth         |
| Anthony Bradley     | Nikkea Kelley       |
| Sherry-Thomas Cloud | Nicolette Leigh     |
| Don Cooney          | Shequita Lewis      |
| Nathan Dannison     | Stephanie L. Moore  |
| Patricia Davis      | Robert Reynolds     |
| John Gisler         | Demetrias Wolverton |
| Tianna Harrison     |                     |

## Environmental Health Advisory Council

**KCHCS Liaison: Vern Johnson**

- |                  |                    |
|------------------|--------------------|
| Francis Bell     | David Pawloski     |
| Patricia Crowley | Jim Pearson        |
| Shannon Deater   | Julie Pioch        |
| David Harn       | Meredith Place     |
| Mike Leeuw       | Claudette Reid     |
| Scott McGraw     | Jeff Sorensen      |
| Andrew Nieboer   | Kevin B. Wordelman |
| Louis Parker III |                    |

## Older Adult Services Advisory Council

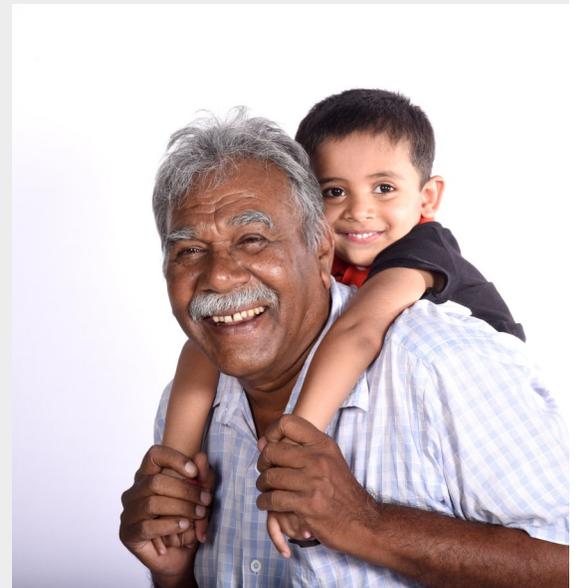
**KCHCS Liaison: Anne Zemlick**

- |                    |                  |
|--------------------|------------------|
| Samantha Carlson   | Kim Phillips     |
| Timothy Charron    | Beulah Price     |
| David Eyke         | Kelly Quardokus  |
| John H. Gisler     | Mike Quinn       |
| John Hilliard      | Rosamond Robbert |
| Kimberly Middleton | Don Ryan         |

## Veterans Affairs Committee

**KCHCS Liaison: Lauren King**

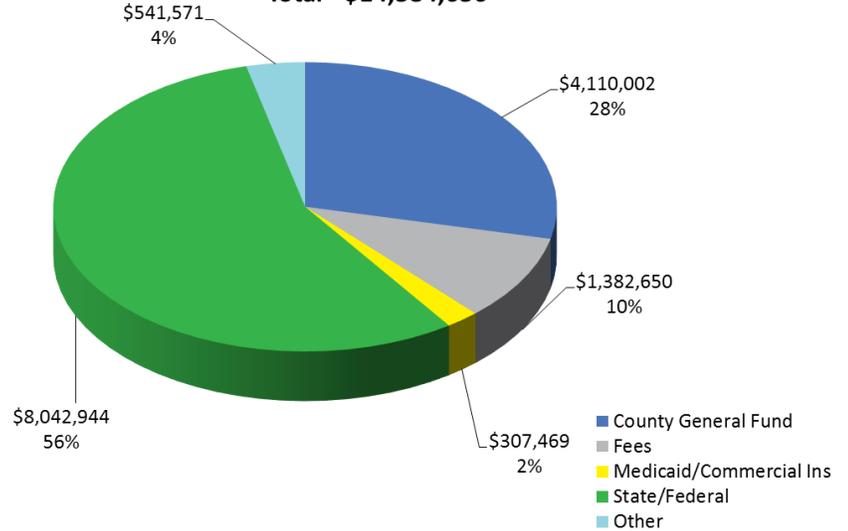
- |                |                |
|----------------|----------------|
| Robert Hencken | David Brewer   |
| Bruce Binns    | Ronald Kendall |
| Maury Kaercher | Michael Quinn  |
| Arthur Harris  |                |



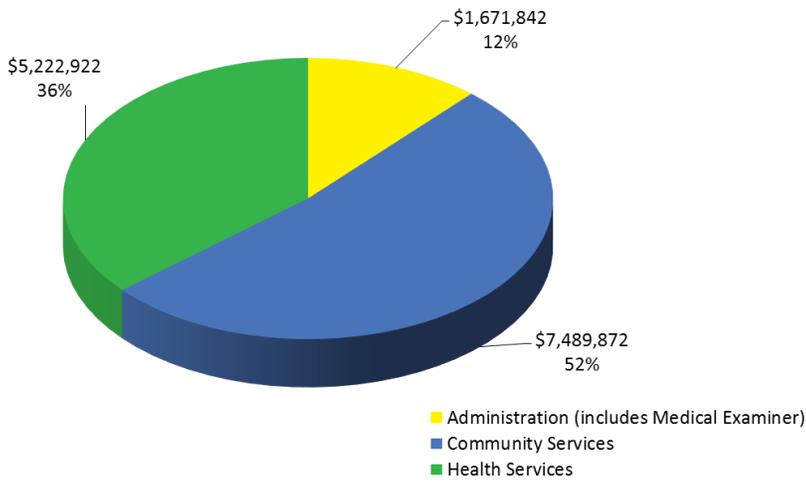
# FINANCIAL STATEMENT



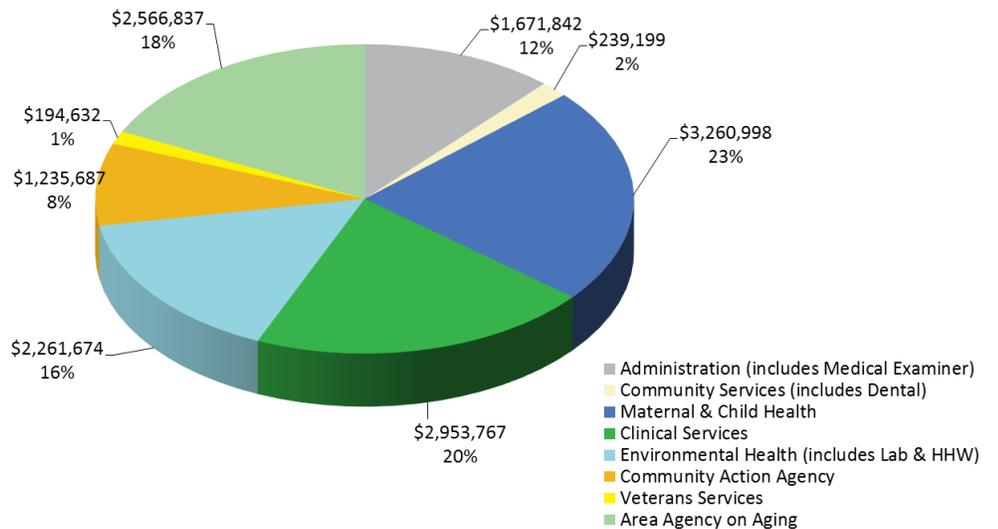
**HCS Revenue by Type**  
Total - \$14,384,636



**2017 HCS Expenditures by Division**  
Total - \$14,384,636



**HCS Expenses by Program**  
Total - \$14,384,636



## Where We Live Influences Our Health

The location of where we live, work, learn, and play matters when it comes to our health. There are environmental factors, such as air and water quality, as well as neighborhood factors, such as availability of and access to healthy foods and safe spaces. The people that surround us may matter as much as the environment itself — strong ties within a neighborhood can strengthen health.

The Health & Community Services Department uses data to analyze how factors are affecting the social conditions that impact the health of Kalamazoo

## PUBLIC HEALTH AFFECTS EVERY PART OF YOUR LIFE

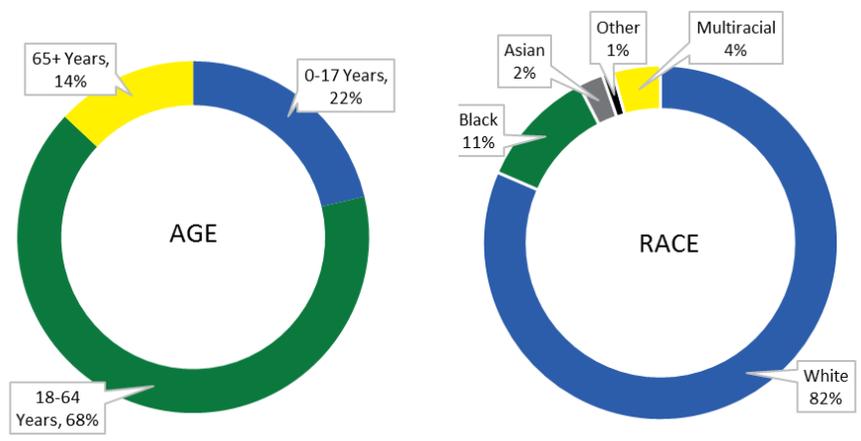


### Kalamazoo County

<b>Total Residents</b>	262,985
<b>Persons per Square Mile</b>	445.7
<b>Live Births<sup>2</sup></b>	3,174
<b>Deaths<sup>2</sup></b>	2,186
<b>Individuals Below Poverty</b>	17.5%
<b>Median Household Income</b>	\$49,693
<b>High School Degree or Higher</b>	93.6%
<b>Bachelor's Degree or Higher</b>	36.1%
<b>Persons who Report Cigarette Smoking<sup>3</sup></b>	12.4%
<b>Persons who are at a Healthy Weight<sup>3</sup></b>	36.5%

County residents. We work towards achieving equitable health outcomes for all in our community and seek to identify and address inequitable policies and procedures internally and collaboratively with external community partners. In all of our services and programs, the Health & Community Services Department strives for health equity.

The County Health Rankings, produced by the Robert Wood Johnson Foundation (RWJF), provide a snapshot of the health of a community. In addition, these rankings can serve as a starting point for investigating and discussing ways to improve health. Counties are ranked on two primary measures: Health Outcomes and Health Factors. Out of the 83 Michigan Counties, Kalamazoo County ranked 26th for Health Outcomes and 14th overall for Health Factors.<sup>1</sup>



All data sources were found here, unless otherwise noted: [https://factfinder.census.gov/faces/nav/jsf/pages/community\\_facts.xhtml](https://factfinder.census.gov/faces/nav/jsf/pages/community_facts.xhtml)  
<sup>1</sup>www.countyhealthrankings.org.  
<sup>2</sup>2016 data, www.mdch.state.mi.us/pha/osr/chi/  
<sup>3</sup>www.michigan.gov/documents/mdhhs/



# 2017 PROGRAM REPORTS

## Area Agency on Aging IIIA

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

## Clinical Services

STD & HIV/AIDS Counseling & Testing  
Immunization & Travel Clinic  
Epidemiology & Surveillance  
Michigan Care Improvement Registry

## Community Action Agency

Community Service Block Grants Programs  
Energy Assistance  
Low-income Crisis Assistance  
Home Weatherization

## Emergency Preparedness (Public Health)

## Environmental Health

Household Hazardous Waste  
Food Safety and Facilities Team  
Laboratory Services  
Land Water & Wastewater Team

## Maternal Child Health

Breast & Cervical Cancer Control Navigation Program  
Women, Infants & Children  
Children's Special Health Care Services  
Healthy Families America  
Healthy Babies Healthy Start  
Hearing & Vision Screenings  
Fatherhood Program 4DAD  
Nurse-Family Partnership®  
Fetal Infant Mortality Review

## Veterans Service Office



# AREA AGENCY ON AGING IIIA

Area Agency on Aging IIIA (AAA) provides leadership and advocacy on aging issues while also identifying needs of older persons and coordinating services to meet those needs through the following programs: Healthy Living, Long Term Care Ombudsman, Information & Assistance, and Choices for Independence.

## Healthy Living Programs

Encompass three evidence-based programs:

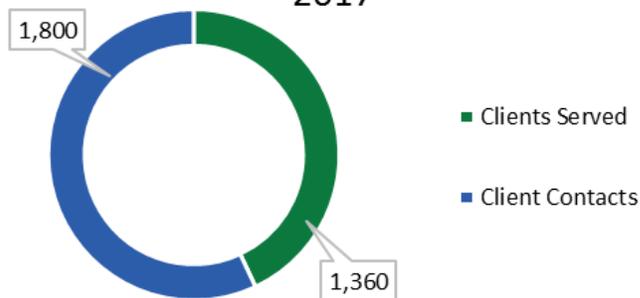
- Matter of Balance (MOB), a falls prevention program with **18** classes and **161** graduates.
- Personal Action Toward Health (PATH), a chronic disease self-management program with special focus in chronic pain and diabetes with **14** classes and **79** graduates.
- Creating Confident Caregivers (CCC), a program for caregivers of persons with dementia with a total of **3** classes and **29** graduates.

## Information and Assistance (I&A)

Free and confidential service for people of all ages that provides unbiased information about community resources and state and federal programs for older adults and adults with disabilities.

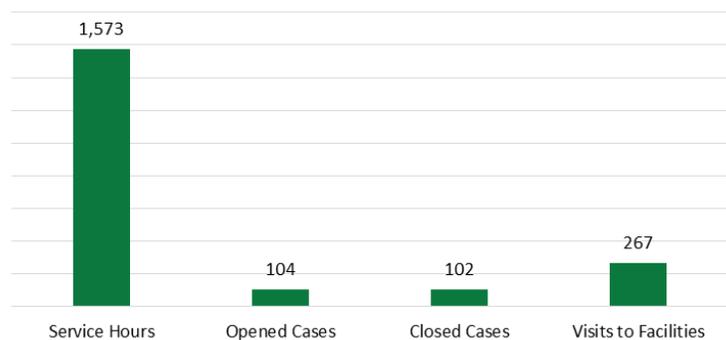
*"I cannot tell you how helpful you have been. I was so pleased to know you and your agency exist and offer the kinds of information people like myself need at times like this." - an I&A Caller*

Information & Assistance Data  
2017



## Long Term Care Ombudsman

Long Term Care Ombudsman  
2017



The one, full-time Long Term Care Ombudsman serves a five county area of Barry, Branch, Calhoun, Kalamazoo, and St. Joseph. The Ombudsman participates in elder abuse initiatives throughout the service area.

*"Fierce, Passionate, and Relentless Advocate for our vulnerable adult residents."*

## Choices for Independence Programs (CFI)

Consists of five service programs: Care Management, Case Coordination and Support, Veteran Directed Home and Community Based Services, Community Living Program, and Custom Care. The goal is to help older adults who need assistance to maintain the highest quality of life in their home.

*"Without the special skills, caring professionalism, and love, I wouldn't have the quality of life I have today. I am very, very grateful for everything you bring to my life as a senior citizen."*

*-CFI services recipient*

**313** Individuals supported

**133** Seniors on the Waitlist at the end of Sept. 2017

**55** CFI clients received Holiday baskets courtesy of HCS staff and friends

## Projects, Events and Partnerships:

### Celebrate Elderhood

- Hosted Centenarian Luncheon where sixteen Centenarians attended and were presented with a Tribute from the State of Michigan.
- Held the Honoring Wisdom and Recognizing Excellence event where community partners and volunteers were recognized for their years of service to the seniors in the community, and for engaging in best practices in serving older adults. Winners of a Fifth Grade writing contest, highlighting their favorite senior and what they learned from them, were also recognized as they read their essays.



*Pictured: Centenarians from the Luncheon*



*Pictured: Congressman Upton with Centenarian Kathryn Carl*

### Senior and Caregiver Expo

- Coordinated the 20th Annual "Be Our Guest" event sponsored with 124 vendors and approximately 2,000 attendees. This event continues to be the largest in the State.

### Community Collaborative

- Involved in multiple community collaboratives including the Veterans Community Action Teams (VCAT), Friends of Transit (FOT), and Recovery Oriented Systems of Care (ROSC). AAA IIIA also hosted WMed to help them learn about the issues and unmet needs of older adults, as well as supports.

### Multidisciplinary Teams (MDTs)

- Received the State of Michigan PREVNT Grant and developed three distinct multidisciplinary teams: Elder Abuse Team, Elder Death Review Team, and the Hoarding Team. The MDTs elevate complex cases involved with multiple systems. Coordination creates an integrated service array tailored to the victim's multifaceted needs. MDT's also address system failures identifying barriers across systems and developing solutions that strengthen collaborative partnerships

### Community Based Coalitions

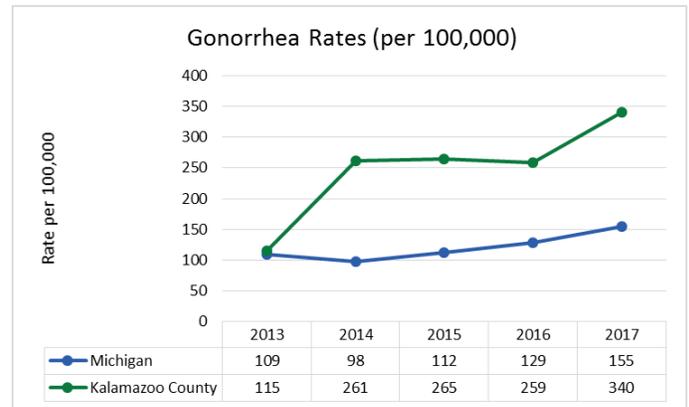
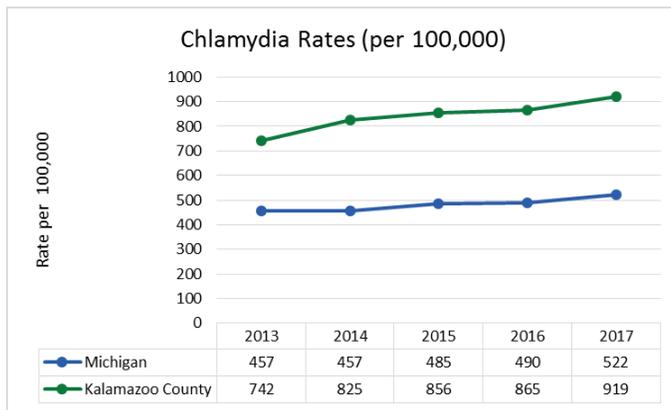
- Facilitated by AAA IIIA, the Elder Abuse Prevention Coalition and Hoarding Task Force work to reduce and prevent the abuse and exploitation of older adults through awareness, education, and collaboration. Community events and trainings are held throughout the year.

# CLINICAL SERVICES

Clinical Services provides direct services and education for communicable and sexually transmitted disease through the following programs and services: STD Counseling & Testing, HIV/AIDS Counseling & Testing, Immunization Clinic and Travel Clinic, Communicable Disease Team, Epidemiology and Surveillance Reporting, and Michigan Care Improvement Registry.

## STD Counseling & Testing

In 2017, both chlamydia and gonorrhea experienced an increase in rates. Clinical staff participated in outreach and education events to encourage testing and prevention efforts to combat these increases.



*Date Source for Chlamydia Rates and Gonorrhea Rates Graphs Pictured: Michigan Disease Surveillance System*

Reproductive health education for adolescents ages 12-18 were held at partnering schools and youth groups. School-wide STD screening efforts also continued. Clinical staff tested for chlamydia and gonorrhea in 46% of eligible students who participated in educational presentations at the high schools. During collegiate back-to-school forums at Western Michigan University and Kalamazoo Valley Community College, promotion of the clinic along with HIV and STD prevention education was provided, as well as at several community events.

**2,629** High school students educated

**551** High school students participated in on-site testing

**6,000+** Condoms were distributed at college events

## HIV/AIDS Counseling & Testing

Collaborates with ten community partners to provide communicable disease education, HIV/AIDS and STD counseling and testing, risk reeducation, and information to substance abuse treatment facilities in Kalamazoo County.

In 2017, collaborated with community partners to hold **43** classes with **563** individuals in attendance.

**518** Individuals tested for HIV

**222** Individuals received STD Testing (Chlamydia, Gonorrhea and Syphilis) with 34 testing positive for one or more STD

**34** Newly diagnosed HIV positive cases

## Immunization & International Travel Clinic

Provides education and immunization to all ages of clients in our community, including those traveling internationally. Eliminates barriers to vaccination by providing free vaccines to those who qualify through our Vaccines For Children program and our Adult Vaccine Program.

In 2017, Public Health Nurses and staff provided communicable disease and immunization education to **1,314** individuals and administered **6,141** shots throughout the County. A total of **327** vaccines were administered for patients traveling internationally. Recall letters were sent to **5,354** children and adolescents six months through seventeen years in Kalamazoo County. To decrease barriers to vaccination, Public Health Nurses...

- Visited 5 homes to vaccinate 15 individuals without transportation
- Offered 21 out-clinics, serving 452 people with 505 vaccines given
- Performed 22 Vaccines For Children provider site visits

This effort resulted in **81%** of pediatric (children aged 19-35 months old) immunizations being up to date. Adolescents (13-17 year olds) were **84%** current with their immunizations.

### Communicable Disease Team

Monitors infectious diseases that affect residents by providing control measures and education to prevent further transmission. In 2017, a total of **10,536** reportable diseases were investigated. Below are the details of those investigations:

<b>174</b> Foodborne illnesses	<b>167</b> Animal bites investigated
<b>63</b> Vaccine preventable diseases	<b>1,052</b> TB skin test performed
<b>78</b> Vector borne	<b>140</b> Titer blood draws
<b>517</b> Hepatitis A, B, C, E	<b>4</b> Tuberculin skin tests classes that certified 77 people
<b>22</b> Outbreaks	

## Epidemiology & Surveillance Reporting

Collects, analyzes, interprets, and disseminates health-related data. Health-related data can be used for several purposes including, but not limited to, assessing the health of the community, detecting outbreaks, monitoring changes in health indicators or behaviors, and making evidence-based decisions. In 2017, the following reports were completed for Kalamazoo County: Annual Report Card, MCH Needs Assessment, Opioid Report, Opioid Brief, and Weekly Flu Reports.

## Michigan Care Improvement Registry (MCIR)

Collects and maintains statewide immunization data, and is compatible with all in-state electronic medical records. MCIR Region 2 covers 15 counties in Lower Michigan. From their base office at the Health & Community Services Department, three coordinators and the customer support specialist provide trainings, education, and technical assistance for **1,475** health care providers, **170** of which are located in Kalamazoo County; as well as provide support to the region's **23** health department offices.



*Pictured: MCIR staff*

# COMMUNITY ACTION AGENCY

Community Action Agency (CAA) partners with other community based organizations to help low-income residents become self-sufficient through the following programs: two Community Service Block Grant (CSBG) Programs, Energy Assistance, Low-income Crisis Assistance, and Home Weatherization.

## Community Service Block Grant Programs

**Skills to Build & C.A.A.P.S Programs** empowers students to focus on attaining their educational goals and not the barriers to them. In partnership with Kalamazoo Valley Community College (KVCC), both programs provide financial assistance to students with specific qualifiers. In 2017, **46** enrolled in educational assistance.

**Rental Assistance Program** assists income-qualified clients by providing either the first month deposit or back rent payment for their rental home. In 2017, **36** clients were assisted.

## Energy Assistance Program

Provides financial assistance to residents with past due utility bills or shut-off notices. In 2017, **289** residents received assistance and over **100** participated in the budget class, Dollars & Sense.

## Low-income Crisis Assistance Program

Assists qualifying residents with deliverable fuels for those who use them as their primary heat source. In 2017, **50** residents were helped.

## Home Weatherization Program

Assists income-qualified clients by providing energy efficient interventions of furnaces, water heaters, and air sealing. In 2017, **50** homes were better weatherized.

## Projects, Events and Partnerships:

### Ecumenical Senior Center

- Served 2,300 meals.

### Kids Connect

- Provided 89 school-aged children back to school clothing.

### Project Connect

- Attended by over 450 people that identify as Head of Household. Distributed 200 bags of clothing and served 530 meals.

### Tax Counseling Initiative

- Partnered with Goodwill and the Tax Counseling Initiative with providing tax filing assistance to residents. Increased the total household resources of the County by over \$2,768,489.



*HCS staff and CATAB members help during Kids Connect.*



*HCS staff volunteer as readers at Party in the Park. Pictured with City of Kalamazoo Mayor.*



*The Home Weatherization Program being featured on WWMT.*

In 2017, CAA programs provided assistance to **1,255** County residents. The combination of Federal and State funding with **88** volunteers dedicating **615** service hours to CAA's programs, impacted the financial stability and security of Kalamazoo County residents by over **\$1,364,785**.

# EMERGENCY PREPAREDNESS

Public Health Emergency Preparedness works to protect our community 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.

## 2017 Highlights:

- 100% of staff have been trained in the Incident Command System (ICS) approach for responding to public health emergencies.
- All Michigan Department of Health and Human Services work plan deliverables were completed on time and met state expectations.
- The agency successfully responded to all minor outbreaks in the district and had no major disease or hazard outbreaks.
- Staff completed training offered by the Center for Domestic Preparedness (CDP), in Anniston, Alabama. The CDP is operated by the United States Department of Homeland Security's Federal Emergency Management Agency and is the only federally-chartered Weapons of Mass Destruction (WMD) training facility in the nation. While in Alabama staff attended the Emergency Medical Operations for CBRNE incidents with a cohort from the 5th District Medical Response Coalition, a group of stakeholders from Southwest Michigan that collaborate to influence and improve emergency and medical response capabilities in the event of a disaster. Responders participating in CDP training gained critical skills and confidence to respond effectively to local incidents or potential WMD events.



*Public Health Emergency Preparedness Coordinator ready for training at the Center for Domestic Preparedness in Anniston, Alabama.*

### **The role of the Public Health Emergency Preparedness Coordinator is to:**

1. Develop, maintain, and exercise plans, policies, and procedures
2. Coordinate and track staff training
3. Build partnerships
4. Respond to local emergencies
5. Evaluate response and preparedness efforts

# ENVIRONMENTAL HEALTH

Environmental Health works to prevent disease, prolong life, protect the environment, and promote public health through the following programs: Household Hazardous Waste, Food Safety and Facilities, Laboratory Services, and Land Water & Wastewater.

## Household Hazardous Waste

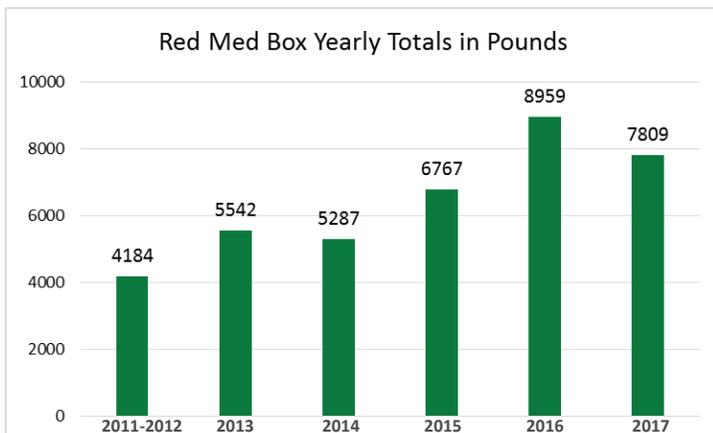
Protecting Kalamazoo County's groundwater since 1997, hazardous waste materials are safely collected, packed, and shipped for recycling or proper disposal. In 2017, the Household Hazardous Waste Center collected and shipped **735,221** pounds and set a new record for the amount of pesticides collected—22,000 pounds! There was a **4%** increase in the number of participants with the program. Additionally, a **2%** increase in the pounds



*HHW Center staff with TVs. HHW is seeing an increase in smaller, compact TVs versus older, larger console TVs.*

of chemicals and a **5%** decrease in the pounds of electronics were recycled.

Red Med Box is an easy, secure way to dispose of unused or expired medications. Over **38,000** pounds have been collected at the six Red Med Box locations: Sheriff's Office, City of Kalamazoo-Crosstown, City of Portage, Kalamazoo Township, Schoolcraft Village, and WMU police departments.



## Food Safety and 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.



- 138** DHHS inspections
- 26** Body Art Facility inspections
- 330** Swimming pool and spa inspections
- 130** Food safety consumer complaints
- 210** Temporary food licenses
- 2,277** Fixed food evaluations
- 936** Food establishments licensed

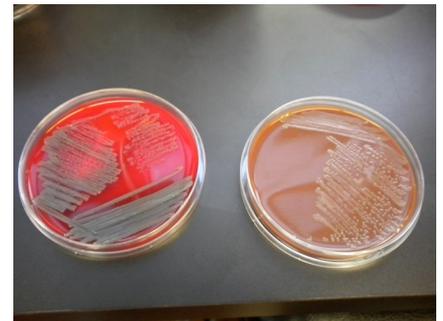
View all Restaurant Inspection Reports at [www.kalcounty.com/eh/food.htm](http://www.kalcounty.com/eh/food.htm).

## Laboratory Services

Ensures the health, safety, and well-being of Kalamazoo County citizens by performing clinical and environmental testing. In 2017, the Lab conducted testing on **3,860** clinical specimens for Syphilis, Gonorrhea, Chlamydia and Trichomonas. A total of **6,057** environmental specimens were tested from surface waters, pools, and water wells.

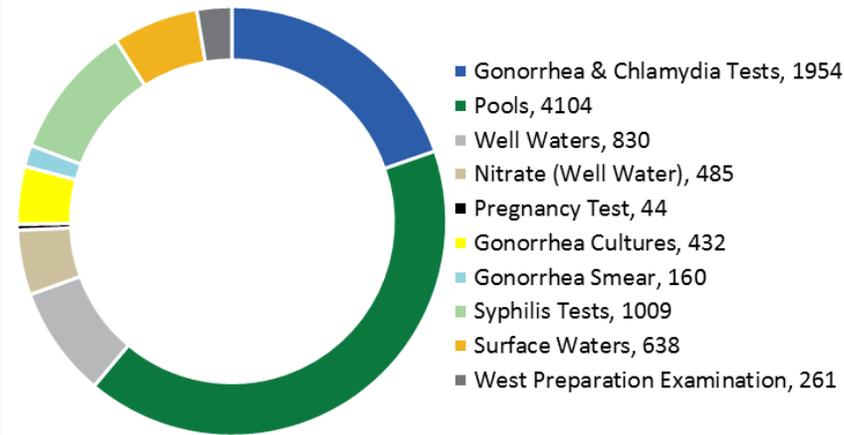


*Pictured: Vintage Laboratory Equipment*



*Pictured: Positive Gonorrhea Cultures*

Total Specimen Submitted for Testing - 2017

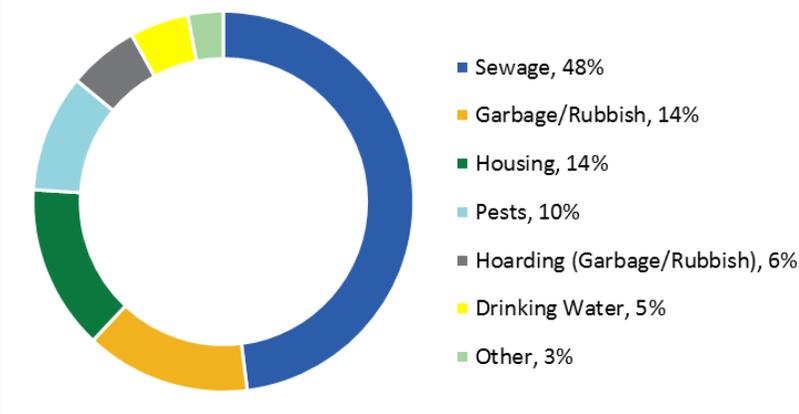


## Land Water & Wastewater

Ensures the health and safety of Kalamazoo County citizens and guests through:

- Monitoring onsite water supplies and designing quality onsite wastewater treatment systems
- Inspecting campgrounds
- Evaluating water supplies and onsite sewage systems at homes for sale
- Responding to and monitoring housing complaints as well as those with suspected methamphetamine activity

2017 Complaints



- 318** Well Permits Issued
- 392** Sewage Treatment System Permits
- 478** Sewage Treatment System Inspections
- 19** Campground inspections
- 282** Mosquito Surveillance site visits
- 27** Homes certified cleaned after methamphetamine contamination
- 402** Residential water wells inspected, 763 samples collected
- 127** Bathing beaches inspected, 390 samples collected
- 109** Type II water wells inspected, 100 samples collected

# MATERNAL CHILD HEALTH

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

## Breast & Cervical Cancer Control Navigation Program

Serves clients throughout southwest Michigan in eight counties for screening, diagnosis, and treatment of breast and/or cervical cancer. Services are offered by contracted Providers including federally qualified health centers, health departments, hospital/radiology sites and family planning clinics. Clients served through Federal & State Funds had **744** caseload services completed and **142** received patient navigation support (includes Medicaid Treatment Act). Clients served through the Komen Michigan Grant Funds had **85** wrap-around services completed.



Staff participating in an outreach event, one of twenty-six this year!

The implementation of nationwide healthcare reform changed the focus to the following priorities:

- Minorities with no other option for health insurance.
- Women with high-deductible insurance in need of diagnostic testing.
- Navigation assistance for insured women in need of breast/cervical testing.

## Women, Infants & Children (WIC)

Provides nutrition education and counseling, monthly food benefits, support and help with breastfeeding and referrals to health care, immunizations and other programs.

In 2017, the Kalamazoo County Health & Community Services Department's WIC merged with the Family Health Center's WIC to become one agency. There are three permanent locations and four satellite clinics. The Breastfeeding Peer Counselor Program was also started during this year. In total the WIC program and services invested **\$3,956,773** back into Kalamazoo County in 2017.

<b>3,900</b>	Families served
<b>5,800+</b>	Individual clients served
<b>14,000</b>	Client contacts
<b>70</b>	Percent of WIC moms initiated breastfeeding when baby was born
<b>5</b>	Project Fresh events for clients to get fresh fruits and vegetables at the Farmers Market

*WIC Peer Counselor Testimonial: "My first support was to a mother of a 31 week gestation preemie. The mother wanted so desperately to breastfeed her baby and was afraid that the separation of baby in the NICU would affect her milk supply and bonding. She wanted and needed support for breastfeeding. For the first couple of weeks we focused on non-nutritive latch and position. By the 3rd week, baby was latched on and feeding. By the 5th week, mom called and reported that baby would be going home in a week. Mom was so excited and I was so happy to walk her through the process. Baby is thriving and mom maintained her milk supply. Mom still calls for support and to report how well breastfeeding is going! She thanks WIC for the peer program."*

## Children's Special Health Care Services (CSHCS)

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

### Client Testimonials

*"This has been one of the most helpful places I have been in contact with."*

*"My son has been a patient with children's special health care since he was a baby and I can't express how grateful I am for your help and assurance everything is taken care of 100%. We are truly grateful for all of your help."*

*"Staff have been a great resource and are active in helping navigate CSHCS and resolve issues."*

<b>950</b>	Individuals (average number) receiving services
<b>14</b>	Case management participants
<b>200</b>	Telephonic care coordination services provided
<b>135</b>	Care plans completed by an RN
<b>117</b>	Care plans completed with the family in their home
<b>13</b>	Fund applications submitted which assist families with purchasing equipment not covered by insurance

## Healthy Families America (HFA)

Provides home visiting services to families in the community who are in need of extra support. Home visiting services begin during pregnancy and continue, on a bi-weekly basis, until the child is 3 years of age. HFA services are not income based.

In 2017, HFA successfully completed the National Accreditation process, established community connections and referral sources, and implemented Best Practice Standards to fidelity with the Healthy Families America model. HFA served **65** families, providing them with safe-sleep education and community referrals such as substance abuse counseling and housing resources. **100%** of the children enrolled in HFA received screenings to determine growth and development.

## Healthy Babies Healthy Start (HBHS)

Addresses birth outcomes and disparities within our community (serving zip codes 49001, 49007, 49006, 49048) by providing services to women and their families through in-home support and community educational opportunities. HBHS has been in the community for over twenty years.

- 158** Pregnant women served
- 59** Infants <1 year old served
- 47** Number of interconceptual women
- 106** Number of community classes organized
- 57** Families participated in Family Educational Events

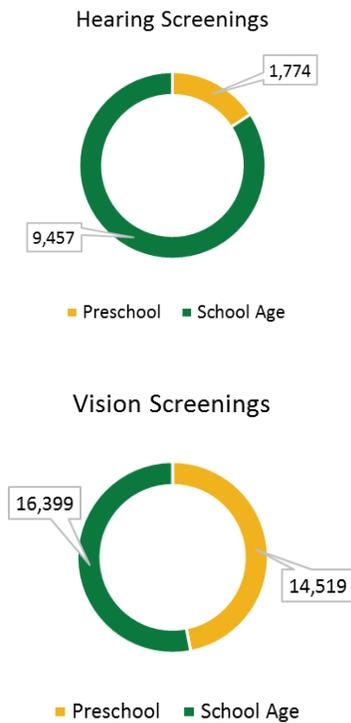
*"I love this class. I've been coming since I was 4 weeks pregnant, and my baby is 9 months old. I learned a lot and it helps a lot with my baby and my marriage. Thanks so much for doing this class!"*  
- Client Educational Testimony



Clients and Staff enjoy Family Educational Events at Gull Meadow Farms and Art Night at HCS.

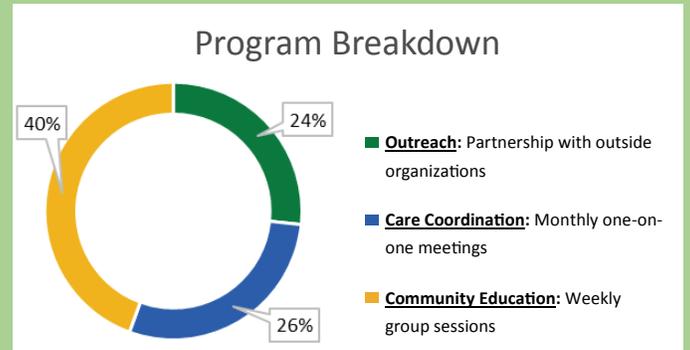
## Hearing & Vision Screenings

Offers free screenings in collaboration with local schools and pre-schools as an early identification of any hearing and/or vision problems. The two pie graphs to the right demonstrate the number of screenings in 2017. In total, **11,231** hearing screenings and **30,918** vision screenings were conducted.



## Fatherhood Program: 4DAD

Strengthens families by providing resources, education, and support to fathers in Kalamazoo County with the goal to help reduce the infant mortality rate in Kalamazoo County. In 2017, 4DAD officially launched with **35** program participants receiving regular contact and connection to community resources at least once a month and over **200** community members attending weekly education sessions. 4DAD partners with HBHS and other stateside fatherhood programs.



## Nurse-Family Partnership® (NFP)

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.

In 2017, there were **133 clients** who received **1,381** home visits, with the average length being **75** minutes. A total of **372** service referrals were made to clients.

- 18** Clients graduated from program (pregnancy to child age 2)
- 559** Clients enrolled since July 2008
- 133** Clients graduated since NFP's inception
- 95** Percent of mothers had initiated breastfeeding
- 24** Percent of mothers were still breastfeeding at six months
- 81** Percent of infants born were at a healthy birth weight
- 20** Percent of infants born before 37 weeks
- 92** Percent current with immunizations at 6, 12, 18, and 24 months

*"I'm so thankful I had you to talk to. I couldn't have gotten through this without you."*

- Client Testimonial



## Fetal Infant Mortality Review (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 2017, **34** infant deaths were documented as natural deaths, **6** were due to unsafe sleep practices.

# VETERANS SERVICE OFFICE

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

## 2017 Highlights:

The Kalamazoo County Veterans Service Office has continued its forward momentum for the year of 2017. The number of claims submitted has once again increased from previous years.

In 2017, Kalamazoo County's Veterans Service Office completed **256** disability claims/compensation claims, **162** pension claims which include Aid and Attendance, and Survivors Benefits, and **178** requests for records. All together, **2,540** various forms were filed on behalf of veterans and their families. This work was part of what accounted for the **\$101,505,000** in VA dollars that came back to Kalamazoo County during the year, an increase of \$7,176,000 from 2016.

## Projects, Events and Partnerships:

### Veterans Stand Down

- Hosted the annual event at The Salvation Army in September. Approximately 125 veterans had access to a variety of services from community partners. 2017 also marks the first year that there was a designated "Women's World" for female veterans.



### Project Connect and Senior Expo

- Participated in both events which Community Action Agency and Area Agency on Aging IIIA hosts.



### Veteran's Treatment Court

- This is the second year of the Veterans Service Office's involvement in the Veteran's Treatment Court which officially started enrollment in March of 2017. In its first active year, the VTC has enrolled 7 veterans in the 18 month program and has seen wonderful levels of success for the veterans involved.



*The three pictures to the right showcase the Veterans Stand Down event.*

# DEPARTMENT DIRECTORY

## HCS Administration

Main Phone Line .....	269-373-5200
Medical Examiner.....	269-337-6173
Public Information Office .....	269-373-5160

## Health Services

Clinical Services.....	269-373-5203
Communicable Disease Surveillance	
Immunization & International Travel Clinic	
STD Counseling & Testing	
Tuberculosis Control	
HIV/AIDS Counseling & Testing.....	269-373-5208
Michigan Care Improvement Registry.....	269-373-5011
Environmental Health.....	269-373-5210
Laboratory.....	269-373-5360
Household Hazardous Waste.....	269-373-5211
Public Health Emergency Preparedness.....	269-373-5025

## Community Services

Area Agency on Aging IIIA .....	269-373-5147
Community Action Agency .....	269-373-5066
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
Hearing & Vision Screening.....	269-373-5029
Nurse Family Partnership .....	269-373-5067
Women, Infants and Children (WIC) .....	269-373-5002
Veterans Service Office .....	269-373-5361

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