



# 2018 Annual Report

Kalamazoo County Government  
Health & Community Services Department



KALAMAZOO COUNTY GOVERNMENT

In the Pursuit of Extraordinary Governance

Health and Community Services Department

## Mission

To improve health for all residents of Kalamazoo County.

## Vision

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

## Values

Equity. Leadership. Professionalism. Quality. Respect

## Advisory Councils

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.

### Environmental Health Advisory Council

**KCHCS Liaison: Vern Johnson**

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

### Older Adult Services Advisory Council

**KCHCS Liaison: Samantha Carlson**

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

### Veterans Affairs Committee

**KCHCS Liaison: Lauren King**

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

## Leadership

### County Board of Commissioners

**District 1:** Stephanie L. Moore

**District 2:** Paul Haag

**District 3:** Tracy Hall, Vice Chair

**District 4:** Michael Seals

**District 5:** Julie Rogers, Chair

**District 6:** Ron Kendall

**District 7:** Roger Tuinier

**District 8:** John H. Gisler

**District 9:** Christine Morse

**District 10:** Mike Quinn

**District 11:** Meredith Place

### Department Leadership

#### **Health Officer/Director**

James A. Rutherford, MPA

#### **Deputy Health Officer**

Debra Lenz, MS

#### **Medical Director**

William Nettleton, MD, MPH

#### **Medical Examiner**

WMU Homer Stryker MD  
School of Medicine

#### **Area Agency on Aging**

Samantha Carlson, LMSW

#### **Environmental Health**

Vern Johnson, REHS

#### **Epidemiology**

Mary Franks, MPH

#### **Maternal Child Health**

Brenda O'Rourke, RN, BSN

#### **Operations & Public Information Officer**

Lyndi Warner, MPA

#### **Personal Health**

Penny Born, RN, BSN



# LETTER FROM THE HEALTH OFFICER

On behalf of the Kalamazoo County Board of Commissioners and the Kalamazoo County Health & Community Services Department, I am pleased to present the 2018 Kalamazoo County Health & Community Services Annual Report. In this report, you will find a snapshot of our annual financials, as well as a summary of the significant amount of work that our dedicated staff provides to enhance our community's well-being by promoting healthy lifestyles, protecting health, preventing disease, and providing vital community services.

I would like to thank both the Board of Commissioners and Kalamazoo County Administration for their support and direction over this past year. In addition, I would like to thank the volunteer members of the three Advisory Councils who help us accomplish our mission.

Our health is largely influenced by the choices we make for ourselves and our families. Our ability to make healthy choices depends greatly on conditions within the communities where we live, learn, work, and play. On page 5 of this report, we discuss how the area in which we live influences our health. I encourage our residents to review the Robert Wood Foundation County Health Rankings which provides a significant amount of data about the health of our county as compared to other counties in Michigan.

Some of the more notable highlights that occurred this past year include:

- Per and Polyfluoroalkyl Substances, (PFAS) Response-This incident, which occurred in late July of 2018, impacted residents in both the City of Parchment and Cooper Township. Our staff provided thousands of service hours throughout the response to this incident. A year later our work continues, not only in these two communities but in Richland Township as well. To date, a total of 32,800 water cases have been dispersed to impacted residents in our community.
- The Transition of our Community Action Agency Program into the Community Action Agency of South Central Michigan.
- Our move into our new building located at 311 East Alcott Street, Kalamazoo, MI.

Please take the time to review this report as it provides relevant information about both public health and community services in Kalamazoo County. I am excited not only about where we have been but also about where we are going.

As always, yours in Public Health,



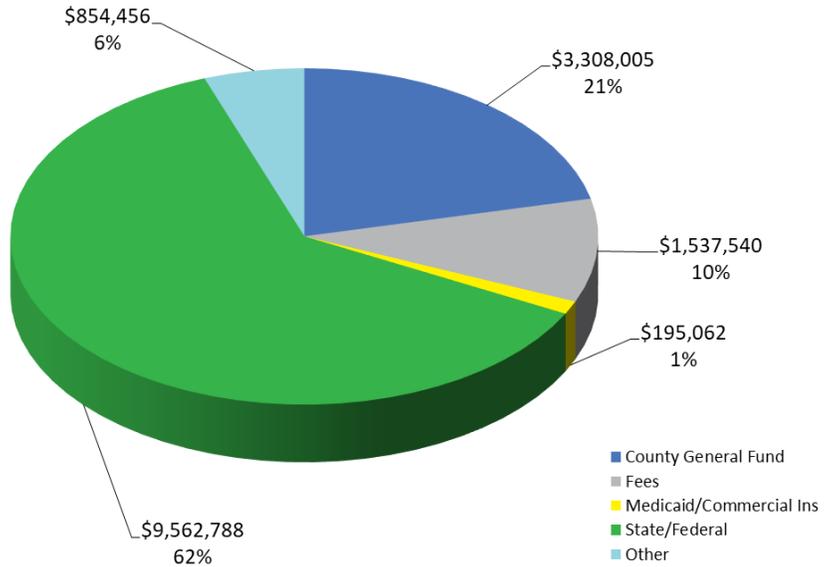
James A. Rutherford  
Health Officer/Director  
Kalamazoo County Health & Community Services Department



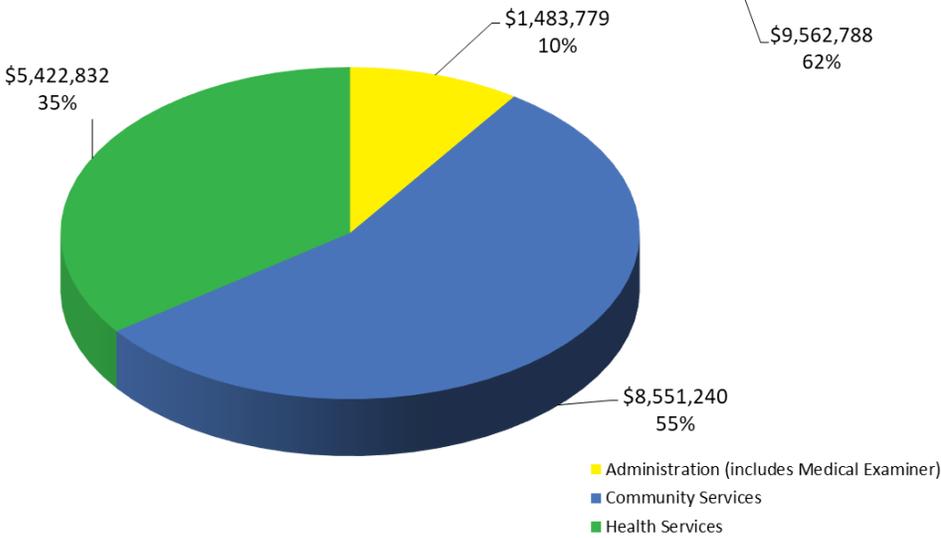


# FINANCIAL STATEMENT

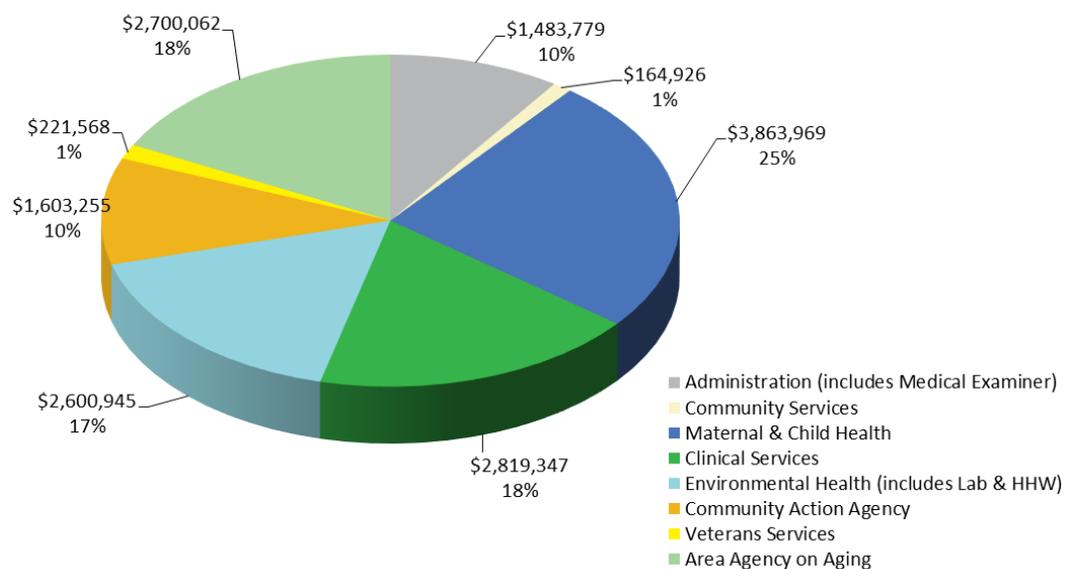
### 2018 HCS Revenue by Type Total - \$15,457,851



### 2018 HCS Expenditures by Division Total - \$15,457,851



### 2018 HCS Expenses by Program Total - \$15,457,851





# KALAMAZOO COUNTY

## 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.

### Kalamazoo County

Total Residents  
264,870

Persons per Square Mile  
445.7

Live Births<sup>2</sup>  
3,055

Deaths<sup>2</sup>  
2,113

Infant Deaths<sup>2</sup>  
35

Individuals Below Poverty  
16.7%

Median Household Income  
\$51,945

High School Degree or Higher  
93.8%

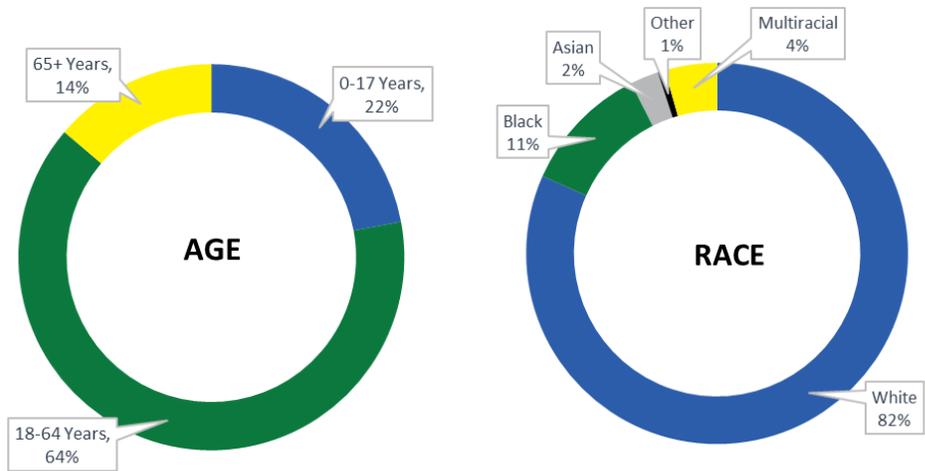
Bachelor's Degree or Higher  
37.2%

Persons who Report Cigarette Smoking<sup>3</sup>  
12.4%

Persons who are at a Healthy Weight<sup>3</sup>  
36.5%

Persons who report no Leisure Time Physical Activity<sup>3</sup>  
20.8%

The Health & Community Services Department uses data to analyze how factors are affecting the social conditions that impact the health of Kalamazoo 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. Throughout our services and programs, the Health & Community Services Department strives for health equity.



The County Health Rankings, produced by the Robert Wood Johnson Foundation, 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 30th for Health Outcomes and 18th 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](http://www.countyhealthrankings.org)

<sup>2</sup>[www.mdch.state.mi.us/pha/osr/chi/indx/frame.html](http://www.mdch.state.mi.us/pha/osr/chi/indx/frame.html)

<sup>3</sup>[www.michigan.gov/documents/mdhhs/2014-2016\\_MiBRFSS\\_Reg\\_LHD\\_Tables\\_60878\\_7.pdf](http://www.michigan.gov/documents/mdhhs/2014-2016_MiBRFSS_Reg_LHD_Tables_60878_7.pdf)



# 2018 Program Reports

### Area Agency on Aging IIIA

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

### Community Action Agency

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

### Environmental Health

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

### Maternal Child Health

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

### Personal Health

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

### Veterans Service Office

Federal Benefits Application Development  
Soldiers and Sailors Relief  
Michigan Veterans Trust Fund  
Burial Benefits  
Veterans Service Office Fund Grant

# AREA AGENCY ON AGING

Area Agency on Aging IIIA (AAA) Division 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: Choices for Independence, Healthy Living, Information & Assistance, and Long Term Care Ombudsman.

## Choices for Independence Programs

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. This is accomplished by working with individuals, caregivers, and professionals to navigate a safety net of supports.

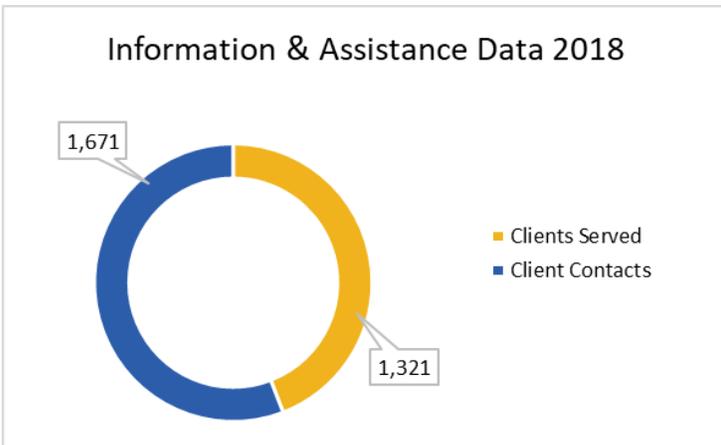
**329** Individuals supported

**132** Seniors on the Waitlist at the end of September 2018

**56** CFI clients received Holiday basket courtesy of HCS staff and friends

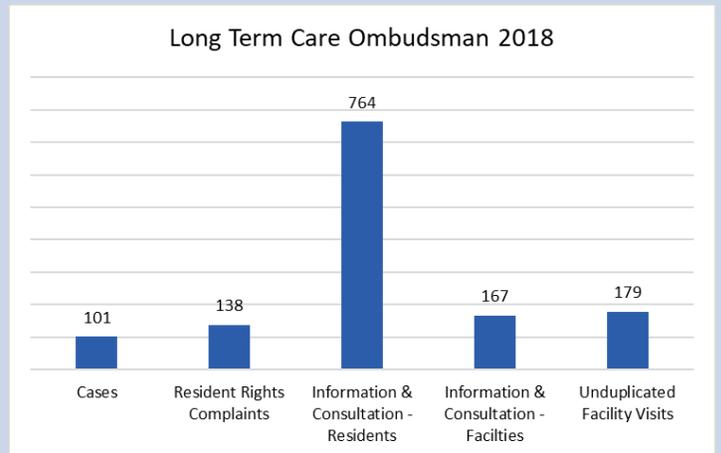
## Information and Assistance (I&A)

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.



## Long Term Care Ombudsman

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.



## Healthy Living Programs

Encompasses three evidence-based programs:

- Matter of Balance (MOB), a falls prevention program with **3\*** classes and **25** graduates.
- Personal Action Toward Health (PATH), a chronic disease self-management program with special focus in chronic pain and diabetes. Staff member was certified in 2018 to conduct future trainings.
- Creating Confident Caregivers (CCC), a program for caregivers of persons with dementia with a total of **4** classes and **24** graduates.

*\*Due to a gap in funding, the number of classes offered decreased in FY 2018.*

## Projects and Events:

### Celebrate Elderhood

- Hosted second annual Centenarian Luncheon at the Beacon Club where seventeen Centenarians attended.

### Community Coalitions & Collaboratives

- 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.
- 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 Western Michigan University Homer Stryker M.D. School of Medicine (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 continued three distinct multidisciplinary teams: Elder Abuse Prevention 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. MDTs also address system failures identifying barriers across systems and developing solutions that strengthen collaborative partnerships. The MDTs participated in 11 team specific trainings provided by the AAA Investigative Teams Coordinator. 61 complex cases involving elder abuse and exploitation were reviewed by the MDTs.
- Launched an Elder Abuse Prevention awareness campaign that included radio, social media, and television segments. Held twenty community trainings reaching 700 Kalamazoo County residents covering elder abuse identification and prevention and mandated reporting.

### Senior and Caregiver Expo

- Coordinated the 22nd annual event with over 120 vendors and approximately 2,000 attendees.

### Senior Millage

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

## Community Partnerships:

A+ Nursing, Inc.

Absolute Homecare & Medical  
Staffing

ADL, Inc.

Advantage Private Nursing

Arcadia Health Services

Bronson at Home

CareLinc Medical

Care N Assist

Christian Neighbors

Connect America

Counseling at Home

Critical Signals Technologies,  
Inc.

Ecumenical Senior Center

Fresh Perspective Home Care

Guardian Medical Monitoring

Heritage at Home

HomeCare Transitions

Homewatch Caregivers of

Southwest Michigan

Hospice Care of SW Michigan

-Oakland Centre

Legal Aid of Western Michigan

Mom's Meals

Portage Senior Center

Right at Home

Royal Estates

Senior Home Support

Senior Services Southwest MI

Shepherd's Center of Kalamazoo

South County Community

Services

Stay Home Companions

Story Point Senior Living

United Nursing Service, Inc.

Valued Relationships, Inc.

Vicksburg District Library

Vicksburg United Methodist

Church

Western Michigan University

Center for Disability Services

# COMMUNITY ACTION AGENCY

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

In 2018, CAA programs provided assistance to **1,419** County residents, a 12% increase from the previous year.

During a September 2018 board meeting, the Kalamazoo County Board of Commissioners voted to decertify the Community Action Agency thus turning the agency over to the Michigan Department of Health & Human Services who selected Community Action Agency South Central Michigan as the interim agency for one year effective January 1, 2019. Kalamazoo County residents can schedule an appointment or talk to someone for services with Community Action Agency by calling 269-373-5066 or visiting [www.caascm.org](http://www.caascm.org).

## 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 they face. In partnership with Kalamazoo Valley Community College, both programs provide financial assistance to students with specific qualifiers. In 2018, **45** 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 2018, **147** clients were assisted.

## Energy Assistance Program

Provides financial assistance to residents with past due utility bills or shut-off notices. In 2018, **192** residents received assistance and **142** participated in the budgeting class, Dollars & Sense.

## Home Weatherization Program

Assists income-qualified clients by providing energy efficient interventions like furnaces, water heaters, and air sealing. In 2018, **33** homes were weatherized.

## Projects and Partnerships:

CAA works collaboratively with many community partners to provide services to Kalamazoo County residents. In partnership with the Maternal & Child Health programs at the Health & Community Services Department, CAA served 57 families with newborns and infants with much needed baby supplies and safe sleep equipment. Other examples of support and assistance statistics are included below.

**232** Volunteer hours served with CAA

**128** Families participated in Kids Connect, providing over 200 children with school clothing

**55** People received transportation assistance

**36** People received laundry assistance

**14** People received food assistance

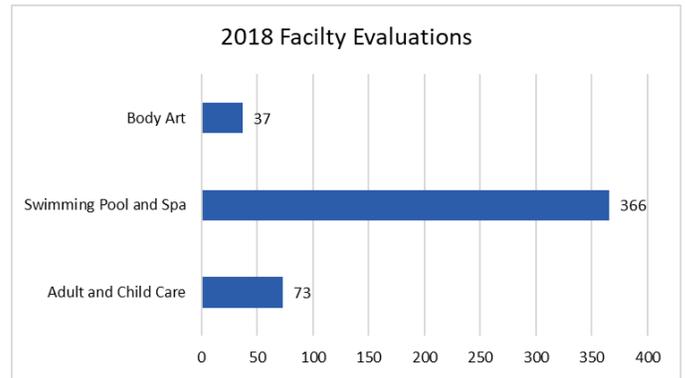
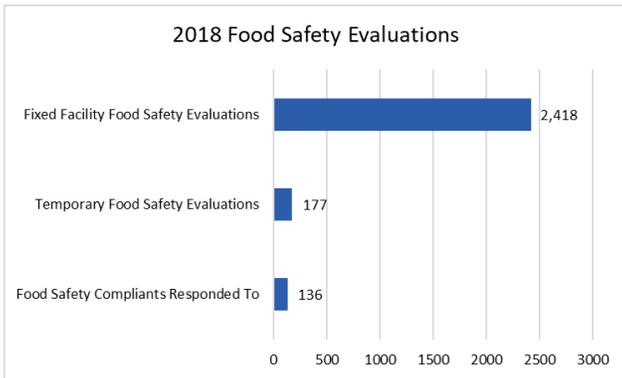


# ENVIRONMENTAL HEALTH

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

## Food Safety and Facilities

Evaluates all types of food service ranging from restaurants to outside food vendors. In 2018, there were **946** food establishments licensed and **55** food trucks licensed. This program also inspects body art facilities, adult and child care facilities, and public swimming pools and spas.



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

## 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 2018, the Household Hazardous Waste Center collected and shipped **737,241** pounds of chemicals and electronics. There was a **3%** increase from last year in the number of participants.

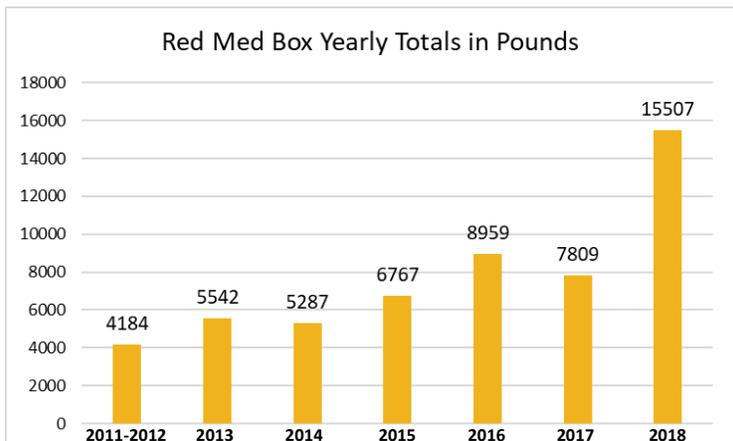
Pictured to the right: HHW Center staff showcase various shapes and sizes of fluorescent lightbulbs: 8-foot, 4-foot, 2-foot, U-shaped, halo-shaped, and compact. Almost 20,000 pounds of fluorescent light bulbs were collected and recycled in 2018. Virtually



all components of a fluorescent bulb are recycled which are glass, metal and small amounts of mercury.

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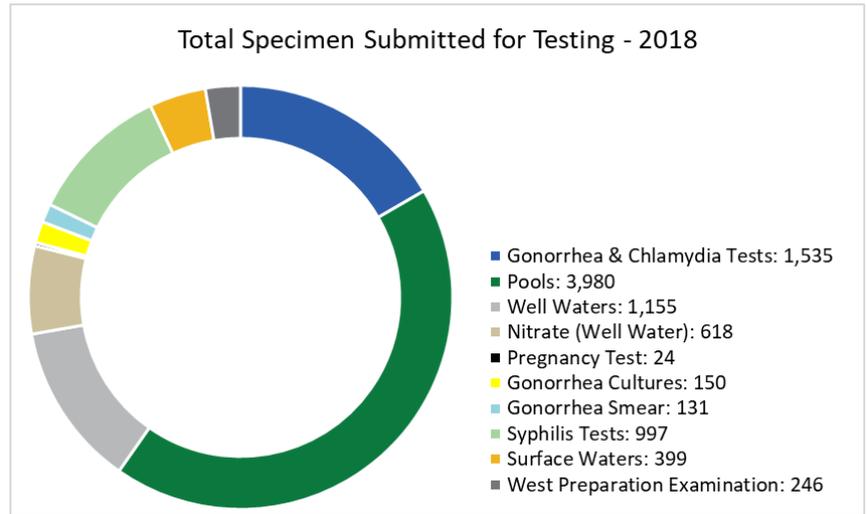
Red Med Box is an easy, secure way to dispose of unused or expired medications. Over **54,000** pounds have been collected at the six Red Med Box locations: Sheriff’s Office, City of Kalamazoo-Crosstown, City of Portage, Kalamazoo Township, Schoolcraft Village, and Western Michigan University (WMU) police departments.



## Laboratory Services

Ensures the health, safety, and well-being of Kalamazoo County residents by performing clinical and environmental testing.

In 2018, a total of **6,152** environmental specimens were tested from surface waters, pools, and water wells. For clinical testing of syphilis, gonorrhea, chlamydia, and trichomonas, a total of **3,083** specimens were tested.



## Land Water & Wastewater

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

- Assuring a safe onsite water supply
- Providing tools for management of onsite wastewater treatment systems
- Providing resources for residents to maintain healthy and safe homes
- 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

**447** Sewage Treatment System Inspections

**409** Residential water wells inspected, 853 samples collected

**362** Sewage Treatment System Permits (41% new construction and 59% replacement)

**282** Well Permits Issued

**158** Bathing beaches inspected, 399 samples collected

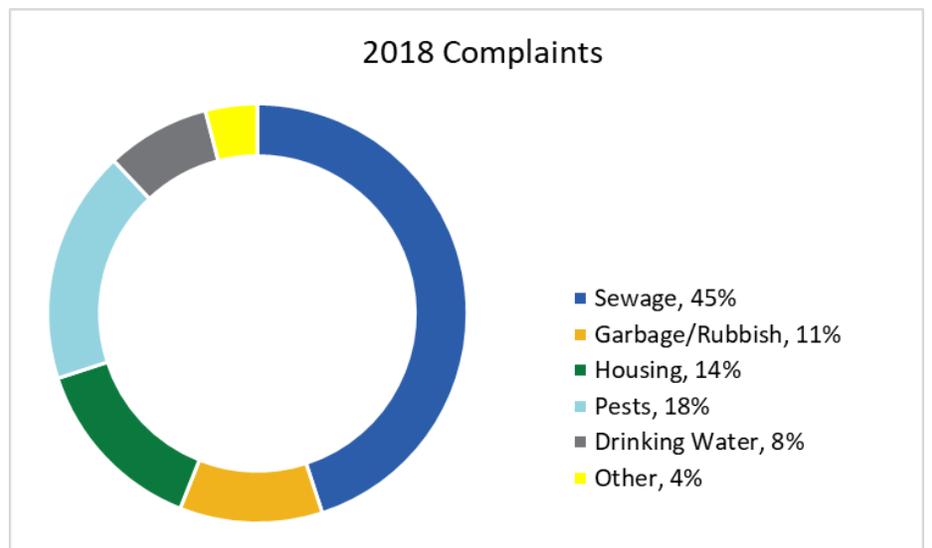
**99** Type II water wells inspected, 63 samples collected

**16** Campground inspections

**8** Homes certified cleaned after methamphetamine contamination



*HCS staff observe a sewage treatment system.*



# 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. This program plans and participates in events throughout the year to support County-wide preparedness.

## 2018 Program Highlights

- Oversaw daily operations of water distribution center for 2018 PFAS Response with City of Parchment & Cooper Township, ensuring all those affected were provided with potable water.
- Completed all Michigan Department of Health and Human Services work plan deliverables on time and met state expectations.
- Ensured staff completed training offered by the Center for Domestic Preparedness.
- The agency successfully responded to all minor outbreaks in the district and had no major disease or hazard outbreaks.

## 2018 PFAS Response Results

### City of Parchment & Cooper Township

Began: July 26, 2018

- Estimated number of bottled water cases provided: **32,800**
- Number of filters distributed: **317**
- Number of Water Coolers (counter top unit) distributed: **2,290 with 339 homes eligible to obtain bottled water through Gordon Water**
- Number of filter replacements: **392**
- Residential Homes Sampled: **219**
- Results for Residential Homes: **Not Detect to 269 PPT**
- HCS Staff hours dedicated to response: **1,341**
- Volunteer Hours: **825** volunteers contributed over **3,115 hours to help unload, organize and distribute bottled water**

A special thank you to all of the partners involved in the City of Parchment & Cooper Township response: MDHHS, MDEQ, Michigan State Police, Kalamazoo County Administration, Kalamazoo County Board of Commissioners, Kalamazoo County Sheriff's Department, Kalamazoo County Emergency Management Office, City of Parchment, Kalamazoo Township Police, Cooper Township, City of Kalamazoo Administration and Public Services, Representative Fred Upton, and Senator Margaret O'Brien

Per and Polyfluoroalkyl Substances, better known as **PFAS**, are a large group of man-made chemicals that have been used in the past century in manufacturing, firefighting, and in many common household and consumer products. Although more research is needed, some studies have shown that certain PFAS may lead to fertility issues, increase the chance of thyroid disease, increase cholesterol levels, and may increase chance of kidney and testicular cancers. For two of these chemical substances, PFOA and PFOS, the US Environmental Protection Agency has set a Lifetime Health Advisory level of 70 Parts Per Trillion (PPT) for PFOA and PFOS combined. The City of Parchment & Cooper Township and Richland Township have been negatively impacted by PFAS contamination. The investigation and public health response is ongoing for both areas.



*"This public health emergency is not a quick or easy fix. From the beginning, all of the partners kept what was best for the health of residents of Kalamazoo County as our top priority and focus in every response decision made. We will continue to do so as we move forward. To be where we are today, an example for the rest of the State of how to conduct this type of response effort and results, is a direct reflection of the incredible teamwork of those within Kalamazoo County and our State partners."*

*– James Rutherford, HCS Health Officer*

### Richland Township

Began: May 31, 2018

- Number of cases of bottled water provided: **265 cases, 86 one-gallon containers**
- Number of filters distributed: **96**
- Number of Water Coolers (counter top unit) distributed: **7 and 1 home on water cooler**
- Number of filter replacements: **2**
- Residential Homes Sampled: **81**
- Results for Residential Homes: **Not Detect to 2510 PPT**

# MATERNAL AND CHILD HEALTH

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

## Breast & Cervical Cancer Control Navigation Program

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.

Success Story: During the Ladies Health Day event at Sturgis Medical Center, **26** participants met BCCCNP eligibility and received an office visit with Pap test. Then they were enrolled into BCCCNP or were navigated to receive the Mammogram.

- 480** Caseload services
- 115** Patient navigation cases (includes Medicaid Treatment Act)
- 100** Wrap-around caseloads from Komen Michigan grant funds (includes 98 women and 2 men)
- 12** Outreach events

## Children's Special Health Care Services

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

- 950** Individuals receiving services
- 250+** Care coordination services provided
- 93** Care plans completed by a RN
- 15+** Trainings and community events attended by staff
- 15** Case management participants
- 10** Fund applications submitted which assist families with purchasing equipment not covered by insurance

### Client Testimonials:

*"Every time I call they always return my call very fast and help me (with) all of the questions I have. Thank you very much."*

*"CSHCS has been a vital part of my son's health. I don't know what we would do without it."*

## Infant Safe Sleep Program

Provides safe sleep workshops, Pack-n-Plays, and client support materials to residents of Kalamazoo County. In 2018, **20** community safe sleep classes were held with a total of **102** participants. One-on-one education was provided to **51** parents of infants, and **39** safe sleep environments (Pack-n-Plays) were given to clients in need.

## 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 2018, **779** community members were served through educational classes, Barbershop talks, and community events. There were **52** participants who received case management services with **34** of those being new enrollments.

## Fetal Infant Mortality Review

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 2018, **14** infant deaths were documented with **2** associated to unsafe sleep practices.

## Healthy Babies Healthy Start

Addresses birth outcomes and disparities within all of Kalamazoo County by providing services and support for mothers, children, fathers, and families before, during, and after pregnancy.



Community events included Make a Plate (families learned about nutrition while designing a plate to take home), Live Well Love Well (healthy relationships and personal health focused event), and First Birthday Celebration (celebration of one year-olds in the community, pictured left). Community education included Growing Together (partnership with Kalamazoo County Jail, Baby Bump & Beyond (partnership with YWCA), and Community

Network Meetings (partnership with New Village Apartments).

- 182** Pregnant women served
- 125** Number of children 1-24 months
- 98** Percentage of children current with well-child exams
- 68** Infants <1 year old served
- 63** Percentage of women who initiated breastfeeding

## Healthy Families America

Offers support and education to families on a bi-weekly basis starting prenatally and until the child turns three years of age. This intensive, evidence-based program is not income-based. In 2018, **14** families graduated from the program, which means they stayed for a minimum of three years and met their family goals. Staff completed **80%** of home visits and there was a **78%** retention rate within the program. Key partnerships with Cradle Kalamazoo and Great Start Collaborative continued throughout 2018.

### Client Success Story:

Three years ago, Healthy Families of America (HFA) received a referral from the Kalamazoo County Drug Treatment Court Program (DTCP) for a 27-year-old expectant mother named “Brittany” who, at the time, was considered a high-risk felon. A DTCP case manager encouraged “Brittany” to partner with HFA to help during her pregnancy and further develop her parenting skills. At the time, “Brittany” had a long history of drug usage that led to a variety of drug-related crimes as well as the removal of her first child on more than one occasion. “Brittany” was very skeptical of HFA staff, given her experience with governmental agencies and law enforcement. However, over time, she was able to build a trusting relationship with her caseworker. Fast forward three years later and “Brittany” has managed to maintain sobriety, obtain her driver’s license, pass her GED exam, move into her own place, hold down a well-paying job, and provide a stable life for her family. “Brittany” graduated from the HFA program this year, is on the path to self-sufficiency, and is ready to take on the next chapter of her life.

## Nurse-Family Partnership®

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. A celebrated milestone occurred this year. July 31, 2018 marked 10 years since Nurse-Family Partnership® enrolled its first client! Since then, **636** clients have been enrolled and **159** have graduated.

- 1,603** Completed visits
- 411** Service referrals
- 162** Clients who received home visits
- 121** Children who received services
- 80** New clients enrolled in 2018
- 54** Infants born to program participants
- 26** Clients graduated from program (pregnancy to child age 2)

# PERSONAL HEALTH

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

## Childhood Lead Poisoning Prevention

Provides nursing case management for children with elevated blood lead levels over 4.5 mcg/dL. This program provides the education and outreach for Prosperity Region 8 — a seven county district consisting of Berrien, Van Buren, Cass, Kalamazoo, St. Joseph, Calhoun, and Branch counties. The goals of the program are to reduce blood lead levels in children under 6 years of age, and to permanently reduce lead hazards in the home to prevent future poisoning.

In 2018, a total of **37** home visits provided education about lead hazards, ways to reduce lead exposure, healthy nutrition, and assistance with follow-up care. On average, the lead nurse works with **38** families every month to facilitate care and follow-up.

## 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 2018, the following reports were completed for Kalamazoo County: Annual Report Card, Opioid Report, STD Quarterly Reports and Weekly Influenza Reports.

## HIV Counseling & Testing

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

In 2018, collaborated with community partners to hold **38** classes with **509** individuals in attendance.

## 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.

In 2018, a total of **16,065** reportable diseases were investigated. Below are the details of those investigations:

- 1,378** TB skin test performed
  - 475** Hepatitis A, B, and C
  - 250** Foodborne illnesses
  - 158** Vaccine preventable titer blood draws
  - 126** Vectorborne
  - 125** Animal bites to follow up with Rabies prevention and education
  - 66** Vaccine preventable diseases
  - 24** Outbreaks
  - 2** Tuberculin skin test workshops that certified 35 healthcare providers
- 
- 551** Individuals tested for HIV
  - 227** Individuals received STD Testing (Chlamydia, Gonorrhea and Syphilis) with 21 testing positive for one or more STD
  - 29** Newly diagnosed HIV positive cases

# Immunization 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 guardian's of children with overdue immunizations ages six months to seventeen years old.

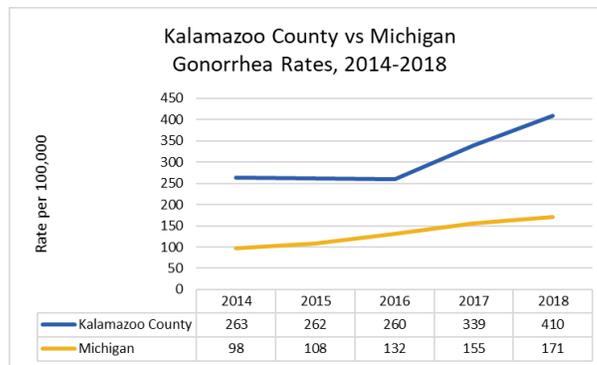
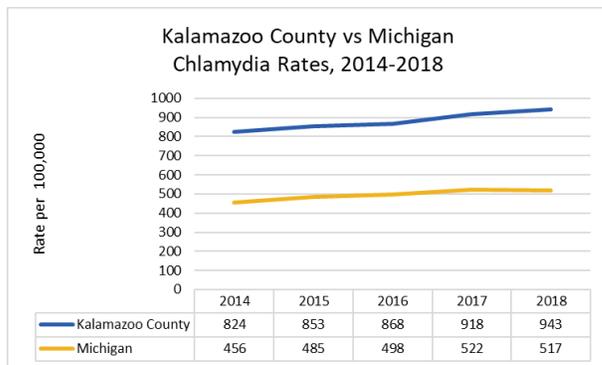
In 2018, IAP administered a total of **6,315** vaccines at the Health & Community Services Department and throughout the County. Of those...

- **2,534** vaccines were given at no charge to those who qualified through the Vaccines for Children and Adult Vaccine programs.
- Public Health Nurses and the Immunization Action Plan staff offered 34 clinics held off-site, resulting in **637** people receiving **1,211** vaccines. From those clinics, **19** specifically targeted individuals deemed high risk during Michigan's on-going Hepatitis A outbreak.
- **95** international travel appointments were held to educate travelers about unique diseases prevalent in their destinations, accounting for **212** of the year's total immunizations administered.
- To keep Kalamazoo County children up-to-date with vaccinations, **4,220** letters were mailed out to guardians of children with an overdue immunization status containing specific vaccine record and information.

In September 2018, Kalamazoo County was ranked 9th out of 83 Michigan counties for 19-35 month old vaccine coverage, and 3rd for adolescents 13-17 years old. Special recognition was received from Michigan Department of Health & Human Services as being a Top 5 County for flu coverage for children ages 6 months through 17 years old.

## STD Counseling & Testing

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



*Data Source for Chlamydia rates and Gonorrhea rates from Michigan Disease Surveillance System*

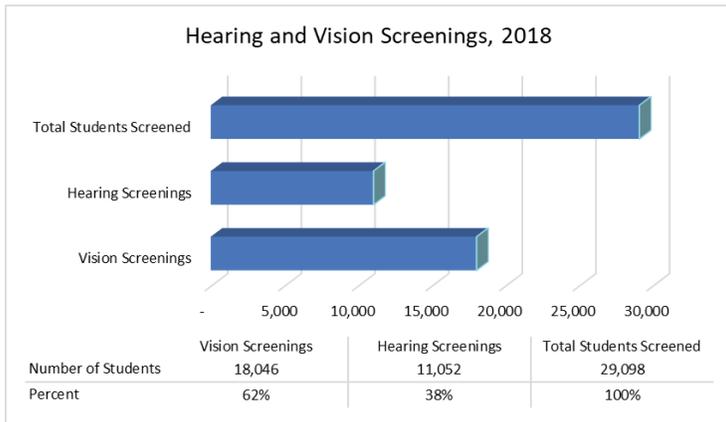
In 2018, the rates of Chlamydia and Gonorrhea continued to increase. Kalamazoo County has the second highest rate of both Chlamydia and Gonorrhea in the State of Michigan and remains elevated compared to the State. Clinical staff participated in numerous outreach, education, and testing events to emphasize the importance of testing and prevention efforts in order to combat the increasing rates.

Reproductive health education lessons for adolescents ages 12-18 were given at partnering schools and youth groups. School-wide STD screening events occurred in five Kalamazoo Public Schools. Clinical staff tested for chlamydia and gonorrhea in **87%** of eligible students who participated in educational presentations at the high schools. Staff also promoted clinical services at back-to-school events at Western Michigan University, Kalamazoo Valley Community College, and other community events.

- 6,000+** Condoms were distributed at collegiate events
- 2,150** Clients served at HCS
- 297** High school students educated
- 233** High school students participated in on-site testing

## Hearing & Vision

Offers free screenings in collaboration with local schools and pre-schools as an early identification of any hearing and/or vision problems.



The technicians screened a total of **29,098** children, with **11,052** hearing screenings and **18,046** vision screenings conducted. As a result of testing a total of **2,732** doctor referrals were made for children to seek further care for their hearing and/or vision deficits.

## 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 Southwest Michigan. From their base office at the Health & Community Services Department, three coordinators and a customer support specialist provide trainings, education, and technical assistance for **1,519** healthcare providers, **173** of which are located in Kalamazoo County. The MCIR Region 2 Team also provides support to the region's **23** health departments.



*Pictured: Epidemiologist and MCIR staff.*

## Women, Infants and Children (WIC)

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

The Women, Infants & Children program, more commonly known as WIC, has are two permanent locations and five satellite clinics. In 2018, WIC served over **3,500** families who participated in over **29,000** Nutrition Education classes both in-person and online. WIC also started the Breastfeeding Café to support mothers in a breastfeeding community. In total, the WIC program helped invest **\$3,611,519** back into Kalamazoo County in 2018.



*WIC staff attend the 2018 Michigan WIC Conference.*

**Client Testimonial:**  
*"At first, my breastfeeding journey started with me exclusively pumping due to an undiagnosed tongue tie. Once the tongue tie was corrected, and with the help from the WIC Breastfeeding Peer Counselor, I am now almost exclusively breastfeeding!"*

- 14,000** Client contacts
- 5,500+** Individual clients served
- 3,500+** Families served
- 900** Project Fresh vouchers distributed to clients for fresh fruits and vegetables at the Farmers Market
- 70** Percent of WIC moms initiated breastfeeding when baby was born

# VETERANS SERVICE OFFICE

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

## 2018 Highlights:

The Kalamazoo County Veterans Service Office welcomed a new Veterans Services Coordinator and Veterans Service Specialist as well as other changes to the division. The focus this year was increased training and outreach. 2018 also saw the first application for grant funds for the Veterans Service Office to increase services to veterans. The Veterans Trust Fund is once again being administered by the KCVSO with both VSO's becoming certified agents.

In 2018, Kalamazoo County's Veterans Service Office completed **190** compensation claims, **102** pension claims which include Aid and Attendance and Survivors Benefits, and **175** requests for records. Altogether, **2,306** various forms were filed on behalf of veterans and their families to the Veterans Affairs Administration. In total, **\$99,458,000** Veteran Affairs dollars were distributed within Kalamazoo County in 2018.

## Projects, Events and Partnerships:

### Kalamazoo County Mental Health and Substance Abuse Services (KCMHSAS)

- KCMHSAS's Veterans Services moved in to the Health & Community Services building in September 2018. This partnership has increased the services available to veterans as well as the convenience of accessing these services by co-locating the two offices.

### Project Connect and Senior Expo

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

### Veterans Stand Down

- Hosted the annual event at The Salvation Army in September. Approximately 132 veterans had access to a variety of services from community partners.

### 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.



*Congressman Fred Upton presents veteran with medals.*

# 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.....	269-373-5203
Communicable Disease Surveillance	
Immunization & International Travel Clinic	
STD Counseling & Testing	
Tuberculosis Control	
Hearing & Vision Screening.....	269-373-5029
HIV Counseling & Testing.....	269-373-5208
Michigan Care Improvement Registry (MCIR).....	888-217-3901
Women, Infants and Children (WIC).....	269-373-5002
Veterans Service Office.....	269-373-5361

311 East Alcott Street  
Kalamazoo, MI 49001  
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[www.kalcounty.com/hcs](http://www.kalcounty.com/hcs)

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.