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Kalamazoo County

Health & Community Services



Annual Report

2013

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2013 Annual Report

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"In partnership with the communities we serve, Kalamazoo County Health & Community Services Department (HCS) promotes, protects, and improves the health and well-being of all residents of Kalamazoo County."

- HCS Mission -

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Letter from the Director

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It is my pleasure to present the 2013 Annual Report for Kalamazoo County Health and Community Services. This report will serve as a department overview, highlighting accomplishments and works by HCS divisions, as well as providing you with revenue details and statistical data. Health and Community Services (HCS) is focused on the overall health and wellbeing of the community we serve. Through our multi-disciplinary approach, our staff of 150 works toward shared goals and strives to assist the community by constantly developing new and enhancing current services each and every day.

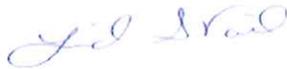
Our department is multifaceted and unique in its makeup and delivery of crucial public health programs. HCS also provides Kalamazoo with many community service based programs that traditionally would fall outside of the public health department role. Programs that address community service needs include Area Agency on Aging, Veteran's Service Office, and Community Action Agency. Together, both public health and community service programs allow our department to work to eliminate and address the root causes and effects of poverty, provide access to medical services, and promote both physical and environmental wellness. HCS works to promote, protect, and improve the health and well-being of all residents in partnership with the communities we serve.

In the past year, we have continued to meet the immediate needs of our residents, through an increase in collaborative partnerships both locally and regionally and through the development of new and cutting edge programs. This has allowed our department to overcome and work within the constraints of economic challenges and in the face of federal, state and local level budget cuts.

Our department is dedicated to the Kalamazoo Community. Through the work of a dedicated, knowledgeable and innovative staff, HCS continues to provide quality and effective services to our customers. I take pride in the accomplishments highlighted within this annual report including the first Kalamazoo County Health Equity Summit, establishing new and strengthening existing relationships with WMU Homer Stryker M.D. School of Medicine, department participation in Enroll Kalamazoo County, and initiating our transition to paperless systems and record keeping.

I welcome your feedback and thank you for your continued support. I look forward to the continued growth and involvement of HCS within the Kalamazoo Community in the years to come.

Sincerely,

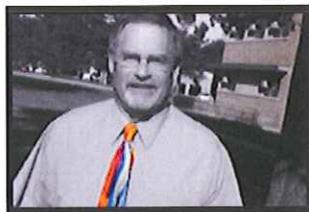


Linda S. Vail, MPA
Director, Health Officer



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HCS Leadership Team



Douglas N. Homnick, MD, MPH
Medical Director



Linda S. Vail, MPA
Director/ Health Officer



Josh E. Jacobs, MA
HCS Deputy Director



Lucinda M. Stinson, MPA
Health Promotion Disease Prevention
Division Manager



Tammy A. Lahman
Deputy Director, FMS



Lynne D. Norman, MPH
Clinical Services, Division Manager



Karika A. Phillips, MA
Health Equity Manager



Judy A. Sivak
Director, Older Adult Services



Debra L. Lenz
Maternal & Child Health
Division Manager



James M. Tucker
Veterans Service Coordinator

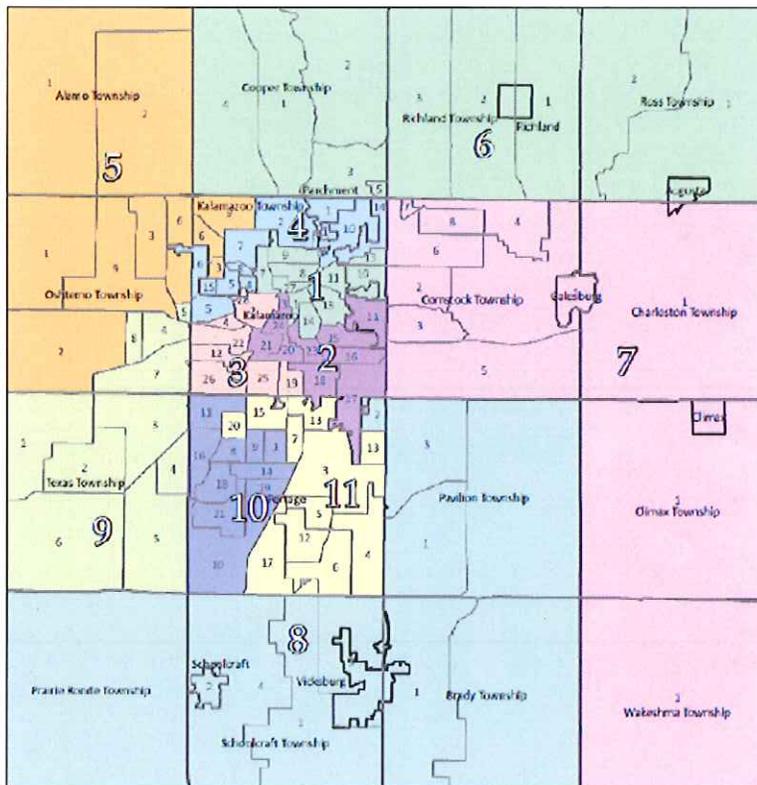


Deb A. Cardiff
Environmental Health
Division Manager

Kalamazoo County Commissioners

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- District 1. Carolyn Alford**
- District 2. David Buskirk**
- District 3. John Patrick Taylor**
- District 4. Michael Seals**
- District 5. Julie Rogers**
- District 6. M. Jeff Heppler**
- District 7. Roger Tuinier**
- District 8. Dave Maturen**
- District 9. Brandt Iden**
- District 10. Phil Stinchcomb**
- District 11. John Zull**



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HCS Medical Director

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Under the direction of Medical Director, Dr. Doug Homnick, HCS in partnership with Western Michigan University Homer Stryker MD School of Medicine continues to offer formal one month public health & preventive medicine rotations for primary care residents.

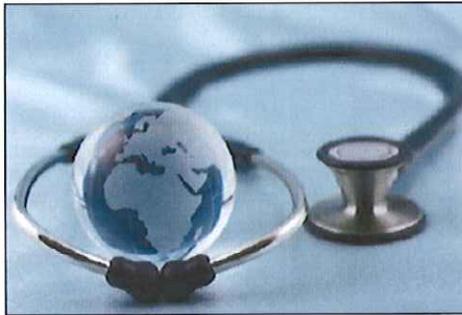
The rotation consists of one week each in the HCS Divisions of Clinic Services, Environmental Health and Maternal & Child Health as well as additional time spent in Health Promotion Disease Prevention and health care administration. These experiences are directed by the division manager in each area. Readings and other materials are provided allowing the resident to gain a good understanding of public health practice and policy.

In addition, residents are exposed to the work of health equity, dental health, epidemiology, and emergency preparedness by spending time in these program specific areas. The rotation provides the opportunity for residents to experience firsthand how public health interacts with the health care system and the community through field experiences and working with HCS clinical staff. Residents gain information on public health policy and practice through direct didactic sessions with the Medical Director, Dr. Doug Homnick.

The intent of the rotation is not only for resident physicians to gain an introduction with the workings of local public health, but to gain knowledge of how primary care physicians are in reality a part of public health surveillance and intervention. The hope is that as these primary care physicians disperse into various communities in which they will practice after they complete their residencies and that this experience will facilitate their interaction with local public health to the benefit of those communities.

HCS Continues to form a formal trainee relationship with the WMU School of Nursing and eventually will do the same with the incoming class of medical students to WMU Homer Stryker MD School of Medicine.

Dr. Homnick also serves on the advisory committee for the proposed WMU Master of Public Health (MPH) Program and search committee for a MPH Program Coordinator. In the future, KCHCS will likely serve as a training site for MPH interns and as a potential research site for collaborative studies on community health. These relationships are very important to the development of an academic health department, a concept promoted nationally by the Public Health Foundation. As with other health care institutions, excellence in service, teaching, research and data management within KCHCS and jointly with other regional health care organizations is essential to the future of KCHCS as it moves forward in providing top quality care to county residents.



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Area Agency on Aging IIIA

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The Area Agency on Aging IIIA, also known as Older Adult Services, provides leadership and advocacy on aging issues in Kalamazoo County. The main goal is to provide quality services that enable older persons to live independently with dignity, in their own homes or chosen places of residence. The target age group for service eligibility is primarily persons age 60 and over or their caregivers. Emphasis is placed on serving those with greatest economic or social need. Services may be at no cost or privately paid, depending upon the program.

The responsibilities of the AAIIIA:

- *Evaluating the needs of older adults & determining gaps in services and developing plans to address those needs*
- *Providing funding to local non-profits and businesses for services and assessing the quality of the service*
- *Advocating for the concerns of older adults*
- *Providing information and assistance*

AAIIIA Programs & Areas of Service

Choices for Independence

Choices for Independence consists of three different service programs, whose goal is to help adults maintain the highest quality of life in their homes. Expert care consultants, who are social workers and registered nurses, help clients and their caregivers navigate the many choices for supportive care. **Care Management and Case Coordination & Support** are supported by state and federal funding, and the **Veteran Directed Home Based Services (VDHBS** serving veterans of all ages) is funded by the VA Medical Center in Battle Creek.

These programs supported 178 seniors by purchasing these services:

Care Management and Case Coordination & Support	
Homemaking	31,685 units
Personal Care	4,601 units
In-Home Respite	21,346 units
Adult Day Care	11,422 units
Medication Management	236 units
Personal Emergency Response Systems	576 units
Transportation	5,101 miles
VDHBS	
Self Determination Purchased Care	1,544 units

Care consultants provided 774 home visits to ensure the clients' needs were being met as the clients desired. Over the course of the year, we received 124 referrals for these programs, and were able to open 38 new cases. Due to limited funding, 181 people were still waiting for services at the end of the year.

Healthy Living Programs

All Healthy Living Programs are known as "evidence based programs." In other words, these programs have been researched and are proven to work. It is our goal to offer these programs with the assistance of partner organizations throughout Kalamazoo County so they can be easily accessed. HCS AAIIIA provides three evidence based programs:

Matter of Balance addresses the fear of falling by restructuring the way participants evaluate their home and daily routines. Low impact exercises help participants become more mobile by increasing their upper body strength.

Personal Action Toward Health programs help people learn tools and skills for the daily management of long-term health conditions such as arthritis, asthma, diabetes, depression, fibromyalgia, heart disease, chronic pain.

Creating Confident Caregivers is designed to increase caregiver skills, knowledge and confidence for individuals caring for someone with memory loss.

Number of people served in all Healthy Living Programs
201

Units (hours) of Service
1,178



**Class Participants of "A Matter of Balance,"
Held at Portage Senior Center.**

Information and Assistance

This free and confidential service for people of all ages provides information about community resources and consultation about eligibility for state and federally funded benefits and services using licensed social workers who are trained to explore one's options.



Number of client contacts
2,647

Unduplicated clients served
1,646

Units (hours) of service
2,108

Medicare Medicaid Assistance Program (MMAP)

This program is sub-contracted to Senior Services Southwest MI who provides the MMAP Coordinator who manages trained volunteers that educate, counsel and empower Medicare beneficiaries and those who serve them so they can make informed health benefit decisions. This includes additional training to combat Medicare Fraud.

Number of client contacts
2,094

Counseling Hours
1,564

MMAP is Michigan's SHIP (State Health Insurance Program) and receives funding and support from the Centers for Medicare and Medicaid Services, the Administration for Community Living, and the MI Office of Services to the Aging.

Long-Term Care Ombudsman Program

This program serves Barry, Branch, Calhoun, Kalamazoo and St. Joseph counties and was created to address the quality of care and quality of life experienced by people who reside in licensed long-term care facilities (nursing homes, homes for the aged, adult foster care facilities).

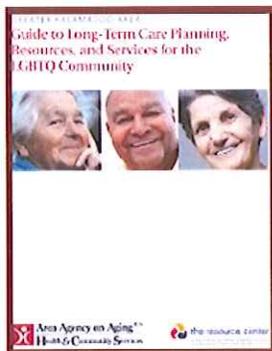
Number of visits to licensed facilities
32

Ombudsman service hours
1,227

Ombudsmen are skilled in explaining resident rights; empowering residents to communicate their concerns and/or assisting residents to resolve their concerns; promoting the use of best practices; and seeking solutions to identified problems in the long-term care system.

Unduplicated cases closed
86

New Programs, Activities, Events & Highlights for 2013



Collaboration with LGBTQ Community

In a collaboration with the Kalamazoo Gay Lesbian Resource Center, the "Greater Kalamazoo Area Guide to Long-Term Care Planning, Resources, and Services for the Lesbian, Gay, Bisexual, Transgender, Questioning Community" was developed to help LGBTQ individuals and their allies better plan for their long-term care needs, find services to help them age with dignity, and be able to identify agencies who have affirming LGBTQ policies.

At the community event releasing the Resource Guide, the award-winning documentary, "Gen Silent," was shown at WMU Little Theater, depicting the struggles that LGBTQ individuals have aging with dignity in our health care and social service system. A training component of the film is being utilized to train health care workers to better understand and care for LGBTQ individuals.

Custom Care Program

In response to consumer demand, a fee-for-service Geriatric Care Management program was developed, utilizing the expertise of social workers and nurses who specialize in meeting the long-term care needs of older adults and their families. Services are based upon an individual's need and might include assessment of their living environment; development of a plan of care; exploration of housing and service options; choosing providers of needed services; attending medical appointments; checking in on a loved one if the caregiver is out of town; being the eyes and ears of a long-distance caregiver. Call the Information & Assistance line, 269-373-5173, for more information.

Kalamazoo County Elder Abuse Prevention Coalition

The AAIIIA successfully organized a coalition to begin addressing gaps and educational needs regarding elder abuse and exploitation issues in our community. Initial partners in the Coalition included the County Prosecutor, County Sheriff, County Clerk, Dept. of Human Services, aging network service providers and professionals, advocates, financial institutions, elder law attorneys/organizations, Life EMS Ambulance, Medicare Medicaid Assistance Program, Long-Term Care Ombudsman. Goals are to promote understanding of elder abuse and exploitation and how to report it via educational events and address gaps and unmet needs such as having an appropriate shelter for abuse victims.



Coalition Members Meeting



Sheriff Richard Fuller with the fraud prevention tool developed by the Coalition.



KCASI Meeting, August 2013

Advocacy

The AAIIIA is required by law to advocate on issues concerning older adults. We coordinate efforts with the Older Adult Services Advisory Council and the Kalamazoo County Advocates for Senior Issues, making sure that legislators and community leaders know where seniors stand on the issues.



Older Michiganians Day, Lansing, June 2013

2013 Grant Funded Provider Services		
	Units	Clients
Access Services:		
Transportation	5992 one-way trips	125
In-Home Services:		
Home Injury Control	65 Items Installed	31
Nutrition Services:		
Congregate Meals	55778 meals	828
Home Delivered Meals	146907 meals	680
Nutrition Education "Senior Project Fresh"	375 coupons	375
Community Services:		
Adult Day Care	7847	32
Caregiver Counseling	80 hours	14
Elder Abuse Education	240	n/a
Kinship Caregiver Education & Support	119 sessions	32
Legal Services	550 hours	297
Senior Center Staffing	572	4082

Provider Partners

The AAIIIA works with community partners who deliver the services that are funded via grants or via a direct purchase of service contract. We recognize and thank the following contracted 2013 provider partners:

A+ Nursing, Inc.
Absolute Homecare & Medical Staffing
Advantage Private Nursing
Advocacy Service of Kids
Alliance Senior Day services
Arcadia Health Services
Care N Assist
Comfort Keepers #687
Counseling at Home
Covenant Senior Day Program
Critical Signal Technologies, Inc.
Disability Network of Southwest Michigan
EARS, Inc.
Ecumenical Senior Center
Family & Children Services
Fresh Perspective Home Care
Guardian Medical Monitoring
Hospice Care of SW Michigan - Oakland Centre
LakeShore Home Health
Legal Aid of Western Michigan
Lifespan Home Care & Monitoring System
Medica Resource Management
Metron - Care Source, Inc.
Portage Senior Center
Right at Home of Kalamazoo
Senior Home Support
Senior Services Southwest Michigan
Stay Home Companions
United Nursing Services, Inc.
Valued Relationships, Inc.

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Center for Health Equity/Community Action Agency

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Through the coordination of direct services and system interventions, the Center for Health Equity & Community Action Agency are organized into the four core areas of Health, Housing & Neighborhoods, Income & Employment, and Education. These core areas were intentionally identified to best address and fight the systemic drivers that lead to poverty, health inequities, and disparities.

How we do our work

System Interventions

A cross-collaborative model is used to implement systemic interventions to address the inequitable distribution of power, money, and resources through:

- Community Capacity Building
- Advocacy and Policy Development
- Technical Assistance
- Research and Dissemination of Critical Information
- Evaluation of Overall Work

Direct Community Services

Financial assistance services and resources are available for Kalamazoo County residents who are income eligible.

- Emergency Energy Assistance
- Home Weatherization
- Housing Repair & Rehabilitation
- Tax Counseling Initiative
- Youth Development and Assistance

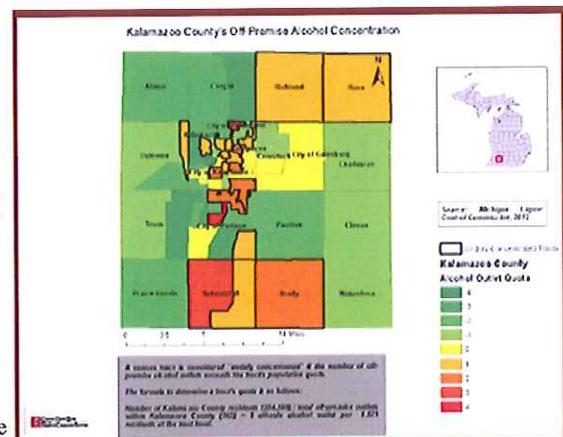
Highlights & Accomplishments from 2013

Policy Work

Through 2013 there have been several major ongoing projects in relation to policy research and work. Projects include GIS Training and policy research and development to address the undue concentration of alcohol outlets within Kalamazoo County.

During the Fall of 2013, our Policy Analyst participated in a three-part GIS training provided by the Children's Environmental Health Initiative through the University of Michigan. The trainings purpose was to provide a knowledge base to create and design choropleth and density maps, as well as how to properly geocode and display data points. The training series led to the production of several maps highlighting issues within Kalamazoo County.

Through GIS mapping, our Policy Analyst successfully researched and began to develop a policy to lessen the negative impact of undue concentration of off-premise alcohol licenses with the County of Kalamazoo. Maps were created to document this impact throughout the county. Both Ingham County and the Michigan Department of Community Health expressed interest in the work around undue alcohol outlet concentration and spent time with our policy analyst to learn about continued work being completed. This research also led to a partnership with the City of Kalamazoo to assist in the creation of the city-wide policy to address this.



Direct Service Impacts - By the Numbers

Consumers Energy Assistance

This program assists Kalamazoo County residents with energy bills when facing a shut-off or a past due balance. Energy savings education is paired with each assistance appointment. One Hundred and Five (105) families received assistance through out 2013.

Deliverable Fuel Assistance (Fuel Oil, Coal, Wood, Wood Pellets, Propane)

This assistance assures that families have the adequate and needed supplies of fuel for maintaining heat in their home through the winter crisis season. Funding for the year assisted Forty-Nine (49) families with deliverable fuel purchases.

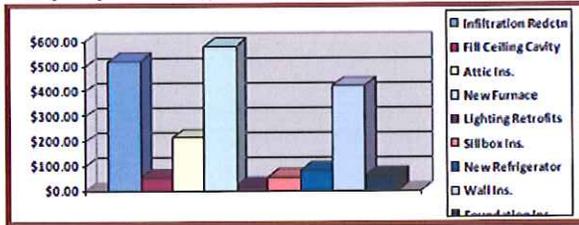
Kalamazoo County Tax Counseling Initiative (KCTCI)

Through funding to support the marketing efforts for the 2013 initiative, the Community Action Agency helped 1,147 low- to moderate-income county residents receive free tax preparation. This number encompasses individuals, families, and seniors.

Weatherization

Updates that are provided to homes will save the owner almost 60% on their future heating bills. Thirty (30) homes weatherized, 15 refrigerator replacements, and 13 replaced furnace units.

Yearly Projected Savings Details for Job # 12-018:



Highlight Story:
 Weatherization Job Number 12-018 is a 62 year old man raising his two grandchildren in a two story home. The client reported to Staff that his energy bills during winter could cost him up to \$450 per month. After the Weatherization Measures were performed on his home the client stated that his energy bills were now \$145 per month. His projected yearly savings is \$2,057 in energy costs.

Health Equity Summit 2013

HCS Center for Health Equity hosted their first Health Equity Summit "Collective Consciousness" on July 19, 2013. The focus of the Health Equity Summit was to address the barriers that exist in our community in regards to health equity and to initiate work that will help eliminate these barriers.

The event showcased a collaborative effort from community partners such as Public Safety Chief of KDPS, Jeffrey Hadley, the Executive Director of Community Relations for the Kalamazoo Promise, Von Washington Jr., and internationally renowned Dr. Adewale Troutman, who is known for his advocacy of health equity and is also the founder of the very first Center for Health Equity.

Attendance was over 300 for the first Health Equity Summit "Collective Consciousness." Attendees were there to further their knowledge of and interest in the work of health equity and to take steps to increase their abilities to play an active role in eliminating barriers to health equity for ALL people throughout the community.



Von Washington, Jr. (The Kalamazoo Promise) and Dr. Adewale Troutman (American Public Health Association)



Students from the University of Michigan School of Public Health - Future of Public Health Leaders. At Health Equity Summit 2013

Youth PhotoVoice Project

PhotoVoice is storytelling through digital pictures and videos. It is a blend of photography and visual arts with grassroots social action. This project gave a voice to the people who do not usually have a say in the decisions being made that affect their lives.

PhotoVoice focus points:

- Participants are able to record and reflect on the strengths and problems of their community.
- Important issues are identified through group discussion and photography.
- It provides a means for share with and acquire the attention of politicians and others in policy roles.

Nineteen (19) youth from Kalamazoo County participated in the PhotoVoice Project. Youth were educated on the art of photography, as well as many other creative arts including poetry, drawing, video, and music. The project was directed by Sojn Boothroyd, a Harvard graduate and a nationally recognized artist in the creation of video and photography based documentaries with youth.



PhotoVoice 2013. Sojn Boothroyd working with videographer, Jeremy Lwande and PhotoVoice youth participant, Tyronisha Williams.

The final video, along with an interactive photo gallery were showcased at the 2013 Health Equity Summit in Kalamazoo. The video was also taken to the Public Health Association of South Africa (PHASA) annual conference by Dr. Adewale Troutman. Many of the photographs can be viewed on the walls of the Center for Health Equity and Community Action Agency's office as well.

Youth Pictures



Doreisha Reed- "Broken Playground"



Romello J. Phillips- "Basketball"

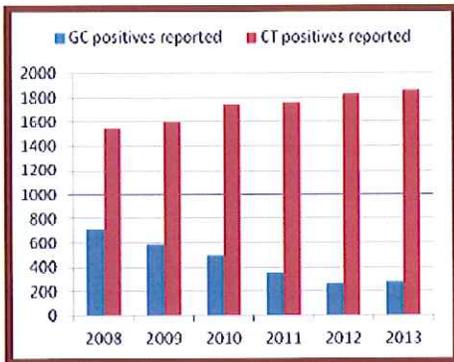
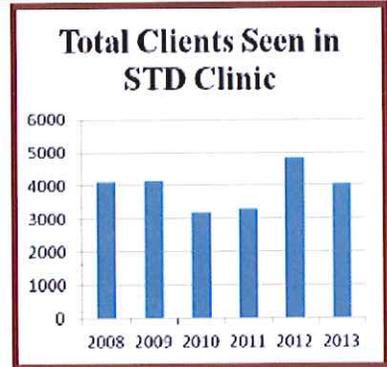
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Clinical Services Division

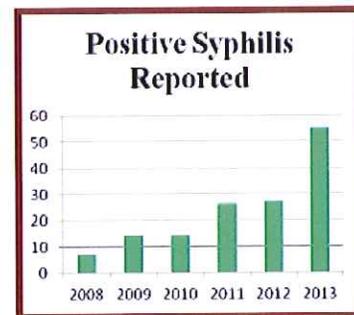
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Sexually Transmitted Disease (STD) Clinic

The STD clinic offers complete screenings for STDs. The screening includes Gonorrhea (GC), Chlamydia (CT), Syphilis, Genital Herpes and HIV. The clinic is staffed by specially trained registered nurses (RN). In 2013 a total of 4,016 clients received services in the STD Clinic. There were 2,143 cases of GC and CT identified and treated.

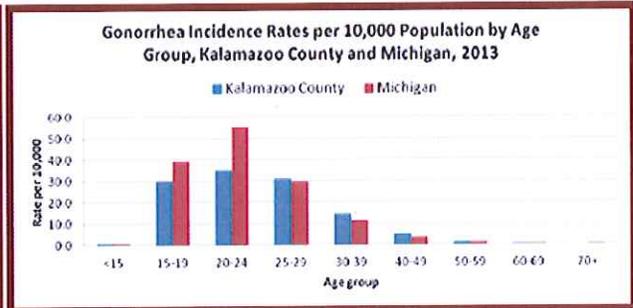
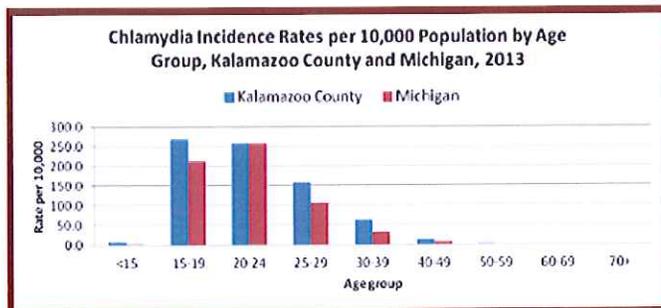


STD Out-Clinics: To better meet the needs of the community out-clinics were held at various events throughout the year. Out-clinics provided STD testing for 142 persons in 2013. One clinic setting was strategically located to target the highest incidence zip code within the county. At that clinic site 25% of those tested were positive for GC or CT.



Disease Intervention Specialists (DIS)

The specialists follow-up with contacts of sexually transmitted diseases, N. Gonorrhea and Chlamydia. They provide urine testing for Gonorrhea and Chlamydia in the community. At the end of 2012 a new DIS specialist was hired with the goal of reducing the number of persons exposed to these two diseases. They located and notified 2,434 persons of their exposure to these diseases.

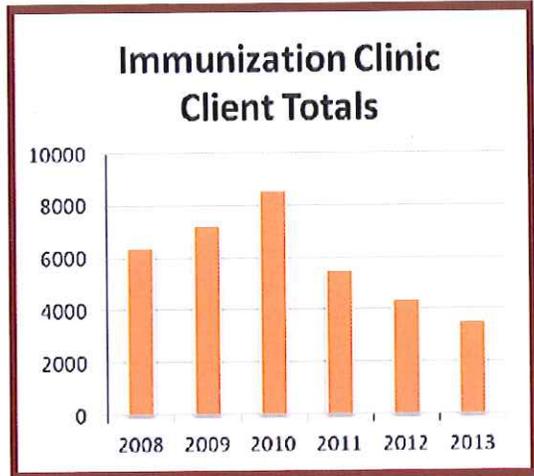


HIV Counseling and Testing

This department provides free anonymous or confidential HIV testing at numerous locations throughout the county. They provided HIV testing for 490 persons in 2013. There were 28 newly diagnosed cases of HIV in Kalamazoo County that they followed up on and provided education on prompt initiation of medical care and other available services. Kalamazoo County is 8th in the state for number of HIV cases. In previous years there usually were 30-32 new HIV cases in the county; however, in 2012 there were 48 new cases of HIV identified. The cases are predominately in men who have sex with men (MSM).

Immunization Clinic

The immunization clinic provides childhood and adult immunizations. The clinic participates with the federal Vaccine for Children Program (VFC) which provides vaccines for children who have Medicaid, no health insurance, are American Indian or Alaskan Native or are underinsured. The clinic also has contracts with numerous insurance providers so they can bill insurances directly. As more pieces of the Patient Protection and Affordable Care Act (ACA) have gone into effect the number of clients receiving immunizations in our clinics have declined.

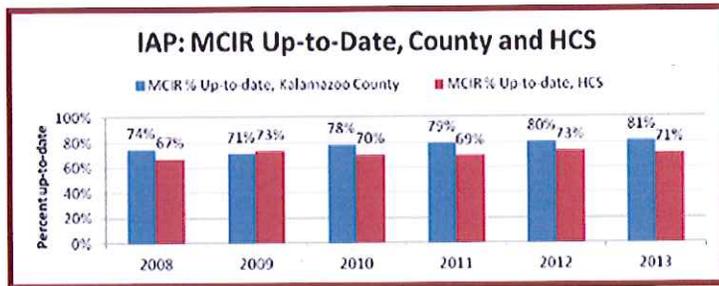


International Travel Clinic

Provided consultation and immunizations for 216 persons.

Immunization Action Plan (IAP)

The Immunization Action Plan collaborates with healthcare professionals and community agencies to improve immunization rates in Kalamazoo County. IAP Staff coordinate the Vaccines for Children (VFC) program within Kalamazoo County which ensures that vaccines are available for all children. Staff completed 26 VFC site visits, held four Immunization 101 classes (trainings for healthcare professionals that are new to giving and storing vaccines) and presented 25 Immunization Nurse Educator classes to 354 healthcare professionals. Staff went to area OB-GYN practices and educated 43 healthcare professionals on immunizations that are recommended for their client population and met with 160 parents who chose to sign waivers in place of fully vaccinating their children.



The Pediatric and Adult Immunization Pocket Planners (pictured here) are designed and printed by IAP. Three hundred of each were distributed to medical professionals who administer immunizations throughout the county.



Tuberculosis (TB) Control Program

This program provided 6 Tuberculin Skin Test (TST) classes for medical professionals who administer and read TB skin tests. They administered 1149 TB skin tests and had 11 latent TB clients. The team provided case management for one active TB case, providing Direct Observe Therapy (DOT) which is administering each dose of TB medication. They held 6 TB Clinics throughout the year that provided medical assessment of TB status by local pulmonologists.

Disease Surveillance

The Disease Surveillance team works to check the spread of communicable diseases in Kalamazoo County. We act in concert with HCS Environmental Health, the Michigan Department of Community Health, and the CDC. We provide a clearinghouse for communicable disease-specific diagnostics, treatments, and public health control measures.

We also alert the medical community to emerging disease trends that may impact our region. HCS provides a dedicated TB Clinic that manages active and latent tuberculosis cases, as well as provides training and resources serving health care professionals statewide. We work with County Animal Services and follow up on all potential human rabies exposures. There is also a disease surveillance telephone hotline (269-373-5267) taking calls every business day.

In 2013, this program worked with county care facilities and schools to contain and control 12 gastrointestinal and respiratory outbreaks. In addition, last year Disease Surveillance RN's investigated 8,626 illness cases of which more than 90 were reportable communicable diseases identified by the State of Michigan. The team also provided numerous educational presentations, trainings, and in-services throughout the region.

**2013 Select Kalamazoo County
Reportable Disease Case Investigations**

Foodborne Illnesses (campylobacter, giardiasis, salmonellosis, et al)	98
Hepatitis C Virus (acute and chronic)	143
Lyme Disease	19
Meningitis (aseptic, bacterial, invasive S. pneumoniae)	72
Pertussis	29
West Nile Virus	1

Throughout 2013, Disease Surveillance provided alerts and advisories to the regional medical community as emergent infectious disease issues arose. Also, more than 50 dispatches went to health care providers, medical facilities and other area institutions in response to queries seeking information or guidance.

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Environmental Health Division

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The environment of Kalamazoo County is a complex relationship between the ecological balances in which the community lives and the quality of health the community desires. Accordingly, the staff of Environmental Health continually and diligently endeavors to prevent disease, prolong life, protect the environment and promote public health of the citizens of Kalamazoo County. We strive to accomplish this through community assessment, education and assurance activities in all of our programs.

Environmental Health Administration

Technology Advancement

Late in 2012 the Environmental Health Division (EH) received funding for the purchase of Filebound, a paperless software program. EH currently uses a paper facility filing system for every address in the County that a work request is received for. This includes several programs. We currently house 30,000 to 35,000 facility files which contain approximately 400,000 to 500,000 pieces of paper. It is our intent to select a live date and begin all data entry from that point in time and discontinue new paper facility files. In 2014, we began systematically entering all existing paper facility files into the system. We anticipate this work to take approximately 2 years using existing staff.

Environmental Health Supervisor receives a Prestigious Award!

Vern Johnson was the recipient of the 2013 Distinguished Service Award from Michigan Association of Local Environmental Health Administrators, (MALEHA) a statewide professional organization of Environmental Health Management.

This award is designed to recognize contributions of outstanding service in the field of Environmental Health. As it relates to local public health, recognition is considered for outstanding, exceptional, innovative and leadership efforts relating to program development, program administration, for significant and special efforts supporting local public health and community efforts that enhance the health status of our communities.

Vern's achievements with the MALEHA Food Committee as the chair and co-chair over the past 7 years were recognized by the entire MALEHA organization. Stated from Vern's supervisor, Deb Cardiff, "I am very proud to share this news for a very deserving professional that we are fortunate to have working for Kalamazoo County. I also consider myself very fortunate to work directly with such an exceptional person!"



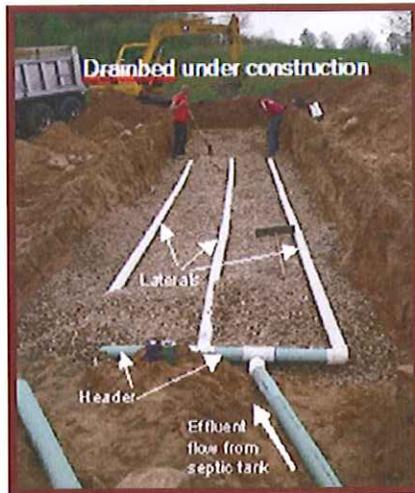
Land, Water and Wastewater

The Land, Water, and Wastewater team protects the environment and promotes public health through managing onsite wastewater, assuring safe and adequate drinking water for non-municipal supplies, and assessing surface water resources. Additionally, this team coordinates investigations of homes contaminated by methamphetamine activities.

Sewage Treatment Systems

The Environmental Health Division designs and enforces the installation of onsite sewage treatment systems by issuing permits and inspecting installations. Evaluation of vacant land for suitability of onsite sewage treatment is also available. Although not required, the existing system evaluation assures systems in Kalamazoo County are designed and functioning properly. Better functioning systems result in protected surface water and groundwater, the source of our drinking water.

Kalamazoo County requires registered and trained sewage treatment contractors to install and repair sewage systems. As part of their registration, continuing education hours are required annually. The Environmental Health Division planned and delivered a successful wastewater treatment education conference in December, attended by registered sewage system installers and septic pumpers. Topics included soil identification, Miss Dig information and a rousing game of Sewage Jeopardy!



Groundwater Protection

In Kalamazoo County, groundwater is the sole source of drinking water, including private wells and municipal water supplies. In order to assure a safe drinking water supply, the Environmental Health Division monitors both groundwater quality and groundwater quantity.

Long-term monitoring of drinking water wells located in areas of known groundwater contamination is conducted regularly. The results from water samples collected in the county are available at the Environmental Health website www.kalcounty.com/eh/wellsearch.php. For general chemistry and natural water quality, including iron, nitrates, and hardness, water testing bottles are available to the public at the Health & Community Services Department.

Onsite Residential / Type III Water Wells

The Environmental Health Division provides pre-drilling consultations for homeowners and well drillers, issues permits for private household wells and Type III public wells, and conducts well inspections and water sample collection after well construction is complete to assure a safe drinking water supply. Type III public wells provide water to small businesses and small multi-family dwellings.

In 2013, 307 private and Type III wells were permitted and inspected.

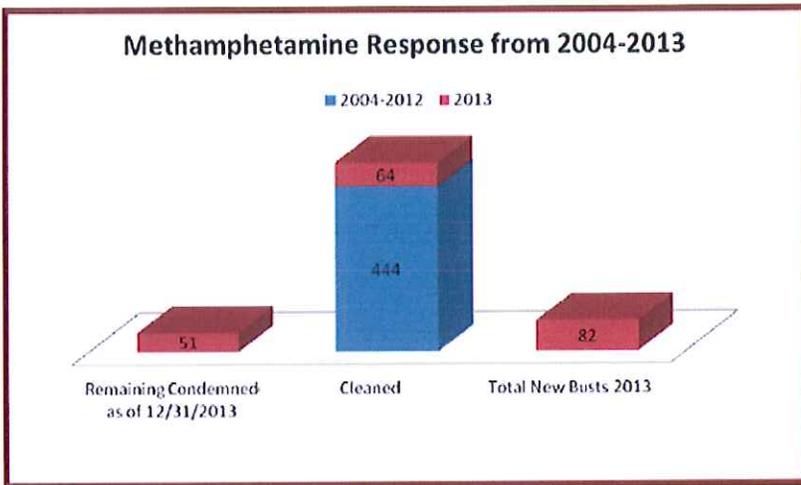


Type II Noncommunity Water Supplies

A Type II Noncommunity Water Supply system is a privately owned water system that provides drinking water to 25 or more persons at least 60 days per year. Examples of transient Type II water supplies include motels, churches, restaurants, campgrounds, parks, and highway rest areas. Nontransient water supplies include schools, industries, adult and child care centers, and office buildings. The Environmental Health Division maintains records for all 177 Type II Noncommunity Water Supplies in Kalamazoo County and enforces compliance with the monitoring and construction rules set forth in the Safe Drinking Water Act.

Bathing Beaches

From Memorial Day through Labor Day, the Environmental Health Division collects and analyzes water samples each week at nine beaches in Kalamazoo County for E. coli bacteria. Reports of results are sent to the beach operators and also posted on the [MDNRE beach monitoring web site](#).



Monitored Bathing Beaches

- Fort Custer Recreation Area**
(Charleston Township – Eagle Lake)
- Cold Brook County Park**
(Charleston Township – Blue Lake)
- Markin Glen County Park**
(Cooper Township – Swimmer’s Lake)
- Prairie View County Park**
(Schoolcraft Township – Hogsett Lake)
- Ramona Park**
(Portage – Long Lake)
- Woods Lake Park**
(Kalamazoo – Woods Lake)
- Sunset Lake Park**
(Vicksburg – Sunset Lake)
- Robert Morris Park**
(Comstock Township – Campbell Lake)
- Ross Township Park**
(Ross Township – Gull Lake)

Bathing beaches are in compliance with Michigan Water Quality Standards if

The geometric mean of all individual samples collected during an individual sampling event does not exceed 300 colonies *E. coli* bacteria per 100 ml water.

The geometric mean of all individual samples collected over a 30-day period does not exceed 130 colonies *E. coli* bacteria per 100 ml water.

Methamphetamines

Kalamazoo County continues to assure that a dwelling where methamphetamine is produced or smoked inside is safe for long term residents. To combat this health risk, the Environmental Health Division immediately condemns a dwelling upon notification from law enforcement of methamphetamine activity. Re-occupation of the dwelling cannot occur until testing results indicate contamination is at or below safe levels.

The Environmental Health Division received 82 notifications of methamphetamine activities in 2013. 51 dwellings still remained condemned at the end of the year. The Environmental Health Division will continue to assure that meth-contaminated dwellings remain condemned and vacant until they are safe for habitation in order to protect the health of future residents.



A minimum of 5 to 7 pounds of chemical waste are produced for each pound of meth manufactured.



Meth labs have been discovered in hotel and motel rooms, restaurants, barns, private homes and apartments, storage facilities, fields, vacant buildings and (moving or stationary) vehicles.

Food Safety

Environmental Health staff protects the public's health and safety through licensing and evaluating food service establishments, public swimming pools, adult care, child care and body art facilities in accordance with state and local regulations.

In 2013, visiting medical physician students again had the opportunity to accompany Environmental Health staff during a few of our food establishment evaluations. This partnership continues to be beneficial for EH staff and medical physicians by providing a greater understanding of Environmental Health prevention programs and treatments for common preventable diseases. We look forward to continuing our working partnership in 2014.

Restaurant Inspections

Food establishments that sell or serve food to the public obtain an annual food license and are evaluated by Environmental Health Food Safety & Facilities team members. Establishments evaluated include restaurants, bars, schools, mobile food carts, coffee vendors, vending machines, temporary events where food is served, and more. Nearly 2,450 food establishment facility evaluations were performed at 1,203 licensed restaurants/bars, schools, Mobile and Special Transitory Food Units (STFU), vending machines, temporary events, and concession stands. Inspection reports can be found online at: <http://www.kalcounty.com/eh/food.htm>

In addition to providing food establishment evaluations, in 2013 team members also held three Food Safety classes to more than eighty students. These students successfully earned their Certified Professional Food Manager credential and are daily applying safe food handling practices learned in their Kalamazoo businesses.



Child and Adult Care Facilities

Environmental Health Division staff inspects licensed child and adult care homes/centers for compliance with State of Michigan rules. Inspections involve evaluating onsite water supplies, onsite sewage treatment systems, food service, and general living conditions. In 2013, 120 Adult and Child care facilities and 4 children's camps were evaluated.

Campgrounds

The Environmental Health Division conducts inspections annually at campgrounds to determine compliance with the State of Michigan Campground Rules. Campground inspections involve evaluating water and sewer connections, park signage, restroom and shower facility cleanliness, roadway condition, and garbage disposal. In addition, EH issues Temporary Campground Licenses for special community events. These licenses are valid for two-week duration. In 2013, EH staff inspected 10 Permanent Campgrounds and licensed/inspected 11 Temporary Campgrounds.



Body Art

Michigan law requires all body art facilities to be inspected by the local health department annually in order to maintain their license. Michigan Department of Community Health is the licensing agent; however inspections are conducted by local health department staff. Body Art facilities are issued a license after an evaluation from EH finds the facility in compliance with Michigan Body Art standards. In 2013, Environmental Health Staff inspected 19 facilities and evaluated plans for four new body art businesses.

Pools / Spas

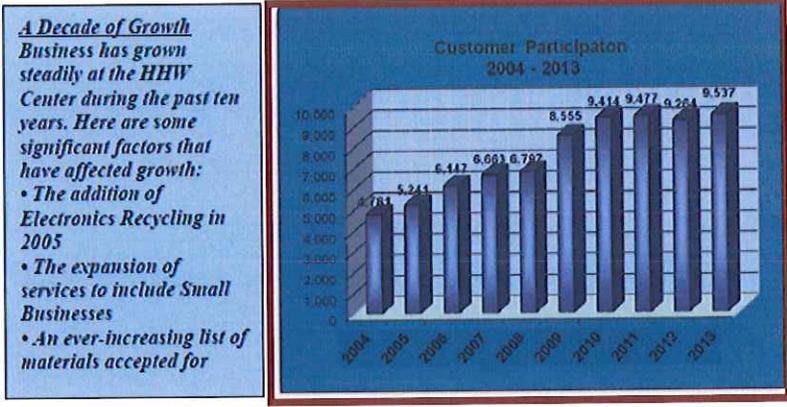
Environmental Health staff inspects licensed swimming pools and hot tubs located at motels, hotels, apartment complexes, athletic facilities, schools, manufactured housing parks, campgrounds, public parks, and physical rehabilitation centers within Kalamazoo County. In 2013, EH Staff provided 443 inspections at 181 licensed facilities.

In addition, swimming pool/spa owners or operators collect weekly water samples for bacterial testing. When inspection findings or water sampling results indicate unsafe or unhealthy conditions, bathing facilities close until water quality and facility conditions comply with Public Health Code standards.

Since 1999, the Environmental Health Division has offered pool operators a one-day training seminar. In the seminar, operators learn skills for basic maintenance of water quality and pool safety. In 2013, more than sixty swimming pool operators were trained on maintaining a safe and healthy pool/spa.



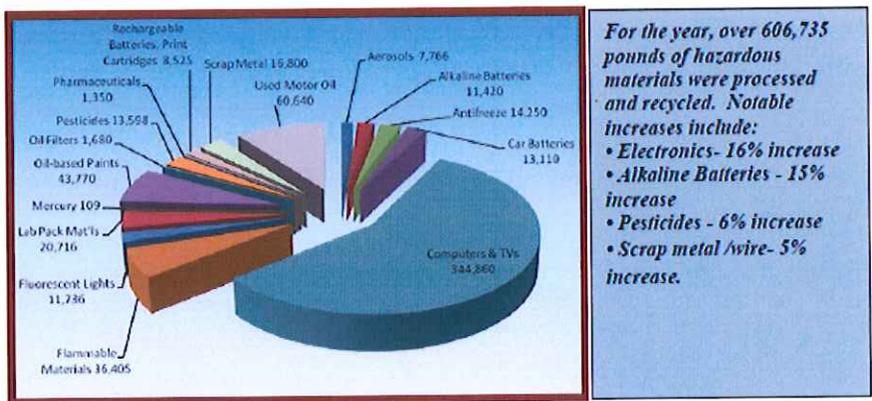
Household Hazardous Waste Center



2013 - A Record-Setting Year!

Participation at the Household Hazardous Waste Center (HHW) continues to grow. In 2013, the number of customers, both residential and business, increased by 3% to 9,537 participants - a new one year record.

The increase in participation during 2013 is part of a decade-long upward trend. During the past ten years, the number of customers has grown by 99% - a sure sign that hazardous waste disposal and recycling has become a much higher priority for many households and businesses.



Red Med Box Grows by 53%!

More and more county residents are disposing of unwanted medications through the Red Med Box program - a Kalamazoo County program sponsored by:

- Kalamazoo County Sheriff's Office
- Kalamazoo Department of Public Safety
- Kalamazoo Township Police Department
- Portage Police Department
- Schookcraft Police Department
- Kalamazoo County Household Hazardous Waste Center
- Kalamazoo County Substance Abuse Task Force



In 2013, over 5,540 pounds of prescription and over-the-counter medications were safely disposed at five RMB locations. That's a 53% increase from 2012 when 3,634 pounds of medications were taken in. Such a significant increase is a good indicator that the community is embracing the concept of safe and secure drug disposal. Since the inception of the program in November 2011, the Red Med Box program has collected 9,726 pounds of unwanted and out-dated medications. A truly remarkable beginning to a new program! Participating police and sheriffs departments are to be congratulated for their daily efforts to make medication disposal safe and easy.



HHW & City of Portage Team Up to Produce Video Highlighting the Kalamazoo County HHW Center

In collaboration with Portage and HHW, a video crew from Public Media Network spent a day filming the action at the HHW Center. The goal was

to produce a video that would introduce Portage residents to the wide variety of recycling services available at the HHW Center. The result is a very nice seven-minute video that highlights and promotes the HHW program.



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Regional Laboratory

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Our Mission

The Kalamazoo County Health and Community Services (HCS) Laboratory ensures the health, safety, and well being of Kalamazoo County citizens by performing clinical and environmental testing to support county, state and federal public health programs.

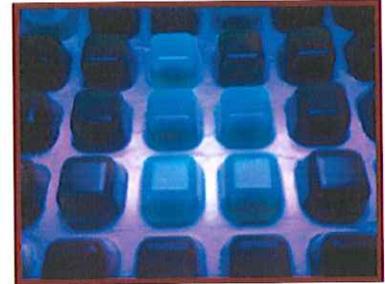
How We're Funded

Laboratory services are funded through grants received from state and federal government, fees collected for services, and the County general fund.

Accomplishments

The laboratory is both certified and accredited by the Michigan Department of Community Health (MDCH), Michigan Department of Environmental Quality (MDEQ), Clinical Laboratory Improvement Amendments of 1988 (CLIA), and the Centers for Disease Control and Prevention (CDC).

The Kalamazoo County Health & Community Services Regional Laboratory provides testing and phlebotomy for Kalamazoo County programs and clinics. These include the STD Clinic, HIV/AIDS Counseling-Testing, Communicable Disease, Environmental Health, Juvenile Home, and the County Jail. Tests performed included analysis for Syphilis, Gonorrhea, and Chlamydia, parasitic infections, water quality testing and tests that monitor health status. Through the advantage of the laboratory test result, programs can provide early treatment, investigation, education, control, and prevention of disease.



The Laboratory processes samples to be sent to the Michigan Department of Community Health (MDCH) for testing. Additional clinical testing performed at the state public health laboratory (MDCH) includes identification of unknown clinical bacterial isolates, viral identification (e.g., HIV, West Nile, and Hepatitis), identification of unknown clinical fungal isolates, parasitology, serology, and microbacterial identification.

In 2013, the Kalamazoo County Regional Laboratory tested public and private well, pool, and surface water samples collected by the Kalamazoo County Environmental Health Department, public pool operators throughout Kalamazoo County, and Environmental Health staff from two neighboring counties. Private and public well water samples were tested to assure safe and appropriate levels of coliform bacteria and *E. coli*. Surface water samples were submitted from many local and regional lakes, streams and creeks. Samples collected by KCHCS Environmental Health from Kalamazoo County bathing beaches are tested weekly between Memorial Day and Labor Day. Regional Environmental Health staff collect and submit samples from Lake Michigan public bathing beaches in two lakeshore counties.

The Kalamazoo County Regional Laboratory assists public health disease investigation teams from all counties in Region 3, and through-out the state, with the investigation of outbreaks - including outbreaks that are suspected to be food borne - by performing viral testing to rule out norovirus. Lab assistance and support was also provided to the MDCH Bureau of Laboratories in investigating unusual clinical findings, processing of clinical specimens for testing at MDCH, and assisting in the recovery and isolation of pathogens for submission to MDCH during endemic, epidemic, and, if need be, pandemic illnesses.



By the Numbers

The Kalamazoo County Regional Laboratory provided approximately 12,000 test results in 2013 (figure 1).

Approximately 31 % of all testing was performed for clinical purposes, the majority of which were for Syphilis. 2,700 clinical specimens were tested in 2013 for Syphilis, Gonorrhea, Chlamydia, Trichomonas and Noro-virus. (figure 2).

Sixty nine percent (69 %) of the testing performed was for environmental purposes: surface waters, pools, wells, etc (figure 3).

In 2013, the laboratory processed and tested 4,600 pool samples, nearly 900 surface waters (beaches, streams, creeks, etc) and approximately 600 well samples.

Figure 1: All Tests performed in 2013

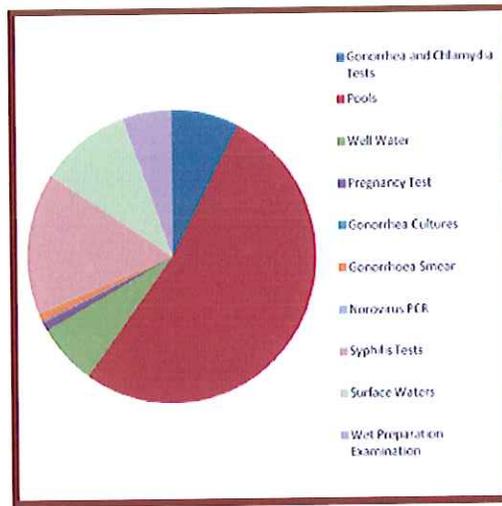


Figure 2: 2013 Clinical Testing

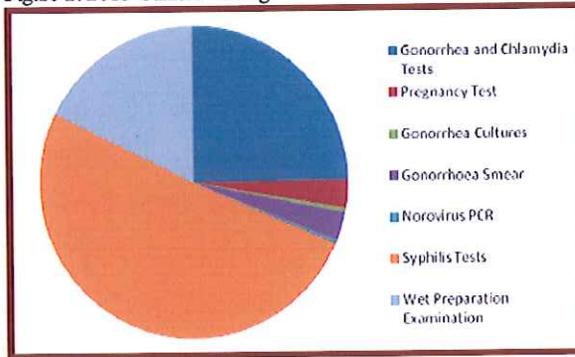
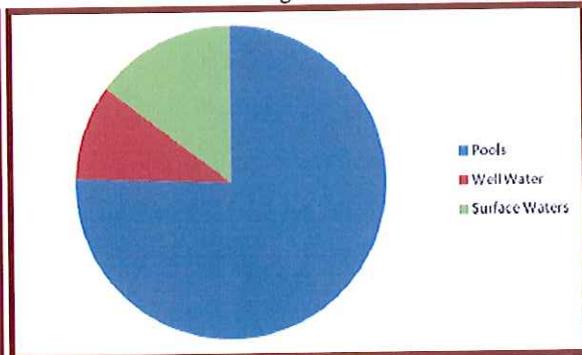


Figure 3: 2013 Environmental Testing



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Maternal and Child Health

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The Maternal & Child Health Division programs provide services to strengthen the capacity of individuals and families at risk in Kalamazoo County to take control of their lives and work toward self-sufficiency. Services include case management, medical referrals, education, counseling, support services, and hearing & vision referrals.

MCH Programs

Children's Special Healthcare Services (CSHCS): Focuses on family-centered services for over 2600 diagnoses, pays for specialty medical bills, provides help finding specialty services, supports coordination of services, and connects families to community-based services.

Fetal Infant Mortality Review: A process used to look at fetal and infant deaths. Findings are given to a community action team to develop creative ideas to help improve birth outcomes for women, and to reduce infant mortality in our community.

Healthy Babies Healthy Start (HBHS): Case management and educational program to decrease infant mortality rates and eliminate racial disparities in maternal and infant health in Kalamazoo.

Hearing & Vision Screening (H&V): Offers free screenings in collaboration with local schools as an early identification of any hearing and/or vision problems.

Nurse Family Partnership (NFP): Home visitation program for first time mothers to improve pregnancy outcomes, improve child health and development, and improve the economic self-sufficiency of the family.

Women's, Infants, and Children (WIC): Supplemental food program to help women who are pregnant, breastfeeding, or postpartum, infants, and children (ages 1-5) eat well and stay healthy. Offers educational tips to help feed your family in a healthy way, and provides referrals to medical and community agencies.

Division Highlights

- There was a continuation of statewide auto enrollment of eligible children into CSHCS and Managed Health Plans; Four (4) Managed Health Plans are currently enrolled.
- HBHS Staff received training in the [Healthy Families America](#) and [Parents as Teachers](#) curriculum.
- H&V added 2 new preschools to their screening roster and continued to provide direct contact information to parents regarding referrals and screening questions.
- All NFP program participants received immunization status assessments, and were referred for updates when an immunization lapse was identified.
- Group cooking classes were provided to program participants through the collaboration of NFP staff and MSU Extension.
- Nurse Family Partnership (NFP) implemented Continuous Quality Improvement (CQI) measurements for strategic planning.
- WIC staff continued partnerships with Borgess Hospital through coordinating quarterly nutrition classes for WIC participants at Borgess Centering Class, Continuing to complete hospital rounds and continued involvement with the Breastfeeding Coalition Baby Cafe.

The 3rd Annual Healthy Babies Healthy Start Arthur James Award was presented to Sandra Hart, Nursing Director of Women's & Children's Services at Bronson Methodist Hospital

By the Numbers

Children Special Health Care Services

Average Active Clients: 971
 Number of Families for Case Management: 22
 Care Coordination Level I: 56
 Care Coordination Level II: 230

Healthy Babies Healthy Start

Total Prenatal Cases: 133
 Total Interconceptual Cases: 107
 Total Pediatric Cases: 110
 Brief Assistance Provided: 185
 Total Served through Case Management: 535
 Community Participants (Educational Based): 3600
 Area Providers Receiving Education: 200



Fetal Infant Mortality Review

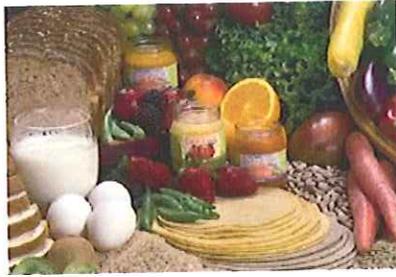
Infant deaths: 0 (within HBHS & NFP Programs)
 Reviews completed: 4 (reviews completed County wide)
 Home interviews: 0

Hearing & Vision

Hearing Screenings for Children
 Preschool 3-5 yrs: 2047
 School Age: 8,681
 Total screened: 10,728
 Vision Screenings for Children
 Preschool 3-5 yrs: 1964
 School Age: 12,762

NFP

Total Families Receiving Services: 121
New Families Enrolled: 44
Total Home Visits Provided to All Families:
1,385



Total: 14,726

Women, Infants, and Children

Average Caseload Monthly: 3,119 Participants
Participants Utilizing Online Nutrition Education:
more than 1,600
Participants with High Risk Care Plans: 212



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Health Promotion Disease Prevention Division



The Health Promotion Disease Prevention (HPDP) Division provides and operates programs that work to protect the community from preventable diseases through a preventative and research based service approach. HPDP works to increase outreach and access to low-income populations by creating innovative community partnerships and utilizing cross department collaborations.

Dental Clinic

Program Goals:

To prevent and control oral and craniofacial diseases, conditions, injuries, and improve access to preventive services and dental care.
 To improve integration of dental programs with other internal and external services and care.

Fixed Clinic

The Dental Clinic is a "Fee for Service" clinic. We do accept Medicaid. We offer a sliding fee scale to reduce the cost of dental services for the uninsured. During 2013 the Fixed Clinic saw 2,861 total patients with a total of 5,335 visits.



Hours of Operation:

Monday-Friday
 7:45 AM - 4:30 PM
 closed from 12:45 - 1:30 for Lunch

Contact & Location:

Phone: (269) 373-5217
 Health & Community Services (Nazareth)
 3299 Gull Rd, Room G-5

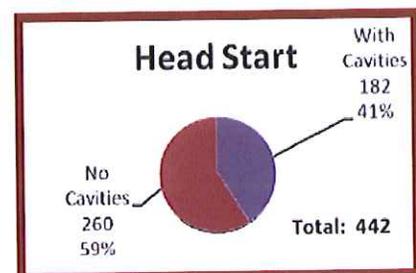


Mobile Program

The Kalamazoo County Mobile Dental Program, "Smiles to Go", is part of the Kalamazoo County Health & Community Services Dental Program. Our emphasis is community based oral health education, dental preventative and restorative serves targeting low-income children, Preschool through Twelfth Grade. The Mobile Program is also a fundamental part of our Education and Outreach Programs. In addition to visiting schools, we have also collaborated with Friendship Village to create a pilot program providing oral cleanings and screenings for residents of long term care facilities. Our goal is to continue to expand the oral care services offered to County residents through our Mobile Program.

Education and Outreach

In 2013 Kalamazoo County Dental collaborated with Kalamazoo Communities in Schools on an educational grant project that provided dental education and oral health kits to over 2000 students enrolled in Kalamazoo Public Schools. We participated in a "Health and Hygiene" event at the Kalamazoo County Juvenile Home where education and oral health kits were provided to incarcerated youth. We continued to participate in health fairs at Project Connect, Veterans Stand Down, Healthy Babies Healthy Start, the Senior Expo, and Mt. Zion Baptist Church. An In-service for Nutritionists and Registered Nurses in the WIC program was provided by the Dental Clinic as well. Lastly, we continued to collaborate with Kalamazoo County Head Start including our participation in the Kalamazoo County Head Start Advisory Committee.



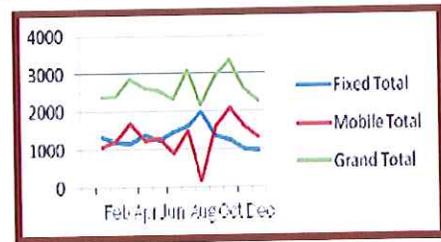
Dr. Lisandra Soto with the new dental

Services Performed Productivity

Payment Source	Number of Users
Medicaid	4477
MI Dental Program	6
Self Payment (50/50)	413
Self Payment (65/35)	20
Delta Dental	56
ORR/DCS	4

*funding from Federal Government to provide support for orphaned children and children of immigrant families

chair at the Juvenile Home



Breast & Cervical Cancer Control Program (BCCCP)



Program Activities:

Kalamazoo County Health & Community Services has served as the Local Coordinating Agency for BCCCP since 1993. During this 20 year period, the program has expanded from one to eight counties in Southwest Michigan. The dedicated staff of this program works to assist low-income women without insurance, so that they may receive life-saving Mammogram and Pap test screenings.

Program staff also facilitates Medicaid application and case management for women diagnosed with a breast or cervical cancer and who qualify for BCCCP services.

The program continued its vital collaboration with the *Pink Saturdays* initiative which provides free mammograms to low-income women without insurance coverage. BCCCP staff coordinates the important follow-up and diagnostic care for women with abnormal *Pink Saturdays* mammogram results.

Again this year the BCCCP Coordinating Agency received Susan G. Komen Breast Cancer funding to serve adult women and men in need of breast screening or diagnostic services. This wrap-around program provided a compliment to the federally funded BCCCP in order to ensure the availability of these services to a wider population.

Program Accomplishments:

Working with over 100 medical providers in 8 counties to deliver mammogram screenings and Pap tests, the combined programs surpassed all prior year records by serving nearly 3,000 low-income women (and men) in 2013.

Nearly 90 women with a breast or cervical cancer diagnosis were able to successfully access Medicaid through BCCCP in 2013, which allowed them to secure treatment.

The HCS BCCCP Coordinator was chosen to speak at the Michigan BCCCP Coordinators Advisory Council meeting in May 2013. She presented an overview of the *Pink Saturdays* initiative and illustrated the collaborative role of the Local Coordinating Agency to ensure diagnostic and treatment services are part of the program.

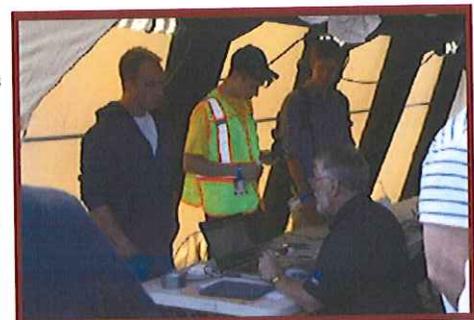
Emergency Preparedness

Program Activities

Knowing that disasters can happen at any time and severe weather, accidents and/or hazardous materials have the potential to harm almost any home, school, or business, the Emergency Preparedness Program (EPP) is here to assist residents and businesses of Kalamazoo County.

In preparing for a potential natural disaster, terrorist attack or disease epidemic, this program maintains comprehensive plans for countywide emergency and disaster response as it relates to public health issues.

The Emergency Preparedness Coordinator closely collaborates and proactively plans at the local, state and federal level to ensure optimal levels of preparedness for Kalamazoo County residents. In doing so, they focus on the following areas for program activity:



Preparedness, Planning and Readiness Assessment activities in which staff assess and establish local readiness in the event of a countywide disaster situation and provides project management activities within the county for public health emergency and bioterrorism preparedness.

Surveillance and Epidemiology Capacity is planned for and ensured with a highly functioning, mandatory reportable disease surveillance system, which is supported by a comprehensive and exercised epidemiologic response plan. This capacity would be critical for successful response to any potential terrorist event and/or infectious disease outbreak or other public health threats and emergencies.

Communications and Information Technology is optimized to ensure effective communication connectivity in the event of an emergency event, among public health departments, healthcare organizations, law enforcement organizations, public officials and others.

Communicating Health Risks and Health Information Dissemination is conducted in an effort to provide needed health/risk

information to the public and key partners. Crisis and emergency at-risk communication planning is conducted to ensure removal of communication barriers likely in response to a public health emergency response.



2013 Program Highlights

- Developed, coordinated, trained, and participated with Region 5 partners in a Radiological/Nuclear Incident Exercise for West Michigan Emergency First Responders.
- Participated with the Sheriff's Department on a Kalamazoo County Tabletop Exercise that focused on a Kalamazoo HAZMAT event that included Public Health's Response.
- Began working on Closed POD "Point of Dispensing" locations for Long Term Care Facilities within Kalamazoo County.

Epidemiology

Epidemiology monitors and analyzes community health data including communicable disease, chronic disease, maternal and child health, risk behaviors and socioeconomic characteristics.

The HCS Epidemiologist conducts surveillance of the local health status for Kalamazoo County and provides this information in reports that are accessible to the community. Potential health threats including food borne outbreaks and other clusters of disease are also investigated.

Special Projects in 2013

Maintained the [Health Surveillance Data Book](#). Community Level Data Analysis has been kept current which includes: analysis of vital records (characteristics of births, infant mortality and deaths), communicable disease (sexually transmitted infections) and Behavioral Risk Factor Survey data.

The utilization of Geographic Information Systems (GIS) has been developed and expanded within the HCS department: maps on topics such as birth rates, deaths and sexually transmitted infections allow targeting of specific issues and enable small area rate analysis. In partnership with the Center for Health Equity, maps have been presented to the community at the first Health Equity Summit. HCS Staff have participated in a CDC training course spanning five months to enhance the departments ability to utilize GIS in local public health works.

Partnership and collaboration have continued with WMU to develop the Health Data, Research, Analysis and Mapping Center. This Center brings together the WMU departments of Health and Human Services, Geography, and Statistics and the work of Local Health Departments (LHD) including Kalamazoo County HCS and Calhoun County.

Participated and presented work at several community events for local organizations and community partners. Partnerships included the Influenza Summit at Bronson Gilmore Center, Borgess Hospital Health Disparity Task Force and the United Way of Battle Creek and Kalamazoo Region.

Continued ongoing support internally at Kalamazoo County Health and Community Services, by compiling and summarizing statistics and needs assessment information for use in grant applications, program development and community outreach and service.

The Michigan Care Improvement Registry (MCIR)

MCIR is a nationally-recognized electronic statewide immunization registry that is accessible to both private and public providers. MCIR Coordinators are liaisons to county health departments, and serve as trainers and as a help desk resource for staff in provider offices throughout southwest Michigan. HCS is under Region 2 which encompasses 15 counties including Allegan, Berrien, Branch, Calhoun, Cass, Hillsdale, Ionia, Jackson, Kalamazoo, Kent, Lenawee, Muskegon, Ottawa, St. Joseph, and Van Buren.



Highlights of 2013

- The MCIR program successfully completed our first year with reduced staffing, covering the same territory with two coordinators (there were 3 in 2012).

- Over 350 trainings were provided to over 500 users.
- 10,144 database records were merged to ensure that individual vaccination histories are stored in a single record. Creating a single record per individual improves the accuracy of vaccination rate calculations in our region and ensures that individuals' vaccination history is correctly assessed.
- MCIR Coordinators provided training to Seventy one (71) provider sites that went live with HL7 (Health Level Seven) messaging during 2013.
- MCIR Coordinators worked with Berrien County providers to successfully pilot a collaborative recall program. After six months of the pilot, an improvement in vaccine protection rates, data quality, and budget savings (due to the reduction in mass mailing costs) have been recorded for the Berrien County Health Department.

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Veterans' Service Office

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We are committed to providing services and assistance to those men and women who have honorably served their country. We treat all veterans with courtesy, compassion, and respect. Whether you have served your country during a time of war or peace, we appreciate your sacrifice. It is our privilege to guarantee that veterans will be informed of all benefits to which they and their dependents may be

Services Available:

Emergency Financial Assistance

There are two programs for emergency financial assistance available:

- Michigan Veterans Trust Fund
- County Emergency Relief Fund



Benefit Assistance

Service Officers are available to assist in counseling and filing for the following U.S. Veterans Affairs benefits:

- Appeals
- Burial, Headstone Benefits
- Dependents & Survivor Benefits
- Education & Training
- Home Loan Guaranty
- Hospitalization & Medical Care
- Insurance
- Tri-care/Champva
- Discharge Review/ Corrections
- Military Records and Medals
- Disability Benefits (non-service connected & service connected)

Wartime Service Dates

WWI - 4/6/1917 to 11/11/1918
 WWII - 12/7/1941 to 12/31/1946
 Korean - 6/27/1950 to 1/31/1955
 Vietnam - 2/28/1961 to 5/7/1975
 (For those that served in RoV)
 8/5/1964 to 5/7/1975
 (For those not in RoV)
 Gulf - 8/2/1990 - TBD

*Award of an Armed Forces Expeditionary Medal on Veterans' DD-214 also qualifies.

A veteran must have at least one day of active duty service for purpose other than training during the above dates to receive VA benefits. Burial assistance requires ninety days of active duty services during the same time periods.

Who is eligible for services

- A Veteran of any branch of the Armed Forces who served honorably
- A Veteran's dependent
- An active duty service member
- A member of the Reserves or National Guard
- A surviving spouse or child of a deceased veteran

The Number of Veterans Receiving Assistance with:

Compensation and Pension Paperwork	604
Emergency Assistance from Michigan Veteran's Trust Fund	64
Food Assistance Vouchers	205
Identification Cards	265
County Death/Burial Benefits	359
Filing of Discharge Papers	54
Service Medal Requests	7

2013 Highlights

The Kalamazoo County Veteran's Service Office increased its community collaborations and participated in 19 events throughout the greater Kalamazoo Community. Collaborations and Events included:

- Kalamazoo Valley Community College outreach and student veterans support
- Presentations Given:
 - SW Michigan First
 - Northside Ministerial Alliance

- Kalamazoo Cancer Center
- Washington Square Library
- Senior Benefit Alliance
- Senior Services
- NAACP
- Senior & Veterans Expo Participation
- K-Wings Veterans Appreciation Night
- Galilee Baptist Church Annual Health Fair

Serving our Veterans with Compassion, Care and Candor

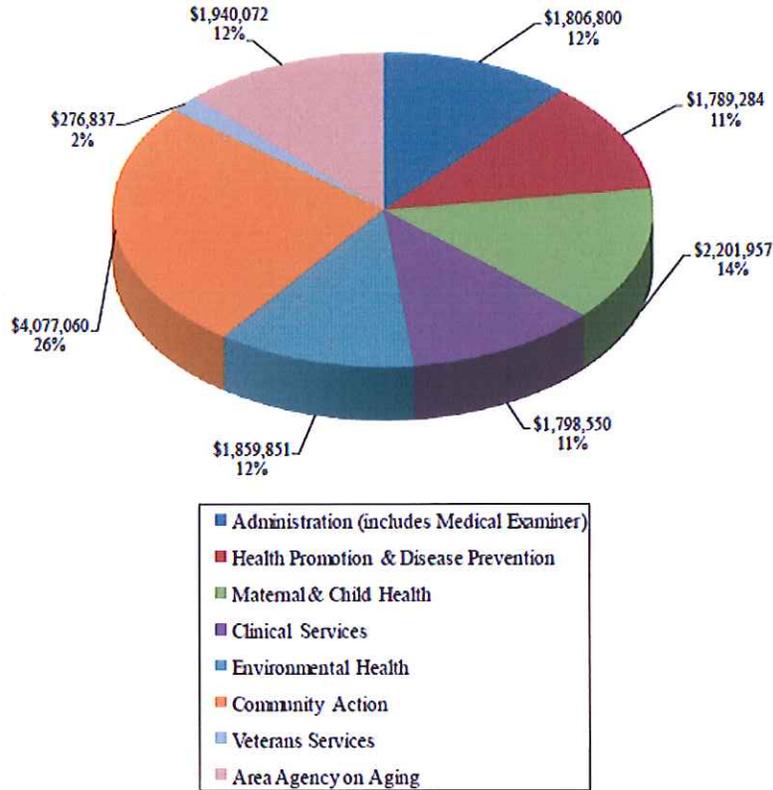


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HCS Expenditures by Division



CY 2013 HCS Expenditures by Division
Total - \$15,750,411

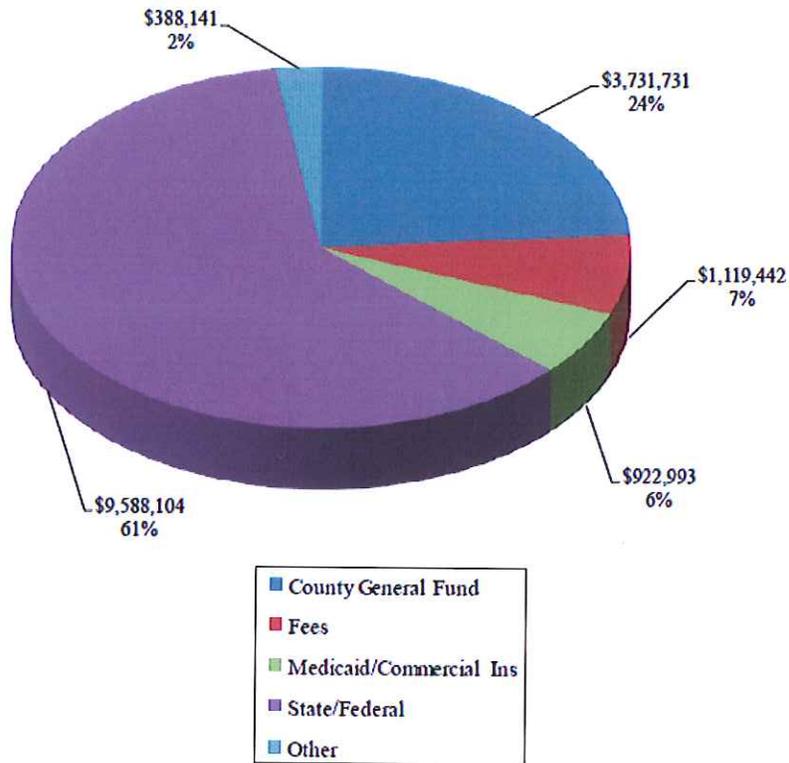


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HCS Revenue by Source



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