



KALAMAZOO COUNTY GOVERNMENT

In the Pursuit of Extraordinary Governance...

Health & Community Services Department ANNUAL REPORT 2016



Kalamazoo County Health & Community Services Department

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LETTER FROM THE HEALTH OFFICER

On behalf of the Kalamazoo County Health & Community Services Department staff, I am pleased to present you with our 2016 Annual Report.

Kalamazoo County Health & Community Services Department is YOUR local public health department. Our talented and dedicated staff work to fulfill our mission of improving the lives and health of all residents in Kalamazoo County every day. It is through collaborative partnerships and strategic engagement that we strive to provide excellent services and programs to the residents of Kalamazoo County. We are committed to incorporating health equity, quality improvement and data driven decision making into all of our programs, services and practices.

Some of the Department's new initiatives and accomplishments from 2016 include:

- Department and staff partnership with Cradle Kalamazoo. This is a multi-agency community initiative focused on the racial disparities in infant mortality and aimed at decreasing that rate within Kalamazoo County.
- In an effort to combat the growing rates of sexually transmitted diseases in Kalamazoo County, the STD Task Force was formed bringing together area health care providers, schools, community and faith-based organizations to collaborate on local initiatives to reduce these rates.
- A successful transition of all dental and oral health services to the Family Health Center; a move which has helped to better centralize services for County residents.
- The creation of a regional partnership between the WMU Homer Stryker M.D. School of Medicine, Calhoun County Public Health Department and Kalamazoo County for the provision of Medical Director services.
- The launching of Celebrate Elderhood, a collaboration with the Older Adults Services Advisory Council. Celebrate Elderhood is an initiative that brings attention to the issues of aging, challenging misconceptions and showcasing how this stage of the lifecycle enriches individuals, families and the community.

Looking forward, we are excited about the Department's move to a new site to continue the fulfillment of our mission. We plan to move into the former Illinois Envelope Co. building in early 2018. This new location will be in close proximity to the Family Health Center, Kalamazoo Community Mental Health and Substance Abuse Services and many other community-based services and organizations.



Picture of the proposed new building site for Kalamazoo County Health & Community Services Department provided by PlazaCorps.

On behalf of all of us from the Health & Community Services Department, we offer our thanks and appreciation to both the Kalamazoo County Board of Commissioners and to Kalamazoo County Administration for their ongoing support and guidance. I encourage you to review this 2016 annual report and invite you to contact me with any questions.

Yours in Public Health,

A handwritten signature in blue ink, appearing to read "James A. Rutherford".

James A. Rutherford, MPA
Health Officer/Director

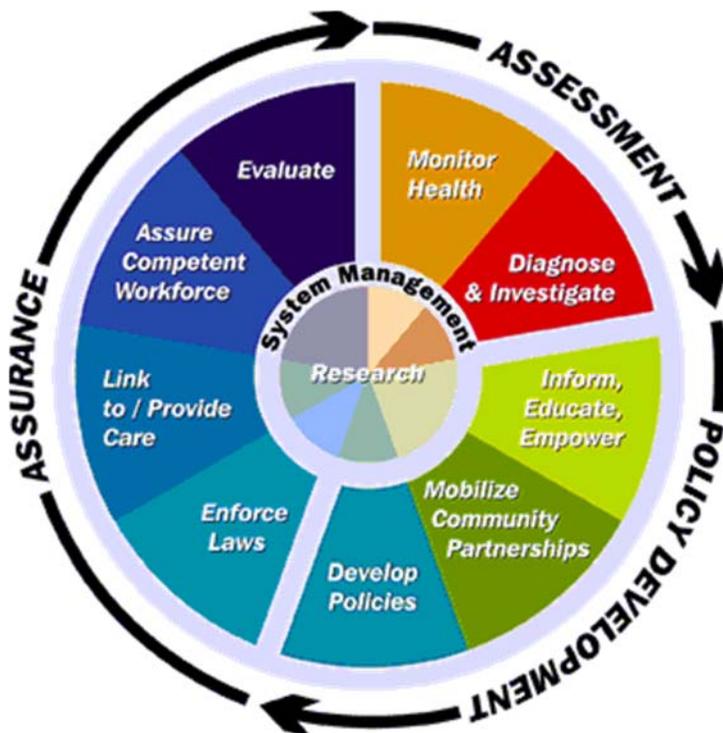
MISSION, VISION & VALUES

Our **mission** is to improve health for all residents of Kalamazoo County.

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

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

We fulfill our mission, vision and values through:



Assessment

Monitor the health of the community; diagnose and investigate contagious disease and outbreaks.

Policy Development

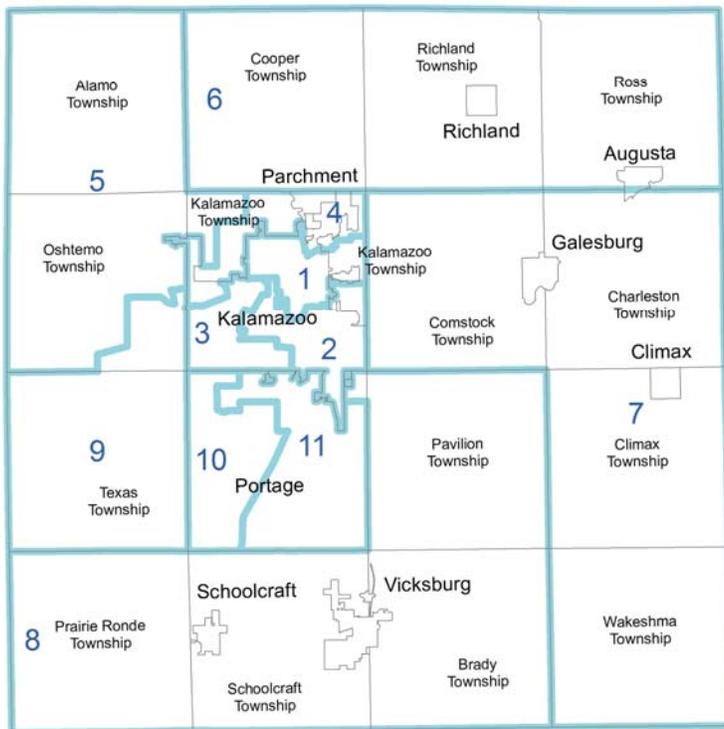
Work to inform, engage and empower the community through development of community partnerships and the creation and implementation of policies.

Assurance

Assuring the best qualified and trained staff are available to enforce laws, evaluate needs and provide or link community members to needed services and resources.

Board of County Commissioners

Board of Health



- District 1:** Stephanie L. Moore
- District 2:** Kevin B. Wordelman
- District 3:** Tracy Hall
- District 4:** Michael Seals
- District 5:** Julie Rogers
- District 6:** Ron Kendall
- District 7:** Roger Tuinier
- District 8:** John H. Gisler
- District 9:** Dale Shugars
- District 10:** Mike Quinn
- District 11:** Scott McGraw

Department Leadership

Health Officer/Director

James A. Rutherford, MPA

Medical Director

William Nettleton, MD, MPH

Medical Examiner

WMU Homer Stryker MD
School of Medicine

Deputy Director Community Services

Charlotte Smith, JD

Deputy Director Health Services

Lynne Norman, RN, MPH

Deputy Director Financial Management & Administration

Kristin Tekiele

Area Agency on Aging

Anne Zemlick, RN, BSN

Clinical Services

Penny Born, RN, BSN
Rebecca Harrison, RN

Community Action Agency

Amber Leverette, MPA

Environmental Health

Vern Johnson, REHS

Epidemiology

Kim Kutzko, MPH

Health Equity

Scott Janssen, MA

Maternal Child Health

Debra Lenz, MS

Public Health Emergency Preparedness

Courtney Davis, MPH

Veteran Services

J. Michael Hoss

Advisory Councils

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

Community Action Tripartite Advisory Board

KCHCS Liaison: Amber Leverette

Cheri Bell	Nikkea Kelley
Anthony Bradley	Nicolette Leigh
Patricia Clark	Shequita Lewis
Sherry-Thomas Cloud	Scott McGraw
Nathan Dannison	Stephanie L. Moore
Patricia Davis	Robert Reynolds
Amy Helmuth	Demetrius Wolverton
Sonjalita Hulbert	

Environmental Health Advisory Council

KCHCS Liaison: Vern Johnson

Francis Bell	Andrew Nieboer
Patricia Crowley	David Pawloski
Shannon Deater	Jim Pearson
Richard Ford	Julie Pioch
David Harn	Meredith Place
Mike Leeuw	Jeff Sorensen
Scott McGraw	Kevin B. Wordelman

Older Adult Services Advisory Council

KCHCS Liaison: Anne Zemlick

Samantha Carlson	Kim Middleton
Timothy Charron	Beulah Price
David Eyke	Mike Quinn
John H. Gisler	Rosamond Robbert
John Hilliard	Don Ryan
Deb Josephson	

Veterans Affairs Committee

KCHCS Liaison: Mike Hoss

Thomas Burton
Robert Hencken
Ron Kendall
Mike Quinn



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.

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. By utilizing a health equity framework to identify and address any and all barriers to equitable health outcomes, we aim to serve as a model to other institutions. We believe in a fair opportunity for all to live a long, healthy life. In all of our services and programs, the Health & Community Services Department strives for health equity.

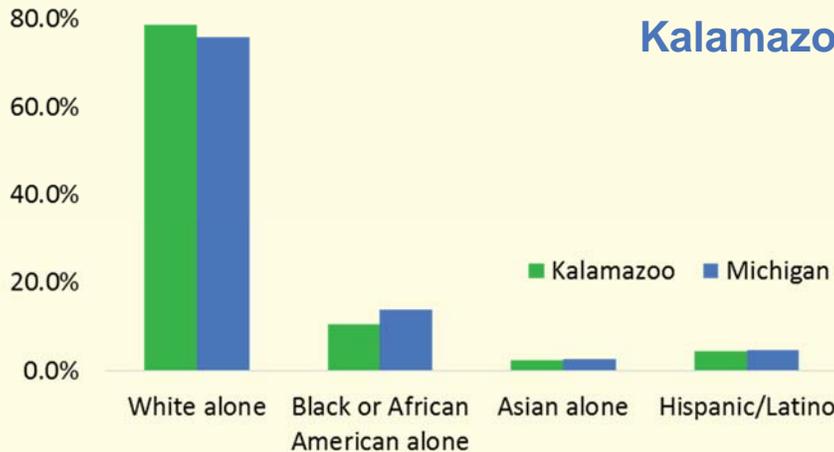
**PUBLIC HEALTH
AFFECTS
EVERY PART
OF YOUR LIFE**

2016 Population Estimates

Kalamazoo County vs. Michigan

261,654
Kalamazoo County Residents

Race/Ethnicity



Age Group	Kalamazoo	Michigan
0-14	18.4%	18.6%
15-24	19.8%	14.2%
25-44	24.6%	24.2%
45-64	24.1%	28.0%
65+	13.2%	14.9%

Population Characteristic	Kalamazoo	Michigan
Veterans	5.7%	6.3%
Foreign born persons	4.7%	6.3%
Languages other than English spoken at home, persons age 5+ years	7.0%	9.2%
High school graduate or higher, 25+ years of age	93.3%	89.6%
Bachelor's degree or higher, 25+ years of age	35.1%	26.9%
Persons in poverty	16.0%	15.8%
Disability	9.7%	10.3%
Median household income	\$47,476	\$49,576

Rankings of Community Health Status

The County Health Rankings, produced by the Robert Wood Johnson Foundation (RWJF), provide a snapshot of the health of a community. In addition, these rankings can serve as a starting point for investigating and discussing ways to improve health. Counties are ranked on two primary measures: **Health Outcomes** and **Health Factors**.

Health Outcomes measure how long and how well we live. Focus areas include: years of potential life lost before age 75, poor/fair health, poor physical/mental health days and low birthweight.



Source: www.countyhealthrankings.org; 2017 report

Kalamazoo County ranks **37th** overall, out of 83 Michigan Counties. Lighter shades indicate better performance on this measure.

For length of life, the County ranks **29th** and for quality of life, the County ranks **57th**.

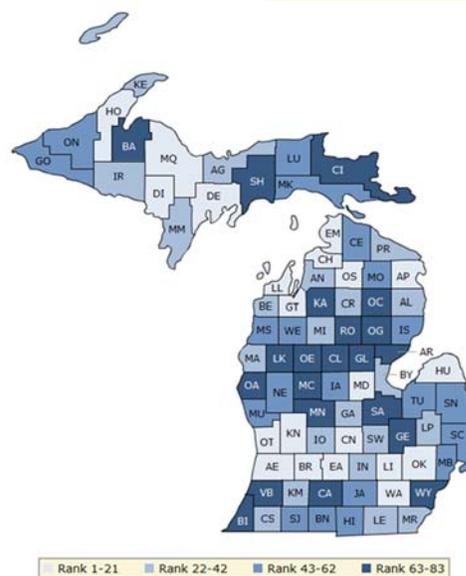
According to the RWJF Report, the health status of County residents could **improve** by continuing to reduce:

- The percentage of adults who smoke
- The percentage of adults who are obese
- The rate of sexually transmitted infections

Health Factors measure areas that contribute to how long and how well we live. Factors include: health behaviors, clinical care, social and economic factors, and the physical environment.

Kalamazoo County ranks **23rd** overall, out of 83 Michigan Counties. Lighter shades indicate better performance on this measure. The area of clinical care (access to and quality of care) continues to be a strength for the County; ranking **8th** in the state.

Other strengths of the County include the low percentage of adults who report no leisure-time physical activity and the high percentage of female Medicare enrollees that receive mammography screening.

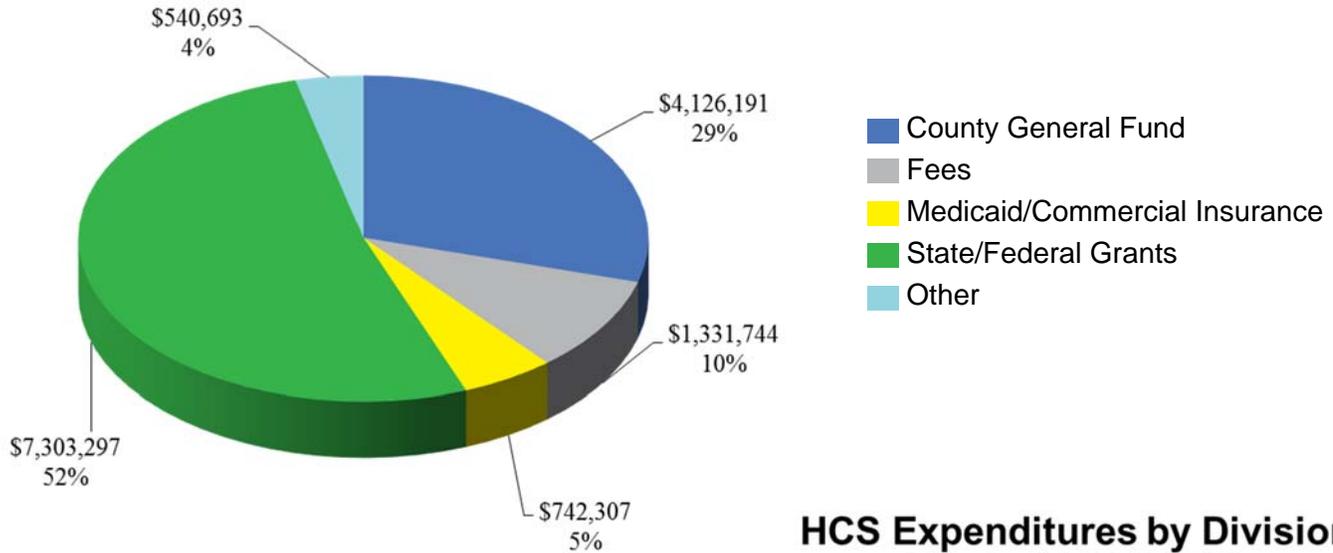


Source: www.countyhealthrankings.org; 2017 report

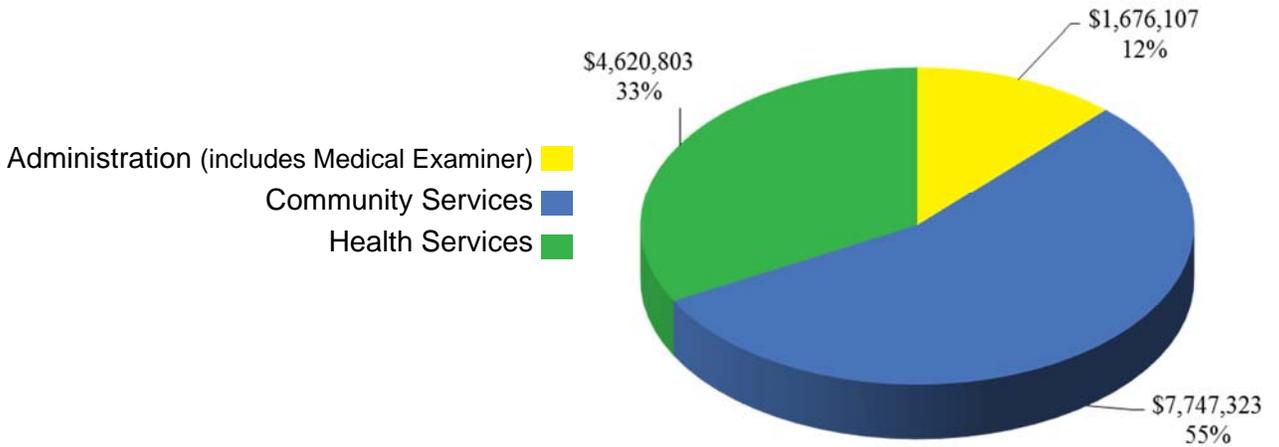
Additional data from the RWJF is available at www.countyhealthrankings.org.

2016 FINANCIAL STATEMENT

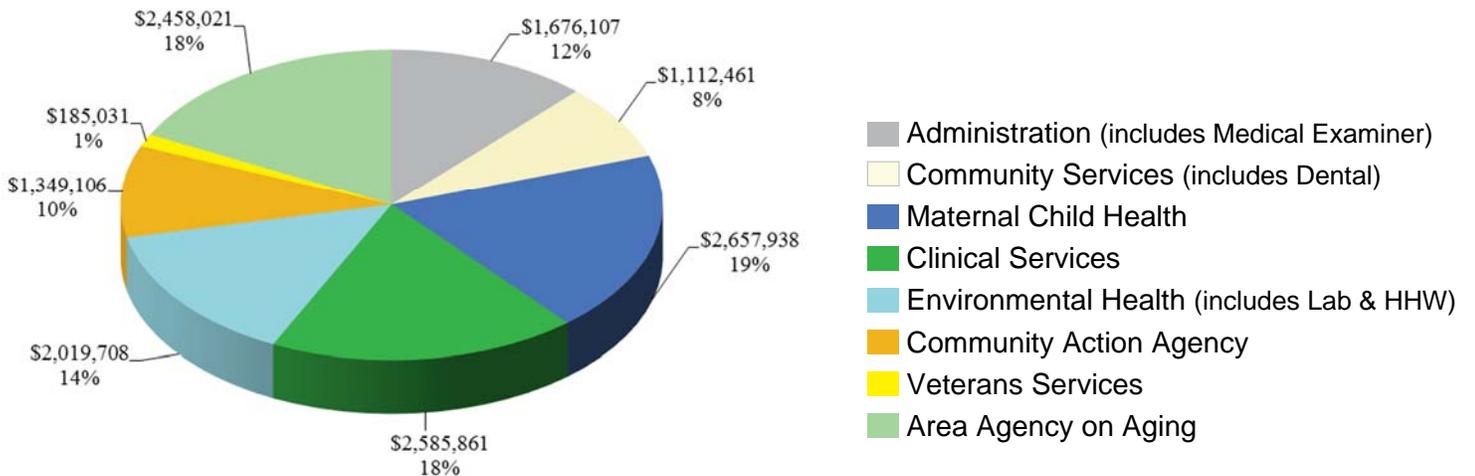
HCS Revenue by Type
Total - \$14,044,233



HCS Expenditures by Division
Total - \$14,044,233



HCS Expenses by Program
Total - \$14,044,233





PROGRAM REPORTS

Health Services



CLINICAL SERVICES

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

STD Counseling & Testing

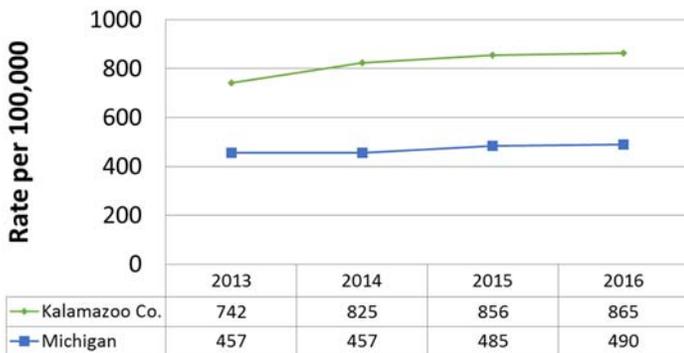
In 2016, chlamydia rates slightly increased while gonorrhea rates began to level off. Clinical staff participated in outreach and education events to encourage testing and prevention efforts to combat the increase.

Reproductive health education for adolescents ages 12-18 were held at partnering schools. School-wide STD screening efforts also continued. Staff tested for chlamydia and gonorrhea in 59% of eligible students who participated in educational presentations at the high schools.

During collegiate back-to-school forums at Western Michigan University and Kalamazoo Valley Community College, promotion of the clinic along with HIV and STD prevention education was provided as well as at several community events.

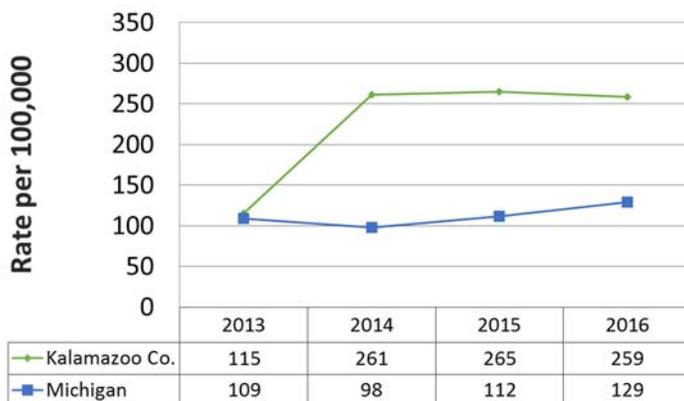
- 2,629** High school students educated
- 551** High school students participated in on-site testing
- 6,000+** Condoms were distributed at college events

Chlamydia Rates (per 100,000)



Data Source: Michigan Disease Surveillance System

Gonorrhea Rates (per 100,000)



Data Source: Michigan Disease Surveillance System

HIV/AIDS Counseling & Testing

collaborates with partners like Kalamazoo County Young Adult Diversion Court Program and Community Mental Health and Substance Abuse (KCMHSA) to provide HIV/AIDS and STD testing, risk reeducation and information to substance abuse treatment facilities in Kalamazoo County.

- 8** Community counseling and testing sites
- 401** Individuals tested for HIV
- 143** Individuals received STD testing
- 581** Attendees of 50 community education presentations
- 26** HIV positive cases received

For over 10 years, KCMHSA residents have received testing at no cost to them while they attend outpatient and residential group sessions.

Immunization Clinic

In 2016, Public Health Nurses provided communicable disease and immunization education to **3,034** individuals and administered **6,361** shots throughout the County. Recall letters were sent to **2,516** children and adolescents six months through seventeen years in Kalamazoo County. To decrease barriers to vaccination, Public Health Nurses...

- Provided home visits for 16 children and adolescents, giving 52 shots
- Organized 6 Special Immunization Clinics, serving 237 individuals and giving 291 shots

This effort resulted in 84% of pediatric immunizations being up to date. That equals **4,651** children ages 19-35 months old. Adolescents, 13-17 year olds, were 81% current on their immunizations, a total of **17,005**.

The Travel Clinic served **278** individuals and gave **732** shots for travel to Central America, South America, Africa, India, Thailand, China and many others.

Communicable Disease Team

monitors infectious diseases that affect residents by providing control measures and education to prevent further transmission. In 2016, a total of **6,321** reportable diseases were investigated. The details of those investigations are as follows:

117 Foodborne illnesses	317 Animal bites investigated
115 Vaccine preventable diseases	2 Bats tested positive for rabies
115 Vector borne	992 TB skin test performed
431 Hepatitis A, B, C	131 Titer blood draws
25 Travelers tested for Zika with 5 reporting positive	4 Tuberculin skin tests classes that certified 59 people

Michigan Care Improvement Registry (MCIR)



HCS employees present information about MCIR at a community event.

collects and maintains statewide immunization data. Persons born since January 1, 1994, are by law included in the registry. The registry has expanded to include adult immunizations, travel vaccines, and VPD immunities. The number of records in the registry as of March 2017 is **10,053,760**. MCIR data is compatible with all in-state electronic medical records.

MCIR Region 2 covers 15 counties in Lower Michigan. From their base office at Health & Community Services Department, three coordinators and the customer support specialist provide trainings, education, and technical assistance for **1,365** health care providers, **158** of which are located in Kalamazoo County; as well as provide support to the region's **23** health department offices.

ENVIRONMENTAL HEALTH

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

Household Hazardous Waste

has been protecting Kalamazoo County's groundwater since 1997. In 2016, the Household Hazardous Waste Center collected and shipped **750,121** pounds of household hazardous waste. This year, there was a **5%** increase in the number of participants with the program. Additionally, a **2%** increase in the pounds of chemicals and **1%** increase in the pounds of electronics were recycled.



HCS employees unload a large TV from a customer's car, remove the cord, and leave it with other TVs that are waiting to be prepared for shipping.

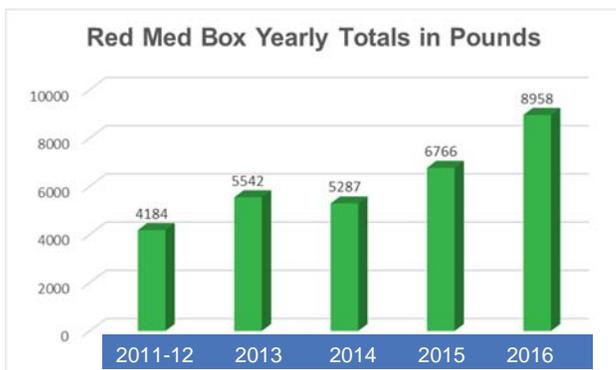
Client Testimonials

"Very easy process."

"We really appreciate this service, the environment is so important."

"Fantastic community service."

Red Med Box is an easy and secure way to dispose of unused or expired medication. The medications are destroyed, protecting the environment and our community. **30,737** pounds have been collected at the six Red Med Box locations: Sheriff's Office, City of Kalamazoo-Crosstown, City of Portage, Kalamazoo Township, Schoolcraft Village and WMU police departments.

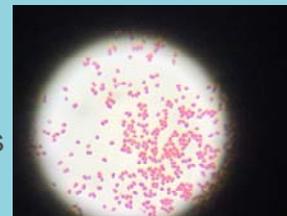


Laboratory Services

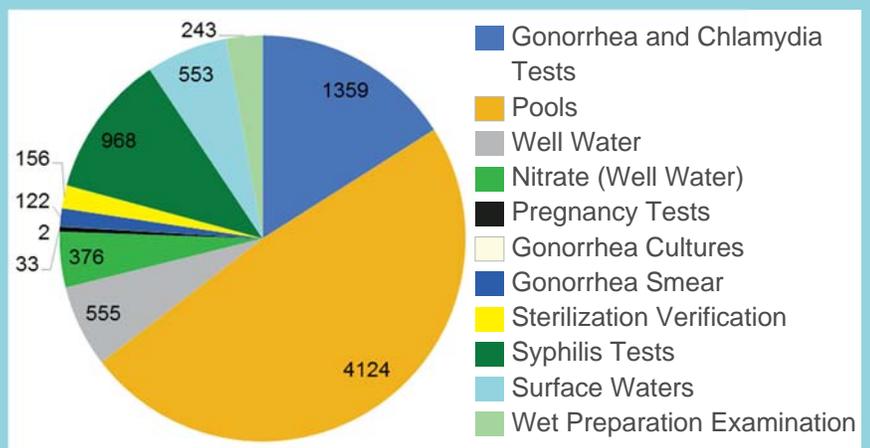
ensures the health, safety, and well-being of Kalamazoo County citizens by performing clinical and environmental testing. In 2016, the Lab conducted testing on **2,570** clinical specimens for Syphilis, Gonorrhea, Chlamydia and Trichomonas. A total of **5,230** environmental specimens were tested from surface waters, pools and water wells.



Cultures for Neisseria gonorrhea being set up.



Positive gram stain of Neisseria gonorrhea.



Food Safety and Facility Team

evaluates all types of food service ranging from restaurants to outside food vendors. They evaluate food establishments using major risk factors as defined by the Food and Drug Administration. Lowering risk factors means Kalamazoo County residents and visitors can dine in confidence. This team also inspects Body Art facilities, Adult and Child Care Facilities and Public Swimming Pools.



View all Restaurant Inspection Reports under "Hot Topics" at www.kalcounty.com/hcs.

- 124** DHHS inspections
- 25** Campground inspections
- 18** Body art facility inspections
- 346** Swimming pool and spa inspections
- 127** Food safety consumer complaints
- 217** Temporary food licenses
- 2,288** Fixed food evaluations

Land Water & Wastewater Team

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

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



Scenic View of Sunset Beach in Vicksburg



Water Well Installation

- 309** Well Permits Issued
- 307** Sewage Treatment System Permits
- 451** Sewage Treatment System Inspections
 - 11** Contaminated homes from methamphetamine lab reports (a significant decrease from 49 in 2015)
 - 14** Homes certified cleaned after methamphetamine contamination
- 429** Residential water wells inspected, 872 samples collected
- 130** Bathing beaches inspected, 417 samples collected
- 106** Type II water wells inspected, 77 samples collected

PUBLIC HEALTH EMERGENCY PREPAREDNESS

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

Projects, Events and Partnerships:

Mass Fatality Symposium: March 16

- Hosted a symposium in partnership with the 5th District Medical Resource Coalition and Region 5 local health departments' PHEP programs. This event brought together public health, healthcare, medical examiners, first responders and many other preparedness partners to prepare our community for events that cause or involve many deaths as a result of pandemics, natural or man-made disasters or acts of terrorism and/or violence.



Table display for PHEP at a community event.

Mass Fatality Seminar: November 8

- Planned in partnership with Region 5 local health departments and the 50 MRC the FEMA course: *Mass Fatalities Planning and Response for Rural Communities*. The full-day seminar was a follow-up to the Mass Fatality Symposium. The training provided focused education on planning for and responding to mass fatalities in a community for a multidisciplinary audience including medical examiners, funeral homes, emergency management, first responders and many others.

Full Scale Exercise: November 1

- Coordinated a County Employee Flu Clinic and simultaneously exercised the functions of point of dispensing operations. The exercise demonstrated the Department's readiness to open and manage an open POD and respond to public health threats such as pandemic influenza (flu).

The role of the

PHEP Coordinator is to:

Develop, maintain and exercise plans, policies and procedures; Coordinate training & build partnerships; Respond to local emergencies; and Evaluate response and preparedness efforts.

What is a POD (Point of Dispensing)?

Specific location(s) identified by the Department that can be utilized for distributing medications or vaccinations to a large number of residents in the event of a public health emergency.



PROGRAM REPORTS

Community Services



AREA AGENCY ON AGING IIIA

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

Healthy Living Programs

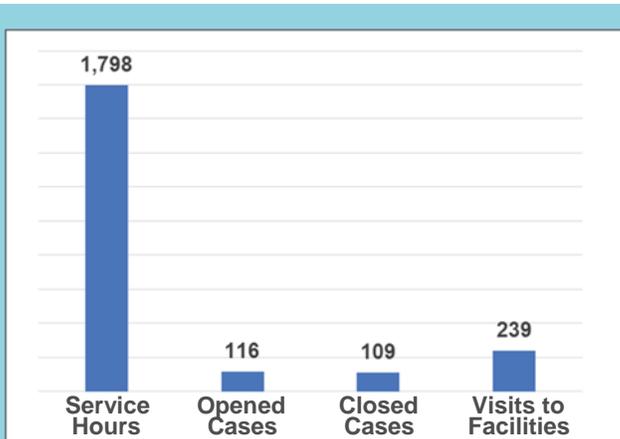
encompass three evidence-based programs:

- Matter of Balance (MOB), a falls prevention program with **250** graduates.
- Personal Action Toward Health (PATH), a chronic disease self-management program with special focus in chronic pain and diabetes with **81** graduates.
- Creating Confident Caregivers (CCC), for caregivers of persons with dementia. A total of **22** graduates.

"I (am) more aware of my surroundings, walking surfaces and problems around my home... Great class for learning about... preventing falls."
-MOB Class participant

"...it was a very good "how to live" class and how to solve problems. The book is an invaluable tool for just living... Thank you for your warmth and expertise."
-PATH Class participant

"I learned so much in this class and feel that I have more tools and knowledge to be an effective caregiver."
-CCC Class participant



Long Term Care Ombudsman

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

Information and Assistance (I&A)

is 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.

"The I&A Specialist was very knowledgeable and the information helped me make an informed decision."
- an I&A Caller



Choices for Independence Programs (CFI)

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

- 299** Individuals supported
- 126** Seniors on the Waitlist at the end of Sept. 2016
(Decreased by 20 people from Sept. 2015)
- 44** CFI clients received Holiday baskets courtesy of HCS staff and friends
- 266** W-Med Residents and WMU RN students were oriented to CFI programs

"I feel I am receiving the best possible help and respect from my care consultant and home health aide. I very much appreciate the agencies help."
-CFI services recipient

Projects, Events and Partnerships:

Celebrate Elderhood

- Started the Kalamazoo County Celebrates Elderhood Initiative in collaboration with the Older Adult Services Advisory Council. A Healthy Aging Event was held in September with Portage Senior Center.

Hoarding Task Force

- Co-sponsored training with Service Master of Kalamazoo, featuring Matt Paxton, a nationally recognized hoarding expert.



Kalamazoo County Elder Abuse Prevention Coalition

- Held A Safe, Sound and Secure Conference at Galilee Baptist Church with 45 attendees and a financial exploitation conference in April reaching 160 professionals.

OutFront Kalamazoo

(formerly Kalamazoo Gay Lesbian Resource Center Collaboration)

- Received a 2016 National Association of Area Agencies on Aging, Aging Achievement Award in the Ethnic & Cultural Diversity category for the program "Improving the Quality of Life & Care for LGBTQ Elders." This award recognized the work of increasing awareness of long-term care resources among LGBTQ elders and their caregivers.

Senior and Caregiver Expo

- Executed the 20th Annual event sponsored by Borgess and Bronson hospitals with 124 vendors. Over 2,000 attendees had access to free health screenings and flu shots.

Veteran Community Partnership

- Trained more than 200 participants with the focus on dementia for both caregivers and professionals with veterans support services.



AAA IIIA staff accept a 2016 National Association of Area Agencies on Aging award.

COMMUNITY ACTION AGENCY

partners with other community based organizations to help low-income residents become self-sufficient through the following programs: Energy Assistance, Skills to Build and C.A.A.P.S., Home Weatherization, and Low-income Crisis Assistance.

Skills to Build & C.A.A.P.S. Programs

empowers students to focus on attaining their educational goals and not the barriers to them. In partnership with Kalamazoo Valley Community College (KVCC), both programs provide financial assistance to students with specific qualifiers. In 2016, **14** students enrolled in Skills to Build, and **15** enrolled in C.A.A.P.S with **3** graduates.

Low-income Crisis Assistance Program

assists qualifying residents with deliverable fuels for those who use them as their primary heat source. In 2016, **40** residents were helped through this program.

Energy Assistance Program

provides financial assistance to residents with past due utility bills or shut-off notices. In 2016, **324** residents received assistance and over **100** of them chose to participate in the optional budget class, Dollars & Sense.

*"I thought this class was very helpful. It made me aware that I have possibilities to change my income and my life just by budgeting and goals."
- Dollars & Sense Participant*

Home Weatherization Program

assists income-qualified clients by providing energy efficient interventions such as furnaces, water heaters and air sealing. In 2016, **37** homes were better weatherized through this program.

Projects, Events and Partnerships:

Ecumenical Senior Center

- Served 2,273 meals.

Housing Resources Inc.

- Partnered to provide rental assistance for 42 households.

Kids Connect

- Provided 100 school-aged children back to school clothing.

Project Connect

- Attended by 478 people that identify as Head of Household. Distributed 150 bags of clothing and served 530 meals.

Tax Counseling Initiative

- Partnered with Goodwill and the Tax Counseling Initiative with providing tax filing assistance to residents. Increased the total household resources of the County by over \$4.4 million.



CAA employees pictured at Project Connect.

In 2016, CAA programs provided assistance to **1,484** County residents. The combination of Federal and State funding with **198** volunteers dedicating **1,133** service hours to CAA's programs, impacted the financial stability and security of Kalamazoo County residents by over **\$1,682,820**.

MATERNAL CHILD HEALTH

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

Breast & Cervical Cancer Control Navigation Program (BCCCNP)

serves clients throughout Michigan for screening, diagnostic and treatment of breast & cervical cancer. Our program serves an eight-county region with services by contracted providers including federally qualified health centers, health departments and family planning clinics.

In 2016, many of the women who previously used BCCCNP for services became eligible for and enrolled in Healthy Michigan Plan Medicaid. Due to this change, the program focused on:

- Minorities with no other option for health insurance. A large part of outreach efforts focused to improve communication regarding education on screening services available and assistance to access those services with Hispanic/Latino clients.
- Women with high-deductible insurance in need of diagnostic testing.

Clients served through Federal & State Funds had **777** caseload services completed and **122** received patient navigation support (includes Medicaid Treatment Act). Clients served through the Komen Michigan Grant Funds had **45** wrap-around services completed.



Program Eligibility

- Family income less than 250% Federal Poverty Level*
- No insurance coverage or high deductible*
- Current Michigan Resident including migrant workers*
- Age 40-64 for screening, diagnostics and/or treatment*
- Age 21-39 for diagnostics and/or treatment*

Healthy Families America (HFA)

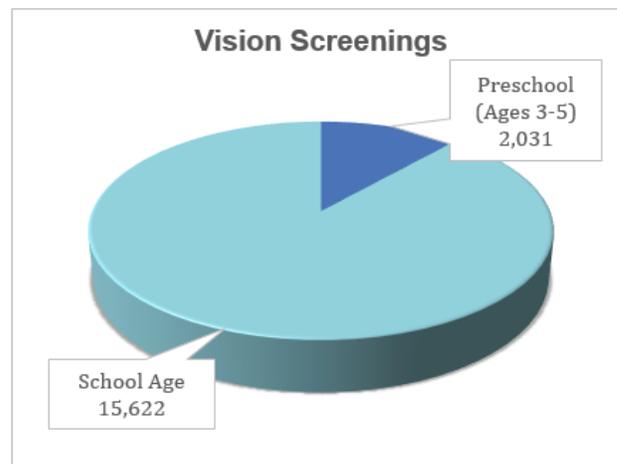
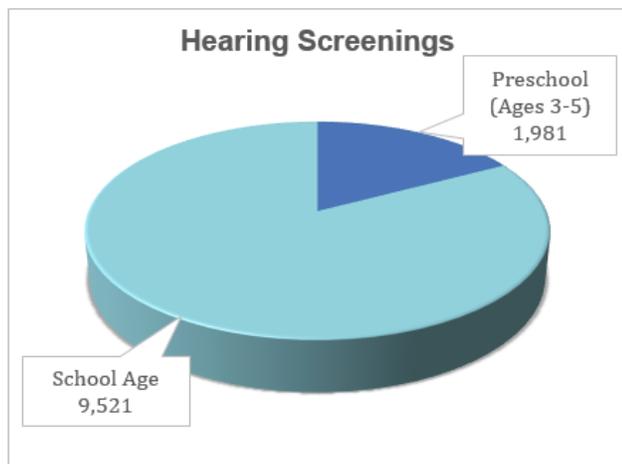
provides home visiting services to families in the community who are in need of extra support. Home visiting services begin during pregnancy and continue, on a bi-weekly basis, until the child is 3 years of age. HFA services are not income based.

- 75** Families served
- 21** Families reached their one year of service milestone
- 13** Referral sources made
- 943** Completed home visits
- 95** Percent of families have a medical home



Hearing & Vision Screenings

offers free screenings in collaboration with local schools as an early identification of any hearing and/or vision problems. The two pie graphs below demonstrate the number of screenings in 2016. In total, **11,502** hearing screenings and **17,653** vision screenings were conducted in schools and at the Hearing & Vision Clinic at Kalamazoo County Health & Community Services Department.



Nurse Family Partnerships (NFP)

is an evidence-based, community health program that serves low-income women pregnant with their first child. Each new mom is partnered with a registered nurse early in her pregnancy and receives ongoing nurse home visits until her child reaches 2 years of age.

In 2016, there were **1,292** completed home visits with the average length being **75** minutes. A total of **372** service referrals were made to clients.

- 110** Total number of participants
- 77** Clients enrolled and received visits
- 13** Clients graduated from program (pregnancy to child age 2)
- 496** Clients enrolled over the tenure of NFP (7/2008-12/2016)
- 115** Clients graduated (pregnancy to child age 2) since NFP's inception
- 78** Percent of mothers had initiated breastfeeding
- 24** Percent of mothers were still breastfeeding at 6 months
- 28** Infants born in 2016 with 13 of them to teenage mothers
- 88** Percent of infants born were at a healthy birth weight
- 7** Percent of infants born before 37 weeks
- 91** Percent current with immunizations at 6, 12, 18, and 24 months

Fetal Infant Mortality Review (FIMR)

identifies fetal and infant deaths in our community. A community action team reviews and develops creative ideas to improve birth outcomes for women that will reduce infant mortality. In 2016, **7** infant deaths were documented as natural deaths, **0** were due to unsafe sleep practices. The community action team completed **15** home reviews and **1** home interview.

Children's Special Healthcare Services (CSHCS)

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

Client Testimonials

*"I've always had great service when I've called!
Very nice, very professional."*

"They (CSHCS staff) were amazing and very friendly. Seemed like they really cared about my current struggle with money."

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

"I've been very happy with (my child's) services. Thank you for all your help through the years."

- 950** Individuals (average number) receiving services
- 6** Case management participants
- 100** Telephonic care coordination services provided
- 135** Care plans completed by an RN
- 120+** Care plans completed with the family in their home
- 27** Fund applications submitted which assist families with purchasing equipment not covered by insurance

Women, Infants & Children (WIC)

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

- 27,000+** Participants in the program
- 1,800** Unique families served
- 13,000+** Education sessions held in office or online
- 73** Percent of WIC moms initiated breastfeeding when baby was born

Healthy Babies Healthy Start (HBHS)

addresses birth outcomes and disparities within our community by providing services to women and their families through in-home support and community educational opportunities. Partners include: South West Michigan Behavioral Health, Borgess, Bronson, and Family Health Center.

- 256** Pregnant women served
- 586** Total participants
- 99** Percent of participants have health insurance
- 71** Percent of participants have completed a medical post-partum visit
- 59** Percent of families engage in Safe Sleep practices
- 31** Percent of women breast feed their babies
- 88** Percent of women abstained from smoking during pregnancy



A mother and baby enjoy the outdoors during the HBHS program.

VETERANS SERVICE OFFICE

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

As a result of the teamwork in the office, more claims were sent to the Veterans Administration (VA) than had ever been done before. This was a banner year for residents in receiving benefits from the VA that they or their family members had earned.

In 2016, Kalamazoo County's Veterans Service Office completed **190** disability claims, **125** claims for aid and attendance and **181** requests for records. All together **2,494** various forms were filed on behalf of veterans and their families. This work was part of what accounted for the **\$94,329,000** in VA dollars that came back to Kalamazoo County during the year.

Projects, Events and Partnerships:



Veterans Stand Down

- Hosted the annual event at The Salvation Army in September. Approximately 120 veterans had access to a variety of services from community partners.

Project Connect and Senior Expo

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

Veteran's Court

- Researched, planned and traveled to other courts in preparation of developing a Veteran's Court in Kalamazoo County. All of this hard work was accomplished by members of the court and others associated with the team working to make a Veteran's Court a reality. In 2017, there is now a Veteran's Court functioning with veterans in this life changing system.



The two pictures above showcase the Veterans Stand Down event.



DEPARTMENT DIRECTORY



DEPARTMENT DIRECTORY

HCS Administration

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

Health Services

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

Community Services

Area Agency on Aging IIIA	(269) 373-5147
Community Action Agency	(269) 373-5066
Maternal Child Health	
Breast & Cervical Cancer Control Navigation Program	(269) 373-5213
Children's Special Health Care Services	(269) 373-5010
Healthy Babies Healthy Start	(269) 373-5279
Healthy Families America	(269) 373-5042
Hearing & Vision Screening.....	(269) 373-5029
Nurse Family Partnership	(269) 373-5067
Women, Infants and Children (WIC)	(269) 373-5002
Veterans Service Office	(269) 373-5361

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



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