



HEALTH Department

QUARTERLY UPDATE

- Angelique Joynes, MPH, RN, Health Officer
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- Lindsay Maunz, MPH, Planning and Preparedness Manager
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Quarter 4 Presentation
November 9, 2023

Today's Takeaways:

1. Executive Summary

- i. Allegan County Community Health Survey (Limited Behavioral Risk Factor Survey)
- ii. Statewide Septic Code & Potential Impacts on ACHD
- iii. ACHD Local Health Department Cycle 8 Accreditation & Plan of Organization
- iv. Quarter 3 Overview

2. Update on Allegan County Health Department (ACHD) Division's Priority Activities

3. Answer questions and elicit feedback from the Board of Commissioners

Information Review:



Slides with the blue circle indicate the slides we cover during our allotted presentation time.



Slides are posted after the Presentation to www.allegancounty.org/health/data-and-reports



**HEALTH
Department**

EXECUTIVE SUMMARY

Allegan County Community Health Survey (Limited Behavioral Risk Factor Survey)

What's new:

- On October 9, the Allegan County Community Health Survey was mailed to a random sample of Allegan County residents.
- On November 9, the survey opens to all Allegan County residents. Residents are encouraged to take the survey and share it with others.
 - **The survey can be accessed at:**
polco.us/alleganhealth2023

What's next:

- The survey will close on **November 26**.
- The results will be compiled into a report in late December and shared with the Board of Commissioners, CHIP Steering Committee, and the public.

Statewide Septic Code & Impacts on ACHD

Background

- All on-site septic systems must be inspected every five years
- Allegan County has approximately 35,000 systems

Incidentals and Overhead

- Administration & Clerical Costs
- Software and Hardware Equipment
- Office Space
- Office Equipment
- Travel Reimbursement Costs
- Approximately \$200,000.00
- Total = \$1,400,000.00 + \$200,000.00 = \$1,600,000.00
- Total Shortfall \$300,000.00 - \$500,000.00/year

Specifics

- Approximately 7,000 systems inspected annually
- 240 working days/year/Sanitarian
- Approximately 2.0 systems inspected/day/sanitarian
- Approximately 480 systems inspected/Sanitarian/year
- 15 Sanitarians additional needed
- 2 Program Coordinators needed

Financial

- \$80,000.00/Sanitarian/year x 15 sanitarians = \$1,200,000.00
- \$100,000.00/Program Coordinator/year = \$200,000.00
- Approximately \$1,400,000.00
- The State said we could charge \$180.00/inspection = \$1,200,000/year

For background on these topics, view the [Q3 BOC Presentation from August 24, 2023](#).

EXECUTIVE SUMMARY

ACHD Cycle 8 Accreditation Process

Next Steps:



Plan of Organization
to be submitted to
MDHHS 60-90 days
before site visit



Site Visit on
Sept. 9, 2024

Plan of organization execution process:

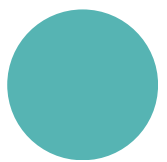
- ACHD will submit the Plan of Organization to the Board of Commissioners (BOC) in March 2024.
- The BOC will have two months to review the Plan of Organization and give approval (the document will be large)
- After it is approved, ACHD will submit the Plan of Organization to MDHHS 60-90 days before our site visit on September 9, 2024.

For background on ACHD Cycle 8 Accreditation view the [Q3 BOC Presentation from August 24, 2023.](#)

Plan of Organization Checklist

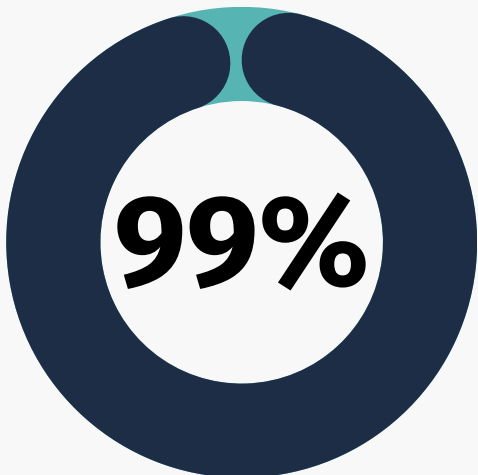
PLAN OF ORGANIZATION	
1. LEGAL RESPONSIBILITIES	
A.	Outline or list State and Local Statutory Authority for your LHD.
B.	Brief description of the Governing Entity Relationship with the Local Health Department (LHD).
C.	Brief description of the manner in which your LHD defends and indemnifies employees for civil liability sustained in the performance of official duties except for wanton and willful misconduct (include the name of the carrier).
D.	Briefly describe, if applicable, Delegation of Food Service Sanitation Program responsibilities. Include name and contracted entity or entities.
E.	Exposure Plan for Blood Borne Pathogens. Chemical Hygiene Plan (Hazard Communication Plan).
2. LHD ORGANIZATION	
A.	Organizational chart contains official positions (titles) and lines of authority and displays names of Directors and higher level managers.
B.	Documentation of board approval of Local Health Department Plan of Organization.
C.	List annual LHD total operating budget amount and total number of FTEs for public health services. Include documentation indicating local governing entity approval of budget and copy of most recent budget.
D.	1. Responses to audit findings. 2. Sub-recipient monitoring issues and responses. 3. Corrective action regarding (1) and (2) above.
E.	Briefly describe information technology capacity needed to access and distribute up-to-date public health information.
3. MISSIONS, VISION AND VALUES	
A.	Contains a clear, formally written, publicized statement of the local health department's mission (may include the LHD's Vision, Values, Goals, & Objectives).
4. LOCAL PLANNING AND COLLABORATION INITIATIVES	
A.	Outline or list LHD-specific priorities.
B.	Outline or list the LHD activities to plan or pursue priority projects with available resources.
C.	Outline or list community partnerships and collaborative efforts.
5. SERVICE DELIVERY	
A.	Outline or list the LHD's locations (including addresses), services, and hours of operation.
6. REPORTING AND EVALUATION	
A.	Briefly describe the LHD's efforts to evaluate its activities.
B.	Outline or list the LHD's mechanism to report on its activities to the community and its governing entity. Provide copies of all annual reports that were disseminated publicly during the current MLPHAP accreditation cycle.
7. HEALTH OFFICER AND MEDICAL DIRECTOR	
A.	Procedure for appointment of a Health Officer and Medical Director
B. HEALTH OFFICER:	
1.	MDHHS Approval – Letter, memo, other.
C. MEDICAL DIRECTOR:	
1.	MDHHS Approval – Letter, memo, other.
8. LHD Plan Of Organization Approval Form	

EXECUTIVE SUMMARY: QUARTER 3 OVERVIEW




13,633

Total Public Health Services Provided in Q3



99%

of those who filled out the Customer Satisfaction survey for ACHD services responded "Agree or Strongly Agree" to being satisfied with the services they received

Total surveys collected = 145



21

Participating Governing Units (PGUs) participating in the Recycling Program



560

Communicable Disease Investigations conducted (MDSS)




19

Outreach Events attended in 2023



3,614

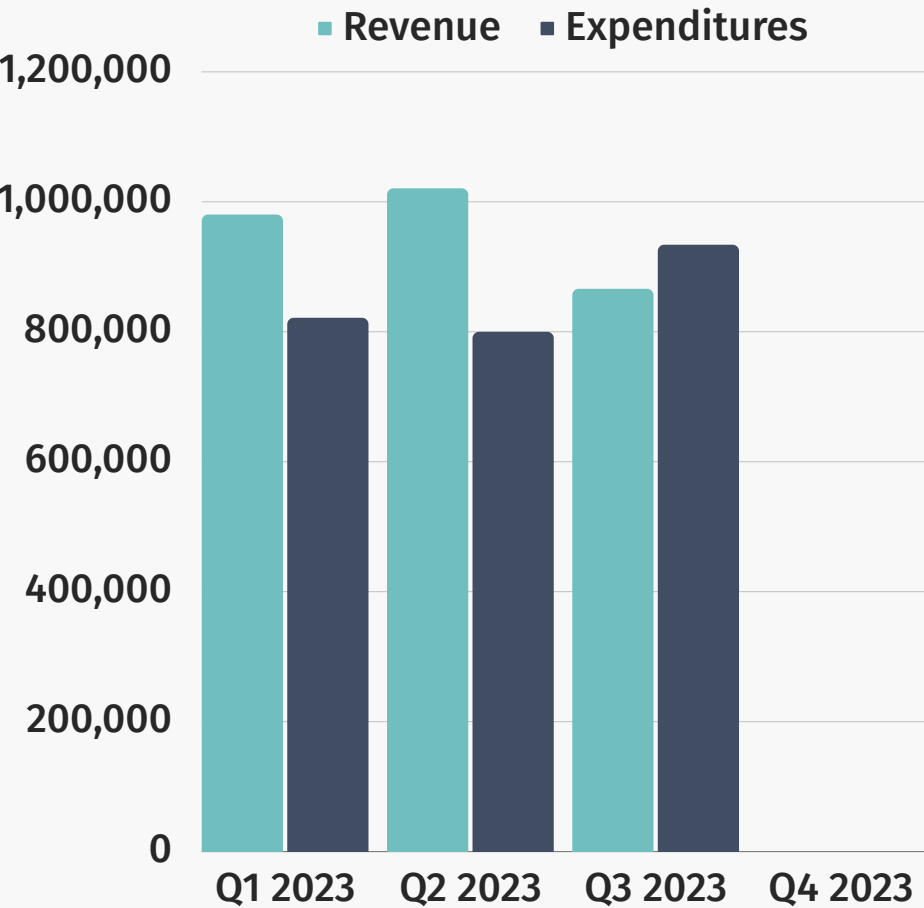
Environmental Health Services Provided



In Quarter 4, ACHD will be decommissioning the mobile unit for the remainder of 2023/the winter season.

ACHD Finance: 2023 Budget and Updates

- There are 25 million additional appropriations for the 2023-2024 State budget year for Essential Local Public Health Services (mandated). State agencies are also allowing ACHD to roll over some funding if not used in the 2022-2023 State budget year.
- ACHD receiving a \$600,000 increase in essential local public health services funding. this will fund the 6 positions needed to be able to provide mandated services.



Quarter	Revenue	Expenditures
Q1 2023	~980,000	~820,000
Q2 2023	~1,020,000	~800,000
Q3 2023	~880,000	~920,000
Q4 2023	~0	~920,000

NOTE: Quarterly Finance numbers on the graph exclude COVID-19 and 2211 Waste Reduction Surcharge (Q2 is also when we receive a majority of our food fees)

More data and information can be found in the following ACHD division pages

Questions?



Are there any items that you'd like to see included in the next BOC Quarterly Meeting?

Note: Due to time, we will not be covering the remaining slides, but reviewing them is important to gain insight on the work being done in this quarter.



ADMINISTRATION

- Supports the department as a whole
- Issues Advisories, Cease and Desist letters, etc.
- Collect and evaluate data needed to support efficient public health service delivery and share data with the community

RESOURCE RECOVERY

- Coordinate Resource Recovery Program for participating LUG's
- Facilitate Solid Waste Planning Committee

PERSONAL HEALTH

- Provides services such as STI/HIV, Immunizations, Lead, Hearing and Vision, Communicable Disease, and Children's Special Health Care Services (CSHCS)
- Provides education, in-services, and on-site inspections for medical providers who participate in Vaccine for Children (VFC) and Adult Vaccine Program (AVP)
 - Safe storage and handling
 - Inventory management
 - Patient education

ENVIRONMENTAL HEALTH

- Provides services such as well and septic permits, soil erosion permits, restaurant inspections, ground water contamination surveillance, beach sampling, etc.
- Identifies opportunities for environmental health education and work with Planning and Preparedness to develop materials

PLANNING AND PREPAREDNESS

- Provides services such as community health needs assessment and community health improvement plans, emergency preparedness, and other planning and health education services that improve community health and quality of life in Allegan County.
- Interacts with the community through social media and media interviews.



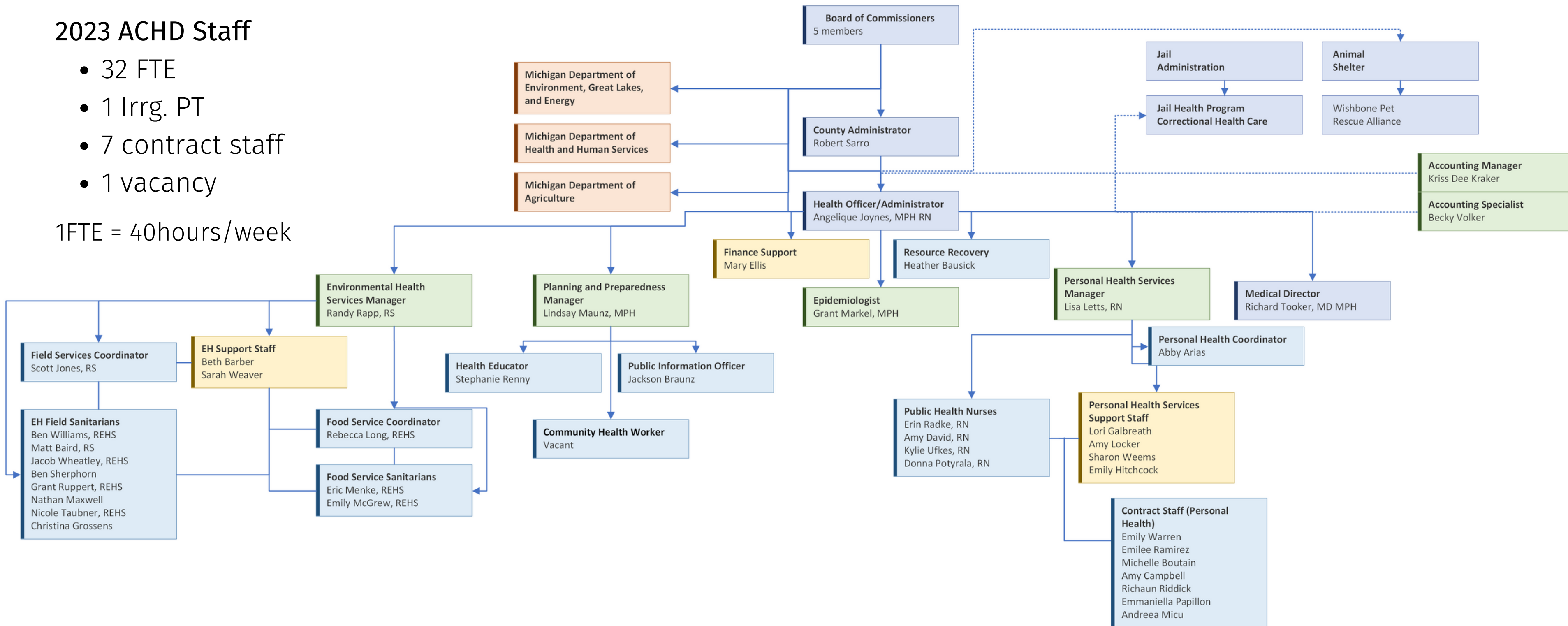
HEALTH Department

Allegan County Health Department: Organization Chart

2023 ACHD Staff

- 32 FTE
- 1 Irrg. PT
- 7 contract staff
- 1 vacancy

1FTE = 40hours/week



2023 Projects by Division

Administration

- Public Health Capacity Report
 - Master Task List - determine how much time is needed for each service and capacity available
- Health in all policies and health impact assessment during planning.
- Workforce Development (Engaged Workforce Strategic Priority)
 - Employ and retain high-performing, quality employees
 - Address Communication, training, and work load issues and evaluate progress at the end of the year.
 - Wellness Leadership Inventory/Action Plan
- Quality Assurance
 - Accreditation
 - Technology Assessment
- Limited Behavior Risk Factor Survey development and distribution (deeper dive from National Community Survey data)

Planning and Preparedness

- Website Overhaul on ACHD webpages
- Forms and Letters Updating
- Inventory Management Software
- Communication Plan

Environmental Health

- Revised Soil Erosion and Sedimentary Control (SESC) Ordinance
- Purge, scan, verify, and put Facility Files in File Bound and put them on the internet/website for public use
- Participation in Ground Water Stakeholder Group for Allegan County and supporting and successfully next steps
- Transfer to a new Environmental Health Software

Personal Health

- Oral Health Assessment Pre K mandate of MDHHS
- Rabies management project
- Electronic Health Record Optimization, to include lab connection with State
- Backfilling to core staffing levels
- Mandated service delivery, optimization of resources/human capital/ contracts/billing
- Health Resource Advocate (HRA) program optimization



Finance: 2023 Budget & Updates

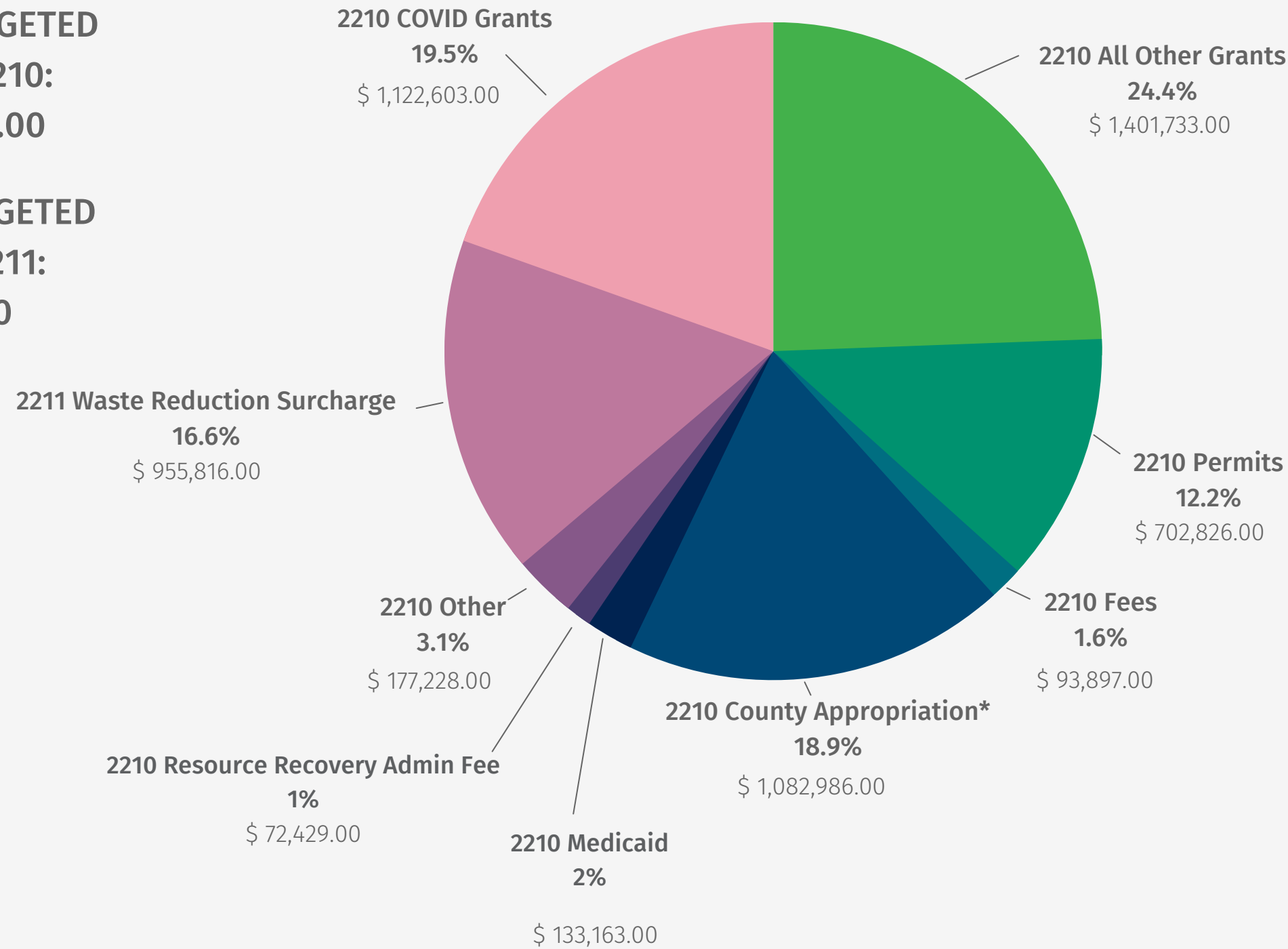


HEALTH
Department

2023 BUDGETED REVENUE

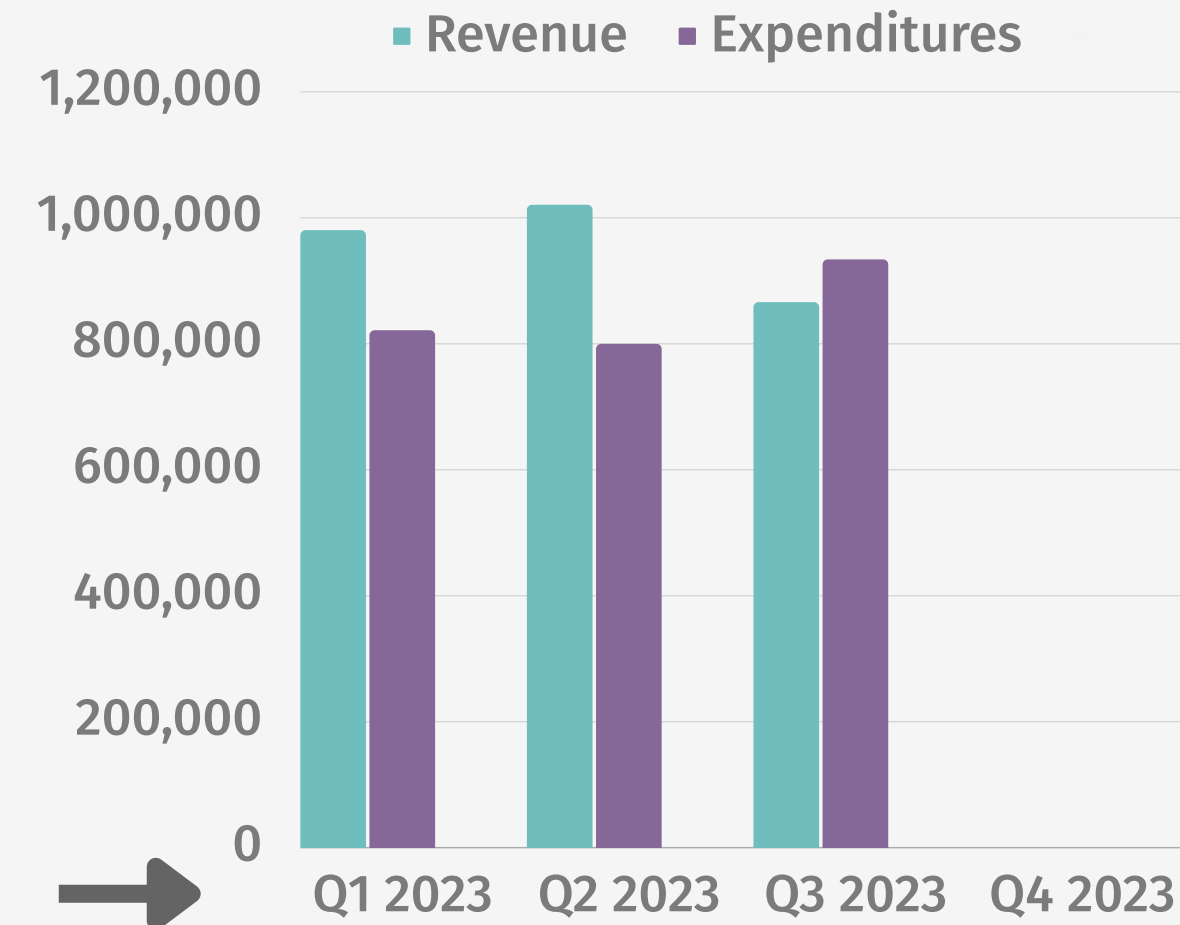
**TOTAL BUDGETED
REVENUE 2210:
\$ 4,786,865.00**

**TOTAL BUDGETED
REVENUE 2211:
\$ 955,816.00**



Updates that Impact Public Health Finances

- There are 25 million additional appropriations for the 2023-2024 State budget year for Essential Local Public Health Services (mandated). State agencies are also allowing ACHD to roll over some funding if not used in the 2022-2023 State budget year. ACHD receiving a \$600,000 increase in essential local public health services funding. this will fund the 6 positions needed to be able to provide mandated services.



NOTE: Quarterly Finance numbers on the graph to the right exclude COVID-19 and 2211 Waste Reduction Surcharge (Q2 is also when we receive a majority of our food fees)

ADMINISTRATION

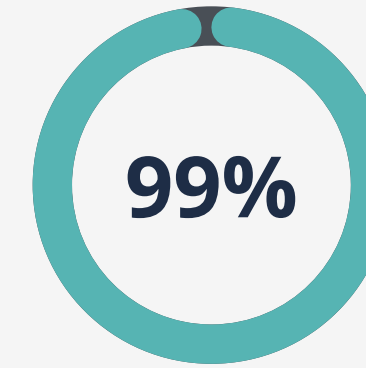
13,633

Total Public Health Services Provided (excluding jail health, MCDC, and animal shelter)

8



Inquiries responded to



of those who filled out the Customer Satisfaction survey for ACHD services responded "Agree or Strongly Agree" to being satisfied with the services they received (n=145)



277

Advisories & Recommendations issued (quarantine, isolation, water advisory, exposure letters)



31

Learning and Growth meetings with team members completed

73.5

Hours spent on Professional Development by Environmental Health team members

(Note: with new time and activity collection, this information was not collected this quarter for other divisions)

31

Full time team members



1

Part time team member

5

Contracted team members



1

Irregular part time team member

1803

Hours pf PTO taken by team members



Administration: 2023 Activities (Q3)

CUSTOMERS

School/Daycare Updates: Met

- Evaluating school/daycare updates communication strategies and had a low turn out. Met with MCIR SIRS staff and will be doing a superintendent focus group in the fall to assess current communication strategies since our survey return rate was so low. Getting their feedback to tailor our strategies to meet their needs and be most effective.

Limited Behavioral Risk Factor Survey: Ongoing

- ACHD working with the CHIP Steering Committee and Poulco on the development and release of a limited Behavior Risk Factor Health Survey.
- 35-40 questions based on metrics that support the CHIP action plan and gaps in data. Working with CHIP Workgroups to review questions. The plan is to release it in late fall; see executive summary for timeline.

FINANCIAL STABILITY

Grant Funding - ongoing

- Budget 2024-2029 creation and submission utilizing grant funding first and minimizing County appropriation. - Met
- Analyzed County Administration indirects and how to incorporate that into fees in future budget years - Not completed Vacancy in Finance, Plan to complete by end of Q1 2024

End of COVID-19 Public Health Emergency - met

- Public Health Emergency ended May 11, 2023
- Developed staffing plan and options to fund that plan - **Completed**

ENGAGED WORKFORCE

Leadership Rounds - Ongoing

- Conducting monthly leadership rounds to visit directly with the public health team, and some quick wins were ergonomic assessments and flexibility in work schedules.

Learning and Growths - Met

- Improving Learning and Growth with planning and assessing wellbeing
- Finalizing leadership wellness inventory action plan. Using evidence-based strategies in daily operations/infrastructure to improve the well-being of team members.

Capacity Assessment - met

- Capacity Assessment Report completed and the report was shared with County Administrator, and will be shared with team in August Engagement Meeting.

Wellbeing - ongoing

- Working to secure a training/seminar for public health leadership focused on wellbeing in our work environment

IMPROVED PROCESSES

Procedures - ongoing

- Health Administration assessing gaps in procedures for Administrative functions and developing procedures for those gaps.



Administration: 2023 Activities (Q4)

CUSTOMERS

Limited Behavioral Risk Factor Survey (Community Health Survey)

- The survey is currently ongoing, with the timeline in the executive summary being followed and the full report coming back this quarter in December.

Inquiry Form improvements

- We are looking to update the inquiry form to a Qualtrics survey so that we have access to the data within the department.
- We are working with MDHHS and MSU to ensure we have the appropriate questions for health concerns.

FINANCIAL STABILITY

Grant Funding

- Budget 2024-2029 creation and submission utilizing grant funding first and minimizing County appropriation. - Met
- Analyzed County Administration indirects and how to incorporate that into fees in future budget years - Not completed Vacancy in Finance, Plan to complete by end of Q1 2024
- Maximizing other grant revenue sources such as billing for personal health services and Medicaid Outreach activities.

ENGAGED WORKFORCE

Annual Public Health Employee Survey

- Survey sent to staff November 1 with feedback to be collected by November 15.
- Results from the survey will be compiled into a presentation shared with staff at the December engagement meeting.

Leadership Rounds

- Conducting monthly leadership rounds to visit directly with the public health team, and some quick wins were ergonomic assessments and flexibility in work schedules.

Wellbeing

- Working with HR to develop a training/seminar for public health leadership focused on wellbeing in our work environment

IMPROVED PROCESSES

Procedures

- Health Administration assessing gaps in procedures for Administrative functions and developing procedures for those gaps.

Solid Waste/Material Management Legislative Timeline



MARCH 2023



Legislation takes effect.

Environment, Great Lakes, and Energy need to notify Counties.



July/August 2023

January 2024



Counties need to respond to EGLE on the next steps to update the plan.

Counties will need to have their Material Management Plans updated and submitted to EGLE.



December 2026

2027 and Beyond



Ongoing maintenance, reporting, and updates as required.

Solid Waste/Material Management Legislative Timeline



EGLE has notified ACHD:

- The EGLE Director will initiate the MMP development process in **September 2023**, as required by Part 115. Once the process is initiated, the law establishes deadlines for plan development and local approvals.
- Counties will have 180 days to submit a notice of intent to prepare an MMP and determine and document if plans will be developed individually or with a multicounty planning area. After submitting the notice of intent, materials management planning committees must be appointed, and a work plan will need to be developed and approved by all appropriate parties within another 180 days.
- Grant funding will be available to counties for the development and implementation of MMPs, with additional funds available for counties that collaborate in multicounty planning. EGLE encourages all counties to prepare for MMP development by becoming familiar with the planning requirements and engaging with neighboring counties regarding potential multicounty planning efforts. Planning agencies should also begin to consider possible members of the planning committee. The new MMP requirements are found in Subpart 11 of Part 115. Found at: www.Michigan.gov/EGLEMMP
- The ACHD Resource Recovery Coordinator met with each surrounding county and conducted a SWOT analysis of their planning processes and the information gathered was included in a board inquiry update on 10/23/2023.



Resource Recovery: 2023 Activities (Q3)

CUSTOMERS

Scrap Tire Collection Events - met

- 3 scrap tire collection events held in August:
 - August 5: Salem Township Transfer Station
 - August 12: Trowbridge Township Transfer Station
 - August 28: City of Otsego DPW

FINANCIAL STABILITY

- Activities for this quarter:
 - Sending out Semi-Annual Report - ongoing
 - Establishing program fee for this year - met

IMPROVED PROCESSES

Solid Waste Plan - met

- Determining with Solid Waste Planning Committee on options for the BOC to consider in the updated solid waste plan.

Resource Recovery Coordinator - met

- Interviews were conducted and a coordinator has been selected
- Next steps: onboard coordinator



Resource Recovery: 2023 Activities (Q4)

CUSTOMERS

Household Hazardous Waste Collection Event: October

- Event held on Saturday, October 7, at the City of Otsego DPW

FINANCIAL STABILITY

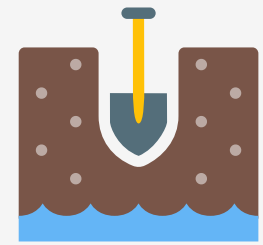
- Program administrative fee calculated for 2023
- Semi-Annual Report to be sent out this quarter

IMPROVED PROCESSES

Contract Updates

- Resource recovery coordinator reaching out to Participating Governmental Units (PGUs) with contracts that are expiring and those who are new to the program and is working with Project Management to get contracts in place or up to date.

ENVIRONMENTAL HEALTH

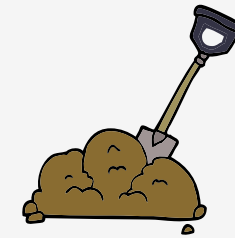


180
Residential Well Permits Issued

1 Type II Well Permits Issues

54

Abandoned Wells Plugged



160



On-Site Sewage Disposal Permits Issued

5

Ground Water Samples Collected

22 Type II Well Sanitary Surveys Conducted

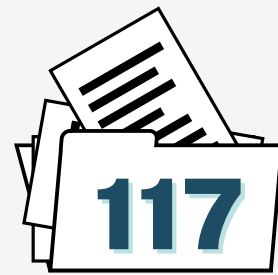
1 Body Art Facility Inspected

122 Residential Well Final Inspections Completed

952 SESC inspections Completed

31 Failed Septic System Evaluations Conducted

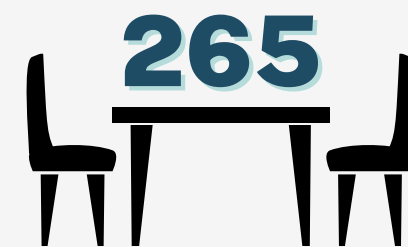
122 On-Site Sewage Disposal Final Inspections Completed



117
EH Records Requests Processed



111
SESC Permits Issued



265

Fixed Food Establishments Inspected



12

Complaints/ Food Borne Investigations

66



Public Swimming Pools Inspected

18 Campgrounds Inspected

850

Facility Files Scanned

69

Temporary Food Inspection completed



4

plan reviews received

5

plan reviews approved

19 Septage Trucks Inspected

0

Well Construction & On-Site Sewage Disposal System Construction Violation Notices/Correction Orders Issued

20

Loan Evaluations Conducted

5

Groundwater monitoring letters sent



188

Vacant Parcels Evaluated for Septic Systems

Number of Beach Samples Taken	165
Number of Mosquitos Trapped	29
Number of Ticks Found	0



Environmental Health: 2023 Activities (Q3)

CUSTOMERS

Filebound

- Project outcome: customers will have access to facility files on the Internet.
- Project Management Team is actively engaged in creating the Filebound Project and working with key Environmental Health staff to import the address index and documents over the next couple of months and will then proceed with documenting processes and providing training to the remaining EH staff. Once the project is set-up and successfully implemented for internal use, the final step will be to try to open up the database for public access.

Groundwater Ad HOC Committee

- Project outcome: Have a community-driven workgroup around the Ground Water Study
- Activities for this Quarter include:
 - The Agreement with Williams and Works has been negotiated and fully executed.
 - Working with Michigan Ge

Swan Lake HABs

- EH Team continues to partner with EGLE to monitor Swan Lake for Harmful Algal Blooms (HABs), on a weekly basis and updates residents accordingly
- Watershed Council Support Grant (Conservation District)
 - The outcome of the grant is anticipated in August of 2023
- Updating procedures for water sampling and notification

IMPROVED PROCESSES

EGLE Audit of SESC Program

- SESC Ordinance approved by the Allegan County Board of Commissioners
- EH Team continues to work with EGLE for the completion of the audit

FINANCIAL STABILITY

- EH Team is working with MDHHS on a \$10,000 Data Modernization Grant to scan the remaining files

Revenue Review

- We continue to review revenue on a monthly basis and compare to previous years.
- 2022 vs 2023: January - June (septic 0%, well -9.5%, SESC -8%)

ENGAGED WORKFORCE

National Environmental Health Association Internship Program Participation

- We have been hosting an intern since Memorial Day.
- The intern has been assisting with day-to-day activities, such as: Grant deliverables (beach sampling, HAB investigations, and vector-borne surveillance).



Environmental Health: 2023 Activities (Q4)

CUSTOMERS

Filebound

- Project outcome: customers will have access to facility files on the Internet.
- Project Management Team is actively engaged in creating the Filebound Project and working with key Environmental Health staff to import the address index and documents over the next couple of months and will then proceed with documenting processes and providing training to the remaining EH staff. Once the project is set-up and successfully implemented for internal use, the final step will be to try to open up the database for public access.

Groundwater Ad HOC Committee

- Project outcome: Have a community-driven workgroup around the Ground Water Study
- Activities for this Quarter include:
 - Williams and Works has had 2 meetings with the Administration Team from the Work Group.
 - Working with Michigan Geological Survey

Swan Lake HABs

- EH Team continues to partner with EGLE to monitor Swan Lake for Harmful Algal Blooms (HABs), on a regular basis and updates residents accordingly
- Watershed Council Support Grant (Conservation District) was awarded to the Conservation District
- Updating procedures for water sampling and notification
- Purchasing safe water activity signs to post next season on beaches that are sampled

IMPROVED PROCESSES

EGLE Audit of SESC Program

- EH Team continues to work with EGLE for the completion of the audit

FINANCIAL STABILITY

- EH Team is working with MDHHS on a \$10,000 Data Modernization Grant to scan the remaining files

Revenue Review

- We continue to review revenue on a monthly basis and compare it to previous years.
- 2022 vs 2023: January - June (septic 0%, well -9.5%, SESC -8%)

ENGAGED WORKFORCE

EH Team Attending Conferences and Trainings

- The Type II Team attended EGLE software training
- The Food Team attended FDA Retail Food Protection
- EH Administration attended the Michigan Premier Public Health Conference



PERSONAL HEALTH



716 CSHCS Total Clients
35 CSHCS New Client Enrollment

81
Level 1 Plan of Care
CSHCS

85
Level 2 Care Coordination
CSHCS

0
CSHCS Case
Management Services

31
CSHCS Transition Plan of
Care

41
CSHCS Transition
contacts & assists

64
CSHCS mailings



0 Homebound
immunizations given

171
Immunizations Provided

165
Waivers Provided



28
STD/HIV Clinic
Visits



2,015
Hearing and Vision screenings conducted

10
People who started PEP
after potential exposure

560
Communicable Disease
Investigations conducted (MDSS)

0
Active TB (DOTs)



25
TB Skin Tests placed



6
TB latent infections

11 Lead Testing
Follow up clients



87 STD/HIV
Case Follow-Up

10 redistributions of
vaccine inventory
(covid and non-covid)

1,472 Overall
Medicaid Outreach
Units



3,750
Wear Ones
Distributed

76
Rabies
Evaluations



0
Rabies positive
animals

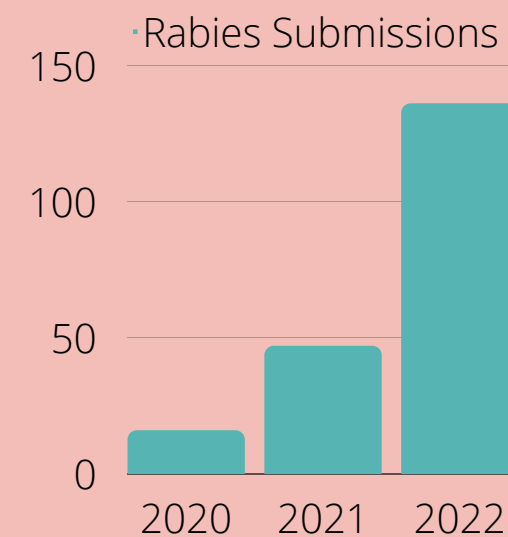


Personal Health: 2023 Activities (Q3)

IMPROVED PROCESSES

Rabies Submissions - Met

- Ongoing CI project with Sheriff's Department, ACHD, and Animal control to increase efficiency in communication and education regarding animal exposures.
- Will have a streamlined reporting process for medical providers and law enforcement for faxing animal bite reports – they will go to the animal control team as well as the ACHD team to provide real-time notification
 - A work order has been placed and IS working to develop a solution
- Residents will be able to access information on what to know/look out for during animal quarantine, post-exposure prophylaxis, and actions to take on the Allegan County website.
- Animal owners conducting quarantine will be able to self-report outcomes afterward using an online survey to help animal control and ACHD close cases. - Our staff will contact individuals within one business day to ask additional questions and determine if the animal needs testing and/or if the exposed person needs medical treatment
- Health education was developed and the [animal bite reporting form](#) was added to the ACHD website on the Personal Health page.



FINANCIAL STABILITY

Enhanced Revenue - ongoing

- Activity codes updated to track time-related to grant-funded services- maximizing utilization of grant funding.
- Medicaid outreach productivity to be maximized related to Medicaid Outreach grant revenue with enhanced capture, staff infographics, and training regarding data capture in Q3

CUSTOMERS

Electronic Health Record Optimization: Ongoing

- Collaborating with Patagonia, The Michigan Health Information Network (MiHIN), Altarum Consulting, and The Michigan Department of Health and Human Services (MDHHS) Bureau of Laboratories (BOL)
- This connection will reduce the risk of human error related to data entry, reduce paper usage, minimize the risk of confidentiality breach, and expedite receiving the lab results in order to provide a more efficient experience for ACHD clients.
- Patagonia procedures are being reviewed to assess for gaps.
- Currently in the testing and refinement of the reports
- The next step is testing from AC to the Bureau of Lab Target completion end of Q4

Personal Health Support Nurse Backfill - Met

- Team interviewing candidates and position to be offered with the expectation to complete onboarding and required training by end of Q4



Personal Health: 2023 Activities (Q4)

IMPROVED PROCESSES

Rabies Submissions

- Goals for Q4:
 - Evaluate and refine the reporting process
 - Developing reports to track data and conduct audits
 - Seek QI opportunity for 2024
 - Develop outreach/education to be communicated to providers and law enforcement to ensure reporting requirements are understood and questions are answered
 - Update public education on the website.

FINANCIAL STABILITY

Enhanced Revenue

- Activity codes updated to track time-related to grant-funded services- maximizing utilization of grant funding.
- Medicaid outreach productivity to be maximized related to Medicaid Outreach grant revenue with enhanced capture, staff infographics, and training regarding data capture in Q4

CUSTOMERS

Electronic Health Record Optimization

- Collaborating with Patagonia, The Michigan Health Information Network (MiHIN), Altarum Consulting, and The Michigan Department of Health and Human Services (MDHHS) Bureau of Laboratories (BOL)
- This connection will reduce the risk of human error related to data entry, reduce paper usage, minimize the risk of confidentiality breach, and expedite receiving the lab results to provide a more efficient experience for ACHD clients.
- Patagonia procedures are being developed as well as reviewed to assess for gaps.
- Currently in the testing and refinement of the reports
- The next step is testing from Allegan County to the Bureau of Lab Target completion end of Q4.

PH Staffing

- Interviewing HRA candidates and position to be offered with the expectation to complete onboarding and required training by the end of Q4
- PH Nurse training and onboarding.
- P2B training between clinical staff

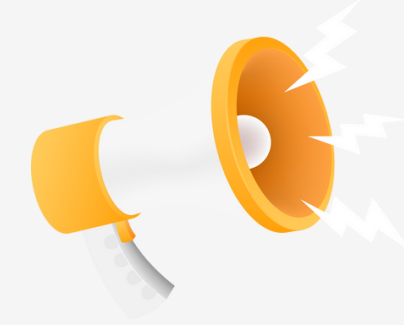


PUBLIC HEALTH PLANNING & PREPAREDNESS

39 Health Education Materials Created

25

Newsletters sent out



3 Press Releases sent out

1 media inquiries



5 Outreach Events

1 PHEP drill conducted

f 7,054

Followers on Facebook

7 times ACHD was mentioned in a media story

74

Facebook posts on public health items in Q3

t 301

Followers on Twitter

140 total Community Links referrals

29 successful Community Links referrals

31 New Community Links referrals

47 Twitter posts in Q4





Planning and Preparedness: 2023 Activities (Q3)

CUSTOMERS

Community Links Program - ongoing

- Client focus - 37 new referrals, 31 successful
- Activity for this quarter includes- Meeting with community partners to discuss the sustainability of the program

Website Improvements

- Activities for this quarter include:
 - Working with IS on putting drafted content into the website platform - **ongoing**
 - Meet with remaining managers to discuss layout and page updates - **paused**
 - Work with IS to determine the next steps - **ongoing**

Outreach and Community Engagement

- Activities for this quarter include:
 - Research and begin developing Outreach Needs Assessment for future outreach planning - **met**
 - Develop and present to LGUs on Health in All Policies, with tools they can use in their communities. - **ongoing**

Community Health Improvement Plan - ongoing

- Participation in Community Information Exchange (CIE) Workgroup
- Co-Chair on the Access to Care Workgroup

IMPROVED PROCESSES

Forms and Templates

- Working to identify and update 20 forms for Q3, improve the workflow for reviewing and approving forms, and completing unfinished updates from Q2 - **paused** until new PIO onboarded

CI Committee

- 1 committee member attending the Michigan Public Health Institute Train the Trainer on Quality Improvement - **met**

Michigan Public Health Accreditation

- Activity for this quarter includes:
 - Meeting with managers and program coordinators to ensure MPRs - **ongoing**

Branding Guidelines

- Activities for this quarter include:
 - Managers reviewing branding guidelines to finalize and approve - **ongoing**

Inventory Management

- Activities for this quarter include: - **ongoing**
 - Bulk upload inventory items into new system
 - Begin to create labels for items

FINANCIAL STABILITY

Community Links Program

- Proposed Medicaid Policy change to allow CHW to bill for Medicaid services related to care coordination and system navigation, and health promotion and education recently closed from public comment (8/18/2023).
- Proposed effective date for this change is currently 10/1/2023. - **moved to January 2024**



Planning and Preparedness: 2023 Activities (Q4)

CUSTOMERS

Community Links Program

Activities for this quarter include:

- Training P2Bs on program operations

Website Improvements

Activities for this quarter include:

- Finalize EH pages
- Publish EH page

Community Health Survey (CHS)

Activities for this quarter include:

- Promote CHS through HD communication channels
- Work and support community partners in promoting the survey

Outreach and Community Engagement

Survey all local government units for events in 2024 that ACHD can attend.

Attend Veteran's Stand Down Event (10/12/23)

ENGAGED WORKFORCE

PIO Onboarding

- Jackson Braunz has started as ACHD's Public Information Officer (PIO). He is currently being onboarded.

IMPROVED PROCESSES

Forms and Templates

- Activities for this quarter include:
 - Training PIO on process
 - Resuming project

Michigan Public Health Accreditation

- Activity for this quarter includes:
 - Submitting the plan of organization

Branding Guidelines

- Activities for this quarter include:
 - Sending staff new templates to use for emails

Inventory Management

- Activities for this quarter include:
 - Bulk upload inventory items into new system
 - Begin to create labels for items



Public Health Outreach Events in 2023

5 events attended in Q3:

- **July 12** - Resource Fair at OnPoint
- **September 12** - Senior Day at Allegan County Fair
- **September 22** - Great Start Collaborative Books, Balls, and Blocks event
- **September 25 and 26** - Gun Lake Tribe Employee Flu Clinics

Events planned/attended in Q4:

- **October 12** - Veteran's Stand Down

**Total Number of events
attended in 2023: 19**

2022-2025 Community Health Improvement Plan

Access to Medical Care

Why is it important?

Access to health services affects a person's health and well-being. Regular and reliable access to health services can:

- Prevent disease and disability
- Detect and treat illnesses & other health conditions
- Increase quality of life
- Reduce the likelihood of premature (early) death
- Increase life expectancy

Source: [CDC Healthy People](#)

Our Goal: Increase capacity and use of a patient-centered, community-integrated, and quality system of care for Allegan County residents.



Allegan County Organization, including ACHD, Activities

- Expand equitable broadband internet access across Allegan County to support innovative health care, including telehealth.
- Use the Allegan County Community Links program to help individuals identify PCPs, sign up for Medicaid, or find solutions to meet their health insurance needs
- Implement a Behavior Risk Factor Survey that is representative and identifies inequities in subpopulations.
- Work with school partners to expand child and adolescent health services with a school-based health model

Housing

Why is it important?

Our homes, and those of our neighbors, play a critical role in shaping our health and the health of the whole community. Housing is related to health through several pathways, and the safety and quality of our homes are correlated with health.

Source: [County Health Rankings](#)

Our Goal: Strengthen the housing sector within Allegan County and increase collaborative solutions.



Allegan County Organization, including ACHD, Activities

- Expand access to quality water (private and municipal supply)
- Utilize Allegan County Community Links program to support agencies in connecting residents to available housing services

Food Security

Why is it important?

Lacking consistent access to food is related to negative health outcomes such as weight gain, premature mortality, asthma, and activity limitations, as well as increased health care costs.

- There is evidence food deserts are correlated with a high prevalence of overweight, obesity, and premature death.
- Those with low income may face barriers to accessing a consistent source of healthy food.

Source: [County Health Rankings and Roadmaps 2021](#)

Our Goal: Increase availability of healthy food options for residents, while also expanding supplemental food resources in Allegan County.



Allegan County Organization, including ACHD, Activities

- Use the Allegan County Community Links program to connect individuals to healthy food options
- Build a partnership with Help Me Grow Allegan Family Coaches to align and integrate efforts related to families who are expecting or who have children ages 0-5. This will help reduce silos and duplication of efforts

Behavioral Health

Why is it important?

Behavioral Health is fundamental to our collective and individual ability as humans to think, emote, interact with each other, earn a living and enjoy life.

Source: [World Health Organization](#)

Our Goal: Increase recognition and treatment of behavioral health conditions



Allegan County and HD Activities

- Implement a Behavior Risk Factor Survey that is representative and identifies inequities in subpopulations.
- Expand equitable broadband internet access across Allegan County to support innovative behavioral health care, including telehealth.
- Utilize Allegan County Community Links program to support agencies in connecting residents to available behavioral health services

2022-2025 Community Health Improvement Plan

2022 CHIP Steering Committee Member Organizations:

- Ascension Borgess Allegan Hospital
- Allegan County Health Department (ACHD)
- United Way of Ottawa and Allegan Counties
- Allegan County Multi-Agency Collaborative Council (MACC)
- Allegan County Migrant Resource Council
- OnPoint
- Allegan Area Educational Service Agency (ESA)
- Gun Lake Tribe
- Allegan County Food Pantry Collaborative
- MSU Extension
- Community Action of Allegan County

Community Health Assessments in Allegan County occur every three to five years to collect data and determine trends.

4 workgroups are leading the work of the CHIP and are facilitated by the MACC coordinator and co-leads. There are quarterly reports provided to the CHIP Steering Committee by the MACC Coordinator and Co-leads.

[View the 2022-2025 CHIP here](#)



Questions?



Are there any items that you'd like to see included in the next BOC Quarterly Meeting?

Please let us know!