

# 2019 Annual Report

## Allegran County Health Department

Health Officer: Angelique Joynes, MPH, RN  
Medical Director: Dr. Richard Tooker, MD, MPH  
Environmental Health Manager: Randy Rapp, RS  
Personal Health Manager: Lisa Letts, BSN, RN



HEALTH  
Department



*Public health often works behind the scenes and is an unfamiliar topic for many people. We work to prevent diseases and illness across the population. We are here to protect your health and our community's health outcomes.*

- Angelique Joynes, MPH, RN

Health Officer

# Strategic Framework

**PURPOSE:** *Together; Striving for a Healthier Allegan County.*



*Our strategic framework influences community health outcomes, while improved community health outcomes align with the vision and purpose of the Department.*

# A YEAR IN REVIEW

2019 ACCOMPLISHMENTS



HEALTH  
Department

QUICK STATS

73

learning & growth sessions



17

outreach events



179

new procedures



325

customer satisfaction surveys returned, with **100% customer satisfaction** for 3 Quarters

## ADMINISTRATION

Trained 32 staff in Public Health Sciences 101



Reclassified a position to address **Public Information**



Published the 2019 community health improvement plan



**PASSED** accreditation



Developed a Communication Plan



Updated 15 job descriptions

Created policies and procedures based on Michigan Public Health Code Health Officer Authority



Updated and approved Plan of Organization



Distributed handwashing signs in over **500** restrooms



Developed customer service expectations for **100%** of public health service areas

**INCREASED** Facebook followers by **25%**



Implemented a regional immunization campaign



## RESOURCE RECOVERY



4

successful scrap tire collections



3

popular regional recycling events



**BOC approval** on expand/extend funding vote

Educated local leaders from **7 member counties** on the recycling market through the Southwest Michigan Solid Waste Consortium

## EMERGENCY PREPAREDNESS



Received **Project Public Health Ready** (PPHR) re-recognition

## ENVIRONMENTAL HEALTH



Participated in the MDHHS **Vector Borne** grant



**Increased** Type II facilities meeting their quarterly sampling requirements by **89%**

Field Team met the 14 business day turn-around **96.5% of the time** for permits and loan evaluations



**Fully staffed & trained** Food team & Administrative Assistants

## PERSONAL HEALTH

Implemented new Electronic Health Record



**Enhanced** clinic flow & front desk experience



**FULLY STAFFED**



**Met 100%** Maternal Child Grant intended outcomes

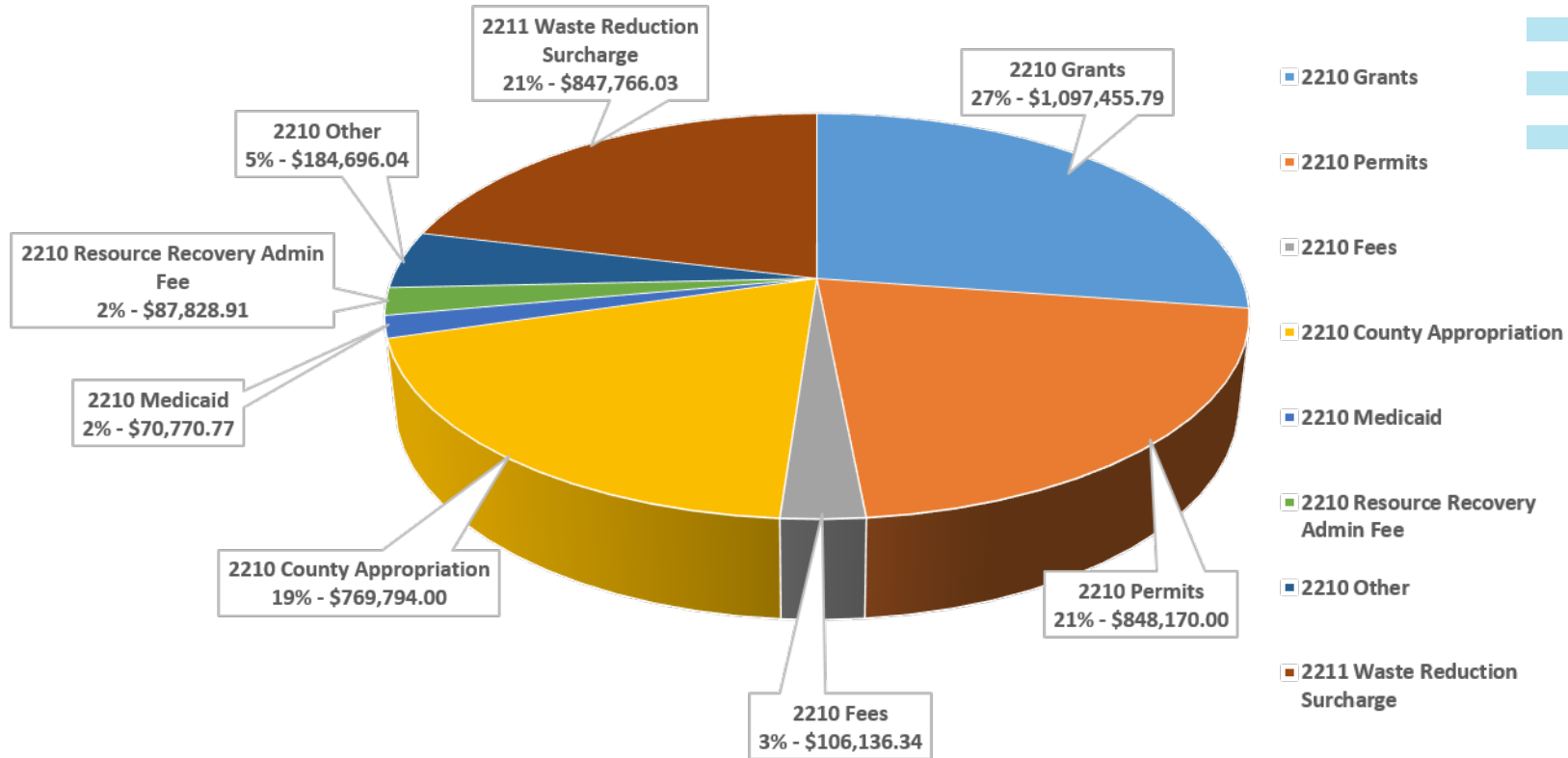
**Brought the school** surveillance & reporting compliance rate average to **99%**





# Financial Summary

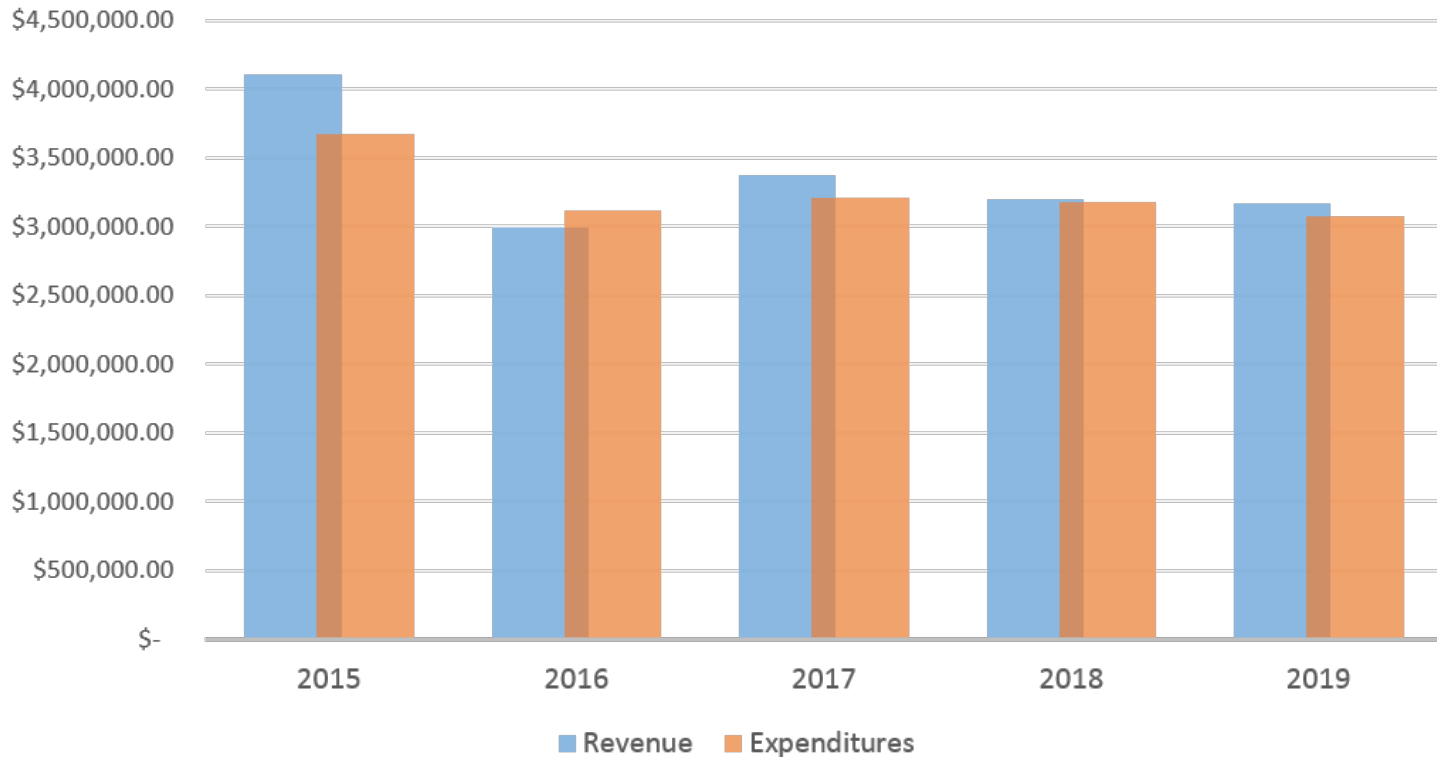
## 2019 Revenue



\*Waste Reduction Surcharge can only be used in the Recycling Program.

# Financial Summary

## 2210 Revenue & Expenditures by Year



# Personal Health

## Implemented Patagonia

This Electronic Health Record (EHR) supports the Public Health Informatics Institute workflow recommendations and facilitates data exchange with community partner providers, health information exchanges and state registries. With Patagonia, we are able to manage immunization programs, STI clinics and communicable disease screenings, as well as many other health department services. Overall, this has helped improve inventory management, billing, and advances our public health goals efficiently.



## Prevent what's preventable. Vaccinate

We received funding from the Michigan Endowment Fund with Michigan Association for Local Public Health for a collaborative, multi-jurisdictional media campaign for vaccinations. We collaborated with Ottawa County and Kent County to focus on the diseases that vaccinations protect against. **The goal was to increase vaccination rates across the county and reinforce the communicable diseases that vaccinations protect individuals against.**





Picture of purchased billboard on 131N corridor at exit 55 (Allegan Martin).

### FACEBOOK AD STATS

 **9,944** reached  **24,485** plays

### VACCINATIONS GIVEN

 **19,509** vaccination doses given across all age groups from 3/1/2018 to 8/31/2018  
 **21,419** vaccination doses given across all age groups from 3/1/2019 to 8/31/2019

# PERSONAL HEALTH STATS

**CHILDREN'S SPECIAL HEALTH CARE SERVICES** provided to children and adults with qualified medical diagnosis.

Children's Special  
Health Care Services  
**647** total clients  
7% increase from 2018

Level 1 Plans of Care  
**192** 32% increase from 2018

Level 2 Care Coordination  
**37** 14% decrease from 2018

## COMMUNICABLE DISEASE

**494** investigations  
14% increase from 2018



**57** Lead test follow ups  
50% increase from 2018



**114** TB skin tests  
7% decrease from 2018



## SEXUAL HEALTH SERVICES

**162** STD/HIV clinic visits  
15% decrease from 2018



**644** case follow-ups  
34% increase from 2018



## HEARING AND VISION

**4,806** hearing screenings  
9% decrease from 2018



**7,559** vision screenings  
21% decrease from 2018



## IMMUNIZATIONS

**718** immunizations  
35% decrease from 2018



**215** waivers  
30% increase from 2018



## OUTREACH EVENTS



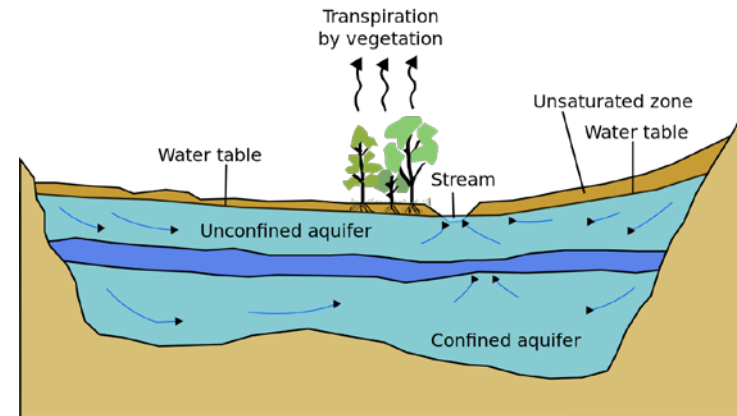
Pictured (from Left to Right): Breastfeeding Toolkit given away during an outreach event; Team Members Erin Radke and Heather Alberta (Ottawa Department of Public Health) at 2019 Bridgefest; Environmental Health Manager Randy Rapp at MiCareerQuest Expo giving middle school and high school students a glimpse of Public Health careers.

# Environmental Health

## IN 2019 WE FOCUSED ON

- Meeting the 14 business days or less turnaround benchmark metrics for permits.
- Revising Food Fees to be more in line with actual time of service requirements.
- Establishing procedures to ensure quality assurance metrics are met for EH services.
- Developing a process and begin scanning documents into an electronic data management system- File Bound.
- Performing mosquito and tick surveillance and submitting specimens if appropriate for Zika Virus and Lyme testing.
- Environmental concerns regarding groundwater.

## GROUND WATER STUDY EXPLORATION



# ENVIRONMENTAL HEALTH STATS

## FIELD

**613** well permits issued  
5% decrease from 2018



**302** SESC permits issued  
8% decrease from 2018

**2,645** SESC inspections  
128% increase from 2018




**488** final well inspections completed  
22% decrease from 2018



**605** septic permits issued  
9% decrease from 2018



**431** final septic inspections  
9% decrease from 2018



**210** abandoned wells plugged  
19% increase from 2018



**increased** Type II facilities meeting their quarterly sampling requirements by 89%



Met the 14 business day turn-around **96.5% of the time** for permits and loan evaluations



## FOOD


**694** food establishments inspected  
5% increase from 2018



**17** food borne investigations/complaints  
no change from 2018



**87** temporary food inspections  
28% decrease from 2018



**28** campground inspections  
7% increase from 2018



**43** ground water samples collected  
53% decrease from 2018




**1,454** EH Record Requests processed  
23% increase from 2018



## OTHER SERVICES

**99** public pool inspections  
8% decrease from 2018



**10** body art inspections  
11% increase from 2018



# EMERGENCY PREPAREDNESS

The Public Health Emergency Preparedness (PHEP) Division coordinates the public health response to natural or human-caused emergencies. It is important for community organizations and residents to plan and be prepared for potential emergencies.

## IN 2019, WE:

- Achieved *Project Public Health Ready* national re-recognition
- Conducted **22** communication and notification exercises
- Completed the Strategic National Stockpile Sharepoint Functional Exercise




# RESOURCE RECOVERY

**7** regional collection events 

**411 TONS** recycling collected through drop-site program 

 **5,213** scrap tires recycled

 **1270 TONS** recycling collected through curbside program

 **70,277 LBS** of electronics recycled

 **34,214 LBS** household hazardous waste collected **INCLUDING**

**5,968 LBS** batteries  **3,101 LBS** pesticides  **400 LBS** sharps 



# CORRECTIONAL HEALTH

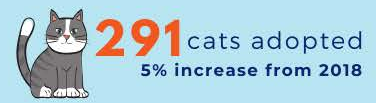
We partner with the Allegan County Sheriff's Department and medical care vendor to assure residents of the Correctional Facility are receiving services that deliver appropriate and effective standard of care. Socioeconomic factors, education and incarceration has an impact on the overall state of community wellness. Health screenings are performed, medical, dental and mental health issues are addressed, medication administration is managed, and risk prevention is initiated to improve inmate population health outcomes.



# ANIMAL SHELTER



The ACHD and Animal Control partner with Wishbone Pet Rescue Alliance who operate the Animal Shelter. Wishbone offers pet adoption services, education about the importance of safe animal care and housing and reuniting strays with their families through the Animal Shelter.



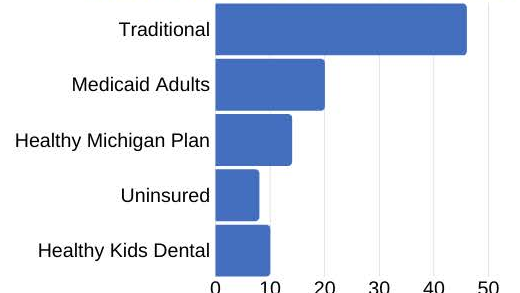
# MY COMMUNITY DENTAL CENTER

My Community Dental Centers (MCDC) is a non-profit 501(c)3 corporation, established in 2006, dedicated to providing dental services to Medicaid enrollees and low-income, uninsured residents.



Address: 1535 Lincoln Rd, Allegan

Average Type of Patient Coverage, 2019







Questions/Comments?



# ALLEGAN COUNTY HEALTH DEPARTMENT



SAUGATUCK, MICHIGAN



HEALTH  
Department

ANNUAL  
REPORT  
2019



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DENTAL CENTER

# A LETTER FROM OUR HEALTH OFFICER

Hello Board of Commissioners, Community Leaders, and Community Members,

Public health often works behind the scenes and is an unfamiliar topic for many people. To be honest, I didn't really know what public health did before I worked in it because what we do is often unseen. We work to prevent diseases and illness across the population. We are here to protect your health and improve our community's health outcomes.

Ways we do this include:


- Case investigation to prevent food borne or communicable disease outbreaks.
- Actively monitoring drinking water in restaurants, schools, homes, campgrounds, and other public places to help eliminate water contamination issues.
- Assessing access to quality water.
- Issuing health advisories needed to protect health.
- Ensuring medical providers are storing/handling vaccine appropriately so it will work to prevent disease.
- Checking well and septic systems are installed correctly so drinking water is safe.
- Monitoring school surveillance to identify illness early and work with schools to reduce the spread.
- Advocating and promoting the importance of Health in All Policies. Where one lives, works, learns, and plays has direct impact on their health. Their zip code matters.
- Working to assess and address basic needs are being met for ALL community members, which allows them to better meet their full potential.
- Collaborating with other businesses and organizations to develop a community health improvement plan, which includes reducing obesity and improving access to care.

To accomplish this, we have to ensure our team is a well-oiled machine. This past year we have focused on improving administrative functions, including policies and procedures revision or development, updating job descriptions, implementing quality assurance metrics to ensure we provide quality consistent services to our community members.

All of these efforts cannot be done without the help of our partners, leaders, and you! We will continue to be innovative, collaborate with other community partners and strategically align resources to improve health and quality of life for Allegan County residents.

Improving our community's health and quality of life outcomes requires all of our voices to be heard, including yours. Please consider following us on our [Facebook](#) page for future information. Also think about joining the [Healthier Allegan County Coalition](#) to influence actions the community takes to improve health outcomes for all. When we work together, we create a healthier Allegan County.

Sincerely,



Angelique Joynes, MPH, RN  
Health Officer



## GOVERNANCE

The Allegan County Board of Commissioners (BOC) is the governing board of the Public Health Department. The BOC employs a County Administrator who is recognized as the Chief Administrative Officer of the County. Representatives are below. For more information on our BOC, visit [www.allegancounty.org](http://www.allegancounty.org).



**Dean Kapenga,**  
District 1



**Jim Storey,**  
District 2



**Max R. Thiele,**  
District 3



**Mark DeYoung,**  
District 4



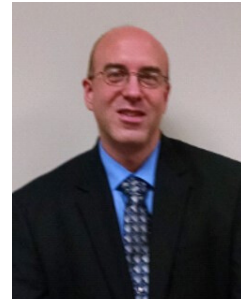
**Tom Jessup,**  
District 5



**Gale Dugan,**  
District 6



**Rick Cain,**  
District 7



**Robert J. Sarro,**  
County Administrator

## MISSION



The Allegan County Board of Commissioners shall plan, develop and evaluate the necessary policies and resources to ensure our county continues to progress and prosper

## VISION

The Allegan County Board of Commissioners is committed to providing our citizens superior and innovative services, being judicious and efficient in the expenditure of resources and **promoting a safe, clean and healthy environment in which to live, work and play.**





# A Year in Review

## 2019 ACCOMPLISHMENTS



HEALTH  
Department

03

### Quick Stats

**73**

learning & growth sessions



**17**

outreach events



**179**

new procedures



**325**

customer satisfaction surveys returned, with **100% customer satisfaction** for 3 Quarters

## ADMINISTRATION

**Trained 32** staff in Public Health Sciences 101



**Reclassified** a position to address **Public Information**



**Updated 15** job descriptions



**Published our 2019** community health improvement plan



**Passed** accreditation



**Increased** Facebook followers **by 25%**



**Implemented** a regional immunization campaign



**Developed** customer service expectations for 100% of public health service areas



**Developed a** Communication Plan



**Created** policies and procedures based on Michigan Public Health Code Health Officer Authority

**Distributed** handwashing signs in **over 500 restrooms**



## RESOURCE RECOVERY



**4** successful scrap tire collections



**3** popular regional recycling events



BOC authorized election to expand/extend funding

**Educated local leaders from 7 member counties** on the recycling market through the Southwest Michigan Solid Waste Consortium



## EMERGENCY PREPAREDNESS



Received **Project Public Health Ready (PPHR)** re-recognition

## ENVIRONMENTAL HEALTH

**Fully staffed & trained** Food team & Administrative Assistants



**Participated** in the MDHHS **Vector Borne grant**



**Increased** Type II facilities meeting their quarterly sampling requirements **by 89%**



Field Team met the 14 business day turn-around **96.5% of the time** for permits and loan evaluations

## PERSONAL HEALTH



**Implemented new** Electronic Health Record



**FULLY** staffed



**Met 100%** Maternal Child Grant intended outcomes



**Enhanced** clinic flow & front desk experience



**Brought the school** surveillance & reporting compliance rate average to **99%**

**Increased** Wear One community partners by **6%** & **distributed 150,000** condoms in Allegan and Ottawa Counties.

# ADMINISTRATION

**Angelique Joynes, MPH, RN**  
Health Officer

**Randy Rapp, RS**  
Environmental Health Manager

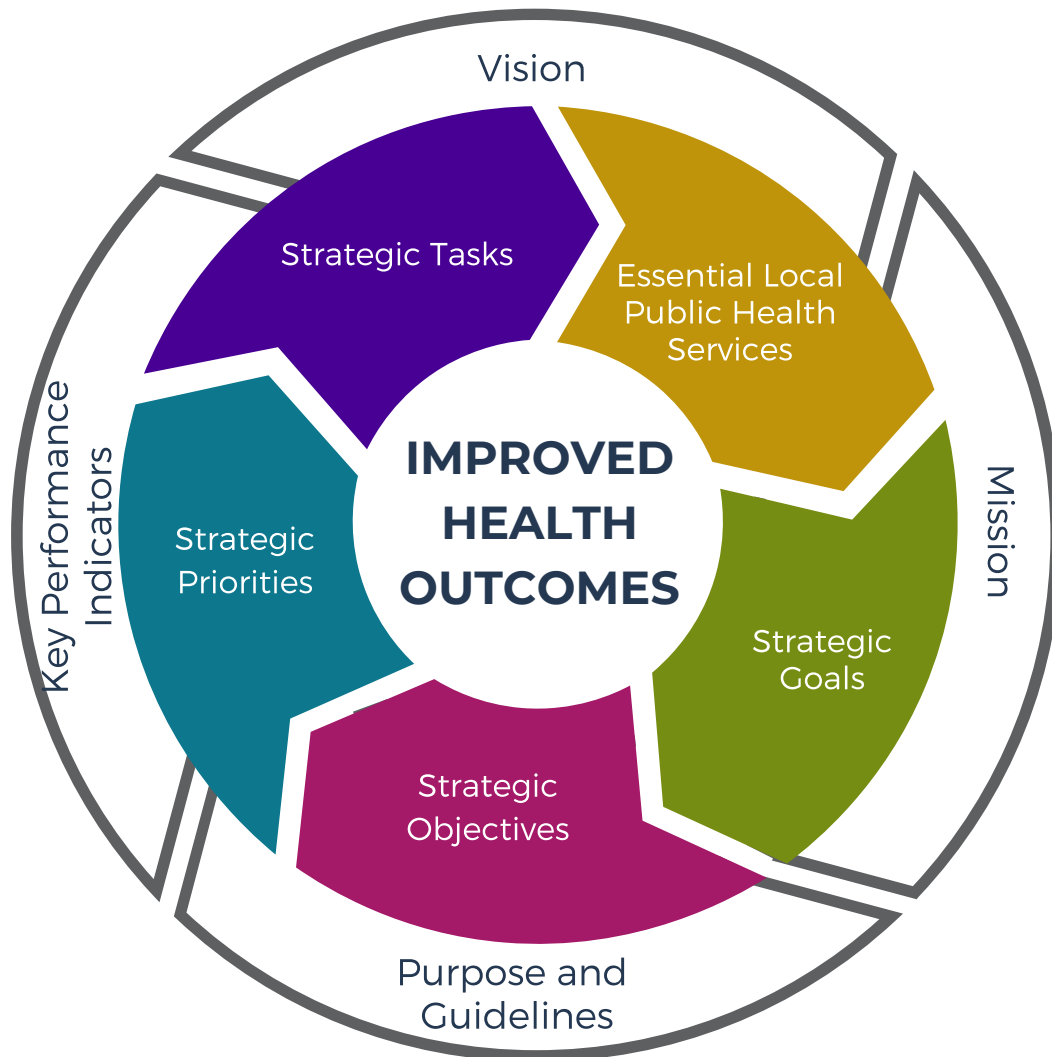
**Lisa Letts, BSN, RN**  
Personal Health Manager

**Rik Tooker, MD, MPH**  
Medical Director



## STRATEGIC FRAMEWORK

**PURPOSE: Together; Striving for a Healthier Allegan County.**



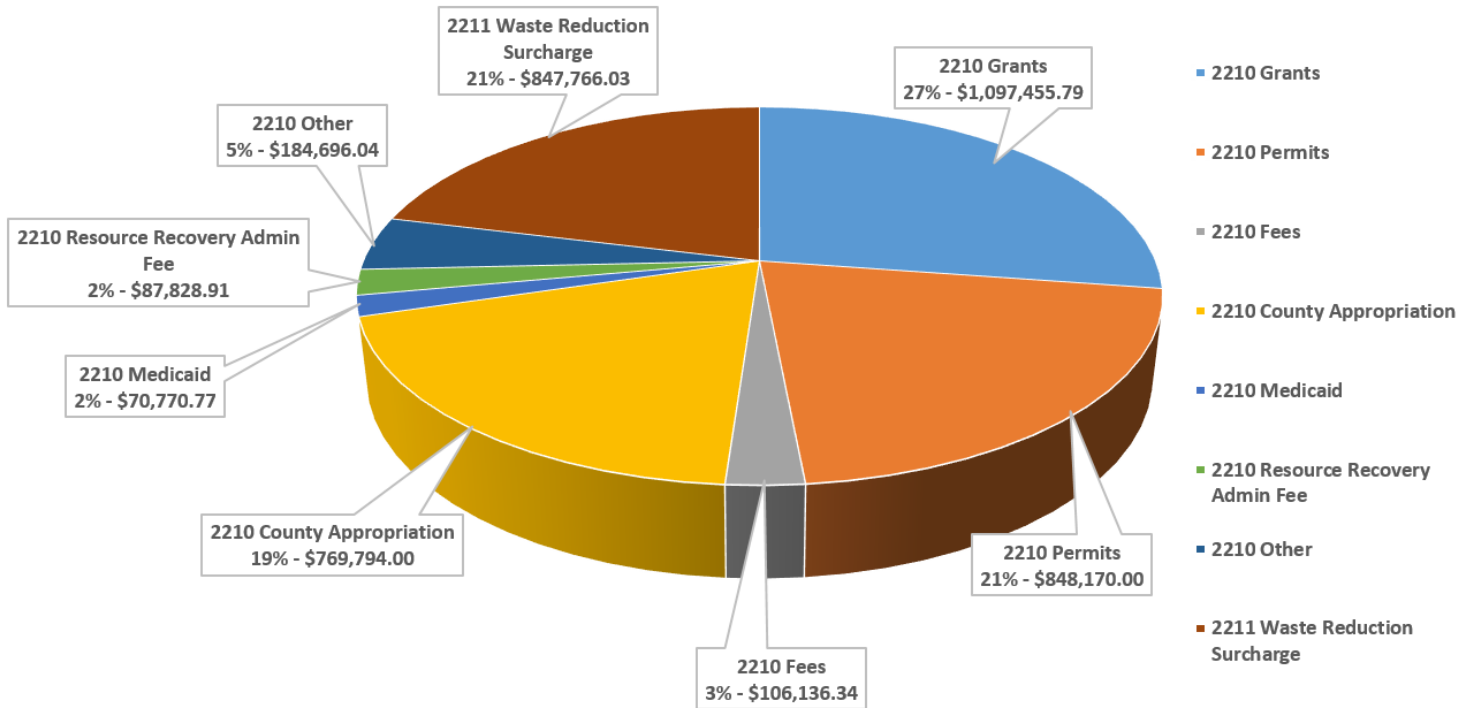
*Our strategic framework influences community health outcomes, while improved community health outcomes align with the vision and purpose of the Department.*

View [Allegan County's Strategy Map](#)

# FINANCIAL SUMMARY

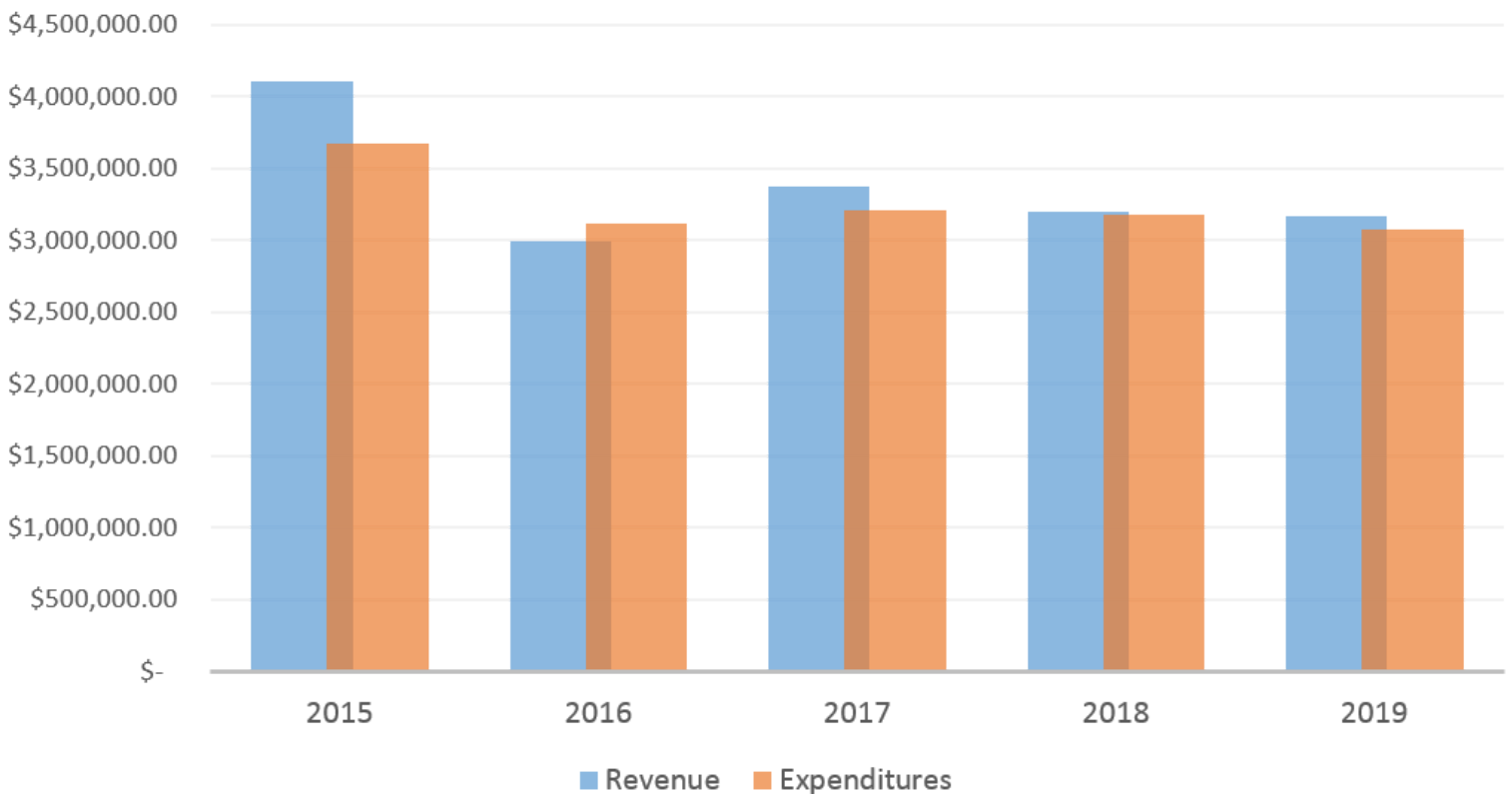
The Health Department budget is from two funds. Fund 2211 supports all recycling activities. The primary revenue for recycling is the recycling surcharge. Fund 2210 supports all Public Health operations. Revenue in Fund 2210 generally includes the County General Fund allocation, State funding, grants, permits, fees, and Medicaid reimbursement.

2019 Revenue



\*Waste Reduction Surcharge can only be used in the Recycling Program.

2210 Revenue & Expenditures by Year





The Personal Health Division provides services to improve community member's health as well as outreach to improve community health outcomes. Find out more about Personal Health by visiting [www.allegancounty.org/health](http://www.allegancounty.org/health).

### IN 2019, WE FOCUSED ON:

- Early identification and reduction of communicable disease outbreaks in schools and the community.
- Detecting hearing and vision problems early to optimize learning.
- Ensuring medical providers administer and store vaccines appropriately.
- Working with providers to increase lead testing.
- Creating toolkits to give to patients.
- Providing immunizations.
- Case management.
- HIV/Sexually Transmitted Infections (STI) testing and risk reduction.

## NEW ELECTRONIC HEALTH RECORD SOFTWARE ROLL OUT



In 2019, we implemented a new, web-based electronic health record (EHR) software, Patagonia. It supports the Public Health Informatics Institute workflow recommendations and facilitates data exchange with community partner providers, health information exchanges and state registries. With Patagonia, we are able to manage immunization programs, STI clinics and communicable disease screenings, as well as many other health department services. Overall, this has helped improve inventory management, billing, and advances our public health goals efficiently.

## PREVENT WHAT'S PREVENTABLE. VACCINATE.

In mid-2019, Michigan Endowment Fund in collaboration with Michigan Association for Local Public Health, provided funding to Ottawa, Kent, and Allegan Counties to focus on the diseases that vaccinations protect against. **The goal was to increase vaccination rates across the county and reinforce that vaccines can prevent communicable diseases.** A 30 second and 15 second TV and Radio ad were created. Facebook Ads were used to spread this messaging to all Allegan County residents on social media for 80 days. Two billboards were also purchased on the 131N and 131S corridor for a six month period. **During the funding period, we saw an 8.9% increase on vaccinations given, compared to the same time frame in 2018.** Even though we cannot contribute this increase solely to the campaign, we believe the extra funds helped spread the message and reminded people to get their vaccines in a timely manner.



Picture of purchased billboard on 131N corridor at exit 55 (Allegan Martin).

### FACEBOOK AD STATS



9,944 reached



24,485 plays

### VACCINATIONS GIVEN



19,509 vaccination doses given  
across all age groups from 3/1/2018 to 8/31/2018



21,419 vaccination doses given  
across all age groups from 3/1/2019 to 8/31/2019

# PERSONAL HEALTH STATS

## CHILDREN'S SPECIAL HEALTH CARE SERVICES

provided to children and adults with qualified medical diagnosis.

**Children's Special Health Care Services**  
**647** total clients  
7% increase from 2018

**Level 1 Plans of Care**  
**192** 32% increase from 2018

**Level 2 Care Coordination**  
**37** 14% decrease from 2018

## COMMUNICABLE DISEASE

**494** investigations  
14% increase from 2018

**57** Lead test follow ups  
50% increase from 2018

**114** TB skin tests  
7% decrease from 2018

## HEARING AND VISION

**4,806** hearing screenings  
9% decrease from 2018

**7,559** vision screenings  
21% decrease from 2018

## IMMUNIZATIONS

**718** immunizations  
35% decrease from 2018

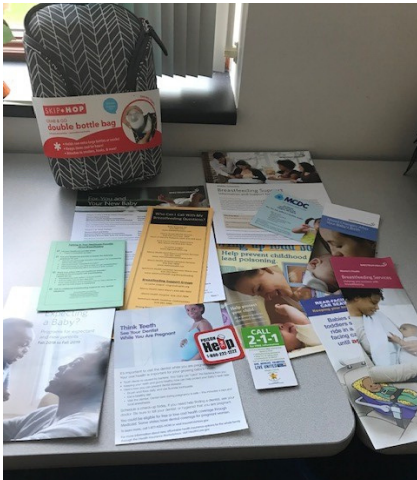
**215** waivers  
30% increase from 2018

## SEXUAL HEALTH SERVICES

**162** STI/HIV clinic visits  
15% decrease from 2018

**644** case follow-ups  
34% increase from 2018

## OUTREACH EVENTS



Pictured (from Left to Right): Breastfeeding Toolkit given away during an outreach event; Public Health Nurse Erin Radke and Heather Alberta (Ottawa Department of Public Health) at 2019 Bridgefest; Environmental Health Manager Randy Rapp at MiCareerQuest Expo giving middle school and high school students a glimpse of Public Health careers.

Environmental Health consists of multiple services that aid in protecting the environment and public health of Allegan County. Learn more about our Environmental Health services by visiting [www.allegancounty.org/health](http://www.allegancounty.org/health).

### IN 2019, WE FOCUSED ON:

- Meeting the 14 business days or less turn-around benchmark metrics for permits.
- Revising Food Fees to be more in line with actual time of service requirements.
- Establishing procedures to ensure quality assurance metrics are met for EH services.
- Developing a process and begin scanning documents into an electronic data management system-- File Bound.
- Performing mosquito and tick surveillance and submitting specimens if appropriate for Zika Virus and Lyme testing.
- Environmental concerns regarding groundwater.

## EASTERN EQUINE ENCEPHALITIS HITS MICHIGAN



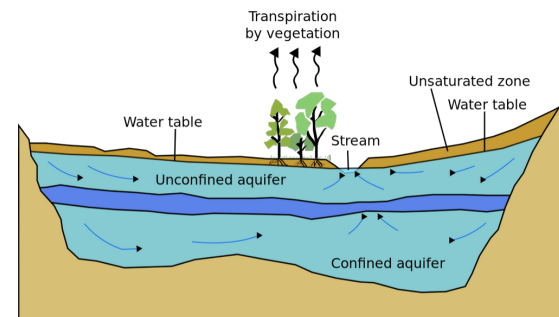
Eastern equine encephalitis (EEE) is an extremely rare but serious and often fatal infection that causes encephalitis or inflammation of the brain. It is spread by the bite of a mosquito infected with EEE virus. In 2019, **EEE infected 10 Michigan residents, with six of these cases being fatal. EEE also infected 50 animals across the state, with two animal cases in Allegan County.** In October 2019, knowing the high fatality rate this disease causes and no vaccine available for humans, the Michigan Department of Health and Human Services (MDHHS) aerielly sprayed parts of the state with insecticide to kill mosquitoes and reduce the risk of infection. We partially activated our Public Health Operations Center for this incident to communicate to our residents and local officials on where and when the State would be spraying. We also ensured there were dedicated resources to answer local residents concerns and questions. Areas in Allegan County that were sprayed included Trowbridge Township and Gun Plain Township. More moquito surveillance is needed as the risk of mosquito borne illness, including EEE, varies each year.

## GROUND WATER STUDY EXPLORATION

The majority of private wells and city/township water in Allegan County are supplied by ground water. Currently, government agencies throughout Allegan County do not have easy access to important and reliable data needed to make decisions and develop plans regarding water availability and quality. As such, agencies may not be aware of water related risks and issues they may be facing within their respective areas.

Specifically, necessary data includes but is not limited to:

- The direction of the ground water flow.
- The direction of ground water flow along the Lake Michigan Shoreline and impact to shoreline erosion.
- The areas of poor quality ground water.
- The areas where ground water is being used at a faster rate than its being recharged.
- The areas of well head protection for Type I Water Supplies.



*Pictured: aquifer illustration*

The Public Health Department presented on what the process would look like for gathering data and publishing reports around this topic. In late 2019, our BOC approved researching the project futher and developing a proposal. More will come in 2020.

## FIELD

**613** well permits issued  
5% decrease from 2018



**302** SESC permits issued  
8% decrease from 2018



**2,645** SESC inspections  
128% increase from 2018

**488** final well inspections completed  
22% decrease from 2018



**605** septic disposal permits issued  
9% decrease from 2018



**431** final septic inspections  
9% decrease from 2018



**increased Type II facilities** meeting their quarterly sampling requirements by **89%**



**210** abandoned wells plugged  
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## FOOD

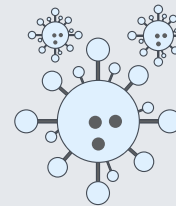
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## OTHER SERVICES

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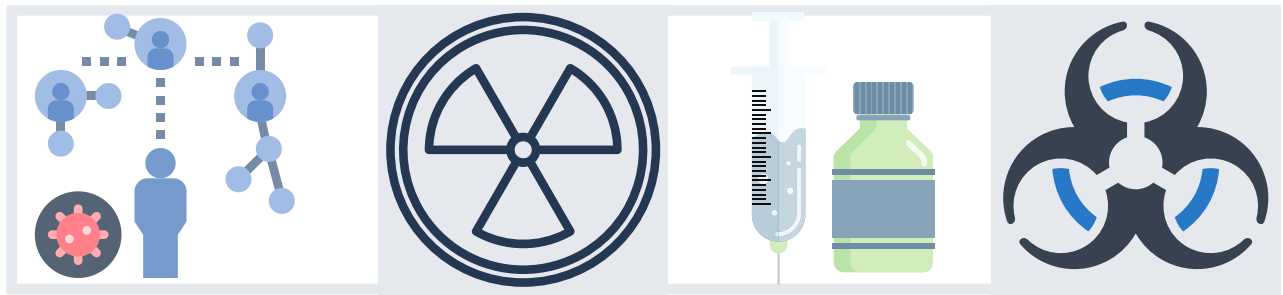


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- Achieved *Project Public Health Ready* national re-recognition.
- Conducted **22** communication and notification exercises.
- Completed the Strategic National Stockpile Sharepoint Functional Exercise.



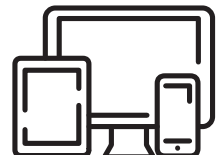
## RESOURCE RECOVERY

The Resource Recovery Program serves 18 communities in Allegan County. Find more information on Resource Recovery, visit [www.allegancounty.org/health](http://www.allegancounty.org/health).

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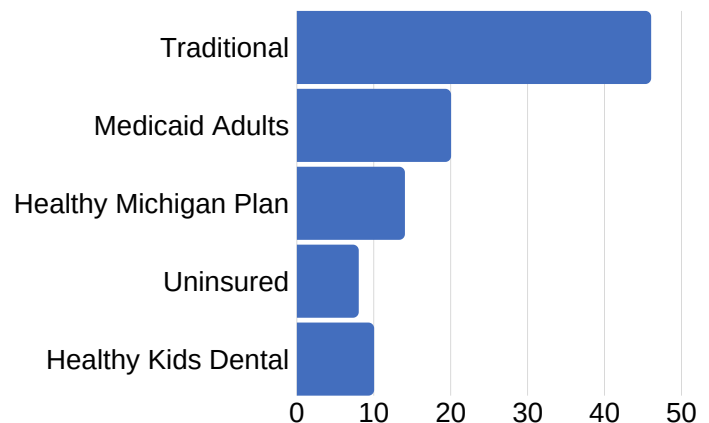
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Address: 1535 Lincoln Rd, Allegan

### Average Type of Patient Coverage, 2019





# HEALTH Department

## CONNECT WITH US



@AlleganCountyHD



[www.allegancounty.org/health](http://www.allegancounty.org/health)