

# Annual Report

## 2013



### **Public Health**

Prevent. Promote. Protect.

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**St. Joseph, MO**  
**Health Department**

City of St. Joseph Health Department

Debra Bradley, Director

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# A reflection from the Director...



A main objective of public health involves seeking ways to improve the health of our citizens and prepare for future challenges. Therefore, on behalf of the City of St. Joseph Health Department, I am pleased to present to you the annual report for 2013, as this is the first time an annual report has been provided to the community. The annual report will be used as a tool to deliver our message regarding what has been accomplished within the calendar year as well as where we hope to go in the future. We hope you will find the information informative and maybe even a little entertaining.

During the past year the health department has been looking for ways to advance its inspection and reporting systems. The Environmental Health and Food Safety program initiated an electronic software inspection process that had almost immediate benefits regarding its efficiencies. Animal Control and Rescue (AC&R) was approved for the purchase of the hardware to implement an electronic program. Watch for what happens in 2014 as AC&R brings their program on-line.

The Women, Infants and Children program took innovative steps into the community to make the program even more visible and accessible to new mothers and their infants. In 2012 the Breastfeeding Peer Counselors of the WIC program began visiting with new mothers and their babies directly after birth, at Heartland Regional Medical Center. This program continued in 2013 with the addition of a health department Nutritionist meeting with the families to enroll the new member(s) in the WIC program. The WIC program continues looking towards the future as they continue to grow, develop and address the nutritional needs of women and children in our community.

On behalf of the health department staff, I would like to thank the community for its support with the passage of the Public Safety Tax. The health department serves as part of the three divisions that comprise the public safety group. Much of what we do regarding public safety is behind the scenes; however we are on the front lines during an event concerning public health. The health department serves as host to the Northwest Missouri Medical Reserve Corps (MRC), an organized base of local volunteers from the public health, medical and general sector, able to respond to an emergency event as necessary. Through this endeavor the health department has been awarded several grants to build capacity through recruiting and training volunteers.

In 2012, planning and development began for the full renovation of Patee Market Health Center, which houses five of the six health department divisions. The building is visited by several hundred people each day which leads to a lot of wear over time. Towards the end of 2013, plans were finalized for the renovation and a start date was scheduled. We have been anxiously awaiting the fresh paint and new flooring to revitalize our facility that is over 100 years old. Join us in 2014 to see the transformation!

As you can tell, a lot of work goes into finding ways to improve the quality of life and well-being of the community. As we enter a new year, the staff at the City of St. Joseph Health Department are committed to continuing the efforts to prevent, promote and protect the public health of St. Joseph.

Best Regards,

A handwritten signature in blue ink that reads "Debra Bradley". The signature is fluid and cursive, written over a white background.

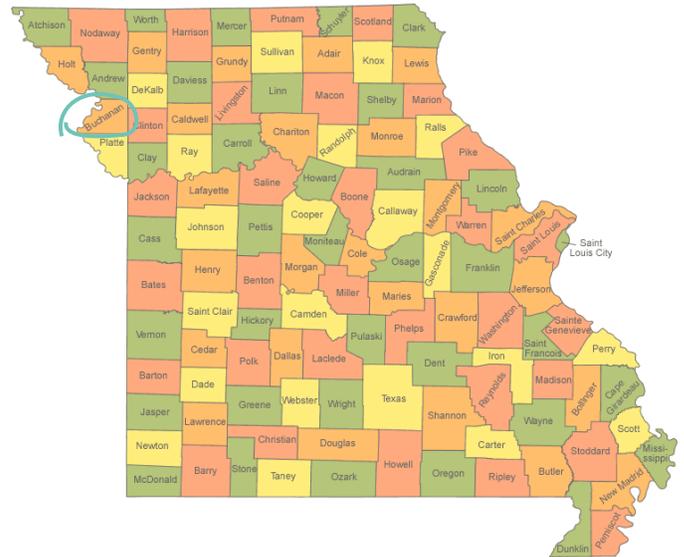
Debra Bradley

Director, St. Joseph, MO Health Department

# St. Joseph 2013 Public Health

## 10 Essential Public Health Services

- Monitor health status to identify and solve community health problems.
- Diagnose and investigate health problems and hazards in the community.
- Inform, educate, and empower people about health issues.
- Mobilize community partnerships and action to identify and solve health problems.
- Develop policies and plans that support individual and community health efforts.
- Enforce laws and regulations that protect health and ensure safety.
- Link people to needed personal health services and assure the provision of health care when otherwise unavailable.
- Assure competent public and personal health care workforce.
- Evaluate effectiveness, accessibility, and quality of personal and population-based health services.
- Research for new insights and innovative solutions to health problems.



## Population

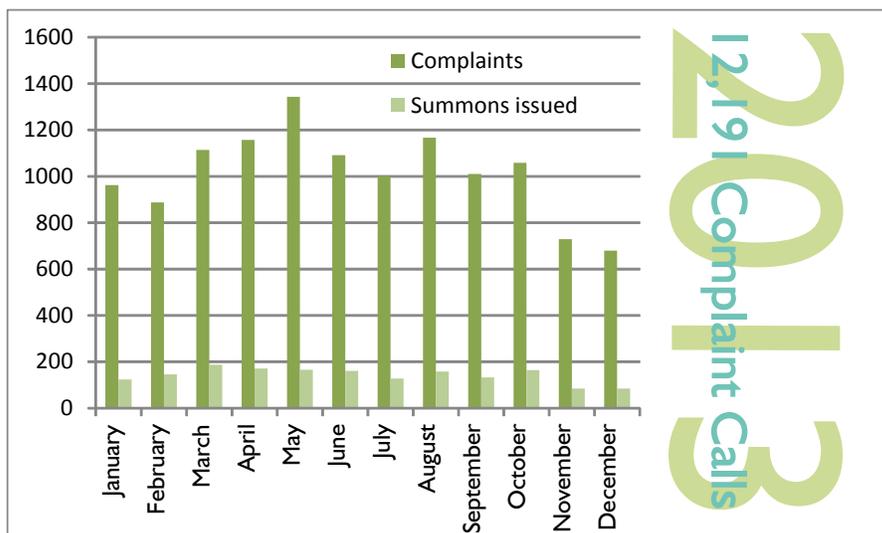
St. Joseph is the largest city in Buchanan County, claiming 86% of Buchanan County's population (89,201). According to the census count, St. Joseph is home to a predominantly Caucasian population, with just over 10% of other races represented. The largest density in age is 15-24, followed by those aged 45-54. In Buchanan County 19.2%, or 17,126 people live in poverty. If we were on track with the national trend, which is estimated to be at 15%, 3,745 more people in our community would be living above poverty level.



# Animal Control & Rescue



The Animal Shelter's ultimate goal is to ensure proper care and humane handling of animals and to prevent the spread of zoonotic diseases (communicable from animals to humans under normal conditions) within the community. In addition to managing diverse programs such as Puppies for Parole, IMPACT classes, Now I Know outreach, Pets for the Elderly and partnering with the Petsmart Cat Adoption program, AC&R responded to over 12,000 complaints in 2013. This means every time a call came in to AC&R regarding a stray or lost pet, report of a bite, or a complaint of an aggressive animal, the AC&R officers responded with at least a follow-up call, and sometimes weeks of investigative work on violations of a more serious nature.



## From the Field

A call came in to Animal Control & Rescue that more than a dozen dogs were being neglected. The caller said a male dog would pick fights with the other dogs and she could hear them crying throughout the day and most of the night. When AC&R responded, we found a litter of puppies and several adult dogs in a fenced yard with no shelter or water, walking around in their own feces. The owner had rescued the dogs but was not able to take care of them. She released them to AC&R, but the shelter had little room for so many animals. Working with The Friends of the Shelter, rescue groups were contacted, veterinary appointments were set up, and paperwork was prepared. The next day, April 19, 2013, the Nebraska Humane Society rolled into our parking lot in the PAW. The PAW is a RV that has been transformed into a rescue vehicle to transport kennel animals, and they took 14 dogs and puppies. Unleashed Pet Rescue and Adoption in Mission, Kansas took the others. It was an enormous challenge saving 17 dogs in one day, but we believe in making a difference and saving lives. We regularly partner with like-minded organizations and feel a great sense of accomplishment and joy when working together makes such an impact.

## St. Joe A.D.A.P.T.S.

**Petsmart Charities** awarded \$62,259.00 to St. Joseph AC&R in 2013 to begin a program called **St. Joe A.D.A.P.T.S.**, which stands for Advocate and Defend Animals Through Sterilization. The funding will allow A.D.A.P.T.S. Teams (AC&R staff) to work with local veterinarians, groomers, and volunteers to offer free vaccination clinics, vouchers for free sterilization, educational classes and dog obedience courses, as well as pet food and accessories. Animal Control and Rescue strives to help pet owners realize how important consistent care for their pets and the sterilization of pets is to the protection their animal and their neighborhood.

## Puppies for Parole

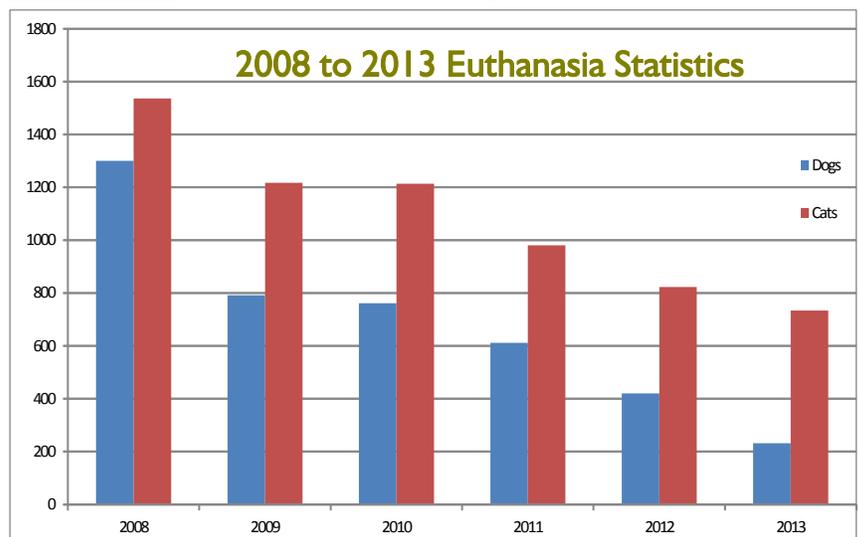
The **Puppies for Parole** program is designed to give un-adopted animals a second chance. Each dog has two handlers who focus on house breaking, basic manners, commands, and socialization. The dogs live with handlers, who are incarcerated with the Missouri Department of Corrections, for 8-12 weeks. The dogs are taught skills that make them more adoptable. The program is supported through donations and does not cost the City or the Shelter any money, other than staff transporting the dogs, assisting with training, and monitoring the program. All 78 dogs who completed the program in 2013 were subsequently adopted!

## Pets for the Elderly

Animal Control & Rescue is affiliated with **Pets for the Elderly Foundation**. This program assists senior citizens (60 years plus) who want a companion animal, but may not be able to afford shelter adoption fees. According to research conducted by the Baker Medical Research Institute in Australia, people who own a pet have significantly lower levels of known risk factors for cardiovascular disease and often live a more active and healthy lifestyle. Through Pets for the Elderly, 130 dogs and 78 cats were placed in 2013.

## 2013: Continued Drop in Euthanasia Statistics

The St. Joseph Animal Control & Rescue Shelter has initiated ground-breaking programs like **Puppies for Parole** and **Petsmart Cat Adoptions** to greatly impact the number of animals the shelter euthanizes each year. Dedicated volunteers in **Friends of the Shelter** work tirelessly with Animal Care Attendants to showcase animals at outreach events and find them suitable homes. These numbers reflect the compassion of our staff and volunteers, resulting in more pets being placed in good homes.



# Administrative Services

The City of St. Joseph Health Department serves as the Buchanan County Registrar for the Bureau of Vital Records. Certified copies of most births occurring within the State after 1920 can be issued as well as most deaths occurring after 1980.

Authorities file paperwork for birth and death certificates electronically in Missouri, which speeds the process considerably. The forms are verified and submitted to the State – all through a secure electronic system. In 2013, 11,782 certified birth and death certificates were issued through the office in St. Joseph.



The administrative staff prepared ordinances, wrote grant applications, completed invoicing, monitored contracts, created reports, managed Missouri HealthNet billing, and was first contact with the public seeking services in person or by phone.

The Health Department prepared 23 press releases and fielded 65 contacts by the media. Newspaper, radio and television outlets responded to Press Releases or contacted the health department for information on flu, school readiness immunizations, T-dap clinics, WIC guidelines, open burning, MRC training, HIV testing events, Animal Control & Rescue news including rabies clinics, and events such as The Great American Smoke-Out. The Health Department is involved in outreach and education, as well. Staff presented information at 23 events, reaching a potential 5,168 people at school and community health fairs.

## From the Field

I have been with the City of St. Joseph Health Department since 2008 as an Administrative Technician working in both the clinic and administrative offices. I am proud to be part of a truly dedicated team, serving and helping our community. Every staff member is a vital part of our team. Our annual flu clinic is a true testament to the dedication everyone feels to contribute to the health of our community. The entire Health Department staff come together once a year to provide free flu vaccine to the public. Countless compliments are given in appreciation for this event. I have worked in the medical field for over 15 years and I have never really felt as connected with the community as I do as a member of the Health Department team.

## Patee Market Health Center

Patee Hall is more than 100 years old, having been built on a tract of land donated by John Patee, a native New Yorker who made a life for himself in Buchanan County in the early 1800's. The first story of the building was completed in 1909 and the Social Welfare Board moved their operations to the building in 1916, where they have essentially remained with the exception of a brief period in the 1970's. The building has served many purposes over the years, including: The Associated Charities; the Tuberculosis Society; the Visiting Nurses Association; Polyclinic; Board of Health Lab; Army and National Guard Units; it has served as an emergency center; a drill, recreation and quarters for servicemen; a youth recreation center; Municipal Court was in Patee Hall in the 1970's, after Public Health had taken residence in about 1960. The building has gone through several renovations and restorations, the most comprehensive was completed in the mid-1990's. During 2013, Patee Market Health Center was home to the St. Joseph Health Department, Social Welfare Board and a Youth Dental Clinic operated by Heartland Health.

Patee Market is preparing for another facelift in 2014. Interior work will repair minor wall damage, reconfigure lobby space in the administrative reception area, and paint throughout the building.



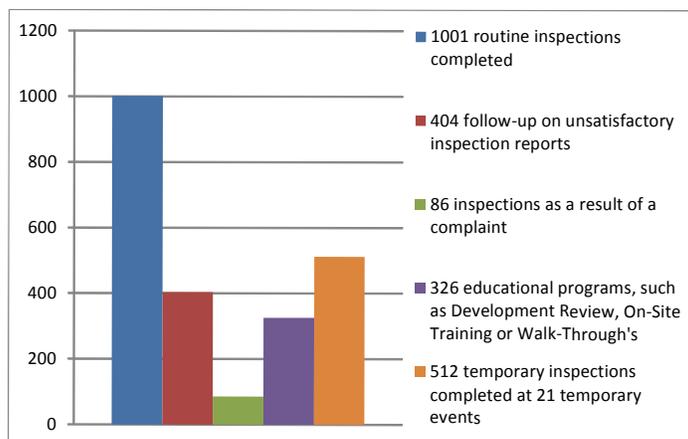
# Environmental, Health & Food Safety Services

Lodging	
Routine inspections completed	14
Complaint inspections	8
Follow-up	16
Recreational Water	
Routine inspections completed	26
New inspections	1
Complaint inspections	4
Follow-up	8
Tattoo Artists	
Artist cards issued	23
Complaint inspections	6
Air Quality	
New facility inspections	1
Complaint inspections	8
Follow-up inspections	1
Other Environmental	
Calls received/misc information	778
Other complaints	6
Epidemiology investigations	4
Development Review mtgs attended	10

The Environmental Public Health Specialists stayed busy with routine inspections and follow-up as well as responded to calls from patrons concerned with the health practices of establishments. Bedbugs were a hot topic in 2013, with calls coming in regularly with questions about the critters and how to get rid of them. Staff performed pool inspections of facilities open to the public, and responded to four complaint inspections. Tattoo artists apply for their license from the environmental division, and tattoo shops are inspected for sterile conditions. The City of St. Joseph has a clean indoor air policy which defines the areas and conditions in which smoking is allowed.

In 2013 Environmental Public Health Specialists worked with restaurants to ensure staff were educated and compliant with safe food handling procedures. Routine inspections and follow-up are a critical component in keeping our food resources safe.

2013 Food Safety Services



## From the Field

Since the implementation of our electronic inspection software, the Environmental Public Health Specialists have received a lot of positive feedback regarding the new reporting format. At one point the health department was actually contacted by the quality control division of an international food chain store as they were inquiring about our electronic inspection software. The corporation which operates a local franchise had received our new reporting format and liked what they saw. They were so impressed with the new hardware, software and the ease of use, they wanted to model our process for their internal corporate audits.

# WIC: Women, Infants and Children

The WIC division of the St. Joseph Health Department served 28,141 clients and issued 116,248 checks totaling \$2,701,661.00 in Federal Fiscal Year 2013. Nationwide, some WIC programs experienced negative economic impact due to the government shutdown October 1-16, but Missouri's WIC program stayed stable through that process.

Serving an average of 2,345 participants each month requires a focused strategy. Individual nutrition plans are created for all WIC participants and at each visit, progress toward their goals are reviewed. One-on-one meetings with WIC nutritionists and clerks are the primary source of information for participants. DVD's, lobby posters and decorations, and on-line curriculum reinforce nutrition counseling and provide additional information on

- Breastfeeding
- Portion Control
- Body Mass Index Charts
- Prenatal and Early Childhood Nutrition
- Cooking with Children
- Reducing Beverages with Added Sugars
- Fast Foods vs. Healthy Food
- Kids and Family Food Issues
- Many other nutrition/health related topics

In order to receive checks for food, WIC participants must attend WIC appointments. In 2013 the WIC Nutrition Education Computer On-line Series was introduced, which helps participants meet this expectation because the online education can replace a face-to-face session at the WIC office. Clients log on, select a topic related to their nutrition goals, and complete the questions at the end of the lesson. This allows WIC participants to review information at their own pace and in the comfort of home.



**WIC meets individual nutritional needs through education and support with a focus on breastfeeding. WIC subsidizes family budgets to put healthy food on dinner tables.**



A happy mom and healthy baby meet with Breastfeeding Peer Counselor Patricia Dickens

In 2012, the Breastfeeding Peer Counselor (BFPC) program opened the door to a wonderful partnership with Heartland Regional Medical Center when they began making visits to new mothers in the New Beginnings unit. In 2013, a WIC nutritionist also began making contacts with new mothers who are current WIC participants and those who could potentially benefit from participating in WIC.

The Breastfeeding Peer Counselors partner with Heartland New Beginnings breastfeeding support group, provide breastfeeding classes and resources for Parents as Teachers, the Pregnancy Resource Center and JUMP (through the YWCA). They actively participate with the Breastfeeding Task Force and support the Baby Friendly Hospital initiative. One of the biggest accomplishments for the task force was a change in Heartland's policy. The hospital no longer sends formula home unless it is requested, which is a great step towards Baby Friendly status.

## From the Field

Even the most cynical moms can become champions to others with encouragement and support. A pregnant woman began her WIC journey with no plans to breastfeed. Through monthly contact with the Breastfeeding Peer Counselors as her pregnancy progressed, she had a change of heart and decided to breastfeed. She loved breastfeeding, and told her nurses the only reason she was breastfeeding was because of her contacts at WIC. She was highly successful and was very disappointed to have to stop when her baby was 6 months old because the medications she needed to fight a serious illness were not compatible with breastfeeding. This mom is very thankful she breastfed and has become an important support person to other breastfeeding moms.

# Clinic

The clinic provides a wide range of preventative programs, including education, vaccination, prenatal case management and communicable disease monitoring. The health department is a resource for achieving positive health outcomes for individuals, the public in general and to health care and child care providers.

Prevention is a key factor in a healthy community. The health department clinic is part of a network of providers giving vaccinations to prevent debilitating and sometimes fatal diseases from ever occurring. A fully immunized population is one of the most efficient ways to improve and maintain health.

Clinic nurses worked closely with our epidemiologist in the Environmental division to monitor communicable disease reports submitted to the health department. Communicable diseases, also known as infectious or transmissible diseases, spread from one person to another or from an animal to a person. The spread often happens via airborne viruses or bacteria, but also through blood or other bodily fluid. Public health departments monitor hundreds of communicable diseases as part of the network of providers who protect the public from an outbreak that could have devastating effects on the community.

More highlights from the Clinic include the continuation of pregnancy resources being offered to St. Joseph women. The clinic conducted 500 pregnancy tests and served almost 340 women in case management during 1,500+ visits. Case management helps women connect with needed services, including scheduling their first appointment with a physician which helps ensure their pregnancy is off to a healthy beginning.

Pregnant women who are uninsured enroll in Missouri's HealthNet program through the case manager's office. Pregnant women are invited to continue care with a case manager and to seek the services of WIC (Women, Infants & Children) for guidance throughout their pregnancy.



In 2013, the clinic staff administered **3,098 vaccinations to 1,606 children and adults** who qualify as uninsured or under-insured, meaning they may have health insurance, but it does not cover the cost of vaccines. The City of St. Joseph Health Department vaccine administration cost is supported by Missouri HealthNet, Medicare, Section 317 and the Vaccines for Children funds.

## Child Care Health Consultation Program

# Immunization Compliance Consults	0
# Immunization Compliance Trainings	2
# Obesity Prevention Consults	4
# Obesity Prevention Trainings	8
General Consults	1
General Trainings	20
General Children's Presentations	24
Obesity Prevention Health Promo	5

Through the **Child Care Health Consultation** program, sessions were taught related to immunization compliance and obesity prevention at child care centers in St. Joseph (graph above). A health department nurse presented information to children, parents and child care providers working to increase compliance with Missouri standards.

## From the Field

What a difference a baby makes! Working the check-in desk, we get to know many clients as they chat at the check-in window for WIC, pre-natal case management or immunizations. One newly pregnant mom was shy or nervous, she didn't engage much in conversation, but she was diligent about coming to her appointments. She never said much as she checked in and waited her turn. As her pregnancy progressed, she started to say hello or report how she was feeling. Then she delivered her daughter, and what a change! A bright light turned on inside her, she beamed as she showed off her baby girl and talked about how her life had changed! Now she shares stories about the funny little things her daughter does as she grows. She has shared a couple of times that everyone at the health department makes her feel better about herself and she looks forward to her visits. This shy young mother and her healthy baby are testament to the education we provide and the caring staff at the Health Department.

# Community Health

Service Area	Inside City Limits	Outside City Limits	Other	TOTAL	% Inside City Limits	% Outside City Limits	% Other
Immunizations	1,683	76	45	1,804	93.29%	4.21%	2.49%
Pregnancy Tests	751	17	56	824	91.14%	2.06%	6.80%
Prenatal Case Mgmt	950	32	63	1,045	90.91%	3.06%	6.03%
STD/HIV Testing	1,162	22	218	1,402	82.88%	1.57%	15.55%
TB Tests	467	25	52	544	85.85%	4.60%	9.56%
WIC	13,091	345	430	13,866	94.41%	2.49%	3.10%
<b>TOTAL</b>	<b>18,104</b>	<b>517</b>	<b>864</b>	<b>19485</b>	<b>92.91%</b>	<b>2.65%</b>	<b>4.43%</b>

Community Health Services monitors patterns of health and illness across society, over time, and within particular groups in Northwest Missouri. Services, as seen above, are given to those living in St. Joseph; in Buchanan County, outside city limits; and outside Buchanan County.

In 2013 a second health educator was added to our division. A community health assessment was completed that includes health statistics for our area and citizen input about our communities health and health education needs. The community is looking to us for leadership, education and guidance in the areas of obesity, smoking, teens who are pregnant and mental health. In 2013, Community Health staff had the opportunity to educate at 46 outreach events.



The outlook for people diagnosed with HIV in 2013 is drastically different than it was even 10 years ago. With early testing, linkage to care, and making healthy choices, people who are HIV positive finish college, get great jobs, get married, have families and may never face an AIDS diagnosis.



In 2013, no women enrolled in HIV case management gave birth to an HIV positive baby, a testament to the advances in medicine as well as the increase in comprehension of the disease by health care providers and patients. This year actually marks the 15 year mark for no HIV positive babies born to women enrolled in St. Joseph Health Department Case Management.

Transportation is one of the greatest needs of people seeking services at the health department. Community Health partners with RIDE, the St. Joseph public transit system, to help those living with disabilities get access to transportation at a discounted fare. 173 transit applications were processed for those seeking discount bus passes.

Knowing your status is powerful and keeps you healthy and safe. One out of every three persons who have HIV does not know they are positive. Sexually transmitted infections (STI's) like chlamydia are on the rise and if left untreated, can cause infertility. Sexually active persons not in a mutually monogamous relationship should be tested for STI's.

## 2013 Testing & Treatment

Chlamydia/Gonorrhea Tests administered	432
Chlamydia positive results	80
Gonorrhea positive results	9
Syphilis tests administered	288
Syphilis positive results	4
HIV tests administered (Serology)	263
Rapid HIV Tests administered in outreach	327
HIV positive result	0
Hepatitis vaccines administered	83

# Partner & Promote

## Medical Reserve Corps - MRC

MRC units are community-based and function as a way to locally organize volunteers willing to donate their time and expertise to prepare for and respond to emergencies, as well as promote healthy living. MRC volunteers supplement existing emergency and public health resources.

MRC volunteers include medical and public health professionals such as physicians, veterinarians, epidemiologists, pharmacists, dentists, and nurses. Many community members such as interpreters, chaplains, office workers, legal advisors, and others fill key support positions.

The MRC unit of Northwest Missouri can be contacted through the St. Joseph Health Department Community Health Division. To date, local MRC volunteers have been called to assist with community health education.



## Live Well St. Joe

Live Well St Joe is a group of partners dedicated to improving systems, policies and attitudes in support of a healthier community. Members of Live Well St. Joe have been instrumental in expanding the beautiful hike & bike trail that runs through the city; promoting clean air policies; establishing school gardens and cooking classes; organizing activities such as a 5K Run, a youth dodgeball tournament, and multiple public forums and outreach events.



## Every Mile Matters

Every Mile Matters is a traffic safety task force addressing issues related to roadway safety. Areas of focus are proper use of child restraint systems, distracted driving, helping teens learn how to drive safely, cycling safety and general injury prevention.

The task force organizes car seat events, where parents and caregivers are instructed on the proper installation and use of child passenger restraints. This group also works with area high schools, producing "Docu-Dramas" at which students and faculty simulate crash scenes and the aftermath that accompanies such a tragedy. Members of this group are also responsible for organizing Safety Town, which teaches young children safety basics as they get out and about in our community.



## Friends of the Shelter

In 2000, the Animal Control & Rescue Shelter began working with a group of volunteers who called themselves the Friends of the Shelter. The primary goal of the group is to reduce the number of animals euthanized by increasing public awareness of the many wonderful animals the shelter receives. Friends of the Shelter hosts a "Pet Preview" from noon to 4:00 p.m. the second Saturday of the month, so those wanting to adopt a pet can visit the shelter and select a family friend.

In addition to the adoption clinics, the group also conducts outreach programs and fund-raisers. Members volunteer time at the shelter, too. Some volunteers bathe and groom the dogs, others walk and socialize them. There are a wide variety of tasks AC&R performs and Friends of the Shelter are a great asset to shelter operations.

## Hours of Operation & Contact Numbers

<b>Administrative Offices</b>	Open Mon-Fri	8:00 a.m.- 5:00 p.m.	816-271-4636
<b>Clinic</b>	Open Mon-Fri	8:00 - 11:00 a.m. & 1:00 - 4:00 p.m.	816-271-4725 appt for some services
<b>WIC</b>	Open Mon-Fri	8:00 - 11:00 a.m. & 1:00 - 4:00 p.m.	816-271-4723 appt necessary
<b>Community Health</b>	Open Mon-Fri	8:00 a.m.- 5:00 p.m.	816-271-4636 appt necessary for testing
<b>Animal Control &amp; Rescue</b>			
Shelter Hours : (open to the public)	Mon, Tues & Thurs	1:00 pm - 5:30 pm	816-271-4877
	Wed	1:00 - 6:30 p.m.	
	Fri & Sat	1:00 - 4:30 pm	
	Officer's Available Hours:		
	Mon - Fri	8:00 am - 9:00 pm.	
	Sat	8:00 am - 5:00 pm.	
	Sunday and After hours for emergencies only.		



Patee Market Health Center  
904 South 10th Street  
St. Joseph, MO 64503



Animal Control & Rescue Shelter  
701 Lower Lake Road  
St. Joseph, MO 6450