



Public Health
Prevent. Promote. Protect.

2014

City of St. Joseph Health Department
Annual Report





The Year in Review from Director Debra Bradley, MSW

A lot of work goes into finding ways to improve the quality of life and well-being of our community. The City of St. Joseph Health Department staff are committed to the efforts to prevent, promote and protect the public health of St. Joseph. Each year

activities associated with the ordinance. Many hours were spent communicating with and educating the public on the guidelines of the ordinance. While some stricter enforcement has been necessary, the majority of citizens and establishments have been receptive to and cooperative with the new regulations.

During the course of the past year, Environmental Health & Food Safety staff completed a self assessment of their program based on the nine standards set forth by the United States Food & Drug Administration. The assessment was an excellent tool used to evaluate the training and inspection processes in place, identify strengths within the program and opportunities for improvement.

Through much hard work by Animal Control & Rescue and City Engineering staff as well as other partners, construction of the city's first dog park got underway in 2014! The off-leash park, near Corby Pond on NW Parkway, will provide an open, safe recreational area for canines.

Health department staff began offering a unique training this year. Mental Health First Aid was available through multiple course offerings from July-November. Over 220 persons from a variety of disciplines were able to partake in the course and gain a new perspective on mental health.

The Women, Infants and Children program has been "paperless" for several years. Recognizing that WIC patrons use technology regularly and consider their screens to be a valuable source of information, WIC purchased several tablets to offer for use as an educational tool during office visits. They feel this presentation format will reach a wider audience and help them continue to grow, develop, and address the nutritional needs of women and children in our community.

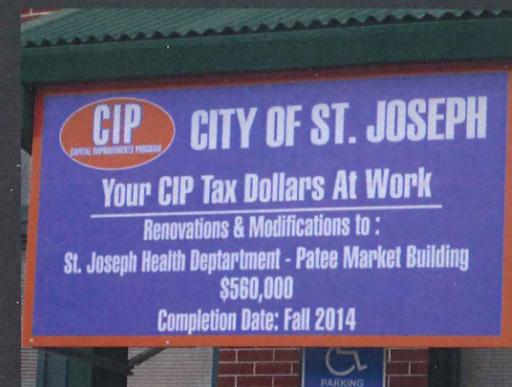
An annual report is a tool to deliver our message regarding what has been accomplished within the calendar year. A main objective of public health involves seeking ways to improve the health of our citizens and prepare for future challenges. Therefore, on behalf of the City of St. Joseph Health Department, I am pleased to present to you the annual report for 2014.

carries the promise of fresh ideas and new opportunities for improving the health of the community, and we look forward to that journey. Here are just a few noteworthy accomplishments from 2014:

In 2014, Patee Market Health Center underwent a major "facelift". Building renovations began mid-March and included fresh paint in nearly all areas of the building, flooring updates, base trim and chair rail replacement, new wall covering, updated millwork, sections of the roof and soffit repairs, and the enclosure of two internal spaces. Every staff member and nearly every piece of furniture in patron and staff occupied spaces was temporarily relocated during renovations. Staff completed the moving and relocation of furniture, equipment and supplies; help from Information Technology Services kept us connected. The combined teamwork of Patee Market staff paired with the excellent work provided by our general contractor E. L. Crawford, made for smooth transitions and a beautiful transformation to our 105 year old facility. Renovations are slated for completion in early 2015.

2014 marked a new endeavor for Clinic Services. Through a partnership with a company known as Vaxcare, the Clinic began offering vaccines to patrons with most forms of health insurance. Previously, staff had only been authorized to vaccinate patrons who were underinsured, had no insurance or had MO Healthnet as their insurance provider. This unique opportunity allows Clinic staff to now serve a larger portion of the community.

In April of 2014 citizens voted to pass a clean indoor air ordinance in St. Joseph. Once the ordinance went into effect in June 2014, health department Environmental Services staff were tasked with the majority of the enforcement



A defining part of 2014 at Patee Market was a multi-faceted, building wide renovation project. The cooperative effort of staff, contractors and the patience of our patrons were on full display during the facelift to our more than a century old building.



2,566,897

Dollars put into the local economy in WIC checks distributed

93,009

Dollars collected in Medicaid fees

11,093

Certified copies of Missouri Birth and Death records issued

5,416

Vaccines administered

1,610

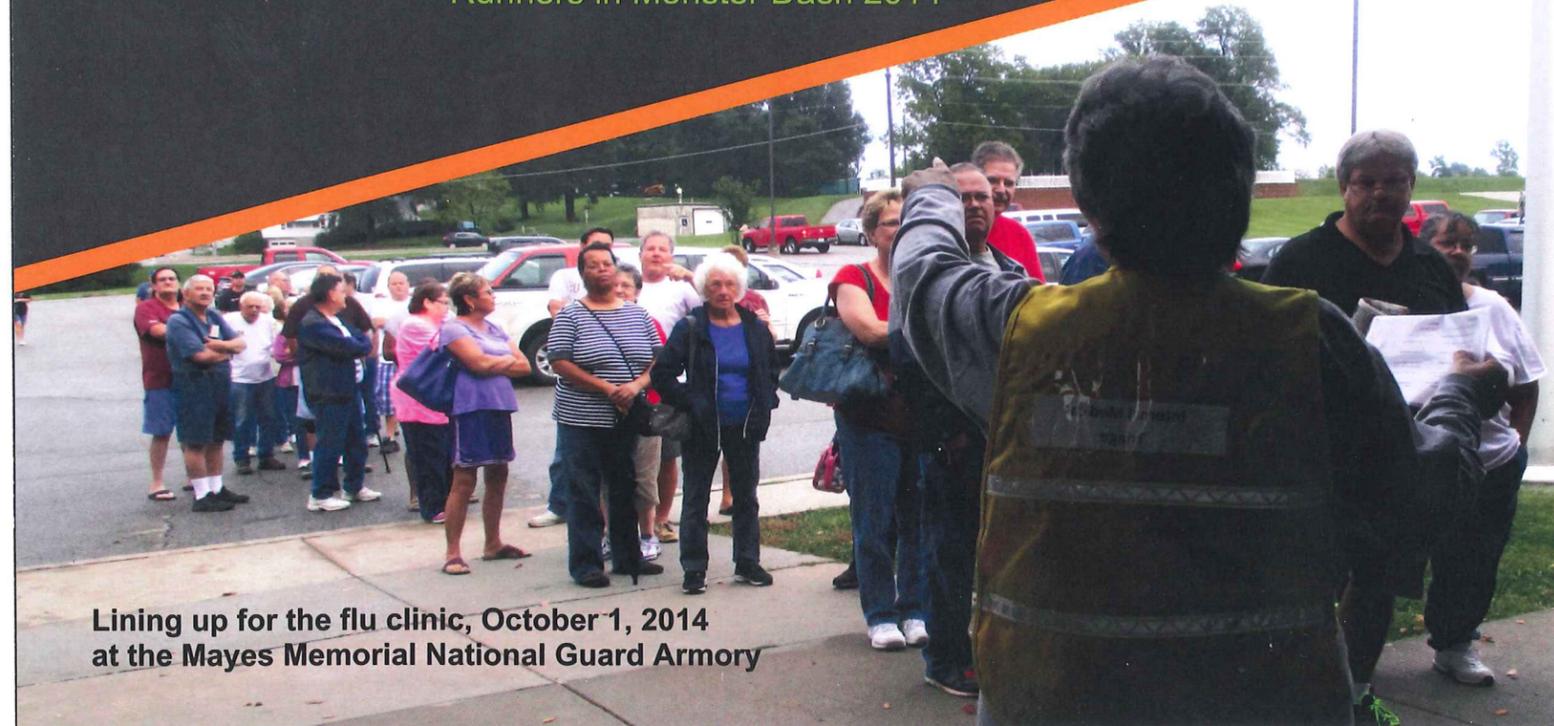
Environmental Health Inspections completed

726

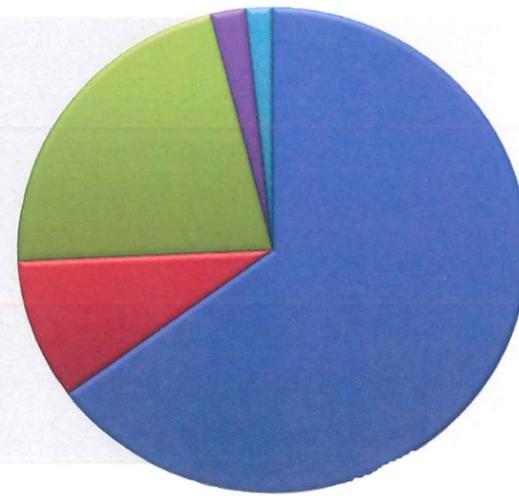
Dogs & Cats spay/neutered FREE through ADAPTS program

145

Runners in Monster Dash 2014



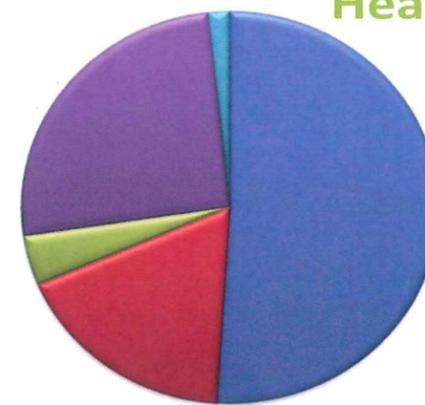
Lining up for the flu clinic, October 1, 2014
at the Mayes Memorial National Guard Armory



65% Tax Base
22% Contracts, Donations, and Grants
9% Fees, Fines, Licenses, and Permits
2% Medicaid Fees
2% Miscellaneous: interest on investment, recovery reimbursement, sale of assets, etc.

Annual Operating Budget
\$3,933,203

Revenue Expenses

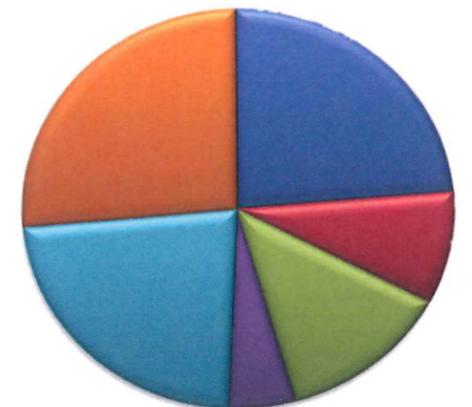


Health Department
Expenses by Category

51% Salary
26% Outside Services
17% Benefits
4% Materials and Supplies
2% Debt Service and Insurance

Expenses by Division

Administration	26%	█
Clinic	24%	█
Animal Control & Rescue	23%	█
WIC, Women, Infants & Children	13%	█
Community Health	9%	█
Environmental Health	5%	█



Administration



The following three goals served as a guide for our actions as a department throughout 2014

- Improve our Building through Renovations ◀
- Inform the community through Public Relations ◀
- Keep St. Joseph safe with enhanced Public Safety ◀

Building Renovations, Public Relations and Public Safety were all identified as priorities for the St. Joseph Health Department for 2014. The building renovations that lasted most of the year tested all three!

Our public relations strategy was challenged in the face of a new ordinance that passed with a small margin and with the news of a lethal virus that frightened us from half way around the world.

After months of controversy, campaigns and debate, the citizens of St. Joseph approved an ordinance to ban smoking in an April 8, 2014 election by a margin of 53% to 47%. The ordinance calls for no smoking of cigarettes or pipes inside businesses with employees. Enforcement of the new law is the responsibility of the health department. Citations can be issued to businesses or persons smoking inside a business, with some exemptions (casino floor, some hotel rooms). The ordinance was the culmination of years of cooperative effort from citizens concerned about the health of employees and patrons exposed to second hand smoke.

The Ebola Virus, though not a direct threat to northwest Missouri or St. Joseph, was motivation for public health to put years of

preparation into practice. Partnerships were well established prior to this call to action and local organizations proved to be ready to work together to protect our community.

Public Safety was addressed by the Northwest Medical Reserve Corps which operates out of our Community Health division. Through funding obtained from the Missouri Office of Homeland Security and the National Association of City and County Health Organizations, two staff were trained to provide Mental Health First Aid Training for adults and youth. Over 220 people in our community were subsequently educated on the signs and appropriate responses to a mental health crisis.

The Administrative division issued 25 press releases in 2014 and supervised 50 media contacts. Topics ranged from open burning to rabies clinics to flu vaccines. A marketing campaign was developed to inform the public of a significant update in payment options. Immunizations can now be paid for with a health insurance plan or Medicaid/Medicare.

Certified Missouri Birth and Death records are a staple of our operations at the health department. We issued 11,093 copies to qualified applicants in 2014.



The Community Health division continued to serve both population and individual health with health education, case management, HIV and STD testing, and operation of the Northwest Missouri Medical Reserve Corps. Staff from Administration and Community Health represent the health department at a variety of collaborative meetings such as HEALTH (Helping Everyone Achieve Long Term Health), Live Well St. Joe, MOSAIC Life Care Ethics Board, St. Joseph Safety and Health Council, and the United Way of Greater St. Joseph.

The Medical Reserve Corps of Northwest Missouri was active in 2014 recruiting new members and attending conferences and training opportunities. Two health department staff earned certification to teach Mental Health First Aid and Youth Mental Health First Aid. After offering the Mental Health First Aid education, more than 220 members of health, education, and law enforcement now have the skills to recognize and assist someone who may be experiencing a mental health crisis.

HIV Case Managers in the Community Health division helped consumers understand how the Affordable Care Act could work for them. Case Managers served 68 people with assistance obtaining health care, insurance enrollment, employment issues, and more.

Disabled persons may be eligible for a discount rate for transportation through the St. Joseph Transit "The RIDE" system. Community Health partnered with Transit to issue 242 disability certifications in 2014.

Health educators provided 68 classes or small group training sessions to 1,062 attendees. These training opportunities covered topics such as CPR, obesity prevention, stress reduction and more. "Eat Healthy Be Active", one of the more popular programs, had 162 people enrolled in 22 class sessions.

Youth empowerment was the focus at a summit held in collaboration with state and local partners. The youth who attended were challenged to create a health improvement project they could implement in their own community. The community health staff also worked with youth in the juvenile justice system to teach them how they can improve their own health outcomes.

Middle and high school aged youth attended a Kick Butts Day Dodgeball Tournament in March, which empowers kids to advocate for their health with regard to tobacco use and marketing. The Monster Dash 5K partnered with Red Ribbon Week in October and expanded on the anti-tobacco message to also include education on the dangers of drug abuse.

In early December, Zion United Church of Christ, Missouri Western State University, P.E.A.C.E. (People Establishing AIDS/HIV/STD Care and Education), and RAISE Clinic of Northwest Health Services, held activities celebrating progress in the fight against AIDS. Speaker Bryan Jackson, infected with the disease as a child, motivated others with his story of forgiveness and survival.

In 2015, Community Health will continue to build relationships with other health and wellness agencies and provide more health and wellness classes to the public.



Community Health



Clinic

In 2014, the St. Joseph Health Department Clinic implemented a huge change in processing immunization clients as we established a partnership with VaxCare, a vaccine and commercial insurance invoicing supplier. Offering vaccine coverage to individuals with insurance immediately improved our vaccination reach. We administered over 1,000 more immunizations in 2014 than in 2013. Since June 2014, when we began accepting insurance patients, 27% of our clients have had insurance. A marketing campaign informed the public of our new policy.

St. Joseph Health Department Immunization Clinic With more options than ever, it's time to give us another shot

Our partnership with VaxCare also improved our bottom line and our reach in administering flu vaccine. In 2013, we purchased 600 doses of flu vaccine for \$6,823, with an actual cost of \$1,784 after collecting payment from Medicare and Medicaid. Since October 1st, using VaxCare and a state funded supply of flu vaccine granted to us, we have vaccinated over 1,000 persons with a health department cost of less than \$800. This is in addition to the flu vaccine we administer to children under 19 years of age through the free Vaccine For Children program.

People served by VaxCare and 317 funded flu outreach events:

- 344 - Health Department Flu Clinic
- 150 - Missouri Western State University
- 75 - Bi-National Health Fair
- 38 - Open Door Food Kitchen
- 26 - Community sponsored events
- 12 - Haven and Juda House
- 14 - Community Health Outreach
- 9 - United Way



Our prenatal case managers work closely with MOSAIC Life Care Women's Health to set prenatal care appointments for our mutual clients. In 2014, close to 500 women sought temporary Medicaid through the clinic. Temporary Medicaid is effectively a "fast pass" to Missouri HealthNet (Medicaid) so pregnant women have a means to pay for critically important prenatal care. A Medicaid system change expediting the process for clients to receive temporary Medicaid has freed health department nurses from additional paperwork and increased time used for education.

The clinic nurses also monitor and follow-up on communicable disease reports and tuberculosis cases. "Latent" tuberculosis requires diligent nursing oversight and the handful of "active" cases require daily interaction to ensure patient medical compliance. In 2014, there were more than 140 tuberculosis clients for which our clinic nursing staff were essential in establishing care.

The clinic survived another "back to school" season. The week before school starts as well as the first week of school is always a flurry of kindergartners and eighth graders receiving boosters. Three nurses administered around 600 shots during those back to school days.



Clients served at our facility in 2014 were RESIDENTS OF

City	County	Other	
2,012	101	57	Prenatal Case Managed Clients
1,198	52	37	Children Immunized
1,042	18	19	Adults Immunized
636	69	X	Tuberculosis Testing
139	2	X	Latent Tuberculosis positive
100	2	X	Active Tuberculosis positive
317	1	X	Elevated Blood Lead Level/child

Clinic Activity	2012	2013	2014
Temporary Medicaid Set Up	897	631	496
Immunizations Administered	3,932	3,302	4,332
Number of People Immunized	1,915	1,726	2,379
Elevated Blood Lead Level-child	241	162	318



WIC

The St. Joseph Health Department Women, Infants and Children, or WIC division, served 26,121 participants in 2014. As a result, \$2,566,897 was issued in checks used to purchase healthy foods from local vendors. The WIC program served families based not only on income guidelines but also by nutritional health risk.

Participants generally qualify for WIC during pregnancy. After delivery, the baby is considered for qualification. Eligible children may participate in the WIC program until they reach the age of five. A qualified mother may receive benefits until her baby is one year old if she is fully or mostly breastfeeding. Participants learn ways nutrition impacts their health through personal counseling, WIChealth.org and breastfeeding classes. The checks participants receive are specific to their health need, and are used to purchase healthy foods approved by federal WIC guidelines.



WIC Breastfeeding Peer Counselor La'Sherrie Tyes gives a plaque of acknowledgement to Dr. Elizabeth James of Mosaic Lakeside Pediatric for her work as a Pediatric Breastfeeding Champion

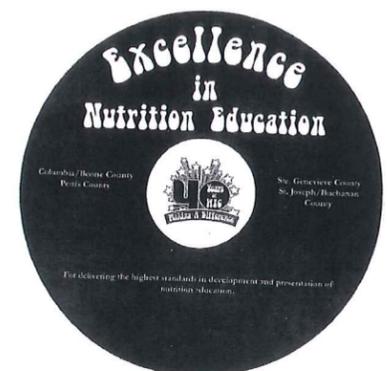
Breastfeeding is considered to be the best way to feed infants. Breast milk is nutritionally superior to formula, the act of breastfeeding helps establish a trusting relationship between a mother and baby, breastfeeding offers a wide range of short and long-term health benefits for mother and baby, it's natural, and it's financially and environmentally responsible. For these reasons, the health department and WIC support a respected state partnership, the *Missouri Breastfeeding Coalition* and the Missouri Department of Health and Senior Services, in recognition of area businesses receiving the *Missouri Breastfeeding Friendly Worksites* award. During 2014, six businesses were acknowledged for being Breastfeeding Friendly Worksites, and one Breastfeeding Friendly Daycare was awarded in St. Joseph.

The breastfeeding peer counselor program addressed a community need by creating two breastfeeding support groups in 2014; Mocha Mamas is specific to the celebration of African American women breastfeeding, and Milky Way Café which is open to all breastfeeding mothers. The peer counselor supervisor completed a 45-hour Lactation Consultant breastfeeding seminar presented by Healthy Children's Project, Inc. in Manhattan, Kansas.

WIC has a partnership with the Missouri Department of Health and Senior Services Oral Health Program to provide toothbrushes, floss and toothpaste to adults and children, and baby toothbrushes for infants. Educational materials are provided for participants, who also receive assistance locating low-cost dental services.

WIC - Women, Infants and Children	2012	2013	2014
Women - Fully Breastfeeding	222	626	527
Women - Partially Breastfeeding	130	349	420
Women - Postpartum non-BF	1,134	2,677	2,495
Percentage of Women Breastfeeding	23.69%	26.70%	27.51%

The St. Joseph Health Department WIC staff was honored to have been recognized by their peers around the state of Missouri for their work with participants. The Excellence in Nutrition Education was presented to the St. Joseph WIC supervisor at the state WIC Conference in October. Three other WIC units from around the state also shared in the accolade for delivering the highest standards in development and presentation of nutrition education. Way to go St. Joseph WIC!



Animal Control & Rescue

Flooding in New Orleans, a tornado in Joplin and many other disasters have raised expectations of our ability to respond to emergency situations. As well as protecting the citizens of our community, the St. Joseph Health Department is prepared to provide animals a safe place in the event of an emergency. A Homeland Security grant funded the purchase of a rescue trailer to be used as a mobile animal haven.

In May of 2014, shelter staff members were involved in a mock disaster day organized by the Missouri State Emergency Management Agency. The cold, rainy day made the set up and tear down of equipment more difficult, but also more realistic. Actors approached with stuffed animals searching for help caring for or finding their four legged family members. Staff worked with

STATISTICS	2012	2013	2014
Dogs received	1,702	1,578	1,505
Dogs redeemed	469	424	467
Dogs available to adopt	1,018	852	796
Dogs adopted	666	646	583
Dogs euthanized	415	272	178
Dogs to Rescue Organizations	17	145	229
Cats received	1,399	1,305	1,413
Cats redeemed	22	13	19
Cats available to adopt	468	543	683
Cats adopted	306	378	478
Cats euthanized	815	802	825
Cats to Rescue Organizations	2	28	37

everyone to complete forms or provide a warm place for animals to stay. The successful event proved to be an opportunity to learn and make improvements to our shelter rescue process. The mobile shelter is prepared for emergencies and to work with other organizations on mass impound operations.



Health Department Director Debra Bradley, Sr. Animal Control & Rescue Officer Stephen Norman, and Community Health Supervisor and Medical Reserve Corps Program Coordinator Kelly Kibirige represent the St. Joseph Health Department at a mock disaster drill organized by the MO State Emergency Management Agency.

Puppies for Parole continues to thrive. In 2014, a second chance was given to 76 dogs who completed the program, 70 of which have already been adopted.



Another successful program from the officers at Animal Control & Rescue has been the ADAPTS program funded through a grant from the PetSmart corporation. This program offers free spay/neuter to the pets of residents of the 64501 zip code. During 2014, 298 dogs and 428 cats were served. Outside the 64501 zip code, funding from AnimalKind gives assistance paying for spay/neuter operations. It was used 61 times in 2014.

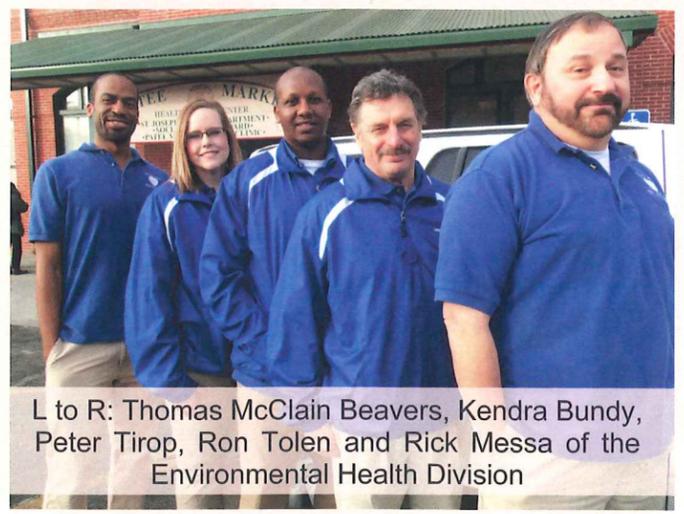
Animal Control & Rescue has great relationships with outside facilities which is reflected in our adoption success. Our partnership with Friends of the Shelter continues to thrive. Friends volunteers hosted dinner fund raisers, pet previews, rescue transports, and promoted the shelter on TV and radio, along with countless other projects.

- Results of our rabies clinics in 2014:
- Lindberg: 164 rabies vaccinations
 - Hosea: 156 rabies vaccinations
 - Nazarene: 69 rabies vaccinations
 - Skaith: 151 rabies vaccinations
 - Mark Twain: 256 rabies vaccinations

In addition to working together at the annual rabies clinics held around the city, Animal Control & Rescue partnered with veterinarians to hold a free vaccination clinic in the spring. There they sold 158 city pet licenses, 18 microchips, 273 rabies vaccinations, and issued 46 ADAPTS vouchers.



Clever AC&R staff helped Zane get adopted soon after this post. Greycie with Azreal. Bella dresses up for a Pet Therapy visit.



L to R: Thomas McClain Beavers, Kendra Bundy, Peter Tirop, Ron Tolen and Rick Messa of the Environmental Health Division

Environmental

The Environmental Division upholds some of the most historic ideology with regard to public health by ensuring sanitary conditions in communal areas. A key component to a secure community is the protection of its food sources. The City of St. Joseph has adopted the guidelines set forth by the Food and Drug Administration.

Education is key to understanding why certain rules are in place and how they protect the public from the spread of bacteria and disease. The health department environmental staff conducted 169 training sessions for food establishments during 2014. Besides the typical requests for education from restaurants and cafeterias, our experts also trained staff from the Missouri Department of Conservation as they prepared for summer camp season.

The Environmental staff inspect licensed food establishments. They also ensure mobile food service vendors follow our local food code. Mobile food service vendors are food trucks that call our community home or others who roll into town

temporarily to serve at carnivals or festivals. Our staff conducted 376 inspections and worked at 23 events to ensure correct set-up and safe operation as well as proper food handling by temporary vendors. One of those events was the Ethnic Festival for which written accolades were received from an observer who witnessed our staff assisting a vendor who had difficulty understanding English.

The Environmental Division continues to offer outreach and education as requested. A new opportunity for education has been in the local news throughout much of 2014. The health department environmental staff is responsible for enforcing the rules of the Smoke-Free Indoor Air Ordinance of 2014, adopted in April and enacted in June. Citations have been issued to patrons and businesses for noncompliance. Staff respond to all complaints received at the health department and work with establishments to ensure the health and safety of the public. The health department will continue to promote and protect the health of employees and patrons as outlined by the ordinance.

The Environmental Division completed routine, complaint driven, new facility, temporary & follow-up inspections for the following categories

1,502	Food Service
38	Lodging
20	Recreational Water (swimming pools/spas)
13	Tattoo Establishments
31	Onsite Sewage Systems
5	Air quality

Other categories of complaint or information seeking calls responded to by Environmental Health staff

94	Bedbug complaints
1	Investigated bedbug complaints
8	Air quality complaints
239	Miscellaneous calls received
1	Epidemiological investigation
7	Development review meetings attended
213	Hours on smoking ordinance
169	Educational programs



Public Health

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St. Joseph, MO
Health Department

City of St. Joseph Health Department
904 South 10th Street, St. Joseph, MO 64503

Administration
Environmental
Community Health
(816) 271-4636

Clinic
(816) 271-4725

Women, Infants & Children ~ WIC
(816) 271-4723

Animal Control & Rescue
(816) 271-4877
701 Lower Lake Road
St. Joseph, MO 64504

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