

Agenda
Health & Human Services Committee
West Olive Administration Building – Board Room
12220 Fillmore Street, West Olive, Michigan 49460
Wednesday, February 8, 2012
8:30 a.m.

Consent Items:

1. Approval of the Agenda.
2. [Approval of the Minutes from the January 11, 2012 Health and Human Services Committee meeting.](#)

Action Items:

3. [Ottawa County Health Department Accreditation 2012 Local Plan of Organization](#)
Suggested Motion:
To approve and forward to the Board of Commissioners the Ottawa County Health Department's Local Plan of Organization as part of the Ottawa County Health Departments Accreditation 2012 process.

Discussion Items:

4. [MiBridges, Kathryn Hamm, Community Resource Coordinator, Ottawa County DHS](#)
5. Department Updates

Adjournment

Comments on the day's business are to be limited to three (3) minutes.

HEALTH & HUMAN SERVICES COMMITTEE

Proposed Minutes

DATE: January 11, 2012

TIME: 8:30 a.m.

PLACE: Fillmore Street Complex

PRESENT: James Holtvluwer, Stu Visser, Greg DeJong, Robert Karsten

ABSENT: James Holtrop

STAFF & GUESTS: Addie Hambley, Environmental Health; Michelle Martin, Human Services Director; Sherri Sayles, Deputy Clerk; Lisa Stefanovsky, Health Officer; Donna Cornwell, Human Services Coordinating Counsel; Spencer Ballard, Environmental Health; Lynne Doyle, CMH; Greg Rappleye, Corporation Counsel

SUBJECT: CONSENT ITEMS

HHS 12-001 Motion: To approve the agenda of today as presented.
Moved by: Karsten UNANIMOUS

HHS 12-002 Motion: To approve the minutes of the November 9, 2011, meeting as presented.
Moved by: Karsten UNANIMOUS

SUBJECT: ELECTION OF COMMITTEE VICE CHAIR

HHS 12-003 Motion: To elect James Holtvluwer as Vice Chairperson of the Health and Human Services Committee for 2012.
Moved by: Karsten UNANIMOUS

SUBJECT: DISCUSSION ITEMS

1. MiBridges, Kathryn Hamm, Community Resource Coordinator, Ottawa County DHS – Postponed until next month.
2. Local Environmental Health Issues – Addie Hambley, Environmental Health Manager, reported that Environmental Health has been evaluating programs and identifying areas for improvement. The Food Safety Program was determined more development of partnerships emphasizing education was needed with establishments. Addie

highlighted a few changes implemented in an effort to build a better rapport with establishments.

Since 1978 Ottawa County has had a contract with Holland City for them to conduct inspections of the restaurants and food service facilities within Holland City. The current contract expired on December 31, 2011. Based on data analyzed it was determined that Ottawa County would begin conducting inspections on May 1, 2012. Steps have been put in place to ensure a smooth transition.

3. Department Reports

MI Works!/CAA – Bill Raymond reported Community Action Agency is facing funding cuts. \$1.5 million will be going away over the next month. There will be at least five layoffs and possible cut in hours. Bill has been meeting with Human Resources and looking at all the options.

Bill reported MI Works! has been busy with the Ready Now Event which is a week long program of employers looking for qualified/skilled workers. Each applicant will receive at least two interviews. This is a pilot project and other counties are looking at it. He also gave a brief update on the Adult Learning Center, the Department of Labor Initiative Grant and reported housing vouchers keep declining.

Health Department – Lisa Stefanovsky reported the Health Dept. is preparing for the May accreditation. The Health & Human Services Committee will need to review the Plan of Organization. She also reported the data from the County Assessment Project with the hospitals will be released in May.

Dr. Heidel is out on medical leave. There is an agreement in place that the Kent County Medical Director will step in if necessary.

Human Services – Michelle Martin is now the official Director. She updated the committee on the Food and Cash Assistant programs and gave a brief update on Child Protective Services.

Human Services Coordinating Council – Donna Cornwell presented an update on the Homeless Youth Forum and the Lakeshore Non-profit Alliance.

Mental Health – Lynne Doyle reported a full time peer support specialist was hired for the Connection Center. The dual eligibility is still an on-going issue.

SUBJECT: ADJOURNMENT

The meeting adjourned at 9:30 a.m.

Action Request



Committee: Health and Human Services Committee

Meeting Date: 2/8/2012

Requesting Department: Public Health

Submitted By: Keith Van Beek

Agenda Item: Ottawa County Health Department Accreditation 2012 Local Plan of Organization

SUGGESTED MOTION:

To approve and forward to the Board of Commissioners the Ottawa County Health Department's Local Plan of Organization as part of the Ottawa County Health Department's Accreditation 2012 process.

SUMMARY OF REQUEST:

The Ottawa County Health Department submits to the Ottawa County Health and Human Services Committee its Local Plan of Organization as part of the Ottawa County Health Department Accreditation 2012 process and upon approval, requests subsequent submission of this plan to the Board of Commissioners for approval and required signature at their next regular meeting for submission to the Michigan Local Public Health Accreditation Program (Michigan Department of Community Health [MDCH]).

Every three years the Ottawa County Health Department is subject to an on-site accreditation review by the Michigan Department of Community Health (MDCH) Michigan Local Public Health Accreditation Program. The last one was in 2009 and the Ottawa County Health Department was awarded full Accreditation status for meeting all Accreditation standards in Local Health Department Powers and Duties; Clinical Laboratory; Food Service Sanitation; General Communicable Disease Control; Hearing, Vision; Immunization; On-site Sewage Treatment Management; Sexually Transmitted Disease; Family Planning and HIV/AIDS. The next Health Department accreditation review is scheduled for May, 2012. A Local Health Department (LHD) Plan of Organization and a signed approval form indicating acceptance of the Plan of Organization by the Board of Commissioners must be submitted as part of the documents required prior to the on-site visit. The Ottawa County Health Department Accreditation 2012 Local Plan of Organization and MDCH Approval Form are attached.

FINANCIAL INFORMATION:

Total Cost: \$0.00 General Fund Cost: \$0.00 Included in Budget: Yes No

If not included in budget, recommended funding source:

ACTION IS RELATED TO AN ACTIVITY WHICH IS:

Mandated Non-Mandated New Activity

ACTION IS RELATED TO STRATEGIC PLAN:

Goal: 1: To Maintain and Improve the Strong Financial Position of the County.

Objective: 3: Approve strategies to reduce the negative impact of rising employee benefit costs on the budget. 4: Maintain or improve bond ratings.

ADMINISTRATION RECOMMENDATION: Recommended Not Recommended Without Recommendation

County Administrator:

Committee/Governing/Advisory Board Approval Date:

January 30, 2012

To: Health and Human Services Committee

From: Public Health

A motion for review and approval to the Health and Human Services Committee (meeting on February 8, 2012) and subsequently to the Board of Commissioners (meeting February 14, 2012) is submitted as follows:

The Ottawa County Health Department submits to the Ottawa County Health and Human Services Committee its Local Plan of Organization as part of the Ottawa County Health Department Accreditation 2012 process and upon approval, requests subsequent submission of this plan to the Board of Commissioners for approval and required signature at their next regular meeting for submission to the Michigan Local Public Health Accreditation Program (Michigan Department of Community Health [MDCH]).

Explanation:

Every three years the Ottawa County Health Department is subject to an on-site accreditation review by the Michigan Department of Community Health (MDCH) Michigan Local Public Health Accreditation Program. The last one was in 2009 and the Ottawa County Health Department was awarded full Accreditation status for meeting all Accreditation standards in Local Health Department Powers and Duties; Clinical Laboratory; Food Service Sanitation; General Communicable Disease Control; Hearing, Vision; Immunization; On-site Sewage Treatment Management; Sexually Transmitted Disease; Family Planning and HIV/AIDS. The next Health Department accreditation review is scheduled for May, 2012. A Local Health Department (LHD) Plan of Organization and a signed approval form indicating acceptance of the Plan of Organization by the Board of Commissioners must be submitted as part of the documents required prior to the on-site visit. The Ottawa County Health Department Accreditation 2012 Local Plan of Organization and MDCH Approval Form are attached.

Financial Information: Item is budget neutral.

Strategic Plan Alignment:

1. To maintain and improve the strong financial position of the County.
The MDCH Accreditation process determines that the OCHD is providing public health services in accordance with the Michigan Public Health Code, therefore ensuring good stewardship of County, State and Federal monies.
3. To contribute to a healthy physical, economic and community environment.
The MDCH Accreditation process determines that the OCHD is providing public health services in accordance with the Michigan Public Health Code, therefore upholding and providing meaningful contributions to a healthy community environment for the entire county population.
4. To continually improve the County's organization and services.

The MDCH Accreditation process assesses the Ottawa County Health Department's Quality Improvement Plan and will recognize the ongoing efforts of the OCHD to establish a culture of quality, to demonstrate the ability to evaluate the effectiveness of public health programs and to implement quality improvement.

**Ottawa County Health Department
Accreditation 2012
Local Plan of Organization**

1. A. Plan of Organization Legal Responsibilities *state and local statutory authority*

State Statutory Authority

The Public Health Code Act 368 of 1975 provides the legal foundation for the state and local health department to exercise its powers and duties within the state and local jurisdiction.

Powers and Duties

Under the Public Health Code Act 368 of 1978, 333.2433 sec. 2433 **Local health department; powers and duties generally.** (1) A local Health department shall continually and diligently endeavor to prevent disease, prolong life, and promote the public health through organized programs including prevention and control of environmental health hazards; prevention and control of diseases; prevention and control of health problems of particularly vulnerable population groups; development of health care facilities and health services delivery systems; and regulation of health care facilities and health services delivery systems to the extent provided by law.

Under Part 24 of the Public Health Code, the Local Health Officer has many of the powers granted to the state health director to respond to local emergencies within the area served by the local health department. For example, MCL 333.2451 authorizes the local health officer to issue an imminent danger order within the local health department jurisdiction.

The Public Health Code sets forth the specific authority given to the local public health department, Health Officer and Medical Director and describes its specific powers and duties to protect public health as it relates to the above general provisions.

In order to carry out specific emergency orders and/ or other powers and duties, the Ottawa County Health Department has legal counsel, access to Ottawa County Prosecutors Office for issuance of warrants etc. and the support of state and local law enforcement. Mr. Gregory J. Rappleye, Ottawa County Corporation Counsel acts as our legal representative and is available to assist public health and its officials in exercising legal authority in response to health threats. We also have established partnerships with the Ottawa County Sheriff's Office, the Ottawa County Court system and the Ottawa County Office of Emergency Management under the general jurisdiction of the Ottawa County Board of Commissioners.

Programs and Services

Part 2235 of the Public Health Code gives broad authority to MDCH to assign primary responsibility for the delivery of services to Local Health Departments (LHDs) who meet the requirements set forth in Part 24 of the Public Health Code: see MCL 333.2235 et seq.

A local health department that meets the requirements of part 24 shall act as the primary organization responsible for the organization, coordination, and delivery of services and programs established by the department or required under the code, in the area served by the local health department. See: MCL 333.2235.

The Ottawa County Health Department provides programs and services under the CPBC and DEQ contracts with the state, and complies with all minimum program requirements provided in the state and federal mandates.

Services	Rule or Statutory Citation	Required =	Basic +	Mandated +
		1	1.A.	1.B.
Immunizations	P.A. 349 of 2004 – Sec. 218 and 904; MCL 333.9203, R325.176	X	X	X
Infectious/Communicable Disease Control	MCL 333.2433; Parts 51 and 52; P.A. 349 of 2004 – Sec. 218 and 904; R325.171 et seq.	X	X	X
STD Control	P.A. 349 of 2004 – Sec. 218 and 904; R325.177	X	X	X
TB Control	P.A. 349 of 2004 – Sec. 218	X	X	X
Emergency Management – Community Health Annex	P.A. 349 of 2004 – Sec. 218 MCL 30.410	X	X	X
Prenatal Care	P.A. 349 of 2004 – Sec. 218	X	X	
Family planning services for indigent women	MCL 333.9131; R325.151 et seq.	X		X
Health Education	MCL 333.2433	X		X
Nutrition Services	MCL 333.2433	X		X
HIV/AIDS Services; reporting, counseling and partner notification	MCL 333.5114a; MCL 333.5923; MCL 333.5114	X		X
Care of individuals with serious Communicable disease or infection	MCL 333.5117; Part 53; R325.177	X		X
Hearing and Vision Screening	MCL 333.9301; P.A. 349 of 2004 – Sec. 904; R325.3271 et seq.; R325.13091 et seq.	X		X
Public Swimming Pool Inspections	MCL 333.12524; R325.2111	X		X

	et seq.			
Campground Inspection	MCL 333.12510; R325.1551et seq.	X		X
Public/Private Sewer	MCL 333.12757; MCL 333.12709, P.A. 349 of 2004 – Sec. 904, R299.4101 et seq.	X		X
Food Protection	P.A. 92 of 2000 (289.3105); P.A. 349 of 2004 – Sec. 904	X		X

Local Statutory Authority

The Ottawa County Health Department is a county health department established by the Ottawa County Board of Commissioners pursuant to Section 2413 of the Michigan Public Health Code, MCL 333.2413.

1.B. Legal Responsibility *brief descriptions of the “Governing Entity Relationship” with the Local Health Department.*

The Ottawa County Health Department is a department of Ottawa County government, pursuant to the authority set forth in Section 2413 of the Michigan Public Health Code, MCL 333.2413. The Ottawa County Health Department reports to the Ottawa County Board of Commissioners through the Health & Human Services Committee, which is composed of five members of the Ottawa County Board of Commissioners. The Health & Human Services Committee has primary Board jurisdiction over public health matters and the operations of the Ottawa County Health Department pursuant to Rule IV, Section 4.2.b of the Ottawa County Board of Commissioners. All Ottawa County Health Department budgeting issues, regulatory issues, contracting issues, and other similar matters go to the Ottawa County Board of Commissioners through the Health & Human Services Committee. The Ottawa County Board of Commissioners’ authority to establish such procedures is set forth at MCL 46.11 et seq.

1. C. Legal Responsibility *defends and indemnifies employees for civil liability*

Defense and indemnity coverage for civil liability of the employees of the Ottawa County Health Department while working within the scope of their county duties is provided by the Ottawa County, Michigan Insurance Authority, a public entity risk-sharing pool created in 1992 and authorized pursuant to Michigan Compiled Laws 124.1 et.seq.

If the MDCH Auditors have specific questions, they can contact Don Brookhouse, Ottawa County Risk Management/Accountant at (616) 738-4856, or contact the

State of Michigan OFIS directly at 877-999-6442. We also have on site the certificate of coverage for your review.

1. D. Legal Responsibility *delegation of Food Service Sanitation*

The Ottawa County Health Department provides Food Services Sanitation program responsibilities for its jurisdiction which includes all of Ottawa County, with the exception of the City of Holland. The City of Holland operates a city health department which provides Food Services Sanitation under a contract with the Ottawa County Health Department. The contract can be reviewed on site.

2.A. LHD Organization *official organizational chart*

The Ottawa County Health Department Organizational chart includes official position, lines of authority and displays the names of all staff positions . This can be viewed at: www.miottawa.org/healthcomm/admin.htm

2. B. LHD Organization, approval to take place at February Health and Human Services Committee Meeting and subsequent Ottawa County Board of Commissioners mtg.

2. C. LHD Plan of Organization *annual operating budget*

The 2012 operating budget for County operations was submitted to the Ottawa County Board of Commissioners for approval on October 25, 2011 and was presented in conformance with Public Act 2 of 1978 and in accordance with Public Act 621 of 1978, known as the “Uniform Budget and Accounting Act”. The budget is organized by fund type and contains a summary of revenues and expenditures by type (e.g., taxes, intergovernmental, personnel services, supplies etc.). The General Fund and certain large special revenue funds (e.g. Health, Mental health) also include departmental summaries by revenue and expenditure type.

To review the 2012 Ottawa County Budget go to:

http://www.miottawa.org/CoGov/Depts/FiscalSvcs/pdf/2012Budget/2012_Budget.pdf

The budget summary for Public health includes:

	2006/07 Actual	2007/08 Actual	2008/09 Actual	2009/10 Actual	2010/11 Actual	2011/12 Budget
Revenues						
Licenses & Permits	\$362,473	\$392,769	\$404,832	\$459,368	\$552,669	\$555,676
Intergovernmental Revenue	\$4,349,298	\$4,055,163	\$3,572,158	\$4,392,368	\$5,133,020	\$3,587,891
Charges for Services	\$773,130	\$804,897	\$600,571	\$611,695	\$627,960	\$629,473
Interest & Rent			\$0	0		
Other Revenue	\$213,200	\$223,774	\$218,015	\$241,946	\$199,754	\$194,963
Total Revenues	\$5,698,101	\$5,476,603	\$4,795,576	\$5,705,377	\$6,513,403	\$4,968,003
Expenditures						
Personnel Services	\$6,374,861	\$6,525,928	\$6,238,358	\$6,123,262	\$5,877,766	\$6,076,633
Supplies	\$1,756,591	\$1,780,394	\$1,151,064	\$1,271,842	\$1,224,418	1110321
Others Services & Charges	\$2,217,205	\$2,191,313	\$1,906,773	\$1,834,892	\$1,619,228	1783205
Capital Outlay		\$241,471	(\$8,087)	\$13,032	\$5,760	
Total Expenditures	\$10,348,657	\$10,739,106	\$9,288,108	\$9,243,028	\$8,727,172	\$8,970,159
Excess (deficiency) of revenues over (under) expenditures Health Operations	(\$4,650,556)	(\$5,262,503)	(\$4,492,532)	(\$3,537,651)	(\$2,213,769)	(\$4,002,156)
Jail						
Revenue	\$18,361	\$13,397	\$6,180	\$0	\$0	\$0
Expenditures	\$860,792	\$795,491	\$268,752	\$0	\$0	\$0
Excess (deficiency) of revenues over (under) expenditures Jail Health	(\$842,431)	(\$782,094)	(\$262,572)	\$0	\$0	\$0
Excess (deficiency) of revenues over (under) expenditures - Total	(\$5,492,987)	(\$6,044,597)	(\$4,755,104)	(\$3,537,651)	(\$2,213,769)	(\$4,002,156)
Other Financing Sources (Uses):						
Transfers in	\$5,926,606	\$6,201,489	\$4,743,828	\$3,537,651	\$3,084,996	\$4,002,156
Transfers out		(\$1,300,000)			(\$871,527)	
Total Other Financing Sources (Uses)	\$5,926,606	\$4,901,489	\$4,743,828	\$3,537,651	\$2,213,469	\$4,002,156
Net Increase (decrease) in Fund Balance	\$433,619	(\$1,143,108)	(\$11,276)	\$0	(\$300)	\$0
Fund Balance, beginning of year	\$1,673,336	\$2,106,955	\$963,847	\$952,571	\$952,571	\$952,271
Fund Balance, end of year	\$2,106,955	\$963,847	\$952,571	\$952,571	\$952,271	\$952,271

	2006/07 FTE's	2007/08 FTE's	2008/09 FTE's	2009/10 FTE's	2010/11 FTE's	2011/12 FTE's
Agency Support	6.8000	6.3000	5.8000	5.8000	5.9000	6.9000
PH Preparedness	2.0000	2.0000	2.0000	1.2000	1.4000	1.2000
Fiscal Services and IT	4.5000	4.5000	5.0000	5.0000	5.0000	5.0000
Environmental - On Site <i>Unfunded</i>	8.2500	8.2500	8.0500	7.5502 (0.8000)	7.5502 (0.8000)	7.5502 (0.8000)
Environmental - Food	6.8300	6.8300	6.9300	7.4300	7.4300	7.4300
Environmental -Beach Grant					0.8000	0.8000
Dental	1.2700	1.2700	0.6200	0.0000	0.0000	0.0000
Vision/Hearing <i>Unfunded</i>	3.9600	4.0100	3.8300	3.8310 (0.2100)	3.9600	3.7600
Safe Route for Schools					0.0000	0.0234
Epidemiologist (Comm. Assessment) <i>Unfunded</i>	1.0000	1.0000	1.0000 (1.0000)	1.0000 (1.0000)	1.0000 (1.0000)	1.0000 (1.0000)
Scoliosis	0.4650	0.5149	0.0000	0.0000	0.0000	0.0000
Clinic Clerical Support	0.0000	0.0000	12.9000	11.7500	11.7500	11.7500
Family Planning <i>Unfunded</i>	12.3100	11.8100	7.0200	7.0500 (0.7000)	6.8500	6.8500
Walk-In Clinic	11.6500	11.6500	4.7500	5.8500	5.8500	5.8500
Healthy Children's Contract	2.3200	2.3200	2.3200	2.8500	2.9300	2.9300
Tobacco	0.5000	0.5000	0.5000	0.6100	0.3715	0.3714
Substance Abuse Prevention <i>Unfunded</i>	3.3500	3.3500	1.7500	0.6000 (0.6000)	0.5702	0.5048
Children's Special Health Care <i>Unfunded</i>	3.4000	3.5500	3.6000	4.5500 (0.2500)	4.6800	4.8800
Early On <i>Unfunded</i>	1.7100	1.4600	1.4700	0.7190 (0.0400)	0.0000	0.0000
MIHP <i>Unfunded</i>	15.6651	13.4359	11.6000	11.4000 (1.8000)	10.0500 (1.0000)	10.0500
AIDS/STI	4.7300	4.5300	3.6300	3.7500	3.2500	3.2500
Communicable Disease	5.4600	5.6600	4.2000	4.1000	4.1000	3.8000
Prenatal Education	0.0000	0.2292	0.0000	0.0000	0.0000	0.0000
Health Education <i>Unfunded</i>	3.2200	2.7200	2.5200	3.4720 (1.0000)	2.3284	1.5938
Wellness Program <i>Unfunded</i>	2.8900	2.8900	2.8900	2.8680 (0.8000)	1.9600	1.9600
	<u>102.2801</u>	<u>98.7800</u>	<u>91.3800</u>	<u>84.9802</u>	<u>84.9303</u>	<u>85.6536</u>

2.D.LHD Organization *Information technology capacity*

The Ottawa County Health Department currently distributes public health information through a multitude of print and electronic devices. OCHD distributes critical health alert information through a mass fax system/policy and the internet via the State of Michigan’s Health Alert Network. Other public health information is distributed through the following devices: internet capabilities that include e-mail, our website (www.miOttawa.org) and social networking via Facebook and Twitter; electronic sources that include our fax and phone; postal mail; print media handouts; and through the 211 hotline. This multi distribution approach allows for the health department to distribute both critical and non-critical information to the community in regard to public health. This public health information distribution is designed to communicate important information to both our internal employees at OCHD and the community.

Access Applications	
Application Used	System
Lotus Notes	Internet/Intranet
Cellular Phones: Nextel Communication	Phone Calls Walkie Talkie Text Messaging
Blackberry: Nextel Communication	Phone Calls Internet Capabilities Walkie Talkie Secure Email Capabilities
External Portal	E-mail Access to our work E-mail /Employee portal 24/7
VPN Access	Internet
Internet Service	
Ottawa County Website: www.miOttawa.org	Internet
Web Based Services	Internet
MCIR (Child & Adult)	Internet
MDSS (Michigan Disease Surveillance System)	Internet
MI-TRAIN	Internet
HAN (Health Alert Network)	Internet
EPI X	Internet
E-Team	Emergency Contact System (Internet)
Insight (Data & Information Management)	Computer Software

SWORD	Food Service Reporting Program
Dentrix	Dental Data & Information Management
SAS	Statistical Program
Lotus Notes	Internet/Intranet
External Portal	E-mail Access to our work E-mail /Employee portal 24/7
Scantron	Data Collection & Information Management
Survey Monkey	Data Collection & Information Management
TV/Cable Access in Conference Room	Charter Communications
Equipment Accessibility: Laptops, Portable Projector	Internet Resources
Satellite	
Video Conferencing (2 accessible)	IP Line & ISDN Line
800 MHz Radios	Secure Communication
Facebook and Twitter	Internet social networking sites
Fax Machines (5 Machines)	ISDN Lines

2. D LHD Organization *Information Technology cont.*

The department also has a fully equipped public health emergency operation center with communication capacity including: teleconferencing, video conferencing, web casting, limited web cam capacity, access to satellite services through our Ottawa County Emergency Operations Center, multiple internet connections, media center, and copy cam.

3. A Mission Vision and Values *clear, written, publicized mission, vision, values, goals, objectives*

The Ottawa County Health Department mission, vision, and values are documented in the OCHD 2011 strategic plan, and the annual report which can be accessed by going to:

www.miOttawa.org/healthcom/admin.htm

4. A., B. Local Planning and Collaboration Initiatives *-outline of priorities*

In 2011, we completed our most recent 3 year strategic plan. Prior to the development of the strategic plan, the health department gathered data and information from a variety of sources to provide additional background and direction

to the planning process. Data used to develop local priorities includes a combination of data collected by the department and through the use of other state and local data sources. Examples include; Ottawa County Behavioral Risk Factor Surveillance , Ottawa County Youth Assessment Survey , Ottawa County Youth Body Mass Index Study results, Morbidity and Mortality Data, Kids Count , Greater Ottawa County United Way Community Needs Assessment, Vital Statistics, MDSS reports etc. We utilized the core functions and essential public health services as the framework for the strategic plan. The health department then aligned program goals and objectives with the public health core functions and essential services. Using this framework enhanced the strategic planning process and the resulting plan. The strategic plan can be viewed at : www.miOttawa.org/healthcom/admin.htm

Our department also prepares an Annual Plan which summarizes the Ottawa County Health Departments priorities as outlined in the strategic plan. The plan is developed annually as part of our budget process and includes budget information and program and customer service outcomes. Priorities are aligned with Public Health Mandates and the locally determined public health strategic planning priorities. This plan can be viewed in at:

http://www.miottawa.org/CoGov/Depts/FiscalSvcs/pdf/2012Budget/2012_Budget.pdf.

Also, our department, in collaboration with Ottawa Community Mental Health, Holland Community Hospital, Spectrum Zeeland Community Hospital, North Ottawa Community Hospital and the Greater Ottawa United Way recently completed the 2011 Ottawa County Behavioral Risk Factor Survey and Community Health Assessment. This data will be publically released in May 2012. The health data will be also be incorporated in a larger community assessment process which is facilitated through the United Way. This process will assess health and other indicators that contribute to the broader definition of community health (e.g. educational, economic etc.). This assessment will be completed in September of 2012 and will be used to redefine community health priorities, develop an updated community plan and guide collaboration and resource allocation.

Data sources listed above are available for review on site or by going to:

<http://www.miottawa.org/HealthComm/Health/data.htm>.

4.C. Local Planning and Collaborative Initiatives *community partnerships and collaborative efforts*

Community partnerships are critically important in achieving positive health outcomes, emergency preparedness, and to maintaining a quality public health system. Our department places a strong emphasis on facilitating and strengthening partnerships that work together to identify and solve community health problems. We have developed a matrix of collaborative efforts which shows the following: the

purpose of each collaborative, a website to obtain additional information if available, the staff person assigned, and the public health priority it addresses. This matrix will be available for your review at the site visit.

5.A. Service Delivery *outline of locations, services and hours*

We provide three service locations throughout Ottawa County. The address of each location, office hours and services provided, are posted on our Web site www.miOttawa.org/health , as well as published in all our service brochures, the general directory of services brochure, and the annual report.

6A. Reporting and Evaluation *efforts to evaluate its activities*

The Ottawa County Health Department utilizes different mechanisms to evaluate public health activities. The department has conducted (or partnered to conduct) many county-wide surveys which include; the Behavior Risk Factor Surveillance System, the Youth Risk Assessment Survey and the Greater Ottawa United Way Community Assessment. Also, Public Health Administration is continuously analyzing program data, chronic disease trends, MDSS weekly reports, morbidity and mortality data, demographic trends and other relevant public health data. These data sources are used directly or indirectly to measure the health of the residents and establish baseline trends. The information provided through these assessment tools enables the health department to prioritize and plan programs according to the needs of the community. The information also provides baseline data for programs to monitor improvement toward impacting health indicators, departmental efficiencies and quality improvement activities. We also require that new and existing projects/programs are scientifically evaluated/evidence based practices.

Other examples of tools used to evaluate programs and services include:

- Family Planning Chart Audits conducted by our Medical Director
- Family Planning Annual Report
- Monthly Ottawa County Communicable Disease reports
- Michigan Disease Surveillance Systems MDSS
- Immunization Action Plan, Michigan Immunization Childhood Registry, Vaccine For Children
- Quarterly reports are conducted and submitted to the state in hearing, vision, and environmental health (DEQ) (MDA)
- Emergency Preparedness progress reports generated to identify completion of identified program objectives
- Customer satisfaction surveys are conducted and analyzed
- Risk assessments (FP,STD) analyzed by the Epidemiologist, Medical Director and Program Manger
- Data is gathered and analyzed from computerized employee time and activity reports
- MIHP reports provided to the State

- Annual planning and evaluation of achievement of identified objectives
- Michigan Accreditation Program every three years to assure quality standards
- Immunization Inventory Report provided to the State
- The county annually conducts Financial and Single Audit
- Monthly analysis and evaluation of budget expenditures and revenues are conducted by program managers, finance staff and Health Officer
- Program statistics re: the number of customers served, times and locations of services, staff performance, types of services within each program etc. are analyzed by program managers and supervisors to assure standard quality, effective, and efficient service delivery
- Survey data, pre/ post test data, health screening data, demographic data, production report data, etc. are all used to evaluate program effectiveness.
- Staff performance evaluations are conducted and staff development is mandated to assure competent workforce
- Logic models are developed for health promotion projects
- Minimum Program Requirements in all program areas that apply, are a standard by which we evaluate program effectiveness
- Debriefing and after action reports are conducted upon completion of emergency situations
- EP exercises are conducted locally and regionally to test response capacity
- Quality Improvement tools are used, i.e. Malcolm Baldrige

In 2007, the Ottawa County Health Department initiated a formal Quality Improvement Plan. Quality improvement has become part of the culture of the Ottawa County Health Department. The following is a summary of the Plan:

The Ottawa County Health Department Quality Improvement Plan

Quality Mission

The Ottawa County Health Department (OCHD) continually endeavors to increase the quality, efficiency, value and client experience within our programs and services. The pursuit of quality improvement within the OCHD is not driven by a single program or entity but is expected from all vocations and persons regardless of position.

Methodology

In its simplest form, quality improvement is a systematic approach to defining a problem, planning and implementing a change, and evaluating the outcome of the change. Formal Quality Improvement (QI) is often an iteration of the scientific method found within many public health areas. While the terminology may differ, the process is the same. As an example, the Michigan Local Public Health Accreditation Program has adopted the method of Plan-Do-Study-Act (PDSA). The PDSA method is discussed in more depth in the text, *Embracing Quality in Local Public Health, Michigan's Quality Improvement Guidebook* (guidebook). However, there are

a number of quality improvement tools available. The OCHD will adopt the appropriate tools and processes depending on the specific needs of each project. The QI tools will be employed to explore potential deficiencies in operations and determine the success of specific interventions using a data-based approach.

Themes of Success

As noted in the guidebook, there are common themes that are essential for ensuring a successful QI effort, including:

- Leadership commitment and support
- Use of data and measurable outcomes
- Focus on customer needs
- Use of a continuous process that is adaptive to change
- Involvement of everyone in the organization

The Health Department will strive to address each theme as it applies the QI approach. In doing so, the department will assure the highest level of quality, service and value for our clients, customers, partners and community.

6-B Reporting and Evaluation *mechanism to report its activities to the community and governing body*

The Ottawa County Health Department employs the following mechanisms to report its activities to the community and governing entities:

Annual Report

The Ottawa County Health Department provides a yearly report of activities to the county board and makes the report available to the community via its website. The community is notified of the reports availability via press release. Attached is the most recent report. www.miOttawa.org/healthcomm/admin.htm

In addition to the individual department annual report, the county publishes a collective department report that is distributed in the local newspapers. The report includes various highlights and facts from all county departments, including public health. www.miOttawa.org

Press Releases

In general, the Ottawa County Health Department sends out 35 to 50 press releases per year. Topics range from critical information, like food borne illness details, to announcing events, such as an upcoming physical activity program. Recent and relevant press releases are always available in the health department [Media Room](#) online, and the site serves as a location where pictures corresponding to the press releases can be housed for ease of use by media. In addition, links to public service

campaigns, stock public health images, b-roll footage, links to partner agency media pages, and more are available in the miOttawa Media Room.

Ottawa County Board of Commissioners Health and Human Services Committee Meetings

Each month key public health staff meets with the Health and Human Services Committee which is a committee comprised of five Ottawa County Commissioners and Directors from Michigan Works, Community Mental Health, MSU Cooperative Extension, Department of Human Services, Public Health, County Administration and the Human Services Coordinating Council. Each month, public health staff presents information on programs, current policy issues, data collection, and/or emerging issues.

Agendas and meeting minutes can be viewed at:

<https://www.miottawa.org/Calendar/minutesDetails.do?ele=2&#Health and Human Services Committee>.

Website

The Ottawa County Health Department houses its website (www.miOttawa.org/Health) under the umbrella of a countywide website (www.miOttawa.org). The OCHD updates the website as needed. The site contains information regarding all county health department programs, downloadable forms, and offers several online services. Online services include [Restaurant Inspection Reports](#), [Environmental Health Septic and Well Permits](#), [School Weekly Disease Reporting](#), the [Discount Prescription Drug Program](#). The online services are intended to both improve customer service and increase health department efficiency. The website is a valuable source for both static and urgent information, with updates to the site available within one hour of request, and sooner in the most urgent cases. In addition, the website is included in press releases and other communication as a reference for further information. In 2012 our website will be revamped to include easier access for targeted populations like health care providers, schools, restaurant personnel etc. It will also provide more appropriate formatting for smart phone and tablet users. Since our last accreditation, we have been using more Facebook and Twitter to reach our population. We have active sites focused on Flu prevention, teen sexual health and beach water quality, all of which direct individuals back to the website for more comprehensive information. Expansion into other relevant areas of public health is currently being planned.

Communicable Disease Reports and Alerts

In order to ensure the necessary individuals are notified in the event of a Communicable Disease outbreak, environmental health event or other emergency, the department sends Health Alerts as needed to healthcare providers, schools,

emergency personnel and other community partners in Ottawa County and surrounding regions as necessary. Because healthcare providers are often a primary source of information for the community, getting timely information to them is critical. These alerts are sent via mass fax. Such alerts can contain information regarding an identified or suspected disease, or may be used for mass distribution of information that providers must know. For example, the department can send an alert in the event that a case of Pertussis is identified or to inform healthcare providers of updated flu vaccine recommendations.

In addition to Communicable Disease Alerts, the Region 6 Epidemiologist sends weekly and monthly communicable disease reports to users of the Michigan Disease Surveillance System. Communicable Disease reports can be found online at miOttawa.org/healthcomm/health/data.htm

7. A Health Officer and Medical Director *procedure for appointment of health officer and medical director*

The Medical Director and Health Officer are appointed through an Ottawa County Board resolution which is first reviewed and recommended by the Health and Human Services Committee and then forwarded to the full board. A copy of the resolution for each position is on file and can be viewed at any time.

7.B. Health Officer and Medical Director *MDCH health officer approval*

A copy of the MDCH approval letter dated December 30, 2008, for both the Medical Director and Health Officer are kept in the official employee file held in the Ottawa County Human Resources Department. This letter states that both positions meet all the requirements of Administrative rules 325.13002, 325.13003 and 325.13004. A copy is housed at the health department for your review.

7.C. Health Officer and Medical Director *MDCH Medical Director approval*

A copy of the MDCH approval letter dated December 30, 2008, for both the Medical Director and Health Officer are kept in the official employee file held in the Ottawa County Human Resources Department. This letter states that both positions meet all the requirements of Administrative rules 325.13002, 325.13003 and 325.13004. A copy is housed at the health department for your review.

8. LHD Plan Of Organization Approval Form

attached

LOCAL HEALTH DEPARTMENT (LHD)
PLAN OF ORGANIZATION

APPROVAL FORM

This approval form is to be signed by the health officer and the chairperson of either the board of commissioners or board of health. In the case of a city health department, the mayor or city council president shall sign. Completion of this form is required and submitted to MDCH with the LHD Plan of Organization.

I have reviewed the Plan of Organization for _____
(insert local health department name)

The Plan and related documentation accurately reflect the organization of services and programs for the area served by the local health department. We affirm this Plan, as submitted, fulfills all the requirements set forth in the LHD Plan of Organization Guide.

Health Officer Name: _____

Health Officer Signature: _____

Date: _____

Board Chairperson Name: _____

Board Name: _____

Mailing Address: _____

Chairperson Signature: _____

Date: _____

Comments:

www.michigan.gov/mibridges



Login to MI Bridges

* User ID

* Password

User Login

Forgot your password? Is your account locked? Please enter your User ID and [Click Here](#)

Community Partners Login



Am I Eligible?

Apply for Benefits!
> Food Assistance Program
> SER-Energy Services

View My Case
> Check My Benefits
> Report My Changes

If you do not have a user id and password, Please [click here](#) to read instructions for how to create an account.

If you haven't used a computer very much and would like to practice before you get started, [click here](#).

Application Categories/ Community Partner Assisting



- Start
- People
- Liquid Assets
- Other Assets
- Job Income
- Other Income
- Housing Bills
- Other Bills
- Finish
- Submit

Using MI Bridges

Before you get started, we'd like to know more about how you're using MI Bridges. If you're using MI Bridges on your own, you can skip these questions and click the Next button to start your application.

Community Agencies

Some agencies (such as health clinics or community centers) are set up to help people use MI Bridges. If you're using MI Bridges at an agency that has signed up as a Community Partner, the agency number is displayed here. If a number is not displayed, please ask the agency for the agency number.

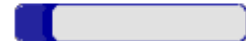
Applying on Your Behalf

If someone is using MI Bridges to apply on your behalf, please click the button to tell us who is applying.

- A friend or family member
- A staff person or volunteer at an agency that helps people use MI Bridges
- Someone I have asked to be my filing representative. (By filing representative, we mean someone who can apply on behalf of another person.)
- My legal guardian
- Someone who has power of attorney for me
- None of the above

Typical Information Seeking Screen – sensitive information is automatically “blacked out” for privacy

Hello, Kathryn. You are logged in.



9% Complete

-  **Start**
-  People
-  Liquid Assets
-  Other Assets
-  Job Income
-  Other Income
-  Housing Bills
-  Other Bills
-  Finish

Getting Started
Let's get started on the application! First, please give us some basic information about you.

Information About You

* First Name : Middle Initial : * Last Name :

Gender : Male Female

Date of Birth : Ex: mm/dd/yyyy

Please Confirm Date of Birth : Ex: mm/dd/yyyy

After you apply for benefits, you will get letters from your worker. Please click the button to let us know whether we should write your letters in English or Spanish. English Spanish

* What county do you live in?

Do you have a Bridge Card ? Yes No

FYI: Each page shows the % of the application that has been completed.

Create An Account to:
...View Benefits
...Report Changes



- **Receive answers to a variety of questions:**

- Amount
- Availability date
- Worker...name, phone/fax
- Appointments
- Verifications requested

- **Report changes**

- Income
- Address
- Group size... someone moving in or out
- Marriage
- Divorce
- Death



HUGE benefit!!

Client may already have benefits but they don't remember any of their case details.

A community partner and client can view the DHS case together.

No release of information is needed!!

Information available 24 hours a day, everyday!

MI Bridges Key Goals



- ✓ Give DHS recipients anywhere, anytime access to check on their case status.
- ✓ Reduce time that DHS staff spend answering phone calls – average caseload size is 469 in Ottawa County.
- ✓ Reduce number of recipient local office visits.
- ✓ Give citizens anywhere, anytime access to apply for DHS programs.
- ✓ Allow DHS recipients to get answers to commonly asked questions themselves through the Internet and telephone.
- ✓ Build on the success of existing MI Bridges (*As of November 2nd 2011*)
 - Over 418,000 applications submitted online
 - Over 682 registered community partners
 - Over 450,390 online recipient accounts created
 - Over 52,670 case change reports submitted
 - Over 1,250,000 telephone calls received

...and the numbers are increasing

MI Bridges Expansion



MI Bridges provides DHS clients the ability to interact with the DHS via a self-service website and an interactive voice response (IVR) system. Michigan’s self-service solution “**MI Bridges**” is being expanded to include the following in a phase manner:

Release	Functionality	Expansion Theme
I Sept 2011	Check My Benefits (CMB): Internet	Expand existing internet functionality to include Medical Assistance, Child Development and Care, Cash Assistance and Non-Energy State Emergency Relief.
	Check My Benefits (CMB): IVR	Expand existing IVR functionality to include Medical Assistance, Child Development and Care, Cash Assistance and State Emergency Relief (energy and non-energy).
II Jan 2012	Apply For Benefits (AFB)	Expand existing functionality to include Medical Assistance, Child Development and Care, Cash Assistance and Non-Energy State Emergency Relief.
	Document Upload Capability (DUC)	New functionality to allow applicants/recipients to upload documents.
	Report My Changes (RMC)	Expand existing functionality to include Medical Assistance, Child Development and Care and Cash Assistance.
III Mar 2012	Renew My Benefits (RMB)	New functionality to allow recipients to complete semi-annual and annual redeterminations.
	Arabic (ALT)	Add Arabic capability to each of the MiBridges functionality (Internet and IVR).

- ✓ **View All Program Status** – Allow the case owner (*head of household*) to view benefit status for:
 - Cash Assistance
 - Child Development and Care
 - Food Assistance
 - Medical Assistance
 - State Emergency Relief

- ✓ **Access Control** – Allow the case owner (*head of household*) to grant case viewing permissions online to any case member.

- ✓ **Correspondence** – Allow recipients to view their correspondence electronically.

- ✓ **Electronic Notification** – Allow recipients to receive emails when new correspondence is generated.

- ✓ **Increased benefit history view** – Allow recipients to view two month prior, current and future month benefit status.

- ✓ **Statewide Case Total = 2,705,316**
 - ✓ Cash Assistance 3%
 - ✓ Food Assistance 33%
 - ✓ Medicaid 61%
 - ✓ Adult Medical Program .5%
 - ✓ Child Day Care 3%

- ✓ **Ottawa County Case Total = 39,027**
 - ✓ Cash Assistance 3%
 - ✓ Food assistance 27%
 - ✓ Medicaid 66%
 - ✓ Adult Medical Program .1%
 - ✓ Child Day Care 4%

The Opportunity - MBAI



Over \$930 million in federal benefits and tax credits go unclaimed in Michigan each year

Only 7 % of low-income, working families w/children receive all of supports for which they qualify (Food Stamps, child care & Medicaid)

FYI: What is MBAI? Michigan Benefits Access Initiative is a public-private partnership working to streamline and increase on-line access to benefits for Michigan's low income citizens.

Budget with Basic Work Supports



INCOME		EXPENSES	
Wages	\$ 10,000	Rent	\$ 7,200
EITC	\$ 4,000	Food & supplies	\$ 5,700
Food stamps	\$ 2,600	Transportation	\$ 2,400
Medicaid	\$ 4,830	Health & child care	\$ 15,500
Child care subsidies	\$ 12,400	Taxes	\$ 1,000
TOTAL	\$ 33,600	TOTAL	\$ 31,800

Adapted from Sheila Zedlewski, Gina Adams, Lisa Dubay and Genevieve Kenney, "Is There a System Supporting Low-Income Working Families?" The Urban Institute (Feb. 2006), at 8-9.

Engaged On-line



- Ottawa County DHS
 - 4 lobby kiosks possibly March 2012
 - lobby manager to assist clients all day at these kiosks
- DHS You Tube Videos <http://www.youtube.com/user/MDHSVideo>
 - Electronic document imaging pilot
 - How to use MI Bridges on-line
 - What do I need to verify when I apply?
- Become a fan at www.facebook.com/MichiganDHS.Resource
- Follow DHS on Twitter @Michigan DHS
- DHS Flickr account (photos) at <http://www.flickr.com/photos/48831332@N06/>