

ANNUAL REPORT 2022



Clay County
Public Health Center
Prevent. Promote. Protect.

ACCREDITED HEALTH DELIVERER
PHAB
NATIONAL PUBLIC HEALTH ACCREDITATION BOARD

CLAY COUNTY PUBLIC HEALTH CENTER



MISSION

Through service, partnership, and leadership we deliver the essential public health services of prevention, promotion, and protection to improve the health and well-being of all communities in Clay County.

VISION

Empowering *all* people in Clay County to lead healthier lives.

BOARD OF HEALTH



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Jason Stalling, MBA, CFHA, Section Chief, Community Health Promotion

Ashley Wegner, MPH, CIC, Section Chief, Health Planning and Policy

A MESSAGE FROM THE DIRECTOR

Welcome to our 2022 Annual Report. The following pages offer a brief review of the many accomplishments of your nationally accredited Clay County Public Health Center (CCPHC) during 2022. We continue to work hard every day to assure conditions exist in which all our citizens can be healthy. Our Board of Health is committed to ensuring the highest standard of public health services are delivered to the residents of Clay County.

2022 was an incredibly busy year for CCPHC. We continued our public health response to the ongoing deadly COVID-19 pandemic. By the end of 2022, Clay County had experienced over 60,000 known cases, approached almost 1,000 hospitalizations, and unfortunately almost 700 deaths.

Additionally, 2022 was the year that a new community health assessment (CHA) was due along with creating a new community health improvement plan (CHIP). We continued to be a leading partner in the amazing collaboration known as the Northland Health Alliance (NHA). NHA conducted the CHA and developed the CHIP based upon the CHA.

Our existing strategic plan was set to end in December 2022 which necessitated us to develop a new strategic plan. This work was done to provide us with a strategic direction and roadmap to guide us over the next four years.

We also were due to undergo reaccreditation to maintain our national accreditation status with the Public Health Accreditation Board (PHAB). We were successful and achieved accreditation status for another 5 years!

After serving 38 years on the CCPHC Board of Trustees, Pat Dixon retired. Her dedication and leadership was greatly appreciated and will be missed. Thank you Pat!

All these accomplishments took place while we continued to provide high quality public health services to the people of Clay County every day. I am so proud of our staff and our Board of Health. They have done a phenomenal job! I am truly privileged and humbled to be a part of this great organization of so many dedicated public health professionals.

Being successful in assuring conditions exist for people to be healthy also takes a strong network of collaborative partners. The collaborative spirit of the Northland continues to amaze me. We extend a sincere thank you to each of our partners in the local public health system in Clay County. Finally, we thank the people of Clay County for your continued support!

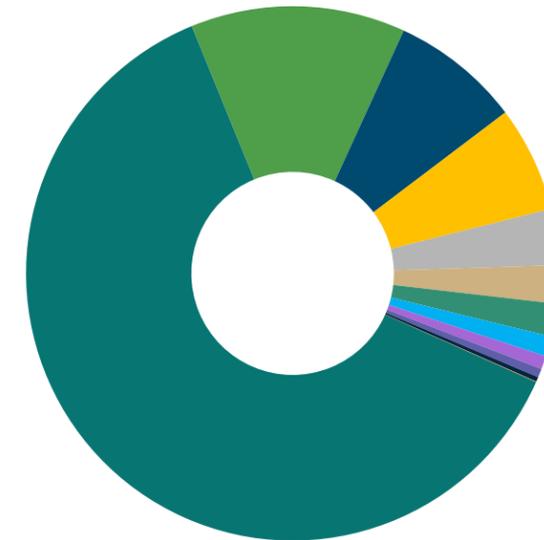


Gary E. Zaborac
Director of Public Health



2022 FINANCIALS

REVENUE



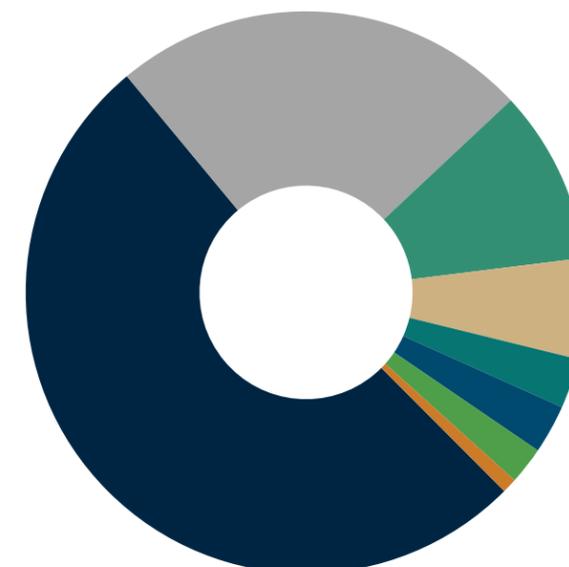
Local Taxes	\$5,024,935.37
Federal Grants/Contracts	\$1,052,894.83
Environmental Fees	\$635,626.05
ARPA*	\$517,671.35
Vital Records	\$274,508.00
State Grants/Contracts	\$186,878.51
Insurance Billing	\$160,841.08
Other**	\$97,940.23
Medicaid/MC+	\$65,094.71
Clinic Fees	\$42,568.87
Interest	\$22,670.46
Medicare	\$2,618.29

TOTAL 2022 REVENUE : \$8,084,247.75

*Federal grant for COVID-19 relief

**Facility rent (Rodgers Health), miscellaneous refunds and reimbursements

EXPENDITURES



Salaries	\$3,816,166.44
Benefits	\$1,784,618.17
Contract Services	\$741,866.41
Capital Expenses*	\$429,458.77
Supplies	\$213,229.24
Other**	\$208,045.06
Utilities	\$158,818.38
Travel	\$63,042.67

**TOTAL 2022 EXPENDITURES:
\$7,415,245.14**

*For the replacement/updates of facilities and equipment

**Banking fees, vehicle expense, vaccine costs, interest expense

2022 AT A GLANCE

COMMUNITY HEALTH PROMOTION

- STI testing clients: 293 | STIs treated: 145
- Immunizations administered: 9,070
- School fluoride varnish applications: 6,984
- New WIC clients enrolled: 515 | Breastfeeding Peer Counselor contacts: 1,597



ENVIRONMENTAL HEALTH

- Complaints investigated: 140 | Food establishment inspections: 1,533
- Food handlers trained (online and in-person): 3,586
- Pool/spa inspections (indoor and outdoor): 391
- On-site sewage inspections: 159 | Annual lodging inspections: 24



OPERATIONS

- Birth and death certificate requests processed: 21,359
- Capital Renewal Projects: 2 (Card access system & parking lot)
- Website pageviews: 253,988 | Views of social media posts: 2,333,233



HEALTH PLANNING & POLICY

- Communicable disease cases investigated: 14,065
- Households served through Harvesters food pantry: 1,277
- Volunteer hours logged: 680
- Community forums hosted: 3



PHAB-ULOUS

The health center celebrated the achievement of reaccreditation after months of work to prove it continues to meet standards.

In late May, Clay County Public Health Center received the news that it was successful at maintaining national accreditation status through the Public Health Accreditation Board (PHAB). PHAB's accreditation program sets standards against which the nation's governmental public health departments can continuously improve the quality of their services and performance.

"We are very excited to once again be recognized by PHAB for achieving national standards that foster effectiveness and promote continuous quality improvement," said Director of Public Health Gary E. Zaborac. "We hope the accomplishment of reaccreditation reassured our community, partner organizations, and elected officials that the services we provide are responsive to the needs of our community."

After initial accreditation was achieved in 2015, the health center was due to go through the review process again in 2020. However, due to the interruptions of COVID-19, CCPHC was granted an extra year to turn in all the requirements for reaccreditation.

In March of 2021, with COVID-19 still a major focus, CCPHC staff managed to finally begin work on reaccreditation. The process required different types of documentation for



90 requirements within 31 measures under 12 domains. These 181 pieces of documentation were in the form of Narratives, Examples, Plans, Investigative Reports, Standard Operating Procedures, and more. The complete application for reaccreditation was sent in for review on January 27, 2022.

By maintaining accreditation status for another five years, CCPHC demonstrated that it met PHAB's quality standards and measures and had the capacity to continue to evolve, improve, and advance.

"We are extremely pleased to be at the point in the accreditation program where the Clay County Public Health Center, along with many others, are successfully maintaining their accreditation status through PHAB," said PHAB President and CEO Paul Kuehnert, DNP, RN, FAAN. "In so doing, these health departments are assuring their communities that the value of accreditation is long-term -- not a one-time recognition -- and that continual improvement is the hallmark of a 21st century organization."

After getting the news and to celebrate the hard work of CCPHC staff that made the accomplishment possible, Continuous Improvement Specialist Nicole DeBrincat and others organized a colorful celebration in July.



Above: Board of Health Chair Kathy Ellermeier and Director of Public Health Gary E. Zaborac unveil the plaque from PHAB signifying CCPHC's reaccreditation.

Above and Right: Cake, punch and other snacks were provided at the staff celebration. Staff posed in their tie-dye shirts that stated, "We are PHAB-ulous" to mark the occasion.

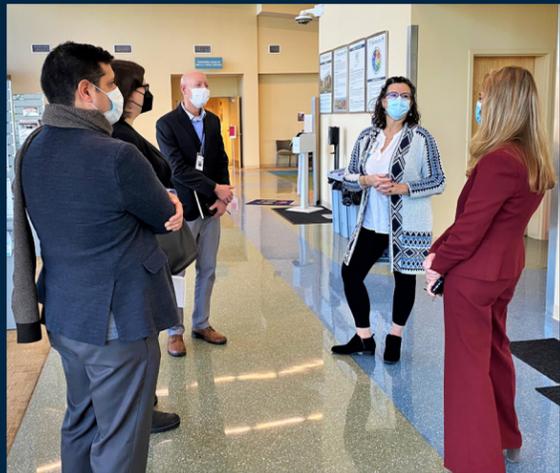
A CULTURE OF EXCELLENCE

New technology is just one way that the CCPHC clinic continues to improve experiences and offer valuable services to the community.

At Clay County Public Health Center, the Community Health Promotion (CHP) section does most of its work in the clinic side of the building. This includes immunizations, WIC, dental, and STI testing and treatment. These teams work hard every day to provide a positive and accessible experience for clients.

As part of that mission, a new tool was implemented in 2022. CHP purchased the Stratus Video and Audio Remote Interpreting system to effectively communicate with clients who do not speak English. The tool has been especially helpful as Clay County has seen an increase of immigrants and refugees.

The device consists of a tablet on a rolling base that can be brought into clinic rooms during appointments. During the appointment, the tablet can be used to video chat with an interpreter. Forty languages are available for on-demand video chatting, including Spanish and American Sign Language. There are also interpreters for hundreds of other languages and dialects via phone call.



Above: Section Chief Jason Stalling and WIC Program Manager Lori Bunton lead USDA leaders on a tour around the clinic area of the CCPHC building.

"I think that the face-to-face translation is really impactful and more personal than over-the-phone translations," said Immunizations Program Manager Corrie Courtney. "People feel more of a connection and more comfortable because of it and it helps us provide safe services and culturally competent care."

CHP was recognized for its high quality work in November when four representatives from the United States Department of Agriculture came by for a visit. CCPHC staff guided them on a tour of the facility, discussed the WIC program and showed off tools like the video interpretation system and mobile card loading cart that was utilized during COVID-19.

"I was delighted to hear that they wanted to come see how we are meeting the needs of our families," said WIC Program Manager Lori Bunton. "It was a joy to be able to share with them the strengths of our clinic and the challenges we face. They were very curious and attentive to all the things we wanted to share with them. They could have gone to many other wonderful WIC locations in the area but we were honored they chose us."

Another highlight of CHP's work in 2022 was updating patient forms as part of overall efforts to be more inclusive. Previously, patient files could only list "Mother" and "Father." However, the health center aimed to change the language to "Parent" to be more inclusive and accurate for various types of households. Jason Stalling, section chief of CHP, worked with the health center's software provider to make this change that subsequently went into effect for 7,300 system users.

The CHP section is a vital part of the health center and regularly uses "best practices" in everything that it does. Their staff have continued to provide valuable and consistent services to the community - even throughout a pandemic - in order to help community members live healthier lives.

BUILDING UP HEALTH EQUITY

The health center's community development program moves forward with a new name, new management and a renewed mission.

In 2019, it became clear to CCPHC leadership that, in order to prevent chronic diseases like heart disease, COPD and cancer, CCPHC had to focus more on social determinants of health and less on fixing the outcomes. In other words - create environments for Clay Countians to avoid developing chronic diseases in the first place.

This need to adjust focus became even clearer after the COVID-19 pandemic revealed disparities in infections, access to prevention tools, hospitalizations and death rates. Once staff capacity returned as COVID declined, the program formerly known as Community Development evolved into Health Equity.

"We knew that our ticket to actually having an impact was by truly engaging the community," said Ashley Wegner, section chief of Health Planning & Policy. "We now have a very clear structure that gives staff what they need to really dig in and make a difference."

To aid this transition, a new program manager, Lewis Smith, was brought on in January 2022. Although it would have been easy for Smith to jump right in and start making moves, he took the time to get to know the program, what had previously been done and what the goals for moving forward might look like. Throughout the year, the team worked on a theory of action framework and then a program logic model. They also participated in the larger organization's strategic planning and the creation of the Northland Health Alliance's Community Health Improvement Plan (CHIP). This work helped them define a clear path for the new healthy equity program.

The team is made up of the manager, community development specialists and a health policy analyst. The community development specialists go out to build relationships with community members, gain trust, engage with coalitions and more. They can help identify needs, brainstorm



Above: Health Policy Analyst Ryan Shafer presents data gathered from the Community Health Assessment at a community partner presentation.

solutions and gather resources for particular communities. The health policy analyst stays up-to-date with policies and laws that impact public health and applies for grants that can help fund efforts that would bring about positive change.

"A coach is only as good as his team," said Smith. "I think I have a great team; we all bring different qualities. But we are all individuals who are passionate about what we do and we definitely want to bring change to our community."

While Health Equity is focused on increasing equity externally, the Health Equity Action Team (HEAT) is a new internal committee that focuses on equity internally in CCPHC. Smith is involved in the work on both sides.

What's in store for 2023? The team plans to continue to take part in NHA's transportation, access to food and mental health task forces. They will also continue work on a comprehensive community engagement plan that identifies tangible ways they can work with community members and achieve goals such as helping people in need to sign up for food and health benefits. They also hope to host more community forums where anyone can come share their thoughts and ideas.

HELPING HANDS

The health center is grateful for the volunteers that contribute their time to aid the work of various programs.

Dental Program

When CCPHC's dental hygienists visit local schools every semester, they have a little help. Student volunteers from Concorde Career College and the University of Missouri-Kansas City earn credit by helping apply fluoride varnish and providing other preventative services at the clinics. Over the past five years, at least 150 students have helped at clinics, racking up over 600 volunteer hours. Additional clinic volunteers come from the North Kansas City Hospital Community Volunteer Program and the CCPHC Volunteer Program.

"We allow community volunteers to participate in the capacity they are comfortable in," said Dental Hygienist Karmen Vaughn. "This can range from office administrative work to being hands-on at school-based dental clinics."

With the help of one to three volunteers per clinic, CCPHC was able to visit 55 school buildings in 2022 to provide 4,572 screenings and almost 7,000 fluoride varnish applications to kids.

Two reliable dental clinic volunteers, Mike and Brenda Ellis, are Clay County retirees who have been CCPHC volunteers since 2021. They are no strangers to giving their time to help the community, having served with multiple other organizations like their church and Hillcrest Hope.

"The School-Based Dental Program is a great benefit to parents who may not have access or the financial means to get this basic dental care for their elementary school children. The CCPHC staff leading this program have made it very easy for volunteers to assist in practical ways. We have enjoyed participating at several schools."

Mobile Food Pantry

On the first Wednesday of every month, a team of volunteers arrives at the CCPHC building to prepare for the food pantry. The volunteers sign up through Harvesters or are part of the CCPHC Volunteer Program. Their tasks typically involve sorting the



Above: Pantry volunteer Steve brings his cart called "The Mickey" to help move supplies and signage for every event. Dental volunteers and staff have their stations ready to go at two different school clinics.

food received from Harvesters, traffic control, placing food in cars, and overall being a welcoming and helpful ambassador to community members.

"I've been very blessed in my life with a good job and healthy family so I like to give back," said volunteer Lisa Haugen. "I love talking to people, they're so grateful and it's so nice to be able to give them healthy food."

Emergency Planning

Volunteers can and have been utilized in emergency planning. They can be called upon to participate in exercises or help in various ways during real emergencies. There are also some volunteers that use their specialized expertise to assist in creating plans or translating important documents into additional languages.

Interested in volunteering?
clayhealth.com/volunteer

A BEHIND THE SCENES LOOK: KEEPING EVENTS SAFE

The environmental health team is always there to make sure foodborne diseases stay away from community events.

Did you know that behind every food truck, farmers market and community event, the Clay County environmental health team is there to make sure the food you're buying is safe to eat? Anyone who is preparing, cooking and serving food to the community and is not operating under an annual permit must apply for a temporary food permit. These types of permits are what are usually used for festivals, fundraisers, city events, church events and more.

In the hours before vendors start serving food, environmental health specialists arrive to inspect the space and make sure vendors are prepared to serve safely. Vendors must have previously sent in an application to be permitted, which is also helpful as a checklist so they know what the inspectors will be looking for on the day of the event.

Operators of mobile units like food trucks usually apply for annual permits with CCPHC. This includes coming by the health center or being inspected at events a few times a year to make sure their vehicles continue to have all essential components. Farmers market vendors can also apply for annual permits that allow them to attend multiple events, but only if they are simply selling uncooked items and giving samples.

All permit holders are required to follow the Clay County Food Code in order to operate in a way that avoids causing foodborne illnesses like norovirus. Primary examples of what inspectors are looking for at events are if there is running water and soap to wash hands and if refrigerated and prepared foods are being kept at safe temperatures.

"Our focus is getting out in the community and just being present and trying to prevent illness," said Leah Ferris, program manager of Environmental Health. "We try to operate through education and prevention rather than regulation. We're there to say to vendors, 'Do you have any questions for us? How can we help you?'"

THE NUMBERS

The following data is for Clay County Public Health Center's jurisdiction - all areas of Clay County outside of Kansas City limits.

244 Temporary food permits granted in 2022

64

Mobile units operating with a permit in Clay County in 2022

2

Farmers market vendors operating with a permit in Clay County in 2022



Above: Environmental Health Specialist Victoria Miller speaks with a vendor at Excelsior Springs Waterfest.

EH Specialists Mary O'Reilly, Ben Massart and Emily Kraft at the Liberty Fall Festival to do on-site inspections of food vendors.

STRATEGIC PLANNING

Many hours were spent creating a new strategic plan for 2023-2026. The process began in May and completed in December when the Board of Health voted to approve the final draft.

Staff participation was a key component in the creation of this newest plan. Everyone was invited to give input via survey, during an all-day feedback session off-site, and more.

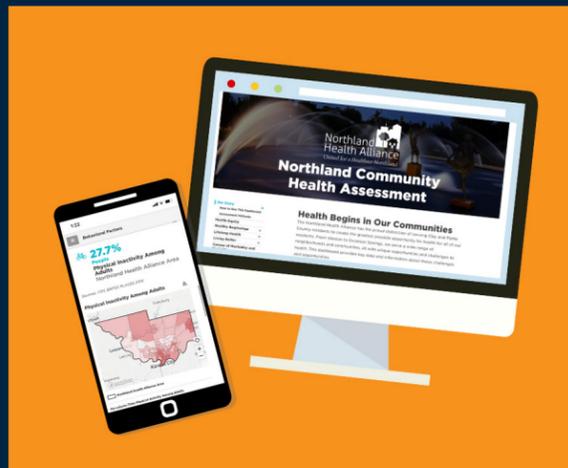
“Strategic planning maps out a clear direction for the organization and drives us forward,” said Deputy Director Darrell Meinke. “It really helps guide us and helps us look back to see what we’ve been able to accomplish.”

As part of the process, a new public health-specific performance management system called VMSG was also implemented to help ensure that programs stay on track with their goals.

CHA DASHBOARD

In June, the Northland Health Alliance’s new Community Health Assessment (CHA) dashboard was launched. Whereas previous editions of the CHA were published via a large document, the digital format was implemented to make it easier for visitors to navigate, find relevant information and share data. Clay County Public Health Center staff played important roles in collecting data, creating the dashboard, and launching it.

“I think this new format is very exciting,” said Marketing Task Force Chair and CCPHC Communications Specialist Kelsey Neth. “It makes it so much easier to share this valuable source of information with community members and leaders. Hopefully it provides transparency and education and can influence positive changes.”



SAYING GOODBYE TO PAT DIXON

Patricia Dixon attended her final meeting as a member of the Clay County Board of Health in March. Dixon served a total of 38 years on the board. Throughout those years, she served in many roles, however in the years leading up to her retirement, she held the role of Chair.



Photos from Front Cover

Attendees could stop by a WIC booth at Family Fun Day which took place in August at Macken Park in North Kansas City for the first time.

Multiple CCPHC staff members presented at a community meeting for the Northland Health Alliance in regards to the new Community Health Improvement Plan (CHIP).

Dr. Lancer Gates was sworn in as a member of the Board of Health in April.

CCPHC set up booths at multiple community festivals and events this year, including the Clay County Safety Fair shown here.

This billboard was one of many ways CCPHC used ARPA funding to educate the community about COVID vaccines in 2022.

Nurses from the immunizations team prepare for upcoming appointments in the lab.

Photos from Back Cover

Health Planning & Policy staff tackle their closets during a building-wide clean-out day.

Breastfeeding Peer Counselor Julia Hladky sits with a family at the Annual Breastfeeding Week Celebration and baby shower.

Community Development Specialist Monica Miller led an activity at one of the three community forums held in the fall to get feedback on the CHIP.

Staff participate in a relay race during the annual staff barbeque, this year at Bennett Park.

Environmental Health employees watch families play pickleball on a beautiful day at the employee appreciation event at Chicken N Pickle.

Staff completed fittings for N95 masks as part of required annual preparation for emergencies.

Clay County Sheriff Will Akin gave self-defense training to CCPHC employees.

Staff took an entire day off-site to evaluate and provide feedback on a draft of the strategic plan.



CLAY COUNTY
PUBLIC HEALTH CENTER



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