



CLAY COUNTY PUBLIC
HEALTH CENTER

ANNUAL REPORT



2024



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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Robert Gilliland, CEHS - Section Chief, Environmental Health Protection

Anila Deliu, MPH, MBA - Section Chief, Health Planning and Policy

Megan Danner - Section Chief, Operations/HR Director

A MESSAGE FROM THE DIRECTOR

Welcome to our 2024 Annual Report. The following pages offer a brief review of the many accomplishments of your nationally accredited Clay County Public Health Center (CCPHC) during 2024.

Reflecting on my first year as director of public health, I am incredibly proud of the positive impacts our staff have had on this community. From collaborating with Northland community partners for the community health assessment, to our environmental health team becoming one of only nine programs in the United States to meet the FDA National Voluntary Retail Program Standards, our team works extremely hard to make Clay County one of the healthiest counties in Missouri.

These programs are not the only ones to celebrate. Our Women, Infants, and Children (WIC) program drastically increased WIC enrollment by over 20% this year. This program helps make sure moms and babies get the nutrition services they need and helps reduce negative health impacts later in their lives. Our vital records team is also impressive, having become highly regarded in the area. They strive every day to provide the best customer service possible for your birth, death and medical record needs. Their efforts in 2024 resulted in the program's most productive year ever.

As we move into 2025, I want every taxpayer to know that CCPHC does not only exist to help the less fortunate, like many believe. Our team provides services for everyone. We work with health system partners, organizations and community members to develop plans to address the most important health needs for the entire community. We also inspect restaurants, hotels and wastewater systems to make sure they meet safety standards, investigate disease outbreaks to minimize negative impacts, provide immunizations to anyone that needs them, and quickly respond to public health emergencies to address diseases and natural disasters. All these activities help prevent disease outbreaks from happening and support the work of our partners while keeping our economy and community strong.

A healthy community doesn't happen by accident. Our team works extremely hard every day to reduce barriers to achieving good health. The services we offer strive to make the healthy choice the easiest choice for everyone in Clay County. I want to thank our community, partners, and staff for all the work you do to make Clay County thrive.

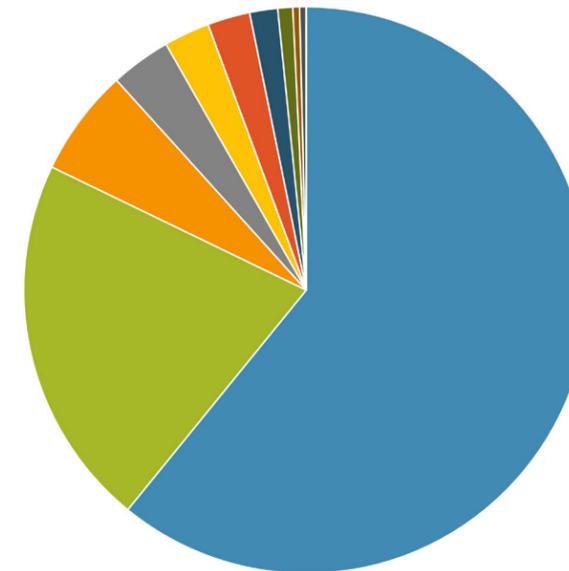


Darrell Meinke
Director of Public Health



2024 FINANCIALS

REVENUE

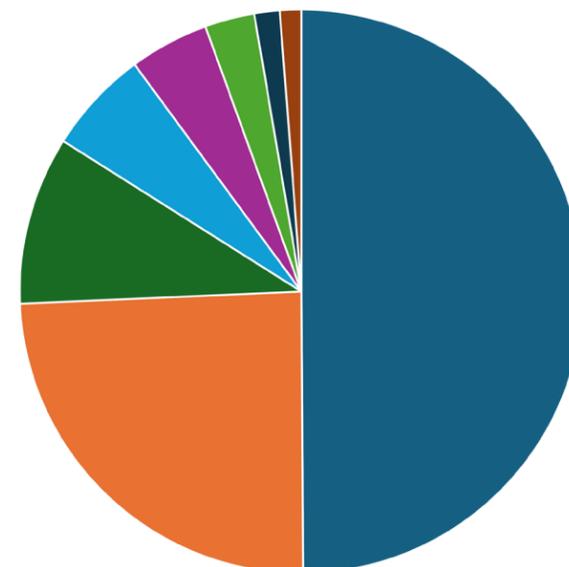


Local Taxes	\$5,837,763.86
Federal Grants/Contracts	\$2,039,484.57
Environmental Health Fees	\$587,492.65
Vital Records	\$330,798.00
Insurance Billing	\$250,972.77
Other*	\$233,279.38
State Grants/Contracts	\$153,540.73
Medicaid/MC+	\$81,949.98
Clinic Fees	\$36,993.50
Interest	\$34,912.54
Medicare	\$1,231.52

TOTAL 2024 REVENUE : \$9,588,419.50

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

EXPENDITURES



Salaries	\$4,197,208.55
Benefits	\$2,052,274.70
Contract Services	\$812,221.64
Capital Expenses*	\$500,215.13
Other**	\$383,181.10
Utilities	\$240,073.55
Supplies	\$122,245.29
Travel	\$103,227.64

**TOTAL 2024 EXPENDITURES:
\$8,410,647.60**

*For the replacement/updates of facilities and equipment

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

The information on this page has been calculated in advance of the health center's annual audit. Therefore, the information is subject to minor changes.

ENVIRONMENTAL HEALTH



OPERATIONS



178 complaints investigated
 1,911 food establishment inspections
 372 temporary food permits & inspections
 4,075 food handlers and 270 food managers trained
 474 pool/spa inspections
 153 on-site sewage inspections
 56 lodging inspections (annual + follow-ups)

9,427 birth and 16,384 death certificate requests processed
 875 purchase orders processed
 5-6 hours of online training (HIPAA, etc.) completed by all 71 staff members
 3,311 hours logged by volunteers, students, and associates
 1,400 lbs. of electronic waste recycled
 120+ IT service requests processed
 1.06 million views of social media posts

2024 AT A GLANCE

618 STI tests conducted, 6.15% positive
 8,430 immunizations administered
 34 school immunization clinics held; 912 students participated
 3,509 children received free dental screenings; 85 found to have urgent needs
 793 new WIC clients enrolled; total enrollment increased by 23.4%
 5 latent TB and 2 active TB cases managed; 6 potential cases investigated

3,291 communicable disease cases reported/investigated
 1 positive rabies result, 29 negative
 2 dashboards launched (Communicable Disease & CHIP)
 1,734 households served through monthly mobile food pantry
 2,473 boxes of Narcan distributed
 80% of employees participated in quality improvement initiatives

COMMUNITY HEALTH PROMOTION



HEALTH PLANNING & POLICY



BEST OF THE BEST: FOOD SAFETY

After a decade of hard work, the environmental health program was recognized by FDA for meeting the highest food safety standards.

In December, the U.S. Food & Drug Administration (FDA) recognized Clay County Public Health Center (CCPHC) for its commitment to food safety and continuous improvement within the environmental health program. For 10 years, the program worked to successfully pass the verification audit and meet all FDA Voluntary National Retail Food Regulatory Program Standards.

The nine standards require an environmental health program to operate at the highest level. This includes developing a comprehensive training program for regulatory staff, the ability to prepare and respond to emergencies, consistency with national inspection criteria, conducting self-assessments, industry and community relations, and more. Overall, there is one goal: reduce factors that lead to foodborne illness.

"The performance measures specified for each of the nine standards are not minimum criteria, but instead represent a high benchmark to which a regulatory retail food program should aspire," said Kimberly Destromp, acting office director of FDA's Office of Retail Food Protection. "Active participation in this program clearly demonstrates a remarkable level of commitment to achieving program excellence."

Clay County Public Health became one of nine programs across the United States to complete all nine standards and receive a certificate of achievement from the FDA. At the time of achievement, there were 3,300 environmental health programs in the nation and 980 enrolled in the FDA Retail Food Program Standards, actively working towards this goal.

Many of the requirements are practices that health departments are doing anyways, like regularly updating the food code. However, Section Chief of Environmental Health Robert

Gilliland says that the hard work comes from compiling all the information to demonstrate that you are meeting all of FDA's detailed requirements.

"The idea of completing all of the standards can be really overwhelming at first," said Gilliland. "We needed to put certain structures in place and update the inspection software to collect the data we needed. You have to start small and work up to the largest items."

During the 2020 self-assessment or "check-in", CCPHC had already fully met some of the nine standards. There are anywhere from 10-20 items to complete or verify within each standard. Then, in 2024, the team was able to push towards the finish line thanks to strategic planning and applying for grants.

Moving forward, staff will continue to work to maintain the standards. An audit is conducted every five years.

Below: FDA Retail Food Specialist Becky Steiner (second from left) attended the Clay County Board of Health meeting on Dec. 19 to officially present the certificate of achievement. Also pictured are Leah Ferris, program manager; Robert Gilliland, section chief; and Victoria Miller, senior environmental health specialist.



INVESTING IN IMPROVEMENTS

Over 13 projects, big and small, were completed in 2024 to keep the building safe and functional for all who work in and visit it.

The current Clay County Public Health Center building turned 17 in 2024. At this age, it's normal for a building to require a little more attention and care. That work typically falls on the shoulders of the Facilities & Logistics team, headed by Program Manager Jessica Wranich.

In 2024, the team worked on or completed numerous projects. This included the replacement of equipment that was old or malfunctioning, the conversion of two spaces to accommodate growth, the upkeep of things that require ongoing attention, and the purchase of new items to meet certain needs.

All of these projects take a high level of coordination. When the heating, ventilation, and air conditioning (HVAC) unit was installed, multiple contractors were involved and needed to be ready to go when the weather allowed. Everyone, including a safety officer, had to work together and constantly communicate to ensure safety for everyone.

Facilities staff also have to be detail-oriented. During the conversion of the records room, they considered eight different designs and throughout the process, paid attention to every piece, from furniture to locks. They had to work with seven types of vendors - demolition, electric, cabling, carpeting, and more - to ensure everything was completed in a competent manner. In the end, the outdated

space was ready for the future, offering six new cubicles, a manager's office, and storage.

"The space is now super workable and is much more usable than before," said Wranich. "It feels awesome to see it completed; see the hard work come to fruition."

Even some of the year's "smaller" projects still make a big impact. The water bottle filling stations have been much appreciated by staff, the soap dispensers that send an alert when they're running low can make refills more efficient, and upkeeping small things can prevent large issues in the future.

"Effectively planning for and reserving funds for capital projects is good business practice," said Director of Public Health Darrell Meinke. "It helps ensure that we have the money dedicated to make the appropriate repairs to our building and infrastructure when problems arise. This helps keep our building in good working order, provide a high-quality work environment which reduces employee turnover, and protects the investment that the taxpayers have made in CCPHC with their tax dollars."

For every project, staff gather at least three bids to ensure the final choice fits the needs and cost parameters. A Request For Proposal (RFP) is released for projects over \$25,000.

"Ultimately, CCPHC's purpose is to serve the community," said Wranich. "I'm proud that, alongside my amazing team members and CCPHC leadership, we have been able to provide a safe, clean, and updated space in which we can do that important work."

Far left: Crews use a crane to install a new HVAC system on the roof of the CCPHC building in April.

Left: One of the new water bottle filling stations for staff and clients, encouraging the healthy habit of staying hydrated. At time of print, over 7,000 bottles had been saved through the use of the stations.

2024 PROJECTS



Fire Panel - Replaced

Equipment needed to comply with updated fire codes.

HVAC (North Side) - Replaced

Final HVAC unit to be recently replaced. Necessary due to electrical malfunctions. Fifty-ton, energy efficient unit, installed with noise-reducing products in the ceiling below.

Generator - Replaced

Previous generator was 30 years old and was brought over from old building. Due to mechanical issues and meeting its lifespan, a new unit was installed.

Vehicle - New

A 2025 Ford Expedition Max was purchased to provide transportation for vaccines for clinics and in case of emergencies.

Records Room - Converted

With rolling shelves for records no longer needed, the space was redesigned to be more functional for staff's current needs.

Storage Room - Converted

Due to the need for more office space, a storage room was converted into an office.

External Door - Replaced

One external door was malfunctioning, posing a security risk. It was removed and replaced and the card reader access was restored.

Water Bottle Filling Stations - New

Installed in the main lobby and staff area as part of an employee wellness initiative.

Landscaping - Improved

Dead trees and shrubbery were removed. New rocks, plants, and bushes were added.

Parking Lot - Sealed

The entire lot was redone in 2023 but need to be sealed to increase longevity.

Parking Lot Lights - Replaced

Fifteen LED lights were installed in place of outdated incandescent lights. Improves energy efficiency.

Soap & Hand Sanitizer Dispensers - Replaced

Fifty-five new and improved units were installed.

Roof - Improved

Sealed areas of leakage.



Teresa Tunstill, RN, M.Ed., was a dedicated member of the CCPHC team for almost 20 years, until her final retirement in 2024.

DECADES OF SERVICE

In the early '70s, universities had only just begun to offer baccalaureate degrees for nursing. (Previously, nurses were trained in a hospital through diploma programs.) One of these first nurses to get a degree was Teresa Tunstill, who graduated from Avila University in 1974.

Her career in nursing would end up spanning over 50 years, covering many different areas of health care and public health. Tunstill first worked at the Independence Sanitarium & Hospital before going to North Kansas City Hospital, Spelman Memorial Hospital, St. Joseph Hospital, Platte & Jackson county health departments, Penn Valley Community College, and Liberty Hospital. She did everything from night shifts to home health, teaching to management.

Seeking the opportunity to work more closely with patients, Tunstill took on the role of clinic manager at Clay County Public Health Center in 2005. At this time, the health center ran a busy primary care clinic and offered women's health services and vaccinations for overseas travel, all of which Tunstill oversaw. She enjoyed providing personalized care for those that otherwise would not have been able to afford it. She and her team helped numerous people discover and treat conditions that developed after having not received care for so many years due to financial barriers.

Many changes occurred in her first few years at CCPHC, including the move to a new building and handing over primary care to federally qualified health center Sam Rodgers. She transitioned to be part of the health education section which later became the community development team. Having previously earned her Master's in Health Education from the University of Missouri, Tunstill was a great fit for this type of work.

Tunstill later led prenatal case management until her partial retirement in 2017. In her final years at CCPHC, she worked part-time as a health educator, pitching in and getting things done, wherever her experience and fierceness were needed. Overall, Teresa was known to care deeply, be a great leader and friend, and truly make an impact on the health of others in her community.

"I hope I modeled for others how to be compassionate to everyone," said Tunstill. "At any point, you could be the one needing help. When you're in public health, you cannot judge anyone. So we meet people where they're at. That's why we're here."



SEAMLESS SERVICE

Despite facing daily challenges, one program has gained a reputation for excellent customer service.



When you walk through the main doors of the health center, the records & client services staff are usually the first people you see. They can often be found at their kiosks, calling people up to check in for appointments or answering questions. But what exactly do they do? And how do they maintain cheerfulness and professionalism day in and day out?

Officially known as Records & Client Services, the program is made up of seven team members and is led by Program Manager Amy Welsh (pictured). Staff manage patients for the clinic services of immunizations, dental, STI, and TB. Sometimes this means joining medical staff at off-site clinics.

On the records side, staff fulfill requests for things like birth certificates, death certificates, immunization records, and medical records. Finally, billing professionals make sure that client info is accurate and secure.

The whole team helps everyone get the care they need to live healthier lives, even when there might be financial or logistical hardships. For example, they overcome language barriers with the use of a video interpreting system.

A new aspect of their services began in November - a separate portal just for funeral homes through the platform VitalChek. This came about because of their receptiveness to client feedback and a desire to be as helpful as possible. The portal streamlines the process of getting death certificate copies in a timely and secure manner, resulting in a less burdensome process for grieving families. CCPHC joined Kansas City and St. Louis as the third entity in

the state to offer this portal and committed to processing orders up to two times per day.

"[CCPHC records staff] are exceptional at what they do," said Loretta Temple, funeral director at Meyers Northland Chapel. "They are professional, proficient, and show a personal touch in all transactions. I have witnessed this numerous times - for myself, my co-workers and for the general public."

Professionalism and care seem to be a trend throughout the entire program. Oftentimes, community members will call or even walk in to the building and request help in ways that don't fall under the purview of the front desk staff. However, they spend time helping those in need connect to resources like transportation or helplines.

"They have such a helping spirit, both towards the people they work with and with each other," said Welsh. "I think they really are the backbone and heart of this place. Even though their position requires them to always be 'on', they remain positive and kind."

One obvious display of this spirit is the way their area is decorated. They almost always have something up, depending on the season. It makes the space cheerier for people visiting, plus offers a great team building activity.

Overall, records and client services staff make their community a better place, through their dedication and skill. They have earned their reputation as a friendly and efficient resource and ensure that community members are happy to return.

OUT OF OFFICE

Health improvement efforts often take place outside of the building and beyond working hours.

To effectively reach all community members, public health workers must often go where people already are, instead of expecting them to come to one location. Clay County Public Health Center employees regularly work outside the building. Some staff are out and about most days, while others only have the occasion monthly. Going beyond the four walls of the building is a crucial part of the health center's vision for empowering everyone to lead healthy lives.

Providing Valuable Services

Many of the same services that can be found at the health center in Liberty are also offered at various locations around the county.

WIC participants must regularly attend appointments as part of the program. To make

this easier on families with transportation or timing limitations, the WIC program hosts extension clinics four times per month at different locations, like Excelsior Springs and Parvin Road.

The immunizations team works with local school districts to provide routine vaccinations to students. Nearly every public middle and high school was visited 2-3 times in 2024. The team also worked with the Clay County Sheriff's Office to hold a clinic at the detention center for inmates.

CCPHC's two dental hygienists, along with volunteers and dental students, visit most schools in the county every year. They provide screenings, fluoride application, and dental education to keep all kids' teeth healthy.

Finally, the environmental health team is always on the go. The seven inspectors have a growing number of restaurants, food trucks, septic systems, hotels, and pools to inspect. Often, they work after regular hours, making sure vendors at weekend events are prepared to safely serve. They even respond to emergencies like fires and truck wrecks at all hours of the day.

Sharing Information

For some CCPHC staff members, like community health educators, their entire job is to get out and share helpful information. Alongside staff from other programs, they regularly attend health fairs and themed events hosted by other community organizations. These events provide unique opportunities to connect with specific groups of people with specific needs. Staff provide health tips, helpful items, and lots of information about local services and resources.

"It's incredibly important that we're visible in the community," said Healthy Equity Program Manager Anne Lavelle. "We want people to be familiar with us, feel comfortable telling us about the challenges they face when trying to be healthy, and connect them with resources."

CCPHC team members also share with peers. Many professionals from across the health department spoke at conferences this year. Many are members of professional groups or serve on boards, like Dental Hygienist Mikayla Cox, who was selected to the advisory committee of the Missouri Dental Board. Some, like Director Darrell Meinke, spoke

at events on behalf of CCPHC; to inform partners and community members about the organization and its work.

Making Connections

Clay County Public Health Center cannot operate in a silo. It is essential that staff work with government, non-profit, healthcare, business, and education partners to meet the needs of the area. First, however, those partnerships must be established. Through regional groups, networking events, and even membership in the Northland Health Alliance, CCPHC continues to build and strengthen these partnerships.

To hear from community members about their diverse health needs, CCPHC helped host multiple community forums and focus groups in the fall. These were part of the Northland Health Alliance's process for creating the next Community Health Assessment + Improvement Plan. The forums took place in seven locations across the Northland.

Clay County Public Health staff are worthy of recognition for their dedication to serving the people of Clay County, no matter when or where.



Left to Right: Immunizations team enters Clay County Detention Center; educational table at Clay County Wellness Fair; Dental Hygienist Karmen Vaughn applies fluoride on EPIC Elementary student's teeth, immunizations clinic at Liberty North High School; hanging with KC Wolf at community event; Community Engagement Specialist Monica Miller leads a Northland Health Alliance (NHA) community forum.

Left to Right: Hosting a tent at KC's Juneteenth event; Continuous Improvement Coordinator Nicole DeBrincat presenting at MO Public Health Association conference; marching in KC Pride parade; hosting a table at El Dia Del Niño; Environmental Health Specialist Lauren Bartley does a pre-opening inspection at Dari-B; directors at NHA networking event; Director Meinke on a panel for Kearney Chamber of Commerce; Trunk or Treat at NKC YMCA.

COMMITTEE CORNER

SAFETY

Safety committee exists to ensure the safety of all CCPHC staff and visitors. In 2024, the group reviewed 12 incident reports to see if any changes needed to be made to prevent similar incidents in the future. They also conducted an earthquake drill, a tornado drill, and an Annual Safety Walk-through. Lastly, during Safety Week in September, the committee brought in representatives from Clay County Sheriff's Office to do de-escalation training.

EDUCATION

This committee plans and provides well-rounded training for staff. Towards the end of 2024, the new co-chairs and sponsor improved the ways they communicate with other internal groups and planned education sessions for the upcoming year. This included identifying five different categories of education and releasing the 2025 schedule in advance. They also standardized the agreement process for presenters and centralized a virtual training library.



SOCIAL & WELLNESS

As the group charged with making CCPHC a more fun place to work, S&W committee planned numerous large and small events throughout the year. These included: coordinating food before all-staff meetings, offering fun treats like a gelato cart and coffee truck, an off-site appreciation outing, staff shirts, and holiday decorations and activities.

HEALTH EQUITY ACTION TEAM

HEAT hosted "Munch & Learn" events for staff with topics like ageism, microaggressions, Black History Month, & Pride Month. The group also hosted a cultural potluck for staff to share a special dish from their family or hometown. HEAT published quarterly educational newsletters, trained 38 employees in Crucial Conversations, and identified psychological safety as a priority for 2025.



GREEN GROUP

This committee, focused on earth-friendly initiatives, hosted two cleanup events in 2024. During these events, staff are supplied with tools to scatter across the area surrounding the CCPHC building and collect litter. The group also organized a plant exchange for staff and worked with IT to offer an opportunity to recycle electronic waste.



CLAY COUNTY

PUBLIC HEALTH CENTER



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