
Health and Human Services

Mission Statement:

Clallam County Health and Human Services (CCHHS) is dedicated to promoting and protecting the health, safety, and quality of life for all people in Clallam County.

Functions:

CCHHS has 12 functions **mandated** by the WA State Department of Health that must be accomplished. These functions are:

- *Community Health Assessment:* Data about community health, environmental health risks, health disparities, and access to critical health services are collected, tracked, analyzed, and utilized along with review of evidence-based practices to support policy and program decisions.
- *Communication:* Public information is a planned component of all HHS programs and activities. Urgent public health messages are communicated quickly and clearly.
- *Community Involvement:* Active involvement of community members and development of collaborative partnerships address community health risks and issues, prevention priorities, health disparities, and gaps in healthcare resources/critical health services. In addition HHS actively is involved in watershed planning and water resources/ground and surface water protection.
- *Monitoring Public Health Threats:* A monitoring and reporting process is maintained to identify emerging threats to the public's health. Investigation and control procedures are in place and actions documented. Compliance with regulations is sought through education, information, investigation, permit/license conditions, and appropriate enforcement actions. This includes inspections of food service establishments, on-site septic systems, water recreation areas, solid and hazardous waste monitoring. HHS provides water system and water laboratory services to further this mandate.
- *Responding to Public Health Emergencies:* Emergency preparedness and response plans and efforts delineate roles and responsibilities in regard to preparation, response, and restoration activities as well as services available in the event of communicable disease outbreaks, environmental health risks, natural disasters, and other events that threaten the health of people.
- *Prevention and Health Education:* Prevention and education is a planned component of all public health programs and activities. Examples include wellness/healthy behaviors promotion and healthy child and family development, as well as primary, secondary, and tertiary prevention of chronic disease/disability, communicable disease (food/water/air/waste/vector-borne), and injuries. Prevention, health promotion, health education, and early intervention outreach services are provided.
- *Addressing Gaps in Critical Health Services:* Public health organizations convene, facilitate, and provide support for state and local partnerships intended to reduce health disparities and specific gaps in access to critical health services. Analysis of state and local health data is a central role for public health in this partnership process.
- *Program Planning and Evaluation:* Public health programs and activities identify specific goals, objectives, and performance measures and establish mechanisms for regular monitoring, reporting, and use of results.
- *Financial Management Systems:* Effective financial and management systems are in place in all public health organizations.

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- *Human Resources Systems*: Human resource systems and services support the public health workforce.
 - *Information Systems*: Information systems support the public health mission and staff by providing infrastructure for data collection, analysis, and rapid communication.
 - *Leadership and Governance*: Leadership and governance bodies set organizational policies and direction and assure accountability.

Although not mandated by Washington Department of Health, CCHHS performs other functions for the residents of Clallam County. These functions include:

- *Clearinghouse for state funds*: Funds to support services to persons with developmental disabilities provided by the state are tracked by HHS. Funds for the provision of substance abuse prevention, substance abuse treatment, and addressing homelessness are under HHS's purview. This allows HHS to be involved in the development of new agencies and services for these designated populations.
- *Staff support to committees and task forces*: HHS provides administrative support to Board of Health, Public Health Advisory Committee, Developmental Disabilities Advisory Committee, Chemical Dependency/Behavioral Health Task Force, and others as designated by our mission.
- *Issue requests for programs and monitoring of services*: Many of our Human Service programs require RFP's that are written, advertised, and recommendations made by staff. In addition, after award these programs must be monitored by staff to assure compliance. This is a time intensive function.
- *Achieve Full Integration, Inclusion, Equality and Acceptance of Individuals with Developmental Disabilities*. These functions lead to people with developmental disabilities productively participating in community life through employment, education and self-determination.

Long Term Goals:

Long term goals for CCHHS are as follows:

- 1) Monitor and evaluate all department programs through the use of established performance measures to document their effectiveness. This includes evaluating resource utilization in all non-mandatory and mandatory programs.
- 2) Evaluate capacity of all sections and build additional capacity within sections and department. This includes cross training, knowledge of activities within each section, and development of future supervisors.
- 3) Assure essential health and human services are available to the community whether through HHS or community partners.
- 4) Participate in community collaborative efforts to access critical health and human services.
- 5) Evaluate CCHHS's capacity to assess community health and human service needs, available community services to meet those needs, and gaps between needs and services.
- 6) Develop social marketing plan to communicate the role of public health and human services in maintaining personal and community health to a broad community audience to include the increase of public understanding of the mission and role of CCHHS.
- 7) Emphasize efficient use of resources to achieve the goals of the department. Resources include well-trained staff, optimal use of work space and information technology.
- 8) Work towards the goal of a dedicated, free standing facility for CCHHS so that all parts of the department can benefit from better utilization of staff resources and remove barriers to effective and efficient provision of services.

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- 9) Work to have all shellfish harvest areas in the County designated as "Approved" by Department of Health.
 - 10) Continue to coordinate land-development actions with the Department of Community Development (DCD).
 - 11) Assure every eligible participant with developmental disabilities has access to employment and the supports they need to be successful.

Short Term Goals:

- 1) Develop a system of performance based evaluation for all sections/programs within CCHHS.
- 2) Work aggressively with community coalitions and networks to improve access to health care and human services (medical, dental, mental health, substance abuse, home/residential care) for the citizens of Clallam County.
- 3) Continue to work closely with Regional 2 Public Health Emergency Preparedness and Response to improve CCHHS's capacity to respond to public health emergencies and potential bioterrorist threats.
- 4) Practice Health Alert protocols, table top exercises, and other emergency response exercises that engage community health care providers and emergency responders.
- 5) Update website to make more user friendly.
- 6) Have committee of department employees redesign monthly All Staff meeting.
- 7) Encourage utilization of individual training plans and direct resources to have a well trained work force.
- 8) Continue to disseminate CCHHS's assessment data to the public through a variety of means (website, staff presentations, community forums, etc.)
- 9) Optimize public relations efforts to increase awareness of key CCHHS messages.
- 10) Closely track budget as tied to department's mandatory and nonmandatory programs.
- 11) Work closely with advisory boards to assure customer/community input and recognition of community needs.
- 12) Evaluate funding streams and pursue stability of funding for all sections in department.
- 13) Generate additional revenue to support the on-site septic operations and maintenance program and support ground and surface water protection programs.
- 14) Continue working with advisory committees and workgroups (i.e., Public Health Advisory Committee, Water Resource Inventory Area (WRIA) 17 and 20 Planning Unit and Clean Water Work Group).
- 15) Provide support to the Board of County Commissioners and the Department of Community Development (DCD) in Ecology's Instream Flow Rule making process.
- 16) Begin implementation of Clallam County's on-site septic system management plan.
- 17) Ensure that every participant with developmental disabilities requesting County-funded services is fully informed of the choices of services and vendors available in Clallam County.
- 18) Promote the employment of people with developmental disabilities throughout our community.
- 19) Assure an inclusive and respectful approach to service provision in the community for individuals with developmental disabilities.

Accomplishments in 2007:

- Participated in a region-wide emergency drill with Kitsap and Jefferson Counties based on a food borne illness scenario.
- Formed two epidemiology teams that will respond to emergency situations related to health issues. Received training from Region 2 on epidemiology.
- Participated actively in the CARE Partnership, a local coalition seeking to improve health care for the rural elder population. Director served on core leadership group and as chair.
- Participated on the Chemical Dependency/Mental Health Policy Task group to review needs of community regarding these issues, issuing requests for proposals, and reviewing applications. Staff of department provided support at all points within the process.
- Held bi-monthly meetings with Olympic Home Health, jail personnel, and departmental staff to evaluate on going program. Solicited and received additional funds for program. Health officer established new policies and procedures based on national standards.
- Evaluated community issues in Developmental Disabilities Section which led to the establishment of a vendor selection position to better serve the community. Established part time benefited position that will provide vendor selection and case management.
- Coordinated the Local Government Initiative Funds process with the United Way for the awarding of \$61,060 worth of grants. Priorities were prevention of violence and suicide in adults and youth, basic needs, and child care.
- Continued participation in the United Way initiative of Access to Health Care. Issue highlighted was to establish a virtual clinic for veterans.
- Reevaluated need for direct dental services to WIC clients and determined additional services needed.
- Participated with the United Way Community Impact Committee and department was used as a focus group to assist in fine tuning an idea for the next initiative.
- Set new fees for the department by going through public hearings and receiving Board of Health approval.
- Held facilitated strategic planning sessions with all sections of the department. Reviewed mission and goals as a department.
- Expanded syringe exchange to the Westend of Clallam County.
- Moved Birth & Death Records to Health Section and provided services to the public two additional days per week.
- Received Medicaid match training and began participation in reimbursement program for Health Section.
- Completed on-site septic plan and received Board of Health approval after public hearings.
- Expanded accounting section by the hiring of a part time assistant accountant.
- Signed memorandum of understanding with Quileute tribe regarding TANF services at the HHS Health clinic in Forks. Discussed administration of WIC with the Lower Elwha tribe. Continued to provide WIC services to the Jamestown S'Klallam tribe.
- Participated in the Governor's Committee on Disability public meetings in the Port Angeles area.
- Received an orientation to the Washington State Department of Health. This is provided yearly to new directors, section heads, etc.
- Advanced an air quality investigation of the basement of the courthouse. Health officer conducted a public discussion of the results.

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- Evaluated funding of HIV/AIDS in conjunction with Region 2 counties which include Kitsap, Jefferson, and Clallam.
 - The Environmental Health Division continued to provide information and engage the community on public health issues by participating in numerous (8) advisory boards and work groups.
 - The Environmental Health Division continues to provide information and outreach materials on various environmental health issues. We accomplished this by holding numerous public workshops (Septics 101, Well Maintenance 101, and Food Service Training Sessions), sponsored education booths at the Clallam County Fair, River Festival, and Community Safety Day, and held training workshops for on-site industry professionals.
 - Participated in training volunteer environmental monitoring groups such as Streamkeepers and the BEACH program.
 - EH utilized an open public process to develop its on-site management plan (as required by WAC 246-272A and RCW 70.188A). The OSS management plan was approved by the Board of Health in June and received State Department of Health concurrence in July.
 - Continued working in partnership with Ecology, Jamestown S' Klallam Tribe, Streamkeepers, Surfriders, the Clallam Marine Resource Committee, and volunteers to monitor the water quality of Clallam County's marine and fresh surface waters and ground water.
 - Continued to implement the recommendations of the Water Resource Area 18 watershed plan by initiating a feasibility study of aquifer storage potential in the Dungeness valley. Also, continued to work with the Water Resource Inventory Area (WRIA) 20 Watershed Planning Unit to bring the WRIA 20 watershed plan to the BOCC adoption phase.
 - EH continued its work on the Septic of Concern project visited more than 70 homeowners and identified and repaired 7 failing systems in the Dungeness Bay area and also enhanced the Permit Plan database by locating and enter 1500 hard-copy on-site permits and as built drawings into Permit Plan.
 - EH continued integrating environmental health knowledge and practice with other Health and Human Services sections (i.e. public health), by participating in joint public health emergency response trainings and forming joint epidemiological response teams.
 - EH continued to meet and maintain statutory mandates and functions while providing good customer service.
 - Support and participate in Prevention Works! Community Coalition focused on the prevention of substance abuse, child abuse and neglect and violence.
 - Participate and support the Port Angeles Healthy Youth Coalition (State Incentive Grant/Communities that Care project) – a research project in Port Angeles focused on the prevention of substance abuse.
 - Received a Federal Drug Free Communities Grant for \$100,000 for the seventh year of ten.
 - Participated in the State-wide Prevention Summit.
 - Participate and support the Clallam County Community Network focused on prevention of child abuse and neglect and substance abuse.
 - Sponsored or co-sponsored a Guiding Good Choices Facilitator Training; How to Access and Use Data Related to Substance Abuse Prevention; Alcohol: Not Just Any Kind of Drug; a Parenting Wisely Facilitator Training; Understanding Self Harm & Suicide; The Power of the Positive: Social Norming; Dads Matter! Pre-event and Dads Matter! Forum with over 600 participants.
 - Received a Foundation for Early Learning grant as well as a grant from the Office of Juvenile Justice for the Dads Matter Event as well as having over 60 co-sponsors.
 - Wrote a six year plan focused on prevention-intervention-treatment and aftercare related to addiction.
 - Work with the 13 chemical dependency treatment agencies in the county.

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- Participate in and support the Meth Action Team.
 - Assisted with the Chemical Dependency/Mental Health Advisory Board process, board function, writing of Request for Proposals and contracting.
 - Assisted with a million dollar grant to end homelessness in Clallam County
 - Sponsored training in Ethics; GAIN SS; Person Centered Training and TARGET.
 - Expanded chemical dependency services with additional treatment expansion funds – serving almost 1100 people.
 - Assist with team meetings re: family therapeutic court models and systems.
 - Expanded Chemical Dependency Treatment services with new treatment expansion funding. Clallam County exceeded its goals for youth and adult treatment.
 - Development of new agencies and services according to the Community Plan (Concerned Citizens for Individual Supported Employment, S.N.A.P. for new community education and information projects, and Sequim School District for transition services. County staff provided client choice and vendor selection services to support and honor the choices of individuals receiving services).
 - Sponsored three Transition Fairs for 2007 focusing on three major communities in the County, with accompanying Resource Booklet.
 - Conducted 8 Agency Onsite Evaluations. Corrective Action Plans are completed for all agencies.
 - Applied for and received Americorps volunteer to work on transition projects with community agencies
 - Sponsored numerous education and training opportunities for families, self advocates and service providers
 - Member of Paratransit ADA Technical Advisory Task Force, providing input to Paratransit and Clallam Transit on improvements and efficiencies in transportation services for people with disabilities.
 - Provided administrative support to the Clallam County Developmental Disabilities Advisory Committee.
 - Began research and draft of the 2007-2011 Community Plan.
 - Developed Community Capacity Building 2007 RFP for County Millage Funds. Supported review committee and negotiated provider contracts for service.
 - Completed new contracts for 2007-2009 biennium with eight agencies and three Personal Service Agreements.
 - Maintained and constantly updated budget tracking system for 85 individuals whose services are funded through Federal Medicaid Waivers.
 - Continued involvement with Task Force on Emergency Preparations for People with Developmental Disabilities in collaboration with Emergency Management, law enforcement, and other social service agencies.
 - Educated community members about the revised Washington State Clean Indoor Air Act; presented information to the Clallam County Public Health Advisory Committee, Clallam County Board of Health, Clallam County Fair Board, and the Clallam County Prevention Works Community Coalition.
 - Received 2nd year of \$25,000/year grant for the Kids Before Smoke project; grant from the Washington Health Foundation.
 - Trained six home-visiting staff members to conduct Brief Tobacco Interventions with pregnant and parenting women and their families.
 - Developed system to take complaints and respond to complaints surrounding violations of the revised Washington Clean Indoor Air Act.
 - Continued to serve on the Washington State Department of Health (DOH) TPCP Implementation and Advisory Committee (IAC).

- In cooperation with the Washington State Liquor Control Board, trained two new LCB Agents how to conduct Tobacco Compliance Checks; held 2 retailer education classes in Port Angeles and Forks with 12 participants; conducted 57 tobacco compliance checks in Clallam County
- Promoted the Washington State Quit Line in local newspapers.
- Offered a 7-week Freedom for Smoking cessation course at Clallam County Courthouse; 3 people successfully quit smoking.

Workload Indicators:

	2005 Actual	2006 Actual	6/30/07 Actual	2008 Goals
Maternity Support Services (MSS)- Number of unique clients who received services	49	56	34	60
MSS- Number of client visits	368	225	86	250
Infant Case Management (ICM) - Number of unique clients who received services	31	25	18	
ICM- Number of client visits	148	91	32	100
Number of visits/contacts to newborn, high-Risk infants	91	55	29	60
Number of visits/contacts with children 1-22	95	55	36	75
WIC- Number of individual clients enrolled	2,247	1,950	1,456	2,500
WIC- Number of client visits	13,503	16,106	8,233	16,000
Infant/Toddler Day Care- Number of nurse on-site visits to licensed childcare facilities	59	52	23	45
Infant/Toddler Day Care- Number of nurse phone consultations with licensed childcare facilities	143	89	30	60
Infant/Toddler Day Care - Trainings given by Public Health Nurse for providers #trainings/#participants	17/249	16/221	3/37	8/100
Children with Special Health Care Needs (CSHCN) Program- Number of children enrolled	127	74	89	90
CSHCN – Number of contacts/visits	641	237	149	500
HIV- Number of HIV tests and counseling given	142	63	35	60
HIV- Syringe Exchange- Number of Syringes Exchanged	68,062	48,496	17,595	50,000
Communicable Disease- Number of Confirmed Reportables	30	22	16	30
Hepatitis C- Number of Hepatitis C Reports & Investigations	42	99	57	100
Immunizations- Total number given	5,741	3,043	1,307	4,000
Immunizations- Total doses of state supplied vaccine distributed to private providers	16,190	19,482	2,017	250
STD- Number of Sexually Transmitted Disease cases reported	194	186	79	160

Tuberculosis (TB)- Number of active cases	0	2	1	2
Certified Birth Certificates- number of certificates produced	1,894	1,856	1,172	2,000
Certified Death Certificates- number of certificates produced	4,319	4,255	2,499	4,500
Developmental Disabilities (DDD)- Number of adults served through State funding	111	105	102	115
Drug/Alcohol Treatment (DASA)- Number of clients receiving substance abuse treatment services with state contract funding	883	1,072	816	1,100
Tobacco- Number of tobacco related presentations given	14	8	3	6
Tobacco- Total number of participants attending tobacco presentations	237	40	20	60
On-site Permits	568	449	213	430
Site Registrations	913	667	280	600
On-site Complaints Investigated	61	89	41	80
Septic of Concern Site Visits – Door to Door	56	102	44	100
Repairs of Septics of Concern	5	7	4	5
“Septics 101” Classes/Attendance	12/290	12/290	6/176	12/250
Other Professional Trainings Offered	3	3	4	3
On-Site Septic System Plan Meetings	NA	3	9	4
Water Availability Requests Processed	557	474	212	450
Water Samples Processed (bact)	1651	2194	932	2000
Water Samples Processed (nitrate)	145	230	163	200
Water Samples Processed (fecal)	357	763	398	800
Water Sanitary Surveys	80	33(B)/12(A)	1(B) / 10(A)	15(B)/12(A)
Well Site Inspection	18	14	8	10
Water Complaints	5	12	2	5
Food Service Permits Issued (Permanent)	380	400	425	400
Food Service Permits (Temporary)		175	110	175
Food Service Inspections	521	714	358	700
Food Handler Cards Issued	2619	2312	1411	2200
Food Service Plan Reviews	80	36	26	25
Food Service Complaints Investigated	70	79	37	70
Water Recreation Pool Inspections	0	30	18	30
Solid Waste Permits Issued/Renewed	10	11	12	11
Solid Waste Inspections	31	89	27	50
Solid Waste Complaints Investigated	46	47	16	40
Initial Investigations and Site Hazard Assessments	10	10	5	10

Staffing Level:

	2005 Actual	2006 Actual	6/30/07 Actual	2008 Budget
Full Time Equivalents (HHS, DDD, Drug/Alcohol)	26.20	23.90	24.93	23.18
Full Time Equivalents (Environmental Health)	12.25	12.73	12.73	12.73
TOTAL Full Time Equivalents	38.45	36.63	37.66	35.91

Health & Human Services (11301) Operating Budget

Revenues:

	2005 Actual	2006 Actual	6/30/07 Actual	2008 Budget
Beginning Fund Balance	827,586	1,060,956	1,070,571 ¹	761,731
Taxes	9,338	8,034	686	0
Licenses and Permits	0	0	0	0
Intergovernmental Revenues	843,091	796,941	359,503	788,387
Charges for Goods and Services	250,973	252,937	114,292	228,740
Fines and Forfeits	0	0	0	0
Miscellaneous Revenues	43,524	30,664	2,705	2,000
Other Financing Sources	301,048	1,489	396	0
General Tax Support	474,757	474,757	474,757	491,000
TOTAL	\$2,750,317	\$2,625,778	\$2,022,910	\$2,271,858

¹Total includes year-end accruals

Expenditures:

	2005 Actual	2006 Actual	6/30/07 Actual	2008 Budget
Salaries and Wages	926,444	886,400	474,837	978,061
Personnel Benefits	91,422	157,066	147,053	323,002
Supplies	166,900	141,445	46,237	115,940
Other Services and Charges	137,162	129,651	70,288	181,228
Intergovernmental Services	0	0	0	0
Interfund Payments for Services	367,433	290,775	351,459	296,857
Capital Outlay	0	6,480	0	0
Ending Fund Balance	1,060,956	1,013,961	933,036	376,770
TOTAL	\$2,750,317	\$2,625,778	\$2,022,910	\$2,271,858

Drug and Alcohol (11321) Operating Budget

Revenues:

	2005 Actual	2006 Actual	6/30/07 Actual	2008 Budget
Beginning Fund Balance	250,922	133,634	175,267 ¹	190,267
Taxes	3,999	0	0	0
Licenses and Permits	0	0	0	0
Intergovernmental Revenues	675,021	867,379	417,890	1,074,933
Charges for Goods and Services	22,255	22,021	12,084	11,600
Fines and Forfeits	0	0	0	0
Miscellaneous Revenues	6,673	7,762	2,108	1,000
Other Financing Sources	87,234	5,000	0	5,000
General Tax Support	12,000	12,000	12,000	12,000
TOTAL	\$1,058,104	\$1,047,796	\$619,349	\$1,294,800

¹Total includes year-end accruals

Expenditures:

	2005 Actual	2006 Actual	6/30/07 Actual	2008 Budget
Salaries and Wages	106,932	122,597	73,364	171,534
Personnel Benefits	11,023	24,741	25,723	59,836
Supplies	5,900	11,794	4,400	10,500
Other Services and Charges	686,485	757,582	355,331	885,737
Intergovernmental Services	0	0	0	0
Interfund Payments for Services	114,130	146,003	108,869	105,509
Capital Outlay	0	0	0	0
Ending Fund Balance	133,634	-14,921	51,662	61,684
TOTAL	\$1,058,104	\$1,047,796	\$619,349	\$1,294,800

Developmental Disabilities (11331) Operating Budget

Revenues:

	2005 Actual	2006 Actual	6/30/07 Actual	2008 Budget
Beginning Fund Balance	146,533	250,153	282,212 ¹	354,304
Taxes	146,204	151,223	103,417	150,000
Licenses and Permits	0	0	0	0
Intergovernmental Revenues	666,869	867,897	236,301	925,928
Charges for Goods and Services	0	0	0	0
Fines and Forfeits	0	0	0	0
Miscellaneous Revenues	2,169	591	37	750
Other Financing Sources	93,147	2,125	4,510	5,000
General Tax Support	0	0	0	0
TOTAL	\$1,054,922	\$1,271,989	\$626,477	\$1,435,982

¹Total includes year-end accruals

Expenditures:

	2005 Actual	2006 Actual	6/30/07 Actual	2008 Budget
Salaries and Wages	44,213	44,972	29,362	71,024
Personnel Benefits	4,421	7,753	7,592	27,425
Supplies	529	593	2,027	402
Other Services and Charges	705,637	814,815	254,151	821,683
Intergovernmental Services	0	0	0	0
Interfund Payments for Services	49,969	45,621	30,306	59,327
Capital Outlay	0	0	0	0
Ending Fund Balance	250,153	358,235	303,039	456,121
TOTAL	\$1,054,922	\$1,271,989	\$626,477	\$1,435,982

Environmental Health (00100)

Revenues:

	2005 Actual	2006 Actual	6/30/07 Actual	2008 Budget
Taxes	0	0	0	0
Licenses and Permits	0	0	0	0
Intergovernmental Revenues	117,728	190,705	146,489	433,669
Charges for Goods and Services	597,829	481,410	193,708	633,000
Miscellaneous Revenues	321	3,351	63	0
Nonrevenues	53,376	0	0	0
Other Financing Sources	0	0	0	0
General Tax Support	70,474	191,044	157,691	79,581
TOTAL	\$839,728	\$866,510	\$497,951	\$1,146,250

Expenditures:

	2005 Actual	2006 Actual	6/30/07 Actual	2008 Budget
Salaries and Wages	485,419	524,768	278,624	610,237
Personnel Benefits	48,798	90,345	88,155	208,837
Supplies	30,138	33,877	9,953	24,300
Other Services and Charges	117,373	59,388	99,892	230,720
Intergovernmental Services	0	0	0	0
Interfund Payments for Services	158,000	152,579	21,327	65,556
Capital Outlay	0	5,553	0	6,600
TOTAL	\$839,728	\$866,510	\$497,951	\$1,146,250

Agency Structure: not provided by the department