
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 the watershed plan implementation, 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, Homelessness 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 very 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) Continue monitoring and evaluating 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 to have all shellfish harvest areas in the County designated as "Approved" by Department of Health.

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- 9) Continue to coordinate land-development actions with the Department of Community Development (DCD).
 - 10) 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. This includes placing true costs in section incurred.
- 2) Continue to work with community coalitions 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.
- 4) Prepare for a pandemic during late 2009/2010 and practice emergency response exercises that engage community health care providers, emergency responders, and the Tribes.
- 5) Update CCHHS's assessment data through a contract with Kitsap Health District for services.
- 6) Use county redesigned web page to optimize awareness of key CCHHS messages.
- 7) Evaluate funding streams; identify new funding sources that support priority programs.
- 8) Provide support to the Board of County Commissioners and the Department of Community Development (DCD) in Ecology's Instream Flow Rule making process.
- 9) Continued phased implementation of Clallam County's on-site septic system management plan.
- 10) Support the improvement and maintenance of all current employment vendors in the Developmental Disability Section. Complete Vendor Forum process in regards to implementation of the Working Age Adult policy.
- 11) Continue providing education and training opportunities for self-advocates families, and service providers. Continue implementation of 2007-2011 Developmental Disability Advisory Council Community Plan goals.

Accomplishments in 2009:

- Completed an evaluation done by Washington Department of Health of all local health jurisdictions in the state. CCHH scored favorably against comparison counties.
- Responded to Phase IV Pandemic (H1N1), accepted Strategic National Stockpile medications and distributed countywide and opened Emergency Communications Center.
- Continued participation and coordination with Region 2 in emergency public health matters.
- Continued training our two epidemiology teams that will respond to emergency situations related to health issues. Used teams for a massive food borne illness investigation in county.
- Continued to participate in the CARE Partnership and the United Way Community Initiative.
- Participated in the Chemical Dependency/Mental Health Policy Task group issuing requests for proposals, awarding 8 contracts. Staff of HHS provided support at all points within the process including monitoring of contracts. Coordinated funding activities associated with 13 Chemical

Dependency/Mental Health (CD/MH) Program Fund projects that served 420 community members from January through June, 2009.

- Monitored and evaluated activities related to 8 CD/MH Program Fund projects and 8 CD treatment providers funded by the Division of Alcohol and Substance Abuse.
- Coordinated the Local Government Initiative Funds process with the United Way for the awarding of \$100,000 worth of grants to 13 providers. Priorities were prevention of violence and suicide in adults and youth, basic needs, and youth services.
- Increased caseload for the WIC program by 100 (8%) to serve more low income families in Clallam County.
- Instituted Expedited Partner Therapy Program to reduce the rate of sexually transmitted diseases (STD) in Clallam County.
- Continued participating in Medicaid match reimbursement program for Health Section that has potential of increasing revenues by \$60,000.
- Health Section successfully transitioned MCH programs to Forks office.
- Conducted a facilitated team building exercise for the EH section in the Food and the On-site Septic programs.
- Supported Public Health Advisory Committee in the Public Heroes initiative and Awarding of certificates. Arranged to have Secretary of Washington Department of Health present the awards.
- Continued working with Department of Health on providing Hepatitis vaccinations and Hepatitis C testing to high risk individuals in the county. Contract renewed for second year.
- Environmental Health Section continued to provide information and engage the community on public health issues by participating in numerous advisory boards and work groups including Board of Health, Public Health Advisory Committee, Clean Water Work Group, On-site Septic System Management Work Group, WRIA 18 Instream Flow Rule Executive Committee and Working Group, Puget Sound Partnership Action Area Work Group, Build Green Committee, Aquifer Storage and Recovery Technical Advisory Group, and Dungeness River Management Team.
- Participated in training volunteer environmental monitoring groups such as Streamkeepers and the BEACH program.
- 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 Inventory Area 18 watershed plan, adopted 2005. EH is finalizing a feasibility study of aquifer recharge as a water management tool in the Dungeness Valley including coordination with generators of reclaimed water.
- EH section conducted 12 Septics 101 classes with 300 participants; 60 Food Service Training sessions with 2000 participants; and training workshops for on-site industry professionals with 55 attending.
- All sections of the department continued integrating knowledge and practice by participating in emergency response trainings.
- Continued phased implementation of the on-site management plan by offering 4 homeowner septic system inspection training sessions and developing a draft on-site O & M funding feasibility plan.
- Successfully completed tasks related to Jamestown S'Klallam Tribe's Targeted Watershed Initiative grant project.
- Human Services Section supported and participated in: Prevention Works! A community Coalition of Clallam County that is focused on the prevention of substance abuse, child abuse, and neglect, and violence; the Port Angeles Healthy Youth Coalition that initiated a social norms project, distributed a

parent newsletter and held parenting education classes in Port Angeles; the Clallam County Community Network focused on prevention of child abuse and neglect and substance abuse; and the Meth Action Team.

- Received for the tenth year a Federal Drug Free Communities Grant for \$100,000 to support Prevention Works!
- HS Section sponsored or co-sponsored trainings related to substance abuse prevention and chemical dependency treatment for 460 participants. Ten different topics were included.
- HS Section assisted with three grants to end homelessness in Clallam County bringing in over \$1.4 million. Administered three local homeless funds and staffed the Homelessness Task Force.
- Expanded Chemical Dependency Treatment services with treatment expansion funding by meeting our county goal.
- Coordinated monthly meetings of 14 chemical dependency treatment agencies in the community including arranging speakers. Over 1100 clients were served in CD treatment countywide.
- Joined the Olympic Pain Management Collaborative and participated in a community panel on relevant issues.
- The Tobacco Prevention & Control Program conducted community and policymaker outreach and educational activities by: serving on Prevention Works! Board of Directors; supported second hand smoke education at First Step Family Services and Parenting Matters; distributed ongoing public service announcements including an 8-page tobacco resource pullout section in the Peninsula Daily News; created and distributed a tobacco cessation resource guide; made community presentations; conducted six training presentations with healthcare and treatment provider professions; participating in six community health fairs; and advised the Housing Authority in their decision to become 100% smoke-free in all their apartment complexes in 2010.
- Worked with Olympic Medical Center as they became smoke-free.
- Supported compliance with tobacco regulations by conducting over 50 individual retailer education visits with tobacco retailers; conducted 53 compliance checks with a 90% success rate.
- Developmental Disability Section sponsored Transition Fair 2009 with accompanying resource Booklet.
- Developmental Disability Section sponsored 10 education and training opportunities for service providers and three opportunities for families and self-advocates.
- Staffed five sub-committees of the Clallam County Developmental Disabilities Advisory Committee – Housing Liaison, Transportation Liaison, Public Speaking, Bylaws and Protocols, and Nominations Committee. Provided administrative support to the Clallam County Developmental Disabilities Advisory Committee.
- Developmental Disability Section developed Community Capacity Building 2009 RFP for County Dedicated Tax Funds; supported review committee and negotiated provider contracts for services; completed new contracts for FY2010 with five agencies.
- Maintained and constantly updated tracking system for 93 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.
- DD Section negotiated continuation of contract with Sequim School District for Transition Services.

Workload Indicators:

	2007 Actual	2008 Actual	6/30/09 Actual	2010 Goals
Maternity Support Services (MSS)- Number of unique clients who received services	55	21	n/a	n/a
MSS- Number of client visits	160	60	n/a	n/a
Infant Case Management (ICM) - Number of unique clients who received services	30	22	n/a	n/a
ICM- Number of client visits	54	58	n/a	n/a
Number of visits/contacts to newborn, high-Risk infants	58	11	29	60
Number of visits/contacts with children 1-22	51	10	38	60
WIC- Number of individual clients enrolled	2,408	2,454	2,018	2,500
WIC- Number of client visits	14,762	15,790	9,120	17,500
Infant/Toddler Day Care- Number of nurse on-site visits to licensed childcare facilities	59	20	32	50
Infant/Toddler Day Care- Number of nurse phone consultations with licensed childcare facilities	79	25	27	75
Infant/Toddler Day Care - Trainings given by Public Health Nurse for providers #trainings/#participants	5/66	5/67	7/71	5/70
Children with Special Health Care Needs (CSHCN) Program- Number of children enrolled	93	60	32	50
CSHCN – Number of contacts/visits	293	189	57	120
HIV- Number of HIV tests and counseling given	58	97	34	75
HIV- Syringe Exchange- Number of Syringes Exchanged	38,723	60,854	41,744	60,000
Communicable Disease- Number of Confirmed Reportables	35	52	27	40
Hepatitis C- Number of Hepatitis C Reports & Investigations	141	115	49	100
Immunizations- Total number given	4,351	5,242	1,686	4,000
STD- Number of Sexually Transmitted Disease cases reported	152	184	86	150
Tuberculosis (TB)- Number of active cases	2	0	1	0
Certified Birth Certificates- number of certificates produced	2,011	2,074	1,055	2,000
Certified Death Certificates- number of certificates produced	4,853	4,247	2,479	4,800
Developmental Disabilities (DDD)- Number of adults served through State funding	95	103	86	100

Drug/Alcohol Treatment (DASA)- Number of clients receiving substance abuse treatment services with state contract funding	1,270	1,182	861	1,200
Number of clients receiving services through Chemical Dependency/Mental Health Funds	n/a	526	419	700
Tobacco- Number of tobacco related presentations	4	8	5	10
Tobacco- Total number of participants attending tobacco presentations	60	160	100	200
On-site Permits	378	318	106	300
Site Registrations	486	340	119	300
On-site Complaints Investigated	69	62	30	60
Septic of Concern Site Visits – Door to Door	87	18	30	100
Repairs of Septics of Concern	9	9	5	10
“Septics 101” Classes/Attendance	12/336	12/246	6/53	12/120
Other Professional Trainings Offered	5	2	6	10
On-Site Septic System Plan Meetings	10	4	2	5
Water Availability Requests Processed	348	280	95	200
Water Samples Processed (bact)	2007	1603	948	1800
Water Samples Processed (nitrate)	254	164	75	150
Water Samples Processed (fecal)	823	853	236	480
Water Sanitary Surveys	5(B)/12(A)	10(B)/12(A)	2(B)/8(A)	12(A)
Well Site Inspection	16	16	6	12
Well 101 Classes/Participants	9/154	8/147	4/50	0
Water System Approvals	11	15	5	10
Water Complaints	7	6	3	6
Food Service Permits Issued (Permanent)	429	420	363	370
Food Service Permits (Temporary)	180	184	140	180
Food Service Inspections	644	418	373	500
Food Handler Cards Issued	2618	2047	1710	2500
Food Service Plan Reviews	35	42	27	54
Food Service Complaints Investigated	57	49	17	35
Water Recreation Pool Inspections	50	69	24	62
Solid Waste Permits Issued/Renewed	13	12	13	13
Solid Waste Inspections	31	37	21	30
Solid Waste Complaints Investigated	26	43	24	40
Initial Investigations and Site Hazard Assessments	15	13	5	10

Staffing Level:

	2007 Actual	2008 Actual	6/30/09 Actual	2010 Budget
Full Time Equivalents (HHS, DDD, Alcohol/Drug)	24.93	23.18	26.32	24.15
Full Time Equivalents (Environmental Health)	12.73	12.73	13.23	12.61
TOTAL Full Time Equivalents	37.66	35.91	39.55	36.76

¹FTE includes 17.28 HHS Operations; 2.31 DDD; 4.56 Alcohol/Drug

Health & Human Services (11301) Operating Budget

Revenues:

	2007 Actual	2008 Actual	6/30/09 Actual	2010 Budget
Beginning Fund Balance	1,070,571	735,612	693,189	441,919
Taxes	1,238	1,310	2,944	0
Licenses and Permits	0	0	0	0
Intergovernmental Revenues	837,856	970,103	637,709	879,814
Charges for Goods and Services	304,502	283,780	96,969	215,521
Fines and Forfeits	0	0	0	0
Miscellaneous Revenues	7,464	6,354	2,827	2,001
Other Financing Sources	0	0	0	0
General Tax Support	474,757	491,000	551,000	511,000
TOTAL	\$2,696,388	\$2,488,159	\$1,984,638	\$2,050,255

Expenditures:

	2007 Actual	2008 Actual	6/30/09 Actual	2010 Budget
Salaries and Wages	939,068	924,169	462,091	971,655
Personnel Benefits	298,366	312,987	152,459	303,165
Supplies	130,588	116,445	47,574	118,940
Other Services and Charges	154,289	156,318	92,004	148,331
Intergovernmental Services	0	0	0	0

Interfund Payments for Services	381,061	284,901	147,110	292,480
Capital Outlay	0	0	0	0
Ending Fund Balance	793,016	693,339	1,083,400	215,684
TOTAL	\$2,696,388	\$2,488,159	\$1,984,638	\$2,050,255

Alcohol and Drug Abuse (11321) Operating Budget

Revenues:

	2007 Actual	2008 Actual	6/30/09 Actual	2010 Budget
Beginning Fund Balance	175,267	265,077	104,965	303,070
Taxes	0	0	0	0
Licenses and Permits	0	0	0	0
Intergovernmental Revenues	1,364,720	1,019,801	695,644	1,057,609
Charges for Goods and Services	28,545	25,825	33,342	111,011
Fines and Forfeits	0	0	0	0
Miscellaneous Revenues	8,848	7,455	6,350	9,000
Other Financing Sources	0	0	0	5,000
General Tax Support	12,000	12,000	12,000	12,000
TOTAL	\$1,589,380	\$1,330,158	\$852,301	\$1,497,690

Expenditures:

	2007 Actual	2008 Actual	6/30/09 Actual	2010 Budget
Salaries and Wages	152,716	173,015	124,386	250,812
Personnel Benefits	53,531	60,189	43,951	79,862
Supplies	3,192	18,784	2,286	7,148
Other Services and Charges	930,106	860,855	313,520	808,687
Intergovernmental Services	0	0	0	0

Interfund Payments for Services	197,105	112,352	65,372	139,125
Capital Outlay	0	0	0	0
Ending Fund Balance	232,730	104,963	302,786	212,056
TOTAL	\$1,589,380	\$1,330,158	\$852,301	\$1,497,690

Developmental Disabilities (11331) Operating Budget

Revenues:

	2007 Actual	2008 Actual	6/30/09 Actual	2010 Budget
Beginning Fund Balance	282,212	391,838	481,422	473,042
Taxes	186,552	203,021	116,182	234,303
Licenses and Permits	0	0	0	0
Intergovernmental Revenues	978,297	778,273	386,284	787,930
Charges for Goods and Services	0	0	0	0
Fines and Forfeits	0	0	0	0
Miscellaneous Revenues	4,847	5,214	812	1,750
Other Financing Sources	15,177	35,018	4,699	5,000
General Tax Support	0	0	0	0
TOTAL	\$1,467,085	\$1,413,364	\$989,399	\$1,502,025

Expenditures:

	2007 Actual	2008 Actual	6/30/09 Actual	2010 Budget
Salaries and Wages	60,725	78,644	50,143	117,880
Personnel Benefits	18,123	26,704	17,070	34,819
Supplies	2,891	385	581	402
Other Services and Charges	887,262	783,765	365,512	849,558
Intergovernmental Services	0	0	0	0
Interfund Payments for Services	58,401	42,424	21,158	54,595

Capital Outlay	0	0	0	0
Ending Fund Balance	439,683	481,442	534,935	444,771
TOTAL	\$1,467,085	\$1,413,364	\$989,399	\$1,502,025

Environmental Health (00100)

Revenues:

	2007 Actual	2008 Actual	6/30/09 Actual	2010 Budget
Taxes	0	0	0	0
Licenses and Permits	0	0	0	0
Intergovernmental Revenues	490,804	477,861	275,401	596,069
Charges for Goods and Services	502,920	451,007	208,061	483,500
Miscellaneous Revenues	784	5,695	421	100
Nonrevenues	0	0	0	0
Other Financing Sources	0	0	0	0
General Tax Support	83,799	291,997	105,949	223,024
TOTAL	\$1,078,307	\$1,226,560	\$589,832	\$1,302,693

Expenditures:

	2007 Actual	2008 Actual	6/30/09 Actual	2010 Budget
Salaries and Wages	558,465	593,857	335,037	649,896
Personnel Benefits	187,637	202,136	117,210	224,634
Supplies	29,398	33,513	12,166	27,800
Other Services and Charges	219,160	287,567	110,105	321,342
Intergovernmental Services	0	0	0	0
Interfund Payments for Services	83,647	109,487	15,314	79,021
Capital Outlay	0	0	0	0
TOTAL	\$1,078,307	\$1,226,560	\$589,832	\$1,302,693