
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 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) Work 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) Encourage utilization of individual training plans and direct resources to have a well trained work force.
- 6) Update CCHHS's assessment data through a contract with Kitsap Health District for services.
- 7) Optimize public relation efforts to increase awareness of key CCHHS messages.
- 8) Work closely with advisory boards to assure customer/community input and recognition of community needs.
- 9) Evaluate funding streams and pursue stability of funding for all sections in department.
- 10) Continue working with advisory boards, committees and workgroups to assure customer/community input and recognition of community needs.
- 11) Evaluate funding streams and pursue stability of funding for all sections in department.
- 12) Provide support to the Board of County Commissioners and the Department of Community Development (DCD) in Ecology's Instream Flow Rule making process.
- 13) Finalize of Clallam County's on-site septic system management plan.
- 14) Support the improvement and maintenance of all current employment vendors.
- 15) Complete Vendor Forum Process in regards to implementation of the Working Age Adult Policy.
- 16) Continue providing education and training opportunities for self-advocates families, and service providers.
- 17) Complete the dispersal of County Millage Funds for 2009 through an RFP process.
- 18) Implementation of 2007-2011 Developmental Disability Advisory Council Community Plan goals.

Accomplishments in 2008:

- Conducted Point of Distribution Clinic during Dungeness Valley Health Fair and provided 200 tetanus shots to the community.
- Continued training our two epidemiology teams that will respond to emergency situations related to health issues.
- Participated 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.

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- Participated in the Chemical Dependency/Mental Health Policy Task group issuing requests for proposals, awarding 9 contracts for over \$600,000. Staff of HHS provided support at all points within the process.
 - Held bi-monthly meetings with Olympic Home Health, jail personnel, and departmental staff to assist in transfer of Jail Medical program to Sheriff's Department.
 - Coordinated the Local Government Initiative Funds process with the United Way for the awarding of \$61,060 worth of grants to nine providers. 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.
 - Increased caseload for the WIC program by 85 (7%) to serve more low income families in Clallam County.
 - Implemented updated fee schedule for department.
 - Instituted the Expedited Partner Therapy Program to reduce the rate of STD's in Clallam County.
 - Participated in Medicaid match reimbursement program for Health Section that has potential of increasing revenues by \$100,000.
 - Conducted a facilitated team building exercise for the Health Section.
 - Signed memorandum of understanding with Peninsula College for use of their facility in the event of a pandemic in the county.
 - Signed a memorandum of understanding with Peninsula College for the placement of nursing students.
 - Under contract added Jefferson County clients to our caseload of HIV positive clients receiving case management.
 - Began working with Department of Health on providing Hepatitis vaccinations and Hepatitis C testing to high risk individuals in the county.
 - Received funds for Communicable Disease and Immunizations from state legislators through the 5930 legislation and **added** a full time nurse and half time administrative assistant to Health Section staff.
 - Upgraded two EH positions to better reflect level of work done.
 - 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.
 - EH utilized an open public process to develop an updated on-site septic system ordinance. The OASS ordinance was adopted by the Board of Health.
 - Continued to implement the recommendations of the Water Resource Inventory Area 18 watershed plan, adopted 2005. EH is studying the feasibility of aquifer recharge as a water management tool in the Dungeness Valley including coordination with generators of reclaimed water.

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- Work on the Septic of Concern project continued with visits to more than 20 homeowners. Identified and repaired 7 failing systems in the Dungeness Bay area. Enhanced the Permit Plan database by locating and entering 1500 hard-copy on-site permits and as built drawings.
 - 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.
 - EH Section sponsored six homeowner Do-It-Yourself septic inspection training workshops with 120 participants approved to do their own septic system inspections. As a result, EH section was awarded a Centennial Grant by the Department of Ecology to establish a pilot DIY homeowner septic inspection program. The grant contract will be executed in January 2009.
 - Human Services Section supported and participated in Prevention Works! Community Coalition focused on the prevention of substance abuse, child abuse, and neglect and violence. Participated and supported the Port Angeles Healthy Youth Coalition (state incentive grant/Communities that Care project) that refined the organizational structure, held a Town Hall meeting on Underage Drinking, administered a random sample community survey on underage alcohol use, and distributed a parent newsletter in Port Angeles. Participated and supported the Clallam County Community Network focused on prevention of child abuse and neglect and substance abuse. Participated in and supported the Meth Action Team.
 - Received a Federal Drug Free Communities Grant for \$100,000 for the eighth year of ten.
 - HS Section sponsored or co-sponsored trainings related to substance abuse prevention and chemical dependency treatment for 700 participants (increase of 17% over previous year). Fifteen different topics were included.
 - Worked with 13 chemical dependency treatment agencies in the county.
 - HS Section assisted with three grants to end homelessness in Clallam County of over \$1.4 million.
 - Expanded Chemical Dependency Treatment services with new treatment expansion funding. Clallam County exceeded its goals for youth and adults treatment.
 - Developmental Disability Section sponsored Transition Fairs 2008 with accompanying Resource Booklet
 - Conducted developmental disability Vendor forum process in regards to implementation of the Working Age Adult Policy.
 - Sponsored 10 education and training opportunities for service providers and three opportunities for families and self-advocates.
 - Staffed four sub-committees of the Clallam County Developmental Disabilities Advisory Committee – Housing Liaison, Transportation Liaison, Public Speaking, and Nominations Committee. Provided administrative support to the Clallam County Developmental Disabilities Advisory Committee.
 - Developed Community Capacity Building 2008 RFP for County Millage Funds. Supported review committee and negotiated provider contracts for services.
 - Completed new contracts for 2007-2009 biennium with seven agencies.
 - Maintained and constantly updated budget tracking system for 93 individuals whose services are funded through Federal Medicaid Waivers. This was an increase of 9%.
 - 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 contract with Sequim School District for Transition Services.
- Negotiated Memo of Understanding with Olympic Medical Center and Morningside for Project Search Services. First employee placed at OMC.
- Tobacco program trained six home-visiting staff members to conduct Brief Tobacco Interventions with pregnant and parenting women and their families.
- Promoted the Washington State Quit Line through ongoing advertisements in the Peninsula Daily News, distributed Quitline cards and brochures to the hospital, local health care providers, and Peninsula College.
- Educated the community about the dangers of tobacco use and second hand smoke at three community fairs, and provided resources for an additional three fairs.
- Met with Employee Educators of the Olympic Medical Center three times to offer assistance and resources in their transition to a smoke-free campus.
- Conducted 68 tobacco retailer compliance checks with an overall success rate of 88%. Distributed four press releases about youth access to county-wide media sources.
- Gave presentations about the Tobacco Prevention and Control program to numerous venues.
- Had on-going discussions about enforcement of I-901 infractions with department and Port Angeles Chief of Police.
- Updated the Tobacco Cessation Resources brochure and distributed it countywide. Updated the system to take complaints and respond appropriately to violations of I-901.
- Conducted Retailer Education Classes for Tobacco Retailers in Port Angeles and Forks.
- Collaborated with OESD to ensure that tobacco awareness resources and cessation groups were in place in all county school districts.

Workload Indicators:

	2006 Actual	2007 Actual	6/30/08 Actual	2009 Goals
Maternity Support Services (MSS)- Number of unique clients who received services	56	55	18	40
MSS- Number of client visits	225	160	44	100
Infant Case Management (ICM) - Number of unique clients who received services	25	30	14	30
ICM- Number of client visits	91	54	26	55
Number of visits/contacts to newborn, high-Risk infants	55	58	1	50
Number of visits/contacts with children 1-22	55	51	0	50
WIC- Number of individual clients enrolled	1,950	2,408	1935	2,500
WIC- Number of client visits	16,106	14,762	7473	15,000
Infant/Toddler Day Care- Number of nurse on-site visits to licensed childcare facilities	52	59	5	50
Infant/Toddler Day Care- Number of nurse phone consultations with licensed childcare facilities	89	79	22	75
Infant/Toddler Day Care - Trainings given by Public Health Nurse for providers #trainings/#participants	16/221	5/66	6/60	5/60

Children with Special Health Care Needs (CSHCN) Program- Number of children enrolled	74	93	55	75
CSHCN – Number of contacts/visits	237	293	155	250
HIV- Number of HIV tests and counseling given	63	58	30	60
HIV- Syringe Exchange- Number of Syringes Exchanged	48,496	38,723	18,453	40,000
Communicable Disease- Number of Confirmed Reportables	22	35	14	35
Hepatitis C- Number of Hepatitis C Reports & Investigations	99	141	106	175
Immunizations- Total number given	3,043	4,351	1,810	4,000
STD- Number of Sexually Transmitted Disease cases reported	186	152	92	175
Tuberculosis (TB)- Number of active cases	2	2	1	1
Certified Birth Certificates- number of certificates produced	1,856	2,011	1,195	2,100
Certified Death Certificates- number of certificates produced	4,255	4,853	2,214	4,500
Developmental Disabilities (DDD)- Number of adults served through State funding	105	95	77	85
Drug/Alcohol Treatment (DASA)- Number of clients receiving substance abuse treatment services with state contract funding	1,072	1,270	611	1,300
Tobacco- Number of tobacco related presentations given	8	4	4	10
Tobacco- Total number of participants attending tobacco presentations	40	60	60	125
On-site Permits	449	378	177	360
Site Registrations	667	486	227	460
On-site Complaints Investigated	89	69	22	50
Septic of Concern Site Visits – Door to Door	102	87	10	50
Repairs of Septics of Concern	7	9	7	10
"Septics 101" Classes/Attendance	12/290	12/336	6/142	12/340
Other Professional Trainings Offered	3	5	1	2
On-Site Septic System Plan Meetings	3	10	2	4
Water Availability Requests Processed	474	348	164	330
Water Samples Processed (bact)	2194	2007	830	1660
Water Samples Processed (nitrate)	230	254	55	110
Water Samples Processed (fecal)	763	823	561	1000
Water Sanitary Surveys	33(B)/12(A)	5(B)/12(A)	5(B)/6(A)	5(B)/12(A)
Well Site Inspection	14	16	10	15
Well 101 Classes/Participants		9/154	4/103	8/150

Water System Approvals	13	11	9	9
Water Complaints	12	7	3	2
Food Service Permits Issued (Permanent)	400	429	397	400
Food Service Permits (Temporary)	175	180	108	150
Food Service Inspections	714	644	215	700
Food Handler Cards Issued	2312	2618	813	2000
Food Service Plan Reviews	36	35	24	30
Food Service Complaints Investigated	79	57	26	40
Water Recreation Pool Inspections	30	50	56	60
Solid Waste Permits Issued/Renewed	11	13	10	11
Solid Waste Inspections	89	31	15	50
Solid Waste Complaints Investigated	47	26	26	30
Initial Investigations and Site Hazard Assessments	10	15	9	14

Staffing Level:

	2006 Actual	2007 Actual	6/30/08 Actual	2009 Budget
Full Time Equivalents (HHS, DDD, Alcohol/Drug)	23.90	24.93	24.93	26.32 ¹
Full Time Equivalents (Environmental Health)	12.73	12.73	12.73	13.23
TOTAL Full Time Equivalents	36.63	37.66	37.66	39.55

¹FTE includes 18.95 HHS Operations; 2.31 DDD; 5.06 Alcohol/Drug

Health & Human Services (11301) Operating Budget

Revenues:

	2006 Actual	2007 Actual	6/30/08 Actual	2009 Budget
Beginning Fund Balance	1,060,956	1,070,571	735,612	439,872
Taxes	8,034	1,238	753	0
Licenses and Permits	0	0	0	0
Intergovernmental Revenues	796,941	837,856	655,444	978,758
Charges for Goods and Services	252,937	304,502	128,988	224,020
Fines and Forfeits	0	0	0	0
Miscellaneous Revenues	30,664	7,464	2,198	2,001
Other Financing Sources	1,489	0	0	0
General Tax Support	474,757	474,757	491,000	551,000
TOTAL	\$2,625,778	\$2,696,388	\$2,013,995	\$2,195,651

Expenditures:

	2006 Actual	2007 Actual	6/30/08 Actual	2009 Budget
Salaries and Wages	886,400	939,068	453,215	1,045,608
Personnel Benefits	157,066	298,366	148,103	347,667
Supplies	141,445	130,588	48,057	118,940
Other Services and Charges	129,651	154,289	81,987	222,929
Intergovernmental Services	0	0	0	0
Interfund Payments for Services	290,775	381,061	279,495	293,014
Capital Outlay	6,480	0	0	0
Ending Fund Balance	1,013,961	793,016	1,003,138	167,493
TOTAL	\$2,625,778	\$2,696,388	\$2,013,995	\$2,195,651

**Drug and Alcohol (11321)
Operating Budget****Revenues:**

	2006 Actual	2007 Actual	6/30/08 Actual	2009 Budget
Beginning Fund Balance	133,634	175,267	265,227	165,227
Taxes	0	0	0	0
Licenses and Permits	0	0	0	0
Intergovernmental Revenues	867,379	1,364,720	557,966	1,329,083
Charges for Goods and Services	22,021	28,545	15,156	33,351
Fines and Forfeits	0	0	0	0
Miscellaneous Revenues	7,762	8,848	2,750	4,100
Other Financing Sources	5,000	0	0	5,000
General Tax Support	12,000	12,000	12,000	12,000
TOTAL	\$1,047,796	\$1,589,380	\$853,099	\$1,548,761

Expenditures:

	2006 Actual	2007 Actual	6/30/08 Actual	2009 Budget
Salaries and Wages	122,597	152,716	83,589	266,274
Personnel Benefits	24,741	53,531	28,497	94,300
Supplies	11,794	3,192	3,605	11,800
Other Services and Charges	757,582	930,106	348,807	1,024,651
Intergovernmental Services	0	0	0	0
Interfund Payments for Services	146,003	197,105	70,305	146,594
Capital Outlay	0	0	0	0
Ending Fund Balance	-14,921	232,730	318,296	5,142
TOTAL	\$1,047,796	\$1,589,380	\$853,099	\$1,548,761

**Developmental Disabilities (11331)
Operating Budget****Revenues:**

	2006 Actual	2007 Actual	6/30/08 Actual	2009 Budget
Beginning Fund Balance	250,153	282,212	391,988	522,821
Taxes	151,223	186,552	113,196	200,000
Licenses and Permits	0	0	0	0
Intergovernmental Revenues	867,897	978,297	392,924	971,924
Charges for Goods and Services	0	0	0	0
Fines and Forfeits	0	0	0	0
Miscellaneous Revenues	591	4,847	2,887	3,750
Other Financing Sources	2,125	15,177	5,271	5,000
General Tax Support	0	0	0	0
TOTAL	\$1,271,989	\$1,467,085	\$906,266	\$1,703,495

Expenditures:

	2006 Actual	2007 Actual	6/30/08 Actual	2009 Budget
Salaries and Wages	44,972	60,725	38,678	116,737
Personnel Benefits	7,753	18,123	13,612	36,372
Supplies	593	2,891	51	402
Other Services and Charges	814,815	887,262	389,179	895,917
Intergovernmental Services	0	0	0	0
Interfund Payments for Services	45,621	58,401	28,628	51,929
Capital Outlay	0	0	0	0
Ending Fund Balance	358,235	439,683	436,118	602,138
TOTAL	\$1,271,989	\$1,467,085	\$906,266	\$1,703,495

Environmental Health (00100)

Revenues:

	2006 Actual	2007 Actual	6/30/08 Actual	2009 Budget
Taxes	0	0	0	0
Licenses and Permits	0	0	0	0
Intergovernmental Revenues	190,705	490,804	231,870	486,895
Charges for Goods and Services	481,410	502,920	243,036	533,500
Miscellaneous Revenues	3,351	784	88	100
Nonrevenues	0	0	0	0
Other Financing Sources	0	0	0	0
General Tax Support	191,044	83,799	74,174	134,789
TOTAL	\$866,510	\$1,078,307	\$549,080	\$1,155,184

Expenditures:

	2006 Actual	2007 Actual	6/30/08 Actual	2009 Budget
Salaries and Wages	524,768	558,465	290,877	669,263
Personnel Benefits	90,345	187,637	97,537	235,270
Supplies	33,877	29,398	16,686	23,200
Other Services and Charges	59,388	219,160	81,005	158,620
Intergovernmental Services	0	0	0	0
Interfund Payments for Services	152,579	83,647	62,975	68,831
Capital Outlay	5,553	0	0	0
TOTAL	\$866,510	\$1,078,307	\$549,080	\$1,155,184

Agency Structure: attach organization chart on this report, not separate