



2019
ANNUAL
REPORT

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Letter from the Health Promotion Supervisor

In 2015, a top priority was to increase sustainability and the stability of public health funding. Four years later, the Kittitas County Public Health Department (KCPHD) has come a long way. 2019 was a year of restructuring the department, creating new ways to track grant funding, changing fees, and solutions to minimizing costs.

The majority of KCPHD's budget goes to staff salary and benefits. If we lose funding, we lose staff positions. With that in mind, KCPHD took on the challenge of not rehiring certain positions. Instead, other staff absorbed job duties and started focusing on cross training. We asked staff to take on even greater responsibilities.

Health Promotion (HP) was separated from the Developmental Disabilities duties with the specific intent of HP leading the way in grant research and applications. Using a new tracking tool, a grant gantt chart (page 5), staff could visually forecast years that grant funding would need to be increased.

For the first time since the new fee method was adopted by the Kittitas County Board of Commissioners (BOCC), there was real time data used and we can confidently move forward knowing that every fee that is implemented repays staff time at one-hundred percent cost recovered.

2019 was also the start to creative solutions to minimizing costs. HP staff will start doing educational work aimed at targeted populations to decrease time required for Environmental Health staff. When Environmental Health Specialists conduct routine inspections in 2020, the expectation is that the time involved in those inspections will decrease. The ultimate aim is efficiency.

At times, KCPHD has consisted of less than 20 people to protect and promote the health and environment of the people in Kittitas County. Everyone here has multiple roles in the department and everyone here cares greatly about Kittitas County. Our efforts in sustainability are meant to keep KCPHD here to complete our mission.

Sincerely,



Chelsey Loeffers

KCPHD Health Promotion Supervisor

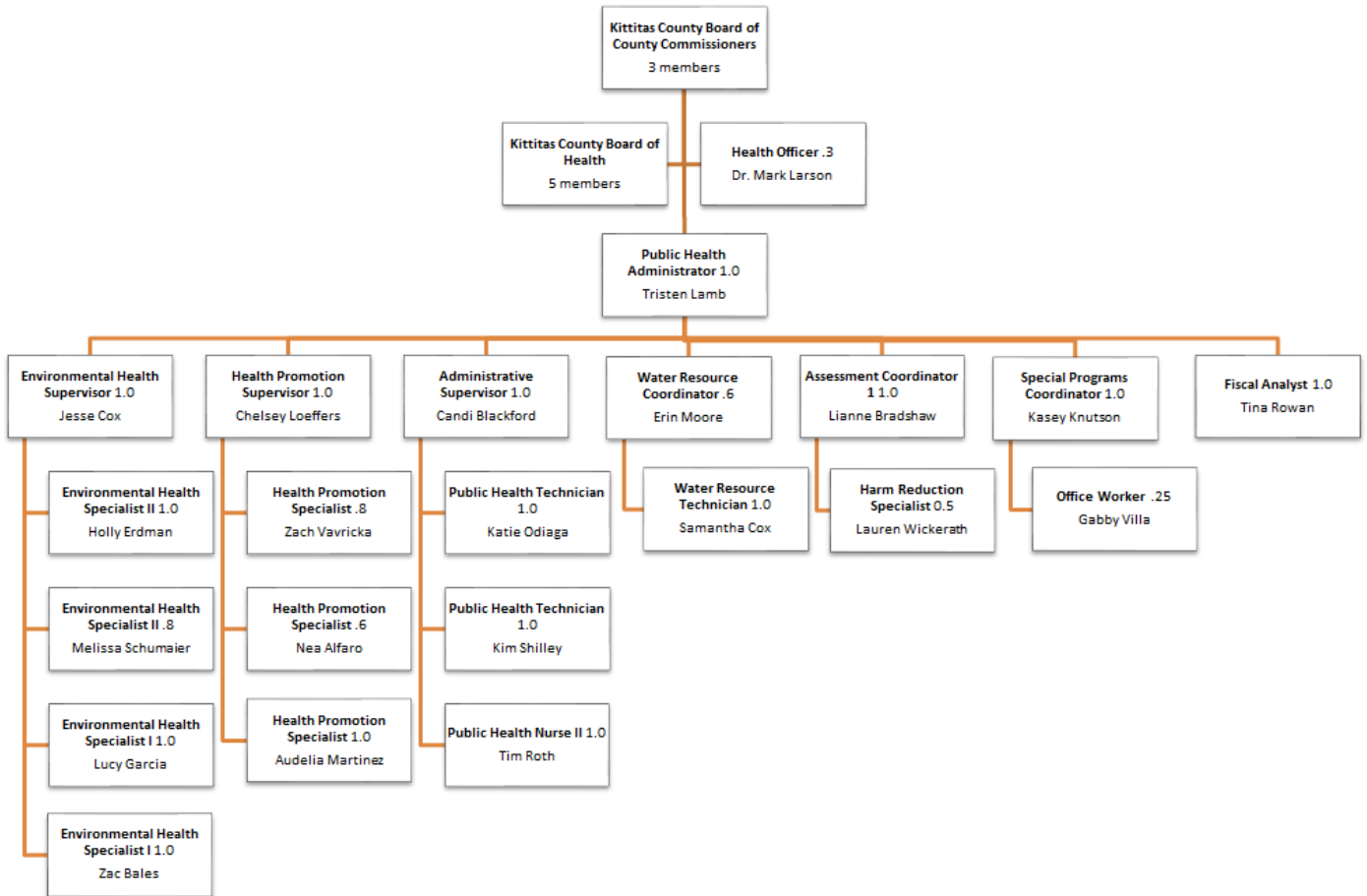


Chelsey Loeffers



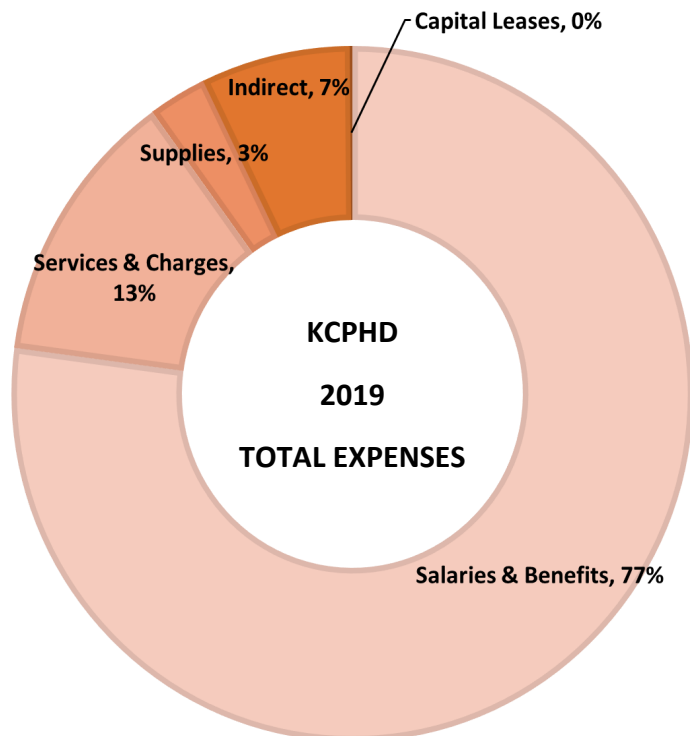
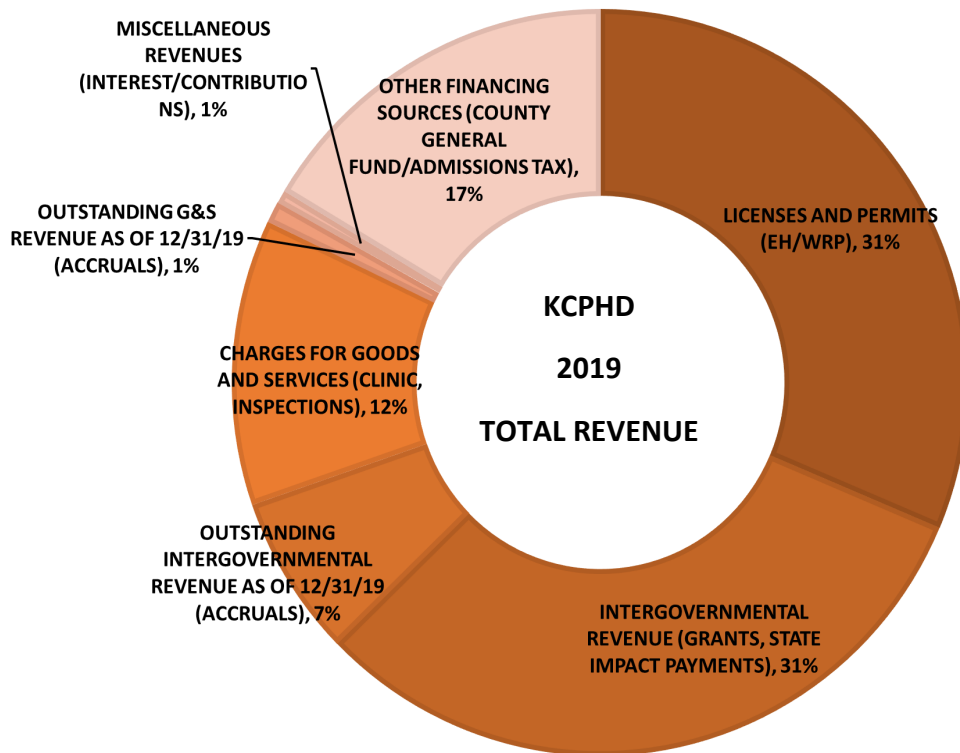
Chelsey and daughter Hazel at 2019 Flu Clinic

2019 KCPHD Organizational Chart *



Annual Fiscal Summary

KCPHD is primarily funded by state and federal grants, state allotted public health assistance funds, environmental health service fees, clinic service fees, county admissions tax, and the county general fund. The outstanding revenue is revenue that we have yet to collect due to the nature of fiscal billing and contracts.

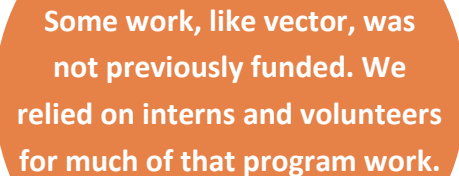


*If the
Kittitas
County
Public
Health
Department
loses
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we lose
personnel.*

2019 Grant Funding Highlights

In 2019, KCPHD received approximately \$541,270 in grant funding. Thirteen separate grants provide funding to our department. Those grants include youth substance use prevention, maternal and child health, water metering pilot program, local solid waste financial assistance, access to baby and child dentistry, and other great programs.

Some funds fluctuate or even end over the years. Tobacco Prevention and Control was completely cut over ten years ago. Grant money that was given to the local health jurisdictions was moved to the Washington State General Fund. Tobacco prevention funds have returned, but nowhere near the previous funding levels. KCPHD always uses money for staff time first, so without funds we cannot use staff time to work on issues facing our county.



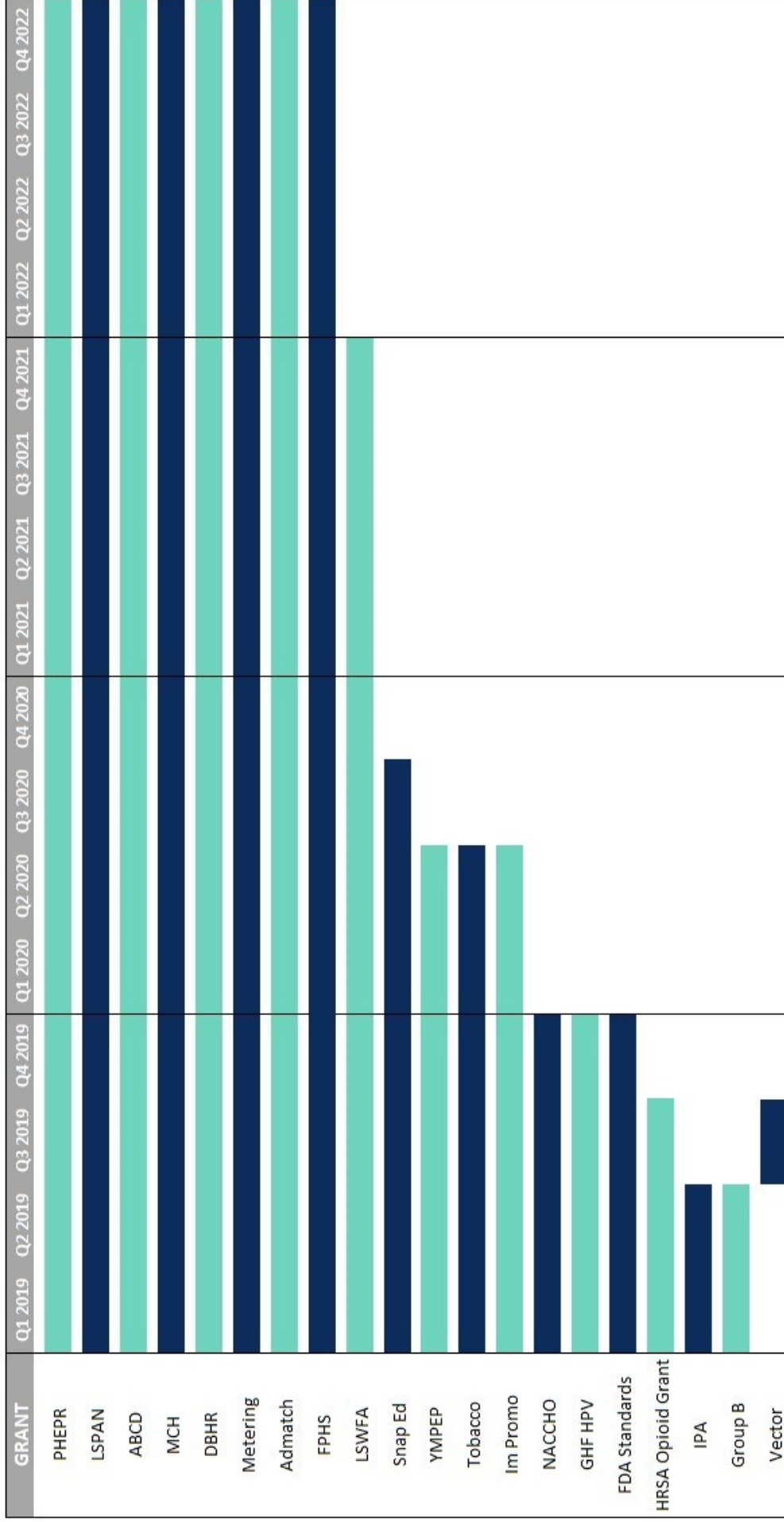
Some work, like vector, was not previously funded. We relied on interns and volunteers for much of that program work.

Some grant funds are considered more “stable” than others. Grant stability means that we have a certain confidence that funds will continue and continue at the same funding level. Stable funds would be emergency preparedness (PHEPR), Access to Baby and Child Dentistry (ABCD), Maternal and Child Health (MCH), and Substance Abuse Prevention (DBHR).

Getting awarded big grants like LSPAN give us a big chunk of funds for five years, which can lessen the need for money from the County to support KCPHD. But, when that grant ends, if we do not have other grants to replace it, then we lose staff. LSPAN is unstable, since we know funding will not be renewed after five years. There is always the balance of having personnel to complete our current grant requirements, while possibly taking on new or less stable grant funds.

On February 8, 2019, KCHPD received notice of award for the Local Strategies for Physical Activity and Nutrition (LSPAN) grant. We were one of four grant recipients in Washington State who were awarded funds!

In the first grant year, we received \$60,000 in funding. We will continue to receive annual funding for five years.

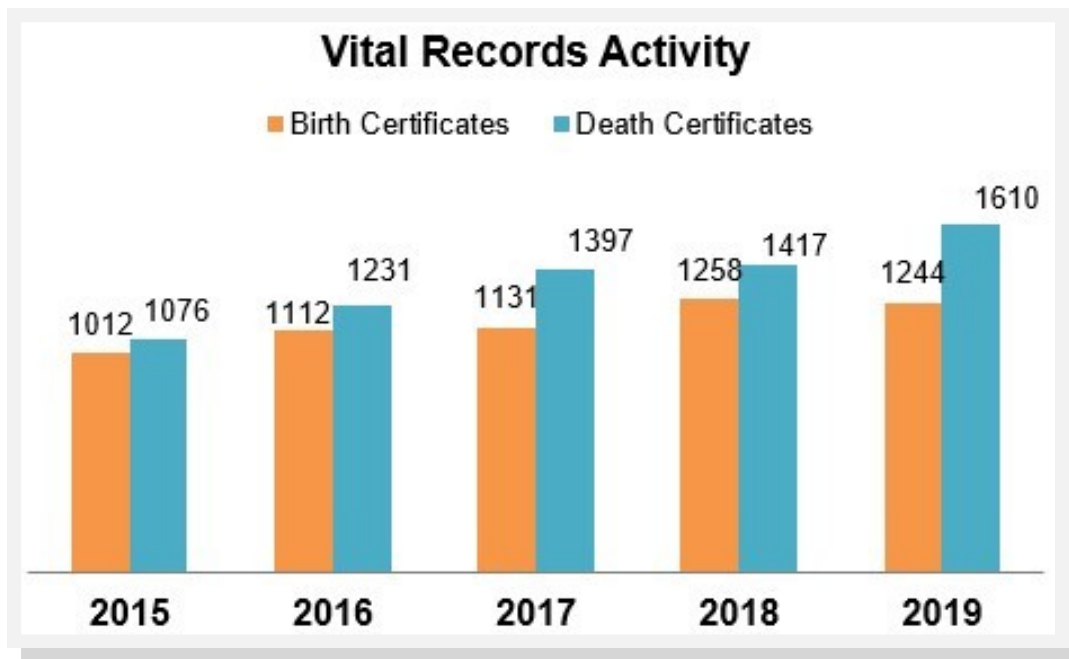


The chart gives KCPHD a clear outline of when additional grants will be needed to fill or replace other grants that have ended.

The chart shows us when there will be large gaps in funding. By 2022, half of our grant funds are gone.

Administrative Division

The personnel at our front desk have the most cross training of the entire department. Because they are the first interaction people have with KCPHD, they are expected to know a little bit about everything that we do in Kittitas County. They have general knowledge and specific knowledge that ensures they get people the most efficient service. They are the first line of providing information to customers and directing customers to the right person for their public health needs.



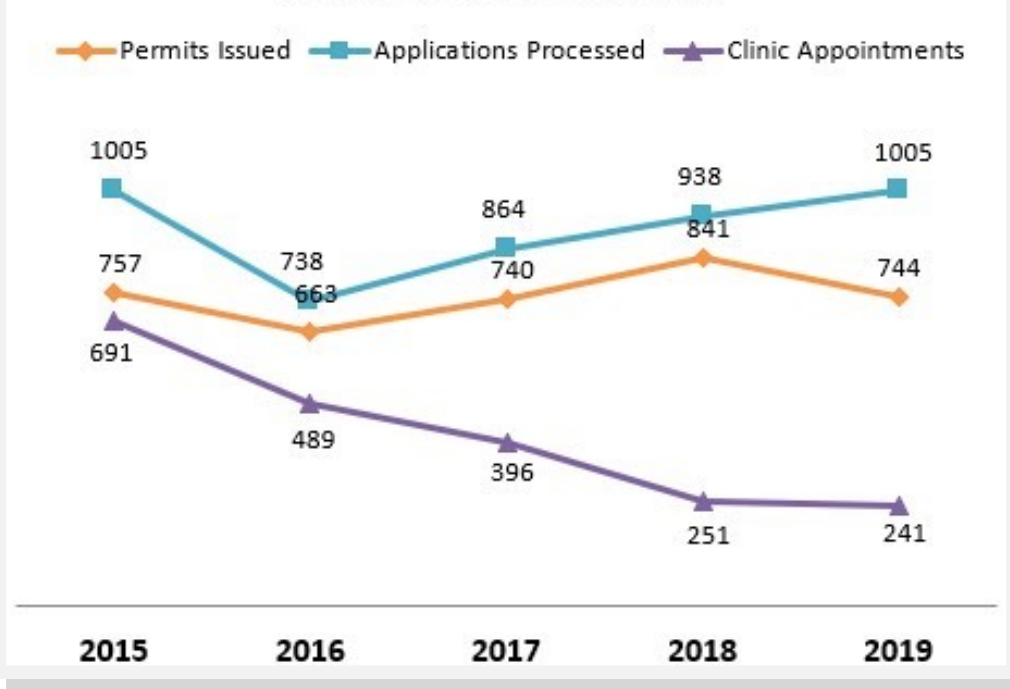
What are Deputy Registrars?

By law, we must have deputy registrars to administer the laws relating to vital statistics. Did you know you have to be related in some way and have photo ID to get a birth certificate?

What are Vital Statistics?

Vital statistics means information that the State of Washington tracks to see health trends in Washington State residents. Information about births, deaths, abortions, marriages, divorces, health factors and hospitalizations in Washington State are all kept at the state.

KCPHD Front Desk Activity



Clinic appointments went down 65% from 2015 to 2019

Front Desk Absorbs Community Health Duties

In response to declining clinic services, the decision was made to change some roles and responsibilities within KCPHD. Specifically, duties that were once considered the responsibility of the Community Health Division have been absorbed by our front desk.

The Administrative Division (formerly Front Desk and the Community Health Division) consists of the Chief Administrator, Public Health Technicians, and a Public Health Nurse. Using data about front desk activity (above), we were able to restructure and not rehire the position of Community Health Supervisor.

In the last five years, appointments for services provided by our nursing staff have dropped by sixty-five percent. Vaccinations, travel consultations, and tuberculosis skin testing are provided through our clinic. However, KCPHD administration will continue to review data and feasibility of providing clinic services in the future.

Permits:

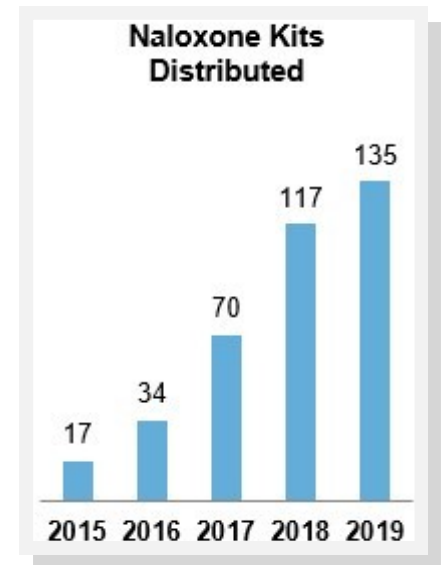
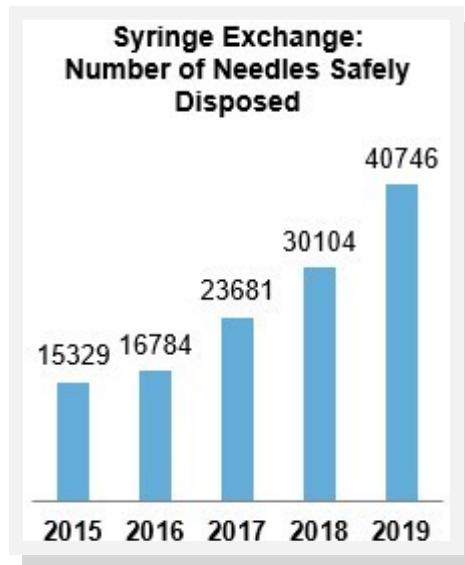
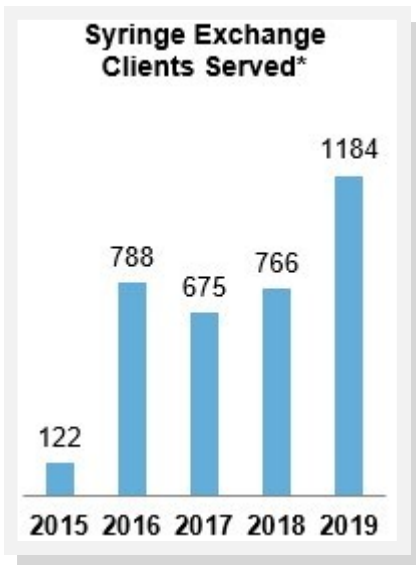
- 289 On-site septic installation permits (repair, renewals, redesign)
- 132 On-site septic finalized permits
- 3146 Food handler's permit (in office and online)
- 44 Living environment permits (camps, parks and pools)

Applications:

- 127 Water mitigation applications
- 122 Well site review applications
- 289 Adequate water supply determination applications
- 5 Group B paperwork packets
- 9 Solid waste renewal facility applications
- 398 Food establishment applications (new + renewal)
- 55 Temporary food establishment applications

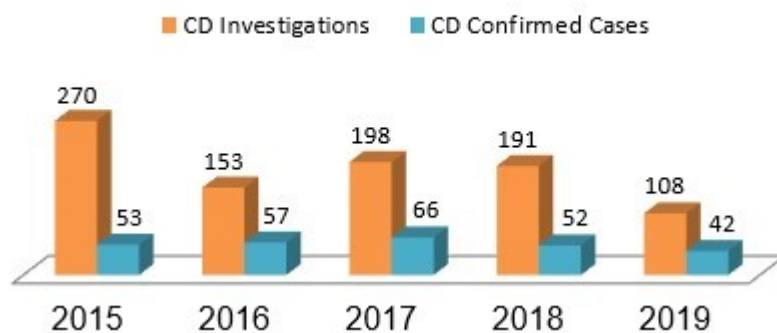
SYRINGE EXCHANGE

Syringe exchange is a safe location for disposal of used syringes. It is also a site where new syringes are provided, so that people who are using intravenous drugs are not spreading diseases to other people using drugs and potentially the public.



COMMUNICABLE DISEASE INVESTIGATION

KCPHD Communicable Disease Program Activity



Confirmed STDs Reported to KCPHD



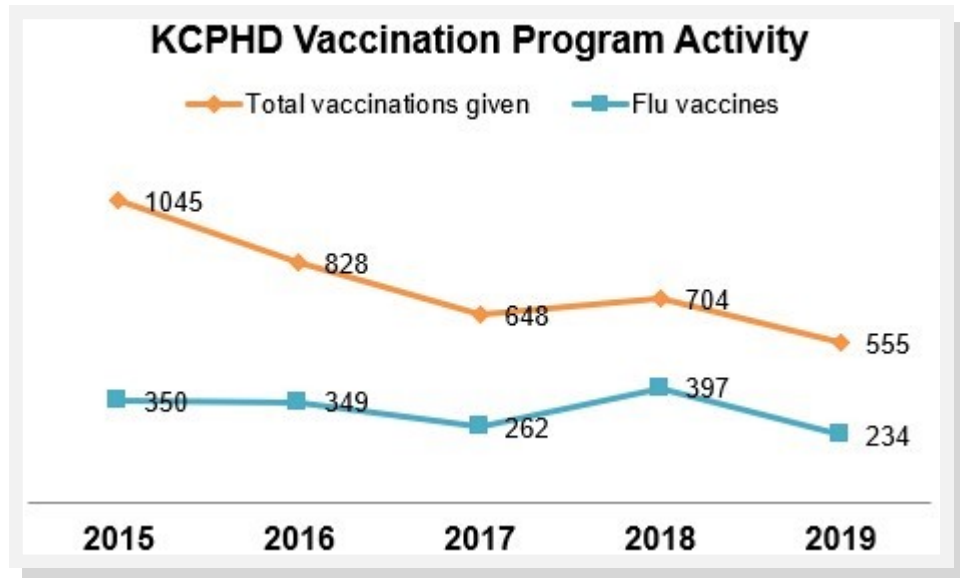
Kittitas County has higher rates of Chlamydia compared to the rest of the state.

We have the 6th highest rate of newly diagnosed chlamydia cases in the state.

VACCINE PREVENTABLE DISEASE

Some communicable diseases can be prevented by vaccination. Diseases like measles, mumps, rubella, and diphtheria are vaccine preventable.

Since 2018, there has been a 21% decrease in KCPHD vaccines administered overall and a 41% decrease in KCPHD flu vaccines administered.



HEALTH ADVISORY

CWU student returning from international trip may have been exposed to measles

KITTITAS COUNTY – A Central Washington University (CWU) student who recently returned from international travel was reported to have been exposed to measles. The student was not vaccinated against measles.

At this time, the student is not ill and cannot transmit the measles virus to anyone else.

The student does not live on campus.

The Kittitas County Public Health Department (KCPHD) has quarantined the student

until the risk of developing illness and spreading measles has passed.

KCPHD is working closely with the CWU Student Medical and Counseling Center to ensure that the rules of quarantine are followed and the student's needs are met.

KCPHD is working with the Washington State Department of Health to confirm the exposure.

Measles is a serious, very contagious illness. Symptoms include a high fever and rash. Recent outbreaks have oc-

curred in the United States in poorly vaccinated groups who were exposed to measles during international travel.

According to KCPHD's Health Officer, **Dr. Mark Larson**, "Vaccination with the measles, mumps, and rubella (MMR) vaccine is the best way to prevent measles.

"This is a great reminder for everyone to check their vaccine records and get up-to-date with all recommended vaccines."

In April of 2019, KCPHD was notified of an individual who was potentially exposed to measles while traveling abroad. As a result, KCPHD quarantined the student, monitored the student's health during the potential incubation period, and coordinated with Central Washington University to ensure the student's needs were met while under quarantine.

Environmental Health

The Environmental Health (EH) division of the Kittitas County Public Health Department provides services in order to ensure the health and safety of Kittitas County residents (and visitors). KCPHD's EH division oversee programs including food safety, drinking water, wastewater, solid waste, vector control, and living environment safety.



Melissa Schumaier and Jesse Cox, Registered Sanitarians

KCPHD has two Registered Sanitarians on staff! This is a prestigious certification and is recognized nationwide. Sanitarians are required to have broad competency in microbiology, emergency response, and more. Melissa Schumaier and Jesse Cox can serve as subject matter experts in all areas of Environmental Health. Registered Sanitarians are considered key members in ensuring communities are in compliance with local, state, and federal environmental health regulations, according to the National Environmental Health Association.

FOOD SAFETY PROGRAM

Food Safety Inspections



The top 2019 inspection violations will be the focus of using targeted education from Health Promotion Specialists to decrease inspection times.

Inspections:

- 452 Permanent food establishment Inspections (includes pre-opening, re-inspection and complaint)
- 147 Temporary food establishment inspections (includes Farmers Market and Fair/ Rodeo events)
- 26% of permanent food establishment inspections found one or more critical violations
- 8% of temporary food establishment inspections found one or more critical violations

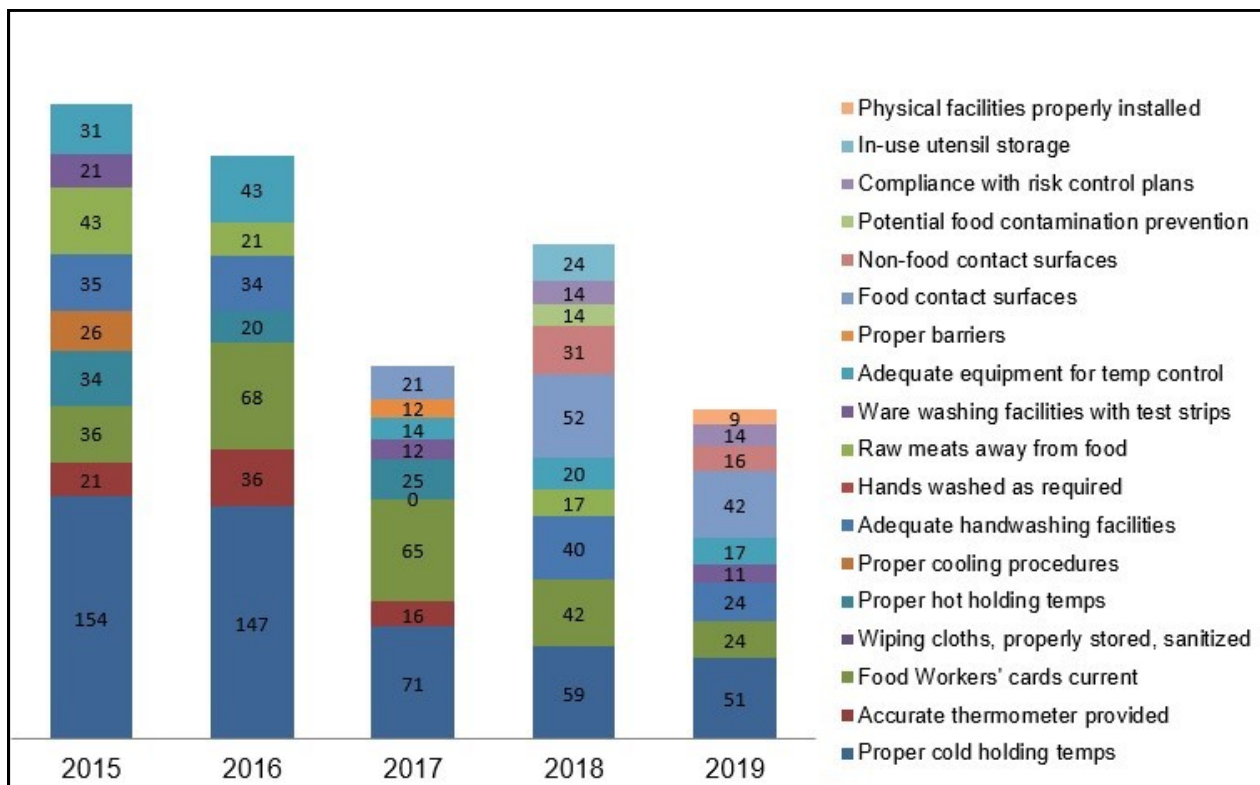
Closures

- 1 temporary closure of a permanent food establishment due to critical violations

Complaints

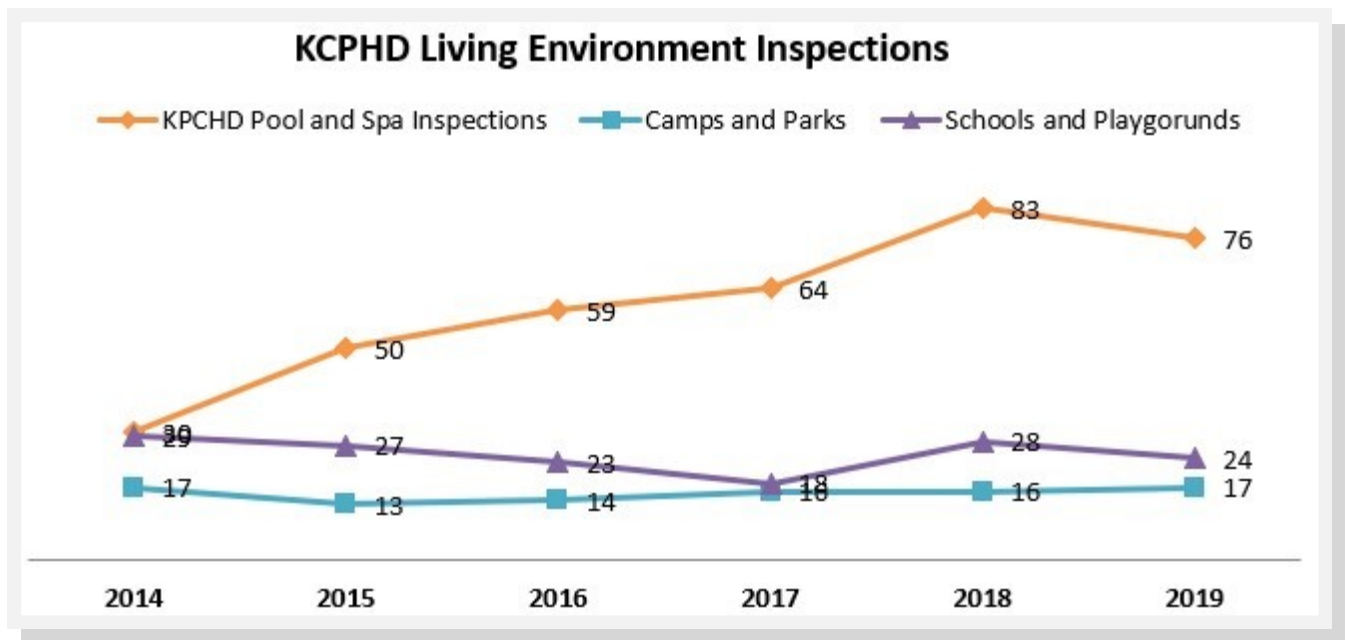
- 39 complaints related to unsafe food establishments and/or potential food borne illness were followed up on by Food Safety and/or KCPHD nursing staff.

Most Frequent Food Inspection Violations



LIVING ENVIRONMENT

Residents may not be aware that public health inspects local school districts and their playgrounds. Inspections are intensive and cover issues like plumbing, drinking water, ventilation, temperature control, sound control, lighting, food handling, and safety. In 2019, KCPHD completed 24 school and playground inspections. The number of school inspections has remained the same over the last five years.



Kittitas County continues to see an increase in pool and spa inspections. Facilities that we inspect include public swimming pools, spas, wading and spray pools. Apartments, condominiums or homeowners associations with pools would be included in the public swimming category. We do not inspect pools at a private residence, but want private homeowners to exercise the same safety standards of public facilities.



- **17 Camps and Parks inspections**
- **76 Pool and Spa Inspections (including re-inspections)**
- **24 School and Playground inspections**

DRINKING WATER PROGRAM

What is a well delegation inspection?

The Washington State Department of Ecology (Ecology) delegates the authority to Kittitas County Public Health to check wells to ensure well drillers are following requirements.

Why does Ecology give us that authority?

We get the authority because locally we want to ensure that our groundwater is protected.

What is included in a delegated inspection?

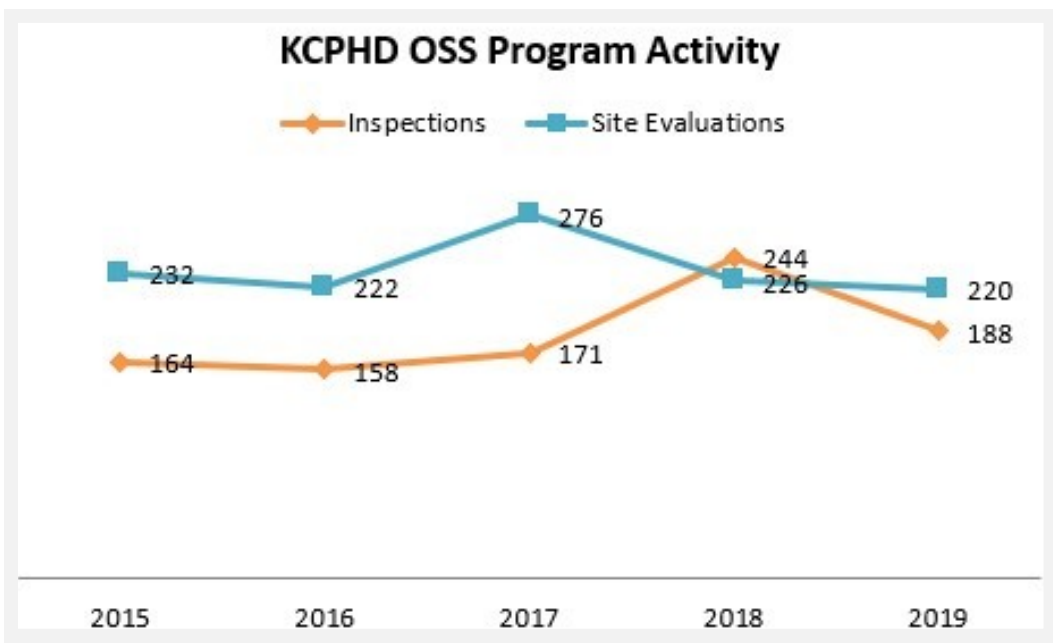
We check the seal of the well, which keeps ground water and other contaminants out of the well. We look to insure there is a unique well identification tag on the casing.

We are also responsible for being present when a delegated well is being taken out of use or decommissioned.

Holly Erdman, Environmental Health Specialist II, has been completing delegation inspections for 20+ years.

WASTEWATER MANAGEMENT PROGRAM

What's the difference between a site evaluation and an inspection? A site evaluation looks at the soil and other conditions and determines the kind of septic system needed. An inspection looks at the actual septic system.



Inspections:

- 8 Group A Sanitary Systems were surveyed
- 4 Group B Water Systems were Inspected
- 5 Group B Systems were approved
- 44 Well delegation inspections
- 8 Well site inspections

- 164 Final inspections of installed septic systems
- 13 Re-inspections of installed septic systems
- 11 Other types of septic system inspections
- 7 Off-site septic related complaints



ZOONOTIC AND VECTOR-BORNE DISEASES

We do not receive funding to monitor or investigate zoonotic or vector-borne diseases. We do receive assistance from the Washington State Department of Health to collect vectors such as ticks, mosquitos, or animals for rabies testing.

In 2019, Environmental Health and Community health sent the following samples to the WA State Department of Health for analysis:

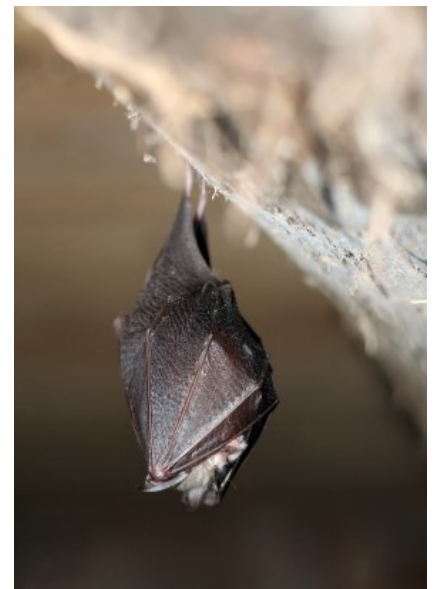
- **14 Mosquito clusters**
- **38 Ticks**
- **No animals were sent to the state for Rabies testing**

In 2019, KCPHD did not send any bats or animals to the WA State Department of Health for rabies testing. Although no lab analyses were needed for the year, there were two separate dog bite incidences in which the dogs were quarantined for 10 days in order to watch for Rabies symptoms.

Our EH Division provided increased advertising in 2019 (free) around our collection capabilities of ticks. KCPHD sent off 38 ticks, which the Washington State Department of Health picks up at no cost to our department. The Washington State Department of Health monitors ticks and the types of diseases they may carry.



Since 2014, Kittitas County has tested a total of 14 bats for rabies. None of those tested positive.



SOLID WASTE PROGRAM

Solid Waste funding covers KCPHD staff time to complete permitting, inspections, and solid waste complaint responses. Although it is not a requirement of funding, KCPHD personnel maintains Manager of Landfill Operations (MOLO) certification.

Currently, Melissa Schumaier holds MOLO certification in addition to being a Registered Sanitarian.

Solid Waste issues can increase vector populations.

40 inspections of permitted solid waste facilities
8 solid waste related complaint responses



HEALTH ORDERS

Health orders are issued by KCPHD and our Health Officer Dr. Mark Larson. A health order is a legal document that requires compliance. Typically, a health order is used as a last step in gaining compliance, but some situations require an immediate health order.

In 2019, KCPHD issued a health order prohibiting occupancy of a private residence. The residence had an accumulation and storage of solid waste, animal waste, and multiple dead animals inside and outside of the residence.



All open health orders were rescinded by the end of 2019!



Health Promotion

The Health Promotion (HP) Division is responsible for health education, prevention grants, and oversees coalitions. HP's work changes every year, because of varying grants. In 2019 HP worked on Access to Baby and Child Dentistry (ABCD), Youth marijuana and tobacco prevention, physical activity and nutrition, and more...



Health Promotion Staff at a Built Environment Conference

Left to right: Zach Vavricka, Chelsey Loeffers, Nea Alfaro

MATERNAL AND CHILD BLOCK GRANT (MCH)

The MCH grant is one of the oldest grants that KCPHD has received. The grant has been used to increase breastfeeding rates in the county, increase vaccination rates previously, and most recently the grant work has focused on Adverse Childhood Experiences (ACE) and resilience.

In 2019, we provided three—one hour trainings for all staff at the Ellensburg Police Department (EPD). The training covered information about traumatic stress, and how traumatic stress affects the population that the police department might engage with.

EPD had a lot of fantastic questions, especially around children.

The presentations were intended to provide trauma informed perspective when interacting with kids who've experienced or are experiencing trauma along with people who may have broken the law.

With traumatic stress, a person's brain functions in a different way and that may not include a conscious decision. It does not remove personal responsibility, but it does provide scientific information.

LSPAN

The Local Strategies for Physical Activity and Nutrition (LSPAN) grant has four focus areas required including work with food service nutrition guidelines, breastfeeding friendly environments, nutrition and active play in early learning, and active-friendly environments.

County Health Dept. awarded \$300K grant

KITTITAS COUNTY – The Washington State Health Department recently awarded our county health department a Local Strategies for Physical Activity and Nutrition grant, to be disbursed in equal installments over the next five years.

Said health department spokesperson **Kasey Knutson**, “The grant requires that we work in the strategy areas of food service nutrition guidelines, breastfeeding-friendly environments, nutrition and active play in early learning, and activity-friendly built environments.

“We start the five-year grant project by addressing breastfeeding-friendly environments, such as in fast food restaurants, and activity-friendly built environments.

“Specifically, we are working with the City of Cle Elum on an activity-friendly built environment. From a public health point of view, we want these accessible, safe environments to encourage everyone to get involved with physical activity. When we talk about this concept with local mu-

nicipalities, it is often under the umbrella of the Complete Streets program.

This program’s mission is based on the principle that at any age and any ability, any mode of transportation is feasible through planning, de-

sign and maintenance.

“We will be working with the City of Cle Elum to increase safe routes to school, work towards increasing bicycle-friendly zones, and to coordinate training around Complete Streets concepts.”

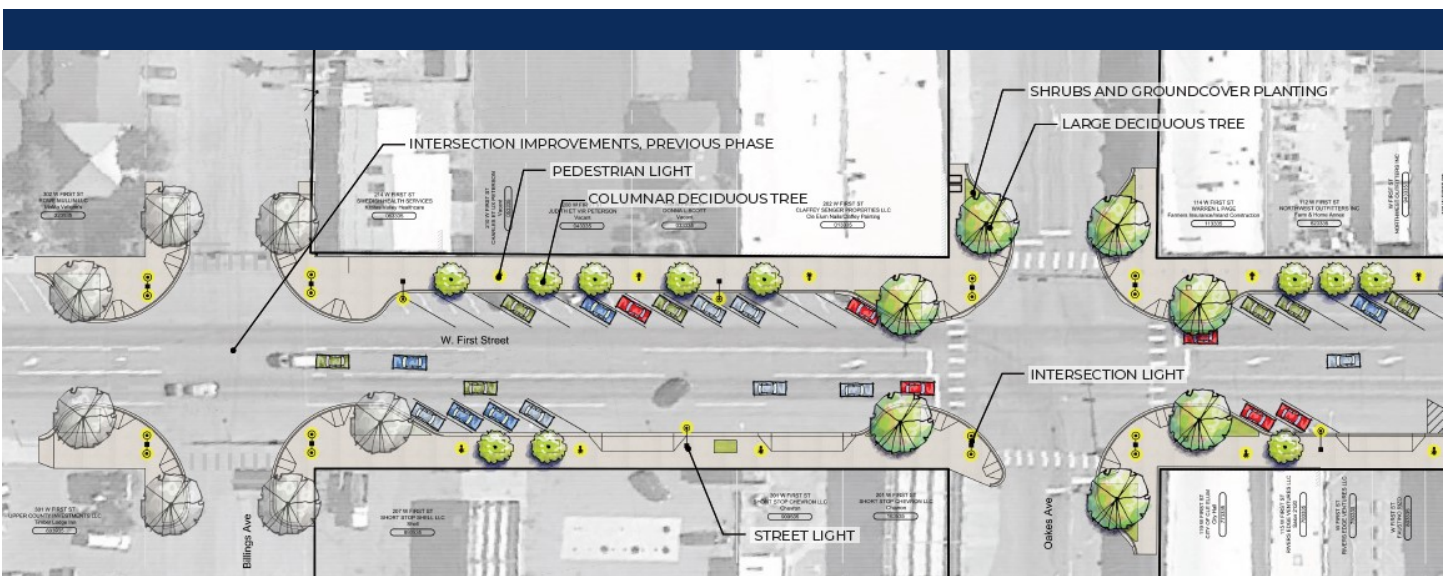
How a city is designed can influence the likelihood of walking. (Cle Elum’s downtown design plan pictured below.)

Currently, LSPAN work has been around breastfeeding friendly environments and active-friendly environments, because we had coalitions and partnerships in place who were ready to start work in this area.

The Kittitas County Breastfeeding Coalition is an active coalition who was ready to partner on working with local business to increase knowledge around existing laws for employees to express breastmilk.

The City of Cle Elum partnered with us for active-friendly environment as they already have momentum with increasing the walkability and bikeability in their city.

In the future, we plan to partner with FISH Food Bank on nutrition guidelines and Child and Adult Care Food Program recipients for nutrition and play in early learning environments.



KERNEL

HP specializes in building partnerships to provide services to Kittitas County. KERNEL, which stands for Kids Eating Right-Nutrition and Exercise for Life, was started during the summer. The first time program was an effort with FISH Food Bank, Ellensburg Farmers Market, and our SNAP Ed grant funding.

Every Saturday during summer break, the KERNAL program provided a fun kid activity focused on nutrition, physical activity, and learning about the farmers market. Kids that completed the activity received a voucher to use on fruits and vegetables at the market.

The program was so popular that they ran out of vouchers. FISH Food Bank provided additional funding to continue the program. The plan is to provide KERNEL again in 2020.

Individual food choices are made within the context of the family and the community (Healthy Youth Survey)



Chelsey Loeffers with her daughter Hazel at the Ellensburg Farmers Market



Colin Lamb, Farmers Market Manager

CASCADE PREVENTION COALITION

The Cascade Prevention Coalition (CPC) was formed in 2011 to serve the Cle Elum Roslyn School District, specifically to prevent substance abuse. Initially, the coalition was overseen by the Kittitas County Community Network (KCCN), but KCPHD took over the grant when KCCN closed its doors.

The program provides training, supports a youth coalition, supports mentoring services, and provides parent education.

Underage drinking and a low perception of risk are a problem in Cle Elum and Roslyn, 35% of 8th-12th graders say that they do not think regular marijuana use is risky and 44% of 8th-12th graders say that they do not think regular alcohol use is risky.



CPC works with Youth Services to match kiddos in the school district with a trusted adult, or mentor. Data shows that kids who have a trusted adult to provide positive interaction are able to mitigate previous trauma. Mitigating trauma is essential to substance abuse prevention.



Start Talking Now is a campaign that gives every day tips on how parents and guardians can talk to their kids about risky behaviors. This campaign recognizes that caregivers are the most important source of information to their kids.

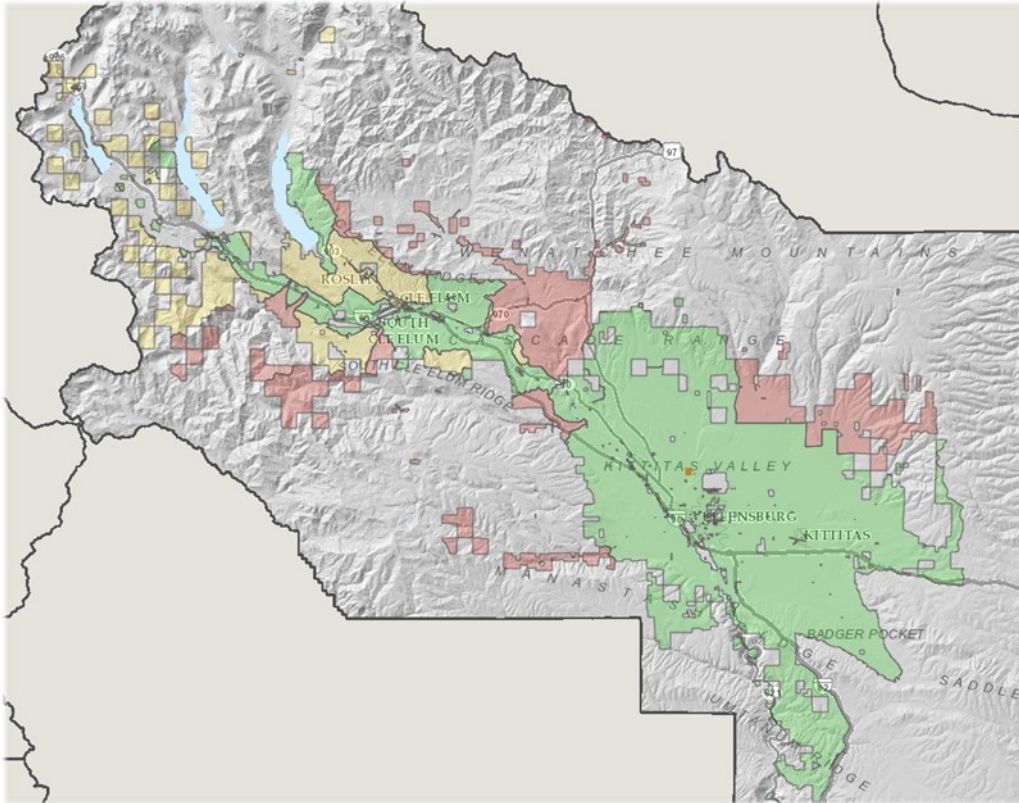


FREE parenting classes! With this program, we offer multiple series of the course in fall, winter, and spring. The program is practical and gives caregivers tips and tools to work with children. The goal is to teach kids to make their own choices and cope with failure (small failures) to increase their positive choice making abilities.

Want to sign up for Upper County Love and Logic—go to the county website at www.co.kittitas.wa.us/health

Water Resources Program

All new uses of groundwater in Kittitas County within the Yakima River Basin will need to mitigate for water. That means that any new water use will be offset by existing water. The county offers two mitigation packages in the green and yellow zones.



Water mitigation is determined by the Kittitas County Water Bank zone (above). The Kittitas County Water Resources Program continues to work towards increasing efficiency of water mitigation process time, including the over-the-counter process.

In 2019, the Kittitas County Water Mitigation and Metering Program received a “green zone” expansion of many areas in Lower Kittitas County. The Kittitas County Water Mitigation and Metering program now has the ability to issue mitigation certificates in areas that were previously red zones. The figure above shows the areas that the County can serve mitigation certificates using the Over-the-Counter (OTC) program, which has grown significantly over the last few years. In many of these areas, customers previously would have had to wait over one year for their water mitigation, but now have an average wait time of less than one day. “This expansion was a big step forward in our quest to turn red zones to green”, says Water Resources Program Coordinator, Erin Moore.

County to lease water rights to irrigators in drought response

KITTITAS COUNTY – This year’s Yakima Basin water supply is expected to be insufficient to meet water needs. The Bureau of Reclamation’s June 2019 Total Water Supply Available forecast for the Yakima Basin indicated that water supply will fully satisfy senior water rights, but junior and proratable water rights will receive an estimated 74 percent of their supply this irrigation season.

On April 4 Governor Jay Inslee declared a drought emergency in the Upper Yakima River watershed, and on May 20 this declaration was extended to the entire Yakima Basin. As a result, some irrigators in the Yakima Basin will not receive enough water to irrigate a full season this year.

During times of drought, water leases can help solve critical water needs by transferring water to these areas allowing irrigators to operate for the entire season.

Kittitas County currently holds over 157 acre-feet of consumptive-use water that could be made available this year through leasing agreements. The water was purchased through local funds to be used in the Kittitas County Water Mitigation and Metering Program (KCWMMP) for future domestic uses associated with building permits. However, this water will not be needed through 2019. As a

result, county officials are working to make this water available now for access to irrigators.

Kittitas County Commissioner Cory Wright said, “This water, which is banked for a future purpose, can be offered in the present to assist our local farmers and industry and ensure their 2019 growing season is a successful one.”

Kittitas County is uniquely equipped to respond to drought conditions, as water rights currently held by the county are readily available for mitigation due to their status in the State Trust Water Rights Program.

The program makes them suitable for use in much of the Yakima basin with clearly identified suitability maps, and the quantity of water available for transfer has been approved by the Department of Ecology.

Wright applauded the process leading up to this sale.

“County staff, in coordination with the Washington State Department of Ecology have produced a proactive response to the drought declaration and continue the collaborative approach our two organizations have built over the years. Because of this, Kittitas County is able to not only support our agricul-

tural businesses, but also leverage holdings reserved for future use into revenue that will help our county taxpayers today.”

Kittitas County will be holding a public auction to lease county water rights to eligible bidders on Tuesday, July 9 at 10:00 a.m. in the Board of County Commis-

sioner’s auditorium at 205 W. 5th Ave. in Ellensburg.

Staff will auction 25 acre-foot blocks of water at a minimum bid price of \$240 per acre-foot. Irrigators interested in bidding must complete an eligibility review as described in the public notice at <https://www.co.kittitas.wa.us/notices/default.aspx>.

- Water metering

inspections: 58

- Water mitigation

applications: 127

- Water mitigation certificates

issued: 122

According to Kittitas County Emergency Management, local droughts have left major impacts on agriculture among other industries in Kittitas County. On June 18, the board of County Commissioners held a public hearing to temporarily lease a portion of the Kittitas County Water Rights through an auction to response to 2019 drought conditions.

KITTITAS COUNTY WATER BANK

What’s a water bank?

The Kittitas County Water Bank is where individuals can buy portions of a senior water rights.

What is a senior water right?

A senior water right is an established use of water prior 1905.

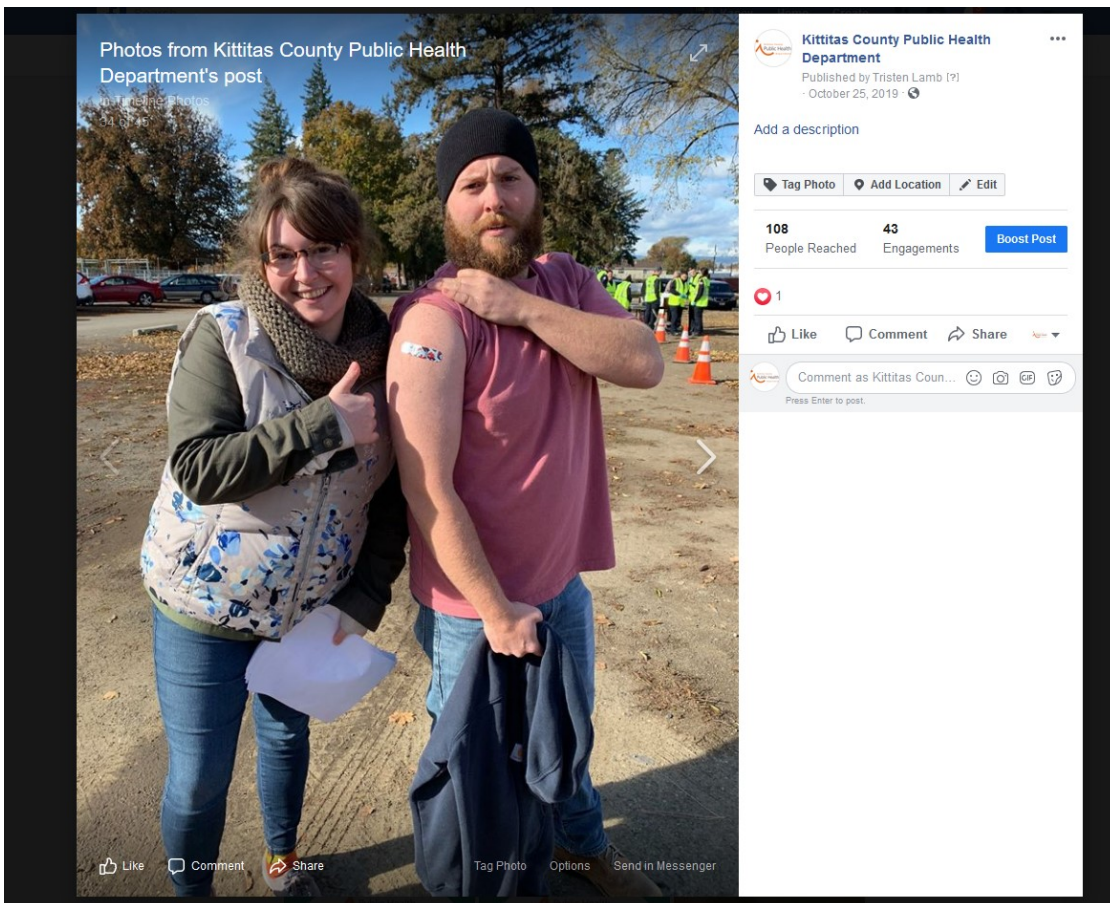
Who started the Kittitas County Water Bank?

The County started the water bank in 2015. The Kittitas County Water Bank currently has enough water for over twenty years of projected development in the county.

FACEBOOK HELPS EXPAND OUR COMMUNITY OUTREACH



We have Facebook! Like, Share, or follow our page if you want information about events like free immunization clinics or Love and Logic classes. The page also gives tips about healthy eating, substance abuse prevention, car seat safety, and health alerts.



2019 Washington State Public Health Association's Public Health Excellence Award

On October 2, Assessment Coordinator Amy Fuller received the Excellence Award for her dedication and hard work at KCPHD and improving public health. Ms. Fuller was recognized for her work in quality improvement, financial planning, and performance management at KCPHD.

Amy Fuller was an integral part in the success of the Community Health Assessment and the Community Health Improvement Plan. She led the effort of creating an atmosphere of quality improvement at Kittitas County Public Health, which included adopting the results based accountability (RBA) model. RBA looks at how much did we do, how well did we do it, and is anyone better off?



Commissioner Cory Wright, Amy Fuller, Commissioner Laura Osiadacz,
Commissioner Brett Waschmith

Assessment

We Want Your Feedback!

The assessment division at KCPHD launched a new customer satisfaction survey in April of 2019. The satisfaction survey was created as a way for customers and community members to provide feedback about KCPHD programs and staff. The survey is a result of KCPHD's overall goal to improve service delivery and ensure our department processes, programs, and staff are helpful. The feedback the department receives will assist us in creating change or improvement where needed and tell us the things that are working well and should stay the same. The Assessment Coordinator checks for feedback responses regularly and any concerns are submitted directly to the relevant program supervisor for follow up.

Give Feedback! Go to:
www.co.kittitas.wa.us/health



Customer Satisfaction Survey

Important Note: This survey is for feedback on KCPHD programs and staff only. To submit public safety complaints regarding food, septic, solid waste or vectors please contact our front desk at 509-962-7515.

Here at the Kittitas County Public Health Department, we are always looking for ways to improve. We want to make sure that our department processes, programs, and staff are helpful to you. Your feedback can help us identify things that need to change or things that are working well and should stay the same. Feedback from this survey is reviewed regularly by our assessment division and immediate concerns will be submitted directly to the relevant program supervisor for follow up.

Please take 5 minutes to let us know what you think!



Front Desk Staff: Kim Shilley, Katie Odiaga, Samantha Cox

STANDARDIZATION

Improving internal systems by using standardizations can free up staff time to address other tasks and remove unnecessary decisions. An example of standardizing a process would be the work done in 2019 to standardize forms within KCPHD and begin a department-wide style guide. Why do forms matter? Forms matter when the public has access to outdated forms, without knowing the form is outdated. Part of the new standardized process ensures that we know the latest version is what the public is accessing. This is especially important when people are using the fee information associated with that form.

The style guide, which is still in the process of finalization, provides guidance to staff for what is expected in documents that we generate and other materials that we send out to the public. For example, in 2019, all KCPHD staff changed their email signatures to one consistent format that includes standardized information.

COMMUNITY HEALTH IMPROVEMENT PLAN (CHIP)

Partnerships continue to address and implement elements of the health improvement plan.

The National Association of County Health Officials (NACCHO) Awards Funds for Health Improvement



The department was awarded \$5,000 in funds for work that was completed for the Community Health Improvement Plan that was developed and implemented in partnership with the Kittitas County Health Network.

The Kittitas County Health Network adopted the CHIP to be the driving force behind their work.



CHIP Strategy 1:

How can we improve the delivery of current community resources and health care services?

CHIP Strategy 2:

How can we address social and upstream factors to improve health outcomes?

CHIP Strategy 3:

How can we adequately sustain collaborative community health improvement and increase cross sector communication?

2019 ANNUAL REPORT



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Copies of this report are available on our website:

www.co.kittitas.wa.us/health/reports

Please tell us how we're doing:

<https://www.surveymonkey.com/r/KCPHD-Customer-Feedback>