

Environmental Health Services

Stacy Wilson, REHS

Senior Environmental Health Specialist, 7 ½ Years of Service

I have had the opportunity to work in several areas of environmental health at Ottawa County, experiencing all the facets of environmental health--from restaurant inspections to hazardous waste collections and well inspections to septic tank installations. Environmental health has become my passion. I cannot imagine working in any other profession. I enjoy meeting residents who need my assistance. Just knowing that they depend on us to ensure that their environment is clean and safe makes me love my job.

Stacy conducts a drainfield soil boring during a real estate evaluation.



Spencer Ballard, REHS

Senior Environmental Health Specialist, 5 Years of Service

I have been working in Environmental Health for seven years. The field is enjoyable for me because it involves many dimensions of public health. For example, we ensure that safe food is served, water supplies are protected, hazardous waste is properly disposed and that public recreational waters are safe. I enjoy the day to day challenges that require creative thinking and continual education to stay current with changing regulations and new technology. Employees in this field are accomplishing things that not only protect the health and safety of residents and visitors, but also the quality of our natural resources that are often taken for granted.

Spencer inspects one of 230 wells serving schools, churches, businesses and other facilities.



Katherine Voight, REHS

Senior Environmental Health Specialist, 8 ½ Years of Service

According to the Centers for Disease Control and Prevention, approximately nine people die each day from a foodborne disease in the United States. This may not seem like many, but when it is your loved one it is unbearable. In my role at the health department, I educate food service workers and enforce codes that help prevent these deaths in Ottawa County. My hope for the future is people will realize the importance of food safety, the impact it has on everyone, and how easy it can be to provide safe food.

Katherine tests the chemical concentration of sanitizing solution during a food service inspection of a school kitchen.



Take Note:

> The Health Department established an in-house surface water lab to be used during beach monitoring. In only one testing season, the equipment has paid for itself in reduced lab fees and travel expenses. In addition, the tests are processed rapidly allowing staff to make critical decisions to protect public health quickly.

> The food program surveyed the Ottawa County food service industry to assess customer service, communication and the overall relationship with the Department. The survey results were overwhelmingly positive with over 92% of respondents noting that their establishment has a positive relationship with the inspectors, and that the Health Department is doing a good job working with restaurants to protect citizens against foodborne illness.

> Unused medications left in the home can be accidentally ingested by children or abused by family members or friends, and medications improperly disposed of accumulate in our surface and drinking waters. By operating a new medication take back program, the Health Department collected over 600 pounds of unused and expired medications.

> Various diseases can easily be spread from person to person during a tattoo or piercing. In response to a new state law, the Health Department now inspects and licenses these body art facilities protecting the public from exposure to blood borne diseases.

	Figures
Real Estate Evaluations	855
Drinking Water Samples Collected	1622
Well Permits Issued	289
Well Inspections Performed	798
Septic Permits Issued	420
Environmental Complaint Investigations	53
Beaches Monitored for Water Quality	17
Resource Recovery Service Centers Customers	13,101
Gallons of Hazardous Waste Collected	5,050
Pounds of Solid Hazardous Waste Collected	40,962
Pounds of Pesticides Collected	10,938
Cubic Yards of Recyclables Collected	3,415
Recycling Memberships	601
Food Inspections Conducted	1,919
Food Service Workers Trained in Food Safety	155
Food Service Complaints Investigated	75

Clinic Health Services

Amy Rooks

Public Health Clinic Support, 12 Years of Service

Clerical support is sometimes an overlooked, yet critical service of many organizations. Alongside the clerical team of the health department, I assist clinic customers, work with the Lakeshore Safekids Carseat Program and support the communicable disease staff with clerical duties. What I love the most about my job is the variety of experiences I encounter on a day to day basis. Each person or family accessing the Health Department has a unique need and I love helping them find the services they need. It gives me a great sense of satisfaction when I have facilitated in alleviating a burden or improving their health.



Amy is ready to assist with a smile. >

Sue Schryber, BSN, RN

Immunization Team Supervisor, 20 ½ Years of Service

As a nurse, I began my career in acute care, helping the injured, sick and terminally ill. While I found this role fulfilling, after 12 years, I wanted something different. I wanted to help healthy people stay healthy. This led me to the Health Department's immunization program. When I started in the program, we immunized children from birth to kindergarten, protecting against eight diseases. Today's vaccines offer protection over the entire lifespan from 17 disease-causing organisms including dozens of strains and serotypes of each! The program has evolved to not only provide immunizations, but to serve as a educational resource for immunizations and vaccine preventable diseases.



Sue prepares a Tdap vaccine, which protects against tetanus and pertussis. ^

Connie Kross, BSN, RNC

Family Planning Team Supervisor, 22 ½ Years of Service

I spent the first seven years of my career working in maternity at a hospital in Illinois. Working in labor and delivery was rewarding, but I only saw my patients for a brief moment in their life with little time to assess where they came from or what they were going back to after they delivered. A career in the public health family planning program afforded me the opportunity to provide regular, primary prevention to those who are the most in need. In addition to providing contraception last year, the family planning clinic provided 1605 pap smears and 1765 clinical breast exams to the women of Ottawa County. Without the family planning program, many Ottawa County residents would not have preventive health care services.

Lis McNeil, BSN, RN, PEM

Communicable Disease Team Supervisor, 21 Years of Service

Many people fail to realize the significance contagious illnesses have on our society even today. For example, tuberculosis (TB) remains a leading infectious disease killer worldwide with an estimated third of the world's population infected. The Health Department is on the front lines of new TB technology utilizing a state-of-the-art diagnostic test. The new test quickly and accurately identifies individuals who truly need treatment, as opposed to providing anticipatory treatment while awaiting test results. I am bursting with pride that our Health Department is one of the first in Michigan to take part in something so notably new. I have worked at the Health Department for over 20 years and I find this exciting. It may not be at the level of excitement Dr. Koch probably felt at the birth of TB diagnostics during the 1880's, but for me...it is close!



Lis prepares TB medication for a patient. ^

Take Note:

> The family planning program made improvements to the inventory control process using a barcode tracking system. The system ensures that necessary supplies are available for clients while preventing inventory loss due to expiration.

> The immunization team transitioned from a paper system to an electronic medical record to document services. This implementation improved vaccine inventory management, maximized staff time, and enhanced customer service.

> The Department adopted a new tuberculosis (TB) screening test that more accurately and cost-effectively identifies individuals requiring treatment for latent TB. This test, called the T-SPOT, has reduced false positive readings by over 60% and has resulted in a savings of several thousand dollars in unnecessary treatment costs. More importantly, it has assured proper TB treatment for all Ottawa County residents who truly need it.

> Ottawa County experienced a significant outbreak of pertussis (whooping cough) in 2010, with nine times the number of cases which occurred here 2 years ago. To reduce the spread of this potentially fatal disease, the Health Department launched an extensive campaign with schools and medical professionals promoting prevention and treatment measures.

	Figures
Pregnancy Prevention Client Encounters	2,879
77% Uninsured • 96% Low Income • Plan First 46%	
Sexually Transmitted Disease Client Encounters	3,876
STD Treatments Administered	323
HIV Tests Performed	1,202
Communicable Disease Investigations	1,035
School Children Compliant with Immunization Law	99%
Travel Clinic Client Encounters	651
Travel Immunizations Administered	1,233

Health Promotion Services

Lisa Uganski, RD
Registered Dietitian, 10 ½ Years of Service

Lisa speaks to a group about creating nutrition policies. >



Childhood obesity is related to environments that promote excessive food intake, unhealthy foods, and physical inactivity. I work in Chronic Disease Prevention to implement policies and environmental changes that make healthy lifestyle choices available, affordable, and easy to make. For families to make healthy choices, they must have access to healthy food and opportunities for physical activity in an environment that supports these choices. In this type of environment, families can make choices that can prevent obesity and related chronic diseases. Last year, I had the opportunity to help the Jenison Early Childhood Center establish a community garden. The children at the center along with volunteers from local senior centers planted, maintained, and harvested crops from the two acre plot from June to October. They grew over 5,000 pounds of produce which was distributed to low income families in the area. Along with this, the parents of the youth gardeners reported positive changes in their children such as trying (and liking) new vegetables!

LuAnn Miller
Office Manager & Dental Assistant, 12 Years of Service

LuAnn provides dental care to a first grader on Miles of Smiles. √



One of the most visible community programs of the Health Department is the Miles of Smiles mobile dental vehicle. I began as a temporary employee in 1997, leading the daily operations of the dental office. This included everything from driving the mobile dental vehicle, to coordinating staff, providing dental care and more. In 1999 the position became permanent and continued to evolve as dental services were expanded to meet community needs. While there is a great deal of work to juggle, the rewards are tremendous. Knowing that I had a hand in putting healthy smiles on the faces of Ottawa County's most vulnerable children is what truly makes this role fulfilling.

Heather Alberda
Health Educator, 9 Years of Service

Reflecting on my own experience of teen pregnancy and parenting has helped in my role at the health department which includes teaching reproductive health and pregnancy prevention to teens, and helping parents in our community learn how to talk to their children about healthy sexuality. The passion for healthy youth and a healthy community has even trickled into my personal life. I was given the opportunity to travel to the Dominican Republic to teach health and here in Holland I volunteer as a mentor for a teen mom. When I think of public health I envision a home, a community, a city, a state, a country, and a world where all people have the knowledge, and the power to live a healthy, fulfilling life giving back to their community so that others may experience the same. This career has brought such excitement and joy to my life. I cannot imagine doing anything else!



Heather teaches reproductive health in a school classroom. >

Take Note:

> The Health Department implemented the statewide ban on indoor smoking at bars, restaurants and workplaces locally. Ottawa County establishments responded favorably to the implementation of the law which is attributed to the existing local regulation. Compliance with the law has been excellent. A recent study found 100% of Ottawa County establishments prohibited smoking in both indoor and outdoor dining areas versus statewide averages of 95% and 89% respectively.

> The Health Department worked with two Jenison Public Schools to implement Safe Routes to School. The concept is to increase the number of children who walk or bike to school. Thirty years ago, 60% of children living within a two mile radius of a school walked or biked to school and 5% were overweight or obese. Today, less than 15% of youth walk or bike to school and 24% are overweight or obese.

> The health promotion team worked with two local daycare centers to implement the Nutrition and Physical Activity Self-Assessment for Child Care program. This program is designed to increase physical activity and healthy eating among staff and students. Improvements include serving healthy options for snacks and meals, purchasing equipment that can be used for active play, and more. Healthy lifestyle choices taught and reinforced while children are being cared for whether it is at home, school, or child care can last a lifetime.

	Figures
STD & Pregnancy Prevention Education Participants	1,779
Student Walking Program Participants	571
Farmer's Market Youth Vouchers Redeemed	60%
Pounds of Produce Harvested from Community Garden	5,000
Retailers Complying with Youth Tobacco Sales Law	86%
Retailers Complying with Youth Alcohol Sales Law	93%
Responsible Beverage Service Training Participants	312
Alcohol & Drug Test Kits Sold	310
Dental Unit Exams, Assessments & X-Rays	3,398
Dental Unit Cleanings & Preventative Treatments	3,482
Dental Unit Restorative Services & Oral Surgeries	1,164
Dental Unit Health Education	985
In-School Dental Sealant Screenings	348
In-School Dental Sealant Placements	1,015
In-School Fluoride Treatments	282
In-School Dental Health Education	1,370
Head Start Fluoride Varnish Screenings	149
Head Start Fluoride Varnish Applications	84

Community Health Services

Rebecca Antaya, RD
Registered Dietitian, 3 Years of Service

Most parents at one time or another have wished their child came with an instruction manual. Even the most experienced parent can be unsure how, what, or when to feed their baby. As a registered dietitian in the Maternal and Infant Health Program, I have been able to help many pregnant woman, infants and families. With nutrition education, children develop positive feeding relationships with their caregivers leading to a lifetime of good eating habits. Eating and nutritional challenges can occasionally signal a greater problem. Under my care, these infants and children obtain the specialized treatment for a health issue which may have otherwise gone undetected. It is inspiring to know that alongside the nursing and social work services of the health department, I contribute to the client's instruction manual.



Becky counsels an MIHP client during a prenatal care home visit. ^

Cynthia Smeyers, LMSW, IMH-E (II)
Public Health Social Worker, 13 Years of Service

While the significance of infant mental health is widely documented and supported by scientific research, it is relatively unknown to the average person. Generally, people understand that babies need to be fed and changed. But they also must be held, touched, played with, and nurtured in order to thrive. At birth our brains are disorganized. It is through our experiences and relationships from infancy to about three years of age that our brains become equipped for the future. These positive relationships have measurable physical effects. Many of our clients did not have this engagement with their caregivers and thus face challenges nurturing their own children. As a social worker with the Maternal and Infant Health program, I give families tools which improve the quality of the relationship with their children. These tools build a better brain and a better future.

Maggie Boeck, BSN
Community Health Nurse, 24 ½ Years of Service

Twenty-six years ago I volunteered in the health department clinic as a college nursing student. I knew nothing about public health until then, but I fell in love with it because of the focus on prevention. In my role today, I work with the children and families in the Children's Special Health Care program. The program serves children with a chronic illness or disability. One of the things I love the most is being able to work with families in their home. Caring in the home provides a valuable lens. The setting provides a quiet, unhurried atmosphere where parents truly open up about the challenges and needs. I can see, understand, and meet their needs first hand. More than health care, I give them the gift of listening. In return, these heroic families have given me so much more.



Maggie reviews a patient file prior to embarking on a home visit. ^

Take Note:

> The Maternal and Infant Health Program (MIHP) is working with the Holland Community Health Center to improve the health outcomes for low-income pregnant women and infants. The center encourages their clients to enroll in the MIHP in addition to providing office space for Health Department staff to meet with clients. Many clients are seen by an MIHP nurse following a clinic appointment reinforcing information provided by the doctor and providing coordinated health management.

> The Maternal and Infant Health Program has also partnered with Ottawa County Community Mental Health (CMH) to provide infant mental health services for families and children. The Infant Mental Health service combines the expertise of both MIHP and CMH into a single service, and provides a seamless model of care as the child grows.

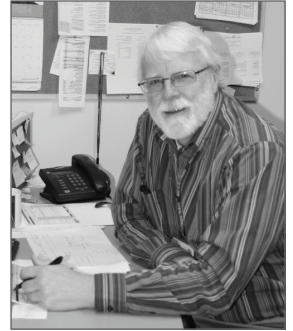
	Figures
Maternal & Infant Health Program Visits	3,161
Children's Special Health Care Average Monthly Enrollees	977
Early On Program New Enrollees	90
Children Screened for Vision	17,794
Children Referred for Vision Follow-up	1,296
Children Screened for Hearing	14,895
Children Referred for Hearing Follow-up	420

Administrative Services

John Meyers

Programmer/Analyst, 5 Years of Service

Technically, I work for the IT department, but I love to say that I am at Public Health full time. My job is to supply accurate and easy to use database and information systems. This allows those who work face to face with the public to spend more time caring for their clients. One of the most enjoyable parts of my job is solving data problems and producing reports. As a result, my colleagues have the most accurate and timely information in order to make decisions to protect and benefit public health. The people that I work with are the real heroes and are true professionals. I am happy to be working with them to build a healthier society.



John works behind the scenes to develop and maintain health IT systems. ^

Shannon Felgner

Communications Specialist, 11 ½ Years of Service

I have been employed by the Ottawa County Health Department for over a decade, beginning my employment as a Health Educator and currently serving as the Communications Specialist. A primary function of my role is to articulate what we do as a department and why the work we do is important. As a department, our vision for the community is optimal health. I believe that optimal health is not an end, but a means to end. When people are healthy, they can live meaningful, satisfying lives doing the things that they enjoy. The work of the Health Department is not important because of a single vaccine administered, a bin of recyclables collected or a restaurant inspected. It is important because collectively, the work of the Health Department enables residents to live better longer.



Shannon addresses a variety of the department's communication needs including media relations. ^

Jennifer D. Sorek

Public Health Preparedness Coordinator, 6 ½ Years of Service

"It will never happen in Ottawa County," is a phrase I often heard when I began working at the health department. Overcoming this mindset became the challenge in my career as I educated others on the importance of planning and emergency preparedness. With hard work, this barrier was broken down within the entire department. Subsequent planning and practicing led to successful response to incidents such as outbreaks of norovirus and pandemic flu. Colleagues even began to see how preparing for the "big things" improve the day to day operations of the department. These successes have encouraged and inspired me to continue to grow the preparedness program, because it can, has and will continue to happen in Ottawa County.

Jennifer mobilizes partners and employees to prepare for and respond to public health emergencies >



Take Note:

> Fiscal services implemented an easy and efficient electronic claims submission to Priority Health that has saved several hours each month. Armed with this knowledge and experience, the department is currently replicating the process with the Medicaid CHAMPS system.

> The Health Department successfully piloted the use of social media for several projects. During peak flu season, a Health Department Facebook page referred more residents to miOttawa.org/Health than any other page. Likewise, an advertising campaign on Facebook to promote pregnancy prevention resulted in a 300% increase in website visits compared to the previous month.

> In April of 2009, an Ottawa County resident was diagnosed with the second case of H1N1 Influenza documented in the State of Michigan. The department began planning to administer the vaccine to residents which included ten mass vaccine clinics in community settings and several area schools. Utilizing miOttawa.org, the Health Department implemented an on-line appointment system. The appointment system allowed the clinics to operate smoothly and ensured an adequate supply of vaccine was available at the sites. Additionally, staff could focus on other duties of the clinic operations and customer service.

Words from Our Leader

Governmental public health agencies are largely invisible to the community. It is only if we are doing our jobs well and efficiently that people can be confident that their food and water are safe, and that they can live without fear of communicable disease outbreaks and other public health threats. Public Health is effective because of the professionals who have dedicated their lives to a science and practice that demonstrates improved health outcomes, quality of life and cost effectiveness. Each member of the Ottawa County Health Department team has a story to tell; much more than can be told in a paragraph. Our staff has touched your life, or the life of a family member, friend, neighbor, school mate or stranger standing next to you in the grocery line, in a meaningful way. This year we have provided staff with an opportunity to share why they work in public health and why their work is important to the health of the community. The report also reflects accomplishments that demonstrate continuous quality improvement and new public health requirements.



I would like to thank the staff for their commitment to public health and their exceptional service to the people of Ottawa County. I would also like to thank the Board of Commissioners for their support of public health services, their advocacy on behalf of their constituents, and their commitment to more efficient and effective government.

Lisa Stefanovsky
Health Officer

Financial Statement

Fiscal responsibility and accountability is critically important to our organization. Each expenditure is carefully monitored, each employee vacancy is evaluated for its need and value to the organization, employees are evaluated on productivity and performance, and opportunities to replace county general fund dollars with outside revenue are aggressively pursued. In 2010 we were able to underspend our budget by \$800,000 through these cost saving actions. This brought the percentage of public health funding coming from County General Fund from 49% in 2009 to 38% in 2010.

	2006/07 Actual	2007/08 Actual	2008/09 Actual	2009/10 Actual	2010/11 Budgeted
Revenues					
Licenses & Permits	\$362,473	\$392,769	\$404,832	\$459,368	\$535,641
Intergovernmental Revenue	\$4,349,298	\$4,055,163	\$3,583,126	\$4,392,368	\$3,790,565
Charges for Services	\$773,130	\$804,897	\$600,571	\$611,695	\$615,894
Other Revenue	\$213,200	\$223,774	\$218,323	\$241,946	\$216,798
County Transfer In	\$5,926,606	\$6,201,489	\$4,743,828	\$3,537,651	\$4,080,770
Total Revenues	\$10,782,276	\$10,895,998	\$9,288,108	\$9,243,028	\$9,239,668
Expenditures					
Personnel Services	\$6,374,861	\$6,525,928	\$6,238,359	\$6,123,262	\$6,268,280
Supplies	\$1,756,591	\$1,780,394	\$1,151,064	\$1,271,842	\$1,187,274
Other Services & Charges	\$2,217,205	\$2,191,313	\$1,906,772	\$1,834,892	\$1,765,945
Capital Outlay	\$0	\$241,471	(\$8,087)	\$13,032	\$0
County Transfer Out	\$0	\$1,300,000	\$0	\$0	\$0
Total Expenditures	\$10,348,657	\$12,039,106	\$9,288,108	\$9,243,028	\$9,221,499
Excess (Deficient) Revenues	\$433,619	(\$1,143,108)	\$0	\$0	\$18,169
Full Time Employees	102.28	98.78	92.38	87.08	84.13

Board of Commissioners

Programs and services of this department are brought to you by the Ottawa County Board of Commissioners: Stu P. Visser, Philip D. Kuyers, Dennis W. Swartout, Jane M. Ruiter, Greg J. DeJong, Roger G. Rycenga, Joseph S. Baumann, Donald G. Disselkoen, Robert Karsten, James C. Holtrop, and James Holtvluwer.

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