Public Health & Social Services

2018 Annual Report to the Community

MESSAGE FROM THE LEADERSHIP TEAM

As we look back on 2018 and consider all the changes that occurred, it's hard to believe so much was crammed into 12 short months. Some of the changes were visible such as the closure of our immunization clinic in response to the growing availably of vaccines through local clinics and pharmacies. Other changes were less well-known, but never-the-less impactful, such as our new integrated fiscal team and the new county-wide accounting software.

While all of these changes were important, we are most excited to share with you our new Vision statement: A Safe, Healthy and Thriving Lewis County!

We know this statement is big. Actually, it is downright huge. But, that is why we believe it suits us. Like our department, it is designed to serve our entire county. Such a lofty vision supports our partnerships with first responders, faith-based service organizations, businesses, other governmental agencies and local community based organizations. It accounts for our work to ensure access to quality health-related care from White Pass to Pe-Ell and from Centralia to Vader. It captures the expertise of our environmental health team, the tireless efforts of our customer service employees helping each person that walks into our office and all the staff that works behind the scenes to make this community a better place to live, work and play. Our Vision reminds us what we are fighting for every time we help a mother overcome the challenges of breastfeeding or coordinate a contract to ensure our neighbors can find recovery or a safe place to finally call home.

Our Vision guides our work every day. And for us, there is no better goal to have. Thank you for the privilege of serving this amazing community and all who call it home.

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Public Health
Prevent. Promote. Protect.

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Strategic Map 2019 – 2022

Vision A Safe, Healthy and Thriving Lewis County.		
Mission To encourage local, regional, state and national relationships and opportunities to protect, promote and improve the health of our community.		
Values • Respect– We are non-judgmental to all people we serve as we strive for equity across our community. • Integrity – We are ethical, fair, honest and transparent. • Innovation – We use data-driven strategies and are willing to lead the way towards better health. • Communication – We listen to and share information with all persons in our community. • Collaboration – We engage community partnerships whenever possible to best serve our community. • Health Promotion – We empower our community with strategies that help inform healthy choices.		
Strategic Initiative **Establish LCPHSS as a Community Health Strategist**		
Goal 1 Strengthen Operational Excellence	**Goal 2** Strengthen Community Engagement	**Goal 3** Promote Healthy Choices and Environments
Objective A Establish internal organizational identity as *Community Health Strategist*. ***Actions:*** • Unite staff in understanding organizational role. • Develop effective communication, top down and bottom up. • Embrace cross training. • Celebrate achievements. • Enhance employee appreciation.	**Objective A** Develop Community knowledge of organizational role as *Chief Health Strategist*. ***Actions:*** • Leadership participate in state-wide initiatives that affect the public health system. • Fully engage in local and regional coalitions. • Increase communication with public via social media.	**Objective A** Provide appropriate prevention education to policymakers and the public. ***Actions:*** • Provide information on community-wide platforms that encourages healthy choices. • Work with partners on community-wide education efforts. • Effectively inform all health-related decision makers.
Objective B Commit to being a data driven organization. ***Actions:*** • Use current data to determine needs of the community. • Identify metrics we need to address, track progress and report our results. • Identify/develop tool for determining which funding opportunities to pursue and which to decline.	**Objective B** Establish LCPHSS as a dependable, supportive and knowledgeable community partner. ***Actions:*** • Establish consistency among all contracts, agreements, and requests for partnerships • Continue to engage in innovative projects whenever possible (i.e. RHINO, Learning Lab, etc.).	**Objective B** Promote environments that enhance health equity. ***Actions:*** • Commit to education wherever possible, directing and enforcing only when necessary. • Work with all partners to promote inclusion of health in all policies.

About Us

Lewis County Public Health & Social Services (PHSS) serves a population of 78,200 residents over 2,436 square miles. The department is comprised of the following five divisions:

Women Infant and Children Nutrition (WIC) Program: Women, Infants, and Children, SNAP-ED

Social & Community Services: Housing, Behavioral Health, Community Mobilization, Developmental Disabilities, Communicable Disease, Regional Vaccine Quality Assurance, Maternal and Child Health and Children with Special Health Care Needs

Administrative Services: Board of Health, Customer Service, Contracts Management, Notary Public, Personnel Records, Vital Records, Veterans Relief Fund, Nurse Family Partnership Coordination, Emergency Preparedness & Response, Assessment and Accounting/Fiscal

Animal Shelter Services: Animal Intake, Animal Adoptions, Reuniting lost animals with owners

Environmental Services: Food Safety, Code Compliance/Enforcement, Water Lab, Water Quality, On-Site Sewage, Solid & Hazardous Waste, Animal Control - Humane Officer

Women, Infants and Children Nutrition (WIC)

WIC

As the nation's premier public health nutrition program, WIC is a cost-effective, sound investment – ensuring the health of our children. ***WIC provides solid returns on investment.***

Lewis County residents served in WIC	3,560
Infants and children under five	2,591
Pregnant, breastfeeding and postpartum women	969
WIC referrals for preventive health services	16,164
Nutrition education sessions	9,604

WIC and Farmers Market Nutrition program contributions to the local economy:

- WIC program checks to clients: $1,290,807
- Checks used ONLY for fresh fruits and vegetables: $129,049
- WIC Farmers Market Nutrition program: $5,840

Supplemental Nutrition Assistance Program Education (SNAP Ed) Program

SNAP-Ed is an evidence-based program helping the residents of Lewis County live healthier lives. Our SNAP-Ed program provides education and outreach opportunities to help residents learn how to make the most out of limited food budgets and live a healthy, active life. 2018 programs include:

- **Breastfeeding Coalition** Breastfeeding improves survival rate of infants and reduces the risk for obesity in mothers and child. Our breastfeeding friendly business project grew to over 20 local businesses and social service agencies.
- **Partnered with the Chehalis Farmers Market** to provide an interactive nutrition education program for youth. Youth were taught basic cooking skills and were given kitchen utensils to reinforce the healthy behavior at home. 50 to 75 youth were served each month, and, as a direct result, an increase in the number of shoppers to the market occurred.

SOCIAL & COMMUNITY SERVICES

Vaccine Quality Assurance

In 2018 PHSS began monitoring and assisting medical providers from our region who administer vaccines. This accounts for over one hundred clinics in Thurston, Mason, Lewis, Grays Harbor and Pacific counties. Site visits are centered on safe vaccine storage and handling procedures per Center for Disease Control (CDC) guidelines, as well as billing practices, records retention and patient chart documentation.

Behavioral Health

In anticipation of behavioral health integration at the beginning of 2020, PHSS continues to work with Great Rivers Behavioral Health Organization (BHO) to ensure that Lewis County providers are ready for the financial transition. During 2018, this included the expansion of the behavioral health provider system in the county to 6 behavioral health agencies, a detox facility, a crisis stabilization center and two social support drop-in centers. PHSS awarded funding to four programs with 1/10th of 1% local sales tax funding, focusing on programs which aim to improve health outcomes for individuals with behavioral health issues.

- **Opioids:** PHSS furthered efforts in addressing the opioid epidemic locally. The Lewis County Opioid Taskforce, a cross-sector group who meets quarterly to strategize around programming opportunities and coordination of efforts towards addressing opioid misuse, was implemented as a response to the uptick in opioid overdoses. In collaboration with the Lewis County Sheriff's Office, Public Health & Social Services assisted in the development of a medication assisted treatment program for the county jail, enabling individuals to start on Suboxone while incarcerated. To expand on 2017 efforts, Morton Police Department joined the naloxone program, with each of their deputies and reserves being equipped with naloxone kits to utilize in the case of witnessing an overdose. Between four local law enforcement agencies, law enforcement administered naloxone 10 times in 2018.

- **0.1% Treatment Sales Tax:** In 2018, new contracts were awarded with 1/10th of 1% behavioral health sales tax dollars totaling $255,851. These programs were awarded funding based on a competitive Request for Proposals process. Contracts are for a two-year duration and run January 1, 2018 through December 31, 2019. The following programs received contacts for 1/10th of 1% funding, with annual funding allocations of:
    - Navigator program, ESD 113: $90,074
    - Integrated behavioral health pilot, Northwest Pediatric Center: $25,000

- Parenting classes, Centralia College: $20,000
- Magnolia Place, Reliable Enterprise: $73,902
- Early intervention, Cascade Mental Health Care: $46,875 (six-month contract)

Communicable Disease Control

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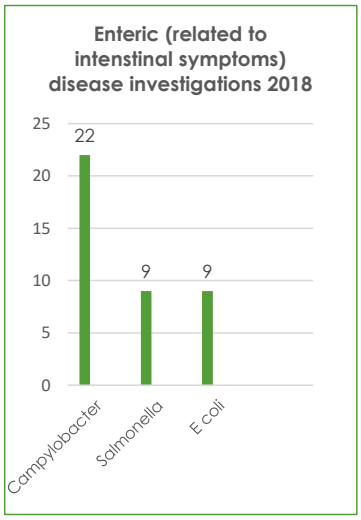
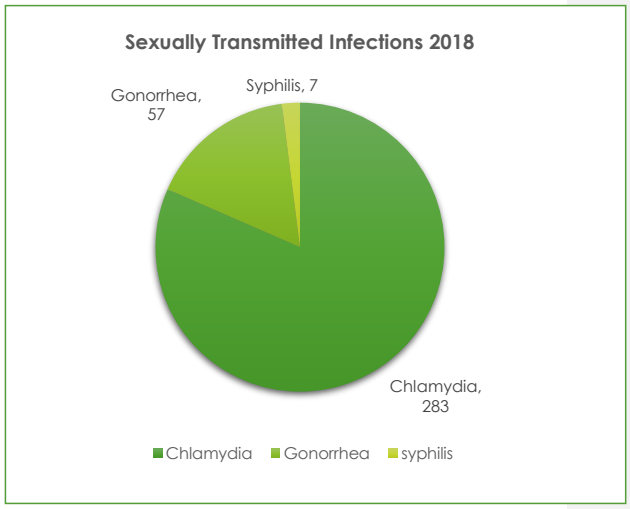
We receive notification of reportable conditions from laboratories, physicians and veterinarians in Lewis County. We track these conditions to monitor for potential outbreaks, stop the spread and prevent future infections. The three figures below describe the communicable disease investigations which occurred in 2018.





Other diseases investigated in 2018			
Acute Flaccid Myleitis	1	Coccidioidomycosis	2
Cryptosporidiosis	1	Cyclosporiasis	1
CRE	7	Hepatitis B & D	27
Influenza-related deaths	4	Giardiasis	1
Hepatitis A	5	Leptospirosis	1
Lyme disease	1	Legionellosis	2
Meningococcal disease	1	Pertussis	11
Polio-like Illness	1	Q Fever	1
Salmonella	8	Suspected Rabies	28
Shigellosis	2	Tularemia	1
West Nile Virus	1	Child Elevated Lead Levels	4
Hepatitis C	116	Tuberculosis	2

Developmental Disabilities

The Developmental Disabilities program administers state, federal and local funds to agencies that provide services to individuals with developmental disabilities and their families.

- **InTot Program:** In 2018, 117 infants and toddlers received therapeutic and educational services through this program provided by Reliable Enterprises. Over 1,700 home and community-based therapy visits were provided to families. These services include speech, occupational, physical therapy and family resource coordination.
- **Supported Employment and Community Inclusion services:** Over 90 adults received Supported Employment and Community Inclusion services in 2018. These services are provided by four contracted agencies: Compass Career Solutions, Lewis County Work Opportunities, Morningside Employment Services and Reliable Enterprises. Nearly 75% of those receiving Individual Supported Employment services are employed and earning minimum wage or higher.

PHSS has worked to increase collaboration among families, service providers and school districts with the shared vision to improve outcomes for persons with developmental disabilities. Family outreach and early connection to services has been prioritized. Partner programs like Lewis County Parent to Parent and South Sound Parent Coalition assist families to navigate complex disability systems and connect to supportive services.

Children with Special Health Care Needs

In 2018 we continued delivering our collaborative service model in partnership with community healthcare providers. Meeting with providers and other community stakeholders, we work to identify gaps in service, facilitate more effective cross agency collaboration and develop needs-based interventions to support families as they navigate the healthcare system.

Prevention

A team of two youth prevention professionals are tackling underage drinking and youth drug use in Lewis County. Prevention activities are designed to address youth substance abuse problems before they start. Together with community volunteers along with engaged parents and teachers, PHSS is able to make a variety of youth prevention resources available in our communities and schools.

- **Community Prevention and Wellness Initiative (CPWI):** PHSS coordinates two Community Prevention CPWI coalitions. These volunteer-led coalitions serve the Centralia and Morton areas. The Morton Up! coalition has been in existence since 2013 while the Centralia coalition was initiated in 2018.
- **Youth Marijuana Prevention and Education Program (YMPEP):** YMPEP is a State Department of Health (DOH) effort to reduce or eliminate marijuana use by young people. CHOICE Regional Health Network serves as the regional lead for this program and contracts with PHSS to provide services. YMPEP focuses on system and environmental changes so our prevention team uses these funds to support all county schools in efforts to build resiliency in students, as well as inform staff and parents of the dangers associated with underage marijuana use and how they can better influence young people's decisions.

- **Tobacco and Vaping Prevention Project (TVPP):**
  While youth cigarette use is at a historically low level, e-cig use or "vaping" among teens is reaching epidemic levels, both locally and across the nation. The TVPP is a statewide effort funded through DOH that targets underage use of tobacco and nicotine-based products such as the JUUL e-cigarette. This is accomplished through school staff education and direct marketing of fact-based information to teens and pre-teens, namely that nicotine is very addictive and can harm brain development.

Housing

PHSS administers funding from state, federal and local sources to community-based organizations. Our goal is to ensure every person in Lewis County has access to safe, affordable housing. In 2018 PHSS contracted with 10 agencies to provide emergency shelter, housing case management and homeless prevention services. With a less than 1% vacancy rate in Lewis County, and similar low vacancy rates across our region, access to affordable housing is a serious issue that is affecting residents within all income levels.

In 2018 our Public Health & Social Services Advisory board committee on Housing set out to begin work on an updated five-year plan. Through their efforts and direction from the Department of Commerce, a plan has begun to take shape. A draft of the new plan should be available for comment in the Spring of 2019 with a final and adopted draft completed by December of 2019.

ADMINISTRATIVE SERVICES

Vital Statistics

Births during 2018	703
Deaths during 2018 in Lewis County	854
Birth Certificates issued	2,800
Death Certificates issued	3,244

The Registrar at PHSS can issue certified birth certificates for anyone born in the State of Washington. We can also help individuals with information on how to obtain birth certificates from other states. Certified death certificates may be obtained from PHSS if the death occurred in Lewis County during 2005 or later.

Clerk of the Board of Health

The Office Manager serves as the Board of Health clerk. Board of Health meetings are the second Monday of each month, 1:30 pm in the Commissioners Hearing Room and are open to the public. Visit our website at lewiscountywa.gov/public-health for details, including dates and agenda.

Office Administration

The Office Manager maintains all personnel files, provides onboarding and exit activities for new and leaving employees, tracks all contracts and agreements, supports leadership with various duties, manages the administrative services staff and keeps the department running smoothly with many other tasks. Contracts, agreements, etc. completed in 2018 include those listed in the table below.

	Resolution	Agreement	Proclamation
Processed by Board of County Commissioners	14	32	0
Processed by Board of Health	2	7	2
Processed by PHSS Director	N/A	52	N/A
Total processed	**16**	**91**	**2**

In addition to the above, the Board of County Commissioners also passed one ordinance related to PHSS

Customer Service

We 💚 our Customer Service staff! They are so vital to our department and we are proud to have them be the first people clients come in contact with, both in person and by phone. In addition to greeting people, they help customers however and whenever they can, direct them to the appropriate place if they cannot help them and ALWAYS do so with a smile and respect. Some specific duties they take care of include: providing and accepting annual and temporary food permits, distributing and accepting water sample bottles, registrar duties and supporting other staff.

Veteran's Relief Fund Services

Services and total amounts provided for veterans during 2018 include:	
Fuel	$896.21
Rent	$16,091.00
Food	$2,024.36
Utilities	$7,750.98
Medical	$1,404.00
Miscellaneous	$6,570.23
Funeral	$20,136.52
VBS Salaries & Benefits	$30,528.00
Total	***85,401.30***

The Veterans' Relief Fund (VRF) provides emergency financial assistance to Veterans and qualified dependents in need. In order to qualify for the VRF, they must fall under the definition of a Veteran, receive an annual income of 200% or less of the current federal established poverty level, and be a resident of Lewis County for at least one year. Our Veterans Benefit Specialist (VBS) meets with each applicant to determine if the Veteran qualifies for assistance. She is in the office Mondays through Thursdays from 8 am to 3 pm.

OTHER PROGRAMS & SERVICES – Reports to Director

Emergency Preparedness & Response

Planning for and being prepared for public health emergencies continues to be an important program. We plan and practice to be ready to respond when the citizens of Lewis County need us. In addition, our Emergency Response Coordinator (ERC) oversees the following two programs:

- **Lewis County Medical Reserve Corps (MRC)**
  The MRC is made up of local volunteers who are interested in helping with the community's public health needs before, during and after emergencies. While the word "medical" is in the name, not all job assignments required medical training so anyone interested is encouraged to apply.

> In 2018, MRC volunteers helped staff the Centralia halfway-point medical aid station to take care of riders in the annual Seattle-to-Portland Bicycle Classic for the fifth straight year. Nearly 600 riders were assisted over 11 hours on Saturday and two hours Sunday morning. Two weeks prior, MRC volunteers for the third year helped staff three aid stations and two mobile aid units to cover medical needs of riders in the two-day Ride the Willapa event.

- **Rapid Health Information Network (RHINO) Pilot Project**
  Lewis County is at the forefront of a Washington State Department of Health (DOH) information revolution. DOH and PHSS initiated a pilot project to monitor healthcare data submitted by hospitals in near real time and use it to improve community health. PHSS was granted access to the DOH Rapid Health Information Network (RHINO) system that collects data daily from hospitals across the state.

Learning Lab Pilot Project

In 2018, PHSS was selected as one of five health jurisdictions in the nation to participate in a 12-month Learning Laboratory created to identify how best to make transitions and focus on population-based strategies to improve health outcomes in communities. The project goal is to identify replicable solutions, practices and methods that enable local health departments to successfully make a transition.

Facilitated by the independent national non-profit Public Health Institute and the University of Washington's Northwest Center for Public Health Practice, selected jurisdictions participate in shared learnings and opportunities. The Learning Lab is a pilot project; strategies, recommendations, and best practices developed through this project will be disseminated to other local health departments across the country to provide a roadmap for successful transition.

Nurse Family Partnership (NFP)

The Thurston, Lewis, Mason county joint NFP program is an evidence-based model that partners nurses with pregnant and parenting mothers to provide support, advice, resources, and information. We have 2.5 nurses dedicated to working with families in Lewis County. Services are free and bilingual Spanish nurses are available. Last year this program served 57 families in Lewis County with 533 nursing visits.

Animal Shelter Services

The Lewis County Animal Shelter serves the entire county for animal services. It is sustained mainly by fees, county general funds and relies heavily on public donations.

The Animal Shelter also graciously accepts donations made in the form of bequests. Several bequests received over the past few years have been set aside and designated to a capital project. It is the hope that we will be able to build a new shelter building soon. Other donations including materials and supplies help us maintain the shelter operations. Items we can always use include: cat litter, wood pellets, 13- or 45-gallon garbage bags, bleach, canned pate style cat food, dry kitten chow, liquid laundry soap, hand sanitizer, pet toys, and gift cards to Staples, Walmart or Tractor Supply.

Donations may be sent directly to the Animal Shelter:
PO Box 367
Chehalis, WA 98532

The animal shelter has a volunteer program. If you are interested in volunteering, please visit lewiscountywa.gov/public health/animal-shelter to review the requirements and complete an application.

Visit the Shelter today to find your perfect family pet! 560 Centralia Alpha Road in Centralia.

2018 Animal Shelter Statistics

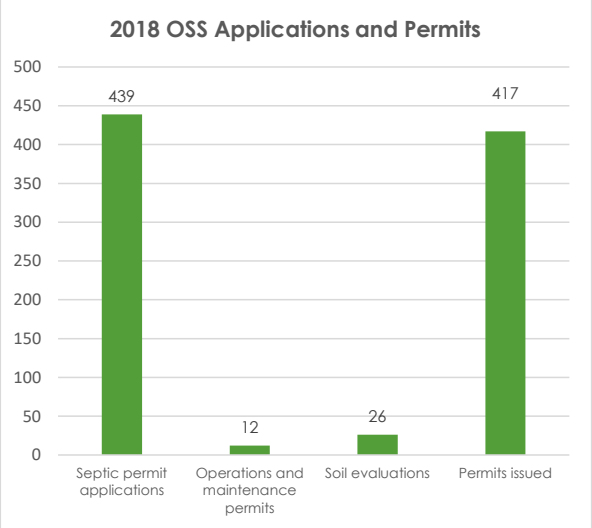
Animals Received-dogs & cats	1187
Animals Adopted	815
Animals Returned to owner	223
Animals Destroyed *	149

**Animals are destroyed as a last resort, mainly due to illness, injury or being dangerous*

ENVIRONMENTAL SERVICES

On-Site Sewage (OSS)

The OSS program provides oversight of designs, installations and repairs of septic systems for residential properties and small commercial properties. Proper sewage disposal systems protect our environment



Combined EH Reviews

State Environmental Policy Act (SEPA)	46
Administrative Variance	1
Administrative Approval	10
Boundary Line Adjustment	34
Large Lot Subdivision	1
Short Plat	6

Code Enforcement

Through a collaborative effort with multiple county agencies and citizens, Code Enforcement Officers address code violations throughout the county. Their focus is education and working with individuals to come into compliance with various codes but do resort to enforcement when necessary.

Hulk Vehicle Inspections	496
Tons of Illegal Tires Disposed	30
County Abatements (other-illegal dumping)	1

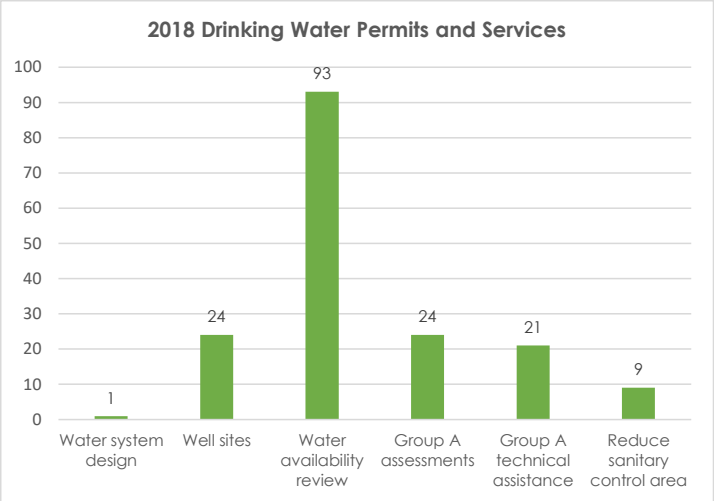
Solid Waste Enforcement

Facilities designated as exempt sites	7
Facilities with permits	4

Drinking Water

Group B Water Systems

Number of systems in Lewis County	340
Number of systems required to monitor	252
Annual Operating Certification compliance	99%
Bacterial Sampling compliance	98%
Nitrate Sampling compliance	100%



Animal Control – Humane Officer

Permitting and inspecting dog kennels in Lewis County is a priority for the Humane Officer position. However, the Humane Officer also responds to other animal issues through the county each year.

Permitted Kennels	34
Unpermitted Kennels (unresolved)	4
Animal Impound	2
Humane Officer Field Contacts	172

Water Lab

2018 Water Lab Statistics	
Tested for Total Coliform (Bacteria):	
Group A systems	1,961
Group B systems	330
Private systems	819
Total	3,110
Tested for Nitrate:	
Group A systems	88
Group B systems	101
Private systems	307
Total	496

The PHSS water lab is certified to test drinking water for: Total Coliform/E.coli by detect method, Total Coliform by enumeration, Fecal Coliform by enumeration and Nitrate. The lab is certified to test non-potable water for: Total Coliform enumeration, Fecal Coliform enumeration and Nitrate. In 2018 the staff performed the following tests listed in the table to the left.

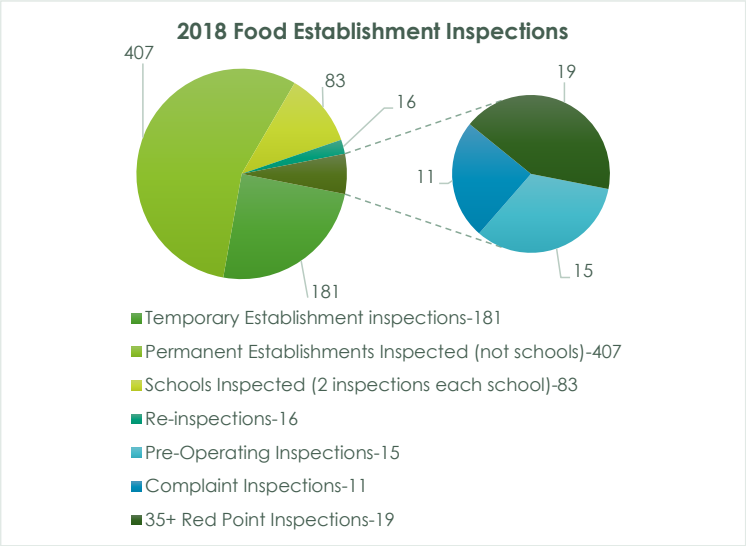
Food Safety

Food Handler Cards

Classes held	19
Cards issued: in-person classes	49
Cards issued: on-line classes	3,822
Cards issued at counter after test taken online	34

Permits Issued

Annual Permanent Permits	439
Seasonal Permits	5
Temporary Permits	353



OPERATING BUDGET

Expenditures

	Public Health	Social Services	Animal Shelter
2018	$2,682,233	$2,575,961	$417,463
2017	$2,541,545	$2,503,188	$372,382

Lewis County Public Health & Social Services

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