

# **Branch-Hillsdale-St. Joseph Community Health Agency 2007/8 Agency Action Plan**

**Agency Mission Statement:** The mission of the Branch-Hillsdale-St. Joseph Community Health Agency is to provide quality and accessible local public health services with fiscal responsibility.

**Introduction:** The Branch-Hillsdale-St. Joseph Community Health Agency can trace its beginnings to the mid-1930's when the Kellogg Foundation was active in assisting county governments to establish local public health departments. The health district has been in existence since January 1, 1972. Previous to that date the tri-counties had an "association" relationship between its health departments dating back to 1966. The local public health relationship between Branch, Hillsdale, and St. Joseph Counties was formalized through an agreement creating the Branch-Hillsdale-St. Joseph Community Health Agency on January 1, 1998.

**Legal Basis for Operation:** The legal basis for the organization and duties of the Branch-Hillsdale-St. Joseph Community Health Agency is Michigan Public Act 368 of 1978, Michigan Compiled Laws Section 333, commonly known as the "Public Health Code". This Agency Action Plan, as reviewed and approved on December 8, 2005 by the Branch-Hillsdale-St. Joseph District Board of Health, shall be the guide for the efforts in pursuit of local public health goals and objectives for January 1, 2008 through December 31, 2008.

**Guiding Principles of the Agency:**

1. To place the customers of our services at the center of our operations
2. To improve the quality of our services for the benefit of our customers
3. To improve communication and coordination of services within our agency
4. To coordinate our services with other local based organizations to reduce duplication of effort and improve customer access to appropriate services in the most financially responsible manner
5. To provide a safe, rewarding, and challenging work environment for our employees
6. To continually assess the needs of our community to assure that essential health services are provided

**Agency Action Plan Contents:**

Prevention Services	Pages 2-4
Environmental Health Protection	Pages 4-8
Health Promotion & Health Education	Pages 8-13
Core Support Services & Special Projects	Pages 13-15
Area Agency on Aging (AAA)	Page 16
Attachment: Organizational Chart, January 1, 2008	
Attachment: Functional (Budget) Organizational Chart	

## PREVENTION SERVICES

**WIC (Women, Infants, & Children)** - This program includes services that are directed toward preventing malnutrition and improving nutritional intake of eligible participants. Eligible participants include pregnant, breastfeeding and postpartum women, infants, and children up to five years of age who are from low to middle income households and are determined to be at risk for nutritional health problems. Services include nutritional and health screening, education regarding breastfeeding and general nutrition, referral for health and social services, and food to help improve the diet immediately. Services provided by this program are authorized by Section 2433 of the Public Health Code, compliant with the federal government's WIC Policy, and evaluated by the Michigan Local Public Health Accreditation Program (Section XIII – 2007 Tool).

Public Health Goal: Improve the nutritional status of and reduce the disease risk to pregnant women, breastfeeding women, infants, and children.

Objectives for 2007/8:

1. The agency shall maintain an average monthly enrollment of 5,000 individuals.
2. The agency shall provide breastfeeding resources and instruction and 24 hour support, as needed through the four clinic sites.
3. The agency shall increase the breastfeeding six month duration rate from 13.9% to 15%.
4. The agency shall seek to maintain the clinic show rate at greater than 80%.
5. The agency shall increase the percentage of pregnant women entering the WIC program in their first trimester by 1%

**Immunization Clinics** - This program entails the identification of target populations and the provision of immunizations for the target population. Services include providing immunizations for vaccine-preventable diseases for children, adults, and international travelers. Services also include extensive surveillance and technical assistance activities for private health providers associated with the Vaccines for Children Program, Vaccine Replacement Program and Michigan Care Improvement Registry. Services provided by this program are authorized by Section 2433 and Section 9203 of the Public Health Code, compliant with the Standards for Pediatric Immunization Practice and Standards for Adult Immunization Practice, and evaluated by the Local Public Health Accreditation Program (Section VI – 2007 Tool).

Public Health Goal: Reduce the incidence of illness and mortality from vaccine preventable illness and disease.

Objectives for 2007/8:

1. The agency will collaborate with community health providers and service organizations to establish an immunization coalition in each county for the purpose of improving comprehensive vaccination rates for all age groups, including pregnant women.
2. The agency will explore the viability of staffing international vaccination and consulting services to the community
3. The Agency shall provide continued vaccine access, surveillance, education and consultation to at least 28 health providers within the 3 county jurisdictions.

**Sexually Transmitted Disease Prevention & Control** - This program entails services related to the prevention and control of infections and diseases that are transmitted primarily through sexual contact. Venereal disease investigations as well as specialized nursing services for the purpose of treatment and contact follow-up of sexually transmitted diseases are provided here. Service provided by this program are authorized by Sections 2433, 5111, and 5114 of the Public Health Code, compliant with the Guidelines for Treatment of Sexually Transmitted Diseases, and evaluated by the Local Public Health Accreditation Program (Section VIII – 2007 Tool).

Public Health Goal: Reduce the incidence of sexually transmitted infections and diseases.

Objectives for 2007/8:

1. The agency shall provide continued surveillance, investigation and reporting of sexually transmitted diseases
2. The agency shall provide education and testing for chlamydia and gonorrhea, and treatment as needed to indigent county residents who are without access to medical services.
3. The agency shall make available HIV counseling and testing services to highest risk and court-ordered individuals.
4. The agency shall provide assessment risks for all pregnant women within clinic services and offer HIV counseling and testing.

**General Communicable Disease Control** - This program includes services directed toward the gathering of information concerning the occurrence of disease, investigating cases and outbreaks of disease, evaluating data and case information, offering treatment in certain instances and instituting measures to control the transmission of such disease. This program addresses all communicable diseases other than sexually transmitted disease and HIV. Services provided by this program are authorized by Sections 2433, 5111, and 5114 of the Public Health Code, compliant with local policy and procedures for performing education, treatment, immunization, isolation related to communicable disease, and evaluated by the Local Public Health Accreditation Program (Section IV & Section XII – 2007 Tool).

Public Health Goal: Reduce the incidence of illness and mortality caused by communicable diseases.

Objectives for 2007/8:

1. The agency shall provide a communicable disease program that is well integrated with the agency's environmental health, clinical prevention services and health promotion services.
2. The agency shall assure that professional communicable disease control staff attend and participate in a minimum of 12 Infection Control meetings at local hospitals and nursing homes.
3. The agency shall assure that professional communicable disease control staff assess, at least annually, the emergency preparedness training needs and access to available supplies, materials and resources to carry out such functions.
4. The agency will assure that registered nurses are trained and updated on the use of the Michigan Disease Surveillance System online for documentation and reporting of communicable disease.
5. The Agency will provide ongoing consultation and education assistance to health providers, community schools and other agencies regarding communicable disease and community safety concerns.

## **ENVIRONMENTAL HEALTH PROTECTION**

**General Environmental Health** - This program includes consultation, inspection, and education services relating to air, food, water, shelter, waste disposal, and soil erosion as provided for in various local, state and federal laws but not covered in the state/local public health operations agreements. These services include: inspection of child and adult foster care facilities, campgrounds, public swimming and spa pools, and proposed new residential subdivisions. Services such as housing inspection, public health nuisance complaint investigations, on-demand evaluation of on-site water supply and sewage disposal facilities are authorized under Section 2433 of Michigan's Public Health Code and the local Environmental Health Code. Consultative services for indoor environmental hazards related to mold, lead, and clandestine methamphetamine labs are also provided.

Public Health Goal: Reduce the risk of illness or injury from unsanitary and unsafe environments.

Objectives for 2007/8:

1. The agency shall investigate all written environmental health complaints received, maintain a file and database of all complaints received, and report the final resolution of all complaints received. It is anticipated that 150 written complaints will be received in 2007/8.

2. The agency shall inspect, under contract with the State of Michigan, 62 licensed campgrounds, and 45 licensed swimming pools and spas within the District.
3. The agency shall inspect, upon request of the Michigan Family Independence Agency, each of the Adult & Family Day Care and Foster Care Facilities within the District. It is anticipated that 100 inspections will be requested.
4. The agency shall, upon request, evaluate the on-site septic system and well of 40 private homes in 2007/8.
5. The agency shall provide consultative services for 80 dwellings that may propose a health risk to the occupants because of mold, lead, or the toxic residuals of a clandestine methamphetamine labs in 2007/8.

**Food Service Sanitation** - This program includes consultation, inspection, and education services designed to: 1) reduce the opportunity for microorganisms to gain entrance and multiply on food, 2) ensure that food is undamaged, clean and free of adulteration and contamination, and 3) meet consumer expectations that safe, appetizing food has been prepared and handled in a sanitary manner within a clean environment. Services that are provided in this program to minimize the risk of foodborne illness to the public from public eating and drinking establishments are authorized through systemized enforcement of minimum sanitary construction standards and operational procedures under Michigan Public Act 92 of 2000 and are evaluated by the Michigan Local Public Health Accreditation Program (Section III – 2007 Tool).

Public Health Goal: Reduce the risk of illness from infectious and non-infectious foodborne pathogens through public food service establishments.

Objectives for 2007/8:

1. The agency shall inspect all fixed food service establishments open at least 9 months of the year, at least once during a 6-month period. It is anticipated that there are at least 400 food service establishments in this category.
2. The agency shall inspect all fixed food service establishments open less than 9 months of the year, at least once a year. It is anticipated that there are approximately 150 food service establishments in this category.
3. The agency shall make follow-up inspections within 30 days on all fixed food service establishments who violated one or more critical items that were not satisfactorily corrected at the time of inspection. Facilities with more than 2 critical items, even if corrected at the time of inspection, will receive a follow-up inspection within 30 days.
4. The agency shall license all proposed temporary food service establishments for which an appropriate application for licensure is received and which meets the requirements of the state food law and rules regarding temporary food service establishments. It is anticipated that at least 225 temporary food service establishments will be licensed and inspected in 2007/8.

5. The agency shall inspect all special transitory food units, mobile food units and vending locations. It is anticipated that there will be at least 130 such inspections made in this category in 2007/8.
6. The agency shall review all construction plans and specifications for new or alteration of existing licensable food service establishments. It is anticipated that approximately 15 sets of construction plans and specifications will be reviewed in 2007/8.
7. The agency shall make preliminary compliance inspections on all new food service establishments and transitory food units during the completion of construction, alteration, conversion, or remodeling. It is anticipated that approximately 25 preliminary compliance inspections will be performed in 2007/8.
8. The agency shall sponsor at least 2 training programs for food service managers.
9. The agency shall sponsor at least 1 four-hour training program for food service workers.

**On-Site Sewage Disposal Management** – This program consists of the review of sites proposed for sewage disposal, issuance and/or denial of permits, evaluation of existing sewage disposal systems, plan review, inspections during or after completion of construction, review of proposals for alternative sewage disposal systems and monitoring of such systems, and complaint investigations, consultation, and enforcement. Services provided by this program are authorized by Sections 2443 through 2446 of the Public Health Code, local Environmental Health Code, and are evaluated by the Michigan Local Public Health Accreditation Program (Section VII – 2007 Tool).

Public Health Goal: Reduce the risk of disease or adverse health effects from substances associated with the management of wastewater.

Objectives for 2007/8:

1. The agency shall evaluate all parcels proposed for on-site sewage disposal utilizing appropriate evaluation techniques to determine suitability for proper functioning of an on-site sewage disposal system. It is anticipated that approximately 75 vacant parcels will be evaluated in 2007/8.
2. The agency shall issue 500 construction permits for single family residential and commercial sewage systems.
3. The agency shall continue to maintain and update a computerized database of sewage permit information.
4. The agency shall continue to gather survey data on needs for public sewage disposal facilities to serve highly developed lakes within the district.

**Private Drinking Water Supply** – This program consists of providing education and technical assistance to well drillers, public official and public at large pertaining to private water supplies. All new drinking water supply wells are to be located on acceptable sites and constructed by qualified well drillers. Services provided by this program are authorized by Section 2443, Sections 12705 through 12709, and Section 12714 of the Public Health Code, local Environmental Health Code, delegated and evaluated by the Michigan Department of Environmental Quality (MDEQ).

Public Health Goal: Reduce the risk of disease or adverse health effects from inadequate private well development and construction.

Objectives for 2007/8:

1. The agency shall conduct site inspections on all proposed locations for private or Type III wells.
2. The agency shall issue 600 construction permits for private single family and Type III well water supplies.
3. The agency shall approve the construction and safety of 400 new wells and their construction. Provide education and information on the health effects of high nitrate levels (above 10ppm) to homeowners.
4. The agency shall collect a projected 100 drinking water samples in compliance with the provisions of the Long-Term Monitoring agreement with the Michigan Department of Environmental Quality.

**Public Water Supply (Type II) Surveillance** – This program consists of monitoring and regulation of non-community water supplies. Activities include inventory inspections, water quality monitoring, consultation, well construction permit issuance, and compliance enforcement. A non-community water supply is defined as a supply that has up to 15 service connections and serves 25 or more persons for 60 or more days per year. Services provide by this program are authorized by Section 2433 of the Public Health Code, delegated and evaluated by the Michigan Department of Environmental Quality (MDEQ).

Public Health Goal: Reduce the risk of disease or adverse health effects from inadequate non-community well development, construction, and monitoring.

Objectives for 2007/8:

1. The agency shall continue to issue construction permits for new and replacement non-community well supplies within the district.
2. The agency shall continue to maintain a computerized database for recording information on non-community water supply systems within the district (this information is also available via the internet).
3. The agency shall survey 50 existing non-community water supplies as delegated through a contract with MDEQ.

## HEALTH PROMOTION & HEALTH EDUCATION

**Emergency Preparedness** – This program includes services and organizational capacities redeveloped and enhanced to assure the quick, competent, and effective mobilization of local public health personnel in the event of a chance or deliberate emergency event. Activities include the development of agency and multiple health jurisdictional emergency response plans, coordination of emergency response planning and exercises with local and state emergency management officials, and the development of a superior communication and response system throughout the agency. This program is authorized by Sections 2433, 2451, and 2453 of the Public Health Code, compliant with local policy and procedures for responding to emergency events, and evaluated by the Michigan Department of Community Health's Office of Public Health Preparedness for contract compliance.

Public Health Goal: Minimize illness and disease risks brought by chance or deliberate emergency events.

Objectives for 2007/8:

1. The agency shall have an approved Local Health Department Work Plan outlining the activities in Preparedness Planning and Readiness Assessment, Surveillance and Epidemiology Capacity, Health Alert Network/Communications and Information Technology, Communicating Health Risks and Health Information Dissemination, and Education and Training.
2. The agency shall maintain and update the agency's Emergency Preparedness Action Plan as an All-Hazards Plan in collaboration with community emergency response partners.
3. The agency shall review and update as necessary health annexes to county emergency plans.
4. The agency shall support and utilize the Michigan Disease Surveillance System (MDSS) to receive and evaluate urgent disease reports, and respond to clinical or laboratory reports on a 24-hour-per-day, 7-day-per-week basis.
5. The agency shall provide on-going training to community health partners utilizing the MDSS surveillance reporting system.
6. The agency shall support and utilize its multi-prong telecommunication system with local emergency management personnel and health care providers.
7. The agency shall maintain and update its Crisis and Emergency Risk Communication Plan to outline the procedures and responsibilities in the event of public health threats and emergencies.

8. The agency shall support and utilize the MI-TRAIN internet learning system for education and training of public health staff regarding public health threats and emergencies.

**Health Care Access** – The activities performed in this area seek to improve and ensure access to primary care health service for all local residents regardless of income level or health insurance status. Duties include gathering pertinent data on indicators of the community's health are developed, maintained, analyzed and utilized to make recommendations regarding gaps and overlaps in the community's continuum of health services. Other functions of this area of the agency include grant application development and submission to local, state, and national funding sources for programs and projects that are consistent with mission of the agency. Personnel allocated to this area are responsible for the agency's sponsorship and local administration of the Branch Hillsdale St. Joseph Health Plan. This area of the agency is authorized by Sections 2433 and 2435 of the Public Health Code, and evaluated for contract compliance by the Michigan Department of Community Health.

Public Health Goal: Promote the health, vitality, and independence of all people.

Objectives for 2007/8:

1. The agency shall provide active management participation in the local human services Community Collaboratives in all three counties.
2. The agency shall work with the local Community Collaboratives to analyze and interpret health data and health problems.
3. The agency shall maintain current information on indicators of the community's health including indicators of disease, injury, risks, mortality, and population changes.
4. The agency shall post current information on indicators of the community's health on the agency's web site.
5. The agency shall develop grant applications, and partner with other local agencies and organizations as a collaborative effort when appropriate.
6. The agency shall implement the regional SAFE KIDS Community Partnership Plan with activities aimed at reducing unintentional injury to children less than 15 years of age.
7. The agency shall provide quick, accurate, and effective risk communication through the agency's web site and other telecommunication media as needed.
8. The agency shall conduct collaborative community health education programs as needed.

**Medicaid Enrollment & Outreach** - This program consists of providing education, outreach, and referral to community services to individuals. Education efforts include providing written health information that is culturally sensitive and understandable. Outreach services include linking individuals and community groups to existing services within the agency and external to the agency. Referral services include assistance to gain access to the MICHILD, MOMS, and Healthy Kids systems. Services provided under this program are authorized by Section 2433 of the Public Health Code, compliant with appropriate state policy directives, and evaluated for contact compliance by the Michigan Department of Community Health.

Public Health Goal: Promote the health, vitality, and self-sufficiency of all people.

Objectives for 2007/8:

1. The agency shall be represented at community events to promote the agency's programs.
2. The agency shall provide assistance to individuals in assessing eligibility and completing applications to MICHILD, MOMS, and Health Kids.

**Children Special Health Care Services** - This program provides a range of services to children with special health needs and their families. These services support the goals of prevention, early diagnosis, comprehensive assessment, medical care and treatment and management of services to meet identified needs. Services provided under this program are authorized by Section 2433 of the Public Health Code, compliant with appropriate state policy directives, and evaluated by the Michigan Department of Community Health.

Public Health Goal: Promote the health, vitality, and self-sufficiency of all people.

Objectives for 2007/8:

1. The agency shall provide assessment services for 725 clients.
2. The agency shall provide Care Coordination services for 360 clients.
3. The agency shall provide Case Management service for 10 families.
4. The agency shall provide continuing support services for all 725 current clients.

**School Vision and Hearing** - The services provided under these program services include screening, testing, diagnosis and evaluation of vision and hearing problems, referral and health education for the prevention of blindness and deafness. Vision services include screening, health education and referral for the prevention of blindness. The primary foci of both services are preschool (ages 3 - 5) and school aged children.

Services provided under these programs are authorized by Section Sections 2433 and 2473 of the Public Health Code, complaint with the MDCH Vision Technicians Manual and MDCH Public Health Hearing Screening Manual, and evaluated by the Local Public Health Accreditation Program (Sections J and N).

Public Health Goal: Reduce blindness, deafness, and vision and hearing impairment in children and adolescents aged 17 years and younger.

Objectives for 2007/8:

1. The agency shall provide vision and hearing screening and testing services to at least 17,000 preschool and school age children.
2. The agency shall schedule and provide vision and hearing clinics for pre-school entrants prior to school requirements for screening.
3. The agency shall work with schools to provide screenings prior to entry into kindergarten (round-up).

**Tobacco Reduction** - This program includes the ongoing support and maintenance of the district's one bi-county (Branch & Hillsdale) tobacco reduction action coalition. The tobacco reduction action coalition seeks to educate the public and advocate for a healthy, smoke free environment. Services provided by this program are authorized by Section 2433 of the Public Health Code, compliant with guidance documents from the Michigan Department of Community Health, and evaluated for contract compliance by the Michigan Department of Community Health.

Public Health Goal: Reduce disease, disability, and death related to tobacco use and exposure to secondhand smoke.

Objectives for 2007/8:

1. Increase awareness of the Michigan Tobacco Quitline services, and promote smoking cessation to the community
2. Develop a media plan to garner attention to promote smoking cessation. Use both earned and paid media strategies

**Parent Education Programs** - The projects and programs in this area strive to reduce child abuse and neglect and promote the health and school readiness of children who are at higher risk. These services are provided to children, pregnant parents, and families through group activities and in their home environments. The services provided in this area are authorized by Section 2433 of the Public Health Code, compliant with the specific contractual requirements, and evaluated by the specific sponsors of the projects and programs.

Public Health Goal: Promote the health, vitality, and self-sufficiency of all people.

Objectives for 2007/8:

1. The agency shall provide group activities and home-based services to 65 families and 20 teen parents through the Health Beginnings Program in Hillsdale County.
2. The agency shall provide group activities and home-based services to 220 families through the Healthy Families Program in St. Joseph County.

**Diabetes Outreach Network** - The Southern Michigan Diabetes Outreach Network functions as an autonomous unit within the Community Health Agency. The 10 county diabetes outreach network seeks to create meaningful partnerships between persons with diabetes, the medical community and the public health community to ensure comprehensive diabetes education and management. The network is also responsible for collecting surveillance data to measure improvement in the care and health outcomes for citizens with diabetes. Services provided by this program are authorized by Section 2433 of the Public Health Code, compliant with national diabetes management protocols, and evaluated for contract compliance by the Michigan Department of Community Health.

Public Health Goal: Reduce needless disease and economic burden for all persons with, or at risk for, diabetes mellitus.

Objectives for 2007/8:

1. Educate consumers, communities, health care delivery agencies, health care providers, and legislators on the importance of sufficient funding to sustain and maintain
2. Pre-diabetes, diabetes self-management, implementation of quality diabetes care and education resources.
3. Develop collaborative partnerships with the Federally Qualified Health Centers (FQHC) in the region by interacting with and supporting staff providing services for their populations with diabetes.
4. Collaborate and partner with key partners to include but not limited to: The National Kidney Foundation of Michigan (NKFM) American Heart Association (AHA), American Diabetes Association (ADA), Michigan Association of Health Plans (MAPH), and Michigan Organization of Diabetes Educators (MODE).

5. Educate consumers, communities, health care delivery agencies, health care providers, and legislators on the importance of pre-diabetes, diabetes self-management, implementation of quality diabetes care and education, and of the need to have sufficient funding to sustain these network activities.
6. Promote national and state initiatives including the National Diabetes Education Program (NDEP), and other initiatives identified by MDPCP.
7. Coordinate regional media activity (PSAs, fliers, advertisements) among the 6 networks to foster a consistent statewide dissemination of information/materials.
8. Disseminate federal or state campaign materials, promoting annual flu and pneumococcal immunization for people with diabetes and their families.
9. Exhibit and provide educational materials at the Michigan Department of Community Health Regional Immunization Conferences.
10. In one (1) regional, media or public relations campaign or community awareness event, DON features the message, web address, and media materials for the Michigan Surgeon Generals' Healthy Lifestyle campaign.

## **CORE SUPPORT SERVICES & SPECIAL PROJECTS**

**Operations Management** - The duties performed under this area include the day-to-day management activities related to maintaining agency facilities, personnel management, and liability risk management. Other functions performed under this area include all agency purchasing and receiving activities. This area of the agency is authorized under Section 2431 of the Public Health Code and is evaluated by the Local Public Health Accreditation Program (Section I – 2007 Tool).

Objectives for 2007/8:

1. The agency shall continue to update the agency's Personnel Policy Manual, Employee Handbook, Employee Information Booklet and Supervisory Handbook as deemed necessary and submitted for approval by the Board of Health.
2. The agency shall continue to assure compliance with the existing and emerging Health Insurance Portability and Accountability Act (HIPAA) guidelines and requirements.
3. The agency shall continue to assure compliance with the existing and emerging Freedom of Information Act (FOIA) guidelines and requirements.
4. The agency shall continue to gather relevant employee salary and fringe benefit compensation information to assure the recruitment and retention of a competent and effective workforce.

5. The agency shall conduct routine checks of equipment and facilities to assure the continued safety and functioning of the agency's environmental infrastructure.
6. The agency shall continue to improve the agency's facilities to enhance the productivity of the agency's employees and meet the needs of the community.
7. The agency shall continue to partner with other entities within our counties that provide services to our community by providing appropriate space within our facilities as deemed necessary.
8. The agency continues to review and improve the facilities equipment (i.e. phones, cell phones, copy machines, fax machines, etc.) as it becomes necessary and affordable.

**Financial and Information System Management** – The duties performed under this area include the day-to-day management of the agency accounting and management information systems. Other functions performed under this area include budget development, financial and statistical report generation and analysis. This area of the agency is authorized under Sections 2431 of the Public Health Code, compliant with Generally Accepted Accounting Principles, and is evaluated by the Local Public Health Accreditation Program (Sections I –2007 Tool).

#### Objectives for 2007/8: Financial

1. The agency continues to review and improve the facilities equipment (i.e. phones, cell phones, copy machines, fax machines, etc.) as it becomes necessary and affordable.
2. Continue to Organize and Purge Files in Storage, working with supervisory staff to establish annual schedule in compliance with State record retention guidelines.
3. Explore the Fish Program - to investigate various organizations (Hospital) to determine how time consuming, how beneficial, cost, and what evaluations have been made of increased productivity. We will determine what type of system this Agency will need.
4. Continue our Cross Training Schedule.
5. Explore the possibility of an Automatic Payment for Monthly A/P Invoices. Evaluate the CMHC system (with MIS help) to determine if our system can enter the Invoice information and post without issuing a check.
6. To create in Excel a Master Payroll Worksheet This worksheet will contain information for all Employees with dates for Raises, Longevity and Yrs. of Service. Our goal is to eliminate errors in processing payroll.
7. Continue to purge outdated Employee Information in CMHC.
8. Evaluate outsourcing billing for immunizations.

## Objectives for 2007/8: MIS

1. Increase efficiency with data processing system applications. Implement a time tracking system that will effectively document Medicaid Outreach and other program requirements.
2. Attend conferences to keep up to date on CMHC system improvements and to gather user requested information.
3. Research available options for clinical and financial software opportunities that would increase efficiency and be cost effective.
4. Investigate options for billing cycles, including outsourcing.
5. Install network printers throughout the Agency to track and reduce consumable costs.
6. Implement paperless systems for the WIC program. Work with State and Clinic staff to plan, train, install and support hardware and software for the Electronic Benefits Transfer.
7. Install hardware and software in all necessary areas to support the MIWIC system, eliminating the need for paper charts.
8. Set up SODON as part of the Agency network in Three Rivers.
9. Automate Vaccine Inventory Management, including VFC ordering.
10. Implement Vaccine Inventory Management (VIMBP) on the SSO MCIR  
Create an environment for Purchasing which will be conducive to cost saving and budgeting.
11. Review and update current systems and policies as a committee to be more efficient in purchasing, costing, and monitoring supplies and vaccines.
12. Reduce/eliminate Agency spam mail. Work with MX Logic to manage filtering for each mailbox.

**Area Agency On Aging** - The Area Agency on Aging functions as an autonomous department within the Community Health Agency and is responsible for administering

federal and state funds associated with the Older American's Act (OAA) and Older Michigan's Act (OMA) programs; developing multi-year plans, advocating for service needs and developing, implementing, and monitoring service contracts with local service providers in Branch and St. Joseph Counties. Service provided by this area of the agency is authorized by the Branch County and St. Joseph County Board of Commissioners, Section 2433 of the Public Health Code, compliant with the standards and rules under the federal OAA and state OMA, and evaluated for contract compliance by the Office of Services to the Aging, Michigan Department of Community Health.

Public Health Goal: Promote the health, vitality, and independence of older and disabled citizens.

Objectives for 2007/8:

1. The agency shall continue advocacy efforts to strengthen long-term care services and supports across the region, including collaborating with southwest Michigan partners involved in the single point of entry demonstration project.
2. The agency shall continue workgroup participation and community networking surrounding the issues of housing and transportation – safety, affordability, and accessibility continue to be our largest concerns.
3. The agency shall increase marketing and outreach activities within the planning and service area in an effort to educate the general public regarding local services and resources available.
4. The agency shall continue to enhance the State Care Management program including: clients served, services arranged/purchased, local agreements, community outreach and program development activities.
5. The agency shall continue to maintain error-free and timely programmatic reporting of program and services provided by contract through the agency.