

Rayder 1956 Football Squad Has Exams



Dr. Josh Meyerson, medical director with the Health Department of Northwest Michigan, was the first recipient of the COVID-19 vaccine on Dec



**One year,
more than
129,000
vaccines**

Steve Foley

The Petoskey News-Review



**HEALTH
DEPARTMENT**
of Northwest Michigan

2021 ANNUAL REPORT

Serving Antrim, Charlevoix, Emmet and Otsego Counties

PROTECTING AND PROMOTING PUBLIC HEALTH FOR 90+ YEARS

1930-2021

HEALTH DEPARTMENT 2021 LEADERSHIP TEAM

Health Officer

Lisa Peacock *MSN, MPH, RN, WHNP-BC*

Deputy Health Officer

Natalie Kasiborski *PhD, LMSW, MPH*
(January-October)

Medical Director

Joshua Meyerson *MD, MPH*

Director of Community Health

Kathleen Jakinovich *MPH*

Director of Regional Planning

Jane Sundmacher *M.Ed*

Director of Family Health

Amanda Thompson *MSN, RN*

Director of Environmental Health

Dan Thorell *MS, RS*

Chief Financial and Administrative Officer

Terry Tollas

2021 BOARD OF HEALTH MEMBERS

Antrim County

Karen Bargy *Chair*

Jarris Rubingh

Charlevoix County

Shirley Roloff

Scott Hankins

Emmet County

Dave Bachelor
(through September 2021)

David White
(through September 2021)

Matt Koontz
(November 2021-present)

Charlie MacInnis
(November 2021-present)

Otsego County

Julie Powers

Rob Pallarito

LETTER TO OUR COMMUNITY

While reflecting on 2021, we brainstormed a few words to describe the year. The words that best depict our staff and agency are *commitment*, *growth*, and *collaboration*. As the demands of COVID-19 kept us adapting to the changing variants and the needs of our citizens, one thing never wavered – our commitment to our communities.

The dedication of our full-time and temporary staff, community partners, and hundreds of volunteers exhibited an incredible level of commitment – the kind required to keep our communities healthy and protected amid the continuing pandemic.

From staff shifting to new roles and responsibilities and meeting new needs of the community, to the hundreds of committed volunteers who activated to help meet public demand for vaccinations, we simply could not have done it without the support and collaboration of the community.

Together, we stepped up to the task. The challenges led to growth and an even deeper resolve to serve people through public health.

Not only was 2021 a year of growth for our agency, but it was also the 90th year of service for the Health Department of Northwest Michigan. Major developments in the field of medicine and health have occurred since our founding. In the 1930s, scientists developed vaccines for crippling diseases and new “sulfa” drugs promised therapy for a wide range of infections. New anesthetics made surgery safer and less painful.

During the past 90 years, two factors have shaped the modern public health system: first, the growth of scientific knowledge helping to control disease; and second, the growth of public acceptance of disease control as both a possibility and public responsibility. As scientific knowledge has grown, public authorities have expanded to take on new tasks, including sanitation, immunization, regulation, health education, and personal healthcare. The history of the public health system is a history of bringing knowledge and healthcare standards together in the public arena to shape our approach to health problems.

On the following pages you will read about the work our staff, along with other partners, did to continue to provide the myriad of services our Health Department offers to help provide pure water to drink, safe food establishments to visit with family and friends, and other lifesaving programs that benefit children, men, and women. Throughout the pandemic, our staff continued to provide our essential services and did so professionally and empathetically.

We hope you enjoy reading the highlights of the challenging, but amazing year our staff, volunteers, and communities have shared.



Joshua Meyerson

DR. JOSHUA MEYERSON
MD, MPH

Medical Director

Lisa M. Peacock

LISA PEACOCK
MSN, MPH, RN, WHNP-BC
Health Officer

*Governor Gretchen Whitmer (left)
tours a COVID-19 clinic in May 2021
with Dr. Meyerson and Lisa Peacock.*

THANK YOU TO OUR PARTNERS & GRANT SOURCES

Health Department of Northwest Michigan Grants and Community Support 2021

Arab Community Center
for Economic and Social
Services (ACCESS)
Antrim County High Tea
Bayview Golf Club
Bellaire Lioness Club
Blue Cross Blue Shield
CDC Drug Free Communities
Center for Sharing Public
Health Services
Char-Em United Way
Charlevoix County
Community Foundation
Charlevoix-Emmet Intermediate
School District
Cheboygan Otsego Presque Isle
Educational Service District
Health Resources and Services
Administration Rural Health Network
McLaren Central Michigan
McLaren Northern Michigan
McLaren Northern
Michigan Foundation
Michigan Association of Local
Public Health (MALPH)
Michigan Department of
Environment, Great Lakes
and Energy (EGLE)
Michigan Department of
Health and Human Services
Michigan Department of Licensing
and Regulatory Affairs

Michigan Fitness Foundation
Michigan Health Endowment Fund
Michigan Primary Care Association
Michigan Public Health Institute
Michigan State University Extension
Munson Healthcare
National Association for City and
County Health Officials (NACCHO)
Northern Michigan Regional Entity
Otsego County Community
Foundation
Pellston Public Schools
Petoskey-Harbor Springs Area
Community Foundation
Petoskey Rotary Sunrise Charities
Rotary Charities of Traverse City
Run Walk Cure
Spectrum Health
Tobacco Free Michigan
Action Coalition
United States Department
of Agriculture
United States Substance Abuse and
Mental Health Services Administration
Ward & Eis Gallery
Ye Nynne Olde Holles Golf
Club - Ladies League
Zonta Club of Petoskey

Dental Clinics North Grants and Community Support 2021

Benzie County Council on Aging
Blue Cross Blue Shield
- Healthy Kids Dental
David and Linda Wiseley
Delta Dental Foundation
East Jordan Family Health Center
Grand Traverse Regional
Community Foundation
Leelanau County Senior Services
Michigan Rehabilitation Services
Northwest Michigan Community
Action Agency Head Start
Shawono Center
The Father Fred Foundation
Veterans Affairs



BATTLING COVID-19 WITH STAFF, VOLUNTEERS, AND PARTNERS

Our pledge to keep our community residents healthy and safe continued in 2021 as we stepped up our efforts to reach citizens and school communities wishing to be vaccinated, tested, and educated about COVID-19. This team effort involved Health Department employees taking on new roles, community volunteers giving their time and talent, other health partners offering valuable assistance, and our agency's ability to pivot to meet ever-changing community needs.

» BEAVER ISLAND: UNIQUELY SERVED

Located 30 miles offshore from the City of Charlevoix, with approximately 600 year-round residents, Beaver Island faced its own unique challenges during the pandemic. In his own words, Beaver Island Superintendent-Principal, Wil Cwikiel, shares how Health Department staff helped his community.



Superintendent-Principal, Wil Cwikiel, leads a field trip on Beaver Island.

"During the pandemic, the Health Department of Northwest Michigan leadership held ongoing meetings with school leaders throughout northern Michigan to keep us updated on the latest information related to the virus, policy changes at the

federal, state, and local levels, and provided evidence-based guidance on how to keep our students as safe as possible. Knowing that the Beaver Island community is both isolated and vulnerable, the Health Department invested a lot of resources to ensure that everyone on the island who wanted to get their COVID-19 vaccination could do so. Working from the philosophy that a healthy community means a healthy school, Beaver Island Community School was honored to partner with the Health Department to host community-wide vaccination clinics. Perhaps most importantly, the Health Department assigned a dedicated liaison to each school district in their service area. Throughout the entire trajectory of the COVID-19 pandemic, our school liaison was always available to help us navigate issues related to quarantines and contact tracing and answer specific questions about anything health related. From a personal perspective, it was wonderfully reassuring to know that public health expertise was just a phone call away."

- Wil Cwikiel, Beaver Island Community School Superintendent-Principal

» EQUAL ACCESS FOR ALL

While COVID-19 impacts all of us, some community members face additional barriers to health and healthcare access due to social conditions and, in turn, experience greater risk for poor outcomes in times of COVID and beyond.

To help meet our mission to promote health equity, the Health Department secured a COVID-19 Workforce Development grant from the National Association of County and City Health Officials to address equitable access to the COVID-19 vaccines among residents in our four counties. The initiative involved:

- Conducting interviews with older adults, youth, and residents identified as having the highest social vulnerability index (SVI) score (lack of access to transportation, crowded housing, and poverty, among others). As a result, the Health Department sent direct-mail postcards to select populations, modified registration from online to telephone for those without internet access and partnered with senior centers to assist with outreach to vulnerable populations.
- Reviewing accessibility of the COVID-19 clinics for all community members. As a result, the Health

Department partnered with the Disability Network of Northern Michigan to develop clinic accessibility guidelines, partnered with community volunteers to translate clinic materials into Spanish, identified locations with the lowest vaccine uptake and highest SVI, and partnered with local businesses, food pantries, jails, and other agencies to host pop-up vaccine clinics for those communities. We also partnered with EMS to vaccinate homebound residents.

- Training to enhance Health Department staff's capacity to apply equity principles in their daily work life to remove any barriers clients may face.



Madison McCullough, Community Health Coordinator, interviews a resident about clinic accessibility.

» COMMUNITY VOLUNTEERS

More than 175 community heroes answered our call to serve as volunteers at Health Department COVID-19 vaccination clinics throughout the region. Working together with staff and other providers, these volunteers supported COVID-19 clinic operations by greeting clients, providing directions through the building, refilling supplies, administering vaccinations (if qualified), monitoring clients after immunizations, and performing security to support local law enforcement. We were able to serve our communities on a large scale that would not have been possible without the help, support, and dedication of our community volunteers!

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“When the pandemic started and vaccines became available, I was very interested in getting vaccinated myself and in having as many people in the community vaccinated as possible. At first, I called people to set up appointments to be vaccinated at the clinics. Then at the clinics, I worked at the registration tables to verify identities and input data as people came to be vaccinated. I probably worked five or six clinics at Gaylord High School and E-Free Church. I was impressed with the professionalism and efficiency of the Health Department staff and the way the clinics were run. I found the work to be very rewarding and felt I was helping to make an impact on the community. People were very relieved to be able to get the vaccine.”



CHERIE NUTTER

Community volunteer and enthusiast from Otsego County. The retired school human resources director has lived in Otsego County for 25 years.

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“As soon as the Health Department announced they were going to have volunteers help with vaccination clinics I volunteered. I owed it to my community to do so. My father had polio and my mother had tuberculosis. These diseases are unknown in our community because of vaccination and public health efforts. I served at 25 vaccination clinics and gave over 1,650 vaccine shots between January and June 2021. It was very rewarding to work with a remarkable team of community members and Health Department employees who put on incredibly well-organized clinics. The dedicated and capable Health Department nurses and employees deserve our greatest respect and thanks.”



PAUL BLANCHARD, MD

Petoskey resident and internal medicine physician since 1987, pictured elbow bumping with Governor Gretchen Whitmer.

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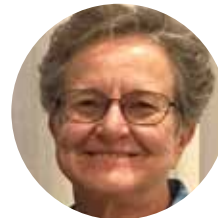
“I served as a greeter/people mover/CDC V-Safe explainer in Petoskey and Charlevoix at probably 10 clinics. It was such a rewarding experience. People were so happy to be able to be immunized. They were grateful to the staff and volunteers. Clinics were such happy places to be! The other volunteers were delightful, and the Health Department staff members were so professional and hard-working. It was truly an honor to fill this easy, happy, little role to help my community and our stellar Health Department.”

LISA BLANCHARD

Dedicated community member and volunteer on numerous boards, who has lived in Petoskey 35 years.

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“I strongly believe in the efficacy of vaccines and that receiving the COVID vaccine is the most efficient and reliable avenue for both mitigating the spread of the disease and protection for individuals. I worked two to three times a month, January through May, administering the vaccine, primarily at the Helena Township Hall. The group of non-health professionals I worked with were amazing – very helpful and friendly – and spent many hours outside in the cold. The Health Department nurses are phenomenal! They were efficient and professional and were always willing to help. I learned a lot from them. Most of the clients receiving the vaccine were excited and grateful. Their smiles (through their eyes) and gratitude were infectious, and it was a pleasure to interact with them.”



JANICE LONDON

Retired registered nurse after a 40-year career, and resident of Kewadin, Antrim County, for the past three years.

COMMUNITY HEALTH: STRENGTHENING & NURTURING COMMUNITIES

From implementing SNAP-Ed nutrition programs in local schools and substance use prevention programs, to clinics at area middle and high schools that provide students with direct access to nurses, nurse practitioners, or social workers – community and wellness are at the heart of the work in the Community Health Division.



Health Department Market Champions (top to bottom) Emily Lesky, Judi Marlin, and Lynne DeMoor on site at three of the five participating local farmers markets during the summer of 2021.

During a challenging year for many, staff in Community Health sought numerous funding opportunities to directly benefit local communities. In late 2020, the Health Department of Northwest Michigan was awarded the Farmers Market Promotion Program (FMPP) grant from the United States Department of Agriculture (USDA). Staff excitedly started preparing to support the local farmers markets – building relationships with and offering support to farmers market managers ahead of the 2021 market season.

In the summer of 2021, Community Health staff began attending five local farmers markets each week as Market Champions to directly support local farmers and residents in Antrim, Charlevoix, Emmet, and Otsego counties with the FMPP grant, which will be received over three years.

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“When we shop locally, we support and meet our local food growers.

There are so many benefits to buying from farmers markets – local food has less time until it’s on your table, retaining more nutrients!”

LYNNE DEMOOR, MS, RDN

Community Health Coordinator/Nutritionist

”

Knowing the benefits of farmers markets for communities, the local economy, and local farmers, Market Champions worked in concert with market managers at Boyne City Farmers Market, Charlevoix Farmers Market, Downtown Gaylord Farmers Market, Downtown Petoskey Farmers Market, and Mancelona Farmers Market to increase foot traffic and support market managers in promoting the markets.

The Market Champions were ambassadors, doing outreach to help bring more people to the markets. Each week they provided recipes, tips, food demonstrations, and opportunities for the public to learn more about the unique features of each market.



Lynne DeMoor, Community Health Coordinator/Nutritionist, shares recipes, tips, and answers questions during the Downtown Petoskey Farmers Market.

Market Champions worked hard to not only promote the markets and local farmers, but to increase visibility and knowledge of Supplemental Nutrition Assistance Program (SNAP) food benefit card usage. All five markets supported by Market Champions accepted SNAP food benefit cards (also known as Bridge Cards, EBT, or food assistance) from shoppers to purchase fresh, local items from the farmers.

An additional SNAP grant allows Health Department staff to provide education, physical activity and healthy food tastings at various schools. The interaction encourages the students to try new fruits and vegetables and offers age-appropriate education on the nutritional benefits of fresh foods.



Developed by Health Department staff, new food benefit signage indicates which farmers market stands accept food assistance benefits as payments. Pictured is a sample with all three food benefit cards and the Double Up Food Bucks card.

DID YOU KNOW?



Not only do all five of the markets supported by Health Department Market Champions accept SNAP food benefit cards – they also participate in the Double Up Food Bucks program. This

program matches the SNAP food assistance and Pandemic EBT dollars spent on fruits and vegetables giving clients a dollar-for-dollar match of up to \$20 per visit to spend on more produce!



ENVIRONMENTAL HEALTH: KEEPING OUR COMMUNITIES SAFE

Great strides were made in 2021 in two major areas within the Environmental Health Division: expansion of the agency's laboratory and related services and continued service and education to area businesses through food inspections.

At the end of 2020 and into 2021, the lab located in the Health Department's Gaylord office received funding by the Michigan Bureau of Laboratories to expand from approximately 500 to 2,300 square feet and become certified as a high complexity microbiology laboratory. As the Northern Michigan Regional Public Health Laboratory, testing expanded into the analysis of clinical specimens for Sars-CoV-2, as well as other pathogens.

The lab was also awarded a \$1.7 million grant as part of a statewide project for COVID-19 wastewater surveillance. Currently, 18 testing sites – including wastewater treatment plants, school systems, and congregate care facilities – are sampled and analyzed for COVID. This service has become a key tool to better serve our community during the pandemic.

When someone is infected with the virus, they can shed viral particles through fecal matter up to two weeks prior to showing symptoms. By monitoring wastewater from specific facilities, Health Department staff can predict if that facility will have an outbreak. If a spike is detected, staff provides testing to that facility and helps identify and isolate the positive case(s) before an outbreak occurs.

To make this information easy to obtain, an interactive dashboard was created. To visit the dashboard live, visit tinyurl.com/48kfh3b2 or scan the QR code below.



Northern Michigan Regional Laboratory Supervisor, Amy Milbrandt, showcases the Luminex system (far right), which allows the lab to process clinical samples more efficiently.



Cheryl Coale, regional lab manager, stands in the original part of the lab, continuing her long-time work processing water samples that support public safety.



Dairy Grille owner, Terry Hayden (left), values food inspections by Health Department staff.

Another way Environmental Health adds to the quality of living and working in northern Michigan is through its food inspection program. In 2021, staff conducted more than 1,000 food inspections at venues ranging from pancake breakfasts at a firehall, to food trucks at venues ranging from a local fair, to brewery pubs and fine-dining establishments.



“Food inspections are conducted to help ensure food being served for immediate consumption is safe for the public.”

JEREMY FRUK
Food Sanitarian



“Food inspections are conducted to help ensure food being served for immediate consumption is safe for the public,” said Jeremy Fruk, Food Sanitarian II, who was promoted to Director of Environmental Health in 2022. “Inspections provide a way to see an establishment’s food safety procedures and allow the sanitarian to intervene if the procedures are deemed unsafe.

This benefits the public and establishment owner simultaneously. The owner adjusts his or her procedures to limit the risk of foodborne illness and the public enjoys the assurance of safe and healthy food.”

During a recent visit to Dairy Grille, an extremely popular walk-up ice cream and food shop in Charlevoix, Fruk checked the cold storage units, how burgers are cooked, and the cleanliness of the business. Fruk and owner, Terry Hayden, talked about new equipment recently added, equipment maintenance, and food safety procedures.

Hayden said he is pleased with how the inspections are conducted, and he plasters the results on the company’s social media.

“We want everyone to know that we have a clean place to eat,” he said. “We strive to keep everything as clean as possible, and we haven’t changed our product for three generations. We want things done right, 100%.”

Nodding, Fruk agrees with Hayden’s assessment of the food inspection process. “They are always open and are very responsive to our comments. We love working with businesses such as Dairy Grille to ensure that the public feels safe eating here,” Fruk said.



Food Sanitarian, Jeremy Fruk, inspects food storage.

FAMILY HEALTH: ONE STOP SHOP FOR LOCAL HEALTH NEEDS

Are you expecting? Have young children? Need support with healthcare services? The services you need can be found with the support of the Health Department's Family Health Division.

By calling the Health Department's central phone line, 800-432-4121, residents are connected to an in-house operator to help identify either the programs and services they may be eligible for or the staff who can assist them. From sexual health services to programs and services during pregnancy and beyond, the Health Department's Family Health staff are there for area residents during critical stages in family development.

The Women, Infants, and Children (WIC) program, found across the United States, is more than the supplemental food program people see advertised throughout grocery stores. Health Department WIC staff are available to support pregnant and current parents and guardians with children 0-5 years of age with nutrition, growth, and development related needs.

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“WIC not only supports traditional caregivers, but non-traditional as well. This includes but is not limited to single fathers, foster parents, and grandparents with legal custody.”



AMY PARISH, BSN, RN
Family Health Supervisor

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FAMILY HEALTH: 2021 HIGHLIGHT

Despite pandemic challenges, in late 2021, the Health Department was honored with the Gold Level Breastfeeding Award of Excellence. This designation means staff provide exemplary breastfeeding promotion and support in the Women, Infant, and Children (WIC) program and in our communities.



“The Health Department is the place to come when help is needed. We strive to support our breastfeeding mothers in a team approach. We offer breastfeeding education both virtually and in-person, as well as other layers of support through home visits or phone support. Our skilled staff include Internationally Board Certified Lactation Consultants (IBCLC), Lactation Specialists, Registered Nurses, and Peer Counselors. We have a great team!”

- Nan Graham, RN, IBCLC, Public Health Nurse



Public Health Nurse, Nan Graham (in mask), holds Carter, 3, during a home visit with Heather Bruce and her three children, including 1-year-old twins Reagan and Rylan and the family dog, Atlas.



During WIC appointments, families can receive vaccinations, fluoride tooth varnish, oral assessments, and lead testing. They are also able to receive direct support and education from registered nurses, registered dietitians, and Breastfeeding Peer Counselors who provide one-on-one nutrition education, assist with accessing supplemental food programs, breastfeeding support, and more.

Cyntia Miley and her daughter are a testament to the benefits of integrated services. Health Department nurse, Allie Monroe, meets with Cyntia and her daughter in their home as part of the Maternal Infant Health Program. During these visits, Monroe provides WIC

services and has referred the Emmet County mom to Young Lives, a group for teen moms up to age 20.

Programs are open to all families – regardless of pregnancy status – and clients are connected with an array of services regardless of financial status. Once connected with the WIC program they are linked to programs and services across their lifespan! While many think WIC enrollment is dependent upon enrollment in Medicaid or unemployment benefits, the eligibility for WIC reaches much wider and many parents may not know they are eligible for these beneficial services.

“*Not only was I connected to other young moms, but I was also educated about what milestones my daughter was reaching.*”

CYNTIA MILEY
WIC Client, Emmet County

DID YOU KNOW?



WIC provides access to fresh, frozen, and canned fruits and vegetables to help promote a healthy diet for families. Plus, WIC supports 49% of all infants in the United States!

REGIONAL PLANNING: A COLLABORATIVE POWERHOUSE

The Health Department's Regional Planning Division is small, but mighty! Staff within this division seek to improve the health and quality of life in communities across northern Michigan.

The work of MiThrive continued as a major initiative in 2021. The project unites a diverse group of partners and residents across 31 counties of northern lower Michigan to conduct a community health assessment to achieve shared goals. Bringing together a cross-sector group is key for this expansive work to ensure a collaborative community health improvement process.



MiThrive strives to improve health, increase health equity, and reduce unnecessary medical costs. MiThrive's focus is to reduce barriers to social determinants

of health such as healthcare access, affordable housing, healthy food, and transportation options, which together account for about 80% of the length of life and quality of life factors.

Despite the changing environment due to COVID-19, the MiThrive team continued engaging with partners, organizing and visioning in 2020 and 2021. In 2021, the team designed, planned, and implemented four key assessments using the Mobilizing for Action through Planning and Partnerships (MAPP) framework.

MAPP focuses on health from the community perspective to create a complete picture of the current

health status and better understand what changes are needed and how to get started with impactful programs. Using the four assessments of the MAPP framework, Health Department staff and regional partners collected data from residents of the 31-county region:

1 Community Health Status Assessment

100 local, state, and national indicators collected by county

2 Community Themes and Strengths Assessment

3,465 residents completed assessments

840 residents reporting barriers to social determinants of health engaged in Pulse Surveys

354 physicians, nurses, and other clinicians completed Healthcare Provider Surveys

3 Community System Assessment

152 participants from three Community System Assessment regional events

396 participants from 28 community collaborative meetings

4 Forces of Change Assessment

199 participants form three Forces of Change assessment regional events

Each assessment is designed to answer key questions as detailed in the graphic below.

COMMUNITY HEALTH STATUS ASSESSMENT



What health conditions exist in the community? e.g. mortality rates, prevalence, behavioral risk factors, demographics.

COMMUNITY THEMES AND STRENGTHS ASSESSMENT



What system weaknesses must be improved? What system strengths can be used? What short-term system performance opportunities are there?

COMMUNITY SYSTEM ASSESSMENT



What is important to community members? How do they perceive assets and quality of life in their communities? Getting community input.

FORCES OF CHANGE ASSESSMENT



What larger forces are at play in the world around us that could impact our plans? e.g. political climate, funding, demographic or population changes, trust in government, geography, hospital closures, new legislation.

Ensuring success, this work has been conducted by using Community Health Innovation Regions (CHIR). CHIR is a broad partnership of community organizations, local government agencies, business entities, healthcare providers, payers, and community members that come together to identify and implement strategies to address community priorities. CHIR exists to improve the wellbeing of a region and reduce unnecessary medical costs through collaboration and systems change.

For Antrim, Charlevoix, Emmet, and Otsego counties, the top issues identified for action through this strategic planning process were:

- Safe, affordable, accessible housing
- Access to quality mental health services
- Access to healthcare
- Reducing chronic disease rates in the region

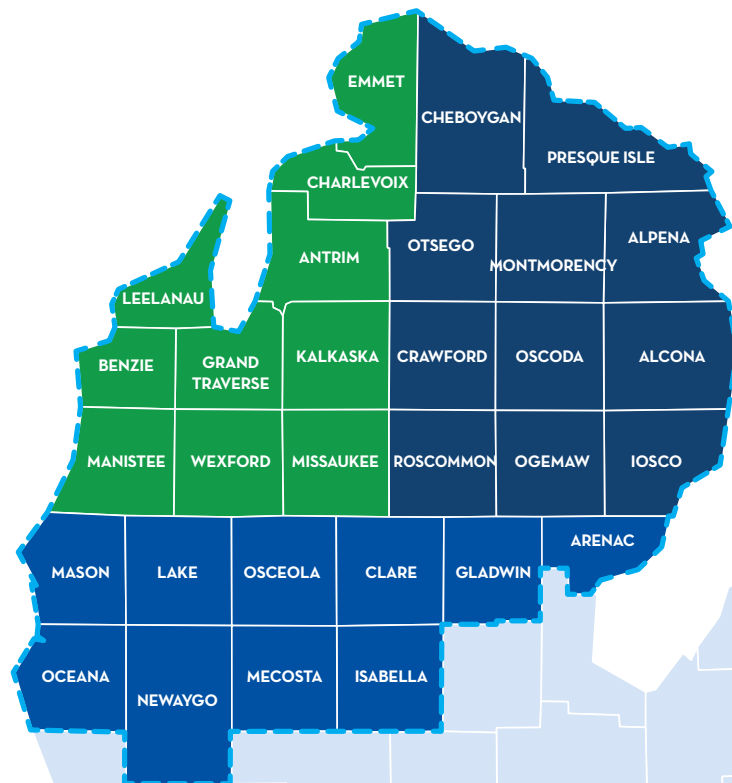
WHAT'S NEXT?

MiThrive staff have organized workgroups to set regional goals, objectives, and strategies and to determine community partners to help address these top issues.

The Health Department of Northwest Michigan's four counties fall within the Northwest and Northeast Community Health Innovation Regions. Together with a cross section of partners, progress is made in these regional workgroups that impacts policy and system change.

MAP LEGEND

- Northwest Community Health Innovation Region
- Northeast Community Health Innovation Region
- North Central Community Health Innovation Region
- Northern Michigan Community Health Innovation Region



“Leading the community health needs assessment is an important role for our Health Department. This process involves forming partnerships across multiple sectors, collecting and analyzing data about the health of the region, and setting goals and developing plans to improve community health.”

JANE SUNDMACHER

Director of Regional Planning, and
Executive Director of Northern Michigan
Community Health Innovation Region

ADMINISTRATIVE SERVICES: STELLAR WORK, STELLAR SERVICE

Administrative Services staff went well beyond performing their jobs in 2021. IT staff were called upon to help with large COVID-19 clinics. Human resources and finance staff helped on the front lines and behind the scenes. Administrative office personnel did double duty in the office and in the community. Here are a few examples of their stellar work:

When Health Department staff moved to a hybrid of remote work with in-office staff, they were restricted to a few members in each office due to quarantine procedures. IT staff provided training and procedures for those needing remote access to onsite servers and systems. Moving to remote operations accelerated implementation of Microsoft Teams as a major communications platform with video and instant messaging, files sharing, and more.

Most remote operations required updated policies. As the COVID-19 vaccines began to be distributed in late 2020 and into 2021, IT staff assisted at large vaccination clinics by distributing laptops and hotspots for internet access, when needed, and assisting temporary staff with the process of accessing the medical records system called Patagonia.

As the pandemic heightened, Human Resources staff recruited, screened, hired, and oriented more than 40 temporary staff to assist in a variety of positions, including nursing, technicians, logistics, medical billing, couriers, contact tracers, and communications. In addition to maintaining the regular functions necessary to support the agency's 140 permanent staff, Human Resources staff also helped register clients at large COVID-19 vaccination clinics.

Finance staff (medical billers and accounts payable team members) rolled up their sleeves to help either hands-on or behind-the-scenes during the pandemic. For example, medical billers assisted with client registration at COVID clinics, trained temporary Public Health Technicians on insurance verification, assisted clinical staff with billing questions that occurred during COVID clinics and after-hours, and assisted with three mass mailing projects to update insurance information on 6,000 clients to enable billing for COVID vaccines.

Accounts Payable staff helped the COVID leadership team with securing the necessary items to facilitate large scale community COVID vaccination events – ranging from trucks, trailers, mobile medical unit, tents, clinical supplies, office supplies, traffic cones, digital traffic signs/message boards, media advertising, and much more.

Even with this additional workload, medical billers took

on training new full-time and temporary part-time reimbursement specialists, maintained billing for 12 Family Health Programs and 22 Child and Adolescent Health school site locations.

Despite the increase in workload due to COVID purchases, Accounts Payable moved to a paperless filing system, eliminating the need for approximately five cases of paper annually (25,000 sheets of paper) and allowed other users access to view Accounts Payable invoices.

Administrative support staff also took on new roles during the pandemic – while keeping all the balls in the air to help run the busy offices across the Health Department's four county region. They handled phone calls and emails concerning COVID from residents, other providers, schools – helping to provide answers to the countless questions that were being asked. Others volunteered at COVID clinics or worked weekends and holidays to keep up with the heavy workload as cases surged. These troopers took on additional duties while still supporting clients who called and walked through the office doors with questions about family health clinics, sanitation permits, residential water testing, animal bites or the myriad of other services offered by the Health Department.



Administrative Services staff - as represented by Chris LaCroix (Information Technology), Amy Decker (Finance), Jennifer Kenney (Finance Purchasing/Administrative Assistant), and Laura Kemp (Human Resources), as well as others - stepped up during 2021 to perform tasks not typically associated with their jobs as part of COVID-19 community outreach efforts.

DENTAL CLINICS NORTH A YEAR OF REVIVAL

Dental Clinics North, a partnership of six local Health Departments in northern lower Michigan, formed in 1999 to increase access to oral healthcare for low-income children and adults with Medicaid. Despite the pandemic, staff effectively managed to safely operate clinics and serve clients. Due to dedication and innovative leadership, Dental Clinics North staff increased the number of clients they served in 2020.



**Dental Clinic North Clients Served in
Health Department of Northwest Michigan
Jurisdiction**

County of Residence	Unique Clients	Total Office Visits	Clients Receiving Assistance Through the Northern Dental Plan and the Dental Assistance Fund
Antrim	1,954	4,348	243
Charlevoix	2,076	4,401	313
Emmet	3,023	6,478	413
Otsego	2,881	6,639	352
TOTAL	9,934	21,866	1,321

Dental Clinics North, a partnership with six local Health Departments in northern lower Michigan, formed in 1999 to increase access to oral healthcare for low-income children and adults with Medicaid. In 2021, Dental Clinics North served 28,200 clients through 62,353 office visits.

**Dental Clinics North Clients
Served by Office Location***

County of Residence	*Clients Served	Total Office Visits
Alpena	2,389	4,635
Beaver Island	147	264
Cheboygan	2,535	5,435
East Jordan	1,902	4,018
Gaylord	4,375	9,873
Mancelona	2,275	5,087
Petoskey	3,513	7,545
Traverse City	7,118	16,679
West Branch	3,767	8,638
Hospital	179	179
TOTAL	28,200	62,353

* Some clients were served at multiple clinics and are included in each location total.

HEALTH DEPARTMENT BY THE NUMBERS



PREVENTATIVE HEALTHCARE

170 Breast and Cervical Cancer Screenings Conducted

10 Breast Cancers Detected

2 Cervical Cancers Detected

158 WISEWOMAN Disease Prevention Screenings

80 Non-Breast and Cervical Cancer Control Navigation Program Visits

86 Breast Health Assistance Fund Clients Served

122 Breast Health Assistance Fund Services Covered



DISEASE & INFECTION CONTROL

7,136 Non-COVID-19 Vaccines Administered

8,949 Non-COVID-19 Vaccines Distributed to Providers

622 Sexual Health Service Visits

251 Sexual Health Service Clients

243 Sexually Transmitted Infection Investigations

18 Vaccine-Preventable Disease Investigations

191 Other Contagious Disease Investigations (excluding STI, VPD, and COVID)



COVID-19

54,825 Vaccines Administered

12,377 Vaccines Redistributed to Providers

1,692 Tests Run at Health Department's Northern Michigan Regional Lab

11,951 Case Investigations

56.9% Percentage of Residents Age 5+ with First Dose

72.2% Percentage of Residents Age 40+ Fully Vaccinated



FAMILY HEALTH

412	Families Enrolled in Children's Special Healthcare Services	3,524	Maternal Infant Health Program (MIHP) Home Visits Conducted:
905	Pre-School Aged Children Screened for Vision	1,778	Telehealth
5,644	School-Aged Children Screened for Vision	378	In-Office
616	Referred to Eye Doctor	1,368	In-Home
709	Pre-School Aged Children Screened for Hearing	690	Children Screened for Lead Poisoning
2,904	School-Aged Children Screened for Hearing	65	Newborn Home Visits
55	Referred to Ear Doctor	1,327	Healthy Families Northern Michigan Home Visits



ENVIRONMENTAL HEALTH

19	Inland Lakes Beaches Monitored	1,060	Septic Permits
220	Total Inland Lakes Samples Analyzed	1,027	Well Permits
29	Great Lakes Beaches Monitored	209	Site Evaluations
241	Total Great Lakes Samples Analyzed	243	Existing Septic and Drinking Water System Evaluations
		1,175	Food Service Establishment Inspections



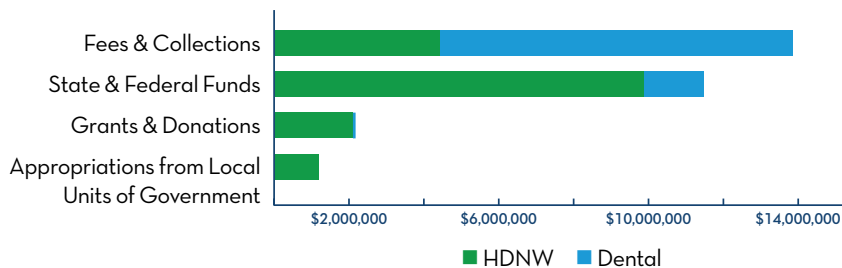
For a comprehensive five-year list of the reported communicable diseases within the four-county jurisdiction of the Health Department of Northwest Michigan, visit: nwhealth.org/pubs/5%20Year%20CD%20Report.pdf.

For easy access, scan this QR code with your smart phone.

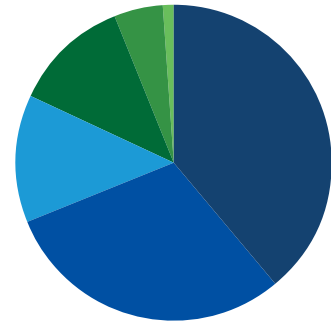
ANNUAL FINANCIAL REPORT

Revenue by Funding Source

	HDNW	DENTAL	TOTAL
Fees & Collections	\$4,319,789	\$9,633,701	\$13,953,490
State & Federal Funds	\$9,934,228	\$1,451,211	\$11,385,439
Grants & Donations	\$2,139,802	\$37,651	\$2,177,453
Appropriations from Local Units of Government	\$1,094,575	—	\$1,094,575
TOTAL REVENUE	\$17,488,394	\$11,122,563	\$28,610,957



Revenue by Division



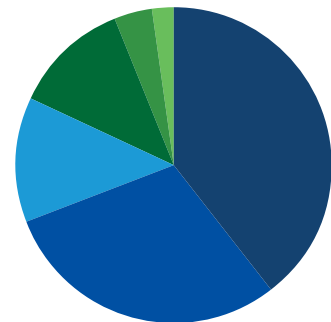
Dental Clinics North	\$11,122,563
Family Health	\$8,531,531
Community Health	\$3,837,806
Environmental Health	\$3,367,800
Administration	\$1,409,548
Regional Planning	\$341,709

TOTAL REVENUE **\$28,610,957**

Expenditures

	HDNW	DENTAL	TOTAL
Personnel Services	\$12,837,195	\$740,780	\$13,577,975
Supplies	\$1,450,946	\$1,221,851	\$2,672,797
Contractual & Professional Services	\$1,182,725	\$7,756,581	\$8,939,306
Communications	\$153,807	\$49,676	\$203,483
Travel	\$197,228	\$8,780	\$206,008
Space Costs	\$378,206	\$534,004	\$912,209
Other Expenses	\$589,985	\$961,595	\$1,551,579
Equipment	\$454,907	\$69,407	\$524,314
TOTAL EXPENDITURES	\$17,244,999	\$11,342,673	\$28,587,671
NET FUND BALANCE CHANGE	\$243,395	(\$220,110)	\$23,286

Expenses by Division



Dental Clinics North	\$11,342,673
Family Health	\$8,529,566
Community Health	\$3,837,806
Environmental Health	\$3,303,961
Administration	\$1,231,957
Regional Planning	\$341,709

TOTAL EXPENSES **\$28,587,671**

Attention Parents!

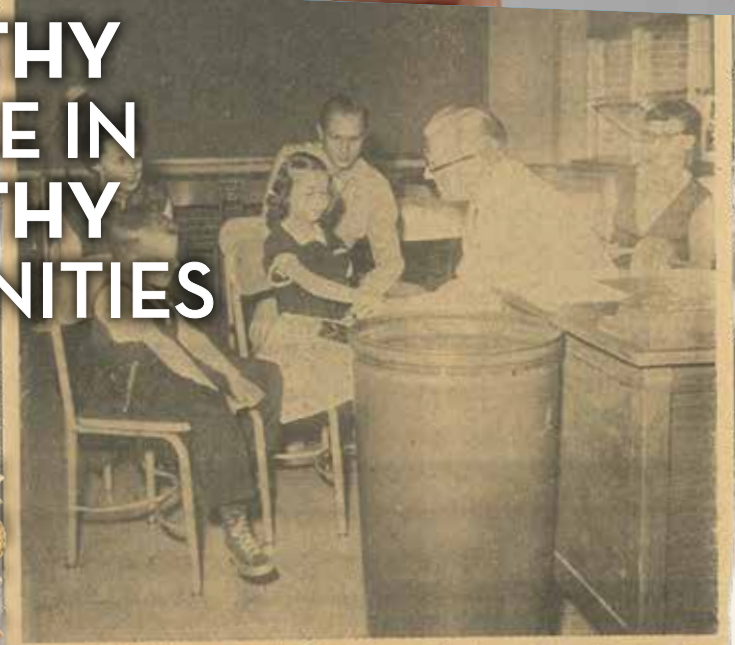
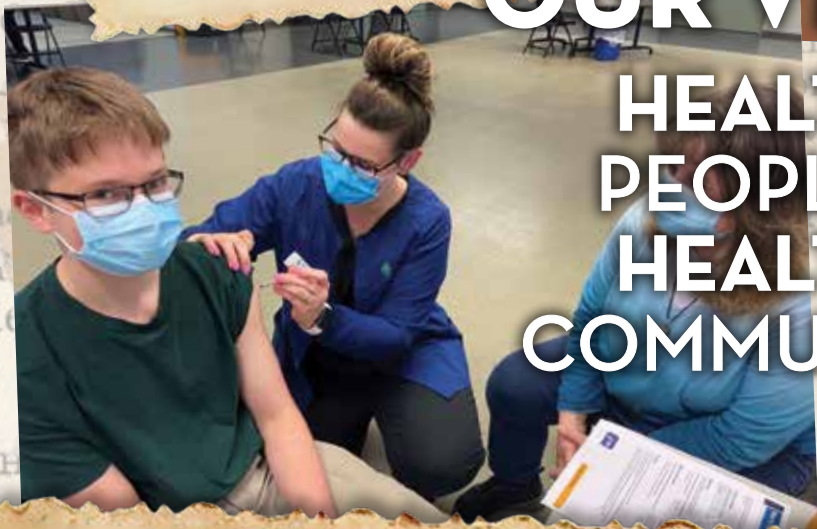
PLANS
FOR POLIO
VACCINATION
*if the
Salk Vaccine
is licensed*

In every community of the United States, Hawaii and Alaska, plans are now being made for polio vaccinations this spring — if the Salk vaccine is licensed by the National Institutes of Health.



OUR VISION

HEALTHY PEOPLE IN HEALTHY COMMUNITIES



Toni Madsen, 9, of Grayling, displays her burn scars before Dr. W. H. Steffensen at the plastic surgery clinic held recently in Gaylord. Beside Toni is her brother, Dane, 6, and behind her parent, Howard Madsen, Seattle.



Medical officials say vaccines help you and the community

STAY IN GOOD HEALTH





**HEALTH DEPARTMENT OF
NORTHWEST MICHIGAN OFFICE**



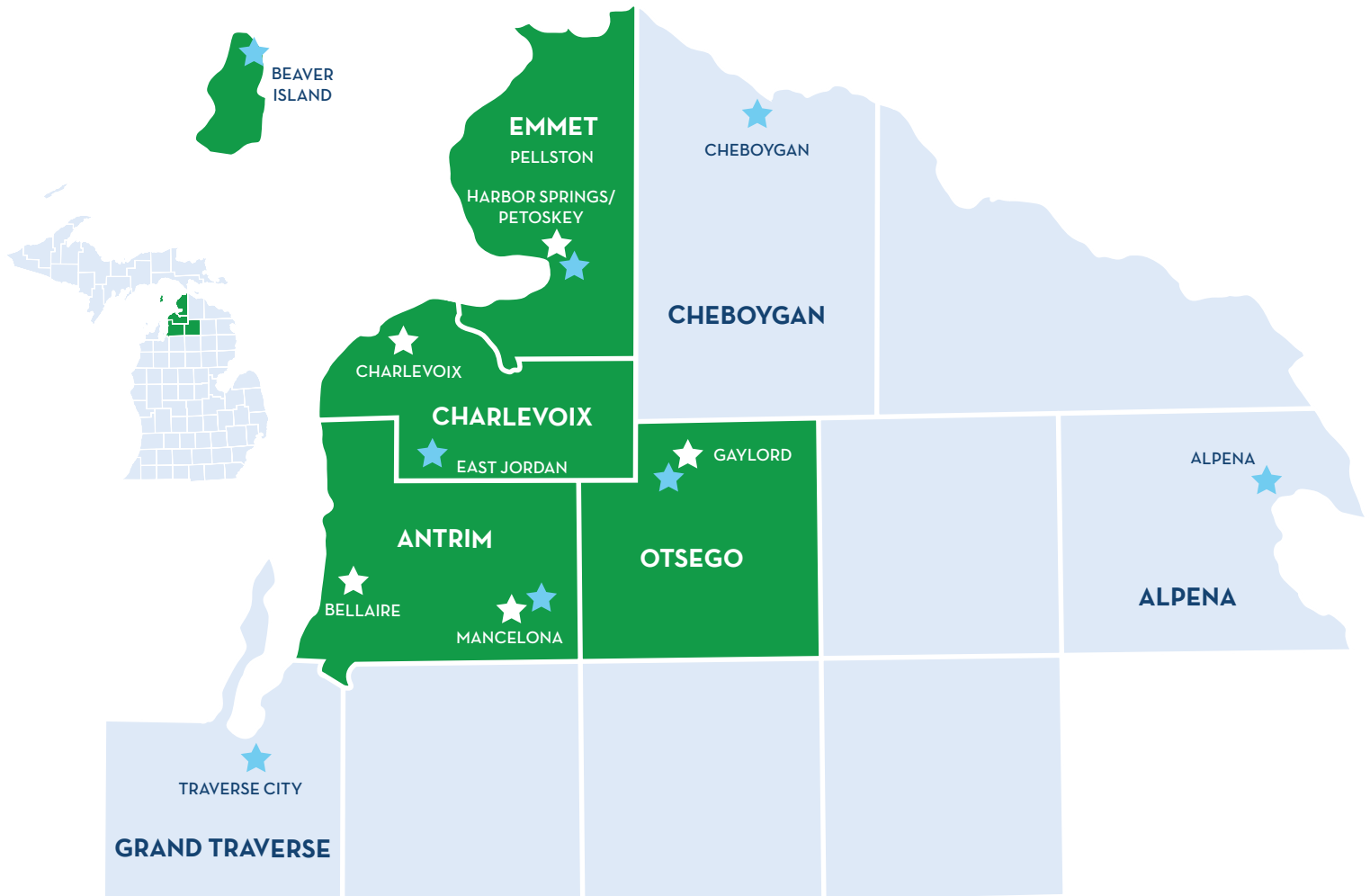
DENTAL CLINICS NORTH OFFICE

For a list of services and locations,
visit www.nwhealth.org.



**HEALTH
DEPARTMENT**
of Northwest Michigan

220 W. Garfield Ave.
Charlevoix, MI 49720



**The following school districts and independent schools house
Child and Adolescent Health Program locations staffed by the
Health Department of Northwest Michigan:**

- Alanson Public Schools
- Boyne City Public Schools
- Boyne Falls Public School
- Central Lake Public Schools
- Concord Academy of Petoskey
- East Jordan Public Schools
- Ellsworth Community School
- Elk Rapids Schools
- Gaylord Community Schools
- Harbor Springs Public Schools
- Lakeview High School (Char-Em ISD)
- Mancelona Public Schools
- Patricia A. Taylor School for Exceptional Learners (Char-Em ISD)
- Pellston Public Schools

800.432.4121
www.nwhealth.org