



Annual Report 2020



Mission

Champion positive health outcomes and behaviors through innovative programs and community engagement

Vision

Advancing the health and safety of Jefferson County

Values

Innovation | Passion | Adaptability | Integrity | Accountability

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Director's Letter

I read a quote today:

“Adversity shakes the foundation of our character to see if what we believe and value is really worth standing for.”



Never has there been a time or a situation that I feel embodies the very essence of that statement. This past year in public health, particularly as a Director, has been challenging beyond any stretch of our imagination. While the image of public health in the media was a mixed bag of positive and negative images, the reality of the past eleven months has been more about not just surviving our circumstances but evolving and thriving in them.

Public health started 2020 as any other year. Our goals were lofty, our voices were soft, and we struggled to make an impact with aging infrastructure and limited staff. Public health professionals have become the real life McIvers of the world. Give us a string, a mirror and a wad of bubble gum and we can make amazing things happen. It was this relatively invisible presence in the background of the community that allowed us to move forward each day to strengthen the health safety net of our communities and oversee vital protections such as water testing and food inspections to keep our residents safe.

The introduction of COVID-19 into the United States has changed our role forever. Public health quickly moved into the public eye as the pandemic stretched across the globe. Science and best practice became buzz words alongside social distancing and mitigation. This newfound voice at the table and in the media was a welcome change to deliver lifesaving education to our communities. On the other hand, it also encouraged a counter-stream of misinformation related to the COVID-19 virus and its protective measures that has not been encountered in any health campaign in my memory.

It is in this debate, that we found ourselves questioning exactly what we believed and if we valued it enough to stand up for it. As we reflected and moved forward, sometimes this meant being at odds with lifelong friends, neighbors and

family. Challenging our way of thinking and the “way we have always done things” is healthy in life - and in the midst of a pandemic. It forces us to evaluate why we believe the things we do and how firmly we stand behind them. It forces us to expand our knowledge by viewing our public health world through a different lens. In some cases, it forces us to look in a mirror and evaluate what we have always thought to be important and true about ourselves.

I don't believe that anyone in public health could have walked through this past year and not been changed by it. I am proud to have been a small part of our larger JCHD team during this time of growth. Our team has adapted to each new set of circumstances, researched new ways to solve ever-evolving developments and adapted to become a stronger, more knowledgeable public health workforce.

As we embark on our next journey delivering vaccine to the masses, there is a renewed sense of hope. We have planned for this and we are ready. We look forward to working with our partners and our community as we move toward bringing an end to this pandemic.

In the meantime, we are proud that we have been able to keep almost all of our community services open, even if they had to be scaled back to balance the needs of our COVID Response. As you will see from this report, the vital security net provided by local public health agencies secures the safety of drinking water and food supplies, provides health care services such as dental care for youth and older adults, wellness labs and nutrition consultations, immunizations and testing, emergency response and planning, drug use and suicide prevention coalitions, and community health network building. We are anxious to get back to the business of everyday public health services.

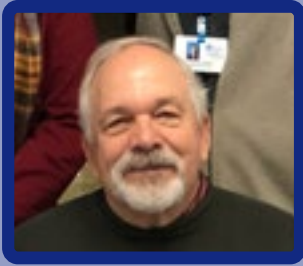
Thank you for your support during this incredibly unusual year.

Sincerely,

Kelley K. Vollmar

Organizational Structure

Board of Trustees



Dennis Diehl



James Prater



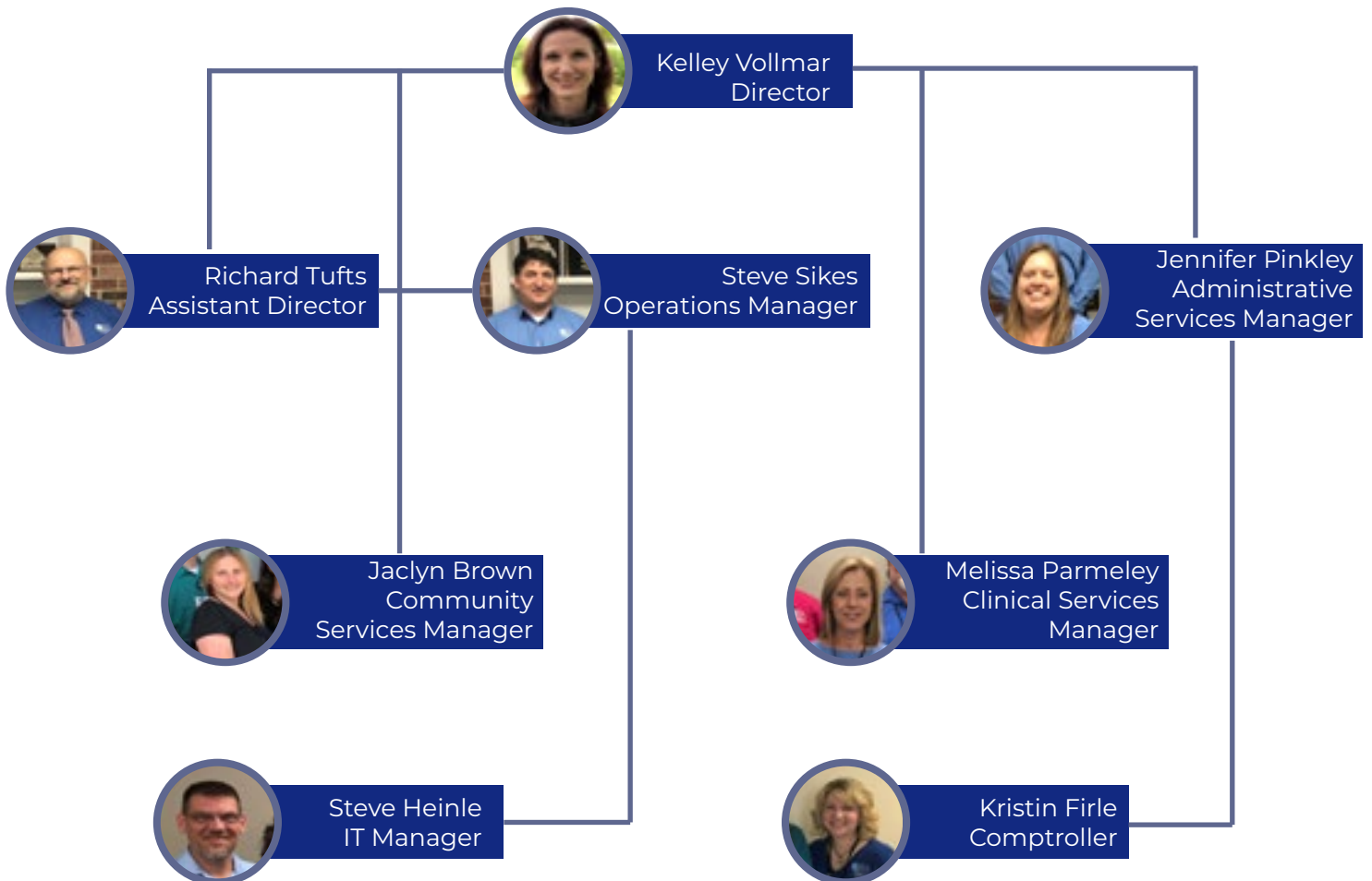
Tim Pigg



Suzy Davis



Dr. Amber Henry

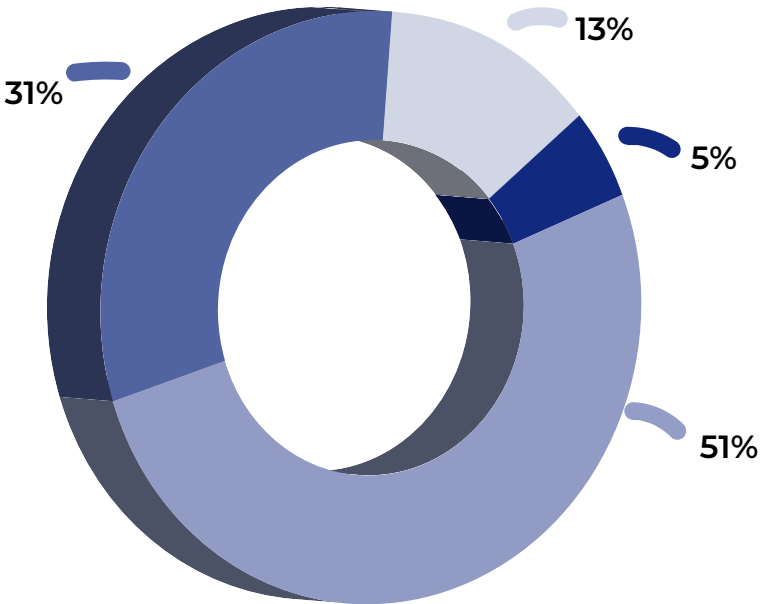


Financial Profile

Income

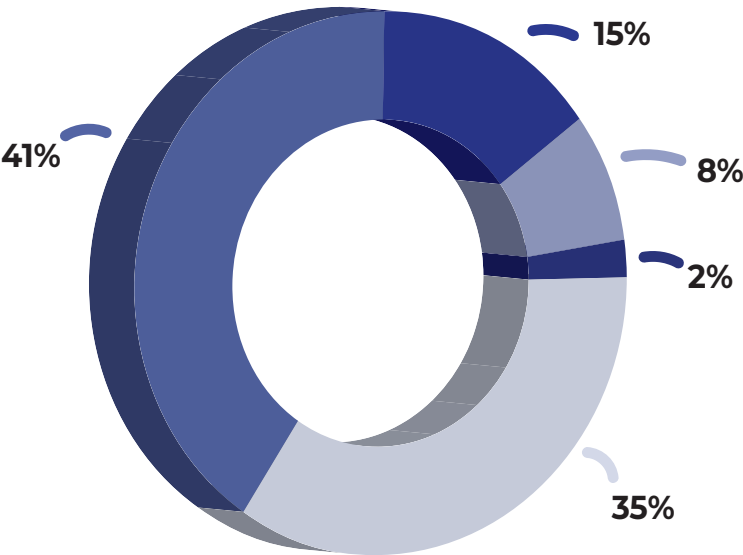
Grants & Donations	15%	\$1,410,663
Program Revenue	8%	\$733,538
Other Income	2%	\$145,094
CARES Funding	35%	\$3,250,234
Tax Revenue	41%	\$3,874,280
Total		\$9,413,809

Agency Expense by Category 2020 (unaudited)



- Program Expenses
- COVID-19 Expenses
- Agency Operations
- Agency Administration

Agency Revenue Source 2020 (unaudited)



- Tax Revenue
- CARES Funding
- Other Income
- Program Revenue
- Grants/Donations

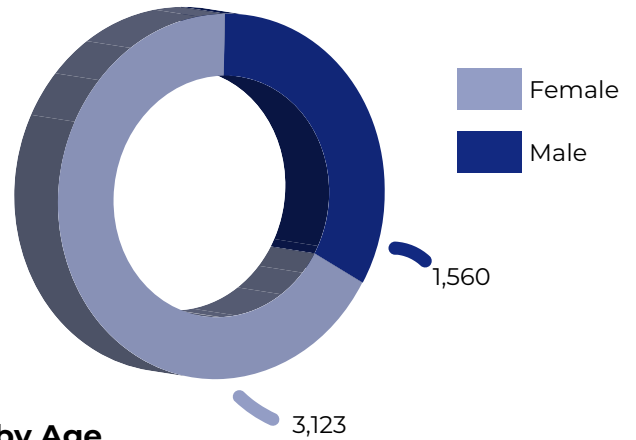
Expenses

Agency Administration	13%	\$1,213,665
Agency Operations	5%	\$444,872
COVID-19 Expenses	51%	\$4,741,934
Program Expenses	31%	\$2,903,833
Total		\$9,304,304
Revenue dedicated to 2021 expenses		\$109,506

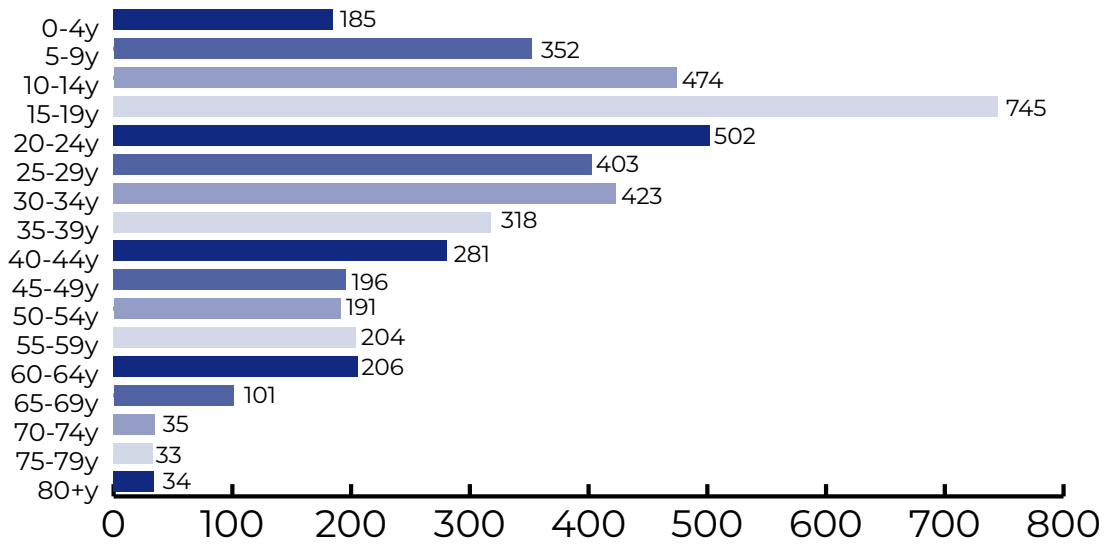
Client Demographics

4,683
patients served

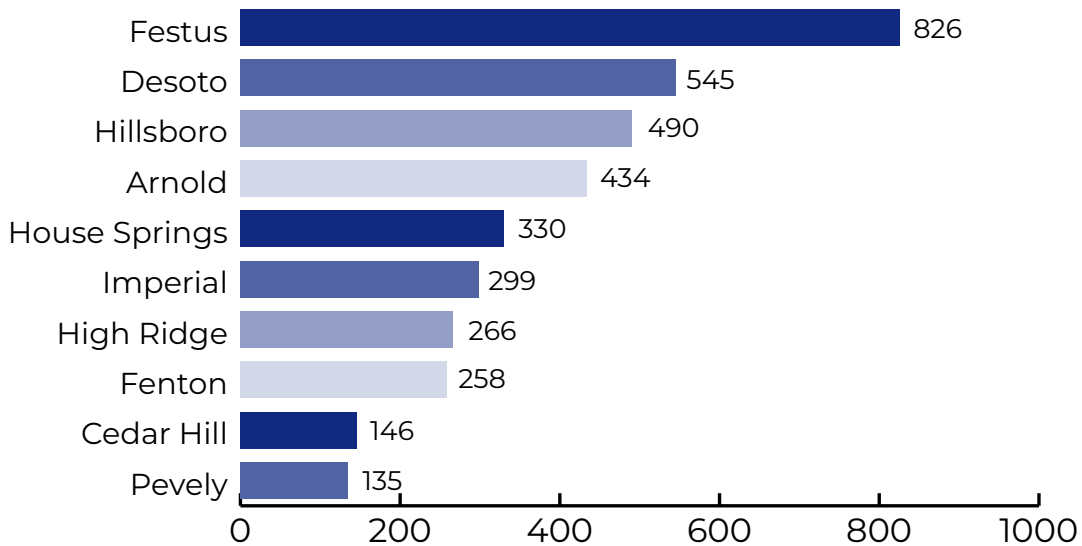
Patients Seen by Gender



Patients Seen by Age

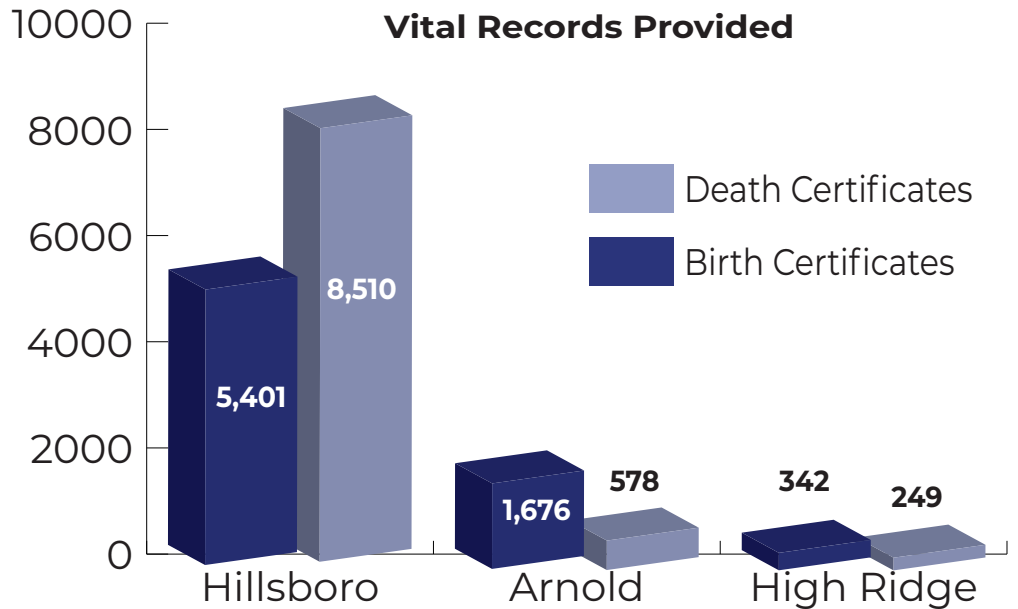


Patients Seen by Top 10 Zip Codes



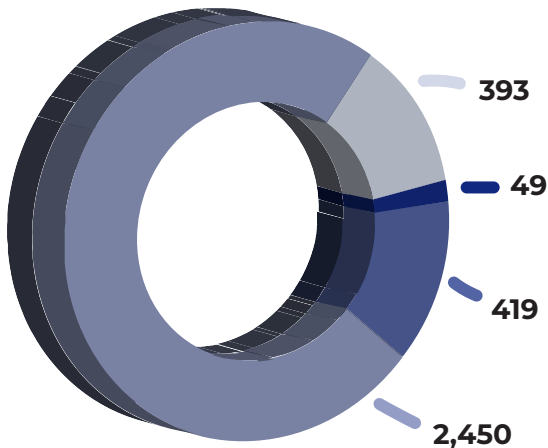
Because of the COVID-19 pandemic in 2020, our agency impact looks different from previous years. Although our goals for program growth and development were put on pause in the first quarter, we were still able to provide services for the community.



Program numbers are reduced when compared to previous years, however, we are proud to have been able to continue providing services to our patients who rely on our agency for their healthcare and other needs.



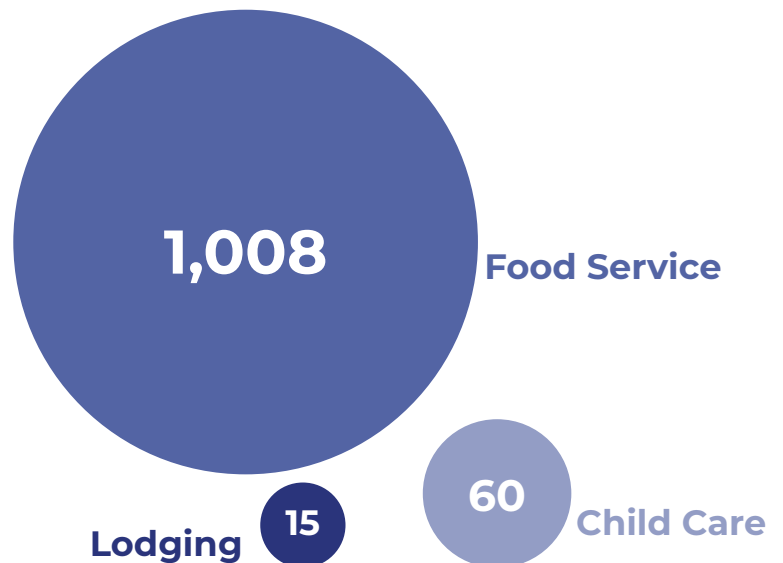
Environmental Services

Laboratory Testing Services

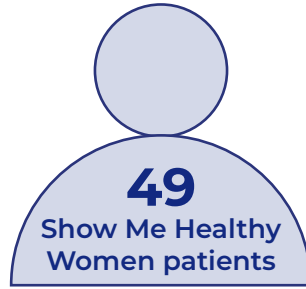
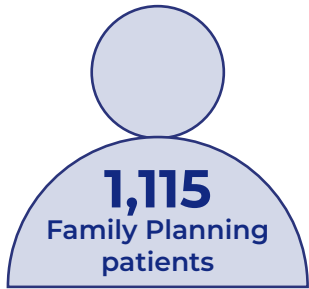


-  Frozen Dessert Samples
-  Private Water Samples
-  Public Water Samples
-  Ice Samples

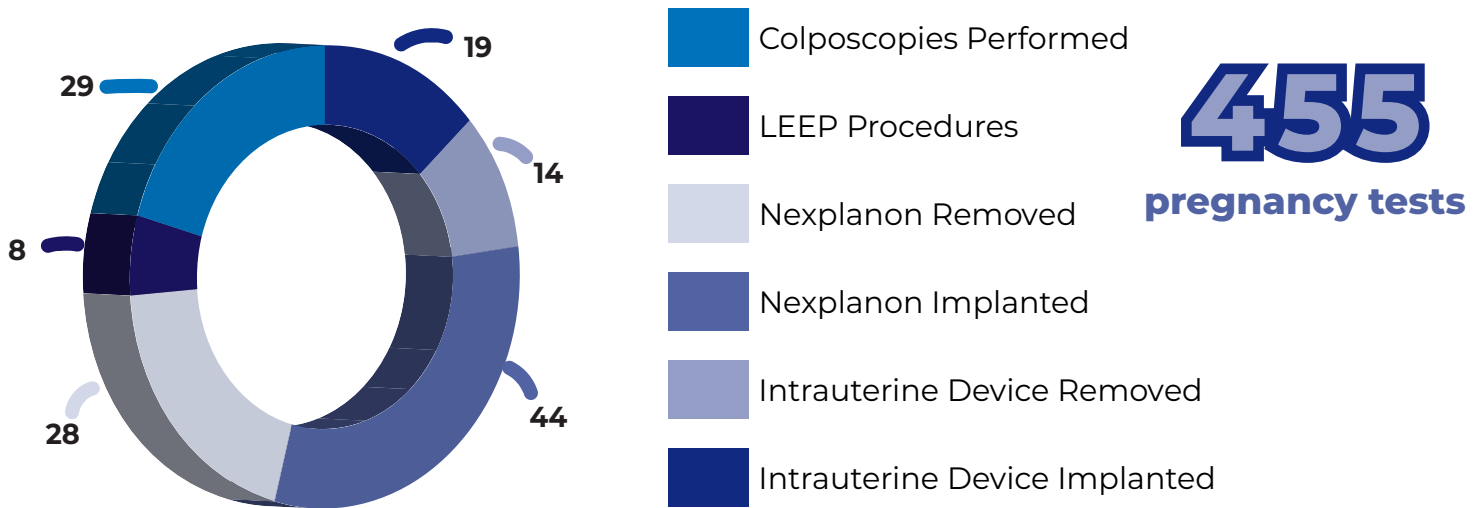
Inspections Performed



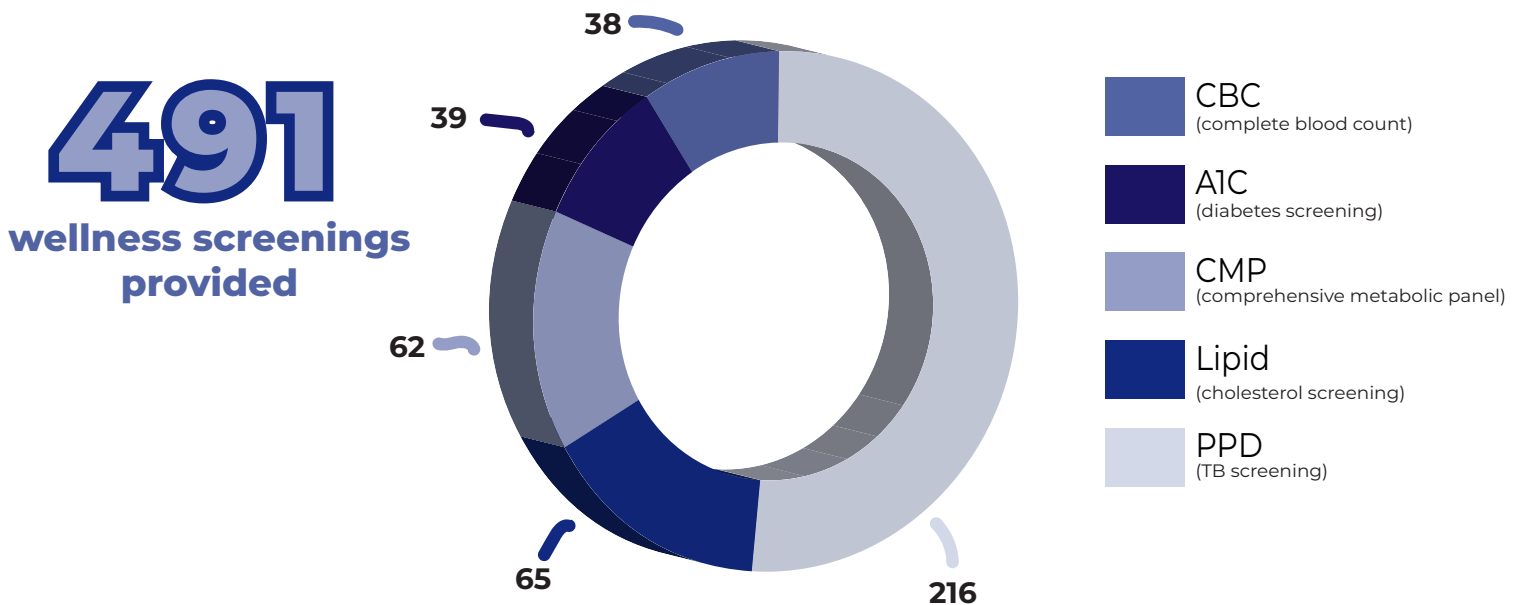
Clinical Services



Family Planning Procedures

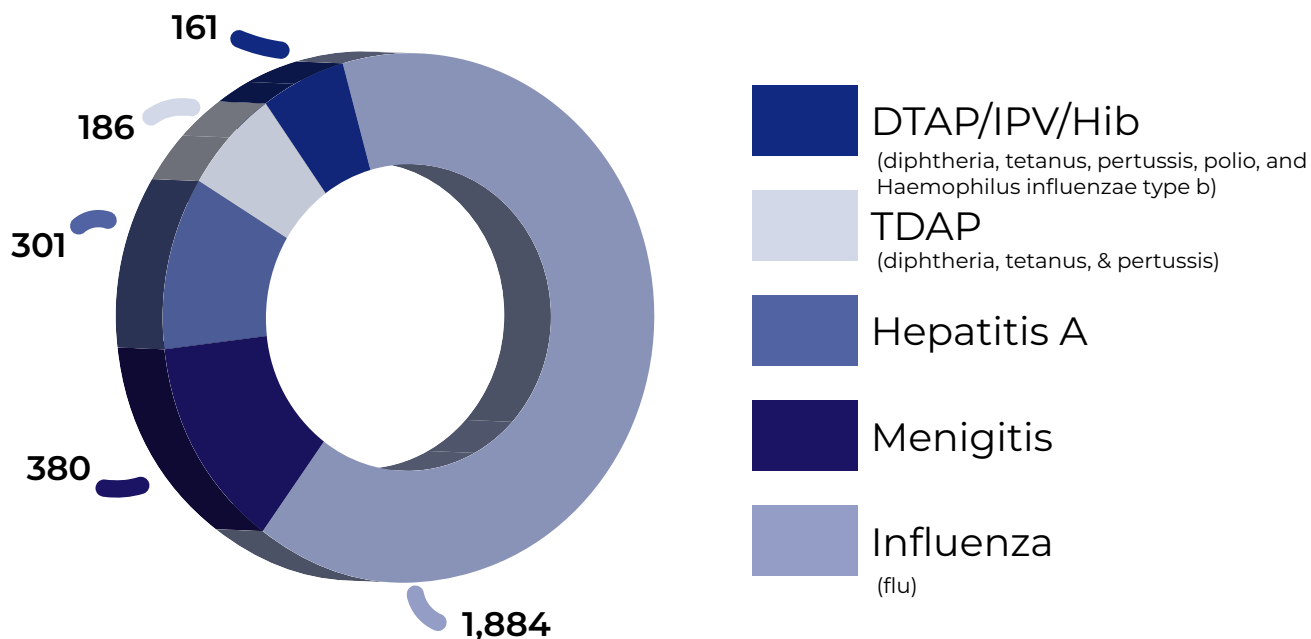


Top 5 Wellness Lab Screenings Provided



Clinical Services (cont'd)

Top 5 Vaccinations Provided



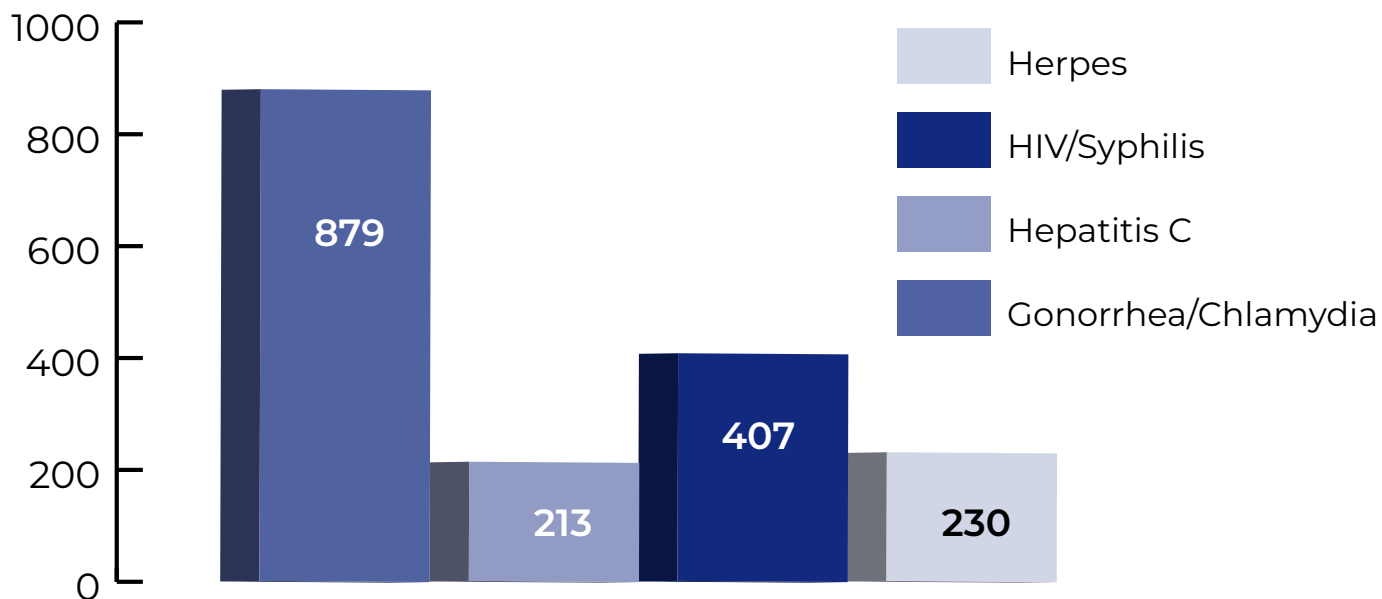
4,206

vaccinations provided

105

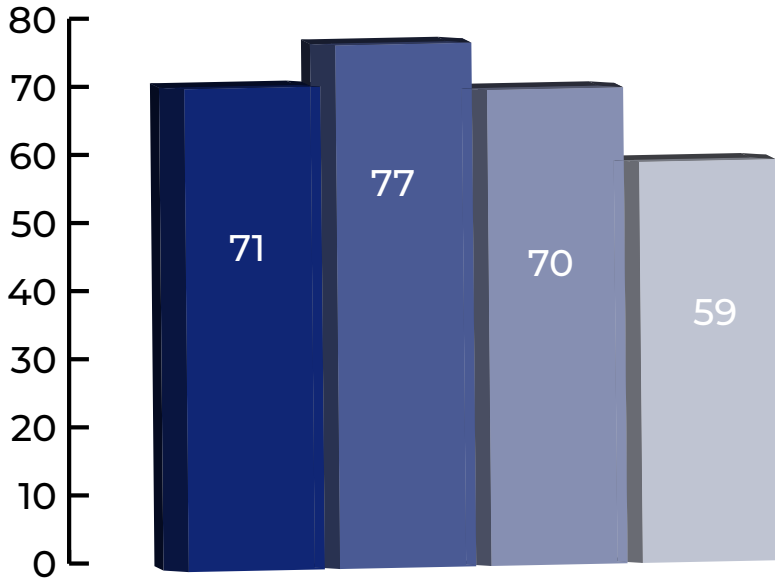
blood lead tests provided

Sexually Transmitted Infection Tests Provided

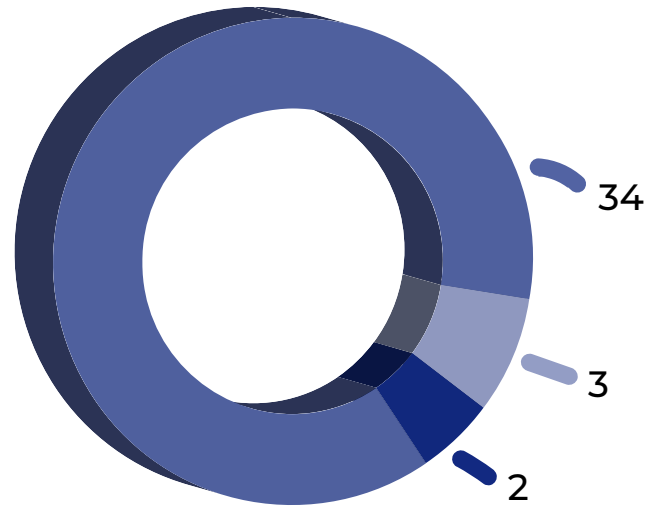


Communicable Disease

Reportable Conditions



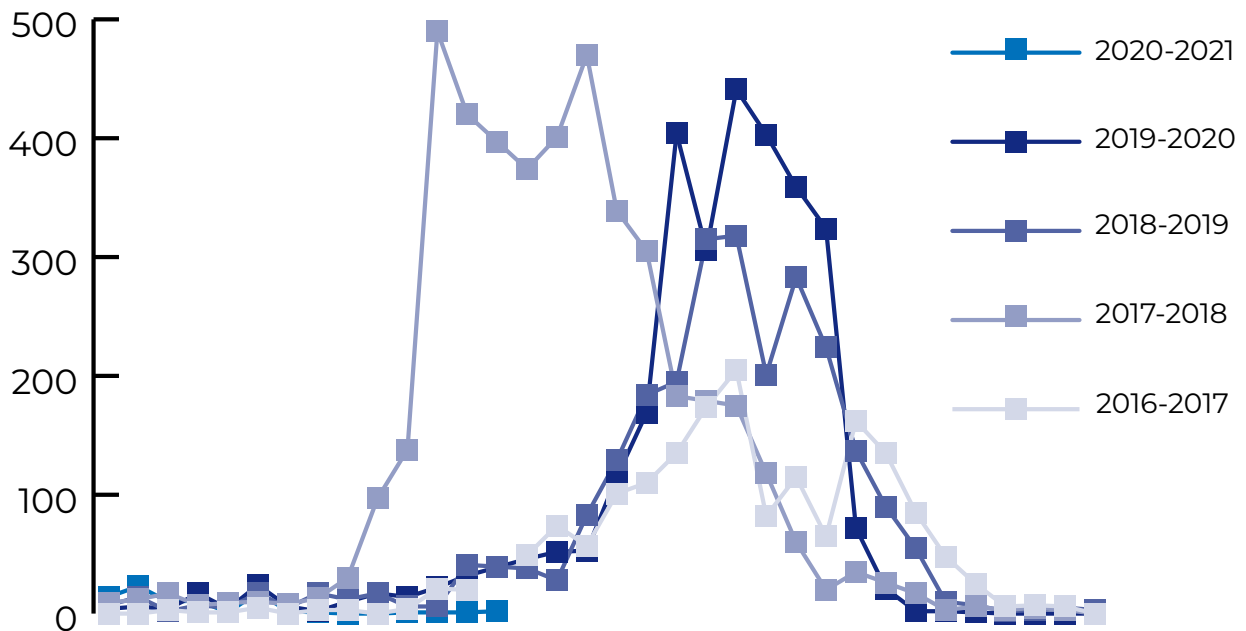
Tuberculosis Diagnostic Services



- Respiratory & Systemic Diseases
- Vector Borne Diseases
- Enteric Diseases
- Animal Bites

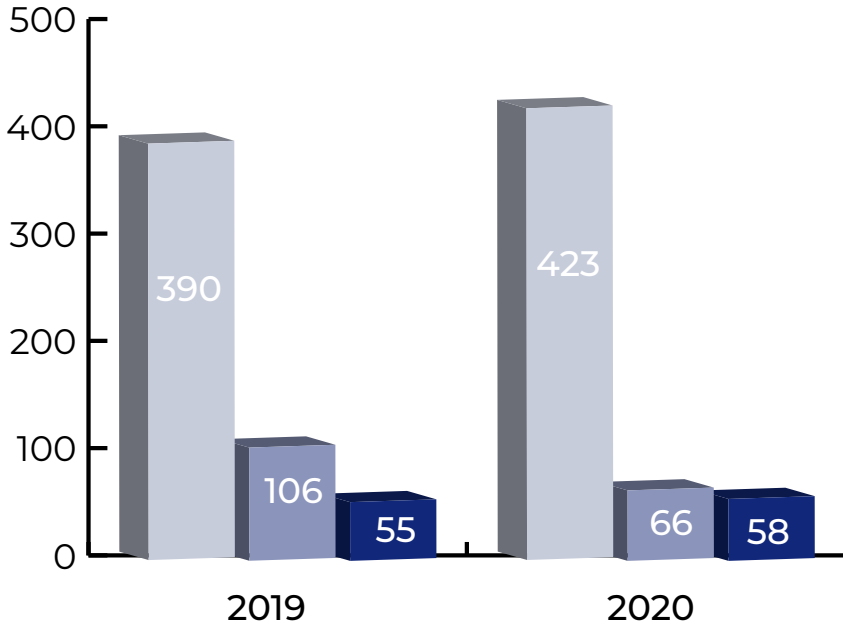
- Clinic Service Referrals
- Non Clinic Services
- Observed Therapy

Jefferson County Influenza Cases by CDC Week



Vector Surveillance

Vector Activity



- Sampling Trap Sites
- Traps Set
- Spraying Treatments

8%

increase in spray treatments from last year

4

WNV Positive Municipalities (2019)

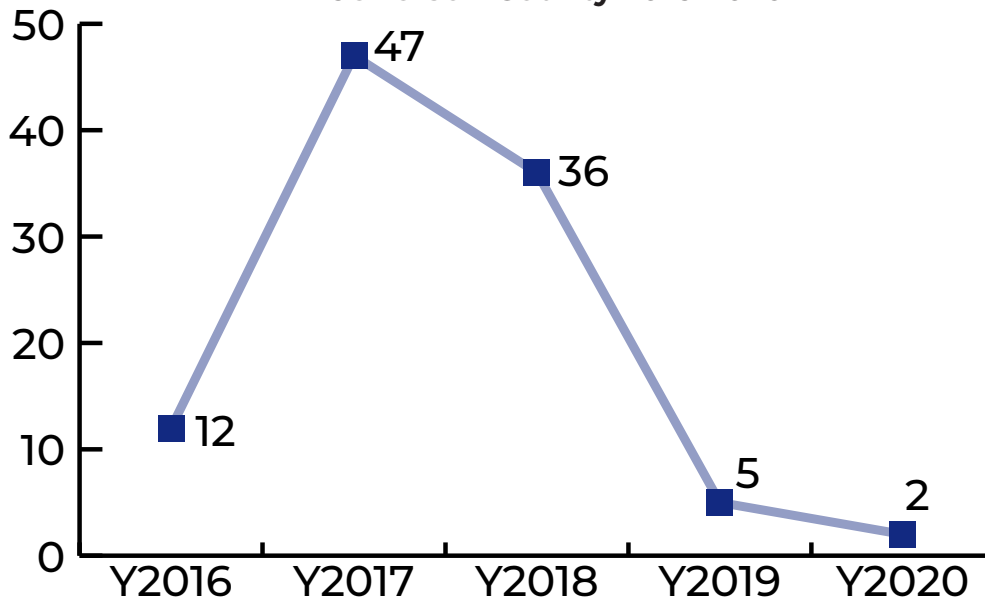


1

WNV Positive Municipalities (2020)



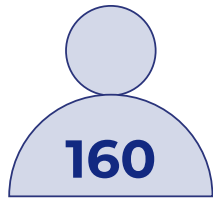
Number of West Nile Virus Positive Collections Jefferson County 2016-2020



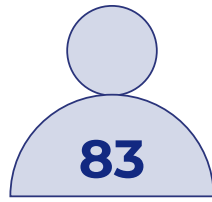
Health Network Services



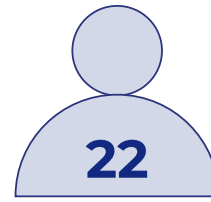
PreK-12
Presentation
Attendees



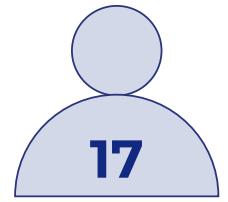
Community
Presentation
Attendees



Healthy
Lifestyle
Coaching

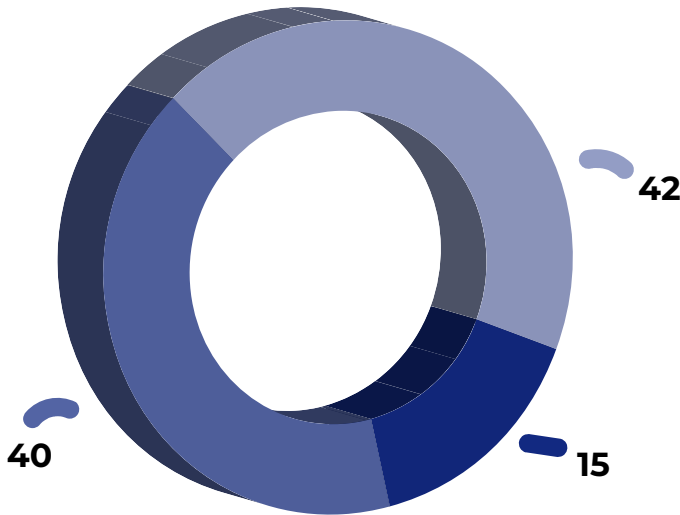


Nutrition
Consultations



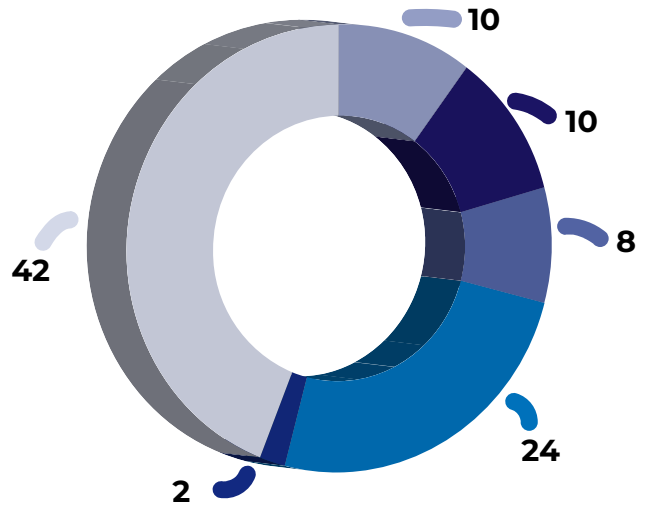
Car Seat
Installations

Children & Youth with Special Health Care Needs Program Services



- Service Coordination Only
- Funded Testing/Treatment
- Funded Equipment/Supplies

Adult Brain Injury Program Services



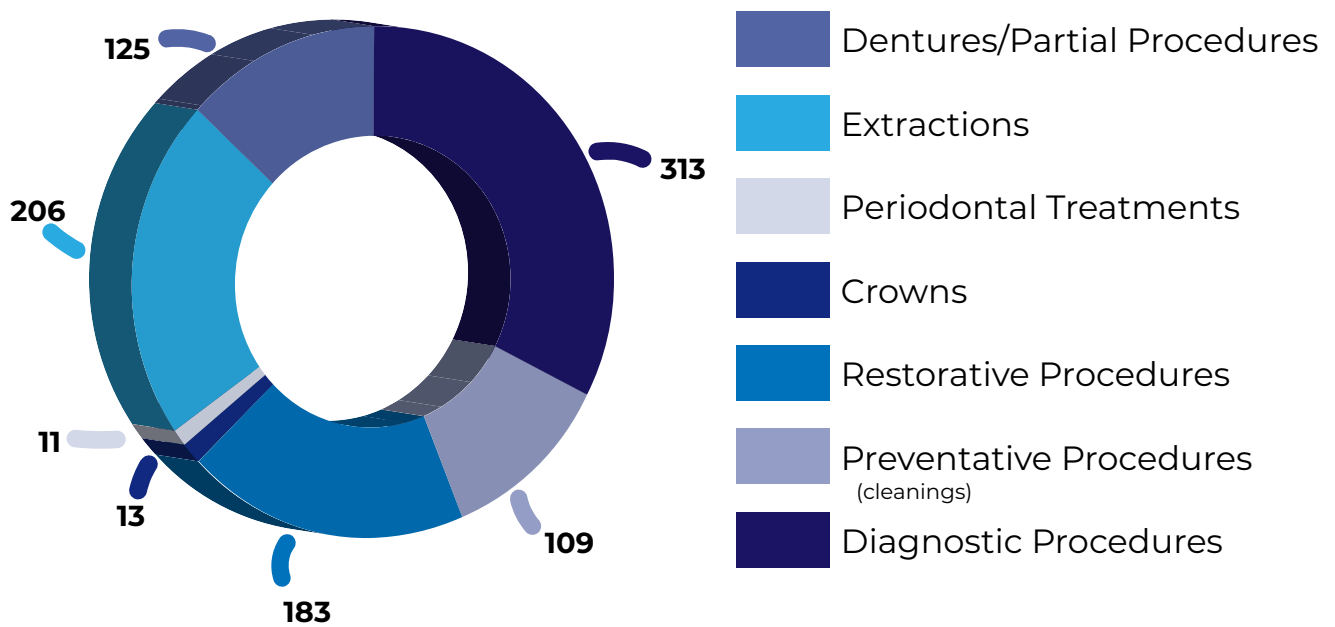
- Service Coordination Only
- Neuropsychological Test/Eval
- Transitional Home/Community Support
- Pre-Vocational Training
- Supported Employment
- Counseling

1,666 lbs
prescription and over the
counter medications collected

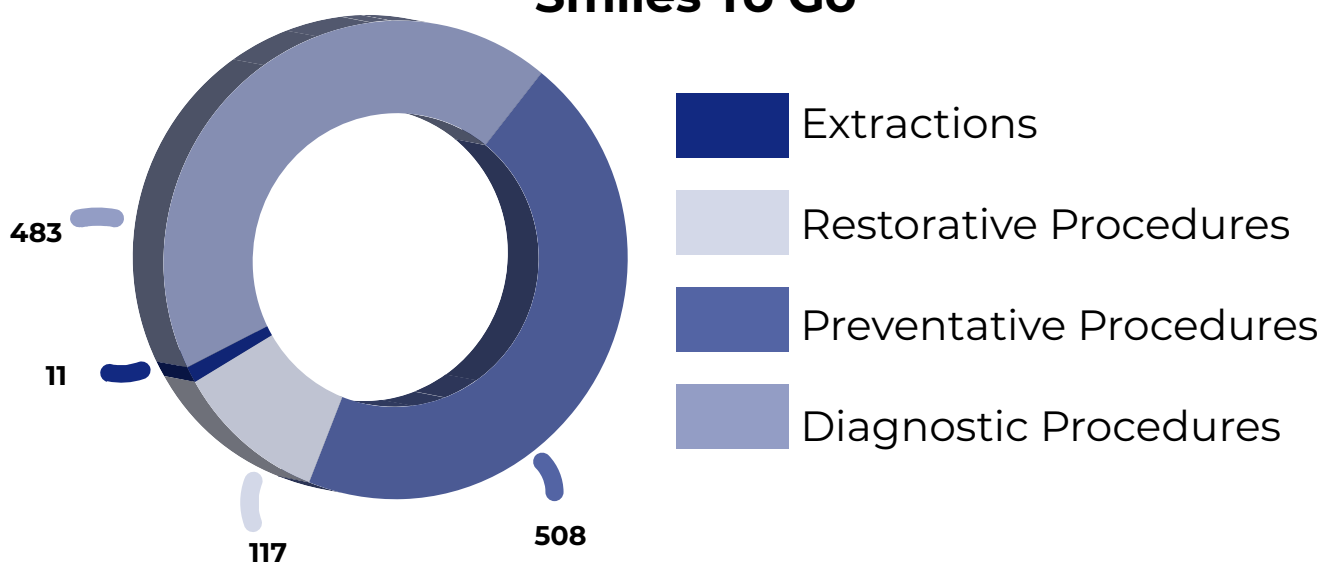
11
Medication
Drop Boxes

Dental Services

Senior Smiles To Go



Smiles To Go



Community Impact



Flu Vaccine Clinics

1,518
flu vaccines
provided

Once again, our agency collaborated with local partners and provided 1,518 flu vaccines through on-site school and community clinics including 'Vote and Vaccinate' clinics.

Throughout the month of October 2020, we were able to provide 1,213 flu vaccines at on-site school flu vaccination clinics for both staff and students. Six local school districts participated including, Festus R6, Hillsboro R3, Jefferson R7, Grandview, Desoto#73, and Northwest R1.

In addition to school flu clinics, we also hosted two community flu vaccine clinics available curbside for residents aged 19 and older. These clinics provided 36 flu vaccines at no cost. Missouri Department of Health and Senior Services provides vaccine funding for adults between the ages of 19-65, so this funding was utilized.

Because 2020 was an election year, we hosted 'Vote and Vaccinate' clinics at the Arnold Recreation Center polling location and the Jefferson County Health Department High Ridge office polling location on November 3rd. At these clinics our staff provided 269 flu vaccines to adults ages 19 and older at no cost. Each person who was vaccinated also received a PPE (Personal Protective Equipment) kit including 50 surgical masks and a bottle of hand sanitizer.

*"We are grateful for the opportunity to partner with schools and other community organizations to provide the vaccine to our community. It's a great example of the impact public health can have."
- Sarah Warncke, Nursing Supervisor*

National Recognition for Project Public Health Ready

In January of 2020, we were recognized by the National Association of County and City Health Officials (NACCHO) for our ability to plan for, respond to, and recover from public health emergencies. Our agency demonstrated these capabilities by meeting the comprehensive preparedness benchmarks required by Project Public Health Ready (PPHR), a unique partnership between NACCHO and the Centers for Disease Control and Prevention. We joined a cohort of more than 520 local health departments across the country that have been distinguished for excellence in preparedness through PPHR, either individually or as part of a region.

In 2019, JCHD became eligible to submit our plan to PPHR. Our Emergency Response Team worked diligently to update and improve our capabilities-based 'All Hazards Plan' January through July for submission in August. We were also formally recognized and awarded at the NACCHO Preparedness Summit in late March 2020.

PPHR recognition confirmed that JCHD has a thorough and coordinated emergency response plan in place and that staff have the training to protect the health of the community during an emergency.

Local health departments recognized by PPHR undergo a rigorous evaluation by peer review to assess their ability to meet a set of national standards for public health preparedness. These standards align with federal government requirements and other national best practices.



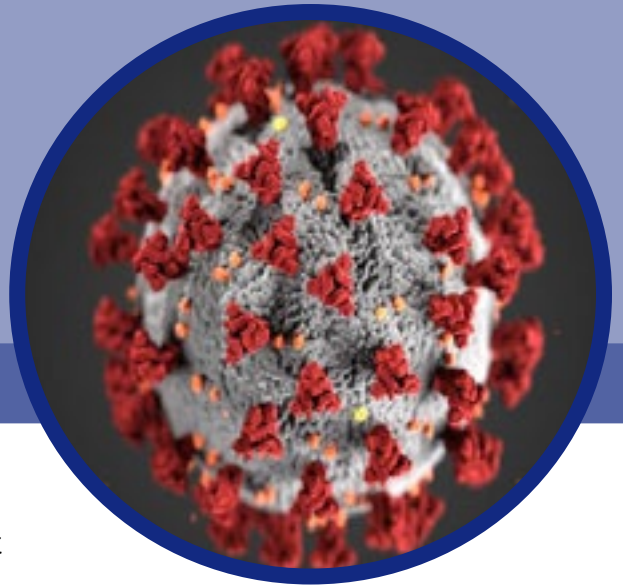
“Through this process we were able to build a comprehensive plan that allows all staff to not only understand, but execute our plan effectively,” said Emergency Response Planner, Jeana Vidacak.

“Public health preparedness planning, response, and recovery begins at the local level. Local health departments play an essential role in creating healthy, resilient communities that can respond to and recover from disasters.” said Lori Tremmel Freeman, Chief Executive Officer.

“NACCHO commends Jefferson County Health Department for being a model of public health emergency preparedness.”

- Lori Tremmel Freeman, NACCHO CEO

COVID-19 Reponse



The COVID-19 pandemic is an unprecedented event that has presented several stresses and challenges to the public health system. Though the pandemic was not anticipated, we were prepared. Jefferson County Health Department's Preparedness Team consistently prepares for emergency situations including natural disasters, disease outbreaks, and pandemics such as the COVID-19 pandemic.

In the months leading up to the first COVID-19 case in Jefferson County, our initial response plan was created in collaboration with our local, regional, and state partners. Prior to our first case in Jefferson County, our teams worked to coordinate mass communications (both internal and external), secure necessary supplies, and begin training staff to assist in investigations and COVID-19 response.

On March 23, 2020, Jefferson County was notified of its first case of COVID-19. From that point forward, response efforts became critical to mitigating the spread of COVID-19 within the county. Transparent, timely communications with the public were key as were case investigations and contact tracing. As the severity of the pandemic continued, policies, processes, and systems proved valuable for successful response efforts.



On March 24, 2020, Jefferson County Executive, Dennis Gannon and our Director, Kelley Vollmar, issued a 30-day Stay at Home order requiring residents to stay at home except for essential activities. The order was then extended through May 3. The Stay at Home order was an effective mitigation strategy as the data shows a decrease in cases and transmission.

Our agency worked with other community partners and county administration to draft plans for safely reopening the county after lifting the Stay at Home order.

Our agency worked in conjunction with other community partners and county administration to draft plans for safely reopening the county after lifting the 'Stay at Home' order called UniteJeffCOMO. The UniteJeffCOMO plans were a phased approach to safely reopen the county which included capacity limits, implementing hygiene practices, and social distancing. Industry specific guidance documents were created, posted on the health department website, and shared with community partners.

As cases reduced within the county, restrictions were lifted and the county followed the State of Missouri lifting COVID-19 restrictions on June 15, 2020 while still encouraging preventative practices such as hand washing, social distancing, and wearing a mask.

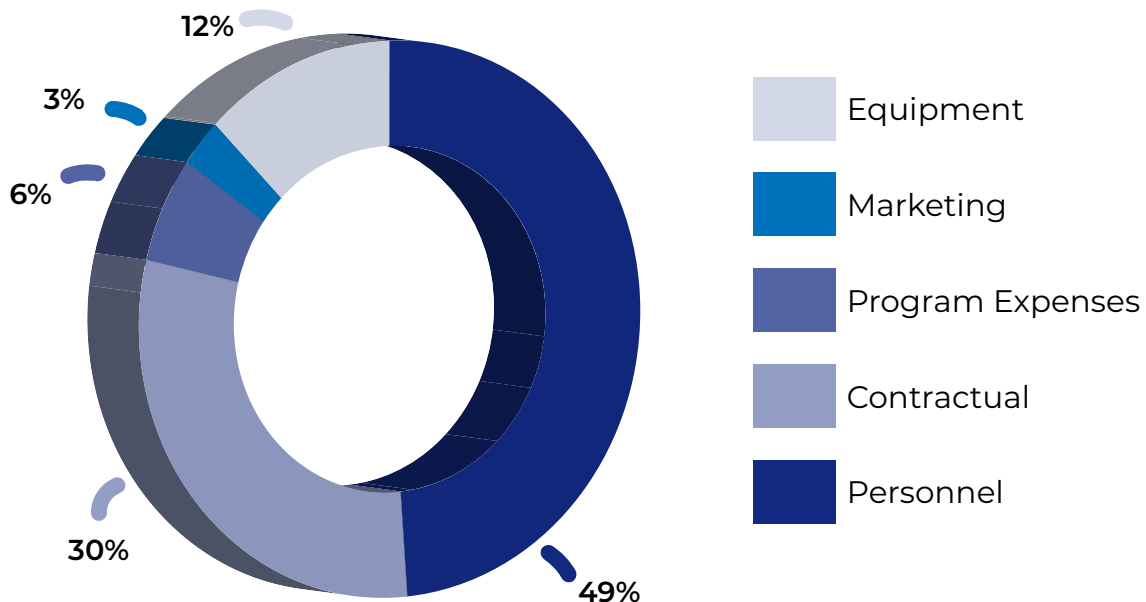


In the summer, we utilized CARES funding to purchase three sprinter vans equipped to perform testing and provide immunizations.

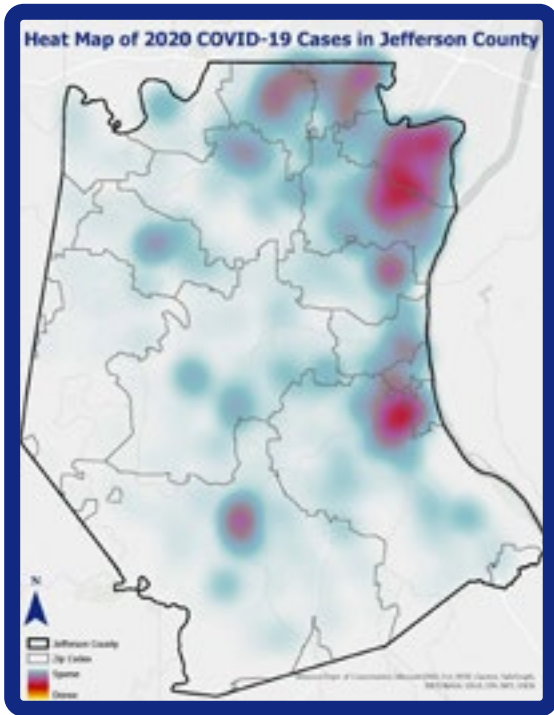
These vehicles will be utilized in the COVID-19 response to provide on-site testing throughout the county as well as COVID-19 vaccinations when they become available.

When cases began to surge again after school started and during the holiday season, a county wide mask order was put in place on November 27 and remained in place through the end of 2020. Face masks were required for all individuals ages 10 and over with some exemptions.

**COVID-19 Expense by Category 2020
(unaudited)**



Data and Statistics



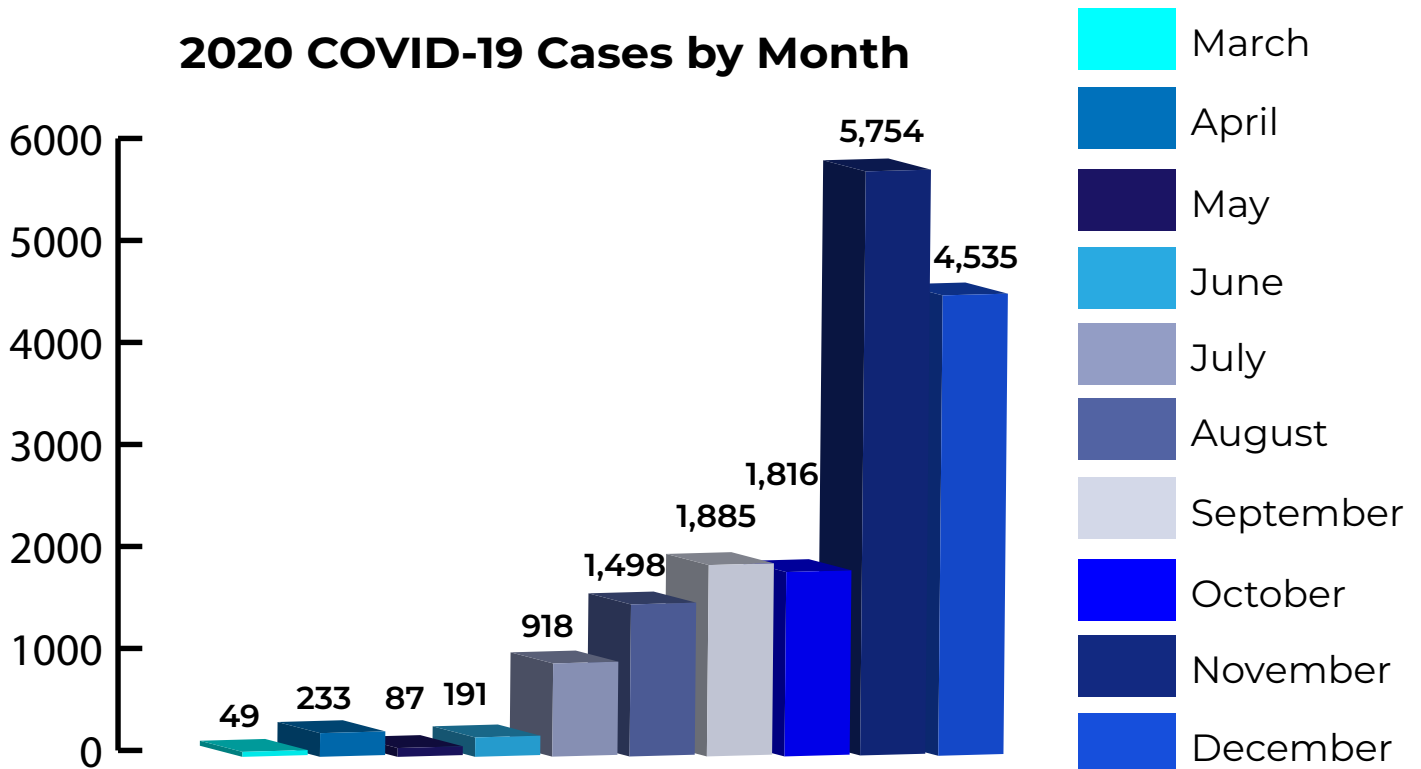
Since the first case of COVID-19 in Jefferson County, accurate and timely data about the spread of the virus in the county has been a priority. As a result of this need, we created a data/communications team to collect, analyze, and provide COVID-19 data for the public.

In addition to our epidemiologist, we also have two data analysts that pull case data on a daily basis creating specific reports for county partners and the public.

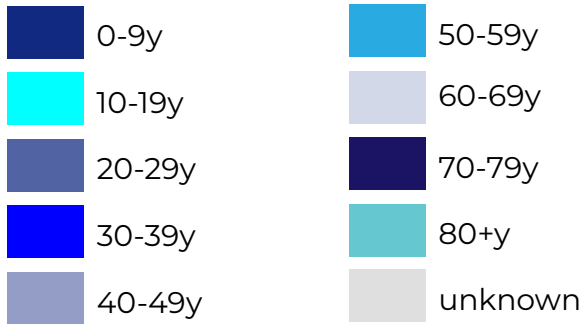
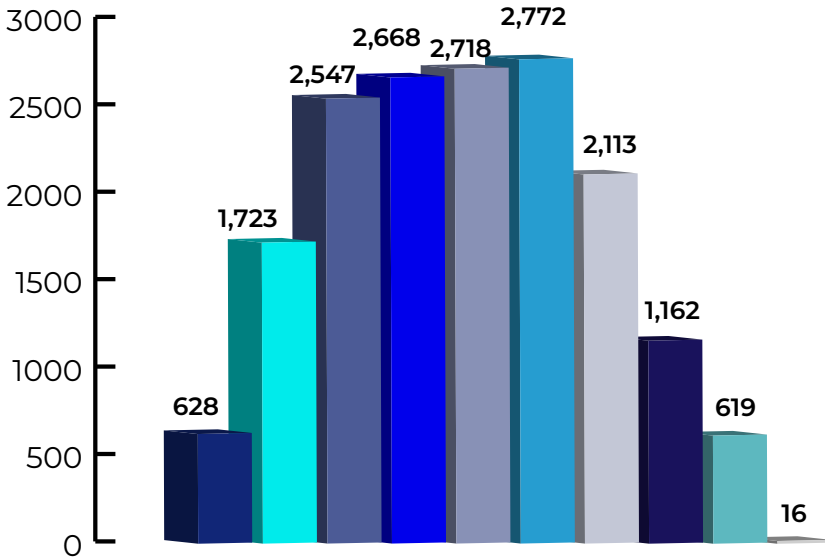
Because of the abundance of COVID-19 data gathered, a specific page on the website was dedicated to COVID-19 data displaying daily case counts, active cases, number of deaths, positivity rate, 7-day rolling average, and more.

16,966 COVID-19 cases in 2020

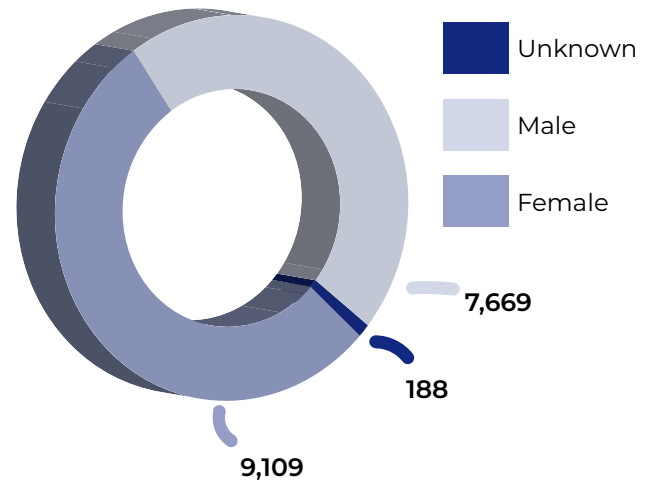
2020 COVID-19 Cases by Month



2020 COVID-19 Cases by Age



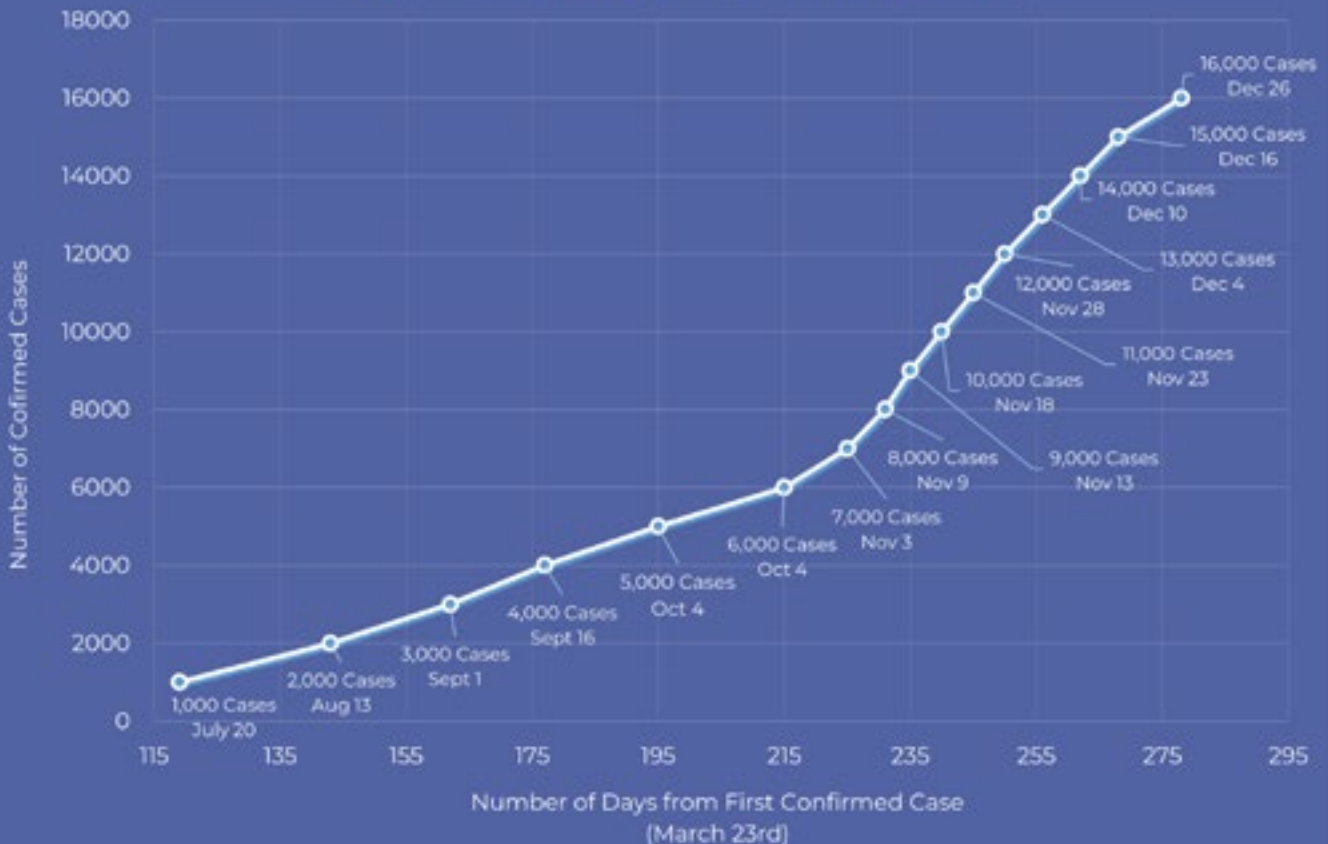
2020 COVID-19 Cases by Gender



150

COVID-19 deaths in 2020

COVID-19 CONFIRMED CASE TIMELINE



COVID-19 Testing

Providing adequate testing to the community has been a main priority and mitigation strategy from the beginning of the COVID-19 pandemic. In late March, as the virus made its way into our county, our agency worked in partnership with other local healthcare partners to secure testing opportunities within the county.

In late March through mid-April, our agency worked in partnership with Mercy Hospital Jefferson to open a community testing site in Hillsboro, MO. Our Mobile Health Center van was utilized as the physical space for Mercy healthcare workers to perform COVID-19 test collection. Testing at JCHD began in April 2020 on our Mobile Health Center in Hillsboro.



In late July, COVID-19 testing became available at our Arnold office location. A specific testing site was constructed at our Arnold office allowing for drive up testing. Our staff administer the test collection curbside and process the results in the lab that was built in an existing storage area within the building. This system allows for patients to drive up, complete the test collection process, and receive their results within a few hours.

At the beginning of offering testing at JCHD, our focus was to test those who were symptomatic and those who were close contacts of positive cases. In the summer, we were able to expand out testing capabilities to anyone who was requesting testing to increase testing capacity and early detection, reducing the risk of transmission.

In addition to offering testing on site, we partnered with Missouri Department of Health and Senior Services and the National Guard to provide community testing sites throughout the county. Five community testing sites were hosted providing over 1,000 tests, 85 of which were COVID-19 positive.



Staffing Structure



As public health employees, we know that in the event of a public health emergency we will be called on. Responding to a global pandemic takes a dedicated and flexible staff, which our agency has.

Each employee working the COVID-19 response, was assigned a specific team and duties to complete. Our teams were divided into case investigators, contact tracers, releases, call center, testing, data and communications, and industry specific task forces.

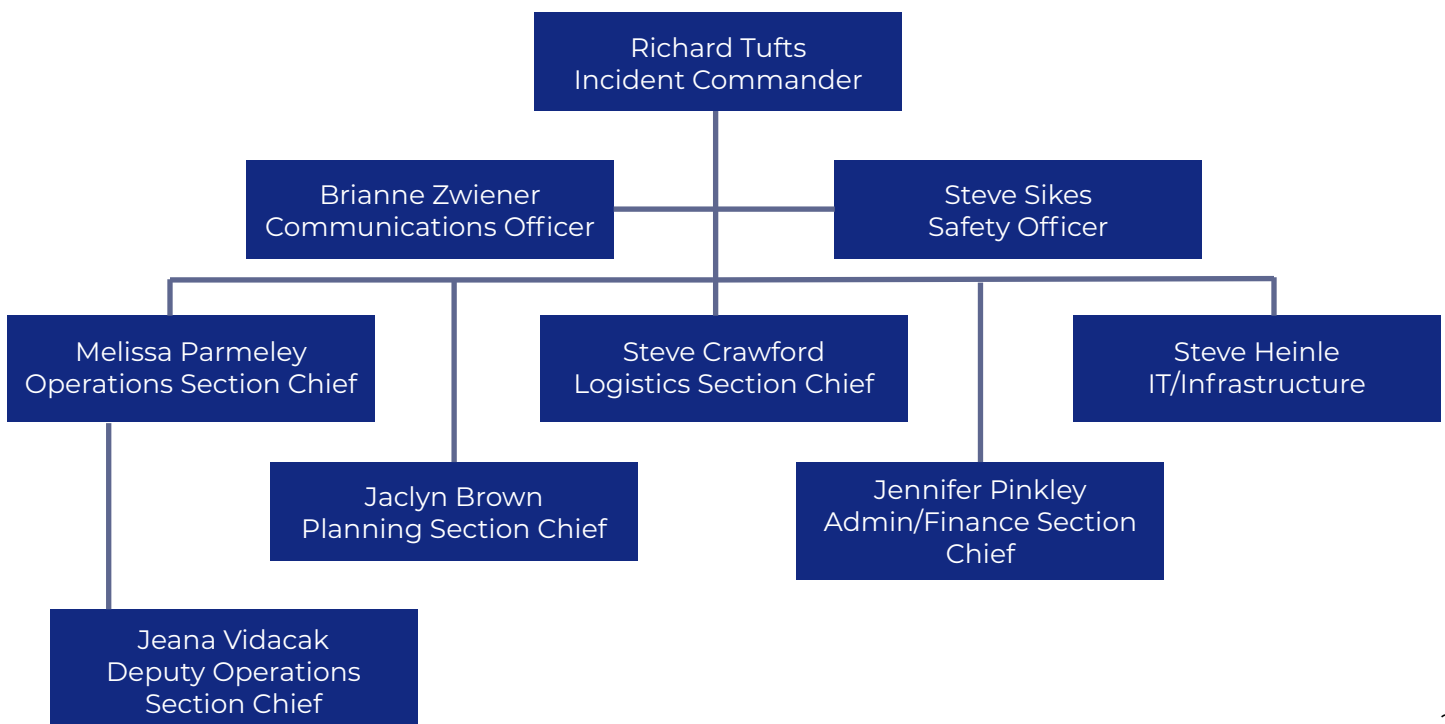
Between March 23 and December 31, 2020, an average of 60 out of 88 employees worked over 59,000 hours in COVID-19 response.

59,000+

**Hours worked in
COVID-19 response**

In November, we contracted with Maximus to take on a bulk of case investigations in order to catch up with the number of cases we were adding daily. Maximus added 30 case investigators and 15 contact tracers, which allowed some of our staff to assist in other COVID-19 response efforts, or partially return to their original programs.

Throughout the COVID-19 response our agency has been able to continue providing critical services for the public including vital records, family planning and clinic services, food service inspections, and state contract programs for vulnerable populations.



Communications



Public Information is a critical piece of emergency management and responding to a pandemic. Our public information strategy throughout COVID-19 has been to provide accurate, timely information for residents, businesses, and partners.

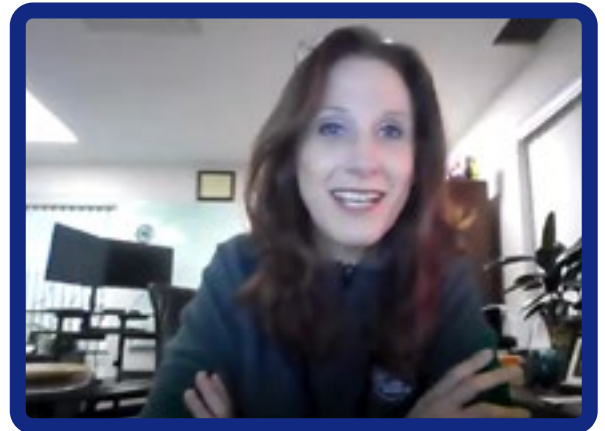
Our communications plan utilized social media, our website, media releases, a call center, and specific task forces to work exclusively with specific partners such as schools and long-term care facilities.

Social Media

Jefferson County Health Department has several social media accounts including Twitter, Facebook, and Instagram. Each platform saw a significant growth in number of followers since March 2020, when COVID-19 first hit Jefferson County.

A daily update was posted on social media providing case data for the county including total case count, number of new and active cases, and death count. In addition to daily updates, education and resources regarding COVID-19 were also posted to provide the public with the latest information regarding the pandemic.

Weekly Facebook LIVE videos were also utilized to interact with the community and answer questions and concerns in real time.



Weekly epidemiological reports were posted on Wednesdays with a short video of our epidemiologist breaking down the data for individuals to gain a better understanding. This weekly segment became known as "Stats with Sara".



5,000+
direct messages
answered through
social media

Communications (cont'd)

Internal Communication

Throughout the pandemic our agency focused on both external communication with partners and the public, but also internally with our staff. As the first case hit Jefferson County, we sent many of our staff members home to work safely, however, that did present new challenges for communication especially in an environment when things change quickly. Virtual meetings quickly became the norm.

Our IT department also created an internal Microsoft SharePoint site dedicated to COVID-19 information which enabled our teams to connect, store and collaborate on files, and keep up to date with information. A central location for employees to access updates, resources, and case investigations key in providing consistent, timely communication across the agency.



Call Center

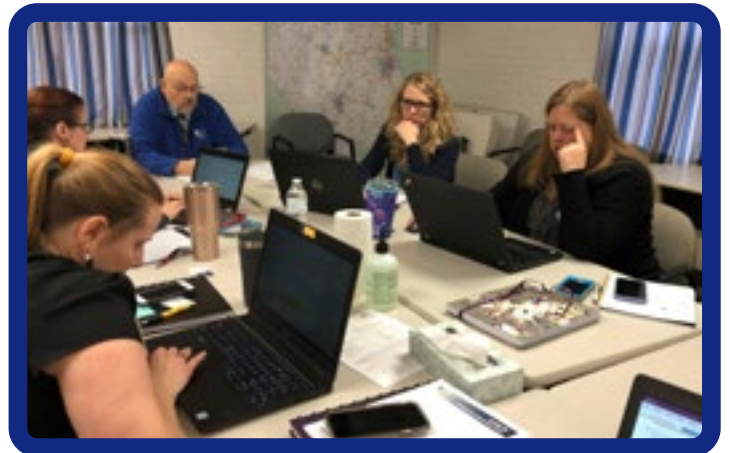
Shortly after the first COVID-19 case was announced in the St. Louis area, our agency set up a Call Center to address the questions and concerns of residents and partners. From mid-March through November 2020, over 2,400 calls have been answered.

Task Forces

We noted early on the need for industry specific communication specifically with long term care facilities who were hit hard at the beginning of the pandemic and schools when the new school year started in August.

Our Long-Term Care Facility (LTCF) Task Force is comprised of seven JCHD staff who are mostly clinical nurse. The LTCF Task Force communicated daily with Jefferson County long-term care facilities to address their questions, work through case investigations of both residents and staff, and assist in securing resources and supplies.

Our Education Task Force is comprised of eight JCHD staff, mostly our Health Educators. The Education Task Force communicated with school districts providing them the latest CDC guidance, answering questions, and working through case investigations of both students and staff.



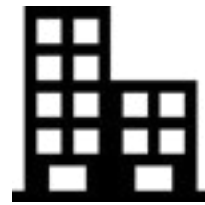
Jefferson County Health Department



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