

2019
Health
Department

Performance Measurement
Review

September 8, 2020



Presentation Overview



Alignment with Board Priorities



Department Strategic Goals



Key Performance Metrics



Significant Accomplishments



A Look Ahead

Performance Dashboard

goals are not meant to be exhaustive of the efforts that Kent County will engage in over the next five years. Instead, these are the priorities among dozens of others the County is and will be focused on in the months and years ahead. These items are included in the strategic plan because they are most directly tied to how the County will address public sentiment, remain competitive, and ensure it is a place where individuals and families can thrive, work, and play.

Strategic Alignment



On Track

Priority



High Quality of Life



Excellence in Service Delivery



Inclusive Participation



On Track

Effective Communications



Department Strategic Goals

Goal 1

- **Administration:** Serve, protect, and promote a healthy community for all by providing overall leadership and support to the department.

Goal 2

- **Community Clinical Services:** Serve, protect, and promote a healthy community for all through the prevention, detection, and treatment of illness and disease.

Goal 3

- **Community Wellness:** Serve, protect, and promote a healthy community for all by providing essential public health services throughout the community.

Goal 4

- **Environmental Health:** Serve, protect, and promote a healthy community for all by providing essential public health services which prevent injury and illness from exposure to environmental hazards.

Note: A fifth division, Community Health Strategy, was created in late 2019. This division is focused on collaboration with community partners for collective action against difficult challenges that have prioritized by the people of Kent County (mental health, substance use, and obesity)



Key Performance Metrics

Strategic Plan Priority: Inclusive Participation

Strategic Plan Goal: Serve, protect, and promote a healthy community for all by providing overall leadership and support for the department

Objective: Advance health in all policies by providing at least five learning labs and sharing resources with partner organizations

Health in All Policies (HiAP)

- Hosted 5 HiAP Learning Labs with participants from numerous agencies including the City of Grand Rapids, South Division Corridor agencies, Healthy Homes, Spectrum Health, Access of West MI, Blue Cross/Blue Shield, the Source.
- Engaged in sharing information, tools and resources to support HiAP at the state and national level as follows through events such as the NACCHO Health in All Policies Technical Assistance Webinar on March 13, the presentation for the State of Michigan Public Health Advisory Council on April 12, and a presentation at Michigan's Premier Public Health Conference on October 19.

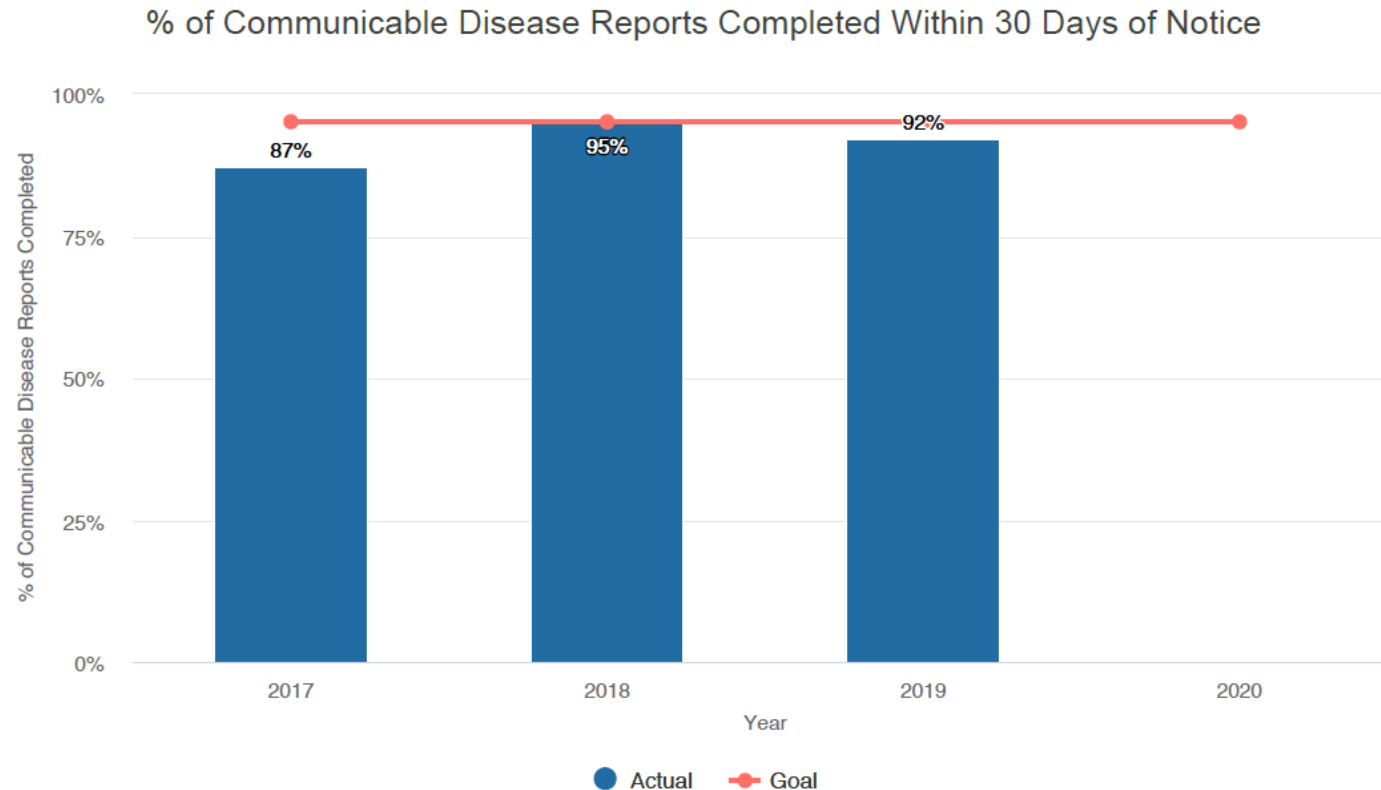


Key Performance Metrics

Strategic Plan Priority: High quality of life and Excellent Service Delivery

Strategic Plan Goal: Serve, protect, and promote a healthy community for all by providing overall leadership and support for the department

Objective: 95% of communicable disease reports completed within 30 days of notice





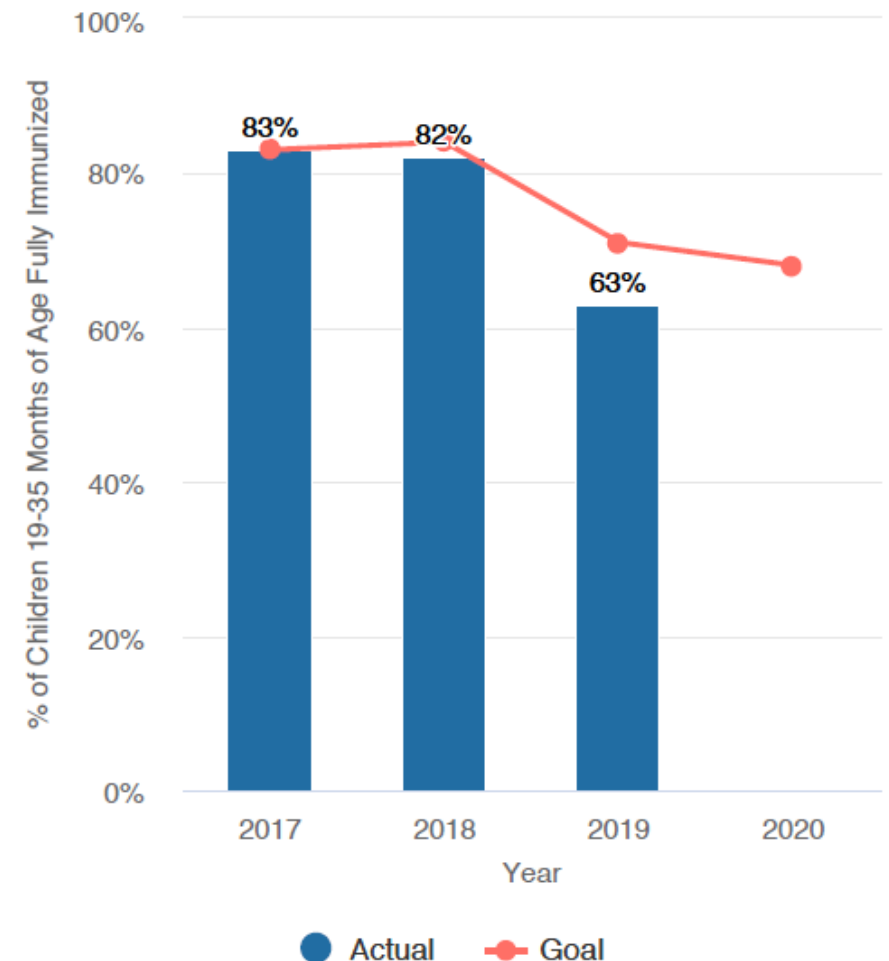
Key Performance Metrics

Strategic Plan Priority: High Quality of Life

Strategic Plan Goal: Serve, protect, and promote a healthy community for all through the prevention, detection, and treatment of illness and disease

Objective: 71% of children 19-35 months of age will be fully immunized based on MCIR data

% of Children 19-35 Months of Age Fully Immunized Based on MCIR Data





Key Performance Metrics

Strategic Plan Priority: High Quality of Life

Strategic Plan Goal: Serve, protect, and promote a healthy community for all by providing essential public health services throughout the community

Objective: Enact the recommendations of the Lead Task Force report

- Hired trained and certified three employees to conduct lead inspections
- Expanded communications and health education through the dontplayaround.org campaign.
- www.dontplayaround.org



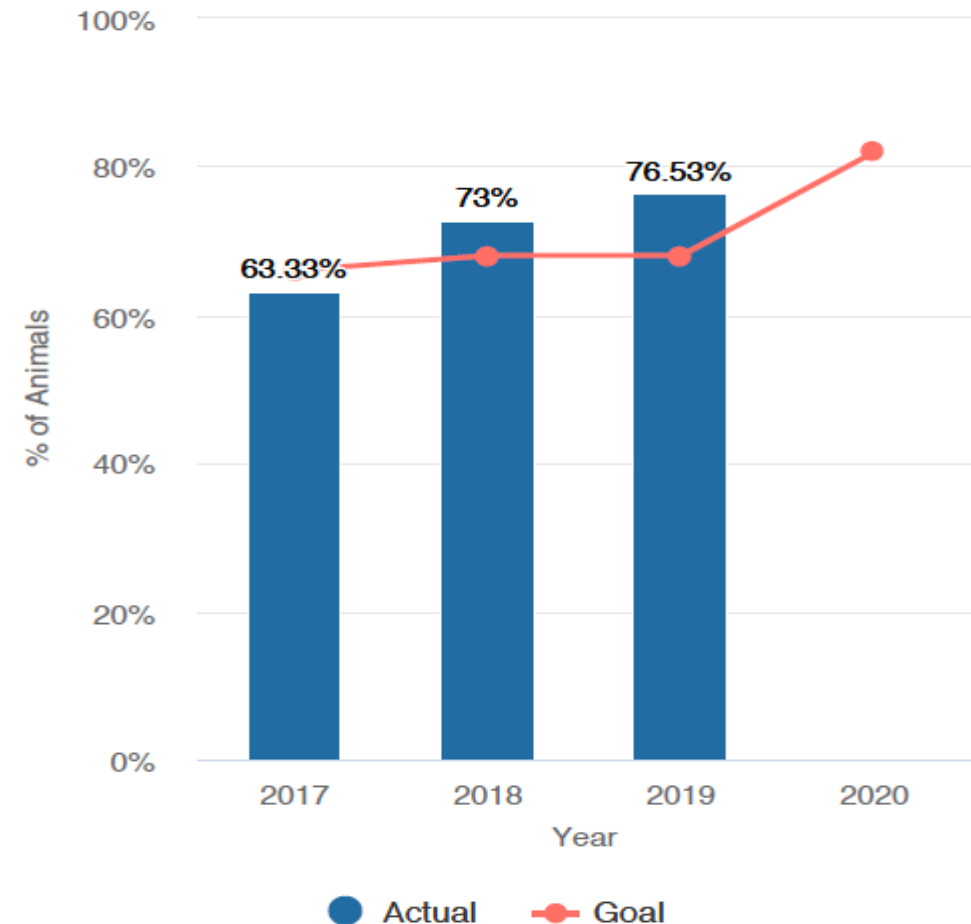
Key Performance Metrics

Strategic Plan Priority: High Quality of Life and Excellence in Service Delivery

Strategic Plan Goal: Serve, protect, and promote a healthy community for all by providing essential public health services which prevent injury and illness from exposure to environmental hazards.

Objective: 40% of animals received will be reclaimed, adopted, or transferred to a partner agency

% of Animals Reclaimed, Adopted or Transferred





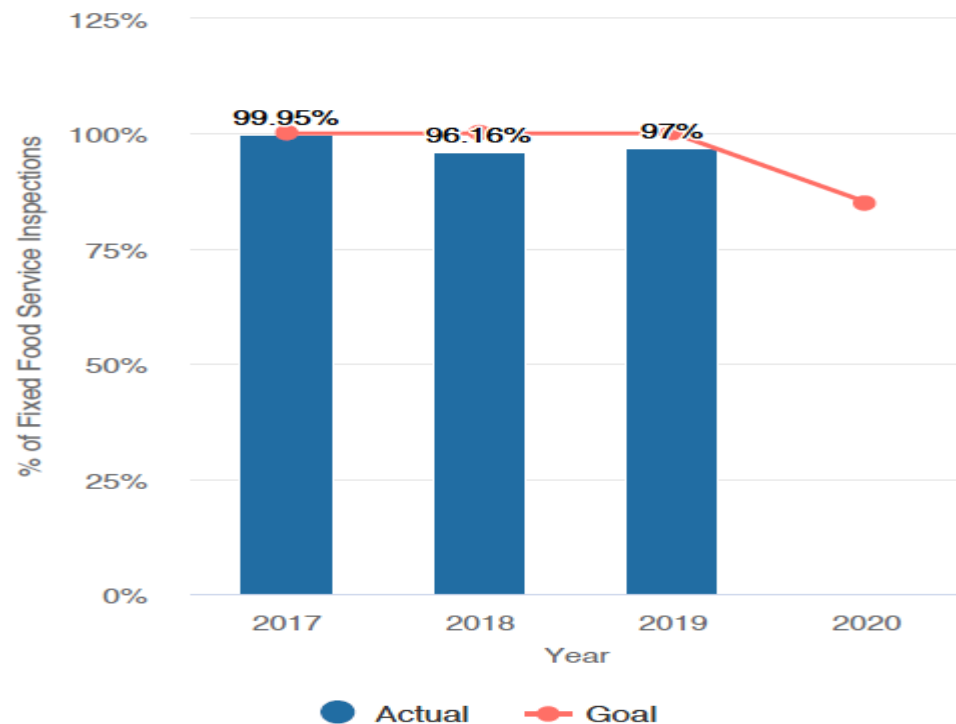
Key Performance Metrics

Strategic Plan Priority: High Quality of Life

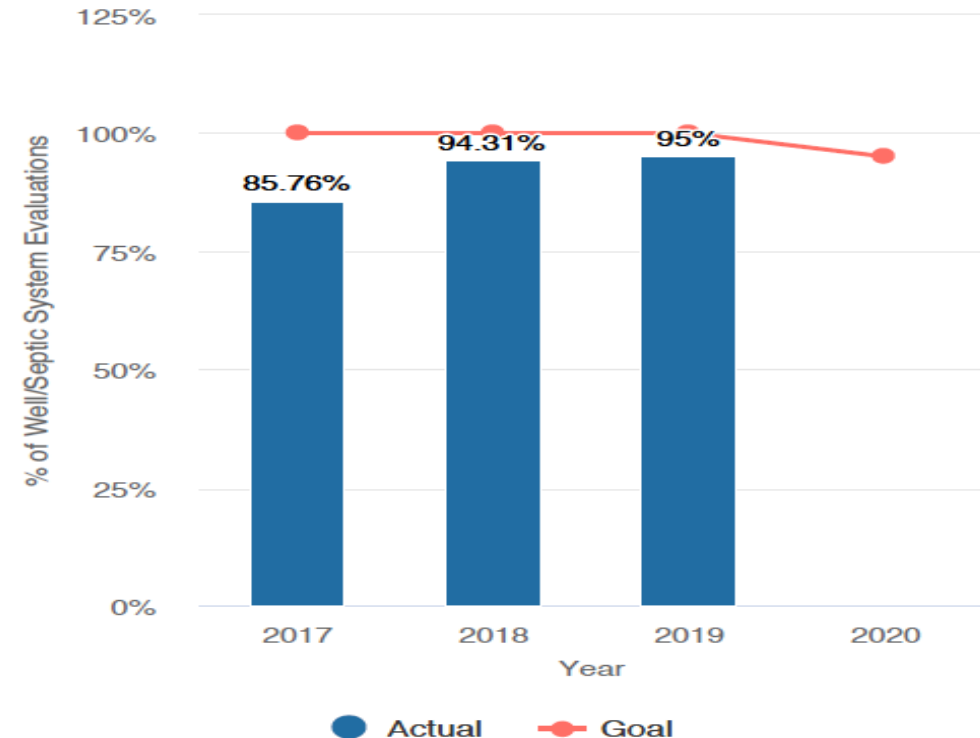
Strategic Plan Goal: Serve, protect, and promote a healthy community for all by providing essential public health services which prevent injury and illness from exposure to environmental hazards.

Objective: >95% of Environmental Health Food and Well/Septic Evals Completed within 30 days

% of Fixed Food Service Inspections at Required Frequency



% of Well/Septic System Evaluations Inspected/Closed Within 30 Days



2019 Significant Accomplishments

North Kent Exposure Assessment

EEE Response

Opioid Task Force

Decreasing Infant Mortality

Behavioral Health Crisis System Project

Lead Action Team Framework

A Look Ahead

COVID-19: Testing,
Contact Tracing,
Communications,
Policy, and Transition
to Vaccination

Continuing the
work of Health
Equity: A healthy
community for all



Thank you