



2014 knox county health department

ANNUAL REPORT



Public Health
Prevent. Promote. Protect.



KCHD Vision

“Healthy people in a healthy community!”

KCHD Mission

To serve Knox County by assessing health and environmental needs, developing policies, and assuring those needs are effectively addressed.

Letter from the President

As I approach the end of my fourth term as President of the Knox County Board of Health I am more excited than ever about the efforts and continued projects of the Knox County Health Department (KCHD).

2014 was very busy with familiar activities and new endeavors. As in the past, our board members, staff and our many agency partners have worked hard to make things happen. By working together, the dedicated department staff and the board of health strive to make the Knox County “community” a healthier and safer place to live and work. We believe in the mission: to promote health, prevent disease and protect the environment in order to improve the health of all Knox County citizens.

In 2014, with the financial support from the Galesburg Community Foundation, the Health Department, along with a team of 148 volunteers, held a very successful third Adult Dental Day at Carl Sandburg School of Dental Hygiene providing 128 adults with free dental care. In December 2014 Michele



Jacquelyne Turner
KCHD President

Fishburn was hired as our new Public Health Administrator. Michele comes to us with a great amount of experience here in Knox County. We look

forward to our progression toward new goals and maintaining our strong tradition of excellence. We know that memories take us back, but dreams take us forward.

It is my pleasure to serve with such a dedicated Board of Health who provide the governance of the Knox County Health Department. It is our pleasure to work with this dedicated Health Department who provide essential services to our community. We are proud of their work.

Jacquelyne Turner
President

Board members

President	Jacquelyne Turner
Vice President	Carol Scotton
Treasurer	Doug Gibb
Secretary	Kevin Statisky, M.D.
Board Member	Bruce J. Bobofchak, D.D.S.
Board Member	Kimberly DeSutter
Board Member	DuRae Fletcher, Sr.
Board Member	Samuel D. Fox, M.D.
County Board Liaison	Russ Nelson, Jr.



KNOX COUNTY Health Department

1361 West Fremont Street
Galesburg, Illinois

Hours: Monday – Friday 8:00am – 4:30pm

(309) 344-2224

Public Health and Ebola preparedness

The current outbreak in West Africa, (first cases notified in March 2014), is the largest and most complex Ebola outbreak since the Ebola virus was first discovered in 1976. There have been more cases and deaths in this outbreak than all others combined.

The disease is very dangerous and the Knox County Health Department is one of many Health Departments across the nation taking the right steps

with common partners to inform, educate, and prepare for disease outbreaks like Ebola.

In 2014, several internal and external planning meetings, as well as community outreach events, were held to inform the public about what actions are currently being taken at the national, state, and local level to protect citizens against the potential spread of Ebola and/or any potential disease outbreak.



Valuable Contributions to Community

“KnoxCorps Fellows with the Knox County Health Department make valuable contributions to our community and the well-being of Knox County citizens. In return, the Fellows gain important skills for their new roles as young professionals. Ultimately, we hope the Fellows will choose to stay in Knox County to start their young careers and continue to strengthen our community.”

Karrie Heartlein
Government & Community
Relations at Knox College

Community Fortunate to have KCHD

The residents and visitors of Knox County, as well as the surrounding areas, are fortunate to be served by a comprehensive Health Department. As part of its mission, the Knox County Health Department (KCHD) works in a cohesive partnership with the Knox County Emergency Management Agency (KCEMA) to plan for and respond to emergencies involving health and medical needs in the Greater Galesburg area.

The Knox County Emergency Operations Plan (EOP) is a collection of functional annexes that address the structure, responsibilities, and procedures employed by emergency response and supports agencies before, during, and after a disaster situation in the area. The KCEMA Coordinator builds the EOP with the assistance of staff from these agencies in their given area of expertise. The Director of the KCHD is tasked to produce, update, and exercise the Health and Medical Annex of the EOP every two years. The Health Department also provides important input and content on several other annexes, including sheltering, mass care, communications, and environmental emergencies.

Knox County employs a unified command system to manage incidents within the county. Depending upon the nature of the individual incident, a lead agency is assigned to provide primary direction within the unified command. For incidents where the primary threat is a disease outbreak or where biological or agricultural terrorism is involved, the Health Department is tasked to provide com-



mand leadership in developing strategies and tactics to combat the situation.

In order to maximize disaster preparedness, the KCHD and KCEMA periodically team with other agencies to conduct drills of various levels, ranging from workshops to full-scale disaster. KCEMA occasionally helps facilitate KCHD events, such as Adult Dental Day. The two agencies have joined to present awareness information on their respective agencies at City Council meetings and town board meetings at many of the rural jurisdictions in the county. The collaborative partnership of the local health department and Emergency Management Agency is a valuable asset to the health, safety, and economic well-being of County residents and businesses.

Tom Simkins
Fire Chief, GFD



IBCCP Services

Women between the ages of 35 and 64 living in Knox, Warren, or Henderson Counties can qualify for free screenings and treatment for breast and cervical cancer if they are uninsured, underinsured, or have a high deductible for these services. If symptomatic, younger women can also qualify for free treatment.

What is WIC?

WIC, the Supplemental Nutrition Program for Women, Infants and Children (WIC), is intended to reach income-eligible pregnant, postpartum, and breastfeeding women, infants, and children up to five years of age eat well and stay healthy.

WIC PROVIDES:

- Nutrition and health screening assessment
 - Breastfeeding education and support
 - Referral to other health, family, and social services
 - Supplemental healthy foods designed to meet nutrition needs.
- WIC is about good nutrition and good health for the family.

WIC ELIGIBILITY CHART

# of Persons Family Household Size	Annual Income	Monthly Income	Weekly Income
1 Person	\$21,590	\$1,800	\$416
2 People	\$29,101	\$2,426	\$560
3 People	\$36,612	\$3,051	\$705
4 People	\$44,123	\$3,677	\$849
5 People	\$51,634	\$4,303	\$993

WIC Making Significant Advances

The Knox County WIC office made significant advances in 2014, including implementation of the Walk-In Clinic, online nutrition education, a new online cornerstone system, and connecting local agencies with information. These advances have enabled us to serve our 2,135 participants more effectively and efficiently.

WIC's collaboration with local health agencies, retailers, health care providers, community organizers, and other partners is the key to our continued success. Their dedication and service to WIC participants is the heart of our success and is reflected within our participant satisfaction survey and the praise given for the quality of WIC services in Knox County.

“Clients and staff love the flexibility”

The Knox County Health Department WIC clinic is a Walk-In Clinic Monday–Friday 8am–4:30pm. No Appointments.

The Wellness Division Working behind the Scenes for the Health of Knox County.



Sandy Noel, Co-Chairman of the Governor's Council on Health and Physical Fitness; Jennifer Hammer, Executive Director of the Illinois Chamber of Commerce; Erin Olson, Director of Wellness Promotion at KCHD; Conny Moody, Assistant Deputy Director of the Illinois Department of Public Health; Tom Ciccotti, Chairman of Building a Healthier Chicago's Worksite Wellness Initiative



HEALTHIER FAMILIES

Creative Childhood Center participated in a program called "ABCs & 123s To A Healthier Family." The children and families were involved in activities such as planting and growing gardens, weekly nutrition and physical education classes, and open swim/swim lessons at Hawthorne Pool. This program was made possible by funds from the Galesburg Community Foundation.

WORKSITE WELLNESS

The Knox County Health Department was honored to be awarded "Silver Level" recognition at the 2014 "Illinois Healthy Worksite Designation" ceremony held in Springfield. The Illinois Healthy Worksite Designation was created to engage employers throughout the state in worksite wellness best practices.

YOUNG LEADERS

The 6th annual Teen Leadership Summit titled "I'm Yelling Leader" was held at Carl Sandburg College this past spring. The summit is designed to develop new student leaders in Knox County schools. 66 students from Galesburg, Knoxville, and R.O.W.V.A participated. Seven Knoxville High School students, DJ Ackmen, Olivia Diaz, Kelly Lenz, Danielle Diaz, Emily Weedman, Dakota Strode, and Tyler Yarbrough, helped plan the summit. This summit is due to the efforts of Carl Sandburg College, volunteer presenters, Healthy Youth Alliance, and the Teen Pregnancy Prevention Grant from the Illinois Department of Public Health.



Successfully collaborated with the Knox County Housing Authority in writing and adopting a Smoke Free Multi-Unit Housing policy. The KCHA went smoke free on April 1, 2014.

Food Protection

Our Food Protection Program strives to ensure food safety through: licensure of food facilities, inspections, and educational programs in our community. Health inspectors work with food vendors of all types to ensure the food you eat is safe.

	2012	2013	2014
Licensed Food establishments	337	335	331
Number of Routine inspections conducted	649	659	644
Number of Re-inspections	154	192	213
Number of complaint investigations	36	32	39

Potable Water Safety

The Potable Water Safety Program aims to reduce the risk of contracting a waterborne disease from community, non-community, and private water wells. The Knox County Health Department samples water for bacteria and nitrates, indicators of contamination.

	2012	2013	2014
Number of water well permits issued	34	38	35
Number of water wells installed	34	16	22
Number of water wells inspected	8	21	27
Number of water wells sealed	13	28	21

Preparedness and Medical Reserve Corps

The best things you can do to prepare for an emergency are: get informed, make a plan, and build an emergency kit.

To learn more or for more information about how to join the Knox County Medical Reserve Corps please visit our Medical Reserve Corps page, <https://www.medicalreservecorps.gov/>

GET INFORMED, MAKE A PLAN, AND BUILD AN EMERGENCY KIT!

West Nile Virus Program



The Knox County Health Department conducts surveillance for West Nile Virus. Throughout the warmer months, mosquito samples and dead birds are tested for the disease. In 2014, 24 mosquito samples were taken throughout the county, with an average sample size of 30 mosquitoes. 3 dead birds were able to be sent to the lab and 2 came back positive for West Nile Virus.

24

MOSQUITO
SAMPLES
TAKEN

30

AVERAGE
MOSQUITO
SAMPLE SIZE

03

DEAD BIRDS
SENT TO LAB

02

BIRDS POSITIVE
FOR WEST NILE

Onsite Wastewater Disposal Program

Because so many toxic chemicals and pathogens are in sewage, it's extremely important to ensure proper treatment of sewage. The Knox County Health Department works in conjunction with Private Sewage Contractors, Home Owners, and the Illinois Department of Public Health to protect the environment from contamination.

	2012	2013	2014
Sewage System Permits Issued	52	44	36
Sewage Systems Installed	46	38	26
Sewage Systems Inspected	46	39	26
Sewage Complaints Received & Inspected	2	2	1

Immunizations

We provide immunizations to infants, children, and adults at minimal or no cost to protect against vaccine-preventable diseases.

	2012	2013	2014
Children served	52	44	36
Immunizations given to children	46	38	26
Adults served	46	39	26
Immunizations given to adults	2	2	1

Communicable Disease Investigation, Surveillance

The Health Department protects the health and welfare of Knox County residents through the control of infectious diseases. In partnership with the Illinois Department of Public Health and local healthcare providers, the Department identifies and investigates cases to control outbreaks and the spread of disease.

	2012	2013	2014
Hepatitis	39	34	27
HIV Infection	1	1	2
Lyme Disease	4	6	6
Salmonellosis	7	7	4
Tuberculosis	0	1	2

STD Reports

	2012	2013	2014
Chlamydia	217	198	217
Gonorrhea	48	58	44
Syphilis	0	1	8

	2012	2013	2014
HIV Tests Performed	277	145	149
STD Tests Performed	596	216	182

Drive Thru Flu Clinic

The Knox County Health Department held its Annual Drive Thru Flu Clinic on September 20, 2014. We gave 230 Flu shots in 3 hours...in other words...76.6 shots per hour! **A huge THANK YOU to Hinchliff-Pearson-West, Inc.**



Quick Sick

Same Day Appointments

The Knox Community Health Center is happy to provide "Quick Sick" hours for you and your family's convenience.

"Quick Sick" is same day care for our established patients which is staffed and intended for adults and children with minor illnesses that have developed recently. It is not intended for medication refills, new patients, vaccinations, blood draws, children with an illness of long duration, non-acute or serious illnesses requiring more provider and staff time.

Monday-Thursday
3:00-6:00 pm

Illnesses such as:

- A sore throat
- A wheezing child
- Infant with a fever

Call us today!
309-344-2225

Federally Qualified Health Centers

What is a FQHC and what are the benefits?

Community Health Center Services

Community Health Centers provide “health care homes” that increase access to care, improve health outcomes for patients, and reduce health disparities. Spread across 50 states, more than 1,202 Community Health Centers provide vital primary care to more than 21 million Americans with limited financial resources.

Directed by boards with majority consumer membership, Health Centers focus on meeting the basic health care needs of their individual communities. Health Centers maintain an open-door policy, providing treatment regardless of an individual’s income or insurance coverage.

For nearly 50 years, Health Centers in the United States have delivered comprehensive, high-quality primary health care for people underserved by America’s health care system. Health Centers serve the homeless, residents of public housing, migrant farm workers, and others with emergent and chronic health care needs with limited resources to secure treatment through traditional channels.

Becoming a Patient

Anyone can become a patient of the Knox Community Health Center. The Center accepts all patients regardless of their ability to pay. Transportation assistance is available.

Eligibility

Individuals/families applying for discounted fees are expected to provide proof of income each year by providing 30 days of total household income; which may include: paycheck stubs, W-2, tax forms, disability benefits, child support, social security, and/or retirement income.

- Patients stating they have no income will have to complete a zero income affidavit form every six months.

- Patients refusing to provide income documentation annually are responsible for full charges.

**The Sliding Fee Scale is based on the most recent Federal Poverty Level (FPL) Guidelines, and will be approved annually by the Community Health Center Governance Board.

Any changes to a patient’s Sliding Fee Scale Plan resulting from Governance Board approval of newly published FPL Guidelines will be effective at the patient’s next scheduled visit.

Community Health Centers are not free

While all Health Centers must provide access to services without regard for a person’s ability to pay, services are not free. Rather, each Health Center, including the Knox Community Health Center, has a set schedule of fees and corresponding discounts (often referred to as a sliding fee scale) for the services they provide. The sliding fee scale is based on a patient’s ability to pay and family size according to the most recent Federal Poverty Level Guidelines. Screening is completed annually in a manner which eliminates barriers to care.

How the sliding fee scale works

- All patients whose annual individual and/or family income is below 200% of the Federal Poverty Level Guidelines are eligible for discounts on the care they receive.
- Patients whose incomes fall below 100 percent of the Poverty Guidelines receive care at no cost or for a small fee.
- Patients whose incomes fall between 100 and 200 percent of the Poverty Guidelines pay some portion or percent of the care received.
- Insured patients whose income falls below 200% of the Federal Poverty Level Guidelines are also eligible for discounts on their portion of health care costs for the care they receive
- The amount or percentage is determined annually through policies set by the Knox Community Health Center Governance Board.

The Knox Community Health Center always ensures that billing for patients without insurance, collection of co-payments and fees, and screening for financial status is done annually and in a culturally appropriate manner to ensure that these steps do not present any barriers to a patient receiving care.

Funding sources

The Knox County Health Department’s Knox Community Health Center is a Section 330, federally funded Community Health Center. We participate in the 340b pharmacy program, providing access to low-cost medications for patients, as well as maintaining Federal Tort Claims Act liability insurance for the Knox Community Health Center.

All under one roof!



**KNOX COMMUNITY
HEALTH CENTER**

*Your Family’s Health Care Home
for Comprehensive Medical
and Dental Services!*

Governance Board Members

- President** Lauri White
- Vice-President & Secretary** Melissa Delgado
- Board Member** Annette Faul
- Board Member** Penny Hendrickson
- Board Member** Joe Patterson
- Board Member** Dan Siems
- Board Member** Mary Wilt
- Board Member** Helen Sotelo
- Board Member** Harlan Cook

KCHC Vision

A community without barriers to healthcare.

KCHC Mission

The mission of the Knox Community Health Center is to serve as a medical home providing comprehensive health care for all walks and stages of life.

We are dedicated to providing services which unite the ideals of prevention, wellness, and disease management; resulting in enhanced physical and mental well-being for the community members we serve.



KNOX

Community Health Center

1361 West Fremont Street
Galesburg, Illinois

Mon – Thurs 8:00am - 6:00pm

Fri 8:00am – 5:00pm

(309) 344-2225

Letter from the President

As the Knox Community Health Center is now into its third year as a Federally Qualified Health Center (FQHC), we continue to find more patients making the Clinic their medical and dental home. As



Lauri White
President KCHC

you may remember, the Knox Community Health Center is a nonprofit, community directed Health Center where health care providers serve low income and medically underserved communities. Created by the United States Congress over 40 years ago, clinics designated as FQHC's provide quality, affordable primary and preventive care for those whom other providers do not serve.

Offering dental and medical services to both children and adults, your primary healthcare needs can be met under one roof. Our expanded hours offer evening appointments on given days. Our friendly and competent staff will discuss your medical and / or dental needs as well as explain the services and fees with you so you understand your healthcare conditions and associated costs. Call our Center to schedule your medical and / or dental appointment.

The Center is governed by a group of volunteers whose focus is to ensure the health needs of the community are addressed regardless of the individual's ability to pay. Following the established guidelines by the U.S. Department of Health and Human Services and the Health Resources and Services Administration (HRSA), the Governance Board members evaluate data of the community to determine which services are to be provided by the Health Center as well as assist in determining the need for future services. With the majority of the board members themselves receiving services at the Center, the needs of the individuals being served by the Center are always at the forefront of decision making. If you are interested in serving on the Governance Board, please contact any staff member at the Knox Community Health Center and a board member will get in touch with you.

We hope you will take an active part in making the Knox Community Health Center a part of your health care community. Please take advantage of the services and activities offered. Together, we can make our community a healthy community.

Regards,

Lauri White, President
Knox Community Health Center
Governance Board

Health Center Value Statements

INTEGRITY

We act with a consistency of character and are accountable for our actions.

RELIABLE

We provide forthcoming, impartial, and courteous care for every patient every time.

QUALITY

We achieve an exemplary level of service through individual efforts and teamwork.

ATTAINABLE

We eliminate barriers that impede an individual's ability to access medical and dental care.

COMPASSIONATE

We nurture a sense of family and community among our patients and ourselves.



“But the biggest thing, honestly, is how I am treated.”

Penny Hendrickson, Knox Community Health Center Patient

Helping one Patient at a Time

By Tom Loewy

The Register-Mail

Six years ago, Penny Hendrickson found a lump in her breast.

“I knew it was there for a while,” the now 42-year-old said while waiting inside the Knox Community Health Center.

“I just hadn’t taken the time to find out what was going on. Back then, I went to a private doctor — but those visits cost me \$150 every time I went. That was a lot of money to me then. It is still a lot of money today.”



The lump started to get bigger and Hendrickson worried she had breast cancer. Fortunately, she found her way to the Community Health Center and the Illinois Breast and Cervical Cancer Program.

“It was so different. My first day here I was so nervous,” Hendrickson said. “But it was a great experience. The people in

the Health Center were really nice and they listened to me. The thing was, they didn’t talk down to me. In so many other places I felt like I wasn’t treated very well because I didn’t have things like insurance and the ability to pay.”

Hendrickson began using the resources and the Health Center. She had no idea at the time that the scope of the services offered at the Health Center was poised to radically change and expand.

And Hendrickson became more than a client at Knox County’s FQHC. Today she serves on the Health Center’s nine-member Governance Board.

“I feel like I’m part of a family at the health center,” Hendrickson explained. “I have a thyroid condition and Type 2 diabetes — so this is a place I need to come to educate myself. And when they asked me to be on the board, I thought it would be a great way for me to learn more about the health center and be a part of a place that has done so much for me.”

For Penny Hendrickson, the choice to move to the Community Health Center was life-changing.

“I understand my health better now,” she said. “And I am invested in this place.”



“But the biggest thing, honestly, is how I am treated. I’ll never forget the first time I was out and I ran into one of the nurses from here. She said ‘Hi’ to me and talked to me. She treated me like someone she knew — not just someone who sees me as a patient. That meant a lot to me.”

Your family’s healthcare home...

- Your Health Center Providers -



Dr. Matt Rozny
Dentist



Dr. Lekeba Granger
Dentist



Dr. Dan Stephens
Dentist



Dr. Tommy West
Doctor



Laura Fullerton, ANP



Pam Bloomfield, ANP



Judy K. Lee, MSW, LCSW

3,938

unduplicated patients were seen at the Knox Community Health Center at 8,116 visits.

10%

of Knox Community Health Center patients are seen for both Medical and Dental visits.

57%

of all KCHC patients are female, 43% male; while 56% are aged 19 and older and only 2% are over the age of 64 years.

23%

of all KCHC visits are medical and 77% are for dental services.

29%

In 2014 the CHC extended medical visit hours to 6:00pm resulting in 29% more appointments available after work/school hours.

8%

of our patients are Hispanic/Latina, 18% Black/African American, and a growing 6% are Asian, American Indian/Alaskan Native and Pacific Islander.

10

The Knox Community Health Center has 2 full-time APN's, 2 full-time dentists, 2 full-time hygienist, 1 part-time M.D., 1 part-time dentist, and 2 part-time hygienists.

51%

of our patients live below 100% of the Federal Poverty Level, and a total of 73% of all patients qualify for the Sliding Fee Scale discounts under the Community Health Center program.

21.5%

of patients have no insurance coverage at all and participated in the Sliding Fee Scale program and 64% participate in either Medicare, Medicaid or both; 8% have private insurance purchased on their own or through their employer.



Letter from the Administrator

Dear Knox County Residents,

I am pleased to present the Knox County Health Department Annual Report for 2014. It is truly a showcase of the hard work and dedication of every employee who works for this Department. Furthermore, it is a testament to the commitment of our Federal, State, and community partners who work with us every day to ensure the people of Knox County truly benefit from the work we do, and are able to lead healthier lives because of it.

This report highlights examples of how the Knox County Health Department achieves its mission of service to Knox County on a day-to-day basis. Programs such as WIC, FCM, food safety, sewage, water, and communicable disease may be quietly performed throughout the year; or, as in the case of the Ebola virus outbreak, require additional attention and preparation outside of the norm. In this case, the preparation was thankfully unneeded; however, preparation is key to success.

I am proud to report to the residents of Knox County that; although, no Ebola related concerns developed, your Knox County Health Department and its community partners; including, Emergency Management, the hospitals, ambulance, police, and many others were part of a seamless plan to react



Michele Fishburn, MPH
Public Health Administrator

if and when it became necessary to address the Ebola outbreak. Furthermore, the partners' response was built as a template to address any communicable disease related concerns at the level of an Ebola outbreak, and not simply as a one-time plan to make it through a single incident. Protecting the health and safety of this community is important work and the Health Department cannot go it alone. We are very fortunate to have many partners who are central to our mission.

Additionally, as the practice of Public Health has shifted over the years to focus on the prevention of chronic diseases, the Health Department continues to respond by restructuring its organization and programs to address new challenges, such as health inequities and the increasing burden of chronic disease risk factors. In 2014, the Community Health Center and the Health Department staff played a major role in helping uninsured residents learning about healthcare insurance and enroll them

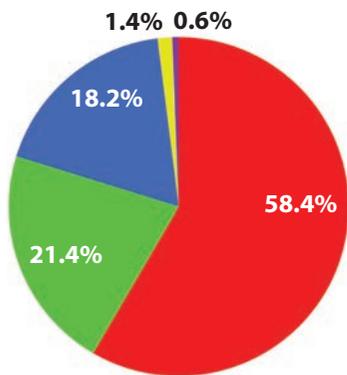
through the Affordable Care Act; a landmark law that will forever change the way that healthcare services are delivered here in Knox County and across the nation. Also in 2014, the Knox Community Health Center expanded its hours for medical appointments until 6:00 p.m., and added "Quick Sick" same day appointments for its patients Monday through Thursday from 3:00 p.m. to 6:00 p.m. Bold steps are taken by Community Health Center staff to ensure the best and most timely care possible for our patients.

On into 2015, I look forward to the Health Department embarking on its 5th Comprehensive Community Health Needs Assessment and Community Health Improvement Plan for Knox County, integrating behavioral health services into the Community Health Center, and taking bold steps toward recognition by the Public Health Accreditation Board as an accredited local health department.

I am pleased to present many of our accomplishments in this 2014 Annual Report. For additional information on programs and services, please visit our website at knoxcountyhealth.org.

Thank you and I look forward to 2015,

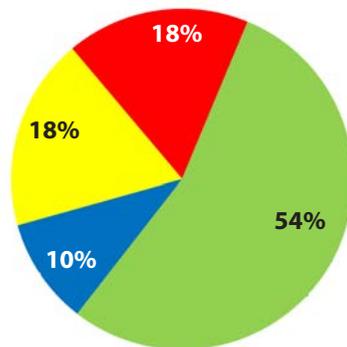
Michele Fishburn, MPH
Public Health Administrator



Revenue Summary 2014

Federal & State Grants/Foundation Awards	1,934,848.36
Service Fees	707,568.89
Tax Levy	602,217.15
Miscellaneous	47,997.29
Interest	19,434.52

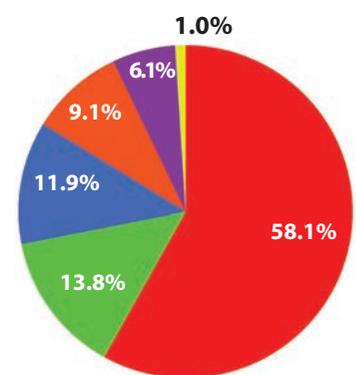
Total 3,312,066.21



Expense Summary 2014

Personnel (Grant Contingent)	1,735,615.91
Grant Program Activities	583,694.80
Personnel	555,069.17
Operating Expense	324,324.79
Building Construction	0.00

Total 3,199,704.67



2013 Distribution of Property Taxes

Education	58.1%
County	13.8%
Fire, Library, Sanitary, Misc.	11.9%
Cities & Villages	9.1%
Township	6.1%
Knox County Health Dept.	1.0%