

# Staff Leadership and Recognitions

Cities Readiness Initiative Certificate of Recognition from Missouri Department of Health and Senior Services.....	Health Department
Council on Linkages Between Academia and Public Health Practice.....	Larry D. Jones, MPH
Director's Advisory Council for Missouri Department of Health & Senior Services.....	Larry D. Jones, MPH
Independence Coalition for Child Safety, Chair .....	Karen Van Fleet, RN, BSN
Jackson County Inter-Agency Council, President .....	Cindy Horne, RN, BSN
Master of Science in Nursing, University of Missouri .....	Shawna Jackson, RN, MSN
Missouri's Council for Public Health Nurses .....	Shawna Jackson, RN, MSN
Missouri Association of Local Public Health Agencies, Chair .....	Larry D. Jones, MPH
Missouri Public Health Association Board Member.....	Cindy Horne, RN, BSN
Model Practice for Tdap Education and Administration Program for Postpartum Mothers at the National Association of County and City Health Officials Conference .....	Shawna Jackson, RN, MSN
National Association of County and City Health Officials, Board of Directors .....	Larry D. Jones, MPH
National Association of Workforce Boards, Healthcare Virtual Career Platforms Committee.....	Larry D. Jones, MPH
Neighborhood Code Compliance Program, finalist for the National League of Cities 2010 Awards for Municipal Excellence .....	Code Compliance Staff
Partners in Preparedness Award, Medical Reserve Corps of Greater Kansas City .....	-Health Promotion Staff
Poster Presentation for Online Vaccination Software Enhanced Vaccination Process at the National Association of County and City Health Officials Conference .....	Bridgette Casey, CHES Alicia Nelson
Poster Presentation for Tdap Education and Administration Program for Postpartum Mothers at the National Association of County and City Health Officials Conference .....	Shawna Jackson, RN, MSN
Poster Presentation for Timecard Scheduling System at the National Association of County and City Health Officials Conference .....	Bridgette Casey, CHES Alicia Nelson
Presented at the Cerner Health Conference "The Intersection of Healthcare Information Technologies and Public Health".....	Bridgette Casey, CHES Alicia Nelson
Presented at the Missouri Department of Health & Senior Services Best Practices Cities Readiness Initiative Showcase, "Rapid Dispensing" .....	Bridgette Casey, CHES
Project Public Health Ready Recognition from the National Association of County and City Health Officials.....	Health Department
Promising Practice for Online Vaccination Software Enhanced Vaccination Process at the National Association of County and City Health Officials Conference.....	Bridgette Casey, CHES Alicia Nelson
Regional Homeland Security's Public Health Subcommittee, Co-Chair.....	Larry D. Jones, MPH



# 2010 Annual Report

The department ensures the public's health through activities that protect the public from environmental hazards, prevents injury and disease, and promotes healthy behaviors and lifestyles.



The National Association of County and City Health Officials (NACCHO) has recognized the Independence Health Department for its ability to respond to public health emergencies.

To earn recognition, the Health Department met the comprehensive preparedness benchmarks required by Project Public Health Ready (PPHR), a unique partnership between NACCHO and the Centers for Disease Control and Prevention (CDC). It is the only Missouri health department earning the recognition.

Local health departments recognized by PPHR undergo a thorough evaluation process by peer review. PPHR required the Independence Health Department to meet expectations in public health preparedness in three key areas: preparedness planning; workforce competency; and demonstration of all hazards readiness through exercises or a response to a real event. The recognition confirms that the City of Independence has an emergency response plan in place, the plan is connected to other jurisdictional emergency response plans, agency members are trained, and the plan is exercised and used during public health emergencies.

## Independence Health Department

P. O. Box 1019  
Independence, MO 64051-0519

Animal Services Division  
▶ 875 Vista Avenue

Phone: 816-325-7986  
Fax: 816-325-7074  
[www.independencemo.org/health](http://www.independencemo.org/health)

Code Compliance Division  
Food & Institution Division  
Health Promotion Division  
▶ 515 S. Liberty Street

# Important Phone Numbers

Animal Services Division.....	325-7205
Animal Shelter.....	325-7207
Animal Shelter Volunteer Coordinator .....	325-7212
Barking Dog Hotline.....	325-7213
<a href="http://www.independencemo.org/health/animal_barkingdogs.aspx">www.independencemo.org/health/animal_barkingdogs.aspx</a>	
Birth and Death Certificates.....	325-7185
Code Compliance Division.....	325-7193
<b>Code Compliance Complaint forms</b>	
<a href="http://www.independencemo.org/health/codecompliance.aspx">www.independencemo.org/health/codecompliance.aspx</a>	
Communicable Disease Hotline .....	325-7204
Food and Institution Division.....	325-7803
<b>Food Complaint.....</b>	<b>325-7803</b>
Health Administration .....	325-7986
Health Promotion Division.....	325-7185
Neighborhood Cleanup Program.....	325-7427 or 325-7196
<b>Food Handler/Manager Class Information .....</b>	<b>325-7194</b>
<a href="http://www.independencemo.org/foodsafety">www.independencemo.org/foodsafety</a>	
Smoking Cessation Classes .....	325-7185
<b>Smoking Ordinance Complaints.....</b>	<b>325-7185</b>
<a href="http://www.independencemo.org/health/smokingcomplaint.aspx">www.independencemo.org/health/smokingcomplaint.aspx</a>	

Larry D. Jones, MPH  
Health Director  
325-7986

Aimee Wells  
Animal Services Manager  
325-7211

Andrew Warlen, MPH  
Code Compliance Manager  
Acting Food & Institution Manager  
325-7765

Cindy Horne, R.N., BSN  
Health Promotion Manager  
325-7187

[www.independencemo.org/health](http://www.independencemo.org/health)

# Advisory Board of Health

The Advisory Board of Health acts as an advisory board to the City Manager, Department of Health, and City Council on matters pertaining to public health. The Board may also make such investigations and studies in the field of public health that, in its judgment, will be helpful in carrying out its general purposes.

The Board of Health reviews ordinances proposed by the Health Department before going to the City Council. During 2010, the Board reviewed proposed changes to the Animal Control Ordinance.

Board members belong to the Missouri Association of Local Boards of Health (MALBOH,) as well as the National Association of Local Boards of Health (NALBOH.)

The Board consists of 10 members who represent various professions directly concerned with general matters of health. Board members include:

- four licensed medical practitioners, at least two of whom must be physicians;
- one dentist;
- one veterinarian; and,
- four lay members

- Howard H. Braby, MD, Chair  
Ralph K. Ruckman, DDS,  
Vice Chair  
Kathleen Bennett, RN  
John Chapman, DC  
Caryl Goodyear-Bruch, RN, PhD  
William Kendall  
Dana Posey  
Donald Potts, MD  
Rick Schrock, DVM  
Jason White

INDEPENDENCE  
**HEALTH**  
DEPARTMENT

## Youth Council

The City has recently created an Independence Youth Council program. The Youth Council consists of students from all across Independence and creates an open forum for youth-sponsored goals and initiatives while fostering youth civic engagement, communication and involvement. There are currently 18 members on the Youth Council. The Youth Council has identified several issues affecting teens in Independence such as healthy youth lifestyles; improving transportation and access; fighting teen homelessness; improving the physical appearance of Independence (litter, graffiti, etc); and the lack of service opportunities for teens.

## Public Health Emergency Preparedness Program

- Responsible for continued preparedness and response planning related to large-scale disease outbreaks. The program works continuously with community partners and other City departments in assessment and support of response capabilities of the City.
- Collaborated with the Missouri Department of Health and Senior Services on the development of a state-wide Local Planning Assessment Tool.
- Exercised the City's Mass Prophylaxis capabilities utilizing a drive-thru seasonal influenza clinic for City of Independence employees.



## Communicable Disease and Surveillance

- Processed 886 reported disease cases.
- Conducted four outbreak investigations involving restaurants, schools and long-term care facilities (457 individuals ill).
- Utilized syndromic surveillance sites that report daily or weekly which include long-term care facilities, childcare centers, schools, City employees, Animal Services, and walk-in clinics.



## Immunizations

- Conducted onsite immunization audits at 57 childcare centers and homes twice this year.
- Converted to the Missouri Department of Health and Senior Services' ShowMeVax immunization registry for tracking of immunizations administered.
- Received American Recovery and Reinvestment Act (ARRA) funding to promote the use of Tdap vaccine among postpartum women and parents of newborns utilizing education and outreach activities and strengthened relationships with healthcare providers and agencies to ensure this population is reached.
- Administered 659 seasonal influenza vaccinations.

## Women, Infants and Children Program

A public health nutritionist is working in a pilot project between the Health Department and the Missouri Department of Health and Senior Services. The nutritionist provides nutrition counseling and educational support via the web to four remote WIC sites.

# Health Promotion 325-7185

Cindy Horne, R.N., B.S.N., Division Manager

The Health Promotion Division staff inform, motivate, and help individuals and groups to assume responsibility for improving the health of themselves, their families, and their community; promote voluntary adoption and maintenance of healthy practices and lifestyles which will lead to the highest level of individual and community health, and advocates social and environmental changes as needed to facilitate these goals; monitors disease occurrence rates in the community; and provides population-based education.

## Accomplishments:

### Healthy Lifestyle Promotion

- The Coalition for Child Safety printed and distributed 5,000 Family Resource Guides and held the Parents University with 231 in attendance.
- Presented educational topics such as Shaken Baby Syndrome, immunizations, infant CPR, substance abuse and Safe Sleep to 125 expectant at-risk mothers.
- Two new community gardens are in the development stage. One proposed site is on City-owned property and will serve Pleasant Heights and the surrounding neighborhood. Gardens continue at Hawthorne Place Apartments, Fairmount Plaza Apartments and Hocker Heights.



Programs	Participants
Tobacco Cessation Education	142
CPR/AED & First Aid	317
Hungry & Homeless Health Fair	78
Tdap Vaccine Classes	208
Childcare Provider Classes	108
Classes for Children in Childcare	702
Asthma Open Airways Classes	73

### Wellness Committee

- Over a thousand employees participated in one or more activities during the year which included lunch and learns, exercise programs, a weight loss competition with participants losing over 300 total pounds, and a wellness screening event.
- Employee blood drives were organized, collecting 118 pints of blood.

### Hungry & Homeless Coalition

- The Hungry and Homeless Coalition held their annual Civic Club Challenge raising more than 10,000 pounds of food for local food pantries.
- Mayor Don Reimal worked with the Coalition to help raise awareness and proclaimed November 14-19, 2010 as Hunger and Homeless Awareness Week.



# Animal Services 325-7207

Aimee Wells, Division Manager

The mission of the Animal Services Division is to provide services that will ensure public health and safety, enhance the quality of our citizen's lives, and promote animal welfare through education, enforcement, and community programs.

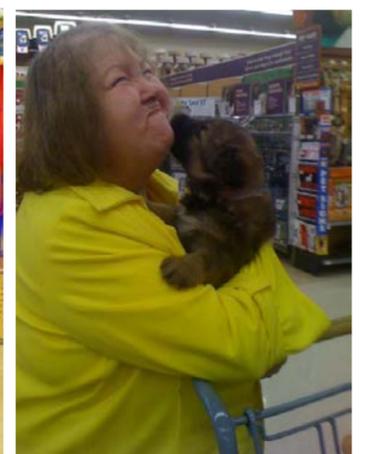
## Accomplishments:

- New and Updated websites:
  - [www.independencemo.org/animals](http://www.independencemo.org/animals)
  - [www.lcat-cares.com](http://www.lcat-cares.com)
  - [www.facebook.com/paws2adopt](http://www.facebook.com/paws2adopt)
  - [www.youtube.com/indepshelter](http://www.youtube.com/indepshelter)

The goal is to increase adoptions, educate the public and gain new partnerships with the community.

- First Annual Community Animal Fair. Attractions included a live band, animal related booths, contests and prizes. Approximately 400 people visited throughout the day, while 126 animals were vaccinated for rabies and 51 animals were micro-chipped.
- Partnered with Parks and Recreation for their annual end of season dog swim at Adventure Oasis Water Park. Over 100 dogs participated in the swim.
- Volunteers helped with the adoption of animals by taking shelter animals to satellite adoption sites. With a dedicated core of volunteers, the shelter was able to keep their adoption numbers equal to last year's numbers even with a struggling economy.

Animals Sheltered	2009	2010
Dogs	2,078	1,692
Cats	2,399	2,022
Other	52	85
Animals Adopted	2009	2010
Dogs	652	645
Cats	629	602
Other	33	63
Animals Euthanized	2009	2010
Dogs	320	229
Cats	1,323	1,121
Other	6	0
Returned to Owner	2009	2010
Dogs	746	542
Cats	86	23
Other	1	7



# Code Enforcement 325-7193

Andrew Warlen, MPH, Division Manager

The City of Independence has developed municipal property codes to protect the life, health, safety, and welfare of its residents. The Property Maintenance Code and Health Code set the minimum standards to which properties must conform. It is the mission of the Code Enforcement Division of the Health Department to work in partnership with the citizens of Independence to promote and maintain a safe, healthy, and desirable living and working environment.

## Accomplishments:

- Successfully trained Independence Police Department (IPD) staff in the procedures for declaring properties "Unsafe to Occupy." By enabling IPD to perform this action, it eliminated the time formerly spent waiting for a Codes Officer to respond after-hours.
- Neighborhood Code Compliance Program (NCCP) was one of 45 programs from cities and towns in 40 states across the country selected as a finalist for the National League of Cities (NLC) 2010 Awards for Municipal Excellence. The Awards for Municipal Excellence recognize cities and towns for outstanding programs that improve quality of life in America's communities.



Staff posting a home Unsafe to Occupy.

## Neighborhood Code Compliance Program (NCCP)

- NCCP served 3,111 properties in 2010. This was the highest number of properties served in any single year by the program since its inception in November 2005.
- Final NCCP area (574 properties) for 2010 was nearly double the usual size of 300-350 properties. A team approach including other Code Compliance staff was used to assist with inspections.
- Cleanups for the year yielded over 312 tons of trash and brush. The compliance rates rose from 45% compliance on the pre-cleanup inspection to 98.5% compliance on the final inspection.
- To date, over 1,484 tons of trash and brush have been removed from Independence neighborhoods through the NCCP.



NCCP Neighborhood Cleanup Site

Top 4 Violations	2009	2010
Trash/Rubbish/Garbage	2,355	2,400
Weeds	1,814	2,068
Non-Operable Vehicles	1,135	1,188
Open Storage	524	681

Property Maintenance	2009	2010
Initial Complaints	9,445	10,150
Initial Inspections	9,746	10,071
Follow-Up Inspections	9,077	11,002

## Foreclosed and Neglected Property Program

The Foreclosed and Neglected Property Program was a pro-active approach addressing properties identified as foreclosures and those identified as having chronic histories of code violations. In 2010, a total of 694 properties were included in the program. Staff conducted 2,292 property survey inspections, which resulted in 239 formal cases. Property abatements were performed on 66 of these formal cases.

# Food & Institution 325-7803

Andrew Warlen, MPH, Acting Division Manager

The mission of the Food and Institution Division is to safeguard the preparation, production, handling, storage, and sale of all commodities intended for human consumption. The division is responsible for inspecting commercial swimming pools and tattoo/body piercing parlors as well as all institutions providing housing or care to individuals and groups in Independence to ensure their sanitation.

## Accomplishments:

- City ordinance changed from seating capacity only to public health priority in determining the number of yearly inspections. Public Health priority is determined by evaluating multiple factors that may lead to foodborne illness. Previous to the ordinance change, all establishments received two inspections per year. Now, low priority establishments receive one inspection per year, medium priority receive two and high priority receive three inspections.
- Staff worked closely with the Independence Regional Ennovation Center to conduct plan reviews of the facility and issue permits to its clients. In the last quarter of 2010, four new businesses using this facility were permitted.
- Responded to 37 product recalls.
- Assisted in the United States Department of Agriculture investigation regarding truckloads of stolen meat, ensuring safety in our area food establishments.

Inspections	2009	2010
Food Establishments	1,094	1,192
Follow Up Inspections	196	118
Complaint Investigations	69	76
Childcare Facilities	120	112
Swimming Pools	53	41
Tattoo Parlor Inspections	13	12
Mobile Food Inspections	77	96
Soft Serve Inspections	55	67
Lodging Inspections	33	25
Temporary Events	124	145
Santa-Cali-Gon Booths	102	135



Food Handler Training Class

## Food Handler Training Program

- Implemented a system which allows food handlers to renew their Food Handler Permit online. Food handlers who have previously had an Independence Food Handler Permit can take a short test and if they pass, are renewed for three years and do not need to take the class. If they do not pass, the website assists them in scheduling an in-person class at no additional charge. The online renewal option will provide a new level of convenience to permit holders and reduce costs for the Health Department.
- More than 8,500 food service workers trained through the Food Handler and Food Manager Food Safety classes.
- Trained students in the Independence high schools on safe food handling.