

# **AGENCY REVIEW**

## **Benton County** **Health Department** **October, 2017**

**Prepared by**  
**Oregon Health Authority**  
**Public Health Division**

**Kim La Croix, MPH, RD**  
**Local Health Department Consultant**



PUBLIC HEALTH DIVISION  
Office of the State Public Health Director  
Kate Brown, Governor

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January 5, 2018

Ms. Xan Augerot, Chair  
Benton County Board of Commissioners  
205 NW 5<sup>th</sup> St.  
Corvallis, Oregon 97330

Dear Chair Augerot:

The triennial onsite agency review was conducted for Benton County Health Department in October and November 2017. The Oregon Health Authority Public Health Division reviewed county public health programs for compliance with state and federal public health laws and compliance with the Financial Assistance Agreement.

The review included the appraisal of items in 17 program areas, listed below. Program areas with compliance findings are indicated with an asterisk.

Administration	Immunizations*
Babies First! and Perinatal	Reproductive Health*
Civil Rights	Sexually Transmitted Infections
Communicable Disease	Tobacco Prevention & Education
Drinking Water Services	Tuberculosis
Fiscal	Vital Records
Food, Pool Lodging Health & Safety*	Women Infants and Children (WIC)*
Health Officer	WIC Farm Direct Nutrition Program (FDNP)*
Health Security, Preparedness and Response*	

An overview report is enclosed which includes a list of the specific compliance findings, descriptions of programs and areas of strength identified throughout the review. We urge you to review the document as it contains important information about your public health programs and their requirements.

Please note that the results of this triennial review are very good. Our team is working closely with Benton County Public Health & Prevention Deputy Director and Local Public Health Administrator, Charlie Fautin, to resolve all the findings.

A full report will be sent to Charlie Fautin. We think the report will be of assistance to your public health staff in their continuing efforts to provide quality public health services to your community.

Our office will contact Charlie Fautin to schedule a time to meet with you to go over findings and answer any questions. We leave it to the local Board of Commissioners if this meeting of the Local Public Health Authority occurs with one or more of the commissioners present.

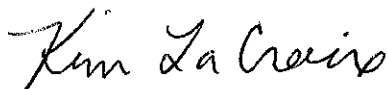
Overall, agency reviewers find Benton County Health Department to be composed of a committed team of professionals who deliver quality public health services to your community. The citizens of Benton County are very fortunate to have this agency providing comprehensive public health services.

We thank you for assuring that all compliance findings are resolved and for your support for the strong public health work Benton County is providing to its community.

Sincerely,



Danna Drum  
Strategic Partnerships Lead



Kim La Croix  
Local Health Department Consultant

Enclosures

cc: Annabelle Jaramillo, Vice Chair Benton County Commissioner  
Anne Schuster, Benton County Commissioner  
Charlie Fautin, Public Health & Prevention Deputy Director and Local Public Health  
Administrator, Benton County Health Department  
Mitch Anderson, Health Department Director, Benton County Health Department



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January 5, 2018

## **Benton County Health Department Triennial Review Report**

This is an overview report of the October and November 2017 triennial review of the Benton County Health Department. This report is a summary of individual reports from participating programs put together by the Oregon Health Authority (OHA) Office of the State Public Health Director. Detailed individual reports will be sent to Charlie Fautin, Benton County Public Health and Prevention Deputy Director and Local Public Health Administrator. We urge you to review this document as it contains important information about your public health programs and their requirements.

Benton County Health Department received Federal Funds of \$624,997 including \$251,726 for the WIC Program for fiscal year 2017. The Health Department also received \$263,209 State General Funds and \$201,787 State Other Funds for the same period.

**Report Prepared by:** Danna Drum, Strategic Partnerships Lead, and Kimberly La Croix, Local Health Department Consultant, Office of the State Public Health Director

### **COMPLIANCE FINDINGS SUMMARY**

#### **Administration**

The LPHA is in compliance with all program requirements

#### **Babies First! And Perinatal**

The LPHA is in compliance with all program requirements.

#### **Civil Rights**

The LPHA is in compliance with all program requirements.

#### **Communicable Disease**

The LPHA is in compliance with all program requirements.

### **Drinking Water**

The LPHA is in compliance with all program requirements.

### **Fiscal**

The LPHA is in compliance with all program requirements.

### **Food, Pool and Lodging Health & Safety**

The LPHA is in compliance with all program requirements.

### **Health Officer**

The LPHA is in compliance with all program requirements.

### **Health Security Preparedness and Response**

The LPHA must do the following to comply with program requirements:

1. Train all LPHA personnel for emergency response roles. According to the most recent ICS training log. Five out of 15 staff members need to complete one or more ICS trainings.
  - Educational updates as evidenced by completion of an updated educational tracker need to be completed.DUE DATE TO COMPLY: 6/30/2018

### **Immunizations**

The LPHA must do the following to comply with program requirements:

1. LPHA must comply with Vaccine Billing Standards:
  - As needed, consider developing contracts or other appropriate agreements with relevant payers to ensure access to immunization services for insured members of the community.
  - Fulfill credentialing requirements of contracts/agreements.
  - Bill private and public health plans directly for immunization services, when feasible, rather than collecting fees from the client and having them submit for reimbursement.
  - Screen immunization clients to determine amount owed for service at all health department clinics, including those held offsite.
  - Devise a plan to implement results of administration fee cost analysis.

- Regularly review quality assurance measures to ensure costs related to LPHA’s immunization services are being covered.
  - Implement administration charges based on results of the administration fee cost analysis.
  - Work to assure access to immunizations for Medicare-eligible members of the community and, if access is poor, provide Medicare Part B and/or Part D vaccines, as needed, and bill appropriately to cover the cost.
    - Implementation plan covering the requirements of the Vaccine Billing Standards needs to be submitted.  
DUE DATE TO COMPLY: January 25, 2018.
2. LPHA must meet the following performance measures:
- Achieve vaccine accounting excellence in all LPHA-operated clinics in the most recent quarter.
    - Action plan to improve vaccine accountability needs to be submitted. DUE DATE TO COMPLY: January 25, 2018

### **Reproductive Health**

The LPHA must do the following to comply with program requirements:

1. Comply with Title X requirement 8.1
  - a) Clients are informed family planning services are voluntary.
  - b) Clients are informed that they cannot be coerced to use any particular method of contraception or service.
  - c) Clients are informed that receipt of family planning services is not a prerequisite to receipt of any other services offered by the service site.  
DUE DATE TO COMPLY: February 2, 2018
  
2. Comply with Title X requirement 9.6
  - a) Clinical services must follow the national standard of care cited in the clinical protocols.  
DUE DATE TO COMPLY: February 2, 2018

### **Sexually Transmitted Infections**

The LPHA is in compliance with all program requirements.

### **Tobacco Prevention & Education Program**

The LPHA is in compliance with all program requirements.

### **Tuberculosis (TB)**

The LPHA is in compliance with all program requirements.

### **Vital Records**

The LPHA is in compliance with all program requirements.

### **Women Infants & Children (WIC) Program**

The LPHA must do the following to comply with program requirements:

1. Ensure complete documentation of outreach activities, including annual media requirement, as per policy (Policy 470).
2. Ensure retention of “No Proof” affidavit documents (Policy 616).
3. Ensure separation of duties by running audit report as per policy (Policy 595).
4. Ensure staff time studies accurately reflect WIC services when paid 100% by WIC funding (Policy 316).

DUE DATE TO COMPLY: January 26, 2018

### **WIC Farm Direct Nutrition Program (FDNP)**

The LPHA must do the following to comply with program requirements:

1. Assure all FDNP recipients are eligible to receive the appropriate number of FDNP checks allowed by federal regulations (Policy 1100).
2. Assure correct documentation of WIC identification numbers in the FDNP register (Policy 1100).

DUE DATE TO COMPLY: January 26, 2018

## **PROGRAM OVERVIEW AND STRENGTHS**

### **Administration and Civil Rights**

Benton County Health Department (BCHD) provides an array of public health services, including WIC, Communicable Disease Prevention and Investigation, Environmental Health, Maternal and Child Health, Reproductive Health, Vital Records and Tobacco Prevention programs.

For the past 16 years, Charlie Fautin has served as Deputy Director and Local Public Health Administrator for BCHD. He is passionate about his duty to ensure all people in Benton County live, work, play and learn in communities that support health and optimal quality of life.

During his tenure, Charlie has been a leader in public health policy and systems change. He recently ended his term as chair of the Conference of Local Health Officials (CLHO). Charlie is a thought leader who consistently offers prudent and timely feedback that is respected by Public Health Division (PHD) staff and his health administrator colleagues.

He has also served as liaison for public health coordination to state, city and other county jurisdictions, community-based organizations, educational institutions, medical care organizations, and businesses.

Some of BCHD's accomplishments during the triennial review period include:

- Establishing the Community Engagement program. The program is well regarded in the community and often tapped to lead diverse community engagement initiatives.
- Expanding the Health Navigator Program which now employs 25 staff.
- Retaining and developing experienced and tenured staff.
- Developing new partnerships with other Benton County departments. One example is the partnership between Public Health and Public Works. Public Health and Public Works are collaborating on a health impact assessment for a new bridge by the Willamette River that frequently floods.

Long standing collaborative relationships and initiatives between Benton County and Linn County have set the stage for new regional public health work. Benton County is a grant recipient, along with Linn and Lincoln counties for public health modernization and HIV early intervention funding. Although Benton County is not the project lead, the public health system and the residents of Benton County will benefit from regional approaches to improve immunizations and prevent HIV.

Challenges during the triennial review period include:

- The Health Services building remodel and the impact on the public health work and access to services.
- Recruiting public health nurses, especially in light of the departure of the Maternal and Child Health Nursing Supervisor, Makia Moua.



### **Babies First & Perinatal**

BCHD continues to implement a high quality, nurse based, home visiting program delivery and activity within their Perinatal and Babies First! Program areas.

The following is a listing of noted strengths related to program service delivery and chart audit results for the Maternity Case Management, (MCM), Babies First! Program and Oregon Mothers Care, (OMC).

- Excellent level of nursing expertise regarding implementation of MCH Nurse Home Visiting programs.
- OMC Staff members provide a comprehensive model of service provision to community women and families.
- All programs have well-established relationships with FQHC providers, other area physician providers, and community agencies.

Tri-county collaboration has been established between Benton, Lincoln and Linn counties to support mutual shared Maternal Child Health programming for women and families, titled “Family Child Health Nurse Visiting Services.”

### **Communicable Disease**

BCHD has a good Communicable Disease (CD) program, which includes experienced CD nurses investigating and providing assistance to the local population. A recommendation for improvement is to report all animal bites, especially those that pose a risk for transmission (e.g. rabies), per [OAR 333-018-0015\(D\)\(c\)](#).

### **Drinking Water**

The Drinking Water Program provides services to public water systems that result in reduced health risk and increased compliance with drinking water monitoring and maximum contaminant level requirements. The Drinking Water program reduces the incidence and risk of waterborne disease and exposure of the public to hazardous substances potentially present in drinking water supplies. Services provided through the program include investigation of occurrences of waterborne illness, drinking water contamination events, response to spills, emergencies, and inspection of water system facilities. The drinking water program reports data to OHA, Drinking Water Services (DWS) necessary for program management and to meet federal Environmental Protection Agency (EPA) Safe Drinking Water Act program requirements.

Water system digital files were reviewed and found to demonstrate superb documentation of work performed. The Drinking Water Program is in the hands of of very a competent and professional environmental health specialist. It is well organized and operated, and works cooperatively with state Drinking Water Program staff to help assure safe drinking water for the 64 water systems it supervises.

### **Fiscal**

BCHD has sufficient internal controls to adequately safeguard assets and to prevent and detect errors in a timely manner. The operation is organized and efficient with a commitment to quality, fairness and accuracy.

### **Food, Pool and Lodging Health and Safety**

Environmental Health Licensing Programs consists of Food, Pool and Lodging facilities.

Benton County staff is doing an excellent job of providing environmental health services to the community. Supervisory staff and field staff are experienced and highly capable of performing these services, and the overall inspection rate for licensed facilities is excellent with all program areas in compliance.

Scott Kruger and Robert Baker have been state standardized and satisfactory completion and maintenance of the standardization process complies with the field review portion of the triennial review. Staff exhibited good communication skills with operators and employees of the food service facilities during the standardization recertification process.

### **Health Officer**

The Health Officer, Dr. Bruce Thomson, is an experienced and passionate Health Officer. Dr. Thomson not only provides expert medical guidance for BCHD but he uses his position, as a trusted member of the community, to advocate for public health policy and system changes that extend beyond the traditional Health Officer role related to communicable disease. For example, Bruce was instrumental in Benton County's adoption of one of the first smoke free workplace laws in the county. Dr. Thomson understands the connections between public health and health care and brings that lens to his work as Health Officer. He has regular

communication with the Health Administrator, Charlie Fautin, and is regularly engaged with Health Officers across the state.

### **Health Security, Preparedness and Response**

The BCHD Emergency Preparedness Program is coordinated by one part-time employee, Loren Emang, within the Benton County Environmental Health Program. The current work plan outlines some additional work as Mr. Emang continues to learn the Benton County PHEP Program and local partners.

The PHEP Coordinator receives good support from the Environmental Health Manager. The PHEP Program coordinates with community partners on various exercises and responses. BCHD is easily accessible and available via their 24/7/365 system for reporting and responding to public health emergencies.

### **Immunizations**

BCHD provides essential immunization services to Benton County residents within the clinic and through numerous outreach activities across the community. Cindy D'Angelillo does impeccable work in a part-time position as the immunization coordinator. The LPHA has seven delegate and satellite partner organizations across the county that help provide services to as many residents as possible.

Benton County Health Department staff are extremely knowledgeable and dedicated to providing immunization services to underserved populations. The LPHA is proactive in working with partner organizations, schools, children's facilities, and the hospital. This is a very strong immunization program that other LPHAs and immunization programs can learn from.

### **Reproductive Health**

Reproductive health services in Benton County are provided at three sites, allowing greater access for Benton County residents. All birth control methods are available which allows clients to choose the best contraceptive method for themselves. Anyone who would like family planning services is seen and no one is turned away if unable to pay.

BCHD's family planning program has been integrated within their Federally Qualified Health Center (FQHC). Family planning services are provided under a team model which provides clients the opportunity to see the same provider for all

their health care needs. Navigators assist clients with referrals and links them with community and social services that they may need.

The staff is very engaged with community partners and participates on the Community Advisory board, who serves as their Information and Educational committee. This committee reviews all educational materials that has been developed for their family planning program.

BCHD is located near Oregon State University. The OSU community is diverse and speaks many languages. Thus, BCHD purchased a video remote interpreting service which allows on-demand language interpretation. The service is provided over an I-pad, which allows the client the option to see the person providing the interpretation.

### **Sexually Transmitted Disease (STD) Prevention**

BCHD provides STD services out of its location in Corvallis. In 2016 the county had a chlamydia rate of 462.1/100,000 which was slightly higher than the state average of 438.9/100,000. Their gonorrhea (52.6/100,000) and early syphilis (3.3/100,000) incidence rates were both well below the state averages of 106/100,000 for gonorrhea and 14.0/100,000 for early syphilis. Year to date numbers for 2017 indicate that these rates are unlikely to change substantially which is noteworthy as many parts of the state are experiencing concurrent syphilis and gonorrhea epidemics.

BCHD has a strong system in place for delivery of STD clinical services as well as for STD/HIV case investigation and follow-up including elicitation and testing/treatment of case contacts. Particularly impressive is the extensive HIV/STD prevention outreach efforts, including provision of off-site HIV screening in non-clinical settings as well as robust and well-targeted condom distribution efforts throughout the county.

### **Tobacco Prevention & Education Program (TPEP)**

BCHD has continued to implement its TPEP program through a comprehensive approach that includes facilitating community partnerships, creating tobacco-free environments, countering work of the tobacco industry, promoting quitting of tobacco among adults and youth, and reducing the burden of tobacco. BCHD has fulfilled all responsibilities related to local enforcement of the Oregon Indoor Clean Air Act.

Benton County TPEP has successfully promoted policy change for healthy, tobacco-free environments in a variety of settings within the county including: county properties, downtown areas, Neighborhood Housing Services, the local food bank, and low-income areas of Corvallis. BCHD TPEP has been a leader for policy work efforts around Tobacco 21 and retail licensure both locally and statewide.

The TPEP program follows statewide tobacco control laws and takes required action on complaints that are received through the Workplace Exposure Monitoring System (WEMS) in a timely matter. The TPEP has adapted a unique approach to site visits and completes them with their counterpart from Linn County and vice versa.

The TPEP program promotes the Oregon Tobacco Quit Line by integrating into presentations with community partners and decision makers as well as to mental health providers and in health clinics. Print materials are taken to all public health related events and available in the lobby for clients that come to public health for various services.

Program staff continue to establish and maintain strong relationships with a broad range of policy makers, partners and community stakeholders including: Linn Benton Health Equity Alliance, Oregon State University, Corvallis Police Department, Willamette Neighborhood Housing Services, and Samaritan Health Services. Additionally, BCHD TPEP has provided mentorship to other counties and leadership with the statewide TPEP program.

### **Tuberculosis**

A case of TB disease is diagnosed in Benton County approximately every year. BCHD also has needed to manage occasional large, complex contact investigations and evaluation of B waiver immigrants.

Staff are experienced and very knowledgeable about tuberculosis. The approach to managing TB cases and contact investigations is thoughtful and well implemented. The documents needed for the review were very organized. Particularly impressive was the written policy on how to coordinate care and investigations with OSU.

### **Vital Records**

Benton County was the county of birth for 1,327 infants last year and the registered place of death for 719 individuals last year. The Benton County Office of Vital Records serves their community by offering a local office where certified copies of birth and death records are available to order by authorized individuals. The county is limited to providing this service for the first six months after the event, whether birth or death. Orders placed in this office are typically completed within one day.

The Benton County Office of Vital Records consistently provides excellent customer service to their customers and partners throughout the community. The staff members work in close collaboration to ensure all areas of the vital records office run smoothly and securely. The Office of Vital Records provides a positive linkage between the community and the state vital records office. Records and reports are handled with careful attention to maintaining security and confidentiality. State staff that have contact with the county report an excellent relationship with the office.

### **Women Infants & Children (WIC)**

WIC's mission is to safeguard the health of low-income women, infants, and children up to age 5 who are at nutrition risk by providing nutritious foods to supplement diets, information on healthy eating, and referrals to health care. Delivering high quality nutrition services is essential in not only carrying out this mission, but also ensuring that WIC continues to be the premiere national public health nutrition program.

The most recent fact sheet for this local WIC agency can be found on the Oregon WIC website:

<http://public.health.oregon.gov/HealthyPeopleFamilies/wic/Pages/annual.aspx>

### **Program strength(s)**

1. Benton County WIC made improvements in accessibility of clinic operations by extending evening hours two days per week and distributing Farm Direct Nutrition Checks at the Farmers market.
2. Benton County WIC has experienced staff who are willing to evaluate processes to decrease/eliminate redundancies in clinic operations. For example, WIC staff discontinued the system of manually documenting, updating and filing participant data that is maintained in the state data system.

Changes to referral processes is reflected in Benton County's improved performance data for immunization rates and enrollment of pregnant women in the first trimester. For example, immunization records are checked at the front desk by clerical staff who can also schedule immunization appointments, often the same day. Immunization rates for WIC participants in Benton County was 67%, higher than the state average of 65%. WIC staff have been routinely meeting with the Maternity Case Management staff, which has help Benton County WIC reach a 1<sup>st</sup> trimester enrollment rate of 56%, higher than the state average of 43%.

### **WIC Farm Direct Nutrition Program (FDNP)**

The Oregon Farm Direct Nutrition Program (Farm Direct) provides WIC families with FDNP checks once a year to purchase fresh, locally-grown fruits, vegetables and cut herbs directly from local farmers.

Benton County WIC has increased their distribution of FDNP checks from 550 in 2016 to 702 in 2017. The redemption rate for Benton County WIC in 2016 was an impressive 85.31%, significantly higher than the 2016 Statewide redemption rate of 63.92%.

## **QUALITY ASSURANCE RECOMMENDATIONS**

### **Communicable Disease**

- Increase the proportion of cases with complete risk factor data from 61% to 80%
- Increase number of sample collection related to outbreak investigation by 10%
- Increase the proportion of completing outbreak reports within 30 days from 66.7% to 80%



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January 14, 2019

Ms. Annabelle Jaramillo, Chair  
Benton County Board of Commissioners  
205 NW 5<sup>th</sup> St.  
Corvallis, Oregon 97330

Dear Chair Jaramillo:

The triennial onsite agency review was conducted for Benton County Health Department in October and November 2017. The compliance findings in the review were based on federal and state statutes or rules and compliance with the Intergovernmental Agreement for Public Health Services.

A letter listing items that needed correction was sent to you after the review. The Public Health Administrator was provided a document listing the specific items and the time frame for correction.

I am very pleased to write you this letter thanking you and your staff for resolving all of the compliance findings.

Sincerely,

Andrew Epstein  
Public Health Systems Consultant

Danna Drum  
Strategic Partnerships Lead

cc: Xan Augerot, Benton County Commissioner  
Pat Malone, Benton County Commissioner  
Charlie Fautin, Public Health & Prevention Deputy Director and Local Public Health Administrator, Benton County Health Department  
Mitch Anderson, Health Department Director, Benton County Health Department  
Bill Emminger, Environmental Health Division Director, Benton County Health Services