

AGENCY REVIEW

YAMHILL COUNTY PUBLIC HEALTH

November 1-December 2, 2016
Prepared by
Oregon Health Authority
Public Health Division



PUBLIC HEALTH DIVISION
Office of the State Public Health Director

Kate Brown, Governor

Oregon
Health
Authority

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February 6, 2017

Mr. Stan Primozich, Chair
Yamhill County Board of Commissioners
535 NE Fifth Street
McMinnville, OR 97128

Dear Chair Primozich:

The triennial onsite agency review was conducted for the Yamhill County Health and Human Services (YCHHS) Public Health Division from November 1- December 2, 2017. The Oregon Health Authority Public Health Division evaluated 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 16 program areas, listed below. Program areas with compliance findings are indicated with an asterisk.

Administration	Health Security, Preparedness & Response
Babies First	Immunizations*
Civil Rights	Perinatal
Communicable Disease	Reproductive Health
Drinking Water Services*	Sexually Transmitted Disease
Fiscal	Tobacco Prevention and Education
Food Pool Lodging Health & Safety*	Tuberculosis
Health Officer	Vital Records

An overview report is enclosed which includes a list of the specific compliance findings, description 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, with very few findings. Our team has worked and will continue to work closely with Yamhill County Public Health to resolve all findings. Currently, the only remaining findings are Health Security Preparedness and Response findings with a due date to comply of May 30, 2017.

A full report has been sent to Silas Halloran Steiner, Yamhill County Health and Human Services Director and Local Public Health Administrator; Lindsey Manfrin, Deputy Director; and Tom Eversole, Public Health Manager. 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 has contacted Tom Eversole to inquire if you would like to meet with us to go over the findings and answer any questions. We leave it to the local Board of Commissioners to decide if this meeting of the Local Public Health Authority occurs with one or more of the commissioners present.

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

We thank you for assuring that the remaining compliance findings are corrected and for the strong public health work you do for the community.

Sincerely,



Danna Drum
Strategic Partnership Lead



Ronit Zusman
Public Health Improvement Consultant

Enclosure

cc: Silas Halloran Steiner, Director, Yamhill County Health & Human Services
Lindsey Manfrin, Deputy Director, Yamhill County Health & Human Services
Tom Eversole, Public Health Manager, Yamhill County Health & Human Services
Mary Starrett, Yamhill County Commissioner
Richard L. Olson, Yamhill County Commissioner



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February 1, 2017

Yamhill County Health & Human Services Public Health Triennial Review Report

This is an overview report of the November 1- December 2, 2016 triennial review of the Yamhill County Health and Human Services (YCHHS) Public Health Division. 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 Silas Halloran Steiner, YCHHS Director and Local Public Health Administrator; Lindsey Manfrin, YCHHS Deputy Director; and Tom Eversole, YCHHS Public Health Manager. We urge you to review this document as it contains important information about your public health programs and their requirements.

Yamhill County Public Health received federal, state and other funds of \$700,764 for fiscal year 2016.

Report Prepared by: Ronit Zusman, Public Health Improvement Consultant,
Office of the State Public Health Director

COMPLIANCE FINDINGS SUMMARY

Administration

The LPHA is in compliance with all program requirements.

Babies First!

The LPHA is in compliance with all program requirements.

Civil Rights

The LPHA is in compliance with all civil rights compliance responsibilities.

Communicable Disease

The LPHA is in compliance with all program requirements.

Drinking Water

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

1. As noted in Section 8 of the review tool, LPHA shall follow-up on significant deficiencies between surveys to verify that all deficiencies are corrected. OAR333-061-0076 (6)(b)(7-8); Water System Survey Reference Manual, March 2013*; PE 50 3.b.viii
 - a. Yamhill LPHA currently has three systems with unresolved deficiencies (all dating back to 2014):
 - Valley View Co-op: Chlorine not being measured & recorded.
 - Pleasant View Water Company: Monitoring not current.
 - Sunny Acres Water District: Annual Consumer Confidence Report not submitted.

Yamhill LPHA must contact these water systems and ensure the corrective actions have been made as required. Due date to comply: 03/01/2017. **Resolved: 12/06/2016.**

Fiscal

The LPHA is in compliance with all program requirements.

Food, Pool and Lodging Health & Safety

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

1. Document on the food service inspection report how priority and priority foundation violations have been resolved. They must also state that the violations have been corrected during the inspections. If the priority/priority foundation violation has not been corrected, a recheck inspection must be conducted within 14 days. Due date to comply: 2/1/17. **Resolved: 12/22/16**

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. Provide Position Description of any directly funded Public Health Emergency Preparedness (PHEP) staff. The position description was provided and therefore met compliance deliverable, yet the description lacked the detailed activities, expectations, and job-specific requirements

needed for the position of PHEP Coordinator. State Preparedness Liaison to provide examples of job descriptions by 11/30/16. (Completed: 11/16). Yamhill County Human Resources to review job descriptions and adapt to a current Public Health Emergency Preparedness (PHEP) Coordinator position description and send the revised job description for liaison's review. Due date to comply: 5/30/2017. **Resolved: 2/6/17.**

2. Assure LPHA personnel (to specifically include Reproductive Health) are trained for emergency planning and response roles. Many of the staff identified in the Training Log and the Incident Command System organizational chart lack training (such as ICS-300) to fulfill the roles assigned. State Preparedness Liaison to send further information about what trainings are needed for Incident Command System (ICS) positions 11/30/16. (Completed: 11/16). Yamhill County Public Health will develop a training plan to ensure all staff fulfilling roles in Incident Command meet National Incident Management System (NIMS) compliance standards. **Due date to comply: 5/30/2017**

Immunizations

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

1. LPHA must comply with the Oregon School Immunization Law, Oregon Revised Statutes 433.235-433.284, available for review at <http://1.usa.gov/OregonSchool>. LPHA must complete an annual Immunization Status Report that contains the immunization levels for attendees of: certified childcare facilities; preschools; Head Start facilities; and all schools within LPHA's Service Area. LPHA will submit this report to OHA no later than 23 days after the third Wednesday of February of each year in which LPHA receives funding for Immunization Services under this Agreement.
 - a. Please submit for approval a plan to assure compliance with both timeliness and accuracy. Due date to comply: 3/1/2017. **Resolved: 12/13/2016.**
2. Work with birthing hospitals within LPHA's Service Area when administration of the birth dose of hepatitis B vaccine drops below 80% as reported in the Electronic Birth Registration System
 - a. Please submit for approval a plan to assure work with your hospital and related partners to achieve at least 80% hepatitis B birth dose administration. Due date to comply: 3/1/2017. **Resolved: 12/13/2016.**

Perinatal

The LPHA is in compliance with all program requirements.

Reproductive Health

The LPHA is in compliance with all program requirements.

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

The LPHA is in compliance with all program requirements.

Vital Records

The LPHA is in compliance with all program requirements.

PROGRAM OVERVIEW AND STRENGTHS

Administration and Civil Rights

YCHHS provides the following public health services to its residents: communicable disease reporting and investigation; environmental health services; emergency preparedness; and immunizations. It also provides parenting and child health services, including Babies First!, Perinatal, CaCoon, Home Visiting Programs and Maternity Case Management; reproductive health services (in McMinnville and Newberg); Tobacco Prevention, and Education Program (TPEP); and vital records services. Women, Infants, and Children (WIC) Food and Nutrition Service are provided on-site by Yakima Valley Farm Workers (FQHC).

YCHHS is well-organized, has highly capable, professionally trained, engaged and enthusiastic leadership in Silas Halloran Steiner, Lindsey Manfrin, Tom Eversole and Health Officer William Koenig, D.O.

YCHHS has excellent policies and business processes that are easily accessible to the public and to the workforce. They continue to utilize planning processes to articulate a vision of health for their community and engage staff and the community in taking steps to improve the community's health.

YCHHS values community collaboration and strives to be inclusive through the development of solid relationships and agreements with organizations, businesses, and community partners. YCHHS works extensively on improving access, reducing barriers, and increasing equity. It exhibits superb efforts on workforce and program capacity building, and on quality assurance and improvement. It also demonstrates an exemplary effort in the development of public health related communication and outreach. Some highlights of program descriptions and accomplishments include:

- **Outreach and Communication with Board of Commissioners (BOC) and Board of Health (BOH):** YCHHS engages the BOC in public health matters and the work of the health department. Staff and BOH members provide active testimony to the BOC by way of the BOC liaison attending BOH Meetings quarterly. The BOC also receives monthly department head updates from the Health Administrator which often include information about health status or program updates.

HHS Liaison Commissioner Mary Starrett is active and engaged in Health Department policy. She meets weekly with the Health Administrator and often brings ideas to consider for health policy initiatives. For example, her interest in immunization policy led to a presentation by Dr. Paul Cieslak in December 2015.

Given that Yamhill County is a rural, medium-sized county with limited tax base, the health department is fortunate to have adequate general fund support. The Health Administrator would like to provide additional policy information to its commissioners about the value in spending on public health infrastructure and population health initiatives to avoid other public system expense. Understanding how other counties of similar size make investments in public health might facilitate additional healthy dialogue among the BOC. Health Administrator Silas Halloran-Steiner is very active in tracking public health issues and keeps the BOC informed.

YCHHS conducts Board of Health (BOH) meetings and actively recruits new members. The BOH has recently been “revitalized” with expanded membership and an updated charter.

- **Collaboration with Coordinated Care Organizations (CCOs), providers and other community partners; Community Outreach and Communication; Improving Access, Reducing Barriers, and Increasing Equity:**
 - YCHHS leadership and staff continue to exhibit active participation in CCO development, including in the Community Advisory Council and Community Prevention and Wellness Committees.
 - YCHHS was contracted by Yamhill Community Care to complete the CCO’s Community Health Assessment (CHA) and Community Health Improvement Plan (CHIP). The CHA is posted on the YCHHS website and sent to all Service Integration Team (SIT) members. It was presented at SIT meetings (one per school district). Starting in 2017, the CHA will be reviewed at BOH meetings. Input for the CHIP will be solicited at community meetings in January and February 2017.
 - YCHHS received and completed a yearlong Clinical Innovation Fellowship through the Oregon Health Authority Transformation Center.

- YCHHS has worked with the Federally Qualified Health Center (FQHC) Virginia Garcia in McMinnville and Newberg to coordinate reproductive health services and referrals. The FQHC maintains a primary care clinic in the superagency's adult behavioral health clinic.
- YCHHS leadership and staff are active contributors and leaders in state public health committees.
- YCHHS issued a Request for Proposal for School-Based health Centers (SBHC). This resulted in contracts being awarded for a new provider/medical sponsor at Yamhill Carlton SBHC.
- YCHHS worked with community partners to facilitate community wide discussions related to how trauma and adverse childhood events impact health.
- YCHHS Maternal Child Health: Established a universal referral system with other community home visiting programs. Integrated home visitors into medical practices to increase collaboration and care coordination. Participated in a grant funded process to develop system improvements on developmental screening and referral for children.
- YCHHS Communicable Disease: Managed community meningococcal outbreak response using Incident Command System (ICS) coordinating with Linfield College; Coordinated efforts with schools for exclusions in the face of outbreaks; Updated animal bite protocols; Revised 24/7 phone protocol and agreements with county emergency dispatch (YCOM)
- YCHHS Emergency Preparedness: Finalized Continuity of Operations Plan (COOP); YCHHS has worked actively with tribes to strengthen and coordinate emergency preparedness and response; Created "Go Bags" for all Yamhill County Public Health staff and all Yamhill County Health and Human Services Leadership staff; Worked with other community agencies and partners such as County Emergency Management, Fire and Emergency Medical Services (EMS) and hospitals on how to align Public Information Officer (PIO) duties and create shared messaging in the event of an emergency with multiple agencies involved.
- YCPH Environmental Health (EH): Specialist working actively with Board of Health to increase awareness of environmental risks including lead in drinking water and particulate (air) pollution; EH Specialist created a "tracker" to monitor and report school progress on testing drinking water for lead to the BOH. YCHHS Environmental Health Specialist (EHS) provided technical assistance to schools.

- Immunizations: Conducted two community immunization & dental fluoride clinics (Toothtastic Vaxapalooza); Participated in a workgroup with Yamhill Community Care (YCC) to design a primary care provider assignment process in which YCC members under two years are assigned only to VFC clinics and established supports for primary care clinics wanting to become a VFC clinic.
- Healthy Communities: Yamhill County does not have a Healthy Communities grant, but they have leveraged some resources to be used with OSU Extension. They work closely with the SNACK program. Their collaboration with OSU Extension aligns them with SNAP-Ed. YCPH secured \$50,000 community benefit award from Providence Newberg Hospital for Physical Activity and Nutrition (PAN) in schools by Yamhill County OSU Extension Service; Participated in Homeless Coalition work; Provided flu clinics; Organized and conducted Mental Health First Aid Trainings to 553 people during 2014 – 2016; Worked with community members to develop and submit new VISTA Application for VISTA working to develop housing for homeless residents; Received grants for CCO to fund community wellness projects: 1) Good Behavior Game, 2) Family Check Up, 3) Maternity Medical Care Homes, and 4) Incentivized Tobacco Cessation for pregnant women receiving Medicaid; Worked with Yamhill Community Care and local primary care providers to create workflows to refer patients to the Quite Line and chronic disease management programs; Created a local grant funded Oral Health Coalition that is now fully sustained through Yamhill Community Care.
- YCPH HIV Prevention, Care and Treatment: Acquired HIV rapid test kits for use with homeless individuals at free flu clinics.
- YCPH Sexually Transmitted Infections: Developed patient centered STI treatment within reproductive health clinical services; Worked with OHA DIS worker to send text messages to STI contacts.
- YCPH Tobacco: Developed and received funding for incentive program for tobacco cessation among pregnant women on Medicaid; Provided consultation and technical assistance to Downtown McMinnville association in support of their efforts to establish Smoke Free Third Street commercial district.
- YCPH Tuberculosis: Leveraged CCO community Health Workers for innovative approach to daily Observed Therapy

- YCPH Vital Records: Exercised remote Vital Records capability as part of preparedness drill with Grand Ronde tribe.
- **Workforce and Program Capacity Building, and Fiscal Responsibility:**
YCHHS has strong accounting and financial management systems, and continues to develop more effective personnel management functions. The collection and analysis of data is an area of epidemiological work that the Health Department would like to strengthen. Additional focus by the Board of Commissioners on a “health in all policies” approach is under consideration by the YCHHS leadership.

Examples of the excellent work done by YCHHS include:

- Developed fiscal dashboards, reports and user friendly tracking systems.
- Updated salary scale and filled vacant nursing positions.
- Updated staff performance appraisals and training certifications.
- PH Staff receive an annual training budget (\$350) and release time (40 hours) to attend professional development trainings. Each employee maintains an annual log of trainings attended.
- Successfully integrated the STD program under Title X to provide more financial sustainability, improve client’s experience of care and improve clinic workflow processes.
- Completed PH Modernization Survey.
- **Quality Assurance and Improvement:**
 - YCHHS achieved public health accreditation by the national Public Health Accreditation Board in November 2016.
 - Conducted organizational development with an external consultant.
 - Assessed and modified layout of staff offices so CD staff were next to environmental health staff to allow for increased collaboration and communication;
 - Added Deputy Director position with a public health background to YCHHS central administration.
 - Increased Nursing Supervisor from a part time position to a full time position.
- **Civil Rights:**

- Staff completed online civil rights training available through OHA Office of Equity and Inclusion.
- Deputy Director updated civil rights policies and procedures
- Health Department provides a certified, qualified Spanish interpreter
- Deputy Director (who is also HIPAA privacy and security officer) conducted IT risk assessment and actively manages risk.

Babies First & Perinatal

Yamhill County Public Health Maternal and Child Health (MCH) Perinatal and Babies First! programs continue to provide comprehensive MCH Services. The dedication and professionalism that the MCH staff exhibit is commendable. The programs have well-established community partnerships and linkages with providers and community agencies. Excellent ongoing referral process is noted with partners being made aware of MCH programs on a consistent basis. Some highlights include:

- There are two Family Resource Advocates (FRA), who currently provide coverage for MCH Home Visits, both have extensive public health work experience and provide supportive expertise to their Nurse Home Visitor team members.
- MCH Home Visiting staff are cross trained in all MCH Home Visiting programs.
- Diversity of MCH staff includes individuals of both Latina and Ukrainian cultures.
- Perinatal Depression screening tool is utilized for MCM clients.
- Child Developmental Screening tools noted in all reviewed Babies First! client records.

Communicable Disease

Yamhill County Communicable Disease investigations are completed by Kara DeMarco, Lindsey Dixon and Rae Parlier (recently retired) and supervised by Tom Eversole. In the triennial period there were 746 reportable disease conditions and 26 reported outbreaks.

With a recent staff retirement, the team worked hard to assure continuity and knowledge transfer among team members. The CD staff collaborate closely with environmental health during outbreak investigations. During the review period, Yamhill County conducted a pilot project to improve influenza immunization rates at long term care facilities. The project then served as a model for other local

health departments across the state. Colleagues at the OHA Public Health Division report strong, positive working relationships with all Yamhill county staff.

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 diseases and exposure of the public to hazardous substances potentially present in drinking water supplies. Services provided through the drinking water program include investigation of occurrences of waterborne illness, drinking water contamination events, response to spills, emergencies, and inspection of water system facilities. Drinking water program reports to the Oregon Health Authority data necessary for program management and to meet federal Environmental Protection Agency (EPA) Safe Drinking Water Act program requirements.

The drinking water program staff are committed to promoting public health and taking actions to protect public health. Staff maintain professional working relationships with the water systems they oversee. Staff attend all State DW sponsored trainings.

Food, Pool and Lodging

YCHHS is doing a good job of providing Environmental Health services to the community. Since August 2013, Yamhill County Environmental Health has experienced a lot of staff transition. There have been three new trainees with a total vacancy time of about one year. Some programs were marked in compliance even though the three-year averages were below 90% because the most recent year inspection rates had trended up. Staff are working hard to complete all the required inspections.

Gary Van Der Veen has been state standardized and his 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 certification.

Health Officer

Dr. William Koenig has a wealth of experience across various sectors of health care and across decades of change in health care. Dr. Koenig provides a bridge

between state program guidance and local healthcare providers in areas such as communicable disease, immunization, as well as pain and opioid management to ensure appropriate treatment and follow-up. He also provides education to local providers about topics of public health interest. In addition to being a driving force in the transformation of public health, Dr. Koenig routinely updates standing orders. He also served as Medical Examiner for Yamhill County.

Some of Dr. Koenig's accomplishments include, organizing community immunization clinics; organizing the third annual Pain Summit on Opioids; developing "Pain Pathway" for pain management with the CCO, hospitals and private medical clinics; working with the CCO to secure funding for 10 interns working on obesity prevention with the SNACK program; applying for \$10,500 grant from NIKE to support physical activity among at-risk youth; engaging schools with YCHHS Public Health Pertussis & TB programs; conducting proactive communications with schools and providers about Measles and Mumps; revising/coordinating animal bite/rabies prophylaxis protocol with emergency departments, short stay facilities and medical providers.

Health Security, Preparedness and Response

Yamhill County Public Health Emergency Preparedness program is one of the strongest programs in the Northwest Region. Emergency Management and Preparedness is about developing and sustaining trusting relationships with partners and Yamhill County exemplifies this. Haleigh Leslie, former Preparedness Coordinator, embodied the ideal team partner and leader in Emergency Preparedness through her relationship building, community collaborations, and diligence to developing a resilient county. Due to the Willamina Fire, potential Meningitis case at Linfield College, and winter storms, Public Health actively worked with Emergency Management and partners on communications and response activities to protect Yamhill County residents.

The Preparedness Program has developed effective response and recovery plans for Public Health. The base plan, recently updated, defines Public Health's response role and responsibilities is well written and considered a best practice for all-hazards planning. With Yamhill County included in the Cities Readiness Initiative (CRI) grant from the Centers for Disease Control and Prevention (CDC), the previous PHEP Coordinator developed a good base of plans for medical countermeasure dispensing and strengthened the planning for Public Health and partners. Several plans have been updated or written and exercised with both hospitals in the County, volunteer organizations and first response agencies in the

past two years. Yamhill County Public Health Emergency Preparedness program is effective and resilient due to the thoroughness of previous PHEP Coordinators and the support of Public Health Manager, Tom Eversole.

Immunization

Yamhill County's immunization staff have undergone significant change in the last year, with state program staff working very closely with the new team which brings new energy and resources. Staff are making remarkable progress understanding the depth and variety of immunization program related details, and have embarked on some innovative projects to improve immunization rates across the county.

Sexually Transmitted Infections

Yamhill County Public Health provides sexually transmitted disease (STD) services out of its location in McMinnville. STD rates have stayed fairly consistent in the county for the past several years. County rates of chlamydia, gonorrhea, and syphilis are all below Oregon averages. However, of note are the small increases in infectious syphilis cases in the county (0 from 2009-2011, 4 annually from 2012-2014, 8 in 2016, and 7 year to-date in 2016), as well as a doubling of new HIV cases in Yamhill County residents from 2015 (4 cases) to 2016 (8 cases YTD). As both HIV and syphilis cases are also the most time-intensive STD case investigations, these increases also involve additional staff time and resources which can be limited.

The program has committed staff and a strong and organized system in place for promptly and thoroughly conducting STD case investigations. The program offers ample opportunities for STD screening and treatment using both RNs and NPs in the clinic. The program is commended for use of expedited partner therapy to treat partners of chlamydia cases.

Tuberculosis (TB)

Yamhill County is a low incidence county for TB. On average there is approximately one TB case every two years. Yamhill County's greatest asset is staff dedicated to ensuring optimal patient care. Staff advocate hard to ensure patients with TB or LTBI receive the correct care and treatment. Yamhill County has also developed strong ties to the community clinic and other service providers which enables the county to provide excellent care coordination for patients needing assistance. The health officer is well integrated into the program and takes time to carefully review all documents and each case.

Tobacco Prevention & Education Program (TPEP)

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

Yamhill County TPEP has successfully promoted policy changes for healthy, tobacco-free environments in a variety of settings: supporting the McMinnville Downtown Association (MDA) to make downtown McMinnville a tobacco-free zone, working with seven school districts to update their tobacco policies to match the gold standard provided by the state, and working with the Yamhill County Health and Human Services to promote expanding their tobacco-free workplace policy to include e-cigarettes and other inhalant delivery systems and expand to other county properties.

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 program shared changes to the Indoor Clean Air Act through community partners, print materials and in environmental health packets sent out for license renewals. The TPEP Coordinator created and compiled information packets for Yamhill County Commissioners that included the updates made to the law, a 2014 Tobacco Fact Sheet, and sample signage to replace our current county signs.

The TPEP Coordinator promotes the Oregon Tobacco Quit Line on the Yamhill County Public Health social media page as well as the employee newsletter and in the community through print materials. On the social media pages, the program also include posts in Spanish as well as posts targeted towards youth, adults and/or women. Print materials are also taken to all public health related events and available in the lobby for clients that come to public health.

Program staff continue to establish and maintain strong relationships with a broad range of policy makers and community stakeholders including the McMinnville Downtown Association, Yamhill CCO Oral Health Coalition, Latino Advocacy Coalition, Service Integration Teams, Yamhill County HHS, and other county TPEP Coordinators.

Vital Records

Yamhill County was the county of birth for 1,125 infants and the registered place of death for 868 individuals in 2015. The county vital records office serves the 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.

At the beginning of 2016, a new fee increase went into effect. All of the county materials were updated and efficiently communicated to partners and customers in the community.

The Yamhill County Health and Human Services, Office of Vital Records consistently provides excellent customer service to their customers and partners throughout the community. The county registrar, Rosa Mercado has a good understanding of the operations of the vital records office. Rosa and her deputies provide services efficiently and in a timely manner to their county partners and community members.

Staff from local area partners, hospital birth clerks and funeral home directors providing services to the county residents expressed their appreciation for the county staff members' thoughtful and thorough responses to questions and responsiveness to orders placed.