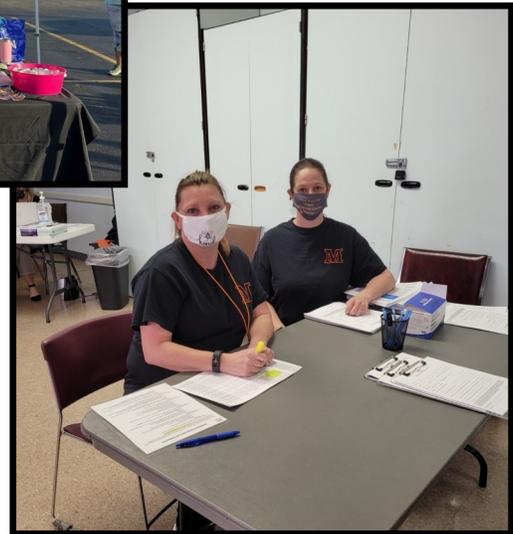




Health Department

Massillon City Health Department 2021 Annual Report



Mission: The mission of the Massillon City Health Department is to help promote and protect the health and well-being of the citizens in the Massillon community.

Vision: A community where all residents have access to services to achieve a healthy lifestyle (both mentally and physically).

Our values:

M Mission and vision driven

C Community focused

H Health equity for all

D Disease prevention and education

Publication Date: March 8, 2022

A Note From the Health Commissioner

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Terri Argent, REHS
Health Commissioner

The battle against COVID-19 continued in 2021 with the release of vaccines to fight the COVID-19 virus. Challenges for the Health Department were to trace contacts of residents who were positive for the virus, provide quarantine and isolation guidance, and administer vaccines to all citizens who wanted a vaccine. In the fall we received COVID-19 at-home test kits that we distributed to the public during several drive-through events.

Even in the midst of the pandemic, the Health Department staff completed the requirements for national public health accreditation. Over 300 documents were submitted and a site visit was conducted. Announcement of award is expected in March, 2022.

Throughout the year we worked with schools, businesses, and other community partners to provide guidance during the pandemic. We continue to meet weekly with community leaders to stay updated on Massillon and Stark County COVID-19 news. The Massillon City Health Department and Board of Health would like to stress the importance of getting your vaccines, wearing a mask, and maintaining distance from others in a public setting. We will defeat this virus working together.

Terri Argent, Health Commissioner

On the front cover:

(L-R) Community Harm Reduction Event, Massillon Farmers' Market,
Massillon City Health Department COVID-19 Vaccination Clinic

Vital Statistics

Vital Statistics was fully operational throughout 2021 as the COVID-19 pandemic continued. Obtaining a copy of a birth certificate or death certificate is an uncomplicated process here. Patrons need to fill out a small application with basic birth or death information. We then print the certificate that day. We strive to offer the best customer service.

Anyone born in Ohio can get their birth certificate from any Ohio health department. Since June 2011, home births have been the only births registered in Massillon. In 2021, we saw a rise in home births from previous years. Records of deaths which occurred within the Massillon city limits may be obtained here. Death certificates are kept at the health department by the jurisdiction in which the death occurred. Certified Birth and Death certificates cost \$25 each at our department. Birth or death records can also be ordered online through www.vitalchek.com from many health departments across the country.

2021 Massillon Birth Vital Statistics

Home Births filed 7

2,037 birth certificates were issued

Leading Causes of Death In 2021

Cardiac/Heart Disease	99
Alzheimer's/Dementia	58
Cancer	53
Pulmonary/COPD/Emphysema	29
COVID-19 (primary cause)	26
CVA/Stroke.....	24
Drug Overdose.....	19
Other/Natural Causes	19
Renal/Kidney Disease	10
Liver Disease/Cirrhosis.....	8
All other causes.....	27
Total	372

2021 Massillon Death Vital Statistics

Deaths filed 389

Fetal Deaths filed 0

1,737 death certificates were issued

WIC (Women, Infants, and Children)

The Supplemental Nutrition Program for women, infants, and children (WIC) helps income eligible pregnant, postpartum, and breastfeeding women, infants and children up to five years of age who are at health risk due to inadequate nutrition.

WIC provides healthy food, connects families with community programs, and offers feeding and nutrition support for families with infants and young children. Dietitians and lactation consultants offer individual support for all families, especially those with unique nutrition, eating and feeding needs. WIC helps families combat food insecurity and nutrition-related health problems, including obesity and diabetes.

The program improves pregnancy outcomes by providing or referring to support services necessary for full-term pregnancies, reduces infant mortality by reducing the incidence of low birth weight and provides infants and children with a healthy start in life by improving poor or inadequate diets. Research has shown that WIC participation dramatically lowers infant mortality among Medicaid beneficiaries. In an additional effort to reduce infant mortality, all infants on the WIC program are screened for a safe sleep environment.

The Massillon WIC office is small, friendly, and client centered. We strive to offer the best comfort and care of participants in a fast and efficient manner. Benefits are issued electronically for ease and convenience in the stores and a shorter time in our office. The Families First Coronavirus Response Act (P.L. 116-127) granted the U.S. Department of Agriculture statutory and regulatory waiver authorities necessary in a public health emergency such as COVID-19 to encourage physical distancing and reduce visits to WIC clinics. These waivers have made it possible to continue quality nutrition education and lactation assistance over the phone to participants in a safe and efficient manner.

Our staff cares for our participants and strives to establish client centered goals for each participant that will empower them to make changes in their everyday lifestyle for the betterment of their children's overall health.

This year, food benefits have changed to offer participants more variety in their food choices. Fruit and vegetable vouchers have increased many times throughout 2021 in an effort to offer additional access to fresh fruits and vegetables. The increase in fruit and vegetable benefits aligns the WIC food package with expert dietary recommendations. Other additions to food packages include nutrient rich dairy products such as cheese and yogurt.

Outreach is performed regularly at area doctor's offices, food pantries, soup kitchens, daycares, and community partners in an effort to reach all eligible participants. WIC continues to change lives in the community by working as a partnership with parents to build strong and healthy children. We are here to support mothers and caretakers of small children to enable them to help their child achieve the best start in life.

Public Health Nursing

The Nursing Division of the Massillon City Health Department had a demanding year focused on administering the COVID-19 vaccines, while continuing to serve the community in new ways throughout the Coronavirus Pandemic. With assistance from the Medical Reserve Corps of Stark County and two part-time employees, the nursing staff was able to vaccinate the community at the Health Department as well as at various mobile clinics throughout the community that included Massillon City Schools and the Massillon YMCA. Nursing staff also continued to offer regular program such as:

Immunizations: The Nursing Division participates in the Vaccines for Children (VFC) program. This program offers free vaccines for children, birth through 18 years of age. To be eligible, the child must be one of the following: underinsured, a Medicaid or Medicaid HMO recipient, Alaskan Native, American Indian, or noninsured. Private pay immunizations are available as well with certain insurances.

Children with Medical Handicaps (CMH): CMH is a health care program through the Ohio Department of Health. It links families of children with special health care needs to a network of providers and helps families obtain payment for the services their child needs. The nurses at the Health Department are the family's local point of contact to assist with resources.

TB Skin Test: TB Skin Test is offered at the Health Department for a \$20.00 administration fee.

THRIVE (Toward Health Resiliency for Infant Vitality & Equity): The goal of the Stark County THRIVE Project is to determine those factors that lead to infant mortality in our community and reduce the overall infant mortality rate as well as the disparity in birth outcomes relative to white and black infants. Our Cribs 4 Kids program and car seat distribution class are a way the health department actively participates in the THRIVE Project.

Harm Reduction: In 2021, the Health Department initiated a Harm Reduction Program spearheaded by the Nursing Division. Harm reduction refers to policies, programs, and practices that aim to minimize negative health, social, and legal impacts associated with drug use, drug policies, and drug laws. Becoming a Project DAWN (Deaths Avoided With Naloxone) site in 2021 allowed for initiation of our Harm Reduction Program with over 24 Naloxone (Narcan) kits distributed to community members from September to December. Two other components of our Harm Reduction Program include free condoms and Fentanyl Test Strips that are available at the front desk of the Health Department during business hours.

The Nursing Division is a resource for various health issues, public health initiatives, and ongoing public health programs in the community.

Immunizations Administered

Hib	19	MMR	21
COVID-19	6564	MMRV	21
DTaP	22	Pediarix	18
Hepatitis A	68	Polio	28
Hepatitis B	45	Prevnar 13	18
HPV9	89	Rotovirus	13
Influenza	83	TD	0
Kinrix	15	Tdap	75
Menveo	117	Varicella	31

Total Number of Vaccines Administered **7248**

Safe Sleep Class Attendees: 8

Tuberculosis Clinics

TB Tests Administered 24
Positive Reactors 0

Children with Medical Handicaps

Home Visits 52
Case Load 79

Public Health Nursing

Communicable Disease: All reportable communicable disease in Ohio are required to be reported to their respective jurisdictional health department, under Ohio Revised Code (ORC) 3701-3. The nurses enter communicable disease in a database, perform investigations and surveillance on certain diseases, and are a resource for many different places in the city who have questions about reportable disease.



Our Public Health Nurse, Christine Gogerty, administering a vaccine to a client.

Communicable Disease Statistics (These diseases are reportable by Ohio Revised Code)			
Disease	2019	2020	2021
Campylobacteriosis	7	2	5
Chlamydia infection	188	165	159
COVID-19 (call health department immediately)	N/A	1996	3543
CP-CRE	4	3	1
Cryptosporidiosis	1	0	1
Giardiasis	2	0	1
Gonococcal infection	50	72	69
Haemophilus influenza, invasive disease	0	0	1
Hepatitis A	4	2	1
Hepatitis B, (including delta) - chronic	9	7	6
Hepatitis C, chronic	42	23	21
HIV	1	4	1
Influenza - associated hospitalization	36	45	1
Legionellosis	4	4	5
Lyme Disease	2	4	4
Meningitis, aseptic/viral	3	1	2
Salmonellosis	7	2	3
Streptococcus pneumoniae, invasive antibiotic, resistance unknown or non-resistant	0	0	1
Streptococcus pneumoniae, invasive antibiotic, resistant/intermediate	2	0	1
Syphilis - early	0	2	1
Syphilis - primary	1	2	3
Syphilis - secondary	1	1	2

Environmental Health

The Environmental Health Division is responsible for licensing food service establishments in the City and monitoring them for compliance with the State of Ohio Uniform Food Safety Code, conducting nuisance complaint investigations and enforcement, inspecting public pools and spas, handling the reporting of animal bites and potential rabies exposure, regulating tattoo and body piercing businesses, conducting school environment inspections, and providing mosquito control and education to City residents.

While food and nuisance complaint inspections are a significant component of the Massillon City Health Department's Environmental Health Program, there has always been a significant focus on safe food handling education. The Ohio Department of Health (ODH) recognizes safe food handling certification at two levels, and the Massillon City Health Department provides ODH approved courses at both of those levels.

The Person-in-Charge (PIC) class teaches individuals the principles of food safety that are necessary to be a PIC of a licensed Food Service Operation or Retail Food Establishment. The course covers prevention of foodborne illness, proper handling of food, temperatures, allergens, food hazards, personal hygiene, and cleaning and sanitizing. The Ohio Uniform Food Safety Code requires that all facilities have a PIC on site and available at all times of operation, and the successful completion of the Person-in-Charge course qualifies an individual.

The Massillon City Health Department uses the ServSafe Manager course as the curriculum for the ODH Manager certification. The ServSafe Manager course is more in-depth than the PIC course, and the Manager course teaches all aspects of food safety, covers safe food handling from receiving and storing to preparing and serving, as well as covering food safety regulations. A final exam score of seventy-five percent must be achieved to successfully pass the course and earn a National ServSafe Manager Certificate as well as an ODH Manager Certificate.

The Massillon City Health Department Environmental Health Division continues to offer ODH approved PIC and Manager Level courses upon request. The safe food handling education provided by the Massillon City Health Department is one of the many ways the Health Department protects public health. With foodborne illness continuing to be a serious problem across the United States and around the world, the Health Department hopes that by educating our local foodservice workers on the importance of safe food handling, and teaching correct safe food handling techniques, we can reduce the risks associated with foodborne illness.

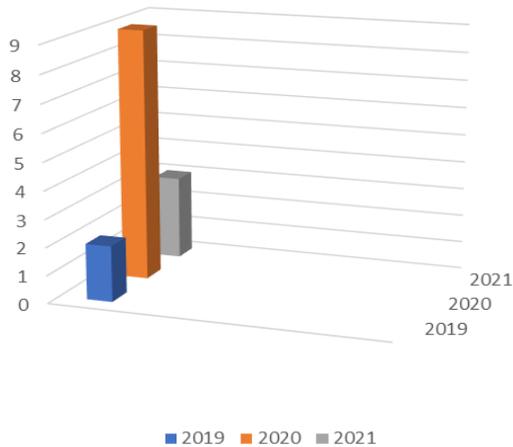
While 2021 brought on many challenges for the Environmental Health Division to overcome, the Environmental Health staff continued to conduct inspections in all program areas as well as assist the department in its COVID-19 response.

Did You Know...

The Massillon City Health Department's Environmental Health Division is comprised of one Director and one Environmental Health Specialist.

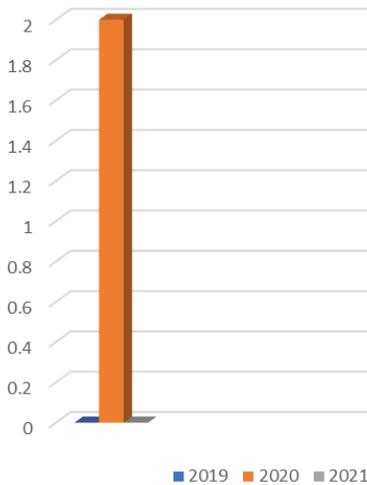
Enforcement and Complaint Analysis

Smoking Investigations



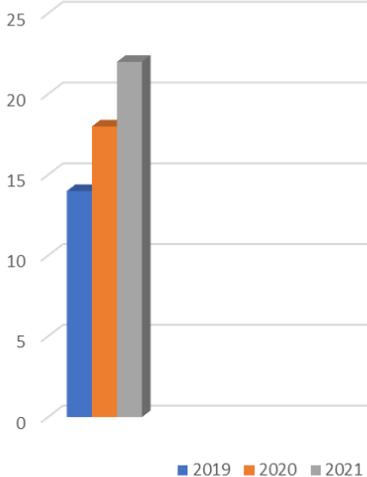
The Massillon City Health Department investigated two smoking complaints in 2019, and the number of smoking investigations increased in 2020 to nine investigations. Three complaints were received in 2021. While one violation was noted in 2019, and two violations were observed in 2020, no violations were observed in 2021. As 2019 had two complaint investigations, 2020 had nine investigations, and 2021 had three complaint investigations, it is suggesting that the increase in smoking investigations in 2020 may have been an exception. A contributing factor may have been the COVID-19 pandemic.

Licensed Swimming Pool Complaints



The Massillon City Health Department did not receive any swimming pool complaints in 2019, two complaints were received in 2020, and 0 complaints were received in 2021. Based off of these findings, it appears that swimming pool complaints will not likely see a significant increase in 2022.

Licensed Food Establishment Complaints

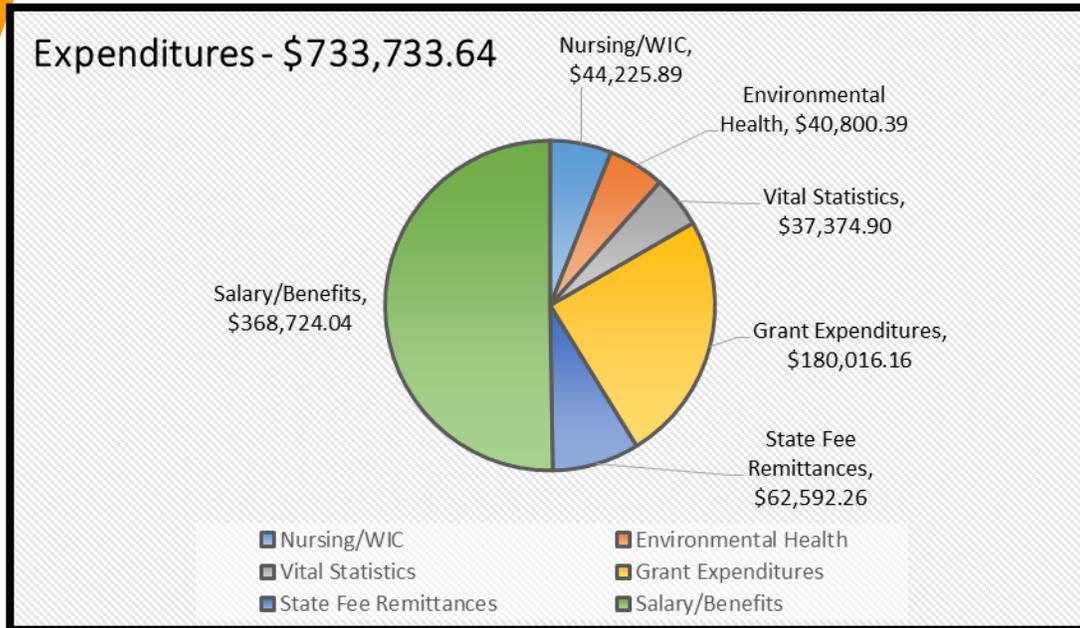


With fourteen food establishment complaints in 2019, eighteen complaints in 2020, and 22 in 2021, the trend shows that the Massillon City Health Department can expect a slight increase in the number of food establishment complaints in 2022. Education is consistently provided to every operator at every inspection, and this could be the explanation for similar numbers of complaints each year rather than large increases. Many complaints received are either not made in good faith or are not confirmed at time of inspection. All complaints will continue to be followed-up on in 2022.

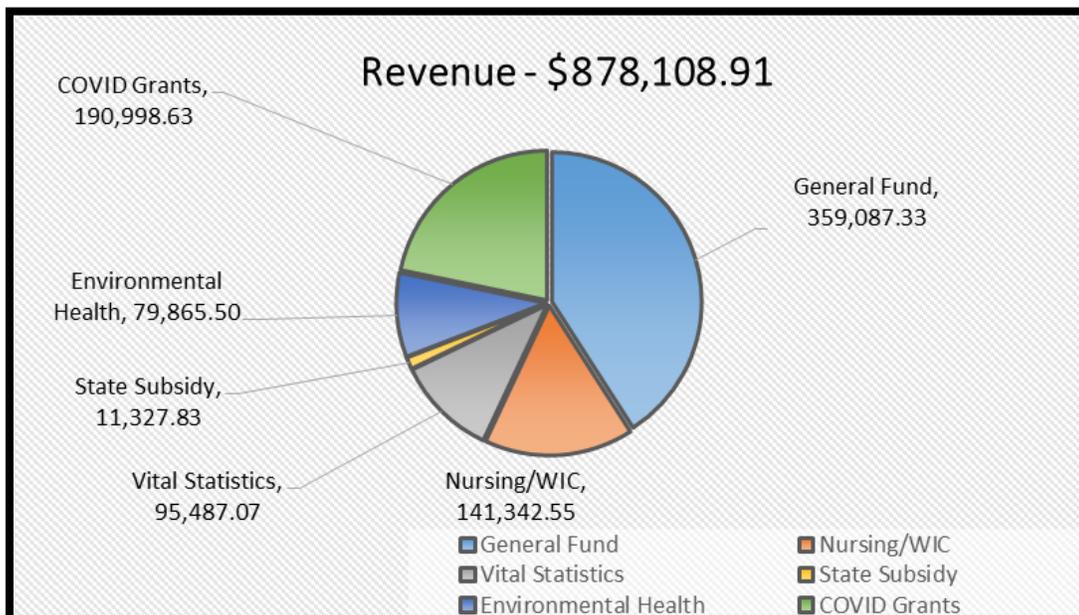
Based on these findings, the Massillon City Health Department will continue to provide education and maintain open contact with all of our foodservice and swimming pool operators. The Enforcement Committee will not be utilized in 2022 as it was determined that there was not a need. The Massillon City Health Department continues to commit to watching for complaint patterns in the future.

Financial Report

Expenditures



Revenue



Quality Improvement Projects 2021

Each year the Health Department strives to grow and advance through Quality Improvement Projects, which are driven by client feedback, improving services offered to the citizens of Massillon, and better utilization of employees and resources. The Health Department utilizes the Plan-Do-Study-Act cycle to implement Quality Improvement Projects.

“Conversion of all Accounting Practices From Paper to Electronic”

Plan

Aim Statement

By August 1, 2021, all Massillon City Health Department accounting practices will convert from the current paper format to electronic bookkeeping.

Examine the current approach

Currently, all bookkeeping is performed on paper ledger, and the paper bookkeeping is then compared to the City Auditor’s accounting software to ensure accuracy. If figures do not match, the software reports would need to be compared to the paper ledgers to determine the discrepancies.

This project will examine how the implementation of electronic bookkeeping will ensure efficient and accurate reporting for all Health Department accounting. The administration time and total number of discrepancies found monthly will be monitored pre and post switch to electronic bookkeeping.

Collect Baseline Data

Baseline data was collected to assess the average administrative time spent monthly on all bookkeeping, as well as total number of discrepancies found. Data was collected and available to assess pre/post trends. See graph, on this page, reflecting administrative time and discrepancies found both pre and post.

Identify Potential Solutions

By implementing electronic bookkeeping, administration time will be decreased, and monthly discrepancies will be substantially reduced.

Develop an Improvement Theory

An existing electronic system is used by multiple City of Massillon departments. If the paper ledgers were an accurate and efficient means of bookkeeping, the City Auditor would not be utilizing an accounting software, and the Health Department would not have sought to implement a new bookkeeping system.

Do

Test the Theory

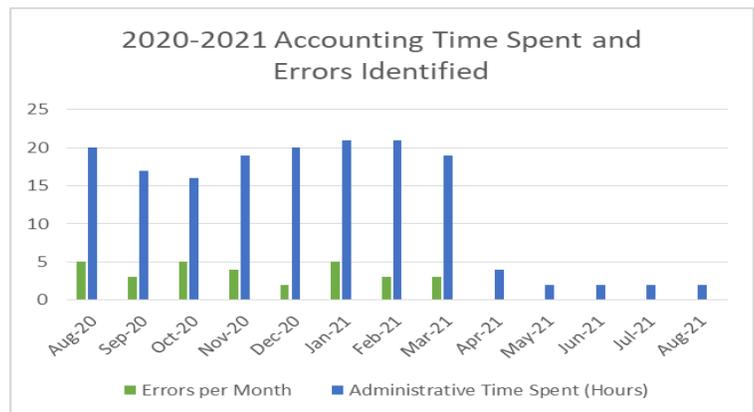
Administrative time and bookkeeping errors will be substantially reduced with the implementation of an electronic bookkeeping system.

Collect and Document Data

Data on average monthly administration time and discrepancies found from August 1, 2020 to August 1, 2021 were gathered and are shown in the graph below.

STUDY

The new electronic bookkeeping system initiated in April 2021 has eliminated errors and reduced administrative time.



Act

Establish Future Plans

Electronic bookkeeping will be used for accounts payable, accounts receivable, and department budgeting. This will allow the Health Department to improve accuracy and maximize employee time.

Quality Improvement Projects 2021

Each year the Health Department strives to grow and advance through Quality Improvement Projects, which are driven by client feedback, improving services offered to the citizens of Massillon, and better utilization of employees and resources. The Health Department utilizes the Plan-Do-Study-Act cycle to implement Quality Improvement Projects.

“Implementation of COVID-19 Online Vaccine Appointment Scheduler”

PLAN

Aim Statement

By April, 2021, the Massillon City Health Department will begin utilizing an online scheduling system for COVID-19 vaccination appointments.

Examine the current approach

Currently, persons interested in a COVID-19 vaccination can call the Health Department during business hours, a staff member completes a form with the caller’s contact information, and a second staff member calls the person back to schedule the appointment. This project will examine how an online scheduler can reduce staff workload, thus, saving time. The total hours of all staff spent scheduling appointments daily will be tracked both pre and post implementation of the online scheduling system.

Collect Baseline Data

Baseline data was collected to assess the average number of hours spent each day by all staff scheduling appointments. See graph on this page.

Identify Potential Solutions

By implementing an online scheduler, staff workload will be significantly decreased due to the anticipated time savings.

Develop an Improvement Theory

With phone lines often ringing busy because all lines were in use, another means of scheduling appointments needed to be put into place as soon as possible. Other health departments around the state have utilized an online scheduler with success, and with the Massillon City Health Department having such a small staff, any tool that can ease the workload will be very beneficial.

Do

Test the theory

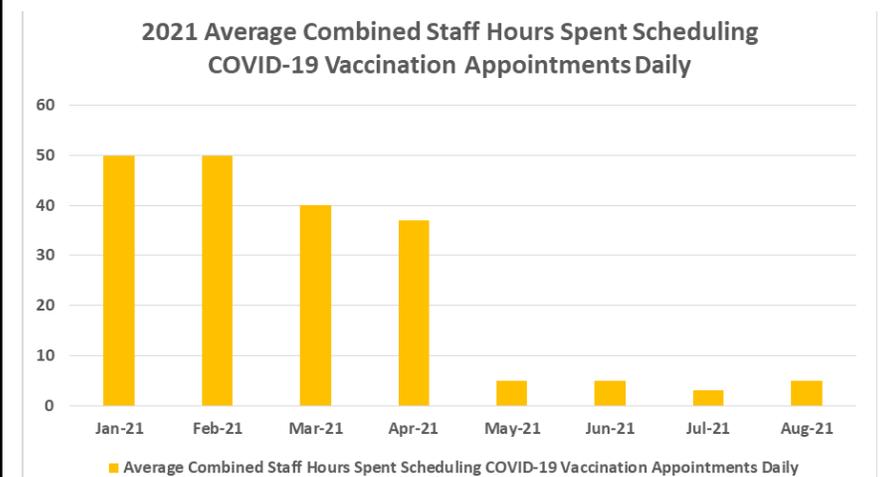
Employee workload will be significantly decreased with the time savings that an online scheduler will provide.

Collect and Document Data

On average, the number of hours spent each day by staff scheduling COVID-19 vaccination appointments from January 1, 2021 to September 1, 2021 were gathered and are shown in the graph below.

STUDY

The new online scheduling tool that was implemented in April of 2021 significantly reduced time spent by staff scheduling COVID-19 vaccination appointments.



ACT

Establish Future Plans

After demonstrating a significant time savings for all employees, the online scheduler will continue to be utilized for COVID-19 vaccination appointments, and it may be utilized for other Massillon City Health Department clinics or programs in the future.

Public Health Accreditation 2021 Update

The Massillon City Health Department completed the final step of the accreditation process by participating in a virtual site visit with representatives from the Public Health Accreditation Board. The site visit took place virtually over three days in November 2021 that included interviews with Health Department staff, Board of Health members, and various community members. The purpose of the site visit is to allow the accreditation board to have a greater understanding of how the Health Department works internally and with the community. In the spring of 2022, Massillon City Health Department will receive an accreditation decision from the accreditation board of directors.

Throughout the 2021 year, the Massillon City Health Department focused on implementation of our Community Health Improvement Plan (CHIP). The development of the Stark County Community Health Improvement Plan (CHIP) is the result of collaboration with many community partners. The Stark County Community Health Assessment (CHA) was the foundation for determining the health priorities for the CHIP. The priority health areas in the CHIP are Access to Healthcare, Mental Health, Infant Mortality, and Healthy Lifestyle and Obesity.

Mental Health was a priority area Massillon City Health Department focused on in the fall of 2021 by becoming a Project Dawn site. Project DAWN (Deaths Avoided With Naloxone) is a network of opioid overdose education and naloxone distribution programs (OENDP) coordinated by the Ohio Department of Health. In the final 4 months of the year, Massillon City Health Department educated 25 people and distributed 24 kits as well as co-hosted a community Naloxone event in response to the overdose crisis in our community.

Infant Mortality has been a focus of the Massillon City Health Department and continued to be in 2021. The Massillon City Health Department offers car seat safety classes in collaboration with the THRIVE program. A trained car seat safety technician is on staff to assist with car seat questions and installations. In the 2021 year, 16 caregivers were educated and assisted on car seat safety.

The Ohio Department of Health Cribs for Kids mission is to prevent infant sleep-related deaths by educating parents and caregivers on the importance of practicing safe sleep for their babies. This program is available to any resident of the City of Massillon and instructs on safe sleep environments for their infant. If eligible, every infant or pregnant mom will receive a cribette along with other safe sleep tools to ensure that every child has a safe place to sleep. In the 2021 year, 8 Cribs for Kids cribettes were distributed to families in the Massillon community through classes at the Massillon City Health Department.

The Health Department collaborated with Massillon Rotary Foundation and Massillon Main Street to add a Healthy lifestyle component to the four new walking tours in and around downtown Massillon to address another priority area in the Stark County CHIP. The goals of the project include encouraging people to be active via walking, entice pedestrians to enjoy the newly refreshed downtown, and build community pride in the history and beauty of Massillon. You can walk a mile to two miles depending on the walking tour you choose. The Health Department provided additional health information for the project that included healthy recipes. We will continue to provide health and wellness information for this program to keep residents informed and help them strive for better health.

Massillon City Health Department also began distributing American Heart Association's Adult & Child CPR Anytime® Kit that contains everything you need to learn the lifesaving skills of CPR, AED awareness, and choking relief in about 20 minutes during 2021. These kits have been distributed at community events, partnerships with local faith based agencies and at the Health Department. A total of 47 kits were distributed in 2021.



111 Tremont Ave SW, Massillon, OH 44647

(330) 830-1710

<https://massillonohio.gov/health>

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2021 Board of Health Members

Board terms are staggered and expire on December 31.
Kathy Catazaro-Perry, President; Cathy Heitger, 2022;
Jeffrey Thornberry, President Pro-tem, 2023;
Ann Palaski 2024; Dr. Sonia Glick-Ullum, 2025;
Cyrus Ausar, 2026; Dr. S. Lata Wiggins, MD, Medical Director

*Board meetings are typically held at 3:30 pm in the Health Department
Conference Room on the third Tuesday of each month*

Meetings are open to the public.

2021 City Council Health & Welfare Committee

Jamie Slutz, Chairperson

Ted Herncane

Mark Lombardi