

2023 ANNUAL REPORT



BOLLINGER COUNTY HEALTH CENTER

www.bollingercountyhealth.org

(573) 238-2817

107 Hwy 51 North Marble Hill, MO



FROM THE ADMINISTRATOR

It is with great pleasure I present our 2023 Annual Report. This report provides a brief look into some of our key accomplishments of the year. The work we do in public health is ever changing, complex, and challenging; yet our responsibility to protect the public's health and lead efforts to improve the overall well-being of the community remains constant. Thus, I am pleased to present the many achievements of our dedicated public health team.



Both COVID-19 vaccination and testing were available to Bollinger County residents. The Health Center received improved testing kits, allowing staff to provide testing for COVID-19 and flu. Plans are in progress for renovations to the facility that will ensure ease of access for clients and provide safe service areas for staff.

Staff at the Health Center made great strides in expanding upon the community health assessment completed in 2022. A community health improvement plan was developed and is providing guidance for the agency strategic plan. Staff members have made application to Missouri Institute of Community Health (MICH) for reaccreditation.

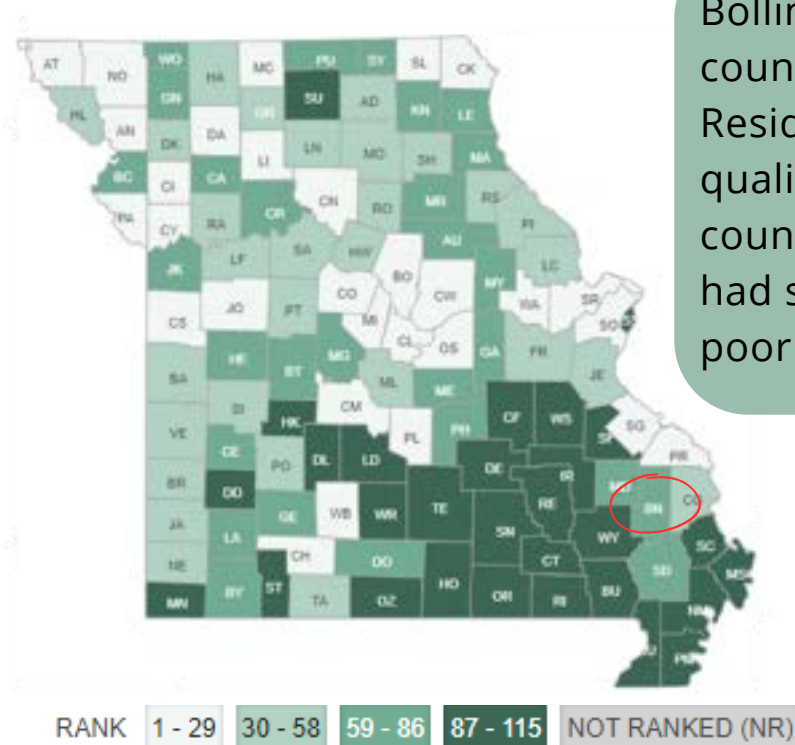
I would like to thank our incredible Health Center staff and Board of Trustees, as well as our valued community partners, elected officials, and the residents of Bollinger County for their continued support and commitment to public health.

Respectfully submitted,

A handwritten signature in cursive script that reads "Juanita Welker".

Juanita Welker
Administrator

Bollinger County Health Highlights



Bollinger County ranked 63 out of 115 counties on health outcomes in 2023. Residents reported an overall lower quality of life compared to other counties in the state. Bollinger County had slightly below average rates for poor physical and mental health days.

The image to the left, as well as all information and more can be found at www.countyhealthrankings.org

Bollinger County ranked poorer than the Missouri average in the following areas:

- Adult Smoking (26% county/19% state)
- Adult Obesity (39% county/34% state)
- Physical Inactivity (30% county/25% state)
- Teen Births (29 county/23 state)
- Children in Poverty (23% county/17% state)

Bollinger County ranked better than the Missouri average in the following areas:

- Excessive Drinking (19% county/20% state)
- Sexually Transmitted Infections (288.5 county/518.4 state)
- Unemployment (4.2% county/4.4% state)
- Children in Single-Parent Households (17% county/24% state)
- Injury Deaths (84 county/96 state)

2023 WALK-IN SERVICES

Blood Pressure Checks	42
Blood Sugar Checks	18
Hemoglobin A1C Levels	27
Cholesterol Checks	31
Lead Screenings	207
Head Lice Screenings	9

Lab Draw Services	37
Fluoride Varnish Applications	85
Pregnancy Tests	23
Health Education Services	2,044
Hemoglobin Measurements	383
Combo COVID-19/Flu A&B Tests	38



Accepted Insurances

Cigna/Aetna	Medicare B	Medicare Railroad
Anthem Blue Cross Blue Shield	Humana	United Healthcare
Coventry	Medicaid (United Healthcare, Healthy Blue, Home State Health, and AmBetter)	UMR

- Provider list and benefits subject to change

Women, Infants, and Children (WIC)

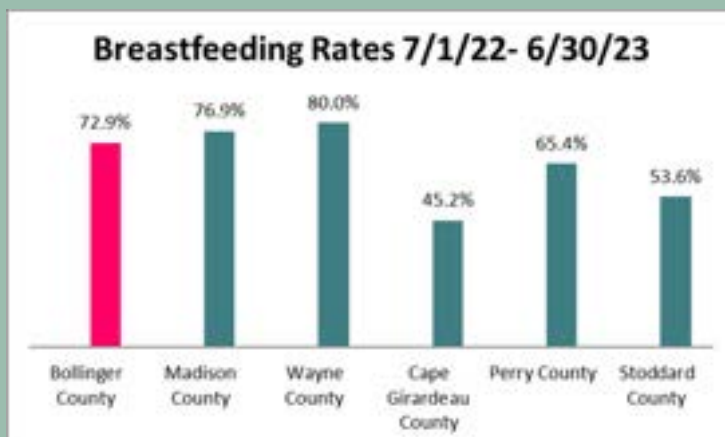
Bollinger County Health Center sets aside eight clinic days each month to serve WIC clients. WIC is a supplemental nutrition education program that helps mothers and young children eat well and stay healthy. Women, infants, and children who meet income guidelines may go to any WIC provider in the state of Missouri to apply for WIC benefits. Income guidelines are established by the United States Department of Agriculture. WIC provides breastfeeding education and support, nutrition and health education, referrals, health screenings, and funds to buy nutritious foods.

Breastfeeding Peer Counselor Program

The Breastfeeding Peer Counselor (BFPC) program provides breastfeeding education and support to WIC participants. The BFPC hosts monthly breastfeeding classes, as well as a quarterly support group. the BFPC also provides one-on-one counseling to mothers via in-person conversation, text, or phone call. The Breastfeeding Peer Counselor program is able to loan out both manual and electric breast pumps.

In 2023, Bollinger County Health Center received recognition as a Breastfeeding Friendly WIC Clinic for the thirteenth year in a row and was also recognized as a Missouri Breastfeeding Friendly Worksite. The Breastfeeding Peer Counselor program is coordinated by the WIC nutritionist.

Breastfeeding initiation rates for fiscal year 2023 were 72.9%, which was below the state average of 75.9%. Breastfeeding duration rates at six months were 18.5% and 7.3% at twelve months.



2,928 WIC
Client
Contacts in
2023



Number of Participants

Women

678

Infants

670

Children

1,580

Community Health Worker (CHW)

Bollinger County Health Center was able to continue offering Community Health Worker services in 2023. Our CHW spends an average of 21 hours a month helping members of our community access the healthcare, social services, and resources they need. She is an advocate who provides social support, informal counseling, and works collaboratively with other organizations to meet individual and community health needs.

Do you have questions about community resources? Call (573) 238-2817 and ask to speak with our Community Health Worker!

Child Passenger Safety Technician (CPST)

Have questions about car seat installation? Call Bollinger County Health Center and ask to speak with a CPST!

Bollinger County Health Center has 3 child passenger safety technicians (CPSTs). Health Center staff members Katie Lindsey, Cortney Cox, and Emily McCormick are now able to educate our community on the best practices for keeping our children safe on the road. Our techs will create a personalized education plan for every client since each child, vehicle, and car seat is different.

Show Me Healthy Women (SMHW)

Bollinger County Health Center is proud to provide free cancer screenings to the uninsured/underinsured women of our community through the Show Me Healthy Women program. This is a free breast and cervical cancer screening program funded by the state of Missouri. We can determine a woman's eligibility for the program through a quick phone call.

In conjunction with Show Me Healthy Women, the WISEWOMAN program is utilized to measure the cardiovascular and diabetes risks a woman faces. We were able to complete testing for blood sugar, cholesterol, blood pressure, and BMI levels in 2023. Goals were set with our clients on an individual basis and one-on-one health coaching was offered through our nursing staff. We are always looking to meet more candidates for these programs.



SMHW Services
Provided to 7
Community Members
in 2023

EARLY DETECTION
SAVES LIVES



Emergency Response



12 Disaster Response
Vaccines Provided

The Health Center continued its mission of disaster preparedness by planning, training and coordinating with other county, state and federal partners. Our Emergency Health Planner has been in the position for 3 years. During this time, he has strengthened relationships with partner agencies by coordinating resources, personnel, and supplies to ensure emergency response plans are inclusive for all Bollinger County residents. These duties were in direct conjunction with Bollinger County Emergency Management and Medical Reserve Corp unit #1033. Health Center staff participated in various levels of emergency response drills, exercises, and trainings in 2023. These included the Great American Shakeout, Local Emergency Planning District (LEPD) meetings, and state and regional health directed exercises. Health Center staff are integral participants in disaster response, where information in disease management and medical countermeasures is paramount to other county emergency responders.

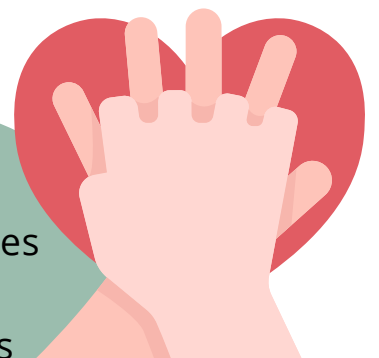
Medical Reserve Corp (MRC)

The mission of the MRC is to engage volunteers in efforts to strengthen public health, emergency response, and community resiliency. Bollinger County has had a Medical Reserve Corps since the founding of Unit #1033 on February 15th, 2007. Its primary reason for establishment was to assist our county's Local Public Health Agency in emergency operations and events when the needs of our community exceed on-hand resources. We increased deployments of our MRC trailer in 2023, thereby increasing availability of services to other locations in Bollinger County. COVID-19, flu, and back-to-school clinics also received the benefit of MRC volunteers and our mobile clinic.

Looking into 2024, the mission of MRC has shifted focus to include emergency/disaster care. Having received grant funding, we are in the process of training and equipping our unit members to prepare for these new and challenging areas of support. CPR/First Aid classes are available through MRC.

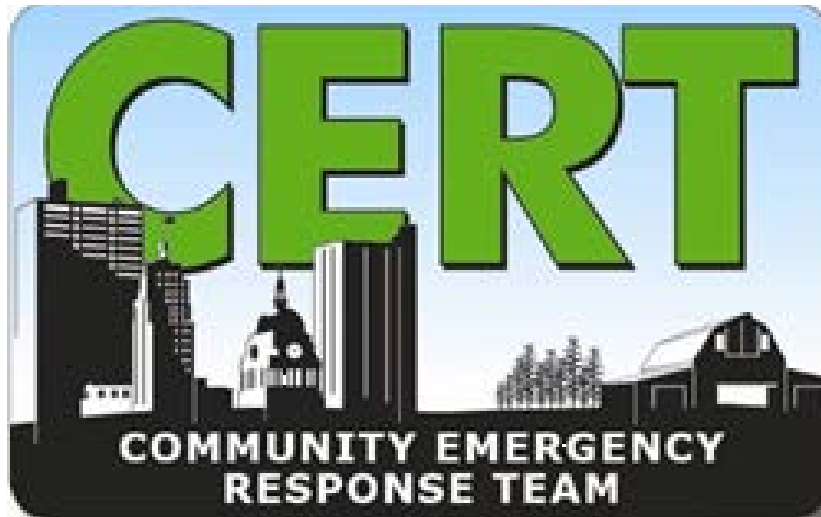


3 CPR Classes
Held/14
Individuals
Certified



Community Emergency Response Team (CERT)

Training is available through the MRC upon request. School districts, religious institutions, and civic organizations have all previously received this instruction. The 24-hour training covers disaster preparedness, terrorism, disaster fire suppression, light search and rescue operations, disaster medical operations, disaster simulation, disaster psychology, and team organization. This training gives the community an opportunity to be better prepared to survive a catastrophic disaster. In the coming year, we are looking to expand the CERT program in conjunction with the MRC unit. At least two classes have been proposed for Bollinger County.



Workforce Development and Public Health Infrastructure Grants

As the response to COVID-19 lessened, new contract opportunities were offered to Local Public Health Agencies (LPHAs). The Health Center received a Workforce Development grant to establish, expand, train, and sustain the public health workforce to support jurisdictional COVID-19 prevention, preparedness, response, and recovery initiatives. LPHAs may use the funding to recruit, hire, and train personnel to address projected jurisdictional COVID-19 response needs over the performance period. This includes hiring personnel to build capacity to address public health priorities deriving from COVID-19. Funding can be used to hire personnel for roles that may range from senior leadership positions to early career or entry-level positions and may include, but is not limited to: permanent full-time staff, temporary or term-limited staff, fellows, interns, contractors, contracted employees, purchase of equipment and supplies, and other costs associated with the support of the expanded workforce.

The Public Health Infrastructure Grant was also granted to LPHAs to expand on the Workforce Development grant. While it covers many of the same items, it provides more details relating to the workforce needs. New job descriptions and performance evaluations are being created to ensure positions at Bollinger County Health Center are properly defined. A pay scale was developed and implemented based on comparable worth. Both grants allow the Health Center to encourage staff growth in skills and knowledge.

Maternal Child Health (MCH)

The MCH grant is a federal program dedicated to improving the health of all women, children, and families. The MCH grant completed year 2 of its 5-year work plan in 2023. The priority health issue is to reduce obesity rates among children and adolescents ages 6-11 to impact the percentage of those in excellent or very good health. 1-2-3-4-5 Fit-Tastic education was distributed at the annual Bollinger County Resource Fair, Fall Festival, Green Bear Event, and at the Back-To-School Fair. The Fit-Tastic program was developed to help children and parents understand the importance of healthy habits early in life.



Childcare Health Consultation (CCHC)

Childcare consultation services are offered to all licensed, license-exempt, and non-regulated childcare providers within Bollinger County. One Head Start program, two licensed preschools, three licensed family-group providers, one license-exempt preschool, and two license-exempt religious organizations were served in 2023.



17
Children's
Health
Promotion
Presentations



4
Health
Issue
Trainings



3
Technical
Consults



5
Pediatric
CPR/First Aid
Classes
Offered



Bollinger County Health Center staff are greatly involved in the Children and Youth Issues Coalition. Their main event is the annual Bollinger County Resource Fair, an event for families to attend and learn about local resources while enjoying activities with their children. On June 2, 2023, the coalition hosted the 17th annual event at Twin City Park in Marble Hill. The “Carnival of Resources” was set up by 30 participating vendor booths. These booths provided information regarding their agency’s resources, as well as fun activities for the kids. Approximately 172 community members attended.



Health Education Services

Nutrition and health education services are provided per request at the Health Center. Materials are provided at the annual Bollinger County Resource Fair, Bollinger County Fall Festival, Back-to-School Fair, and at other events as requested. Representation is provided for school health boards and various are coalitions. The Health Center's Facebook page is utilized to distribute nutrition education to the community. Monthly presentations for Community Counseling Center's Psycho-Social-Rehab were continued throughout 2023.

Safe Cribs for Missouri



5

Safe Cribs Referrals in
2023

The Safe Cribs for Missouri program continued at the Health Center in 2023 under the direction of the Missouri Department of Elementary and Secondary Education (DESE). The program provides portable cribs and safe sleep education to low-income families in need. Eligibility requirements include clients being at least 34 weeks' gestation or up to 6 months postpartum at the time of the crib application. Referrals are completed and cribs are delivered to new parents with office and/or home visits conducted by public health nurses to provide education on child safety and safe sleep practices.

Lead Assessment/Testing

Missouri's children are at risk for lead poisoning, a preventable health problem which affects the brain and physical growth. Bollinger County Health Center uses a simple finger stick to test children for potential lead exposure. Verbal and written lead education material is provided to the child's parent/guardian. When elevated levels are detected, the child is followed by a nurse case manager until the lead level is within normal range.



207

Children Tested for
Lead Exposure

Fluoride Varnish

Though funding was not available via the Missouri Dental Association (MDA), Bollinger County Health Center continued to provide fluoride varnish to children's teeth in 2023. This service was offered to children aged 6 months - 6 years that had Medicaid coverage but had not been to a dentist in at least 6 months.



85 Children
Received
Fluoride
Varnish
Services in
2023

Communicable Disease



In 2023, nurses investigated 214 reports of communicable disease in Bollinger County residents. The majority of these conditions were enteric diseases, tick-borne diseases, and animal bites. Investigations are completed with interventions as necessary to protect and promote the health of our residents.

Bollinger County Health Center continued to report confirmed influenza data to the Missouri Department of Health and Senior Services for the 2022/2023 flu season. This is done weekly. We also continued to monitor COVID-19 levels in our community, as well as continued to provide free COVID-19 testing at the Health Center. Education, testing, and vaccination remain our focus.

Tuberculosis (PPD) screenings are offered for \$10.00. There are currently no active cases of pulmonary tuberculosis in Bollinger County.

We provide no-cost screenings for chlamydia, HIV, hepatitis C & B, and syphilis. Treatment for some of these conditions is also provided at the Health Center free of charge. Like many areas nation-wide, our area continues to see a sharp increase in syphilis cases. Chlamydia remained the most frequently reported STI in Bollinger County in 2023.



323 COVID-19
Investigations



28 STI Screenings



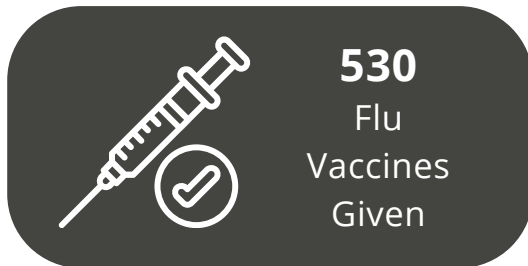
90 PPD Tests



411 Influenza Cases

Vaccine Preventable Disease

Bollinger County Health Center is able to offer vaccines through the Vaccines for Children program, 317 program, and through private insurance coverage. County-wide flu clinics were held again in 2023; The busiest seasons for vaccines are back-to-school and early flu season. Extra days are added to the vaccine clinic schedule to help accommodate the influx of clients receiving vaccines. The Health Center was also able to hold drive-thru clinics to help with the busiest parts of the season. Vaccines are still offered curbside per client request.



317 (Vaccines for Adults 2024)

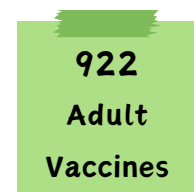
The 317 program (soon to be called Vaccines for Adults) is able to provide vaccines for adult clients with no insurance or vaccine coverage.



2,287
Vaccines Given in 2023

Private Pay Vaccines

Bollinger County Health Center is also able to bill many private insurance companies for vaccines (See page 4 for a table of accepted insurances).

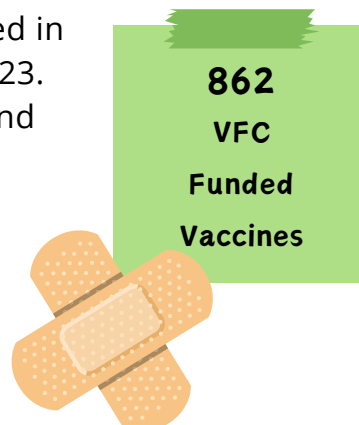


Vaccines for Children Program

Bollinger County Health Center was re-enrolled in the Vaccines for Children Program (VFC) in 2023. Children must be under the age of 19 years and meet one of the following requirements:

- Medicaid Eligible
- No Insurance Coverage
- American Indian or Alaskan Native
- Underinsured

In September 2023, COVID-19 vaccines were added to the VFC schedule.



COVID-19 & Adult Vaccination Supplemental

The COVID-19 and Adult Vaccine Supplemental (CAVS) contract was renewed for 2023. CAVS provides the opportunity to hold non-traditional and offsite clinics, as well as provide education about recommended vaccines to adults. Bollinger County Health Center staff were invited to offer vaccines at the Tri-County Nutrition Center, Harps Grocers, and Crader Distributing. The Health Center continued to hold after-hours and once-monthly Friday clinics in 2023. In September of 2023, the COVID-19 vaccine was commercialized. Clients received their vaccine through private insurance coverage or were covered under the VFC or 317 programs.



82
Total Clinics



9
Clinic Locations



16
Mobile & Outreach Clinics



313
COVID-19 Vaccines Given

2023 Environmental Public Health

The Environmental Public Health Specialist (EPHS) inspects all school cafeterias, restaurants, taverns, retail grocers, food trucks, mobile food vendors, and retail food locations in the county. 2023 saw a continued emphasis on environmental concerns as Bollinger County Health Center increased its number of inspections based on an establishment's history of past violations to further prevent food-related illnesses.

The EPHS is also responsible for the inspection of daycares, head start facilities, and lodging establishments, and will follow up with complaints made about these establishments. There are currently five daycares inspected annually in Bollinger County. This number is expected to increase in the coming year as two facilities are in the certification and licensure process with the state of Missouri. Hotel/motel inspections are now required in Bollinger County. Based on violations and findings, some of the businesses undergo multiple rounds of re-inspections until they conform to health and safety guidelines.

All facilities inspected by the EPHS, if using private wells, must have water samples collected at least annually to assure safe drinking standards. Water samples from private wells may also be collected upon request. This sample collection is provided free of charge as a public service to county residents. However, a nominal processing fee to the Missouri state laboratory is charged for private individuals. These samples are sent to the state lab via the courier system.

Onsite sewage permits are provided via the Department of Health and Senior Services (DHSS) by calling (573) 751-6095. Sewage complaints are inspected by the EPHS, and findings are reported to DHSS. Subsequent violations are issued by the EPHS. All violations are required to be corrected under current state law.

As of 2023, all establishment inspection reports are posted online. These reports are available to the public via Bollinger County Health Center's website.

11	Sewage Complaint Investigations
81	Water Samples Collected
31	Food Inspections
5	Childcare Inspections
1	Lodging Inspection



Scan the QR code to access
inspection reports at
www.bollingercountyhealth.org

FEMA Safe Room

Bollinger County residents, visitors, and anyone who is within the Marble Hill Tornado Protection Zone (TPZ) at the time of a **tornado warning** are welcome to take refuge in the storm safe room. The facility will be opened and available whenever a **tornado warning** is issued for the Marble Hill TPZ. An on-call group of staff and community volunteers stand ready to open the safe room if a **tornado warning** is issued. The safe room is designed and operated following Federal Emergency Management Agency (FEMA) standards. The intended operation for this type of facility is short duration stays (under 2 hours) or until the **tornado warning** has passed. Individuals who have longer-term needs will be directed to a shelter prepared for greater duration stays.

Emergency personnel and volunteers monitored storm systems and were ready to open the safe room if the need arose in 2023. In the early morning hours of April 5, 2023, 34 individuals sought refuge in the safe room as an EF-2 tornado struck the village of Glen Allen. Winds were in excess of 130 MPH. The path of the tornado was estimated to be 12 miles across the county, entering western Bollinger County near HWY H and HWY 34 and crossing Glen Allen, HWY CC, and Scopus. Sadly, there were five fatalities in the Glen Allen area.

Residents were still working to rebuild and recover from the tornado when Bollinger County was struck with a different natural disaster, a flood. Glen Allen was once again hit hard as residents were awakened by flood waters entering their homes on the morning of August 14, 2023.

The safe room was set up for a Multi-Agency Resource Center (MARC) in the week following both disasters. More than 20 agencies, including the American Red Cross, Catholic Charities, the Salvation Army, Bollinger County Health Center, FEMA, and other disaster relief services set up to assess and assist victim's immediate and long-term needs.

Serving as a focal point for health, safety, and emergency operations, the safe room has been a proven asset to all phases of emergency, disaster, and preparedness operations. Multiple organizations have utilized the facility for meetings, trainings, briefings, and educational offerings. Agencies from law enforcement and fire services on all levels, local government operations, and other partners have utilized and benefitted from this county resource. Emergency and disaster agencies are always welcome in our facility.



Staff Pictures



Staff Pictures



Annual Financial Report



MISSOURI DEPARTMENT OF HEALTH AND SENIOR SERVICES
LOCAL PUBLIC HEALTH AGENCY
ANNUAL FINANCIAL REPORT

04. DH-37

Agency Details

(used to identify responding entity and create header labels)

Agency Name:

Bollinger County Health Center

Fiscal Year (YYYY)

2023

Please type in the year of the most recent completed or audited fiscal

Point-of-Contact:

(used to identify person in charge of responding to assessment)

Point-of-Contact Name:

Juanita Welker

Beginning

(MM/DD/YYYY)

1/1/2023

Ending

(MM/DD/YYYY)

12/31/2023

Email:

jwelker@bollingercountyhealth.org

Financial Report

Previous Year Ending Balance (\$) \$299,229

Local Revenues	
Revenue Category	Local
Local Taxes	\$433,365
Interest	\$14,816
Vital Records	\$16,521
Donations	\$136
Fees and Fines	\$36,107
Other Local Revenues	\$1,042
Total Local Revenue	\$501,988

Other Public Health Revenues	
Other Public Health Revenue Category	Other PH
Other MO Dept. FEDERAL funds (e.g., DOC)	\$11,140
Other MO Dept. STATE funds (e.g., DOC)	
Federal grants (HRSA, etc.)	
Missouri Foundation for Health grants	
Health Forward grants	
Childrens Trust Fund grants	
Other Grants	\$455
Misc. Public Health Revenue	\$3,856
Total Other Public Health Revenue	\$15,451

Other Non-Public Health Revenue Category	Other Non-PH
Medicaid/MC+ (non-Home Health)	\$13,444
Medicare (non-Home Health)	\$80,691
Insurance Billing	\$89,236
Hospice (all pymt. sources)	
Primary Care (all pymt. sources)	
Misc. Non-Public Health Revenue	
Total Other Non-Public Health Revenue	\$183,372

Total Other Revenue \$198,823

Department of Health and Senior Services (DHSS) Revenues			
Revenue Category	Federal	State	DHSS Total
CORE-State Investment in Local Public Health Svcs.	\$44,383	\$25,753	\$70,136
Public Health Infrastructure Grant (PHIG)	\$68,422		\$68,422
ELC - Enhancing Detection (ED) CARES	\$110,558		\$110,558
ELC - Enhancing Detection (ED) Expansion			\$0
Public Health Emergency Preparedness (PHEP)	\$21,143		\$21,143
Crisis Cooperative Agreement			\$0
Workforce Development	\$86,100		\$86,100
Workforce Contract			\$0
Environmental Child Care Participation Agreement			\$0
Child Care Health Consultation (Title V MCH)			\$0
MCH Services (Title V MCH)	\$18,564		\$18,564
COVID-19 and Adult Vaccinations	\$84,544		\$84,544
Flu Supplemental			\$0
WIC Local Agency Nutrition Services (LANS)	\$135,487		\$135,487
Breast and Cervical Cancer Screening	\$3,780	\$467	\$4,247
WISEWOMAN Program			\$0
BEHS Summer Feeding			\$0
BEHS Onsite Wastewater Permit. Participation Agmt.			\$0
COVID-19 Vaccine Incentive Program			\$0
OD2A-Opioid Use Disorder			\$0
Children and Youth with Special Health Care Needs			\$0
Safe Crisbs	\$350		\$350
American Rescue Plan (ARPA)	\$17,354		\$17,354
CYBERSECURITY (DPS)	\$8,245		\$8,245
MRC	\$85,000		\$85,000
Other DHSS Revenue 5 (type to replace)			\$0
Total DHSS Revenue	\$683,931	\$26,220	\$710,151

Total Revenue (from all sources) \$1,410,962

Expenditures	
Expenditure Category	Total Expense
Salaries, Wages, and Fringe Benefits	\$738,343
Direct Contracts	\$28,582
Other Operating Expenditures	\$448,826
Pass-Throughs and Transfers	
Capital Expenditures	\$32,500
Total Expenditures	\$1,248,251

Accrual Basis Adjustment (+ -) \$0

Balance on hand as of the close of the Fiscal Year \$461,940



Board of Trustees

Jo Burford-----Chair
Charlie Beshar-----Vice-Chair
Kathy Venneman-----Secretary
Mildred Shell-----Member
Abbey Jansen-----Member

Health Center Personnel

Juanita Welker-----Administrator
Lucy Welker-----Administrative Office Support Assistant
Betsy VanGennip-----Office Support Assistant
Stephanie Wall-----Office Support Assistant
Bethany Friese-----Office Support Assistant
Amber Mock-----Public Health Nurse
Julie Elfrink-----Public Health Nurse
Erin Cook-----Public Health Nurse
Emily McCormick-----Public Health Nurse
Jessica Peters-----Public Health Nurse
Katie Lindsey-----Nutritionist, Health Educator
Mackenzie Sprandel-----Health Educator
Brittany LaRose-----Nutritionist, Health Educator
Cortney Cox-----Breastfeeding Peer Counselor, Community Health Worker
Kevin Cooper-----Emergency Health Planner, Environmental Public Health Specialist
Kamryn Cook-----Student Worker



County Commissioners

Leo Arnzen-----Presiding Commissioner
Tim Shelby-----Southern Commissioner
Chad Hulvey-----Northern Commissioner