

2024 ANNUAL REPORT



BOLLINGER COUNTY HEALTH CENTER

www.bollingercountyhealth.org
(573) 238-2817
107 Hwy 51 North Marble Hill, MO



FROM THE ADMINISTRATOR

I am pleased to present the 2024 Annual Report. This report provides a brief summary 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 share the many achievements of our loyal public health team.



I am proud of the progress that was made on improving our facility and access to it. It was a three part project with repairs to the parking lot being the first part. The second part was constructing an additional parking lot behind the safe room. Lastly, the front awning was replaced with a bigger one and a new access door to the building was added to the north. The driving lane of the new access is covered to allow staff to provide services in the convenience of client vehicles.

Staff at the Health Center continue to work toward goals identified in the Community Health Improvement Plan. The Health Center was reaccredited through the Missouri Institute of Community Health (MICH) for the period of January 4, 2024-January 4, 2027. Staff members are currently working toward National Accreditation through the Public Health Accreditation Board (PHAB).

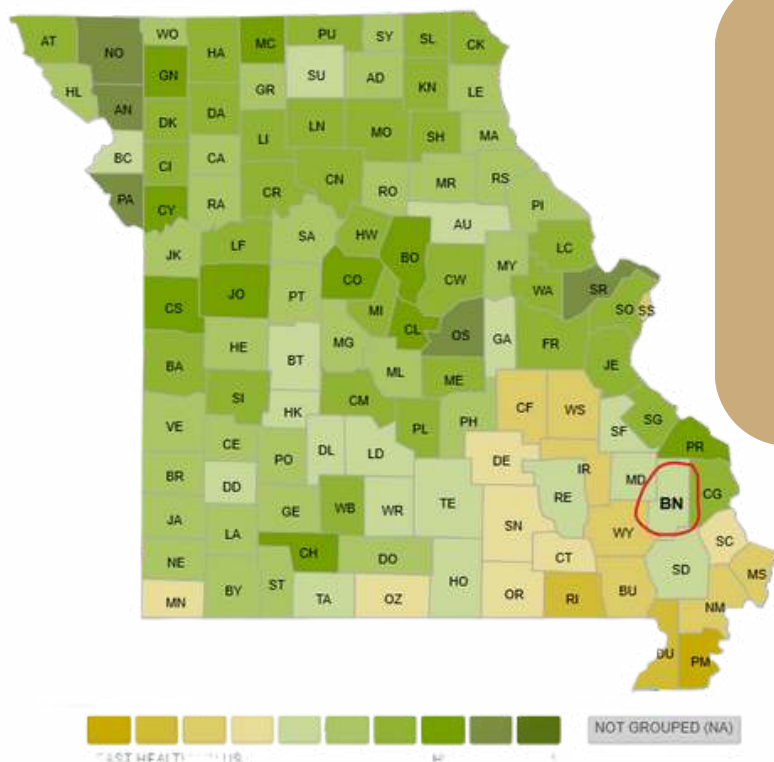
These accomplishments would not have been possible without the dedication of Health Center staff and our Board of Trustees. Thanks to our valued community partners, elected officials, and the residents of Bollinger County for their continued support and commitment to public health.

Respectfully submitted,

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

Juanita Welker
Administrator

Bollinger County Health Highlights



Community
Health
Improvement
Plan



Community
Health
Assessment

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:

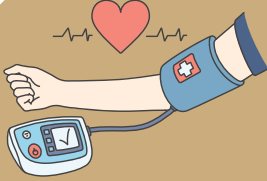
- Adult Smoking (25% county/18% state)
- Adult Obesity (42% county/38% state)
- Physical Inactivity (30% county/24% state)
- Teen Births (26 county/20 state)
- Children in Poverty (23% county/17% state)

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


- Excessive Drinking (15% county/19% state)
- Sexually Transmitted Infections (284.2 county/517.4 state)
- Alcohol-Impaired Driving Deaths (13% county/28% state)
- Children in Single-Parent Households (21% county/24% state)
- Injury Deaths (79 county/100 state)

2024

WALK-IN SERVICES



42 Blood Pressure Checks




25 Fingerstick Cholesterol Checks



466 Hemoglobin Measurements



16 Fingerstick A1c Level Checks



11 Blood Sugar Checks



54 Head Lice Screenings



56 Lab Draw Services



17 Pregnancy Tests Performed



382 Birth Certificates Printed



1573 Health Education Opportunities

739 Death Certificates Printed



Women, Infants, and Children (WIC)

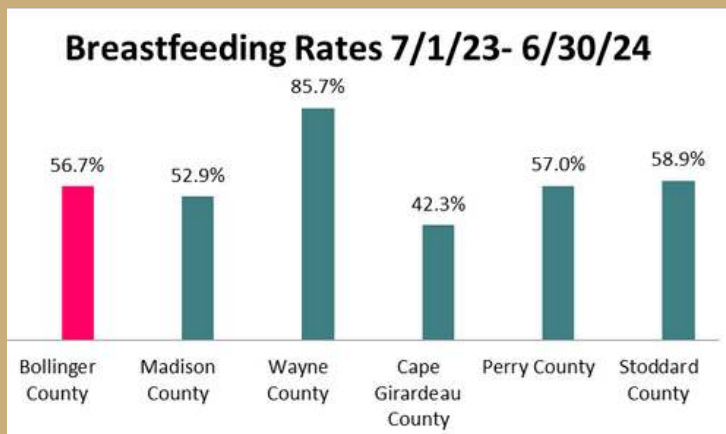
Bollinger County Health Center sets aside eight clinic days each month to serve WIC clients. WIC is a supplemental nutrition education program that helps mothers and young children eat well and stay healthy. Women, infants, and children who meet income guidelines may go to any WIC provider in the state 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 2024, Bollinger County Health Center received recognition as a Breastfeeding Friendly WIC Clinic for the fourteenth 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 2024 were 56.7%, which was below the state average of 74.0%. Breastfeeding duration rates at six months were 21.2% and 12.1% at twelve months.



Number of Participants

Women

815

Infants

779

Children

1,737

Community Health Worker (CHW)

Bollinger County Health Center was able to continue offering Community Health Worker services in 2024. Our CHW helps members of our community access the healthcare, social services, and resources they need. She is also planning a “Spring into Wellness” health fair that will take place in 2025.

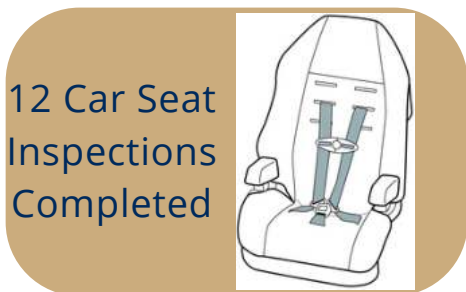
Show Me Healthy Women (SMHW)

Bollinger County Health Center is proud to provide uninsured/underinsured women of our community free cancer screenings 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 this program through a quick phone call. The program was expanded in 2024 to include eligible women of ages 21-64. We are actively seeking to serve more women. At the end of 2024, we were awarded a new contract, “Improving Breast and Cervical Cancer Screening Rates”, allowing us additional funds for community outreach and education.

In conjunction with Show Me Healthy Women, the WISEWOMAN program is utilized to measure the cardiovascular and diabetes risks a woman faces. We are able to complete testing for blood sugar, cholesterol, blood pressure, and BMI. Goals are set with each individual woman and one-on-one health coaching is offered with our nursing staff.



Child Passenger Safety Technician (CPST)



Bollinger County Health Center has 3 child passenger safety technicians (CPSTs). They are able to educate our community on the best practices for keeping our children safe on the road.

Drug Free Communities (DFC)

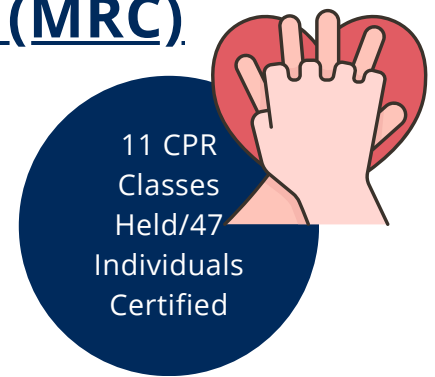
The Children and Youth Issues Coalition was awarded a Drug Free Communities grant in September of 2024. The grant is \$125,000 for year 1 with non-competitive grant funding for the next 4 years, and the possibility of 5 additional years. The purpose of this funding is to establish and strengthen collaboration in the community to reduce substance use among youth.

Emergency Response

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 4 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 2024. These included the Great American Shakeout, Local Emergency Planning District (LEPD) meetings, Regional Homeland Security Oversight Committee (RHSOC), 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. The MRC trailer continues to be utilized when needed for vaccine clinics and major outreach events. We increased deployments of our MRC trailer in 2024, thereby increasing availability of services to other locations in Bollinger County. CPR/First Aid classes, and CERT classes are available through MRC.



Community Emergency Response Team (CERT)

Training is available upon request. 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. At least two classes have been proposed in Bollinger County for 2025.



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 city of Marble Hill. 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. The FEMA Safe Room was utilized 3 times in 2024 for **tornado warnings** that included the city of Marble Hill.

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 3 of its 5-year work plan in 2024. 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)

The services of a Public Health Nurse, trained in childcare consultation, are offered to all licensed, license exempt, and non-regulated childcare providers within Bollinger County. One Head Start program, two licensed preschool, three licensed family-group providers, one licensed-exempt preschool, and two license-exempt Religious Organization were served in 2024.



13
Children's
Health
Promotion
Presentations

183
Children
Impacted

3
Health
Issue
Trainings



2
Pediatric CPR/First Aid
Classes Offered

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.

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.



2024 Bollinger County Resource Fair

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 7, 2024, the coalition hosted the 18th annual event at Twin City Park in Marble Hill. The “Race to the Gold” 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 401 community members attended.

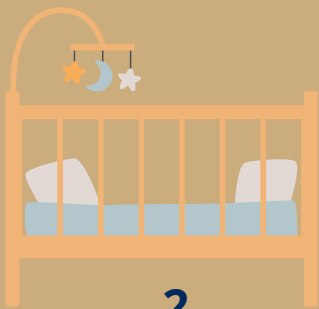


Health Education Services

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 2024.

Safe Cribs for Missouri

The Safe Cribs for Missouri program continued at the Health Center in 2024 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.



2

Safe Cribs Referrals in
2024

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.



262

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 2024. 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.



103 Children
Received
Fluoride
Varnish
Services in
2024

Communicable Disease



In 2024, our public health nurses investigated 96 reports of communicable disease conditions 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 received a total of 212 laboratory-confirmed influenza cases for the 2023/2024 flu season. We continue to report data weekly to DHSS for the current 2024/2025 season. We continue to monitor COVID-19 levels in our community. In 2024, we counted 249 positive COVID-19 cases in our residents. We also continue to provide free COVID-19 testing at the Health Center. We screened 36 individuals in 2024. Education, testing and vaccination remain our focus.

Tuberculosis screenings (PPD skin tests) are offered here for \$11.


We continue to provide no-cost screenings for chlamydia, gonorrhea, HIV, Hepatitis C & B, and syphilis. Treatment for some of these conditions is also provided here 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 our county in 2024.



23 STI Screenings



76 PPD Tests



37 Animal Bite Follow-Ups



21 Sexually-Transmitted Infection Follow-Ups



Condom Distributions: 28



36 Combo COVID/Flu Tests

Vaccine Preventable Disease

Vaccines are offered to individuals with private insurance, through the Vaccine for Children (VFC) program, or the 317 program. Back-to-school and early flu season are the busiest times for vaccines. Additional days and even drive-thru clinics are added to the schedule for the increase in vaccinations during these times. During flu season, vaccine clinics are held at different schools and business around the county. Curbside vaccination is available upon request and the drive-thru on the side of the building is utilized.

317

This program is for adults without vaccine coverage or insurance

174

**Vaccines for
Adult Clients**



1,987

Vaccines Given in 2024

Vaccines for Children Program

To qualify for the VFC program, children must be 18 years or younger and meet one out of the following requirements:

- Medicaid Eligible (with or without a premium)
- Uninsured
- Underinsured
- American Indian or Alaskan Native

Bollinger County Health Center's re-enrollment in the VFC program was approved for 2024 and 2025.

843
VFC

**Funded
Vaccines**

Private Pay Vaccines

287

**Child
Vaccines**

Most private insurance companies are accepted at the Health Center.

748

**Adult
Vaccines**

COVID-19 & Adult Vaccination Supplemental (CAVS)

The CAVS contract was renewed once again in 2024. This continued the effort for education about adult and COVID-19 vaccinations. Non-traditional and offsite vaccine clinics were held as part of the CAVS contract and effort. Vaccines were offered at Crader Distributing, Harps Grocers, the Tri-County Nutrition Center, and area schools. Once a month, Friday vaccine clinics were continued along with after-hours vaccine clinics on the second Wednesday of each month.

Accepted Insurances

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

- Provider list and benefits subject to change

2024

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. 2024 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.

28	Sewage Complaint Investigations
297	Water Samples Collected
33	Food Inspections
5	Childcare Inspections
1	Lodging Inspection



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

Staff Pictures



Annual Financial Report

Agency Information

Agency Details

(used to identify responding entity and create header labels)

Agency Name:

Bollinger County Health Center

Fiscal Year (YYYY)

2024

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)

1/1/2024

Ending (MM/DD/YYYY)

12/31/2024

Email:

jwelker@bollingercountyhealth.org

Financial Report

Previous Year Ending Balance (\$) \$461,940

Local Revenues	
Revenue Category	Local
Local Taxes	\$430,459
Interest	\$9,156
Vital Records	\$14,839
Donations	\$25
Fees and Fines	\$2,484
Other Local Revenues	\$32,228
Total Local Revenue	\$489,191

Department of Health and Senior Services (DHSS) Revenues			
Revenue Category	Federal	State	DHSS Total
CORE-State Investment in Local Public Health Svcs.	\$62,224	\$27,844	\$90,068
Public Health Infrastructure Grant (PHIG)	\$100,187		\$100,187
LPHA Accreditation Assistance (PHIG)	\$31,947		\$31,947
ELC - Enhancing Detection (ED) CARES	\$94,342		\$94,342
ELC - Enhancing Detection (ED) Expansion			\$0
Public Health Emergency Preparedness (PHEP)	\$12,875		\$12,875
Crisis Cooperative Agreement			\$0
Workforce Contract	\$34,805		\$34,805
Environmental Child Care Participation Agreement			\$0
MCH Services (Title V MCH)	\$20,108		\$20,108
COVID-19 and Adult Vaccinations	\$139,726		\$139,726
Flu Supplemental			\$0
WIC Local Agency Nutrition Services (LANS)	\$169,878		\$169,878
Breast and Cervical Cancer Screening (SMHW)	\$1,173		\$1,173
WISEWOMAN Program			\$0
BEHS Summer Feeding			\$0
BEHS Onsite Wastewater Permit. Participation Agmt.			\$0
OD2A - Opioid Use Disorder			\$0
Children and Youth with Special Health Care Needs			\$0
Health Disparities			\$0
Safe Cribs	\$250		\$250
Other Dhss Revenue 2 (type to replace)			\$0
Other DHSS Revenue 3 (type to replace)			\$0
Other DHSS Revenue 4 (type to replace)			\$0
Other DHSS Revenue 5 (type to replace)			\$0
Total DHSS Revenue	\$667,515	\$27,844	\$695,359

Other Revenues	
Revenue Category	Other
Child Care Health Consultation (Title V MCH-DESE; FEDERAL funds)	\$5,600
Other MO Dept. FEDERAL funds (e.g., DOC)	
Other MO Dept. STATE funds (e.g., DOC)	
Federal grants (HRSA, etc.)	\$239,369
Missouri Foundation for Health grants	
Health Forward grants	
Childrens Trust Fund grants	
Other Grants	\$12,053
Medicaid/MC+ (non-Home Health)	\$11,233
Medicare (non-Home Health)	\$67,669
Insurance Billing	\$83,037
Hospice (all pymt. sources)	
Primary Care (all pymt. sources)	
Miscellaneous Other Revenue	\$11,678
Total Other Revenue	\$430,640

Expenditures	
Expenditure Category	Total Expense
Salaries, Wages, and Fringe Benefits	\$766,600
Direct Contracts	\$42,296
Other Operating Expenditures	\$321,549
Pass-Throughs and Transfers	
Capital Expenditures	\$270,469
Total Expenditures	\$1,400,914

Total Revenue (from all sources) \$1,615,189

Accrual Basis Adjustment (+ -) \$0

Balance on hand as of the close of the Fiscal Year \$676,215

(Balance at the end of previous fiscal year, plus revenues, minus expenditures, plus accrual basis adjustment)



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
Erin Cook-----Public Health Nurse
Emily McCormick-----Public Health Nurse
Jessica Peters-----Public Health Nurse
Shannon James-----Public Health Nurse/Health Educator
Katie Lindsey-----Nutritionist, Health Educator
Cortney Cox-----Breastfeeding Peer Counselor, Community Health Worker
Kevin Cooper-----Emergency Health Planner, Environmental Public Health Specialist
Paul Sitze-----MRC Coordinator
Kamryn Cook-----Student Worker



Board of Trustees

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

County Commissioners

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



IN LOVING MEMORY OF
MILDRED SHELL
1919-2024
DEVOTED BOARD OF TRUSTEES MEMBER
1995-2024
FRIEND OF PUBLIC HEALTH