

SANILAC COUNTY HEALTH DEPARTMENT

171 Dawson Street- Ste. # 123

Sandusky, Michigan 48471

810.648.4098 Fax: 810.648.2646

Website: www.sanilachealth.com



2011 Annual Report

Mission

The mission of the Sanilac County Health Department is to provide all county residents with services to aid in preventing and protecting against disease and disability, to enhance the quality of life, and to promote health and well being through an organized effort.

Vision

The vision of the Sanilac County Health is to collaborate with the community and each other to provide an innovative approach to health promotion and protection.

2010 Board of Health Members

Jamie DawsChairperson
Pam Willis.....Vice Chairperson
John Merriman.....Secretary
Pamela Surbrook.....Member
Bradley Apsey.....Member



*Assuring and enhancing the quality
of local public health in Michigan*



**The Sanilac County Health Department is accredited through the
Michigan Local Public Health Accreditation Program.**

Board of Commissioners

James Bowerman, Chairman
James Ruby, Finance Chairman
Jamie Daws Donny Hunt
Gary Russell Judy VanSickle
John Merriman

Board of Health

Jamie Daws, Chairperson
Pamela Willis, Vice Chairperson
John Merriman, Secretary
Bradley Apsey
Mary Solterman

Health Officer
Dianna L. Schafer, M.P.A.

Medical Director
Russell Bush, M.D., M.P.H.

Administrative Assistant
Linda K. McConnachie

Substance Abuse
Clinical Services Director
Todd Angelbrandt

Director of Environmental Health
Steven, Aguinaga, R.S., M.P.A.

Finance/Technology Director
Debra Cook

Director of Nursing
Angela Weber, R.N., B.S.N.

Emergency Preparedness
Coordinator
Steven Aguinaga

Crystal Bell
Ellen Goshorn
Daniel Fettes
Lisa Warden, M.S.W.

Carla Mitchell
Sue VanDyke, R.S.
Diane Williams

J.R. Cahill
Heather Kohn
Lori Vanderpoel

Charlene Biessel, R.D.
Debbie Clinansmith
Heather Kautz, L.L.B.S.W.
Carol Johnston
Andrea Long, R.N.
Michelle McDonald, R.N.
Barb Simpson
Carol Tarzwell, R.N.
Judy VanEeno, R.N.
Janet Wilkins

Michelle McDonald, R.N.

from the desk of:

Health Officer: Dianna L. Schafer, M.P.A.

On behalf of the staff and the Board of Health I am pleased to present the activities provided by your local county health department for 2011. This report reflects the mandated and core public health, environmental health and substance services provided to county residents as well as provides' an overview of the health status of our community.

Though state, local and federal funding reductions make it challenging to provide comprehensive "safety net" services, we strive to provide public services as cost effectively and efficiently as possible, always keeping the publics' health best interest in mind.

Sanilac County has several growing public health concerns as identified in the 2011 County Health Rankings document; we are over-weight, we don't get enough physical activity and we use a lot of tobacco products. The Board of Health has prioritized these lifestyle behaviors as needing additional programming to improve health outcomes; and we will address them as funding opportunities become available.

Our success in protecting and promoting public health is possible based on the collaborative relationships we have built with our community partners. We appreciate the opportunity to work with such dedicated agencies, organizations and individuals to create healthier communities.

Our showcase activity this year was improving access to oral health services for low income, uninsured and underinsured adults in our county with a partnership between local dentists, the Thumb Rural Health Network and the University of Michigan's School of Dentistry. Over 100 Sanilac County residents were able to access free or reduced dental services as a result of these partnerships.

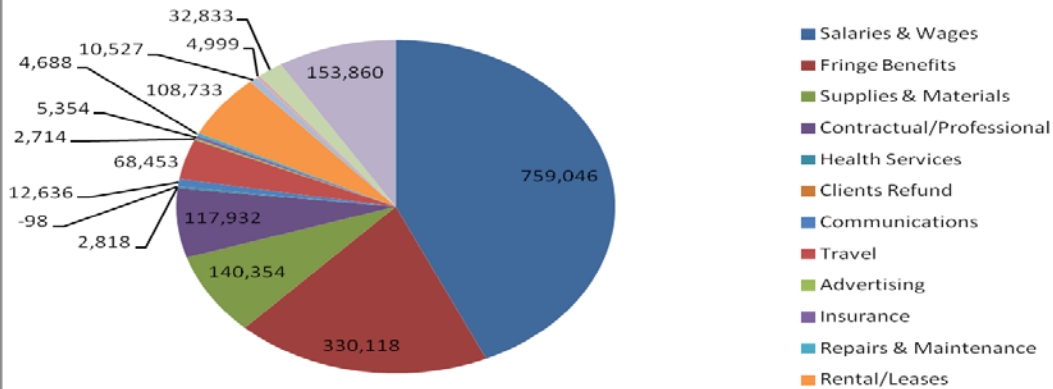
I would like to thank our staff for the fine job they do and acknowledge the continued support we receive from the Board of Health and the Board of Commissioners. We look forward to our continued role and responsibility to protect public health and improve the health and well being of ALL county residents and make our communities a safe and healthy place to live work and play.

Medical Director: Russell L. Bush, M.D., M.P.H.

Dr. Bush, through a shared services contract with Lapeer, Tuscola, Huron and District 2 health departments became Sanilac County's Health Department Medical Director in January of 2008. Dr. Bush provides general medical direction to all health department programs as well as consultation to local health care providers regarding contagious diseases, immunizations and other health issues that affect the community.

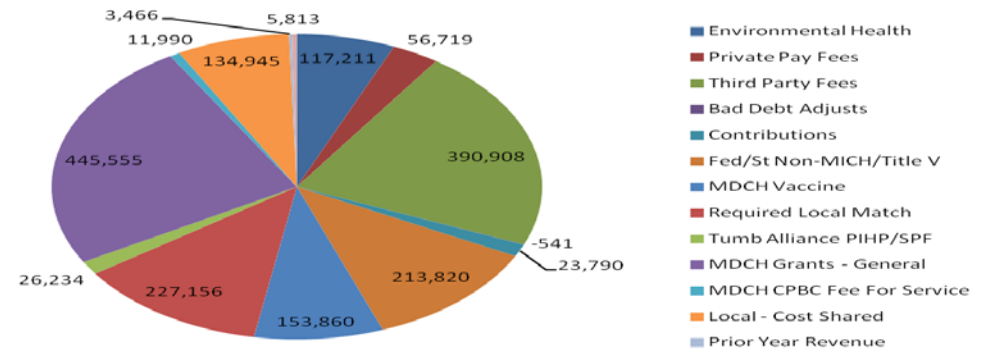
Financial

2010/2011 Health Department Expenditures



Total Expenditures: \$ 1,754,966

2010/2011 Health Department Revenues



Total Revenues: \$ 1,810,927

PUBLIC HEALTH MATTERS

FOR ALL YOUR PUBLIC HEALTH NEEDS



Public Health: Communicable Disease-Provides investigation on animal bites, assists with control of TB, Meningitis, Hepatitis, Food Borne Illness and other Communicable Diseases. Also provides health education and helps with locating available resources. Phone: 810.648.4098

STD's, HIV, AID's-Anonymous and confidential testing for Sexually Transmitted Diseases. Appointment is required. Condoms are available at no cost. Phone: 810.648.4098

Immunizations-Provided at the health department Monday through Friday 9 a.m. to 11:00 & 1:00 p.m. – 3:30 p.m. Late clinic hours the first Monday of each month. Blue Cross/Blue Shield and Medicaid accepted.

Maternal Infant Health Program-The MIHP answers questions regarding pregnancy, parenting and nutrition. If you need medical insurance, transportation, parenting classes, childbirth education classes or pregnancy education call for an appointment. Phone: 810.648.4098 ext. 117

Hearing and Vision Screenings-If your child is between 3 years and 18 years of age your child is eligible for a free hearing and vision screening. To schedule an appointment. Phone: 810.648.4098 ext. 196

CSHCS – Children's Special Health Care Services-Persons from birth through 21 years who have a physical/medical condition or potential condition may be eligible for this program. Diagnostics are done Free of Charge. Call Carol or Janet at 810.648.4098 ext. 113 or 110

WIC – Women, Infants and Children Program-The WIC Program is a supplemental food and nutrition program that gives parents the essential food their child needs in order to remain healthy and strong. You may be eligible if you are pregnant, breast-feeding, recently had a baby, infants between the ages of birth to 12 months, children between 1 to 5 years of age and meet the income guidelines. Phone: 810.648.4098 ext. 130 to see if you qualify.

Preschool and Health Physicals-Your Child's Health Physical will cover Height, Weight, Vision, Physical Exam, Urine Test, Blood Iron Test and Immunizations. Phone: 810.648.4098 to make your appointment

MI Child & Healthy Kids Application Assistance- MI Child and Healthy Kids are state-wide programs that provide health care insurance to low income, Medicaid and uninsured children under the age of 19 and pregnant women. The programs offer regular check-ups, immunizations, dental and hospital care, pre-natal to any age, vision, and hearing screening, substance abuse services, and prescription coverage.

Dental Health Programs-Choose from Two: *Thumb Dental Plan* for Adult Residents of Sanilac County for individuals that do not have dental insurance. Up to \$500.00 provided per adult client. Dentists are participating local providers. Services include initial screening of X-rays, exam and treatment plan or *Free Dental Clinic*-dental services will be provided to low-income adults without dental insurance. If you are eligible services will be provided in a dental office by participating dentists or dental students. To see if you qualify for our programs call 810.648.4098 ext. 100.

Vision Program-Eyeglasses are available for adults and children from families with an income of up to 200% of poverty level at reduced prices through a program *Partnering for Health Vision Program*. Anyone may take advantage of this offer of glasses at significantly reduced prices. You are responsible for obtaining an eye examination and securing a prescription for glasses. Select your frames and pay for your glasses. (Cash only program) Pick up your glasses at the scheduled time and place.

Baby Pantry- Open First and Third Monday of each month. Free clothing, diapers, baby wipes, baby furniture etc.

Safe Kids- Safe Kids Greater Thumb and Saginaw Area Coalition exist to eliminate unintentional childhood injury and death.

Child Passenger Safety – We currently hold a car seat checking station in Sanilac, Tuscola and Saginaw Counties once each month. These programs are set as outreach to families of these counties to provide education and empowerment to care givers. We provide seats to low income families without cost or at a decreased cost if approved by the client's case worker at these events. We also work by appointment with children with special health care needs to ensure that all children are transported as safely as possible. We also provide training to Law Enforcement, Foster Parents/Parents, School Bus Safety and Emergency Medical Service Providers. We also conduct Child Passenger Safety Technician training courses. We offer public events to businesses or organizations interested in partnering with us. To request a public event, complete the attached request form.

Bike/Wheeled Safety: We conduct bike safety rodeos and other wheeled safety events.

Home Safety Education: We conduct presentations and events on home safety with demonstration of what safety should look like.

Crib/Infant Safety: We are a part of the Cribs for Kids Program in which we can get Pack n Play cribs and it comes with two crib sheets, two sleep sacks and an orthodontic pacifier for an infant. These kits cost \$75.00 per family.

We also offer Safe Sleep education programs.

Environmental Health-Provides services to ensure compliance with state and county environmental health laws. 810.648.4098 ext. 124

Food Service-Licensing food establishments – Profit, Non Profit, Temporary, STFU, Mobile and Vending. The local health department is required to conduct routine, unannounced inspections of licensed food service facilities as follows: at least once every six (6) months or at least once every twelve (12) months at facilities open nine months or less. Follow-up inspections are done as needed to verify correction of any “critical violation” found during the routine inspection. A “critical inspection” is a condition that is more likely than other violations to cause food contamination, illness, or environmental hazards.

Sewage-On-site wastewater disposal system, commonly known as the septic system, is relied upon to safely dispose of household sewage. Sanitarians assist the public with system evaluations, designs to meet local regulations and recommended maintenance issues which is critical for the prevention of water pollution and communicable diseases caused by human waste.

Water-A significant segment of Sanilac County's residents and small businesses rely on wells for their drinking water supply. Proper design, installation, maintenance and monitoring of drinking water wells is critical to the prevention of water-related diseases. The Sanilac County Health Department provides the following services to help minimize and prevent water-related illnesses and to prevent contamination of the ground water. Environmental Health does evaluations of proposed well drinking sites, issue installation permits, conduct inspections during and after installation, conducts bacteriological and partial chemical sampling.

Beach Water Testing-Public Beach Water is tested for safe swimming in order to protect the public against breakouts of E coli and protect one of our most precious resources the “Great Lakes”.

Campgrounds-Inspected annually

Swimming Pools-Inspected annually for safety and chemical balances. The DEQ requires a permit to build a public swimming pool, and to operate a public pool/spa.

Substance Abuse and Other Counseling Services- *Improving your health, relations, self esteem, lifestyle and productivity.* Phone: 810.648.4098 ext. 6

Counseling services-Substance Abuse – Individual and Group, Domestic Violence Batterers Group, Anger Management, Other Psychological Counseling

Substance Abuse-Counseling includes early recovery and relapse prevention.

Screening, Assessment and Evaluation-Substance Abuse Evaluations and Psychological Assessments for the court system, other human service agencies, schools, families, Secretary of the State, or any other referral source.

Alcohol Highway Safety Education-For first offense alcohol related legal problems. Providing education regarding the dangers of drinking and driving.
Adolescent Substance Abuse Education Program-A brief education program aimed at adolescents who have experienced their initial alcohol or other drug use problem.
School Services – Prevention and Counseling Services in all district high schools. Contact the High School Counselor or our office at 810.648.4098; ext. 193.
Education Programs-Speakers available for schools and the community with the goal of raising awareness and reducing risk of alcohol/drug use, its affects on the family, community and society.

VISIT OUR WEBSITE AT:

www.sanilachealth.com

Public Health Stats

* Immunizations	2010/2011	Annual WIC Caseload – Number of Participants	2010/2011
Vaccine Doses Administered	4091	Average Monthly Caseload	1132
Flu Shots Administered	890	MIHP - Maternal Visits	1062
TB Skin Tests	290	MIHP - Infant Visits	721
Pregnancy Tests	78	MIHP - Total Visits	1783
* STD Tests	27	CSHCS	
* Communicable Disease		Care Coordination Level 1	82
Cases Reported	60	Care Coordination Level 2	26
Animal Bite Investigations	86	* Hearing and Vision	
Court Ordered HIV Tests	10	Hearing Screens	2034
Pretests	10	Hearing Referrals/Follow up	119
Post Test	5	Vision Screens	3166
Dental Services		Vision Referrals/Follow up	382
50/50 – Patient s Served University of Michigan Free	85 16	Dental Services: 71% of all patients in H/S/T (25% ages 41-50, 23% ages 21-30) 27% - 100 + on waiting list	120 60 Extreme Situations

* Indicates mandated Services

Communicable Disease Summary Comparison

2009-2011

(Source: Michigan Disease Surveillance System Probable and Confirmed Cases)

Category of Disease	Disease	2009	2010	2011	Category of Disease	Disease	2009	2010	2011
AIDS/HIV	AIDS	2	1	1	Vaccine Preventable Diseases	Varicella (Chickenpox)	6	5	1
Foodborne	Campylobacter	1	14	11		Pertussis	2	7	2
	E. Coli 0157:H7	1	0	0		Mumps	0	1	1
	Giardiasis	1	2	1	Rabies	Positive Rabies Animals	2	0	1
	Salmonellosis	1	3	5					
	Shigellosis	0	0	3	STD's	Chlamydia	46	38	50
	Cryptosporidiosis	0	2	3		Gonorrhea	6	3	3
	Shiga Toxin E. Coli Non 0157:H7	0	5	1		Syphilis	0	5	0
	Yersinia Enteritis	0	1	0	Hepatitis	Hepatitis A	0	0	0
Meningitis	Bacterial/Other Meningitis	6	3	0		Hepatitis B (acute)	1	1	1
	Aseptic Meningitis	1	3	2		Hepatitis B (chronic)	2	5	1
	Invasive Streptococcus Pneumoniae	0	0	2		Hepatitis C (acute)	0	1	1
Other	Streptococcus Pneumonia, Drug Resistant	0	1	0		Hepatitis C (chronic)	14	14	14
	Guillain-Barre	0	0	1		Influenza	6	0	9
	Kawasaki	0	0	1		Influenza Like Illness	1832	1068	1485
	Legionellosis	0	1	1		Influenza (H1N1)	43	3	0

Lyme Disease	0	0	1					
Head Lice	64	56	22					
Tuberculosis	0	3	0					
Strep Throat	49	12	36					
Rickettsial Disease	0	0	1					

Dr. Bush, Medical Director reported there is a re-emergent of measles in the United States. An increase of 3.5 times average over last several years. Seventy (70%) imported from overseas while 30% have been domestic cases. Almost all cases were unimmunized. (No MMR)


By Law: Health Care providers are required to report specific communicable diseases/conditions to the local health department to:

- Identify outbreaks and epidemics
- Provide preventive treatment/reduction



An outbreak of a communicable disease or food borne illness could financially cripple Sanilac County

Get immunized - support vaccine preventable disease immunizations
Be careful what you eat



Sanilac County Health Ranking Comparison 2010-2012

Mobilizing Action Toward Community Health

*2012 Data

• Missing or Unreliable Data

Criteria	2010	2011	2012*	Michigan*	Benchmark*	Error Margin*
Health Outcomes (Ranked: 1-82)	56	55	50			
Mortality (Ranked: 1-82)	58	51	44			
Premature Death Before Age 75/100,000	7,641	7,560	7,317	7,273	5,446	6,390-8,244
Morbidity	58	59	48			
Poor or fair health	21%	20%	17%	14%	10%	12-22%
Poor physical Health days/month	3.9	4.0	3.9	3.5	2.6	2.8-5.0
Poor mental health days/month	4.3	4.5	4.0	3.7	2.3	2.8-5.2
Low birth weight	6.3%	6.5%	6.8%	8.3%	6.0%	6.0-7.7%
Health Factors (Ranked: 1-82)	77	75	69			
Health Behaviors (Ranked: 1-82)	78	75	71			
Adult Smoking	32%	29%	27%	21%	14%	21-34%
Adult obesity	31%	32%	35%	32%	25%	30-41%
Physical inactivity	.	.	29%	25%	21%	23-36%
Excessive drinking (Binge Consumption)	21%	20%	19%	18%	8%	13-25%
Motor vehicle crash death rate/100,000	21	21	19	13	12	14-24
Sexually transmitted infections/100,000	95	105	107	457	84	.
Teen birth rate/100,000	34	33	33	34	22	30-36
Clinical Care (Ranked: 1-82)	76	73	65			

Uninsured adults	13%	15%	16%	14%	11%	14-17%
Primary care physicians/100,000	52	1,791:1	1,719:1	874:1	631:1	.
Preventable hospital stays/100,000 adm.	95	96	89	74	49	81-97
Diabetic screening	82%	83%	87%	84%	89%	80-94%
Mammography screening /eligible	>	66%	66%	68%	74%	58-73%
Social and Economic Factors (Ranked: 1-82)	49	58	53			
High school graduation	83%	95%	87%	76%		
Some college	10%	44%	46%	63%	68%	43-49%
Unemployment	12%	17.6%	15%	12.5%	5.4%	
Children in poverty	20%	22%	26%	23%	13%	19-33%
Inadequate social support	18%	22%	20%	20%	14%	15-27%
Violent crime rate/100,000	179	203	227	518	73	.
Physical Environment (Ranked: 1-82)	55	76	58			
Air pollution-particle matter days	6	7	7	5	0	.
Air pollution-ozone days	3	1	1	3	0	.
Access to recreational facilities	.	9	5	9	16	.
Limited access to healthy foods	41%	47%	1%	6%	0%	.
Fast-food restaurants	.	.	35%	48%	25%	.

Sanilac County Health Ranking Comparison 2010-2012

Mobilizing Action Towards Community Health

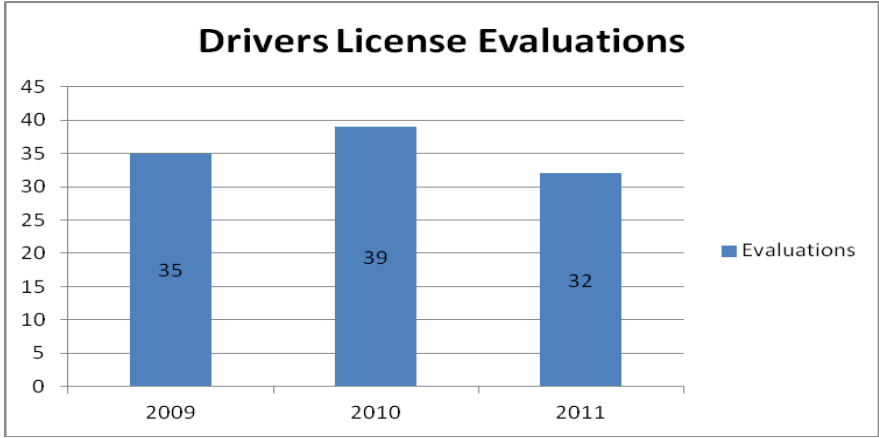
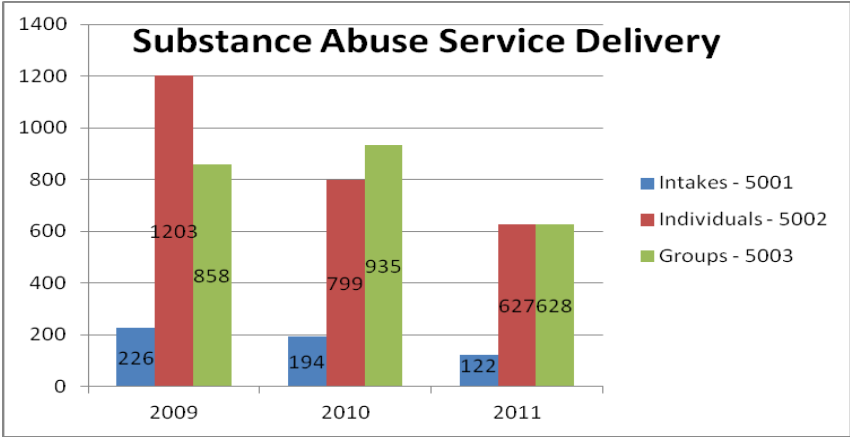
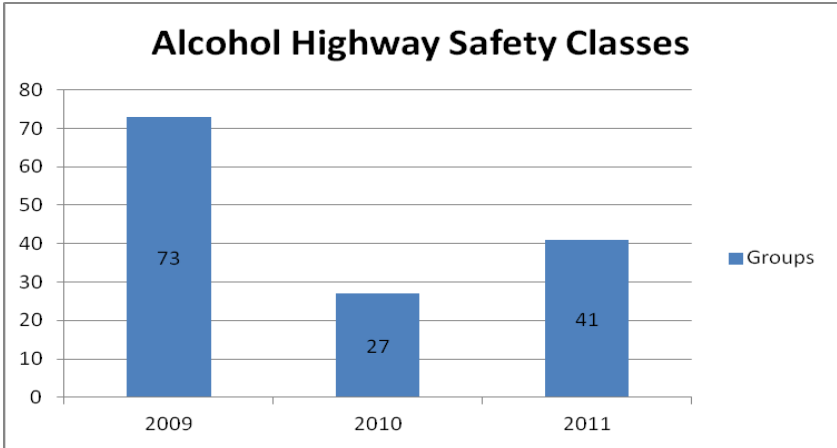
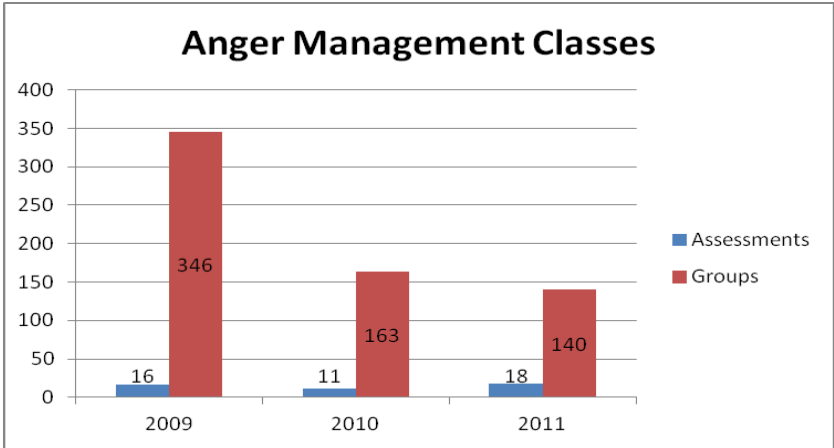
Demographics	Sanilac County	Michigan
Population	42,064	9,969,727
% below 18 years of age	24%	24%
% 65 and older	17%	13%
% African American	1%	14%
% American Indian and Alaskan Native	0%	1%
% Asian	0%	2%
% American Hawaiian/Other Pacific Islander	0%	0%
% Hispanic	3%	4%
% not proficient in English	1%	3%
% Females	50%	51%
% Rural	87%	25%
Health Outcomes		
Diabetes	11%	10%
HIV prevalence rate	31	169
Health Care		
Mental health providers	8,594:1	2,853:1
Health care costs	\$10,183	\$10,023
Uninsured adults	20%	18%
Could not see doctor due to cost	14%	13%

Dentists	2,789:1	2,084:1
Social & Economic Factors		
Median household income	\$39,646	\$45,354
High housing costs	33%	35%
Children eligible for free lunch	38%	38%
Illiteracy	9.2%	8.3%
Homicide rate	.	7
Physical Environment		
Commuting alone	79%	83%
Access to healthy foods	40%	72%

*Data supplied on behalf of state

Note: Blank values reflect unreliable or missing data

Sanilac County Counseling Services



Environmental Health

2010/2011 ENVIRONMENTAL HEALTH STATISTICS

* INDICATES MANDATED SERVICE

*Food	2011	*Public Water	2011	General Environmental Health	2011	Campgrounds	2011
Fixed Food Inspections- (194 establishments)	261	Surveys Conducted	11	Failed System Investigations	5	Campground Inspections	12
Follow-up Inspections	13	Follow-up Inspections	8	Inspections during/after Construction	99	Number of Campground Sites	1482
Temporary Food Inspections	51	*Private Water & Type II		Written Sewage Complaints	12		
Plan Reviews Conducted	4	Pre-drilling Inspections	52	Written "Other" Complaints: Mold, rats, smoking, burning, bed bugs, water, pools, etc.	17		
Complaints Received/Investigated	5	Permits Issued	68	Home Loan Inspections	9		
Enforcement Actions	2	Water Finals Conducted	4	Beach Water Testing			
*Sewage Residential		Abandoned Plugging Records Received	19	Beaches Monitored by Water Test	5		
Number of Parcels Evaluated	82	Swimming Pools		Creeks Monitored by Water Test	3		
Number of Permits Issued	77	Inspections	6	Number of Weeks	9		
Failed System Investigations	62			Water Samples Collected	155		
Sewage: Non-Residential		General Environmental Health		Tattoo Parlor Inspections	1		
Number of Parcels Evaluated	5	DHS Inspections	15				
Number of Permits Issued	5	DHS Follow-up Inspections	6				

THE PEOPLE SPEAK

DATE: July, 2011

TO: *OUR VALUED CLIENTS*

FROM: Dianna L. Schafer, M.P.A.
Health Officer

RE: Client Feedback

Please take a few minutes of your time and give us some important feedback.

Beginning October 1, 2011, some of our Public Health services may be reduced or eliminated due to county and state funding cuts.

1) In a few words tell us how that would affect you and/or your family.

- 1) Reduced access to required tests - no test annually means loss of job(s).
- 2) Detrimentially; Since I was a little girl it was where I came for services and my children now. It's convenient, fast and helps keep all kids info in one spot so if ever lost – easy to replace.
- 3) It is close to home to come for immunizations.
- 4) I would have very hard time buying it.
- 5) It would greatly affect public health/safety by increasing risk of disease.
- 6) I use all services that helps my family. If they cut them my family wouldn't be able to get certain things due to cost reasons.
- 7) I would not be able to provide health insurance for myself or my children, as I am a single mom and have low income.
- 8) Greatly, it is very convenient for us.
- 9) Immunizations would become a financial hardship.
- 10) This would affect my family by my son would have not gotten his immunizations before school started.
- 11) No where else to get shots.
- 12) It is very helpful to have health services so close.

- 13) The health dept is backed up know. They would not be able to service the needs of the people in Sanilac County.
- 14) I like to be able to bring my child here for there shots.
- 15) Our family relies on some services and it could eliminate medical if it is not offered. It is good to have these services available for everyone in the county and state.
- 16) Cost a lot of money to go to the doctor
- 17) Many Dr's offices do not offer vaccines, which is why we come here.
- 18) It is nice to know that all my records and documentation through the history of our visits are here in one location, safe and accurate. It is also very nice to have a personal history of acquaintances.
- 19) The health dept are good services for struggling families as my own. Without these services our children, which is out future, are getting the penalties of these decisions.
- 20) I don't know I have a DHS case.
- 21) The county shouldn't cut funding for the people.
- 22) It would effect us a lot because this is the only place I go to get the children's shots.
- 23) Just for immunizations.
- 24) It will be very bad for our families that are already struggling in this economy.
- 25) Our Doctors office does not do immunizations so that would make it very difficult for us to get them.
- 26) It would make it harder for me to get my children immunizations done. It hard for me to make well baby visit for shots because I never know if I'll have transportation with health department I can just show up when I have a ride.
- 27) It would be hard.
- 28) In many ways due to WIC & Immunizations
- 29) Would decrease access to needed services
- 30) There always there for you need. You need questions or answers.
- 31) Only for shots that the kids need
- 32) It don't affect us much I hope
- 33) The home visits and help with gas to doctor appointments: paying for gas will be an issue.
- 34) We have only been here once for immunizations. But we are grateful they are here. Our family practice does not do immunizations because of our insurance. If they were not here we would have to pay.

2) Help us tell the county Board of Commissioners and the State Health Department that local public health programs ARE important and needed in our community.

- 1) See above
- 2) They are vey needed due to many people are low income.
- 3) If there are no jobs how do we get one to pay for everything.
- 4) Without local public health programs, fewer people would be willing to travel to receive services and public health risks would increase.
- 5) Health Department are needed for those with financial problems for shots, infant and child health exams. They are more thorough than doctors.
- 6) If not for the Health Dept., my children would go without the health insurance.
- 7) There are many people in our community that need these services.
- 8) Public health programs are very important to keep our population healthy and well nourished.
- 9) They are needed in the community because there are lots of people in need of health needs.
- 10) They are a good benefit for under income families.
- 11) It is very help for lower income people to have there services.

- 12) They are the one who offer many different services to help and educate many families which in turn prevent infant deaths, low birth rates, educate on parenting, prevent teen pregnancy – how to make healthy low budget meals.
- 13) Yes it is needed.
- 14) These services are needed in the county so that all families can have some type of medical service that some would not get if not offered.
- 15) Kids need this
- 16) This community is a rural, farming community. That should say enough.
- 17) I strongly agree. It takes a strong foundation to support a structure. It is consistent and reliable and secure.
- 18) Same as above.
- 19) It is. Without the health department here we would have to drive a hour.
- 20) We need this Health Department in this community because they are the only one in Sandusky that I know of and they help this community with getting the kids shots and WIC and etc.
- 21) We a poor community and so many people need this health dept. here.
- 22) Many people can not afford these services at their doctors office and may not get them if this department is not here.
- 23) Public health programs are very important and needed in our community they provide many service that I've used now and in the past the provided me with much needed resources and education.
- 24) People need services
- 25) Very important!
- 26) If these services are eliminated, there is no place to go for some needed health care, guidance and services.
- 27) Yes, because every one in the community needs a little help.
- 28) Are they aware a lot of people don't have insurance and will go unvaccinated?
- 29) They are very important
- 30) Not having a lot of money is a struggle and the health department helps us save money
- 31) So many people are low income or don't have insurance they need a place to go they can afford if they need to see a doctor or need a service.

3) If there was a time where you were very satisfied with a program, service or staff member would you share your experience.

- 1) When I had babies I came here for check-ups and nutrition info and it was very helpful.
- 2) I can't give a specific example but have always been satisfied.
- 3) I have always been satisfied with all programs and there staff. They are always friendly and nice to me and my children
- 4) I was very pleased with the staff and health dept during the years and needed birth control.
- 5) All the time
- 6) The staff are very nice and helpful and took care of things very well.
- 7) Yes
- 8) Yes, very nice and helpful, in and out fast
- 9) The nurses have always been efficient and polite.
- 10) Many times, my children are almost grown. I am sure my records have been with department since I was a child.
- 11) They are always nice and kind her to my children and me.
- 12) I'm always happy with the service we receive for immunizations.
- 13) Every time we have to come to the health department, everyone is so nice and caring to my children.
- 14) When my 6th grader had to come for 4 shots, the nurse and staff was very helpful and re-assuring to her and me – giving me the info to read that I needed.
- 15) Always at Sanilac County.
- 16) My first time to the health department. They helped me with everything I need to know!

17) Yes, I would share with lots of people.

18) The staff make me feel like they care

4) Do you think people are aware of all the services available at the health department? 17 Yes 18 No (not all people)

5) How many are in your family? 1, 6, 2, 9, 4, 2, 4, 4, 5, 3, 3, 4, 2, 5, 3, 5, 3, 3, 3, 3, 6, 7, 2, 1, 4, 9, 5, 5, 7, 1, 4, 10, 4, 6, 5, 6, 5

6) What town do you live in or is your mailing address?

Carsonville X4; SanduskyX4; Deckerville X2; Lexington; CroswellX4; Applegate; Marlette X6; Brown CityX5; SanduskyX2; Caro; Ubyly; Port Sanilac; Decker; Kingston, Cass City, Snover, Yale

7) General Comments.

1) Wouldn't go to another health department. Sanilac health department is our home for shots and WIC.

2) We need this service.

3) Thank you for your support over the years. I hope it will continue.

4) This program would be greatly missed if it wasn't here and you would see a lot more people and children not immunized.

Thank you.

The Health Departments Pledge to:

OUR CLIENTS

Our Clients are the most important people in our agency.

Our Clients do not depend on us – we depend on them.

Our Clients are not an “interruption” of our work, they are the purpose of our work.

Our Clients do us a favor when they call – we are not doing them a favor.

Our Clients are a part of our business – not an “outsider”.

Our Clients have emotions and feelings like you and me.

Our Clients are not someone to argue and match wits with.

Our Clients deserve the most courteous and attentive treatment we can give.

Our Clients are the reason our business exists.

Public Health

What My Parents Think I Do



What My Friends Think I Do



What My Kids Think I Do



What Society Thinks I Do



What I Thought I'd Be Doing



What I Actually Do

