

Crook County

2024 Triennial Review Governing Body Report

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Overview

This report summarizes results of the **2024** triennial review of public health services provided by **Crook County Health Department** conducted by **Oregon Health Authority's Public Health Division** (OHA-PHD). The Local Public Health Administrator, **Katie Plumb**, will receive the full results from each participating program. We urge you to review this report in its entirety as it contains important information about your public health programs.

Programs

The 2024 triennial review covered **12** program areas. This section contains a description of those programs, and a summary of accomplishments, compliance findings, corrective actions, and due dates identified during the review.

Administrative, Civil Rights, and Health Officer

The Crook County Health Department (CCHD) provides an array of public health services within the foundational program areas of communicable disease control, environmental public health, prevention of injury and disease and health promotion, and access to clinical preventive services. At the time of this review, Katie Plumb is the Local Public Health Administrator and Dr. Natalie Good is the Health Officer.

Accomplishments

- CCHD is a respected leader in their community and a trusted resource of information for the public's health and safety.
- CCHD continues to provide unique opportunities in their community through partnerships with the local high school and giving opportunities for students to gain work experience and learn about public health careers.
- CCHD has been growing their workforce since the pandemic and has brought on multiple staff in a short time frame.

- CCHD is a very active and supportive partner in regional work with Jefferson and Deschutes counties.
- Administrator Katie Plumb continues to participate at a broader state level of leadership through the Conference of Local Health Officials (CLHO), is the co-chair for the CLHO Systems and Innovation Committee as well as a member of other CLHO subcommittees. Her dedication and commitment to systems improvement in not only her county, but for all communities in Oregon, is a benefit to the state public health system.

Compliance Findings

Crook County had **no** compliance findings for the Administrative, Civil Rights, and Health Officer reviews.

Babies First!

Maternal and Child Health (MCH) services are provided by Crook County through two programs, Babies First! and CaCoon (CaCoon is reviewed separate from the triennial review). Title V programming is also provided by Crook County but is reviewed separately. Home visiting services are provided by 2 RNs who provide a total of 0.4 FTE (Supervisor would provide another 0.1 FTE of client services, bringing the program into compliance with the 0.5FTE minimum requirement). Between July 2021 and June 2024, Crook County served at least 40 clients and made 191 visits in Babies First!. Crook County Nurse Home Visiting focuses on enrolling prenatal clients, and as such are able to enroll children in early infancy, with 63% of children enrolled within three months of birth.

Accomplishments

- The two nurse home visitors are dedicated to the families and support each other in the absence of a dedicated Nurse Supervisor.

- Interim Supervisor and home visitors are open to strategizing on how they may expand services to more non-English speaking clients.
- Focus on enrolling clients prenatally for healthy pregnancies and positive birth outcomes.

Compliance Findings

Crook County had **no** compliance findings for the Babies First! review.

Communicable Disease

Communicable disease (CD) reporting and control fall under the purview of the Health and Human Services in Crook County. Staff include Kim Fox and Jo McCabe with new staff Alanna Spry. Max Hamblin is the Environmental Health Specialist and has been with them many years. They have support from their regional epidemiologist Sarah Mannion as well as Adrienne Hoyt. Currently Dan Daniluk, OHA regional epidemiologist is assisting with case investigations as their long time CD investigator Karen Yeargin retired. Dan is training Alanna the new main CD investigator. They login to Orpheus on a regular basis to review cases and new reports. They ensure coverage for CD when staff resources are low and have reached out to OHA regional epidemiologists to fill that role. The period of review was March 2022 through June 2024. They processed 139 electronic laboratory reports and interviewed 46 cases of reportable disease. They had one outbreak investigation which was led by Kelly Coyle in Deschutes County. They readily reach out to their neighboring health departments for assistance when their resources are low.

Accomplishments

All staff that support communicable disease prevention are dedicated to their citizens and go the extra yard to educate and prevent disease transmission. When they are able to reach cases for interview, they do a thorough and complete job and enter the necessary data into Orpheus. They have a strong and longstanding relationship with Max Hamblin, Environmental Health

Specialist. They are rebuilding their team after retirement of their main CD investigator with a commitment to health equity. Their population is increasing, and they also are seeing an increase in homeless camps in Juniper Canyon. They have a policy to call cases for interview three times. They have a strong relationship with the infection prevention community. They meet monthly with trauma, emergency medical services and mental health to provide updates and information sharing.

Compliance Findings

Crook County had **three** compliance findings for the Communicable Disease review and must do the following to comply with program requirements.

1. Review Blood Borne Pathogen (BBP)/ exposure plan and update annually and whenever necessary to reflect new or modified tasks and procedures which affect occupational exposure and to reflect new or revised employee positions and occupational exposure.
 - **Resolved:** 5/27/2025
2. Assess vaccination status of proportion of identified hepatitis B and hepatitis A contacts.
 - **Resolved:** 2/26/2025
3. Attempt interview of all cases requiring interview within 4 days.
 - **Resolved:** 2/26/2025

Drinking Water Services

The drinking water program provides technical services and support to public water systems. These services include responding to water quality alerts, requests from water system operators, drinking water contamination events, responding to spills, emergencies, and inspection of water system facilities. The drinking water services provided to water systems result in reduced health risk and increased compliance with drinking water standards. The drinking water

program reports data to Oregon Health Authority, Drinking Water Services (DWS) as necessary for program management and to meet federal Environmental Protection Agency (EPA) Safe Drinking Water Act program requirements.

Accomplishments

- The Drinking Water Program is in the hands of professional and hardworking Environmental Health Specialists.
- The program works cooperatively with state Drinking Water Services staff to help assure safe drinking water for the active public water systems it supervises.

Compliance Findings

Crook had **no** compliance findings for the Drinking Water Services review.

Fiscal

Crook County has a finance and administrative services unit responsible for the custody of all public funds directed to public health, focusing on accountability to the public and compliance with rules and requirements of funders and partner organizations.

This triennial fiscal compliance review is conducted per requirements imposed under state and federal awards, cost principles and audit rules, under 2 CFR Part 200 and local policies and procedures.

This review aims to provide assurances that Crook County complied with federal and state rules and regulations and that its fiscal operations are sound to ensure the proper use of federal and state funds to execute the listed health programs.

Accomplishments

- Crook County has comprehensive and robust internal controls to adequately safeguard assets, to detect and prevent errors in a timely manner. The

operation is well organized, monitored, and efficient with a commitment to quality, fairness, and accuracy.

- For FY2023, Crook County received \$ 2,246,756.52 in federal funds, \$215,028.70 in other funds, and \$536,044.04 in state funds from the OHA Public Health Division for the period July 01, 2022, through June 30,2023 to implement the program elements reviewed.

Compliance Findings

Crook County had **5** compliance findings for the Fiscal review and must do the following to comply with program requirements.

1. Submit written process to ensure personnel expenses are supported by documentation that reflects the actual expense. Submit 3 employee time sheets for the period 07/01/2024-07/31/2024 that includes multiple program elements be sure to include one employee with time spent in PE42-03, PE42-04, PE42-11, PE42-12. Submit detailed general ledger and personnel summary to support the personnel expense to each program element for the time period 07/01/2024-09/30/2024.
 - **Resolved:** 2/13/2025
2. Submit written process to ensure travel expenses are supported by valid documentation such as receipts, invoices, or agendas which clearly shows the nature, amount, and purpose of the expense as it pertains to the specific program element.
 - **Resolved:** 2/13/2025
3. Submit written process for the following: 1) Internal controls to review and verify submitted documentation to ensure the travel and food expenses are allowable for the program element. 2)The record-keeping process for expense reports and related documents.
 - **Resolved:** 2/13/2025

4. Submit updated property management/inventory policy to include the following:

- A description of the property.
- Information on the source of funding
- The title holder of the property.
- The acquisition date.
- The cost of the property.
- The percentage of the federal agency's contribution toward the original purchase.
- Details on the location, use, and condition of the property.
- Disposition process including notification to the state.
 - **Resolved:** 2/13/2025

5. Submit written process to ensure expenses submitted for reimbursement are allowable for the program element.

- **Resolved:** 2/13/2025

Food, Pool and Lodging Health and Safety

Crook County Environmental Health is doing a good job of providing Environmental Health services to the community.

Environmental Health works in partnership with OHA and the industry to protect public health by licensing, inspecting, and enforcing health and safety regulations in food, pool and lodging facilities. These facilities include restaurants, mobile food units, temporary food booths at public events, public pools and spas, hotels and motels, bed and breakfasts and organizational camps.

Considering the challenges presented by the COVID-19 pandemic, OHA did not hold LPHAs responsible for meeting inspection quotas for food, pool, and tourist accommodation inspections through the end of 2022. Because of this, the Food,

Pool and Lodging Health and Safety Program conducted a modified triennial review because of the COVID-19 emergency.

In lieu of the traditional review that looks at the EH Intergovernmental Agreement (IGA) requirements, field inspection protocols and inspection frequencies and documentation, we only reviewed the administrative standards in the IGA and conducted the field review with all inspectors. In addition, reviewer(s) requested the LPHA's Environmental Health Supervisor provide a brief written summary of the LPHA's COVID-related activities since the start of the pandemic (contact tracing, COVID enforcement/consultation, etc.) that were conducted in lieu of inspections as well as their action plan to have inspection rates back in compliance starting January 1, 2023. This will complete the review for this three-year cycle.

Compliance Findings

Crook County had **three** compliance findings for the Food, Pool and Lodging Health and Safety review and must do the following to comply with program requirements.

1. Licensed facilities must receive a minimum of one complete inspection for every 6 months of operation or fraction thereof. Seasonal organizational camps and pools must receive a minimum of one complete inspection during their operating season.
 - **Resolved:** 12/31/2024
2. Inspection reports must be filled out completely and must include all required information.
 - **Resolved:** 12/31/2024
3. Recheck inspections need to be conducted to ensure timely verification of corrective actions for all noted priority & priority foundation violations, and public health hazards are in compliance.
 - **Resolved:** 12/31/2024

Immunization

Crook County has a great staff working tirelessly on reaching their community with immunizations. Their staff is relatively new, with Kim and Meagan having only joined in the last 3 years. However, they have done an excellent job of learning their program operations and creating new and ambitious goals to keep them moving forward. On top of their normal services, they have also been working with us on an Immunization Quality Improvement for Providers (IQIP) project for the past two years and have seen growth in their rates despite some challenges. They have had a lot of staffing shortages in recent months but overall are still managing to do lots of great works serving their community.

Accomplishments

Their programs greatest strengths of course are their amazing staff. Despite seeing a rise in vaccine hesitation, they continue to be persistent in showing up and making connections wherever they can. They have reported resistance from schools in having them attend back to school events as some families are quite outspoken against vaccines but for now are still able to be part of those events. They also have a project focused on providing vaccines to seniors at long-term care facilities and in their homes and thankfully they have a mobile vaccine unit that makes this possible. On top of their Vaccine For Children (VFC) goals, their IQIP project has them working hard to reach patients who are behind on their vaccines and building a better library of vaccine resources to offer their patients.

Compliance Findings

Crook County had **no** compliance findings for the Immunization review.

Public Health Emergency Preparedness

Crook County currently funds a .70 FTE Public Health Emergency Preparedness (PHEP) Coordinator and a .05 Modernization Manager from Program Element 12. For much of the review period they did not have a dedicated PHEP Coordinator due to turnover in that role multiple times. The Modernization

Manager supported required activities during much of the review period, but the PHEP Coordinators also contributed significant work towards requirements when they were in the role.

Accomplishments

Crook County has always had a strong PHEP program due to having dedicated staff in those roles, despite the turnover. The Local Public Health Administrator has always been supportive of the work and goals of PHEP staff. The Modernization Manager has also continued to move the program forward despite turnover in the coordinator role. The leadership team has helped to strengthen the program. CCHD also works excellently with local, regional, and state partners to further PHEP work and better prepare the community.

Compliance Findings

Crook County had **no** compliance findings for the PHEP review.

Tuberculosis

Crook County Tuberculosis (TB) incidence typically is very low and in the three-year review period there were no TB cases. Crook County Health Department has staff who are new to TB work. They have learned quickly about TB, attended TB trainings, demonstrated interest in TB during the review and a commitment to ensuring patients are well cared for. All required documents were in place for the review.

Accomplishments

Crook County is learning quickly about the management of TB disease and associated contact investigation. They are well organized and prepared to manage a TB case. The clinic environment is warm and friendly at Crook Co demonstrating their commitment to patient care.

Compliance Findings

Crook had **no** compliance findings for the TB review.

Vital Records

Navigating complex vital records laws, rules, and procedures is not an easy task – especially when it's not the only subject you need to be an expert in. Crook County vital record staff manage this feat admirably. They stay up to date with changes by reviewing newsletters and attending trainings. When procedures for collecting the identification of applicants were recently updated, they implemented the new requirements quickly and accurately. They maintain their 24-hour Notice of Receipt of Body queue exceptionally well, ensuring every decedent is accounted for.

Crook County Vital Records staff have also found ways to improve beyond what is required. They are scanning order forms and other documentation and attaching it in the electronic vital records system (OVERS) which improves efficiency and eliminates the need for storage of large amounts of paper documents.

Crook County Vital Records staff serve their community and maintain the vital records system with distinction.

Compliance Findings

Crook County had **no** compliance findings for the Vital Records review.

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