

West Covina Municipal Health Department



OVERVIEW AND SUMMARY



CITY OF WEST COVINA HEALTH DEPARTMENT

HEALTHY PEOPLE, HEALTHY ENVIRONMENT, HEALTHY COMMUNITY

INTRODUCTION

The West Covina Municipal Health Department (the Department) will create and promote a healthy community that focuses on the physical, mental, and social well-being of all our residents. Through public education, prevention of disease and injury, health promotion, accessibility to health services, policy and environment, and a healing response to public health challenges.

The Department is committed to the compassionate attainment of a safe and healthy community. We recognize the social determinates of health lead to disparity in health equity and strive to eliminate barriers to optimal health services, respecting the diversity of those we serve.

The Department values the contributions of our health care providers and collaboratively engages community health partners to maximize and sustain high quality public health services. We harness available resources in our community and are good stewards of those resources entrusted to us by the public.

We are committed to developing and continuously improving a comprehensive public health program that exceeds core competencies. A critical aspect of the Department will be Health Promotion. Health Promotion aims to engage and empower individuals to choose healthy behaviors that address and prevent the root causes of ill health. It increases an individual's control over their own health, including social and environmental interventions to benefit and protect personal health and quality of life.

Health services are not limited to the hospital and clinics, but include the access to safe housing, access to transportation, healthy food, clean water, air quality and access to parks.

The health and safety of our community members are the Department's top priorities. The Department will uphold critical public health laws and regulations, expand access to health coverage and services, advance equity, and address public health epidemics. The Department will diligently follow the guidance and requirements of the State of California Department of Public Health as well as the Centers for Disease Control and Prevention (CDC).

The Department will perform the following essential functions as described in the following pages:

- Collection, tabulation and analysis of all public health and vital statistics
- Health Education Programs/Health Promotion
- Communicable Disease Control (including availability of adequate isolation facilities)



- Medical, nursing education and other services to promote maternal and childcare
- Environmental Health and Sanitation Services/Program
- Laboratory Services
- Services in Nutrition
- Services in Chronic Disease
- Services Directed to Social Factors Affecting Health
- Services in Occupational Health
- Appropriate Services in the Field of Family Health Planning
- Public Health Nursing Services to Provide for the Preventative and Therapeutic Care of the Population Served

For the purposes of this document we have organized public health programs into two broad categories:

- *Community and Personal Wellness* – those programs designed to improve health outcomes for individuals, families and the community at large; and
- *Environmental Health and Sanitation* – prevention programs designed to ensure that facilities, institutions, and the environment are free from contamination and unhealthful or disease-causing conditions.



**CITY OF WEST COVINA PUBLIC HEALTH
Community and Personal Wellness Program**

PURPOSE AND OBJECTIVES

The purpose/goal of the Community and Personal Wellness Program is to improve community and personal health outcomes through education, prevention, and access to treatment for all members of the community. The overall objectives of the Program are to:

- Promote Individual and community wellness by providing information, prevention, and support services that foster healthy life.
- Endeavoring to ensure that all citizens, especially disadvantaged and vulnerable communities and individuals, have access to adequate healthcare

ORGANIZATIONAL MODEL

To the extent possible the Department will provide services through partnerships with, and /or referrals to existing institutions including but not limited to hospitals, clinics, physicians and other healthcare providers, and educational institutions. The Department will provide direct services when necessary to assure availability. This approach has the dual advantages of efficiency and avoidance of duplication. Additionally, this approach enlists a multitude of community members in the common effort to promote community health and wellness.

FUNDING

The City intends to use grants, subventions, fees and other funding streams to fund Department activities. This will include the City's pro rata share of Federal funding streams such as CDC and other Department of Health and Human Services programs.

PROGRAM IMPLEMENTATION

The City will implement a comprehensive suite of services upon activation, with additional services to be provided as need and funding permit. Agreements (MOUs, contracts, and other arrangements) with partners and services providers will ensure that services are delivered in accordance with legal requirements and best practices and include reporting and oversight provisions that allow the Department of monitor implementation and take corrective action as necessary.



The Department will perform the following essential functions:

Collection, tabulation and analysis of all public health and vital statistics.

Collection, tabulation and analysis of public health and vital statistics will be supervised by the Health Director/health officer together with the local registrar, epidemiologist, medical consultants, and administrative staff working with federal, state, county and other local health agencies together with our local community partners. Our community partners will include local academic centers such as USC and Loma Linda University; local health care systems such as AHMC Healthcare Inc., Emanate Health, City of Hope; health care facilities including several skilled nursing facilities and assisted living facilities; local health plans including CareMore, SCAN Health Plan, Central Health Plan; medical groups including Optum who has the nation's most powerful commercial health data system and analytic program; pharmacies to collect local medications usage and institutions including school districts, American Cancer Society, American Diabetes Association, Alzheimer Association and the American Heart Association...etc.

The health and vital statistics program will be divided into two main categories, Vital Records and Health Information System.

Records of births and deaths will be obtained from local physicians, hospitals, and clinic, as well as from the LA County Medical Examiner/Coroner. Records will be maintained in a searchable database and reported to the California Department of Public Health in accordance with CDPH procedures.

The Department will implement a Health Information System (HIS) to support the various Department programs and public health objectives to include:

- Epidemiological disease and risk factor surveillance
- Medical and public health outcomes assessment
- Program planning and evaluation
- Quality assurance and performance measurement
- Policy development, analysis, and revision
- Health education and health information dissemination

Health Education Programs

The goal of the Health Education program is to increase the quality, availability and effectiveness of educational and community-based programs designed to prevent disease and injury, improve health, and enhance quality of life.



The Department will employ health education strategies to facilitate voluntary adaptations of behavior that are conducive to health. Our health education program will seek to influence a range of behavior including participation in health-promoting activities, appropriate use of health services, support of mother-infant-child health and adherence to appropriate medical and nutritional regimens. The health promotion program will encompass a broader set of education, policy, organizational, environmental, and economic interventions to support behavior and conditions of living conducive to health.

Community Health education programs will include disease prevention including asthma, cancer, diabetes, hypertension, cardiovascular disease; accident and injury prevention; violence prevention; health promotion, and diseases reversal program with a whole person and community-based approach. Programs will be provided onsite and off-site including schools, churches, temples, hospitals, and health centers. Other delivery methods will include printed materials, local Spectrum TV Channel 3 and Internet. Due to our diverse cultural and linguistic population and increasing number of immigrants to our community, we will partner with various local organizations to better bring our message to these underserved vulnerable population.

To support the goals and objectives of the West Covina Municipal Health Department, post-graduate level health care professional education will be provided to local area physicians, dentists, nurses, pharmacists, dieticians, nutritionists, case managers, social service managers, medical assistants, dental assistants and other health care providers.

These educational programs will be conducted by the City's Health Director/officer, medical consultants, and health care professionals.

Communicable Disease Control (including availability of adequate isolation facilities)

The goal of the Communicable Disease Control program is to identify, prevent and control designated communicable diseases and illnesses to protect and save lives

The Department will provide disease surveillance and investigation of diseases utilizing the California Reportable Disease Information Exchange (CalREDIE) to conduct disease reporting and surveillance. The surveillance program will build and maintain working relationships with our community health care partners to facilitate mandated disease reporting including physicians, veterinarians, podiatrists, nurse practitioners, physician assistants, nurses, infection control practitioners, dentists, and administrators of health facilities, as well as the Los Angeles County Medical Examiner/Coroner.



The department will issue annual reports summarizing the annual incidence of communicable diseases, identify trends, suggest prevention protocols and methods in our community, and provide appropriate practical timely feedback to our clinical partners to protect our community's health.

Communicable disease control will include programs for tuberculosis control, HIV/Venereal Disease Prevention and Control, respiratory diseases prevention and control, emerging communicable diseases detection and prevention. These programs will be managed under the direction of the Health Director/Health Officer, supported community partners including Emanate Health, health care facilities, and federal qualified health centers (FQHC) such as the East Valley Community Health Center.

Isolation facilities depending on medical condition and when personal dwelling is not possible, will be arranged with local healthcare systems including Emanate Health, West Covina Medical Center, other health care facilities, local lodging facilities and mobile units.

Maternal, Child and Adolescent Health Program

The objectives of the Maternal, Child and Adolescent Health Program will be to:

- Improve outreach and access to quality health and human services by promoting the use of preventive health services, screening, and referrals for additional care and support
- Improve maternal health by promoting protective factors to reduce the impact of adverse life course events among women of reproductive age
- Improve infant health by promoting perinatal outreach, education, and activities to reduce infant morbidity and mortality
- Improve adolescent health through active outreach to schools and youth organizations such as sports leagues
- Improve and develop more resources to support the program

The Department staff will assess and develop policies and programs to assure the priority health needs of women of reproductive age (including pregnant women), infants, children, adolescents, and their families are met. The department will collaborate with local community organizations of FQHC including East Valley Health Center and other medical providers to improve access to quality prenatal, medical, dental, and mental health care for low-to-moderate income families. The Department will apply for assistance programs including CHDP, WIC program, SNAP, CalFresh and other food and nutritional program to assist our underserved and vulnerable population.

Post-graduate level medical and nursing continuing education will be provided by the Department together with community partners including the local health systems such as Emanate Health, and



academic centers including USC, UCLA and Loma Linda University. Community education and services will be jointly provided collaboratively with our community partners including local healthcare systems, federal qualified health centers (FQHC) including East Valley Health Center and primary care facilities.

Laboratory Services

The Department will initially contract for public health laboratory services with an accredited Public Health Laboratory under the supervision of the Health Director/health officer and the laboratory directors, Dr. Rubio Punzalan, MD, PhD and Dr. Moses Zepeda, MD.

The clinical laboratory services supporting our clinical services will be contracted with MD Lab located in La Verne, California. MD Lab a medical diagnostic laboratory.

The Department Health Director/Health Officer and Public Health Laboratory Directors will develop policies and procedures governing the local public health laboratory and ensure compliance with the California Department of Public Health guidelines and requirements. The Department will monitor the laboratory operations to ensure that our resident receive the best quality care possible.

Services in Nutrition

The Department's Nutrition and Physical Activity Program will be designed to reduce the prevalence of obesity and other chronic diseases by providing nutritional education and obesity prevention services to improve the health of West Covina residents, including information and resources on healthy eating and physical activity. The goal is to support all who live, work, shop and play here in West Covina to make healthy choice an easy choice.

The program will seek to:

- Increase consumption and access to healthy foods and beverages
- Decrease consumption of added sugar from food and beverages
- Increase intake of wide variety of rainbow color of fruits and vegetables
- Increase physical activity levels
- Improve food resource management skills such as meal planning and shopping on a budget
- Create community environments that support healthy eating and activities
- Search for resources to support our low-income, underserved and vulnerable population
- Develop screening programs to assess nutritional health status of our population



The department will collaborate with local community organizations including East Valley Health Center and other medical providers to improve access to quality nutritional counseling for low-to-moderate income families. The Department will apply for assistance programs such as WIC, SNAP, CalFresh and other food and nutritional programs to assist in meeting the needs of low income, underserved and vulnerable populations in the community.

Services in Chronic Disease Prevention and Lifestyle Management (CDPLM)

The goal of CDPLM is to help reduce people's risk factors by promoting healthy lifestyle changes involving physical activity, improving access to healthy, affordable foods, expanding science-based ways to kick the tobacco habit and facilitate in the building of a healthy environment to promote healthy living.

The Department's Chronic Diseases Lifestyle Management Program will include disease screening for asthma, COPD, cardiovascular disease, diabetes, hypertension, cancer, hyperlipidemia, hepatitis B & C; and prevention through health education programs and disease awareness. The program will emphasize self-management instruction in proper nutrition through increased consumption of plant-based diet, reduced intake of simple carbohydrate and sugary beverages, increased physical activity, stress management, and obesity prevention. Lifestyle intervention programs including Complete Health Improvement Project (CHIP) of Lifestyle Institute of Loma Linda and Dean Ornish Lifestyle Medicine will be offered to the community for comprehensive health management.

Public Health Social Services Program (PHSS)

Toward the goal of health equity, the Department will address social determinants of health as a primary approach to achieving health equity to help residents attain their full health potential, regardless of their social position or circumstance.

The Health Director will recommend policies to address social determinants of health inequities such as poverty, unequal access to health care, lack of education, stigma, and racism are underlying, contributing factors of health inequities.

Services in Occupational Health

The goal of the Occupational Health Program is to improve worker health and safety through prevention activities in collaborating with local employers.



The Department will emphasize the well-being and safety of employees in the workplace by making available resources in the field of occupational health, with a strong focus on injury prevention and employee education. Occupational health resources include employee wellness, pre-placement testing, ergonomics, occupational therapy, and occupational medicine.

Services in Family Health Planning

The Department will support low- or no-cost community-based health providers whose clinical services include birth control, counseling, and laboratory tests. The Department will also support community-based programming for teens, including service learning and positive youth development programs, comprehensive sex education and adult-teen communication programs.

Public Health Nursing Services to Provide for the Preventative and Therapeutic Care of the Population Served

The Department will facilitate assistance to community members who have been diagnosed with a chronic illness, including heart disease, cancer, diabetes, AIDS, or other conditions classified by the medical community as preventable. Aspects to be emphasized include proven preventive approaches to health care such as routine cardiovascular exams and vaccines to significantly increase life expectancy.

SUMMARY

The City's Health Department will conduct a full suite of public health services utilizing robust community partnerships with hospitals, clinics, physicians, nurses, and other healthcare providers as well as schools and other community organizations. As an independent city health department, the Department will be able to develop and maintain face-to-face professional relationships with community partners that are impossible for a large, county-wide department serving eleven million people. The outcome, we believe, will result in a healthier community.



CITY OF WEST COVINA PUBLIC HEALTH Environmental Health and Sanitation Services Program

PURPOSE AND OBJECTIVES

The purpose/goal of the Environmental Health Program is to protect the health, safety, and well-being of the public, and to preserve and improve the quality of the environment. In furtherance of this goal the City will:

- Organize, staff, equipment, and support an Environmental Health Department, under the direction of the Health Officer and Environmental Health Director, that applies the highest professional and technical standards and best practices in carrying out programs and services in full compliance with state statutes and polices established by the City Council.
- Develop proactive collaborative partnerships with all stakeholders including LA County Public Health, other external agencies and service providers, and the regulated community within the City with the objective of engaging the whole community in achieving a safe and healthy environment.
- Conduct inspection, permitting and enforcement programs designed to focus on eliciting response and compliance with health mandates through education and information while limiting enforcement actions to repeat and/or egregious violators.
- Promptly and fully respond to issues, concerns and questions from the regulated community and partner agencies and organizations.

ORGANIZATIONAL MODEL

In California there are a variety of organizational models for the conduct of environmental programs. Some are under the auspices of the jurisdiction's health department, and some are organized under a separate environmental services agency. In addition, some cases environmental health functions e.g., building inspections and permitting, are delegated to other jurisdictional units.

The City believes that the objective of achieving "healthy people, healthy environment, healthy community" can best be achieved by integrating environmental health programs into the overall Health Department structure to ensure seamless coordination of programs, under the direction of the Health Officer. Program execution will be achieved through:

- Development of contractual agreements with agencies that have existing staff and expertise to implement controls, policies, testing protocols and reporting requirements in accordance with Environmental Health directives, and subject to Environmental Health audit and inspection.
- As environmental health programs are closely aligned with City Engineering and Building & Safety inspection and permitting functions the City will position these functions with



experienced inspection/permitting firm, Transtech, that has an exemplary track record with the City for nearly two years of association with the City.

This structure provides the City with an efficient, cost effective organizational model that maximizes existing capabilities internal and external to the City.

Transtech Capabilities

The City has determined that Transtech has the capability to provide an organizational home for the Environmental Health Department that is already familiar with the conduct of inspection and permitting functions, and furthermore is intimately familiar with the City and with many of the facilities and facility owner/operators that will be regulated under the various environmental health programs. Transtech performs permitting and inspection operations for numerous cities, currently performing more than 500 plan checks with 5,000 supporting documents per month. Transtech performs more than 25,000 site inspections annually, including approximately 7,000 in the City of West Covina

Transtech will augment their existing staff and support resources by recruiting trained, certified and experienced personnel to perform environmental health functions and will provide administrative support to the Environmental Health Department. Surge capacity will be achieved by cross training and certifying existing inspection and permitting staff in specified EH procedures.

The IT Department, working with consultant assistance will document EH data management requirements in integrate them into the existing system, simplifying the training and other issues surrounding the introduction of new software applications. The integration of environmental inspection/permitting operations with existing processes also affords the opportunity to implement "one stop" permitting and inspections of facilities that must comply with both building codes and environmental regulations.

FUNDING

The City of West Covina has adopted the Los Angeles County Department of Public Health environmental health inspection and permitting fee schedule. It is anticipated that the schedule will provide sufficient funding for the EH Department. Startup costs are funded through Federal CARE Act funds.

PROGRAM IMPLEMENTATION

The City will implement all state-mandated programs "day one" of Environmental Health operations. The City will not opt to implement optional programs initially but implement selected



programs later. The implementation approach for each of the required that are applicable to the City. These programs is described below:

General

Transtech will staff the Environmental Health Department with experienced inspection/permitting professionals with the required certifications. Recognizing that it may take some time to fully staff the EH Department with permanent personnel, we have identified a source for retired EH professionals seeking temporary work. Permitting will be conducted at the existing facility for building permits. Transtech has identified several commercial off-the shelf (COTS) data management software packages specifically designed for EH operations and will acquire, install, and test a suitable system prior initiation of operations.

Food Safety, Defense, and Consumer Protection

The Food Safety, Defense, and Consumer Protection Program will consist of the following elements:

- Retail and Consumer Protection
- Food Facility Plan Check and Construction

This program will be conducted by EH staff. The City will opt not to request authority for Sherman Food, Drug and Cosmetic and other optional activities. There are no milk products processing facilities within the jurisdictions.

Housing and Institutions

The Housing and Institutions Program consists of the following elements:

- Substandard Housing
- Motels/Hotels
- Jails/Detention Facilities

Substandard Housing and Motels/Hotels are under the purview of the City's Community Development Department. EH will coordinate with Community Development as necessary. The jails and detention program will be administered by the EH Department.

Recreational Health

The Recreational Health Program consists of the following elements:

- Public Pools/Spas
- Public Pool Plan Check and Construction



This program will be administered by the EH Department.

Water Quality

The Water Quality program will consist of the following elements:

- Domestic Water Quality
- Cross Connections

There are 8 different water utilities that serve the residents of West Covina. The EH Department will work with the water purveyors to develop common procedures and protocols for protection of domestic water quality and memorialize procedures via contracts, MOUs, or other forms of agreement. The Cross Connections program will be administered by the EH Department.

Land Use

Land use falls under the purview of the City of West Covina Community Development Department Planning Division. The EH Department will coordinate with Planning to develop and implement appropriate environmental health land use regulations.

Solid Waste

The City of West Covina Local Enforcement Agency (LEA) is designated by the West Covina City Council, and upon certification by the State of California is empowered to implement delegated CalRecycle programs and locally designated activities. The LEA has primary responsibility for ensuring the correct operation of the closed BKK Class II Landfill and solid waste facility. Refuse management is administered through a contract with Athens Services.

Household Hazardous Waste

Through a franchise agreement with Athens Services the City of West Covina provides waste hauling services. The EH Department will work Athens services to educate residents and business owners of appropriate procedures and locations for disposal of household hazardous waste.

CUPA

CUPA administration in the City of West Covina is currently administered by the Los Angeles County Fire Department HazMat Division, in coordination with the West Covina Fire Department IAW a formal agreement. This arrangement is beneficial to both parties. The EH Department will



monitor CUPA activities in the City and recommend changes as may be necessary.

Stormwater Quality Compliance Inspections

The City currently contracts with John L. Hunter and Associates to conduct NPDES inspections under the City's stormwater program and to educate business owner on the requirements. Non-compliance issues are and violations are enforced through the City's Stormwater and Urban Runoff Pollution Control Ordinance. This program will continue under the direction of Environmental Health.

SUMMARY

The City of West Covina will implement all state required environmental health programs. Those programs involving inspections, permitting and enforcement will be handled directly by EH staff. Other programs will be overseen by the EH department with day-to-day administration by other departments or agencies consistent with existing programs.