

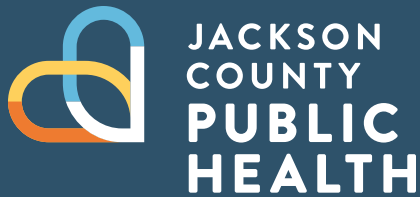


JACKSON
COUNTY
PUBLIC
HEALTH



2024

Annual Report



MISSION

To offer services, provide programs, and advocate for policies so that all people have a fair and just opportunity to be healthy.

VISION

A community where all people can live their healthiest lives.

SERVICE AREA

Jackson County Public Health (JCPH) provides public health services to over 278,692 residents. Individuals served are primarily located in Eastern Jackson County (EJC), which is defined as all areas outside of Independence and Kansas City.

Managed and operated by University Health.

Eligibility criteria for acceptance and participation in the programs of this agency are administered on a nondiscriminatory basis regardless of race, color, national origin, age, sex, religion, genetic information or disability.

Table of Contents

2 Letter from the Director

2024 HIGHLIGHTS

3 By the Numbers

3 Open House

5 JCPH in the Community

DIVISION UPDATES

7 Community Engagement & Policy

9 Health Services

11 Epidemiology & Data Analytics

13 Emergency Preparedness

14 Operations

15 Communications

16 Strategic Initiatives

17 Acknowledgments

18 Contact



Letter from the Director

DEAR COMMUNITY PARTNERS,

We are excited to share Jackson County Public Health's 2024 Annual Report with you.

If 2023 was a year of growth and new beginnings, 2024 was a year of action. Tens of thousands of people benefited from our programs and services, underscoring our commitment to being a trusted community resource.

From low-cost clinical services to life-saving free Narcan, groceries for families in need, educational programs, and strong community partnerships, JCPH demonstrated its unwavering dedication to improving the health and well-being of Eastern Jackson County residents.

This year also marked a period of significant internal progress, strengthening the department's foundation for the future:

- **On the Road to Accreditation:** In the summer of 2024, JCPH submitted all required documentation to the Public Health Accreditation Board, advancing our commitment to excellence and to obtaining accreditation.
- **Community Health Improvement Plan:** The department hosted a Community Innovation Summit as part of our CHIP process, engaging partners and residents in shaping healthier futures throughout Eastern Jackson County.
- **Enhanced Preparedness:** In 2024, teams across the department worked to develop a robust communication system that will strengthen our response to communicable disease outbreaks and everyday public health challenges.

Every effort by our dedicated employees was aimed at one goal—positioning Jackson County Public Health as a leader in the region, prepared to serve our community for the next century.

2025 will mark the 100th anniversary of Jackson County Public Health, a moment to reflect on our legacy and reaffirm the importance of investing in public health. The health challenges of tomorrow require innovation, collaboration, and resilience, and we are committed to ensuring JCPH remains a cornerstone of community well-being for generations to come.

We are grateful for your partnership in this work and look forward to continuing our collaboration in 2025 and beyond. Together, we can achieve a healthier, stronger future for Jackson County.



Bridgette Shaffer
BRIDGETTE SHAFFER, MPH
JCPH HEALTH DIRECTOR

In 2024, our teams and services had
MORE THAN 144,000
unique interactions with members of
our Eastern Jackson County community.



126 COMMUNITY
EVENTS HELD
INCLUDING
53 OFF-SITE
CLINICS 

12,673 VACCINES
GIVEN
WITH A TOTAL OF
8,414 PATIENTS
IMMUNIZED 



AVERAGE GOOGLE REVIEWS RATING OF **4.8 STARS** FROM 653 INDIVIDUAL REVIEWS

761

hours spent
interpreting
for patients
who are non-
English speaking



18,799
POUNDS OF FOOD
DISTRIBUTED AT REGULAR EVENTS
IN PARTNERSHIP WITH HARVESTERS



663 RESOURCE REFERRALS

COMPLETED THROUGH IRIS

.....



5,516 FREE COVID KITS

DISTRIBUTED IN EJC

.....



2,600 BOXES OF NARCAN &

10,460 FENTANYL TEST STRIPS

distributed at our clinic, at
community events, and in free
Narcan distribution boxes
around EJC alongside other
harm reduction materials

.....



.....

11,948

REPORTS OF COMMUNICABLE
CONDITIONS RECIEVED

5,647 FLU CASES



2024 HIGHLIGHTS

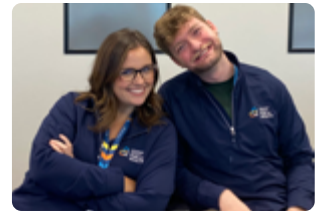
Open House

June 2024 marked the one-year anniversary of JCPH's move to our new location in Lee's Summit. To celebrate this milestone, the department hosted an open house for local officials, community partners, and fellow University Health staff.

More than 70 guests toured the facility, many experiencing the state-of-the-art infrastructure for the first time, and learned about the pivotal public health programs and resources JCPH offers. The new location has significantly expanded the department's reach, serving nearly 51,000 people in its first year—an impressive increase from the 48,945 served in the final year at the former Independence location.

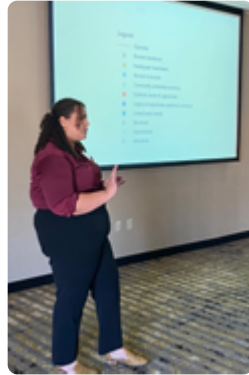
University Health President and CEO Charlie Shields delivered opening remarks, and the event culminated with a commemorative plaque presented by Jackson County Executive Frank White Jr. and Legislature Chairwoman Jeanie Lauer. As JCPH prepares to celebrate a century of service in 2025, both reaffirmed their support for public health and prevention initiatives in Jackson County.





2024 HIGHLIGHTS

JCPH in the Community



In 2024, our dedicated staff showed off their public health pride while taking our Mobile Service Unit to the streets, schools, libraries, churches—and beyond—of Eastern Jackson County.

Each event was a valuable opportunity to exchange public health knowledge and connect new community members to the resources they needed, from food assistance to vaccinations to harm reduction.

Community Engagement & Policy

Building Momentum: InCoLab's Progress

In 2024, Jackson County Public Health continued to provide backbone support for InCoLab, the coalition leading Eastern Jackson County's Community Health Improvement Process (CHIP). The group is a collaboration among JCPH, community partners, and residents, representing over 100 local organizations and communities working to advance impactful health initiatives. JCPH ensures the ongoing success of the collective impact initiative by promoting cross-sector communication, alignment, and key operational functions.

In 2023, Eastern Jackson County residents and organizational leaders gathered for the inaugural Community Health Summit. At this event, two Community Health Innovation Labs were launched to tackle the region's most pressing challenges:

- **Poor mental and behavioral health outcomes**
- **Housing and economic instability**

This year alone, Lab members, Innovators Network leaders, and Summit attendees have contributed over 800 hours to advancing health equity and transformational change in the area. That's equivalent to 33.9 days of dedicated collaborative work!

Improving Tenant Health

In May, JCPH released a policy brief on Proactive Rental Inspections, highlighting the housing challenges faced by tenants in Eastern Jackson County.



Find our Proactive Rental Inspections brief and other data and policy briefs online

jcp.org/health-data-reports

A proactive rental inspection program helps to ensure that renters have safe and healthy living environments. Research shows that tenants are more likely to encounter inadequate living conditions compared to homeowners, making such programs critical to public health.

Currently, only four cities in EJC have proactive rental inspection programs in place: Buckner, Grandview, Raytown, and Sugar Creek.

Expanding these initiatives across the region could significantly improve housing safety and foster healthier communities for everyone.

73



COMMUNITY
EVENTS HELD

17



HOURS OF HEALTH
EDUCATION PROVIDED

1,189



BREAST AND CERVICAL
CANCER SCREENINGS
leading to the diagnosis and
treatment of **241** breast cancer
and **39** cervical cancer cases

281



FREE LYFT RIDES GIVEN
TO/FROM JCPH SERVICES

22



HOURS OF CHILDCARE
PROVIDER TRAINING

76



ADULT BRAIN INJURY
PROGRAM CLIENTS

44



TEEN ATTENDEES OF OUR
FREE SEX ED CLASSES

11



PACK N'
PLAY CRIBS

75



CAR
SEATS

provided to families in need

Celebrating Community Health Workers

At JCPH, our Community Health Workers (CHWs) are the backbone of many vital programs and initiatives. Their dedication to fostering health equity and supporting our residents has made a tangible impact throughout the year.

Our CHWs organized and participated in over 73 community events, reaching thousands of residents. These events ranged from hosting monthly mobile food pantries, to providing education at health fairs, to tabling at farmers markets where they connected individuals with resources.

Beyond the numbers, our CHWs have built trust within the communities they serve. Their ability to meet residents where they are—physically and emotionally—has strengthened relationships and fostered a deeper sense of connection. Through their work, they bridge the gap between public health resources and the people who need them most.

* EXPANDING ACCESS TO OVERDOSE RESOURCES

In response to the ongoing opioid epidemic, in 2024 JCPH partnered with the Raytown Fire Protection District to install free Narcan dispensers at all three Raytown Fire Stations. These 24/7 dispensers provide residents with Narcan nasal spray, fentanyl test strips, and educational materials, empowering the community to respond effectively to opioid overdoses.

"I am profoundly thankful for the partnership," says Matthew Cushman, Community Paramedic with the Raytown Fire Protection District. "We have seen significant reductions in death associated with free and accessible Narcan... this continues to make sure that in the neighborhoods we serve, there is opportunity to save lives..."

The dispensers address a critical need, as synthetic opioids like fentanyl continue to threaten public health. Since 2017, over 200 lives have been lost to opioid overdoses in Eastern Jackson County. While 2023 saw a decline in fatal overdoses, JCPH remains committed to expanding access to lifesaving tools and education, ensuring no resident faces barriers to help in a crisis.



3
4

**BRIEFS & REPORTS
PUBLISHED**
**STAKEHOLDER
NEWSLETTERS**
sign up for newsletters
at jcph.org/contact-us



Health Services

Our Health Services division is committed to providing EJC families with accessible, high-quality clinical services. Using innovative outreach and community-driven initiatives, we work to meet people where they are and reduce barriers to care.

Bringing Care to the Community

In 2024, our team strengthened partnerships to bring health services directly into the community. Clinics based in libraries, churches, and schools have served as trusted, convenient access points for essential care, including immunizations. These initiatives have been instrumental in reaching underserved populations and fostering connections in familiar, community-centered environments.

Culturally Competent Care for All

Understanding that effective care goes beyond clinical services, the Health Services team prioritizes cultural navigation. Our staff works closely with visitors to bridge gaps in language, culture, and trust, ensuring everyone has the tools they need to make informed decisions about their health.

In one instance, a family who had just immigrated from Cuba walked into our clinic. The pregnant mother and her two young children were adjusting to a new environment, a new language, and the absence of their father, who was still overseas.

When our Cultural Navigator learned their story, she helped translate all of their records and organized the necessary information for starting school. Over the next several months, the children thrived in school, the mother welcomed her new baby, and the father reunited with his family in the U.S. Through it all, our team helped this family connect to local resources and navigate their new life changes.

This family is one of many who found support at JCPH last year. In 2024, we proudly served thousands of Eastern Jackson County residents and averaged 321 staff interpretations each month, ensuring good health remains within reach for everyone who walks through our doors.



In 2024, Jackson County Public Health celebrated being home to one of the best public health nurses in the state! Lori Valenzuela, BSN, RN, was honored with the Missouri Public Health Association's prestigious Public Health Nursing Award.

Lori has dedicated 19 years to Jackson County Public Health, where she has become a cornerstone of our immunization programs. Her dedication to excellence in public health nursing has made a lasting impact on the communities we serve. We are incredibly proud of Lori's achievements and honored to have her as part of our team!

12,673

TOTAL VACCINES GIVEN



8,414

INDIVIDUALS IMMUNIZED

1,026

COVID-19

640

FLU

11,007

OTHER

53



OFFSITE CLINICS

Our Health Services team provided vaccinations during clinics at schools, libraries, long-term care facilities and the houses of homebound individuals.



47,453



VITAL RECORDS

birth and death certificates

5,653



COVID-19 TESTS

distributed

398

STI TESTS

1,116

TB SKIN TESTS

OUR CLINICAL SERVICES

AT JACKSON COUNTY PUBLIC HEALTH



- ✓ HIV testing
- ✓ Pregnancy testing
- ✓ STI testing and treatment
- ✓ Tuberculosis (TB) skin testing



- ✓ Required and recommended vaccinations for clients of all ages
- ✓ Travel vaccines
- ✓ Malaria prescriptions



- ✓ Hands-on CPR check offs per American Heart Association standard
- ✓ Camp, sports, and pre-K physicals

Epidemiology & Data Analytics

Outbreak Preparedness in Action

In 2024, our region faced outbreaks of measles, whooping cough, and chickenpox. Missouri also saw its first case of bird flu (H5N1) in humans. Each incident underscored the importance of preparedness and the necessity of having pre-developed response plans, demonstrating how swift, informed action can mitigate the impact of communicable diseases.

Disease Containment Toolkits

The Epidemiology and Data Analytics division prioritized readiness for everyday outbreaks by developing comprehensive plans for swift response to the ten highest-risk diseases affecting our community.

These "Disease Containment Toolkit Packages" are designed to equip our team and partners with the tools needed to identify, investigate, and control the spread of communicable diseases.

To bolster public health response capabilities, we finalized toolkits for the following diseases this year:

- Salmonellosis
- Campylobacteriosis
- Diphtheria
- Hepatitis A
- Measles
- Mumps
- Norovirus
- Pertussis (Bordetella)
- Shigellosis
- Cyclosporiasis
- H5N1 (Bird Flu)
- Tuberculosis (TB)
- Latent Tuberculosis Infection (LTBI)
- General Gastro-intestinal Outbreaks

Each toolkit provides step-by-step guidance for outbreak containment, from case investigation and contact tracing to public communication and prevention strategies.

Why It Matters

Preparedness saves lives. These toolkits not only enhance our ability to respond to outbreaks efficiently, but also strengthen trust with the community by ensuring transparency and readiness. With these resources, the division is better equipped to protect the health of our residents, prevent outbreaks, and reduce the burden on healthcare systems.



RESPIRATORY ILLNESS DASHBOARD

Curious about how respiratory illnesses are affecting our community this season? In 2024, the Data Analytics Team developed the Respiratory Illness Dashboard—a comprehensive tool that provides timely insights into the impact of illnesses such as influenza, COVID-19, and other respiratory infections in Eastern Jackson County.

Check out the Respiratory Illness Dashboard online!



jcph.org/respiratory-data

WHY IT MATTERS

The Respiratory Illness Dashboard bridges the gap between raw data and actionable knowledge. By making information readily available in a meaningful and understandable format, the dashboard empowers residents, healthcare providers, and policymakers to:

- Anticipate healthcare system needs.
- Plan for personal and family health precautions.
- Make informed decisions about community health strategies.

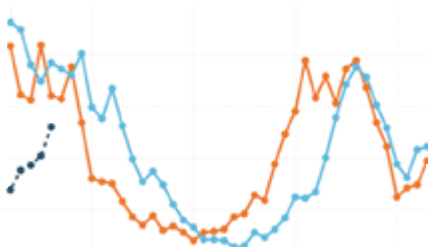
This initiative represents a significant step toward greater transparency and public engagement, ensuring that everyone in our community can stay informed and prepared throughout respiratory illness seasons.

RESPIRATORY ILLNESS DASHBOARD KEY FEATURES



Real-Time Trends

View up-to-date case counts and monitor how respiratory illnesses are currently spreading in the community.



Year-to-Year Comparisons

Compare current data with trends from previous years to understand seasonal patterns and gauge the severity of the current season.



User-Friendly Visuals

Data is presented through clear, interactive charts and graphs, making complex information accessible to the general public.

11,948

REPORTS OF COMMUNICABLE CONDITIONS, INCLUDING...

5,647

FLU CASES

5,191

COVID CASES

1,110

OTHER CASES of communicable disease and animal exposure

MOST INVESTIGATED COMMUNICABLE DISEASES FOLLOWING FLU AND COVID

investigations resolved as confirmed, possible, or suspect cases

63
Campylobacteriosis
CASES

53
Hepatitis C
Chronic Infection
CASES

47
Pertussis
(whooping
cough)
CASES

171
Latent Tuberculosis
Infection (LTBI)
CASES

* fewer than 5 active TB cases in 2024

31
Salmonellosis
CASES

98

DATA REQUESTS PROCESSED

including dashboards created, data requested, reports developed

24

OUTBREAKS INVESTIGATED & CONTAINED

in Eastern Jackson County long-term care facilities

Emergency Preparedness

Our Emergency Preparedness division collaborates with local agencies and first responders to strengthen our community's ability to respond to public health crises.

In October, Jackson County Public Health hosted a drive-thru vaccination clinic at Grandview High School, coordinated by the Emergency Preparedness team. This weekend event provided a convenient and free opportunity for community members to receive flu and COVID-19 vaccines while also serving as an emergency preparedness drill, training our staff in how to distribute resources en masse during a crisis.

This year we accepted walk-ins in addition to appointments, expanding our impact. More than once, our team saw passing drivers pull u-turns so they could come and get vaccinated.

During the clinic, JCPH administered 318 doses of flu and COVID-19 vaccines to 199 people. Additionally, our team distributed 108 overdose prevention kits, which included Narcan and fentanyl test strips.

Beyond delivering essential services, the clinic offered valuable hands-on training for staff and tested emergency response protocols, reinforcing our readiness for large-scale emergencies.



STRENGTHENING PREPAREDNESS WITH THE POINT OF DISPENSING PROGRAM

In 2024, our Emergency Preparedness Team revitalized its Point of Dispensing (POD) program, working closely with community partners to enhance Jackson County's ability to distribute lifesaving medications, like antibiotics or vaccines, during disease outbreaks or bioterrorism events. This critical program evaluates

and secures sites like schools, community centers, long-term care facilities, libraries, and faith-based organizations as potential emergency dispensing locations.

A dozen organizations in Eastern Jackson County committed to working with JCPH to make their facilities accessible for

emergency dispensing. These organizations represent 20+ locations, which include indoor ADA accommodations and parking lots for minimal contact drive-thru dispensing. Their variety of sizes, locations, and audiences will ensure Jackson County is prepared for a broad range of threats to our population's health.

Operations

Improved Grant Management System

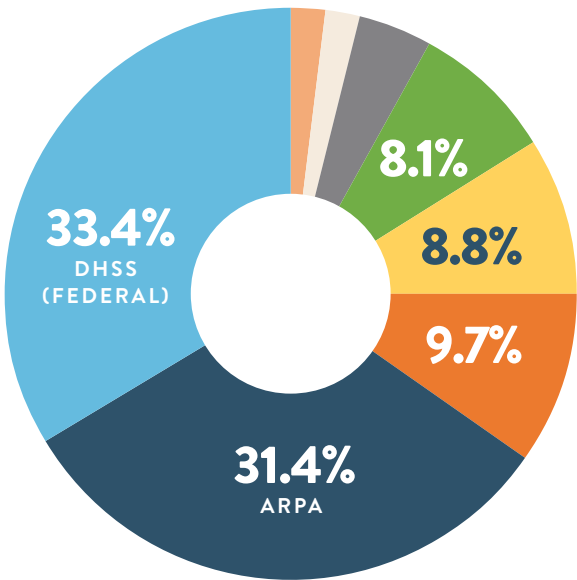
In 2024, we expanded our grant management system to include a comprehensive approval process for new grants. Using a guided form, any team member can now propose a grant-based project to address community needs. These proposals are then automatically moved through a multi-stage review process to ensure alignment with our mission and identify measurable outcomes. This process enhances efficiency and fiscal accountability while empowering staff to identify additional funding sources to support their work.

Enhanced Insurance Billing Process

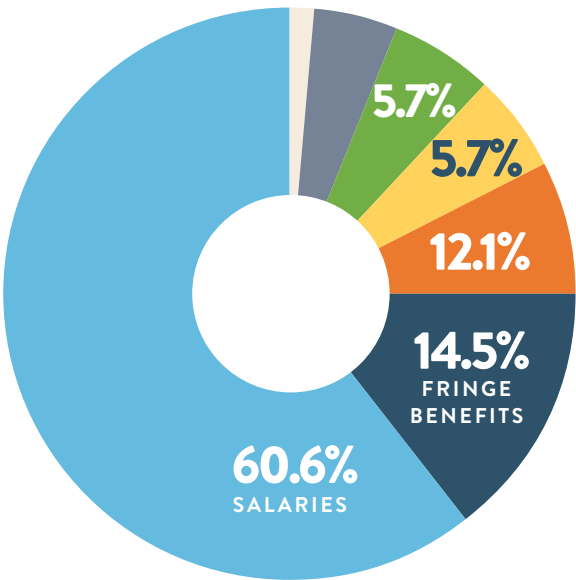
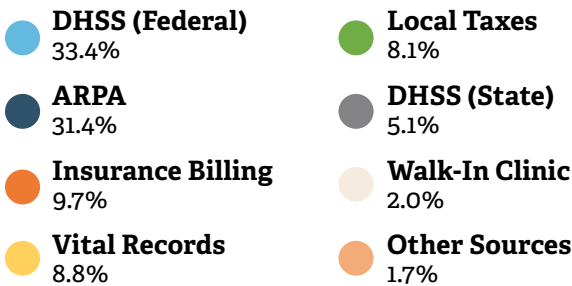
We also expanded our insurance billing capabilities by implementing a process to analyze billing reports from our third-party billing provider. This analysis identifies which insurances cover vaccines, which vaccines are covered, average payments received, and payment time lags. With this information, we can forecast profits, recognize trends, and address areas needing improvement. This initiative not only supports accurate financial forecasting but also bolsters our overall fiscal responsibility.

GRANTS AND CONTRACTS BILLING
\$5,276,138.77

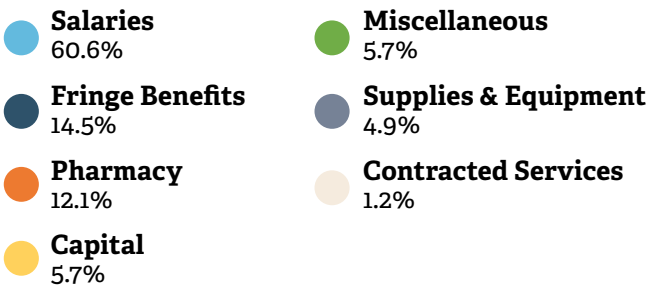
INSURANCE AND CLIENT BILLING
\$561,000.00



2024 FISCAL YEAR TOTAL REVENUE
\$6,193,136.15



2024 FISCAL YEAR TOTAL EXPENDITURES
\$6,765,890.55



DIVISION ACCOMPLISHMENTS

Communications

The Communications division plays a vital role in connecting residents with the information they need to make informed decisions about their health.

Timely, Targeted, and Inclusive Messaging

In 2024, we provided parents and school districts with critical updates on topics like vaccine requirements, local disease outbreaks, and lead testing in school water systems, promoting the safety and well-being of children across the county.

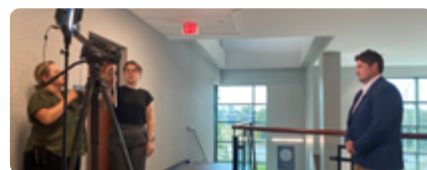
To better serve our diverse population, we created Spanish-language materials for all public-facing services. Additionally, we strengthened our email marketing efforts, delivering timely and targeted messages to keep the community informed about health programs, events, and resources. These initiatives reflect our ongoing commitment to clear, inclusive, and impactful communication in public health.

Welcoming a New Look

We serve lots of families at JCPH — and now our building reflects that! This year, our team designed bright, welcoming wall art for our once-empty lobby, waiting room, clinic, and hallways, plus bilingual signage to make it easier for everyone to navigate. We hope this colorful change will help clients of all ages feel more relaxed during their visit.



COUNTY VIDEO COLLABORATION



In 2024, JCPH's Communications division teamed up with the Jackson County Communications team to create an informative video highlighting all the services available at our clinics. Using this new medium will help ensure that more Jackson County residents can access clear, concise, and accessible information about JCPH's resources.

The video, designed to reach a diverse audience, showcases the wide range of services provided by JCPH clinics, including immunizations, vital records and resource navigation.

66,684 
WEBSITE VISITORS

79
DESIGN PROJECTS
supporting all divisions

495,415 
SOCIAL IMPRESSIONS

970
SOCIAL MEDIA POSTS
published across 5 platforms

27,841 
SOCIAL MEDIA AUDIENCE

46
MEDIA MENTIONS
in television, print, and radio

Strategic Initiatives

The Strategic Initiatives division plays a key role in staff development and quality improvement, ensuring JCPH's work aligns with the needs of our community. The team also helps develop the next generation of public health workers by coordinating our internship program.

Supporting the Next Generation of Public Health

Launched in 2023, JCPH's internship program provides students with hands-on experience in the world of public health. Over the past year, our staff hosted and mentored 12 interns pursuing degrees in public health, social work, epidemiology, and more.

Our interns contributed to a wide range of impactful projects, including:

- Assisting with data collection and analysis for the Community Health Improvement Plan (CHIP).
- Supporting the Maternal and Child Health program by researching effective community engagement strategies.
- Developing content for public health campaigns focused on overdose education and teen pregnancy prevention.
- Enhancing data analytics capabilities for tracking communicable disease trends.
- Contributing to research on social determinants of health to inform equitable policy decisions.
- Assisting with the development of the EJC Health Inequities Training Program to educate staff on the different health challenges faced by each community we serve.

As the public health sector faces a shortage of workers, JCPH is proud of our program's role in fostering the next generation of public health professionals. We look forward to building on its successes in the coming year.



ADVANCING ACCREDITATION

In July 2024, the Strategic Initiatives team led the department's next steps towards accreditation. JCPH submitted all required documentation to the Public Health Accreditation Board (PHAB), advancing our commitment to excellence.

Public health accreditation ensures JCPH is held accountable for providing high-quality essential and foundational public health services to all residents of Eastern Jackson County. Grounded in health equity, accreditation enhances JCPH's organizational structure and capabilities in several key areas, including:

- Data analysis
- Disease prevention
- Emergency preparedness
- Communication, collaboration with community partners
- Connecting residents to health care and social services

Accreditation is a significant accomplishment that only eight health departments in Missouri have achieved.

For over two years, the Accreditation Workgroup has been collecting and finalizing all 210 examples of documentation needed. It's a project that has touched every facet of the department.

In 2025, we hope to celebrate our centennial with the PHAB seal of approval behind our name.



2024 UNIVERSITY HEALTH EXECUTIVES



Charlie Shields
UNIVERSITY HEALTH
PRESIDENT + CEO



Lynette Wheeler DPRN, RN, FABC
UNIVERSITY HEALTH
LAKEWOOD COO

2024 JACKSON COUNTY ELECTED OFFICIALS

Frank White, Jr.
COUNTY EXECUTIVE

Jean Peters Baker
COUNTY PROSECUTOR

Darryl Forte
COUNTY SHERIFF

2024 JACKSON COUNTY LEGISLATURE

Manuel Abarca IV
1ST DISTRICT

Donna Peyton
2ND DISTRICT AT-LARGE

DaRon McGee
4TH DISTRICT

Jalen Anderson
1ST DISTRICT AT-LARGE

Charlie Franklin
3RD DISTRICT

Jeanie Lauer
CHAIRMAN
5TH DISTRICT

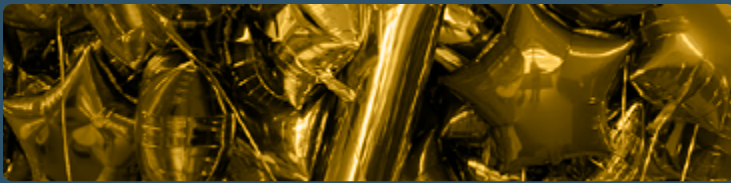
Vanessa Huskey
2ND DISTRICT

Megan Marshall
VICE CHAIRMAN
3RD DISTRICT AT-LARGE

Sean Smith
6TH DISTRICT

Thank you!

To our staff, partners, and stakeholders—we sincerely appreciate all the hard work you do to support us in promoting a healthy community.



Contact Us

GENERAL QUESTIONS

816-404-6415

askjcph@uhkc.org



BIRTH & DEATH CERTIFICATES

vitalrecords@uhkc.org

CLINIC APPOINTMENTS (IMMUNIZATIONS, STD TESTS, ETC.)

816-404-6416

clientservices@uhkc.org



COMMUNITY ENGAGEMENT & POLICY DIVISION

816-404-6493

healthpromotions@uhkc.org



COMMUNICABLE DISEASE & EPIDEMIOLOGY HOTLINE

816-404-9898

jacksoncountycd@uhkc.org



MEDIA INQUIRIES

kindle.biermann@uhkc.org

816-447-0423

LEARN MORE AT

jcph.org

3651 NE RALPH POWELL RD

LEE'S SUMMIT, MO

