



UTAH COUNTY
BOARD OF HEALTH

**151 SOUTH UNIVERSITY AVENUE
PROVO, UTAH 84601**

MINUTES
July 22, 2024

Members Present:			
Carl Hanson, Chair	X	Ryan Schooley	X
Dr. Jeffrey Ogden, Vice-chair	X	Dr. Michael Kennedy	excused
Dr. Mark Donaldson	excused	Julie Fullmer	excused
Amelia Powers Gardner	X	Francine Jensen	X ^{electronic}
Dr. Jordan Singleton	excused	Wendy Dau	excused
Sonia Pineda	excused		

Others present:

Eric Edwards, MPA, MCHES	UCHD Executive Director
Tyler Plewe	UCHD Deputy Director
Juli Van Ginkel	UCHD Secretary
Zachary Zundel	Deputy County Attorney

Number of people in attendance 16

1. Welcome by Carl Hanson, Board of Health Chair
2. Approval of minutes from May 20, 2024

We were unable to approve minutes due to not having a full quorum. This item will be continued until our next meeting.

3. 2024 Employee Engagement Report, Tyler Plewe

Tyler Plewe, Deputy Director of the Health Department, reviewed Utah County Health Department's 2024 Employee Engagement Report. This report is the result of an anonymous survey that was completed by each employee in the Health Department. This report shows how the Health Department is doing and helps us to know where we need to improve. This report also compares those results to other departments within Utah County. Tyler reviewed the positive and negative results of this report and explained that we will be meeting with each division to address the statistics and create

and implement a plan to improve those scores.

Carl Hanson asked if this data can be analyzed at the division level. Tyler explained that he is working with Human Resources to get a more specific breakdown of the statistics so they can provide feedback to each division.

Tyler explained that the high scores received regarding safety are due to HR that provides the training that is needed. Eric added that the new Safety and Risk Manager in HR has helped us implement environmental and policy improvements to help prevent accidents among employees and public. Another score that increased was regarding fairness of pay. Two years ago, that score was very low, and it was addressed with HR. This resulted in large pay increases for many employees. Now we are working on maintaining this score moving forward. Carl Hanson asked what benchmark was used to determine increases. Commissioner Powers Gardner explained that they compare the like positions throughout most counties in Utah to ensure we are staying competitive. She also explained that it's important to note that while some of the scores have gone up, we still need to address why some scores are lower than they should be. She explained that the results regarding benefits show that only 80% of health department employees are happy with their benefits, when in her experience, the benefits are much better than most other organizations. She believes that some of the results are reflected in their leadership. When managers complain about certain aspects, that is reflected in their employee's scores. Francine Jensen said that the employee's discontent regarding their benefits could be reduced by educating the employees on how great the benefits really are. She suggested that leadership should attend staff meetings routinely to speak about this and address concerns in person.

Ryan Schooley asked if there are benefits that would balance aspects of a job that are less desirable. Tyler explained that one thing we are doing is looking at onboarding data to see why employees are coming to the Health Department, and then making sure we are continuing to meet those needs. Eric explained that the County used to do a market study every 4-5 years, which meant our pay wasn't competitive. The County is now budgeting to be able to do a market study annually.

Tyler talked about our recognition committee that allows the employees to recognize their peers. This has directly affected our scores regarding recognizing employees for their hard work. Eric Edwards explained that using Qualtrics for our survey allows us to create focus groups to help find solutions to the areas that need improvement. Carl Hanson asked if we have any idea why the score regarding workload has gone down. Tyler explained that it could be because our population is growing, but we still have the same number of employees doing the work. Commissioner Powers Gardner said that it could also be because we increased the number of employees during COVID, but we have now eliminated all the COVID positions which may have increased the workload for the remaining employees.

Please see attached presentation for additional details.

4. HB 491 - Progress Report, Eric Edwards

Eric Edwards provided an update regarding the changes to the requirements on how we collect and use information. Commissioner Powers Gardner explained that the updates to HB 491 are mostly regarding privacy and data integrity. Eric said that the Health Department has been working with IT and Zachary Zundel from the Attorney's Office to work through the requirements and to ensure we are interpreting the law properly. Carl Hanson inquired about the information that is being collected, and what is legal to collect. Zachary explained that there are certain criteria, in combination with geographic area and demographics, that may link a person's personal identifiable information (PII) to identify them. We are being cautious to ensure that we are not collecting or saving identifiable information that is not being used.

Eric showed examples of the information we are collecting, and why that information is collected. He showed an example of how the information is provided to IT to allow them to audit the data we are requesting. Commissioner Powers Gardner explained that the Health Department is the first in the County to establish an action plan, and that the rest of the County will benefit from what we learn through this process. Zachary and Carl commended Eric and the Health Department for leading the County in this change.

Please see attached presentation for additional details.

5. WIC Program Update, Jillian Porto

Jillian Porto, WIC Division Director, provided an update on the WIC program. The WIC programming system, Vision, recently had an update that will greatly benefit clients. Previously, Vision was an offline program, and clients were required to come into the clinic to have their food benefits loaded onto their WIC card. Beginning August 1st, Vision will now be online, which will simplify the process for both clients and WIC staff. The WIC staff have been working hard to input all 11026 participants into the system to assign food packages, and they estimate that by August 1st over 90% of Utah County clients will be able to use their WIC card in stores. Eric Edwards complimented Jillian and her team on getting these families ready to go right when this update is available.

Jillian reviewed many of the benefits that our WIC families will enjoy with the online Vision system. Families will no longer be required to be physically seen in the clinic in order to receive their food benefits. This change will not only save WIC families time, but it will also allow the WIC office more time to see new families. Jillian reported that Utah County's caseload has increased 18% from 2023 to 2024. Ryan Schooley asked if Jillian knew why there has been such an increase. Jillian said that she has seen an increase in population, in food prices, and in new immigrant families that could account for the increase.

The WIC program is celebrating their 50th anniversary this year. The Utah County WIC program invited the Board of Health to attend their celebration event on September 23rd at Thanksgiving Point. There will be many booths run by community partners that will provide information about their program, as well as activities, raffle prizes and refreshments.

Please see attached presentation for additional details.

6. Employee Changes

Employee changes are within normal expectations as to seasonal and time-limited workers. There have been significant retirements in Environmental Health and Vital Records, which accounts for some of the full time turnover. Eric introduced Alisha Earl, the new Deputy Registrar Supervisor in Vital Records, as well as Natalie Butler, our new Public Information and Quality Improvement representative in Health Promotions.

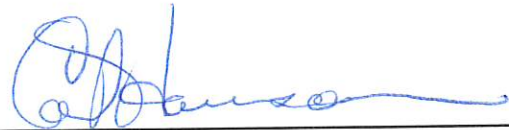
7. Other Items

Dr. Jeffrey Ogden asked for an update on Mosquito Abatement and this year's results. Eric Edwards explained that we will have Dan Miller provide an update at our next Board of Health meeting.

**MOTION: Dr. Ogden motioned to adjourn the meeting, seconded by Ryan Schooley.
No Discussion. Motion carries and approved unanimously.**



Eric Edwards, MPA, MCHES
Executive Director / Local Health Officer
Utah County Health Department



Carl Hanson
Chair
Utah County Board of Health