



WICHITA STATE  
UNIVERSITY

**COMMUNITY ENGAGEMENT  
INSTITUTE**

*Center for Applied Research and Evaluation*

# **Membership Feedback Survey Report**

for

## **Kansas Association of Local Health Departments (KALHD)**

**June 2019**

**Report Prepared by the Center for Applied Research and Evaluation**

**Sarah Jolley, Ph.D.**

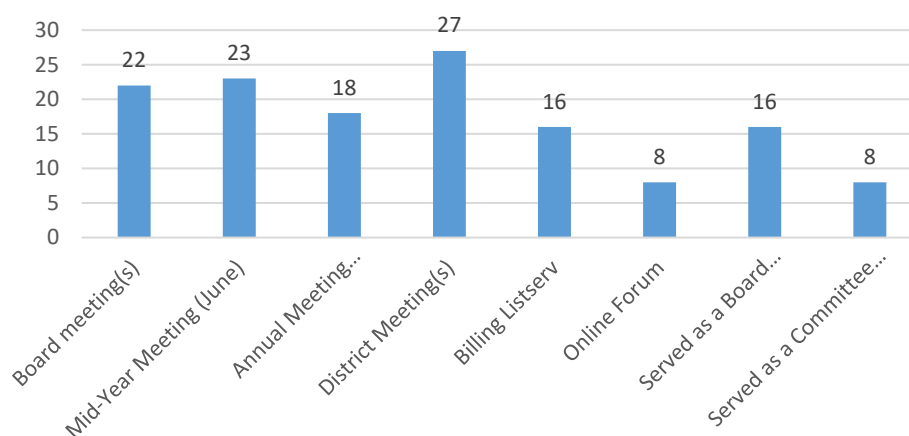
## KALHD Membership Feedback Survey Report

The Kansas Association of Local Health Departments (KALHD) gathered feedback from local health department directors via a brief survey administered during six district meetings from March to May 2019. The KALHD Membership Feedback survey contained items related to member engagement, satisfaction, and recommendations for KALHD going forward. The sections below outline the findings from the survey, which was analyzed by Wichita State University's Center for Applied Research and Evaluation.

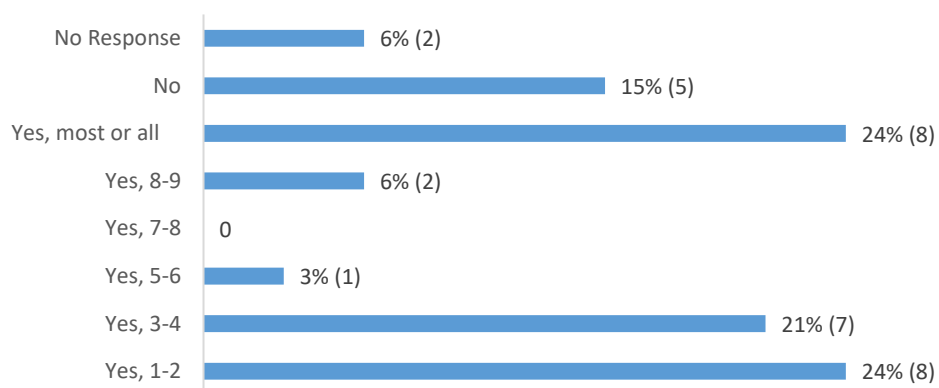
### OVERALL (Total Participants: 37)

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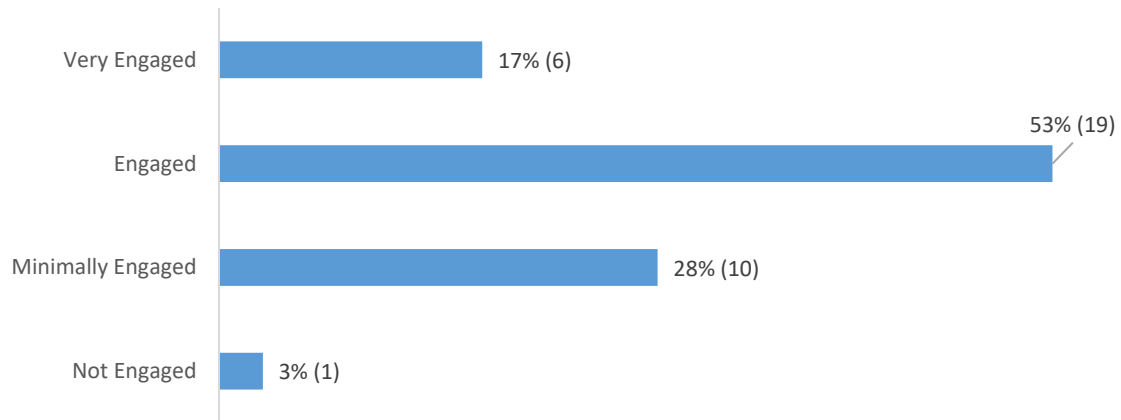
In the last calendar year, which of the following have you participated in?



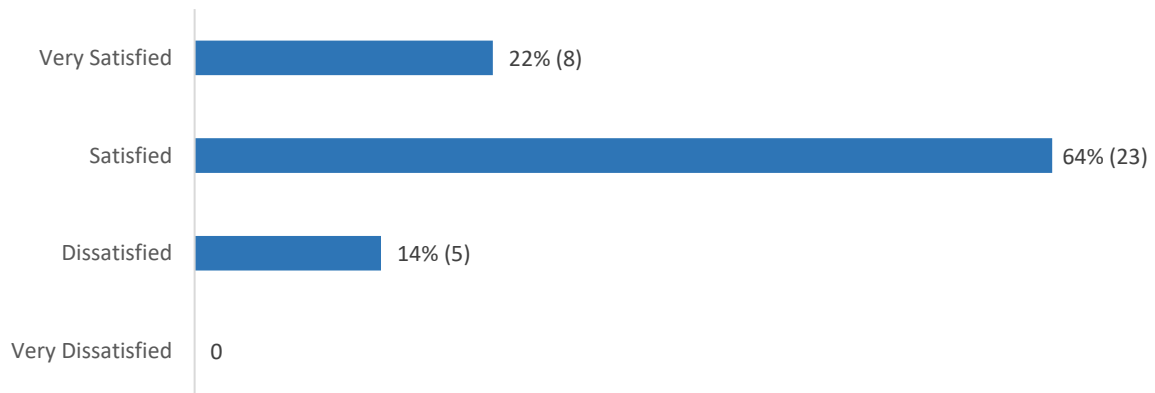
If so, how many board meetings did you attend?



1. How would you rate your level of engagement with KALHD?



2. What is your level of satisfaction with your current involvement with KALHD?



**Overall themes provided for the following questions:**

What does it look like when KALHD is doing what you expect of it as an association? Please be specific and provide examples.	<ul style="list-style-type: none"> <li>a. Advocating at the legislative level</li> <li>b. Providing support</li> <li>c. Member engagement/relationship building</li> <li>d. Providing training, tools, and guidance</li> </ul>
With KALHD having a new Executive Director, what is one thing they need to know about the Public Health System in Kansas?	<ul style="list-style-type: none"> <li>a. Changes are needed</li> <li>b. Its complex</li> <li>c. HD needs are diverse</li> <li>d. It's very slow moving with some inconsistencies</li> <li>e. Leadership changes impacts knowledge of employees</li> </ul>
Among the topics that KALHD is currently working on, which are most exciting/useful/interesting to you? And why?	<ul style="list-style-type: none"> <li>a. SDOH</li> <li>b. Funding</li> <li>c. Legislation</li> <li>d. Foundational Concepts</li> <li>e. PHEP Programming</li> <li>f. Environmental Health</li> <li>g. Preparedness</li> <li>h. ACES-TISC</li> </ul>
What topics should KALHD engage in that it is not currently addressing?	<ul style="list-style-type: none"> <li>a. Resource Development and Maintenance</li> <li>b. Provider Shortages</li> <li>c. Telehealth</li> <li>d. Increases in Funding</li> <li>e. Social Media</li> </ul>
KALHD's <i>VISION</i> is: a system of Local Health Departments committed to helping all Kansans achieve optimal health by providing Foundational Public Health Services. KALHD's <i>MISSION</i> statement is: KALHD is dedicated to strengthening local health departments for the purpose of improving and protecting the health of all Kansans. What would you like to see KALHD do to advance its stated vision and mission? Please be specific and provide examples.	<ul style="list-style-type: none"> <li>a. Continue engaging through meaningful interaction</li> <li>b. Add ACEs &amp; TISC into the FPHS model</li> <li>c. Continue to educate and train</li> <li>d. Orientation for all HD's</li> <li>e. Be realistic about limited resources</li> </ul>

## **DISTRICT 1** (Total Participants: 6)

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1. In the last calendar year, which of the following have you participated in? (Check all that apply.)

**Table 1**

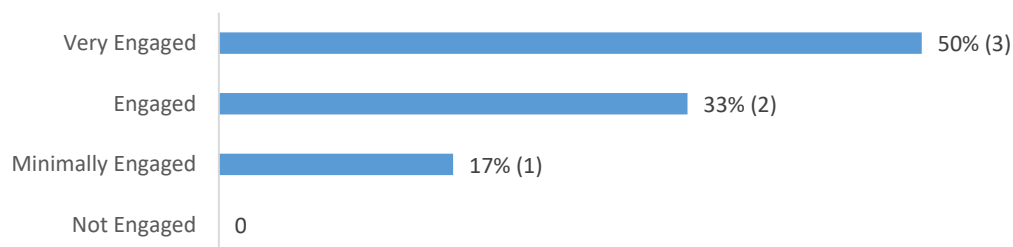
Meeting Categories	Total Number	Percentage
Board Meeting(s)*	6	100%
Mid-Year Meeting (June)	6	100%
Annual Meeting (November)	3	50%
District Meeting(s)	5	83%
Billing Listserv	1	17%
Online Forum	1	17%
Served as a Board Member	4	67%
Served as a Committee Member	3	50%

**\*If so, how many board meetings did you attend?**

Of the six participants, three reported attending 1-2 meetings while the other three reported attending “most or all.”

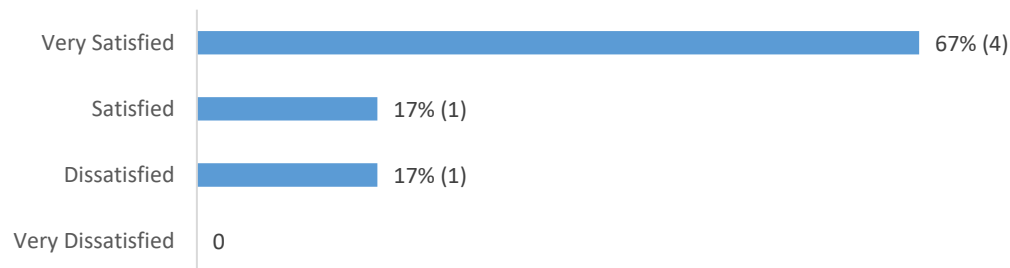
2. How would you rate your level of engagement with KALHD?

**Figure 1**



3. What is your level of satisfaction with your current involvement with KALHD?

**Figure 2**



4. What does it look like when KALHD is doing what you expect of it as an association? Please be specific and provide examples.

- Advocating for LHDs, Supporting Public Health Foundation Services Model, Partnering with KDHE
- Members are engaged and sharing information.
- Being a good liaison between locals and KDHE
- Building relationships
- Providing tools and guidance for locals

5. With KALHD having a new Executive Director, what is one thing they need to know about the Public Health System in Kansas?

- Changes in Public Health are needed
- How the different health departments operate the same and differently, Listen more.
- KDHE needs to have a better/more positive relationship with the local health departments
- It is fluid, needs updated

6. Among the topics that KALHD is currently working on, which are most exciting/useful/interesting to you? And why?

- I like ideas of increased formula through legislative process FPHS.
- SDoH and legislative
- Getting PHEP Funding back

## **DISTRICT 2** (Total Participants: 6)

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1. In the last calendar year, which of the following have you participated in? (Check all that apply.)

**Table 1**

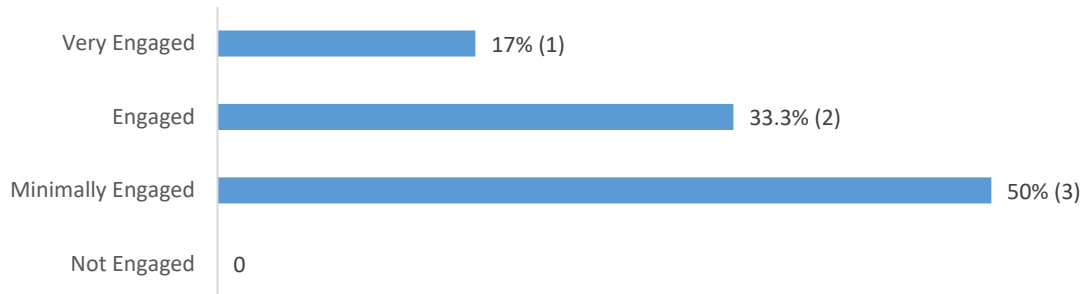
Meeting Categories	Total Number	Percentage
Board Meeting(s)*	4	67%
Mid-Year Meeting (June)	3	50%
Annual Meeting (November)	3	50%
District Meeting(s)	5	83%
Billing Listserv	2	33%
Online Forum	1	17%
Served as a Board Member	1	17%
Served as a Committee Member	2	33%

**\*If so, how many board meetings did you attend?**

Of the six participants, three reported attending 1-2 meetings, one reported attending “most or all,” and two did not respond.

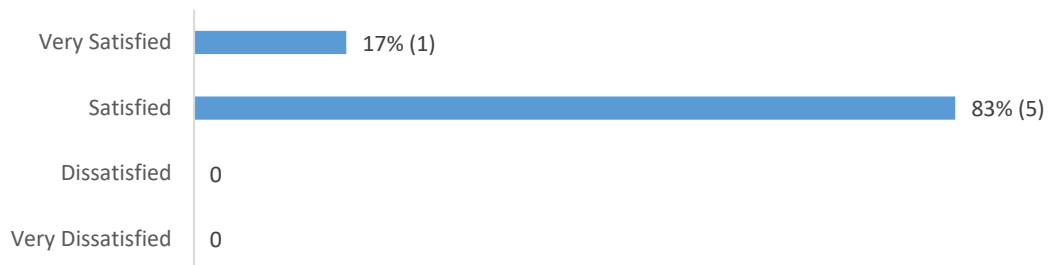
2. How would you rate your level of engagement with KALHD?

**Figure 1**



3. What is your level of satisfaction with your current involvement with KALHD?

**Figure 2**



4. What does it look like when KALHD is doing what you expect of it as an association? Please be specific and provide examples.

- Everything goes smoothly with little complaint!
- I have no expectations as no one talked to me or showed me what KAHLD is and does. I am slowly learning.
- Yes - Admin for 15 years. Feel that KAHLD has been a good voice/advocate for public health - especially rural public health
- Supporting LHD, advocating legislatively, provide trainings
- They keep me informed of upcoming topics of note



5. With KALHD having a new Executive Director, what is one thing they need to know about the Public Health System in Kansas?

- The complexity of public health access in Kansas.
- We do a lot with very little
- The difference (and Expectations) 3 differing strata of HD populations
- Differences between rural and large department/urban populations.
- A lot of moving pieces with many LHD's not having depth to provide many essential functions
- Inconsistencies

6. Among the topics that KALHD is currently working on, which are most exciting/useful/interesting to you? And why?

- Foundational Concepts
- I really do not know what KALHD is doing
- FPHS
- Health in all policies - creating and advocating for more Informatics Capacity
- Monitoring the legislature is important to me

7. What topics should KALHD engage in that it is not currently addressing?

- Increases in plan funding
- Unsure

8. What activities would you like to be involved in as a KALHD member?

- Haven't thought about this deeply
- None at this time
- Outside of meetings, unsure

9. KALHD's **VISION** is: a system of Local Health Departments committed to helping all Kansans achieve optimal health by providing Foundational Public Health Services. KALHD's **MISSION** statement is: KALHD is dedicated to strengthening local health departments for the purpose of improving and protecting the health of all Kansans. What would you like to see KALHD do to advance its stated vision and mission? Please be specific and provide examples.

- Continue engaging through meaningful interaction - (Meetings like this), also support public health workforce development.
- Unsure
- Outside of meetings, unsure

### **DISTRICT 3** (Total Participants: 3)

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1. In the last calendar year, which of the following have you participated in? (Check all that apply.)

**Table 1**

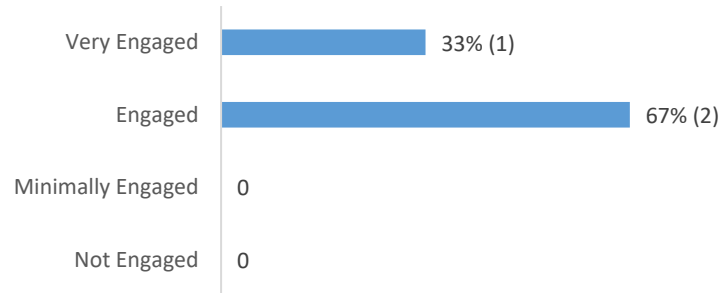
Meeting Categories	Total Number	Percentage
Board Meeting(s)*	2	67%
Mid-Year Meeting (June)	2	67%
Annual Meeting (November)	2	67%
District Meeting(s)	2	67%
Billing Listserv	2	67%
Online Forum	0	0%
Served as a Board Member	2	67%
Served as a Committee Member	1	33%

**\*If so, how many board meetings did you attend?**

Of the three participants, one reported attending 3-4 meetings, one reported attending "most or all," and one did not respond.

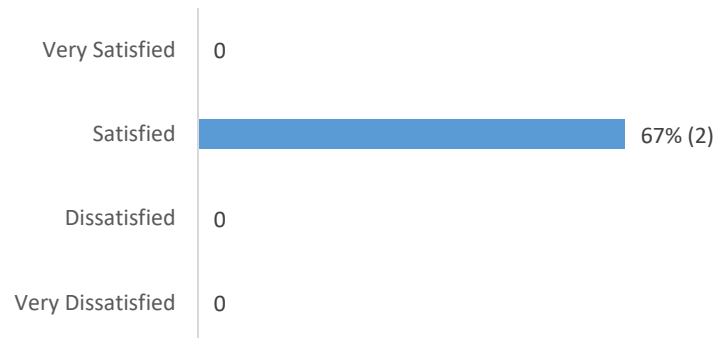
2. How would you rate your level of engagement with KALHD?

**Figure 1**



3. What is your level of satisfaction with your current involvement with KALHD?

**Figure 2**



4. What does it look like when KALHD is doing what you expect of it as an association? Please be specific and provide examples.

- Offers support to local agencies – such as the PHEP workplan exc.
- Advocating at legislature for funding; all counties are members

5. With KALHD having a new Executive Director, what is one thing they need to know about the Public Health System in Kansas?

- It is a very slow-moving process
- We need a new, healthy relationship with KDHE

6. Among the topics that KALHD is currently working on, which are most exciting/useful/interesting to you? And why?

- PHEP programming, HD funding

#### **DISTRICT 4** (Total Participants: 5)

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1. In the last calendar year, which of the following have you participated in? (Check all that apply.)

**Table 1**

Meeting Categories	Total Number	Percentage
Board Meeting(s)*	5	100%
Mid-Year Meeting (June)	5	100%
Annual Meeting (November)	5	100%
District Meeting(s)	5	100%
Billing Listserv	2	40%
Online Forum	1	20%
Served as a Board Member	3	60%
Served as a Committee Member	1	20%

**\*If so, how many board meetings did you attend?**

Of the five participants, three reported attending 3-4 meetings, one reported attending 8-9, and one reported attending “most or all.”

2. How would you rate your level of engagement with KALHD?

**Figure 1**



3. What is your level of satisfaction with your current involvement with KALHD?

**Figure 2**



4. What does it look like when KALHD is doing what you expect of it as an association? Please be specific and provide examples.

- Happy with the advocacy and the deep knowledge it possessed by the organization.
- Resources; being a voice for all LHD.
- An advocate for our needs – HEP, funding
- I feel KALHD is doing what I expect now. They are acting as a collective
- Maintaining accurate and timely information and connectivity to resources relative to what we do in Kansas Public Health.

5. With KALHD having a new Executive Director, what is one thing they need to know about the Public Health System in Kansas?

- I feel like the administration for KALHD is very astute in the desires of the membership. My hope is that ACEs and TISC becomes embedded into leadership at the deepest level. All else is important. But this should be our core concern.
- It's a diverse system across Kansas with each having their own individual agenda and needs.
- Administrators that are hardworking and caring for their communities; Many very new; Some a bit exhausted with the process of working with KDHE
- Encourage taking the time to learn relevant history.

6. Among the topics that KALHD is currently working on, which are most exciting/useful/interesting to you? And why?

- Very interested in funding increases!
- Environmental Health and Social determinants of health. I appreciate how willing KALHD is to adjust work based on our feedback.
- FPHS – Progressive model to revise public health in Kansas

7. What topics should KALHD engage in that it is not currently addressing?

- Addressing provider shortages in rural areas.
- Telehealth and more Environmental Health work.
- Continue resource development and maintenance for new LHD administrators and commissioners.

8. What activities would you like to be involved in as a KALHD member?

- I would be interested to provide any help towards educating anyone with ACEs or TISC
- Committees

9. KALHD's **VISION** is: a system of Local Health Departments committed to helping all Kansans achieve optimal health by providing Foundational Public Health Services. KALHD's **MISSION** statement is: KALHD is dedicated to strengthening local health departments for the purpose of improving and protecting the health of all Kansans. What would you like to see KALHD do to advance its stated vision and mission? Please be specific and provide examples.

- Adding ACEs and TISC into the FPHS model.
- Remember what works for larger counties may not be feasible for small counties. Lack of accessibilities in rural areas are a challenge.
- I feel the vision/mission is appropriate for where we are at the time.

## DISTRICT 5 (Total Participants: 6)

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1. In the last calendar year, which of the following have you participated in? (Check all that apply.)

**Table 1**

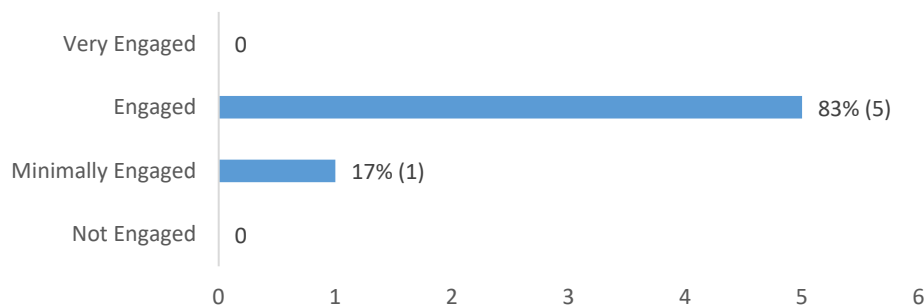
Meeting Categories	Total Number	Percentage
Board Meeting(s)*	6	100%
Mid-Year Meeting (June)	3	50%
Annual Meeting (November)	2	33%
District Meeting(s)	6	100%
Billing Listserv	5	%
Online Forum	2	%
Served as a Board Member	2	%
Served as a Committee Member	1	%

**\*If so, how many board meetings did you attend?**

Board Meeting(s) attended	Number
1-2	1
3-4	2
5-6	1
7-8	0
8-9	0
Most or all	2

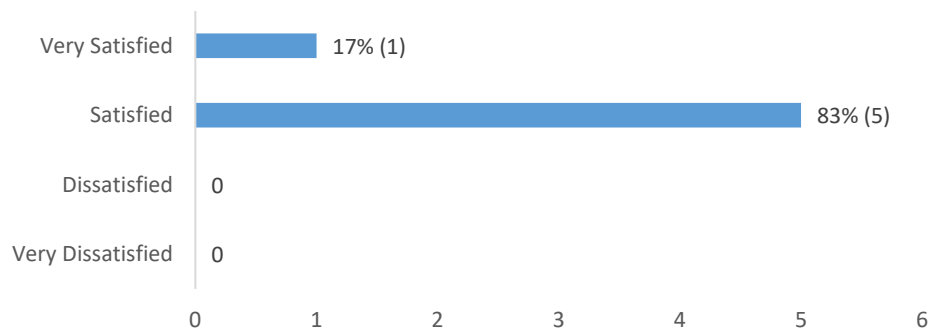
2. How would you rate your level of engagement with KALHD?

**Figure 1**



3. What is your level of satisfaction with your current involvement with KALHD?

**Figure 2**



4. What does it look like when KALHD is doing what you expect of it as an association? Please be specific and provide examples.

- Public health is continuing to move into the 21<sup>st</sup> century in funding and innovative ideas to provide the best resources to our community
- I like the idea of looking at ways to change legislation that affects all health departments. ListServ communication is good. I think -meetings every other month or quarterly is appropriate.
- Being the voice of the HDs to people we don't normally have access to. Organizing to solve problems statewide.
- Advocating for the good of PH departments large and small.
- Relationship building and strengthening. Communication.
- Supports us in the legislature.

5. With KALHD having a new Executive Director, what is one thing they need to know about the Public Health System in Kansas?

- The men and women who work in public health are dedicated and hardworking with big hearts for their communities.
- From speaking with Dennis, I feel he has great knowledge of public health.
- Wow, that's broad. Help us work towards moving away from the "invisibility crisis."
- Small departments feel overwhelmed and left out in the cold.
- Diversity – large and small, urban and rural
- Complex – interpretations of roles, rules vary. Great support for those that ask!



6. Among the topics that KALHD is currently working on, which are most exciting/useful/interesting to you? And why?

- Lobbying for more funding
- State Formula Funding
- Working – I always learn something at the meetings.
- Possible increase in funding – shows PH matters
- Environmental – unknown/unfamiliar area, Preparedness – a must know in this world we live

7. What topics should KALHD engage in that it is not currently addressing?

- I like the idea of supporting other organizations to make a greater impact.

8. What activities would you like to be involved in as a KALHD member?

- I'm happy with my current involvement.

9. KALHD's **VISION** is: a system of Local Health Departments committed to helping all Kansans achieve optimal health by providing Foundational Public Health Services. KALHD's **MISSION** statement is: KALHD is dedicated to strengthening local health departments for the purpose of improving and protecting the health of all Kansans. What would you like to see KALHD do to advance its stated vision and mission? Please be specific and provide examples.

- Continue to educate and train administrators to perform their duties. Also, provide an HER that would do all public health reporting, billing, etc. to reduce double data entry.
- More of what we they are doing. Sometimes we get focused on our problems we don't stop to think it could be affecting other HDs such as the new lead testing requirements. Having input with 1 voice to take to the state helps.
- Voice to KDHS communication is needed include the local Health Officer as a vital contact.

## DISTRICT 6 (Total Participants: 2)

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1. In the last calendar year, which of the following have you participated in? (Check all that apply.)

**Table 1**

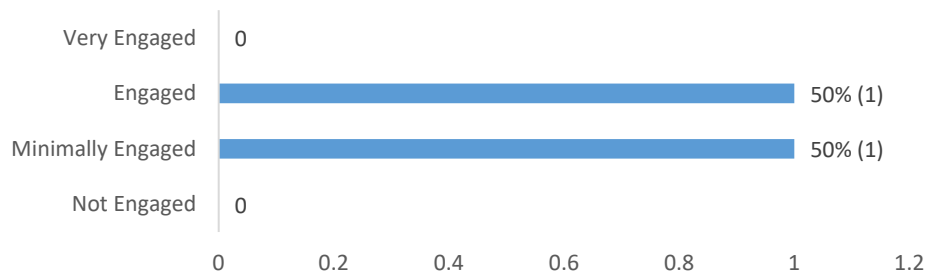
Meeting Categories	Total Number	Percentage
Board Meeting(s)*	1	50%
Mid-Year Meeting (June)	1	50%
Annual Meeting (November)	0	0%
District Meeting(s)	1	50%
Billing Listserv	0	0%
Online Forum	0	0%
Served as a Board Member	1	50%
Served as a Committee Member	--	--

**\*If so, how many board meetings did you attend?**

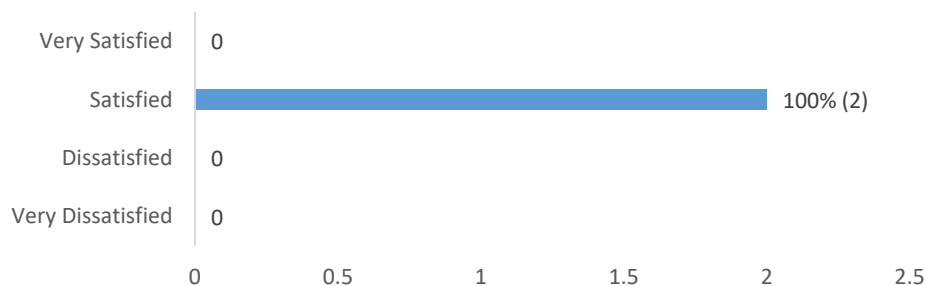
Of the two participants, only one reported attending 1-2 meetings.

2. How would you rate your level of engagement with KALHD?

**Figure 1**



3. What is your level of satisfaction with your current involvement with KALHD?



4. What does it look like when KALHD is doing what you expect of it as an association? Please be specific and provide examples.

- Being the voice for local public health as we often get sidetracked in day to day
- Keep LHD focused and helping us to define our goals within the community

5. With KALHD having a new Executive Director, what is one thing they need to know about the Public Health System in Kansas?

- We are glad you are on board helping us promote health in Kansas
- I think you're well informed

6. Among the topics that KALHD is currently working on, which are most exciting/useful/interesting to you? And why?

- ACES-TIC feel more saturation is needed

### Online Responses (Total Participants: 9)

1. In the last calendar year, which of the following have you participated in? (Check all that apply.)

Table 1

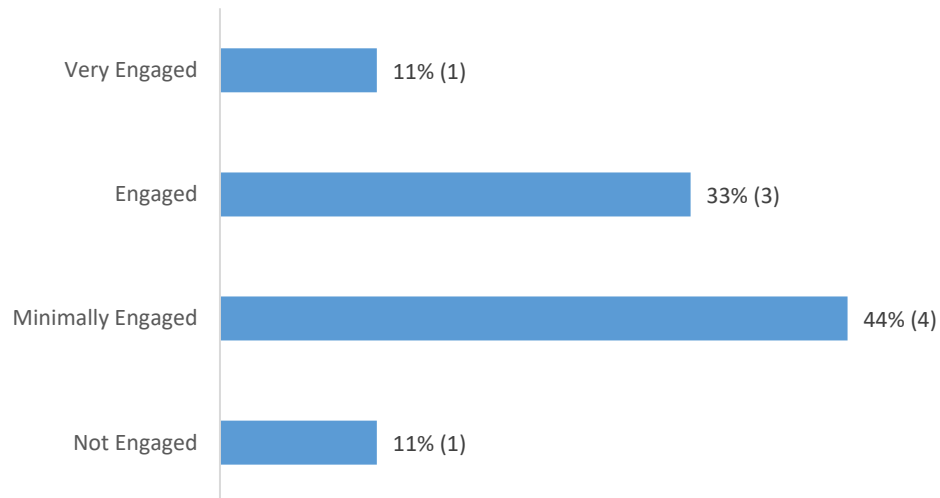
Meeting Categories	Total Number	Percentage
Board Meeting(s)*	4	44%
Mid-Year Meeting (June)	3	33%
Annual Meeting (November)	3	33%
District Meeting(s)	3	33%
Billing Listserv	4	44%
Online Forum	3	33%
Served as a Board Member	3	33%
Served as a Committee Member	0	0%

\*If so, how many board meetings did you attend?

Of the 4 participants that reported attending board meetings, one reported attending 3-4, one reported attending 8-9, and two participants did not report how many meetings they have attended.

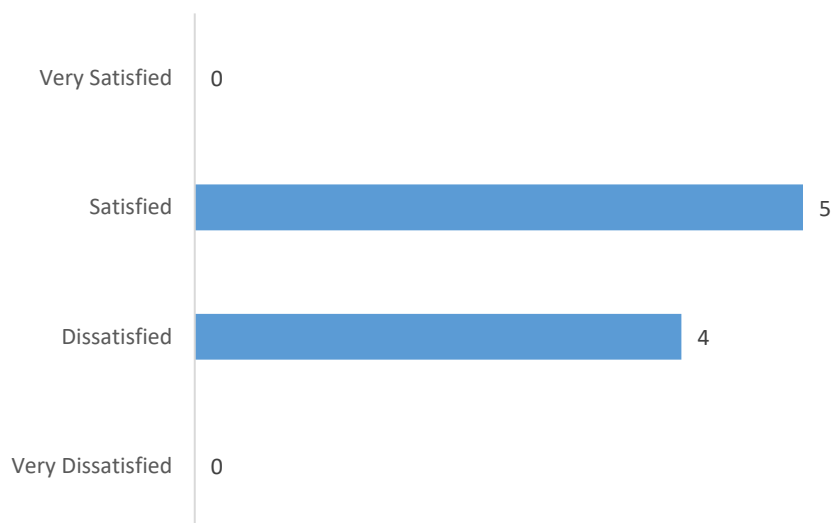
2. How would you rate your level of engagement with KALHD?

**Figure 1**



3. What is your level of satisfaction with your current involvement with KALHD?

**Figure 2**



4. What does it look like when KALHD is doing what you expect of it as an association? Please be specific and provide examples.

- They are engaging with both the local health department and KDHE. I believe KALHD is to be our advocate and liaison with KDHE. I feel like the past few years there has been more emphasis on Foundational Public Health instead of communication with the general membership. Foundational Public Health is a wonderful idea but not sure it is appropriate for small health departments
- I am happy they have taken an active role in issues like pursuing clarification on blood lead testing. Is KALHD on the work group to clarify KBH/EPSTD exams in KS? Teri Caudle is in charge of this. I would like to see a systematic program of orientation for new PH nurses; this used to be done but cut because of funding.
- Providing trainings around emergency preparedness. Advocating for ALL health departments regardless of membership standing.
- Putting public health first above everything else meaning the people of the county the citizens.
- list serves regarding everyday issues, questions and concerns are very helpful
- They are always on top of things and looking out for the small health departments
- They are good at engaging with the KDHE on aspects of concern, such as the lead testing and PHEP concerns.
- Being an advocate for fair allocation of grant funds from KDHE!!!! Advocate for increase funding with legislators. Advocate for Public Health
- Catalyst for transformation and improvement

5. With KALHD having a new Executive Director, what is one thing they need to know about the Public Health System in Kansas?

- KDHE is in an organization nightmare. There have been so many leadership changes and long time employees leaving that no one has any prior knowledge of what KDHE can do or should do.
- Funding is lacking, thus programs to assist the public are lacking.
- The regionalization of public health would be very difficult to do in Kansas due to the extreme ruralness of some communities. Many communities have nowhere else to go for "clinical" services except for their local health department.
- KALHD stands for Kansas Association of local Health Dept, in the last several years it seems like the organization has turned around and forgotten we work together the Health Dept's doesn't work for Kansas Association of local health departments they work for us
- Public Health Departments while some areas look similar other areas look very different from each other, looking at a large health dept. compared to a smaller health dept.
- Not all health departments are created or ran equally!
- We barely get enough money to keep programs running.
- Compartmentalized
- Without change we will continue to struggle to respond to: Public and political apathy, Fragile tax base, Ambiguous branding, Changing demographics

6. Among the topics that KALHD is currently working on, which are most exciting/useful/interesting to you? And why?

- Engagement in the Preparedness Program. I feel like over the past few years KDHE has been a bully when it comes to requirements even though they have no idea what they really need from the local health department
- lead testing, because we are required to do it but don't have thorough instructions on how.
- Emergency preparedness
- collaboration with KDHE and the different programs
- Working on accreditation details for small rural (frontier) health department
- Not really sure what projects you are working on. Missed the district meeting.
- Informatics

7. What topics should KALHD engage in that it is not currently addressing?

- Social Media Promotion of the local departments.
- As above KBH & other issues that we all have to deal with.
- KALHD should be lobbying to get increased funding for local public health departments from legislators.
- I'm not really sure because I have no idea which direction we're going now with this new executive director. We were bound to sign a letter of loyalty but I notice he did not sign one for us
- More emphasis on updating statutes and regulation dealing with public health obtaining greater 'buy-in' with the governing bodies
- Shortage of nurses

8. What activities would you like to be involved in as a KALHD member?

- I am on the KBH work group.
- Increasing the amount of funding that health departments receive.
- Statute/regulation updates, KDHE collaboration
- Not sure
- Medicaid issues

9. KALHD's **VISION** is: a system of Local Health Departments committed to helping all Kansans achieve optimal health by providing Foundational Public Health Services. KALHD's **MISSION** statement is: KALHD is dedicated to strengthening local health departments for the purpose of improving and protecting the health of all Kansans. What would you like to see KALHD do to advance its stated vision and mission? Please be specific and provide examples.

- An orientation program for all levels of HD's. Nurses, billers etc. It could be a webinar or something on TRAIN. New people do not know, what they don't know! I have been here for 4 years & am still learning new things about PH in KS.
- Focus on helping all health departments not just members of KALHD. Also focus on increasing funding for health departments from the State Legislature. Less focus on regionalization of public health.
- Being realistic about what the smaller health departments can do with limited resources.
- Not sure
- Create environments where local public health leadership can wrestle with the challenges cited above and experiment with possible responses

## About the Community Engagement Institute

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**Wichita State University's Community Engagement Institute** is dedicated to improving the health of Kansans through leadership development, research and evaluation, organizational capacity building, community collaboration, and public health and behavioral health initiatives. The Community Engagement Institute maintains six Centers with skilled staff that work directly with community coalitions, nonprofits, government entities, health and human services organizations, and support groups. The Centers are:

- Center for Applied Research and Evaluation
- Center for Behavioral Health Initiatives
- Center for Leadership Development
- Center for Organizational Development and Collaboration
- Center for Public Health Initiatives
- *IMPACT* Center