

Tuscarawas County Health Department
2023 Performance Indicators

Bureau	Program	Benchmark	Target	Numerator	Denominator	Alignment	Source of Benchmark	Strategies to Meet Benchmarks
Administrative Services	Promotion and Community Engagement	Engagement Rate on TCHD's Facebook Page	5% increase from 2022; Target 46%	Number of Social Media Engagements	Total number of followers on Facebook	Strategic Plan	2022 Performance Indicators	Design messaging with engaging content that followers are more likely to share. Prioritize messaging to cover topics of most importance based on community needs & TCHD Strategic Plan and CHIP.
Administrative Services	Promotion and Community Engagement	Number of unique visitors to the TCHD website	10% increase from 2022; Target 47,000 Annually or 3,917 monthly	Number of unique visitors to the TCHD website		Strategic Plan	2022 Performance Indicators	Include links to TCHD website landing pages (when applicable) with social media posts. Work with TCHD program areas to ensure their landing pages have updated information.
Administrative Services	Human Resources	Employee retention rate	Establishing benchmark	Number of staff who resign or retire	Total number of staff	Workforce Development Plan; Strategic Plan		Make hiring for longevity a priority, utilize staff feedback to make positive improvements, and work with the EMC to improve employee morale
Administrative Services	Finance	Combined fund balance	Balanced Budget	YTD Revenue	Subtract YTD Expenses	Strategic Plan	TCHD Financials	Reconcile monthly financial reports and provide updates to TCHD staff and Board of Health.

Environmental Health Services	Nuisance Complaints	% of nuisance complaints responded to within 10 business days	100%	Total number of nuisance complaints responded to	Total number of nuisance complaints received	Strategic Plan	Nuisance Complaint Log	Utilize logs and tracking sheets to enter and track program data. Run a monthly report to show trends to BOH.
Environmental Health Services	Septic Design Review	% of septic designs that are reviewed and responded to within 7 business days	100%	Total number of septic designs responded to	Total number of septic designs received	Strategic Plan	Septic Design Log	Utilize logs and tracking sheets to enter and track program data. Run a monthly report to show trends to BOH.
Environmental Health Services	Food Safety Program	Tracking Enforcement Activities and other program data				Strategic Plan		Mobile: 1/year (no more than 365 days between) Risk Level I-II: 1/year (no more than 365 days between) Risk Level III-IV: 2/year (no more than 365 days between) Temporary: 1 during operation
Environmental Health Services	Water Safety Program	Tracking Enforcement Activities and other program data				Strategic Plan		Utilize logs and tracking sheets to enter and track program data. Run a monthly report to show trends to BOH.
Environmental Health Services	Pool and Spa Program	Tracking Enforcement Activities and other program data				EH Annual Report		Ensure that 2 inspections for each establishment is completed per calendar year.
Environmental Health Services	Campground Program	Tracking Enforcement Activities and other program data				EH Annual Report		Ensure that 2 inspections for each establishment is completed per calendar year.

Environmental Health Services	Tattoo Program	Tracking Enforcement Activities and other program data				EH Annual Report		Ensure that 2 inspections for each establishment is completed per calendar year.
Environmental Health Services	Solid Waste Program	Tracking Enforcement Activities and other program data				EH Annual Report		Active Landfill: 2/month Closed Landfill: 1/quarter Compost Site: 1/month Transfer Site (Dover yard waste drop off): 1/month Methane Monitoring (Newcomerstown): 1/month Scrap Tire Generator: 1/year Large Generator of Infectious Waste: 1/year (usually done during survey) Clean Hard Fill Site: as needed
Environmental Health Services	Animal Bite and Rabies Surveillance Program	Tracking Enforcement Activities and other program data				EH Annual Report		Utilize logs and tracking sheets to enter and track program data. Run a monthly report to show trends to BOH.
Environmental Health Services	Mosquito Control Program	Tracking Enforcement Activities and other program data				EH Annual Report		Utilize logs and tracking sheets to enter and track program data.
Community Health Services	Rural Health Center (RHC)	Encounters per Provider FTE based on RHC	3,329 visits annually (278 per month) per	Total monthly provider visits	Provider FTE	Strategic Plan, Workforce Development Plan,	2021 Ohio RHC Productivity Standards	Market RHC by working with community partners,

		Productivity Standards	Physician FTE 2,051 visits annually (171 per month) per Midlevel FTE			Community Health Assessment		THCD's PIO to develop a marketing plan Ensuring credentialing for providers is up to date
Community Health Services	Rural Health Center (RHC)	Cost per Visit	\$190.00	Total monthly expenses	Total RHC visits	Strategic Plan	RHC CMS Productivity Standards	Ensure the optimum billing codes are being utilized along with the appropriate documentation to support the coding. Evaluate Clinic fees
Community Health Services	Reproductive Health and Wellness	Reproductive Health encounters	1,025 per year or 86 visits per month	Number of Reproductive Visits		Community Health Assessment	FY23 RHW RFP	By marketing the RHW Ensuring all RHW visits are calculated correctly in Ahler's
Community Health Services	Immunizations	Total Immunizations provided per month (excluding COVID-19 vaccines)	Increase 10% from 2022; Target 4,560 annually or 380 per month	Total vaccines provided per month excluding COVID-19		Strategic Plan, Community Health Assessment	2022 Performance Indicators	Marketing TCHD's immunization program Working with local school districts and other community partners Ensuring TCHD patients are up to date on immunizations
Maternal and Child Health Services	WIC Program	Number of infants who initiate breastfeeding at birth among WIC participants	75%	Total WIC active infant participants that initiate breastfeeding	Total WIC active infant participants	HealthyPeople 2030, Strategic Plan	63% FY23 Tusc Co WIC average	Utilize Breastfeeding Initiation Duration Report and Participant Initiation Report both provided monthly by State WIC to track the information
Maternal and Child Health Services	WIC Program	Number of WIC assigned	Increase by 10%; Target 1,345	Total caseload	WIC caseload + 10%	WIC ODH grant, Strategic Plan	State WIC assigned Caseload	Utilize Caseload Data Reports from State WIC;

		case load (1,223)						Utilize ARS Reports from WIC Cert System to confirm participant reminders; Utilize Recert Reminder Reports from WIC Cert System to confirm reminders
Maternal and Child Health Services	WIC Program	Provide education on the urgent maternal warning signs to women at least once during pregnancy and once during the postpartum certification appointment	100%	Total number of women provided education	Total number of women provided services	WIC ODH grant	100%	Utilize the UMWS data tracking reports provided by State WIC; Use a tracking log to document the number of daily attended visits for pregnant and postpartum/ breastfeeding women
Prevention Services	Health Education	Number of community events attended by TCHD; 2 per month or at least 14 annually	15% increase from 2022	Total number of community events in 2023	Total number of community events in 2022	Strategic Plan	2022 Performance Indicator	Monitor Chamber of Commerce/Visitors Bureau websites for list of events. Monitor Newsymom calendar of events for Tuscarawas County.
Prevention Services	Car Seat Program	Number of classes held at community partner agencies	50% increase from 2022; or a total of 3 classes	Total number of classes held in 2023	Total number of classes held in 2022	Strategic Plan	2	Establishing partnership with Job and Family Services. Establishing partnership with Harcatus Head Start

								Establish partnership with CCUH Maternity Center.
Prevention Services	Health Education	Number of families served with safety and prevention messages and equipment	20% increase from 2022; Target 172 annually or 15 per month	Total families served in 2023	Total families served in 2022	Strategic Plan	2022 Performance Indicator	Increase Marketing of programs. Establish partnership with CCUH Maternity Center.
Prevention Services	Grant Writing	Number of New grant proposals completed	25% increase from 2022; Target 8 RFPs	Total proposals completed in 2023	Total proposals completed in 2023	Strategic Plan	2022 Performance Indicator	Monitor Ohio Department of Health Website for new competitive grant opportunities. Monitor NACCHO website for grant opportunities.