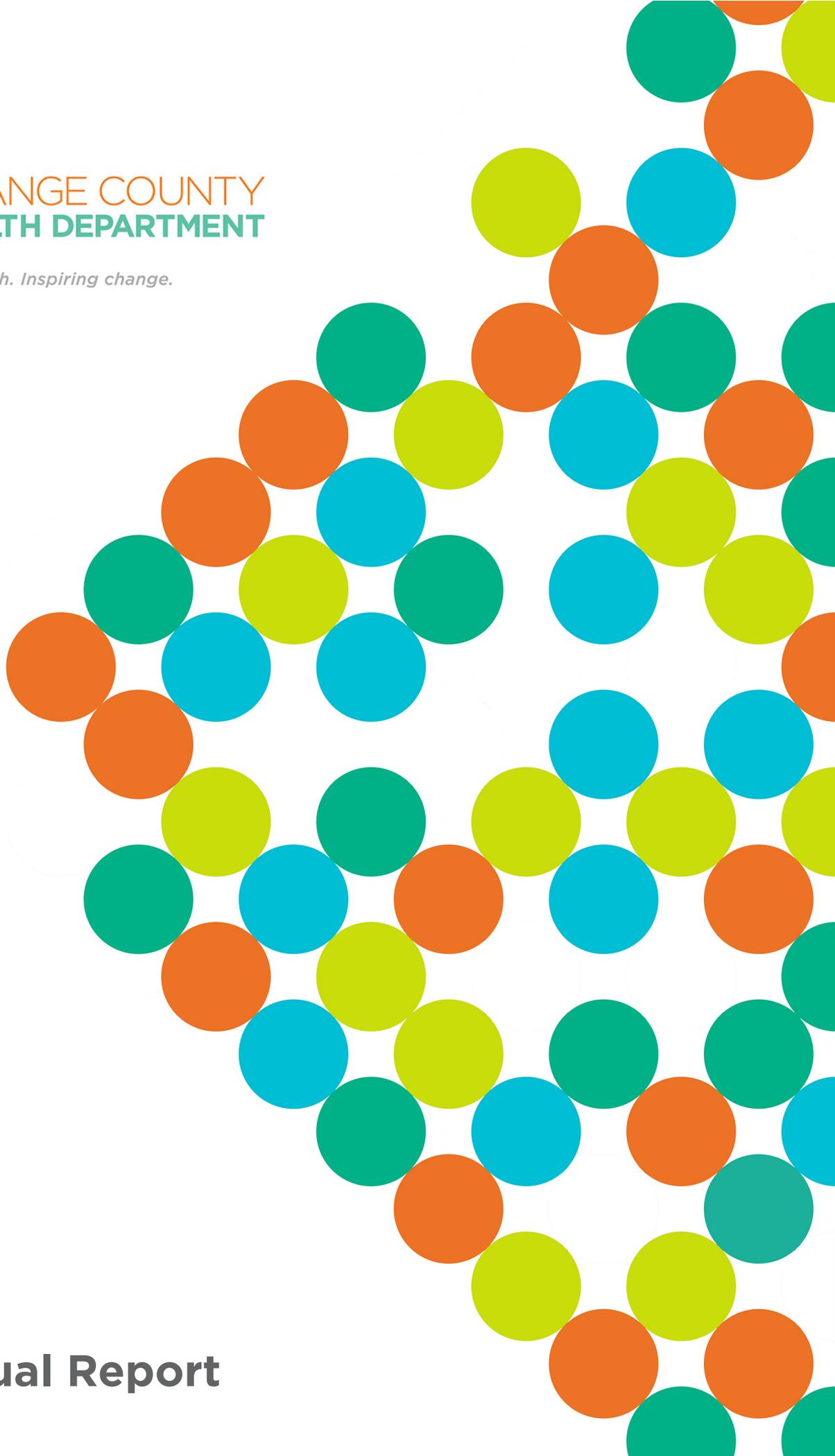




ORANGE COUNTY
HEALTH DEPARTMENT

Improving health. Inspiring change.



2019 Annual Report

Environmental Health (EH)

2019 Highlights

- **New Computer Software System:** Implemented a new computer software system that **improves central permitting capacities** and also allows the data to be used by multiple agencies. Staff devoted significant effort testing, training, and fine-tuning these processes.
- **Mosquito Control:** Launched a state-funded, **short-term vector control program** to mitigate the effects of Hurricane Florence. A sudden increase in mosquitoes post-hurricane presented a public health emergency. Trained and licensed staff distributed supplies in a time of need.
- **Outreach and Education:** In addition to the existing services provided, staff presented outreach and education to various populations within the community. Topics included **hand washing, pool maintenance, and training tattoo artists.**

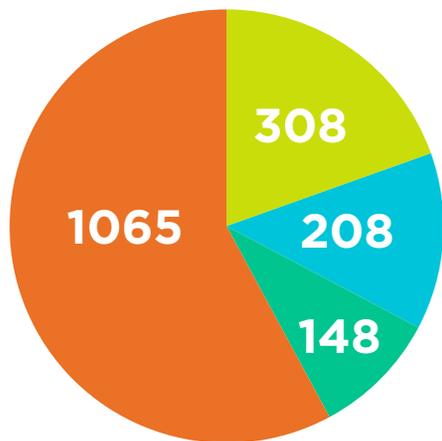


Wash Your Hands!



Retail Food, Lodging & Institution Inspections

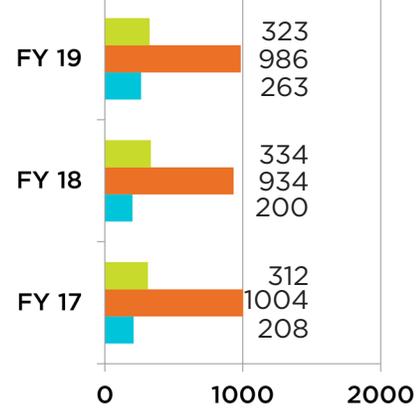
Total Number of Inspections: 1730



Examples of **“Other Inspections”** would be: Adult Care Facilities, Food Trucks and Lodging Establishments.

- Retail Food Service
- Other Inspections
- Public Swimming Pools
- Childcare Centers

Wells



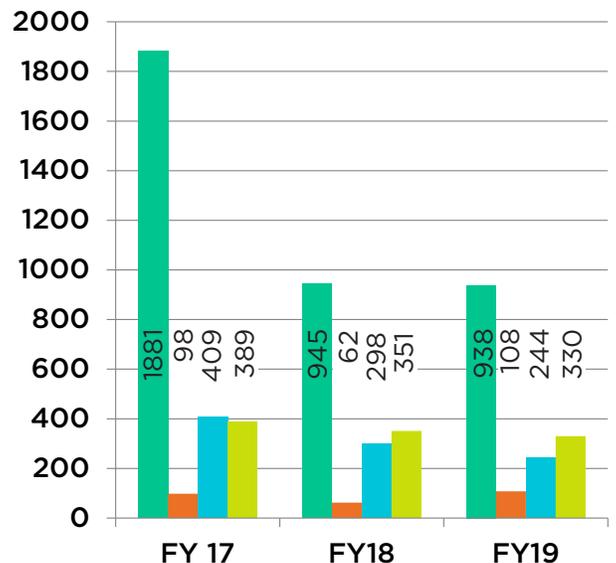
- New Well Permits Issued
- Water Samples Analyzed
- New Wells Completed

Onsite Water Protection Services

Septic Systems Snapshot:

405 Wastewater Treatment Management Program inspections, 85 Mobile Home Park inspections, 3 septic tank yard inspections, and 1,331 site visits for Onsite Water Protection Program activities.

- Septic System Inspections
- Failing Systems Repaired
- Improvement Permits
- Septic Construction Permits



Dental Health (DH)

2019 Highlights

- Mobile Dental Clinic:** The Orange County Board of County Commissioners approved the purchase of a 45-foot, two-chair mobile dental clinic. Production began in the summer of 2019 and is expected to be delivered in Spring 2020. The mobile dental clinic will be at Southern Human Services Center in Chapel Hill 2 ½ days a week in order to serve adults and children in the southern part of the county. It will also provide screenings and services to children in Orange County elementary schools. Finally, the mobile dental clinic will service the older population by visiting senior centers, assisted living facilities, nursing homes, and rural community centers.



- Delta Dental Grant:** The Dental Clinic received a \$4,000 grant from the Delta Dental Foundation. With the addition of a new hygienist in FY 18-19, the clinic has been able to offer more appointments.

However, the increased demand led to difficulty maintaining and sterilizing instruments and equipment. The grant allowed for the purchase of new sterilization equipment as well as the ability to comply with new CDC sterilization guidelines.

- Summer Camp:** In July Dental Clinic staff welcomed 30 4-H campers for the afternoon. The children:

- Learned about the effects of sugar on their teeth as evidenced by eggs that had been soaked in various liquids, such as water, Red Bull and Gatorade.
- Were taught how to compare healthy and decayed teeth, and were able to place their own Play-Doh filling in a prepped tooth.
- Saw a sealant and a filling done.
- Made collages showing healthy and non-healthy foods for teeth using magazines.



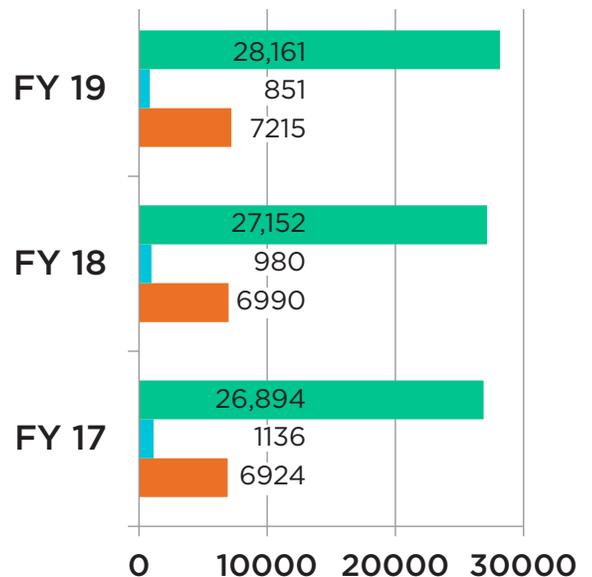
Customer Satisfaction Survey Comments:

“What I like most is the one on one dental care and education.”

“Everyone is kind and attentive. Love, love this place.”

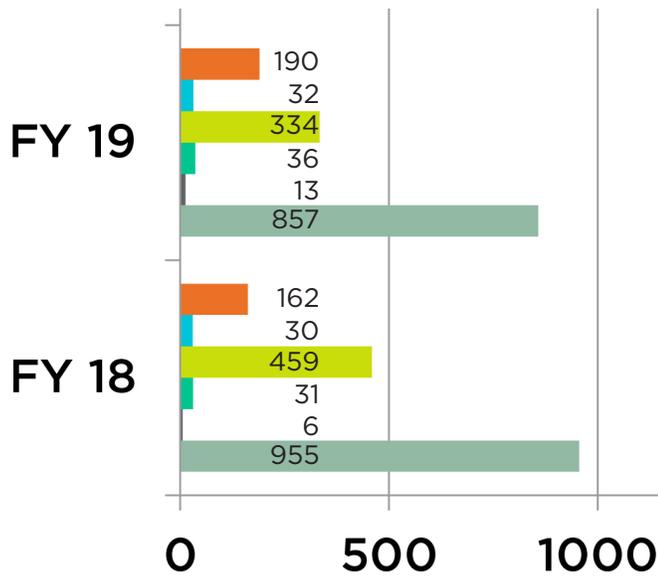
“What I like most is the economic support that they provide to people with scarce (limited) resources like me.”

- Total Procedures ●
- Total New Patients ●
- Total Visits ●



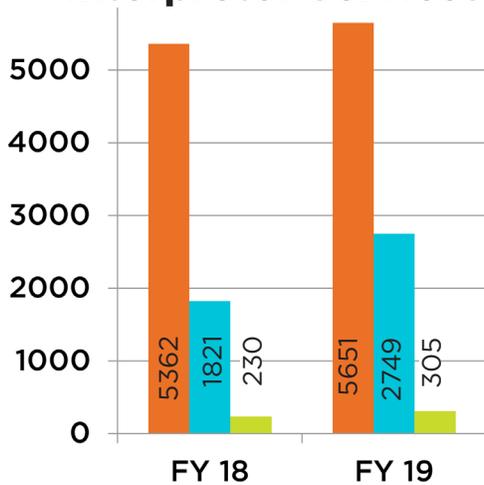
Personal Health (PH)

Community Health



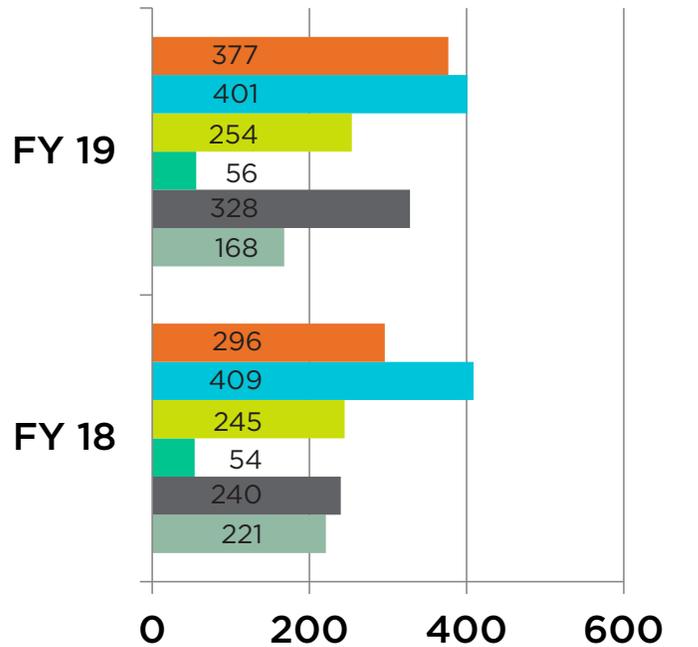
- Reportable CD Investigations
- Refugee Health Screenings
- Rabies-related Referrals
- New Syphilis Cases
- New HIV Cases
- New STD Investigations

Immigrant and Refugee Health Interpreter Services



- Staff/Contract Interpreter Encounters
- Telephonic Remote Interpretation Calls
- Video Remote Interpretation Calls

Annual Visits by Maternal Health and Family Home Visiting Programs



- Care Coordination for Children (CC4C)
- Integrated Behavioral Health Services
- Breastfeeding
- HBI Intensive Pregnancy Counseling
- At Risk Pregnancy Care/ OBCM
- Newborn/ Postpartum Home Visiting

Nutrition Services

Medical Nutrition Therapy provided **755 encounters**. Diabetes Self-Management Services (DSME) enrolled 403 (39 new) clients. 81% completed 9 of 10-hours and 59% completed all 10-hours of education. Of those who have completed all education components, 73% have shown improved A1C levels, and 98% reported conducting self-foot exams.

DSME Program Customer Service Comments: ***“Since taking the class I walk and exercise more regularly, and take better care of my nutrition.”***

Examples of group programs for Employee Wellness: Weight Management, Meal Planning and Grocery Store Tour.



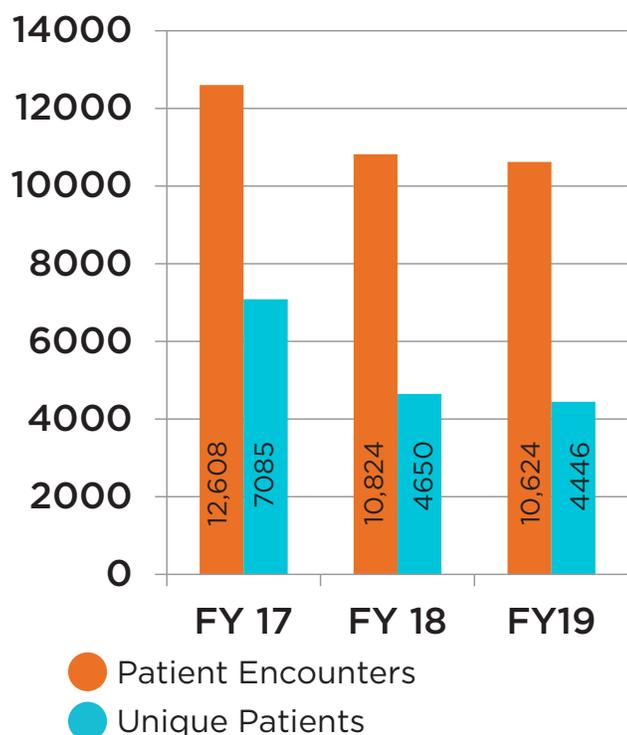
Personal Health (PH)

2019 Highlights

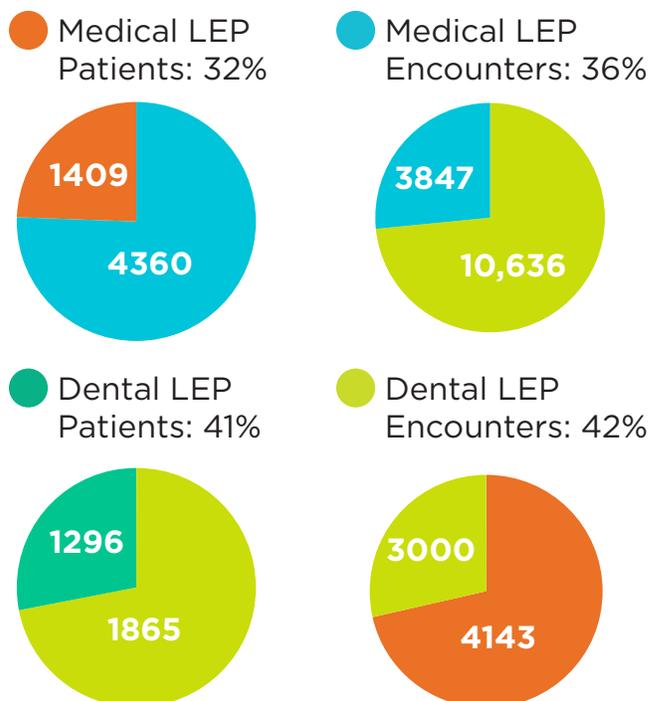
- Multilingual, Low Literacy Resources:** With Bright Ideas grant funds, the Community Health Section conducted **preparedness classes for Limited English Proficient (LEP) communities.** Videos were created with spoken audio in seven different languages so all community members will be prepared in the event of an emergency. Class attendees received emergency “Be Ready” backpacks.
- Awarded CLAS grant: The Culturally, Linguistically, Appropriate Services (CLAS)** grant provided funds to establish the Health Equity Council (HEC), the Walking the Talk webinar Series (2 series – total of 9 webinars and discussions), a Community Forum and funded the translation of Multilingual Community Clinics and OCHD Brochures that were distributed throughout the County.
- John Bowdish Community Award:** The Diabetes Self-Management Education (DSME) program was awarded the 2019 John Bowdish Community Award from the North Carolina Diabetes Advisory Council at the Division of Public Health for providing outstanding service to community members **with an emphasis of increasing access to care.**
- FSA Navigators Become County Employees:** The Family Success Alliance (FSA) became a part of Personal Health in 2019. Formerly hosted with non-profit agencies in the county, the nine Navigators became county employees and moved onsite in July. The mission of FSA is **to eliminate poverty in Orange County, North Carolina,** and this move is a renewed dedication to this important goal.



Medical Clinic



Limited English Proficient (LEP) Patients and Encounters



Personal Health (PH)

Family Success Alliance: 2019 Highlights

- **96 Students in Ready for K Camp:** Chapel Hill-Carrboro City Schools has committed to **doubling the number of students** who can participate in summer 2020 from 60 to 120.
- **Summer Enrichment Camps:** Over **310 FSA students** participated in school-based and community summer camps.
- **School-based Initiatives:** FSA supported innovative, school-based initiatives on early **literacy** home learning kits, HillRap literacy program and an after school **math** club.
- **Expanded Partner Network:** The FSA partner network added **6 new community-based partners**, bringing the total to 16. Hope Renovations, El Centro Hispano, Chapel Hill Public Library, Orange County Public Library, Refugee Community Partnership (RCP) and Table joined as FSA Partners.

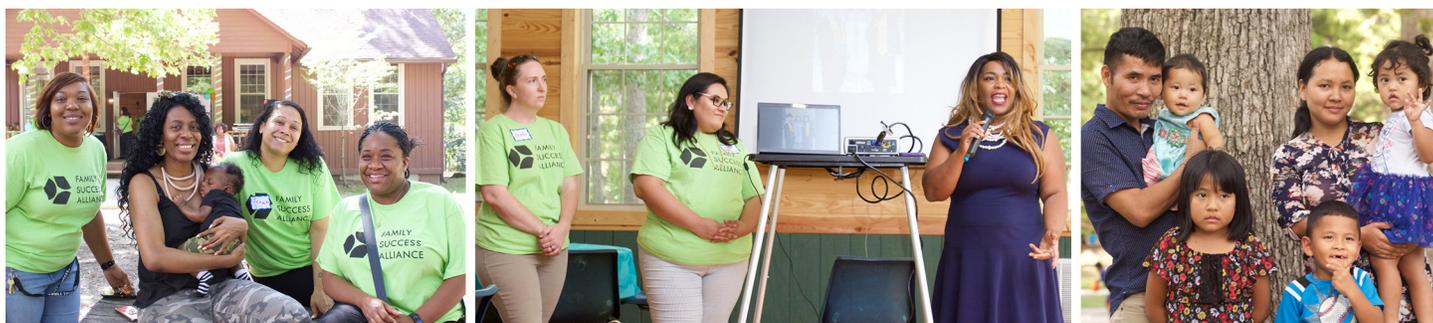
Navigator Team

The FSA program moved to the Personal Health Division and the Navigators became county employees. In order to better serve all community members, part of the team is located in Chapel Hill and the other in Hillsborough. Currently the navigators partner with **138 families**.

- **New Family Empowerment Model:** FSA has launched a new model of tiered touch support to families enrolled in the FSA Navigator program. Navigators gain insight about their families' needs and partner with them to identify strength-based goals. On a regular basis they review the progress towards these goals in an effort to gain self-sufficiency. Families graduate from the Navigator program once they are successfully linked to needed resources and have learned to navigate the system with little support.
- **Family Connections Program:** The FSA Connections program was launched to support families upon graduation or completion from the Family Navigator program. This honors FSA's commitment to serve and support families long-term as well as expand services in the County. This new program will also provide services to families on the waitlist as well as families who do not meet criteria for the FSA Navigator program, but who could benefit from assistance accessing various resources. The new FSA Connections Navigator is Erika Cervantes Muñoz who has already enrolled 29 families.
- **FSA Turned Five!** Staff and partners celebrated this big milestone with FSA families and community by throwing a birthday party held at New Hope Camp and Conference Center in September (pictured below).



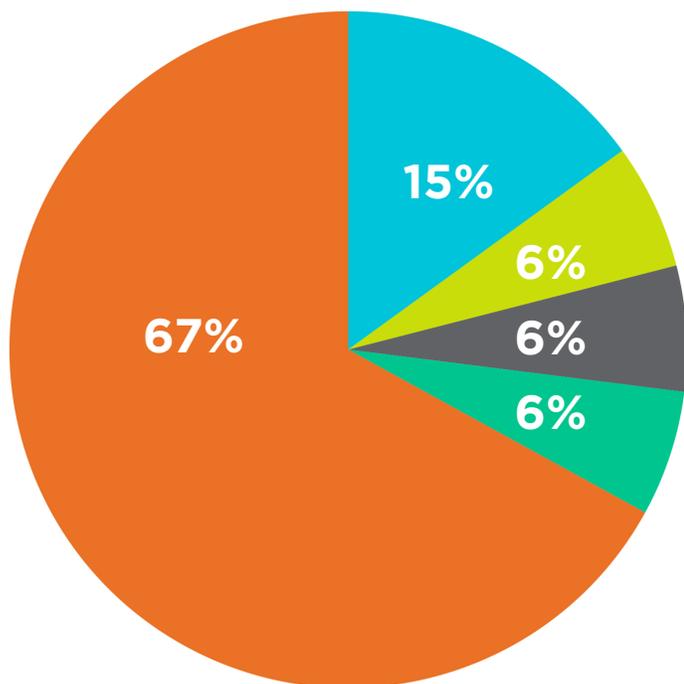
The Navigator Team pictured with Dana Crews, Manager of Family Engagement (in pink sweater).



Finance & Administrative Services (FAS)

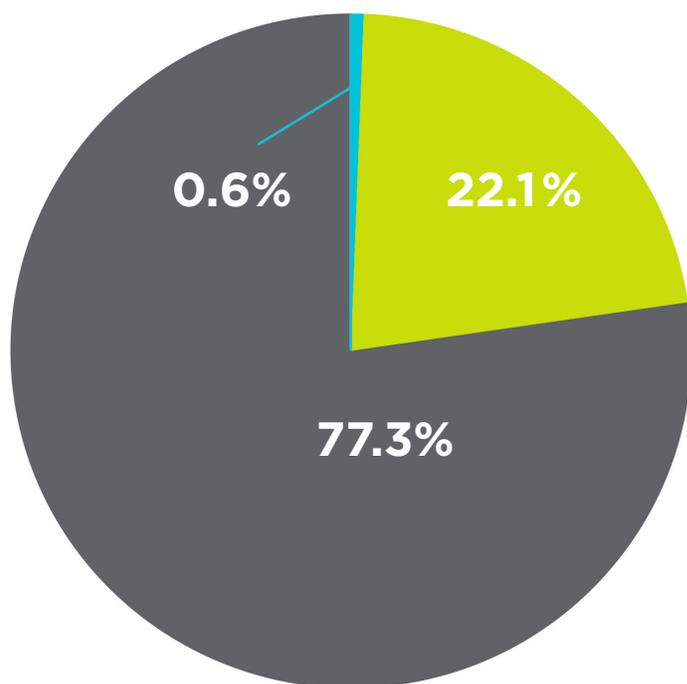
Revenue

Fiscal Year 2019 = \$10,352,264



Expenditures

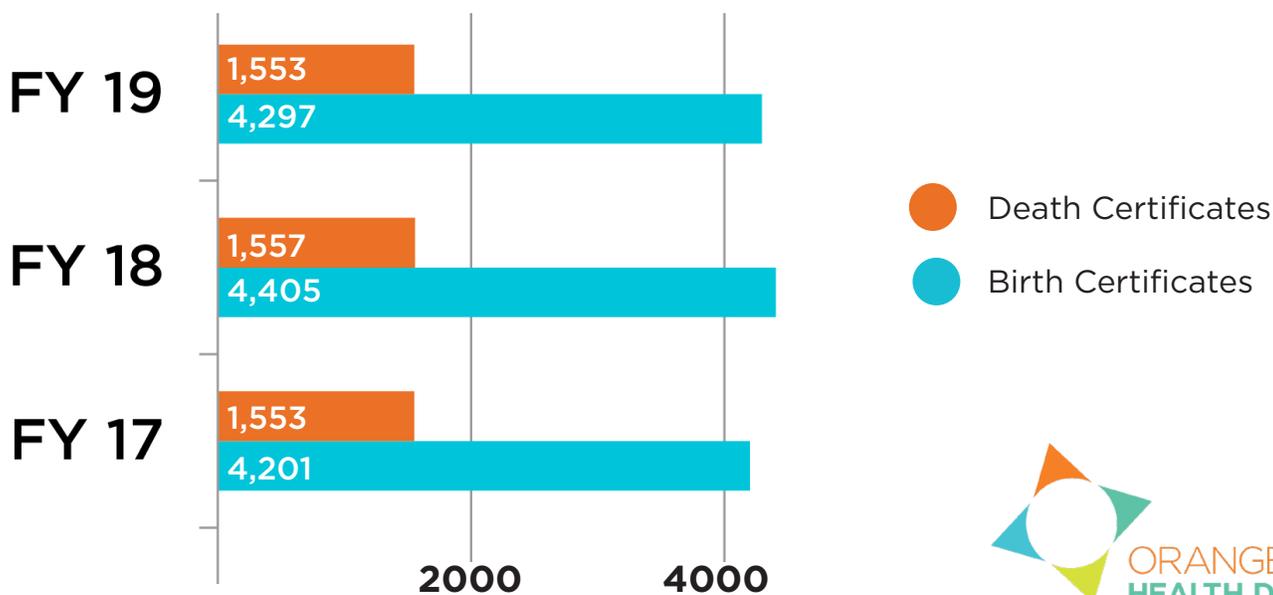
Fiscal Year 2019 = \$10,352,264



- County Appropriation
- Capital
- Personal Health
- Personnel
- Environmental Health
- Operating
- Finance, Health Promotions, Multi-Year Grants
- Dental (Service & Grants)

Vital Records

Vital Records manages all birth and death certificates for Orange County.



Health Promotion and Education (HPES)

Healthy Carolinians of Orange County (HCOC)

- **“Be the Light” Suicide Prevention Walk:**

On September 20th, the third annual event took place to bring awareness to suicide and to discuss how to prevent it. Held at the Carrboro Town Commons, eight local agencies shared resources related to mental health, suicide prevention and safety. Speakers included Joanna Bowen and Jodi Flick.

- **Led the Community Health Assessment (CHA).**

Every four years an assessment is conducted in order to allow local public health officials and community groups to monitor trends in health status, determine priorities among health issues, and assess the availability of resources within Orange

County to best protect and promote the public’s health. A Leadership Team and three accompanying committees were developed in order to lead the work. 355 responses (197 door-to-door surveys and 158 online surveys) were received from the community. To further assess the health of Orange County six focus groups were conducted for people experiencing homelessness, Karen, Burmese, Kinyarwanda and Spanish speakers, as well as a group of youth. HCOC also hosted three Community Feedback sessions. The CHA report will be published in Spring 2020.



Smoking Cessation

- **Individualized Tobacco Treatment Program:** The program dispensed 440 Nicotine Replacement Therapy units of patches, gum or lozenges to 297 patients along with education to assist them in becoming tobacco free.
- **Vaping 101 Presentations:** Given to Orange County Board of Education, Chapel Hill-Carrboro City Schools’ Health and P.E. teachers, Orange County High School PTSO, Eno River PTO, an Emerson Waldorf Health Class, and the Orange County Board of Health subcommittees.
- **Freshstart Live Program:** In collaboration with UNC Eshelman School of Pharmacy, a Freshstart Live Program was held for **74 pharmacy students**. Students learned how to counsel patients going through cessation using intervention strategies, techniques, and dosing guidelines for Nicotine Replacement Therapy products.

Healthy Homes

- **Healthy Homes series:** Krishnaveni Balakrishnan, Healthy Homes Coordinator, collaborated with Orange County Head Start and the UNC Institute for the Environment to teach a Healthy Homes series, which includes classes focused on lead, asthma and healthy homes.
- **Increased Referral Rate:** Received 21 referrals and performed 12 home visits since March 2019. Rate of success in scheduling a visit has increased 25% since 2018.
- **Green Cleaning Kits:** Healthy Homes and SafeKids collaborated on a grant that will provide household safety items, which will be added to Healthy Homes green cleaning kits.



Krishnaveni Balakrishnan



Racial Equity Commission (REC)

The Racial Equity Commission's (REC) mission is to ensure that racial equity is an active agent throughout all organizational processes at OCHD.

2019 Highlights

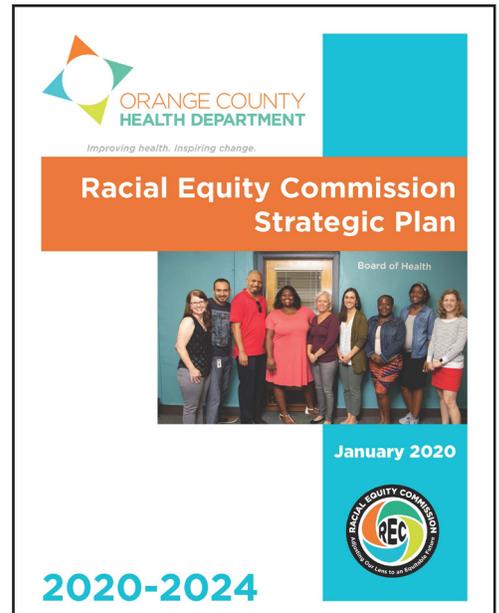
- **REC Strategic Plan:** Orange County Health Department's first ever Racial Equity Strategic Plan was completed in 2019. It was a group effort by the Racial Equity Strategic Planning Team members, Leadership Team, and all OCHD staff. Initially, a Racial Equity Assessment was completed by CounterPart Consulting. The assessment highlighted areas of strengths as well as challenges with regards to racial equity. There were several meetings throughout the year in which ideas and strategies were gathered, analyzed, and put together to create the four-year plan with three major goals.

- **Goal One:** Increase understanding and commitment to advance racial equity.

- **Goal Two:** The Orange County Health Department is an effective and inclusive department that engages all staff and distributes power and resources equitably.

- **Goal Three:** OCHD continuously examines policies, practices, and procedures through a racial equity lens.

- **REC Outreach:** Throughout the year, REC submitted **monthly newsletter articles** to the OCHD Departmental Newsletter informing staff of equity, diversity, and inclusion events and information designed to help staff learn more and lean in to their discomfort. REC supported affinity caucusing and racial equity book club, and was awarded two **Innovation Grants**, one for a Racial Equity Learning Library and the other for "Meet up to Eat Up," a program designed to bring staff of different divisions together to strengthen our bonds and further knowledge of racial equity.



Board of Health (BOH)

2019 Highlights

- The Board of Health submitted a letter to Orange County School's Board of Education in support of their **Equity Policy**.

- The Social Determinants of Health Subcommittee worked with community partners to research and learn more about **trauma-informed care practices and programs**.

- Provided Orange County Schools with funding to Frank Porter Graham Bilingüe to fund **swim lessons to all 2nd grade students** to prevent drowning and to Phoenix Academy to **purchase exercise equipment** to help students focus and to reduce out of class time due to disciplinary issues.

- Updated the Strategic Plan to **support racial equity work** in Orange County by collaborating with various partners who are also working on equity within their organization and community.

- Welcomed new board members: **Alison Stuebe, Aparna Jonnal and Lee Pickett**.

