

Randolph County Health Department



Annual Report 2010-2011

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Randolph County Public Health

Everywhere • Everyday • Everybody

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Director

Randolph County Public Health Mission Statement

The mission of the Randolph County Health Department is to preserve, protect, and improve the health of the community.

This mission is accomplished through the collection and dissemination of health information, education and service programs aimed at the prevention of disease, protection of the environment and improvement of the quality of life for our citizens

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Dear Friends of Public Health



It is our pleasure every year to report the activities of local public health to the Board of Health and our community. This year in addition to the main body of the report we have included an appendix reporting on our

performance objectives. Fiscal year 2009-10 has been about change. We have changed the way we provide a number of services all the way from stepping aside while the private sector covers the need, to increasing our presence with young children and pregnant women at risk. We have changed the way we cover clinical services to make visits shorter and more efficient. We have been able to make some much needed follow-up visits in areas where the demands for service have declined. We have seen a change in the makeup of clients needing our services.

Dealing with these changes has taught us to be flexible. We all are much better at multi-tasking. We have learned a lot about sharing between programs and departments and even with other counties. These are important lessons that will make us even stronger as we continue to protect the public's health. We are very interested in your feedback on our report. Please drop us an email and let us know what you like and what needs improving.

MiMi Cooper, Health Director
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Animal Control

The purpose of the Animal Control Program is to control the spread of rabies. Animal Control consists of two main service areas, Field Operations and Shelter Operations. Field Operations includes responding to animal complaints from the community, enforcing the county ordinance, and assisting people with animal control issues. Situation and circumstance governs the type of response, but the aim is always to respond in the most humane manner possible. Officers also provide and maintain animal traps for use by the public.

Shelter operations includes management of the animal shelter. Animals held as stray as well as owner-surrendered dogs and cats are cared for by staff. Animals that are socialized and healthy are offered for adoption. Humane euthanasia of animals occurs when animals are unwanted, sick or are suspected of having rabies. Additional duties performed by the Animal Control staff include: bite investigation, assurance of bite animal confinement and follow-up on confirmed or possible rabies cases.

Animal Control partnered with Ally Thomas owner of Southern Tails School for Dogs during the 2010-11 fiscal year. This partnership started the New Leash on Life Program which pairs prisoners with dogs for obedience training at our local Corrections Facility. Prison officials selected the inmates while the animal shelter staff selected the dogs. Southern Tails taught the inmates to train the dogs. The program lasted approximately 10 weeks and ended with a graduation where the inmates demonstrated the skills their dogs had learned. These dogs were placed in adoptive homes and the cycle started over again.

Six dogs completed or started the program in FY 2010-11; Parker, Gracie, Sasha, Bruce Wayne, Nyla and Hailey.



Child Health

Child Clinic Participation			
	FY2008-09	FY2009-10	FY2010-11
Total Children Participating in Child Health Clinic	229	148	45

Child Health Clinic participation has been trending downward over the last several years. The 2010-11 fiscal year saw a decline of 70% in the number of clients seen compared to the previous year. The reason for the change is the increase in child care providers in our community. In order for a health department nurse to maintain her enhanced role status in child health she must have 100 contact hours. This was not possible with the number of patients enrolled in our clinic. We therefore made the decision to close the child health clinic on July 1, 2011. Randolph County is fortunate that children have numerous providers to choose from when searching for a medical home. The Health Department will still continue to assure routine well-child care through referral to various resources such as, local providers, MERCE Medical Resource Center and the Piedmont Health-Siler City Community Health Center, both of which are Federally Qualified Health Centers.

Family Care Coordination

Effective March 1, 2011 the Family Care Coordination Programs, comprised of Child Service Coordination and Maternity Care Coordination, were revised from a "fee for service" model to a population-based model paid on a "per member, per month" basis. The NC Division of Medical Assistance, local health departments, private medical providers and Community Care of North Carolina formed a partnership to offer these services in communities throughout North Carolina. The aim of the newly created programs, "Pregnancy Care Management" and "Care Coordination for Children", is to maximize health outcomes by targeting services to the highest risk, highest cost individuals, thereby reducing cost and improving quality of care for participants.

Pregnancy Care Management

Pregnancy Care Management (PCM), formally known as Maternity Care Coordination, is a program designed for Medicaid eligible pregnant women with increased risk for poor birth outcomes. Risk factors include a variety of risks such as preterm birth, low birth weight, late entry into prenatal care, current alcohol or drug use and domestic violence. Referral sources may include primary care physicians, other Health Department programs, the Pregnancy Care Center, Social Services, etc. Nurses provide case management interventions aimed at improving the continuity of care, and improving the quality of prenatal care and birth outcomes.

Care Coordination for Children

Care Coordination for Children (CC4C), formally called Child Service Coordination, is a program which targets children ages birth to five who are at increased medical, social or psychological risk. Specific risk criteria may include infants born prematurely, infants in a neonatal intensive care nursery, children in foster care, children who have exposure to “toxic stress” (domestic violence, active parental substance abuse, etc.) or children who need linkage to a medical home. Referrals come from a variety of sources such as primary care physicians, Social Services, other Health Department programs, and hospitals. Any individual or agency can make a referral.



Child Care Consultants

The Child Care Consultant program provides a link for health services to child care facilities in Randolph County. Education and consultation regarding various healthcare issues such as immunizations and communicable disease are provided. The program also offers special training classes such as CPR, First Aid and Nutrition and Physical Activity Self-Assessment in Child Care (NAPSACC) upon request. Vision and hearing screening is also very important part of the support offered to child care facilities and the children who attend.

Typically Child Care Consultants screen approximately 300 children for vision and hearing annually. On average, 10% of those children are referred to other providers for follow-up care. To accomplish this screening nurses use otoacoustic emissions (OAEs) and digital photo screeners in the child care setting. Screening of this type is quick and reliable, it expedites referral and prompt attention by healthcare providers, and avoids delay in developing a child’s Individual Education Plan (IEP) when they start school. Few healthcare settings in Randolph County are fortunate enough to have access to this type of equipment. Grave concerns about the future of the

screening program arose during the year when both the otoacoustic emissions (OAEs) hearing screener and the digital photoscreener stopped working and could no longer be repaired.

Thankfully the program was able to replace both screeners; continuing this invaluable service to children in child care facilities and preschool programs throughout the county.



Communicable Disease

The Health Department's Communicable Disease Program, also known as General Clinic is the foundation for identifying, monitoring and preventing infectious disease occurrences. The Communicable Disease Program also provides screening and treatment for communicable diseases, including investigation and implementation of control measures for those diseases that are reportable. Disease prevention services, including chronic disease screening, immunizations, employee safety, infection control and disease outbreak preparedness are also provided.

The general clinic staff were very busy during fiscal year 2010-11 investigating an increased number of communicable diseases compared to the previous year. Overall, the number of communicable diseases increased 43%, from 445 in FY 2009-10 to 635. General Clinic also screened 900 clients for sexually transmitted diseases (STD); in the previous year 844 clients were screened. Positive STD cases increased 66% among those screened with 150 positive cases as compared to the previous year at 90. Additionally, there were two positive cases of tuberculosis (TB) in the county, both of which required Directly Observed Therapy for nine months. There were no TB cases the previous year.



Preparedness

Members of the Public Health Response Team (PHRT) worked with Emergency Management to conduct an Emergency Response Team Joint Agency Training Exercise on April 27, 2011 at the Woodfield Scout Preservation Camp. The exercise was designed to train and expose participants in command and control of a complex, large scale incident.

Prior to the exercise, Emergency Management trained members of the PHRT in the proper Personal Protective Equipment (PPE) techniques utilized in a HAZMAT situation and what is involved with a decontamination scene. The day of the exercise some public health employees assisted in the command arena while others helped with DECON suits, triage, and rehabilitation. The Public Health Regional and Surveillance Team (PHRST 5) was also notified to be on standby for assistance. Participation in training exercises such as this is critical for public health response readiness should a similar event occur in Randolph County.



Dental Health

The Dental Health Program provides clinical treatment for school aged children of qualifying families. Dental screenings are provided for all Randolph County students in grades kindergarten through eighth grades. Community education and prevention programs are available upon request. Treatment provided includes: cleanings, X-rays, fluoride treatments, sealants, fillings, stainless steel crowns and extractions. In addition, education is provided on how to properly brush and floss, as well as diet instructions for healthy teeth.

This past fiscal year, 2010-11, the dental health staff had the opportunity to use a new software program. This program was created by the North Carolina Oral Health Section and is designed to manage oral health assessment data.

Counties use this information to track dental disease levels over time and to compare dental disease with other counties within North Carolina. This program allows the user to download classroom rosters needed for assessment

directly from the Department of Public Instruction database. Assessment data is then added to each roster, validated and then sent via email directly to the North Carolina Oral Health Section.



In the past, rosters were provided by each school, data was added at the dental screening, information transferred to state assessment forms and mailed to the Oral Health Section. This once lengthy process now can be completed and sent to the Oral Health Section the same day. This speeds the process of making assessment data available to be used by the dental health programs in each county.

Dental Screening and Referral K-8 Grade

	2008-09	2009-10	2010-11
Children enrolled	16,992	16,623	16,737
Children screened	16,108	15,573	15,721
Children referred	861	704	719
Percent screened	95%	94%	94%



Environmental Health

Food and Lodging

The Environmental Health Section works to keep the environment and residents healthy. It is comprised of two programs, the Food, Lodging and Institutions Program and the On-site Wastewater and Well Program. The Food, Lodging and Institutions Program evaluates restaurants and other food and lodging establishments, as well as inspect swimming pools, child care centers, tattoo parlors, etc. The On-site Wastewater and Well Program performs soil and land evaluations for permitting new septic tank systems, inspects existing septic tank systems, permits new well construction, performs well water testing, while overall ensuring the protection of public and private water supplies.

This year the Food and Lodging staff have seen several trends across the County. Residents are finding new ways to make ends meet during these hard economic times. For instance, until last fiscal year there had only been seven pushcart permits issued since 1993. In FY 2009-10 there were nine permits issued. During fiscal year 2010-11 that number increase to 13 pushcart permits. The number for new mobile food unit permits has also increased significantly in the last two years. These increases present added challenges for Food and Lodging staff. Permitting, inspecting and tracking of these mobile units is difficult and the food and lodging staff share problems of enforcement with neighboring counties when the units cross county lines.



Another "sign of the times" that the Environmental Health staff are facing are an increasing number of tattoo operators. Tattoo operator licenses have tripled in the last year, going from five to 15. Complaints of illegal operators and the fact these operators tend to move from one establishment to another increase the time needed by Environmental Health staff to monitor the program.



An additional issue Environmental Health staff have faced are bed bugs. Complaints related to bed bugs are a continuous issue from private residences as well as public lodging and institutional settings. While bed bugs are not known to transmit disease they do cause an array of negative physical, mental, social and economic consequences. Environmental Health staff have worked to help educate both the public and lodging operators on how to properly cope with this difficult challenge.



Environmental Health

On-site Waste Water and Wells

During much of the 2010-11 year the On-site Waste Water Section was involved in a ground water contamination investigation in the Staley area of Randolph County.

The chemical Tetrachloroethene was detected in private drinking water wells located in the area around the intersection of NC Hwy 49 and Whites Chapel Rd. The chemical, commonly referred to as PCE, was found while doing routine sampling involving the known groundwater contamination at the old Brown's Exxon property. The existence of the groundwater problems in the area has been well documented, and several houses in the area are currently using water treatment systems provided by the State to remove chemicals associated with gasoline contamination. However, PCE is not linked to the type of contamination stemming from the Brown's Exxon site. PCE is found in many solvents, most notably those found in dry cleaning businesses and automotive repair and body shops. To date, the source of the contamination has yet to be identified.

Since FY 2010-11 the staff of the On-site Waste Water Section had to determine how many wells were contaminated. Although federal funds were being used to sample wells and provide treatment units for families affected by the contamination from Brown's Exxon, those same funds could not be used to investigate a new contaminant. Therefore, it was decided that Randolph County would use its own budget to pay to have the wells in the area sampled for PCE.

During the sampling activities, there were 13 residences identified that had at least trace amounts of PCE. Some residences had wells that were well above the Maximum Contaminant Level (MCL). The State

Toxicologist advised those residents to stop using the water for all daily activities: cooking, drinking, and bathing. In the meantime, water sample results were forwarded to the NCDENR, Superfund Section so that they could conduct their own investigation. Their investigation involved re-sampling the wells, in addition to sampling the soil and creeks in the area. This round of sampling resulted with families getting bottled water, while treatment systems were installed on the wells where MCL was exceeded.



The Superfund Section and Randolph County are still working on the problem in hopes of getting a waterline run to this particular area of the county. At the present time Environmental Health staff continue to monitor the water for PCE and other chemicals that may cause health related problems. The Superfund Section in conjunction with EPA will give the site a rating. This rating will determine if and when funds would be allocated to run a waterline and provide a permanent solution for the residents of this community.

Health Education

The Health Education Section provides displays, individual and group programs and resource materials on topics ranging from healthy eating and physical activity to substance abuse prevention. Health Educators coordinate the Safe Kids Randolph County Program, a program that was developed to protect the children of Randolph County from unintentional, preventable childhood injuries and resulting deaths. In addition, Health Education organizes most of the communications and media functions for the health department including creating and distributing press releases, developing media campaigns and managing the health department's website and Facebook page.

Health Educators work in two main service areas, Community/Patient Education and Safe Kids Randolph County. Within the Community/Patient Education area, various programs are offered to community groups, churches, schools, businesses and



organizations within Randolph County. During fiscal year 2010-11 the main program requested was *Eat Smart, Move More, Weigh Less*. This program, ranges from 12-15 weeks and uses strategies proven to work. Each lesson informs, empowers and motivates participants to live mindfully as they make choices about eating and physical activity. The program provides opportunities for participants to track their progress and keep a journal of healthy eating and physical activity behaviors.

There were three *Eat Smart, Move More, Weigh Less* Programs offered within the community. Those three were held for RCC and Randolph County Employees, the NC Zoo Employees and Asheboro City Employees. There were a total of 72 individuals enrolled and a total of 521.3 pounds lost for all three programs combined.

The Safe Kids Program has become a huge part of the Health Education Section. Health Educators work very hard to accomplish the mission of the Safe Kids Program.

During FY 2010-11, Safe Kids either participated in or offered the following events to the residents of Randolph County:

- ◆ Child Passenger Safety Checks (11)
- ◆ Bike Rodeos (7)
- ◆ Operation Medicine Drop (5)
- ◆ International Walk to School Day (3)
- ◆ Never Leave Your Child Alone / Hot Cars (1)
- ◆ Boo at the Zoo (1)



WIC / Nutrition

The Women, Infant and Children (WIC) Supplemental Food Program aims to get infants and children off to a good start by providing nutrition education and special food to pregnant and breastfeeding women, infants and children up to age five. As food costs, job losses and other economic hardships mount, many Randolph County residents rely on the WIC program to help meet their daily needs.

Individual nutrition services are available through the WIC program. These services include nutrition assessment and counseling by a nutritionist for residents who have a physician's referral. Group services are also available upon request and include scheduled nutrition classes for residents with similar health interests and needs.



In August of 2010 WIC was awarded a breastfeeding grant from the North Carolina Nutrition Services Branch. The purpose of the grant was to help local agencies implement projects that enhance breastfeeding promotion and support efforts throughout the community. Randolph County's goal included the development of a year long breastfeeding support group of pregnant and breastfeeding mothers and babies. The support group was named 'Randolph

Mommies'. Meetings were held monthly and a different activity occurred each month. Topics and activities included infant CPR, caring for a sick breastfed baby, choosing a daycare, Sudden Infant Death Syndrome, infant nutrition for the 6 month or older baby, car seat safety, developmental milestones, and dental health.

The North Carolina State WIC Program embarked on a major outreach campaign in April 2011. Efforts were directed to all low income pregnant, postpartum, breastfeeding women, infants and children under five years of age. Activities included: 400,000 postcards mailed to Food and Nutrition Services and Medicaid households, posters provided to vendors for display in their stores, gas pump toppers and movie theatre trailers were created and TV advertisements ran on major network stations. The timeframe for these activities began in April and ended mid September 2011. The intention of the outreach was to increase the caseload of the 100 counties in North Carolina providing WIC services.

Women's Health



The Women's Health Section includes three service areas. These consist of Breast and Cervical Cancer Control Program, also known as BCCCP, the Family Planning Clinic and the Maternity Clinic. Services for the Family Planning and Maternity clinics are provided on a sliding fee scale based on income and family size. BCCCP is provided according to financial eligibility guidelines. In general these programs serve to meet the needs of the following:

- ◆ BCCCP is a program for women between the ages of 18-64 and offers clinical breast exams, pap smears and mammograms for those who qualify.
- ◆ The Family Planning Clinic is designed to help men and women plan their families. The Clinic offers birth control, counseling, education and physical exams for women of child-bearing age.
- ◆ The Maternity Program provides prenatal care to pregnant women who are residents of Randolph County and who have no private insurance.

Breast and Cervical Cancer Control Program (BCCCP)

BCCCP caseload funding decreased from 195 to 160 during FY 2010-11. This meant that though the demand for services remained high, it became necessary to limit the number of clients that could receive services. Overall 168 clients were provided services with 4 breast cancers and 1 cervical cancer detected during the year.



<i>BCCCP Client Summary</i>	<i>2008-09</i>	<i>2009-10</i>	<i>2010-11</i>
Contracted caseload	175	195	160
# New clients screened	260	205	168
Clients ≥ age 50	219 (84%)	175 (85%)	129 (77%)
Clients ≤ age 49	41 (16%)	30 (15%)	39 (23%)
Clients ≥ age 65	0	0	0
# of clients diagnosed with breast cancer	2	3	4
# of clients diagnosed with cervical cancer	1	1	1

Women's Health



Family Planning

Family Planning Clinic numbers declined by 14% during FY 2010-11. The two most prominent issues involved appointment scheduling and a decrease in demand for services. The first concerned a new North Carolina Health Information System, or HIS, which was implemented throughout all Health Department clinics in late FY 2009-10. Clinics statewide were advised to decrease appointment scheduling by 50% and to expect delays in processing and client registration. Health Department clinic schedules were adjusted accordingly and as expected registration times did take longer. Toward the end of the year appointment scheduling was gradually increased and even though there were still challenges, most difficulties leveled off and staff and clients were satisfied with the results. In addition, the number of Hispanic clients seen in clinic decreased. Though this was a trend agency wide it has been difficult to determine with certainty the exact cause, but it may be related to both the current economic and immigration climates.

Maternity

Clinic participation in Maternity Clinic increased by 38% after a decrease in clinic numbers during FY 2009-10. In FY 2010-11 there were 123 new clients. In the previous year there were 89. Overall total clients increased by 31% for the year. "No Prenatal Care" Numbers increased as well though. Of particular interest is the following:

- ◆ 92% of mothers were between the ages of 20-34
- ◆ 100% were White
- ◆ 92% were unmarried
- ◆ 38% had a 12th grade education
- ◆ 70% lived in Asheboro
- ◆ 85% had previous pregnancies
- ◆ 39% of births were preterm
- ◆ 46% of mothers had no Health Department contact during this pregnancy
- ◆ 100% of pregnancies were live births
- ◆ 0% of infants were drug addicted
- ◆ 69% were delivered at Randolph Hospital



Awards



Shea Cox, Coordinator of Safe Kids Randolph County, received the Safe Kids of North Carolina Coordinator of the Year Award during the Annual Conference in March 2011.



General Clinic Staff, Susan Sheffield, Elvia Ramirez, Karen Rich, Cynthia Grantham and Marlene Dawalt received the Achieving Excellence Award at the State Immunization Conference. This award was for assuring greater than 90% of children were age appropriately immunized.



Health Educators, Wendy Kennon and Shea Cox received the Friends of 4H Award. Wendy and Shea collaborate often with the North Carolina Cooperative Extension's 4H Division.