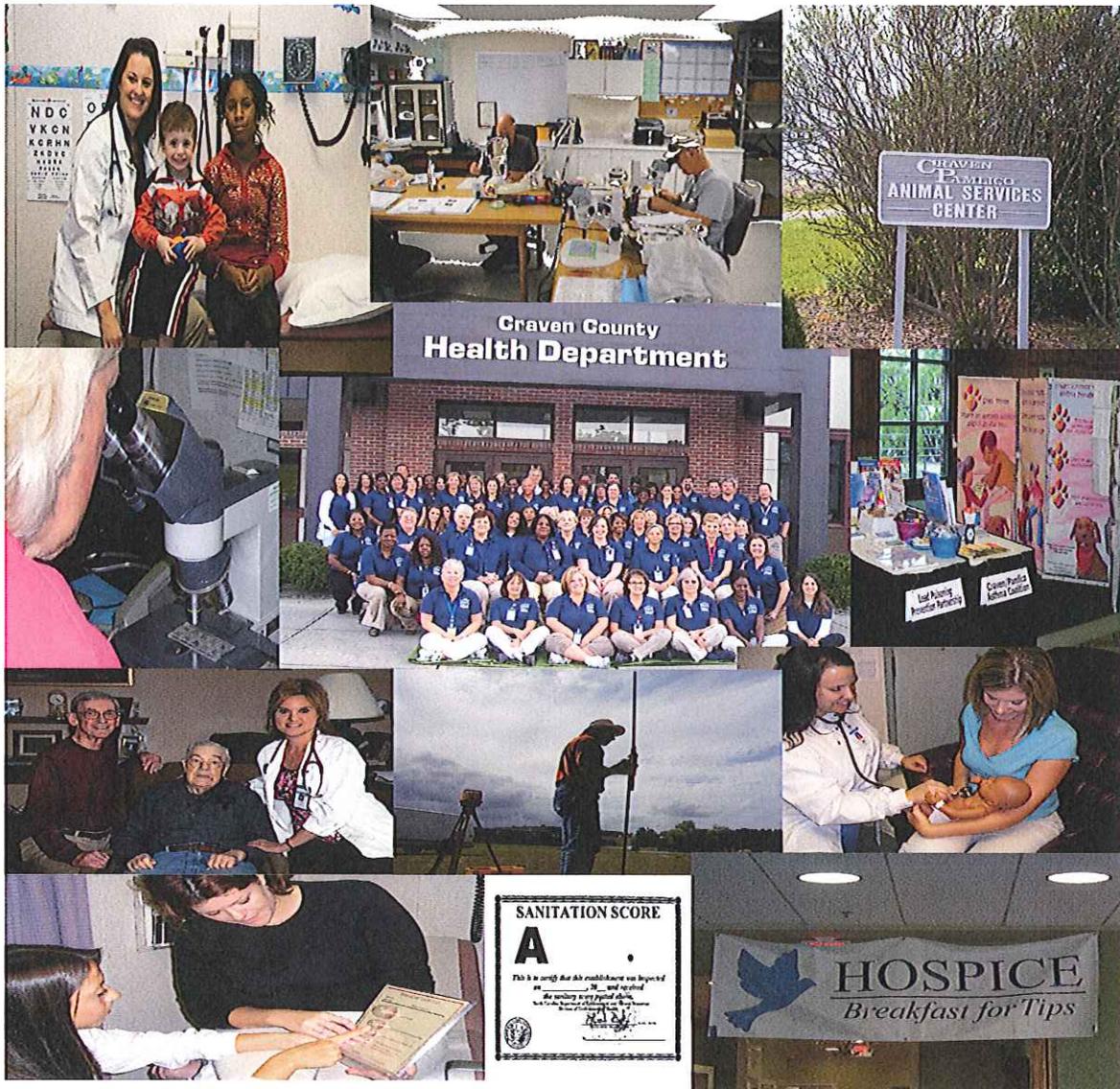


# Craven County Health Department



ANNUAL REPORT  
2009 - 2010

## *Director's Message.....*

The Craven County Board of Health and the staff of the Craven County Health Department are pleased to provide you with our annual report for fiscal year 2009-2010. This report was developed to inform Craven County residents and officials of the work done and progress made by their local Public Health Department.

The down turn in the economy increased the number of citizens seeking our services. We were in a position of having to improve our efficiency in order to meet the demands. I am proud to say that our staff rose to the challenge. We served more people in all of our clinics this past year and were able to increase our revenues and actually revert money back to the County at the end of the fiscal year. That is a testament to the hard work and dedication of our staff.

Our approval rating based on satisfaction surveys is at 96%. We responded to the H1N1 threat, added new programs such as Diabetes Management and continue to seek out new ways to improve the health of Craven County citizens. Thank you for taking time to review our annual report.

Scott Harrelson, MPA

Craven County Health Director

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## Board of Health Members

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### Chairman

Dr. Robert Whitley, Dentist

### Vice Chairman

Dr. Mark E. Leary, Optometrist

### Members

Lee K. Allen, Commissioner

Dr. Larry Paul, Veterinarian

Paul Gaskins, Public Citizen

Trey Paul, Pharmacist

James Jackson, Public Citizen

David Stevick, Engineer

Rosanne Lealy, Nurse

Dr. Reed Underhill, Physician

Verdelle Newby, Public Citizen

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## Highlights

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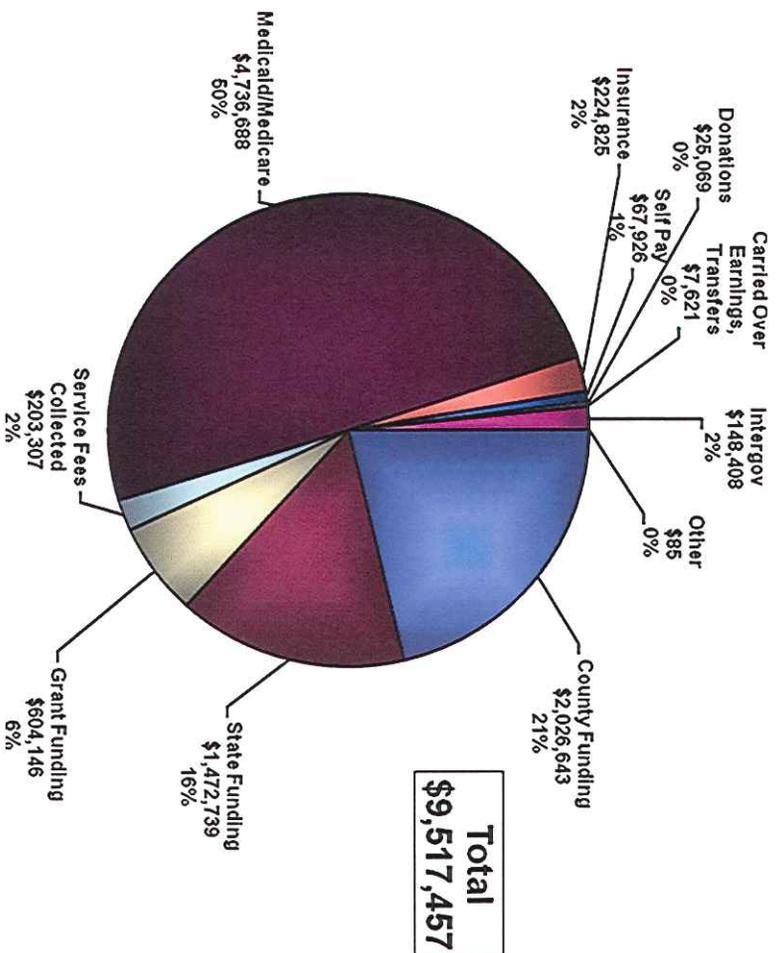
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- Animal Control – Implementation of the Canine Good Citizen program for the Inmate training program at Craven Correctional Institution. Breed Specific Rescues: 43 dogs and 20 cats were placed with different rescue groups both locally and nationally. This is about a 10% increase over last year. Animal control also has a new fenced exercise/socialization area for the dogs. This gives them a better idea about the dog's temperament and behavior. The more knowledge that they have about an animal, the better chances the staff will be able to find them a home.
- The Environmental Health Onsite Water Protection Section (OSWPS) completed or responded to 100% of well and onsite wastewater-based complaints from the public within established threat-based time frames. This exceeds the goal of 90% compliance set for health department accreditation.
- A county-wide GIS geodatabase was created in-house to geographically track and store the results of large & complex septic system inspections mandated by the state. The geodatabase will help alert the county's OSWPS when re-inspections are due, will allow reports to be created, and will store geographic locations of system components relative to county GIS parcels and orthophotos.
- The OSWPS section's paper-based procedure for assessing and ensuring proper quality of work has been converted to an electronic format. An in-house database was created that prompts the reviewer with questions to assess the document being reviewed, stores the results, calculates the issuer's score, holds the reviewer's notes or comments about the document, prints a note to the worker detailing which items need correction, and generates associated reports for summary and tracking purposes.
- Children's Environmental Health Section received EPA accreditation as a training provider.
- WIC allocated caseload from the state increased from 3,660 to 3,727 at year's end.
- \$2,461,442.88 in WIC food dollars redeemed in Craven County.
- Home Health & Hospice received accreditation through Community Health Accreditation Program (CHAP).
- Renovation of a new location for check out with the implementation of a credit card machine – patients are making timely payments for their visits – increased revenue.

- Purchase of a new software (Insight) allowing us to become a batch county. This software coupled with the state HIS system should reduce keying and allow us to retrieve our revenues quicker.
- Established employee work plans throughout the organization. Work plans will help identify business needs with meaningful measurements to ensure task completions are being met.
- Recruitment of a new dentist starting in October 2010 for the mobile dental unit.
- Implementation of a new schedule in Maternity decreasing lead time for a new appointment from 6 – 8 weeks to 3 – 4 weeks.
- Jail HIV testing program expanded to Pamlico, Jones, and Lenoir Counties.
- Implemented a new diabetes self management program.
- Debt set-off collections from clients' tax returns 2009/2010 amounted to \$19,946.43.

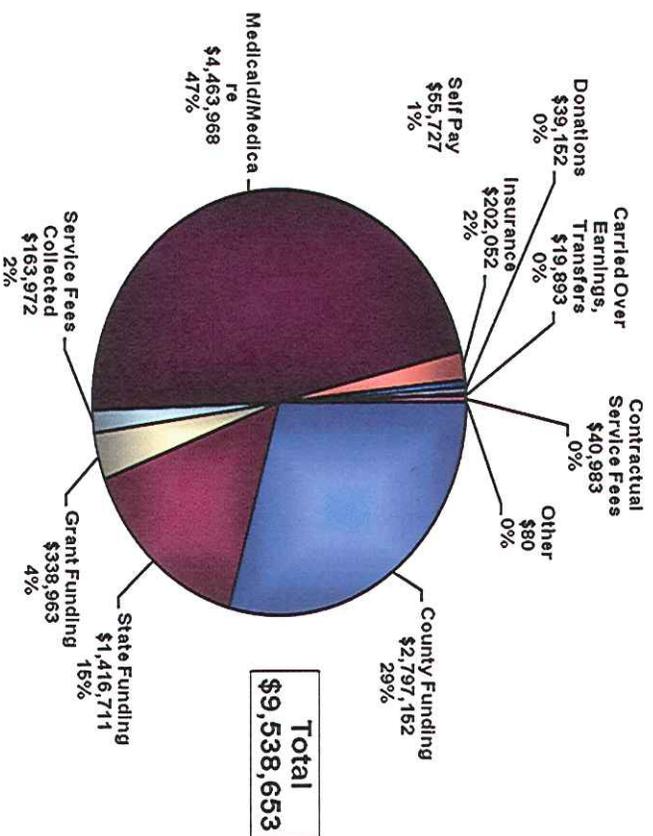
# Revenues

2009/2010



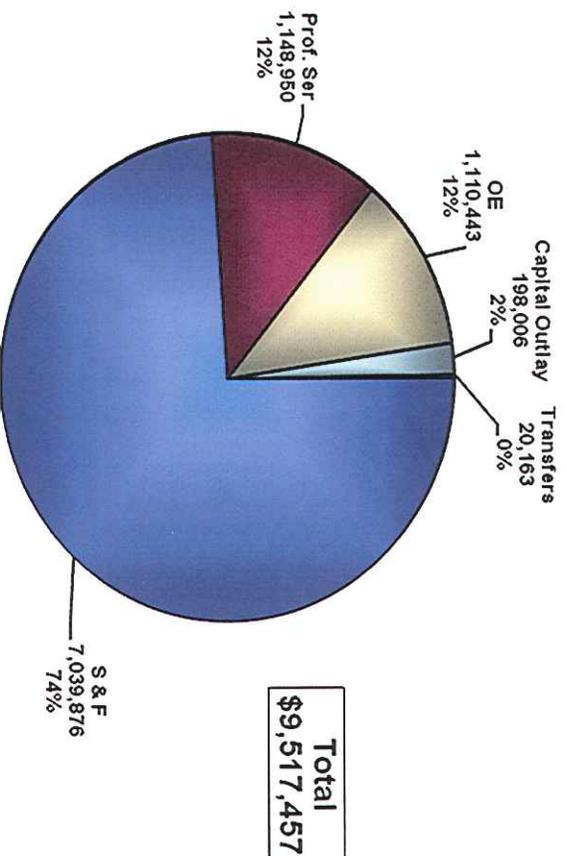
# Revenues

2008/2009



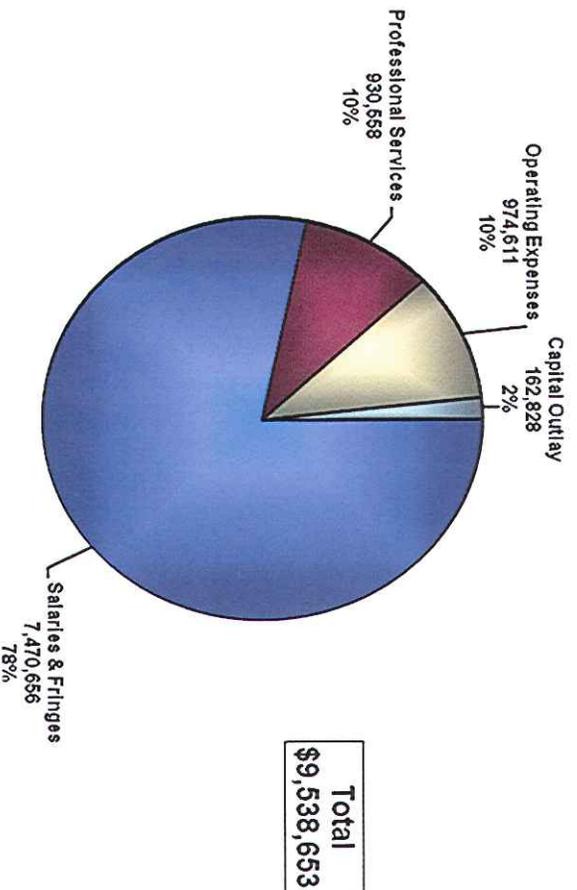
# Expenditures

2009/2010



# Expenditures

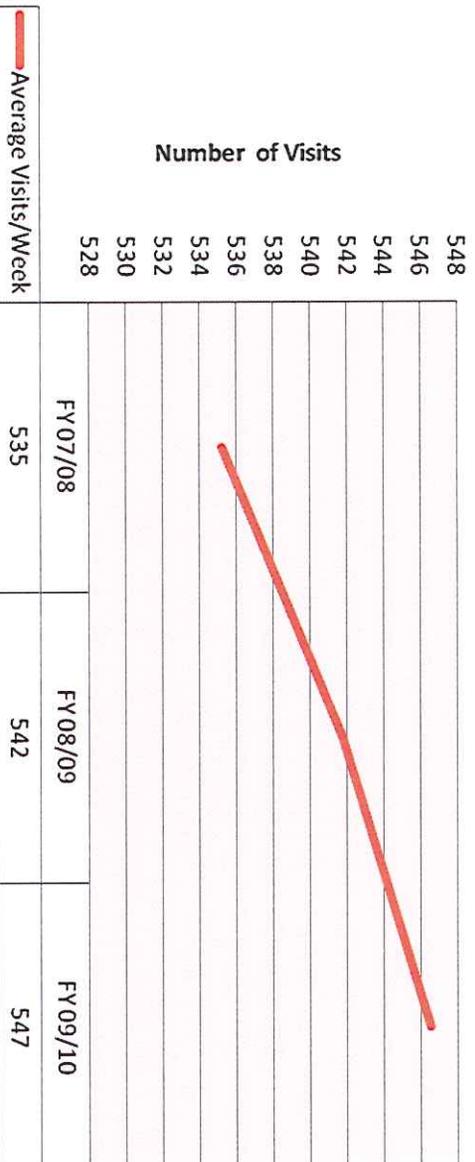
2008/2009



# Grant Revenues

BT Preparedness/Resp.	\$46,283
H1N1 Planning	\$71,367
H1N1 Enhance Surveillance	\$5,800
H1N1 Response	\$181,942
CDC Lead	\$24,997
NC Public Health Fdtn	\$11,793
Telemonitoring	\$2,112
Imm Prog Capacity	\$2,824
Imm ARRA funding	\$27,014
Tick Control	\$15,000
Healthy Carolinians	\$10,000
Refugee Health	\$5,100
Closing the Gap	\$48,250
Jail Budget	\$93,881
<u>Teen Tobacco</u>	<u>\$57,783</u>
<b>TOTAL:</b>	<b>\$604,146</b>

**Average Clinic Visits Per Week**



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## ADULT HEALTH

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Provides health promotion and early detection services to clients over the age of 18.

### Statistics

#### 2008/2009

27 Screening Visits  
192 Office Visits  
378 STD Screenings  
625 HIV Tests  
177 BCCCP Visits  
488 Tuberculosis Screenings  
1,080 Flu Shots Immunizations  
8 Pneumococcal Immunizations

#### 2009/2010

37 Screening Visits  
191 Office Visits  
448 STD Screenings  
629 HIV Tests  
250 BCCCP Visits  
464 Tuberculosis Screenings  
1,100 Flu Shots Immunizations  
8 Pneumococcal Immunizations

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## FAMILY PLANNING

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Provides health care screening services and routine examinations to patients of childbearing age who request birth control.

### Statistics

#### 2008/2009

1,489 Patients  
2,961 Visits  
1,164 Pregnancy Tests  
2 Sterilization Referrals

#### 2009/2010

1,569 Patients  
3,099 Visits  
1,295 Pregnancy Tests  
0 Sterilization Referrals



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## MATERNITY HEALTH

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Provides complete prenatal care and postpartum visits, including high-risk categories in Craven and Pamlico counties.

### Services Include

- Medical Care
- Screening tests for genetic disorders

- Care Coordination
- Nutrition Counseling

### Statistics

#### 2008/2009

864 Prenatal Patients  
5,976 Maternity Clinic Visits

#### 2009/2010

919 Prenatal Patients  
6,343 Maternity Clinic Visits

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## CHILD HEALTH

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Provides care to children from birth through age 18 who are not military dependent and are seeking a medical care provider and through age 21 with Carolina Access Medicaid.

### Statistics

#### 2008/2009

1,840 Screening physicals  
3,998 Treatment visits  
0 Neurology visits  
268 Cardiology visits  
9,688 Immunizations

#### 2009/2010

1,861 Screening physicals  
3,688 Treatment visits  
0 Neurology visits  
321 Cardiology visits  
10,964 Immunizations

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## LABORATORY

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Provides supportive lab services for all clinics in the Health Department.

### Statistics

**2008/2009**  
**46,307** Clinical Lab Tests  
31,930 Clinical In-House  
5,041 Microbiology Tests  
8,402 NC State Labs  
316 Carolina East Medical Center  
618 LabCorp



**2009/2010**  
**46,097** Lab Tests  
31,778 Clinical In-House  
5,202 Microbiology Tests  
7,359 NC State Labs  
442 Carolina East Medical Center  
1,316 LabCorp

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## DENTAL PROGRAM

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The Smile Mobile, a 53-foot trailer, provides clinical services to targeted elementary schools in Craven, Jones and Pamlico counties. We also offer services to pregnant women who are patients of CCHD.

### Statistics

**2008/2009**  
**746** Patients  
**243** Patients Received Sealants

**2009/2010**  
**892** Patients  
**192** Patients Received Sealants

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## CARE COORDINATION

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Available to Health Department clinic patients by referral.

### Services Include

- Family Service
  - **Maternity Care Coordination** – Provides case management and support services to prenatal patients during their pregnancies and for 60 days postpartum. Services include assisting in identifying needs and strengths, helping to locate community resources, and psychosocial counseling if indicated.
  - **Health and Behavior Intervention** – Provides intensive, focused counseling for pregnant and postpartum (60 days) women who have serious psychosocial needs. It may include individualized treatment therapies designed specifically to aid in overcoming the identified problems. It may also include the involvement of the woman's significant other or other service providers.
  - **Child Service Coordination** – Provides case management for children from birth to age 5 who are sick, at risk for developmental problems or have special needs. Services include home visits, developmental screenings as indicated, parent education, assisting families in identifying the needs of their children and family, and helping to locate community resources and linkage to needed services.
  - **Postpartum and Newborn Home Visits** - Provides home visits to postpartum women and newborns that are referred.

### Statistics

**2008/2009**  
**1,869** MCC Visits  
**2,646** CSC Patient Visits  
**307** MCC Enhanced Psychosocial Counseling Visits  
**614** Other Social Work Visits  
**156** Postpartum Home Visit Assessments  
**158** Newborn Assessments

**2009/2010**  
**1,877** MCC Visits  
**2,716** CSC Patient Visits  
**98** MCC Enhanced Psychosocial Counseling Visits  
**620** Other Social Work Visits  
**146** Postpartum Home Visit Assessments  
**147** Newborn Assessments

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## HEALTH EDUCATION

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Public Health Educators are responsible for the planning and development of a coordinated health education program to meet the goals of the Health Department and the needs of Craven County residents.

### Services Include

- Clinic Education – scheduled classes for clients, one-on-one counseling, educational literature and exhibits, staff education, and services as a resource for Health Department staff and clients
- School Education – teacher/school personnel training. SHAC and Board of Education programs, classroom presentations, and resources for teachers and students.
- Community Education – health education programs for civic clubs, churches, organizations, businesses, youth groups, and non-profit organizations; media contacts; health fairs and special projects; public health information resources
- Marketing – through media contacts with news releases, public service announcements

### Statistics

<b>2008/2009</b>	<b>2009/2010</b>
<b>89</b> Presentations/Classes	<b>104</b> Presentations/Classes
<b>18</b> Conferences/Workshops/Trainings	<b>38</b> Conferences/Workshops/Trainings
<b>164</b> Community Meetings Attended	<b>77</b> Community Meetings Attended
<b>27</b> Community Events/Festivals	<b>25</b> Community Events/Festivals
<b>3</b> Media Contacts	<b>37</b> Media Contacts
<b>76</b> Requests for Information	<b>84</b> Requests for Information

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## WIC

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Provides services to pregnant, postpartum and nursing mothers, infants and children under 5 who meet the financial criteria and have a nutritional/medical risk that qualifies them for WIC services.

### Statistics

<b>2008/2009</b>	<b>2009/2010</b>
<b>44,336</b> Services	<b>44,226</b> Services
<b>3,695</b> Average Monthly Participant Caseload	<b>3,727</b> Average Monthly Participant Caseload

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## NUTRITION

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Offers services to Craven County residents of all ages and income levels.

### Services Include

- Individual counseling for children requiring special diets and obesity
- Breast-feeding and weight management classes
- Nutrition education
- Participation in community events, health fairs, and media productions which promote healthy lifestyles
- Diabetes classes and individual counseling (Craven County Diabetes Self-Management Education Program)



### Statistics

<b>2008/2009</b>	<b>2009/2010</b>
<b>28</b> Non-WIC Individuals Counseled	<b>61</b> Non-WIC Individuals Counseled
<b>1,476</b> Class/Special Event Participants	<b>1,184</b> Class/Special Event Participants
<b>120</b> Hospital Visits	<b>141</b> Hospital Visits



with property owners to remediate the identified lead hazards. EPA Accredited training provider for certified lead-safe renovators.

- o *Methamphetamine Residuals Decontamination* which Enforces State regulations and County policies developed to address the proper decontamination and rehabilitation of property that has been used in the illegal clandestine manufacture of methamphetamine prior to rehabilitation.

- **Environmental Education** – Provides regularly scheduled educational classes as well as presentations “on-demand” about various Environmental Health issues.
- **Environmental Laboratory** – Maintains a State certified commercial laboratory that provides analytical testing of drinking water for the presence of Total Coliform and E.coli bacteria. These groups of bacteria are useful indicators of possible pathogens (disease-causing organisms) which can affect the quality of drinking water supplies and pose threats to the public’s health. Testing is performed on drinking water for regulatory compliance and general/noncompliance purposes. The laboratory also provides analytical testing for the presence of Fecal Coliform and Enterococcus in wastewater. Fecal Coliform and Enterococcus are bacterium commonly associated with raw sewage and their pathogens (disease-causing organisms). Testing for this bacterium provides useful information of possible sewage contamination of waterways which can pose health risks to the public.
- **Animal/Rabies Management** – Assists in the prevention of the spread of rabies virus in humans through public education, surveillance and enforcement activities associated with the encouragement of rabies vaccinations in domestic animals and the reduction of stray animals in Craven and Pamlico counties.

## Statistics

### 2008/2009

1,388	Total Inspections
948	Restaurants
111	Food Stands
10	Mobile Food Units
7	Pushcarts
4	Private School Lunchrooms
4	Elderly Nutrition Sites Catered
12	Elderly Nutrition Sites On-site
92	Public School Lunchrooms
42	Limited Food Service
52	Institutional Food Service
18	Lodging
3	B&B Homes
11	B&B Inns
37	Residential Care/Group Homes
2	Summer Camps
29	Rest/Nursing Homes
56	Meat Markets
65	Child Day Care
14	Public & Private School Buildings
1	Adult Day Service
32	Seasonal Swimming Pools
2	Seasonal Wading Pools
17	Year-round Swimming Pools
11	Year-round Spas
3	Confinements
0	Hospitals
31	Tattoo Artists
63	Temporary Food Establishments
7	Summer Food Service Program Inspections
0	Seafood Vehicles
6	Seafood Markets
149	Complaints Investigated



### Food, Lodging and Institutions

### 2009/2010

1,013	Total Inspections
455	Restaurants
80	Food Stands
6	Mobile Food Units
5	Pushcarts
2	Private School Lunchrooms
11	Elderly Nutrition Sites Catered
4	Elderly Nutrition Sites On-site
89	Public School Lunchrooms
33	Limited Food Service
44	Institutional Food Service
9	Lodging
2	B&B Homes
6	B&B Inns
40	Residential Care/Group Homes
1	Summer Camp
16	Rest/Nursing Homes
41	Meat Markets
48	Child Day Care
0	Public & Private School Building
1	Adult Day Service
27	Seasonal Swimming Pools
2	Seasonal Wading Pools
12	Year-round Swimming Pools
3	Year-round Spas
0	Confinements
0	Hospitals
16	Tattoo Artists
56	Temporary Food Establishments
7	Summer Food Service Program Inspections
3	Seafood Vehicles
1	Seafood Markets
160	Complaints Investigated

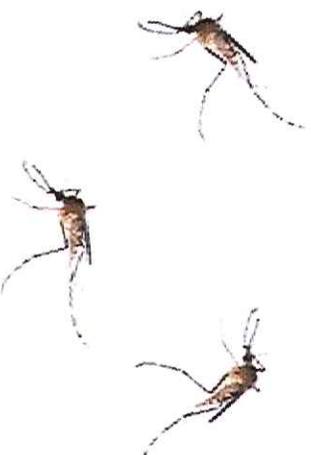


### On-Site Water Protection

<b>2008/2009</b>	<b>2009/2010</b>
149 Improvement Permits Issued	111 Improvement Permits Issued
185 Operation Permits Issued	168 Operation Permits Issued
135 Complaint Investigations	107 Complaint Investigations
495 Applications	540 Applications
179 Construction Authorizations Issued	183 Construction Authorizations Issued
176 Authorizations for Existing Systems	203 Authorizations for Existing Systems
8 Migrant Housing Inspections	8 Migrant Housing Inspections
47 SRP Required Septic System Inspections	21 SRP Required Septic System Inspections
10 Well Construction Permits	8 Well Construction Permits
43 Grout Inspections	10 Grout Inspections
8 Well Head Inspections	6 Well Head Inspections
205 Well Consultative Contacts	179 Well Consultative Contacts
41 Bacteriological Samples Collected	31 Bacteriological Samples Collected
10 Well Certificate of Completion	4 Well Certificate of Completion
4 Well Abandonment Permits	1 Well Abandonment Permits

### Vector Management

<b>2008/2009</b>	<b>2009/2010</b>
54 Complaint Investigations	12 Mosquito Related Requests
216 Mosquito Traps Set	9 Other Requests
21,127 Specimens Caught and Identified to Species	128 Adult Mosquito Traps Set
8 Mosquito Pools Collected and Submitted	85 Sentinel Chickens Bled
0 Pools Positive for EEE	2 Mosquito Spraying
0 Pools Positive for WNV	1261 Educational Handouts
169 Sentinel Chicken Blood Samples Obtained	
2 Chickens Tested Positive for EEE	
0 Chickens Tested Positive for WNV	
4 Chickens Tested Positive for Highlands J	
1 Chicken Tested Positive for Both EEE and Highlands J	
200 Ticks Collected and Identified to Species	
40 DNA Analysis performed on Ticks	
1 Tick Tested Positive for Lyme's Disease	
0 Ticks Tested Positive for Rocky Mountain Spotted Fever	



### Pediatric Asthma

(within 3 counties)	(within 3 counties)
<b>2008/2009</b>	<b>2009/2010</b>
77 Asthma Client Referrals to us	33 Asthma Client Referrals to us
14 Home Assessments	9 Home Assessments
86 "Parent Bags" delivered to area pediatric offices	44 "Parent Bags" delivered to area pediatric offices

### Adult Asthma

(within 3 counties)	(within 3 counties)
<b>2008/2009</b>	<b>2009/2010</b>
43 Asthma Client Referrals to us	24 Asthma Client Referrals to us
0 Adult Home Assessments	1 Adult Home Assessment

### Indoor Air Quality

<b>2008/2009</b>	<b>2009/2010</b>
27 Site Investigations (Referral oriented)	25 Site Investigations (Referral oriented)
48 Requests for Services/Complaints	29 Requests for Services/Complaints

### Childhood Lead Poisoning Prevention

<b>2008/2009</b>	<b>11</b> Children with EBL identified	<b>6</b> Children with EBL identified
<b>14</b> EBL Investigations	<b>19</b> EBL Investigations	
<b>2</b> Inspections Due to Lead-poisoned Child	<b>1</b> Inspections Due to Lead-poisoned Child	
<b>0</b> Preventive Maintenance Program Applications Submitted	<b>1</b> Preventive Maintenance Program Applications Submitted	
<b>4</b> Inspections to Identify Lead-based Paint and/or Lead Hazards (within 11 counties)	<b>19</b> Inspections to Identify Lead-based Paint and/or Lead Hazards (within 11 counties)	
<b>1</b> Clearance Inspections (within 11 counties)	<b>20</b> Clearance Inspections (within 11 counties)	
<b>2009/2010</b>		

### Methamphetamine Residuals Decontamination

<b>2008/2009</b>	<b>2</b> Site Initial Investigations
<b>2009/2010</b>	<b>3</b> Site Initial Investigations

### Environmental Education

<b>2008/2009</b>	<b>4</b> HUD Approved Lead-safe Work Practice Classes Taught On-site	<b>2009/2010</b>	<b>16</b> HUD Approved Lead-safe Work Practice Classes Taught On-site
<b>7</b> Lead-safe Work Practice Participants	<b>398</b> Lead-safe Work Practice Participants		
<b>15</b> Asthma Management Workshops	<b>15</b> Asthma Management Workshops		
<b>57</b> Family Participants in Workshops	<b>58</b> Family Participants in Workshops		
<b>4</b> Managers' Food Safety Classes Conducted	<b>4</b> Managers' Food Safety Classes Conducted		
<b>55</b> Participants Nationally Certified in Managers' Food Safety Class	<b>53</b> Participants Nationally Certified in Managers' Food Safety Class		
<b>37</b> Culinary Arts Students' Food Safety Class Participants	<b>35</b> Culinary Arts Students' Food Safety Class Participants		
<b>101</b> Cafeteria Staff Food Safety Class Participants	<b>125</b> Cafeteria Staff Food Safety Class Participants		
<b>15</b> One-day General Food Safety Class Participants	<b>10</b> One-day General Food Safety Class Participants		

### Environmental Laboratory

<b>2008/2009</b>	<b>446</b> Fecal Coli form 343 Fecal 0 Enterococci	<b>2009/2010</b>	<b>128</b> Fecal Coli form 14 Fecal 114 Enterococci
<b>659</b> Public System Compliance Samples 444 Coliform 0 HPC	<b>819</b> Public System Compliance Samples 639 Coli form 180 HPC		
<b>293</b> Well Water Analyses	<b>29</b> Well Water Analyses		
<b>258</b> New Potable Water Line Construction Samples	<b>217</b> New Potable Water Line Construction Samples		

### Animal/Rabies Management

<b>2008/2009</b>	<b>329</b> Animal Bites Investigated	<b>2009/2010</b>	<b>287</b> Animal Bites Investigated
<b>5,330</b> Animals Euthanized	<b>6,369</b> Animals Brought to Shelter		<b>5,243</b> Animals Euthanized
<b>580</b> Animals Adopted from Shelter	<b>0</b> Case of Rabies		<b>6,165</b> Animals Brought to Shelter 3,620 Surrendered 2,545 Picked Up
			<b>517</b> Animals Adopted from Shelter 163 Cats 354 Dogs
			<b>1</b> Case of Rabies
			

OCTOBER 2010