

# Craven County Health Department



ANNUAL REPORT  
2010 - 2011

## *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 the fiscal year 2010-2011. This report was created to inform Craven County residents and officials of the diverse programs and services offered by our local health department and to assess our progress as an agency.

I cannot say enough about the staff which make up our organization. We have been faced with state budget cuts, Medicaid cuts, increased demand for services and still managed to decrease the amount of funding provided by the county. In fiscal year 2008/2009 county contributions to the department made up 29% of our annual budget or \$2,964,375. Just two years later, 2010/2011 county contributions made up 17% of our annual budget or \$1,664,805.

The ability to add new services for our customers and save the county such a large amount of money is a testament to the dedication of our staff and the support of our Board of Health and Craven County.

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

Rosanne Leahy, Nurse

### Members

Lee K. Allen, Commissioner	Dr. David Baxter, Optometrist
Paul Gaskins, Public Citizen	Trey Paul, Pharmacist
James Jackson, Public Citizen	David Stevick, Engineer
Verdelle Newby, Public Citizen	Dr. Reed Underhill, Physician
Si Seymour, Public Citizen	

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# Highlights

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- Through increased efficiencies the health department has been able to save the county taxpayers a great deal of money:

<b>Fiscal Year</b>	<b>% County Funding of Total Budget</b>	<b>Actual County \$ Used</b>
08/09	29%	\$2,964,375
09/10	21%	\$2,026,643
10/11	17%	\$1,664,805

When you compare 2010/2011 to 2008/2009, there is a reduction in county funding of \$1,299,570.

- Began planning & submitted grant applications for a new adult primary care clinic.
- Animal Control took over the animal cruelty/neglect investigation from Craven County Sheriff's Department. We expanded community outreach programs (New Bern's Pet Expo and Partnering with local dog trainer to offer free seminars, and receiving final approval from the New Bern Petsmart to conduct adoption events at their store). We eliminated the \$20 adoption fee for approved 501(c)(3) rescue groups and strengthened the volunteer program by offering orientations and training.
- Created a GIS geodatabase for required septic system re-inspections (SRP inspections) - A county-wide GIS geodatabase was created in-house and used to track and store the results of state-mandated re-inspections of large & complex septic systems located in the county. The geodatabase helps alert the county On-Site Wastewater Protections Services (OSWPS) System Review Program (SRP) when re-inspections are due, allows reports to be created, and stores exact geographic locations of system components relative to county GIS parcels and orthophotos, so the components may be found in future.
- On-Site Wastewater Protection Services (OSWPS) responded to October 2010 flooding event – The OSWPS section visited affected sites, surveyed homeowners about damages and needs, and delivered informational handouts and contact information to citizens affected by flooding in October 2010. Free bacteriological water sampling and testing for wells impacted by the flooding were provided. The Environmental Health Program also supplied staff and informational flyers to the associated Disaster Recovery Center set up in downtown New Bern after the event.
- Conducted the Community Health Assessment using an Incident Management Team and two statistically-significant methods to get the community's opinion about the Public Health needs in Craven County. The first was the placement of the survey on the County website for the public to voluntarily share their opinions and concerns. The second was the face-to-face interview of 210 randomly selected households with hand-held computers. A plan will be developed to address these identified needs.

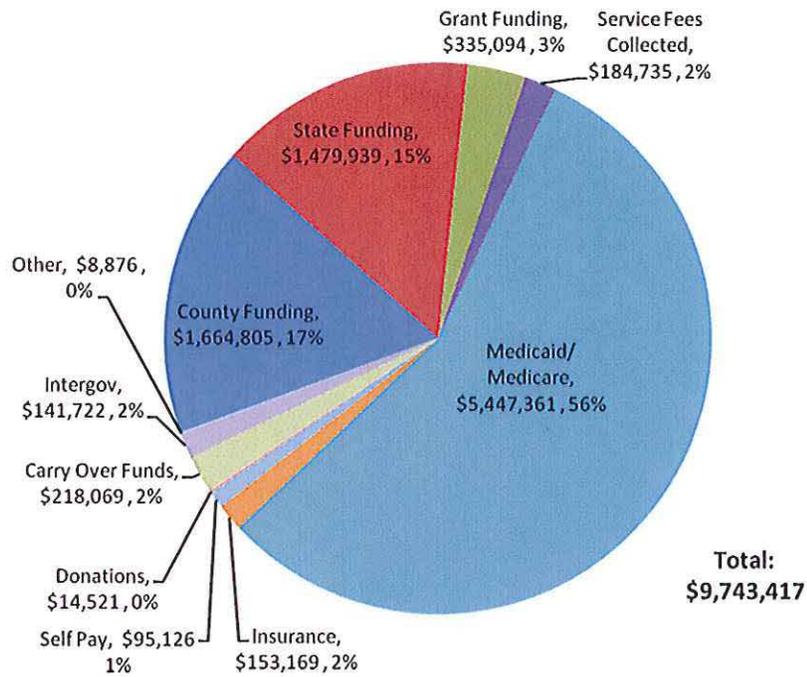
- The Children's Environmental Health Section was awarded a grant for \$10,000 per year for three years to help people become Certified Renovators. The grant will pay \$100 towards the cost of the *Lead Safety in Renovation, Repair & Painting* class for everyone and will pay the entire \$225 fee for low-income participants.
- \$2,461,442.88 in WIC food dollars redeemed in Craven County.
- Debt set-off collections for 2010/2011 amounted to \$21,129.
- Completed the credentialing for preferred provider status for major insurance companies.
- Vital records staff are now trained on the Vital Records Automated System, which allows the staff to enter birth information via the internet. This new method will reduce the time between initial reporting of vital events and speedup the issuance of birth certificates.
- Dedicated a great deal of staff time and resources to finding new management and billing software for the clinics as well as Home Health & Hospice.
- Researched several options for electronic health records to be in compliance with federal mandate.

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# Revenues

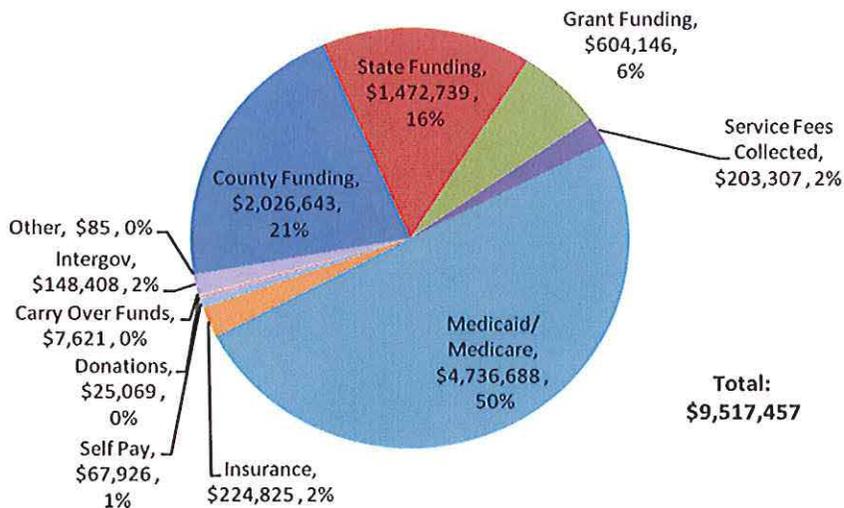
2010/2011

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# Revenues

2009/2010

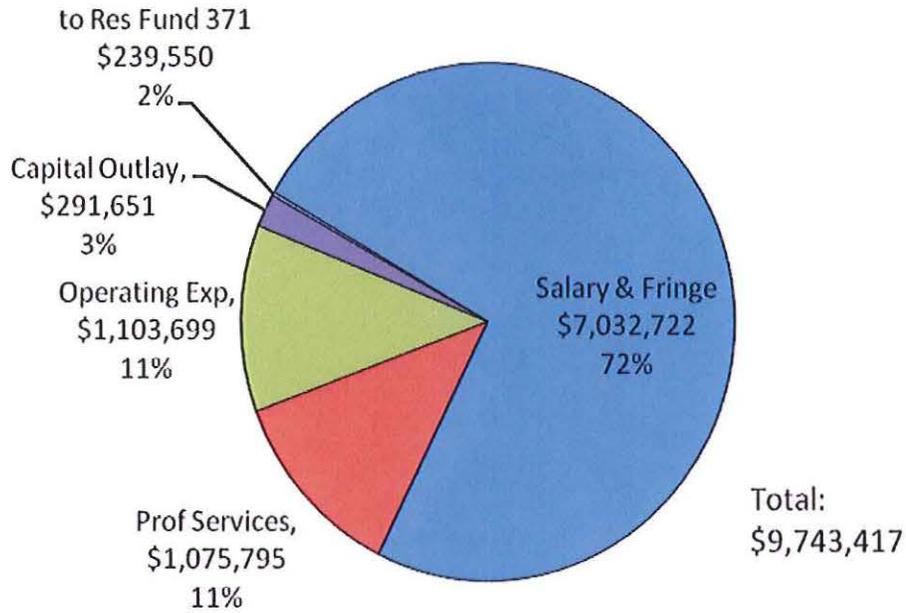


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# Expenditures

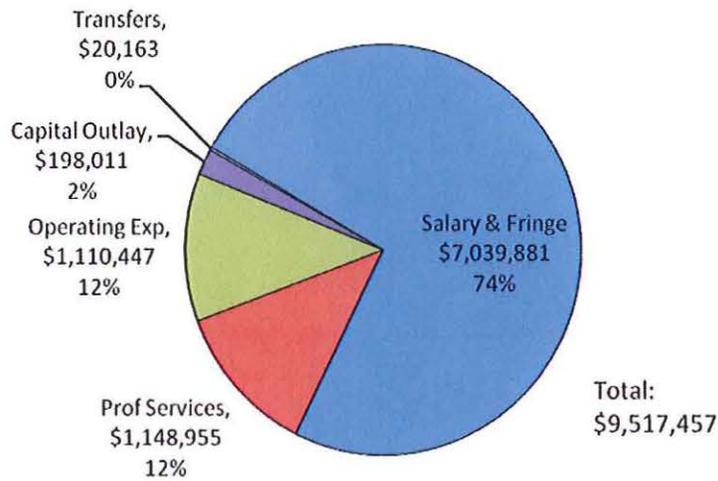
2010/2011

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# Expenditures

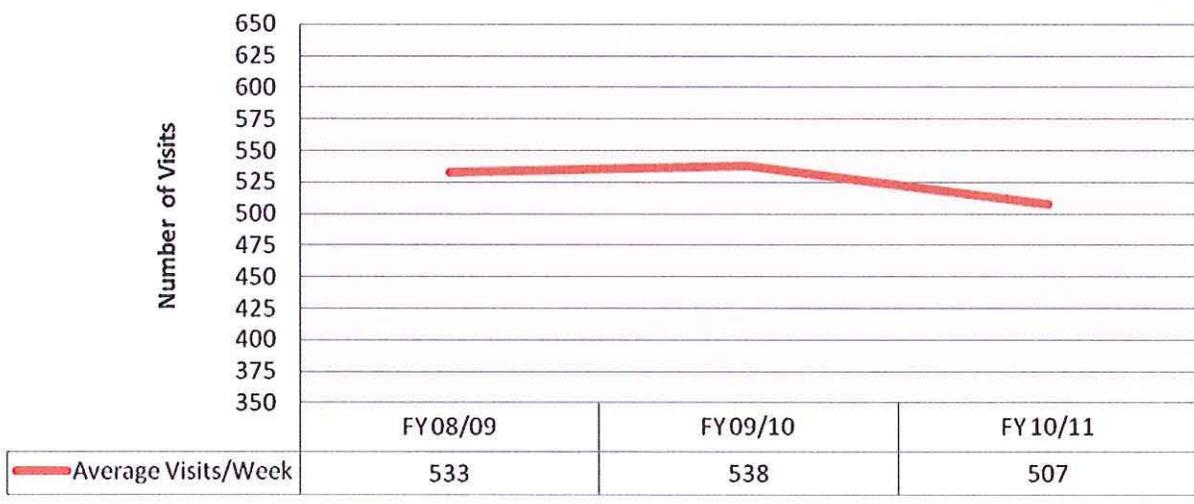
2009/2010



# Grant Revenues

BT Preparedness/Resp.	\$53,089
H1N1 Planning	\$16,000
H1N1 Response	\$63,573
CDC Lead	\$25,000
Tick Grant	\$149
Refugee Health	\$4,499
Jail Budget	\$89,828
Teen Tobacco	\$82,956
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<b>TOTAL:</b>	<b>\$335,094</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

#### 2009/2010

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

#### 2010/2011

46 Screening Visits  
266 Office Visits  
476 HIV Tests  
174 BCCCP Visits  
1240 Tuberculosis Screenings  
950 Flu Shots Immunizations  
5 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

#### 2009/2010

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



#### 2010/2011

1,869 Patients  
3,379 Visits  
1,223 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

#### 2009/2010

919 Prenatal Patients  
6,343 Maternity Clinic Visits

#### 2010/2011

912 Prenatal Patients  
6,111 Maternity Clinic Visit

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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

#### 2009/2010

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

#### 2010/2011

1,972 Screening physicals  
3,568 Treatment visits  
0 Neurology visits  
212 Cardiology visits  
\*7,424 Immunizations

\*Immunizations numbers are down due to more combo vaccines given this past year.

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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

#### 2009/2010

**892** Patients  
**914** Patients Received Sealants

#### 2010/2011

**1,008** Patients  
**1,518** Patients Received Sealants

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## CARE MANAGEMENT

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Available to children birth to 5 and pregnant women residing in Craven County who meet the priority risk criteria.

### Services Include

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- ***Pregnancy Care Management (PCM)*** – Provides care management services to Medicaid pregnant women (through 60 days postpartum) at risk for poor pregnancy outcomes. The PCM Care Manager works closely with the medical provider and pregnant woman to assess and follow-up on priority risk criteria that can impact having a healthy pregnancy outcome, compliance with prenatal care issues and other needed clinical services.
- ***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.
- ***Care Coordination for Children (CC4C)*** – Provides care management to both Medicaid and non-Medicaid children from birth to age 5 who are determined to be high-risk and qualify for services. Children identified as having priority risk factors will be assessed by a CC4C Care Manager to determine needs/concerns of child/family and level of services indicated. The CC4C Care Manager works closely with the child's medical home and family to insure coordination of care and effective exchange of information.
- ***Postpartum and Newborn Home Visits*** - Provides home visits to postpartum women and newborns that are referred.

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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

#### 2009/2010

**104** Presentations/Classes  
**38** Conferences/Workshops/Trainings  
**77** Community Meetings Attended  
**25** Community Events/Festivals  
**37** Media Contacts  
**84** Requests for Information

#### 2010/2011

**106** Presentations/Classes  
**51** Conferences/Workshops/Trainings  
**56** Community Meetings Attended  
**48** Community Events/Festivals  
**21** Media Contacts  
**4** 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

#### 2009/2010

**44,226** Services  
**3,727** Average Monthly Participant Caseload

#### 2010/2011

**45,113** Services  
**3,727** 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

#### 2009/2010

**61** Non-WIC Individuals Counseled  
**1,184** Class/Special Event Participants  
**141** Hospital Visits

#### 2010/2011

**65** Non-WIC Individuals Counseled  
**974** Class/Special Event Participants  
**172** Hospital Visits

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## HOME HEALTH

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Provides at home care for patients in Craven County who are referred by local physicians and hospital discharge planners.

### Services Include

- Skilled Nursing
- Occupational Therapy
- Speech Therapy
- Physical Therapy
- Certified Nurse Assistants

### Statistics

2009/2010  
330 Patients

2010/2011  
342 Patients

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## HOSPICE

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Provides support and care for terminally ill patients and their families.

### Services Include

- Interdisciplinary team management including skilled nursing, social work, therapies and aide services
- Hospice Volunteers – trained in handling the unique needs of the patient

### Statistics

2009/2010  
96 Volunteer Visits  
104 Patients

2010/2011  
77 Volunteer Visits  
130 Patients

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## ENVIRONMENTAL HEALTH

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Provides education, surveillance and enforcement of State laws and rules, County ordinances and Board of Health regulations.

### Section Areas Include

- **Food, Lodging and Institutions** – Ensures safe food and sanitary practices in permitted establishments including hospitals, nursing homes, elderly nutrition sites, restaurants, festival food stands, childcare centers, school buildings and cafeterias, residential care homes, meat and seafood markets, tattoo parlors, hotels and swimming pools.
- **On-site Water Protection** – Responsible for regulating activities associated with sewage collection, treatment and subsurface disposal systems, including those utilized for disposal of industrial process and domestic strength wastewater. The program is also responsible for siting, permitting, inspecting and sampling all new, repaired or replaced private drinking water wells.
- **Vector Management** – Monitors vector borne disease activity in the wild. Is responsible for identification to species, surveillance and the coordination of treatment of certain vectors and their breeding sites throughout the County. Advises on proper integrated pest management control methods for public health pests such as flies, roaches, rodents and mosquitoes.
- **Children's Environmental Health** - Investigates the environments of patients with illness that require an environmental component to successfully manage.
  - *Asthma Program* promotes the successful self management of asthma in both the pediatric and adult populations thru workshops, home assessments, environmental interventions, health care provider and public education.
  - *Indoor Air Quality Program* conducts home assessments when a patient is referred by their health-care provider and assists the public regarding identification of causes and recommendation of remediation measures when presented with complaints regarding indoor air quality pollution in homes.
  - *Childhood Lead Poisoning Prevention Program* which performs environmental investigations and provides interventions for identified lead-poisoned children; promotes safe lead housing and safe working techniques remodelers and renovators of pre- 1978 dwellings and child-occupied facilities; educates the public about other

sources of lead, e.g., toys, furniture and jewelry. Enforces state laws and works with property owners to remediate the identified lead hazards. EPA and NC Accredited training provider for certified lead-safe renovators.

- o *Methamphetamine Residuals Decontamination* 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 reoccupancy.
- **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

### 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

#### **2010/2011**

**1285** Total Inspections  
**552** Restaurants  
**77** Food Stands  
**3** Mobile Food Units  
**10** Pushcarts  
**4** Private School Lunchrooms  
**10** Elderly Nutrition Sites Catered  
**4** Elderly Nutrition Sites On-site  
**90** Public School Lunchrooms  
**33** Limited Food Service  
**48** Institutional Food Service  
**19** Lodging  
**2** B&B Homes  
**7** B&B Inns  
**29** Residential Care/Group Homes  
**1** Summer Camp  
**24** Rest/Nursing Homes  
**37** Meat Markets  
**57** Child Day Care  
**16** Public & Private School Building  
**2** Adult Day Service  
**25** Seasonal Swimming Pools  
**2** Seasonal Wading Pools  
**21** Year-round Swimming Pools  
**8** Year-round Spas  
**0** Confinements  
**0** Hospitals  
**28** Tattoo Artists  
**159** Temporary Food Establishments  
**10** Summer Food Service Program Inspections  
**5** Seafood Vehicles  
**2** Seafood Markets  
**154** Complaints Investigated



### On-Site Water Protection

#### 2009/2010

111 Improvement Permits Issued  
168 Operation Permits Issued  
107 Complaint Investigations  
540 Applications  
183 Construction Authorizations Issued  
203 Authorizations for Existing Systems  
8 Migrant Housing Inspections  
21 SRP Required Septic System Inspections  
8 Well Construction Permits  
10 Grout Inspections  
6 Well Head Inspections  
179 Well Consultative Contacts  
31 Bacteriological Samples Collected  
4 Well Certificate of Completion  
1 Well Abandonment Permits  
479 Permits QA Review

#### 2010/2011

105 Improvement Permits Issued  
147 Operation Permits Issued  
98 Complaint Investigations  
480 Applications  
147 Construction Authorizations Issued  
188 Authorizations for Existing Systems  
4 Migrant Housing Inspections  
45 SRP Required Septic System Inspections  
10 Well Construction Permits  
5 Grout Inspections  
6 Well Head Inspections  
136 Well Consultative Contacts  
46 Bacteriological Samples Collected  
3 Well Certificate of Completion  
7 Well Abandonment Permits  
487 Permits QA Review

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### Vector Management

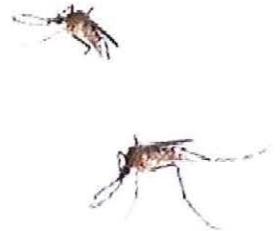
#### 2009/2010

12 Mosquito Related Requests  
9 Other Requests  
128 Adult Mosquito Traps Set  
85 Sentinel Chickens Bled  
2 Mosquito Spraying  
1261 Educational Handouts



#### 2010/2011

104 Mosquito Related Requests  
7 Other Requests  
248 Adult Mosquito Traps Set  
140 Sentinel Chickens Bled  
Mosquito Spraying  
725 Educational Handouts



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### Pediatric Asthma

(within 3 counties)

#### 2009/2010

33 Asthma Client Referrals to us  
9 Home Assessments  
44 "Parent Bags" delivered to area pediatric offices

#### 2010/2011

59 Asthma Client Referrals to us  
52 Home Assessments  
15 "Parent Bags" delivered to area pediatric offices

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### Adult Asthma

(within 3 counties)

#### 2009/2010

24 Asthma Client Referrals to us  
1 Adult Home Assessments

#### 2010/2011

33 Asthma Client Referrals to us  
5 Adult Home Assessment

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### Indoor Air Quality

#### 2009/2010

25 Site Investigations (Referral oriented)  
29 Requests for Services/Complaints

#### 2010/2011

24 Site Investigations (Referral oriented)  
31 Requests for Services/Complaints

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## Childhood Lead Poisoning Prevention

### 2009/2010

6 Children with EBL identified  
19 EBL Investigations  
1 Inspections Due to Lead-poisoned Child  
1 Preventive Maintenance Program  
Applications Submitted  
19 Inspections to Identify Lead-based Paint  
and/or Lead Hazards (within 11 counties)  
20 Clearance Inspections (within 11  
counties)

### 2010/2011

8 Children with EBL identified  
6 EBL Investigations  
0 Inspections Due to Lead-poisoned Child  
1 Preventive Maintenance Program  
Applications Submitted  
24 Inspections to Identify Lead-based  
Paint and/or Lead Hazards (within 11  
counties)  
2 Clearance Inspections (within 11  
counties)

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## Methamphetamine Residuals Decontamination

### 2009/2010

2 Site Initial Investigations

### 2010/2011

1 Site Initial Investigations

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## Environmental Education

### 2009/2010

16 HUD Approved Lead-safe Work Practice  
Classes Taught On-site  
398 Lead-safe Work Practice Participants  
15 Asthma Management Workshops  
58 Family Participants in Workshops  
4 Managers' Food Safety Classes Conducted  
53 Participants Nationally Certified in  
Managers' Food Safety Class  
35 Culinary Arts Students' Food Safety Class  
Participants  
125 Cafeteria Staff Food Safety Class  
Participants  
10 One-day General Food Safety Class  
Participants

### 2010/2011

11 EPA & NC Accredited Lead Safe (RRP)  
Classes taught on-site  
129 RRP Class Participants  
20 Asthma Management Workshops  
69 Family Participants in Workshops  
2 Managers' Food Safety Classes Conducted  
21 Participants Nationally Certified in  
Managers' Food Safety Class  
25 Culinary Arts Students' Food Safety Class  
Participants  
98 Cafeteria Staff Food Safety Class  
Participants  
6 One-day General Food Safety Class  
Participants  
11 Health Fairs  
20 NC Seafood safety class Participants

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## Environmental Laboratory

### 2009/2010

128 Fecal Coli form  
14 Fecal  
114 Enterococci  
819 Public System Compliance Samples  
639 Coli form  
180 HPC  
29 Well Water Analyses  
217 New Potable Water Line Construction  
Samples  
116 Special Water Samples

### 2010/2011

1 Fecal Coli form  
Fecal  
2 Enterococci  
850 Public System Compliance Samples  
667 Coli form  
183 HPC  
39 Well Water Analyses  
235 New Potable Water Line Construction  
Samples  
76 Special Water Samples

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## Animal/Rabies Management

### 2009/2010

287 Animal Bites Investigated  
5,243 Animals Euthanized  
6,165 Animals Brought to Shelter  
3,620 Surrendered  
2,545 Picked Up  
517 Animals Adopted from Shelter  
163 Cats  
354 Dogs of Rabies



### 2010/2011

240 Animal Bites Investigated  
4666 Animals Euthanized  
5803 Animals Brought to Shelter  
3467 Surrendered  
2336 Picked Up  
660 Animals Adopted from Shelter  
182 Cats  
478 Dogs  
1 Case of Rabies  
1 Case of Rabies  
200 Owner reclaim



OCTOBER 2011