

Section 1: Orientation Overview



Welcome

The Board members and the staff of the Orange County Health Department welcome you to the Orange County Board of Health and thank you for your service to our community.



This document serves as your orientation to the structures and processes of Orange County government, the Orange County Health Department, and the Board of Health.

Please ensure that you do the following:

- 1) **Read** this document in its entirety. Many of the sections also contain links to additional documents that are important to review. The links are indicated with [blue](#) text for ease of reading.
- 2) **Ask questions!** If you have any questions about these documents or your role as a Board of Health member, please do not hesitate to let us know by calling or e-mailing La Toya Strange at 919-245-2411 or lstrange@orangecountync.gov.
- 3) This packet, and other important documents related to the Board of Health, can always be found on the Orange County Health Department [webpage](#).

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Section 2: County Structure



Orange County Mission



Nestled in the hills of the North Carolina Piedmont, Orange County is located between the Research Triangle Park and the Triad cities of Greensboro, Winston-Salem and High Point. With more than 130,000 residents, Orange County includes historic Hillsborough, the county seat; Chapel Hill, home of the University of North Carolina; and Carrboro and Mebane, former railroad and mill towns

Read more about Orange County's rich history, resources, and government [here](#).

Information on the current county budget and financial reports can be found on the Finance and Administrative Services [website](#).



Contacting Orange County Government

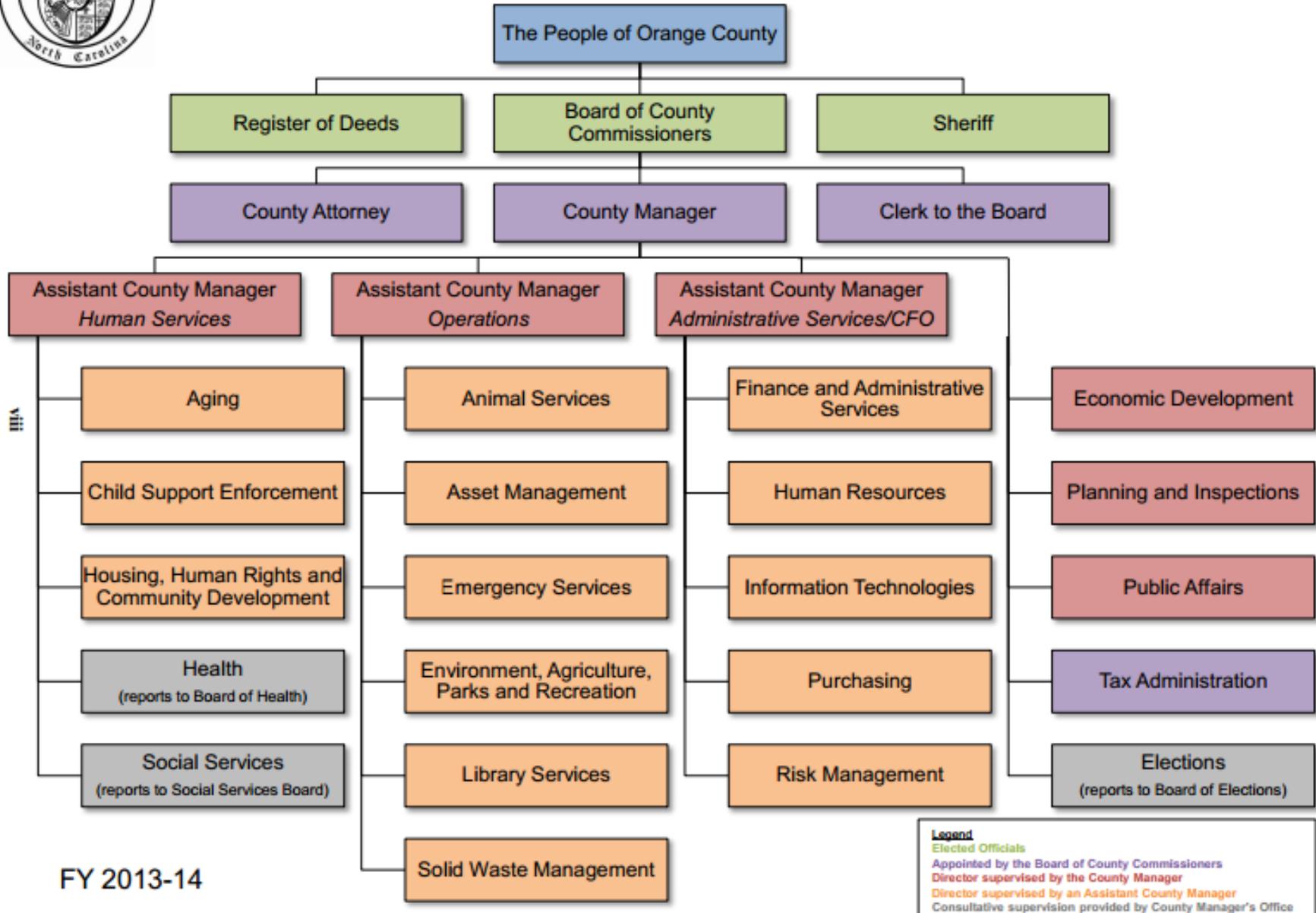
You may reach the county's main switchboard through the following phone numbers.

- (919) 732-8181 (Hillsborough)
- (919) 968-4501 (Chapel Hill)
- (919) 688-7331 (Durham)
- (919) 644-3045 TDD—County Offices

A full listing of Orange County Government departments and contacts can be found [here](#).



Orange County Government



Orange County Commissioners

Orange County is governed by a seven-member board of commissioners, elected by district and at-large in partisan county wide elections. The current commissioners are listed at right.

Their contact information can be found [here](#).

Duties

The primary duties of the board include adopting an annual budget, establishing the annual property tax rate, appointing various officials and representatives to advisory [boards and commissions](#), planning for county needs and enacting local ordinances. The board also has the authority to call bond referenda, enter into contracts and establish new programs and departments.

Meetings

The Board of Commissioners meets regularly at 7:00, usually on the first and third Tuesdays of the month. Their current meeting schedule, in addition to meeting agendas and minutes can be found [here](#).



Earl McKee, Chair



Penny Rich



Bernadette Pelissier,
Vice-Chair



Mark Dorosin



Barry Jacobs



Renee Price

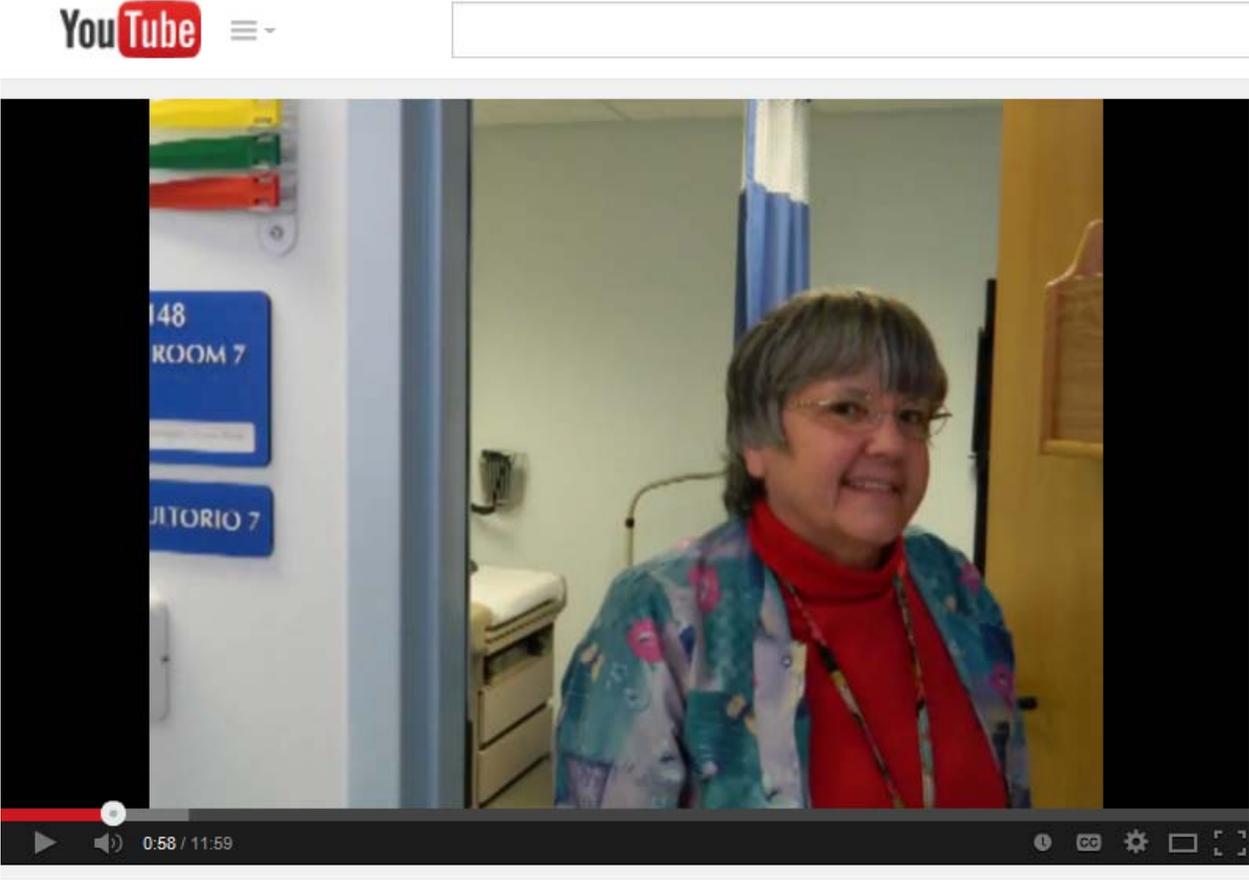


Mia Burroughs

Section 3: Health Department Structure & Operations



Video Tour of the Orange County Health Department



Orange County Health Department Tour

 OCHDNC
 Subscribe 5

709 views

+ Add to < Share ... More

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<http://www.youtube.com/watch?v=GY2S9SSFqT4>

Mission

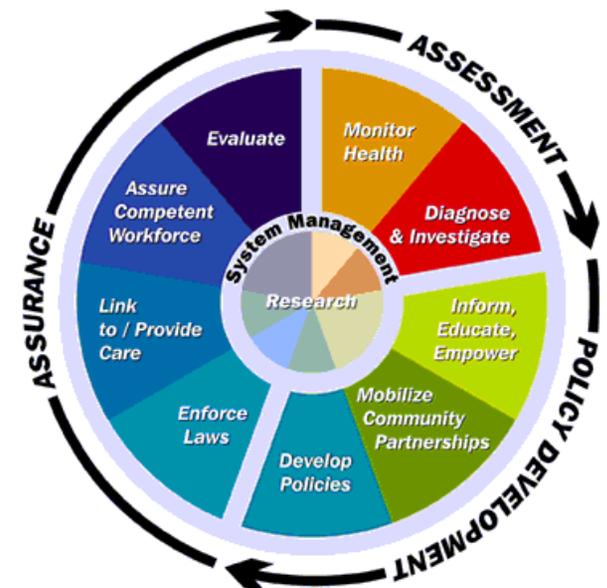
To enhance the quality of life, promote the health, and preserve the environment for all people in the Orange County community.

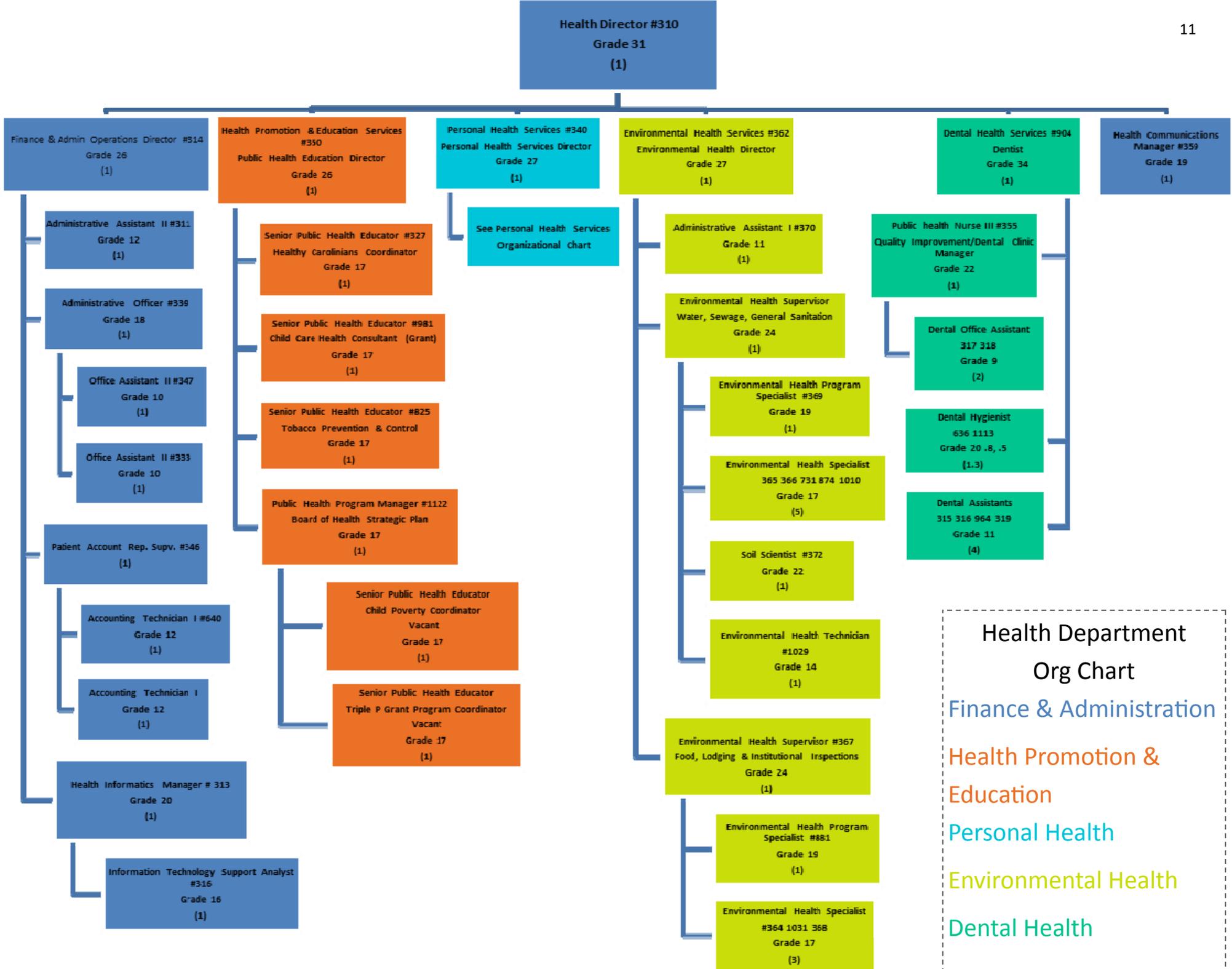
Core Functions

- Prevents and intervenes in epidemics and the spread of disease
- Protects against environmental hazards
- Promotes and encourages safe and healthy behaviors
- Assures the quality and accessibility of health services
- Assures compliance with laws and regulations that protect health and safety

Essential Services

- Monitor health status to identify community problems, needs and assets
- Diagnose and investigate health problems and health hazards in the community
- Link people to needed personal health services and assure provision of health care, health education, and outreach services, especially to vulnerable populations
- Inform and educate people about health issues
- Mobilize community partnerships and action to address community health needs
- Develop policies and plans that advocate for and support individual and community health efforts
- Assure an expert public health workforce
- Evaluate effectiveness, accessibility, and quality of health services
- Research for new insights and innovative solutions to health problems





Health Department
Org Chart

Finance & Administration

Health Promotion & Education

Personal Health

Environmental Health

Dental Health

DENTAL HEALTH SERVICES

CLINIC HOURS

Monday -Thursday 8:00 a.m. - 5:00 p.m.
Friday 8:00 a.m. - 12:00 p.m.

Available at our Hillsborough location only

SERVICES

- Exams & treatment
- X-rays
- Sealants
- Cleanings
- Fillings

PAYMENT

The Dental Clinic operates on a sliding fee-scale of 100%-20%, with a minimum of \$30 per visit.

- Cash
- Check
- Visa/MasterCard
- Medicaid



**TO MAKE A DENTAL
APPOINTMENT CALL**

ENVIRONMENTAL HEALTH SERVICES

OFFICE HOURS & LOCATION

Monday-Friday 8:00 a.m.– 5:00 p.m.

131 West Margaret Lane, Suite 100

PERMITS & INSPECTIONS

- Restaurants
- Daycare centers
- Schools
- Rest/nursing homes
- Lodging
- Group homes
- Tattoo artists
- Street festivals
- Food trucks
- Summer camps

ADDITIONAL SERVICES

- Investigation of public health & environmental complaints
- Private well water sampling
- Lead poisoning investigation

HEALTH PROMOTION & EDUCATION

PROGRAMS & SERVICES

Improving health and well-being through policies and programs designed for individuals and communities including:

- Child care health consultation
- Health policy & environmental change
- Healthy Carolinians of Orange County
- Immigrant & refugee health coalitions



Personal Health



CLINIC LOCATIONS

Whitted Human Services Center

300 West Tryon Street

Hillsborough, NC 27278

Southern Human Services Center

(919) 245-2400

www.OrangeCountyNC.gov/Health



PERSONAL HEALTH SERVICES

Locations: Whitted Human Services Center—300 West Tryon Street, Hillsborough & Southern Human Services Center—2501 Homestead Road, Chapel Hill

ADULTS

- Sick care
- Immunizations
- Screening & monitoring of chronic diseases
- Specialist referrals
- Breast & cervical cancer screening

FAMILY PLANNING

- Counseling
- Laboratory services
- Physical exams
- Birth control
- Pregnancy testing

CLINIC HOURS

Hillsborough	9:30 a.m. - 6:30 p.m.
Mon, Wed, Thurs, Fri	Chapel Hill
8:00 a.m. - 5:00 p.m.	Mon, Tues, Wed, Fri
Tuesday	8:00 a.m. - 5:00 p.m.

NUTRITION SERVICES

- Nutrition counseling with a Registered Dietitian to help prevent or manage a variety of medical conditions.
- Diabetes Self-Management Education (DSME)



PAYMENT

Costs vary depending on service & may include:

- Sliding fee-scale based on income & family size
- Minimum payment
- No cost

*We accept Medicaid, Medicare, Health Choice, cash, check, Visa/Mastercard and some private insurance.

Make sure to ask about the cost when scheduling your appointment.

COMMUNICABLE DISEASE SERVICES

- All communicable disease services are confidential and most are free of charge.
- Sexually transmitted disease (STD) counseling & testing
 - TB screening & treatment

MATERNAL HEALTH

- Prenatal care
- Postpartum/newborn home visiting
- Child & family counseling
- WIC (*West Tryon Street location only*)

REFUGEE HEALTH

- I-693 completion
- Immunizations
- Communicable disease screening for refugees
- Lead testing for children

CHILDREN & TEENS

- Well-child exams
- Sick care
- Developmental screenings
- Immunizations
- Care Coordination for Children
- Parent education
- Sports/camp physicals
- Pre-K & Kindergarten physicals



TO MAKE AN APPOINTMENT CALL

**Many of our services have eligibility requirements. Please call to see if you qualify.*

**ORANGE COUNTY HEALTH DEPARTMENT
FY 15-16 Annual Operating Budget**

Included on the next two pages is the FY 15-16 Annual Operating Budget

Approved by the Board of County Commissioners

Summary

	FY 15-16 Original Budget	FY 15-16 Approved Budget	Change from FY 15-16	% Change
TOTAL REVENUES	\$ (2,238,907)	\$ (2,579,143)	\$ 340,236	15.20%
TOTAL EXPENSES	\$ 7,910,226	\$ 8,600,516	\$ 690,290	8.73%
NET COUNTY APPROPRIATION	\$ 5,671,319	\$ 6,021,373	\$ 350,054	6.17%

Grant Projects FY 15-16 Budget

	FY 15-16 Original Budget	FY 15-16 Grant Projects Approved Budget	Change from FY 15-16
Smart Start Grant Children Child Care	\$ 65,574	\$ 65,574	\$ -
Reducing Health Disparities Grant (3rd Party Billing estimate included)	\$ 84,567	\$ 63,000	\$ (21,567)
Total	\$ 150,141	\$ 128,574	\$ (21,567)

Total Expenditure Budget	\$ 8,060,367	\$ 8,729,090	\$ 668,723
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Budget Highlights

Expenditure Increases Beyond The Department's Control:

Personnel:

Anticipated Increase in Medical Insurance Rates	\$	93,704
FY 15-16 COLA Increase-Salary Line	\$	75,142
FY 15-16 COLA Increase-Benefit Line	\$	24,911
Total Personnel:	\$	193,757

Operating:

Personal Mileage -Budgeted additional 1 cent per mile	\$	4,117
Total Operating:	\$	197,874

Health Department's Personnel Requests:

Personnel:

New Position Requests - 1.0 Dentist, 0.5 Dental Assistant, 1.0 Office Assistant	\$	192,532
Total	\$	192,532

Line Item Operating Increases Above \$10,000

Departmental Supplies	\$	40,999
Office Supplies	\$	40,839
Medical Supplies	\$	146,652
Pharmacy Supplies	\$	239,266
X-Ray	\$	25,625
Contracted Services (Town and Gown Alcohol Prevention Projection)	\$	487,844
Total	\$	981,225

Section 4: Health Department Divisions



Environmental Health Services Division

Environmental Health is responsible for protection of public health through the following programs:

Inspection Services

- Restaurants
- Childcare Centers
- Schools
- Swimming Pools
- Lodging
- Tattoo Artists
- Street Festivals and Temporary Food Stands
- Mobile Food Units (Food Trucks)

Septic Systems, Wells, and Water Testing

- Septic Systems
- Wells
- Water Testing

Other Services

- Lead Poisoning Prevention
- Property Information Search
- Public Water Supply Referral
- Well Water & Health

Staff also offers education in every area of coverage.

A more detailed overview of the Environmental Health Services Division is available [here](#).

Environmental health also consults or collaborates in the following efforts:

- Public water supplies
- Watersheds protection and preservation
- Sanitation at UNC Hospitals
- Environmental contaminants incidents (chemical spills, groundwater contamination, etc.)
- Natural and man-made disaster response
- Air quality information and monitoring

Finance & Administrative Services Division

The Finance & Administrative Services Division is responsible for ensuring fiscal stewardship and accountability for the Health Department's budget, coordinating quality improvement, and providing administrative support for the Health Director as well as other divisions.

Core Functions:

BOH/Program Support:

- Provides support for the Health Director & Board of Health
- Provides support for Division Directors

Billings and Collections:

- Receives and processes revenue
- Invoices and bills clients, insurance, Medicaid for all programs
- Processes Medicaid/Medicare and private insurance enrollment
- Generates reports, billing and collections documentation for audits

Quality Improvement:

- Coordinates quality assurance (audit) program and quality improvement projects
- Develops employee safety policies, training, OSHA, HIPAA management and compliance
- Manages re-accreditation process

Central Services:

- Manages grants and contracts
- Develops State financial reports
- Processes birth and death records to the state
- Receives and pays bills
- Manages clinical inventories & purchases
- Coordinates personnel paperwork

Technical Support:

- Provides staff support & liaison for state computer software
- Provides staff technical training and support
- Serves as administrator for state web-based software
- Maintains website
- Manages IT inventory
- Liaison with IT department

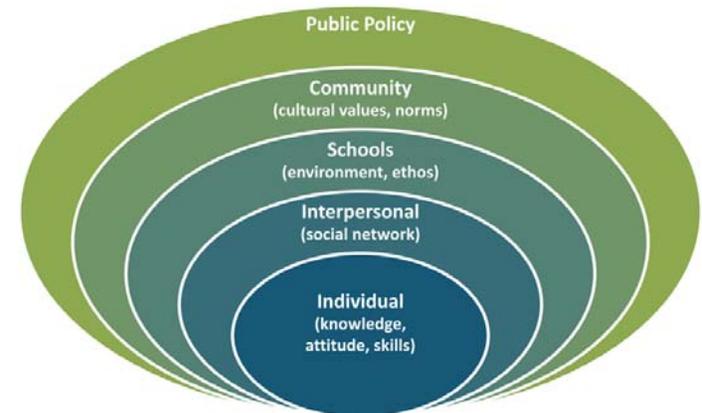
Health Promotion & Education Services Division

Health Promotion and Education Services is a multi-disciplinary team of health professionals who educate, facilitate, advocate and collaborate to motivate all members of the Orange County community to achieve safe and healthy lifestyles.

"The focus of health education is on people and action. In general, its aims are to encourage people to adopt and sustain healthful life patterns, to use judiciously and wisely the health services available to them, and to make their own decisions, both individually and collectively, to improve their health status and environment." -- World Health Organization

Common Roles and Responsibilities:

- Assessment and data collection
- Communication of health information
- Community engagement and collaboration
- Counseling and consultation
- Liaison to task force and coalitions
- Media facilitation
- Program planning and evaluation
- Resource development and grant writing
- Social marketing
- Staff development and training



The **Socioecologic Framework**, which illustrates the many levels on which HPES works to improve health.

A full list of programs and activities supported by this division is available [here](#).

Personal Health Services Division

The Personal Health Services Division is a team of health professionals who provide clinical, home visiting, and community based health services to individuals, families and community groups of Orange County.

Core Functions & Major Services:

- **Decrease the incidence of communicable disease in the community**
 - Prompt investigation and control of reportable communicable diseases
 - Provision of Tuberculosis screening and treatment services
 - Communicable Disease screening of newly arriving refugees
 - Provision of immunizations
- **To assure the quality and accessibility of health services**
 - Preventive clinical services provided for women, children, and men including family planning, prenatal, and well child/adolescent care. Services include physical exams, laboratory testing, medical treatment, health and nutrition counseling and teaching, psychosocial and substance abuse screening/counseling with referral and follow-up for high-risk conditions.
 - Primary Care (sick care) clinical services provided for women, children, and men enrolled in preventive services.
 - Clinical services for STD (Sexually Transmitted Disease) clients including diagnostic testing, examination, treatment and education.
 - Adult screening including blood pressure, glucose and cholesterol laboratory testing, skin testing for tuberculosis and pregnancy testing.
 - Immunization and TB clinical services provided to children, adolescents and adults.
- **To link people to needed personal health services and assure provision of health care, health education and outreach services, especially to vulnerable populations.**
- **To promote and encourage safe and healthy behaviors.**
 - Pregnancy Care Management
 - Care Coordination for Children
 - Intensive Home Visiting
 - Psychosocial Counseling
 - Breastfeeding Support Program



A full list of programs and activities supported by this division is available [here](#).

Personal Health Services Division

The services of the Personal Health Services Division are shown below by program area.

- Services are available 5 days/week at each site (Hillsborough and Chapel Hill) by appointment.
- Same day appointments are available. Evening Hours 1 day/week per site – 9:30am – 6:30pm (Tuesdays – Hillsborough; Thursdays – Chapel Hill)
- Medicaid accepted; Sliding Scale Fees based on family income

Clinical Services	Community Health Services	Family Home Visiting Services
<p>Family Planning</p> <p>Prenatal Care (Pregnancy Medical Home)</p> <p>Child/Adolescent Health Services</p> <p>Primary Care Services</p> <p>Immunizations (child & adult)</p> <p>STD Diagnosis/Treatment</p> <p>HIV Counseling/Testing</p> <p>TB Diagnosis/Treatment</p>	<p>Communicable Disease Investigation & Control</p> <p>Tuberculosis Control</p> <p>Hepatitis B Management</p> <p>NC Electronic Disease Surveillance System</p> <p>Refugee Health</p> <p>Rabies Consultation</p> <p>Lead Program</p> <p>Immunization Registry</p>	<p>Pregnancy Care Management</p> <p>Care Coordination for Children</p> <p>Intensive Home Visiting Program</p> <ul style="list-style-type: none"> • Intensive Psychosocial Counseling <ul style="list-style-type: none"> ○ Health & Behavioral Intervention Child & Adolescent Program <p>Post Partum/Newborn Home Visits</p> <p>Maternal Skilled Nurse Home Visits</p> <p>Breastfeeding Support Program</p>

Dental Health Services Division



Having healthy teeth and gums is an important part of overall good health. At the Orange County Health Department's Dental Clinic, we not only take care of your routine dental needs, we also help you and your family establish good dental habits that will last a lifetime.



Providing professional, high-quality treatment is our top priority. Our team of trained and dedicated dental professionals is led by Dental Director, Dr. Michael Day. Our friendly dental team includes one dentist, one dental clinic manager, one general practice resident, two dental hygienists, four dental assistants, two front desk staff, one Spanish interpreter.

Our services include dental treatment for both adults and children. The dental clinic accepts Medicaid, private insurance, and sliding fee patients. It is also a clinical site for the UNC General Practice Residency Program and is equipped with digital radiography and electronic dental records.

Services include:

- Dental exams
- Cleanings
- Fillings
- Root canal therapy
- Sealant placement
- Extractions & Restorations

A full list of programs and activities supported by this division is available [here](#).

Section 5: Board Orientation Trainings



North Carolina Institute for Public Health: Orientation for Local Boards of Health

An in-person review of this material will be conducted during orientation.

Protecting Your Public: Environmental Health

A two-part video series describing the scope of work being done by environmental health specialists in North Carolina is available on the Board of Health [webpage](#).

Section 6: BOH Responsibilities, Policies, and Procedures



Board of Health Member Responsibilities

The Board of Health is the primary policy-making, rule-making and adjudicatory body for the health department and is charged to protect and promote the public health of Orange County.

This function may include allocating resources, planning programs, and advising the Health Director on health needs.

Responsibilities of board members can be divided into three primary categories: Administrative Work, Advocacy, Policy Development. These duties may include, but are not limited to any of the following.

Administrative Work of the Board

- Attend meetings of the Board of Health regularly and promptly. Attendance policy in the by-laws says no more than three consecutive meetings with unexcused absences prior to dismissal.
- Serve on Board Committees or as a representative of the Board of Health to other bodies, such as the Human Services Advisory Commission for Orange County.
- Review all meeting materials in advance of meetings and complete assigned work between meetings.
- Participate fully in open, constructive dialogue regarding local public health both in and out of meetings. Ask critical questions; seek clarity and implications of decisions before voting.
- Evaluate the performance of the health director on an annual basis.
- Attend health department sponsored community activities or special events as requested.

Advocacy

- Serve as a Board liaison to designated organizations of importance to the board as requested. Examples include OWASA, Commission for the Environment, School Boards, etc. Communicate important issues from these boards to the board of health and to the health director.
- Represent a broad cross-section of the community to the board.
- Represent public health to the community.
- Speak for the board only when delegated to do so by the board.
- Stand behind decisions of the board and director.
- Inform other policy-makers and the community of the needs of the health department in its mission to protect and promote the public's health.

Policy Development

- Educate yourself on your community, its public health status, and its needs. Communicate issues, trends, or other relevant information to the board and the health director.
- Present need for new policies as Board member becomes aware of need from serving on other community groups.
- Carefully examine all new policies for community-wide implications and discuss issues and concerns openly in Board meetings.

Board of Health Policy and Procedure Manual

The Board of Health Policy and Procedure Manual details the policies of the Orange County Board of Health. It is reviewed annually and proposed changes are presented to the Board in August. The table of contents is listed below. The manual is always located online at the BOH [website](#).

Table of Contents

Section I: Board Adopted Policies

- I.A. Compliance with Public Health Laws/
Regulations
- I.B. Program and Policy Adoption
- I.C. Confidentiality and Conflict of Interest Policy for
Board Members
- I.D. Requests for Environmental Services and
Assessments
- I.E. Fee and Eligibility Policy
- I.F. ~~No Fault Well Repair Fund Policy~~ *Rescinded
2013*
- I.G. Community Assessment Policy and Procedures
- I.H. Community and Public Input Policy

Section II: Board Adoption or Review of Reports and Documents

Section III: Board Processes

- III.A. Operating Procedures
- III.B. Supplemental Processes
 - III.B.a. Oath of Office
 - III.B.b. Orientation and Education for New BOH
Members
 - III.B.c. Recruitment and Reappointment Procedures
for Members
 - III.B.d. Annual Performance Review Process for
Health Director

Board of Health Strategic Plan

Based on the health priorities identified in the Community Health Assessment, the Orange County Board of Health identifies priority areas to work on through policies and programs. Though the Community Health Assessment is completed only every four years, the BOH Strategic Plan is updated every two years.

The 2012-2014 strategic plan focused on three priority areas: Access to Care, Childhood and Family Obesity, and Substance Abuse/Mental Health. It was developed through a participatory process that includes research on effective programs and policies, staff and community expertise, and available resources. Each priority includes focus areas and specific action steps. The 2014-2016 update will follow a similar process, and build on the successes of the previous plan.

Board members oversee and provide input on the work of the plan through involvement in at least one of the priority area subcommittees. The implementation and evaluation of the plan is supported by health department staff, community stakeholders., and other county departments.

[The full plan is located on the Board of Health section of the OCHD website.](#)

Also included there is a **[timeline of progress](#)** of the plan.

BOARD OF HEALTH ROSTER

<i>NAME</i>	<i>EMAIL</i>	<i>FIELD</i>	<i>APPOINTED</i>	<i>TERM EXPIRATION</i>
Liska Lackey , RN Chairperson	llackey@email.unc.edu	Nursing	7/28/11	7/2017 (2 nd)
Nick Galvez, PT, MBA, CMA Vice-Chairperson	Ngalvez1234@gmail.com	At-Large	3/18/14	6/30/18 (1 st full term)
Susan Elmore, DVM	elmore@niehs.nih.gov	Veterinary	8/26/10	6/30/17 (2 nd)
Timothy Smith, PLS, PE	TSmith@Pennoni.com	Engineering	9/15/15	6/30/18 (1 st)
Barbara Chavious	boc.chavious46@gmail.com	At-Large	9/15/15	6/30/18 (1 st)
Paul Chelminski, MD, MPH	paul_chelminski@med.unc.edu	Physician	8/27/09	6/30/16 (2 nd)
Dan Dewitya, Pharm.D.	dan.dewitya@gmail.com	Pharmacy	3/03/15	6/30/16 (1 st)
Jessica Frega, MPH	jessicalois@gmail.com	At-Large	6/16/15	6/30/17 (1 st)
Sam Lasris, DDS	samlasris@hotmail.com	Dentist	3/18/14	6/30/16 (1 st)
Reena Mehta, OD	reenagupta429@gmail.com	Optometry	6/16/15	6/30/18 (1 st)
Mia Burroughs, County Commissioner	mburroughs@orangecountync.gov	BOCC	1/27/15	
Colleen Bridger, MPH, PhD Health Director	cbridger@orangecountync.gov	Health Director	10/31/11	

**Orange County Board of Health
Committees 2015
Member Assignments**

Committee	Member
Executive Committee	Susan Elmore Liska Lackey
Awards, Nominating & Bylaws	Ad Hoc, appointed by Chair
Access to Care	Susan Elmore Sam Lasris Liska Lackey Dan Dewitya
Childhood & Family Obesity	Nick Galvez Mia Burroughs Reena Mehta
Substance Abuse/Mental Health	Paul Chelminski Jessica Frega Barbara Chavious Timothy Smith
<u>Liaison Roles</u>	
Susan Elmore	Animal Services Advisory Board & Dangerous Dog Appeals Committee
Liska Lackey	Healthy Carolinians
Susan Elmore	North Carolina Association of Boards of Health

Board of Health Meetings

The Orange County Board of Health meets each month of the year, except July and December. All meetings are held on the fourth Wednesday of the meeting months and at the Whitted Human Services Center, Hillsborough unless noted otherwise.

The week before each meeting, you will receive a link to the Board packet via e-mail. It will contain the agenda for the next week's meeting and any materials related to the agenda item that should be reviewed in advance. The packet is also always available at the BOH website [here](#).

Meeting agendas contain a variety of items, including educational sessions, reports on Health Department programs or activities, or review of state and local laws and regulations.

2016 Meeting Schedule

January 27, 2016
February 24, 2016
March 23, 2016
April 27, 2016
May 25, 2016
June 22, 2016
August 24, 2016
September 28, 2016
October 26, 2016
November 30, 2016

Location:

Whitted Human Services Center
300 West Tryon Street, Hillsborough, NC
Board of Health Conference Room
3rd Floor Room A 305

Time:

7:00 p.m. – 9:00 p.m.

Contact Person:

La Toya Strange

919-245-2411

lstrange@orangecountync.gov