

Environmental Health Services (EH)

COVID-19 Response: Retail Food Protection, Lodging, and Institutions staff continued to provide support and consultation for businesses during the pandemic. In addition to the regular inspections detailed in the graph below, staff responded to **373 complaints**, most of which were COVID-19 safety-related complaints and made **768 field consultative contacts**. COVID-19 safety planning was offered for small and progressively larger events as the Executive Orders changed regarding mass gatherings. Many businesses sought advice and approval as they encountered daily challenges throughout the reopening.

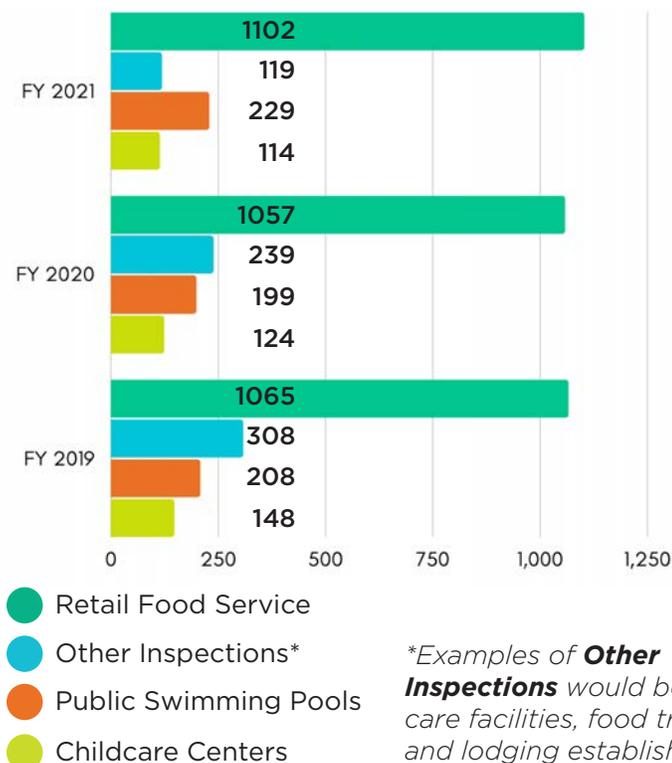
Health Equity for Onsite Water Protection Program: Onsite Water Protection Services hosted a UNC Gilling's School of Global Public Health student, who studied environmental justice and housing insecurities. **Using site visits and inspection data from the Mobile Home Park program, the student was able to learn more about local Environmental Health and housing disparities.** Using health equity principles, the student and staff collected water samples from private well systems, conducted inspections, and distributed information about the Department's programs to communities.

COVID-19 Vaccine Clinics: Putting Incident Command Structure (ICS) into action, EH Staff served on task forces and staffed Point-of-Dispensing (POD) sites. EH was present at nearly every stationary POD and pop-up POD held between late January and June, 2021 in order to support the efforts of OCHD administration and clinical staff, regardless of weather and even on weekends. Staff worked on scheduling and Incident Action Plans, served as Incident Command of the sites, were Logistical Chiefs, registration leads, and assisted with communications, traffic, and data entry.



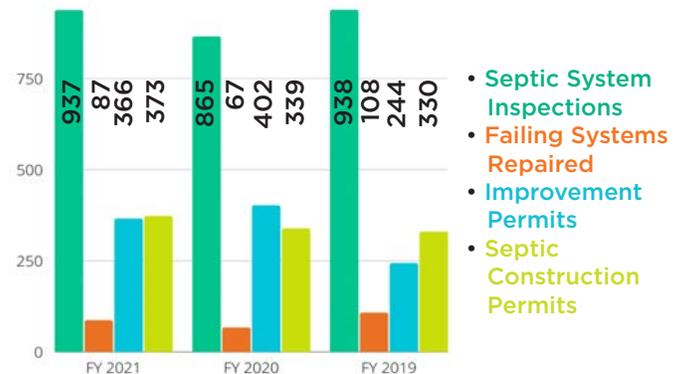
EH Specialist Thomas Privott, right, and Alton Matthews of Emergency Management discuss logistics at a vaccine clinic.

Retail Food, Lodging & Institution Inspections

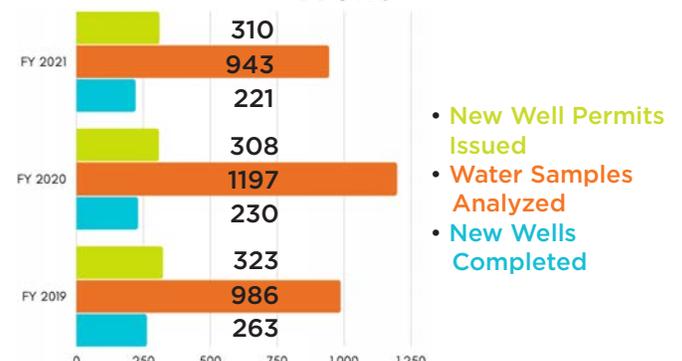


Examples of **Other Inspections would be adult care facilities, food trucks and lodging establishments.*

Onsite Water Protection Services



Wells



Finance and Administrative Services (FAS)

COVID-19 Funds: COVID-19 awards nearly doubled from \$724,580 in Fiscal Year (FY) 19/20 to more than \$1.4 million in funding in FY 20/21. The COVID-19 response required staff throughout the county to make a shift from their everyday duties to assisting with the pandemic. The FAS Division was responsible for making sure that all these activities were accurately tracked and that the funding was utilized in the proper fashion. This required increased reporting and a lot of collaboration with other departments.

COVID-19 Call Center: Maintaining a call center for COVID-19 related questions has been a vital way to keep the Orange County community members informed during the pandemic. Since March of 2020 it was run by health department staff and volunteers, but in January 2021 the state assigned support staff to take the calls. **April Walker-Warren** managed the transition and adjusted operations as call volumes decreased and increased depending on the week. The call center is available to the public for questions and to make vaccine and testing appointments at (919) 913-8088 Monday through Friday from 8:30 a.m. to 4:30 p.m. They are able to take calls in both English and Spanish as well as other languages with the use of telelanguage.



April Walker Warren

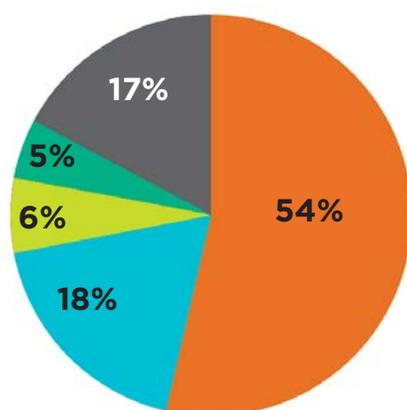
New FAS Director: In October of 2021 **Micah Guindon** was named the new director of FAS. Guindon came from Orange County Social Services, where she served as the Fiscal Operations Manager for six years. Prior to that she was a Data Analyst working with all the Orange County human service departments, including health, where she did research on food access and transportation, which are two major barriers for clients. This work helped the human service directors to make data-informed decisions to better serve the community of Orange County.



Micah Guindon

Revenue

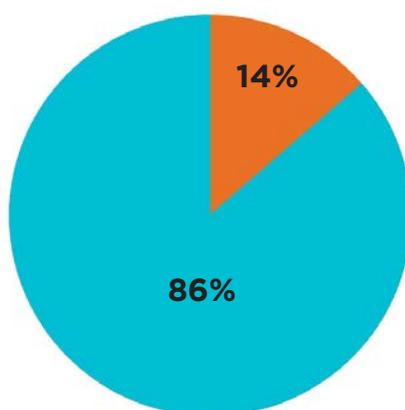
FY 2021: \$10,298,496



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

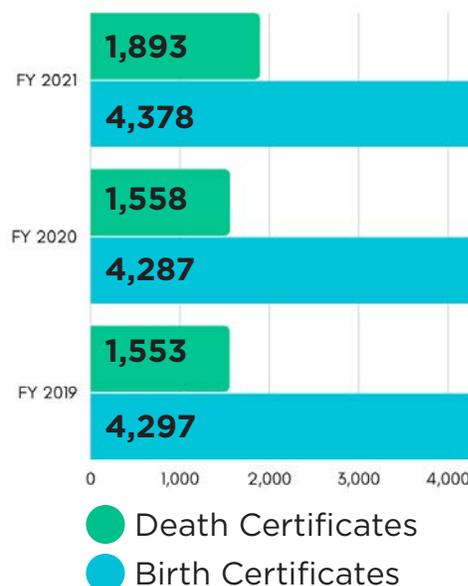
Expenses

FY 2021: \$10,298,496



- Personnel
- Operating

Vital Records



- Death Certificates
- Birth Certificates

Dental Health Services (DH)



The Mobile Dental Clinic at SHSC

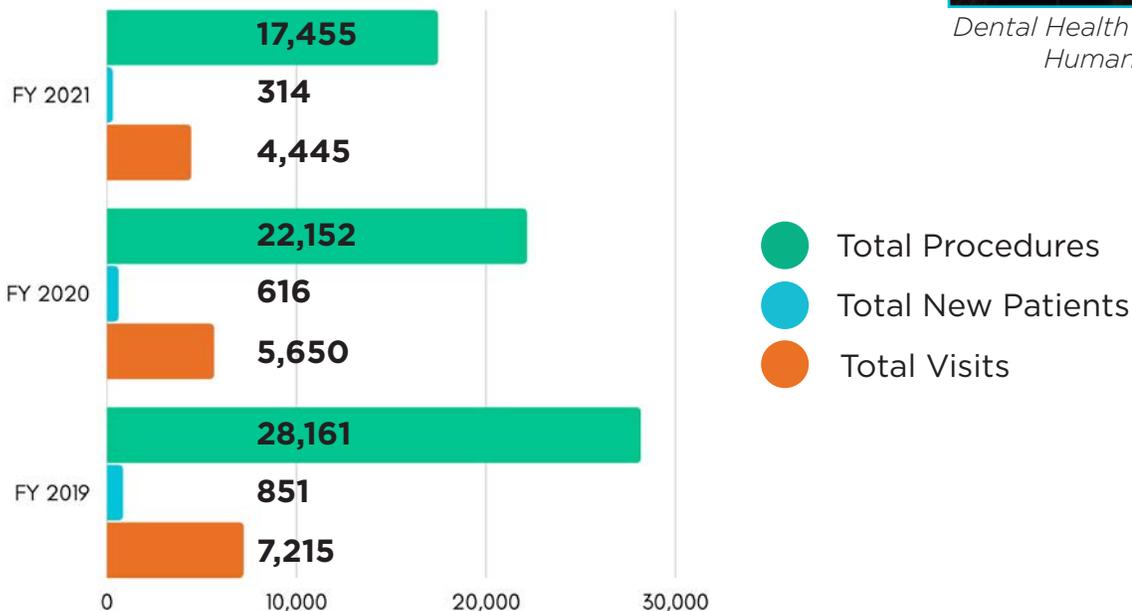
Mobile Dental Clinic: The Mobile Dental Clinic (MDC) is officially open! In August 2021, the MDC began operating two days a week outside the Southern Human Services Center (SHSC) in Chapel Hill. With time, staff became increasingly comfortable seeing patients on the MDC, which has allowed them to see more patients each day. Exciting opportunities will open up for DH as COVID-19 restrictions ease up. **The MDC plans to increase the number of patients in 2022 and is looking forward to hosting outreach events in our schools and communities.**

Delta Dental Grant: The Dental Clinic was awarded two grants from Delta Dental Foundation in 2021. The first grant was a \$2500 Delta Dental Smiles for Kids Grant. This grant was used to purchase caries (cavities) prevention supplies for kids to use both clinically and to take home to promote better oral care during the pandemic and to negate some of the effects of reduced dental treatment during the peak of COVID-19. The second grant for \$5330 was used to purchase instruments and supplies on the Mobile Dental Clinic to serve more patients of Orange County at an extended location. It was also used to purchase oral hygiene supplies to give to children in schools that the MDC traveled to in efforts to eliminate transportation as a barrier to care.

COVID-19 Response: For most of 2021, DH continued to limit their schedule to due to COVID-19. However, the clinic did fully re-open on August 6, 2021. Since then, staff has worked endlessly to ensure that all proper PPE, screening, distancing, and sanitizing measures are taken for the protection of staff and patients.



Dental Health staff in 2021 at Whitted Human Services Center



Personal Health Services (PH)

New PH Director: In November of 2021 **Alvina Long** was named as the new director of Personal Health Services. Long has years of experience at local health departments, a background in policy development, EPIC electronic health record systems, and a wealth of knowledge around communicable disease, lab and clinical management.



Alvina Long

Medical Services

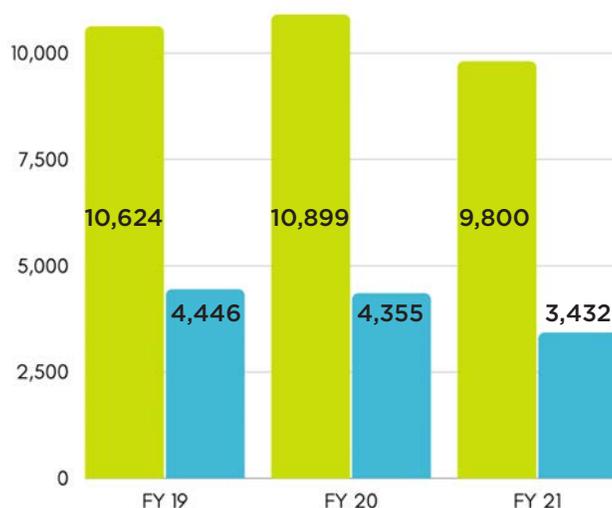
In-House Pharmacy Services: were re-established for all programs at both locations.

COVID-19 Response: The Medical Clinic Team worked to re-establish in-person services at both clinic locations. Staff used telehealth to provide services for child health, family planning, maternal health, primary care, nutrition, and behavioral health. Clinic staff worked the COVID-19 nurse line where they answered COVID-related questions and connected community members to care. Clinic staff also cross-trained for case investigation and contact tracing and provided much needed support to the CD team. Clinic staff also participated in many of the COVID-19 vaccine points of dispensing (PODs) held throughout the county.



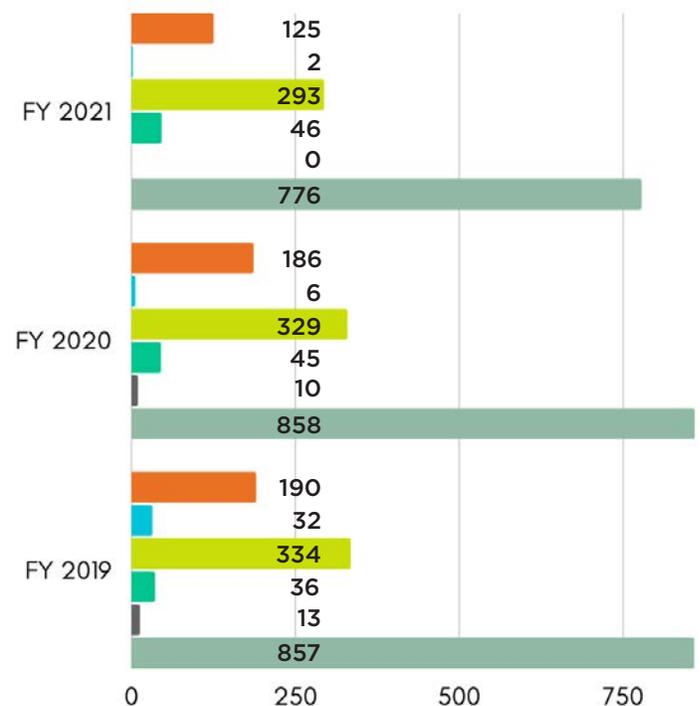
Personal Health staff in 2021 at Whitted Human Services Center Medical Clinic

Medical Clinic



- Patient Encounters
- Unique Patients

Communicable Disease



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

Personal Health Services (PH)

Nutrition Services

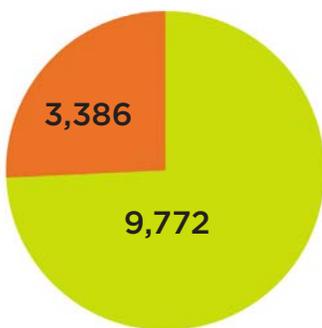
The Nutrition Services Section provides:

- **Medical Nutrition Therapy (MNT):** Despite the ongoing pandemic, staff provided **856 encounters** with community members in 2021.
- **Diabetes Self-Management Education (DSME):** Enrolled 470 (33 new) participants. 79% completed 9 of 10-hours and 60% completed all 10-hours of education. Of those who have completed all education components, 75% have shown improved A1C levels, and 98% reported conducting self-foot exams. **The topic area in which participants made the most changes since starting the DSME program included nutrition (100%) and physical activity (70%).** Some specific changes were healthy eating, eating less sugar, portion control, eating more vegetables and feeling more informed/aware overall. 85% of participants said they would not have made the changes if they were not enrolled in the program.
- **Employee Wellness:** Examples of group programs held in 2021 are **Fueling Your Exercise with Nutrition** and **Maximizing Your Nutrition.**
- **CDC Minority Diabetes Prevention Program:** Staff developed innovative strategies to keep participants engaged through virtual programming resulting in a group total weight loss of 6.4% weight loss (goal 5%) and 205 physical activity minutes weekly (goal: 150 minutes). Nutrition Services also received CDC Plus recognition for meeting the requirements to deliver a quality, evidence-based diabetes prevention program.

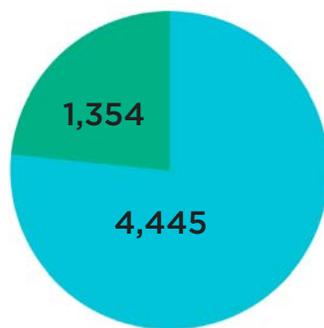
Comments from participants: “We’ve learned a lot and passed it on to family, friends and other groups.” “The support was amazing from everyone.”

Limited English Proficient (LEP) Encounters

Medical LEP Encounters: 26%

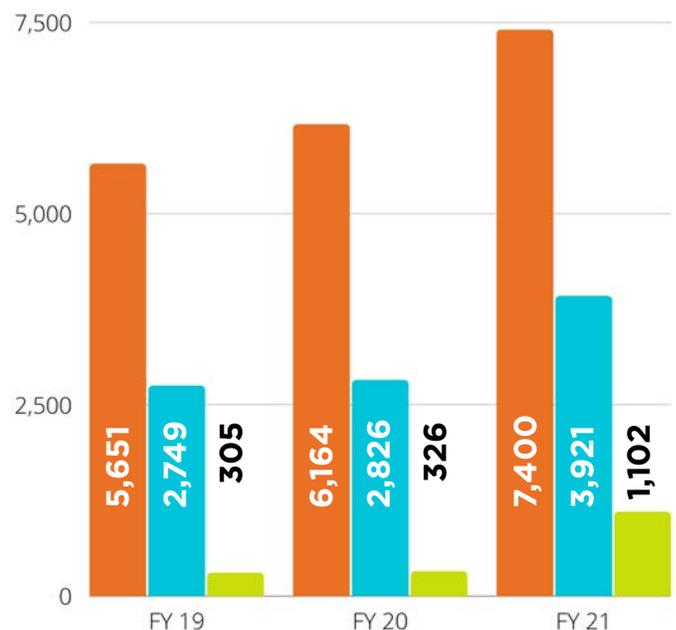


Dental LEP Encounters: 23%



- Medical LEP Encounters
- Total Medical Encounters
- Dental LEP Encounters
- Total Dental Encounters

Immigrant and Refugee Health Interpreter Services



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

Community Health Services (CH)

Family Home Visiting (FHV)

In order to lower the spread of COVID-19, Family Home Visiting did not perform home visits From March of 2020 to July of 2021. FHV was still able to connect with community members and provide services with virtual visits via telehealth. Home visits were resumed in July of 2021. In addition to their regular duties, the FHV team staffed COVID-19 testing sites, packaged supplies, worked the COVID-19 call center, and passed out community information about COVID-19 testing.

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



One of many pop-up COVID-19 Testing Clinics held in Orange County in 2021.

Family Success Alliance (FSA)

- The FSA Navigator program served 103 families.
- FSA Connections served 124 families.

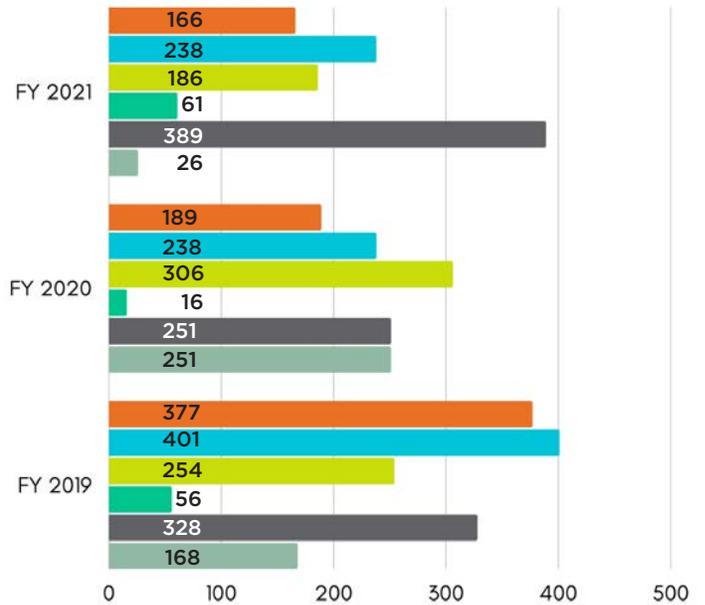
FSA Connections

The FSA Connections program connects individuals to resources to support their overall health and well-being. Managed by Erika Cervantes, this program is accessible to any Orange County resident in need



of short-term support, as well as FSA families who have reached their goals through the Navigator program and still want additional support. In addition to one-on-one support, individuals enrolled in FSA Connections receive a monthly newsletter with information related to program updates specific to needs in the community.

Annual Visits by Maternal Health and Family Home Visiting Programs



Health Promotion and Education

Tobacco Prevention and Control

- Worked with 29 clients to help them achieve their goals of being tobacco free for 3 months or longer. Of these 29 clients 18 are currently tobacco free.
- Provided 379 Nicotine Replacement Products (NRT) to individuals which represents a 46% increase compared to 2020.

Healthy Carolinians of Orange County (HCOC)

- Produced the [2021 Orange County State of the County Report](#) (SOTCH)
- Hosted a community conversation on “Preventing Underage and High-Risk Drinking” for service providers, county leaders and decision makers.