



2023 Annual REPORT

Care Management for At-Risk Children (CMARC) and Care Management for High-Risk Pregnancy (CMHRP) programs provided support services for women and children meeting criteria set by the NC Medicaid Managed Care Health Plans. There was an increase in the number of referrals related to health plan priority members. Priority members are those with a high level of health needs which requires CMARC/CMHRP to provide care management services to these members. These members are identified by insurance companies and referred to CMARC/CMHRP programs.



Care Management for At-Risk Children
Care Management for High-Risk Pregnancies

To support the increase in care manager caseloads, an additional public health nurse was added. CMARC and CMHRP strengthened relationships with community partners, including WIC, Food and Nutrition Services, Children's Developmental Services Agency, housing, and mental health providers, to ensure the greatest outcome for managed patients. The care management staff continue to keep donations on hand to provide support to families. Donations include baby formula, children's clothing, diapers/pull-ups, baby wipes, food, and pack-n-plays.

The Childcare Health Consultant spends a large portion of her time supporting early childhood educators in preventing and managing infectious diseases. Proper handwashing is the best way to reduce the spread of germs, particularly in childcare facilities. One of the steps to handwashing is scrubbing for at least 15 seconds. This year, the consultant distributed handwashing timers to all facilities with soap and posters depicting the steps to handwashing. These timers are used by the children to ensure they are washing long enough. Teachers report the timers have been an excellent teaching tool and the kids enjoy using them.



Childcare Health Consultant

Additional support for childcare facilities includes continuing education and safety training opportunities. Opportunities offered in FY2022-23 included sudden infant death syndrome prevention, cardiopulmonary resuscitation (CPR), and first aid. These topics are vital to supporting child safety.

Communicable disease surveillance is ongoing throughout the year and serves as a critical public health service. Trained public health nurses conduct investigations of reportable communicable diseases and ensure that necessary steps are taken to prevent the spread of disease to others.



Clinic

One of the most important reportable diseases closely followed by public health is tuberculosis. During FY2022-23, the communicable disease team reported three cases of individuals testing positive for tuberculosis. The team conducted investigations to identify contacts and provided testing for each to ensure no transmission had occurred. The positive patients were isolated and received treatment for tuberculosis and no contacts developed the disease.

In August and September 2022, bivalent COVID-19 vaccine was available to the public. Randolph County Public Health incorporated COVID-19 vaccine administration into the immunization clinic. The bivalent COVID-19 vaccine for children became available mid-September 2022. RCPH administered 1,656 COVID-19 vaccines for adults and children.

Through testing, an initial monkeypox case was identified in Randolph County in early August. A total of ten monkeypox cases were identified in August and September in Randolph County. No epidemiological connection was identified among the cases.



Registration, Check-Out,
& Billing

Throughout the year, Health Promotion and Policy (HPP) staff participated in numerous community health fairs and provided programs and presentations for the community. Program presentation topics included youth vaping prevention, promotion of family planning services, diabetes education, and dental hygiene. Safe Kids held a child passenger safety event, bike rodeos for Asheboro City's fourth grade students, and worked with Loflin and Randleman elementary schools to participate in International Walk to School Day.

HPP assisted Randolph County Animal Services with implementation of the pet therapy program for county employees. The team also reached out to community partners to support onboarding for NCCARE360. To inform and enroll agencies, a breakfast was held in April with five agencies in attendance.

In October 2022, an additional public health educator position was established to provide leadership and support for the HPP team. To improve the performance of programs and services, the Results-Based Accountability (RBA) framework was implemented to develop the 2022 Community Health Improvement Plans (CHIPs). To lead this work, a health educator from the team received the Results-Based Accountability Professional certification.

The development of the 2023-25 Strategic Plan began in December. An all-day planning session was held with community partners and RCPH staff. In May, two members of the HPP staff piloted the CATCH My Breath (CMB), a youth vaping prevention program. Randleman Middle School served as the pilot school for the CMB program with approximately 215 students participating.

In partnership with Randolph Health, HPP conducted the 2022 Community Health Assessment (CHA). Additional assistance was provided by community businesses, agencies, and individuals with an interest in improving the health of Randolph County residents. The priority health areas selected by the 2022 Community Health Advisory Committee are mental health and substance use disorder.

In May 2023, funding for the school health liaison positions ended. The school health liaisons assisted with the coordination of COVID-19 screening, testing, and vaccine administration efforts, as well as other school health/public health services. Throughout the year, HPP staff supported COVID-19 response efforts by preparing communication materials and distributing rapid at-home test kits to the community. As of June 2023, the HPP team coordinated inventory, assembled kits, and distributed 58,102 at-home tests.



Randolph County continued to see steady growth in the number of facilities regulated by the Food and Lodging program. This is in large part due to the growth in popularity of mobile food units. Randolph County had an increase in mobile food units from 78 in FY2021-22 to 85 in FY2022-23. Additionally, Randolph County also issued a permit for a new commissary location, which increased space for mobile food units to operate. To accommodate the increase in applications for mobile food units, this program implemented standard operating procedures for how plans are reviewed and processed.



Additionally, procedures are being developed to help track mobile food units as they operate and return to the commissary. Recognizing Randolph County's extensive experience with mobile food units, staff from Food and Lodging were invited to participate in a Mobile Food Unit and Pushcart Rules Rewrite Committee which formed at the end of FY2022-23.



In the previous fiscal year, On-site Wastewater and Groundwater (OSWW) upgraded GPS units and GIS software to improve operations. In FY2022-23, the staff became proficient with the new equipment and permitting processes. These upgrades increased efficiency in producing permit drawings and improved quality of documents prepared by staff. The GPS capability also increased accuracy in the field. It reduced mistakes and oversights by easing septic tank and well location, and identifying changes in land features since the initial visit. The enhanced capability proved critical for staff working on a property permitted under another staff member previously.

Staff restructuring occurred to allow professional growth for staff and preparation for growth in housing and businesses across Randolph County. An Environmental Health Director position was established which includes oversight for Food and Lodging and On-site Wastewater and Groundwater. A long time OSWW employee was promoted to the supervisor position within the department. To ensure timely service for the community, an additional environmental health specialist position was added.

In January 2023, several Randolph County Public Health (RCPH) public health response team members participated in a whiteout response and recovery tabletop exercise. The exercise included a scenario of high winds, heavy snow, and ice that lead to disruptions in power and travel across the Piedmont. This training provided an opportunity for RCPH team members to work with staff from other county health departments and state public health emergency preparedness professionals to identify best practices to work through the situation.

COVID-19 pandemic response continued to wind down during FY2022-23. Carolina Community Tracing Collaborative data management and vaccine clinical support team members completed their on-site service to RCPH in April 2023. The COVID-19 federal public health emergency declaration ended on May 11, 2023. The end of the emergency declaration brought changes to COVID-19 data reporting and surveillance.

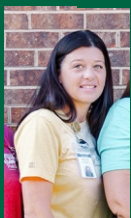
During FY2022-23, RCPH's partnership with Randolph County Emergency Management (EM) and Randolph County Department of Social Services (DSS) continued with a focus on identifying additional mass sheltering locations and supplies needed. This collaboration resulted in RCPH applying for a Bright Ideas Public Health Emergency Preparedness grant seeking funds to purchase a mass sheltering trailer equipped with supplies needed for sheltering. Grant funds in the amount of \$23,278 were awarded to RCPH and a trailer with supplies including cots, pillows, blankets, towels, and washcloths was purchased. Staff from DSS, EM, On Target Preparedness, Randolph County Animal Services, and RCPH deployed the trailer and set up a mock shelter. RCPH team members presented the grant project at the May 2023 North Carolina Public Health Preparedness and Response Branch Annual Symposium in Greensboro.



WIC

This has been a year of transitions for the WIC program. The WIC office re-opened its doors to in-person services in October 2022 after two and a half years of providing remote services. The clinic-based service model used before the pandemic was replaced by a hybrid model, which allows participants to complete income determination and lab services in the office and receive nutrition services and follow-up appointments by phone. This change reduces the burden on WIC participants by decreasing time spent in the WIC office and reducing the frequency of in-person appointments.

In April 2023, the WIC office moved from the main public health building to Northgate Commons. The new location is across the street from DSS and easily accessible for individuals who are applying for Medicaid or Supplemental Nutrition Assistance Program benefits. Additionally, the close location improves referrals from DSS to the WIC program. WIC also experienced a transition in nutrition staff. After the departure of a beloved staff member, a former dietetic intern who developed great rapport with WIC staff during her internship joined the staff.



Clinic Lab

During FY2022-23, the department laboratory manager provided hazard communication training for 67 public health staff. As a required Occupational Safety Health Administration (OSHA) training, topics covered include proper storage of chemicals, safety guidelines for handling chemicals, chemical labels and their meaning, and how to handle exposures.

Laboratory testing increased for sexually transmitted infections and blood lead levels. The overall number of laboratory tests conducted in FY2022-23 was similar to FY2021-22.



FY2022-23 started off with a search for a dentist for the RCPH dental clinic. In August 2022, RCPH and Kintegra Family Dentistry (KFD) began discussing a potential partnership for the provision of dental health services for children. The partnership discussion included KFD providing dental services for children in the dental clinic space within the main health department building as well as the use of the department's Duke Endowment grant funds for the initiation of and implementation of a school-based oral health program.

The partnership became official and KFD began providing dental services in the RCPH dental clinic in February 2023. In March 2023, KFD initiated and implemented the school-based oral health program by taking a fully equipped mobile dental unit to participating schools in the county.



Administrative staff provided support to all health department program areas to ensure staff have the resources necessary for quality assurance of services. This included assuring clean and safe facilities, staff recruitment, offering training opportunities, prudent budgeting, and ordering equipment and supplies.

The year began with planning for renovations for the main health department building to improve efficiency, create needed space, and enhance services. Administrative staff collaborated with the architect and construction companies to develop a phased renovation plan. The plan included temporary relocation of some program area team members and services. Renovation work began at the end of the fiscal year.

To strengthen recruitment and retention of qualified staff, some positions within the department were reclassified or added. This included adding an environmental health director, support staff in various programs, and expanding finance staff. Additionally, staff were provided leadership and skill development opportunities through a regional workforce development initiative. Staff participated in regional workgroups addressing quality improvement and quality assurance issues common in local health departments.

Finance staff completed the credentialing requirements for Medicare which enables senior citizens to access services at the health department. Billing staff worked diligently with the managed care companies to correct reimbursement overpayments and underpayments as well as refiling unpaid or denied claims. Additionally, program supervisors were trained in the budget process and used financial reports to gauge progress throughout the year.

Like other program areas, administration and finance wished retirees well and welcomed new staff. They have brought a wealth of knowledge, new ideas, and warm smiles.

Vital records staff participated in numerous trainings as the NC Database Application for Vital Events (NC DAVE) has evolved and new processes developed across the state for submitting birth and death certificates. In addition, the vital records staff became familiar with processing green burials and home births.

Administrative staff worked with a multidisciplinary team to prepare the agency for an upcoming accreditation visit. The team developed tools, communicated with staff, collected required documentation, and collaborated with a consultant to ensure success.

Tasked with leading the county's administration of opioid settlement funds and reporting on outcomes, RCPH staff collaborated with county staff to develop funding and accountability processes. The process served as a template for other counties in the state and will ensure consistent application of established guidelines. Additionally, staff provided support to community partners as project proposals were developed.

Board of Health

Thank you to the Randolph County Board of Health for supporting the work of public health through expertise, engagement with elected officials and community partners, and encouraging staff. Your commitment to the health and safety of citizens is deeply appreciated.

FY2022-23 Financial Reporting

RCPH Revenues

Program	FY 2023	FY 2022
County Appropriations	\$2,640,157.76 (41%)	\$2,306,988.21 (38%)
Federal & State Grants	\$1,720,675.24 (27%)	\$1,755,375.32 (29%)
Medicaid Fees & Fee Reimbursements	\$1,999,181.00 (26%)	\$1,984,497.52 (28%)
Other Revenues	\$102,245.45 (6%)	\$337,618.00 (6%)

RCPH Expenses

Program	FY 2023	FY 2022
Administration	\$1,172,778.82 (18%)	\$964,137.40 (16%)
Child Health/Smart Start	\$85,022.74 (1%)	\$ 92,961.00 (2%)
Care Management for At-Risk Children	\$340,102.36 (5%)	\$271,963.87 (4%)
School Nurse/SH Liaison	\$277,621.61 (4%)	\$288,286.77 (5%)
Communicable Disease/Covid-19	\$1,080,918.80 (17%)	\$1,114,883.72 (18%)
Dental Health	\$327,033.70 (5%)	\$359,720.03 (6%)
Environmental Health	\$1,130,677.70 (18%)	\$1,056,437.26 (17%)
Health Promotion & Policy	\$260,708.66 (4%)	\$192,983.52 (3%)
WIC	\$699,646.88 (11%)	\$639,829.14 (10%)
Family Planning	\$744,645.72 (12%)	\$767,977.59 (13%)
Case Management for High-Risk Pregnancies	\$325,958.07 (5%)	\$347,841.07 (6%)