

RANDOLPH COUNTY



Public Health

PRESERVE PROTECT IMPROVE

ANNUAL REPORT 2024



336-318-6200

Website:



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Asheboro, NC 27205



CARE MANAGEMENT FOR AT-RISK CHILDREN / CARE MANAGEMENT FOR HIGH-RISK PREGNANCIES



Care Management for At-Risk Children (CMARC) and Care Management for High-Risk Pregnancies (CMHRP) programs provided support services for women and children meeting criteria set by the NC Medicaid Managed Care Health Plans. Throughout the year, the registered nurses and social workers engaged a total of 818 new clients. To help with the support of entering referrals and the increase in

Spanish-speaking clients, a bilingual processing assistant position was added.

Care management promoted their services through participation in numerous community resource fairs. A supply program for clients was created to enable care management staff to equip families with necessary supplies to increase positive birth outcomes and improve the safety and development of children. CMARC and CMHRP continue strong partnerships with Women, Infants, and Children (WIC), Department of Social Services (DSS), Children's Developmental Services Agency, Asheboro Housing Authority, Randolph Partnership for Children, and obstetric and pediatric offices to ensure the best outcomes for clients.

409 Pregnant women engaged in care management

442 Referrals received for children identified as at-risk based on NC DHHS definition

CHILD CARE HEALTH CONSULTANT

42 Child care establishments in Randolph County as of 6/30/24

1,918 Immunization records maintained by childcare facilities audited

The Child Care Health Consultant (CCHC) offers child care providers assistance, support, and expert information regarding health and safety of the children in their care. This fiscal year, the CCHC provided intensive consultation on handwashing and diapering for two child care centers. The consultation included onsite observation, a pre-test, quality improvement plan, education, and a post-test. Final observations and post-test scores increased from 83% to 95%.

Twenty-one child care staff participated in a "Stay Healthy, Stay Clean" workshop which focused on



education related to infectious diseases and how proper handwashing and diapering techniques reduce the spread. The CCHC provided in person training for 92 child care providers across 15 facilities. Topics included CPR/first aid, safe sleep, and preventing unintentional injuries in child care. Additionally, the CCHC and Environmental Health staff offered training on revised child care sanitation rules with 75 providers attending from 18 facilities.

EMERGENCY PREPAREDNESS

4 Public health response exercises held

11 Regional preparedness meetings attended

Public health staff maintained emergency preparedness plans and participated in various exercises throughout the year. In November 2023, the Public Health Response Team received training on managing exposures to mercury and medical

countermeasures response. In December 2023, a public health staff member participated in a regional tabletop exercise which addressed fire in a long-term care facility.

In spring 2024, two staff attended the annual emergency preparedness symposium for additional information, networking, and training. All public health staff received training on the agency's All Hazards Plan and personal preparedness for hurricanes in June 2024.

CLINIC



Clinic staff conduct communicable disease surveillance, prevention, and treatment year-round. Trained nurses investigate cases of reportable communicable diseases and ensure necessary steps are taken to prevent the spread of disease to others. Throughout the year, two confirmed cases of tuberculosis (TB) were reported to the communicable disease team. Positive cases were

isolated and treated for TB. Investigations identified numerous contacts and testing was provided to ensure transmission had not occurred.

Staff provided testing and treatment for sexually transmitted infections for clients receiving services. Cases of syphilis increased while chlamydia and gonorrhea cases decreased throughout the year. Family planning clients received information and services to address reproductive health needs. To prevent communicable diseases, immunizations were offered to children and adults eligible under the Vaccines for Children (VFC) criteria.

840 Communicable disease cases reported
691 Clients served in Family Planning
3,896 Vaccines administered (all ages)

DENTAL

Kintegra Family Dentistry provided pediatric dental services within Randolph County Public Health's main building throughout the year for 1,283 children. Additionally, their staff offered dental services to 1,970 children across 22 Randolph County-based schools via the mobile dental unit.

Kintegra has placed a dental liaison at the WIC office three days a week to connect children to dental services. Between March and July 2024, the dental space was relocated within the building and customized to ensure efficient and quality services for Randolph County residents.

22 Randolph County-based schools offered services via the mobile dental unit
3,253 Randolph County children received dental services

NOTE: Data reflects the federal fiscal year: Oct '23 - Sept '24



HEALTH PROMOTION & POLICY



Health Promotion and Policy (HPP) staff participated in 23 community events which included 11 health and safety fairs. Staff provided 23 programs on topics such as youth vaping prevention, mindfulness, car seat safety, and cancer prevention. HPP staff supported marketing for public health services through development and distribution of posters, social media, and a billboard

campaign. Additionally, staff provided presentations on public health careers at three elementary schools in 2024.

Throughout the year, HPP staff participated in professional development opportunities to enhance their skills including leadership, group facilitation, data analysis, and communication.

In June 2023, the Mental Health Collaborative was formed and launched. HPP staff facilitated action planning and data collection for the initiative throughout FY2023-24.

32 Car seat installation instruction and seats provided for families
34 Programs provided in the community
1,712 People reached across all programs and community events

ENVIRONMENTAL HEALTH - FOOD & LODGING



In October 2023, legislation passed that changed inspection frequency for specific types of permitted facilities. Facilities classified as Risk Category IV require three inspections per fiscal year with an educational visit replacing the fourth inspection. Staff reviewed and implemented state guidance for the educational visits.

17 Foodborne illness complaints investigated

1,583 Inspections of food establishments completed

Food and Lodging restructured staffing to meet evolving needs in the community as well as inspection requirements. A Mobile Food Vending Program Specialist position was created to focus on regulations for mobile food vendors. A Child Care, School Buildings, and Lead Program Specialist position was created to ensure required inspections are completed within the mandated period. Three part-time Environmental Health Specialists, including a bilingual staff member, were employed to meet required inspection frequencies.

ENVIRONMENTAL HEALTH - GROUNDWATER PROTECTION

In June 2023, the departure of two staff, each with 22+ years of experience, created the need to recruit new staff. Groundwater Protection hired several interns and invested hundreds of hours in hands-on training. Two interns completed the required authorizations for onsite wastewater and private wells.

273 Well permit applications submitted

1,906 Total number of visits made for septic system-related permitting



At close of the fiscal year, an additional intern was engaged in training for their respective authorizations. A new role was established to streamline work for public swimming pools and tattoo programs.

In January 2024, new wastewater rules were adopted by North Carolina. The revised rules present a learning curve for staff as they implement the changes.

WOMEN, INFANTS, & CHILDREN



WIC participation and caseload decreased as federal pandemic waivers allowing flexibility in WIC services ended in August 2023. Between April 2020 and July 2023, the state WIC office issued monthly benefits for each participant without requiring in-person services. In August 2023, WIC resumed pre-pandemic services shifting responsibility of food benefit issuance to local agency staff. This transition also required participants to attend an

3,234 WIC participants served

3,879 Clients served by WIC lab

appointment every three months to receive benefits. The change created confusion and frustration for participants, particularly for those with young children who did not participate in WIC before the pandemic. As a result of the changes, WIC participation decreased which led to reduced funding.

In June 2024, WIC's Archdale site relocated to the newly renovated Health and Human Services Building alongside DSS. Co-location with DSS increases opportunities for referrals and coordination of services for WIC participants. Families, staff, and community members have given positive feedback on the new building.

RENOVATIONS



Supported by the county and funded by pandemic-related funds, two Randolph County Public Health buildings were renovated to improve functionality and enhance quality of care for clients. Staff coordinated renovations for the agency's primary site in Asheboro as well as the new building in Archdale which required construction plan reviews, collaboration with architects, county engineer, contractor, and vendors, multiple moves, and staff communication.



Randolph County purchased a building in Archdale to provide space for Department of Social Services and Public Health programs. WIC was provided a custom space to offer lab services, nutrition education, and breastfeeding support. Additionally, other public health programs utilize the space for staff working in the northwestern area of the county. Staff and clients have been pleased with the results.

ADMINISTRATION

Administrative staff supported health department program areas by assuring clean and safe facilities, staff recruitment, prudent budgeting, and ordering equipment and supplies. Additionally, administrative staff supported workforce development for staff across all program areas through regional training opportunities. Dr. Robert Shackelford provided leadership development for management team members as well as culture enhancement for all public health staff.



13 Programs reviewed and found to be in compliance with state and federal guidelines

Staff facilitated the reaccreditation process for the agency by assuring proper documentation to meet 147 required activities, collaborating with a consultant, and preparing staff for a site visit. The agency was reaccredited with honors in May 2024 with no deficiencies.

To strengthen efficiency and assure quality services, administrative staff collaborated with county human resources to expand program staff. Staff assisted program supervisors in structuring teams to enhance their efficiency. Additionally, a staff member was hired to support the implementation of opioid settlement supported programs and ensure accurate reporting to the NC Department of Justice.

Administrative staff serving as vital records clerks implemented the new electronic birth reporting system and participated in numerous town hall meetings with state officials.

The information technology and public health technician staff provided extensive support to public health teams through several moves. Additionally, they conducted inventory of equipment/supplies.

FINANCE

The administrative finance team provided critical support to the agency throughout the year. They developed and carefully managed the budget for the organization and each of its program areas. Federal/state contracts were reviewed to determine allowable purchases for each program. Documentation for expenditures and staff salaries was maintained for periodic audits and required monthly reports to NC Department of Health and Human Services. Staff prepared internal documentation tools and trained staff on how to accurately complete them to meet state requirements.

Alongside administrative staff, finance representatives attended each renovation meeting to ensure supplies and equipment were purchased on schedule for each phase. In addition, the team served as a lead for the moving schedule and inventory management for each program area.

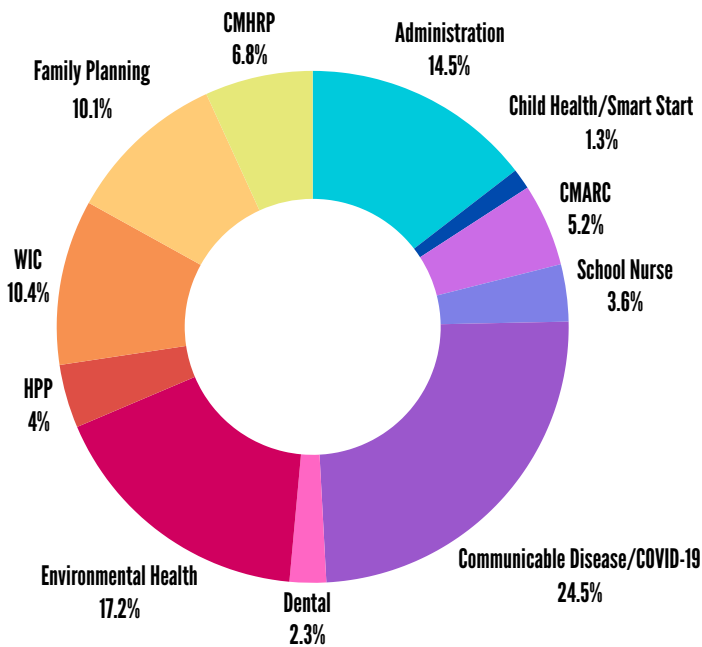
The clinical finance team completed credentialing with Blue Cross Blue Shield to increase reimbursements and assure access to services.



Additionally, the Cigna and Aetna credentialing process began. Staff worked diligently to collect accurate information to ensure claims submitted were accepted and paid by health plans.

The clinical finance team supported the implementation of the NC Health Information Exchange (NC HIE) which launched in July 2023. The staff participated in training on NC HIE, prepared the necessary forms for clients, and revised appointment flow to accommodate the new program.

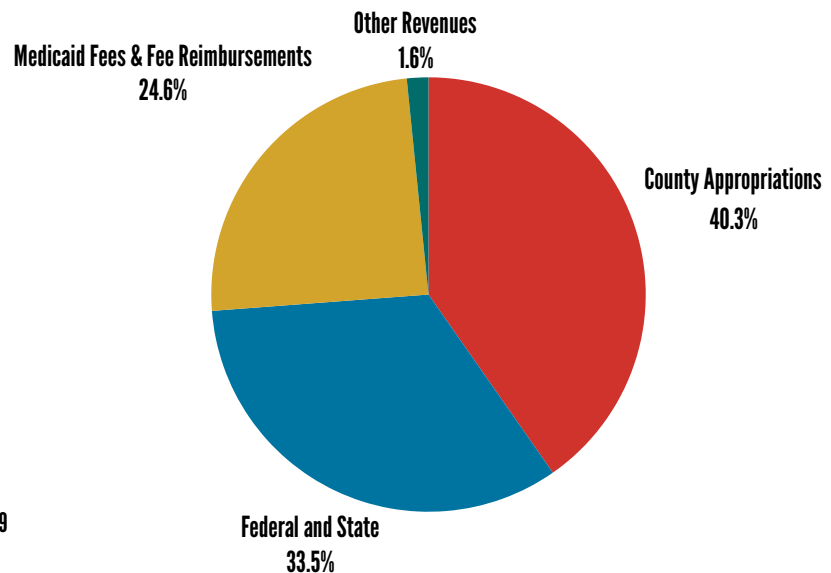
FY2023-24 FINANCIAL REPORTING



\$7,032,185.17

TOTAL EXPENDITURES

Expenditures include costs from all programs represented in the chart.



\$7,032,185.17

TOTAL REVENUE

Revenues include all sources of funding noted in the chart.

See FY2023-24 RCPH Appendices on the agency website for program performance measures and detailed financial reporting.