

RANDOLPH COUNTY



Public Health

Annual Report 2020

Randolph County Public Health FY2019-20 Annual Report

Fiscal year 2019-20 started just like any other year. However, it did not take long for us to see that it was going to be anything but like any other year. In fact, the year was far different from any year that we have ever seen. From Animal Services becoming a standalone department under the oversight of the County Managers office, to efforts made to prevent a Hepatitis A outbreak in Randolph County, to managing TB for six plus months, to the retirement of eight seasoned public health staff members, and to wrap up the fiscal year, COVID-19, the pandemic.

Even before it was here, it was clear that COVID-19 was very different from other communicable diseases with which we are accustomed. There were so many unknowns. It was a novel virus. It was associated with travel. It was highly contagious. There was no vaccine. There was no known treatment. There was no known cure. As the first cases of COVID-19 were making their way into North Carolina, Randolph County Public Health opened an Emergency Operations Center (EOC) and initiated COVID-19 response.

Initial response began at the main public health building and expanded to the Randolph County Emergency Services EOC. Responses included: establishment of a coronavirus hotline to answer questions; holding a town hall meeting for community partners; conducting a training for long-term care facilities, disseminating information and guidance from NC Department of Health and Human Services; creating educational materials; and keeping the community informed about cases, deaths, and mitigation efforts. And as the fiscal year ended, it was clear that COVID-19 was not going away anytime soon.

Animal Services

During the FY2019-20 budget process, the Randolph County Board of Commissioners made the decision to shift Randolph County Animal Services from Randolph County Public Health to a standalone department under the oversight of the County Manager's office. The transition of Animal Services from Public Health began in December 2019. Public Health staff worked closely with Animal Services throughout the remainder of the fiscal year to ensure a smooth transition.

Communicable Disease Control July 1, 2019 – June 30, 2020



- Campylobacter cases increased 22%
- Gonorrhea cases increased 15%
- Flu deaths 2
- Rocky Mt. Spotted Fever cases decreased 47%

Care Coordination for Children/Pregnancy Care Management

Care Coordination for Children (CC4C) and Pregnancy Care Management (OBCM) case management programs were anticipating implementation of Medicaid Transformation in the 2019-20 fiscal year. However, in November 2019, the decision to delay Medicaid Transformation indefinitely was announced, and plans to assist clients in transitioning to Medicaid managed care were put on hold.

Like other program areas, COVID-19 led to case management staff working remotely for a period of time. It also meant the temporary cessation of face-to-face meetings with clients. Most interactions with clients were made via a phone call. To facilitate social distancing requirements, clients needing resources such as diapers, were made available for pick-up in an outdoor area at public health to facilitate social distancing requirements. One nurse from the case management team joined the EOC for COVID-19 response.

Communicable Disease

The number of Hepatitis A cases continued to climb in North Carolina as well in Randolph County in FY2019-20. Randolph County Public Health (RCPH) nursing staff proactively worked to prevent a Hepatitis A outbreak in Randolph County by offering Hepatitis A vaccinations to at risk groups. Nursing staff met with and offered Hepatitis A and other vaccines at the Shelter of Hope, churches that serve the homeless, and the Community Hope Alliance. Hepatitis A vaccines were also offered to the Randolph County Detention Center. 223 total vaccines were administered to individuals in high-risk groups.

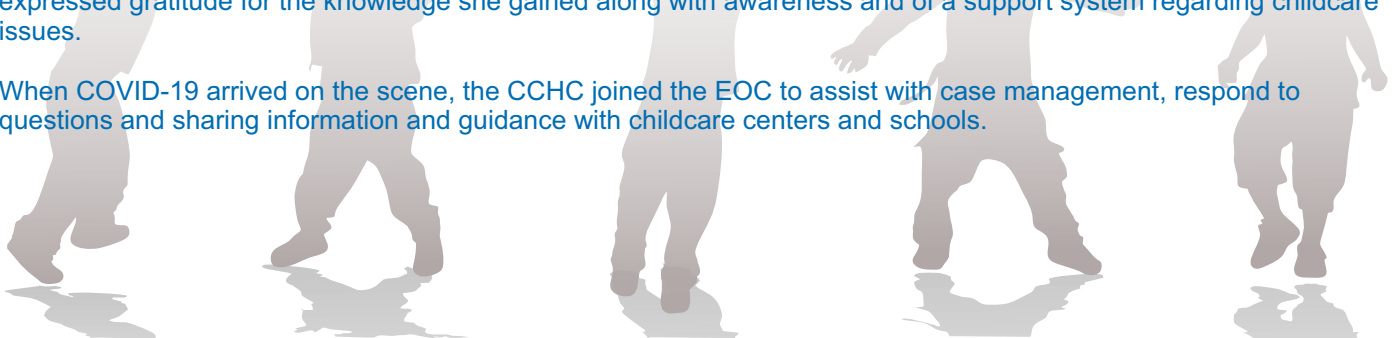
As many were making plans to ring in the new calendar year of 2020, public health nursing staff were embarking on a six-month plus journey of TB. On New Year's Day, public health nurses were initiating TB drug regimen for a patient and donning their detective hats working to identify contacts to the TB case. Nursing staff spent countless hours working to identify contacts to the TB case, ultimately identifying 20 plus contacts across three counties. These staff made numerous home visits to administer and read TB skin tests and to administer TB medications. Managing this TB case continued into FY2020-21.

And then there was COVID-19. Response to COVID-19 affected clinic staffing as the director of nursing and two clinic nurses were shifted to the EOC. With fewer staff and the implementation of precautions to prevent the spread of COVID-19, fewer clinic services were offered. At the conclusion of FY2019-20, Randolph County had 1,318 positive cases of COVID-19 and 30 deaths associated with the virus.

Childcare Health Consultant

In addition to required and follow-up visits made to childcare centers, the Childcare Health Consultant (CCHC) is often contacted for technical assistance. Prior to opening, a new facility contacted the CCHC for assistance. The CCHC was able to provide some onsite workshops for all staff related to handwashing, diapering and overall sanitation. The facility received only four demerits during their sanitation inspection, giving them an overall superior rating. The CCHC also met with the center director one on one to provide information on childcare rules and regulations. The director expressed gratitude for the knowledge she gained along with awareness and of a support system regarding childcare issues.

When COVID-19 arrived on the scene, the CCHC joined the EOC to assist with case management, respond to questions and sharing information and guidance with childcare centers and schools.



Clinic Lab

Clinic services would not be feasible without our clinic lab. During FY2019-20, the lab collected just over 6,900 lab tests. Nearly 1,200 of those tests were collected and processed on-site. The remaining labs were sent to the NC State Laboratory of Public Health (NC SLPH) and/or an outside reference laboratory for further processing.

The clinic lab not only collects numerous lab tests each year, but the lab manager is also responsible for maintaining the Chemical Hygiene Manual and providing annual employee training. During last fiscal year, the lab manager ensured Hazard Communication training for 84 public health staff and 6 public health interns.

In March 2020, RCPH began collecting some COVID-19 specimens. The specimens were sent to the NC SLPH for processing. The lab manager worked to remain up-to-date on the most current testing guidance. In addition, she worked closely with the state lab to ensure that all testing supplies were ordered, available when needed, and that specimens were properly collected, stored and transported. From March 11, 2020 – June 30, 2020, public health staff collected and submitted 172 specimens for COVID-19 testing.

Dental Health

The dental health program started FY2019-20 off in search of a dentist. In October 2019, Dr. Kaenaatt Mustafa accepted the Dental Director position and hit the ground running to complete oral health screenings in both the Asheboro City and Randolph County School systems. In addition to the oral health screenings, dental health team members visited classrooms of various grade levels ranging from preschool through elementary schools and conducted oral hygiene and nutritional education. Education topics included the importance of healthy eating habits, daily sugar consumption and books that focused on dental health and visual demonstrations of oral hygiene instruction.

In December 2019, the dental program was awarded the Delta Dental Give Kids a Smile grant in the amount of \$5,000. Grant funds were used to obtain materials and supplies to expand clinic services, making it possible to provide root canal services. May 2020 brought additional grant funding news, the North Carolina Oral Health Collaborative Teledentistry grant was awarded to the program in the amount of \$2,400. These grant funds facilitated the purchase of a 1-year subscription for teledentistry software.

As dental services were ramping up under a new dental director, the dental program experienced the retirement of two seasoned staff members, with the COVID-19 pandemic soon to follow. New staff were hired. Dental services were scaled back for a period and provided emergency dental services only. The dental clinic gradually reopened with appropriate precautions in place.

Environmental Health Food and Lodging

Food and Lodging staff continued offering ServSafe courses to food service establishment operators. The food safety course was offered in both English and Spanish with a total of 17 individuals in attendance.

As part of enrollment in the FDA National Retail Food Regulatory Standards, the food and lodging program once again participated in a cohort of the National Association of County and City Health Officials (NACCHO) Mentorship grant program. The grant award of \$14,000 was used to purchase new inspection equipment (iPads, thermometers, light meters, etc.) for the program.

Upon the arrival of COVID-19, program staff teleworked for a period. While inspections were temporarily discontinued, staff conducted complaint response, issued permits, completed online food safety program courses, and provided establishments with COVID-19 related information and guidance.

The program continued work on completing risk factor studies in permitted food service establishments. This work and COVID-19 precluded the completion of 100% of required inspections.

Environmental Health Groundwater and Onsite Wastewater

The Onsite Wastewater and Groundwater (OSWW) program area staff remained steady throughout FY2019-20. Program staff issued 1,264 wastewater permits; these included 329 new improvement permits, 62 expansion improvement permits, 475 construction authorizations and 398 operations permits. To issue 1,264 permits, 1,461 site visits was required. Site visits included soil evaluations, GPS location, verifying property lines, providing system layouts and partial system installation inspections.

Well program services remained stable as well. Staff issued 311 well permits. These included new, repair and abandonment permits. 249 new well permits, 36 well repair permits and 25 well abandonment permits. Staff conducted 239 grouting inspections. These inspections ensure that wells are constructed to the most current standards. In addition to well permits and inspections, water samples are offered and collected for all newly constructed wells and per citizen request. A total of 131 water samples were collected per citizen request and sent to the NC State Laboratory of Public Health for analysis.

While COVID-19 had a significant impact on the workload for other public health programs and services, the OSWW program area remained almost business as usual. While program staff did telework for a brief period of time, they returned a short time later due to workload demands. The pandemic did impact public swimming pool, tattoo artists and lead portions of the program area. OSWW kept pool operators and tattoo artists informed of the most current COVID-19 guidance. Due to the restrictions that were in place tattoo parlors were closed for a period of time and fewer public swimming pools opted to open. The state opted to cease all lead investigations during the pandemic.

Family Planning

Efforts to increase awareness about Family Planning services continued in FY2019-20. Program information cards were distributed at Our Daily Bread Soup Kitchen, the Shelter of Hope, Community Hope Alliance, as well as other businesses in the community.

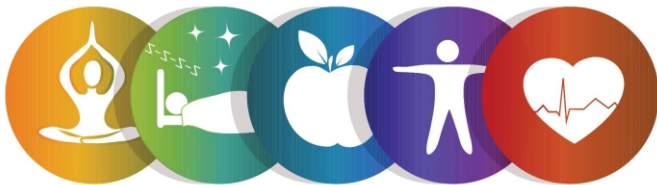
The program served 746 clients during FY2019-20, which is a 19% decrease from the previous year. Clinic services were scaled back due to COVID-19 restrictions and were slowly increased as the pandemic allowed.



WIC

During the beginning of fiscal year 2019-2020, the WIC program experienced a trend of decreased participation, which continued from previous years. To address this trend, a new satellite clinic located directly across from Randolph County Department of Social Services opened on the north end of Asheboro in September. This clinic provided better access for participants living in north Asheboro, Randleman, Franklinville, and areas affected by the closing of the Liberty clinic the previous year. The new clinic was well received and well attended by WIC participants. Throughout the year, WIC staff have continued to promote good nutrition and healthy habits both through WIC services and other activities. A breastfeeding program was held at the Asheboro Public Library for World Breastfeeding Week. WIC staff and a dietetic intern from UNCG conducted several nutrition programs for parents of Head Start children in Randolph County. WIC Staff and another UNCG dietetic intern organized a celebration for National Nutrition Month, which included a food drive, promotion of family meals, and healthy incentives for both WIC participants and Public Health staff.

Then COVID-19 significantly impacted the way the WIC program served participants. In March, the USDA issued waivers for a number of program requirements. Most significant for daily operations was a waiver of the requirement that participants be physically present at certifications. This allowed staff to determine income eligibility, conduct assessments, and provide nutrition education by phone for the remainder of the fiscal year. In order to limit contact between staff members, most staff began working from home. A few staff members remained in the office to answer phones and provide curbside pickup of program materials. Other USDA waivers increased the variety of foods available on the program, extended yearlong certifications for children over 2 years old by 3 months, and allowed the state office to automatically issue food benefits to WIC participants on a monthly basis. Many WIC participants expressed appreciation for the increased convenience of phone appointments. Additionally, the program experienced an increase in participation for the first time in several years.



Health Education

Early in FY2019-20, Health Education staff stayed busy offering trainings and education programs. The third Minority Diabetes Prevention Program (MDPP) was offered at First Pentecostal Church in Asheboro. There were 10 participants. Unfortunately, due to COVID-19 this MDPP class was postponed and eventually cancelled.

Health Education partnered with the Randolph County School System to offer Youth Mental Health First Aid trainings. Eight trainings were held for 240 school staff. Health Education also collaborated with the Randolph County Partnership for Children to hold PlayDaze for the City of Archdale. Approximately 300 children, parents, caregivers and volunteers were in attendance.

As COVID-19 broke, gears shifted for the Health Education team to COVID-19 response requiring their reassignment to the EOC to answer calls from the COVID-19 hotline, as well as create educational information needed for distribution. In addition, Health Education, along with other public health staff were tasked with responding to complaints received from the hotline in regards to how businesses were or were not following the Governor's Executive Orders.

Immunizations

July 1, 2019 – June 30, 2020



- 2,461 total immunizations were given to 905 individuals
- 1,944 immunizations were given to 496 children and adolescents under 18 years of age

Vital Records Processed

July 1, 2019 – June 30, 2020

- 1,197 – Death Certificates
- 695 – Birth Certificates





RANDOLPH COUNTY PUBLIC HEALTH

RCPH Revenues

Program	FY2020	FY2019
County Appropriations	\$2,520,701.95 (44%)	\$3,036,827.46 (49%)
Federal & State Grants	\$1,555,530.48 (27%)	\$1,578,722.08 (25%)
Fees & Fee Reimbursements	\$1,490,740.08 (26%)	\$1,532,283.64 (25%)
Other Revenues	\$127,866.46 (2%)	\$96,368.23 (1%)

RCPH Expenses

Program	FY2020	FY2019
Administration	\$852,209.03 (15%)	\$794,056.11 (13%)
Animal Control	\$313,992.23 (6%)	\$701,210.55 (11%)
Child Health/Smart Start	\$85,920.57 (2%)	\$96,966.57 (2%)
Care Coordination for Children	\$295,347.39 (5%)	\$327,262.27 (5%)
School Nurse	\$250,000 (4%)	\$250,000.00 (4%)
Communicable Disease	\$683,662.43 (12%)	\$633,591.12 (10%)
Dental Health	\$289,761.68 (5%)	\$299,548.57 (5%)
Environmental Health	\$981,068.20 (17%)	\$998,333.75 (16%)
Health Education	\$194,145.79 (3%)	\$208,405.00 (3%)
WIC	\$673,634.51 (12%)	\$736,599.63 (12%)
Family Planning	\$743,252.33 (13%)	\$818,364.43 (13%)
Pregnancy Care Management	\$331,844.81 (6%)	\$379,863.41 (6%)

Public Health Preparedness

Early in FY2019-20, planning for a full scale public health preparedness exercise had begun and an exercise was scheduled for October 2020. As part of the preparation process, a pandemic influenza epidemic tabletop exercise was held in February 2020. Public Health staff and community partner representatives were in attendance. The exercise involved participants being divided into diverse groups of various professions. The groups were tasked with reviewing and discussing pandemic flu scenarios to determine what they thought would be the best way to respond. As scenarios were presented, groups worked together using existing plans and capabilities and shared strategies to enhance emergency preparedness in Randolph County.

The exercise highlighted the responsibilities and functions of the participating organizations and the roles they play during an emergency such as a pandemic. Participants left the exercise better prepared to face what was to come. Little did anyone know at that time, that in just a few short weeks that a real life pandemic event would be underway.

In late February, as cases of COVID-19 were beginning to pop up across the United States, the RCPH Public Health Response Team was activated and the team was updated about what was known about the virus at that time. In early March, as the first cases of COVID-19 were being reported in NC, RCPH was opening an emergency operations center, the command post for COVID-19 response. As the size and severity of the situation increased, so did the need for additional space and support. The EOC operations relocated to the Emergency Services Headquarters EOC. Members of Emergency Management and the County Wellness Administrator joined the EOC to assist in the response.



COVID-19 Response in Randolph County (March 4, 2020 – June 30, 2020)

- **March 3, 2020 – First case of COVID-19 reported in North Carolina**
- **March 4, 2020 – Randolph County Public Health Emergency Operations Center opened**
- **March 10, 2020 – Governor Roy declared state of emergency for COVID-19**
- **March 10, 2020 – RCPH provided training for long-term care facilities**
- **March 12, 2020 – Town Hall Meeting held for community partners – Randolph Health, RC Emergency Services and RCPH presented**
- **March 16, 2020 – RC Board of Commissioners Chairman, Darrell Frye, declared state of emergency for Randolph County**
- **March 2020 – Other municipalities followed suit with declaring state of emergency**
- **March 17, 2020 – RCPH EOC relocated to RC Emergency Services Head Quarters EOC; RC Emergency Management joined EOC operations**
- **March 23, 2020 – First positive case of COVID-19 in Randolph County**
- **March 2020 – RCPH services temporarily scaled back**
- **Some RCPH staff worked remotely to prevent spread of virus**
- **EOC operations:**
 - o Coronavirus hotline established to answer questions and complaints from the community; 2,776 hotline calls received March 5 – June 30, 2020
 - o Nursing staff received notification of all positive COVID-19 cases in Randolph County residents
 - o Case management – all positive cases interviewed
 - o Provided isolation and quarantine instructions
 - o Partnered with Community Care of NC for contact tracing
 - o Disseminated new and updated guidance from NCDHHS with providers, businesses, schools, restaurants, various other entities as it became available
 - o Assisted long-term care facility with COVID-19 testing
 - o Contacted/consulted with businesses regarding positive cases and close contacts
 - o Compiled information and data for situation report, Facebook and public health website
 - o Issued press releases and public service announcements
 - o Responded to Executive Order complaints
 - o RC Wellness Administrator joined EOC as liaison to businesses and municipalities
 - o Designated points of contact for long-term care facilities, childcare centers, detention center, courthouse, schools, business, restaurants, faith-based organizations, major industries, local housing authority, etc.
 - o Initiated efforts to expand COVID-19 diagnostic testing in Randolph County
 - o Assembled/provided resources for those in need (groceries, lodging, diapers, etc.)