



**RANDOLPH COUNTY**  
  
**Public Health**  
PRESERVE PROTECT IMPROVE

# 2025 Annual Report

# 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 provide intensive care management services for women and children meeting eligibility criteria set by the NC Medicaid Managed Care Health Plans. These services include completing comprehensive and developmental assessments, creating attainable evidence-based goals, and completing home and medical office visits with clients. Throughout the year, the registered nurses and social workers engaged a total of 767 new clients.

Care management promoted their services through participation in community events and hosted Randolph County's first community baby shower in April 2025. To support family health and safety, staff distributed pack 'n plays, car seats, diapers, and other supplies throughout the year. CMARC and CMHRP maintained strong partnerships with Women, Infants, and Children (WIC), Department of Social Services (DSS), Children's Developmental Services Agency (CDSA),



Asheboro Housing Authority, Randolph County Partnership for Children, and local obstetric and pediatric offices to strengthen outcomes for our clients.

**414** Pregnant women engaged in care management

**353** At-risk children, 0-5 years, engaged in care management

## Child Care Health Consultant



**41** Child care establishments in Randolph County as of 6/30/25

**1,940** Immunization records maintained by childcare facilities audited

The Child Care Health Consultant (CCHC) supports licensed child care homes, centers, and NC Pre-K sites by providing health and safety guidance to early childhood educators.

In FY 2024–2025, the CCHC launched a new training, *Safe Handling of Children for Child and Educator Wellbeing*. The training was held virtually on May 13, 2025, with 30 early childhood educators attending. The training covered safe ways to lift, carry, and assist children to prevent injuries, and classroom strategies to reduce handling-related risks.

The CCHC provided 32 additional trainings attended by 237 participants from 24 child care facilities. Topics included CPR and First Aid, Infant/Toddler Safe Sleep (ITS-SIDS), and Stay Healthy, Stay Clean.

## Emergency Preparedness

Public health staff kept emergency plans up to date and participated in several training exercises during the year. In June 2025, members of the Public Health Response Team joined two tabletop exercises—one focused on a chemical spill with state partners, and the other on responding to a measles outbreak in a nearby county.

The agency purchased a mobile inflatable drive-thru system to support public health emergency response.

**4** Public health response exercises held

**4** Regional preparedness meetings attended

# Clinic



The clinic team works year-round to track, prevent, and treat infectious diseases in the community. Trained nurses follow up on reported cases and take important steps to stop illnesses from spreading to others. A complicated case of confirmed tuberculosis required the individual to stay in isolation for a long time. Many people who may have been exposed were notified and offered testing to make sure the illness had not spread.

Staff provided sexually transmitted infection (STI) testing and treatment. STI lab testing declined because people had easier access to independent labs. Lead screenings increased due to the need for follow-up with children identified with elevated blood lead levels. Cases of chlamydia, gonorrhea, and HIV increased, while syphilis cases declined. Family planning clients received reproductive health education and services. To aid communicable disease prevention, immunizations were given to eligible children and adults under the Vaccines for Children (VFC) or Vaccines for Adults (VFA) program.

In response to national measles outbreaks, clinic staff reviewed state guidance, coordinated with clinical partners, and updated plans to handle potential cases.

**872** Communicable disease cases reported  
**633** Clients served in Family Planning  
**2,786** Vaccines administered (all ages)

# Dental



Kintegra Health Dental expanded its services in Randolph County in FY2025, improving access to care for children in the community. The dental office now operates four to five days per week, supported by a full-time dentist. Renovations completed in 2024 expanded the clinic's capacity and enhanced patient flow.

Building on strong partnerships with schools, community organizations, and WIC, the mobile dental unit served 338 children. A dental liaison, located at Randolph County Public Health's WIC office, has helped connect families to dental services and provided oral health education. A priority for FY2026 is to secure an agreement with a hospital to offer local oral surgery services for patients.

**47** Dental oral surgeries provided  
**4,208** Total dental encounters for Randolph County children  
NOTE: Data reflects the federal fiscal year: Oct '24 - Sept '25



# Health Promotion & Policy

The team focused on laying the groundwork for the 2025 Community Health Assessment, including reviewing resources and partnerships and creating a shared mission, vision, and core values. In spring 2025, they began the in-depth data collection process for the assessment.

HPP staff secured \$7,000 in grant funding from the NC Department of Insurance to support the Randolph County Safe Kids' car seat safety program. The funds were used to purchase car seats for local families. In addition, the coalition was awarded 100 bike helmets for children to promote safety.

The Health Promotion and Policy (HPP) team took part in 26 community events, including health and safety fairs. They gave 13 health education presentations on topics including puberty, car seat safety for Spanish-speaking families, mental health, and youth vaping prevention. HPP also worked with other programs to create billboard campaigns on mental health and rabies vaccination, along with other public health materials in English and Spanish.

**32** Car seat installation instruction and seats provided for families  
**39** Health/safety fairs and programs provided in the community  
**2,480** People reached across all programs and community events

# Environmental Health - Groundwater Protection

New Groundwater Protection staff completed the required authorizations for onsite wastewater and private wells, helping us serve the community better. These staff will continue training to complete public swimming pool and tattoo program authorizations.

Environmental Health hosted a college intern from Western Carolina University, who completed a required 400-hour internship by shadowing staff in the field and office to learn about the program's work. Staff appreciated the intern's help and look forward to welcoming more interns in the future.



**294** Well permit applications submitted  
**1,444** Total number of visits made for septic system-related permitting

# Environmental Health - Food & Lodging



In FY 2024–2025, the Food and Lodging team focused on completing required inspections within the state's timeframe. As of August 2024, the team was fully staffed with six full-time and two part-time Environmental Health Specialists. With an additional 44 routine inspections, the team achieved a 97% inspection completion rate which was an improvement from the previous year.

Efficiency also improved by assigning inspection territories closer to staff homes and realigning workloads by geography. A flexible start-from-home policy further reduced travel time and distance, and boosted productivity.

**11** Foodborne illness complaints investigated  
**1,736** Inspections of food establishments completed

# Women, Infants, & Children

WIC helps pregnant women, new moms, babies, and young children by providing nutrition education, healthy foods, breastfeeding support, and referrals. In FY 2024–2025, several changes improved services. Evening hours began twice a month in August 2024, making appointments easier for working families. A state policy change allowed food benefits to be issued even if a participant missed a nutrition education session. In May 2025, the WIC waiting area was updated with more colorful and comfortable seating.

During the year, there were staffing changes creating openings in administrative support, nutrition, and peer counseling roles. Bilingual staff with WIC experience were hired for the administrative support and peer counseling positions. A temporary, part-time nutritionist was added to help during a long vacancy. This staff member worked remotely and offered limited evening and weekend services.



**3,471** WIC participants served  
**3,952** Clients served by WIC lab

# Our Vision

Empowering you to live healthy and safe.

# Our Mission

To preserve, protect, and improve the health of the community by the collection and dissemination of health information, education and service programs aimed at the prevention of disease, protection of the environment, and improvement of the quality of life for our citizens.

# Our Values



## **Customer Service**

We listen, we care, we deliver



## **Integrity**

Doing the right thing every time



## **Quality**

Excellence in every aspect of our work



## **Respect**

Treating others with dignity and consideration



The Administration staff has been instrumental in supporting the operational and strategic functions of the department over the past year. Through diligent oversight of facilities, including buildings, computer systems, and essential equipment, the staff ensured that day-to-day operations remained efficient and uninterrupted. A major highlight was the successful completion of a renovation project that resulted in a climate-controlled storage building and an upgraded dental services area, both of which enhance service delivery and long-term sustainability.

Human resources and staff development remained a top priority. The staff led recruitment efforts to maintain a skilled and responsive workforce, while also identifying and coordinating training opportunities to support professional growth.

# Administration

A key initiative in fostering a positive organizational culture was the implementation of a training series with Dr. Robert Shackelford, which focused on empowering staff to pursue excellence through disciplined action.

Financial stewardship was another core function of the team. The Administration staff provided oversight of the department's budget, ensuring resources were allocated effectively to meet programmatic and operational needs. They also coordinated the purchase of equipment and supplies, maintaining readiness and supporting the delivery of high-quality services.

Strategic planning and organizational development were advanced through the facilitation of the organization's new vision statement and core values. This foundational work will guide future initiatives and reinforce a shared sense of purpose across the organization. Additionally, the staff provided critical technical assistance to support the county's distribution of opioid settlement funds and the implementation of related projects, contributing to broader public health goals.

Finally, the Administration staff continued to manage vital records with accuracy and efficiency, processing birth and death certificates in compliance with state regulations. This essential function supports both public health surveillance and community services.

**695** Birth certificates processed

**1,345** Death certificates processed

# Board of Health Acknowledgement

Randolph County Public Health extends their sincere appreciation for the continued service, leadership, and commitment to the health and well-being of our community to the Randolph County Board of Health. Your guidance and support are instrumental in helping us navigate the evolving landscape of public health.

Whether through policy oversight, advocacy, or strategic direction, your contributions ensure that we remain focused on our mission to preserve, protect, and improve the health of the community. Your dedication to excellence and accountability strengthens our department and enhances our ability to serve effectively.

# Finance

The administrative finance team successfully developed and managed a budget exceeding \$10 million for all health department program areas. They maintained accurate records of revenues, expenses, staff salaries, and fringe benefits. Monthly reports were consistently compiled and submitted to NCDHHS, and all audit requirements were met with 100% accuracy. Staff also participated in various training opportunities to enhance their knowledge and skills.

The clinical finance team completed credentialing with Cigna and Aetna, expanding in-network access for insured patients. Commercial insurance reimbursements generated nearly \$35,000 in revenue. iPad check-in testing began, with full implementation targeted for the next fiscal year. Front desk staff were cross trained in check-in, registration, and check-out to improve efficiency.



Finance team policies and procedures were reviewed and updated to align with changing requirements, including agreement addenda, government regulations, quality improvement, patient flow, and internal changes. All staff were trained on the updates, and the changes were successfully implemented.

## 2025 Year-end Financial Report

7/1/2024-6/30/2025

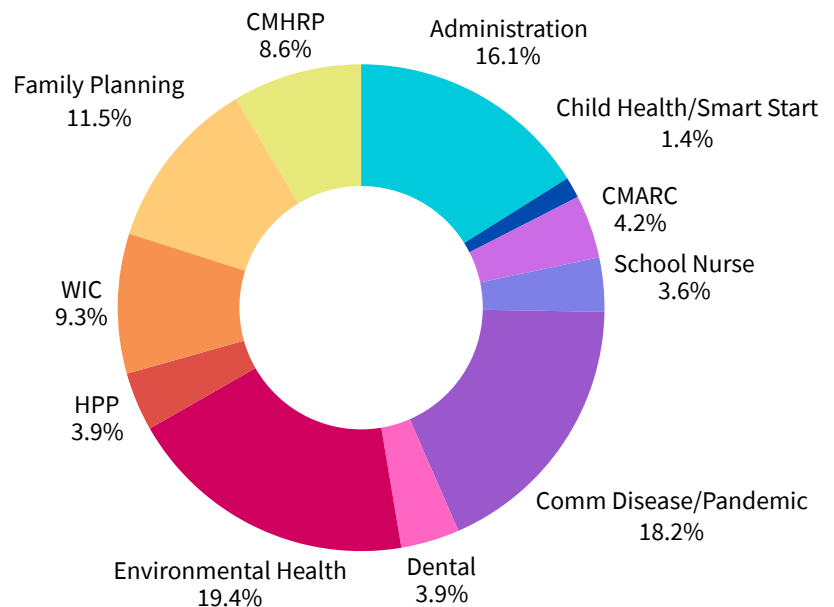
See FY2024-25 RCPH Appendices on the agency website for program performance measures and detailed financial reporting.

**\$6,941,795.80**

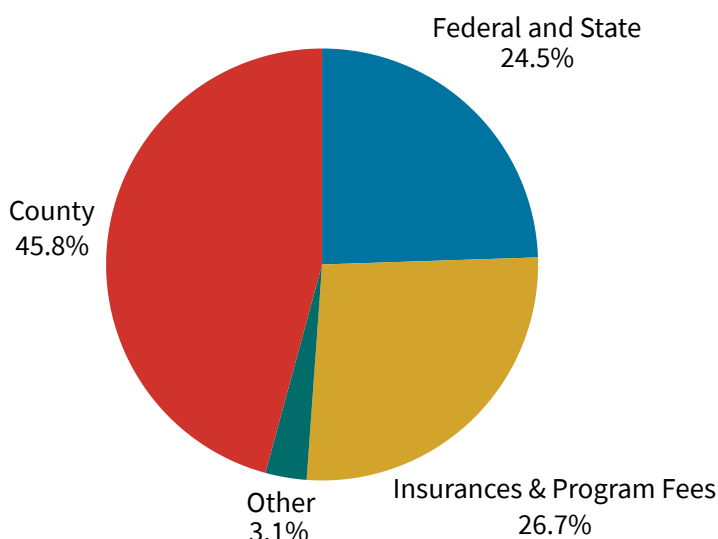
### TOTAL EXPENDITURES

Expenditures include costs from all programs represented in the chart.

FY25 Total Expenditures



FY25 Total Revenue



**\$6,941,795.80**

### TOTAL REVENUE

Revenues include all sources of funding noted in the chart.