

# Mecklenburg County Health Department

## 2007 Annual Report to the Community and Board of Public Health



### Mecklenburg Board of County Commissioners

Chairman Jennifer Roberts  
Vice-Chairman Parks Helms  
Karen Bentley  
J. Daniel Bishop  
Dumont Clarke  
Bill James  
Norman A. Mitchell, Sr.  
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Janice Allen Jackson, General Manager  
E. Winters Mabry, MD, Health Director  
Polly Baker, MPH, Assistant Vice President,  
Carolinas HealthCare System



*Vision: The Mecklenburg County Health Department  
assures the health and safety of our diverse and  
changing community today and for future generations.  
Mission: To promote and protect the public's health.*

**Mecklenburg County  
Health Department**

April 2008

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## How to Contact Us:

General Information	704-336-4700
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Health Director	704-336-3199
<a href="http://www.meckhealth.org">www.meckhealth.org</a>	



## Welcome From the Health Director

The Mecklenburg County Health Department achieved its first accreditation from the North Carolina Institute of Public Health and the North Carolina Department of Health and Human Services in the summer of 2006. Our department is now one of the largest and most complex health departments in the nation to receive accreditation. The process required extensive self-assessment preparation and documentation, followed by rigorous interviews of our healthcare team, but proved to be a valuable learning experience. While a number of our activities received “commendation” comments from the Accreditation Team, we also learned where we could improve our programs and practices.

Part of our Accreditation preparation was to develop a Strategic Plan which aligned with the Institute of Medicine’s recommended 10 Essential Services of Public Health. Using the County Balanced Scorecard structure, we are tracking and updating our goals and objectives as your Health Department continues to make significant progress in delivering high quality, cost effective programs and services.

Although the list below does not reflect all the accomplishments of our professional, competent staff, it will give you an idea of how we are continuing our mission to promote and protect the public health in Mecklenburg County. Accomplishments for 2007:

- Growth in school health nurses resulting in approximately 1:1120 school nurse to student ratio (recommended national standard of 1:750)
- Addition of eleven employees in the Environmental Health Food & Facilities Program Restaurant Inspection area, resulting in almost 98% inspection rate as of early 2008
- Launched a successful regional Ryan White Part A Grant & Minority AIDS Initiative Grant with an initial grant award from the Federal Health Resources Service Administration (HRSA) of \$3.8 million and a Fiscal Year 2009 Grant Award of \$4.3 million to serve a six-county region
- Completion of the Local Pandemic Influenza Response Plan which was approved by the State Health Department
- Significant positive movement in achieving the community health goals on the Local Health Index and Health Department Balanced Scorecard
- Held a successful second Annual Community Health Forum on the Built Environment and conducted the Regional Homeland Security Conference
- Won Four National Association of Counties Achievement Awards in July 2007 as well as numerous other awards & honors including Poster Presentations at the Annual National Public Health Association Conference in Washington, DC in November 2007
- Began improvement of the Beatties Ford Road Health Department building to increase service to the community

In closing, let me tell you that we are continuing to improve our service to you by addressing some priority issues. We continue to monitor Sexually Transmitted Diseases (STD’s), continue our efforts to identify and care for residents living with HIV & AIDS, and as part of that, plan to partner with the Mecklenburg County Sheriff’s Office to test inmates for Syphilis & HIV as they enter. We will continue to work with the Board of County Commissioners on identifying funding for more school health nurses as well as looking for strategies to reduce preventable child injuries and deaths. We are also preparing now for our 2010 North Carolina Health Department Accreditation visit and updating our Strategic Plan for 2009-2011. With your support we continue to proudly serve all residents of Mecklenburg County to continue our healthy, safe community.

Sincerely, *E. Minter Mabry M.D.*

## Role of the Mecklenburg Board of County Commissioners as the Board of Health

The Mecklenburg Board of County Commissioners serves as the Mecklenburg Board of Health, Board of Social Services, and Board of Mental Health. Mecklenburg County and Wake County are the only North Carolina counties that share these designations due mostly to their large size. This change from separate oversight boards was made possible in 1973 by a North Carolina law that allowed local boards of county commissioners to consolidate the boards of health, social service, and mental health under their one entity. This was an attractive and logical option for large, urban, growing counties where services for residents were broad and required consolidated funding and oversight. The Mecklenburg Board of County Commissioners serves as the Board of Health which provides funding for health services at the Health Department locations, reviews and approves Health Department regulations and laws, and acts as an advisory board elected by the citizens of Mecklenburg County.



### Mecklenburg Board of County Commissioners

*(first row from left)*

Karen Bentley

H. Parks Helms, Vice Chairman

Jennifer Roberts, Chairman

Dan Ramirez

*(second row from left)*

Valerie Woodard

Dan Bishop

Bill James

Dumont Clarke

Norman A. Mitchell, Sr.



## What does the Health Department Do?

The Mecklenburg County Health Department is comprised of approximately 550 professionals in a wide range of specialties and disciplines. In order to better serve our growing and dynamic community, the Mecklenburg Board of County Commissioners contracts with Carolinas Healthcare System to provide many public health services. This unique relationship is a national best practice model to provide effective, efficient treatment and services to residents by utilizing a major healthcare provider in our area. Services are provided in a seamless manner and are described in brief below.



### Department Overview

The Mecklenburg County Health Department offers programs and services to meet the community health needs of residents and to ensure a safe and healthy environment for all residents. The Health Department provides direct services such as immunizations, STD testing, and other clinical services, as well as services that are key to the overall health of the community such as restaurant inspections and health promotion activities, and Vital Records.

Another important, and State of North Carolina mandated, service is **Communicable Disease Control (CDC)**. This program helps to prevent and control the spread of reportable communicable diseases such as pertussis (whooping cough), rabies, listeriosis, HIV, syphilis and others. This is accomplished by investigation, development and implementation of prevention and control measures, partner notification, education of the public, childcare workers, and the medical community, decreasing the incidence of disease and deaths among residents of Mecklenburg County.

**Environmental Health Services (EHS)** ensures the sanitation and safety of the restaurants and food establishments where you eat as well as schools, hotels and other places of public assembly. EHS also protects the public health and groundwater resources by offering pest management and overseeing private wells, wastewater treatment and disposal systems. In addition, EHS conducts health inspections of public/residential swimming pools, child/adult daycare facilities, and tattoo parlors and Environmental Health Plan Review.



**Community Health & Community Services** includes Health Promotion, the Community Alternatives Program (CAP) for Disabled Adults and Children, and HIV patients, Child Services Coordination, Ryan White Case Management, Maternity Care Coordination, and Smart Start @ Home. Other community health services include work to expand and strengthen the capacity for eliminating health disparities and assist our multi-cultural community, the Fit City Challenge, prevention/wellness services, and the Ryan White Part A Regional Grant staff.

***Clinical/Nursing Services*** provides services such as immunizations, family planning, adolescent health, WIC services and special health clinics, such as Tuberculosis, Refugee, mammography, and community influenza clinics. The Pediatric Dental Clinic as well as the Wise Woman program rounds out the clinical services division. Clinical practitioners are trained in the prevention and treatment of communicable diseases in Mecklenburg County and are board certified in nursing and other disciplines.

***Administrative Support Services***

includes patient accounts, patient registration, medical records, special projects, and the epidemiology program. The Epidemiology Program organizes, analyzes, and distributes health indicator data to staff, other county agencies, nonprofit agencies, the media, and the general public.

***The School Health Program supports***


Charlotte-Mecklenburg School system through needs assessment, case management, health education and professional consultation in order to remove health related barriers to learning, maximize students' potential for learning and participation in school, foster lifelong health skills, and improve the quality of students' health.



Please visit [www.meckhealth.org](http://www.meckhealth.org) to learn more about the services and programs of the Mecklenburg County Health Department.

## Mecklenburg County Health Index

What is the Health Index, and what does it mean? The Health Index reflects 24 community health measures. The following information is presented: 2000 baseline data, 2015 goals, current yearly targets and results, and comparisons with United States and North Carolina measures. Also included for applicable measures is a disparity index, which compares data by white and other races. The color green indicates that the yearly target is achieved; yellow indicates that the target has not yet been met, but is not a major concern; and red indicates that the measure has reached an unacceptable level based on past data. Perhaps the best idea of how the indicator is progressing is the comparison from the 2000 baseline to the present time.

Mecklenburg County Community & Corporate Scorecard - Health Index FY2006-2007										
<b>Focus Area: Community Health &amp; Safety</b>										
<b>Desired Outcome:</b> Reduced Preventable/Communicable Diseases & Other Health Problems										
<b>Performance Measure:</b> Health Index (Goal = Achieving 2006-07 annual targets for at least 75% of measures)										
										
ANNUAL REPORT FY2006-2007										
Measure	2015 Target	Baseline 2000 <sup>1</sup>	Current Meck * 2005-06	Annual Target 2006-07	Threshold	BSC Rating <sup>2</sup>	Disparity Ratio <sup>3</sup>	US* 2004-2006	NC* 2005-06	Meck US Comp <sup>4</sup>
Natality										
Adolescent Pregnancy Rate (births per 1000 females of specified age group)										
10-14 yrs	1.7	2.2	2.4	2.0	3.1		5.4		1.6	
15-17 yrs	32.1	42.8	34.0	37.8	59.4		2.2		35.6	
15-19 yrs	52.4	72.8	57.5	64.3	82.5		1.9		61.7	
Infant Mortality Rate (per 1000 births)	6.8	8.5	8.4	7.7	9.1		2.4	6.8	8.8	N
% Births w/ No Prenatal Care in 1st Trim.	10.0	11.8	16.8	11.0	13.3		1.3	16.1	16.7	N
Mortality (per 100,000 population)										
Breast Cancer Mortality Rate	16.8	19.8	24.9	18.4	28.0		1.2	13.9	28.6	N
Cerebrovascular Disease Mortality Rate	41.0	51.2	36.3	46.4	58.5		1.6	51.1	55.8	P
Colon Cancer Mortality Rate	13.1	15.4	11.1	14.3	16.4		1.5	18.3	17.1	P
Diabetes Mortality Rate	13.9	16.3	13.9	15.2	20.9		2.6	24.8	26.0	P
Lung Cancer Mortality Rate	37.4	41.5	36.4	39.6	42.7		1.2	53.5	60.5	P
Heart Disease Mortality Rate	134.0	157.7	121.6	146.7	191.6		1.4	222.7	203.6	P
Motor Vehicle Mortality Rate	9.8	13.1	10.8	11.6	13.6		1.2	15.0	18.8	P
Communicable Disease Morbidity (per 100,000 population)										
Childhood Vaccine Preventable Disease	27	34	87*	31	41					
Gonorrhea Incidence Rate	219.5	274.4	250.6*	248.8	332.6		14.5	115.6	199.3*	N
AIDS Incidence Rate	7.6	10.6	22.5*	9.4	22.5		4.0	14.0	11.9*	N
Syphilis (1' & 2') Incidence Rate	2.1	6.9	12.7*	4.7	24.5		6.5	3.0	3.6*	N
Tuberculosis Incidence Rate	3.1	10.3	6.7*	6.9	15.6		2.9	4.8	4.2*	N
Health Lifestyle Risk Behaviors										
% Current Smokers (CMS, grades 6-12)	9.4	18.8	13.0*	13.8	22.6		1.4			
% Current Smokers (> 17yrs)	15.9	19.9	17.9*	18.2	23.9		1.2	20.1*	22.1*	P
% Overweight & Obese (>17 yrs)	45.7	57.1	57.2*	52.2	63.0		1.2	61.6*	62.9*	P
% No Daily 5 or More Fruits & Veg.	55.4	69.2	75.6	61.8	83.0		1.2	76.8	77.5	P
% No Exercise Activity in Past Mo. (>17yrs)	15.8	21.1	16.5*	18.8	25.3		2.2	22.6*	23.8*	P
Access										
Number of CMS Students to 1 School Nurse	750	2333	1420*	1594	1125		Meets target but exceeds threshold = Progress			
Environmental Health										
% Required Food Inspections Completed	100.0	62.0*	56.4*	76.6	90.0					

<sup>1</sup> Some baselines other than 2000; technical notes available on request

\* = CY2006 data; no \* = CY2005 data

No new data since previous year = brown

<sup>3</sup> DISPARITY RATIO

Compares measures for Other Races to White measures: a ratio of 1:1 suggests no disparity; a ratio of 3:1 indicates the Other Races measure is three times the White measure; a ratio of 0.5:1.0 indicates the Other Races measure is half the White measure. Mortality comparisons calculated with age-adjusted 5-yr rates, 2001-2005; all other comparisons use 1yr 05 or 06 data.

NOTE: Complete definitions and calculations available on request; the data in this table are the most recent available and supersede those in earlier publications; data are subject to change as additional information becomes available.

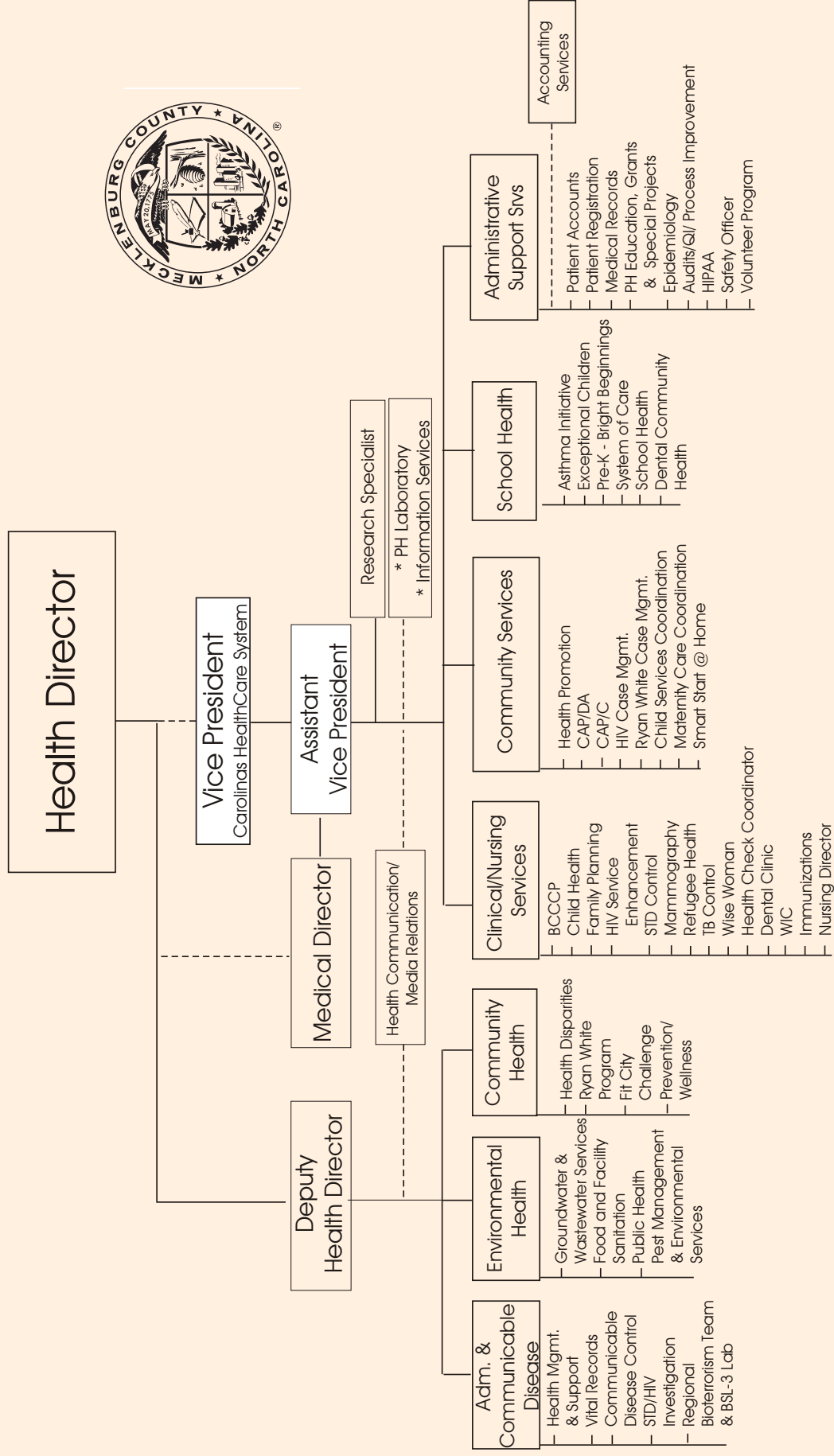
<sup>2</sup> BSC RATING based on achievement of 2006-07 annual targets

Green achieves annual target  
Yellow does not achieve annual target  
Red exceeds threshold value

<sup>4</sup> MECKLENBURG US COMPARISON

N = worse than US rate  
P = same as or better than US rate

# Mecklenburg County Health Department



\* Laboratory and Information Services report administratively to other divisions within Carolinas HealthCare System.

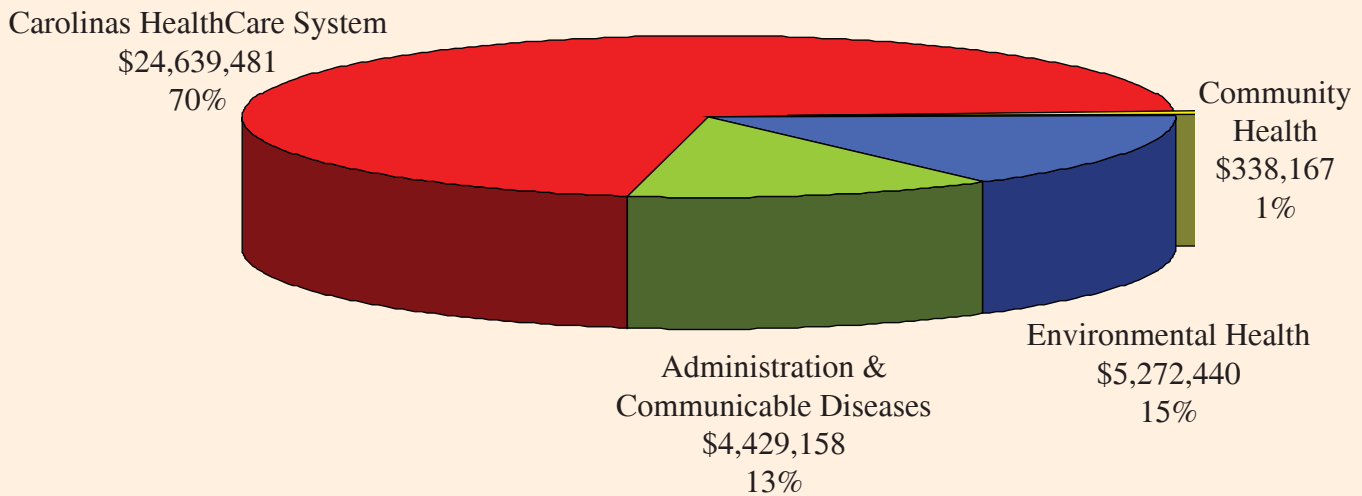
April, 2008



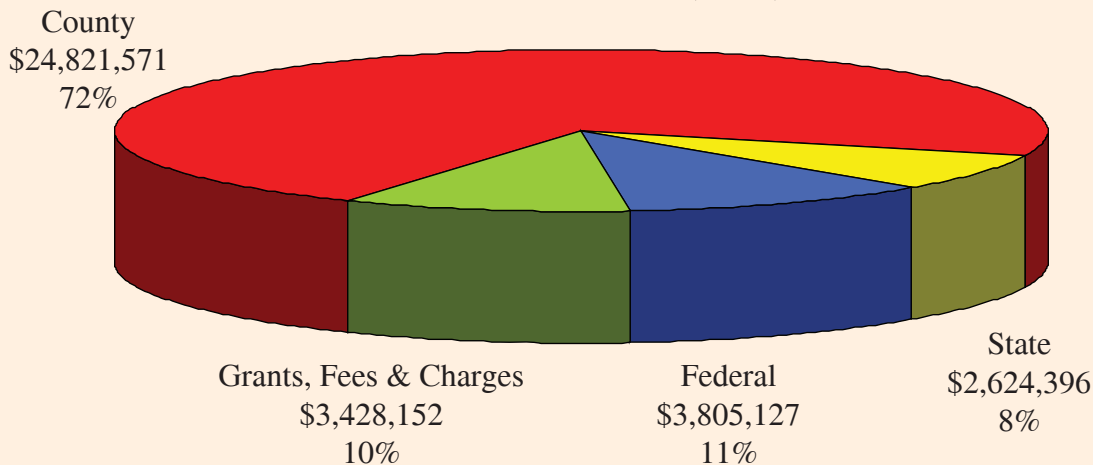
## Mecklenburg County Health Department Fiscal Year 2007 Financial Report

Below is the income and expenditures for the Mecklenburg County Health Department for Fiscal Year 2007 which includes July 2006 through June 2007, the most recent budget year for which data is available. Mecklenburg County has contracted Health Department clinical, business, health promotion, and administrative services to Carolinas HealthCare System since 1995. Over two-thirds of the annual expenses for the Health Department are earmarked for these essential community health services. The remainder of the fiscal budget is dedicated to providing services that cannot be contracted by state law to another provider. These services include the administrative oversight by of the department by the Board of Health appointed Health Director, fiscal management of Health Department services, communicable disease control monitoring, regulation of sanitation of restaurants and daycares, and other environmental control services.

### FY2007 Adopted Budget Total Expenditures: \$34,679,246



### FY2007 Adopted Budget Total Revenues: \$34,679,246



# Mecklenburg County Health Department Programs

## *Administration & Administrative Support Services*

### **Program Description**

The Administrative Support Services Division provides a comprehensive array of professional support services across the spectrum of Public Health activities. These activities include:

- Audit/Quality Improvement/Process Improvement provides ongoing monitoring of compliance with local, state and federal funding sources; monitors and enhances quality and performance improvement to promote the delivery of “best practices” in delivering quality service and achieving department goals.
- Epidemiology organizes, analyzes and distributes health indicator data to staff, other county agencies, nonprofit agencies, the media and the public. (For additional information, see p.11)
- Medical Records assures the accuracy and integrity of patient information, including record availability for clinical visits, converting paper records to various electronic media and providing information needed for program audits. During calendar year 2007, 561,610 medical record requests were processed in response to customer needs.
- Patient Accounting oversees the billing for all eligible services to accepted insurance companies, Medicaid, Medicare and self-pay individuals. Utilizing HIPAA compliant technology, coordinates the successful submission of both statistical and billing transmissions.
- Patient Registration collects and validates demographic and eligibility information, manages the department switchboard and provides appointment scheduling for patients receiving services within our facilities. This area is responsible for over 336,230 registrations annually.
- The Safety Officer ensures that appropriate guidelines are met through staff education, demonstration and enforcement. Ongoing inspections and needed modifications help to create a workplace that is safe for both customers and employees.
- Special Projects includes the planning, delivery and evaluation of ongoing professional education for Health Department staff, the investigation; application and monitoring of grant opportunities, and strategic planning for the Public Health response to new opportunities.
- The Volunteer program provides an opportunity for individuals to contribute their knowledge, skills, creativity and time to the Department of Public Health. Volunteers help enhance the quality of department services by augmenting the work of professional staff, and provide a personal touch to the client’s experience.
- The Health Information Portability and Accountability Act (HIPAA) sets standards for the protection of personal information about our customers. Through ongoing compliance evaluation efforts, including quarterly audits and departmental HIPAA education, the Division strives to create an environment that assures the security of patient information.



## ***Public Health Laboratory***

### **Program Description**

The Mecklenburg County Public Health Department laboratory provides quality-assured laboratory procedures that support services for the Health Department programs. The laboratory testing performed in our labs help in the detection, surveillance and control of communicable diseases such as HIV, syphilis, gonorrhea and chlamydia. Laboratory testing also includes support for the WIC program by offering testing specific to this nutritional based program. Mecklenburg County Health

Department Laboratory has an ongoing relationship with the North Carolina State Laboratory of Public Health. The laboratory is staffed by 11 accredited experienced professionals. Cumulative years of laboratory experience total more than 220 years. Yearly test volumes exceed 100,000.



## ***Vital Records***

### **Program Description**

All birth certificates, approximately 18,000 annually and all death certificates, approximately 6,000 annually in Mecklenburg County are reviewed for completeness and accuracy. These certificates are then officially registered and submitted to the North Carolina Department of Health and Human Services, Division of Public Health, Vital Records Unit in Raleigh, North Carolina. This office also sells certified/uncertified copies of all certificates for births and deaths occurring in Mecklenburg County to the public, averaging over 235 requests per day and prepares amendment, legitimation and affidavit of parentage applications, make state authorized corrections to birth and death certificates and delete records pertaining to adoptions as instructed by the state. Close scrutiny of all requests is required to comply with strict state regulations governing the distribution of certificates to avoid potential fraudulent situations.

## ***Health Communication Services***

### **Program Description**

The Health Communication Team is comprised of communication professionals who are responsible for numerous communication and technology support functions to include the following: television and video production, desktop publishing, media planning, media purchasing, social marketing, internal communications, media relations, and the coordination and support of distance learning and videoconferencing including the NC Public Health and Information Training Network(PHTIN) and satellite downlinks from the CDC, UNC-Chapel Hill, and others. The Health Communication team has developed a national reputation for the creation of award winning Health Communication products that have been used extensively across the US and beyond. Awards and recognition include an Emmy Nomination, NACO, NACCHO, Telly, and the NC Public Health Distinguished Group Award.

## ***Epidemiology Program***

### **Program Description**

The Epidemiology Program gathers data describing the community's health and provides interpretation and illustration of these data within the department and to the community, as well as serving as a liaison to local, state and federal agencies. The Epidemiology Specialists work with community health assessment; surveillance, analysis and reporting of trends in communicable and chronic disease, mortality and natality; analysis of departmental and

program data; and facilitation of Healthy Carolinians community planning and program implementation.

- Data are available as numbers, rates, trends, and comparisons with NC and the United States
- A full community health assessment is conducted every four years
- Selected data are posted on the department Website
- Data other than those included in standard reporting are available on request.

Standard reporting from the Epidemiology Program includes:

- Yearly overview of leading causes of death and the groups most affected
- Yearly overview of pregnancy and birth related data
- Annual report on TB cases as well as selected statistics for OSHA requirements
- Annual report on data from BRFSS (Behavioral Risk Factor Surveillance System)
- Yearly overview of HIV other STDs as well as quarterly reports of selected data
- Update on health disparities and the disparity ratio (a way of comparing rates for Whites with people of Other Races)
- Monthly Communicable Disease Report
- Yearly SOTCH Report (State of the County Health)
- Yearly Health Index

Epidemiology specialists also act, upon request, as technical experts in reviewing data related to planning and evaluation of projects within the Department, serve as a scientific liaison between the Department and other Community projects, and function as a resource to the community and other Health Department employees.

### ***Communicable Disease Control***

#### **Program Description**

The purpose of the programs within this division is to prevent and control the spread of reportable communicable diseases by investigation, development and implementation of preventive and control measures, education of the public, childcare workers, and the medical community thereby decreasing the incidence of disease and deaths among residents and visitors of Mecklenburg County. The Public Health Regional Surveillance Team 7 team provides resources and consultants to 12 county health departments in this region, enhancing the capacity to protect against and respond to acts of terrorism, disease outbreaks, and natural disasters at the local level. Program activities include:

- General Communicable Disease Control
- Rabies/Zoonoses Control
- Tuberculosis Outreach and Enforcement
- Childcare Nurse Consultant
- Adult Day Health Consultant
- HIV/STD Tracking and Surveillance

### ***PHRST 7***

#### **Program Description**

The Mecklenburg County Health Department hosts one of the state funded Public Health Regional Surveillance Teams, PHRST 7 which serves as a resource to local health departments in Mecklenburg County and surrounding counties to enhance their ability to respond to bioterrorism attacks and natural disaster events.





The highlights of the team's activities focus on areas of preparedness, surveillance, and outbreak response. In the area of preparedness, the region's disease investigators were provided training on investigating foodborne disease outbreaks and also proper use of respiratory protection. PHRST 7 provides regional surveillance information from emergency departments in the region to NC Public Health about disease outbreaks. PHRST7 supported over a dozen exercises in the region and assisted with several communicable disease outbreaks. It coordinated a rapid needs assessment of Hurricane Katrina evacuees sheltered at the Charlotte Coliseum in September which helped local officials direct them to appropriate services. PHRST 7 personnel also responded to Katrina relief in Waveland, Mississippi, conducted a rapid needs assessment in the aftermath of Hurricane Wilma in Florida, and were poised to respond to Hurricane Ophelia on the North Carolina coast.

### ***North Carolina Regional Response Laboratory 3***

#### **Program Description**

The Mecklenburg County Health Department houses one of three Biosafety Level 3 (BSL3) regional Laboratories in North Carolina. These labs are suitable for work involving agents of moderate potential hazard to personnel and the environment. The lab provides screening for anthrax and other biological agents that are sampled throughout the Piedmont region of North Carolina as well as communicable disease patterns and trends. The above measures will help the Health Department and community recognize possible threats and promote responses to an event, or any emerging threat to the overall health of Mecklenburg County and the region.

## **Environmental Health**

### ***Food and Facilities Sanitation Program***

#### **Program Description**

The Food and Facilities Sanitation Program (F&FS) is a component of the Environmental Health Division of the Mecklenburg County Health Department. The F&FS Program is a mandated program administered pursuant to Chapter 130A of the General Statutes of North Carolina. Program employees are responsible for protecting the public from potential foodborne illnesses associated with more than 3500 permitted food service, lodging, and public swimming pools in Mecklenburg County. This is accomplished by reviewing plans for new construction or renovation of existing facilities, issuing permits to facilities that demonstrate the ability to operate safely, conducting random inspections of permitted facilities, providing training to owners/operator on safe food handling practices, and taking enforcement action to minimize the potential for spreading illness when warranted. All field staff are registered with the North Carolina State Board of Sanitarian Examiners as required by law and must meet authorization requirements set by the North Carolina Department of Environment and Natural Resources.

Offices are located at 700 N. Tryon Street, Suite 208, Charlotte, NC. General offices hours are 8 AM to 5 PM Monday through Friday. However, staff is always on call to handle emergencies. Emergency contact is initiated by calling the Charlotte-Mecklenburg Police, Fire, or Medic.

### ***Public Health Pest Management***

#### **Program Description**

The Public Health Pest Management program is mandated to enforce NC state regulations, addressing public swimming pools, institutions (hospitals, nursing homes, and jails), child care facilities, schools, the practice of tattooing, and childhood lead poisoning prevention. The program also provides rodent and mosquito control program services and enforcement

of local ordinances addressing each and enforces local health ordinances regulating the operation of family child care homes, the installation and maintenance of residential swimming pools, the presence of carbon monoxide detectors in child cares, and the operation of animal holding facilities. The program also investigates complaints, reports, or occurrences of communicable disease and environmental hazards in the above facilities along with sanitation evaluations (inspections), facility plan review, surveys, education, complaint investigations, risk assessments, operation permit issuance/suspension/revocation, disease surveillance, and program evaluation.

### ***Groundwater and Wastewater Services***

#### **Program Description**

The purpose of Groundwater & Wastewater Services (GWS) is to prevent, identify and abate environmental hazards in order to protect the groundwater as a safe drinking water source and a viable natural resource for our community. This is achieved through various strategies including the enforcement of the local Mecklenburg County Groundwater Well Regulations, as well as the North Carolina Department of Environment and Natural Resources Onsite Wastewater Rules as mandated through the North Carolina General Statutes. GWS is the primary local agency responsible for permitting private wells and septic systems. GWS staff maintains a priority list of contamination sites, identifies and resolves potential impacts to drinking water wells, responds to service request related to soil and groundwater contamination and educates the community on the importance, protection, and preservation of the groundwater system.

### ***Environmental Health Plans Review/Environmental Hazards***

#### **Program Description**

The Environmental Health Plans Review/Environmental Hazards Program is responsible for performing mandated plan review and approvals for regulated establishments within the Division of Environmental Health. This critical program is intended to ensure safe design of establishments in the county to protect the public from environmental and health related hazards during operation. More than 1100 food service, swimming pools, lodging, child care, schools, institutions and other plans are reviewed annually by Environmental Health Plans Examiners. Clandestine Methamphetamine Lab decontamination plans are also reviewed to ensure safe re-occupancy of residences. Other functions of the program include Division coordination activities and customer service improvements.

## **Community Health & Community Services**

### ***Community Health Administration***

#### **Program Description**

Responsible for initiating collaborative projects among agencies, community groups, city-county and state entities involved with major concerns affecting the overall well-being of the population served. These efforts include needs assessment for special population issues, priority setting and consensus building among diverse groups and communication in order to maximize the use of collective resources and the reduction of barriers for customers to services between agencies. This position facilitates and participates in strategic discussion, project planning and coordination with community stakeholders on critical health issues helping overcome cultural, linguistic and racial barriers.

## **Ryan White Part A**

### **Program Description**

The Ryan White Part A program is a federally funded grant to a six county region comprised of Mecklenburg, Anson, Gaston, Union, Cabarrus Counties in North Carolina, and York County in South Carolina. The grant provides funding for service providers in the Target Grant Area (TGA) which provide medical case management services to people living with HIV and AIDS as the payer of last resort. To apply for funds or for more information, go to [www.meckhealth.org/ryanwhite](http://www.meckhealth.org/ryanwhite).

## **Fit City Challenge**

### **Program Description**

The Fit City Challenge, a program of the Mecklenburg County Health Department, is a community-based initiative to encourage physical activity and fruit and vegetable consumption. The program provides a website at [www.fitcitychallenge.org](http://www.fitcitychallenge.org) where participants can log in their activities and track their progress. The primary goal of the Fit City Challenge is to impact the community through education and behavior modification. The Fit City Challenge seeks out community partners with like-minded goals to drive forward the importance of physical activity and healthy eating. Collaboration and partnerships are essential ingredients to encourage and sustain change.

**IT ALL Adds Up To Making Better Choices.**

 $=$  $+$ 

1 Pepperoni Pizza      Walking      5 Hours, 37 Minutes

Go to [WWW.FITCITYCHALLENGE.ORG](http://WWW.FITCITYCHALLENGE.ORG) to register and start logging in your fitness data. Two lucky participants will win a free 3 month YMCA of Greater Charlotte membership and an Apple iPod shuffle.



## **Fit City Worksite Wellness**

### **Program Description**

The Fit City Worksite Wellness, part of the Fit City Challenge, assists businesses in creating healthier worksites by providing resources to help improve physical activity access and healthier food options for employees. The program offers businesses located in Mecklenburg County free onsite assessments and provides customized recommendations to help create wellness programs and supportive work environments. On the Fit City Challenge Website, [www.fitcitychallenge.org](http://www.fitcitychallenge.org), there is a section specifically for worksites with resources and tools to assist businesses in creating healthier work environments. The worksite wellness program works within the resources of each company to develop a plan that is achievable and sustainable.

## **Fit City for Fit Families**

### **Program Description**

Fit City for Fit Families, a companion program to Fit City Challenge, was launched in 2003. The aim is to increase physical activity and healthy eating among Mecklenburg County residents and combines individual and community action to reduce children's barriers to healthy eating and physical activity. The program builds individual knowledge and skill by providing web-access to credible nutrition and physical activity resources. Parents are provided practical tips to make food and fitness more fun and part of everyday activities. Website resources are also available to download as PDF documents allowing citizens and health professionals the ability to print the resources as educational handouts. The program also works with family-friendly businesses, schools and childcare centers throughout Mecklenburg County to establish policies that create a societal norm for healthy eating options and physical activity opportunities. For more information, [www.fitcitychallenge.org/families](http://www.fitcitychallenge.org/families).

## Community Health Division

### Program Description

The Community Health Division consists of Maternal-Child Case Management and Community Alternatives Programs which includes CAP-C, CAP-DA, and CAP-AIDS/HIV. Maternal-Child Case Management includes Child Service Coordination, Intensive Home Visiting, and Maternity Care Coordination. These services provide case management services to maternal-child health populations to assess needs and coordinate health care to improve pregnancies, child development and parenting outcomes through, parent education and counseling, monitoring of the child's physical, mental and emotional development, and referrals to identified resources. Community Alternatives Programs which includes CAP-C, CAP-DA, CAP-AIDS/HIV uses Case Management services to assist medically fragile children from birth to age 19, adults 18 and older, and persons with HIV/AIDS.

## Health Promotion

### Program Description

Health Promotion programs include Childbirth, Family Planning and Sexuality Education, Nutrition Services, Adult & Teen Tobacco Use/Prevention, Physical Activity, STD/HIV/AIDS Prevention Education and Outreach, and Male Involvement. Researchers estimate that 50% of premature deaths can be prevented by changing individual behavior.\* This includes smoking, diet, physical activity, seatbelt use, firearm safety, responsible sexual activity, and alcohol use. The challenge is to convince individuals to choose healthy behaviors and to create a community that supports those choices. The focus of the Health Promotion Program is on addressing the major behavioral risk factors for these diseases. Those risk factors include the following:

- Tobacco use
- Physical Activity
- Nutrition/Diet
- High Risk Sexual Behavior

The Program focuses on improving knowledge, attitudes and behavior through **education** programs, including group education series and single session classes.

## Prevention/Wellness Services

### Program Description

Prevention/Wellness delivers services that are designed to prevent, reduce, or delay a range of personal and social conditions including substance abuse/addiction, overweight/obesity, mental retardation/developmental disabilities, and mental illness. Prevention/wellness services promote positive environments and individual strengths that contribute to personal health and well being over an entire life span. Effective prevention/wellness strategies encourage individuals, families, and communities to take part in assessing and, perhaps, changing their lifestyles and environments.





## Clinical/Nursing Services

### Program Description

The Clinical Services Division provides a variety of clinics services. Family planning, sexually transmitted disease, immunization, breast and cervical cancer screening, and tuberculosis (TB) screening for employment and school services are available at both the Billingsley and Beatties Ford Road Departments. Additional services of routine screening mammograms, tuberculosis control, refugee and cardiovascular screening for women are provided only at the Beatties Ford Road Department. Services are provided on a sliding fee scale based on family income and size up to 250% of the Federal Poverty Level.

Patients with income and family size above 251% FPL pay full price for services while patients at or below 100% FPL are not charged for any service. There is not a charge for STD, TB and childhood vaccine services; however, insurance may be billed. Patients seeking services for programs that charge a fee must bring proof of income to their visit. Below is a description of the services provided by each program:

- The Family Planning Program provides women of childbearing age with education and information to support informed choices for planned pregnancies, physical examination, methods of birth control, laboratory screen, medical referrals and follow-up.
- Services provided by the Sexually Transmitted Disease Program include medical care to diagnose and treat individuals presenting with symptoms or concerns related to sexually transmitted diseases, as well as education and outreach services to control and manage the spread of sexually transmitted diseases.
- The Immunization Program protects the health and well being of Mecklenburg residents from vaccine preventable diseases through administration of vaccines. Immunization tracking and outreach activities assure adherence to the childhood immunization schedule for children two years of age.
- The Tuberculosis Program provides diagnosis, treatment, and case management services to individuals with active tuberculosis and household and other close contacts. Tuberculin skin tests are provided at a charge to persons needing a skin test for employment or school.
- Breast and cervical cancer screening, education, referral and follow-up services are provided to low income women through the Women's Health and Mammography Programs.
- The Refugee Health Program provides screening of newly arrived refugees for communicable diseases and other health problems that would hinder successful resettlement in Mecklenburg County.



## ***WIC (Women, Infants & Children)***

### **Program Description**

The purpose of the WIC Program is spelled out in Section 17 (a) of Public Law 95-627 (Child Nutrition Amendments of 1978) The Congress finds that substantial numbers of pregnant women, infants and young children are at risk in respect to their physical and mental by reason of poor or inadequate nutrition or healthcare or both. WIC is administered at the Federal level by the Food and Nutrition Service of the U.S. Department of Agriculture. WIC provides supplemental foods, health care referrals, and nutrition education for low-income pregnant, breastfeeding, and non-breastfeeding postpartum women, and to infants and children up to age five who are found to be at nutritional risk. WIC approved foods are high in protein, vitamins and mineral, particularly vitamin C, calcium and iron. These foods help prevent anemia, increase infant birth weight, and permits maximum mental and physical development. Participants and caretakers learn about health, diet and the harmful effects of substance abuse. WIC is effective in improving the health of pregnant women, new mothers, and their infants.



## ***Pediatric Dental Clinic***

### **Program Description**

The Mecklenburg County Health Department Dental Health Program has two components: a treatment facility at CMC Biddle Point and a community educational and screening/referral aspect that occurs in Charlotte-Mecklenburg Schools (CMS). CMC-Biddle Point accepts any child who is a resident of Mecklenburg County age 15 years or younger. During the calendar year of 2007, there were 3,282 unduplicated patients that received services and they were seen on average 1.87 times, totaling 6,136 visits. Owing to the long standing partnership with Smart Start, 40% of the unduplicated patients were ages 5 and younger.



Services provided include all routine dental treatment with the exception of endodontics (root canals) on permanent teeth and orthodontics (braces). Owing to the fact that almost 75% of the patients 5 years of age and younger seen at Biddle Point have Early Childhood Caries (ECC), a particularly insidious form of dental decay affecting the primary (baby) teeth of infants, toddlers, and preschoolers, parental involvement has become the key to a child's oral health. Parents or other caregivers are allowed and strongly encouraged to be in the treatment rooms during every appointment, giving them the opportunity to receive education on oral development, injury prevention, proper brushing and flossing, and the effects of diet on the dentition. Providing additional services for those children with extensive needs, the program also treats an average of 90 patients per year in an operating room (OR) setting at the CMC-One Day Surgical Center. The community component

of the program, provided by public health dental hygienists, consists of screenings for grades K and 5, education for grades for K through 5, education and screening at elementary, middle, and high schools for Communities in Schools sites, High School Tobacco Awareness Programs, pre and postnatal education at Teenage Parent Services (TAPS), and numerous preventative education programs at community health fairs and day care facilities.

## ***School Health***

### **Program Description**

School Health Programs provide direct and consultative services to all Charlotte Mecklenburg Schools under an agreement between the MCHD/CHS and CMS. Public Health nurses, nutritionist, educators, and social workers are an integral part of the overall Coordinated School Health program in the schools, bringing together health services with health education, school meals and nutrition, physical education, environment, counseling, staff wellness, and parent/community partnerships.

Each of the 73 registered nurses is assigned 1 – 3 schools, (Pre-K through grade 12), and receives support from a supervisor, two nutritionists, a social worker, a health educator, a nurse practitioner, 6 clinical assistants, and a secretary. Pre-K, BB provides a nurse as part of a technical assistance team serving selected non-public childcare facilities. An Asthma Management Nurse works as part of a collaborative grant with CMS to reduce the negative effects of asthma in the school community. There are 3 RN's and a NP who work as part of collaboration with CMS in the High School Challenge Program to help reduce health related barriers to learning in 3 challenged high schools.





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