

**2015  
2016**

# Annual Report

Department of Health &  
Human Services



...committed to meeting the evolving health & social needs of our community.



**County of Dare**  
Department of Health & Human Services



Dear Valued Community Member,

We are pleased to provide the Dare County Department of Health & Human Services 2015-2016 Annual Report. It has been an exciting and challenging year for our department.

The consolidation efforts that began in 2013 continue to offer the opportunity to holistically focus on the health, safety and well-being of Dare residents. We are better able to provide services in a coordinated, effective and efficient manner. We can more readily communicate, share resources and achieve administrative efficiencies. We are building a more cohesive staff through joint planning, joint management team meetings, joint safety initiatives, and joint professional development and staff meetings.

We touch lives in many ways, from providing critical services for newborns to working with the elderly; from providing essential economic services to protecting the health of the public by performing restaurant inspections; from investigating child and elder abuse to providing health services in the schools; from preparing for a possible Zika Virus outbreak to helping low income working parents pay for child care. Our mission statement reflects we are committed to meeting the evolving health and social needs of our community. This report highlights our activities in this regard.

We thank you for your interest and invite you to continue to follow our programs and services at [darenc.com/hhs](http://darenc.com/hhs) or [facebook.com/dcdhhs](https://facebook.com/dcdhhs). We hope this annual report will help you understand the important work of Dare County Department of Health & Human Services.

Sincerely Yours,



Jay Burrus,

Director, Department of Health & Human Services



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### Administration Division

252.475.5500

Dare County Department Health & Human Services Director  
Jay Burrus

### Public Health Division

252.475.5003

Director  
Sheila F. Davies, PhD

### Social Services Division

252.475.5500

Director  
Melanie Corprew

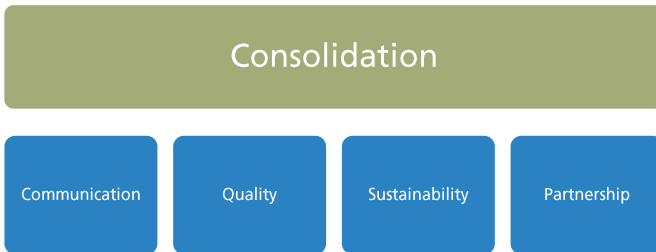


## Strategic Plan Updates

We are proud to showcase the results of our first year implementing our consolidated Health & Human Services Strategic Plan. With the guidance of the Strategic Planning Support Team, each unit created operating plans that align with department goals. This report illustrates each unit's progress for Fiscal Year 2015-2016.

Our Strategies & Goals Include:

- Establish strong internal & external communication plans.
- A culture of quality service delivery is set by the department. Standards of excellence & expectations are communicated.
- Raise awareness & gain general public support for department programs & services.
- Work collaboratively with internal & external resources.



Operating Plans were created for the following units and/or functions:

Administrative Support  
Adult Services  
Child Services  
Community & Clinical Services  
Economic Services  
Environmental Health  
Family Services  
Health Education & Outreach Services  
Home Health & Hospice Services  
Leadership  
School Health

## Communication

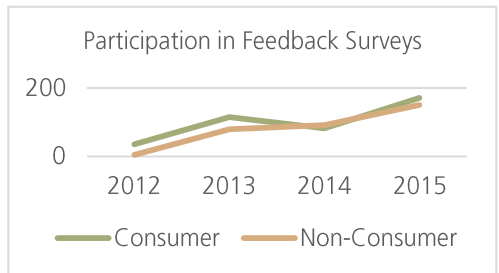
Establish a strong internal and external communication plan by end of strategic plan cycle.

Leadership began working to establish routine communication between the divisions and hosted **three joint management meetings**.

Health Education & Outreach Services' **Peer Power program saw a 6% increase** in the number of students who received lessons.

Economic Services created a system and protocol to communicate known issues in NC FAST to other team members. A total of **42 communications** between staff occurred.

Community & Clinical Services partnered with Health Education & Outreach Services to conduct **consumer and community satisfaction surveys**.



Children's Services worked to increase awareness of child abuse and neglect reporting standards by providing a training for law enforcement and public safety personnel. A total of **164 law enforcement and public safety personnel received training**.

School Health partnered with Health Education & Outreach services to increase information available for parents on health and well-being. **A quarterly newsletter for parents** is now distributed in all Dare County Schools and available in English and Spanish.

Environmental Health Services worked to raise awareness of the importance of handwashing in temporary food establishments by providing **educational information to all vendors**.

## Quality

A culture of quality service delivery is set by the department. Standards of excellence and expectations are communicated by the end of the strategic plan cycle.

Leadership supported **11 quality improvement activities**. Projects included implementation of new software and use of tablets for more efficient use of social workers time in the field and a revamp of the new employee orientation and exit processes.

Leadership encouraged and supported staff development by continuing to support necessary continuing education and hosting additional training opportunities for staff. A total of **7 additional staff development activities were provided** to interested staff.

Leadership promoted quality through **45 employee recognitions** as the opportunity was presented.

Children's Services worked to ensure the safety and well-being of children and families by **safely maintaining 87% of children in their own homes** and when that was not possible 98.75% of children were placed in two or fewer foster care homes.

Environmental Health Services had a **88.5% reduction in missing and/or presumably lost files** through the implementation of an out guides system.

Community & Clinical Services adjusted their services as necessary per client feedback to assure patient needs were appropriately met. **Prenatal services are now offered Monday-Friday** as opposed to one day a week.

## Sustainability

Raise awareness and gain support (local, regional, state) for department programs and services by end of strategic plan cycle.

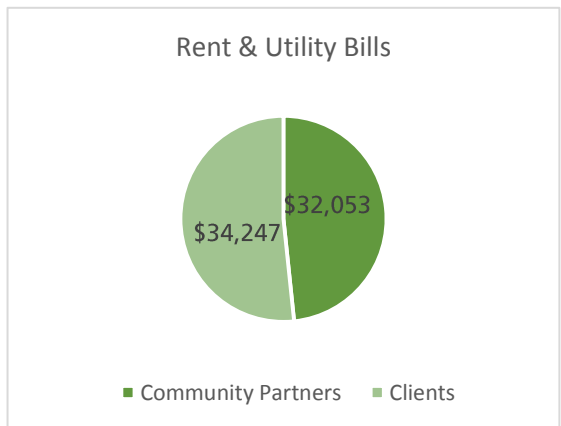
Leadership promoted external awareness of programs and services by participating in speaking engagements, committees and taskforces. **Directors were a part of 11 local, 4 regional, 22 state, and 1 national effort.**

Children's Services recruited, trained, licensed and/or maintained the licenses of **an average of 21 foster homes** to ensure that children entering agency custody have appropriate placements with individuals who have the skills to provide for their needs.

Home Health & Hospice Services worked to maintain their budgetary support for uninsured/underinsured hospice patients by conducting the **Charity Classic Tennis Tournament in October 2015.**

Community & Clinical Services partnered with Health Education & Outreach Services to create educational and branded materials to promote services and/or optimal health. **Five new brochures/rack cards** were created under updated branding standards.

Family Services **worked to ensure best use of funds**, by working with clients to budget what they can contribute towards their own bills. Funding from community partners is then applied towards the gap. This allows for more families to be served during the year.



## Partnership

The department will work collaboratively internally and externally.

Leadership supported and promoted collaboration and partnership between divisions and units. As a result **14 cross training opportunities** were completed between individuals from Administrative Support, Economic Services, Community & Clinical Services, Health Education & Outreach Services, and Children's Services.

Health Education & Outreach services partnered with trained community members to begin **hosting Chronic Disease Self-Management workshops**.

Home Health & Hospice Services worked collaboratively with local funeral service companies to provide a memorial service for area bereaved during the holiday season. A total of **60 individuals were in attendance** at the service in December 2015.

Adult services worked in partnership with community organizations to provide essential items to clients during the holidays. A total of **85 participants were sponsored** through the Older Adult Christmas Program.

Health Education & Outreach services completed a Bright Ideas Grant Project in partnership with Hatteras Island Community Emergency Response Team and Northeastern Medical Reserve Corps. The project brought **250 preparedness kits to vulnerable and at-risk residents** of Hatteras Island.

Administrative support worked to ensure the front desk staff were able to **meet the increased demand for services** during peak seasonal months of traffic by establishing a plan and protocol to utilize other social services and public health staff when necessary.

## Community & Clinical Services

Our Community & Clinical Services unit provides a wide range of services, including prenatal care management, maternal health, family planning, newborn and post-partum assessments including breastfeeding support, child health, nutrition services, immunizations, and disease surveillance. Services are provided by our dedicated team of nurse practitioners, nurses, social workers and clerical staff.

### Numbers & Types of Visits



Adult Health  
622



Family Planning  
1,109



STIs  
447



Maternal Health  
1,488



153 Breast & Cervical  
Cancer Control program  
patients received 201  
preventative and  
diagnostic services



335 patients  
touched  
through the  
Child Health  
program

#### Vital Records

Birth Certificates 386  
Death Certificates 258



1,369 immunizations  
given



340 Pregnancy Case  
Management  
patients served

Outside lab services were  
provided to 1,899  
patients



## Environmental Health Services

Our Environmental Health Specialists work diligently to protect the health of the public, by permitting and performing routine inspections of food handling establishments, lodging establishments, public pools and spas, providing meth lab decontamination oversight and child lead investigations. Staff also work to promote safe water, air quality and waste water treatment.

### Food Handling & Lodging Establishments

### Public Pools & Spas



conducted  
**1772**  
establishment  
inspections



issued 344 permits &  
investigated **30** complaints

### On-Site Water Protection Program



- 3011 site visits
- 1413 applications received
- 835 improvement permits issued
- 655 Type IV, V, VI inspection reports

**4**  
swimming  
advisories posted

### Recreational Water Quality

## Health Education & Outreach Services

Our Health Educators provide public awareness, prevention and health promotion services in our schools and various locations throughout the community. With an emphasis on healthy choices and lifestyles, health education initiatives include smoking cessation, healthy eating, active living, and substance use/abuse prevention, all of which impact individual and population health. Our health educators also work with community stakeholders to conduct the Community Health Assessment, which identifies risk factors and mobilizes action to mitigate those factors. Our Women, Infants and Children Program (WIC) provides education and access to nutritious foods for pregnant/ post-partum women and infants and children under the age of five.

### Chronic Diseases

Chronic Disease Management Classes	12
Diabetes Education Participants	52
Prevent T <sup>2</sup> (Diabetes) Classes	10

22 Communications  
to Healthcare  
Providers



### Outreach

WIC Client Visits	9,339
Carolina Care Plan Patients	161
Care Coordination for Children Patients	490
Health Check Coordination Contacts	1,891

25 News  
Releases to  
Media



### Peer Power

Training Lessons (high school)	51
Student Contacts	5,228

160 Preparedness/  
Safety Exercises,  
Drills & Trainings

10 Quality Trainings &  
Projects Completed

### Substance Abuse

Pills Collected by Drug Drop Offs	15,308
Keeping Current Programs	4
Keeping Current Participants	125
Helping Women Recover Lessons	92
Helping Women Recover Participants	125

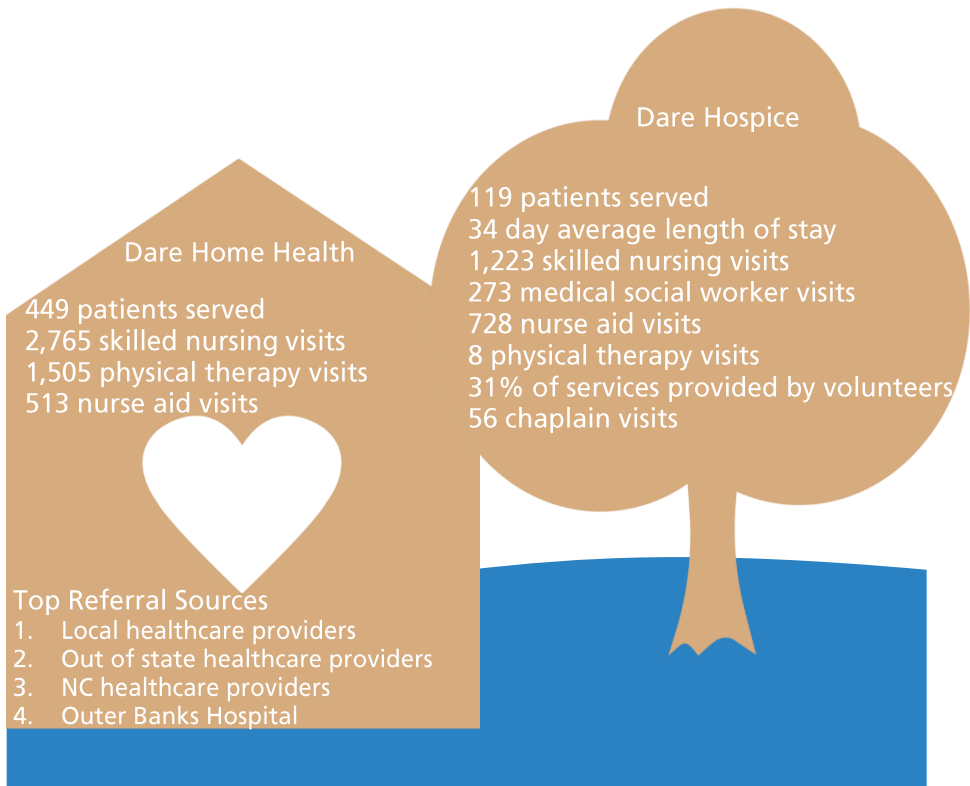
4 Nutrition & Physical  
Activity Policies  
Implemented

## Home Health & Hospice Services

Our Home Health & Hospice Services team includes nurses, therapists, social workers and nursing assistants.

Dare Home Health is a Medicare certified agency which provides in-home services for patients experiencing a medical challenge and teaches patients and families to function as independently as possible. Our services include medication and disease management, post-surgical assessments and rehabilitative care, infusion therapy and wound care.

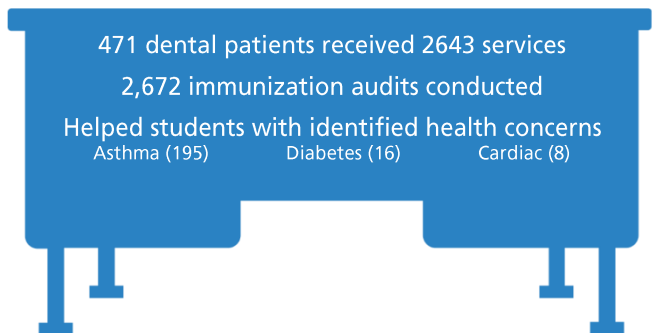
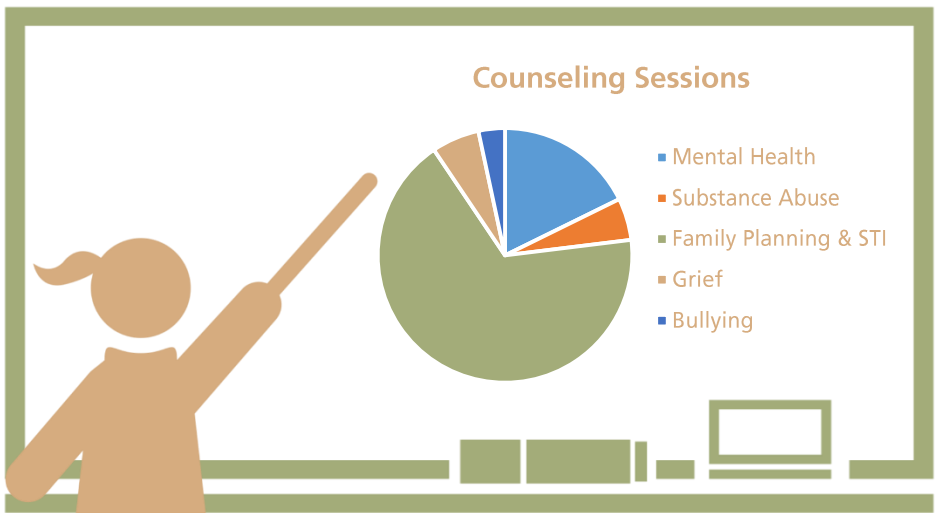
Dare Hospice provides end of life care to assist patients to live fully until death. The care is provided by a hospice certified physician and focuses on the patient and their caregivers with an emphasis on comfort and symptom management. We also provide bereavement support and respite care.



## School Health Services

Our school nurses provide screening, evaluation, treatment, health education and case management for students with chronic diseases. We are proud to have a school nurse in each Dare County School. They track school entry required vaccines and provide vaccines to ensure that the children of Dare County are protected.

The Miles of Smiles mobile dental clinic has two dental chairs and is staffed by a dentist and dental assistant. The van has a rotating schedule through Dare and Hyde counties.



## Adult Services

Our Social Workers provide intake, screening and assessment of abuse, neglect and exploitation of elderly/disabled adults. Adult Protective Services reports that are not substantiated or that do not meet the criteria to be “screened in” are provided with information and referrals, when appropriate. Adult Services staff provide a wide variety of case management services, as well as administering our Special Assistance/In-home program (SA-IH) and our Community Alternatives Program for disabled adults (CAP/DA). With the assistance of these programs, disabled adults are able to live in the community.

- 111 Reports Received
- 79 Reports Screened In

### Confirmed Reports

- 7 Abuse
- 63 Neglect
- 13 Exploitation

144 Special Medical Needs Registry Clients	Guardianship of 22 wards	24 clients receiving special assistance in- home
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Averaged 10 Community Alternative Program participants monthly

Provided in-home aid services to 129 clients, totaling 25,696 hours.

## Children's Services

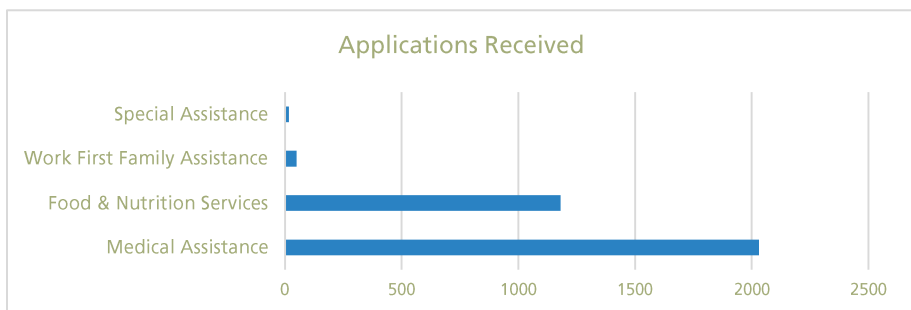
Our Social Workers investigate reports of suspected child abuse and neglect. With the goal of keeping families united, social workers connect family members to community resources and treatment services. Higher risk families may receive additional case management services. In some cases, temporary substitute care is provided to children in out-of-home settings which may involve permanency planning and adoption services when necessary.



249 reports involving 437 children  
233 family assessments conducted for neglect involving 405 children  
102 families received services  
16 investigations for abuse & neglect involving 32 children  
5 investigations were substantiated  
88 families received in home services  
15 petitions filed alleging abuse, neglect or dependency  
25 children in Foster Care  
5 families reunified  
7 children adopted  
78 child & family team meetings

## Economic Services

Our Economic Services staff link families in need of help to financial assistance. Programs include Medical Assistance, Food & Nutrition Services (FNS), Work First Family Assistance and Special Assistance. Program Integrity ensures individuals and families receive the correct benefit amounts when determined eligible for one or more of the Economic Services programs. This position investigates/resolves questionable information on pending applications and recipient cases to prevent payments to ineligible families.

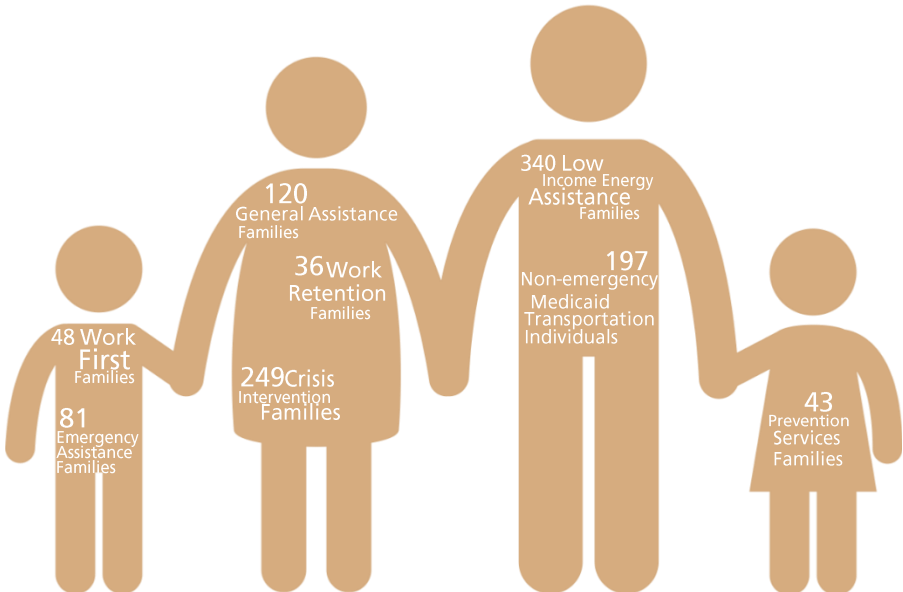
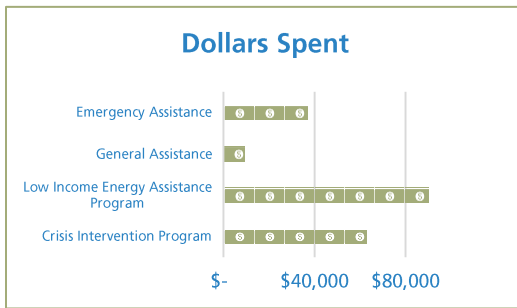


Monthly Averages	
Medical Assistance Case Reviews	301
Receiving Work First Family Assistance	48
Special Assistance Cases	75
Food & Nutrition Services	
Expenditures	\$277,476
Individuals/Families Receiving Benefits	3,174

## Family Services

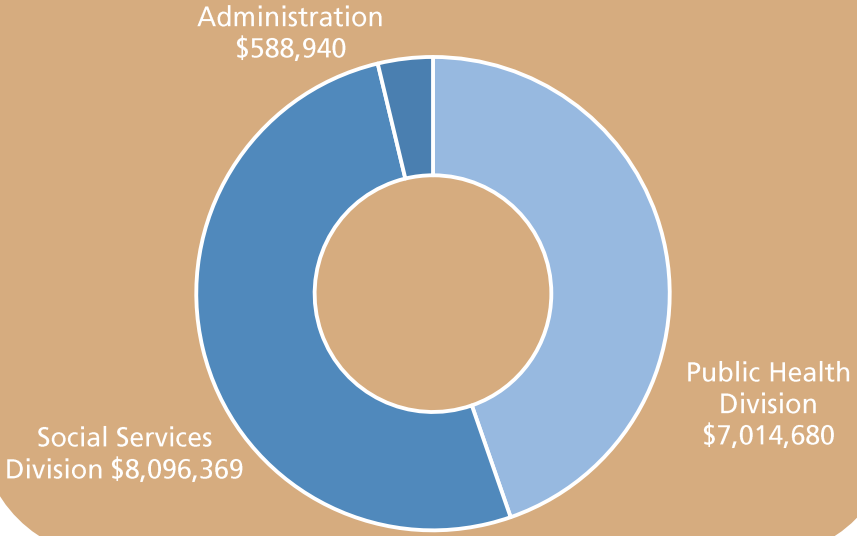
Our Family Services unit provides a variety of assistance services to families in need. Programs provide: assistance with heating or cooling emergencies, child care assistance grants, assistances with transportation needs for Medicare patients and assistances with rent and utility costs in crisis situations.

Our prevention team is proud to offer comprehensive and intensive services for families that are experiencing difficulties that could potentially place their children at higher risk for Child Protective Services involvement or to families that are dealing with an unexpected family crisis.



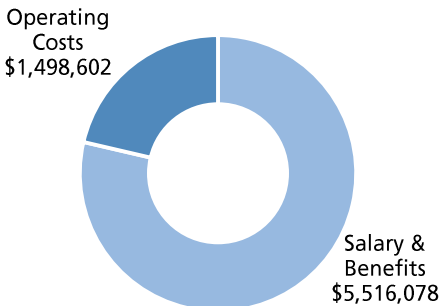
## Financial

The Department has a consolidated budget of \$15.6 million. Operating costs account for \$5.1 million with employee salaries and benefits totalling \$10.3 million.

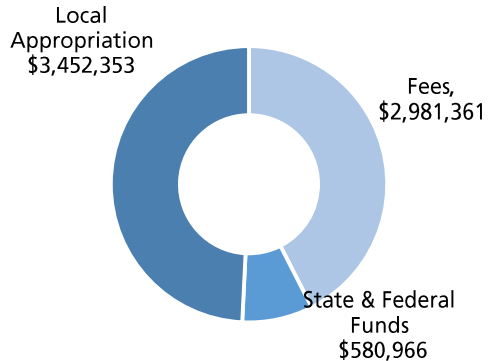


## Public Health Division

### Expenses

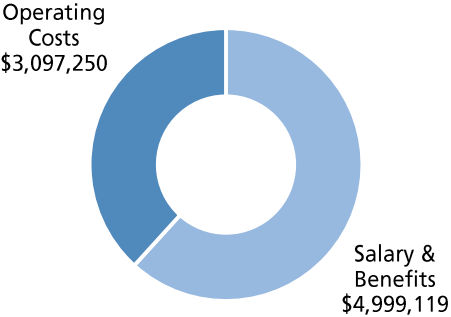


### Revenue

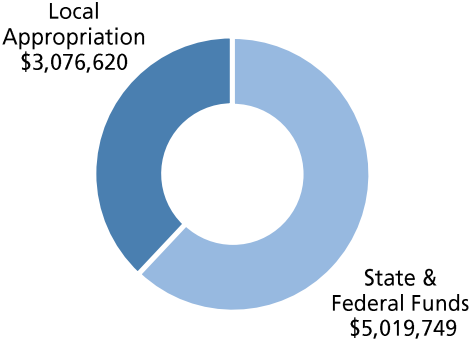


# Social Services Division

## Expenses



## Revenue





## Special Thanks

### Strategic Planning Team

Roxana Ballinger, Director of Health Education & Outreach Services

Debbie Dutton, Director of Community & Clinical Services

Bonnie Drewry, Economic Services Program Administrator

Katie McCarron, Adult Services Supervisor

### Strategic Planning Coordinator

Kelly Nettnin, Communications Specialist

For more information, please call 252.475.5036.



## County of Dare

### Department of Health & Human Services

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