

**2016
2017**

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 2016-2017 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. This year Veterans Services became a division of our department. This addition is a common sense approach which further supports consolidation. This move coupled with the co-locating of social services will allow our staff to work in unison to best support the needs of Dare County's veterans.

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 or [facebook.com/dcdhhs](https://www.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

Table of Contents

Strategic Plan Updates

Communication.....	7
Quality.....	8
Sustainability.....	9
Partnership.....	10

Public Health Division

Community & Clinical Services.....	11
Environmental Health Services.....	12
Health Education & Outreach Services.....	13
Home Health & Hospice Services.....	14
School Health Services.....	15

Social Services Division

Adult Services.....	16
Children’s Services.....	17
Economic Services.....	18
Family Services.....	19

Consolidated Department

Financial.....	20
----------------	----

Public Health Division

Director
Sheila F. Davies, PhD

Social Services Division

Director
Chuck Lycette

Veterans Services Division

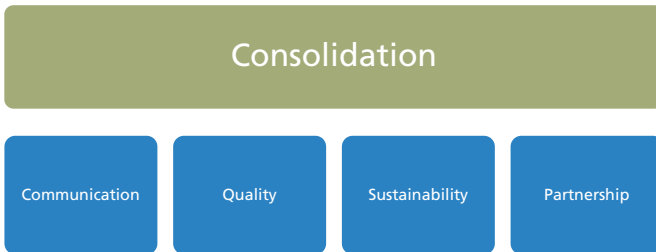
Veterans Affairs Administrator
Patricia O’Sullivan

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 2016-2017.

Our Strategies & Goals Include:

- Establish strong internal & external communication plans.
- Set a culture of quality service delivery & communicate expectations & standards of excellence.
- 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

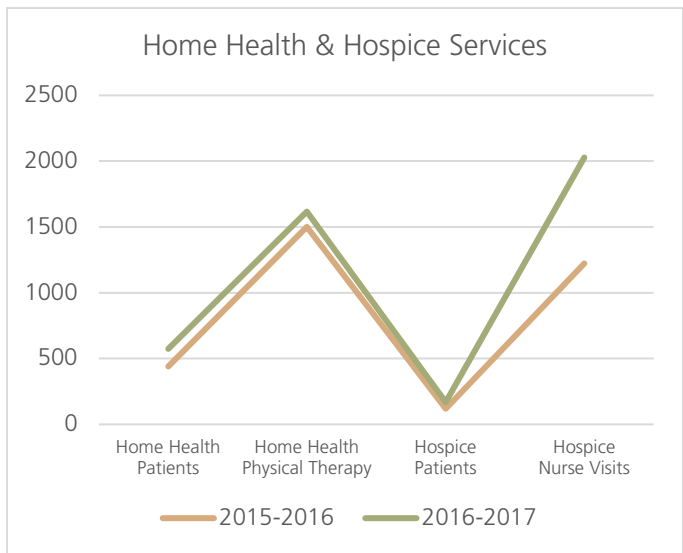
Establish a strong internal and external communication plan.

Leadership worked to enhance routine communication between the divisions of the department. **Twelve leadership meetings** and **two joint management meetings** were held.

Home Health & Hospice Services' Dare Home Health & Dare Hospice programs saw a significant increase in patients and services. Dare Home Health

had a **27% increase in patients served and physical therapy visits increased by 7%** this fiscal year. Dare Hospice had a **42% increase in patients and skilled nursing visits**

increased by 65% this fiscal year.



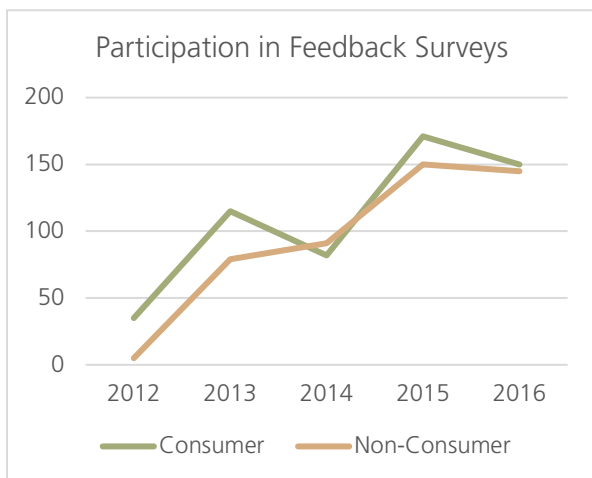
Environmental Health Services worked with Health Education & Outreach Services to **make their applications more user friendly** for clients, vendors and staff.

Health Education & Outreach Services **created/updated 138 educational and/or marketing materials**, which was a 29% increase from the previous year.

Quality

Set a culture of quality service delivery & communicate expectations & standards of excellence.

Leadership supported the assembly of an **Information Technology Team**. The group meets monthly to share ideas, discuss improvement opportunities and problem solve as needed.



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

Adult Services' average **participation in their Elder Abuse Community Collaborative**

increased by 73% by hosting an annual conference as opposed to quarterly meetings which were held in the previous fiscal year.

School Health continued to partner with Health Education & Outreach services to increase information available for parents on health and well-being. **A total of 6 newsletters in English and Spanish were distributed covering 34 topics** via the web and Dare County Schools.

Environmental Health Services continued to see a reduction in missing and/or presumably lost files through the ongoing implementation of an out guides system. This year the **reduction in missing files increased from 88.5% to 97.5%**.

Sustainability

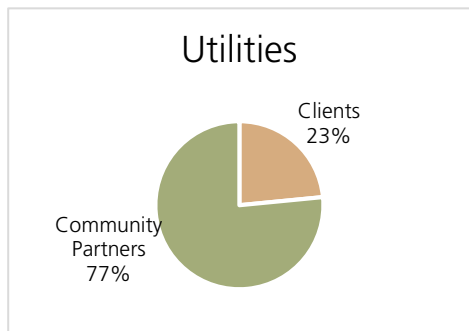
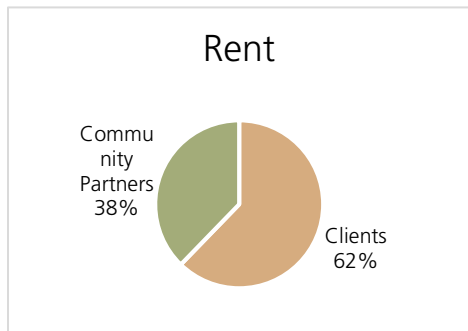
Raise awareness and gain support (local, regional, state) for department programs and services.

Health Education & Outreach Services' **Peer Power Program** received recognition as a **Promising Practice** from the National Association of County and City Health Officials.

Community & Clinical Services programs saw **significant increases** in their **Adult Health Program (91%)**, **Maternal Health Program (33%)** and **Family Planning Program (17%)**.

Children's Services recruited, trained, licensed and/or maintained the licenses of **an average of 23 foster homes** to ensure that children entering agency custody have appropriate placements with individuals who have the skills to provide for their needs.

Members of Leadership participated in **16 local, 3 regional and 8 state** on-going committees or meetings. These committees include groups like: Healthy Carolinians of the Outer Banks, Trillium Behavioral Health Central Region Board, State Directors for Public Health or Social Services and include working with local task forces to arrange for provision of services.



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.

The department responded to Hurricane Matthew while working together to maintain day-to-day operations. Economic Services staff put in overtime to [accommodate 732 applicants for Disaster Food and Nutrition Services](#). Community & Clinical Services administered [50 Tetanus Vaccinations](#) to Hatteras Island Residents who had been exposed to flood waters or were involved in clean-up efforts.

Economic Services saw an [18% increase in referrals](#) from community members and partners through the implementation of an outreach plan. The Public Health Division was the most common referring agency.

Community & Clinical Services partnered with New Horizons to provide [4 educational classes on Sexually Transmitted Infections](#) for their clinics' clients.

Economic Services worked with [4 community partners to create easier accessibility](#) for clients to apply for benefits.

School Health Services saw a [357% increase in Dare County School Staff participation in wellness activities](#). The unit hosted a Biggest Loser Competition between schools in January.

Adult services worked in partnership with community organizations to provide essential items to clients during the holidays. [All \(85\) qualified individuals were able to be assisted](#) through the Older Adult Christmas Program.

Health Education & Outreach services partnered with [Hotline to co-locate services](#) and offer an additional Helping Women Recover class to their program participants.

Home Health & Hospice Services wrote a grant and partnered with local community clinicians to [establish a Grief Group](#). The weekly sessions began in January. There have been [23 sessions averaging 13 attendees](#) at each group.

Community & Clinical Services

Our Community & Clinical Services unit provides a wide range of services, including prenatal care management, maternal health, family planning, newborn and postpartum 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
1,189



Family Planning
1,304



STIs
455



Maternal Health
1,990



154 Breast & Cervical
Cancer Control program
patients received 294
preventative and
diagnostic services



390 patients
touched
through the
Child Health
program

Vital Records
Birth Certificates 332
Death Certificates 283



1,356 immunizations
given



380 Pregnancy Case
Management
patients served



Outside lab services were
provided to 1,616
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 drinking water, recreational water quality and wastewater treatment and disposal.

Food Handling & Lodging Establishments

Public Pools & Spas



conducted
1882
establishment
inspections



issued 284 permits &
investigated **35** complaints

On-Site Water Protection Program



- 2948 site visits
- 1395 applications received
- 855 improvement permits issued
- 610 Type IV, V, VI inspection reports

3
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. Initiatives include healthy eating, active living, chronic disease prevention/maintenance and substance use/abuse prevention, all of which impact individual and population health. Health educators also work with internal staff and community stakeholders to conduct community health assessments and provide emergency preparedness and response.

Our outreach team links community members to care coordination, care management, and health services for children. Women, Infants and Children Program (WIC) provides foods for pregnant/postpartum women and infants, children under the age of five.

Chronic Diseases

Chronic Disease Management Classes	3
Diabetes Education Visits	68
Prevent T ² (Diabetes) Active Groups	2

16 Communications to Healthcare Providers



Outreach

WIC Client Visits	8,589
Carolina Care Plan Patients	332
Care Coordination for Children Patients	588
Health Check Coordination Contacts	2,072

25 News Releases to Media



Peer Power

Training Lessons (high school) 52
Student Contacts 5,254

160 Preparedness & Safety Trainings

Substance Abuse

Pills Collected by Drug Drop Offs	66,260
Keeping Current Programs	2
Keeping Current Participants	30
Helping Women Recover Lessons	122
Helping Women Recover Participants	82



Home Health & Hospice Services

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 directed 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 and grief support.

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

Dare Home Health

573 patients served
2,741 skilled nursing visits
1,618 physical therapy visits
341 nurse aid visits

Top Referral Sources

1. Local healthcare providers
2. Outer Banks Hospital
3. Other
4. Sentara

Dare Hospice

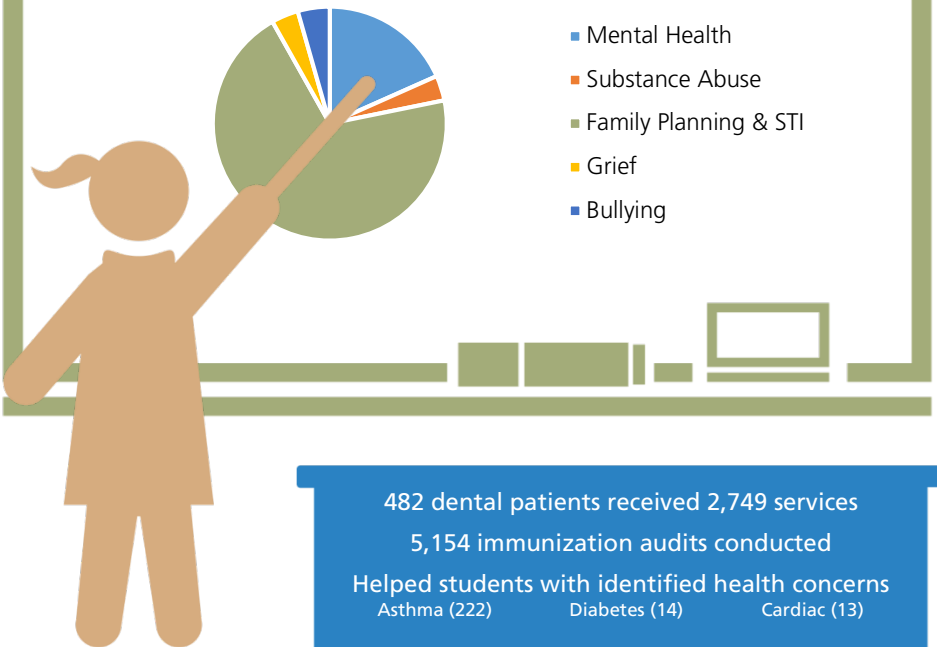
169 patients served
48 day average length of stay
2,028 skilled nursing visits
132 medical social worker visits
1272 nurse aid visits
8 physical therapy visits
17% of services provided by volunteers
47 chaplain visits

School Health Services

Our school nurses provide assessment and evaluation, screening, treatment, and health education for all students; in addition they provide case management for students with chronic health conditions. School nurses support school staff in tracking state required vaccinations and health physicals to ensure that the children of Dare County are protected from communicable diseases. We are proud to have a full time school nurse in each Dare County school.

The Miles of Smiles mobile dental clinic has two dental chairs and is staffed by a dentist and dental assistant. They provide both preventative and restorative care to children of Dare County. The van has a rotating schedule through Dare and Hyde counties.

Counseling Sessions



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. Services for the blind are also available.

- 74 Reports Received
- 65 Reports Screened In

Confirmed Reports

- 2 Abuse
- 34 Neglect
- 5 Exploitation

129 Special Medical Needs Registry Clients	Guardianship of 23 wards	24 clients receiving special assistance in- home
---	-----------------------------	--

Averaged 10 Community Alternative Program participants monthly

Provided in-home aid services to 131 clients, totaling 25,271 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.

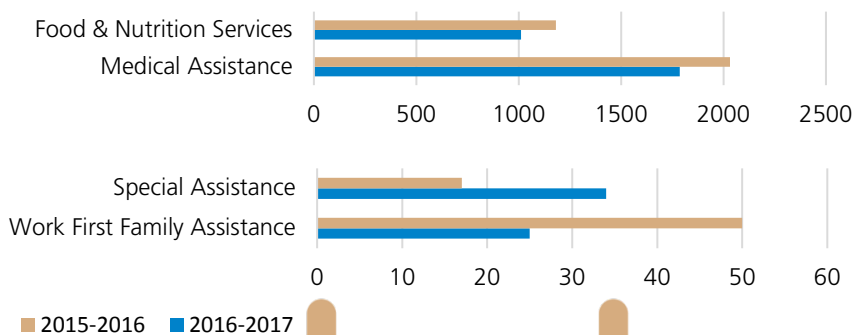


230 reports involving 389 children
224 family assessments conducted for neglect involving 381 children
6 investigations for abuse & neglect involving 8 children
3 investigations were substantiated
6 families received in home services
22 petitions filed alleging abuse, neglect or dependency
20 children in Foster Care
4 families reunified
1 child adopted
89 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 for pending applications and recipient cases to ensure the correct benefit amount is being received and to prevent payments/benefits to ineligible families.

Applications Received

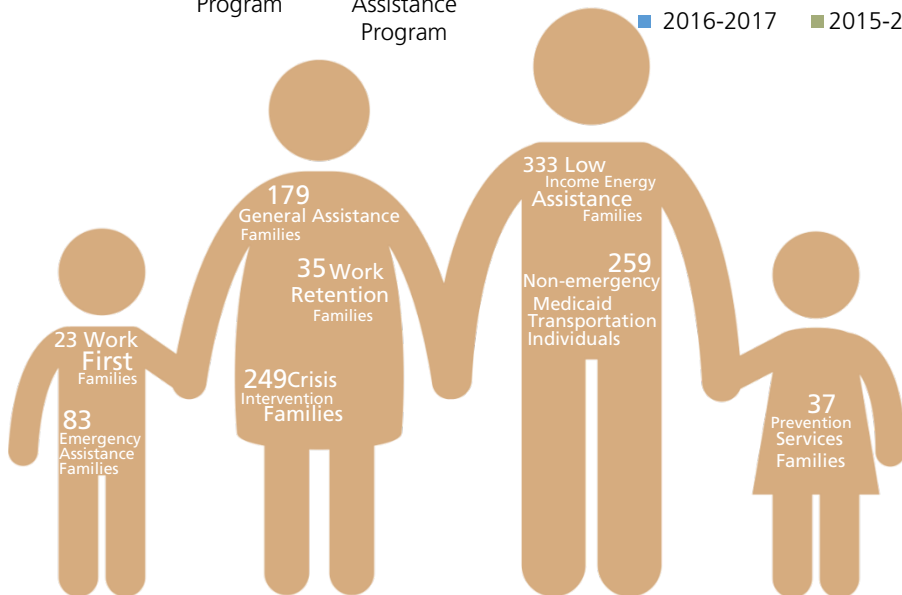
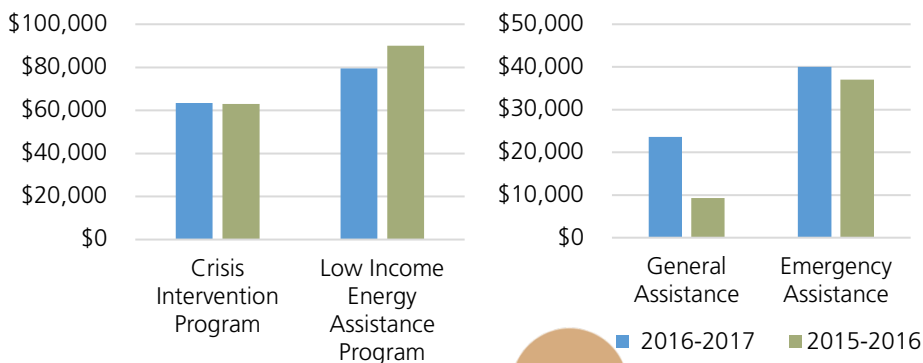


Monthly Averages	
Medical Assistance Case Reviews	326
Receiving Work First Family Assistance	23
Special Assistance Cases	72
Food & Nutrition Services	
Expenditures	\$319,446
Individuals/Families Receiving Benefits	2,634

Family Services

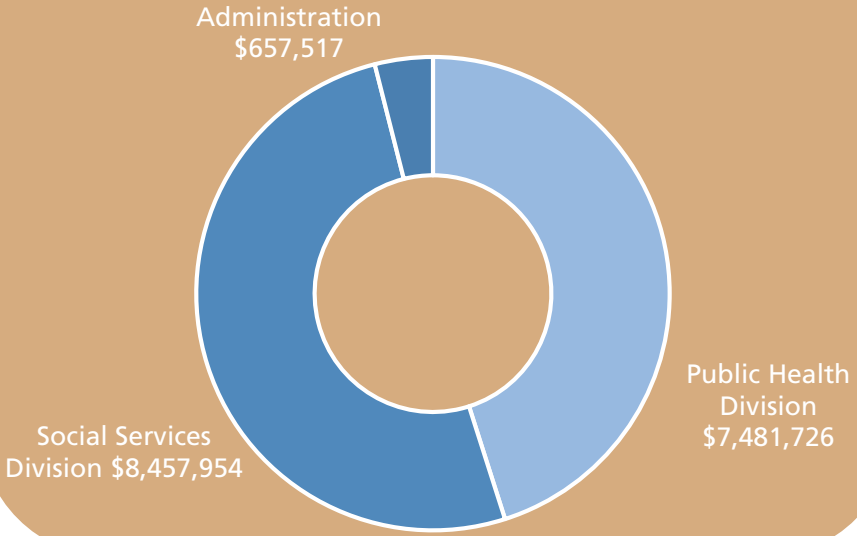
Our Family Services unit provides a variety of assistance services to families in need. Programs provide: assistance with heating or cooling emergencies, child care assistance, assistance with transportation needs for Medicaid clients and assistance with rent and utility costs in crisis situations.

Our family support 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.



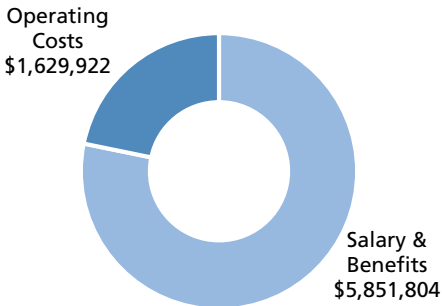
Financial

The Department has a consolidated budget of \$16.5 million. Operating costs account for \$4.4 million with employee salaries and benefits totalling \$11.6 million.

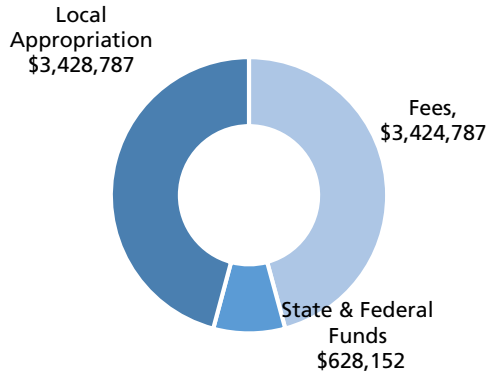


Public Health Division

Expenses



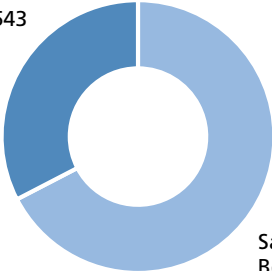
Revenue



Social Services Division

Expenses

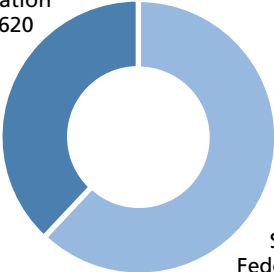
Operating Costs
\$2,787,543



Salary & Benefits
\$5,760,411

Revenue

Local Appropriation
\$3,076,620



State & Federal Funds
\$5,019,749

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

P.O. Box 669 | Manteo, NC 27954

Health 252.475.5003 | Social Services 252.475.5500

Veterans Services 252.475.5604 | darenc.com/hhs