

**2014  
2015**

# **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 2014-2015 Annual Report. It has been an exciting and challenging year for our department.

Dare County Department of Health & Human Services was formed in the fall of 2013, after the Dare County Board of Commissioners voted to consolidate the Dare County Department of Public Health and the Dare County Department of Social Services. Consolidation has offered 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 critical 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 EBOLA 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 on [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,

A handwritten signature in black ink, appearing to read "Jay Burrus".

Jay Burrus,

Director, Department of Health & Human Services

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### Public Health Division

252.475.5003

Director  
Sheila F. Davies, PhD

### Social Services Division

252.475.5500

Director  
Melanie Corprew

## Community & Clinical Services

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



### Patients Seen

Frisco: 438

Manteo: 4560

Total: 4998

210 units of service were billed for the Community Alternatives Program for Children

9790 Woman, Infants & Children (WIC) program client visits

422 patients touched through Care Coordination for Children



223 Pregnancy Care Management Patients served



1762 Health Check Coordination program participant contacts

291 Carolina Care Plan patients touched



1046 Interpreter hours provided to assure clinic & outreach services were available to all

## 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



issued 305 permits & investigated 23 complaints

### On-Site Water Protection Program



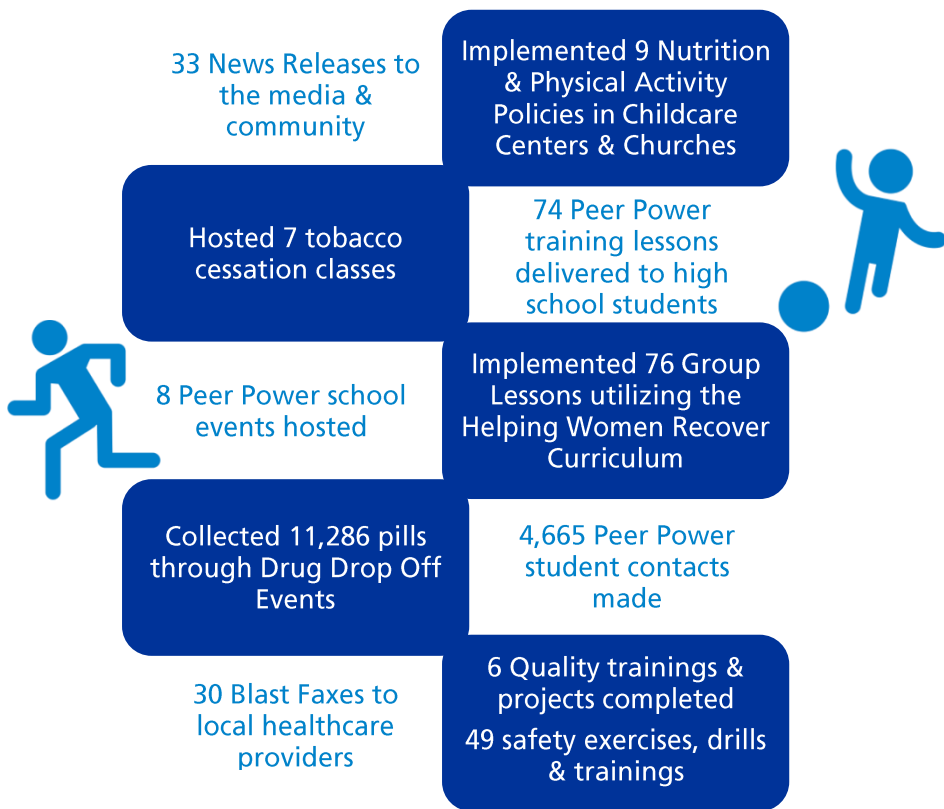
- 2682 site visits
- 1314 applications received
- 229 improvement permits issued
- 492 improvement permits issued for repairs
- 597 Type IV, V, VI inspection reports
- 421 addition permit authorizations



### 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.

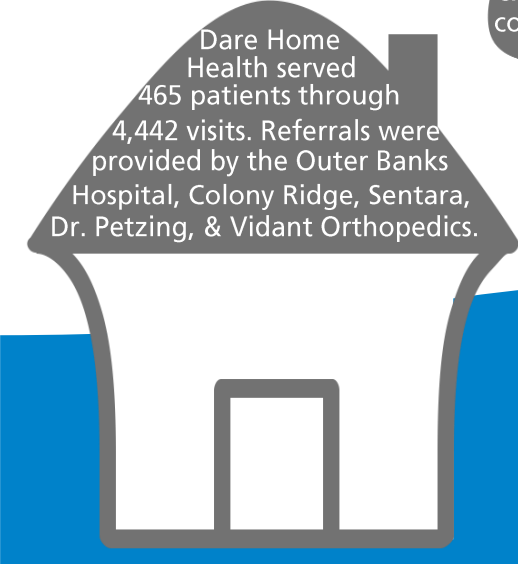


## Home Health & Hospice Services

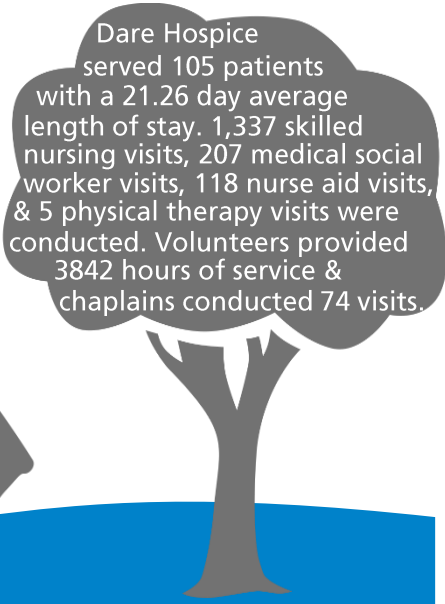
Our Home Health & Hospice Services team includes nurses, therapists, social workers and nursing assistants.

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.



Dare Home Health served 465 patients through 4,442 visits. Referrals were provided by the Outer Banks Hospital, Colony Ridge, Sentara, Dr. Petzing, & Vidant Orthopedics.



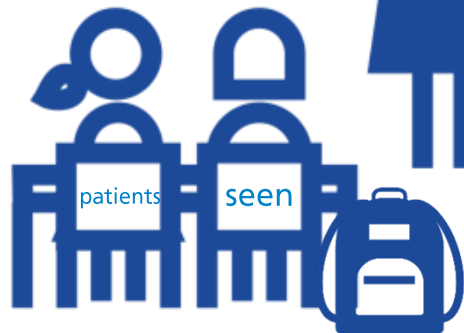
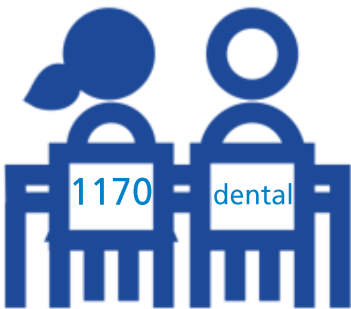
Dare Hospice served 105 patients with a 21.26 day average length of stay. 1,337 skilled nursing visits, 207 medical social worker visits, 118 nurse aid visits, & 5 physical therapy visits were conducted. Volunteers provided 3842 hours of service & chaplains conducted 74 visits.

## 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.

- Conducted 1415 student counseling sessions
- 3374 case management services provided
- Provided assistance with 15,906 illnesses or injuries



## 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.

- 88 Reports Received
- 73 Reports Screened In

### Confirmed Reports

- 1 Abuse
- 27 Neglect
- 2 Exploitation
- 2 Multiple Allegations

3 Petitions  
filed for  
protective or  
emergency  
services

Guardianship  
of 18 wards

24 clients  
receiving  
special  
assistance in-  
home

Served as representative payee for 25 individuals

Averaged between 7-9 Community Alternative  
Program participants

Provided in-home aid services to 150 clients,  
totaling 26,844 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.



252 reports involving 447 children  
233 family assessments conducted for neglect involving 412 children  
102 families received services  
19 investigations for abuse & neglect involving 35 children  
3 investigations were substantiated  
38 families received In home services  
20 petitions filed alleging abuse, neglect or dependency  
55 children in Foster Care  
4 petitions filed to terminate parental rights  
5 children adopted  
87 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, 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.

### Snapshot of March 2015



Medical Assistance  
4,420 recipients with \$2.4 million paid in claims

Food & Nutrition Services

3,817 recipients shared a total of \$400 thousand



Special Assistance

77 recipients received a total of \$32 thousand for care & support

Work First Family Assistance

55 recipients received a total of \$8 thousand



These are the best numbers available due to changes in North Carolina's computer system utilized to provide these programs.

### Program Integrity for 2014-2015

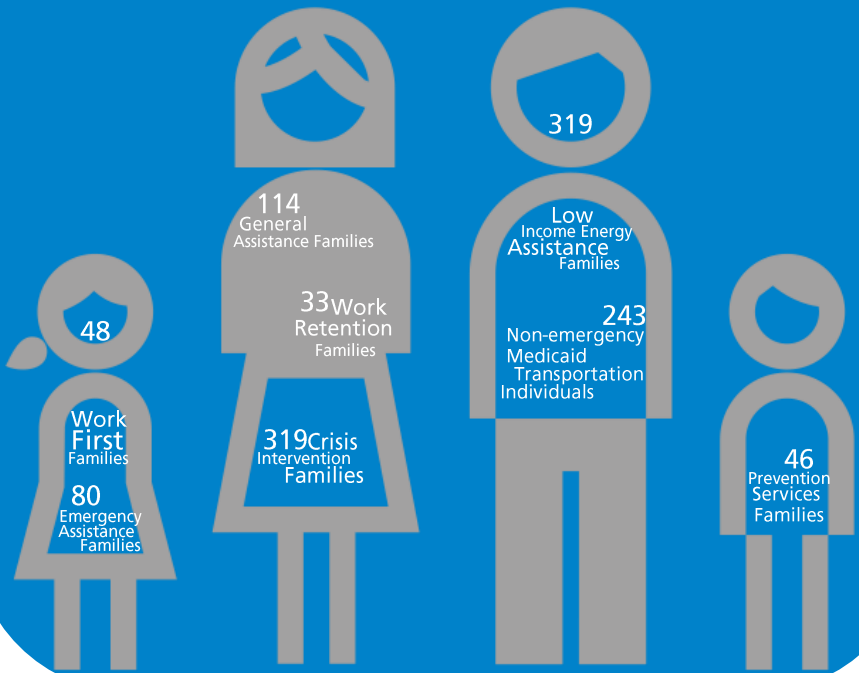
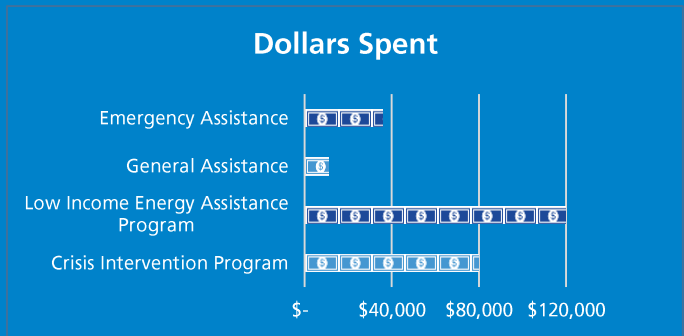
75 Referrals were received for investigation through Program Integrity a total of 76 referrals were substantiated with \$1,442 collected.

## Family & Prevention Services

Our Family Services unit provides a variety of assistance services to families in need. Energy assistance programs provide assistance with heating or cooling emergencies. Child care assistance grants parents the ability to maintain employment through access to safe, quality and affordable child care. Medicaid patients are assisted with transportation needs to promote access to health care. Emergency Assistance helps families with rent and utility costs in crisis situations.

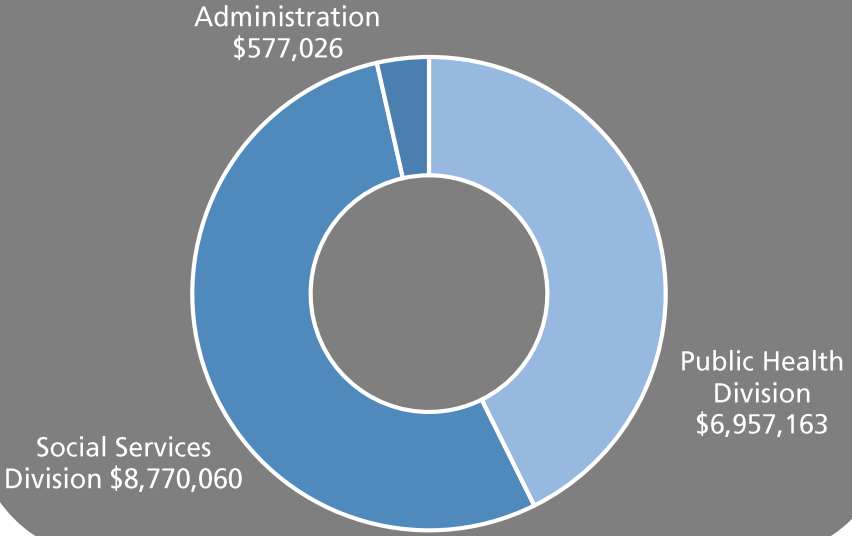
Our prevention team is proud to offer comprehensive and intensive services for families that are

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.



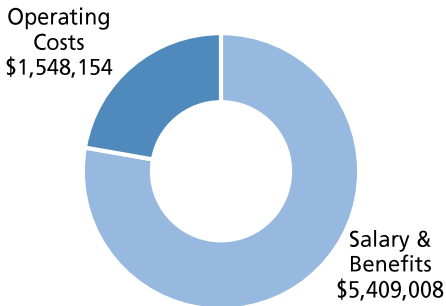
## Financial

The Department has a consolidated budget of \$16.3 million. Operating costs account for \$5.3 million with employee salaries and benefits totalling \$10.3 million.

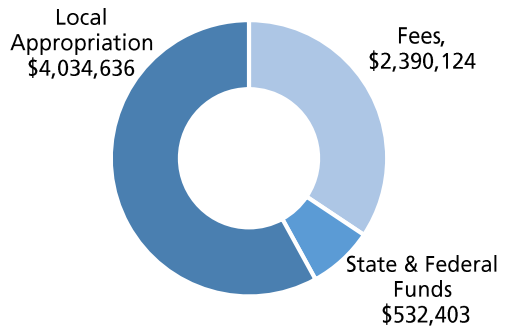


## Public Health Division

### Expenses



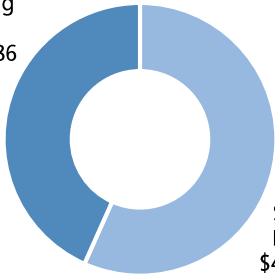
### Revenue



## Social Services Division

### Expenses

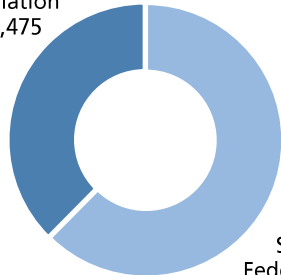
Operating Costs  
\$3,798,786



Salary & Benefits  
\$4,971,274

### Revenue

Local Appropriation  
\$3,296,475



State & Federal Funds  
\$5,473,585

## Strategic Planning

We spent this year working on the first consolidated Health & Human Services Strategic Plan. Overarching strategies and goals were selected for the department, and each unit developed an Operating Plan that ties into the departmental goals. The plan will be in effect from July 2015- June 2019.

Our Strategies & Goals Include:

### Consolidation

- 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

Communication

Quality

Sustainability

Partnership

We look forward to sharing our results with you in next year's Annual Report.



## **County of Dare**

**Department of Health & Human Services**

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