

Florida Department of Health in Charlotte County



**ANNUAL
REPORT
2019**



Florida Department of Health
in Charlotte County
1100 Loveland Boulevard
Port Charlotte, Florida 33980
<http://charlotte.floridahealth.gov>

March 2020

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Our Mission

To protect, promote & improve the health of all people in Florida through integrated state, county, & community efforts.

Our Vision

To be the Healthiest State in the Nation

Our Values

- I**nnovation: We search for creative solutions and manage resources wisely.
- C**ollaboration: We use teamwork to achieve common goals & solve problems.
- A**ccountability: We perform with integrity & respect.
- R**esponsiveness: We achieve our mission by serving our customers & engaging our partners.
- E**xcellence: We promote quality outcomes through learning & continuous performance improvement.



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Health Officer's Message



Over the past year the Florida Department of Health in Charlotte County has spent significant efforts to reengage our community to understand our needs. This understanding will help us build stronger programs that are directly impacting our health in positive ways. In collaboration with our community partners, Board of County Commissioners, and dedicated community members we embarked on a community assessment to gain further insight to our needs, gaps in resources and concerns. As a result of this information, we will use this data to build a community health improvement plan that aligns with our community needs and our community partners' needs. This joint effort will allow a new level of synergy across the community working towards the common goal of improving our lives.

This year our agency expanded services as well as responded to a nationwide outbreak of Hepatitis A. Together with our partners in law enforcement, behavioral health, hospitals, Physicians, treatment centers and homeless services we are making progress towards protecting our most vulnerable. This strategy is helping stem the spread of viruses that may impact us all. I am proud of the innovative strategies being used with our partners to combat this outbreak. Together we are making a difference.

It is my belief that Charlotte is a special community. Moving forward we will work to develop and support a shared vision on how we can continue to improve our great County. I want to thank the countless people who played a role in our collective success this year. I look forward to a great 2020.

Joseph D. Pepe

2019 - 2022 Strategic Plan

The Florida Department of Health in Charlotte County (DOH-Charlotte) unveiled its new three-year Strategic Plan 2019-2022 on February 14, 2019 to the Charlotte County Community. It was developed with feedback from all levels of the agency and the community. The plan became effective on July 1, 2019 and will be in effect through June 30, 2022.

The Strategic Plan provides the framework for developing policies; linking resources, research, budget requests and legislative initiatives to critical public health issues; and focusing attention on results and accountability. It is supported by other agency plans such as the Workforce Development and Quality Improvement plans which outline the path to train and develop a competent workforce in a variety of ways, helping to sustain a performance driven culture of quality improvement.

The 2019-2022 Strategic Plan sets forth what the organization plans to achieve in the next three years along with a road-map for achieving it. DOH-Charlotte will use this plan to work towards achieving its vision and executing its mission.

Our team members developed a Motto that reflects our local philosophy:

~ Improving quality of life through positive health impacts. ~



2019 - 2022 Strategic Plan

In addition, the group agreed to use the following themes to exemplify the 3 years of the Plan:



The five priority issues identified in the plan will serve as the guiding vision for the agency to focus its efforts and resources.

1. Priority: Health Equity

Goal: Ensure community members have opportunities to achieve healthier outcomes.

2. Priority: Long, Healthy Life

Goal: Increase healthy life expectancy, including the reduction of health disparities to improve the health of all groups.

3. Priority: Readiness for Emerging Health Threats

Goal: Prevent the spread of communicable diseases and demonstrate readiness to protect the public from emergency disasters and health threats.

4. Priority: Operational Efficiency

Goal: Achieve operational efficiencies through sound financial, process improvement, and business practices.

5. Priority: Workforce Development

Goal: Foster a healthy work environment to ensure a highly competent, satisfied, knowledgeable workforce with opportunities for professional growth and development.

Communications



The Communications Department at DOH-Charlotte aims to align with our strategic goals, specifically: Priority Issue #4: Operational Efficiency.

The 2019 Fall-Winter Public Health Campaign focuses on “Spreading joy this Holiday Season, not the Flu”.

The campaign encouraged people to get a flu shot with the goal of reducing incidents of Influenza during the season while increasing vaccination rates. Campaign materials were distributed to over 120 locations throughout the county to private providers; public places such as libraries, parks, government offices, faith base organizations, partner’s offices and multiple locations, and the Town Center Mall (signage from the mall directory – pictured). This is just a part of a great effort to educate and prevent communicable diseases.

Administrative Services

The Administrative Services Department at DOH-Charlotte aims to align with our strategic goals, specifically: Priority Issue #4: Operational Efficiency.

Fiscal

Revenues

The annual budget Charlotte County Health Department in fiscal year 2018/2019 was \$4,292,096, which is a 4% decrease from the previous year. The funding used to cover these expenses comes from different sources that include federal funds, state funds, fees, insurance payments, and our local County contribution.

- Federal
- State General Revenue
- Categorical State funds
- County Contribution
- Fees and other revenues
- Insurance (Medicaid, Medicare, and third-party insurance)

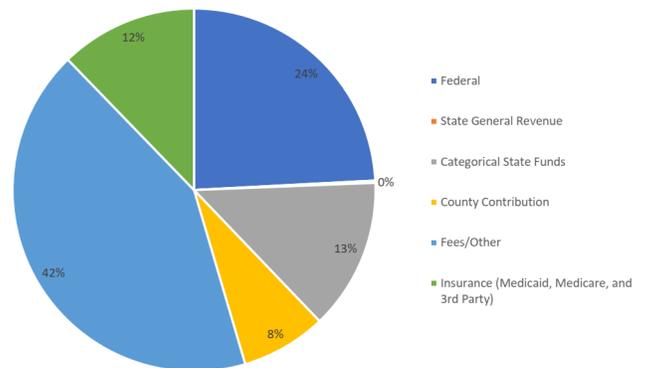
Expenditures

Expenditures for the fiscal year are summarized by program. Our clinical, dental, and school health services make up almost half of our total expenditures. These programs also generate revenues which offsets some of the expenditures.

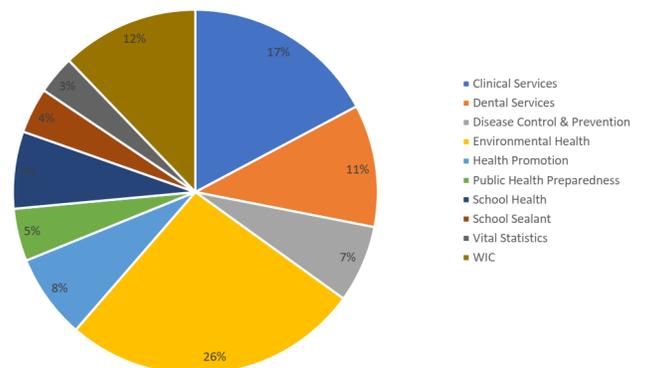
Staffing

The Charlotte County Health Department had 53 full time positions and 27 part time positions.

REVENUE SOURCES
Fiscal Year 2018 - 2019



EXPENDITURES
Fiscal Year 2018-2019



Administrative Services

Front Office Operations

DOH-Charlotte prides itself on listening to the voice of the customer, and our front office team are at the front-lines of this mission. In addition to scheduling and processing client appointments, the front office team process medical record requests, complete financial eligibility determinations, assist in the completion of applications for temporary Medicaid assistance for pregnant women (PEPW), and provide customer service to all clients and community partners.

The front office team provided the following services in 2019:

- Scheduled 10,850 appointments
- Verified and processed 7,773 patients for their appointments
- Billed and processed 15,109 patients
- Reviewed and processed 4,894 Financial eligibility applications
- Reviewed and processed 106 Presumptive Eligibility for Pregnant Women (PEPW) applications
- Reviewed and processed 70 Family Planning Waiver Applications
- Sorted and logged 17,516 pieces of outgoing mail
- Reviewed and processed 336 Medical Record Releases

The vital statistics team issues birth and death certificates for the State of Florida and processes prenatal and postnatal Healthy Start screenings, used by community partners to determine eligibility for relevant services.

Birth and Death Certificates/Records are issued at:

Florida Department of Health in Charlotte County Office of Vital Statistics
1100 Loveland Boulevard
Port Charlotte, Florida 33980

Phone: 941-624-7200
Fax: 941-624-7296



CERTIFICATES/RECORDS AVAILABLE:

Birth Certificates (anyone born in Florida)
1930 to Present

Death Certificates (Florida statewide)
2009 to Present

For records prior to the dates listed above or marriage/divorce records:
Department of Health - Office of Vital Statistics
P.O. Box 210
Jacksonville, Florida 32231
904-358-6900

Birth Certificates only are also available at:
Charlotte County Tax Collector
6888 San Casa Drive
Englewood, Florida 34224
Phone 941-681-3710
Additional Service Fees Apply

HOURS OF ISSUANCE:

Monday - Friday
7:45 am - 4:00 pm

(Our office is closed on the 2nd & 5th Friday of each month from noon until 5:00 pm)

VALID PHOTO ID NEEDED FOR ALL BIRTH CERTIFICATES

updated 10/4/2018

In 2019, the vital statistics team:

- Ensured timely filing of 896 birth records
- Ensured timely filing of 2,779 death records
- Issued 3,136 Florida birth certificates
- Issued 20,336 Florida death certificates
- Reviewed and processed 932 Healthy Start prenatal screening for Charlotte County residents
- Reviewed and processed 919 Healthy Start postnatal screenings for Charlotte County residents
- Assisted tax collector in issuance of 128 Florida birth certificates

Administrative Services

Management Information Systems (MIS)

Management Information Systems (MIS) improves productivity through technology by making information easy to access and use. While the DOH-Charlotte MIS team closed out 825 Help Desk tickets (as partially depicted by category in the chart to the right) in 2019, they provided the agency so much more than just Help Desk support.

All aspects of operations at DOH-Charlotte are touched by information technology, and rely heavily on the MIS team. MIS

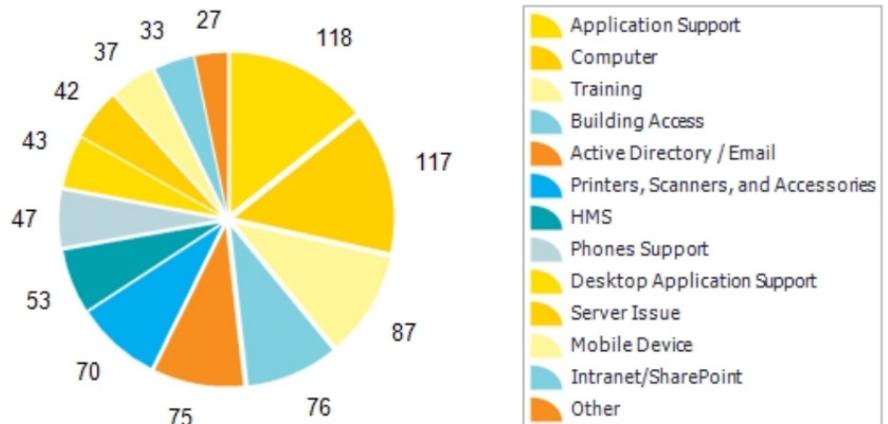
staff play an active role on the agency's Performance Management Council, A-Team (which provides oversight to changes at the operational level), Safety Committee, HMS Administration Workgroup, and Information, Security, and Privacy Workgroup. This close collaboration across the entire agency is crucial to successful change management.

The DOH-Charlotte MIS and TB programs worked to implement Video Direct Observed Therapy (VDOT).

The DOH-Charlotte MIS program implemented Multi-Factor Authentication (MFA) in a continued effort to improve access to and utilization of cloud based services while providing additional security. MFA will help prevent common types of cyberattacks such as brute force or social engineering attacks.

Requests by Category

Start Date: 1/1/2019 12:00:00 AM End Date: 12/31/2019 12:00:00 AM



Clinical and Community Health

The Clinical and Community Health Programs at DOH-Charlotte aim to align with our strategic goals, specifically: Priority Issue #1: Health Equity & Priority Issue #2: Long, Healthy Life.



WIC (Women, Infants, and Children)

This Special Supplement Nutrition Program serves low- to moderate-income women who are pregnant, breastfeeding, or postpartum; infants; and children under 5 years of age.

The current WIC caseload includes 558 pregnant women, 290 breastfeeding women, 248 non-breastfeeding women, 1139 infants and 1445 children for a total of 3680 participants. Participants are receiving nutrition assessments and counseling as well as breastfeeding education and support with the assistance of our Breastfeeding Peer Counselor Program.

The Statewide Processing Standard is 95.59% and Charlotte is at 96.64%. 140 clients breastfed exclusively for 3 months and 255 breastfed exclusively for 6 months.

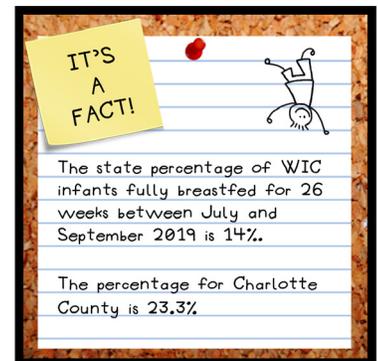
In 2019, Breastfeeding Peer Counselors provided a total of 240 breastfeeding classes for clients. This class was also offered by a peer counselor in a one-on-one setting to accommodate any WIC clients who couldn't attend the regularly scheduled classes.

During Breastfeeding Week all WIC Staff completed the 2 HR Annual Breastfeeding Update.

The WIC office staff is constantly trying to improve services and increase caseload. Outreach efforts have been expanded to include partnerships with the following groups to increase awareness of the services provided at DOH-Charlotte:

- Healthy Families
- Healthy Start Community Baby Shower
- Harry Chapin Food Pantry
- Mommy and ME Group
- Boys and Girls Club
- Walmart
- Publix
- Winn Dixie
- Doctor's Offices

WIC staff continuously works to reduce their no-show rate, by using the practices determined from the Quality Improvement project completed in 2018. In addition, staff has implemented a routine of calling clients daily from the various lists that show clients may be eligible or soon eligible for benefits. This routine has helped tremendously in keeping the caseload consistent.



A baby shower for the community



SUN PHOTO BY DEBRA GOUELLIS
The first annual Educational Community Baby Shower was held this month at the Charlotte County Healthy Start Coalition.

Clinical and Community Health

Dental and Dental Sealant

In 2019, the school-based dental sealant program served 2164 Charlotte County Public School students in grades kindergarten, 1st grade, 2nd grade, 3rd grade and 4th grade. The program provided dental screenings, oral health education, preventive services of sealants and topical fluoride and referrals to a dental home. The primary community challenge in Charlotte County continues to be the unacceptable cavities rate in children due to poor access to preventive dental care services.

Additionally, 211 VPK students as well as those at the Baker Center (125 students) received education on brushing, flossing, and healthy foods. Those with parental permission also received a screening and a fluoride treatment.

In 2019, the dental clinic at DOH-Charlotte served a total of 2,074 clients, providing 14,716 services, including financial screenings. The Dental clinic serves an unmet need in the community as Charlotte County is Federally Designated as a Health Professional Shortage Area for dental care and lacks public water fluoridation.

Family Planning

Charlotte County residents of child-bearing age are encouraged to utilize the services of the Family Planning program at DOH-Charlotte.

This program provides individuals with information related to their choices of family planning methods in order to assist in spacing of children. The program offers counseling, education, promotion of vaccines, screenings, referrals, and access to long-acting reversible contraceptives (LARC), and other effective methods of birth control. There are also limited funds to support irreversible birth control methods such as male (vasectomy) and female (tubal ligation) surgical sterilizations through contractual relationships with community partners.

In 2019, 1297 clients were served by the Family Planning program which is a large increase to the total of 865 clients in 2018. This helps reduce unintended pregnancies in our county.

In Charlotte County 17.5% of clients use long-acting contraception while the state benchmark is 1-2%. Also, 95.1% of clients use effective contraceptive methods while the state benchmark is 75%.

Without access to county health department's family planning services, approximately 120,000 clients throughout the state would receive no health care services. Often, family planning clinics are gateways to the health care system, which ultimately provide screenings and referrals for acute and chronic health.

Clinical and Community Health

School Health

The goal of school health services is to ensure that students are healthy, in school, and ready to learn. The School Health program in Charlotte County coordinates and performs routine state-mandated screenings for public and private school students in Kindergarten, 1st, 3rd, and 6th grades. These screenings evaluate physical development and include checks of height, weight, Body Mass Index, vision, and hearing.

In the Fall of 2019, 3,431 Charlotte County students were screened for healthy weight/BMI totals. While all children grow at different rates, these screenings can help equip parents with the information they need as they work to develop healthy eating and physical activity habits for their families at home.

Approximately 45% of School Health Screenings are due by December 31, 2019. At this time we have completed 100% of the required screenings.

School Health Screenings Completed School Year 2019-2020 (as of December 31, 2019)	
Vision	4,601
Hearing	3,528
Height/Weight	3,431
Scoliosis	1,204

Growing Strong Families

Growing Strong Families (GSF) is a program created by The Department of Health in Charlotte County. The program is driven by client needs. GSF addresses the social determinants of health impacting one's ability to achieve specific health goals. A registered nurse provides education and other services to young families through home visits, with special emphasis on parental bonding and increasing health literacy.

GSF provides services at no charge to women and their families in the prenatal period and to their families from birth until the child's transition to school. Focus areas for the program are: prenatal and postpartum health, breastfeeding support, healthy relationships, addiction management, safety and child development. All services are based on the needs of the client.

The GSF nurse is DOH-Charlotte's point person in addressing the opioid crisis in Charlotte County. She collaborates with community partners and serves as the secretary of the Charlotte County Substance Exposed Newborn (SEN) Task Force, provides biweekly outreach services to the local medication assisted treatment program (PAR), actively works to decrease the negative stigma about people with opioid dependency by educating people in the community and supports and educates families with opioid dependency to improve outcomes for their substance exposed newborns (SENs).

Clinical and Community Health

Growing Strong Families

Specific GSF accomplishments in 2019 include:

- Provided home visiting services to 65 women and 75 children.
- Completed 292 home visits.
- Completed 24 outreach visits to the medication assisted treatment program, PAR. Touched 340 unique clients during the outreach.
- Increased literacy by providing 560 books to parents and children during those visits.
- Provided 28 vaccines to clients during home visits and 179 vaccines to PAR clients.
- Collaborated with Kids Thrive and established a Circle of Parents support group for families with opioid dependency. Met monthly.
- Provided support through home visits to 8 families with opioid dependency.
- Served as secretary of the Charlotte County Substance Exposed Newborn Task Force. Met monthly.
- On 10 occasions, provided education to community partners (including PAR staff and attendees, nursing students and foster parents) to increase understanding of ACEs, evidence-based treatment of families with opioid dependency and substance exposed newborns.
- Represented DOH-Charlotte and presented at the Regional Opioid Summit.
- GSF was awarded a \$25,000 grant from the Southwest Florida Community Foundation. Grant money offset salary/benefits and supply costs.



Circle of Parents Support Group Meeting September 2019

Education, unbiased support and community collaboration has resulted in improved outcomes for substance exposed newborns in Charlotte County. 8 infants did not require pharmacological treatment for withdrawal from opioids nor admission to the neonatal intensive care unit (NICU). Length of NICU stay for SENs who developed neonatal abstinence syndrome (NAS) has been reduced from 24 days in 2017 to 17 days in 2019.

Clinical and Community Health

Health Promotion

The Health Promotion Department is responsible for promoting health and preventing chronic diseases, acts of violence, and injuries in Charlotte County. Health Educators in this department plan and coordinate the use of educational resources in the community to motivate and assist individuals and groups to adopt and maintain healthful practices and lifestyles.

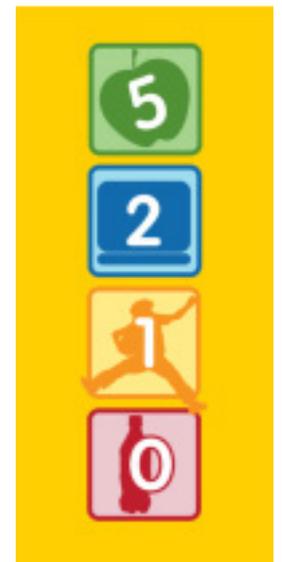
In addition to community outreach, the team worked diligently to protect, promote, and improve the health of Charlotte County residents across a variety of programs.

5-2-1-0

5-2-1-0 Let's Go! is a nationally recognized childhood obesity prevention program. Health Promotions staff at DOH-Charlotte offers this program in partnership with schools, childcare programs as well as out-of-school programs to change environments where children and families live, learn, work, and play.

Students learn the importance of eating a variety of fruits and vegetables every day, as well as avoiding sugary drinks. Physical activity is encouraged over sedentary screen-based entertainment.

The framework for 5-2-1-0 is strongly encouraged and supported in the Department of Health workplace as well, as DOH-Charlotte staff try to set the example for living a healthy lifestyle.



Screen-Free Week

The aim of Screen-Free Week is for children, families, entire schools, and communities to rediscover the joys of life beyond the screen. From April 29-May 5, 2019 the Health Promotion Team encourages Charlotte County to unplug from digital entertainment and spend all that free time finding new things they love or rediscovering how much they love activities they enjoyed before the days of connectivity! During Screen-Free Week 2019, 16 activities were offered throughout the community.

screen-free
week



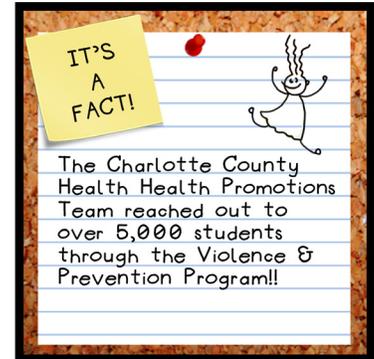
Clinical and Community Health

Health Promotion

Violence and Injury Prevention

The Violence and Injury Prevention Program seeks to prevent and reduce intentional and unintentional injuries and death to create a healthy and safe Florida.

Health Educators go into the public schools to provide education to students on bicycle safety, water safety, how to prevent and handle bullying and cyberbullying, and over-the-counter medication safety.



Students were taught bicycle safety, including the importance of always wearing a bicycle helmet to protect themselves from serious injury when on a bicycle, scooter, or even while in-line skating or roller skating. Wearing a helmet can reduce the risk of head injury to bicyclists by as much as 85%.

Helmets were fitted to each child's head to ensure a snug, protective fit. In 2019, 56 children were fitted with helmets. We also promote bicycle and pedestrian safety in our community outreach efforts.

Drowning prevention is important for all ages, but especially for young children who may not yet be skilled swimmers. With this in mind, DOH-Charlotte works diligently to ensure our youngest public school students know how to be safe around water.

Fourth grade students were introduced to the harmful effects of bullying and cyberbullying. Students were taught how to prevent bullying and what to do when they witness bullying - in- person or online.

Medications are the leading cause of child poisoning. Health Educators took this knowledge into the classroom and engaged Charlotte County fifth graders in a critical conversation about responsible medicine use.

2019 Elementary School Students Reached with Public Health Education							
Grade School	K Water Safety	1st Dental Health	2nd 5-2-1-0	3rd 5-2-1-0	4th Bullying/ Cyber-bullying	5th OTC Medication Safety	CD
Deep Creek	76	89	73	53	89	70	
East Elementary	47	46	83	89	62	59	
Kingsway	126	97	94	112	92	98	80
Liberty	84	87	80	92	84	83	
Myakka	71	90	71	90	57	82	
Neil	85	96	81	37	45	26	
Peace River	96	98	89	86	73	67	
Sallie Jones	118	112	98	89	101	139	
Vineland	188	189	172	168	179	178	
Total	891	904	841	816	782	802	80

Sallie Jones – Water Safety for 4th graders – 210 students reached in 2019

Clinical and Community Health

Health Promotion

Playing it Safe Kids & Cars

In addition to educating students to prevent injury in the community, trained Child Passenger Safety Technicians provided education to 104 participants during our 17 Playing It Safe car seat classes on the proper use, care, and installation of car seats. Techs completed 153 car seat checks in 2019. DOH-Charlotte also acts as a referral source for families that need car seat checks and/or car seats due to income or special circumstances.



Dana Landin securing her daughter into a car seat which was provided by the generous donations of Charlotte County residents during their vehicle registration and installed by our Child Passenger Technicians.

Be a Hero Program

The Health Promotion team partnered with other community organizations to reach out to 854 total children in Charlotte County schools and 241 children at Summer Camps to teach about emergency preparedness as it relates to Charlotte County. DOH-Charlotte's role in the Be a Hero Program is to teach proper hand hygiene.

Students used the GlitterBug Hand Show materials to see how important it is to wash your hands thoroughly to prevent the spread of germs. The GlitterBug products are invisible to the naked eye but they glow when placed under UV light. Seeing these "germs" under the UV light provides a fun and memorable way for students to learn about hand washing, hand sanitizing and cross-contamination.

National Diabetes Prevention

One out of every 7 adults in the U.S. has diabetes. But losing weight, through healthy eating and moving more, can cut the risk of diabetes in HALF. The Health Promotions team partners with community organizations and members to offer the Prevent T2 Diabetes Prevention Program. In 2019 25 Diabetes Prevention Classes were offered in Charlotte County.

Dental Hygiene

In close partnership with DOH-Charlotte's dental clinic, Health Educators spent time with 904 Charlotte County first grade students to encourage good dental hygiene. Students learn the importance of regular brushing and flossing, and how eating sugary foods can impact the health of our teeth.

Clinical and Community Health

Health Promotion

Sexual Risk Avoidance

In Charlotte County, the Department of Health has utilized the iChoose curriculum for its adolescent health and sexual risk avoidance education since 2015. The iChoose program provides a holistic health message that includes goal setting, healthy relationships (romantic and non), positive peer pressure, self-efficacy, and so much more. Health educators who teach the program aim to decrease associated risk behaviors, and increase the comfort of teachers and parents to communicate with teens on issues related to sexual risk avoidance, drugs, alcohol and how to develop healthier long-term relationships. In 2019, 1,393 students were educated and 170 parents were made aware of the progress made.

Goals of the sexual risk avoidance program include:

- To make abstinence more realistic for today's youth through conversations about life and relationships
- Increase the comfort of teachers' and parents' communication with teens on issues related to sexual risk avoidance.
- Reduce teenage sexual activity, teenage pregnancy, birth to unwed teens, and transmission of sexually transmitted diseases.
- Facilitate discussions on the consequences of engaging in sexual activity such as sexually transmitted diseases.
- Facilitate discussions on the effects of drugs and alcohol can have on decision making.



Health Educator Jude Jean-Pierre spent two days at the Curriculum Instruction and Assessment Summer Conference at Charlotte Technical College sharing the REAL Essentials curriculum with teachers in the Charlotte County School District & teaching a Break-Out session with the actual curriculum.



Clinical and Community Health

HIV and Sexually Transmitted Diseases

DOH-Charlotte regularly conducts screenings for HIV and other Sexually Transmitted diseases (STDs) at multiple locations in the community. When a positive test is identified, disease investigation specialist, and nursing staff provide treatment and additional resources.

DOH-Charlotte is currently providing high priority outreach services to these locations:

- Charlotte County jail
- Charlotte Behavioral Health Care
- Operation PAR Inc
- The Compass Center
- Gulf Cove United Methodist Church
- DOH-Charlotte Clinic services

DOH-Charlotte also partnered with Charlotte Behavioral Health Center to combat the emerging spread of Hepatitis A within Charlotte County. Alongside DOH nursing staff, we provided monthly HEP A/STD testing and screening events to clients and staff members at Charlotte Behavioral Health Center.

In 2019, DOH-Charlotte provided STD/HIV outreach services and clinic testing services to more than 350 clients.

DOH-Charlotte works with more than 30 business and providers as part of the ongoing fight to reduce the spread of STDs/HIV through monthly condom distribution. These locations have been identified as key traffic areas and serve as the front line towards providing client protection.

Immunizations

Immunization is a key primary prevention tool used in public health as it is one of the most cost-effective means of public health promotion and disease prevention. Vaccines prevent disease, disability, and death in children and adults. In 2019, vaccinations were administered by DOH-Charlotte staff to 5,600 doses were provided to Charlotte County clients.

Of the vaccinations administered in 2019, 272 doses were for the HPV vaccine, which protects against cancers caused by the human papillomavirus (HPV). In addition to promoting the HPV vaccine to both boys and girls (typically given at ages 11 and 12; 2 doses 6 months apart), DOH-Charlotte staff administered 1,009 doses of the flu vaccine of which 366 flu shots were provided at 7 public schools. The state mandated 2 year old immunization report should be at 95% compliance with DOH-Charlotte being at 100%.

A Public Health Emergency Declaration for the Hepatitis A virus was posted August 1st, 2019. Strategies were put in place to Vaccinate, Educate, Sanitize and Track (V.E.S.T.). Clinic staff gave out 1,321 Hepatitis A Vaccines in 2019 and handed out hundreds to flyers to help educate the public. Staff created strike teams to go out to the areas of high risk populations in order to offer vaccine and awareness.

Public Health Preparedness

The Public Health Preparedness program at DOH-Charlotte aims to align with our strategic goals, specifically Priority Issue #3: Readiness for Emerging Health Threats.

Special Needs Shelter

While DOH-Charlotte has not had to open the Special Needs Shelter since Hurricane Irma, 2019 proved to be an opportunity for a real-time preparedness drill and an opportunity to learn the importance of family preparedness.

Hurricane Dorian was one of the most powerful hurricanes recorded in the Atlantic Ocean. The catastrophic storm wreaked havoc on the Bahamas causing many to lose their lives and thousands to lose their homes. For days, Florida was left sitting in uncertainty as Dorian marched toward the U.S. With the track so uncertain, Florida declared a state of emergency and Charlotte County was readying for activation. There was a brief time it looked as if Charlotte County, could be affected from the storm. Vendors were activated to drop off at the shelter and preparations began to ready the Special Needs Shelter. Luckily for Charlotte County, the track shifted and the shelter did not need to open.

Staff are routinely trained and drilled on shelter deployment and operations. In order to streamline the time needed for initial deployment to the shelter, the Preparedness Program developed an enhanced logistics approach that will reduce the time it takes to set up the shelter in an emergency. Those skills were tested for Dorian.

In county-wide coordination, DOH-Charlotte works in collaboration with many area agencies including, the Department of Elder Affairs, the Agency for Health Care Administration (AHCA), Charlotte Behavioral Health Care, and Charlotte County Emergency Management to better facilitate response, recovery, and evacuation of our special needs residents in an emergency.

Hepatitis A Virus Points of Dispensing (PODs)

A statewide public health emergency declaration for the Hepatitis A virus was posted August 1st, 2019. Strategies prior to this declaration were put in place to Vaccinate, Educate, Sanitize and Track (V.E.S.T.) In 2019, 1,321 Hepatitis A Vaccines were given at various onsite locations including homeless outreach in Charlotte County. Additionally, hundreds of flyers and posters were distributed to support education and prevention of spread of hepatitis A in our community.



Community Health Improvement Plan

The Community Health Improvement Plan at DOH-Charlotte aims to align with our strategic goals, specifically: Priority Issue #1: Health Equity & Priority Issue #2: Long, Healthy Life.

In 2018, the Department of Health in Charlotte County (DOH-Charlotte) along with members of Healthy Charlotte developed an abridged Community Health Assessment (CHA) in order to produce a new CHIP that would span 2019-2020. The objective was to prevent a 2-year gap between health assessments and improvement plans, since the initiatives for the 2015 CHIP concluded in 2018. As such, by the end of 2018, community members voted and chose Adverse Childhood Experiences (ACEs) as the community health priority for the 2019-2020 CHIP.



The first year of the 2019-2020 CHIP has now concluded and our efforts have made a significant impact on our ultimate goal to “reduce Adverse Childhood Experiences (ACEs) and their long-term health effects through the development of a peaceful, resilient, and connected community.”

The CHIP has 4 strategies and twelve targets with varying completion dates, all to conclude in December 2020.

Our goals for 2019 were to:

1. Develop an inventory of organizations who are using the ACEs questionnaire and/or are trauma-informed.
2. Assemble a Speaker’s Bureau.
3. Develop shared messaging that describes Healthy Charlotte’s vision for a trauma-informed, trauma-sensitive, and resilient community.
4. Develop a Letter of Commitment or Memorandum of Understanding (MOU) that can be shared with Charlotte County businesses.

All four goals were completed by their target completion date and will continue to be maintained throughout the remainder of the 2019-2020 CHIP.

For the third quarter, four new agencies signed the Healthy Charlotte ACEs Memorandum of Understanding (MOU), signifying that they have agreed to partner with Healthy Charlotte and DOH-Charlotte in our efforts to reduce adverse childhood experiences and build a trauma-informed community. Additionally, 9 more speakers were added to the Healthy Charlotte ACEs Speaker’s Bureau and are actively participating in our speaker’s bureau training sessions.



Community Health Needs Assessment

The Community Health Needs Assessment at DOH-Charlotte aims to align with our strategic goals, specifically: Priority Issue #1: Health Equity & Priority Issue #2: Long, Healthy Life.

Survey Success

As part of the Community Health Needs Assessment, Charlotte County conducted an online Health Needs Survey. The survey was a collaborative effort between DOH-Charlotte, United Way of Charlotte County, Charlotte County Human Services Department, Charlotte Behavioral Health Care, and the Health Planning Council of Southwest Florida (HPC). Thanks to hard work by many and strong community partner relations, an unprecedented total of 1,367 surveys were collected! This survey will help communities prioritize public health and well-being issues, identify resources for addressing them, and take action to improve conditions that support healthy living. Great job to all those that participated & helped to spread the word about the survey! Community health matters to Charlotte County!



Vision: Charlotte County will be a vibrant, resilient community where all can be safe, active and prosperous.

\$100 Visa Gift Card Enter to Win

LET YOUR VOICE BE HEARD
Community-wide study used to plan services and make needed improvements in the community.

Drawing held 12.6.2019



In partnership with the Health Planning Council of Southwest Florida, Charlotte County Human Services, Charlotte Behavioral Health Care, and United Way of Charlotte County, the Department of Health in Charlotte County (DOH-Charlotte) has completed Charlotte County's 2019-2020 Community Health Needs Assessment (CHNA), which will be used to frame our 2021-2026 Community Health Improvement Plan (CHIP).

The primary purpose of a Community Health Needs Assessment is to provide a robust and reflective analysis of a community's health while considering the economic, social, environmental, and educational factors, which invariably impact individual and population level health outcomes. When complete, a CHNA not only informs a community's subsequent CHIP, but also serves as a valuable community resource for current and prospective residents as well as community businesses and programs so they can better serve their local population.

The Florida Department of Health (FL-DOH) is unique in that it is the only state Health Department in the nation to be accredited by the National Public Health Accreditation Board (PHAB) as one agency. In other states, health department accreditation varies per local county health department (CHD); however, in the state of Florida, all 67 FL-DOH's are counted and accredited together as one. Therefore, many of our processes and procedures align to ensure we are serving our local communities at the highest possible standard.

Consequently, to develop the Charlotte County CHNA, we used the Mobilizing for Action through Planning and Partnerships (MAPP) model produced by the National Association of County and City Health Officials (NACCHO) with funding in part from the Center for Disease Control and Prevention (CDC). The 2019-2020 CHNA process for Charlotte County began on July 12, 2019 when the core group of partners gathered to vision cast and develop a schedule for the development of the CHNA report.

Community Health Needs Assessment

Following the MAPP model, we completed five phases and four assessments including: the Community Health Status Assessment (CHSA), the Community Themes and Strengths Assessment (CTSA), a Local Public Health System Assessment (LPHSA), and a Forces of Change (FOC) Assessment. Between July 2019 – October 2019, the first three phases and four assessments were complete. A final, yet essential step to the assessments was to capture Charlotte County resident's feedback and views on the health and wellbeing of the community. As such, a Community Health Survey was developed and made available both online and on paper from October 21, 2019 – November 22, 2019, in addition to seven community focus groups used to obtain indispensable qualitative community feedback from often challenging to reach subsets of our population. Three hundred and eighty-three surveys were required in order for us to have obtained a statistically representative sample size of the Charlotte County population.

Our goal was to distribute and receive 1,700 completed surveys from Charlotte County residents, representing approximately 1% of our population. At the close of the survey on November 22, 2019, we collected 1,367 surveys, more than tripling the necessary sample size requirement and only 333 surveys shy of our goal of 1,700 collected surveys.



On December 12th, 2019, community stakeholders and agency partners assembled at DOH-Charlotte to participate in the prioritization of the major health concerns identified during the MAPP assessments and community health data analyses. Community members chose the top ten areas of concern for Charlotte County, including, but not limited to: Affordable Housing, Behavioral, Social, and Emotional Health, Cost of Living and Economic Wellness, Child Abuse & Neglect, and Opportunities for Young Families.

The Department of Health, in partnership with Healthy Charlotte will determine their priority areas from the final ten issue areas for the CHIP that will begin in January 2021.

During the Together Charlotte Annual Breakfast on February 20th, 2020, the complete Community Health Needs Assessment was officially unveiled and presented to the Charlotte County community. Copies of the CHNA can be found on our website at: <http://charlotte.floridahealth.gov/programs-and-services/community-health-planning-and-statistics/community-health-status/index.html>

Environmental Health

The Environmental Health Department at DOH-Charlotte aims to align with our strategic goals, specifically: Priority Issue #3: Readiness for Emerging Health Threats.

The Environmental Health department is responsible for safety, sanitation, and enforcement of public health laws in the community. The services provided by Environmental Health staff are focused on preventing disease outbreaks and protecting the public. The Department is very broad in scope and covers fourteen separate programs governed by Florida Statutes and Florida Administrative Codes.



Facilities

A program evaluation is completed every 4 years. In 2018 program evaluations were completed for all facility programs. They included inspections, plan reviews, investigations, equipment and personnel reviews. The Environmental Health Facility programs include 13 programs such as food hygiene, public swimming pools, water, group care, biomedical waste, tattoo, body piercing, mobile home parks, well surveillance, and nuisance complaints. The overall score for the 2018 evaluation was 98.6%.

Facility staff work closely with Epidemiology staff and other agencies such as the Department of Hotels and Restaurants, Department of Agriculture and Department of Children and Families to investigate reports of outbreaks related to foodborne illnesses in the County. Environmental Health staff also monitored area beaches under the Florida Healthy Beaches Program. Significant challenges were experienced in 2018 with incidents of red tide along the coast of Charlotte County. Bacteriological beach samples were collected by staff every other week at nine locations in Charlotte County and sent to a laboratory for testing.

By monitoring the level of bacteria and working closely with FWC and Parks & Recreations, DOH-Charlotte is able to advise residents and visitors when it is unsafe to go into the water. The department also completed its 5 year assessment of water quality for wells and cisterns for residents of Little Gasparilla.



Environmental Health

OSTDS

The largest section of the Environmental Health program is Onsite Sewage. Due to increased building activity in the County, the program experienced significant increases in permitting for new septic systems. The trend is likely to continue for the near future. Charlotte County currently has approximately 40,000 septic systems including approximately 2,500 aerobic treatment units which need to be inspected annually.

The Onsite Sewage program also regulates the County mandated managed septic system program. This program objective is to assist home owners manage their systems more efficiently while protecting vulnerable wetlands and drinking water supplies.

PACE-EH

The PACE-EH (Protocol for Assessing Community Excellence in Environmental Health) program involves community-based environmental health assessments, issue identification, prioritization and strategic action planning. It is based upon community collaboration and environmental justice principles.

In 2019 the program continued to collaborate with the Trabue Woods United Association in Punta Gorda to build a fresh food market and garden for residents of the area. Re-evaluating and assessing more areas in Charlotte county while working with our Community Partners are planned through 2022.

Days to Issue Currently

- New construction: 28 days (target time 30 days).
- Repair permits 2 days (target time 2 days).
- Construction inspections Year to Date: (Jan 2019-Jan 2020) 4769

As part of a Quality Improvement project, Environmental Health is looking to technology to give the specialist's the ability to route plan more efficiently and pull up information for each facility utilizing only their mobile phone. In 2020 the department will begin implementing the Google Maps program. The information is updated regularly and future features will be added for ease of use.



Environmental Health

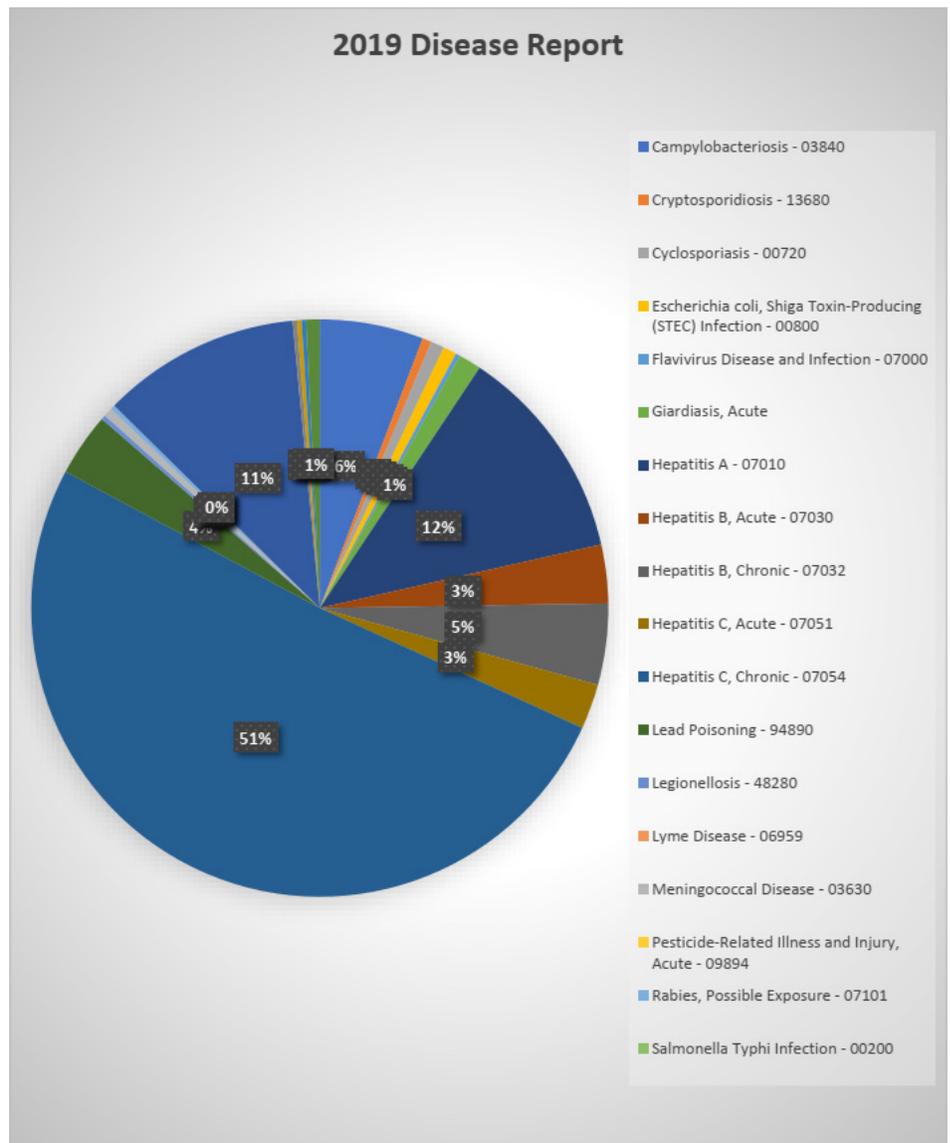
Epidemiology

Epidemiology is the study of the distribution and determinants of health-related states or events (including disease), and the application of this study to the control of diseases and other health problems. DOH-Charlotte conducts disease surveillance and investigates suspected occurrences of infectious diseases and conditions that are reported from hospitals, physician’s offices, laboratories and other medical providers and community partners.

DOH-Charlotte’s Epidemiologist, Nathalie Moise, also serves as a consultant to the medical community on issues of communicable diseases, and provides general education to the community and community based organizations. In 2019, DOH-Charlotte’s epidemiology program investigated over 200 confirmed, probable, or suspect cases of chronic Hepatitis C, a longterm, contagious liver disease which is spread primarily through contact with the blood of an infected person, often through sharing needles or other equipment to inject drugs. Hepatitis C virus infection can last a lifetime and lead to serious liver problems. The Hepatitis C cases investigated in Charlotte County in 2019 totaled 211, just slightly up from 201 cases investigated in 2018.

Notably, in 2019 DOH-Charlotte investigated 175 animal bites reports, 20 lead exposure cases, 48 Hepatitis A cases and 31 confirmed, probable, or suspect cases of chronic Hepatitis B. Other cases investigated included enteric diseases, zoonotic diseases, waterborne diseases, mosquito-borne viruses, and vaccine preventable diseases (such as pertussis/whooping cough and varicella/chicken pox). In 2019, the epidemiology program investigated a total of 412 cases.

DOH-Charlotte’s epidemiology program collaborates with other State agencies as appropriate to investigate possible outbreaks in the community such as food-borne complaints, flu outbreaks, and contagious illness in daycare or long term care facilities. The table below indicates the numbers for 2019 outbreak investigations.



Environmental Health

Epidemiology

In August of 2019, the Governor declared the Hepatitis A outbreak a public health emergency. Hepatitis A is a disease that affects the liver, which can occur when a person drinks or eats food that was contaminated by the fecal matter of another person infected with hepatitis A.

Since then, many steps have been taken to ensure the Charlotte County high-risk population has the opportunity to get vaccinated in order to protect themselves, as well as, the people around them.

While proper hygiene, good handwashing, and low-risk lifestyle choices can go a long way toward protection, more needs to be done to protect the public.

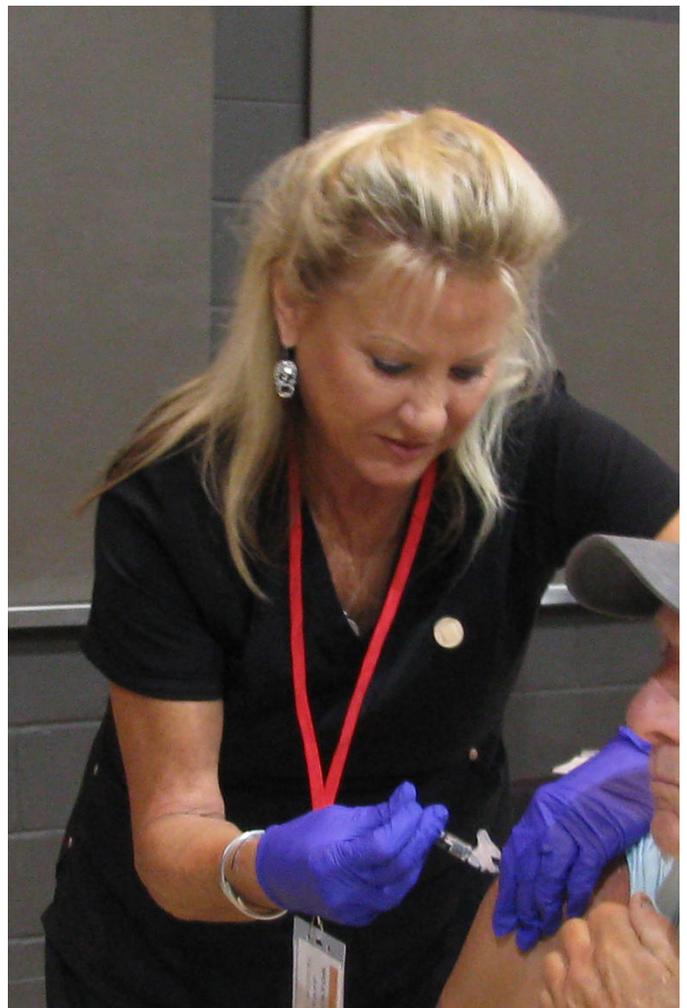
Strategies were put in place to Vaccinate, Educate, Sanitize and Track (V.E.S.T.). The Hepatitis A Virus Points of Dispensing (PODs) vaccination booth helped increase awareness of agency services and to educate the public about the virus.

DOH-Charlotte continues to urge high risk population to get vaccinated. It is understandable that not everyone will have the ability or even be aware that they should go to their doctor, clinic, or the Department of Health for vaccination. Knowing that, DOH-Charlotte makes an effort to reach out to those who need it most.

Clinics were held in many locations around the county such as Food Pantry locations, the Point in Time (PIT) counts in the woods, the jail, and the homeless shelter. DOH-Charlotte also participated in many events throughout the county in 2019.

In 2019, 1,321 Hepatitis A Vaccines were given and hundreds of flyers were handed out.

Many connections and partnerships were made through this process with even more work underway for 2020.



Quality Improvement

The Quality Improvement Process at DOH-Charlotte aims to align with our strategic goals, specifically: Priority Issue #4: Operational Efficiency.

DOH-Charlotte completed another successful year of Quality and Process Improvement projects in 2019. A total of 12 QI projects were completed throughout the agency. Six of these projects were programmatic and six were administrative. Each project was presented at the May 2019 all-staff meeting to celebrate the successes and to share lessons learned. Staff were then asked to prioritize the projects in order to identify the top three which would receive the 2019 Wise Old Owl Award, as well as to select the projects that would be submitted for national competitions.

The winning projects were:

- **Increase Vaccinations in at-risk population** (Programmatic Project - to increase the number of adult vaccination doses (federal program 09, 17) provided to residents of Charlotte County jail) by Edwardo Gonzalez.
- **Unbilled Services in HMS** (Administrative Project – to increase revenue by reducing the number of unbilled “provided” services) by Corinna Jensen.
- **Increasing HPV Vaccination Rates** (Programmatic Project - To increase the number of HPV vaccination pediatric doses provided by DOH-Charlotte County) by Elena Eastman.

The team leader of each winning project was presented with a Wise Old Owl Trophy. These trophies will serve as visual reminders of the culture of quality improvement at DOH-Charlotte.

A total of 14 staff members received advanced QI training by attending the QI 104 class which focuses on value stream and process mapping.

Workforce Development

The Workforce Development Process at DOH-Charlotte aims to align with our strategic goals, specifically: Priority Issue #5: Workforce Development.

This 3-year plan, 2018-2021 serves as the foundation of DOH-Charlotte’s ongoing commitment to the training and development of its workforce.

The goals of the plan encompass:

- Core Competency Assessments
- Individual Development Plans
- Culturally and Linguistically Appropriate Services

QI 104
Value Stream and Process Mapping

DOH-Charlotte, where no improvement is ever too small...

Florida HEALTH
Charlotte County





Florida Department of Health in Charlotte County

The mission of the Florida Department of Health is to protect, promote, and improve the health of all people in Florida through integrated state, county, and community efforts.

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Improving quality of life through positive health outcomes.