

**City of Carson City
Agenda Report**

Date Submitted: April 8, 2014

Agenda Date Requested: April 17, 2014

Time Requested: 10 minutes

To: Carson City Board of Health

From: Health & Human Services Department (Nicki Aaker)

Subject Title: For Possible Action: Presentation with possible action to accept the Carson City Health and Human Services (CCHHS) 2nd Annual Report – 2013 (*Nicki Aaker*)

Staff Summary: This is the 2nd Annual Report from CCHHS. This report is designed for the residents of Carson City to have an easy to read overview of their local health department, its mission and services provided in 2013.

Type of Action Requested:

(check one)

Resolution

Ordinance

Formal Action/Motion

Other (Specify) Information Only

Does This Action Require A Business Impact Statement: Yes No

Recommended Board Action: I move to accept the Carson City Health and Human Services 2nd Annual Report - 2013 to the community.

Explanation for Recommended Board Action: CCHHS Strategic Plan Priority 2, “*Support the integration of public health, primary care, behavioral health, oral health and community health resources*”; Goal C: Increase awareness of services available through Carson City Health and Human Services.

Applicable Statute, Code, Policy, Rule or Regulation: N/A

Fiscal Impact: N/A

Explanation of Impact: N/A

Funding Source: N/A

Alternatives: To not accept the Carson City Health and Human Services 2nd Annual Report – 2013.

Supporting Material: Draft 2nd Annual Report – 2013

Prepared By: Nicki Aaker, MSN, MPH, RN

Reviewed By: D. Aaker Date: 4-8-14
 (Department Head)
 Marena works Date: 4/8/14
 (City Manager)
 [Signature] Date: 4/8/14
 (District Attorney)
 [Signature] Date: 4/8/14
 (Finance Director)

Board Action Taken:

Motion: _____ 1) _____ Aye/Nay
 _____ 2) _____ _____

 (Vote Recorded By)

2013 ANNUAL REPORT



CARSON CITY HEALTH & HUMAN SERVICES

2013 ANNUAL REPORT

Table of Contents

Director's Report	1
A Message from the Health Officer	2
Who We Are	3
Contact Information	3
Overview	4
Highlights of 2013	5
Clinical Services	6
Disease Prevention and Control – Environmental Health	7
Disease Prevention and Control – Epidemiology	8
Chronic Disease Prevention & Health Promotion	9
Public Health Preparedness	10
Human Services	12
Animal Services	14
Funding Overview	15
Essential Services	16
Progress towards Public Health Accreditation	17
Committee Updates	18
Progress towards Strategic Plan Objectives	20
Community Health Improvement Plan (CHIP) Update	21
Looking Forward	22



Approved April 17, 2014

2013 ANNUAL REPORT

Director's Report



It is a privilege to provide the 2nd Annual Report from Carson City Health and Human Services (CCHHS) highlighting our activities and the services we have provided during the last year. CCHHS is your local public health department, which is part of the Nevada Public Health System. Many of you may be asking, "Why is public health important to me?" Public health strives to improve the overall health and well-being of the citizens within our community by providing services and collaborating with other city departments and organizations. CCHHS has developed a strategic plan and Community Health Improvement Plan based on the Community Health Assessment. The Community Health Improvement Plan involves working with community partners to address those issues that contribute to improving the health of our community.

The identified priority areas are:

- Alcohol and Substance Abuse
- Improve Access to Health Information
- Improve Access to Healthcare for Oral Health and Mental Health
- Obesity
- Pedestrian and Bicycle Safety and Access
- Sexually Transmitted Infections
- Smoking/Tobacco Cessation
- Teen Pregnancy
- Type II Diabetes

As you read through this report, you will see the wide variety of activities and programs we offer and perform to improve the health of our citizens. These activities range from providing health services to individuals to ensuring public safety by inspecting food establishments. Whatever the service is, we take our role in promoting and protecting the health of our community very seriously. CCHHS employees are committed to serving the residents of this community and some of the surrounding areas in a professional, effective, and efficient manner.

Our plans for the future include working towards Public Health Accreditation. This accreditation ensures the public that we are focused on the quality of care as we provide the 10 essential public health services. Accreditation also means CCHHS will continue to identify performance improvement opportunities, continue to improve management, and strive to strength community relationships (www.phab.org).

N. Aaker, MSN, MPH, RN

Nicki Aaker, MSN, MPH, RN
Director, Carson City Health and Human Services

2013 ANNUAL REPORT

A Message from the Health Officer

Helping our citizens live a healthy life in Carson City continues to be the focus of the Board of Health and Carson City Health and Human Services. I am pleased to report that our community has been recognized for its positive "lifestyle factors," including outdoor recreation and access to healthy food. We support these efforts with activities such as Safe Routes to School and the Let's Move campaign.

Our city continues to face challenges in other areas of healthy behaviors, including higher rates of smoking and teen pregnancy, than other Nevada risk counties. Programs offered at CCHHS aimed at reducing these health factors are an important part of improving the health of our community. These, and other programs, are open to the public. Information is available on the website www.gethealthycarsoncity.org.

We encourage all members of the community to contribute to a healthy lifestyle in Carson City by becoming involved in Board of Health meetings and by visiting Carson City Health and Human Services facilities. Whether it's getting your flu vaccine, adopting a new pet or participating in a sponsored bike ride, together we contribute to the good health of Carson City.



A handwritten signature in black ink that reads "SR P. intar".

Susan R. Pintar, MD, FAAP
Carson City Health Officer
Chairperson of Carson City Board of Health

2013 ANNUAL REPORT

Who We Are

BOARD OF HEALTH 2013

Susan Pintar, MD	Health Officer (Chair)
Robert Crowell	Mayor
Karen Abowd	Ward 1 Supervisor
Brad Bonkowski	Ward 2 Supervisor
John McKenna	Ward 3 Supervisor
Jim Shirk	Ward 4 Supervisor
Ken Furlong	Sheriff



HEALTH DEPARTMENT

Director: Nicki Aaker – Effective August 2013
Marena Works

Division Managers:

Clinical Services	– Veronica Galas
Chronic Disease Prevention & Health Promotion	– Cindy Hannah
Disease Prevention and Control	– Dustin Boothe
Human Services	– Mary Jane Ostrander
Public Health Preparedness	– Angela Barosso
Animal Services	– Cindy Hannah – Effective 11/13; Gail Radtke

MISSION

To protect and improve the quality of life for our Community through disease prevention, education and support services.

VISION

Carson City Health and Human Services leads the region in providing services that support healthy communities.

VALUES

- **Respect for Others:** We treat everyone equally.
- **Competence:** We stay current with the latest resources available.
- **Collaboration:** We work together to meet the mission and move towards our vision.
- **Ethical:** We work professionally, respecting confidentiality and following laws and regulations.



Contact Information

Carson City Health and Human Services
900 East Long Street
Carson City, Nevada 89701
Phone: 775-887-2190; Fax: 775-887-2248
www.gethealthycarsoncity.org

2013 ANNUAL REPORT

OVERVIEW

Clinic Services

- Family Planning
- HIV Testing
- Immunizations
- Men's Health
- STD Testing and Treatment
- Tuberculosis Screening and Treatment
- Well Child Checks
- Women's Health

Disease Prevention & Control

Epidemiology

- Public Health Surveillance and Detection
- Investigation of outbreaks (or individual cases) of reportable conditions or communicable diseases

Environmental Health

Inspections, plan review and emergency response for the following:

- Child Care Facilities
- Food Establishments
- Hotels / Motels
- Invasive Body Decoration Facilities
- Public Pools
- RV Parks

Chronic Disease Prevention and Health Promotion

- HIV Prevention Programs
- Promoting Health Among Teens
- Safe Routes to Schools
- Tobacco Prevention, Education & Cessation

Public Health Preparedness

- Community Partnerships & Coalition Development
- Exercises & Training / Education
- Health-related Emergency Preparedness Planning
- Hospital Preparedness Planning
- Interoperable Communications
- Mass Vaccination & Dispensing of Medical Countermeasures
- MRC & Volunteer Management

Human Services

- Community Access to Medication Program
- County Match
- Developmental Services
- Home Waiver Programs
- Indigent Accident Fund
- Indigent Burials
- Indigent Services
- Long Term Care
- Medical Indigent Services
- Sexual Assault Fund
- Women, Infants, and Children (WIC)
- Workforce Program

Animal Services

- Adoptions
- Bite Investigations
- Licensing
- Lost/Found Reporting
- Permits
- Enforcement of Carson City Municipal Code (CCMC) and Nevada Revised Statute (NRS)

The annual report is reflective of calendar year 2013, except where designated as fiscal year (July 1, 2013 - June 30, 2014), in the Funding Overview section and statistics for influenza under Disease Prevention and Control. All other data represents the calendar year.

2013 ANNUAL REPORT

Highlights of 2013

Stay informed!

Read our weekly articles in the Wednesday Health Section of the Nevada Appeal.

During 2013 Environmental Health staff expanded our partnership with our neighboring county, Douglas County. This cross-jurisdictional sharing project has resulted in the Regional Public Health Partnership. This partnership will be in full effect starting in 2014 with the opening of a Douglas County office and increased staffing to provide a local level of service for Douglas County citizens and businesses.



Through collaboration with CCHHS' Epidemiology and Public Health Preparedness Division, we were able to quickly respond to a Hepatitis A outbreak, as well as a poor air quality situation during wildfires in neighboring California. We provided public education and vaccination for Hepatitis A prevention in May. We mobilized to distribute public education and masks during wildfires in August and September. Internal collaborations are at the backbone of our organization, enabling us to organize resources to meet public health needs in our community while still maintaining day-to-day services.

The Human Services Workforce program held three successful job fairs in 2013 for residents of Carson City and the surrounding areas to connect with local employers. Total number of participating employers was 123 and total number of participating jobseekers was 1,746. The year-to-date total number of jobseekers that became employed through the Job Fair events and efforts is 146. Due to online applications, some employers were unable to report whether a new hire was a result of the job fairs or not. The weekly Workforce Strategies classes served 350 jobseekers in the 52-week period.

Did you know?

Since 1989, the Leadership program instituted by the Carson City Chamber of Commerce has been molding influential individuals into Carson City leaders. The goal is to inform and educate leaders who will drive the city forward in order to meet the needs of tomorrow.



In December 2013, Clinical Services kicked off a Food for Flu Campaign. Carson City and Douglas County residents were able to bring in two cans of food in exchange for a free flu shot. During the week-long event, we were able to collect

over 260 pounds of food. The canned good items were subsequently donated to FISH in Carson City and the Douglas County Food Closet.



Two members of Carson City Health & Human Services staff graduated from the Carson City Leadership Institute Class of 2013.

2013 ANNUAL REPORT

Clinical Services

The Clinical Services Division focuses on the promotion of healthy behaviors, the provision of personal health services, and the enhancement of the well-being of individuals and families in our community. Clinical Services has two locations, one in Carson City and one in Douglas County. Each facility is staffed by advance practice registered nurses, registered nurses and management assistants who are dedicated to customer service and quality care. Through the provision of clinical, laboratory and pharmaceutical public health services based on nationally recognized standards, this division aims to:



- Curtail vaccine preventable disease by providing vaccination throughout the lifespan and providing case management for infants born to mothers with Hepatitis B
- Encourage healthy birth outcomes through screening, prevention services and reproductive life plan counseling and education
- Improve the health of children in our community through well child health and developmental assessments, the provision of anticipatory guidance to parents and referrals for needed health and social services
- Prevent and treat sexually transmitted infections through testing, treatment, counseling, condom distribution, and follow-up of contacts to those who tested positive for a sexually transmitted infection.
- Prevent and treat Tuberculosis
- Prevent the spread of HIV through testing and risk-reduction counseling
- Prevent unintended pregnancy through the provision of birth control and emergency contraception.
- Promote early detection of cancer through clinical breast exams, gynecological exams, pap smear and human papilloma virus (HPV) screenings
- Promote health screenings and healthy behaviors through male and female preventive health exams, including health counseling and referrals
- Promote healthy birth outcomes through pregnancy testing, counseling and referral

Motivated by the Affordable Care Act and other components of healthcare reform, this past year was the year of the medical record. In 2013, staff initiated the entry of all clients seen for services into an electronic medical records system (EMR), processes were put in place to meet Federal Meaningful Use Standards, and we launched an electronic patient portal. Staff actively participated in clinical process changes in order to accommodate an increase in insurance carrier contracts from six to eighteen public/private insurers over the past year. As a result, we have enhanced our use of the medical record system, have begun to improve patient access to their medical service information, and are prepared to assist uninsured and insured citizens with public health services in the coming year.

CCHHS' Clinical Services Division has had an active year. At our Carson City location we have had over 9,700 encounters with clients throughout 2013. At our Douglas County location we have had over 4,200 encounters with clients throughout 2013. Carson City's counts are consistent with 2012. However, in the second year of our presence in Douglas County, visit counts increased by 45% over the inaugural year in 2012.

The Clinic operates on 8% general funds and 92% grant funds.

Accomplishments of 2013

- 6,165 Vaccines given
- 2,159 Birth control services provide
- 2,031 Domestic violence screenings
- 1,329 Depression screenings
- 1,536 Safe Sex Kits Distributed
- 1,132 Breast and/or cervical cancer screenings
- 1,477 Sexually transmitted disease tests
- 966 Tuberculosis screenings
- 725 Tobacco Cessation Interventions
- 477 Pregnancy tests provided
- 443 WIC anemia screenings
- 144 Well child exams
- 117 Pre-employment urine drug screens

**The numbers above represent only the Carson City location.*

2013 ANNUAL REPORT

Disease Prevention and Control – Environmental Health

Environmental health consists of preventing or controlling disease, injury and disability related to the interactions between people and their environment.

— Healthy People 2020

The Environmental Health program is in charge of educating, permitting, and inspecting public facilities, such as food establishments, temporary food establishments, bathing places, hotels and motels, child care facilities, invasive body decoration facilities, and school food service facilities.



Our biggest educational program is our food handlers card. In 2013, 338 tests were given and 68% passed the test. There were 590 permitted establishments, and staff conducted 898 routine scored inspections with follow-up.

Our largest program is the licensing and inspection of food program. In the warmer months, we also issue permits to temporary food establishments. During 2013, staff conducted 332 inspections of temporary food establishments.



Accomplishments of 2013

The Environmental Health Program worked with neighboring Douglas County on providing local level Environmental Health services. We are pleased to say, in 2014, the Environmental Health Program will be fully operational, providing services such as inspections of food establishments, child care facilities and bathing places in Douglas County.



Disease Prevention & Control has a total of 5.5 FTE: (2.5 FTE are supported 100% with grant funds and 3 FTE by general funds).

2013 ANNUAL REPORT

Disease Prevention and Control – Epidemiology

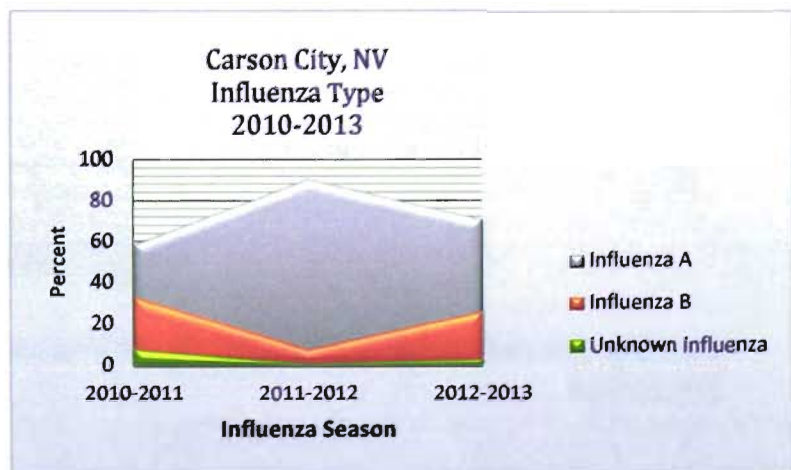
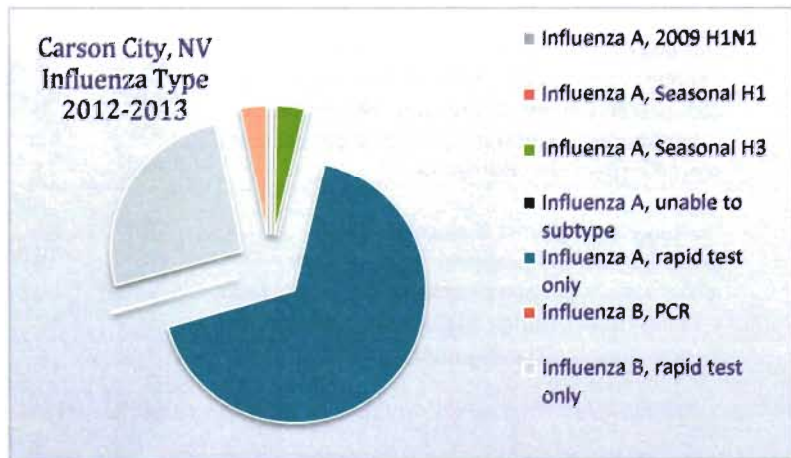
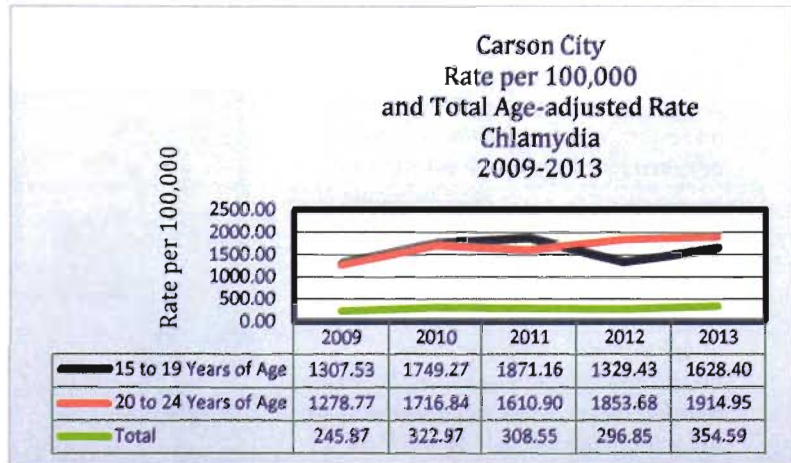
“Epidemiology is concerned with the distribution and determinants of health and diseases, morbidity, injuries, disability, and mortality in populations.”
 — Friss & Sellers, 2004

Epidemiology staff receives reports from local physicians and laboratories about the 68 conditions that are required to be reported in Carson City, such as *Salmonella spp.*, Tuberculosis, Influenza and *E. Coli O157H7* required by NRS 441A. The epidemiology program engages in data collection based on the reports received. They also provide the basic information to initiate an investigation.

The Five Most Reported Conditions in Carson City for 2013:

1. Influenza Type A, 304
2. Chlamydia, 196
3. Influenza Type B, 112
4. Respiratory Syncytial Virus Infection, 97
5. Gonorrhea, 20

“Epidemiology impacts both the way that we make personal decisions about our lives and the ways in which governments, public health agencies, and medical organizations make policy decisions that affect how we live.”
 — Aschengrau & Seage, 2008



2013 ANNUAL REPORT

Chronic Disease Prevention & Health Promotion (CDPHP)

Regional Services:

Adolescent Health Education Programs

CHPDP completed the second year of Promoting Health Among Teens (PHAT), an evidence-based curriculum focusing on delay in onset of sexual activity. The target audience is 9-12 year olds, and 13-15 year olds, open to the general population, with priority given to high-risk youth (such as youth in foster care or alternative sentencing programs.) In total, 50 participants, (29 females and 21 males) completed the 8 modules in 2013. The county of Residence of participants was Carson City - 34, Douglas County - 14 and Lyon County - 2.



HIV Prevention Education

In 2013, CCHHS administered 929 HIV tests. HIV testing is offered to those determined to be at risk at a low cost of \$8.00 or for no charge within the CCHHS clinic setting. In addition, there is no charge for HIV testing done in outreach settings.

The Community Health Clinic distributes condoms at no charge. All condoms are given with literature that teaches about HIV prevention. We also distribute safe sex kits. Each kit includes roughly 8 condoms (with instruction on how to properly fit), lubrication, and prevention literature. Latex, latex-free, and female condoms are also available.

Tobacco Education and Prevention

The goals of the Tobacco Prevention program are: Reduce Tobacco Use Initiation, Increase Tobacco Use Cessation and Reduce Exposure to Environmental Smoke. There are many different tools to assist the smoker into becoming tobacco free.

Six eight-week cessation classes were provided to the public in 2013. The target population included Adults "ready to quit" and "thinking about quitting." Both evening cessation classes and afternoon classes were offered. In 2013, the Quit Rate was 30%. Carbon Monoxide levels decreased in correlation to the reduction in tobacco use.

Three Tobacco Brief Intervention trainings were provided to local prevention coalitions, prevention staff, Community Health Advocates and other health care providers.

Safe Routes to School

The Western Nevada Safe Routes to School Program has had a very exciting first year. The program is beginning to gain recognition in communities across the region, and we have had some very successful events, especially Walk to School Day 2013 in October, which saw 39% of Carson City elementary students who attended school that day participating, despite inclement weather. One standout school, Empire Elementary, achieved almost 60% participation. Additionally, parent surveys are helping to outline the needs of students in our community to making walking and bicycling safe and more fun.

The need for this program is strong. Children need to experience the fun of walking and biking, and as community planning trends continue to lean toward active and walkable communities, the Safe Routes to School Program strives to be a leader.



Statewide Services:

Ryan White Treatment Adherence Program

The Treatment Adherence part of the Ryan White Program was integrated into the Chronic Disease Prevention and Health Promotion Division in 2013. Our staff contacts HIV+ clients in Nevada who are out of care in order to help address medication adherence and client-specific advocacy to return them to care.

Chronic Disease Prevention and Health Promotion is supported 100% by grants and does not receive any general fund dollars.

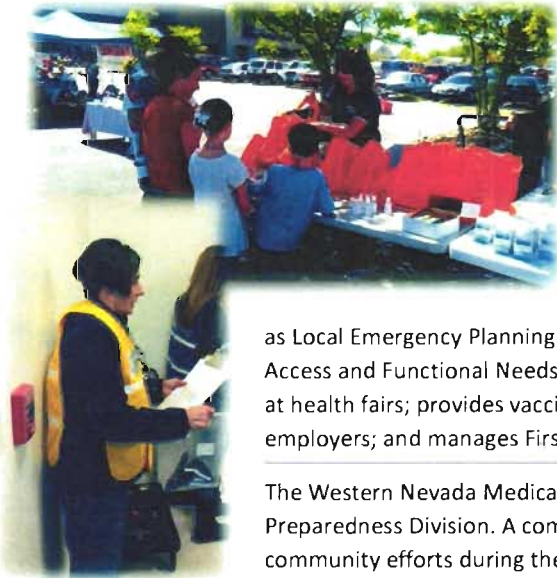
Public Health Preparedness (PHP)

The mission of the Public Health Preparedness (PHP) Division is to prepare for, respond to and recover from events or threats to the health of the community. In addition to having the responsibility for Carson City, the State Health Officer has designated the authority for public health preparedness activities to Carson City Health and Human Services for Douglas, Lyon and Storey Counties.

The Division of Public and Behavioral Health provides PHP funding from the Centers for Disease Control and Prevention (CDC) and the Assistant Secretary for Preparedness and Response (ASPR) and distributes these funds to the local health authorities and other partners. PHP also applies for additional funding through foundations, corporations and associations.



PHP also receives funding from the CDC through the Nevada State Immunization Program for two billing and immunization programs. The Strategic Planning for Immunization Billing in Nevada health departments is a project of statewide significance that is developing a structure for Nevada health departments to bill third party payers for immunizations. During the CCHHS pilot program, staff increased the number of contracted private insurers from 6 to 18. The School-Located Vaccination Program provided Tdap and Flu vaccinations in Carson City and Douglas, Lyon and Storey counties. In 2013 clinics were held in 40 schools in the quad-county area and over 4,000 vaccinations given to students and staff. The goal is to be able to sustain clinic-based and community-wide immunization programs long-term by billing private and public insurers for vaccinations.



For the last ten years, Carson City Health and Human Services has held an annual free flu vaccination clinic in the community (also called a Point of Distribution, or POD). This POD exercise is one of the biggest events that the Health Department is known for in the community.

In 2013, the Public Health Preparedness division at CCHHS also worked in collaboration with many community members, participating in several community coalitions, such as Local Emergency Planning Committees, healthcare coalitions, and the Northern Nevada Access and Functional Needs Workgroup. PHP staff disseminates education and information at health fairs; provides vaccinations at senior centers, food pantries, group homes and large employers; and manages First Aid booths at events.

The Western Nevada Medical Reserve Corps (MRC) is housed in the Public Health Preparedness Division. A combination of 170 medical and non-medical volunteers support community efforts during the fall flu vaccination exercise, school-located vaccinations, First Aid booths, and national preparedness month events.

2013 ANNUAL REPORT

PUBLIC HEALTH PREPAREDNESS

Accomplishments of 2013

- Assisted the Healthy Communities Coalition of Lyon and Storey Counties, community leadership and partners with performing a Local Public Health System Assessment for Lyon County.
- Co-conducted, with Washoe County and Southern Nevada Health Districts, Private POD Training for healthcare facility partners in Northern Nevada.
- Collaborated with Nevada Public Health Foundation, Nevada Division of Public and Behavioral Health, and rural healthcare system partners in planning and sponsoring the 2013 Rural Public Health Emergency Preparedness Summit.
- Collaborated with the Healthy Communities Coalition of Lyon and Storey Counties for their second annual Medical Outreach Response Event (MORE), providing medical care for low-income uninsured residents.
- Continue to co-chair two preparedness healthcare system committees; the Healthcare Facility Preparedness Committee and Northern Nevada Access and Functional Needs Workgroup. The purpose of these committees is to promote and support preparedness planning and development activities for vulnerable populations.
- Formalized the Douglas County Healthcare Coalition by developing a charter and by-laws, which were approved by the membership October 2013.
- Participated in the following:
 - 2013 Public Health Emergency Preparedness Summit
 - Douglas County and Storey County LEPC meetings
 - Family Assistance Center Training
 - Incident Command System Train the Trainer
 - Mass Antibiotic Dispensing Course
 - Media Training with Norm Hartman
 - Mutual Aid Evacuation Annex Training
 - Public Information & Communications Course
 - Statewide Emergency Public Information and Warning Seminar
 - Statewide Medical Surge Plan Workshop
 - Community health fairs
- Performed 45 community outreach influenza vaccination events, administering over 1800 doses.
- Provided educational materials at quad-county senior centers, school and employer health fairs, and food pantries.
- Planned and implemented flu vaccination clinics in 40 schools in the quad-county area, with over 4,000 vaccinations given to students and staff
- Planned and implemented two community Points of Dispensing exercises in Carson City and Douglas County, administering over 4,000 flu vaccinations.
- Sixty-four Medical Reserve Corps volunteers contributed over 717 hours in a variety of community events.



Public Health Preparedness is supported 100% by grants and does not receive any general fund dollars.

2013 ANNUAL REPORT

Human Services



Carson City Human Services is a community action agency providing a variety of services to the Carson City community. Human Services is responsible for ensuring that the City meets health, welfare, and community responsibilities, as set forth in the Nevada Revised Statutes and City ordinances. The primary mandates are to provide services to the City's indigent residents and, as a community action agency, assist them in becoming self-sufficient. To assist with this mission, Human Services manages an Aging & Disability Resource Center, four housing grants, a workforce program grant, a prescription assistance grant, and a Women, Infants, and Children (WIC) grant.

General Assistance and Mandated Services

In January 2013, the Human Services Division participated in the Point in Time Count (PIT). A PIT count is a one-day, statistically reliable, unduplicated count of sheltered and unsheltered persons who are homeless in a defined geographic area. The PIT Count showed 152 homeless individuals in Carson City and 83 encampments. A total of 431 persons were found to be living in motels. In 2013, the PIT count resulted in the highest number of individuals counted since 2008. Housing grants continue to be sought by the Human Services Division to address this problem.

The full impact of the Affordable Care Act (ACA) remains unknown at this time. We do know that the ACA does not impact our long-term healthcare costs. We are looking for new ways to connect our seniors and disabled residents with resources that can keep them in their homes longer and prevent institutionalization.

Collaborating with Clinical Services, we partnered with the Ramirez Group's Certified Application Counselors (CAC), who met with residents to complete applications to enroll in health insurance plans. In addition, we have an independent volunteer that comes in once per week to assist residents with Medicaid applications.

Aging and Disability Resource Center (ADRC)

CCHHS partnered with Douglas County Social Services and received the ADRC grant for Carson City and Douglas County. Funded by the State of Nevada Aging & Disability Services Division, ADRC focuses on bringing resources to residents over the age of 60 years old and/or disabled residents. The goal of an ADRC is to assist Nevada's aging and disabled population to be able to access and navigate services available to them, and to plan for their long-term care. Visit NevadaADRC.com for more information on services and programs offered through both State of Nevada Aging & Disability Services Division and community agencies.

Essential Services:

- County Match
- Developmental Services
- Home Waiver Programs
- Indigent Accident Fund
- Indigent Burials
- Indigent Services
- Long Term Care
- Medical Indigent Services
- Sexual Assault Fund
- Supplemental Fund

2013 ANNUAL REPORT

Community Access to Medication Program (CAMP)

The Community Access to Medication Program (CAMP) has made NeedyMeds a recognized resource for connecting community members to his/her medications. NeedyMeds.org is a user-friendly website that offers coupons and applications for prescription assistance programs. In addition, NeedyMeds offers a discount card that through 2013 was presented 6111 times between January and December and saved local card users \$144,523.80 in the costs of their medications.

Unfortunately, our NeedyMeds advocate has left the program and the formal CAMP will come to an end in 2014. Discount cards remain available at Carson City Health & Human Services and, if needed, we can do a presentation or staff training on the website - www.needymeds.org.

Housing

We welcomed a new case manager mid-way through the year and continued the housing programs already in place. Our housing programs prevented 70 evictions and have helped 11 homeless persons transition to permanent housing. There were 44 participants that received intense case management with goals of self-sufficiency in 2013.

Women, Infants and Children (WIC)

CCHHS WIC continues to run a clinic in Carson City and one in Douglas County. In 2013 Carson City WIC moved down the hall to a newly remodeled clinic. Both Clinics offer Breastfeeding support and Step Up classes to WIC participants. In 2013 CCHHS WIC increased participation by 5%. Our WIC staff continues with outreach efforts in both Carson City and Douglas County.



Workforce Program

In 2013 Human Services brought on a new case manager to assist participants in breaking barriers to stable employment. With restructuring and new goal plans in place, the Workforce Program began offering Workforce Strategies Classes weekly and took the lead in offering the community three successful job fairs during 2013.

Human Services operates on 18% general fund dollars and 82% grant funds. General funds – 1 FTE Manager. Grant funds – 3 FTE WIC; 4 FTE / 1 PTE for Human Services.

2013 ANNUAL REPORT

Animal Services

Carson City Animal Services' goal is to reunite lost pets with their family, facilitate adoptions of stray animals, provide quality and compassionate service to the Carson City community, and promote responsible pet ownership. Carson City Animal Services (CCAS) faced many challenges in 2013. A new manager was hired to lead the way to meeting the expectations of our community. We adopted a new code of conduct which you can find on our website www.carsoncityanimalservices.org.



The municipal code had several revisions to Chapter 7 regarding animal services. A stray animal has been defined "as any domestic animal at large, excluding livestock, whose owner is unknown." The stray hold changed from 10 to 5 days, which allows CCAS to place the animal up for adoption sooner.

Accomplishments of 2013

- The National Animal Control Association (NACA) awarded Carson City Animal Services a grant for \$6,000 to cover the cost of an engraving machine for ID tags and collars as part of the "ASPCA ID Me Project." CCAS was able to provide ID tags and collars to 593 dogs and 227 cats to date. Every animal being adopted from our shelter receives a new ID tag and collar.
- CCAS was able to reunite 401 animals with their owners in 2013. Collars, ID tags and microchips greatly increased the return-to-owner success rates. CCAS microchipped 286 dogs and 137 cats.
- The successful PUPS on Parole program assisted with 165 dogs being adopted out of the 307 total dog adoptions for 2013.
- There were 155 Cat Adoptions in 2013.



Did you know...

Carson City Animal Services purchased Kuranda dog beds for the kennels.



They are orthopedic, durable, chew proof, and easy to clean. Our dogs love them!



Carson City Animal Services is committed to working with our community organizations to help all adoptable animals find their forever families.

Like us on FACEBOOK: www.facebook.com/CarsonCityNVAnimalServices.



Animal Services is funded 100% by general funds. There are 8 FTE, 3 PTE and one contract employee.

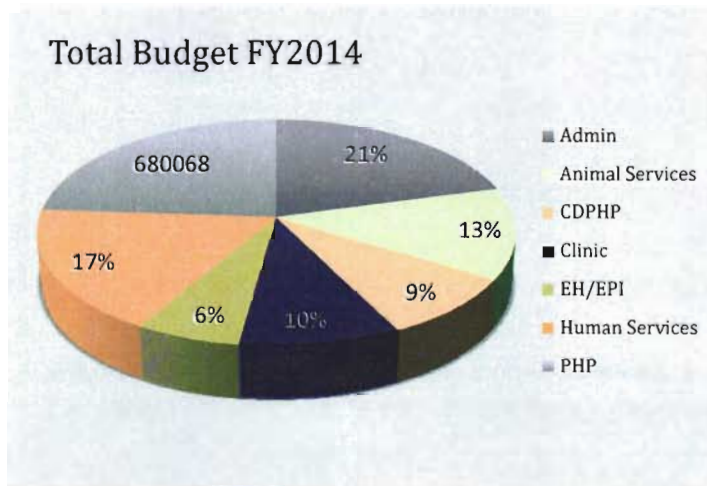
2013 ANNUAL REPORT

Funding Overview

FISCAL YEAR 2014

The following represents the budget for the fiscal year 2014 (July 2013 – June 2014). This budget operates on 46.7% general funds and 53.3% grant funds.

	Admin	Animal Services	CDPHP	Clinic	EH/ EPI	Human Services	PHP	Total Staff
FTE	3	8	3	4	5	7	5	35
PTE	2	3	2	12	1	1	5	26
% General Fund	100%	100%	0%	8%	55%	18%	0%	
% Grant Fund	0%	0%	100%	92%	45%	82%	100%	
								Total Funds
General Fund	—	\$737,428	—	\$94,609	\$250,764	\$389,868	—	\$2,644,188
Grant Fund	—	—	500,517	448,390	106,104	601,334	1,356,264	3,012,609
Total Budget	\$1,171,519	\$737,428	\$500,517	\$542,999	\$356,868	\$991,202	\$1,356,264	\$5,656,797
								Total Grants
# of Grants	0	0	7	5	5	10	6	33



Grant funds

Each year, grant funds that CCHHS receives have dwindled, leaving the Health Department with less money to run programs or offer services. To date however, no programs have been cut. Instead, employees have become more flexible and innovative in delivering services to the citizens of our communities.

If we continue to lose grant funds that support personnel, we will lose experienced and educated employees that are passionate about making our community a healthier one. Many programs and services the public has come to appreciate and rely on may go away.

2013 ANNUAL REPORT

ESSENTIAL SERVICES

A “what if” scenario is presented below if the health department were to lose all of its grant funding (based on the same figures and percentages above for fiscal year 2014). This would leave staff, funds, and Essential Services looking something like this:

	Admin	Animal Services	CDPHP	Clinic Services	EH/EPI	Human Services	Public Health Preparedness
Funds	\$1,171,519 (same as above)	\$737,428 (same as above)	\$0	\$94,609	\$250,764	\$389,868	\$0
Staff (FTEs)	1 Director 1 Finance 1 Admin (same as above)	7FTE 3PTE (same as above)	0	1 Nurse	2 Health Inspectors 1 Admin	1 Manager	0
Services Required by NRS	Not Required	NRS 574 <ul style="list-style-type: none"> • Animal Cruelty • Fighting • Food • Water • Shelter • Abandonment • Overcrowding • Animals in Vehicles • Adopting • Vaccinating • Altering NRS 441 A <ul style="list-style-type: none"> • Rabies Control 	Not Required	NRS 441 A <ul style="list-style-type: none"> • Tuberculosis Treatment • STD Treatment 	NRS 446 <ul style="list-style-type: none"> • Food Establishments NRS 432 A <ul style="list-style-type: none"> • Child Care Facilities NRS 439 <ul style="list-style-type: none"> • Bottled Water NRS 444 <ul style="list-style-type: none"> • Sanitation NRS 583 <ul style="list-style-type: none"> • Schools & Jails NRS 585 <ul style="list-style-type: none"> • Meat & Poultry NRS 441 A <ul style="list-style-type: none"> • Food, Drugs, & Cosmetics NRS 441 A <ul style="list-style-type: none"> • Disease Investigation Requirements 	NRS 428 <ul style="list-style-type: none"> • Indigent Persons; Hospital Care for Indigent Persons; Institutional Care; Supplemental Fund; indigent Accident Fund; Indigent burials NRS 217.290 <ul style="list-style-type: none"> • Sexual Assault Fund, provides counseling up to \$1,000 to sexual assault victims NRS 277.180 <ul style="list-style-type: none"> • Interlocal contract between public agencies. Allows State of Nevada to bill counties for non-federal Medicaid costs. 	Not Required

**This would bring the total number of employees from 61 down to 14, requiring personnel supported by general funds to fill in where needed most. Essential services would be reduced to what is required by law, leaving all other additional programs up for evaluation.*

2013 ANNUAL REPORT

Progress towards Public Health Accreditation

Public Health Accreditation Board (PHAB)



The CCHHS Accreditation Team, which has been charged with completing projects related to pursuing Public Health Accreditation Board (PHAB) Accreditation, was very active throughout 2013. Some of these activities included re-organizing and re-defining subcommittees' roles and responsibilities; developing projected timelines for future steps in the accreditation process; and developing small teams of staff to take on the completion of documentation for each of the twelve domains. Sub-committees of the Accreditation Team, including the Documentation Committee, the Policy Committee, the Performance Management Team, and Domain Teams have been working diligently to strengthen internal processes and to identify, collect, and prepare potential documentation required by PHAB.

The Accreditation Team anticipates submitting the CCHHS application for PHAB accreditation in March of 2014. From this point, the accreditation process will take up to an additional two years, depending on PHAB's turnaround time on some processes, and CCHHS' ability to complete the collection and preparation of required documentation. The next steps in this process:

- Approximately three months after application submission, at least one CCHHS staff member will attend PHAB's training on their electronic documentation uploading and storage system (e-PHAB).
- After the e-PHAB training, CCHHS staff members will have up to one year to complete, upload, and submit all required documentation via the e-PHAB system.
- After all documentation has been submitted to PHAB for review, PHAB will assign their own staff members to review the CCHHS documentation and then perform a site visit at CCHHS to interview our staff members, governance group, and representatives from our partner organizations to ensure that our organization is living up to the standards represented by our documentation.
- Several weeks after the site visit, PHAB staff will provide CCHHS with their decision as to whether or not we will be granted accreditation.

The preparatory process (since 2010) has included the completion of the CCHHS Community Health Assessment (CHA), the resulting Community Health Improvement Plan (CHIP), and the first-ever agency-wide Strategic Plan, as well as countless other projects to improve and streamline organization processes and policies. The next steps and timelines in the accreditation process leads to a projected date of achieving accreditation in early 2016.



The Accreditation team created Carson City themed materials to further tell our story to site visitors from the Public Health Accreditation Board.

Did you know?

CCHHS is on track to be the first health department in Nevada to achieve public health accreditation!

2013 ANNUAL REPORT

In the process of pursuing public health accreditation, CCHHS established the following committees to facilitate specific department functions:

PHAB DOCUMENTATION COMMITTEE

In 2013, as CCHHS moved ever closer to submitting its application for PHAB accreditation, the Documentation Committee had the opportunity to define its roles and responsibilities, and how it fit into the processes of documentation collection and preparation for PHAB submission. The purpose of the CCHHS Documentation Committee (a subcommittee of the Accreditation Team) is to track and monitor ("double-check") efforts in the collection of PHAB documentation.

Tasks of the Documentation Committee:

- Final review of documentation to ensure that it meets PHAB criteria for submission
- Management of documentation timelines (due dates for Domain Teams, monitoring of documentation dates and how they fit with PHAB standards/measures requirements)
- Checking domain folders to ensure that documentation is properly organized

POLICY COMMITTEE

Documentation and management of department-wide policies was identified as a gap during the CCHHS PHAB Accreditation Team's review of PHAB's requirements for Accreditation in 2012. Many department-wide policies were in place, but had not been documented, or were not in a centralized location that would be accessible to all staff members. The Policy Subcommittee was formed to coordinate the development of a department-wide policy manual and a usable system to manage and review said policies.

In 2013, the Policy Committee worked to find and refine existing policies within the organization, as well as recommend new policies to divisions. The committee also worked to develop a process to categorize/organize all policies to produce a department-wide policy and procedure manual.

Since many policies found at CCHHS are specific to each program, every Division of CCHHS is charged with creation and management of a division-specific policy and procedure manual for their internal use.

WORKFORCE DEVELOPMENT COMMITTEE

The original purpose for creating the Workforce Development Committee was to address internal gaps found when doing a self-assessment for PHAB Domain 8. It was discovered during that assessment that there were very limited and often inconsistent training resources available to CCHHS staff, and so the committee was created to assess gaps, look for resources, organize and review resources, and develop a plan to implement these resources.

The WFD Plan is set to be completed in 2014, and further projects resulting from the plan will be implemented thereafter.


Throughout 2013, the Committee worked to develop a framework for an organization-wide Workforce Development (WFD) Plan. The WFD Plan itself will be a living document that would clearly perform the following functions:

- Address other needs of the CCHHS workforce in a timely manner as appropriate.
- Assess staff core competency needs at various levels of CCHHS as an organization, based on nationally accepted core competencies for public health professionals.
- Develop a plan for employee succession and increase employee retention
- Develop internal trainings, or outline external training plans, to ensure competencies among all staff as appropriate per staff responsibilities and scope of work.
- Include all components required to fulfill the PHAB Standards and Measures: Domain 8
- Offer expanded leadership skill training to all managerial staff, as well as other interested staff members
- Outline a plan to develop, implement, evaluate, and update an Employee Orientation for new CCHHS Staff members.
- Use core competencies identified to develop a staff training plan to address the needs of CCHHS.

2013 ANNUAL REPORT

MARKETING COMMITTEE

In the past, Health Department programs established marketing strategies independently, which resulted in an ambiguous image and inconsistent communication strategies. The marketing committee was developed to fine-tune internal, as well as external, communications. The marketing committee aims to present a consistent reputable voice from CCHHS by integrating the department's mission and values with robust standardized messaging and by implementing uniform branding.

 Like us on Facebook! www.facebook.com/CCHHS

Accomplishments:

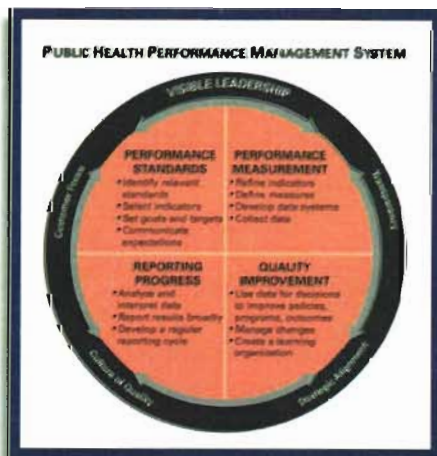
- Broadened internal communication channels by implementing a bimonthly staff Newsletter and brown-bag lunch presentations.
- Published weekly articles addressing health topics in the Nevada Appeal.
- Tailored campaigns to reach underserved and vulnerable populations.
- Transitioned to a new and improved website.
- Utilizing the CCHHS Facebook page, the Marketing Committee increased the social media audience by 388 people and readers viewed posts a total of 84,786 times (sum of daily total reach).

PERFORMANCE MANAGEMENT TEAM (PMT)/ QUALITY IMPROVEMENT (QI) COMMITTEE

It is the responsibility of CCHHS to act as both good stewards of public funds and the public's health, meaning that we must be constantly working to optimize both the efficiency and efficacy of our programs. With this comes the need for a comprehensive performance management system that includes formalized quality improvement (QI) processes, staff training, and a plan that brings all of these components together. CCHHS has a long history of performing informal QI projects, often not even realizing that the work they were doing was that of quality improvement. However, a more formal QI system provides many advantages: increased documentation that creates a record of why changes were made, the outcome, and any further improvements; increased understanding among all staff members involved as to what is going to be done, why, when, and who is responsible for specific tasks; and finally, it helps perpetuate a culture of data-driven decision-making and proactive planning on the part of CCHHS leadership.

Accomplishments:

- Adopted the Plan-Do-Check-Act (PDCA) Quality Improvement process.
- Adopted the Turning Point Model, nationally recognized in the field of public health, for department performance management. This model mirrors the PDCA cycle in that it facilitates a continuous cycle of improvement.
- Completed an organization-wide QI Plan, outlining organizational QI procedures, forms, definition of terms, QI training schedules, and roles and responsibilities of staff members.
- Developed and implemented the first two in a series of QI trainings (Intro to QI Principles; CCHHS QI Practices), with over 90% of employees completing the initial training set. Additional sessions of these trainings are held periodically for staff members who were either unable to make the initial round of trainings due to scheduling issues, or for new staff members who were not employed by CCHHS during that time.
- Devised an internal process for QI project development, documentation, review, and storage.
- Worked with CCHHS Leadership to align existing performance measures reported to the Carson City Board of Health and those outlined in the CCHHS Strategic Plan.

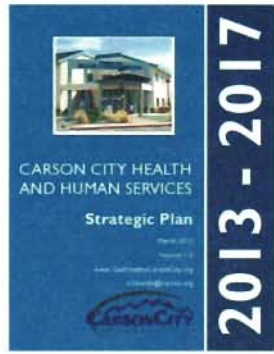


Turning Point Model – Performance Management System
http://www.phf.org/resourcestools/pages/turning_point_project_publications.aspx



2013 ANNUAL REPORT

Progress towards Strategic Plan Objectives



CCHHS completed its first organization-wide strategic plan in March 2013. The purpose of the CCHHS Strategic Plan is to provide sequenced objectives for the organization as a whole. These objectives also serve as specific measures of organizational performance that function in both the short- and long-term. There are two very valuable outcomes from the development of an organizational strategic plan; the first is that it gives a “big picture” view of what the organization wants to achieve as a whole, guiding the vision of the department and communicating that vision to all staff members. This plays into the second outcome, which is that the strategic plan facilitates communication, sharing of resources and time for the planning and development of internal programs that will make our organization more robust and efficient.

There were some unexpected roadblocks that came into play in 2013 that delayed progress on strategic plan objectives. However, there was still significant progress made. In fact, CCHHS staff and leadership achieved a broad spectrum of activities, despite obstacles.

Below is a listing of objectives achieved in 2013:

Strategic Priority /Objective	Activity
SP1 A2	Produce weekly newspaper articles / inserts to promote pertinent public health issues (Produce 52 articles per year).
SP1 B1	Update and expand core community health data. <ul style="list-style-type: none"> a. Continue to participate in state core indicator workgroup. b. Develop health core indicator report.
SP2 A3	Participate in community health coalition meetings / activities (Attend 50% of local partnership / coalition monthly meetings annually).
SP3 A2	Respond to health and safety issues based on established protocols.
SP3 B1	Update Carson City Municipal Code Chapter 9 to be in line with State and Federal Food Code.
SP3 B2	Update Carson City Municipal Code Chapter 7 to be in line with State and Federal Animal Services Codes.
SP3 C	CJS (SP3:C) in place and moving forward with Douglas County in a regional public health partnership.
SP3 E1	Provide educational materials to community members each year on the appropriate response to natural or manmade disasters.
SP3 F1	Match the number of exercises public health preparedness needs to meet grant requirements on an annual basis.
SP4 B1	Invite and encourage BOH members to be involved in department projects and department-sponsored events held in the community.
SP4 C1	Conduct QI education sessions at division manager meetings for at least six months initially.
SP4 C2	Conduct QI education sessions for employees.
SP4 C3	Include education on QI principles in orientation of new employees; (will be built into the Workforce Development plan).
SP4 C4	Include brief reports of Best Practices guidelines, QI projects and use of Community Guides at all-staff meetings.
SP4 C5	Each division engages in at least one QI project per year. <ul style="list-style-type: none"> a. Divisions develop initial project ideas in year one. b. Divisions submit project ideas each calendar year.
SP4 C6	Include continuing education on QI principles in yearly skills assessment day for all employees.
SP4 C7	Include evaluation of performance of QI principles in employee evaluations. <ul style="list-style-type: none"> a. Develop an evaluation tool.
SP4 C8	Develop public recognition program for employees engaging in superior QI efforts (to be included in the Annual Report in the future).
SP4 E1	Maintain periodic all-staff meetings (to include all divisions on- and off-site).
SP4 E2	Maintain periodic division manager meetings.
SP4 E3	Improve inter-departmental communication strategies, including a message board, electronic newsletter, etc.
SP4 H1	Submit letter of intention to apply for Public Health Accreditation by end of 2013.

Going into 2014, CCHHS staff will work to realign current performance measures with the strategic plan. This realignment will likely result in amendments to the strategic plan. It is one of the goals of CCHHS to streamline this process to improve precision and efficiency.

Community Health Improvement Plan (CHIP)

Get Healthy Carson City!



A 2020 Health Action Plan

A Community Health Improvement Plan

June 2012
Version 1.0

www.GetHealthyCarsonCity.org

cchhinfo@carson.org

Carson City's Community Health Improvement Plan (CHIP), "Get Healthy Carson City: A 2020 Health Action Plan" was published in mid-2012. Since that time, CCHHS has been holding quarterly meetings with partner organizations who have come together to pursue specific projects to improve the community's health. Many community organizations have been working to maintain momentum towards these objectives, and some have taken the lead in several areas designated by the CHIP as needing improvement.

Throughout 2013, the CHIP committee met quarterly (with the exception of October 2013) to give updates on progress, discuss barriers, share insight and resources to overcome any obstacles, and discuss any possible changes to objectives to better match community needs with the resources. Representatives from partner organizations that have taken leadership roles (referred to as "Leads") on projects are asked to submit quarterly reports and addenda to the CHIP as needed, to keep records of actions and changes, and to properly communicate progress to the public.

Also, Leads took turns presenting the work of their committees on CHIP objectives at quarterly meetings of the Carson City Board of Health. This gave the Leads an opportunity to present their objectives and current activities in a format that would educate both CCHHS governance and the general public.

In 2014, look for CHIP addenda and quarterly reports posted on the CCHHS website to keep updated on the latest happenings with the Carson City CHIP!

Identified Priority Areas:

- Access to Health Information and Health Care
 - Improving Access to Health Information
 - Health Resources in Carson City
 - Health Data from Community Partners
 - Improving Access to Health Care
 - Oral Health
 - Mental Health
- Chronic Disease Prevention
 - Type II Diabetes
 - Smoking/Tobacco Cessation
 - Obesity
- Lifestyle and Behaviors
 - Teen Pregnancy
 - Sexually Transmitted Diseases
 - Alcohol and Substance Abuse
 - Pedestrian and Bicycle Safety and Access



2013 ANNUAL REPORT

Looking Forward

As we look ahead, 2014 will be a developmental year for Carson City Health and Human Services. It will be a year to pursue partnerships and build on the robust public health foundation that we have instilled in the community. We are moving with full force toward applying for national accreditation and streamlining processes along the way.

The Chronic Disease Prevention & Health Promotion Division is looking forward to implementing a new STD prevention curriculum; increasing bike and pedestrian safety in the surrounding counties; participating in many more community events; promoting a tobacco-free community; and offering free HIV testing to incarcerated young people. We continue to expand our work in chronic disease prevention and will also explore new funding opportunities for diabetes prevention and healthy living promotion.

In 2014, the Public Health Preparedness Division will continue to collaborate with community and healthcare coalitions to promote individual and organizational resiliency. We anticipate entering into additional agreements with private companies for distribution of medical countermeasures, recruiting and training volunteers, and providing immunizations and education at health fairs and community events.

The Clinical Services Division will continue to focus on items that relate to the continued roll-out of the Affordable Care Act. Educating clients about the changes in healthcare due to healthcare reform will be a priority. Many individuals are still unaware that they might indeed qualify for Medicaid due to a change in income eligibility. We will be involved in informing clients about enrolling in health insurance with the start of a new open enrollment period Oct 1, 2014. We will be assisting clients who have never been insured to better understand copays, deductibles and the other ins and outs of having insurance. Clinical Services staff will be pursuing meeting Meaningful Use Guidelines, preparing for changes in billing, such as ICD-10, and updating service delivery models like the patient-centered medical home.

The Human Services Division will continue to partner with Nevada State Bank and the Financial Guidance Center to provide Financial Literacy Workshops at no cost to Carson City residents. Unlike typical household budgeting skills, participants will learn about credit, credit scores, balancing checking accounts, savings, and setting financial goals. Adding the Financial Literacy Program gives participants the tools to build a safety net, get out of debt, open bank accounts and move forward. The WIC program will be providing services at the Topaz Ranch Estates Community Center each week beginning in April 2014.

The Disease Control and Prevention Division is ultimately looking forward to the regionalization of both programs under the Division.

All of the staff at Carson City Health & Human Services is excited to continue to promote health and safety in the community in 2014!



2013 ANNUAL REPORT

