

**2017 - 2018**

**CONSOLIDATED HUMAN  
SERVICES BOARD**

**ANNUAL HEALTH  
DIRECTOR'S REPORT**

**Marlon Hunter**

**August 1, 2018**



## *Message from the Health Director*

I am pleased to present the Health Director's Annual Report.

The Department of Public Health has the responsibility to prevent diseases and promote a healthy community through regulation, education and partnerships. This is an important mission that establishes a unified vision.

We are working to contain emerging and re-emerging diseases and threats. Some diseases are vaccine resistant and challenging to contain. Prevention and education is the key to informing our community about public health and our efforts to improve health outcomes.

I am proud of the work all staff members have completed this year. I offer my sincere gratitude to all board members and community partners for their continued support.



## 2017 - 2018 Work Plan

Community Health Fair



Program  
Productivity by  
Division

2017 - 2019 Community Health  
Assessment



## 2017 - 2018 Work Plan

### ➤ Community Health Fair

- Accreditation Benchmark – *This activity will meet the following requirements:*
  - Activity 1.2: the local health department shall update the community health assessment.
  - Activity 1.3: the local health department shall disseminate results of the most recent assessment.
- Core Function of Public Health - *This activity will meet the core functions of public health:*
  - Assurance – Link people to needed services;
  - Assessment – evaluate effectiveness, accessibility, and quality of services; and
  - Policy Development – Inform, Educate, and empower people about community health issues and outcomes.

### ➤ Program Productivity by Division

- This is an ongoing activity where we will continue to assess the effectiveness of each program and service we offer by division.
- This activity will allow leadership to assure a competent workforce based on the services we provide.
- We will develop a Strategic Plan that will include departmental and community level goals.

### ➤ 2017 - 2019 Community Health Assessment

- This activity will meet Accreditation requirements to conduct a community health assessment that the department will roll out in 2018.
- We will monitor health status and identify community health problems.
- Evaluate effectiveness, accessibility, and quality of personal and population based services in the community.

### ➤ Agency Accreditation

- Obtain agency re-accreditation during the 2018 site visit.
- This is an ongoing State requirement.

# Consolidated Human Services Board Annual Health Director's Report

This report was prepared to highlight the accomplishments of the Forsyth County Department of Public Health for 2017 - 2018.

## Accomplishments

In the next section I have listed accomplishments from each division over the past year.

➤ **Internal Health Services**

*Marivanh Stephens, Assistant Health Director*

➤ **Community Health Services**

*Denice Price, Assistant Health Director*

➤ **Personal Health and Clinical Services**

*Glenda Dancy, Assistant Health Director*

➤ **Preventive and Health Education Services**

*Anthony Lo Giudice, Assistant Health Director*



## Internal Health Services

### Top 5 Accomplishments

1. Dental Clinic - Successfully completed Sealants Project for school year 2017-2018; total of 784 students and 902 sealants placed.
2. Dental Clinic – Total Revenue \$2,337,369.78 and Expenditures \$876,749.17
3. Total Medicaid Cost Settlement Collected - \$2,667,745.00
4. Liberty Warehouse Project – Over 80,000 charts pulled to be scanned, restacked, labeled for purge and completed within a 5-day period.
5. WS/FC YRBS – Administered to 2,232 high school students from 16 schools and 1,699 middle school students from 17 schools.

# Internal Health Services Full Report

## Dental Center

- 1 Dentist/Dental Director
- Successfully completed Sealants Project for school year 2017-2018 (extended preventive services to non-insured patients).
- Dental Sealant Project - Elementary schools – Easton, Petree, Old Town, and Ibrahim  
Total number of students screen during Sealant project – 784  
Total number of sealants placed – 902
- Total number of children seen in Dental Clinic – 2,123
- Total number of adults seen in Dental Clinic – 2,973
- Total number of visits – 5,096
- Total Revenue - \$2,337,369.78 (does not include \$137,885 KBR grant funds)
- Total Expenditures - \$876,749.17

## Emergency Preparedness

- Completed a new pandemic influenza response plan.
- New staff person started in November 2017.

## Epidemiology & Surveillance / Vital Records

- Winston-Salem/Forsyth County High School Youth Risk Behavior Survey; Administered to 2,232 high school students in 16 schools. Survey consisted of 99 questions that monitored 6 health risk behaviors.
- Winston-Salem/Forsyth County Middle School Youth Risk Behavior Survey; Administered to 1,699 middle school students in 17 schools. Survey consisted of 70 questions that monitored 6 health risk behaviors.
- The 2017 Forsyth County Community Health Assessment (4 surveys)
  - The 2017 Community Health Opinion Survey
  - *Forsyth Technical Community College Minority Male Success Initiative Survey*
  - The Salvation Army Center of Hope Population Survey
  - The Bethesda Center for the Homeless Survey
- Created an Infant Mortality Database that tracks infants' cause of death, prenatal history, neonatal history, maternal socioeconomic factors, maternal demography, etc.
- Created a Birth Database that tracks infants' prenatal history, neonatal history, maternal socioeconomic factors, maternal demography, etc.

## Finance & Registration

- Total Medicaid Cost Settlement Collected - \$2,667,745.00
- Total NC Debt Setoff collected (2<sup>nd</sup> year) - \$7,521.96
- Total Credit Card payments collected (2<sup>nd</sup> year) - \$272,830.83

## Internal Health Services Full Report

(continued)

### Information Technology

- Business Process Analyst position filled after over a year.
- NC Health Information Exchange Authority full participation agreement executed April 29, 2018.
- NC Health Information Exchange Authority extension filed and accepted through June 1, 2019.

### Medical Records & Quality Improvement

- Liberty Warehouse Project - All boxes were pulled to identify as having been scanned previously into Insight, restacked, labeled for purge (over 80,000 charts). This project was completed within a 5-day period in August 2017.
- Public Health Retention Schedule - All departments PHI record retention process is completed and documented.
- HIPAA Breach - due to HIPAA Trainings and Facility Walkthrough Assessment there was only 1 potential HIPAA Breach for 2017-2018.

### Goals for 2018-2019

- ✚ Emergency Preparedness Tabletop Exercise
- ✚ Free dental services to existing non-insured patients for one day
- ✚ Development of a 5 to 10-year Community Health Improvement Plan (CHIP) to reduce the risk of chronic diseases among Winston-Salem/Forsyth County High School students (Accreditation)
- ✚ Development of a 3-year Community Health Improvement Plan (CHIP) to improve maternal and infant health in Forsyth County (Accreditation)
- ✚ Increase the return rate of customer service surveys by 30% in all departments

# Community Health Services

## Top 5 Accomplishments

### Environmental Health

- The vector program trapped 21,931 mosquitoes last season and was recognized as a County of Regional Expertise in mosquito control for northwest North Carolina.
- Three interns were fully authorized in Food, Lodging and Institutions (FLI), two interns are in training and two interns obtained authorizations in Child Care Centers.
- Implemented a quality assurance program, including field-based surveys, additional staff training and development of operator tools.

### Women, Infants and Children (WIC)

- Received the Summer Feeding Program NC Superior Site Award and a recipient of the Loving Support Award of Excellence.
- Transitioned to e-WIC, an electronic benefits platform.
- Provided 261 meals through participation in the Summer Feeding Program.

### Pharmacy

- Transitioned the Pharmacy Assistance Program (PAP) from Cardinal Innovations to the public health pharmacy. PAP prescriptions dispensed during FY18 were valued at \$1,756,346.
- Dispensed 1,638 doses of Naloxone to EMS, a 30% increase over last year.

### Laboratory

- Approximately 86,947 lab tests were performed in-house; a 17.7% increase from the prior year.
- Continued top tier (molecular) lab testing that allowed the department more flexibility in diagnosing with non-invasive specimen collection methods, e.g. patient self-collection at express clinics).
- Ramped up testing capacity for the identification of *Trichomonas vaginalis* in males leading to a significant increase in the number of males being diagnosed and treated in the clinic for the disease.

### Health Education and Other

- Tattoo EDU was certified as a promising practice by the National Association of County and City Health Officials (NACCHO).
- The inaugural Community Health Fair held in April had over 450 participants.

# Community Health Services Full Report

## Environmental Health

- Explored recruitment/retention strategies including creation of a recruitment video
- Implemented field-based customer satisfaction surveys

### *Food, Lodging and Institutional (FLI) Sanitation Program*

- Approximately 2,850 inspections and re-inspections conducted
- Three interns were fully authorized in Food, Lodging and Institutions (FLI) and two interns are in training
- Two interns were authorized in Child Care Centers
- Quality Assurance program implementation, including more frequent ride-along by field supervisors with specialists and employee training
- Foodservice Operators Guide created

### *Pool Program*

- All pools that have applied and are in compliance have been permitted
- Presentations made to the Forsyth County Hotel Association and Piedmont Triad Apartment Association

### *Vector*

- Trapped and identified 21,931 mosquitoes last season
- Expanded vector control lab includes a teaching camera and two new microscopes
- Recognized as a County of Regional Expertise in mosquito control for northwest NC
- Developed a unique West Nile surveillance program
- One of three North Carolina counties with capacity to sample mosquito populations for arbovirus
- One of two North Carolina counties that maintains a reference specimen collection of pinned adult mosquitoes

### *Onsite Wastewater Program*

- Fully integrated GPS technology to map new and existing septic systems
- Maintained a 2-4 week response time to new lot soil site evaluations, through the use of overtime, while experiencing a tremendous influx of new applications

# Community Health Services Full Report

**(continued)**

## ***Rabies***

- Rabies education presentations made to the Board of Health and Communicable Disease Nurses
- New Rabies compendium implemented

## ***Childhood Lead Poisoning Prevention***

- Conducted four childcare facility and seventeen home investigations
- Provided outreach education to families at community events, schools, in private residences and at other events in collaboration with community partners
- Worked with families and primary care providers to promote child blood lead level checks at the recommended frequencies

## **Women, Infants and Children (WIC)**

- Three employees became Certified Lactation Educators
- Through collaboration with Forsyth Medical Center's Newborn/NICU, low income families with high-risk babies receive same or next-day appointments to add the infants to WIC and, if needed, provide mother's with breast pumps
- New engagement strategies implemented, e.g. co-located intake site at DSS
- Coordination of an onsite summer Cobblestone Farmers Market, allowing WIC clients to redeem Farmers Market vouchers, food stamp recipients to use EBT cards, and community members/employees to purchase locally grown fruits and vegetables
- Provided 261 meals through participation in the Summer Feeding Program
- Received the Summer Feeding Program NC Superior Site Award
- Recipient of the Loving Support Award of Excellence, recognizing exemplary breastfeeding programs and support services
- Transitioned to e-WIC, an electronic benefits platform
- Awarded a State WIC grant to purchase new equipment for waiting areas
- Annual WIC audit resulted in the fewest non-compliance items in a decade

## **Pharmacy**

- Filled 33,884 prescriptions
- Dispensed 1,638 doses of Naloxone to EMS, a 30% increase over last year
- Transitioned the Pharmacy Assistance Program from Cardinal Innovations to the public health pharmacy
- PAP prescriptions valued at \$1,756,346
- Samples dispensed this year valued at \$1,021,410

# Community Health Services Full Report

**(continued)**

## Laboratory

- 86,947 lab tests performed in-house; a 17.7% increase in productivity from the prior year
- 13,144 specimens processed and sent for testing at the state laboratory
- Completed gold standard level testing for neighboring county and outreach groups with our premium DNA testing
- COLA lab accreditation and CLIA inspections resulted in excellent marks and praise for ingenuity.
- Continued top tier (molecular) lab testing that allowed the department more flexibility in diagnosing with non-invasive specimen collection methods, e.g. patient self-collection at express clinics)
- Further optimized rapid turnaround of noninvasive screening with patient self-collected specimens allowing broad-range screening for three major pathogens
- Ramped up testing capacity for the identification of *Trichomonas vaginalis* in males leading to a significant increase in the number of males being diagnosed and treated in the clinic for the disease
- Continued rapid turnaround time of lab results allows clinical providers access to results in hours versus days
- Assisted outreach program in rolling out a new, next generation HIV test that enables rapid testing and instantaneous results

## Health Education and Other

- Tattoo EDU program was certified by the National Association of County and City Health Officials (NACCHO) as a promising practice
- Operated a VITA tax site and achieved 100% compliance with an IRS onsite audit
- Coordinated a Community Health Fair with over 450 participants
- Facilitated the reaccreditation process and subsequently awarded accreditation with honors

## Goals for 2018-2019

- ✚ Work with food, lodging and related institutions to achieve or exceed an average of 70% compliance with the frequency rate of all inspections over a 3-year period.
- ✚ Implement customer service initiatives that promote collaboration between operators/other stakeholders and the regulatory functions of environmental health.
- ✚ WIC will continue to seek partnerships and opportunities to engage eligible individuals, e.g. summer farmers market, summer feeding program, collaboration with Second Harvest Food Bank, operationalize co-located Federally Qualified Health Center (FQHC) office.

## Personal Health and Clinical Services

### Top 5 Accomplishments

1. Walk-in Wednesdays and Thursdays. Clients can receive services on those days without an appointment . As a result we have decreased the number of patients that could not receive services by 70% and increased the number of patients seen by 15%.
2. Received funding from the County Commissioners to expand NFP. Will have a total of 9 nurses.
3. Receive a \$25,000 grant from the Winston-Salem Foundation to provide transportation services for clients in the Stepping Up Program.
4. Developed a plan to begin Mobile Health Services in the community in the spring of 2019. These services would include STD testing, STD treatments, pregnancy tests, mental health screenings, vaccinations, limited contraceptive methods, and WIC.
5. The Plan of Safe Care program was initiated statewide to ensure mothers with a history of substance abuse get referred to CPS and CC4C at delivery. This process begins when mothers deliver at the hospital and then a referral is sent from the hospital to CPS, and then the CC4C care managers are following up and offering services to these families.

## Personal Health and Clinical Services Full Report

### Stepping Up Initiative

- Recidivism Rates for program participants from July 1, 2017 until December 31, 2017 is 89.7% of participants did not return to jail, and the recidivism rate from January 1, 2018 until June 30, 2018 is 94.4%.
- Were able to fill all positions as of end of FY 2018, including the Peer Support Specialist, which is an evidence-based best practice for working with MI/SU/CJ population.
- Began partnering with probation to send referrals to SUPER versus placing in custody. Started referrals in May 2018. It is going slow, but may expand once the DA's program gets up and running (Vivitrol).
- Held 1st SUPER graduation on 4/27/18. Documented in the Chronicle.
- Day of Action event on May 16, 2018 was a success. Had close to 100 visitors and received donations for SUPER and Green Tree. In fact, Register of Deeds brought us donations yesterday they had been collecting since the Day of Action.

### School Health

- Screened a total of 18,331 children for vision. Referred 1,139 children for vision care. 82% of the referred children obtained eyewear or visited a physician to secure care.
- School Nurses provided 782 health education presentations to parents, school staff and students for the 2017-2018 school year.
- School nurses provided 19,429 direct care procedures on students such as catheterizing, medication administration, and G-tube feedings.
- School Nurses assessed and provided care for 44,767 student encounters.

### Care Coordination for Children (CC4C)

- Made great strides in reaching Forsyth County residents to provide care management services.
- To date, CC4C had contacted 14.7% (2,116) of children ages 0 - < 5yo receiving Medicaid which is exceeding the state's target range of 8-12% as well as the state average of 9.8%.
- Provided care management services to 6.2% of children ages 0 - < 5yo receiving Medicaid meeting the state's target range of 5-7%.

Total New Referrals = 1,673

Phone calls to Patients = 8,101

Total Face to face Encounters = 2,153

Home visits = 973

Hospital visits = 76

Practice Encounters = 27

Community Encounters = 1,077

Correspondences = 5,408

## Personal Health and Clinical Services Full Report

(continued)

### Public Health Nursing/Clinics

STD Clinic (STD exams, treatment, HIV testing and repeat syphilis testing)	4,459
Family Planning Clinic (comprehensive Family Planning Services)	2,835
Immunization Clinic (clients served)	6,944
Occupational Health	500
Refugee Health (newly arrived-speaking 10 different languages)	40
Vaccines administered in all PH Clinics	11,684
Breast and Cervical Cancer Control Program (BCCCCP)	398
TB (clients seen)	364
Animal Bite Reports (12 tested positive for rabies)	1,117
Communicable Disease Investigations	1,337
Outbreaks of PH Significance (3 - flu; 7 - norovirus; 1 - scabies)	11
Foodborne Illnesses	250

### Prevent Ongoing Spread of STIs Everywhere (POSSE)

- January 2018 POSSE began a Pre-exposure prophylaxis (PrEP) referral program in partnership with United Health Centers as well as an advertisement campaign
- March - April 2018- POSSE successfully passed its annual Expanded, Integrated Testing and Substance Abuse Testing visit/audit from the NC DPH Communicable Disease Branch
- POSSE acquired Twin City Harm Reduction Collective and Daymark Recovery Services as testing sites
- POSSE held its annual Sexual Health Awareness Group student training in July 2018, educating approximately 80 Wake Forest Medical Students on proper screening techniques, OSHA and Counseling, Testing and Referral
- Performed 9,105 test

### Nurse Family Partnership

- Expanded to a full team of 8 nurses. Received \$603,350 dollars from the state to sustain the program.
- Celebrated 5 year anniversary of NFP of Forsyth and invited graduates and former staff for a reunion.
- 76% of graduates postpone second pregnancy for at least 2 years; 100% immunization rate for required immunizations for graduating 2 year olds; excellent retention rates of moms in the program.
- Serving more families currently than ever in the NFP program: 141 current clients. Total of 180 families served this year. 1,615 visits made during the fiscal year.

## Personal Health and Clinical Services Full Report

(continued)

### Pregnancy Care Management

- In 2017 the Pregnancy Care Management program was redesigned. This model required increased intensified care management and projected OB Care Manager's caseloads would be reduced by half because qualifying criteria was narrowed.
- The program design, called Impactability, prioritizes care management services for pregnant women receiving Medicaid. The aim to concentrate care management resources on cases where OB Care Managers can make a real difference in the rates of low birth weight.
- June 1, OB Care Managers transitioned into Impactability and Maternal-Infant Impactability Scores were used to prioritize pregnant women.
- On September 1, 2017 Impactability was fully implemented and Forsyth County OB Care Managers successfully transitioned to Impactability.

### Forsyth County Program Accomplishments - Fiscal Year 2017-2018

Successful transition to Impactability

Patients Served by Pregnancy Care Managers 1,206

<b>2017-2018</b>	<b>Community</b>	<b>Home</b>	<b>Hospital</b>	<b>Practice</b>	<b>Phone</b>
7/1-9/30	3	89	28	87	661
10/1-12/31	6	87	3	107	632
1/1-3/31	14	143	7	296	771
4/1-6/30	29	381	24	1,190	1,720
<b>Total</b>	<b>52</b>	<b>700</b>	<b>62</b>	<b>1,680</b>	<b>3,784</b>
<b>Cumulative Number of Face to Face Encounters</b>					
			<b>2,496</b>		

## **Goals for 2018-2019**

- ✚ Plan to begin Mobile Health Services in the community in the spring of 2019. These services would include STD testing, STD treatments, pregnancy tests, mental health screenings, vaccinations, limited contraceptive methods, and WIC.
- ✚ Plan to partner with probation to send referrals to SUPER versus placing in custody and plan to take participants from the District Attorneys new program called DATA (District Attorney's Treatment Alternatives).
- ✚ Plan to analyze the Forsyth County Health Departments internal Infant Mortality Rate in the four case management programs and develop strategies based on those outcomes to reduce the rate in the county.
- ✚ Plan to begin Saturday vaccination clinics to reduce the number of children suspended from school.

## **Preventive Health and Educational Services**

### **Top 5 Accomplishments**

1. 248 BeHealthy sessions were delivered to 5,000+ students at various Title I Elementary Schools in Forsyth County.
2. The Forsyth Baby Love Plus team received the Lisa Clark Award on March 18<sup>th</sup>, 2018 for their impactful work with clients.
3. Minority Diabetes Prevention Program - Each program participant completed 150 minutes of physical activity each week for 26 weeks (= 468,000 minutes).
4. Healthy Beginnings Program - 78% of participants delivered babies with a healthy birth weight.
5. Food Insecurity - Collaborated with community members to host the first annual “Healthy Message Through Arts” project for 7 local corner stores sites.

# Preventive Health and Educational Services Full Report

## Health Promotion and Disease

### *BeHealthy School Kids*

- 248 Be Healthy sessions were delivered to 5,000+ students at various title I elementary schools in Forsyth County.
- Grades K-5 completed pre and posttest learning evaluation surveys at South Fork & Union Cross Elementary School(s), and on average there was a significant increase in nutritional/fitness learning.

### **South Fork**

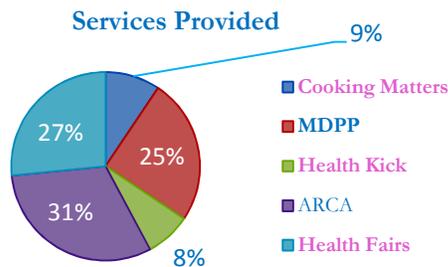
Pre-Test Results	45.3%	51.64%	73.44%	72.22%	84.17%	82.54%
Post Test Results	70.59%	71.67%	88.46%	78.95%	96.30%	89.22%

### **Union Cross**

Pre-Test Results	29.36%	44.22%	62.50%	75%	76.98%	82.53%
Post Test Results	37.50%	70.31%	80.36%	75.73%	82.54%	84%

### *Nutrition Services*

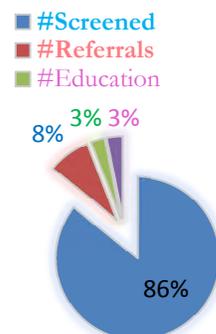
- Nutritional services seeks to prevent chronic disease through education, one-on-one consultation, partnerships, cooking demonstrations, linkage to care, and advocacy. The nutritional services programs provided 64 educational sessions, which included proper food preparation, cooking, healthy eating, and nutritional education.



### *Preventative Dental Health*

- Consultations - 498
- Screening Sessions - 697
- Number of Children Screened - 12,716
- Referrals (combined) = 787

### **Preventive Dental Services Provided**



# Preventive Health and Educational Services Full Report

(continued)

## Interpreter Services

Number of Clients Served

- Clinical Setting – 9,533 clients
- Outreach Visits - 1,273 clients
- Phone Calls – 7,717 clients
- Written Material – 210 items

## Family and Community Health Education and Outreach

*Baby Love Plus*

- The Forsyth Baby Love Plus team received the Lisa Clark award on March 18<sup>th</sup>, 2018 for their impactful work with clients.



- Eighteen participants graduated from the 2-year Baby Love Plus program
- Baby Love Plus celebrated the 6<sup>th</sup> annual one and two-year-old birthday celebration at St. Steven's Episcopal Church in Winston-Salem, NC
- In 2018, Baby Love Plus served 144 clients and 92 households



# Preventive Health and Educational Services Full Report

(continued)

## *Teen Talk/TIP*

- 5 Winston –Salem/Forsyth County High Schools collaborated with TeenTalk/TIP to develop a puberty and reproductive health curriculum
- Teen Talk/TIP participants created handmade valentines for residents of the Summerset Court Assisted Living Facility in Winston Salem, NC
- 31 program participants viewed the Marvel Comic’s Black Panther film. Participants were encouraged to share dialogue regarding the cultural elements of the film.

## Coalitions and Community Engagement

### *Fit Forsyth*

- Collaborated with Human Resources and the City of Winston of Forsyth to promote a fitness tracking program and blog initiative for the employees and residents of Forsyth County.

### *Minority Diabetes Prevention Program*

- 120 program participants completed the year-long, evidence-based intervention.
- Each program participant completed 150 minutes of physical activity each week for 26 weeks (=468,000 minutes)

### *Wise Woman*

- Two health coaching sessions were provided to 26 program participants

### *Tobacco Cessation*

- 100 students completed the “Insight Nobacco” training program

### *Cribs for Kids*

- 201 participants attended the Cribs for Kids baby safety classes.
- 153 cribs were distributed to families.
- 46 families complete program compliance questionnaire surveys three months after receiving their cribs.



# Preventive Health and Educational Services Full Report

(continued)

## *Childbirth Education*

- 40 expectant mothers along with 44 support partners participated in a 5-part program.
- The childbirth education curriculum completed a Medicaid compliance audit.
- 25 expectant mothers and their support persons completed prenatal parenting classes.

## *Healthy Beginnings*

- 78% of participants delivered babies with a healthy birth weight
- The Health Educator over the program obtained the child passenger safety certification.

## *Food Insecurity*

- Collaborated with community members to host the first annual “Healthy Message Through Arts” project for 7 local corner stores sites.
- 200 + youth created murals for the project.
- Obtained grant funds for 3 participating corner stores to secure refrigeration units to preserve fresh produce.
- 130 community members participated in the 1st annual “Health Wellness Day” in the Skyline Community.



# Preventive Health and Educational Services Full Report

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## Special Events



Forsyth County Public Health and Social Services staff participated in the annual “Diaper Drive”.

4,100+ Diapers

1,300 Baby Wipes

694 Feminine hygiene products.

Donated to the NC Diaper Bank to support families in Forsyth County.

## Goals for 2018-2019

- Preventive Health Hygienist collaboration with Dental Clinic in at least two sealant projects.
- Implement a Be Healthy Camp Kids program at various summer camps in Forsyth County.
- Reinvent the Healthy Coalition from a learning coalition to an action item coalition.
- Implement a program area specific survey to gauge customer service for Baby Love Plus, Transportation services.
- Increase average caseload for BLP to 26 mothers per coordinator from referrals.
- Develop a new Infant Mortality Reduction Coalition strategic plan.
- Facilitate or Collaboration on an adult health education classes related to exercise and nutrition, fall prevention and chronic disease management.
- Add an additional store to the Healthy Corner Store Network, to include recruiting store participants, maintaining store participation and increasing the community’s awareness of food insecurity.