Overview

Department-Wide

- Since the first case of COVID-19 (coronavirus) was reported in North Carolina, Public Health has been involved in the preparedness and response planning for the County.
    - The Emergency Operation Center was activated with Gibbie Harris acting as the incident commander for the COVID-19 response.
    - To address COVID related activities, staff has been reassigned or re-purposed from across all divisions of the Department of Public Health. Activities include Communicable Disease efforts (see below for more specifics), maintaining a COVID-19 hotline, developing and managing the Isolation and Quarantine Hotel and increasing communication activities.

Population Health Division

Office of Community Engagement

- Community Engagement provided staffing support to the COVID-19 hotline. The hotline is available Monday-Friday 8:00am-5:00pm and Saturday-Sunday 10:00am-2:00pm.
- Staff helped with content development, design, recommendations and edits for the COVID-19 Outreach Toolkit for Targeted Populations.
- Staff distributed communications materials to community partners to promote the Virtual Town Hall led by Mecklenburg County Public Health.
- Staff collaborated with the Mecklenburg County Sheriff's Office and Atrium Health to identify community-based sites for testing at the following locations: Antioch Missionary Baptist Church, CN Jenkins Presbyterian Church, Greenville Memorial AME Zion Church, Greater Mt. Sinai Baptist Church, McCrorey YMCA, Nations Ford Community Church Family Life Center, Our Lady of Guadalupe Catholic Church and Rockwell AME Zion Church.
- Staff worked with the Department of Social Services (DSS) Senior Nutrition Program and referred 52 seniors for home-delivered meal services who are homebound during the COVID-19 pandemic.

Office of Policy and Prevention

- Staff have provided support for communication efforts around COVID-19.
- Tobacco prevention and control webpages were developed on MeckHealth and went live during April with a new URL established for the Tobacco Free Meck landing page: tobaccofree.mecknc.gov.
- One new Farmers Market, "Uptown Market," has been established in uptown Charlotte (301 S. Davidson St) with help from MCPH Food security program. The market is licensed and equipped to start accepting SNAP/EBT with Double-Up Bucks.
- There are now nine Mecklenburg County markets accepting SNAP/EBT and eight markets utilizing Double-Up Bucks.

Case Management and Health Partnerships Division

Children's Developmental Services Agency (CDSA)

- CDSA essential services are all resumed via teletherapy platforms except audiological testing, swallowing/feeding assessments and autism diagnostic evaluations.
- On April 16 and April 29, held a virtual CDSA Town Hall for all staff to answer questions, provide guidance and reassurance during COVID-19 response.

Women, Infants, and Children (WIC)

- Job losses in Mecklenburg County due to COVID-19 has created an increase in WIC applicants which may also increase the WIC caseload in the future months. The monthly WIC caseload has reached 99%, which is the first time in three years the monthly caseload has been at or above the required 97%.

Preventive Health Division

Communicable Disease (CD)

- In April, program pandemic response efforts continued to intensify and expand. Activities centered on adapting to business and community Stay at Home orders:
    - Staffing strategies for managing the increasing number of positive cases and outbreaks, particularly in long-term care facilities
    - Transitioning to staffing and working a 24/7 program operation
    - Responding to staff concerns regarding program compliance with social distancing and PPE recommendations
    - Coordinating case reports and investigations with the healthcare systems and medical community
    - Coordinating NC DHHS Electronic Disease Surveillance System (EDSS) training for additional response staff to enhance investigational activities.
- Developing processes around case investigation and exploring other options to streamline processes are ongoing departmental endeavors. Highlights include, but are not limited to:
    - During April 1, 1106 positive COVID-19 cases were investigated and there were 48 deaths with approximately half of the deaths among long-term care residents.
- Several electronic communications were sent to healthcare providers and others on COVID-19 guidance.

Environmental Health

- As of April 18, the Food, Facilities, & Institutions program has paused inspections at food, lodging and institution establishments due to the current COVID-19 pandemic. However, staff continue to respond to citizen complaints, requests for permits, and communicable disease/illness investigations. The rationale to limit inspections is based on a March 18 memo from the NC Environmental Health Director, Larry Michael.
- Field staff are currently completing field inspections at swimming pools, contacting the food service establishments and providing direction on COVID-19 guidance (ex. cleaning procedures, employee health, and catering). As of April 30, 766 establishments have been contacted by this program. Additionally, childcare centers were contacted and received similar guidance.
- Plans Examiners are managing all plan review tasks virtually. This includes scheduled preliminary meetings with clients utilizing Skype, managing front desk calls for general permitting questions and plan review of regulated facilities. A tracking system has been put into place to track any changes in project submittal as a result of COVID-19. Staff are also fielding calls for updates on cancelled and postponed Temporary Food Events. To date, 29 plans have been approved in April.
- Program Manager and Supervisor are assisting with the COVID-19 quarantine hotel.

School Health

- Staff are supporting COVID-19 response by helping with Communicable Disease staff, providing hotline support, and providing nursing support at Park and Recreation Center and YMCA childcare centers.
- Administrative and case management activities continue, and nurses are maintaining communications with chronically ill students.
- The program is identifying 10-month staff for summer availability after June 16to support the on-going COVID-19 response.

Clinical Services Division

Immunization, TB, Refugee

- National Infant Immunization Week (NIIW) started April 25. NIIW focuses on the positive impact vaccines have on the lives of infants and children. The CDC, American Academy of Pediatrics and the American Academy of Family Physicians have urged providers to maintain vaccination schedules as is reasonably possible, particularly for the youngest children.

Ancillary Services

- Laboratory have been working closely with the State and LabCorp regarding COVID-19 testing.

Dental

- On March 18, the program was suspended due to COVID-19.
- COVID-19 has had a large negative impact on revenue and service for the program.
- In April, there were no visits, screenings or education classes were conducted Services will be resumed based on State guidance and availability of needed PPE.
- Additional PPE requirements are being mandated by CDC and OSHA for dental services which involve aerosols which will be addressed based on State guidance and availability of needed PPE and equipment. Program Manager is assisting with the COVID-19 quarantine hotel.

Ryan White

- On April 15, the Ryan White Program received the full FY 2020 Part A award. The total grant amount is $6,319,953 and represents an increase of $34,366 from the FY 2019 grant. The program administration reviewed all proposals and is in the process of recommending the final distribution of funds based on the funds available for services under the FY 2020 grant.
- On April 15, the Ryan White program was awarded $314,879 under the federal CARES Act. The purpose of the funds is to help Ryan White Programs to prevent, prepare for, and respond to Coronavirus disease. The award gives Ryan White Programs the flexibility to meet evolving needs in the Charlotte Transitional Grant Area. The grant will be distributed among the current contracted Part A service providers. The money will be used for Telehealth Equipment, PPE, Emergency Financial Assistance and COVID-19 screening and testing.
- For the FY 2020 budget period, the Ryan White Program served 3,746 clients (166 more than in FY 2019).

Getting to Zero

- Due to COVID-19, onboarding of Atrium clinics to the PrEP Initiative was delayed. Atrium is now a provider under the PrEP Initiative and will provide PrEP at three of its sites: Myers Park, Biddle Point, and CMC Main.
- The final needs assessment was received from the Black AIDS Institute.

FY2020-2022 Strategic Business Plan Update

Goal HLT.1 Protect the health of our community by reducing preventable disease.

Objective HLT.1.4 - Enhance preparedness activities to assure appropriate response

- RNC activities include the participation of three planning sub-committees. Due to the COVID19 response, a COVID19 workgroup was developed to discuss the health and safety of participants and staff working the RNC. The workgroup is currently exploring different options for screening and temperature checks. The operational plan for MCPH was also submitted to NC DHHS, the Health and Medical sub-committee and US Secret Service.

Key Performance Indicators (*indicates significant impact from COVID-19)

Table A:	Jan	Feb	Mar	Apr	FY20 YTD	FY19 YTD	YTD Change
Clinic A Health Clinic Visits	1,606	1,580	1,510	1,075	15,442	17,889	(13.68%)
Immunization Clinic Visits	1,201	873	445	14	10,725	11,005	(2.54%)
School Health Office Visits	46,270	47,501	27,421*	0*	338,888	-	-
	The methodology for counting School Health Office Visits changed in FY20, see note below						
CDSA Referrals	257	243	197*	117*	2,184	2,235	(2.28%)
CD-CP Referrals	551	497	587	469	5,297	6,192	(14.45%)
WIC Office Visits	7,192	6,072	4,921*	4,185*	53,171	66,207	(19.69%)

Table B:	Type	Jan	Feb	Mar	Apr	FY20 YTD	FY19 YTD	YTD Change
Food & Facilities (FFS) *(Restaurant, child & elderly care facilities)*	Inspections	931	919	455*	465*	7,585	9,962	(23.86%)
	Permits	62	90	117	4	904	898	0.67%
	Service Requests	206	141	145	80	1,405	1,407	(0.14%)
Groundwater & Wastewater (GWS) *(wells, septic systems)*	Inspections	26	26	31	25	332	309	7.44%
	Permits	26	18	24	21	277	210	31.90%
	Service Requests	43	49	33	38	394	296	33.11%
Pools & Environmental Health (PEHS) *(pools, tattoo, rodent & mosquito control)*	Inspections	154	125	112	465	1,538	1,460	5.34%
	Permits	47	50	50	4	552	473	16.70%
	Service Requests	113	99	103*	80*	1,255	1,454	(13.69%)

Context for Key Performance Indicators

Table A:

- **Clinic A Health Clinic visits** include sexually transmitted disease testing and treatment, family planning services and nurse visits.
- **Immunization Clinic visits** for FY20 includes child and adult immunizations; FY19 includes child, adult and travel immunizations.
- **School Health Room visits** include encounters related to a specific student's health concern or condition where direct services are provided for a student. Visits may also include parent contacts, physician consultations and interdisciplinary meetings to make decisions regarding a specific student's care at school. Fiscal year to date (FYTD) may not correspond to sum of monthly totals due to reporting lag time. Four CMS continuous learning schools permanently closed on June 7, 2019 therefore no school health office visits were logged for July 2019. The methodology for counting School Health Room Visits changed in FY20 with the implementation of a new EMR system. Therefore, FY19 numbers are not comparable to FY20 numbers and YTD Change calculations are not valid. YTD Change will be available in FY21.
- **Children's Developmental Services Agency (CDSA)** staff help families who have children from birth to age three who are at risk due to developmental delays. FYTD may not correspond to sum of monthly totals due to reporting lag time.
- **Child Development – Community Policing (CD-CP)** partners child trauma clinicians with law enforcement officers to respond immediately to mental health needs of vulnerable children impacted by violence. The referral data presented is based on families.
- **Women, Infants and Children (WIC) visits** include nutrition counseling, voucher pickup and assessments. WIC caseload has dropped nationally and state-wide. The team is implementing an outreach plan to address the decreased caseload. Efforts include participation at community outreach events and follow-up calls to reschedule clients who missed appointments.

Table B:

Environmental Health FYTD may not correspond to sum of monthly totals due to inspection reporting capability and adjustment of activity type following supervisor review.

- **FFS** – The inspection FYTD decrease is attributed to decreased staffing levels (i.e. vacancies, training, medical leave).
- **GWS** – FYTD change for inspections can vary due to state-regulated septic system review frequency requirements. The increase in service requests are due to sewage complaints.
- **PEHS** – FY 19 numbers were higher than average due to a tattoo convention in October 2019.