



Florida Department of Health in Volusia County

It's a New Day in Public Health

Annual Report

2012

Surgeon General's Message

John Armstrong, MD, FACS

State Surgeon General and Secretary of Health



I am delighted to share the Florida Department of Health in Volusia County's 2012 Annual Report. Our department is dedicated to protecting, promoting and improving the health of all people in Florida through integrated state, county and community efforts. This report highlights the remarkable public health work that is being done for Florida's families in Volusia County.

To make Florida the healthiest state in the nation, we recognize that health outcomes are best achieved through public and private sector collaboration in communities. Florida's State Health Improvement Plan puts a spotlight on measurable opportunities to elevate health across the state. Weight challenge is the number one public health threat to Florida's bright future, and our Healthiest Weight in the Nation initiative aims to bend the weight curve over the next four years.

The Florida Department of Health in Volusia County shows our values in action- Innovation, Collaboration, Accountability, Responsiveness, and Excellence. The 2012 Annual Report is a mile marker of progress and a reminder that, for good health, there is no finish line!

Director's Message

Bonnie J. Sorensen, MD, MBA



Health is much more than health care. Health refers not only to individuals, but to our entire community. A healthy community can assist individuals to reach their optimal health by providing access to affordable, healthy foods and safe, accessible places to play. A healthy community offers opportunities to live a high quality of life by offering education, employment, libraries, transportation options, green spaces, art, culture and sports.

Unfortunately, over the last generation, despite the many quality of life opportunities offered to our community, too many of our members die prematurely often due to our own behavioral choices. The current generation of children may not live as long as their parents and this generation's parents have more disability than their parents did. Twenty-five percent of adults still smoke in our community and our youngsters are being addicted to candy-flavored, smokeless tobacco products. Twenty-five percent of adults in our community are obese which means not just over nourished, but too heavy for good health. Too many of us sit too much and don't get enough physical activity to assure a healthy heart. Too many of us, especially young women, binge drink or use too many prescription drugs for pain and anxiety.

We can do better than this in our community. The single largest threat to our community's health is the ongoing epidemic of obesity. Obesity prevention starts before we are born with a healthy weight parent and breast-feeding in the first year of life. Obesity prevention continues with healthy neighborhoods where fresh fruits and vegetables are affordable and friendly, safe places to walk, bike and play are available. Schools must offer healthy foods and places to play. Parents and grandparents must model healthy behavior at work and at home. Together, we can help everyone seek their healthiest weight.

Public health ensures a healthy environment by monitoring the safety of our water and the sanitation of many facilities in our community. Public health protects the health of our community by tracking down and treating individuals with contagious diseases with medication and vaccines. Public health promotes healthy behavior through education and also by policy changes that benefit our entire community. Finally, public health ensures access to health care for preventive services and disease management.



Senior Leadership Team



Dr. Bonnie Sorensen
Director



Lisa Funchess
WIC Program Director



Diane Byerly
Data Center Director



Bobbie Doyle
Senior Community Health
Nursing Supervisor



Walt Eddings
General Services Manager



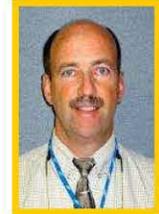
Mary Garcia
Finance Administrator



Joyce Geiger
Senior Personnel Manager



Daniel T. Medved
Chief Legal Counsel



Paul Minshew
EH Manager



Solinka Murillo-McIntosh
Disease Control Director



Dr. Celeste Philip
Assistant Director
Public Health



Swain Strickland
Community Health Director



Stefany Strong
Public Information Officer



Patricia Sturm
Assistant Director
Administration

Programs and Services

Assure Access to Health Care

Dental Care • Emergency Room Diversion Program (grant-funded) • Family Planning • Florida Breast and Cervical Cancer Early Detection • Maternity Care

Encourage a Healthy Environment

Protect Water • Beaches and natural bathing places • Environmental health water laboratory • Drinking water and irrigation wells/systems • Onsite sewage disposal systems • Public drinking water • Swimming pools and spas

Assure Facility Safety and Sanitation • Biomedical Waste and Community Used Sharps Disposal • Food hygiene inspections at schools, detention centers, bars, fraternal/civic organizations and theaters • Safety and sanitation inspections at schools, foster homes, residential care facilities, migrant housing, mobile home parks, campgrounds, body piercing and tattooing salons • Indoor air quality education

Prevent Disease and Protect Health

Adult and child immunizations • Data analysis and informatics • Hepatitis • HIV/AIDS • Mosquito-Borne Illness • Outbreak investigations • Public Health Preparedness • Rabies • Sexually Transmitted Diseases • Surveillance (tracking and monitoring) • Special Needs Shelters • Tuberculosis • Vital Statistics (Birth Certificates and Death Records)

Promote Healthy Living

Community Health Assessment and Improvement Plans • Community Partnerships such as Pace EH/Midtown HEAT and Let's Move Volusia's YOUTH • Community Health • Healthy Start Program • Lead Poisoning Prevention • Tobacco Prevention • WIC and Nutrition Services



MISSION

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

VISION

To be the Healthiest State in the Nation

VALUES

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

Assure Access to Health Care

Family Planning

Client Visits..... 11,799
 Services Provided.....60,046

Maternity Care

Client Visits..... 10,707
 Services Provided.....36,760

Immunizations

Child Vaccines Administered.....28,222
 Adult Vaccines Administered..... 3,733

Sexually Transmitted Diseases

Client Visits..... 4,815
 Services Provided..... 27,534

HIV

Client Visits..... 2,896
 Services Provided.....6,445

TB

Client Visits..... 3,861
 Services Provided..... 6,968

Total Client Visits.....47,894
Services Provided.....185,249

**More than 185,000
 services provided**



Dental Program

	2012 Visits	2012 Clients	Total Services
Daytona Clinic	14,171	5,904	60,384
DeLand Clinic	7,262	2,613	28,116
School Sealant Program	4,129	2,375	18,853
Total	25,562	10,892	107,353

Assure Access to Health Care

DENTAL CARE



**Provided services in
26 Volusia County
elementary schools**



In 2012, the dental program completed its first full year with the school-based preventive dental sealant program. The grant funded program serves an important role by providing needed oral health care to eligible students. In addition to the schools, dental staff provided services to the Boys and Girls Clubs of Volusia/Flagler County and the Volusia County Family YMCA summer programs. The program has increased access to care by providing oral health services in 26 schools.

In the fall of 2012, the dental sealant program expanded its access to provide preventative services to first, second and third grade students.



Healthy Mouth, Healthy Start

Dental care during pregnancy helps to improve the health of pregnant woman and the birth outcome for the child. Through funding from a Low Income Pool Grant and a Maternal and Child Health Title V grant, the health department was able to continue its "Healthy Mouth, Healthy Start" program for Medicaid and uninsured pregnant women.

This program includes an oral hygiene education component for the mother along with exam, cleaning and repair.

Assure Access to Health Care



The Florida Breast and Cervical Cancer Early Detection Program
served **593** women in Volusia County.

No-cost Pap smear, clinical breast exam and mammogram are available for women who meet the following:

- | Are between 50 and 64 years old
- | Do not have any type of medical insurance including: Medicare, Medicaid or Medicaid Share of Cost
- | Have limited income

The Florida Breast and Cervical Cancer Early Detection Screening Program
1-800-226-6110

VITAL STATISTICS

Issued
12,205 birth certificates

Issued
44,041 death records

Community Partners

3 birthing hospitals
37 funeral homes

The Florida Department of Health in Volusia County hosted a training provided by the Bureau of Vital Statistics in Jacksonville on the new Electronic Death Registration System.

One hundred sixty-seven local funeral directors, their staff, and our vital statistics staff participated in the training.

- All birth certificates are electronically filed by birthing hospitals.
- All death certificates are filed electronically by funeral homes.

Assure Access to Health Care

CLINICAL CARE

Implemented Electronic Health Records

Electronic Health Records were adopted in 2012 in accordance with the Florida Department of Health statewide initiative. The pilot program began in the New Smyrna Beach health center in late 2012.

Awarded Contract for Maternity Care by West Volusia Hospital Authority

The West Volusia Hospital Authority renewed its maternity services contract with the health department. This contract provides prenatal care to women living on the west side of the county who are uninsured.

Partnered with the Private Sector for Maternity Care

A creative partnership with a private obstetrician provided maternity care in our Daytona Beach Health Center for both low and high risk maternity clients one afternoon per week.



Serving diverse populations

Language Line interpreter services were used 99 times in seven languages including Spanish, Vietnamese, Hindi, Arabic, Mandarin, Korean and Italian.

Easter Seals sign language interpreter services were used 19 times.

Assure Access to Health Care

COMMUNITY PARTNERS IN CARE

Community Partners in Care is a collaborative effort with the Florida Department of Health in Volusia County, Florida Hospital Fish Memorial and Family Health Source Medical Centers.

Since March 2011, the program has assisted the Florida Hospital Fish Memorial Emergency Department with identifying and referring patients with a chronic illness and without an established medical home or health insurance to program staff. Through the program, initial medical visits are scheduled with Family Health Source Medical Centers.

Clients received assistance with the following:

- ◆ Applying for the West Volusia Hospital Authority clinic card and case management services
 - ◆ Appointment reminders and follow-up
- ◆ Identifying and addressing barriers to receiving medical care
 - ◆ Health education and information
 - ◆ Bus passes for transportation assistance

**Transportation Support
600 bus passes provided**

Served 710 clients

Encourage a Healthy Living Environment

ENVIRONMENTAL HEALTH

Lab Expanded Water Testing

The Environmental Health lab expanded water testing services to include Marineland Dolphin Adventure which is located in parts of St. Johns and Flagler counties as well as private wells in Brevard County. The lab tests water samples from Volusia County ocean, surface, private wells and public water systems.

Well Surveillance Program in Flagler County

Environmental Health Engineering assumed responsibility for the Well Surveillance Program in Flagler County. This included SUPER Act (Chapter 376.3071(4)(g), Florida Statutes), Drycleaners (DSCP), and Drinking Water Toxics programs. Duties included mapping sites, locating wells, sampling wells, and re-sampling wells on a quarterly basis, as needed.

EXCELLENCE

The Safe Drinking Water Act Program received an excellent rating following an audit by the Department of Environmental Protection and Department of Health. The seven-member audit team closely examined eight program elements as follows:

- 1: Organization, Staffing and Resources
- 2: Data Management and Files
- 3: Review of Permit and Plan Review Procedures
- 4: Compliance
- 5: Review of Sanitary Surveys and Compliance Inspections
- 6: Enforcement
- 7: DEP Coordination and Assistance Activities
- 8: Training

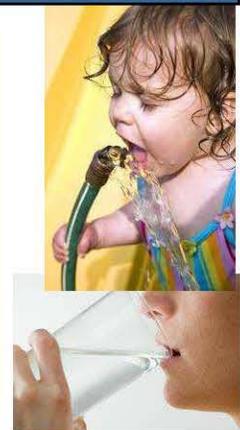
99.96
Excellent



Excellent

Environmental Health Leadership
and Sustainability Evaluation
Score 100

Community Hygiene Program
Score 96.5



Encourage a Healthy Living Environment

ENVIRONMENTAL HEALTH

Permits Issued

Biomedical Waste generators (permitted and exempt)	1,085
Body Piercing salons	16
Food Hygiene Program	498
Group Care Program (schools, residential, foster homes)	664
Mobile Home Parks (mobile homes / RV and campgrounds)	213
OSTDS (septic system) annual operating permits	475
OSTDS (septic system) service companies	40
Public pools and spas	1,084
Pool construction permits	3
Septic system construction permits	1,338
Tanning salons	39
Tattoo	57
Water (Limited Use annual operating permits)	106
Water (Safe Drinking Water Act construction permits)	72
Water (Safe Drinking Water Act annual operating permits)	155
Well permits (potable / irrigation / monitoring / abandonment)	1,158
Irrigation system permits	583
Total	7,586

Sanitary nuisance complaints generally consist of raw sewage flowing onto the ground from a failing septic system. These complaints are referred to our office from other governmental agencies and concerned citizens.

Sanitary nuisances

EH lab water analysis	
Drinking water	2,278
Surface water	11,925
Waste water	4,331

Prevent Disease and Protect Health

EPIDEMIOLOGY

The Epidemiology Program handled 1,487 cases of reportable illnesses and investigated 25 disease outbreaks in sensitive settings such as schools, day care centers and nursing homes. Causes included norovirus, shigellosis, scabies, rash, influenza, and rhinovirus also called the common cold. One norovirus outbreak in an assisted living facility was caused by the new norovirus GII.4 Sydney genotype, which is expected to cause more outbreaks since people lack immunity.

Staff answered an abundance of phone calls with questions from medical providers and the general public. They also participated in various disease prevention presentations on multiple topics such as head lice and multi-drug resistant organisms. Staff members assisted with the Duval County tuberculosis outbreak and the statewide fungal meningitis outbreak. They also gained CPH (certified in public health) recognition.

More than 97 percent of cases were reported on time which exceeded the state standard of 75 percent.

Investigated 25
disease
outbreaks

1487 cases
of reportable
illnesses

TUBERCULOSIS SUPPORT

Disease intervention specialists were deployed to the Florida Department of Health in Duval County to assist with one of Florida's largest tuberculosis outreach efforts. They handled case and contact investigations.

Florida Department of Health in Volusia County Director Dr. Bonnie J. Sorensen was selected by the Surgeon General to lead this effort as incident commander.



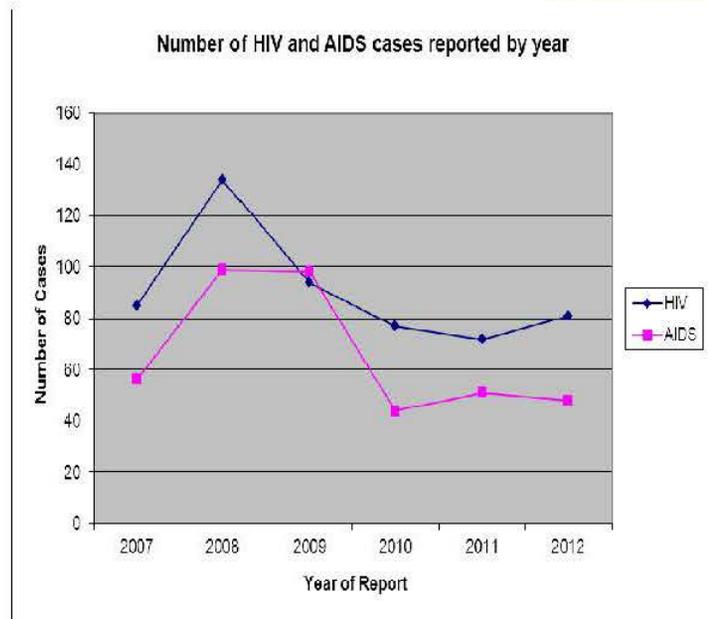
Prevent Disease and Protect Health

THE AIDS PROGRAM



HIV infection data reflects the Centers for Disease Control and Prevention definition of "HIV infection" which includes all newly reported HIV cases and newly reported AIDS cases with no previous report of HIV.

Males (77 percent) are the most affected group for both HIV and AIDS when looking at the number of HIV and AIDS cases reported in 2012. From 2007-2012, 393 males and 153 females were reported with HIV, 265 males and 102 females were reported with AIDS.



Florida Department of Health, Bureau of HIV/AIDS – as of 01/03/2013

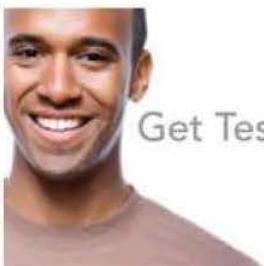
December 2011- approximately 1,373 persons living with HIV/AIDS in Volusia County.

December 2012– approximately 1,392 persons living with HIV/AIDS in Volusia County.

Staff administered
3,208 HIV tests

Department of Corrections

- ◆ Served 515 clients
- ◆ Provided 1,032 services



Get Tested. Know More.



Know Where
You Stand.
HIVTest.org

Prevent Disease and Protect Health

Reportable Diseases 2012

Animal Rabies	2
Campylobacteriosis	76
Carbon Monoxide Poisoning	3
Creutzfeldt-Jakob Disease	1
Cryptosporidiosis	7
Cyclosporiasis	3
Dengue Fever	2
<i>Escherichia coli</i> , Shiga Toxin Producing	16
Giardiasis	16
<i>Haemophilus influenzae</i> (Invasive Disease)	6
Hepatitis A	3
Hepatitis B (+HBsAg in Pregnant Women)	2
Hepatitis B, Acute	10
Hepatitis B, Chronic	63
Hepatitis C, Acute	10
Hepatitis C, Chronic	834
Lead Poisoning	4
Legionellosis	3
Lyme Disease	6
Malaria	2
Meningitis, Bacterial, Cryptococcal, Mycotic	5
Pertussis	8
Pesticide-related Illness or Injury	2
Rabies, Possible Exposure	109
Salmonellosis	177
Shigellosis	46
<i>Streptococcus pneumoniae</i> , Invasive Disease, Drug Resistant	24
<i>Streptococcus pneumoniae</i> , Invasive Disease, Drug Susceptible	17
Streptococcal Disease Invasive Group A	9
Varicella	18
<i>Vibrio parahaemolyticus</i>	1
<i>Vibrio vulnificus</i>	1
West Nile Virus, Neuroinvasive	1
TOTAL:	1487

Prevent Disease and Protect Health

SEXUALLY TRANSMITTED DISEASES



County STD Snapshot

Volusia County Sexually Transmitted Diseases (STDs), 2012

Volusia County accounted for 2% of the reported STD (chlamydia, gonorrhea, and syphilis¹) cases statewide. The number of STDs in Volusia increased by 15% from 1,830 cases in 2011 to 2,098 cases in 2012. On average per month², there were 184 cases and 5 interviews in 2012. Current challenges within the state are congenital syphilis (county cases= 0) and health inequity among sub-populations. (Figure 1)

State Health Improvement Plan (SHIP) STD Objectives

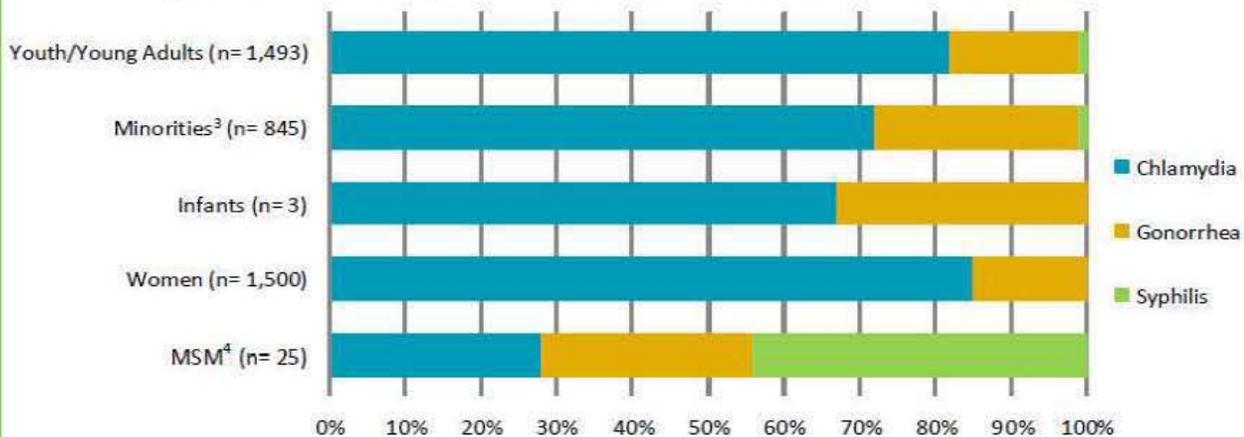
HP 1.2.1 → By December 31, 2013, reduce the bacterial STD case rate among females 15-34 years of age from 2,627.3 per 100,000 (2010) to 2,620 per 100,000 in Florida.

Volusia County Rate: 2,836 per 100,000 (2010) to 2,618 per 100,000 (2012)

HP 1.2.2 → By December 31, 2015, increase the percentage of women diagnosed with a bacterial STD and treated within 14 days from 75% to 90% in Florida.

Volusia County: 82% (2012)

Figure 1. Percentage of STD Cases in Volusia by Select Groups



Chlamydia	Gonorrhea	Syphilis
<ul style="list-style-type: none"> Reported cases increased 13% from 1,474 cases in 2011 to 1,667 cases in 2012 The ratio of female to male infections was 3 to 1 119 re-infections within 12 months 10 cases were HIV+ in 2012 	<ul style="list-style-type: none"> Reported cases increased 22% from 339 cases in 2011 to 413 cases in 2012 The ratio of female to male infections was 1 to 1 140 CT/GC co-infections 2% (10 cases) were HIV+ in 2012 	<ul style="list-style-type: none"> Reported cases increased 6% from 17 cases in 2011 to 18 cases in 2012 The ratio of male to female infections was 5 to 1 % increase above state average by race/ethnicity: NH blacks (75%) & Hispanics (100%) 100% (6) of all reported syphilis & HIV+ cases were among men who have sex with men (MSM)

¹Syphilis=Total Early Syphilis Only; ²Based on 251 working days in 2012; ³Minorities= non-white & non-Hispanic (NH); ⁴The number of MSM may be under or overestimated. MSM determined from interview records. The prevalence of chlamydia & gonorrhea in MSMs may be underestimated, due to no oral or rectal exams.

Public Health Preparedness

EXERCISES AND TRAININGS



Vince Soto and Marie Tackett show off WIC preparedness kit



Regional Public Information Officer training in Osceola County



Walt Eddings and Ken Druding review emergency plans

- Participated in Florida Department of Health Emergency Notification System or FDENS training
- Special Needs Shelter training
- Continuity of Operations (COOP) exercise
- FEMA Social Media training
- Various countywide, statewide and national trainings

MEDICAL RESERVE CORPS

The Medical Reserve Corps is a community-based, civilian, volunteer program that helps build the public health infrastructure of communities nationwide. Each MRC unit is organized and trained to address a wide range of challenges from public health education to disaster response.

161
Medical Reserve Corps
volunteers registered
in Volusia County



Special Needs Shelter trainings provided opportunities to prepare for emergencies.

Promote Healthy Living

TOBACCO PREVENTION PROGRAM

Nearly 2000 calls from Volusia County went to the Florida QUITLINE

The Tobacco Prevention Program worked to raise awareness to the dangers of tobacco. Outreach efforts included more than 75 tobacco prevention presentations throughout the community.

Additionally, the program received funding from the Centers for Disease Control and Prevention to implement a tobacco education program focusing on the faith-based community. This program is only one of four being implemented throughout the state.

The efforts of the local program have resulted in more local residents attempting to quit tobacco usage.

Students Working Against Tobacco– SWAT
12 CHAPTERS WITH 365 STUDENTS

Accomplishments

- ◆ Seven local cities and Volusia County adopted resolutions restricting the sale of candy-flavored tobacco products. The cities include Port Orange, Daytona Beach, DeLand, Deltona, Holly Hill, New Smyrna Beach and Ormond Beach.
- ◆ Eight apartment complexes adopted smoke-free grounds policies. This list includes Victoria Gardens in Port Orange, Club Sea Oats in Daytona Beach Shores and the Central Management Company in DeLand (Amelia Place, Ashton Place, Lyn Gardens, Lyn Village, Clara Place and Florida Place).

SPEEDWAY IMPLEMENTS SMOKE-FREE POLICY IN GRANDSTANDS



SWAT representative and Dr. Bonnie Sorensen present the smoke-free plaque to Andrew Gurtis, VP of operations, Daytona International Speedway

Promote Healthy Living

WIC AND NUTRITION PROGRAM WOMEN, INFANTS AND CHILDREN



128,008 client visits in 2012

- ◆ Consolidated our two Deltona WIC locations into one location at 3151 Howland Blvd. This move allowed WIC clients greater access to other health department services such as immunizations, family planning and prenatal care.
- ◆ Partnered with Family Health Source Medical Centers in Pierson to provide weekly WIC program services for clients living in northwestern Volusia County.

WIC Program Facts

\$7,691,071 generated to the local economy through the redemption of WIC coupons at our **54** local WIC groceries

19,026 WIC participants

445,052 WIC coupons issued

76.3% of all WIC infants were initially breastfed

Three Internationally Board Certified Lactation Consultants on staff



Promote Healthy Living

Community Outreach

Our outreach workers participated in more than 35 community events reaching more than 25,000 people.

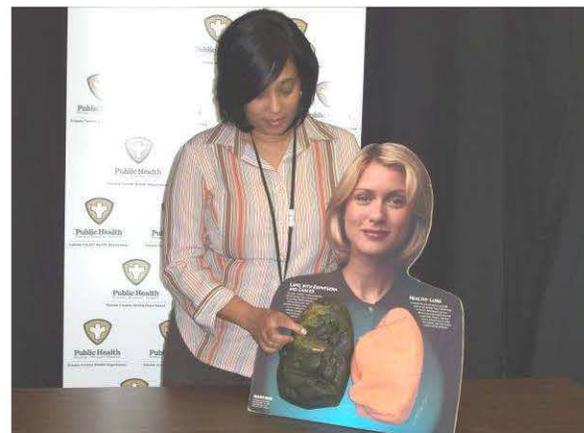


Residents made their own delicious and nutritious salads at holiday event in Daytona Beach.



Robert Webster and Eric Maday promoted the Waterproof Florida drowning prevention and pool safety campaign at the Volusia County Fair.

Partnership with Volusia County Schools provided immunizations to 7th graders



Rakinya Hinson with an educational tool to show damaged lungs from tobacco use.

Promoting Healthy Living in our Communities

HEALTH LITERACY WEEK AT WESTSIDE ELEMENTARY



Dr. Bonnie J. Sorensen visited Mrs. Gladys Murphy's kindergarten class at Westside Elementary School in Daytona Beach.

The students listened to a story about the importance of eating breakfast daily.



Leroy Robinson delivered health prevention messages to local businesses.



Disease intervention specialist Johneva Christopher provided education to the community.

Sections of the AIDS Memorial Quilt on display at Daytona State College for World AIDS Day.



Promoting Healthy Living in our Communities

PACE-EH

The Protocol for Assessing Community Excellence in Environmental Health (PACE-EH) initiative focused on the Midtown area of Daytona Beach.

The area includes previous boundaries designated as the Central City Front Porch Community and the existing Midtown Redevelopment Zone.

This community has been identified as having multiple health and socio-economic disparities.

Residents of the community voiced concerns and prioritized issues, while the PACE-EH Steering Committee facilitated the process by organizing meetings and identifying funding opportunities.

Teams looked for obstructions to pedestrians along Keech Street in Daytona Beach as part of the Walkable Communities Assessment.



Accomplishments

- Changed name to Midtown HEAT (Health Equity Action Team)
- Coordinated community clean-up
- Facilitated a Walkability Study utilizing a Sustainable Communities Technical Assistance Grant from the Environmental Protection Agency
- Partnered with the City of Daytona Beach for the Light Up Midtown Health Fair
- Supported the Midtown Master Plan until its adoption in December 2012



Suzanne Grubbs and Charles Bethune
work with
Midtown HEAT



AWARDS AND RECOGNITION

2012 Davis Prudential Productivity Awards



Ann Bodziak



Kathy Diaz



Bobbie Doyle



Mary Garcia



Melody Reffit



Patricia Sturm



Walter Sessions



Anna Torres



Susan Skinner



Shirley Wilson

Clinic Productivity Workgroup



Patricia Sturm and Dr. Bonnie J. Sorensen join employees and officials at awards ceremony at Lake Mary Marriott.



Livia Horne



Jack Myers

AWARDS AND RECOGNITION

2012 Davis Prudential Productivity Awards

Radio Frequency Identification Inventory Team

Team leaders: King Heberle and Melody Refitt

Information Technology

Project Public Health Ready Award
presented by NACCHO

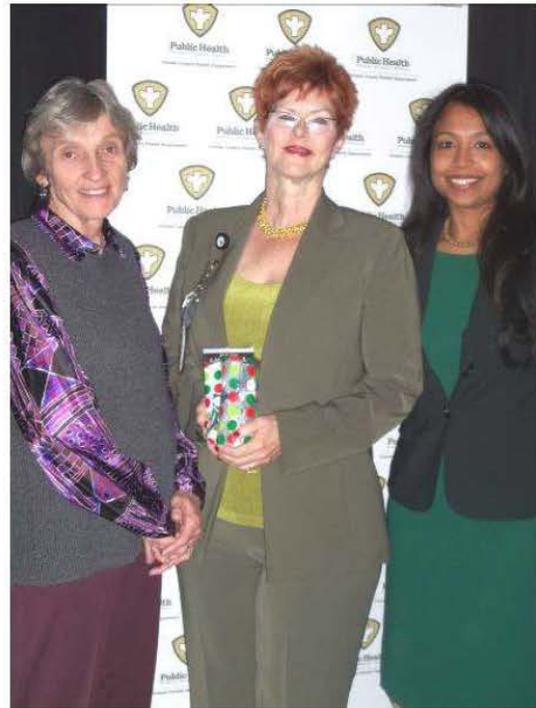
Team leader: Solinka Murillo-McIntosh

Disease Control



AWARDS AND RECOGNITION

Bobbie Doyle, senior community health nursing supervisor for the Florida Department of Health in Volusia County, was one of six people selected for the Fourth Annual Efficiency in the Workplace contest sponsored by One Voice for Volusia.



Dr. Bonnie J. Sorensen, Bobbie Doyle and Dr. Celeste Philip

Healthy Start Coalition of Flagler and Volusia Counties

Rakinya Hinson received the Lifesong Award.
Livia Horne received the Ron Fisher Award.



Rakinya Hinson



Livia Horne

Organization

FACILITIES

- The Florida Department of Health in Volusia County provided no-cost meeting space for 260 events in 2012.
- Our community partners used the conference rooms approximately 1,109 hours.

Rental Cost	\$500 (non-profit) per	260 events	\$130,000
Cleaning Fee	\$250 per event per	260 events	\$65,000
Table Rental	\$10 per table per	260 events 30 tables per event	\$78,000
Chair Rental	\$2 per chair per	260 events 60 chairs per event	\$31,200

Total benefit/savings to community partners

\$304,200

State-of-the-art conference center offers:

- Capacity of 300
- Three computers
- Two large screens
- Three wall monitors
- Video conferencing
- Multiple light settings
 - Sound system
 - Microphones
 - IT support
 - Limited kitchen
- Conference, banquet and classroom style seating



Outgoing mail processed 42,361 pieces
 Incoming mail processed 34,667 pieces
 Total mail processed 77,028 pieces

Customer Satisfaction

People are talking

Dr. Orlando did an amazing job on my teeth.



Jackie did an excellent job. She was very friendly and knowledgeable.

Thank you for a great experience.

Lenita is awesome! She made me feel welcome and loved over the phone. I can't wait to see her again! Lenita's kind words made me lift my head up. Thank you!

Pat was excellent and taught my daughter how to brush her teeth and take better care of her general health!

Competence, convenience, prompt, thorough care, considerate.... from reception to departure, our group was made to feel well cared for.

We appreciate our clients

QUALITY IMPROVEMENT

Plan-Do-Check-Act Cycle

Plan

Recognize an opportunity and plan a change.

Do

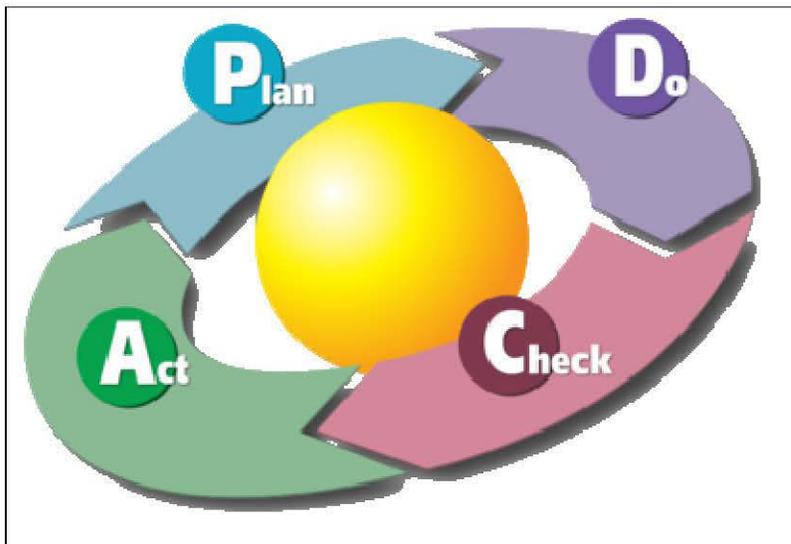
Test the change. Carry out a small-scale study.

Check

Review the test, analyze the results and identify what you've learned.

Act

Take action to improve based on what you learned.



Formed a Quality Improvement Council

Trained employees

Identified and implemented a number of QI projects

Provided regular quality improvement updates to staff

The Florida Department of Health in Volusia County is dedicated to quality improvement.

Organization

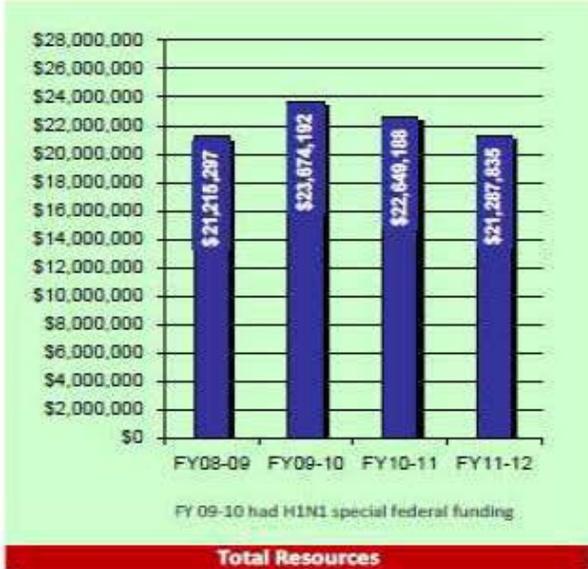
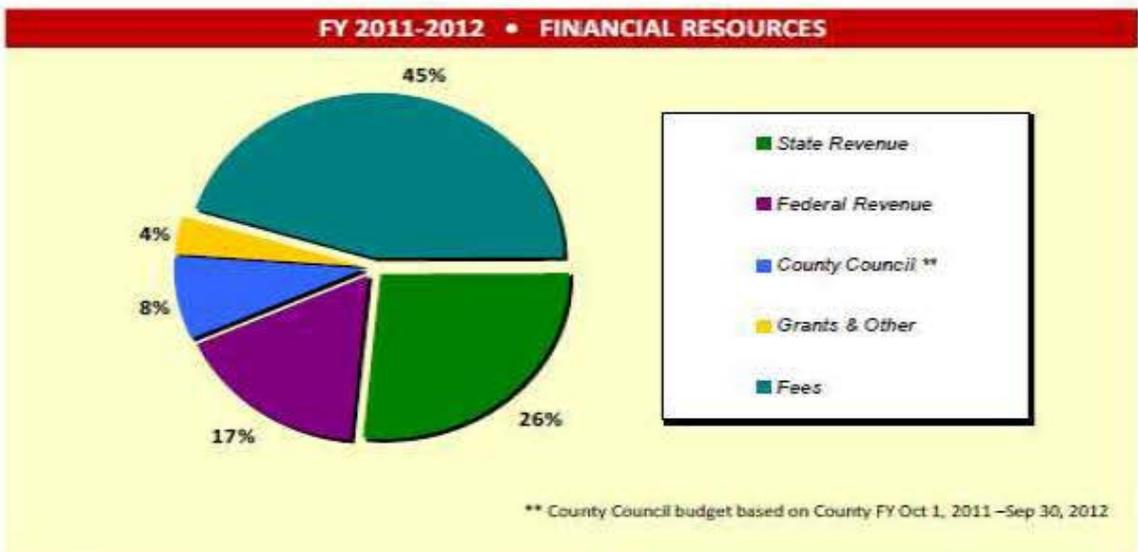
FINANCE AND ACCOUNTING

OUR RESOURCES

Financial Resources

Leveraging Resources/ Assets

The Florida Department of Health in Volusia County had multiple financial resources. These included fees, grants and budget allocations from the county, state and federal governments. Historically, state and federal support have been the largest parts of the budget followed by the Volusia County Council, grants and fees assessed for various health department services.



Organization

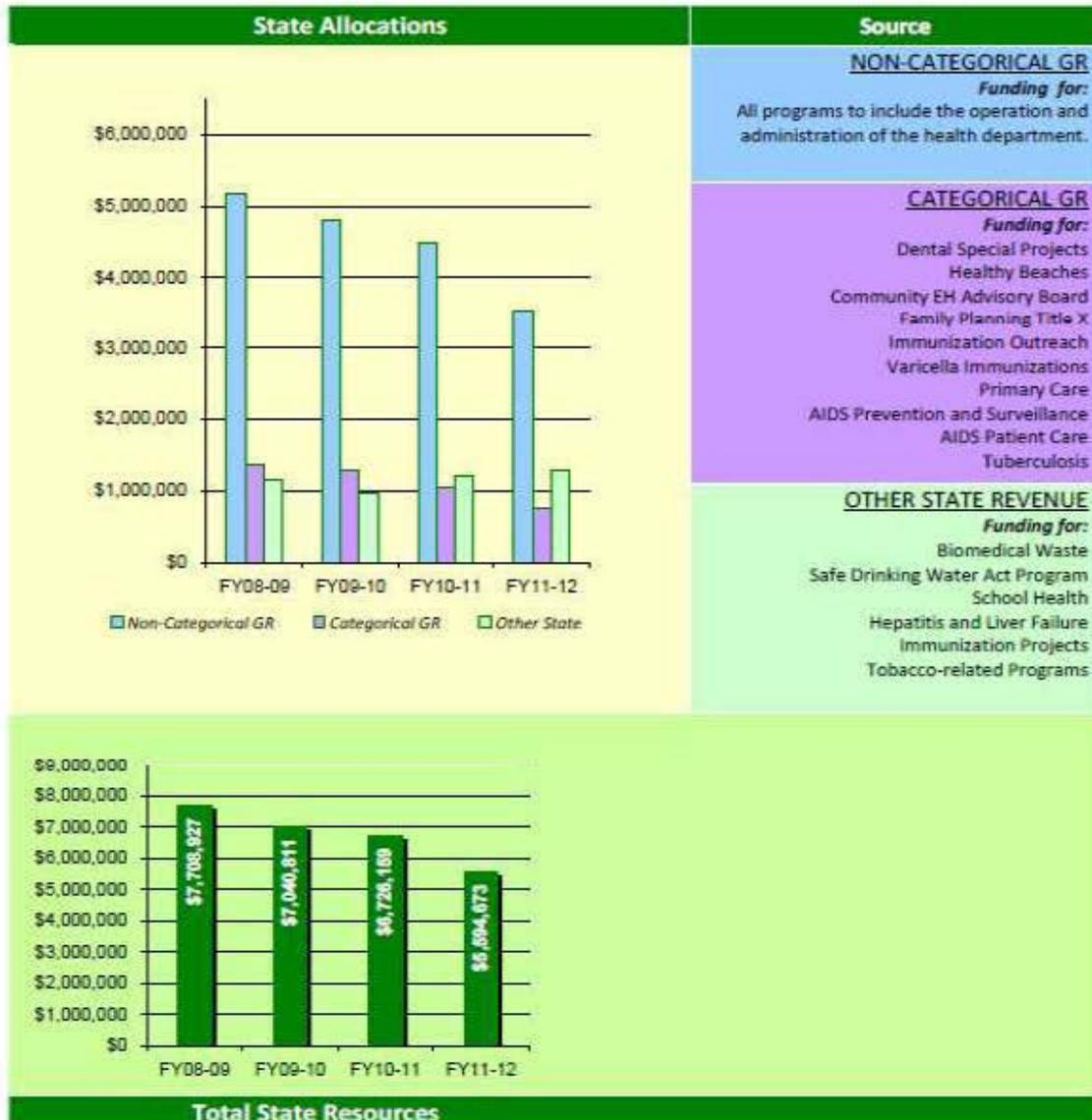
FINANCE AND ACCOUNTING

OUR RESOURCES

State Resources

26%
of
Total Budget

State resources comprised 26 percent of the budget. These resources were allocated from State general revenue (GR) or other state-appropriated revenue. GR is distributed as either categorical or non-categorical. Resources from categorical GR or other state-appropriated revenue must be used for specific programs as identified on the health department's Schedule "C". Since Fiscal Year 2008-2009, total resources provided by the state declined 27.4 percent.



Organization

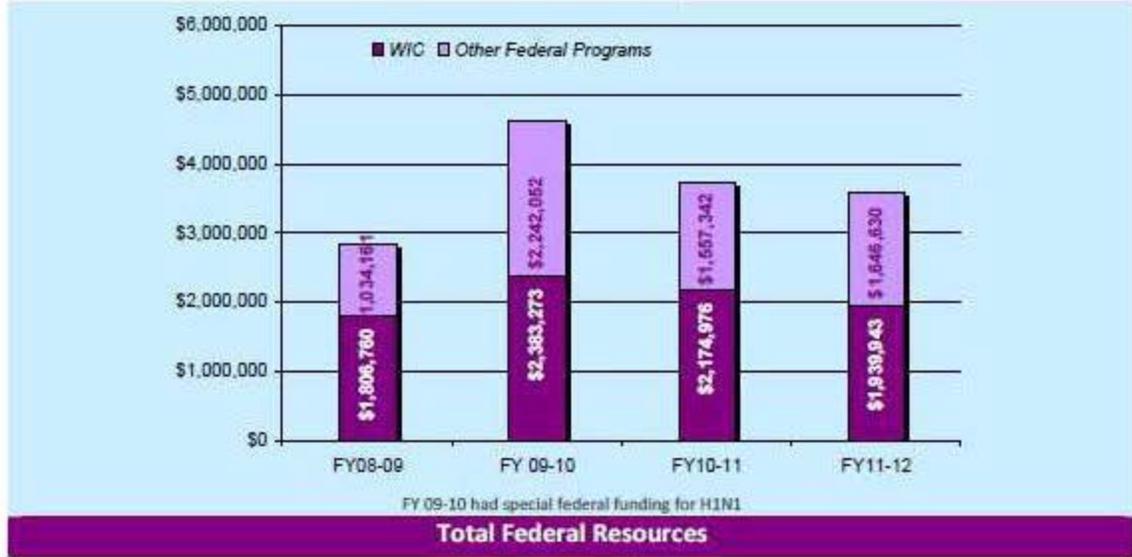
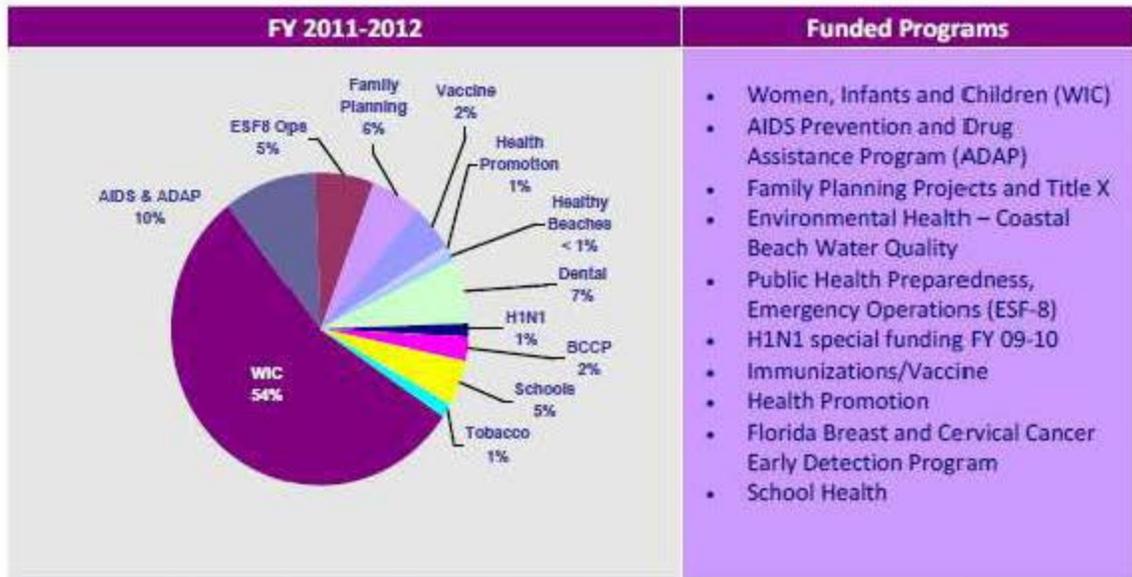
FINANCE AND ACCOUNTING

OUR RESOURCES

Federal Resources

The federal funds allocated to individual programs may vary from year to year as well as the specific programs funded. The Supplemental Nutritional Program for Women, Infants and Children (WIC) accounted for 54 percent of the health department's total federal resources. The WIC program funding has decreased 4 percent this year due to Federal reductions.

17%
of
Total Budget



Organization

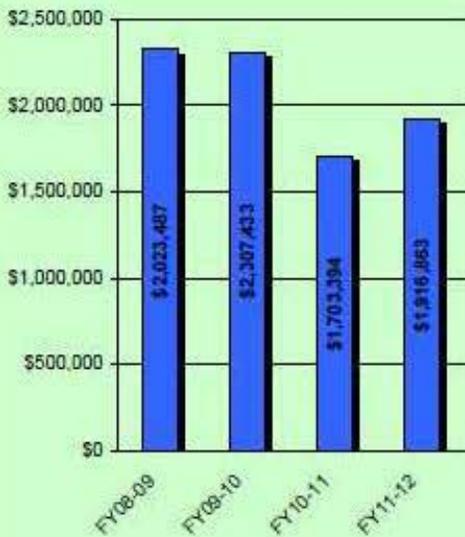
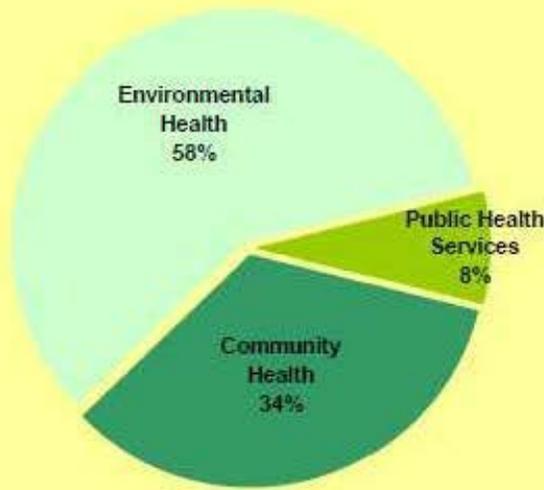
OUR RESOURCES

County Resources

Resources are provided by the Volusia County Council for programs approved in the annual county budget. The graphs below reflect the cash contributions from the Volusia County Council and the services supported by those funds.

8%
of
Total Budget

FY 2011-2012 • Volusia County Council



Based on county fiscal year Oct 1 – Sep 30

County Council Program Contributions

- Community Health - includes Communicable Disease: AIDS, STD, Hepatitis, Epidemiology and Tuberculosis.
- Environmental Health - includes services in the following areas: public and private water use, sewage disposal, food inspection, mobile home parks, swimming pools, biomedical waste, body piercing, tanning facilities, sanitary nuisance and rabies surveillance.
- Public Health Services – includes immunizations

Total County Resources

Organization

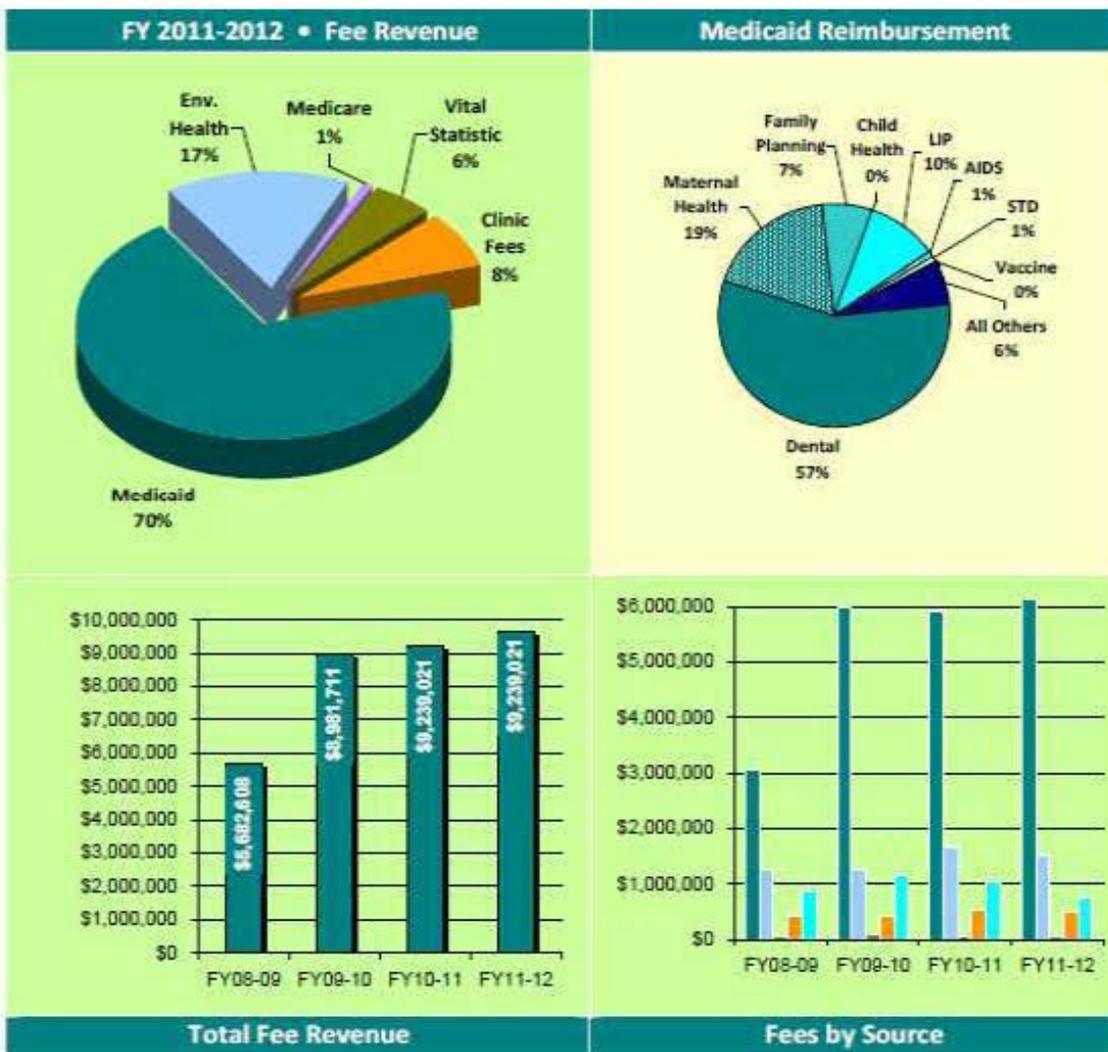
FINANCE AND ACCOUNTING

OUR RESOURCES

Fee Revenue

45%
of
Total Budget

The Florida Department of Health in Volusia County charged fees for some services and were reimbursed for some services. Non-medical fees are charged for permits and inspections obtained through our Environmental Health office. The Vital Statistics office charged fees for certified copies of birth and death certificates. Medically related fees were based on eligibility utilizing a sliding fee for patients without insurance.



Organization

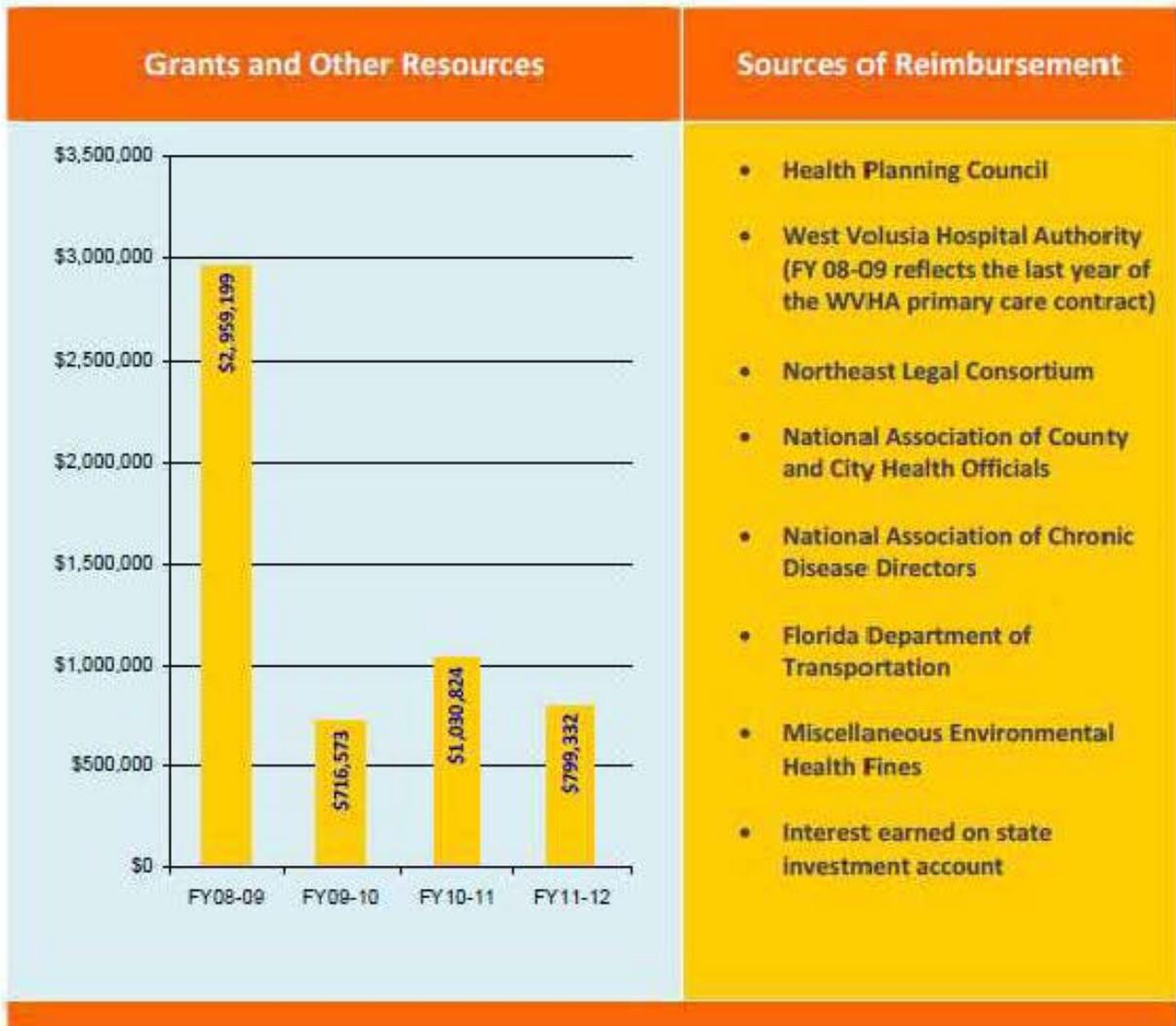
FINANCE AND ACCOUNTING

OUR RESOURCES

Grants and Other Resources

This section includes resources provided by local grants, donations, fines and reimbursement for work performed by the health department. Contractual reimbursement by the Health Planning Council typically accounted for 29 percent of this resource category. The other major sources of funding in this category are listed in the table below.

4%
of
Total Budget



Organization

PUBLIC INFORMATION



WESH 2 reporter Claire Metz interviewed Dr. Bonnie J. Sorensen at drowning prevention news conference



Dr. Celeste Philip spoke to reporters at Healthy Start Coalition infant mortality news conference

PUBLIC HEALTH IN THE NEWS



Daytona Beach native and disease intervention specialist Leroy Robinson was featured in Daytona News-Journal article giving tour of neighborhood where he grew up and works to prevent the spread of diseases



Dr. Sorensen was featured guest on Volusia County Community Information radio show on WNDB.

Nutritionist Tonia Marchena with WNDB Senior Solutions radio show host Judy Mercer following interview on the importance of eating healthy meals.



Organization PUBLIC INFORMATION

Volusia Magazine television show partnership with Volusia County Government provides 52 weekly video segments featuring public health experts discussing important topics. The segment is called Community Health Matters.

More than 30 news releases issued to media and posted on volusiahealth.com

130
print articles published in
newspaper, magazines
and online

Estimated value of
media coverage

\$800,000

Public health subject matter experts
participated in more than 50 media
interviews promoting public health.



Dr. Bonnie Sorensen answered questions from Daytona News-Journal health reporter Skyler Swisher.

Promoting Healthy Living in our Communities Media Campaigns and Health Promotions



The Florida Department of Health in Volusia County worked with community partners to form the Volusia County Drowning Prevention Task Force.

The group is dedicated to raising awareness of drowning prevention measures and the importance of learning how to swim.

The Waterproof Florida media campaign included a news conference with local officials, media interviews, billboards, health fairs, dedicated website and more.

LAYERS OF PROTECTION 1 SUPERVISION 2 BARRIERS 3 EMERGENCY PREPAREDNESS



Nearly half of all new STD cases occur in people aged 15 to 24.



April is STD Awareness Month
Treat and prevent STDs in young people with CDC guidance and resources

Serving Volusia County



**Please visit www.volusiahealth.com
for a list of locations, hours, programs and services.**