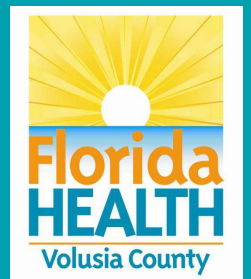


It's a New Day in Public Health



Volusia County, Florida

Annual Report
2023



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Mission

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

With the support of our community partners, the Florida Department of Health in Volusia County is able to develop and implement health initiatives that benefit our residents and visitors.



VISION:

To be the healthiest state in the nation.



Who we are...

In 2023, the Florida Department of Health (DOH) was quite busy on hiring various positions within the organization. Having adequate staffing levels has a profound impact on services levels and response times in the community. As an agency due to several internal improved strategies the vacancy rate went from 24% at the beginning of 2023 and is now at 13%.



There were several leadership positions of note that were hired in 2023 which are as follows: Medical Director, Dr. Megan Bagwell; Executive Nursing Director, Dr. Elaine Saunders; Assistant Director of Community Health Services, Benjamin Juengst, and Environmental Health Administrator, Andy Natal. We have drastically improved our vacancy rate of clinic staff and we continue to work on staffing our clinic support staff. This translates to better response times for our clients in additions to expanded services in our locations. Within the agency, we have also strengthened our focus on staff development and reinforcing our commitment to training responsive, equipped leaders among our program directors and managers.

Partnerships were also a big part of 2023 with the goal of continuing to improve the quality of care and service to the community. Some of the notable partnerships established with DOH in 2023 were with the Volusia Volunteers in Medicine, a volunteer-based, free medical clinic providing primary and preventative medical services to low-income residents of Volusia County opened a clinic in our New Smyrna Beach location. Another expanded partnership of note was the Florida Department of Children and Families to assist with physical exams for pediatric clients in addition to partnering with Advent Health in Daytona Beach to train nurses and providers.

Lastly, in looking ahead to 2024, plans are in place, materials have been picked out and contractors are in line to begin renovating both of our Daytona Beach locations on Keech Street and Holsonback Drive.

Stay tuned!

Stephen A. Civitelli, RS, MPH
Administrator/Health Officer

Our Senior Leadership Team



Stephen Civitelli, RS, MPH
Administrator/Health Officer



Greg Ballard, MBA,
Assistant Director of
Financial Services



Benjamin Juengst, MPH, RS,
Assistant Director of
Community Health Services



Shawee Smith, JD,
Chief Legal Counsel



Megan Bagwell, MD
Medical Director



Georgianne Cherry,
Public Health Preparedness
Manager



Kris Fasnacht, Public Health
Services Manager



Tachara Ferguson-Reid, MPH,
Dental Program Manager,
Clinic Administrator



Elaine Saunders, DNP,
APRN, Director of Nursing



Andy Natal, CEHP, MBA,
Environmental Administrator

Convenient Locations

- In Daytona Beach at 1845 Holsonback Drive
- In Daytona Beach at 421 S. Keech Street
- In New Smyrna Beach at 717 W. Canal Street
- In Orange City at 775 Harley Strickland Blvd.



Innovation

Providing Regional Support in Finance, Information-Technology

The Florida Department of Health in Volusia County continues to maintain a leadership role in the Florida Department of Health's efforts to consolidate the provision of administrative services. For over 10 years, these innovative efforts have helped maintain efficiencies and provide better return on infrastructure investments throughout the state.

In terms of Finance and Accounting, staff at DOH-Volusia provides accounts payable and receivable, purchasing, and employee travel processing oversight for 19 other county health departments. The Information-Technology Help Desk team located in Daytona Beach supports staff in three Volusia locations as well as staff and offices in Flagler and Putnam counties. Help desk tickets are related to communications or phone systems, hardware and software programming, purchase of IT related equipment or software and updates to the Department of Health's webpages. In 2023, they processed over 6,700 requests for service. The information and technology team in Volusia also supports a regional programming team that creates and supports in-house programmed applications and maintains our internal and external websites. Housing these services has added approximately 40 professional and skilled jobs in the local community that would otherwise be located in other areas of the state.



Clinic Improvements

DOH-Volusia has a new immunization portal that allows clients to submit immunization records from overseas or out-of-state locations. We've also added a vaccine for yellow fever to our travel immunization program. Clinic staff has developed several new partnerships. We are working with the Florida Department of Children and Families to assist with physical exams for pediatric clients and we are partnering with Advent Health in Daytona Beach to train nurses to become Sexual Assault Nurse Examiners (SANE).

Using Tech to Eliminate Food Deserts

In 2021, our Environmental Public Health staff took on the Pace Project, a nutrition and food safety needs assessment for food pantries in many areas of Volusia County considered to be food deserts (or areas that don't have ready access to fresh produce and nutritious foods). The project sought to address food inequities and provide food safety guidance for facilities not under the purview of another state regulatory authority. The project concluded in August 2023 with the creation Geographic Information System (GIS) survey map indicating areas with the most need.

A major renovation project for DOH-Volusia's main hub located at 1845 Holsonback in Daytona Beach is already underway with new landscaping already installed. New signage, flooring and a remodel of the clinic and dental services lobby areas will begin in 2024. Our second Daytona location on Keech



Street was damaged in the 2022 hurricanes. Plans are in the works for its remodeling to include a new nurses station and comfortable home for WIC services.

Volusia Volunteers in Medicine

In March, the Volusia Volunteers in Medicine, a volunteer-based, free medical clinic providing primary and preventative medical services to low-income residents of Volusia County opened a clinic in our New Smyrna Beach location. To receive their services, patients must be residents of Volusia County between the ages of 18 and 64 who are employed or have been employed within the last 12 months (proof of both is required). Patients must be below the Federal Poverty Guidelines. Medicare patients are not eligible.



No Wrong Door

Near the end of 2022, DOH-Volusia recognized the need for better communication options with our clients and thus created a reception center. In 2023, the center became even better equipped at connecting our clients with community resources, no matter what their needs were. This also led to the need for several training exercises and discussion with all staff on how we should always have quality of care in mind and be able to assist “any” client that comes through our doors.



Women & Children

The Florida Department of Health oversees the federal nutrition program for Women, Infants and Children. WIC provides free healthy foods, nutrition education and counseling, breastfeeding support and referrals for health care and other services. Over **14,700** residents in Volusia County are eligible for WIC services. This growing program will get a new home in our Southside Health Center (Keech Street, Daytona Beach) in 2024, as we build provider partnerships and offer complete care for moms and babies. Our WIC team also supports an infant feeding line. Both English and Spanish speaking counselors are available from 7 a.m. to 9 p.m., seven days a week to answer breastfeeding and infant feeding questions from parents.



DART Team

Partially funded by the CORE (Coordinated Opioid Recovery) grant from the State of Florida, the Drug Abuse Response Team made up of members of the city of Daytona’s Police and Fire Department, Halifax Health and SMA Healthcare worked to reduce overdose in the City of Daytona Beach, specifically along the Ridgewood Avenue corridor. DOH-Volusia staff participated in two DART walks and were able to hand out free Narcan to anyone they met on the walk.

Working with Surrounding Counties

DOH-Volusia’s Environmental Public Health Division provided and helped teach the certified swimming pool operator course to **21** Department of Health staff from surrounding counties and a similar class in Sarasota County, where **17** other became certified pool operators.

Environmental Public Health

Environmental health activities focus on prevention, preparedness and education, and are implemented through assessment, routine monitoring, surveillance and sampling of facilities and conditions that may contribute to the occurrence or transmission of disease.

An important function of Environmental Public Health is to provide timely advice and information to the public, businesses, and other governmental agencies on public health issues and concerns. In 2023, staff issued over **10,000** permits and conducted over **13,000** inspections.

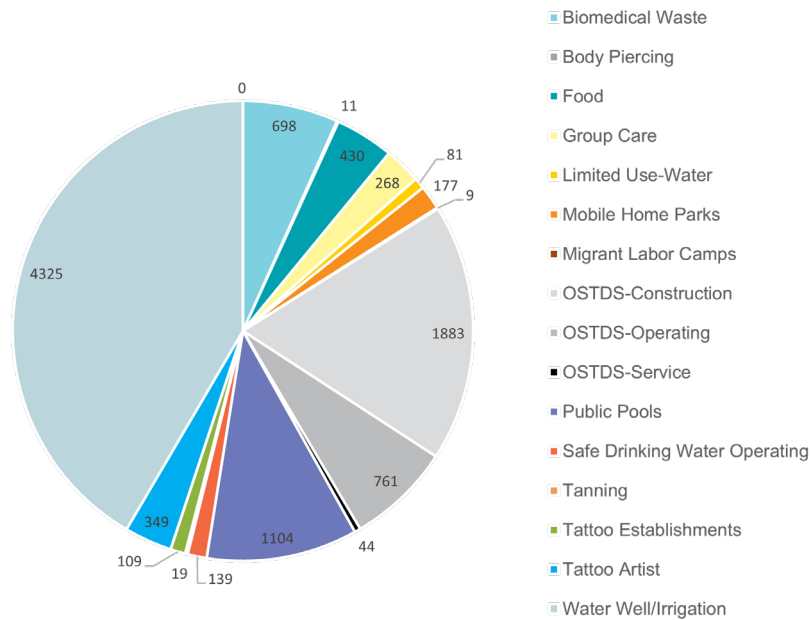
In 2023, Environmental Public Health staff routinely collected over **250** samples for microbiological analysis on Volusia's coastal waterways. The Environmental Public Health team increased their community engagement efforts this year participating in community health food presentations, certified pool training classes and an irrigation contractors training. Staff participated in a septic system grant forum with Volusia County and other partners educating residents about planned

improvements to the basin management action plan in the DeLeon Springs area.

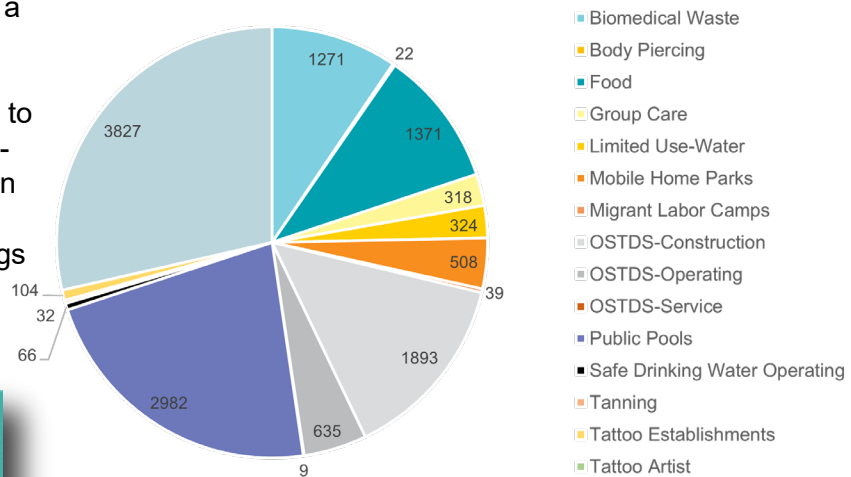


Steven Wille, one of our registered sanitarians and Environmental Public Health Specialist, participated as a subject matter expert for the National Environmental Health Association's (NEHA) ANSI Accredited Professional Food Handler Certificate Program. His contribution was essential in improving the new Professional Food Handler Exam.

Number of Permits Issued



Number of Inspections Completed



Always Prepared

In 2023, still reeling from the 2022 Hurricane Season, Volusia County was again affected by hurricanes. Idalia and Lee created the need to open special needs shelters once again. For the first time, the Florida Department of Health opened its main campus in Daytona Beach as a special needs shelter. With the assistance of community response partners, residents were well taken care of. DOH-Volusia's main campus is also home to an emergency operations warehouse. In 2023, the warehouse underwent a complete overhaul of inventorying and storage enhancements giving DOH-Volusia the ability to rapidly respond to not only health department operations, but also all-hazard responses throughout the county.

Access to Care

In 2023, DOH-Volusia made great strides to bring our clinics back from where they were pre-pandemic. We reduced our clinic staff vacancy rate from **69** to **25** percent. DOH-Volusia patients received almost **12,000** immunizations—almost a **40** percent increase since 2022. Clinic staff implemented a hepatitis prevention program by collaborating with epidemiology staff to provide hepatitis vaccines to at risk clients. During the 2023, back-to-school immunization drive nurses saw almost **500** patients, administering close to **1,000** vaccines in just three days. Another accomplishment is that clinic staff was able to increase the percentage of fully immunized 2-year-olds in Volusia County from **73** to **98** percent.



In 2023, DOH-Volusia's Dental Program served over **5,100** clients at our Holsonback location and over **3,500** clients at our Orange City location for a combined total of over **18,000** visits and over **77,000** services provided, a **30** percent increase in services provided in 2022. We also provided an additional **65,000** services to students in our school-based sealant program.

Prevention

Our epidemiology team investigated over **200** outbreaks in Volusia County in 2023, a large majority of them were respiratory outbreaks within high-risk, congregate settings. Other reportable conditions this year were hepatitis: hepatitis C (HCV) (chronic), **600** cases, (HCV) (acute), **25**; hepatitis B (HBV) (chronic), **130** cases, (acute) **22**. It is extremely important for an individual with underlying hepatitis C or B to receive vaccinations for hepatitis A or B to prevent additional liver damage.

For reportable food and waterborne illnesses in 2023: Volusia County had *salmonellosis*, **232** cases; *campylobacteriosis*, **141** cases; *giardiasis* **45** cases; *cryptosporidiosis*, **25** cases; shiga-toxin producing e-coli, **34** cases, and *shigellosis*, **26** cases. Epidemiology investigated over **300** possible exposures to rabies where an individual was bitten or scratched by a potentially rabid animal and the rabies vaccine series was recommended. Volusia County had **one** animal test positive for rabies in 2023.

Fatal overdose continues to be a problem impacting hundreds of families in Volusia County each year (almost **300** fatal overdoses in 2023 according to the Volusia County Medical Examiner). DOH-Volusia received funding from the National Association of County and City Health Officials under its Reducing Overdose through Community Approaches (ROCA) project. ROCA allows us to increase awareness of how childhood adversity affects our health and to establish parent cafes in the community. Parent Cafes are parent led conversations where people share about building social connections, understanding child development, helping their children communicate, finding resources, and being flexible and resilient by taking care of themselves. Since the program began in September 2023, over **200** adults have attended a training and **39** parents are trained to facilitate a parent cafe and **12** cafes are meeting throughout Volusia County.





Excellent Drinking Water

The Safe Drinking Water Act Program received an excellent rating (100%) following the annual program evaluation by the Florida Department of Environmental Protection (DEP). The evaluation team, consisting of both DEP staff and DOH Central Office staff, examined all aspects of the program, including organization and staffing, data management, compliance, enforcement, among others.

In July, Marisol Bahena, Data Analyst for the Florida Department of Health, was named Employee of the Year.

Vital Statistics

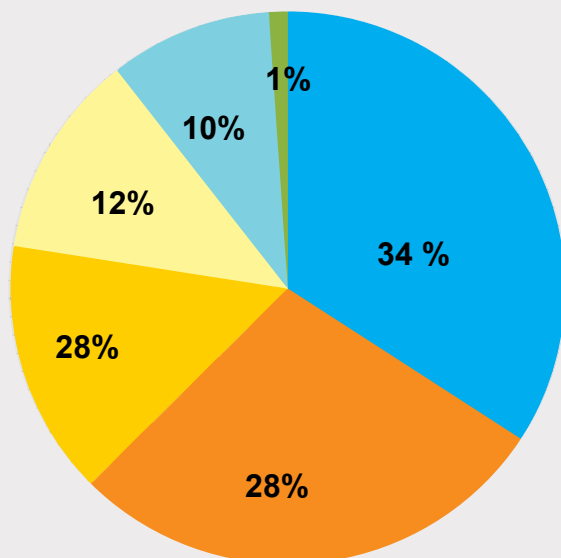
Florida birth and death certificates are issued through the Bureau of Vital Statistics at the Department of Health. In 2023, in Volusia County over **59,200** death certificates and over **14,000** birth certificates have been issued. The staff from our Vital Statistics Offices participate in outreach events called iDignity events to help disadvantaged Central Floridians through the complex steps of acquiring personal identification. Through these events, residents obtain Florida identification cards and licenses, birth certificates, Social Security cards, replacement immigration records and other documents.

To encourage childhood literacy, we enable parents to read with their children by providing free books and mini book shopping bags featuring children eating healthy foods to encourage good nutrition at an early age. In 2023, we distributed **3,400** books and 1,500 My Plate (healthy eating totes) in our lobbies.

Recently, there have been an increase in the number of babies born in the U.S. with syphilis. Through a concerted effort of education and outreach by the Florida Department of Health, the number of cases in Florida has decreased from the previous 5-year average. There were only 96 total cases reported in 2023 for Volusia and Flagler counties, a four percent decrease from the previous year.

Fiscally Accountable

The Florida Department of Health in Volusia County receives revenue from three major funding sources—federal, state and local. The largest revenue sources for the Department of Health in Volusia, are federal dollars which we receive for programs including WIC, Ryan White HIV/AIDS and several other clinic programs for immunizations, family planning and sexually transmitted diseases. State funding consists of categorical (used for a specific purpose) and non-categorical (discretionary). Local funds are made up of fees collected by DOH-Volusia. The County of Volusia contributions are locally awarded contracts.



Fiscal Year Revenue for 2022-23

- Federal 34%
- State 28%
- Local Fees 15%
- Medicaid 12%
- Volusia County Contribution 10%
- Local Grants 1%