



# 2018 Annual Report

*Nevada's First*  
**Accredited Health Department**

**Carson City Health & Human Services**



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[Facebook.com/CCHHS](https://www.facebook.com/CCHHS) | [www.GetHealthyCarsonCity.org](http://www.GetHealthyCarsonCity.org)

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## Carson City Health & Human Services

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### Chronic Disease Prevention & Health Promotion

- Adolescent Health Education
- Diabetes
- HIV Treatment Adherence
- Tobacco Prevention

### Clinical Services

- Family Planning
- Immunizations
- STD/HIV Testing

### Disease Control & Prevention

- Contact Investigation
- Disease Surveillance
- Environmental Health Inspections

### Human Services

- Carson City's Community Action Agency
- Housing Assistance Programs
- Indigent Services
- Women, Infant and Children



### Public Health Preparedness

- Public Health Emergency Preparedness Planning
- Public Information Communications
- Training/Exercising
- Volunteer Management

# Carson City Health & Human Services Overview



Located in Nevada's capital city, Carson City Health & Human Services (CCHHS) monitors the health of over 54,000 people.



CCHHS is Nevada's first and only accredited health department through the Public Health Accreditation Board (PHAB).

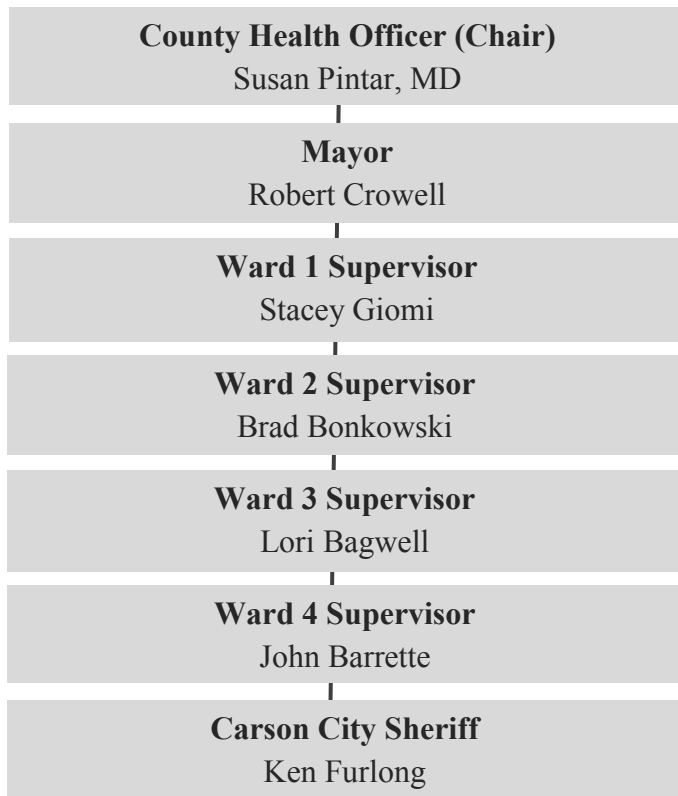
CCHHS is a department of the Carson City, Nevada Government, a consolidated municipality. CCHHS also provides some services in adjoining counties.

**Mission:** To protect and improve the quality of life for our community through disease prevention, education, and support services.

**Vision:** CCHHS leads the region in providing services that support healthy communities.

**Values:** *Respect for others* (we treat everyone equally); *competence* (we stay current with the latest resources available); *collaboration* (we work together to meet the mission and move toward our vision); *ethical* (we work professionally, respecting confidentiality and following laws and regulations).

## Board of Health



The Board of Health's mission is to protect and enhance the public health and welfare by evaluating the health needs of the community, promoting health awareness, and assessing the availability of health-related services to those in need.

Visit [www.Carson.org](http://www.Carson.org) for more information about the Carson City Board of Health.

## Health Officer's Report

"Health In All" is a concept we are going to become increasingly familiar with. It is the idea that our physical and mental health is affected by all that is around us. Having your doctor or hospital close by is important, of course, but our health is affected by so many other things including access to affordable healthy food, places to exercise and get out into nature, clean air, clean streets, and adequate housing, to name a few. "Health in All" also helps us realize that projects as simple as repairing a pothole can have a profound effect on the health of our community; ever run over a pothole on your way to work and arrive in a crummy mood which affects the rest of your day?

CCHHS and the Board of Health understand these connections and work hard to ensure that health is a part of every conversation. We work with partners across the city and county who share our vision. From emergency preparedness to anti-smoking campaigns, when we look through the lens of "Health in All" our priorities are clear. We, like you, want Carson City to be a healthy place to live and work.

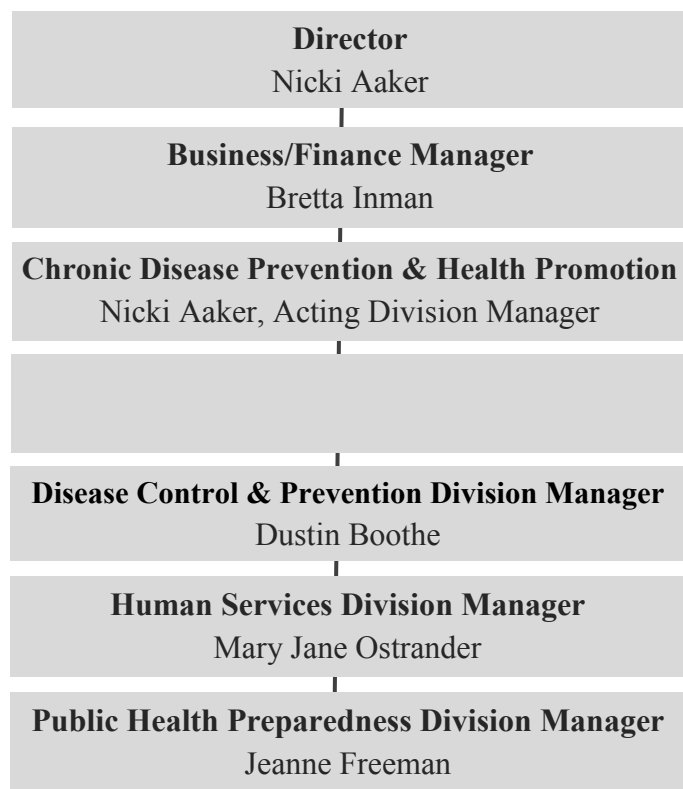
- Susan Pintar, MD





# Carson City Health & Human Services Overview

## CCHHS Management Team



The CCHHS Management Team

## A Message from the Director

It gives me great pleasure to present the Carson City Health & Human Services (CCHHS) Annual Report. This report highlights activities and services throughout 2018.

CCHHS is your local health department and provides public health services in Carson City and some services in Douglas, Lyon, and Storey counties. Public health is concerned with protecting and improving the health of our community and the people that live here. Where you live can be more important than your genetics. Public health works to make your community healthy.

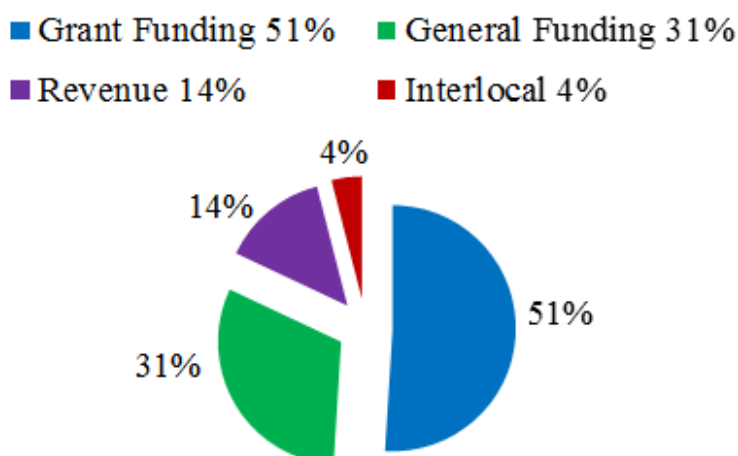
CCHHS takes our role of promoting and protecting our community's health very serious. CCHHS employees are committed to serving Carson City residents and surrounding areas in a professional, effective, and efficient way. As part of our commitment, CCHHS applied to be and is the first Accredited Health Department in Nevada. This means our practices have been evaluated against national standards and measures. CCHHS promotes a culture of continually evaluating our performance in providing public health services, also known as performance management or quality improvement.

*- Nicki Aaker, MSN, MPH, RN*



## CCHHS Funding Overview: FY 2018

CCHHS' funding is comprised mainly of grants (51%). These grants are federal and state government grants. Thirty-one percent (31%) is received from Carson City's General Fund. CCHHS is a city department. Revenue (14%) is received from health permits, along with health insurance billing for services provided to clinic patients. Four percent (4%) of the funding is a contract with Douglas County to provide restaurant inspections, plan reviews, and other duties.



# Chronic Disease Prevention & Health Promotion Division

## Adolescent Health

In 2018, the **Sexual Risk Avoidance Education (SRAE)** evidenced-based program was given to help young people get the information and tools they need to avoid unplanned pregnancy and sexually transmitted diseases (STDs). The program focused on puberty, abstinence, peer pressure, STDs, and pregnancy. In 2018, the program served:

**573** youths

The **Personal Responsibility Education Program (PREP)** is an evidence-based program that helps to: delay sexual activity among youth, increase condom and contraceptive use for sexually active youth, and lower pregnancy among youth. The program served:

**232** youths

The **Families Talking Together (FTT)** evidenced-based parent intervention training helps teach parents how to talk to their youth about sex, gives parents information on STDs and pregnancy myths, and addresses reasons why parents don't talk to their youth. The training served:

**37** parents

## Diabetes Outreach

In 2018, CCHHS received a Prediabetes Outreach grant to fund pre-diabetes screenings and outreach. The pre-diabetes screenings were held at the Ron Wood Family Resource Center food bank and the Carson Valley Community Food Closet. At the Ron Wood Family Resource Center:

**23.5%** of people screened were at risk for pre-diabetes

The pre-diabetes outreach focused on health care providers (HCPs). CCHHS gave HCPs toolkits, presentations, and education materials to help HCPs better understand pre-diabetes and diabetes for their patients. HCPs were also shown how to find diabetes prevention and diabetes self-management courses, as well as find information on Medicare and Medicaid payment options.

## Tobacco Control & Prevention

CCHHS' tobacco control and prevention program raises awareness about smoking and tobacco-related issues.

**Eighty percent (80%)** of our population **does not smoke**. The four major goals of the program are to: 1) prevent youth initiation of smoking, 2) promote cessation among youth and adults, 3) eliminate secondhand exposure, and 4) eliminate health disparities.

Youth e-cigarette tobacco use in 2018 has been called an epidemic by the Surgeon General. In Carson City and Douglas County high schools:

**50%** of students have tried an e-cigarette  
**20%** use e-cigarettes regularly

Call 1-(800)-QUIT-NOW or visit [www.NevadaTobaccoQuitline.com](http://www.NevadaTobaccoQuitline.com) or [www.smokefree.gov](http://www.smokefree.gov) for a resource to help you quit.



## Ryan White

CCHHS' Ryan White Retention in Care Program locates individuals with HIV/AIDS who are no longer receiving medical care or are newly diagnosed within Nevada. This program focuses on the rural counties. The Treatment Adherence Counselor locates these individuals, identifies struggles the individual is facing, then helps get them into medical care. In 2018, the program served:

**356** clients, mainly within the 55-64 age range

**24** clients were provided transportation services

# Clinical Services Division

## Family Planning

In 2018, Clinical Services held **2,628** screenings in women of child-bearing age. These screenings led to information, counseling, and referrals for:

**1,334** users of alcohol

**407** substance abusers

**318** women with depression

**47** women affected by intimate partner violence

Clinical Services also partnered with the Division of Welfare and Social Services (DWSS) to help:

**526** families apply for Medicaid insurance

## Well-Child Check-Up Exams

Clinical Services gives well-child check-up exams to children ages 0-12 years. These check-ups include a full physical exam, a review of healthy eating habits, and childhood vaccines. In 2018, clinical services well-child exams and WIC hemoglobin checks had:

**103** patients

**105** visits

## Immunizations

Clinical Services gives childhood and adult vaccines, such as: TDAP (Tetanus, Diphtheria, and Pertussis); MMR (Measles, Mumps, and Rubella); Hepatitis A, Hepatitis B, Twinrix (combined Hepatitis A and B), Seasonal Influenza (flu shot and nasal spray); H1N1 Influenza, Varicella (Chicken Pox); Meningococcal (Meningitis); HPV (Human Papilloma Virus); Zoster (Shingles, for adults ages 60 years and older); and more. In 2018, Clinical Services had and gave:

**2,064** patients

**4,198** vaccines

**2,316** individual patient visits

## STD Testing & Treatment

In 2018, Clinical Services gave **1,524** Chlamydia tests. Chlamydia is the most common reported STD in Carson City and Douglas County. Chlamydia can cause pelvic inflammatory disease, ectopic pregnancy, and infertility. In the Carson City and Douglas County areas\*:

**89%** of all STDs diagnosed are Chlamydia

**80%** of Chlamydia diagnoses are in people ages 25 years and younger

**36%** of all STDs were diagnosed by public health family planning clinics

\*According to tests performed by CCHHS Clinical Services staff only.



## Services and Patient Portal

Clinical Services helps all patients, regardless of insurance status or income. Services offered include: immunizations, well-women exams; pap smears; breast exams; referrals to mammography; birth control and family planning; sexually transmitted diseases (STDs) and HIV testing; vaccines for all ages; TB testing and reading; and well-child exams. In 2018, the clinic had:

**5,058** patients

**9,863** individual patient visits

**Patient Portal:** Did you know you can get your health records and future appointment dates for visits at CCHHS? Call or visit us to learn more!

# Disease Control & Prevention: Environmental Health Division

The major focus areas of the CCHHS Environmental Health Division include:

- Food protection
- Individual sewage disposal systems
- Private wells
- Public swimming pools
- Public accommodations
- Vector control
- Public and private schools
- School and childcare
- Invasive body decoration and permanent makeup (tattoos and piercings)

## Food Safety Grading System

Keep an eye out for our new Food Safety Grade Placards! The placards are part of the department's new food inspection grading system, which helps alert the public to an establishment's food safety compliance.



The new grading system, which uses A, B, and C placards, has lowered the number of follow-up inspections. Establishments who fail to earn an A grade are likely to fix all violations by the first follow-up visit.

Score	Grade
0 - 10	"A"
11 - 20	"B"
21 - 40	"C"
≥ 41	"Closure"

Violations fall into three categories:

*High Risk Factor – Critical = 5 points*  
*High Risk Factor – Minor = 2 points*  
*Low Risk Factor – Minor = 0 points*

The points for a violation depend on the health risk to the public. The lower the score, the better the grade. For information, visit:

<https://gethealthycarsoncity.org/environmental-health/grading-system-2/>

## Establishments/Violations

**Establishments:** CCHHS leads food service facilities inspections for restaurants, schools, and day care centers in both Carson City and Douglas County.

In 2018, Carson City had 443 food establishments and Douglas County had 618 food establishments (1,061 total food establishments). The exact number of establishments changes often as establishments open and close.

Of these food establishments, staff conducted **698** inspections within Carson City and **697** inspections in Douglas County. The number of inspections is higher than the total number of establishments because the number of inspections for an establishment depends on the type of food service, the customer base, and the inspection history.

**Violations:** Of the **698** Carson City and **697** Douglas County scored compliance inspections:

**293** violations were reported in Carson City

Food establishment inspections are made to lower risk factors for foodborne illnesses such as:

- Food from unsafe sources
- Unsafe cooking temperatures
- Unsafe holding temperatures
- Unclean or contaminated equipment
- Poor employee hygiene



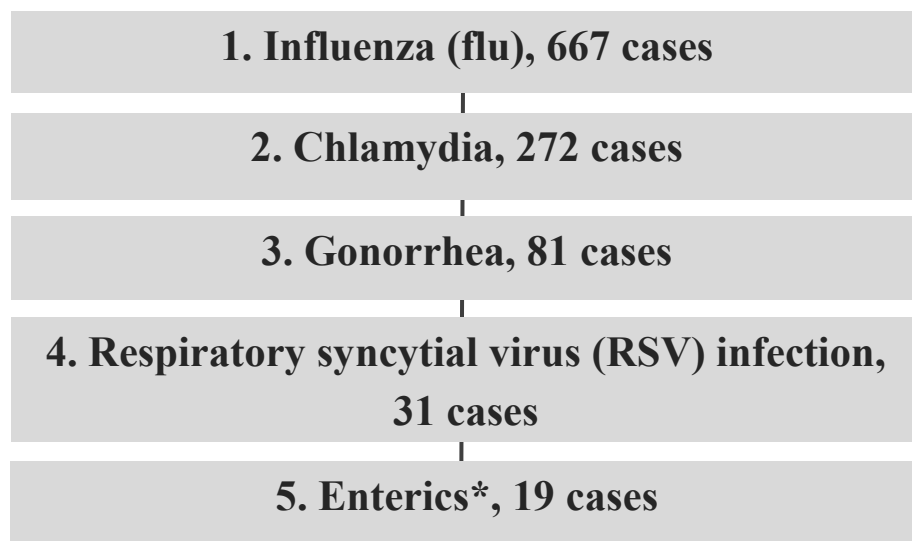


# Disease Control & Prevention:

## Epidemiology Division

The Epidemiology program staff is responsible for the investigation of cases, clusters, outbreaks, and suspected cases of reportable diseases. The staff is also responsible for tracking and reporting more than 70 notifiable conditions to the State of Nevada, Division of Public and Behavioral Health (DPBH). The staff works to control the spread of disease in the community by processing data requests and providing health advice, training, education, and outreach. This information is provided to other public health staff, hospital staff, physicians and other health care providers, school and day care center staff, and other members of the community.

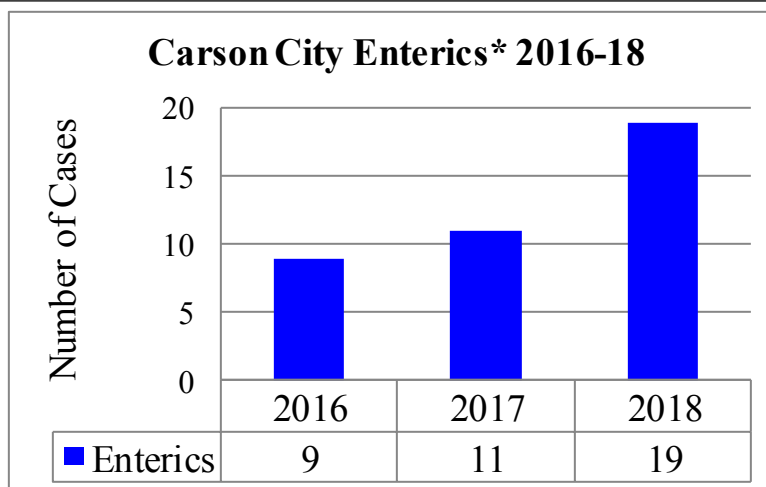
### Top 5 Most Reported Conditions in 2018\*



\* According to data reported by Clinical Services and other health care providers.

\*Campylobacter, Salmonella, etc. (Common causes of foodborne illness.)

### Foodborne illness in Carson City 2016-18



In Carson City, cases of foodborne illness increased

**71%** from 2016 to 2019. No known outbreaks were associated with this increase.



# Human Services Division

## Support Services

**Emergency Solutions Grant (ESG):** Works as a rehousing program that gives case management to help families stay in permanent housing.

**Shelter Plus Care (SPC):** Works as a rehousing program for the chronically homeless who have a disability.

**Low Income Housing Trust Fund (LIHTF):** Works closely with the ESG program and provides rent assistance. In addition, LIHTF helps with homeless prevention.

**Welfare Set Aside:** Allows CCHHS to provide households one-time financial help with rent and/or security deposits.

**Utility Assistance:** Provides electric and gas help on current bill (one time in a 12-month period).

## Women, Infants and Children



Women, Infants and Children (WIC) is a federally funded health and nutrition program for women, infants, and children. CCHHS has two WIC clinics—one in Carson City and one in Douglas County. In 2018, the WIC program served: **1,589** patients.\*

\*This is an unduplicated number. Patients are seen multiple times per year.

**294** women served in Carson City

**161** women served in Gardnerville

**328** infants served in Carson City

**172** infants served in Gardnerville

**380** children served in Carson City

**254** children served in Gardnerville

WIC offers **nutrition education, supplemental benefits, breastfeeding education, and health care referrals.** For information, visit: <https://gethealthycarsoncity.org/human-services/wic>

## Workforce Development

**Community Services Block Grant (CSBG):** Helps unemployed individuals with getting and maintaining employment. In addition, provides direct services for individuals with identification, transportation, and work clothing/equipment needs.

**Life Skills Workshops:** Workshops focus on healthy eating tips, financial skills, job readiness skills, and healthy relationships.

**217** participants have joined the workshops

**Employment Readiness Assistance:** Helps individuals with resume building, interview skills, job searching methods, and job readiness.

**107** individuals have used the program

## Onsite Health Services

**Carson City's Aging and Disability Resource Center:** Helps make customized care and support plans for older adults, people with disabilities, and their caregivers and family members.

**Nevada State Welfare Division Eligibility Workers:** CCHHS is a hosting site for Nevada State Welfare Division Eligibility Workers. Individuals without health insurance can be helped at CCHHS and enroll in Nevada Medicaid and Nevada SNAP programs.

**448** residents have used the programs

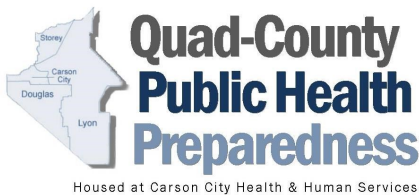
**Northern Nevada Center for Independent Living:** Works one-on-one with individuals to help them achieve their independent living goals and provides most community service at little to no cost.



# Public Health Preparedness Division

## What is PHP?

Public Health Preparedness (PHP) is the process of planning and creating programs to respond quickly and effectively to threats that impact the health of the public. The Quad-County PHP division works with community partners, neighboring counties, and the state to assure the most effective response possible to disease outbreaks, public health threats, and other emergencies.



## CASPER Survey Data

Carson City was the first jurisdiction to conduct a Community Assessment for Public Health Emergency Response (CASPER) door-to-door survey. The survey was done in partnership with Emergency Management (EM) and Law Enforcement personnel. The survey helped EM and PHP learn how prepared residents are for an emergency. The information will help Carson City leaders and residents become better prepared for future emergencies or disasters.

## AFN Support Team

Quad-County PHP, in partnership with the Washoe County Health District, formed an Access & Functional Needs (AFN) Support Team. AFN refers to people who are or have:

- Physical, developmental, or intellectual disabilities
- Chronic conditions/injuries
- Limited English proficiency
- Older adults or children
- Low income, homeless, and/or dependent on public transit



Over this past year, the PHP team gave four AFN trainings across the State to improve AFN response in an emergency. There are currently **38** people signed up to serve on the team!

## Coalition Surge Test

PHP planned a No-Notice Coalition Surge Test with community healthcare partners to test the ability to evacuate patients from multiple facilities at the same time. Over 15 different agencies participated from across the quad-county region including hospitals, long-term care facilities, EMS, emergency management, public health, skilled nursing facilities, and surgery centers. Overall, the test measured the preparedness and response of health care facilities and EMS partners in the region.



## Drive-Thru POD Exercise

In partnership with Carson City Emergency Management, EMS, Carson City Fire Department, Public Works, Carson City Sheriff's Office, and the HOSA program at Carson High School, more than 80 volunteers and CCHHS staff held a drive-thru Point of Dispensing (POD) exercise in October 2018. This was done to practice emergency response time and to test Carson City's ability to give out medications during a disaster. The drive-thru POD exercise was done as a flu clinic. CCHHS staff worked with Carson City and Douglas County community partners and schools

to give **3,949** total flu vaccines, with:

**1,344** vaccines given at community events

**1,711** vaccines given at Carson City schools

**894** vaccines given at Douglas County schools



# Performance Management

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## Performance Management Team

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CCHHS Performance Management Team (PMT) is composed of five program-level staff, all from different divisions of the organization, plus the Health Department Director. By having representatives from different divisions at the table, PMT members are able to advise co-workers on quality improvement projects in their day-to-day activities, along with projects in different divisions.

## Quality Improvement

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The leadership of CCHHS encourages quality improvement in every division. CCHHS has a Quality Improvement Plan that serves as guidance for quality improvement projects. Quality improvement is a very important component of Public Health Accreditation. The plan is updated annually and describes the process for projects. Projects can be short or very lengthy.

- Reduction of Patients Not Showing Up for Their Appointment Within the Family Planning Clinic
- Use of the Electronic Health Record's Patient Portal Within the Clinic
- Use of a Community Health Worker (CHW) in the Human Services Housing Program
- Ryan White's Customer Satisfaction Survey
- Making the Clinic Teen Friendly
- Making the Lobby Safe for Staff and Clients



## Training

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CCHHS has a Staff Development Committee that finds out which trainings are required and are requested by staff. Every other month there is an All Staff Training Hour in the morning. This gives staff an opportunity to learn from experts within the Health Department and others within our community on very important topics. In addition, this committee has organized “Lunch & Learns” for staff.



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