

ANNUAL REPORT 2017

A YEAR OF RESILIENCE & ACCOMPLISHMENT

Florida Department of Health in Orange County



6101 Lake Ellenor Drive, Orlando, FL 32809



407-858-1400



Orange.FloridaHealth.gov

CONTENTS

3	Letter from the Health Officer
4	The Organization
5	Essential Health Services
6-7	Orange County, Florida
8-9	Programs & Services Overview
10-11	Family Planning Prenatal Health
12-15	Healthy Start
16-17	Women, Infants, and Children (WIC)
18	Immunizations
19	TB/Refugee Health
20	STD Program
21	Area 7
22-23	Environmental Health
24-25	Epidemiology
26-28	Emergency Operations
29-30	Medical Reserve Corps
31	Vital Statistics
31	Business Office
32-35	Office of Performance & Quality Improvemen
36-39	Sunshine Care Center
40	Financial Highlight
41-42	Client Demographics



Locations

43



Message from the Health Officer & Director

The focus of the 2017 Annual Report is to highlight the many ways the Florida Department of Health in Orange County continues its dedicated efforts to spread the public health message and to improve our public health system. The vision of the future is to become the Healthiest Nation by 2030. It is safe to say that we have become a remarkably healthier nation. Since the beginning of the 21st century, the nation's public health system and its

governmental public health departments have played an important role in this progress. Through our efforts to not only make health accessible to our community, but to provide quality health services to the community we serve, we evaluate policies, procedures, and measures that make our public health system function. The Department of Health in Orange County (DOH-Orange) forms part of Florida's vision of becoming the Healthiest State in the Nation. As part of the state Department of Health being first in the nation to receive national accreditation as an integrated health department through the Public Health Accreditation Board (PHAB), DOH-Orange strives for excellence. We are committed to providing quality services and meeting national best practice standards throughout our programs.

In this report, you will learn a bit more about our programs and their great accomplishments during the last year. Through a busy and locally impactful hurricane season, our dedicated staff showed resilience and pushed through many obstacles to serve our community. Even with many being affected themselves by either Hurricane Irma or having family and friends affected by Hurricane Maria, our staff demonstrated true dedication and passion for public health through much hard work and many volunteer efforts. Their work certainly does not go unnoticed and they have made and continue to make a difference in the health and future of the community we serve.

It is a privilege to serve as director of a workforce which strives to make Orange County a healthier place to live, work, and play. I thank the staff of the Florida Department of Health in Orange County for their continued dedication and commitment to ensuring the public's health each and every day.

Protecting Your Health...It's What We Do!



Kevin M. Sherin, M.D., M.P.H., M.B.A

ORGANIZATION



Mission

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



Vision

To Be The Healthiest State in the Nation.



I CARE

nnovation

We search for creative solutions and manage resources wisely.

Collaboration

We use teamwork to achieve common goals and solve problems.

Accountability

We perform with integrity and respect.

Responsiveness

We achieve our mission by serving our customers and engaging our partners.

Excellence

We promote quality outcomes through learning and continuous performance improvement.

10Essential Public Health Services

- **ES1: Monitor** health status to identify community health problems.
- ES2: Diagnose and investigate health problems and health hazards in the community.
- **ES3: Inform, educate, and empower** people about health issues.
- **ES4: Mobilize** community partnerships to identify and solve health problems.
- **ES5: Develop** policies and plans that support individual and community health efforts.
- **ES6: Enforce** laws and regulations that protect health and ensure safety.
- **ES7: Link** people to needed personal health services and assure the provision of health care when otherwise unavailable.
- **ES8: Assure** a competent public health and personal healthcare workforce.
- **ES9: Evaluate** effectiveness, accessibility, and quality of personal and population-based health services.
- **ES10: Research** for new insights and innovative solutions to health problems.

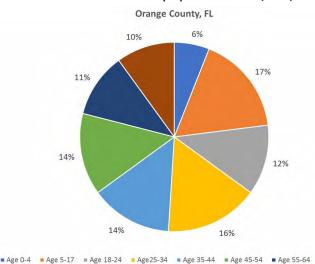


ORANGE COUNTY

Orange County has a total of 903 square miles of land and 99 square miles of water, and it is located in Central Florida. It is bordered on the north by Seminole County, east by Brevard County, south by Osceola County, and to the west by Lake County. Orange County is home to over **1,314,367*** residents. There are 13 municipalities in the county; the *City of Orlando* accounts for over 21% of the population. Orlando is the largest inland city in Florida.

The county is located in what is known as the *Orlando-Kissimmee-Sanford Metropolitan Statistical Area* (MSA). The City of Orlando, known as the City Beautiful, is one of the top five travel destinations in America. It welcomes over 60 million national and international visitors every year.

Orange County is the state's **5th** most populous county, home of **6.3%** of Florida's overall population. It is also the **16th** fastest-growing county in Florida, experiencing a population growth of **37.1%** between the 2000 and 2010 census counts, surpassing the state's growth rate of **22.9%**. If this growth rate continues, it can be predicted that by 2020 Orange county will have an estimated population of **1,387,675**.



The county is very diverse with a **64.8%** of the population identifying as White; **21%** identifying as Black; **5.4%** identifying as Asian; **30.5%** identifying as Hispanic. Hispanics are the largest ethnic minority in Orange County, comprising **30.5%** of the total population. From 2010 to 2016, there has been a **39.5%** growth increase in the Hispanic community, compared to a 8.8% growth increase in the Non-Hispanic community. Over 50% of the county's population is Female and 49.7% is Male. Overall, the



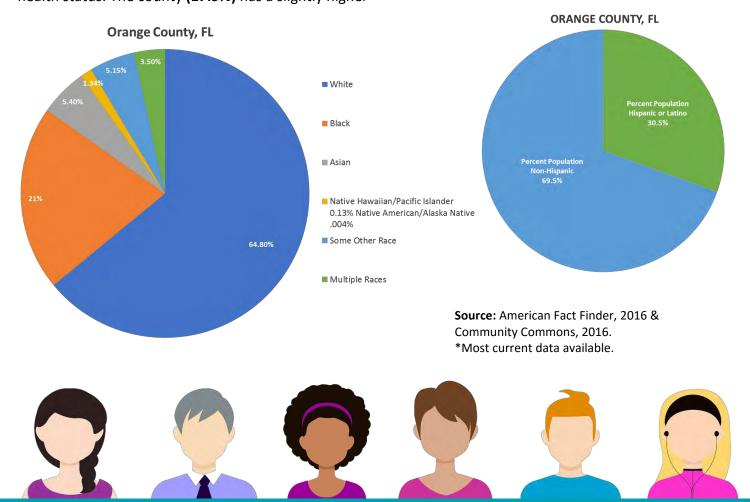
Population

age distribution of Orange County is 22.9% under 18 years of age, 66.5% between 18 and 64 years, and 10.7% over 65; the county has a fairly young population.

Median household income is \$51,335, which is slightly lower than the state median household income. Median household income is the most widely used measure for income due to the fact that it is less impacted by high and low incomes. A family's income has the ability to define their access to affordable housing, healthcare, higher education opportunities, and food. In 2016, 17.3% of the population had incomes below 100% of the Federal Poverty Level (FPL); from that population, 24.81% are under age 18. The lack of health insurance is considered a key driver of health. Lack of insurance is a primary barrier to health access including primary care, specialty care, and other health services that contribute to poor health status. The county (17.9%) has a slightly higher

uninsured population percentage than the state (16.4%).

Education is also a very strong predictor of health. Orange County is doing well with high school graduation and higher education rates. From the average freshmen base enrollment **79%** of students receive their high school diploma within four years. Although the rate (79%) is lower than the Healthy People 2020 target, Orange County's rate surpasses both state and national rates of the same measure. From the total population age 25+, **42.4%** hold an associate degree or higher; **31.9%** hold a bachelor's degree or higher. These rates could possibly hold a correlation to the low unemployment rate of the county (**4.3**) compared to the state. Unemployment rates have been steadily decreasing in the county since the year 2010.



Programs & Services

The Florida Department of Health in Orange County is here to protect your health! With multiple locations throughout the county, we offer services for the entire family.







STD Program

Provides diagnosis and treatment of Sexually Transmitted Diseases, surveillance, follow-up on STD cases and partner counseling and referral. HIV and AIDS testing available.

407-858-1445



Epidemiology

Track, monitor and respond to reports of diseases and other health related states. Develop and implement strategies for preventing and controlling diseases to protect the public. Programs include: Rabies Prevention, Hepatitis Prevention and Perinatal Hepatitis Prevention.

407-858-1420

Office of Performance and Quality Improvement

Houses areas of population health, strategic planning, workforce development, health equity, healthiest weight, and health promotion.

407-858-1400



HIV/AIDS Services

Anonymous and confidential HIV testing and counseling. Determines financial eligibility for Ryan White services including medical care, AIDS Drug Assistance Program (ADAP), case management, pharmacy services, mental health and nutrition support.

407-858-1437



Emergency Operations

Ensures preparedness planning and essential public health services during disasters. Coordinates with local, federal, and state agencies and organizations. Provides education and speakers to the community and vulnerable populations.

407-858-1498



Research

Builds relationships with colleges and universities. Handles administrative functions to identify Phase III or Phase IV clinical trials.

407-723-4233



Environmental Health

Monitors conditions within the community that could present a threat to health and safety to the public. Environmental Health Specialists work in the community to ensure the public's health and monitor any potential problems.

407-858-1497



Registration and issuance of all certified Florida birth records along with Florida death records from 2009 to present. Provides information and applications for amendments and paternity acknowledgement.

407-858-1460

Volunteer Services

Recruits and coordinates volunteers and interns. Promotes opportunities for experience in working in the public health field while making a difference.

407-723-5124 407-723-5055



Our Services:

Routine low risk Prenatal Health care, laboratory, referrals, prescriptions, physical exams, CenteringPrenatal care (group prenatal) and CenteringParenting (group well care for mom/baby from birth to 2 years).

Family planning services to men and women: Wellness annual exams, birth control education/counseling and birth control methods including sterilization counseling and referral for affordable sterilization services, laboratory, referrals and a reproductive life plan.

All services include a financial screening for assistance with Medicaid, insurance and a sliding fee scale for affordable access to care. We process Family Planning Medicaid Waiver for the entire county.



In 2017, our program served:

Service 6,511 clients through 17,552 individual visits

with a staff of 50.

Activities/Achievements

One of our major accomplishments for 2017 was maintaining clinical activity while providing support for Hurricane Irma and the Emergency Operations response at Orlando International Airport for the victims of Hurricane Maria. All was accomplished even though some of the staff were adversely affected themselves.

The DOH ARHS 2017 Performance Improvement Audit and Desk Review performed by Tallahassee passed with excellent score. Staff participated in many community outreach activities, marched in the Orlando Martin Luther King Jr. Parade in support of Healthy Start, participated in the 77th Southeast Regional conference providing Family Planning outreach education, and Flight for Zika prevention in conjunction with Healthy Start.

We continue operational improvements through development and implementation of an audit process and providing detail staff training. This has resulted in the staff recognizing the importance of quality measures. Electronic medical records (EMR), present an opportunity to improve how we communicate the health status of each client in a systematic and consistent format that includes concise verbiage. This provides the client and outside entities that receive our documentation with documentation that is understandable in thought and purpose.











Healthy Start - Coordinated Health Intake Referral Program (CHIRP)

The Healthy Start Coalition of Orange County received an award for funding the development and testing of a "Central Intake and Referral System" for the community. By joining with the Healthy Start Coalitions and Care Coordination Programs of Osceola and Seminole counties, this process will foster collaboration and increase referrals between all community-based programs and better serve families across the tri-county area. This process consists of conducting intake utilizing a newly developed universal form, educating families on home visiting programs available to them, and providing warm referrals if services are requested. This program was initiated at the Winnie Palmer Hospital and Florida Hospitals where resources were given to help guide the mother, baby, and family to the proper agency or program that best suits their needs within their county of residence.

referred within the Healthy Start Orange, Osceola, **Healthy Families Orange** and Osceola, and Early

Head Start for Orange, Osceola and Seminole Counties. Forty-four (44%) percent of clients who were informed and educated about the CI&R process, made a choice, and was referred to a program.

Professionals find it challenging to navigate and to be informed and up to date on what family support services are available for families in their community and which service will best meet the needs of the family. Coordinated Intake and referral eliminates this challenge. The key to coordinated intake is accessibility for consumers and the need for a seamless process for them to access services for themselves and for their family. A coordinated intake process is dedicated to helping and connecting expecting and new parents from the moment they deliver at the hospital to an appropriate home visiting program.

The role of the Healthy Start coordinated intake A total of **748 clients** were counselor is to assist families by determining the services and supports that are best suited for the family's needs based on self-referrals and their personal selection.

The benefits of a coordinated intake and referral process include:

- Allows maximum usage of home visiting family support program services.
- Focuses on a single point of entry for families with all the home visiting family support programs.
- Assures that families will be linked to the most appropriate services available for them based on the family's needs.
- Allows for uniformity across the programs- one release of information, uniform screening process

- and a uniform mechanism for referral follow-up.
- Creates a streamlined process for recruitment and allows care coordinators to focus all efforts on the priority of providing direct services to families.
- Promotes collaboration and collective impact between community programs.
- Eliminates duplication by creating a single point of entry for all families.



Healthy Start - Boot Camp for New Dads

Boot Camp for New Dads is a unique father-to-father, community-based workshop that inspires and equips men of different economic levels, ages and cultures to become confidently engaged with their infants, support their mates, and personally navigate their transformation into being dads. A Healthy Start Male Care

Coordinator facilitates the workshops that are incorporated into the childbirth education classes. *Boot Camp for New Dads* prepares men to be dads in all respects, starting with holding and comforting a real baby. Dads learn how to burp, change diapers, swaddling as well as "trouble shooting techniques" for crying babies, etc. Dads are also taught how to deal with a broad set of issues including bonding, balancing work hours, forming a parenting team, safety, preventing child abuse, interacting with relatives and more.



Fifty-three (53) male participants attended eight (8) *Boot Camp for New Dads* workshops. 100% of satisfaction surveys were returned and **98% agreed** that the workshops provided good information and were **worth recommending** to someone else. This information is pertinent only to the facilitator that is a part of the Healthy Start Program.





Healthy Start - Nurse Family Partnership (NFP)

NFP is embodied in a set of visit-by-visit guidelines and facilitators to work with clients to uncover what is important to them and to guide them toward healthier pregnancy outcomes, healthy child development, and self-sufficiency. Nurse Family Partnership is an evidence-based, nurse home visitation program that improves the health, well-being and self-sufficiency of low-income, first-time parents and their children.

Service 104 clients

& 60 of these clients had an infant

Activities/Achievements

On June 23, 2017, Orange County's Nurse Family Partnership Program celebrated its first graduation ceremony at the WellCare Center in the Pine Hills area. Twenty-one first time mothers and their twenty-two toddlers graduated from this intensive home visiting program which lasts 2.5 years.

Due to the success of implementing the NFP Program, our team was awarded an expansion grant to hire 2 fulltime Registered Nurses to join the team.

Bellies, Babies, and Beyond (BB&B)-HRSA Funded Healthy Start Initiative

The BB&B program offer the following services:

- Health care for women and babies, including immunizations
- Care coordination, home visiting and linkage to community resources
- Linkages to health insurance
- Nutritional counseling and breastfeeding support
- Perinatal depression screening and linkage to behavioral health services
- Interconception education and reproductive life planning
- Child development education and parenting support
- Workshops for fathers



Activities/Achievements



In 2017, the Bellies,
Babies, and Beyond
Program (BB&B) was
a recipient of the
2017 Prudential
Productivity Award.
The Prudential

Productivity Award is bestowed to individuals, teams, and programs for creating and implementing innovative solutions that improve the delivery of state services and save money for Florida taxpayers and businesses.

The BB&B program was selected because of their efforts to increase the number of infants who were born at or above normal birth weight. As a result, this initiative avoided millions in healthcare costs.

The Bellies, Babies, and Beyond program (BB&B) achieved continuing Centering® site approval for another year. This monumental achievement confirms that the BB&B program has once again met the Centering Healthcare Institute's quality standards for Centering care.

During the 2017 calendar year, 156 babies were born from women that participated in the Bellies, Babies, and Beyond program. 150 out of 156 babies were born at or above normal birth weight, which resulted in approximately \$9,313,000 of medical expenses saved.

The Bellies, Babies, and Beyond program continues to be the only approved CenteringPregnancy site within Central Florida and one of three approved sites within the State of Florida.

Program Goals:

- Promote comprehensive service coordination, prevention and health promotion.
- Improve Women's Health before, during, and after pregnancy among Black and Hispanic pregnant in the areas that were deemed with the highest rates of infant mortality.
- Promote comprehensive service coordination, prevention and health promotion, workforce competence, and use of standardized curricula and interventions for target population in Orange County, Florida.
- Strengthen family resilience to address toxic stress, support mental and behavioral health, promote father involvement, and improve parenting for target population in Orange County, Florida.
- Provide screening for perinatal depression and intimate partner violence to at least 250 pregnant women, and father involvement education and training to 80 fathers annually by May 31, 2019.









WIC & Nutrition Services

WIC is a federally funded nutrition program for Women, Infants and Children. It provides healthy foods, nutrition assessment, nutrition education, breastfeeding promotion and support, and referrals for other services in the community. WIC in Orange County has 8 clinics and a Call Center. WIC provides prescribed foods for clients that they then purchase through

Electronic Benefits Transfer (EBT) in 126 locally authorized grocery stores. **Redemptions in 2017 totaled \$28,713,926.06** for an average of \$2,392,827.17 per month spent in the community.

WIC and Nutrition Services also provides services for Head Start clients in need of specialized diets through consultation with Orange County Head Start staff.

Activities/Achievements

During this past year 2017, Florida was directly hit by hurricane Irma and indirectly by hurricane Maria. Before and after Irma, our program provided staff for 3 Special Need shelters in Orange County for about 21 days. We had office/clinics closure for 3 days, then we re-opened 5 of our sites. After hurricane Maria hit the Caribbean, a Disaster Relief Center was opened at the Orlando International Airport to receive evacuees from the US Virgin Islands and Puerto Rico. The Orange County WIC program provided staff with laptops to pre-certify and schedule priority one appointments to people who needed the service. The State WIC office provided staff from other counties as well. Clients



who were relocating to addresses out of Orange County were pre-certified and referred to the corresponding counties. This assignment started on October 6,2017 to the end of December 2017.



576,429 services to **61,388** clients

with an average monthly participation of 33,627 clients.



WIC is a federally funded Special Supplemental Nutrition and the average Program, for short-term intervention designed to impact spent per month a targeted, high-risk population during critical stages of growth and development as well as influence lifetime nutrition and health behaviors. WIC provides benefits to low and moderate income pregnant, breastfeeding, and postpartum women; infants; and children under the age of 5 who have been determined to have a nutritional

using EBT benefits in **Orange County was** \$2,392,827.17.

Each WIC participant receives one-on-one nutrition assessment and counseling for their particular nutrition risk condition. They also receive education specific to



their needs and desires. This counseling is provided by Registered Dietitians, Licensed Nutritionists and Nutrition Educators who have a minimum of a Bachelor's degree in Nutrition and/or Dietetics from an accredited university.

Breastfeeding support is a focus for our WIC participants. Our Breastfeeding staff which includes 2 International

Board Certified Lactation Consultants (IBCLC) provide support to clients in each of our WIC sites as well as an on-going support group on Friday mornings. The support group is open to all breastfeeding women regardless of WIC participation.

WIC is a face-to-face program which means that clients must return every 1-3 months to have their EBT benefits renewed and receive further nutrition assessment, counseling and education. This helps to ensure that clients receive the nutrition care and education needed. The WIC program in Orange County provides a significant impact in promoting optimal health for some of our most vulnerable populations as well as a significant economic impact for the local economy.

need for the program. Benefits include specific nutritious foods, nutrition counseling and education, breastfeeding promotion and support, and referrals to health care. Extensive research over the past four decades shows that participation in WIC improves nutrition, resulting in overall healthier pregnancies, healthier birth outcomes, and better growth and development of young children.

Orange County WIC served an average of 33,627 active participants monthly and 61,388 individuals in 2017. In 2017, benefits provided through Electronic Benefit Transfer (EBT) totaled 897,365 transactions for a total of \$28,713,926.06 spent on WIC eligible foods in the 126 approved grocery stores in Orange County. The average number of EBT transactions per month was 74,780.42



Immunizations

The Immunizations Program provides vaccinations to prevent vaccine preventable diseases for children, adolescents and adults, transfers out of state forms to certified 680 forms, completes religious exemption forms, completes college forms, and promotes recommended and required vaccines to all clients.

Activities/Achievements

- Immunization 2-year old survey of adequately immunized kids prior to their second birthday was at 98% for 2017.
- Participated in a community/collaborative event providing immunization services to evacuees from Puerto Rico/ Virgin Islands affected by the hurricane. Serviced 123 clients and provided 314 vaccinations.
- Participated in the Immunization Annual Back to School Event. Serviced 4,464 clients and provided 12,336 vaccinations during July, August, and September.



Served **8,953 clients** and provided

26,982 vaccinations for

children, adolescents and adults (vaccinations only). Does not include clients that received forms only (DH certified 680 for school or daycare entry, religious exemptions, 687 adult forms and college forms).



TB & Refugee Health Program

The **TB Program** provides case management and clinical services to individuals that have TB Disease, are suspected of having TB disease, or have Latent TB

Infection (LTBI). The clinical services provided include chest x-rays, sputum collection, medications prescribed, medical examinations, etc. In addition to these services the TB Program also provides Direct Observed Therapy (DOT) and Video Direct Observed Therapy (VDOT) to patients that are on TB treatment. This service entails the Disease Intervention Specialist going to the patient, bringing medication to the patient, and observing them ingest the correct dosages of the medication prescribed. Other field services provided include contact investigations, contact testing, and home assessments.

The **Refugee Health Program** provides health assessments and case management services to individuals that are identified as a Refugee or those seeking asylum in the US. The medical services provided include medical assessments, eye exams, hearing tests, vaccines, etc.

Activities/Achievements

In 2017, the TB Program expanded their VDOT services by having more phones provided from Tallahassee which allowed for more clients to receive VDOT services. All the VDOT phone models were updated by Tallahassee staff and the Orange County IT staff have worked diligently with us to ensure that our phones are properly programmed and our video programs are secure, up to date, and working properly.

In June 2017, the Orange County TB Program hosted a Care Coordination Meeting where we invited our hospital community partners, internal Infectious Disease Programs (STD and Immunology), and TB staff from Seminole and Osceola County. The meeting is a platform to encourage dialogue between local hospital

and Health Department staff regarding disease reporting, program and contact updates, ensuring that we are meeting each other's needs, and guaranteeing continuity of care for our mutual patients.

The Refugee Health Program experienced a large decrease in the number of patients seen due to changes in the Immigration laws. In response to this change, the nursing staff was decreased and the services were streamlined to ensure patients are linked with community services and the nursing staff received training that allow them to provide physical assessments in addition to the services already provided. This streamlining decreased the amount of time it takes for Refugee Health clients to complete the Health Assessment process.



The TB Clinic served **970 patients** with **27,633** services provided. The Refugee Health Clinic served **1,433 patients** with **13,438 services** provided in the same calendar year.



The Sexually Transmitted Disease (STD) Program provides testing, counseling, treatment and/or referral for sexually transmitted infections such as HIV, syphilis, chlamydia, genital warts and gonorrhea. STD also provides rapid HIV testing and linkage to care via Test and Treat.

Activities/Achievements

• STD Testing at The Center five days a week.

DOH-Orange, through collaboration with *The Center*, an organization that serves as sanctuary/safe space for all LGBTQ people in Orlando and Central Florida, provides testing Monday through Friday 9am to 6pm at no cost to clients in space provided in the community center.

• Implementation of Test and Treat within the STD clinic.

Test and Treat is a clinical program implemented by Area 7 Prevention in collaboration with the STD program. Test and Treat provides initiation of Antiretroviral Therapy (ART) and linkage to HIV care at the time of HIV diagnosis and/or at the time of returning into care after a gap in services. Implementing this program benefits the client's health and the community by providing initial ART while working through the issues of eligibility and linkage to ongoing HIV care.

The goal of the Test and Treat Program is for newly diagnosed and previously diagnosed clients to see an HIV provider who will offer a thirty-day starter pack of medication and have labs drawn within 24-48 hours of an initial positive diagnosis. Additional support services will be scheduled for eligibility, counseling, case management, ADAP, etc. The goal is to accomplish these support services within 2 weeks yet a max of 30 days.



11,915 Services **9,184** Clients



Area 7 Program

Area 7 provides HIV Testing, HIV 500 and 501 Education, HIV linkage to Care, HIV Surveillance Case Reporting and HIV Outreach Activities



Service Summary

- Area 7 **tested 1,755 individuals** in the 4-county region which includes in the Jail, STD Clinic, and Walgreens.
- Area 7 linked 254 individual clients into care to either Sunshine Care Center or Private Providers.
- Area 7 Surveillance completed and submitted 882 HIV case reports (this number should not be confused with new cases of HIV, just completed case reports).

Area 7 participated and/or facilitated i**20 outreach events** including the National HIV Awareness Days, Gay Days, and Florida Classic.

Activities/Achievements

In order to adhere to Florida's plan to eliminate HIV transmission and reduce HIV-related deaths we were able to tackle two of the 4 key components: Test and Treat and Community Outreach and Messaging. Test and Treat is a clinical service providing immediate linkage to HIV care and initiation of ART at the time HIV diagnosis and/or at

the time of returning to care after a gap in services. With the collaboration with Sunshine Care Center medical staff, Case Management, and EIS staff, the project started in October. This process allowed HIV positive individuals to start care immediately which will improve their quality of life as well as help with trying to decrease new HIV infection in the area.

In addition, Area 7 rebranded our image through both Community Outreach and Messaging. We now utilize social media campaigns (Facebook and Instagram), and launched our website (www.talktestcfl.com). Our new website covers the 4-county region (Orange, Osceola, Seminole and Brevard counties) and includes the local community based organizations.







Environmental Health

Creating the healthiest places for people to live, work and play in Orange County by:

- Communicable Disease Surveillance and Investigation
- Chronic Disease Prevention and Education
- Tobacco Reduction and Education Program
- Preparedness and Response for Emergency Situations
- Tattoo Facilities Services and Inspections
- Community Environmental Health Initiatives
- Injury Prevention Services and Education
- Food Hygiene Permitting and Inspections
- Body Art Facility Permitting and Inspections
- School, Foster Home and Residential Living Facilities Permitting and Inspections
- Migrant Labor Camps Permitting and Inspections
- Housing & Public Building Complaint Investigations
- Mobile Home Parks Permitting and Inspections
- Super Act Well Contamination Surveillance and Testing
- Limited Use Public Well Water System Permitting and Inspections
- Public Water System Investigations
- Private Well Water Permitting and Inspections
- Public Swimming Pools Permitting and Inspections
- Individual Sewage Disposal Services and Inspections
- Public Sewage Spill Investigations
- Biomedical Waste Services and Permitting and



- Sanitary Nuisances Investigations
- Rabies Surveillance and Control Services
- Rodent and Arthropod Control Services
- Tanning Facility Permitting and Inspections
- Tattoo Artist Licensing
- Air pollution Control Consultations and Reviews



62,574 services provided for 10,719 permitted

facilities and throughout the community

Activities/Achievements

The Environmental Health Community Initiatives for 2017 have accomplished all of their objectives and have continued to make a positive impact on the community.

- -The **Environmental Clean Up** team has strengthened their partnership with the Department of Environmental Protection and Orange County Environmental Protection to clean up local rivers and has continued to label storms drains in various communities in Orange County. The team has expanded to Hunter's Creek and Turkey Lake Park for labeling and clean-up efforts.
- -The EH Emergency Preparedness team has been busy attending trainings both locally and out of state, that will prepare the team to deal with community problems for Radiation, Bio-Terrorism, Active Shooters and Lead Poisoning. The team has also participated in community presentations to educate the community on environmental emergency and disaster preparedness. This team also actively participated in shelter duty and the Virgin Island-Puerto Rico evacuee assistance event at the Orlando International Airport following the hurricanes this season.
- -The **Youth Mentoring** team has established a partnership with the new Kaley Square Community Center, where the team mentors youth in the area to encourage establishing personal and life goals in relation to mental and physical health and personal development. The team also provides education on the importance of public health.
- -The **Habitat for Humanity Partnership** team has continued to grow the collaboration with the local Habitat Restore facility by conducting several supply drives for materials that are needed at the home building sites. The team continues to assess the needs of the community with the Habitat for Humanity organization to improve the housing needs in Orange County.
- -The **Community Outreach and Health Promotion** team reads to local elementary schools on a monthly basis. The team has also participated in local health fairs to educate the community on what Environmental Health does to promote and protect public health. The team has a standing invitation to speak with the local Adventist Nursing students on

how public health impacts all of us.

- -The **Global Community Outreach** team has partnered with Clean the World organization to prepare hygiene kits for people in need around the globe. The team also conducted a hygiene products drive for the victims in Puerto Rico who were impacted by the hurricanes this season. The team continues to develop new partnerships with community and global organizations to improve safety and sanitation needs around the world.
- -The **Senior Buddy** team has partnered with Share the Care to provide injury prevention through education for seniors, companionship and how public health can meet some of their needs through education and awareness.

-The **Employee Engagement** team has worked to

expand
employee
development
in all
activities that
occur within
the
department.
The team has
collaborated



with other teams on monthly activities to encourage team building and community within our organization. The team has also had success in spreading the importance of employee engagement to other parts of our organization.

-The **Zoonosis and Animal Education** team has worked to educate the community on animal safety to

raise awareness and reduce the number of animal bites and exposures in Orange County. The team has established partnerships to gain knowledge on disease, pet and animal issues that affect the community. The team has also developed



tweets, educational flyers and press releases to raise awareness in the community.

Epidemiology

Program

The Epidemiology Program reports and controls communicable diseases and conditions that significantly affect public health as specified in Florida Administrative Code Chapter 64D-3. Our staff investigates over 80 reportable conditions with the exception of HIV/AIDS, tuberculosis, and sexually transmitted infections (STI).

Activities/Achievements

- Continued response to an ongoing outbreak of a multidrug resistant pathogen at a long-term acute care hospital.
- Continued response to outbreaks of Legionnaires' disease associated with fitness centers.

The primary function of the Epidemiology Program is to protect and promote the health of Orange County residents and visitors. This is accomplished through the operation of public health surveillance, field and outbreak investigations, health assessments, emergency preparedness activities, and epidemiologic studies. Information from these activities is provided in a timely fashion to partners within the Florida Department of Health in Orange County, other agencies, researchers, and the public. This information is used to identify Orange County residents and visitors at increased health risk, to assess causality and to recommend preventive measures to decrease the burden of disease and injury.



2017 Reportable Diseases ad Conditions

Campylobacteriosis	194
Carbon Monoxide Poisoning	45
Creutzfeldt-Jakob Disease (CJD)	2
Cryptosporidiosis	34
Cyclosporiasis	4
Ehrlichiosis - HME (<i>Ehrlichia chaffeensis</i>)	1
Escherichia coli: Shiga Toxin-Producing (STEC) Infection	34
Giardiasis: Acute Haemophilus <i>influenzae</i> Invasive	51
Disease	18
Hemolytic Uremic Syndrome (HUS)	1
Hepatitis A	13
Hepatitis B: Acute	37
Hepatitis B: Chronic	429
Hepatitis B: Surface Antigen in Pregnant Women	58
Hepatitis C: Acute	27
Hepatitis C: Chronic	1355
Herpes B Virus: Possible Exposure	2
Influenza-Associated Pediatric Mortality	1
Lead Poisoning	29
Legionellosis	46
Listeriosis	2
Lyme Disease	9
Malaria	3
Measles (Rubeola)	1
Meningitis: Bacterial or Mycotic	1
Meningococcal Disease	3
Mercury Poisoning	1
Mumps	8
Neurotoxic Shellfish Poisoning	2

Pertussis	27
Q Fever: Acute (Coxiella burnetiio	1)
Rabies: Possible Exposure Rocky Mountain Spotted Fever an Fever Rickettsiosis	84 nd Spotted
Salmonellosis	362
Shigellosis	131
Strep <i>pneumoniae</i> Invasive Disea Drug-Resistant	se:
Strep <i>pneumoniae</i> Invasive Disea Drug-Susceptible	se: 25
Typhoid Fever (Salmonella Seroty	/pe Typhi) 2
Varicella (Chickenpox)	47
Vibriosis (Vibrio alginolyticus)	6
Vibriosis (Vibrio parahaemolyticu	rs) 1
Vibriosis (Vibrio vulnificus)	1
Zika Virus Disease and Infection-0	Congenital 1
Zika Virus Disease and Infection- Non-Congenital	24



Received and investigated **3,183 confirmed, probably, and suspect cases** of multiple reportable infectious diseases.







The Emergency Operations program provides training to DOH-Orange staff and Children Medical Services (CMS) nurses on shelter nursing skills, body mechanics, and basic shelter operations. The program also provides training on personal emergency preparedness, continuity of operations plans, point of dispensing response plans, Psychological First Aid, and CPR/BLS (Basic Life Support) trainings. Our DOH-Orange first responders go through additional trainings 5 times a year to help keep them deployment ready.



Hurricane Irma (3 shelters opened)

-350 Clients sheltered

Trainings and exercises (28)

- —Over 450 staff in attendance collectively
- Basic Life Saving, CPR/AED
- Body Mechanics
- Point of Dispensing
- 4 Shelter Trainings
- All Staff Point of Dispensing Training

Activities/Achievements

In September, DOH-Orange braced for Hurricane Irma. On September 9, 2017, three (3) Special Needs Shelters across Orange County were set up to service 200 people each. DOH-Orange employees along with several CMS nursing employees and Medical Reserve Corps (MRC) volunteers manned all the shelters. On September 12th, a 4th shelter was opened to house the clients being moved from the shelters located in schools. A Department Operations Center was activated September 8, 2017 to provide support to the shelters. It was manned by 3 teams providing around the clock support. The last shelter closed on September 15, 2017. During the storm, the shelters provided a safe location for over 350 clients and caregivers and 150 shelter staff.

Two weeks after Hurricane Irma, Hurricane Maria came ashore on Puerto Rico. Several thousands of Puerto Rican's evacuated after the storm to the Central Florida area. A Multi-Agency Resource Center (MARC) was setup at the Orlando International Airport (OIA). DOH-Orange provided a small amount of medical support, but mainly provided information on programs such as WIC, Immunizations, and all the services that the Florida Department of Health in Orange County provides.

The Emergency Operations program consists of five individuals responsible for preparing, planning, training, logistical support, and executing Emergency Operations All-hazard Plans. 2017 has been a very busy year for the program. The program was recognized by the National Association of County and City Health Officers (NACCHO) as a Project Public Health Ready County.



Over the course of the year, the program has planned for Zika response, trained on topics such as points of dispensing, shelter operations, First Aid and CPR, tested DOH-Orange employees and community partners on numerous all-hazards

plans, and responded to two hurricanes. Through the efforts of the Emergency Operations Team and the support of DOH-Orange employees, Orange County is stronger and ready to respond to events in the community.

Other Activities:

March—Central Florida Hospital Medical Surge Exercise

March—Orange County Shelter Table Top Exercise

April—Zika Table Top Exercise

April—Incident Action Plan Table Top Exercise

May—Children's Village Zika event

August—Medical Countermeasure Table Top Exercise

September—AHA Mobile Hands Only event

October—Guinness World Record for the Largest CPR training

October—All Staff Point of Dispensing Training

November—Closed Point of Dispensing Table Top Exercise

Emergency Operations in action













Central Florida

Medical Reserve

Central Florida MRC volunteers provide Basic Life Saving support (CPR and first aid) during events. When not working events, volunteers participate in exercises in the community or recruiting new volunteers.

The *Central Florida MRC* is a community-based unit and functions as a way to locally organize and utilize volunteers who want to donate their time and expertise to prepare for and respond to emergencies and promote healthy living throughout the year. The unit consists of over 70 trained volunteers made up of physicians, nurses, paramedics, emergency medical technicians and community members. MRC volunteers supplement existing emergency and public health resources and are pre-credentialed for disaster response locally, and for State and Federal response.

Activities/Achievements

- **February** Brevard Radiation Exercise This is the Brevard County Functional Community Reception Center Exercise. MRC members assisted the Brevard County Emergency Management's full-scale radiological evacuee reception center, in support of the St. Lucie Nuclear Power Plant. The mission of the MRC volunteers will be to help with initial registration, escorts and transport evacuees to the specific areas, record reading, and keep medical forms.
- March TICO/Melbourne Airshow Central FL MRC Unit members assisted the FL MRC/State Medical Response
 Team 5 (SMRT5) during this event. This is an annual event which normally draws thousands of people over the
 2 days.
- April Dr. Phillips Relay for Life Central Florida MRC volunteers provided Basic Life Saving support (CPR and

first aid), during this event. This is an annual event which normally draws 700 participants (approximately) throughout the event.

- June HOSA Conference MRC Volunteers participated as Judges during the competitions. MRC Volunteers staffed the booth during the three-day conference. They interacted with participants, by answering questions about MRC, providing and promoting MRC.
- September Hurricane Irma response MRC volunteers provided services during Hurricane IRMA at the Orange
 - County Special Needs shelters and at the Brevard Emergency Operations Center. In Brevard, the volunteers assisted with registering an influx of applications for the special needs clients for two days prior to the storm. During the storm several volunteers including much needed respiratory technician, volunteered time in the shelters.
- October Guinness Book of World Record Largest Hands Only CPR training attempt MRC volunteered as
 instructors to help teach over a thousand community members how to provide hands only CPR. One of the MRC
 volunteers lead the training for the event that was recorded for future trainings.
- November Hunters Creek Relay for Life Central Florida MRC volunteers provided Basic Life Saving support (CPR and first aid), during this event. This is an annual event which normally draws 1000 participants (approximately) throughout the event
- **November** King of La Calle Car & Bike Show Central Florida MRC volunteers provided Basic Life Saving support (CPR and first aid), during this event. This is an annual event which normally draws 30,000 participants (approximately) throughout the event.





MIIII





- MRC Members participated in 13 Activities.
- 50 MRC volunteers provided
 785 Hours of service.
 The total value of the MRC volunteers service was worth over \$22,000.



Florida certificates are issued through the Bureau of Vital Statistics at the Department of Health. Orders may be placed in person, by mail, or online through VitalChek.



Activities:

Hurricane Preparedness, Community Outreach Event: IDignity

IDignity is a non-profit organization that holds monthly events in Orlando to assist homeless and economically challenged/disadvantage persons acquire identification e.g. birth certificate, Florida identification card, social security card etc.



Two services (birth and death certificates)

Business Office

Services: Enterprise Accounts Payable, Purchasing Card Liaison/Level 2 Approval/ Reconciliations, MFMP F&A Approval, Contract Administration, Billing, Revenue Management

Activities/Achievements

- Revised the Revenue Handling, Gift Card, and Contract Administration Policies providing further clarification and instruction for staff on various processes and procedures.
- Implemented a centralized Level 002 approver for P-Card charges which increased our prompt payment compliance.





Office of Performance & Quality Improvement

The Office of Performance and Quality
Improvement (OPQI), which also houses
Population Health components, works to build a
culture of Quality throughout DOH-Orange
through focus on Strategic Planning, Data
Analysis, Workforce Development, Health
Promotion, Health Equity and the Healthiest
Weight Initiative.



HealthiestWeight

The Healthiest Weight Coordinator (HWC) provided presentations on chronic diseases (heart health, hypertension, and stroke), represented agency at community events, and served on local boards and coalitions (Parramore Farmers Market, Good Food Central Florida, School Health and Wellness Advisory Council, Pine Hills Health and Wellness Board).



1,100 clients

through an approximate of 17 activities/events.

Activities/Achievements

Partnership with Washington Shores Elementary to host an Every Kid Healthy Week event. Launched by Action for Healthy Kids in 2013, Every Kid Healthy Week is an annual celebration of school wellness achievements and is recognized on the calendar of National Health Observances. This special week shines a



spotlight on the efforts schools are making to improve the health and wellness of their students and help make the connection between academic success and school nutrition and physical activity-because healthy kids are better prepared to learn! The event was held on April 26th with over 250 students participating. This day-long event included taste testing of smoothies and various fruit and vegetables, nutrition sport relays and other physical activities. Throughout the week, the cafeteria showcased colorful pictures and information of healthy foods.







Eatonville Trailblazers – Through a grant from Healthy Central Florida and partnership with the Center
for Multicultural Wellness and Prevention and the Town of Eatonville, the HWC developed and
administered a program for senior citizens dubbed, Eatonville Trailblazers. During this thirteen-week
wellness program participants gained valuable information from subject matter experts on managing
their medications, health literacy, nutrition, heart disease, stroke and hypertension, and the importance



of preparing for their transition. They also engaged in chair aerobics from a certified trainer. A luncheon was held to celebrate their accomplishments. All participants received a certificate

> and a goody bag with tools to use as they continue to practice the healthy habits learned.

Through efforts of the HWC, DOH-Orange increased the number of municipalities receiving the Healthy
Community Champions recognition from two to four. In addition to the City of Orlando and City of
Winter Park, the Town of Eatonville and Winter Garden were added to an elite list of cities that have
implemented best practices and policies that empower residents and visitors to improve their health
and create healthy environments.





Hispanic Health Assessment

With the rapidly growing Hispanic population, the assessment serves as a tool to better understand the gaps and needs of Hispanics. This assessment aims to increase knowledge and awareness for policy makers, service providers, and community members in hopes to engage in prioritization, strategic planning, intervention implementation, partnership development and collaboration to reduce differences in health disparities; thus providing the best quality of life for all Hispanic residents in the county.

Orange County

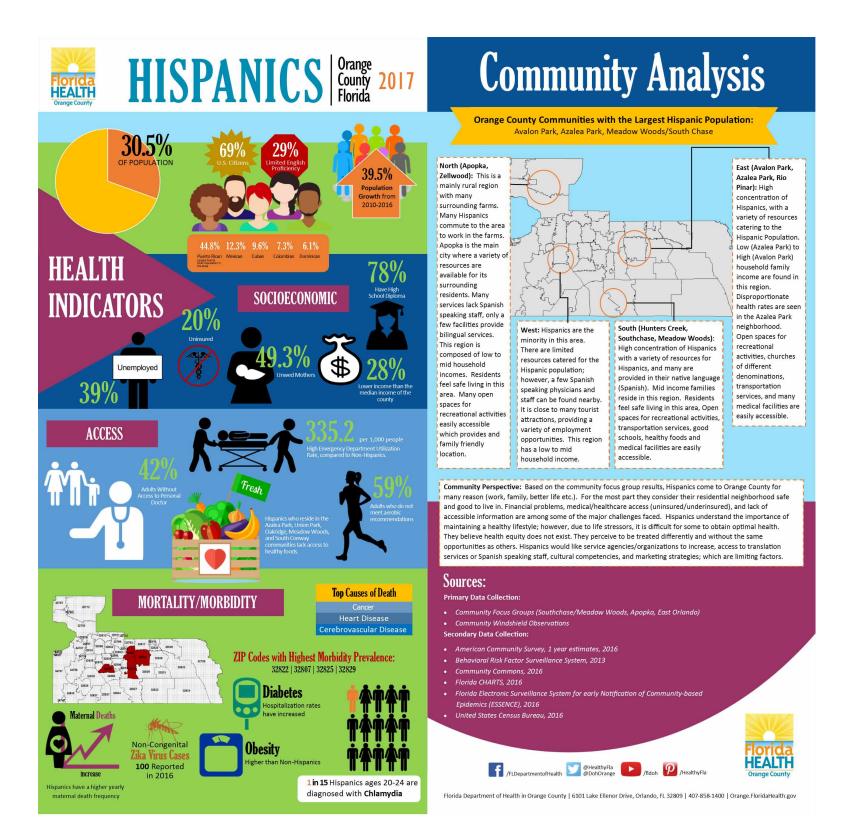
GRAPHIC SUMMARY

Ellis Pérez, MPH

Population Health and Quality Improvement Data Manager

The **2017 Hispanic Health Assessment (HHA)** is the first population specific assessment developed to address the needs of a targeted population in the county. It is an example of the commitment the Florida Department of Health in Orange County has in utilizing best practices to improve the health of community residents. The HHA is an essential tool which answers questions that further explain the population, growth, change, characteristics, and health indicators among Hispanics. This tool can be used to engage community partners in improvement plans and enhance the spread of public health message.

Florida's vision is to become the Healthiest state in the nation by 2030. We do this by ensuring that all races and ethnicities have reached their best state of health through the provision of quality health services to each resident in our community. This publication is the product of the hard work and dedication of the Florida Department of Health in Orange County.





SCC Road to Quality

In order to improve the quality of our program to better serve the community, the **Sunshine Care Center (SCC)** team has been working in restructuring, goal setting and strategic planning. The goal has been to improve retention rates and increase viral suppression rates leading to the reduction of HIV within the community we serve. Here are some of our efforts...

Improved Retention Efforts:

- Implemented QFlow strategies that reduced the waiting room time before being examined by medical providers. Patients are now spending less than one hour from front to back end during their clinical visit.
- Implemented phone texting reminders for scheduled appointments which has assisted with reducing no-show rate.
- Revised PEER clinical activities with a focus on retention and no-show rates to assist in the reduction of the loss to care rate.
- Early intervention Specialists (EIS) re-engage clients that have been identified as loss to care for more than six months back to care. The staff locate clients to determine the barriers that causes them to drop out of

Services Offered:

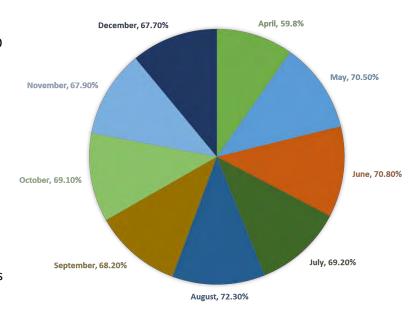
HIV Clinical Services
HIV/Hepatitis C Coinfection Treatment
Wellness Clinic (Annual Exams)
HIV Pregnant Woman Services
Ryan White/ADAP Laboratory
Specialty Referrals as needed
Case Management (CBO's)
Nutrition Counseling
ADAP (AIDS Drug Assistance Program)
Clinical Research/Trials
Peer Mentoring
Adherence Counseling
After Hours/On-Call Phone

Improved Retention Continued...

HIV MEDICAL VISIT FREQUENCY 2017

(HRSA STANDARD 80%))

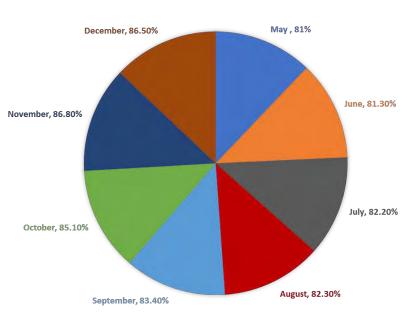
- care and seek to assist with eliminating these barriers. Developing processes to improve communication with CBO
- and SCC medical team that will synchronize the client services eligibility with ADAP eligibility through PROVIDE utilization.
- Increase the ADAP enrollment to 80% for the entire EMA.
- Improve processes to ensure Ryan White eligibility is completed timely and accurately, implementing field visit processes to conduct eligibility in the clients' environment (home, work or school).
- Reviewing processes to implement HIV-VDOT for clients having difficulties with maintaining treatment and medication adherence.
- Implemented research studies that address the needs of the clients and community and that seek to increase access to care/service for HIV infected clients.
- Maintain two clinical trials that assist client and their providers with HIV and co-infections care/therapy.



Increased Viral Suppression Efforts:

- Implemented TEST and TREAT, having 30+ patient receive medications and treatment immediately.
- Improved communication practices between ADAP/ Clinical Operation that increased the medication pickup rate.
- Introduced Nurse Only medication adherence education designed to improve the client's ability to take their medication daily.
- Introducing patient health messaging in the waiting room on the monitors.
- Both PEER and EIS efforts help with reducing medication resistance. Having a wide range of treatment options assures that the patient can achieve zero virus (undetectable status).
- Maintain ADAP medication pick-up rate above 90% by improving communication practices between ADAP/ Clinical Operation that increased the medication pickup rate.
- Improving patients adherence through medication monitoring and education.
- Coordinate with on-site pharmacy, which affords clients to obtain medication the same day of medical visit.
- TEST and TREAT requires case managers to quickly qualify clients for services. Their efforts assures that clients become eligible for continued medical and laboratory visits and for enrollment into ADAP.
- Improve communications with medical providers and ADAP to target HIV and Comorbidities, implementing outreach processes to assist clients with specialty referral appointment and continuity of care.
- Continue the NIH START Study and monitor ART medication and Comorbidities relating to long-term ART use.
- Implement NIDA Opioid Choice 2 Study to assist patients with reducing or eliminating drug dependency and becoming focused on HIV risk reduction.

VIRAL LOAD SUPPRESSION 2017 (HRSA STANDARD 85%)



Activities/Achievements

SCC - Clinical Operations

- Our medical staff supported the relief and recovery efforts of two major hurricanes (Irma and Maria). The Hispanic nurses, ADAP and administrative personnel participated in OIA project and were able to identify and direct individuals in need of HIV care to the Sunshine Care Center and other centers.
- Implemented TEST and TREAT, having 30+ patient receive medications and treatment immediately between October and December.
- Joanne Weller was selected to become the SCC Quality/Risk Mgr. for the clinic's Part A-D HRSA initiatives and measures.
 During the Oct 2017 site visit by Part A, the clinic received 96% success rating. She achieved Sterling Lean Six Sigma Yellow Belt Certification.
- Anna RuaDoble, ARNP, was selected an active members of the Ryan White EMA Planning Council, a position which is held for two years to help guide the care and services for all individuals infected with or affected by HIV.



SCC - Community Outreach

The HIV Community Outreach and Engagement Department is managed by Ida Starks, who along with her team provides education and risk reduction activities to the community. They have targeted those that are at high risk to HIV and STD infection. At risk populations include: Transgender, African American Women, Men-Same Sex-Men and our Youth Population. The department staff work closely with medical providers in the SCC clinic to address risk reduction, medication and treatment adherence, health/medication side effects education to include pill box setup, and engaging clients through empowerment discussions and lecture that assist them with taking control of their health and treatment planning.



• The HIV Community Outreach and Engagement Department participated in six faith-based presentations and worked with SISTA/WILLOW to provide empowerment education to African American women. They participated in World AIDS Day activities and are assisting with the US Conference on AIDS 2018, to be held in Orlando.

SCC - AIDS Drug Assistance Program (ADAP)

DOH-Orange /SCC ADAP Department became one of the first in 67 County Health Departments to consistently achieve 85% medication pick-up rate. When compared to similar counties (larger EMA) with comparative caseload, DOH-Orange is number one, consistently maintaining a rate 90% or more. This earned them SCC's nomination for DOH-Orange TEAM of the Quarter award. The ADAP staff was highly involved in Hurricane Irma Recovery, assuring HIV positive clients relocating from Key West to Orlando were able to continue acquiring their ART medications and medical follow-up. During this emergency period, they provided services to several clients



from the Miami-Key West area and later provided services to individuals relocating from Hurricane Maria. They accomplished without additional staffing and continued to achieve an above 90% pickup rate.

SCC - Outreach Specialty/Medical Case Management

- SCC Outreach/Specialty Medical Case Management Department has worked tirelessly to transition medical case management services to community-based organizations that are housed at the SCC clinic. The department also continues to work with other community partners to serve those infected with/affected by HIV. This year they participated as volunteers for the Turkey Dinner Delivery for clients assigned to SCC, ensuring those most in need received a Thanksgiving dinner. The staff also attended training to improve their knowledge and awareness of the Homeless Crisis in Orlando.
- Each SCC Outreach/Specialty Medical Case Management Departmental staff is completing Medical Case Management Certification through the AETC-University of Florida course curriculum and due to complete the certification in June 2018.

SCC - Clinical Trials and Research

- Maintained three clinical trials (START Study, Egrifta Long Term Observational Study, and Egrifta Diabetic Retinopathy Study) that has assisted 50+ active clients with ART and Comorbidities.
- Began negotiations and feasibility meeting with Miami University Research and NIDA to establish DOH-Orange as an Opioid Study Site.
- Dr. Hopkins, Cynthia Schropp-Dykes and Willie Carter have been actively involved in research and were published in research journals with other research leaders.



In 2017, through the SCC, **2,058 clients** received **18,578 clinical** services and **11,285 non-medical** support services.

To learn more about services offered by the **Sunshine Care Center**, eligibility, etc., please visit **Orange.FloridaHealth.gov** or call **407-858-1437 (Option 2)**.

After Hours Contact: 407-222-9103

MEET OUR PROVIDERS!



Mila D. Desai,
M.D., MPH,
AAHIVMS
A true pioneer
in the fight to
win the battle
of HIV
infection is
part of our

medical team. Dr. Desai has given 40+ years working to reduce the spread of HIV infection within the communities we serve since the onset of the disease in the 1970s.



Lynne
Hopkins,
M.D.,
AAHIVMS
Dr. Hopkins is
passionate
about
research and
has 20+ years

as a clinical trials investigator with particular interest in HIV/AIDS and Hepatitis C co-infection. She is also a University of Central Florida Faculty Associate, teaching Nurse practitioners Internal Medicine and Virology, which assures the future researchers and practitioners are well prepared for the future of medicine.



Richard
Solero,
M.D.,
AAHIVMS
Aside from
having 20+
years HIV
and
infectious

disease research experience, Dr.
Solero ensures that the medical
providers of the future are
equipped with the knowledge and
skills needed to continue the fight
against new infections. He provides
education, training, and
instructions to MD Fellows from
Florida Hospital, FSU, Nova
Southern University, and UCF.







Financial Highlight Consolidated Statement of Operations (FY 2016-2017)

REVENUES			
General Revenue	\$9,057,497.00		
Other State Funds	\$370,647.00		
Federal Funds	\$9,2222,612.00		
Local Revenue	\$14,894,921.00		
Total	\$33,545,677.00		
	EXPENSES		
Salaries	25,172,258.00		
Other Personnel Services	\$1,381,006,00		
Expenses	\$5,880,750.00		
Other Capital Outlays	\$38,134.00		
Transfers	\$319,239.00		
Refunds of State Revenues	\$39,797.00		
*Certified Forward	\$1,282,247.00		
Expenditures			
Total	\$34,113,431.00		
Reserve	\$(567,754.00)		

REVENUES ■ Other State Funds ■ Federal Funds ■ Local Revenues 27% 28% **EXPENDITURES** 0% 4% 17% Other Personnel Services ■ Expense Categories Other Capital Outlay ■ Transfers ■ Refunds of State Revenues ■ Certified Forward Expenditures

^{*}Expenses paid in 2016-2017 from prior fiscal year.

[By Program Area]



Communicable
Disease Services

10,922



Family Planning Prenatal Health

3,246



Dental

2,984



Immunizations

11,879



Pharmacy

397



Other

3,419

32,847

Clients Served

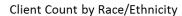
Data Source: DOH-Orange Health Management System

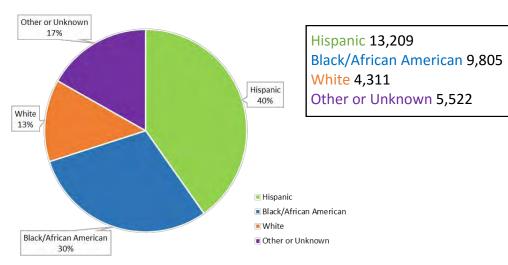
Personal Health Services



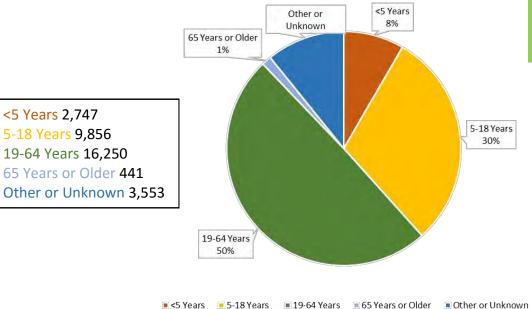








Client Count by Age Group



Total Visits
85,339
Total Clients
32,847

Data Source: DOH-Orange Health Management System

Locations

Administration Building

6101 Lake Ellenor Drive Orlando, Florida 32809 407-858-1400

Apopka Health Center

1111 North Rock Springs Road Apopka, Florida 32712 WIC Program 407-858-1481

Central Health Center

832 W. Central Boulevard Orlando, Florida 32805 Main Number 407-858-1430 WIC Program 407-858-1494 Central Express 407-858-1487 Vital Statistics 407-858-1460

Church Street Vital Statistics Office

807 West Church Street Orlando, Florida 32805 407-836-7128

Colonial - Environmental Health

1001 Executive Center Drive, Suite 200 Orlando, Florida 32803 407-858-1497

Eastside Health Center

12050 East Colonial Drive Orlando, Florida 32829 WIC Program 407-858-1494 Family Planning/Prenatal Health 407-858-1487

Hoffner Health Center

5449 South Semoran Boulevard Orlando, Florida 32826 **Dental (Suite 19B)** 407-858-1478 **WIC Program** 407-858-1479

Lake Underhill Health Center

5730 Lake Underhill Road Orlando, Florida 32807 **WIC Program** 407-858-1476

Lila Mitchell Health Center

5151 Raleigh Street
Orlando, Florida 32811
Family Planning/Prenatal Health 407-858-1487

Ocoee Health Center

475 West Story Road Ocoee, Florida 34791 **Healthy Start** 407-858-1472

Southside Health Center

6101 Lake Ellenor Drive
Orlando, Florida 32809
WIC Program 407-858-1494
Family Planning/Prenatal Health 407-858-1487

Westside Health Center

6218 West Colonial Drive, Suite 232 Orlando, Florida 32808 **WIC Program** 407-858-1494

Winter Garden Health Center

13275 West Colonial Drive Winter Garden, Florida 34787 **WIC Program** 407-858-1494



 ${\it We're Social}\ |\ {\it Follow Us}$







