NTY HEALTH DEPARTM
EMORIAL BUILDIN

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The Honorable Jerry Carl
President, Mobile County Commission

"I would like to thank the entire MCHD/Family Health family for their hard work during the Joint Commission survey. After an exhaustive audit, we continue to be accredited. This accomplishment, along with the efforts of the Prevention & Wellness and Administrative Services divisions, fuels our mission to promote, improve and protect the health of Mobile County."

For almost two centuries, the Mobile County Health Department has served the health needs of our community. While we honor our past, we continue to look forward to even greater accomplishments in the future.

The Eight Mile Health Center is one of our busiest primary care clinics. The medical and dental needs have exceeded our resources in the current strip-mall location. Last year, we received a $1,000,000 federal grant to build a stand-alone structure along St. Stephens Road. The facility should be open in 2017.

In February, Susan Stiegler accepted the role as our Assistant Health Officer. She began her career at MCHD in 1982 as a Public Health Educator. In addition to her duties with MCHD, she is president of the Alabama Primary Care Association and serves on multiple community and state boards.

Following Ms. Stiegler's move, Dr. Angelia Lewis was promoted to the position of Clinical Director of Family Health Services. She first joined MCHD in 1994 as a contract Home Health Nurse II. After leaving to complete her education, Dr. Lewis eventually took on the role of Chief Operations Officer of Family Health.

Another key role was filled by Mike Schulz, who came on as our Comptroller. The Mobile native joined MCHD after being the Fiscal Manager at Mobile Community Action.

The Customer Service Excellence program continued to be introduced with the help of the Moran Group. New standards were introduced that all employees pledged to uphold.

In March, MCHD was named the Employer of the Year by Virginia College. We were recognized for support given to graduates through externship opportunities, offering interview practice, participation on an advisory board, as well as for the training and hiring of new graduates.

A federal grant allowed Family Health to offer Urgent Care and extended hours at our downtown site. The goal was to accept non-emergent cases that would have possibly sought aid at an emergency room. Our staff first saw patients Monday through Thursday until 9:30 p.m. at our downtown clinic, with an additional session added on Fridays until 6 p.m. And through all of this, the number of residents using our Family Health services continues to increase. For CY 2015, we recorded 146,258 encounters for 39,674 unduplicated patients. Central Appointments, which oversees our same day/next day schedule, answered more than 204,000 calls in CY 2015.

Our Prevention and Wellness division continued to make promote healthy people in healthy places. Prevention and Wellness employees worked diligently to ensure an educated, prepared and healthy community. More than 13,000 participants each month received Women, Infant and Children (WIC) food instruments. The Students Working Against Tobacco (S.W.A.T.) project reached 5,190 students through 216 presentations.

Administrative Services remained busy throughout the year getting all the facilities in great condition in preparation for our 200th anniversary in 2016. The Patient Billing department was responsible for implementation of the new ICD-10 billing codes, while Staff Development and Training conducted events for hundreds of employees.

Bernard H. Eichold II, M.D., Dr. P.H., F.A.C.P.
Health Officer

The Administrative Services division is responsible for providing professional and technical services to internal departments, the public, third-party interests and other government agencies. The Director of Administrative Services provides oversight to the Bureau of Administrative Services, which includes Safety Committee, Information Technology (IT), Administrative Services Support, Physical Plant and Equipment, Performance Improvement, Emergency Preparedness, and Medical Reserve Corps; the Bureau of Finance, which includes Patient Billing, Purchasing and Contractual Services, Property Management, and Finance; and Human Resources, which includes Insurance and Benefits, Medical Staff Coordination, and Staff Development and Training.

Safety Management

In 2015, the MCHD appointed the Bureau Director of Administrative Services as the Safety Officer to oversee organizational safety. The position conducts internal fire drills and other life safety code drills, directs the Safety Committee, reviews, revises and creates policies and procedures related to safety and Environment of Care standards of the Joint Commission, performs risk assessments and other duties. In 2015, a subcommittee of the Safety Committee revised the agencies Risk Assessment Tool and Instructions. Sixty-two employees participated in training on the new tool. On-going training will be conducted bi-annually moving forward for new employees and as a reinforcement tool.

Information Technology (IT) Department

MCHD's Information Technology (IT) Department is responsible for all information technology services, including the Voice Over Internet Protocol (VOIP) phone system. During 2015, the IT department, which includes a staff of 13, focused on security and application of computers and telecommunications equipment to store, retrieve, transmit and organize data. Various network and hardware upgrades were made during the year. The MCHD contracted with BerryDunn, a consulting firm out of Maine, to set strategic priorities for the next five years. The collaboration produced 17 initiatives for the IT department. The first initiative implemented was the formation of an IT Steering Committee, whose focus is to keep the momentum of these initiatives moving forward.

Administrative Services Support

The Administrative Services Support Director has direct supervision over Physical Plant and Equipment and Safety Management.

Physical Plant and Equipment

In 2015, Physical Plant & Equipment (PPE) monitored 24 facilities owned or leased by MCHD throughout Mobile County. The department employed 31 full-time and 14 part-time staff who completed projects including an upgrade of the security camera system. The Southwest Dental Clinic was totally renovated inside the first floor and all new LED exterior lighting was installed. New roofs were installed on Buildings 4 and 5 porches, and the IT building. The Main Keeler building roof was coated. Most of the exterior flood lights on the Keeler complex were upgraded to LED floodlights. Newburn building's second and third floor lighting was upgraded to T8, along with Buildings 1, 3, 4 and 5. New door security swipe card systems were added to many locations, in order to provide our staff and clients a safer environment. Washington Street warehouse walls were sealed and painted, new rollup doors were installed, and repairs on the exterior fence and gates were made to keep the building and property secure. At the DIP Clinic, the rear rollup door was replaced and a records cage was added. The Keeler perimeter wall was repaired and painted. The department worked to get all facilities in great condition for the 200th anniversary celebration in 2016.

Performance Improvement

In 2015, the Performance Improvement (PI) Department assisted the agency in achieving the Joint Commission accreditation and Primary Care Medical Home certification. Each month, more than 200 peer review audits were conducted and approximately 390 medical record reviews were completed. Two agency-wide patient satisfaction surveys were distributed and the results were analyzed to improve patient experience. The PI Department assisted five high priority PI Teams and completed multiple projects with the ultimate goal of providing safe, high quality care for agency patients and customers.

Emergency Preparedness

In 2015, the Emergency Preparedness (EP) Team hired

a new EP secretary and a new coordinator. During this time, EP was able to participate in numerous trainings including: MCHD Hurricane Drill, Train the Trainer for Personal Protection Equipment (PPE), Advanced Regional Response Training Center (ARRTC) Roadshows, Basic Training, Administrative Training, EP Simulations and the Alabama Department of Public Health (ADPH) EP session. EP also attended Homeland Security Exercise Evaluation Program training, Strategic National Stockpile (SNS) Regional Distribution training, G-393 Mitigation for Emergency Managers, Incident Command System (ICS) 300, SNS Summit, SNS State Hurricane Exercise, the South Alabama Rescue Search and Recovery (SAR-SAR) exercise with the U.S. Coast Guard, Nurse's Day in Montgomery with ADPH, the Alabama Association of Emergency Manager's (AAEM) Hurricane Conference, N95 Fit Testing, Storm Spotter Training and a Protective Measures course. The EP Nurse is also certified to ship Category A specimens. EP also provided Medical Needs Shelter training during the MCHD Hurricane drill to approximately 40 people.

EP assisted with the Mobile County Healthcare Emergency Response Coalition's (MCHERC) monthly meetings. As part of the Steering Committee, EP helped write the MCHERC Operational Plan, recruited new members, and helped to replace the chairperson and develop new ideas for the upcoming year. The EP team works closely with the District IX Healthcare Coalition in Biloxi, Mississippi.

The EP nurse assisted with educating the MCHD employees on Ebola including education about the disease and PPE. The EP team provides education at each New Employee Orientation on Emergency Management and the Federal Emergency Management Agency (FEMA). The EP team made "Go Kits" for all the MCHD employees, these included first aid kits, manual can openers, hand sanitizer, hygiene kits, a tote, and baby wipes. The team participated in Providence Hospital's Health and Safety Fair providing flu shots to their employees and volunteers. EP upgraded the first aid kits for the Medical Needs Shelters to include a rolling bag and a backpack that is much easier to transport. EP assisted Baldwin County with a three-day CASPER study (Community Assessment for Public Health Emergency Response), and worked with the EMA to complete the ESF-8 Assessment. The EP Nurse has signed up three new Closed PODS (Points of Dispensing) sites for Area 11. EP works closely with Mobile Medical Reserve Corps (MMRC) and provides support when needed for functions. EP also hosted nursing students who needed Community Health hours.

Mobile Medical Reserve Corps

The Mobile Medical Reserve Corps is an active member of the Local Emergency Planning Committee (LEPC), Health Care Coalition (HCC) and Volunteer Organizations Active in Disasters (VOAD). The MMRC attends monthly meetings for the LEPC and the HCC, and serves on the steering committee for the HCC. The MMRC works very closely with our EP team as well. The MMRC has completed multiple trainings including ICS 100, ICS 200, ICS 700, ICS 701, ICS 800, ICS 300, Emergency Preparedness for Nurses, Customer Service Essentials, Advanced Cardiac Life Support (ACLS), Basic Life Support (BLS), ARRTC Basic, ARRTC Simulation (2), SALT (Sort, Assess, Lifesaving Interventions, Treatment/Transport) Mass Casualty Triage Training, Protective Measures Course, Fit Test Training, Mitigation for Emergency Managers, and AIMS. The MMRC also participated in multiple drills this year including the MCHD Hurricane Drill, Mass Casualty Drills (2), Active Shooter/Hostage Drills, and Autumn Charge. The MMRC attended the AAEM Hurricane Conference and the Strategic National Stockpile Summit.

This year the MMRC had the opportunity to work with the community and participate in many community outreach events. In May, the MMRC held an outreach event in Bayou La Batre to raise awareness for possible natural disasters specific to that area. Local residents were provided with "Go Kits" consisting of a first aid kit, toothpaste, toothbrush, hand sanitizer, deodorant, feminine care products, weekly medication storage container, flash light with batteries, baby wipes, bar soap, a can opener and "Get Ready" booklets along with other EP information including a EP book translated into the Cambodian language. Residents were also given a Shelter in Place Kit, bottles, and diapers to help stock their "Go Kits." Other community outreach events that the MMRC participated in were the Urban Summit, Providence Hospital Safety Fair, and a local Emergency Preparedness Forum for Mo-

bile County. The MMRC was honored to speak to the Physician Assistant Students at the University of South Alabama. MMRC successfully recruited multiple new volunteers in 2015, as well as offer the current volunteers opportunities to attend multiple trainings and CPR/First Aid Certification courses.

Bureau of Finance

The Bureau of Finance has direct supervision over Patient Billing, Purchasing and Contracting, Property Management, and Finance.

Patient Billing

In Fiscal Year 2015, the Patient Billing Department processed more than 148,669 primary claims and 15,836 secondary claims for 45,668 Federally Qualified Health Center patients who were billed to Medicaid, Medicare, Blue Cross & Blue Shield, All Kids, Mom Care, Private Pay, Alabama Breast and Cervical Cancer, and other third-party agencies. Payments were posted electronically for Medicaid, Blue Cross, Medicare, USA OB, Champ VA, Cahaba Flu, and Mom Care. Claim types included medical, dental, family planning, EPSDT (Early and Periodic Screening, Diagnostic and Treatment), immunizations, maternity, mental health, optometry, nutrition, case management, substance abuse, and lab. Claims were reviewed for proper coding, insurance coverage, referrals, and collection of co-pays, grant statistics, and other program requirements. Claims were filed electronically to most payers. Insurance verification was performed electronically.

The department was responsible for implementation of the new ICD-10 billing codes. The ICD-10 implementation went better than expected with no interruption in payments. The department also reviewed the entire Meaningful Use (MU) reporting in the Electronic Health Record and uploaded all data in the national and state registries.

Data for grant reporting and special billings were completed for Uniform Data System (UDS) Reporting, Title X, Ryan White, United Way, Teen Pregnancy Prevention Grant, Refugee Screenings, Louisiana Public Health Institute (LPHI) and Meaningful Use. Data for clinical audits were also provided by random sampling.

Purchasing and Contractual Services

During 2015, the department processed a total of 7,339 requisitions for goods and services. There were six competitive bids publicly advertised, resulting in contracts totaling $489,301.02. The Purchasing Department accepted the duties and responsibilities of the Mailroom, which was relocated to the first floor Purchasing area. Mailroom policies and procedures were updated. The Purchasing Office was renovated to accommodate additional staff. Purchasing standards and measures were implemented to improve productivity flow and accountability.

Property Management

The Property Management Department works hand in hand with the Purchasing Department to track fixed assets, manage two warehouses, and store and dispose of unused fixtures, furniture and other equipment. During 2015, the department tracked agency fixed assets, maintained two warehouses for document storage and surplus items, and organized the sale and final disposition of property that has reached the end of its useful life. The Property Officer organized and developed an action plan to store, track and retrieve MCHD items. Non-current health records were added to a cataloguing system to ensure accurate and prompt records retrieval. The fixed assets were updated and adopted for Warehouse Management and Property Control. An online warehouse catalog was introduced in 2015 that can be viewed through the MCHD intranet.

Finance

The Finance Department produces biweekly payrolls, records cash collections through accounts receivable, pays vendors through accounts payable, and produces various financial statements and reports as required for managers and governing bodies. It bills the various grants for expense reimbursements, produces the yearly organizational budget and maintains the budget throughout the year. It prepares various federal reports such as the Medicare Cost Report, Federal Financial Reports, Uniform Data Systems Report, and Internal Cost Rate Report. In addition, it reconciles bank statements, processes employee travel expense reimbursement requests, and provides other internal financial functions as needed.

Human Resources

During 2015, the Human Resources Division provided services to approximately 505 employees. This total was made up of 245 merit employees and 260 non-merit staff. MCHD hired 80 and promoted 36. A total of 93 employees separated from the organization during the year, including 9 retirements. A total of 558 W-2's were processed in 2015.

Insurance and Employee Benefits

In 2015, the department initiated a program that eliminated co-pays when purchasing generic drugs. Other changes included Blue Cross & Blue Shield of Alabama adding breast pumps, while Nationwide moved to one platform.

Medical Staff Coordination

During 2015, the Medical Staff Coordinator (MSC) assisted the Governing Council and Dr. Eichold in credentialing and privileging 28 providers. The MSC functioned as the Employee Health Nurse and participated in new employee orientation, organized the annual TB skin tests for the staff and audited the employee health files. The MSC scheduled 18 new medical employees clinical orientations. The MSC also functioned as the Area 11 ADPH Nursing Director and attended bimonthly meetings in Montgomery, Alabama. The MSC developed a new standard college contract for use with our contracts and affiliation agreements and placed 116 students with preceptors. The MSC organized, supervised and scheduled Summer Scrubs. The MSC organized the quarterly Nurses and Medical Assistants meetings which took place in January, April, June and December, and also the annual skills and equipment assessment for the nurses and medical assistants. The MSC completed clinical site checks and mock medical competency drills quarterly at each clinic. The MSC recertified 89 employees in 14 CPR classes. The MSC represented the health department as a nurse liaison at Remington College, University of Mobile, Fortis College, Virginia College, Bishop State Community College, the University of South Alabama and the Chamber of Commerce Healthcare Occupations Career Fair. The MSC served as a mentor to the medical assistant students at Remington College. The MSC attended the FHCS staff, Primary Care Medical Home, Performance Improvement Leadership Committee (PILC), Safety Committee, Administrative Services Staff, and Management Council meetings, and was a member of the Anticoagulation Team, Joint Commission Readiness Team, Health Literacy Team, New Supervisor Training Team and Flu Team. The MSC participated in the Joint Commission audit and attended the annual Alabama Public Health Association Meeting. The MSC revised and reviewed numerous policies and attachments and created the Oxygen Standing Order. The MSC revised the Emergency Response Code Team and the Nursing Organizational Chart.

Staff Development and Training

The Staff Development and Training Department provides ongoing training consultation, scheduling, curriculum development, survey management, and training records maintenance for all departments. Staff Development and Training also expanded its staff to accommodate training initiatives within the agency. These included updating orientation for 80 new employees and 130 non-employee students and interns. Other training initiatives involved restructuring online poster training for all employees, offering customer service and supervisor training to nine new supervisors, and stress management training for all staff at biannual agency wide meetings.

Approximately 222 employees participated in safety training (143 in defensive driving, 15 in dental radiation safety, and 64 in safety coordinator training), 401 employees participated in infection control training (bloodborne pathogens training for 51 custodial workers and 350 clinical staff & new employees). The department also developed 19 surveys for training, scheduling, and informational purposes.

$35,170,135
FISCAL YEAR REVENUE
OCT 1, 2014 - SEPT 30, 2015

1,644
AREA SERVED
SQUARE MILES

42
PROGRAMS

12
INCORPORATED CITIES

9
HEALTH CENTERS

1816
YEAR FOUNDED IN

477
STAFF

415,123
TOTAL MOBILE
COUNTY RESIDENTS

In 2015, the Customer Service Excellence program continued implementation with the guidance of the Moran Consulting Group. New service excellence standards were introduced that all employees pledged to uphold.

In February, Moran Consulting met with focus groups and toured potential training sites. The group selected the Newburn Clinic for all-staff training in March. In April, there was a two-day training for the executive team leaders and managers.

Pebbles King, MCHD's Internal Coordinator for Service Excellence, said by the end of the year 430 employees had been trained with the fundamentals of Service Excellence, which added up to 5,670 training hours. MCHD/FH staff was surveyed to determine the standards.

Once training took place, cards were created listing the Universal Standards of Service. These standards were broken into six categories: Professionalism, Positive Attitude, Communication, Teamwork, Employee Best Practices, and Electronic Use Best Practices. The cards were distributed to all current employees, and will be incorporated into the new staff orientation.

Based on the roadmap, the biggest barrier to delivering excellent service were the telephones. A team was assembled from numerous divisions, with the goal to develop a new phone policy. Needs identified were to upgrade the telephone technology, create a more streamlined menu on the phone system and to create detailed training on how to properly use the phone. Telephone etiquette classes were designed for all employees.

Another concern identified was a lack of knowledge of what services MCHD offers. At the Spring Training session, each department produced a short commercial that explained their mission, which helped all departments know what we can provide for our community.

Two approaches were selected to remedy this need. First, it was decided that all staff needed access to a current supply of information related to departments and programs (such as sites, hours of operations, contact information, etc.). Thus, the MCHD Wiki page was developed. Second, a referral team was established to encourage cross-marketing of MCHD/FH services across divisions to customers.

Also introduced in 2015 were Service Level Agreements. This is a basic framework between departments on what standardized service is expected.

A standardized meeting agenda was introduced throughout MCHD. These focus on values and recognizing excellent customer service.

Going forward into 2016, each department will have specific measures and standards and will monitor "ongoing measures" that are most important to their customers.

The Service for Excellence program aims to have the public view MCHD/FH vision as the provider of choice and not the provider of last resort.

Family Health, Mobile County Health Department's primary care division formally known as Family Oriented Primary Health Care Clinic, has provided primary care to Mobile County since 1979. Family Health recorded 146,258 encounters for 39,674 unduplicated patients in fiscal year (FY) 2015.

Grants, awards and revenue received:

$6,835,727	toward the general budget from Health Center Cluster funding
$631,368	from state government contracts, Breast & Cervical Cancer, Family Planning HIV, WiseWoman and maternity
$545,083	in foundation grants from Louisiana Public Health Institute and Lab Corps
$972,667	for Ryan White Part C services
$586,583	for Ryan White Part B services
$1,000,000	in Health Infrastructure Investment Program
$407,276	for Expanded Services supplemental funding
$255,000	in Medicare and Medicaid EHR incentive payments for eligible providers
$259,272	for an increase to annual ongoing base funding
$24,602	as one-time supplement for high level of quality performance in UDS reporting
$46,036	from Catholic Social Services for work with the refugee population
$10,000	from Delta Dental Community Care Foundation for Dauphin Island Parkway dental

Behavioral Health

During FY 2015, 2,556 patient encounters were generated by our behavioral health team. This team includes a psychologist, licensed social workers and case managers. Behavioral health was offered at our Downtown Health Center, Semmes Health Center and Dauphin Island Parkway Health Center.

Central Appointments

Central Appointments staff answered 204,857 calls in FY 2015. Central Appointments provides open access, offering same day/next day appointments.

Citronelle Health Center

With 7,072 encounters in FY 2015, the Citronelle Health Center continues to provide high quality care to their community. It is staffed with a physician, nurse practitioner, nurses and support staff.

Community Outreach

Family Health provides outreach to the community on the Mobile Medical Van. A provider, nurse and clerk are dedicated to ensure successful outreaches are completed across Mobile County.

Dauphin Island Parkway Health Center

With 5,259 encounters in FY 2015, the Dauphin Island Parkway Health Center provides medical and dental services to the community. Behavioral health services were provided as well.

Dental Services

The Dental Clinic recorded 10,698 patient encounters at its sites in Mobile, Semmes, North Mobile and Eight Mile during FY 2015. The staff includes dentists, hygienist and support staff. Services are provided to individuals beginning at age 1.

Downtown Health Center

Family Health's downtown health center provided servic-

es to 13,949 unduplicated patients for a total of 42,853 encounters. Services included adult, pediatric and dental. About 5,600 care coordination encounters were provided and more that 605 nutrition visits were provided to patients in FY 2015.

Eight Mile Health Center

With 12,379 encounters in FY 2015, the Eight Mile Health Center provided medical and dental services to the community. In 2015, MCHD received $1 million in grant dollars for construction of a new Eight Mile facility, with plans to open in 2017.

Newburn Health Center

The Newburn Health Center provided pediatric medical care to 2,767 unduplicated patients in FY 2015. Staff includes a pediatrician and support staff.

North Mobile Health Center

The North Mobile Health Center provided services to 3,529 unduplicated patients for 9,214 encounters during FY 2015. X-ray services were added this year to provide comprehensive care to individuals living in northern Mobile and southern Washington counties.

Optometry Services

Family Health's part-time Optometry Clinic generated 1,386 encounters during FY 2015. Partnerships with the Lions Clubs of Mobile and the Eye Sight Foundation continue to assist in the success of this clinic.

Ryan White Services

A total of 6,247 encounters were generated during 2015 for HIV/AIDS diagnosed patients who received primary care services through the Ryan White Part B and Part C funded programs.

Saturday Clinic

Saturday Clinic provided medical and dental services to 865 patients with a total of 1,132 encounters during FY 2015. Services provided included internal medicine, pediatrics, dental, immunizations, family planning, and lab services. This clinic is offered from 8 a.m. until noon weekly at the Downtown Mobile health clinic site.

Semmes Health Center

The Semmes Health Center targets migrant and seasonal farm workers in northwest Mobile County. The site provided 15,945 encounters to 5,378 unduplicated patients in FY 2015. Services include pediatrics, adult, family planning and dental. This clinic also includes a Spanish translators/clerk and a bilingual case manager who offer ancillary services to Hispanic patients.

Southwest Mobile Health Center

The Southwest Mobile Health Center offers pediatric, adult health, family planning services and dental screenings. There were 3,703 unduplicated patients with 8,563 encounters served during FY 2015.

Women's Health Center

In 2015, the Women's Health Center provided family planning, maternity care, home visit nursing services and colposcopy to 6,723 unduplicated patients with 7,454 encounters during FY 2015.

Urgent Care

Urgent Care services are provided at Family Health's downtown health center. Non-emergency care is provided Monday through Thursday until 9:30 p.m. and Friday until 6 p.m. Services also include X-ray and lab services.

For years, a handful of residents have understood the value of Three Mile Creek as a historic natural resource and recreation site. For too long, a recreational trail along the creek has been a mere vision. In 2012, Dr. Bernard H. Eichold II convened the Mobile County Health Department's Public Health Advisory Board, known as Women Making a Difference (WMD). He requested that the group look into the feasibility of installing a recreational trail and canoe/kayak launch along Three Mile Creek. Dr. Eichold, Mobile County's Health Officer, wanted to give everyone an opportunity to see why the waterway is something worth reviving.

In December 2014, WMD applied for and received private grant funding of nearly $220,000 to make improvements to an area of Three Mile Creek in Midtown Mobile. Funds from the Sybil H. Smith Charitable Trust will be used to create a kayak and canoe launch and to install sidewalks/walkways along a section of Three Mile Creek near Lake Drive Tricentennial Park off Stanton Road.

The goal of the public health advisory board is to bring attention and action to issues affecting the public's health in Mobile County. The board is comprised of women from across the community, including social service agencies, health and mental health systems, conservation, city, housing, workforce development, concerned residents and leadership. The board is well-equipped to positively impact the health of the community.

MCHD sponsored the inaugural Creek Fest on May 9. The family-friendly celebration of the revival of Three Mile Creek went hand-in-hand with the project to turn the historic body of water into a greenway featuring biking and walking trails and kayak launches. The event featured music, exhibitions, a cane pole fishing tournament and kayak rides. It was well attended and will return in 2016.

A young angler tries his luck at the Creek Fest 16-and-under Cane Pole Fishing Tournament held at Tricentennial Park during Creek Fest.

Denise Peele, RN, Nakila Hall, RN and other area medical personnel volunteered to teach the First Aid merit badge class for Boy Scouts.

Boy Scout Lifeguard Quinn Currie (L), instructs musician Eric Erdman to tie one of many knots that Scouts must learn and use while in Scouting.

As the Boy Scouts of Troop 113 of Saraland patrolled the waters, families lined up to kayak and canoe Three Mile Creek in boats provided by Sunshine Canoe & Kayaks of Mobile.

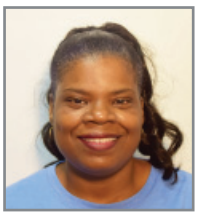
Area Girl Scouts try their hand at cane pole fishing on Saturday, May 9, 2015,during Creek Fest's Cane Pole Fishing Tournament at Tricentennial Park off Stanton Road in Midtown Mobile.

Destiny Russell (L), took home the prize for the largest bream caught during Creek Fest's Cane Pole Fishing Tourament. FOX 10's Jason Smith emceed the fishing tournament.

Walter Brock

James Currie

Queen Essex


Wendy Hale

Tyra Harris

Sharon Johnson

Monica Knight

Celeste Lindsey

Peggy Miller

Amy Rosson

Laura Stuart

Jayne Wilson

Nutrition Services

Physical Plant

Inspection Services

Information Technology

Going The Extra Mile — or GEM — is an employee appreciation program. Staff members are encouraged to nominate others when they see them going above and beyond their normal job requirements. Groups of employees can also be nominated for Team GEMs.

Nomination forms are available on MCHD's intranet page. Those who earn at least three nominations are reviewed by the GEM committee. Prizes are awarded to employees who are nominated by their coworkers for going above and beyond their normal job duties.

Employees who earn First Level honors receive a simulated ruby label pin, a signed certificate and two hours of comp time. Team GEM winners receive certificates, balloons and a traveling trophy.

Team Awards for the First Quarter went to **Nutrition Services** (nominated for Growth). There were no individuals eligible for pins during the opening three months of 2015.

In the Second Quarter, individual winners were **Jayne Wilson** (5 nominations for Quality and Service), **Laura Stuart** (5 nominations for Quality, Service, People & Unsung Hero), **Peggy Miller** (6 nominations for Quality, Service and People) and **Queen Essex** (5 nominations for Growth, Service and Unsung Hero). The Team GEM went to **Physical Plant**, which was nominated as Unsung Heroes (recognizes behind the scenes — picks up trash, assist clients, etc. — activities outside their normal job duties).

The Team GEM went to **Inspection Services** during the Third Quarter of 2015 (nominated as Unsung Heroes). Individual winners for the quarter were **Walter Brock** (9 nominations for Quality, Growth, Service, People and Unsung Hero), **Celeste Lindsey** (9 nominations for Quality, Service and People) and **Monica Knight** (9 nominations for Quality, Service and People).

For the Fourth Quarter of 2015, the Team GEM trophy was presented to the **Information Technology (IT)** Department. They were nominated for Service, Quality and People. Receiving individual honors were **Amy Rosson** (5 nominations for Quality, Growth, Service, People, and Unsung Hero), **James Currie** (6 nominations for Quality, Growth and People), **Sharon Johnson** (6 nominations for Quality, Service, Growth and People), **Tyra Harris** (5 nominations for Service and People) and **Wendy Hale** (5 nominations for Growth, People and Unsung Hero).

Fetal Infant Mortality

The Fetal and Infant Mortality Review Program received 45 new cases, of which three were reviewed. Renewed recruitment efforts were initiated to strengthen and rebuild the Alabama Baby Coalition including the hosting of a Meet & Greet event in April 2015 that provided both information about the components of the Alabama Baby Coalition and a tentative calendar of events. Resurgence of the Fetal and Infant Mortality Review Program/Alabama Baby Coalition included participation in several community wide outreaches sponsored by community organizations including the March of Dimes, Alta Pointe, the Mobile Advisory Council for the Disabled and Mobile Infirmary Health Systems. More than 1,000 citizens participated in these outreach events and were provided with information regarding Sudden Infant Death Syndrome (SIDS) and Safe Sleep.

Pregnancy Prevention Programs

The Teen Pregnancy Prevention evidence-based curriculum was provided to 1,200 students in Mobile County. The training and technical providers trained 21 facilitators. The cornerstone of the initiative was the Think-Teen Youth Leadership Team and youth engagement. The team reached its highest membership during Year 5 with 32 members and developed two high school campus youth leadership team clubs. The teens assisted in outreach and advocacy of reaching adolescent populations and built their capacity to communicate on sexual health issues. They also implemented initiatives to engage male participation and develop key initiatives designed and implemented by adolescent males. Social media was a huge strategy for engaging not only youth but also their parents.

Family Support

The Mobile TEEN Center's Family Support program provided assistance with parenting, health education, counseling referral services and group meetings for pregnant and parenting teens. This high school model was implemented in six area high schools. The Clinical Social Service Worker provided parent education to 86 students and made 100 home visits. The worker participated in 68 community health fairs and trainings throughout Mobile County.

Tobacco Control

During the most recent period of funding by the Ernest G. DeBakey Charitable Foundation for the 2014-15 school year, the S.W.A.T. project (Students Working Against Tobacco) reached 5,190 students through 216 presentations while visiting 25 elementary and middle schools.

Highlights of some project initiatives during the 2014-15 school year funding period include:

- Trained 63 new S.W.A.T. members from three high schools, which included training of peer helping, tobacco and advocacy awareness.
- S.W.A.T. students provided "Red Ribbon Week" activities at four area schools.
- Students participated in the "Fifth Annual Teen Council meeting" conducted by the Drug Education Council. They set-up a booth with displays and information on tobacco use and its harmful effects.
- Students attended the City Council meeting to receive a Proclamation for "Kick Butts Day" from Mayor Sandy Stimpson.
- Students appeared on our local news station for "Studio 10" segment, where they talked about S.W.A.T. and "Kick Butts Day."
- Students participated in "Kick Butts Day" by all members gathering downtown together at Cathedral Square where they set up a booth with displays and information of tobacco and its harmful effects. They also held up signs with tobacco statistics printed as well as pictures for individuals to see.

The SWAT students are extremely committed to protecting their peers from tobacco related addiction and disease and to a smoke-free community. Not only is S.W.A.T. the only youth prevention program addressing tobacco in Mobile County, they are currently the only peer led youth tobacco prevention program in the state.

The Fatherhood Initiative

Since its 2013 inception, the Fatherhood Initiative has provided assistance to more than 300 individuals. Initially, the program was designed to provide responsible parenting guidance, healthy relationship counseling, and economic stability assistance for custodial, non-custodial, young and at-risk fathers. Under the latest funding award, the target

population has recently been expanded. The target population will now include at-risk females and participants that are enrolled in government assistance programs such as Temporary Assistance to Needy Families (TANF) and Supplemental Nutrition Assistance Program (SNAP).

During 2015's fiscal year, 110 participants were enrolled in Responsible Parenting, Healthy Relationships and Economic Stability activities. While the completion rates were impressive, the cost-effective manner in which they were achieved should also be noted. The Fatherhood Initiative operated within a modest budget and staffing model ($55,000 per year and 3 part-time workers). Through creative staffing, sound implementation, and a service-driven mentality, this funding proved to be enough to achieve the desired results. These accomplishments were even recognized by the National Fatherhood Initiative and several regional media outlets (WPMI, Fox10, WKRG, Lagniappe).

At the generation of this report, the MCHD has entered into a collaborative agreement with the Alabama Department of Human Resources. Under this agreement, the Fatherhood Initiative will now provide services to promote healthy relationships, economic stability and responsible parenting to individuals that receive government assistance (TANF or SNAP) or currently have child support cases in arrearage.

Under the principle of preventative intervention, MCHD was able to successfully promote positive paternal influence. MCHD's service-driven mentality also allowed for the creation of a network of service providers from the public, private, business, and faith-based sectors. The vast network included the support of the following entities: the Mobile Police Department (MPD), the Mobile County Municipal Courts, the United States Attorney's Office, the University of South Alabama's Children's and Women's Hospital, the Alabama Career Center, and the DESI Career Training Center. The collaborative eff ort with the MPD also contributed to the success of the nationally recognized Second Chance or Else program (SCORE).

Social Services

The Office of Social Services coordinated social service case management activities throughout the Health Department in order to reduce the barriers and increase access to health care.

Maternity Care Coordination Program staff members at the Women's Center provided support and follow-up care to 773 maternity patients with 394 deliveries. To help patients focus on good health care during pregnancy, the Maternity Care Coordination Program assisted patients in keeping appointments, arranging transportation, and addressing other psychosocial issues.

The Family Planning Care Coordination Program assisted 900 women in applying for Medicaid's Plan First program, and 1,631 Plan First patients were assessed for risk factors for unintended pregnancy. Care coordination services were provided to 1,300 new patients determined to be high risk for an unintended pregnancy. Assistance was given to 4,615 unduplicated patients for compliance with their chosen birth control method, with reminders of appointments, and with transportation and other psychosocial issues.

Family planning care coordination was offered to teens seeking family planning services. Case management in this program was primarily provided in the patients' homes.

Patient First Children's Care Coordination Program provided case management services for children up to their 21st birthday. Services were provided to 2,819 patients. Patients were referred for missed appointments, immunizations, EPSDT visits, and the need for referrals and assistance because of difficulty coordinating for themselves.

The Patient First Adult Care Coordination Program provided case management services to adults who were enrolled into the Patient First Program. Under this program, services were provided to 3,082 patients. Patients were assessed for unmet needs, and services were provided to assist them with transportation, referrals to needed agencies, and appointment reminders. For women under Medicaid's Patient First program who presented for family planning services, case management was provided.

Vital Records

MCHD's Vital Records department issued 54,838 copies of certificates, which included birth, death, marriage and divorce, for a total of $530,724. During the year, the Alabama Department of Public Health began offering the Autism Spectrum Disorder identification card. The goal of

this card is to alert law enforcement and first responders when interacting with cardholders in potentially stressful situations.

Nutrition Services

A monthly average of 13,203 participants received Women, Infants and Children (WIC) food instruments during the year. This was an increase of 187 participants in caseload over the previous year. The WIC Program estimated that $10,728,387.26 WIC food dollars were spent in Mobile County. The participation caseload consisted of three categories that included women, (pregnant, breastfeeding, or postpartum), infants (birth to 1 year) and children (1 to 5 years). The Teen Center Clinic recorded a record of 3,004 participants during 2015. The Semmes Clinic assisted 1,544 WIC participants during the same time period. Those were the highest caseloads ever for those clinics.

Through the Adult, Pediatrics and HIV clinics, a total of 1,190 patients received dietary counseling from our registered dietitians. These counseling sessions included medical nutrition therapy topics such as diabetes, hypertension, cholesterol, weight management and other related topics provided. Weight loss and diabetes classes were also offered and attended by more than 200 patients. Nutrition Services are currently offered at Keeler, North Mobile, Semmes and Eight Mile.

The WIC Breastfeeding Peer Counseling Program continues to improve breastfeeding rates in the county. A team of five peer counselors and a certified lactation consultant aids participants in breastfeeding care and support. A total of 43 percent of the WIC participants breastfed their infants during the first year. This was a 16 percent increase since the program started in 2005.

In March, the WIC Program received an additional $10,000 to provide a comprehensive customer service training for all WIC staff. A total of 40 employees received six hours of customized customer service training over the span of four months. All employees in the WIC program were introduced to the departmental customer service standards and are being held accountable for these standards. The number of participant complaints dropped over the six-month implementation period. Average Cycle time for an initial visit prior to WIC Service Excellence implementation was 1.5 hours/participant. Current Cycle time average is 40 min/participant from check-in to exit.

The Office of Nutrition Services coordinated the statewide Scale Back 2015 weight loss competition. The Health Department had a total of 74 employees participate. A total of 220 pounds was lost by Health Department employees. Also, Nutrition Services coordinated and conducted a food drive during the holiday season. 913 pounds of food was collected which provided more than 702 meals to needy families. Nutrition Services hosted the National Walk At Lunch Day and more than 25 employees participated in the event.

The Office of Nutrition Services partnered with the Junior League of Mobile, the University of South Alabama and the Mobile County Public School System to conduct an assessment study to determine the outcome of evidence-based nutritional and fitness program intervention in sixth-grade students in Mobile County. As part of the assessment, our registered dietitians weighed and measured more than 600 students in area middle schools.

Community Education Programs

Community Education Programs (CEP), which includes marketing, public relations and graphics functions at MCHD, continued the employee recognition program known as GEM, or Going the Extra Mile. More than a dozen individuals and teams were recognized through social media, the newsletter and through other measures. CEP promotes the activities and mission of MCHD through internal and external campaigns and promotions via traditional and non-traditional platforms, including news releases, Facebook and Twitter posts. CEP also played a key role in promoting the Three Mile Creek greenway project with the health department's involvement with trails and kayak launches at Tricentennial Park and the establishment of the inaugural Creek Fest.

This issue announced the promotions of Susan Stiegler to Assistant Health Officer and Dr. Angelia Lewis to Director of Primary Care. Kathy Tatum was honored on her retirement from MCHD. Virginia College named MCHD as its "Employer of the Year." The extended hours for Urgent Care were announced.

Highlighted in this issue were two big events. "Under The Big Top" was the theme of the Spring training session. The inaugural Creek Fest was a major success, as many visitors came to Tricentennial Park to observe the revival efforts for Three Mile Creek and the accompanying Greenway project.

This issue featured a story on Tim Busby of Vector Control, who was interviewed by WKRG-TV about his role in the sentinel chicken program. The Emergency Preparedness team handed out more than 360 "Go Kits" to staff as they prepare for possible disasters.

MCHD employees who have served their country were recognized on Veterans Day. Also in November, Dr. Eichold was honored for his 25 years of serving as the MCHD Health Officer. A feature highlighted our interpretation and translation staff that helps our patients who do not speak English.

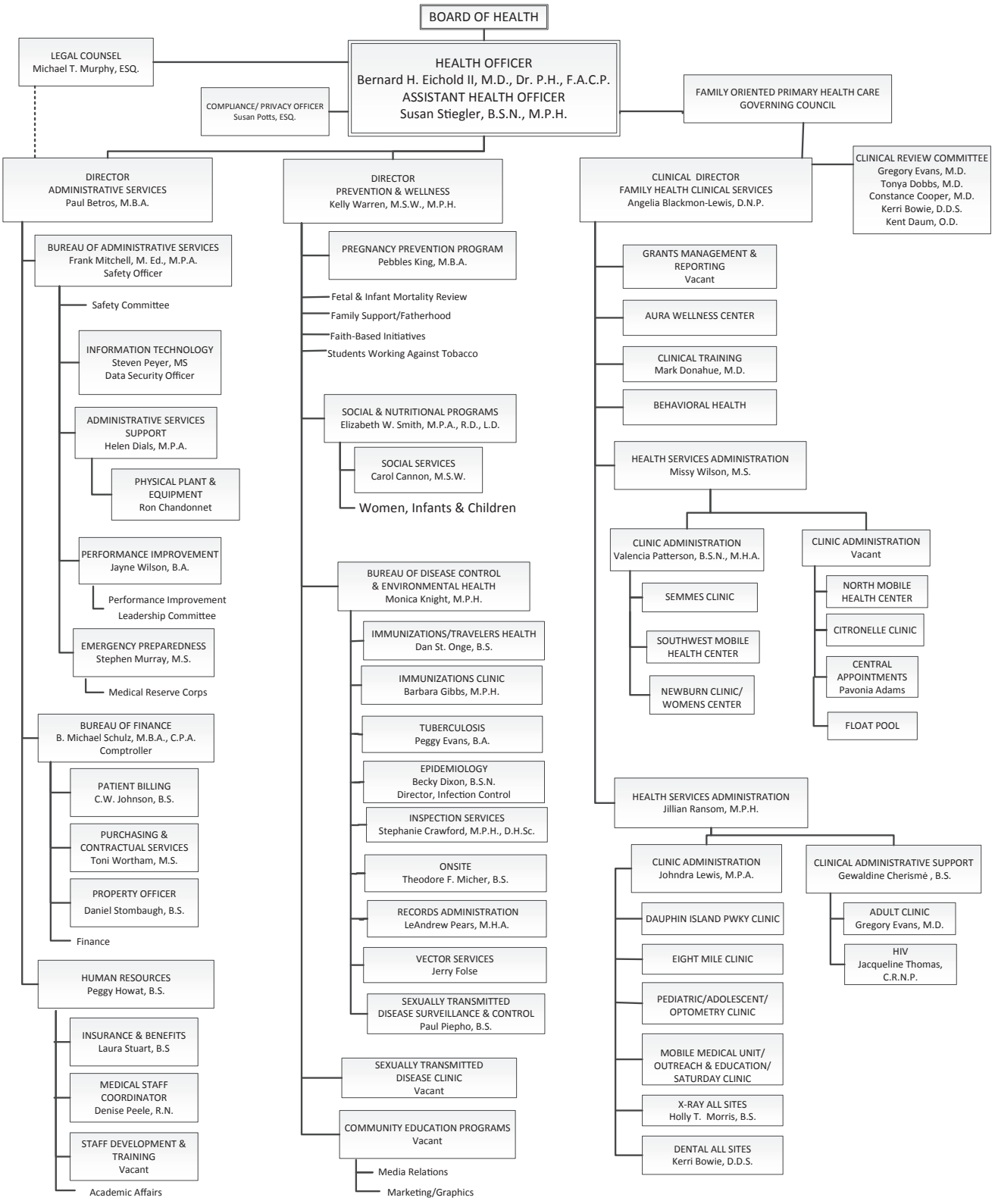
Food and Lodging Inspections	
Establishments Permitted or Pending	2,802
Cottage Food Law	29
Inspections	17,187
Plans received/reviewed	682
General Sanitation Inspections	
Hotels/Motels Permitted or Permits Pending	84
Hotel/Motel Inspections	109
Number of Schools	116
School Inspections	198
Number of Detention Centers/Jails	11
Detention Center/Jail Inspections	48
Swimming Pools Permitted or Permits Pending	270
Swimming Pool Inspections	428
Child Day Cares Permitted or Permits Pending	120
Child Day Care Inspections	250
Number of Camps	3
Camp Inspections	4
Other Lodging Inspections	250
Other Sanitary Inspections	198
Special Event Inspections	
Number of Events	47
Inspections	467
Tattoo Parlor Inspections	
Tattoo Parlors Permitted and Permits Pending	15
Inspections	30
Total of Establishments and Special Events Inspected	**3,497**
Total of Inspections	**19,198**
Water Testing	
Water Samples Tested	1
Complaint Investigations	
Food Service/Sanitation	298
Sanitation Courses	
Trainees	18,652

Onsite Sewage Disposal Systems (OSDS)	
Applications to Install/Repair OSDS	711
Septic Permits Issued	521
Complaint Investigations	100
Advanced Treatment Systems Approvals	7
Plumbing	
Permits issued	836
Inspections	2,250
Subdivisions	
Large Flow Developments - Phase 1	4
Large Flow Developments - Phases 2 & 3	7
Large Flow Developments - Lot Inspections	36

Mosquito Control Activities	
Mosquito Service Requests Investigated/Treated	1,781
Mosquito and Arboviral Surveillance	
Mosquito inspections	9,248
Miles driven	60,384
Mosquito Species Identified	24
Adult Mosquitoes Identified (Permanent Sites)	2,785
Adult Mosquitoes Identified (Variable Sites)	18
Mosquito Pools Tested	2
Mosquitoes Tested	18
Mosquito Pools Positive	0
Sentinel Sera-Samples Tested	505
Positive Sentinel Samples (titers > 40)	4
West Nile Virus	3
Eastern Equine Encephalitis	1
Number WNV + Dead Birds	0
Total Dead Birds Submitted	1
Larviciding	
Larviciding Applications	7,164
Gallons of Liquid Larvicide	226
Pounds of Granular Larvicide	9,171
Number of Briquets	44,675
Ground Adulticiding	
Adulticiding Routes	790
Spray nights	139
Gallons of Adulticiding & Diluents	5,733
Aerial Adulticiding	
Number of flights	0
Acres treated	-
Rodent Control Activities	
Service Requests Received	892
Miles driven	28,275
Residential Inspections	5,412
Pounds of Rodenticide Used	2,199

Notifiable Disease	Cases
AIDS/HIV Infections (combined)	94
Brucellosis	0
Campylobacteriosis	35
Chlamydia	1,265
Cryptosporidiosis	18
E. coli 0157:H7	4
Eastern Equine Encephalitis	0
Ehrlichiosis	0
Giardiasis	19
Gonorrhea	244
H. influenzae, invasive disease	6
Hepatitis A	4
Hepatitis B	11
Hepatitis C	1
Histoplasmosis	0
Influenza deaths (<18 years of age)	0
Legionellosis	2
Leptospirosis	0
Listeriosis	2
Lyme Disease	4
Malaria	1
Meningococcal serogroup B	1
N. Meningitidis, invasive disease	1
Parotitis, Infectious (mumps)	0
Pertussis (Whooping Cough)	20
Rabies (animal)	0
Rocky Mountain Spotted Fever	6
Rubella (German Measles)	0
Rubeola (measles)	0
Salmonellosis	122
Shiga toxin-producing Escherichia coli (STEC)	1
Shigellosis	8
Streptococcal Pneumonia	21
Syphilis	56
Tetanus	1
Tuberculosis	9
Typhoid Fever	0
Varicella (Chickenpox)	9
Vibriosis	3
West Nile Virus	3
Yellow Fever	0
Yersiniosis	0

	Pediatric	Adult
Diphtheria/Tetanus (DT)	1	-
Diphtheria/Tetanus-Acellular/Pertussis (DTaP)	1,167	-
Diphtheria/Tetanus-Acellular/Pertussis Hepatitis B (recombinant) - Polio Vaccine, Injectable (DTaP/Hep B/IPV)	772	-
Diphtheria/Tetanus-Acellular/Pertussis Haemophilus B - Polio Vaccine, Injectable (DTaP/Hib/IPV)	1,769	-
Diphtheria/Tetanus-Acellular/Pertussis - Polio Vaccine, Injectable (DTaP/IPV)	1,020	-
Hepatitis A (Hep A)	4,561	331
Hepatitis B (Hep B)	1,226	491
Hepatitis A/B Combo (Hep A/B)	-	64
Haemophilus Influenza Conjugate B (Hib)	1,272	-
Human Papillomavirus Quadrivalent Vaccine (recombinant) (HPV)	3,569	1,000
Influenza	3,561	3,000
Polio Vaccine, Injectable (IPV)	708	100
Meningococcal Vaccine	2,033	81
Measles - Mumps - Rubella (MMR)	1,000	80
Measles - Mumps - Rubella - Varicella (MMRV)	-	-
Pneumococcal Polysaccharide Vaccine (PPV 23)	-	171
Prevnar 13 (PCV 13)	3,161	-
Tetanus, Diphtheria, Pertussis (Tdap)	2,500	697
Rotavirus	1,279	-
Tetanus/Diphtheria (Td)	54	150
Typhoid Vi	0	288
Varicella	1,070	145
Yellow Fever	0	146
Zostavax	-	19
Subtotal	**30,723**	**6,763**
Total	**37,486**	



Approved:

Bernard H. Eichold II, M.D., Dr. P.H., F.A.C.P.
Health Officer
October 1, 2015

REVENUES	APPROPRIATIONS	Local Government-County of Mobile	$ 825,984	FY 2015	$ 825,984	FY 2014
		Local Government-City of Mobile	$ 600,000		$ 600,000	
		Local Government-Other Municipalities	$ 124,872		$ 79,554	
		State of Alabama	$ 691,345		$ 489,397	
		TOTAL APPROPRIATIONS		**$ 2,242,201**		**$ 1,994,935**
	GRANTS	Eliminating Disparities	$ 40,226	FY 2015	$ 1,510,057	FY 2014
		Primary Care	$ 6,648,972		$ 6,851,562	
		Migrant Health	$ 0		$ 269,837	
		Family Planning	$ 611,186		$ 381,261	
		Maternity	$ 301,261		$ 285,078	
		Women, Infants & Children (WIC)	$ 2,468,347		$ 2,509,023	
		HIV/AIDS	$ 1,594,939		$ 1,295,611	
		Youth Empowered Tobacco Policy Initiatives	$ 30,000		$ 51,210	
		Bioterrorism	$ 254,802		$ 158,548	
		Medical Reserve Corps	$ 30,948		$ 64,896	
		Breast and Cervical Cancer	$ 122,717		$ 133,261	
		Teen Fund	$ 0		$ 35,000	
		Teen Pregnancy Prevention	$ 853,949		$ 1,267,556	
		Immunization	$ 187,068		$ 252,919	
		Refugee Preventive Health	$ 32,141		$ 29,947	
		STD Control	$ 140,000		$ 140,000	
		State Employee Wellness Screening	$ 0		$ 7,040	
		HIV Family Planning	$ 78,814		$ 232,917	
		ADPH - EDRS	$ 58,128		$ 36,973	
		AIDS Control - State of Alabama	$ 78,814		$ 79,486	
		LA Public Health BP Oil Contract	$ 539,690		$ 800,216	
		Tulane GRHOP	$ 53,263		$ 58,300	
		Wise Woman	$ 73,062		$ 58,126	
		School Parenting	$ 0		$ 3,750	
		Responsible Fatherhood	$ 0		$54,709	
		TOTAL GRANTS		**$ 14,662,327**		**$ 16,567,284**
	OTHER	Ad Valorem Taxes	$ 4,418,480	FY 2015	$ 4,370,646	FY 2014
		Oil & Gas Severance Tax	$ 229,151		$ 261,824	
		Medicaid and Medicare	$ 10,579,256		$ 9,703,048	
		Reimbursement (State)	$ 67,161		$ 183,930	
		Reimbursement (Other)	$ 0		$ 19,131	
		Clinic Fees (Private Pay, Other Insurance)	$ 1,505,554		$ 1,283,435	
		Local Fees, Permits, Misc.	$ 1,892,442		$ 2,055,324	
		Refunds and Interest	$ 1,214		$ 78,740	
		Sale of Fixed Assets	$ 10,812		$ 3,847	
		Rent	$ 139,229		$ 127,932	
		Settlements and Other	$ 760,906		$ 0	
		Donations	$ 0		$ 700	
		TOTAL OTHER		**$ 19,604,205**		**$ 18,088,558**
TOTAL REVENUES				**$ 36,508,733**		**$ 36,650,776**
EXPENDITURES		Personnel Costs	$ 25,703,924	FY 2015	$ 24,100,635	FY 2014
		Contract Services	$ 4,320,815		$ 3,692,632	
		Travel	$ 171,925		$ 242,670	
		Equipment	$ 813,158		$ 1,316,953	
		Supplies and Other	$ 2,814,289		$ 4,775,682	
		Land and Buildings	$ 1,346,024		$ 1,451,059	
TOTAL EXPENDITURES				**$ 35,170,135**		**$ 35,579,631**

MCHD

mobile county health department

A legacy of excellence since 1816

Family Health

healthcare for all generations

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