

**Annual Report  
DOH - Hillsborough  
Fiscal Year 2014 - 2015**

**Rick Scott,  
Governor**

**John H. Armstrong, MD, FACS  
State Surgeon General & Secretary**



The Florida Department of Health (DOH) in Hillsborough County is a state agency in partnership with county government. This Annual Report summarizes the activities and accomplishments of the DOH - Hillsborough for the period of July 1, 2014 through June 30, 2015.

**Produced by Florida Department of Health - Hillsborough**

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## Message from the Director



To the Community and Employees of the  
Florida Department of Health – Hillsborough

It is with great pleasure that I present the 2014-15 Annual Report for the Florida Department of Health in Hillsborough County (DOH-Hillsborough). The DOH-Hillsborough is proud of the significant contributions it has made toward improving the health of Florida's citizens and visitors to our state.

This report presents many outstanding highlights from the past two years and provides an overview of the organization while showcasing the services, performance, and impact we provide in our community. Our 2014-2015 fiscal year has once again resulted in major accomplishments for the organization. I am very proud of our dedicated employees who provided 173,959 healthcare services this year.

We were extremely proud to have four DOH-Hillsborough staff honored as Florida Department of Health Prudential Productivity Award Winners. Ronda Magoon created an innovative Immunization Reference Booklet, Robyn Pasto created a new business partnership for Back to School Immunizations, Marilena Varanda created a process to maximize efficiencies in Refugee Children Assessments, and Kevin Argote restructured clinical check-in and registration processes resulting in improved customer service to our clients.

National Public Health Week was celebrated April 6-12, 2015; with events at the University of South Florida Bull Market, Northdale Family Fun Festival in Carrollwood, and the "Mother's Milk" breast milk drive event at the Children's Board in Tampa; we reached 1,053 people in our community as a result of these events. Community events assist the public in gaining information about DOH-Hillsborough programs and services.

The Florida Department of Health in Hillsborough County is committed to being a model public health agency continuously evolving to exceed the needs of our community, customers, and employees. I thank our community partners and our 410 public health professionals at the DOH-Hillsborough, who work together to improve the health of our community. I am proud to lead a team of Healthcare Professionals who each day wholeheartedly demonstrate their dedication to public health and devotion to those they serve.

Sincerely,

A handwritten signature in black ink that reads "Doug Holt". The signature is written in a cursive, flowing style.

Douglas A. Holt, M.D., Director  
Florida Department of Health – Hillsborough

## Message from the State Surgeon General and Secretary



Community Members of Hillsborough County:

I am pleased to present the Florida Department of Health in Hillsborough County's 2015 Annual Report. It has been our pleasure to partner with you in moving health forward in your community.

The Department's core values of innovation, collaboration, accountability, responsiveness and excellence inspire us as we serve the people of Florida. We achieve our mission to protect, promote and improve the health of all people in Florida, by working together with state, county, and community organizations.

The achievements of the Florida Department of Health in Hillsborough County over the past year have helped to move Florida closer to becoming the healthiest state in the nation.

We encourage the communities of Hillsborough County to pursue healthy choices through our Healthiest Weight Florida initiative, a public-private collaboration that brings together state agencies, nonprofit organizations, businesses and entire communities to help Florida's children and adults make consistent, informed choices about healthy eating and active living. We are working together to reshape environments so that the healthy choice becomes the easy choice.

As part of Florida Health Cleans Up! DOH-Hillsborough adopted the Ignacio Haya Linear Park in Tampa. This Healthiest Weight Florida project encourages physical activity and contributes to a healthier, litter-free environment. In addition, DOH-Hillsborough coordinated with hospitals and local, state and federal first responders to test their emergency plans during the annual, countywide Mass Casualty Exercise.

With your support and collaboration, we will continue to nurture the health of Florida's children, adults and families.

Sincerely,

A handwritten signature in black ink that reads "John H. Armstrong". The signature is written in a cursive style and is positioned above the printed name.

John H. Armstrong, MD, FACS  
State Surgeon General and Secretary of Health



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## Mission, Vision, Values, and Principles

### **Mission:**

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

### **Vision:**

To be the **Healthiest State** in the Nation

### **Values:**

**I (CARE)**

**Innovation:** 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

### **Principles:**

Seeing with **Honesty** to recognize reality,

Think with **Fairness** to achieve mutual purpose,

Feel **Devoted** to doing the right thing,

Act with **Courage** and be accountable,

To achieve **Excellence** in results!

# Governance

## Strategy and Performance Improvement Leadership (SPIL)

The Florida Department of Health is pursuing accreditation through the Public Health Accreditation Board (PHAB) as a Centralized State Integrated Local Public Health Department System. The Office of Performance and Quality Improvement (OPQI) is coordinating the final phase in accreditation with an action plan related to County Health Department Strategic Plans, Community Health Improvement Plans (CHIPs), and Quality Improvement (QI) Plans, including a focus on improving the quality of community engagement in each of these areas as appropriate.

In order to facilitate the process of providing additional documentation for these areas, OPQI developed a plan that includes the establishment of a Strategy and Performance Improvement Leadership (SPIL) Team, chaired by County Health Officers in each county. This team will monitor and direct activities that will provide the additional documentation necessary to complete the accreditation journey.

## National Public Health Accreditation (NPHA)

Accreditation for State, Local, and Tribal Health Departments is a peer-reviewed and voluntary process, with the goal to improve and protect the public's health through advancement in quality and performance of health departments. More information on PHAB can be found at [www.phaboard.org](http://www.phaboard.org).

The Florida Department of Health began the accreditation process in 2013 under PHAB's Centralized State Integrated Local Public Health System application. Central Office and all 67 County Health Departments (CHDs) submitted documentation for all of the measures. The Central Office and 20 CHDs (including Hillsborough) were selected for site visits by site reviewers and PHAB staff.

After completion of the site visits, the reviewers submitted a report to PHAB for an accreditation decision. PHAB decided that areas for improvement existed, and an action plan was required. Currently, the Department is preparing additional documentation to submit to PHAB. It is anticipated that an accreditation decision will be made in late Spring/early Summer 2016.

## Community Health Assessment and Community Health Improvement Plan

The Health Department conducts a county-wide Community Health Assessment (CHA) and Community Health Improvement Plan (CHIP) utilizing the Mobilizing for Action through Planning and Partnership (MAPP) model every five years. The CHA is a document containing primary and secondary health, demographic, and social/environmental determinants data for Hillsborough County. The data from the CHA is used to determine priority areas to focus on for the CHIP. The last iteration of the CHA/CHIP occurred in 2010/2011. The CHIP consisted of four priority areas (Maternal and Child Health, Obesity, Chronic Diseases, and Social and Mental Health) and is effective through December 31, 2015. Three of the four priority areas are complete and the Social and Mental Health priority area will end with the conclusion of the CHIP in December 2015. Success during the past year includes the presentation and publication of the walkability audits and the Healthiest Weight/Get Into Fitness Today media campaign. The next CHA/CHIP process began in Fall 2015 and will end with the creation of the next CHIP.



## Councils

**Community Council** - The Council engages its resources to assess needs, provide positive collaborative community activities, and disseminate information necessary for the promotion and protection of the health of residents and visitors.

**National Public Health Week (NPHW) 2015:** The Council, along with the newly formed Incident Command Structure (ICS) team, organized several events for DOH-Hillsborough's NPHW celebration in 2015. The council adopted the "Healthy Promise FL" theme for these events, encouraging attendees to make a healthy promise to themselves for the upcoming year. We exceeded our goal of 1,000 promises.

- On April 8th, 14 volunteers distributed 990 promotional items to over 500 USF students, while securing 448 healthy promises at the USF Bull Market.
- The council incorporated a new event into NPHW, the Northdale Family Fun Festival on April 11th in Carrollwood. Ten volunteers distributed 1600 promotional items to over 600 attendees, while securing 506 healthy promises.
- The council attended the "Mother's Milk" breast milk drive event at the Children's Board on April 10th. Five volunteers secured 13 healthy promises.

### Community Events:

- **Children's Gasparilla:** Since 2006, we have participated in Tampa's annual event. Eight staff distribute promotional items, health literature and instruct children in health-related games. Over 200 visitors with children were educated at the January 24, 2015 event.
- **Noon Year's Eve:** Since 2006, we have participated in this **Lowry Park Zoo event**. On December 31, 2014, 15 staff distributed over 1,000 promotional items and provided literature and health education to more than 700 visitors.

**Customer Council** - Provides the highest quality service to satisfy Florida Department of Health in Hillsborough County customers' needs by consulting, advising, counseling, and making recommendations to the Senior Management Team.

**Customer Satisfaction:** We locally measure our goal as only "highly" satisfied. Our local overall satisfaction rate was 92%, slightly missing our goal of 95%. Our rate ranged from 89% to 94% during the fiscal year.

**Survey Responses:** A total of 13,025 Customer and Community Satisfaction Surveys (range 841-1,484/month) were entered into the Customer Satisfaction data system; over 1,000 per month on average.

**Sustained Program Participation:** During this year, we added five additional sites (two for STD, one for ADAP and two for Vitals) for survey data collection to capture our expanding service provision within the community. An average of 24 programs/sites report data each month.

### Accomplishments and Highlights:

**Customer Service Certification Training:** The Customer Council has created a Certification Training Program that continues to enhance the level of service we provide to our clients. The program began in September 2015 and consists of four days of training.

**Complaint Tracker:** Reports are now available using real time data. The Complaint Tracker linkage was added to the Customer Service Survey page to simplify data entry and report customer service recovery.

**Course Evaluation Survey:** A new report was released to provide feedback on Course Evaluation Surveys for the divisions of Community Health and Disease Control.

**Customer Service Specialists:** Annual education was provided in December 2014 to 43 specialists, the largest attendance since this training was initiated. Training objectives included:

- Defining multitasking;
- Discussing multiple tasks employees must manage;
- Identifying practical strategies for effectively handling multiple tasks,;
- Identifying practical strategies for reinforcing training and maintaining momentum after training ends.

# Governance

**Employee Council** - The Council provides recommendations to enhance the work environment, employee wellness and satisfaction. The Council oversees standing committees for Wellness, Safety, and the Employee Morale Squad (EMS).

**Accomplishments and Highlights:**

**Florida State Employee Charitable Campaign (FSECC):** The council served as point of contact for the coordination of the annual campaign. Council members worked to coordinate an FSECC Awareness Walk held at many locations on October 1, 2014. FSECC banners were displayed at our 11 Health Department locations to promote participation.



**Employee Wellness:** Provided recommendations on healthy food choices offered in vending machines. Seventy employees out of ninety responses received expressed the opinion that vending machine options should contain at least 50% healthy selections. The recommendation was provided to the General Services Manager.

**Employee Communication:** Completed Cultural Competency assessment through research done by membership. Members then voted on what cultural information to display on our intranet front page each month beginning January 1, 2015, to increase cultural awareness and competency, for example: Chinese New Year (January), Black History Month (February), National Women's History Month, Diversity Month (April), Asian/Pacific American Heritage Month (May), Caribbean American Heritage Month (June).



**Quality Council** - Provide guidance and consultation to the managers of DOH - Hillsborough to facilitate a journey toward organizational performance excellence and quality results. The Council oversees a standing committee for Strategic Planning.

**Accomplishments and Highlights:**

Selection of eight staff to attend training and become Six Sigma Green Belt Certified.

Implementation of the CHD Strategic Scorecard, including lessons learned as we move toward the 2016-18 Strategic Plan.

Continued to review strategic objectives and ensure that objectives were "SMART" and will be integrate into the scorecard as the reviews are completed.

The Strategic Planning Process Committee (SPPC) evaluated and subsequently identified revisions to the current strategic planning process as a Quality Improvement Project. An action plan was created and training delivered to Senior Managers and Program Managers to ensure that the new strategic plan will be developed and ready for implementation in early 2016.

The most significant change for the Quality Council was the changing of the Charter to include the Quality Control Administrator as a Standing Member of the Council, and expanding membership to others interested in joining the Council (vetted through their Senior Manager). Additionally, the Charter was aligned with all other Councils' Charters with respect to having Officers' nominations in November, elections in December and installation of new officers in January.

# Administrative Services

## Human Resources and Employee Development

Maintaining a highly skilled, results-oriented and diverse workforce is vital to the successful accomplishment of our mission. Our Workforce Development Plan supports our values of Innovation, Collaboration, Accountability, Responsiveness and Excellence.

Recognizing the importance of a workforce planning system, supported by valid workforce data, Human Resources and Employee Development (HRED) participated in the development of the 2012-2015 Strategic Plan.

The Cultural Transformation segment of this plan will ensure that we attract “the right people with the right skills, experiences and competencies in the right jobs at the right time.”

In addition, cross training, a career path program, as well as effective succession and retention planning, will enhance preparations for future demographic challenges and potential staff shortages by promoting an environment that embraces learning, fosters leadership and cultivates career potential.

### Accomplishments and Highlights:

#### Staffing:

Team’s efforts have resulted in a standardized staffing process that consistently delivered qualified candidates along with a 29% reduction in total time spent per requisition and a 44% reduction in cost per new hire.

#### On Boarding New Employees:

Implemented centralized onboarding initiative which overwhelmingly received positive feedback (97% satisfaction rate).

#### Risk Management:

Team’s attention to detail and proactive approach resulted in a Workers’ Compensation Rate of 2.2% which is four times lower than the DOH allowable 8.8% rate for a CHD of 400+ employees.

### Employee Development:

Created a quarterly Supervisor Continuing Education series. Sessions have received positive feedback from attendees due to the focus on real-world scenarios such as “crucial conversations.”

### Developed Modules for Supervisors:

- Coaching and Development
- Underperforming Employees
- Attendance and Leave

### Developed Modules for Employees:

- Enhancing Team Trust
- Introduction to DiSC

Created a solution to address a coaching documentation gap that resulted in an amazing 68% increase of monthly evaluations completed timely over this fiscal year.

### Goals for 2015-2016:

- Plan and prepare for the regionalization of Human Resources services that will transfer workforce actions to DOH-Pinellas effective August of 2016.
- Present the following topics for Employee Development:
  - Supervisors: Staffing Process and Interviewing Skills
  - Employees: Empathic Listening and Crucial Conversations



Employee Recognition - Employees who celebrated 20 years of service with the State of Florida.

# Administrative Services

**Finance and Accounting**  
**General Services**  
**Information Technology**  
**Knowledge Management**  
**Vital Statistics**

**Finance and Accounting** - is responsible for the execution and management of a budget of \$39.5M, accounts receivable, accounts payable and 19 standard contracts totaling \$5,148,668.

**General Services** - Through the use of motion sensor light switches, fluorescent bulbs and the replacement of an outdated climate control system (ongoing efforts as part of our **Go Green** initiative), a 12% reduction in electrical costs was realized.

**Information Technology** - Is responsible for installing, operating and maintaining all voice, data, and video communications systems. IT provided network and desktop computer support for the Tampa Medical Quality Assurance office and the Tampa Brain and Spinal Cord Injury Prevention Program.

**Knowledge Management** - provided data resource support, information and analysis through the Health Management System (HMS) administration, working to significantly reduce the number of duplicate records in HMS during the year.

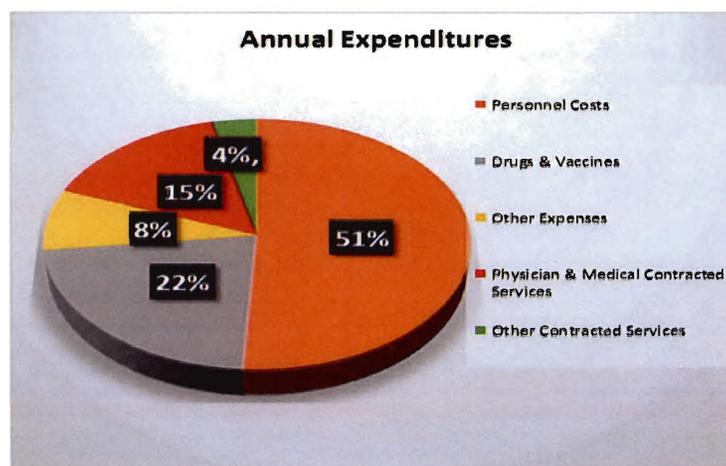
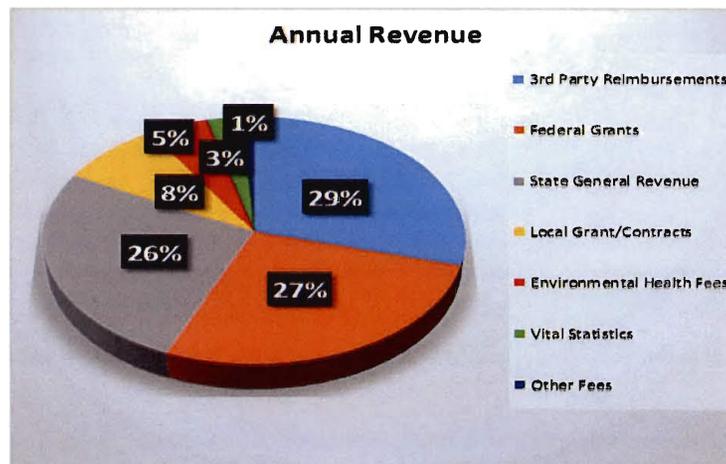
**Vital Statistics** - celebrated one year of partnering with the Hillsborough County Tax Collector to issue birth certificates to the public in six of their offices. Began processing vendor payments via electronic transfers, continuing our agency-wide Going Green Initiative.

## Accomplishments and Highlights:

Reduced the number of users who can access Social Security Numbers in HMS by 95%.

Installed a new hosted Avaya telephone system that is fully redundant and provides automatic backup in the event the local switch fails.

Began deployment of the Microsoft Office 2013 software suite. Replaced 88 Cisco network switches with new Dell Gigabit network switches.



## Goals for 2015-2016:

- Assist with conversion to ICD-10 coding;
- Continue efforts to reduce costs in our Go Green Initiative;
- Complete the migration of all stand-alone file servers to a virtual server environment;
- Convert all file servers to Microsoft Server 2012 operating system;
- Implement new online travel reimbursement system;
- Convert and utilize new Data (LOGI) reporting system;
- Implement Electronic Fetal Death Registration System for filing paperless infant death records.

## Epidemiology

The Epidemiology program provides a number of services for the community including reportable disease and outbreak surveillance and investigations, and education to community partners about the control and prevention of communicable illnesses. The Epidemiology staff works closely with local medical providers, schools, child care centers and long term care facilities to increase community vaccination rates and to promote illness preventing behaviors. Epidemiology staff members communicate regularly with county stakeholders through educational presentations and health promotion events.

**Table 1. Total number of outbreaks and cases reported by Hillsborough County Epidemiology staff, FY 12-13, FY 13-14 and FY 14-15**

### Community-wide Cryptosporidiosis Outbreak

	FY 12-13	FY 13-14	FY 14-15
Cases	3071	3258	4177
Outbreaks	81	35	107

During the summer of 2014, Hillsborough County experienced a community-wide outbreak of cryptosporidiosis, an often waterborne diarrheal illness caused by a parasite. Many who were infected with cryptosporidiosis were likely exposed through swimming in recreational water such as pools, hot tubs, or interactive water features. As a result of this summertime outbreak, Hillsborough County saw a significant increase in the number of cases during the entire year, when compared previous years (Table 2)

**Table 2. Total number of cases of cryptosporidiosis in Hillsborough County, 2011-2014**

2011	2012	2013	2014
38	75	61	353

### Syndromic Surveillance

Epidemiology staff utilizes emergency department data to monitor disease and illness in our county. Over the past year, staff has improved the system by adding an additional hospital and two urgent care centers to the facilities that contribute data. Daily analysis has allowed for a rapid public health response when necessary.

## Hepatitis Programs

**Perinatal Hepatitis B:** The goal of the Perinatal Hepatitis B Prevention Program is to protect infants who are exposed to the hepatitis B virus during birth. From July 1, 2014 through June 30, 2015, 25 women were enrolled in the Perinatal Hepatitis B Prevention Program in Hillsborough County. All infants received hepatitis B immune globulin (HBIG) within the first 12 hours of birth. Fifteen of these 25 cases received the HBIG and all three doses of the recommended hepatitis vaccines by 12 months of age. Three months after the third vaccine is given, a post vaccine serology test is done to ensure the infant is immune to hepatitis B. Eight of the 25 infants completed the post vaccine serology, and all attained immunity to hepatitis B. The additional 17 infants are still completing the process.

**Hepatitis in Young Adults:** The Hepatitis in Young Adults Program was implemented in 2013 to assess the risk factors associated with chronic hepatitis B and C in adults between the ages of 18 to 30. From July 1, 2014 to June 30, 2015 there was a total of 46 chronic hepatitis B cases and 219 chronic hepatitis C cases among young adults. Interviews were completed for 121 of these cases.

### Emerging Infectious Disease Response

The Epidemiology Program conducts surveillance and provides timely information to healthcare providers and the community regarding emerging infectious diseases including Ebola virus disease, Chikungunya, measles, Middle East Respiratory Syndrome (MERS), and enterovirus D68. Program staff disseminated up-to-date information from the state health office and the Centers for Disease Control and Prevention to local hospitals and physicians. Community education was provided through media appearances, the program's *Epi Notes* newsletter, and phone calls from concerned citizens. In October, staff members began twice daily temperature monitoring of individuals returning from Ebola affected countries including Sierra Leone, Liberia and Guinea. During the 2014-2015 fiscal year, a total of 1007 directly observed temperature checks were completed for of 43 travelers.

### Goals for 2015-2016:

- Increase number of providers reporting of diseases to the DOH-Hillsborough;
- In partnership with county mosquito control, insure imported cases of mosquito borne diseases do not result in locally acquired cases.

## Health Promotion and Education

Prevent obesity and chronic disease through education and reduce complications of existing disease through improved management. Obesity and its co-morbidities of diabetes, heart disease and stroke play a major role in the burden of disease. Our efforts contribute to improving the health of the community and decreasing illness and disease.

**Diabetes Prevention Program (DPP)** assists individuals at risk for developing diabetes to lower their risk through weight loss and physical activity. The year-long program reached five milestones: Centers for Disease Control and Prevention acknowledgement as the 1st program in Florida to meet all criteria for Recognition; 4<sup>th</sup> program in the nation (first health department) to achieve that status; Master Trainer designation for program staff; a presentation of our program on a National Association of City and County Health Officials (NACCHO) conference call with 200 participants, and the successful award of a Humana Foundation grant to educate senior adults.

### Goals for 2015-2016:

- Increase provider referrals; deliver minimum 2 Lifestyle Coach trainings; educate intact senior adult populations.

**Diabetes Self-Management Education (DSME)**, an education program, based on the American Association for Diabetes Educator standards, is provided to people with diagnosed diabetes. Hillsborough's rate of diabetes deaths is higher compared to the Florida state average. Participants learn skills and information that help them better control their blood glucose levels, lowering

their risk for complications. Program success is supported by many participants improving their A1c measure post-DSME participation.

### Goals for 2015-2016:

- Increase provider referrals and participants to a Diabetes Prevention program.

### Get Into Fitness Today (GIFT)

educates and supports individuals in achieving a healthy weight through improved nutrition and increased physical activity. Online programming has grown slowly. Minor site redesign, along with marketing efforts, increased visits to the site, [www.GetIntoFitnessToday.net](http://www.GetIntoFitnessToday.net).

### Goals for 2015-2016:

- Increase visitors and visits to online GIFT programming and provider referrals.



**Health Literacy** sessions assist individuals to better understand their health condition and the how to engage with care providers to achieve their best health, providing practical information to help people actively participate in their health care.

### Goals for 2015-2015:

- Increase number of people educated on health literacy by providing additional education sessions.

**Partners in Obesity Prevention Coalition (POP)**, a collaboration of community partners spearheaded and facilitated by the DOH-Hillsborough, entered its 8<sup>th</sup> year, with a focus on completing actions plans implemented last year in 5 broad environments. Milestones include completing a walkability study conducted by neighborhood residents and hosting Health Impact Assessment (HIA) training for partners, along with initiation of an HIA in a Hillsborough County community.



## Goals for 2015-2016:

- Complete and share the report of the Walkability Tampa Bay 2015 effort.
- Complete the HIA and provide results to county officials and the community.
- Engage partners in a strategic planning session to include reviewing the Health status of the community and setting new action plan goals.
- Enhance collaboration with additional community partners.

## Breast and Cervical Cancer Early Detection Program

The National Breast and Cervical Cancer Early Detection Program (NBCCEDP) as administered by the Centers for Disease Control and Prevention (CDC) funds the Florida Breast and Cervical Cancer Early Detection Program (FBCCEDP).

**Reach and Connect**, education goal is to increase regular screening and utilization of the HPV vaccine. These educational efforts include three additional counties; Hardee, Highlands, and Polk.

## Goals for 2015-2016:

- Increase providers as needed to ensure convenient service access.
- Increase participation in *Reach and Connect*.

Mammograms	1427
Pap Smears	146
Clinical Breast Exams	317
Reach & Connect presentations/ participants	75

Hillsborough County's regional program uses federal and state funds to provide pap smears, mammograms, and clinical breast exams to women 50 to 64 years of age in Hardee, Highlands, Hillsborough and Polk counties who lack insurance to cover these service. The program is based on population percentages of different racial and ethnic groups, with contracted providers providing the services.

Over the past year, 34 breast cancers were identified and zero cervical cancers. Women are linked to providers for treatment when cancer is diagnosed.

## Childhood Lead Poisoning

All lead test results for adults and children in Hillsborough County are monitored. Investigation and case management are conducted for children 0-6 years of age with a blood lead level of  $\geq 10 \mu\text{g}/\text{dl}$ . Education is provided to help eliminate lead in the home. Lead exposure from parents or caregivers with occupational "take-home" exposures is evaluated. In-service training is offered regularly to healthcare providers, along with community education for families, childcare centers, homeowners, buyers, property managers, construction industry trades, and local code enforcement.

# Community Health

The Jr. Lead Detective program is a popular educational presentation offered to children, parents and caregivers. Children learn basic health habits that can prevent lead exposure.



Through our provider outreach efforts, more testing is occurring in healthcare settings with use of the in-house Lead Care II onsite laboratory. Program staff facilitate a local coalition of *Community Partners Against Lead* dedicated to reducing lead in the environment and enhancing networking for prevention.

### Goals for 2015-2016:

- Child lead cases are reported within 15 days of testing;
- Increase education to providers, members of high-risk communities, childcare centers, homeowners, tenants and property managers.

New child lead cases	22
Ongoing cases managed from prior years	12
Provider/Community educations	24

### Sterilizations

Federal Title X funds vasectomies and tubal ligations provided to eligible individuals at low to no cost through contracted providers in Hillsborough County. Services are provided based on funding.

Total Sterilizations	61
Tubal Ligations (women)	40
Vasectomies (men)	21

### School Health Services

School Health Services provides funding from State and Federal sources for contracted services to the School District of Hillsborough County with the goal of ensuring children are in school and ready to learn. This program office is responsible for ensuring the annual Florida Youth Behavioral Risk Survey is completed in identified schools and all school district health services are reported. School Health staff provided or administered:

SCHOOL HEALTH SERVICES PROVIDED	2014-2015
Nursing Services	2,407,563
Screenings (vision, hearing, scoliosis, growth & development/BMI)	180,809
Medication doses administered	233,074
Educational presentations	1,622

### Goals for 2015-2016:

- Ensure screenings are completed according to state guidelines.



# Community Health

## Office of Health Equity

The goal of the Office of Health Equity is for all of Hillsborough County to achieve optimal health where we live, learn, work, play, and socialize. Through our programs and services, we strive to assure all of Hillsborough County has access and opportunity to achieve full health potential by addressing the social determinants of health through policy, system and environmental changes, as well as assessment and education.



OHE received two Community Partner Awards at the 30 Years - USF College of Public Health - Community Partners Celebration  
Photo: Courtesy of Ellen Kent, USF COPH

**Tobacco** – We continue to protect our community from tobacco related health risks with funding from the Hillsborough County Anti-Drug Alliance. Focus of our tobacco initiatives are centered around Hillsborough County businesses and multi-unit housing complexes to educate and assist with tobacco related policies that support smoke free environments, cessation and smoke-free living.

Tobacco Free Programs		
Smoke Free Business Policies		22
Smoke Free Multi-Unit Housing Policies	Properties	2
	Housing Units	303
Community Edu./Cessation Events		35

**Dental Health Program** — Hillsborough County manages dental programs to provide dental services across the county. The Community Dental Health Program provides quality, no cost dental services to pregnant and postpartum

women, infants and children in order to increase access to health care and prevent and control diseases and conditions related to poor oral health. In its third year, the School Based Sealant Program tripled the number of schools served, providing dental screenings, early and urgent care referrals, fluoride varnish and application of sealant material to prevent tooth decay on permanent molars of 2nd graders.

Community Dental Health Program	No. Served 2013-2014	No. Served 2014-2015
Pregnant/Postpartum	195	195
Infants	114	74
Children	599	830
School Based Sealant Program	No. Served 2013-2014	No. Served 2014-2015
Dental Screenings	1108	3154
Preventative Sealants	900	2483
Urgent Care Referrals	149	221
Early Care Referrals	402	1503

**Family Planning (Title X)** – The Title X Family Planning Program plays a key role in preventing unintended pregnancies, reducing the incidences of abortion and improving birth outcomes. Services include contraceptive counseling and supplies, preconception and Interconception health counseling, STD screenings and infertility counseling. In the past two years, through our partnerships with Suncoast Community Health Center, Tampa Family Health Center and USF Health, we have expanded our services to the community from 6 locations to 9 locations. During this year the rate of use of long acting reversible contraceptives (LARC's) is 5x that of last year.

Family Planning Services	2013 No. Services	2014 No. Services
Clients Served	4320	4880
Highly effective methods	124	690
Effective methods	1956	2705

# Community Health

**Community Engagement** – We partnered with the USF College of Public Health for a Community Engagement Initiative that funded five nonprofit projects addressing food access, nutrition education, parenting education, cancer support services and community-based research. The \$50,000 initiative generated other funding, including a \$10,000 grant to expand nutrition education and in-kind support to provide 25,000 meals last year and this year. Further, we are now working on a new strategy, Health in All Policies, which engages diverse sectors to include health in their decision making processes that impact health equity. This strategy led to a partnership with the Hillsborough County City-County Planning Commission, including education to their staff and Board, and a joint national grant application to improve local food access.



USF-DOH Project at Feeding America Tampa Bay.

**Health Impact Assessments (HIA)** – is a systematic process that assesses the potential effects of a proposed policy, plan, program, or project on health. It considers the impacts on vulnerable populations and is an important tool for advancing health and equity in communities. HIAs introduce health into the decision-making process in sectors that may not normally take a health-focused approach in their planning. An HIA in the Town 'N Country area was initiated in partnership with the Hillsborough County Department of Parks, Recreation, and Conservation, focusing on a fitness policy in county parks and recreation centers. A second HIA was introduced in Wimauma, in the southeastern part of the county, in collaboration with the Hispanic Services Council. The focus was

related to recreational opportunities and shared use in the area and the impact on chronic disease, mental health, well-being, crime, and violence. Both HIAs were conducted in primarily Hispanic areas of the county, with the plan to conduct a comparative analysis of the two HIAs upon their completion. We are also engaging the Hillsborough Metropolitan Planning Organization in implementing HIAs, and exploring a possible HIA related to a specific local pedestrian transit plan.

**Healthy Start Administration Unit** – In cooperation with the Healthy Start Coalition of Hillsborough County, the Healthy Start Administration Unit ensures all infants and prenatal mothers are afforded the opportunity to receive access to available care and developmental programs. The Healthy Start Administration Unit ensures the clients are accounted for and the information for those families desiring services is forwarded to the Healthy Start Coalition for care coordination. Services are available during pregnancy and baby's first year of life.

Healthy Start Coordination Program Data Input FY 2014-2015	
Clients	No. of Screens
Infants	17,117
Prenatal Women	16,333

## Goals for 2015-2016:

The Office of Health Equity will continue to focus on policy, systems and environmental changes that provide access and opportunity for optimal health.

Our strategies will focus on:

- *Community Engagement*
- *Health in All Policies*
- *Health Impact Assessments*
- *Family Planning Services*
- *Dental Programs*
- *Tobacco Policies and Assessments*
- *Healthy Start Data Coordination*

# Disease Control

## HIV/AIDS Program Office and Surveillance

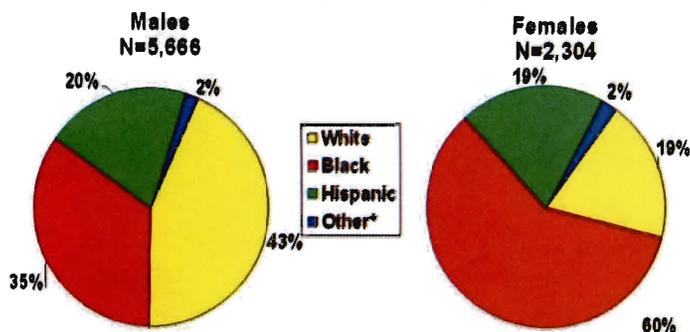
The Area 6 HIV/AIDS Program Office coordinates local HIV/AIDS program planning, development, contracts, and evaluation, as well as serves as the liaison to the HIV/AIDS Section in the Bureau of Communicable Diseases at Central Office. The Program Office manages more than \$1 million worth of contracts for HIV/AIDS patient care, housing, prevention, and early intervention services.

The Surveillance Unit collects, analyzes, and disseminates epidemiological data. The Unit reports HIV infections to the Centers for Disease Control and Prevention (CDC). The data is used to plan, implement, and evaluate HIV/AIDS programs and interventions.

The Surveillance Unit is also responsible for the Medical Monitoring Project (MMP) covering west central and southwest Florida. MMP is designed to learn more about the experiences and needs of people who are receiving care for HIV. The Project will help to answer the following:

- How many people living with HIV/AIDS are receiving care?
- How easy is it to access care and use prevention and support services?
- What needs of persons living with HIV/AIDS are not met?
- How is treatment affecting people living with HIV/AIDS?

**Adults Living with HIV Disease, by Sex and Race/Ethnicity Diagnosed through 2014, Partnership 6**



## Accomplishments and Highlights:

Implemented High Impact Prevention (HIP) interventions and targeted HIV testing to comply with the National HIV/AIDS Strategy's goals of reducing the number of people infected with HIV; increasing access to care and optimizing health outcomes for people living with HIV/AIDS; and reducing HIV-related health disparities. Hosted HIP town hall meeting with more than 50 participants from all over the Tampa Bay area. Implemented the "Test Tampa Bay" campaign. Designed to increase HIV testing and make it routine, the campaign includes billboards, bus advertisements, radio and public service announcements, and grand round talks. The Surveillance Unit hosted three interns from the University of South Florida's College of Public Health. HIV/AIDS Program Coordinator was appointed the Department of Health Co-Chair of the Florida HIV/AIDS Prevention Planning Group.



## Goals for 2015-2016:

- Implement programs in line with the *National HIV/AIDS Strategy for the United States, Updated to 2020*.
- Develop an HIV continuum of care for Hillsborough County.
- Implement a community protocol addressing nPEP (non-occupational Post Exposure Prophylaxis).
- Develop a strategic plan for Hillsborough County addressing PrEP (Pre-Exposure Prophylaxis).

## Immunization and Refugee Service

### Immunizations

The immunizations program focuses on increasing vaccination levels in Hillsborough County. Under-immunized and unimmunized children and adults leave the potential for outbreaks of disease. By providing education, vaccinations, and building community partnerships we strive to eliminate vaccine preventable diseases. Children in Florida are assigned a private provider and these pediatricians give immunizations as part of the comprehensive child health care. Immunization levels in two-year olds are tracked through the Florida SHOTS database. The kindergarten vaccination rate for 2014 was at 92.00% and the 7<sup>th</sup> grade rate was 97.30%.

### Refugee Health

The goal of the Refugee Health Program (RHP) is to protect public health from communicable disease through the review of overseas medical examination records and the provision of health assessments and immunizations. Florida is a national leader in refugee resettlement receiving the largest number of participants in the United States Refugee Resettlement Program. Based on the Federal Fiscal Year (FFY) 2013 Social Service Formula Allocations, the two-year total resettlement participant numbers are:

- Florida 43,184;
- California 16,714;
- Texas 15,002;
- New York 8,879.

Within Florida, new arrival screenings by county according to the 2013-2014 FFY Screening Time Period Report include:

- Miami- Dade 22,217;
- Hillsborough 2,511;
- Palm Beach 1,434.

In order to comply with federal guidelines, the Refugee Program is required to initiate the health assessment on newly arrived refugees within 90 days of their arrival. In FY14 the Hillsborough Refugee Health Program received 2,346 new refugees and screened 2,316 within 90 days, for a screening rate of 98.6%. In comparison in FY15, the program received 3,249 new refugees (an increase of 38% over last fiscal year) and screened 3,206 within 90 days, for a screening rate of 98.68%.

**Table 1: Clients, Visits and Services as reported by the Division of Public Health Statistics and Performance Management Report Center**

7/1/2014 – 6/30/2015			
Program	Clients	Visits	Services
Immunizations	9,814	12,706	26,131
Refugee Health	3,249	6,907	14,863

### Accomplishments and Highlights:

The Immunization and Refugee Services Program received four Prudential Productivity Awards in June 2015. The Program achieved a score of 99% for screening new refugee clients within 90 days of arrival in 2013-2014 (FFY). The program initiated an internal electronic Refugee Resources site for new staff with cross-training on mental health, effective communication, cultural competence, and refugee domestic violence.

### Goals for 2015-2016:

- Expand pediatric refugee mental health assessment;
- Continue quality improvement;
- Strengthen community partnerships.

### Prudential Productivity Awards, June 2015



# Disease Control

## Sexually Transmitted Diseases

The mission of the STD Program is to reduce the number of new STD infections and prevent disease related complications through the promotion of sexual health education, early disease identification, and timely treatment. We accomplish this through a dedicated cadre of healthcare professionals providing comprehensive care and education in the clinic, and integrated with the efforts of our Surveillance Unit and early disease identification carry out by the Disease Intervention Specialists in the field. Additionally, to increase testing capacity within our community so everyone can “know their status”. The testing program has funding initiatives with Tampa-Hillsborough Action Plan/Restore, the Juvenile Assessment Center, the Ybor Youth Clinic/YES programs and Metro Wellness whereby they are able to offer free or low cost STD testing.

In addition to the services provided below, the STD Program protected member of our community by providing 297 HPV vaccines.

### Accomplishments and Highlights:

Implemented the Gonorrhea Isolate Surveillance Program (GISP) protocol monitoring for increased levels of antibiotic-resistant Gonorrhea in our community by testing 73 patients;

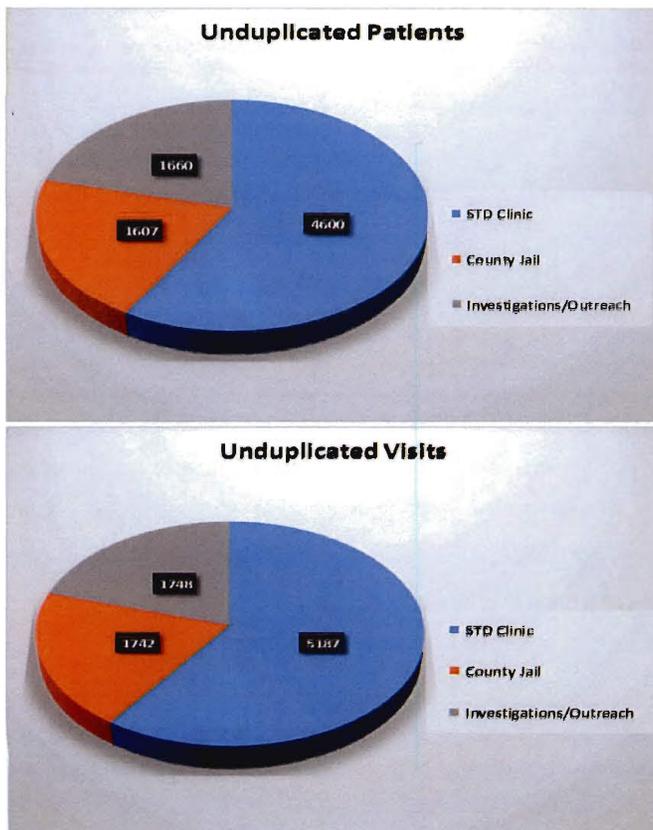
Achieved a 98.5% implementation rate of the Electronic Medical Record (EMR);

Conducted 17 outreach events that touched 1,547 individuals including nine presentations in health disparity zip codes providing free Gonorrhea, Chlamydia, Syphilis, Hepatitis and HIV testing and education.

### Goals for 2015-2016:

- Fully implement the use of the Rapid Syphilis Test across the program (field and clinic);
- Achieve an 85% rate of linking to care for all newly diagnosed HIV cases;
- Reduce the Infectious and Early Latent Syphilis rate amongst the MSM population.

A cross-functional, multi-disciplinary team from our Disease Control Division participates in the 2015 Moffitt Men’s Health Forum below:



# Disease Control

## Specialty Care Center

The continuation of state of the art medical expertise as it relates to HIV/AIDS clinical services through direct client services and community collaboration.

The Specialty Care Center is currently managing 2,492 unduplicated HIV positive clients.

The Specialty Care Center Oral Health clinic currently manages 895 unduplicated clients.

The Specialty Care Center Pharmacy processed over 75,000 prescriptions during this past fiscal year.

Medical services are provided through several key collaborations. Our core medical staffing is comprised of a team of highly experienced Nurse Practitioners contracted through Tampa General Hospital, Florida Health Sciences. Our Physician oversight and HIV/AIDS research is provided through the University of South Florida, College of Medicine. Our Specialty Care Center Pharmacy is staffed by a private company that ensures services are rendered in the most efficient manner possible. We have outstanding relationships with the Francis House, Metropolitan Wellness & Community Centers, DAACO, USF Division of Pediatrics Hillsborough County HealthCare Plan, Florida AIDS Network (FAN) and the Hillsborough County jail. We have numerous contracts with private providers to ensure specialized services are available for the clients we serve.

### Accomplishments and Highlights:

The Specialty Care Center expanded services to include:

- Women's health care high risk GYN services
- Family planning services;
- Colposcopy and anoscopy services;
- Laboratory, dental clinic, pharmacy;
- Research center;
- AIDS drug assistance program (ADAP).

Provision of space for the two case management agencies truly provide the single stop services that are most efficient for the clients we serve.

### Goals for 2015-2016:

- Continuing to review financial sustainability;
- Remain competitive as changes occur in the health care arena;
- Ensure our collaborations remain strong and consistent to serve our clients;
- Continue to expand usage of an efficient electronic health record for clinical and oral health services.



Francis House



# Disease Control

## Tuberculosis Center

The Tuberculosis (TB) Center's purpose is to protect the health of our diverse community through competent public health education, intervention, and treatment of tuberculosis. These responsibilities are distinguished into three primary functional areas for the TB Center:

1. Treat all persons with active TB until cured.
2. Provide contact investigations to evaluate persons exposed to tuberculosis.
3. Provide targeted testing to persons in the community at highest risk for contracting TB.

The TB Center provides clinical care (e.g. TB skin and blood tests, chest x-rays) and treatment services for both active cases of tuberculosis and high-risk persons for latent TB infection. Clients with active TB are treated through directly observed therapy in both clinic and field settings.

**Program Outcomes/Services Provided**  
In Fiscal Year (FY) 2014-2015, the TB Center provided 19,370 services to 1,136 unduplicated clients. This included 44 cases of active tuberculosis and evaluation of 213 contacts in approximately 44 locations. Of the 44 active TB cases, 16 (36%) originated in the US and the other 28 (64%) were foreign born.

Type of Service Offered	FY 2014-15 Count
Tuberculin Skin Test	246
IGRA (Interferon-gamma Release Assay)	302
Chest X-Ray	496

The TB Center is in its third year of running the **Promoting Health in Homeless Shelters (PHHS)** program. The goal of this program is to engage emergency shelter and transitional housing providers in adopting an infection prevention plan to reduce the risk of TB transmission and other communicable diseases within their facilities. Additionally, targeted testing efforts for individuals experiencing homelessness has been a focus of this program in order to reduce the risk of latent and active TB in this population. For FY 2014-2015, the TB Center provided 164 clinical services under the PHHS program.

### Goals for 2015-2016:

- The TB Center plans to improve collaboration with neighboring county TB centers, community providers, schools and universities, homeless service organizations, and any community-based organizations that play a role in TB prevention, management, and treatment.
- Additionally, the program plans to improve quality of its services, including reducing non-compliance in treatment for cases with active and latent TB, as well as increase targeted testing and outreach efforts for high-risk populations.

### World TB Day 2015

World TB Day is celebrated annually on March 24<sup>th</sup> to recognize the day that Robert Koch identified *Mycobacterium tuberculosis*, which is the bacteria that causes TB. On March 24, 2015, the TB Center provided HIV, STD, and TB testing, and immunizations at Trinity Café, an organization that serves free meals Monday-Saturday to approximately 300-400 individuals who are experiencing homelessness and/or hunger. Approximately 70 individuals received services during the event, which was more than double the participation from the previous year's event. Collaborating with internal and external partners were imperative to the success of this event.



Blood draw station at World TB Day 2015

# Environmental Health

## Environmental Health

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

### Environmental Health Highlight

The collection of annual operating permit fees for regulated facilities has always been a difficult process. This year's Divisional Quality Improvement process standardized and streamlined the process through the development of computer-generated notices to accompany past-due permit invoices. These notices outlined potential penalties specified in Florida Statutes and Florida Administrative Codes for continued non-compliance. The new process proved highly effective, and resulted in a 98% reduction of uncollected revenues within the first eight months. Permanent adoption of the new process is expected to result in fewer late renewals of permits in subsequent years, which will save the department significant time and expense.

### Community Environmental Health

Community Environmental Health staff work in 17 different programs. We would like to highlight two of our programs, rabies prevention and the tattoo program. Prevention of rabies is a critical duty of the Department. Hillsborough County experienced 2657 reported animal bites, an increase of 9.7% over last year, due to population growth and better reporting. By revising duties of several positions, a new Rabies Coordinator position was established to more effectively and efficiently investigate animal bites. These changes have led to quicker response times, better customer service, more effective working relationships with partner agencies, and better protection of our community from this deadly disease. This new position has also improved customer service for the rapidly growing Tattoo program, where the goal is to prevent the transmission of blood-borne pathogens and other potential infections. There are currently more than 100 Tattoo facilities and over 400 Tattoo artists licensed in Hillsborough County.

### Safe Drinking Water program

The Safe Drinking Water Program protects public health by ensuring that all 670 public water systems in Hillsborough County provide residents and visitors with safe drinking water that meets Federal and State drinking water standards. Our mission is to prevent illnesses and deaths that can occur from waterborne diseases or chemical contaminants in water. This is accomplished through engineering plan reviews, inspections, monitoring of water quality data, and providing technical and education services to water system owners and the public. The program is reviewed yearly by the Department of Environmental Protection and the Department of Health to ensure adherence to all policies and rules. Our program review conducted on March 25, 2014 received an excellent overall rating of 98.21%.



### Onsite Treatment and Disposal Program

The Onsite Sewage Treatment and Disposal Systems (OSTDS) program ensures proper installation of new and repaired septic systems. All systems are permitted and inspected according to regulations found in Florida Administrative Code (FAC) 64E-6. There are approximately 120,000 onsite septic systems in Hillsborough County. Each year, approximately 850 of the existing onsite systems are permitted for repair and approximately 500 new onsite systems are installed. All repaired and newly constructed septic systems are inspected by OSTDS program staff before being approved for use.

### Goals for 2015-2016:

- Complete a thorough review of the EH online database (ebridge) to ensure our clients/customers have access to the most accurate information available;
- Complete all required inspections of licensed accounts.

# Nutrition

## Nutrition

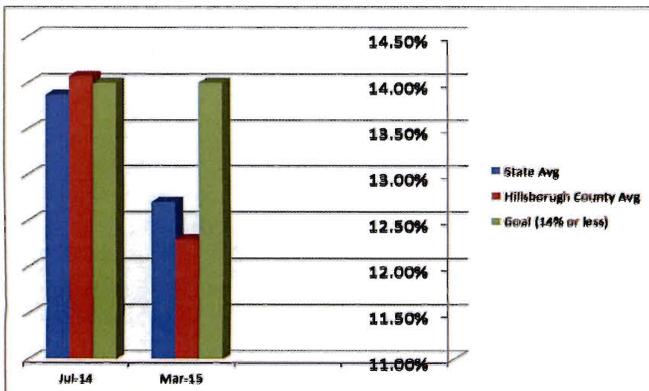
The Nutrition Division of Florida Department of Health - Hillsborough consists of the Special Supplemental Nutrition Program for Women, Infants and Children (WIC), as well as, professional staff who work within the community providing nutrition education, menu and meal plan assistance, and nutrition services to partner programs throughout the county.

Hillsborough County WIC is the fourth largest agency in the state, providing nutrition assessments, education, breastfeeding promotion and support, and supplemental healthy foods including fresh fruits and vegetables to pregnant and post-partum women and children up to 5 years of age. These services have long-term beneficial effects during critical periods of growth and development for insuring healthier newborns and thriving children. Eligible women are encouraged to use WIC services as early in their pregnancy as possible to receive the full benefit of nutritional counseling and the supplemental foods available through the program. The WIC program continues to progress in making women aware of the benefit of early enrollment.

### Breastfeeding Peer Counselor Program

WIC is the recipient of a Breastfeeding Peer Counselor (BPC) grant which enables Hillsborough County to provide more direct support to new mothers who may be interested in breastfeeding or are interested in learning more about the benefits of breastfeeding. Among our staff, WIC is proud to have 2 International Board Certified Lactation Consultants, as well as, 18 Certified Lactation Counselors located throughout our sites.

The graph below shows Childhood Obesity Rates for WIC in Hillsborough County for the months of July 2014 and March 2015.



### Accomplishments and Highlights:

Increased caseload from 30,814 to 31,173 clients; Decreased Childhood Obesity Rate from 13.87% to 12.70%.

Conducted 336 outreach contacts, 70 of which offered integration of WIC and Nutrition services in the community.

Partnered with Federally Qualified Health Centers in the "WIC Smiles 4U" program. Mobile dental units visit WIC clinics and provide preventative dental care to 1,113 clients.

### Goals for 2015-2016:

- Continue caseload growth;
- Increase breastfeeding rates;
- Work towards Gold Award for breastfeeding friendly businesses;
- Implement an enhanced vendor training program for potential WIC stores;
- Improve internal processing standards;
- Increase the number of client certifications performed in the community.

**Did You Know?**  
In Hillsborough County there are 137 stores that accept WIC!

# Public Health Preparedness

## Public Health Preparedness (PHP)

The PHP mission is to promote and protect the health and safety of the residents and visitors to Hillsborough County by mitigating the effects of a disaster through education, planning for, responding to and recovering from both natural and man-made incidents/disasters or pre-planned events. Our strategies are based on the divisional goals of Prevention, Education, Surveillance and Intervention.

**Emergency Support Function #8** - Provides command and control for the health and medical system during emergencies.

**Special Needs Sheltering Program** - Develop and maintain registry of individuals having specific medical needs and staff/operate medical shelters.

**Risk Communications and Public Information** - Deliver coordinated, prompt, and actionable information to the whole community using consistent, accessible, and culturally and linguistically appropriate methods.

**Planning, Training and Exercising** – Develop formalized plans and partnerships to support and respond to events that threaten public safety.

**Cities Readiness Initiative Program** – Develop a distribution system to provide prophylaxis medication to all residents and visitors of the County.

**Medical Reserve Corps** – Recruit, train and sustain medical volunteers to assist during emergencies, incidents or pre-planned events.

### Accomplishments and Highlights:

Preparedness program effectiveness is measured annually using a composite rating system that encompasses 22 specific capabilities. The score for fiscal year 2014/2015 was 4.9 out of a highest possible score of 5.

A comprehensive threat and risk analysis was conducted with community partners to identify system gaps. The division will lead efforts by community partners to address gaps.

Worked with the Hillsborough County Health Care Coalition to conduct a risk/gap analysis and justify over \$86,000 of response projects.

Conducted a Federal Coordinating Center exercise to receive 650 patients being airlifted to Tampa from a disaster stricken area to receive definitive medical care.

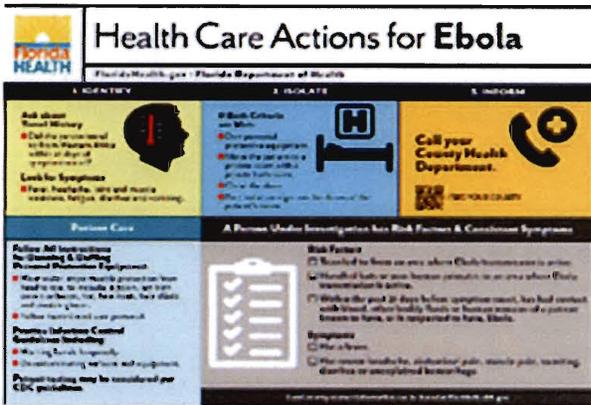


The exercise tested the community's ability to receive, track, and reunite evacuated patients with family members. This was a unique exercise that involved US Health and Human Services, US Air Force Reserve (North Carolina), the Veteran's Administration, Red Cross, Tampa International Airport, Tampa Fire Rescue, local universities and colleges, and hospitals within the county.



# Public Health Preparedness

Established a work group of hospitals, law enforcement, fire rescue, Emergency Management and EMS to address issues that would arise should we have someone arrive in-county with Ebola. The group established basic protocols for response, transportation, assessment, personal protective equipment, and communications.



Partnered with the Port Authority, Tampa International Airport, law enforcement, emergency medical services, hospitals and other medical providers to develop protocols for identification, transportation and receiving individuals with highly infectious diseases.

Developed the State of Florida plan for distribution of Personal Protective Equipment to First Responders. Our Special Needs Coordinator worked with State Division of Emergency Management as a technical expert for implementing a legislatively mandated Special Needs Registry.

Hillsborough's **Special Needs Registry** and Database Management was highlighted as a State Best Practice.

The Health Department's Public Information Officer was selected as the Interim Press Secretary for eight weeks following the departure of the incumbent.

The **Medical Reserve Corps (MRC)** activities recouped over \$66,697 in in-kind services through event participation. During the year, the Medical Reserve Corps provided:

- on-scene first aid to the Gasparilla Marathon event;

- medical and non-medical services to support the annual Mass Casualty Exercise Supported Pinellas County MRC by staffing first aid stations at two separate large community events;
- support to the TB Program participating in "Operation Reveille" by administering influenza vaccine to homeless veterans;
- support to the West Central Florida MRC for a large event to provide veterinary care and vaccinations to community pets.



## Goals for 2015-2016:

- Increase outreach to instill a sense of personal responsibility for recovering from disasters;
- Expand existing partnerships to address gaps in preparedness;
- Provide timely and appropriate health risk communications;
- Increase MRC volunteers by 5%.

## Did You Know?

Florida ranks fourth in the number of tornados with an average of 66 per year.

# Division Contacts

## Florida Department of Health - Hillsborough

Main Line: (813) 307-8000 ■ 1105 East Kennedy Boulevard ■ Tampa, Florida 33602

Unless noted, area codes are 813		Telephone:	Fax:
Health Department Director	Douglas A. Holt, M.D.	307-8008	272-6984
Administrative Services Director	Christina Ciereck	307-8015 x6303	272-6249
Assistant Director	Cindy K. Morris, R.S.	307-8008	272-6984
Community Health Director	Leslene Gordon, Ph.D., R.D., L.D./N	307-8015 x7101	307-8094
Community Health Nursing Manager	Cindy Hardy, R.N.	307-8015 x7102	307-8094
Disease Control/Nursing Director	Faye Coe, R.N., B.S.N.	307-8015 x6321	272-6984
Environmental Health Director	Brian Miller, R.S.	307-8015 x5901	272-7242
Epidemiology Manager	Warren R. McDougale, Jr., M.P.H.	307-8015 x6701	276-2981
HIV/AIDS Program Coordinator	Jim Roth	307-8015 x6501	276-2839
Human Resources Director	Robert Kowalczyk, SPHR	307-8015 x3101	272-5227
Immunizations/Refugee Manager	Robyn Pasto, M.P.H.	307-8015 x7701	274-1946
Information Technology Manager	Chris Wagner	307-8015 x3401	272-5685
Legal Counsel	Beverly H. Diehr, J.D.	(727) 507- 4326	(727) 507- 4329
Medical Director (HIV/STD/EPI)	Charurut Somboonwit, M.D.	307-8008	272-6984
Medical Director (TB/Refugee)	Beata Casañas, D.O.	307-8008	272-6984
Medical Director (SCC)	Jamie Morano, MD	307-8008	802-9743
Nutrition Director	Bonnie Watson, RDN, LDN, CLC	307-8015 x6312	307-8087
Nutrition Program Coordinator	Jennifer Waskovich, M.S., R.D., L.D./N	307-8015 x7425	307-8087
Office of Health Equity Manager	Walter Niles, M.P.A.	307-8015 x6601	307-8065
Pharmacy Manager	Leslie Betts, Pharm.D.	307-8072	272-7240
PH Preparedness Director	Ryan J. Pedigo	307-8015 x4401	276-8789
Public Information Officer	Steve Huard	307-8044	276-8789
STD Manager	Carlos Mercado, M.B.A.	307-8015 x4501	307-8027
TB Manager	Jylmarie Lewis, M.P.H.	307-8015 x4701	975-2014

### CLINIC LOCATIONS

**Immunization and Refugee Service:** 8605 N. Mitchell Avenue, Tampa, FL 33604 ■ (813) 307-8077 ■ Fax (813) 274-1946

**Tuberculosis Center:** 8515 N. Mitchell Avenue, Tampa, FL 33604 ■ (813) 307-8047 ■ Fax (813) 975-2014

**Specialty Care Center (HIV/AIDS/STD):** 1105 E. Kennedy Boulevard, Tampa, FL 33602 ■ (813) 307-8064 ■ Fax (813) 273-3721

### NUTRITION / WIC LOCATIONS

For all offices Phone: (813) 307-8074 and Fax: (813) 307-8087

**Brandon:** Oakfield Medical Plaza, 220 S. Moon Avenue, Brandon, FL 33511

**Hargrett Building:** 2002 East 26th Ave., Tampa, FL 33605

**Joyce Ely:** 205 14th Ave., S.E, Ruskin, FL 33570

**North Hillsborough:** 9827 N. Sheldon Road, Tampa, FL 33635

**Palm River:** 7728 Palm River Road, Tampa, FL 33619

**Plant City:** 307 N. Michigan Avenue, Plant City, FL 33563

**Sulphur Springs:** 8605 N. Mitchell Avenue, Tampa, FL 33604

**University Area:** 13601 North 22nd Street, Tampa, FL 33613

### VITAL STATISTICS and TAX COLLECTOR LOCATIONS

For all offices Phone: (813) 307-8002 and Fax: (813) 903-3370

**University :** (Main office) 13601 North 22nd Street, Tampa, FL 33613

**Brandon:** Oakfield Medical Plaza, 212 South Moon Avenue, Brandon, FL 33511

**St. Joseph's Women's Hospital:** 3030 W. Martin Luther King Jr. Blvd., Tampa, FL 33607

**Tax Collector Office :** 3011 University Center Drive # 150 , Tampa, FL 33612

**Tax Collector Office :** 834 Jim Redman Parkway SR 30, Plant City, FL 33563

**Tax Collector Office :** 6883 W. Waters Avenue, Tampa, FL 33634

**Tax Collector Office :** 3002 East College Avenue, Ruskin, FL 33570

**Tax Collector Office :** 3030 North Falkenburg Road, Tampa, FL 33619







**MISSION:**

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

**VISION:**

To be the **Healthiest State** in the Nation.

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Phone: 813-307-8000

*We invite you to view our other online publications and materials at:*  
[www.hillscountyhealth.org](http://www.hillscountyhealth.org)

