

2019-2021



ANNUAL REPORT

OUR VISION: TO BE THE HEALTHIEST STATE IN THE NATION



COVID-19 Response

Confronting the Global Pandemic


OUR VALUES

Innovation
Collaboration
Accountability
Responseiveness
Excellence

OUR MISSION

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

FLORIDA DEPARTMENT OF HEALTH IN HILLSBOROUGH COUNTY

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**PRODUCED BY THE FLORIDA
DEPARTMENT OF HEALTH
IN HILLSBOROUGH COUNTY**

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

In Hillsborough County, the programs and services fall under six divisions: Administrative Services, Community Health, Disease Control, Environmental Health, Nutrition/WIC, and Public Health Preparedness. Throughout 2019, divisions focused operations on its programs and services, but by 2020, the COVID-19 pandemic forced all to respond to the public health threat.

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MESSAGE FROM THE DIRECTOR

Dr. Douglas A. Holt

Each year, the Florida Department of Health in Hillsborough County (DOH-Hillsborough) produces an annual report to summarize accomplishments and activities that occurred during the previous fiscal year.

However, this annual report covers the last two fiscal years, from July 2019 to June 2021.

These two years were very challenging. We responded to the COVID-19 pandemic, a bad flu season, and the Hepatitis-A public health emergency.

According to the 2019 County Health Rankings and Roadmaps tool released by the University of Wisconsin and the Robert Wood Johnson Foundation, Hillsborough County is moving in the right direction. In 2011, the county ranked 30th in the state for health outcomes.

Last fiscal year we ranked 23rd in the state. Now we are ranked 19th in the state. DOH-Hillsborough is committed to being a model public health agency. By the end of the fiscal year, we finalized a community health assessment and community health improvement plan, which is done every five years. The findings will create priority areas for the upcoming years. The DOH-Hillsborough family has worked

day and night to protect the public's health. They have risen to the challenge in the most amazing, heroic way. I am proud and blessed to work with the team.

“The DOH-Hillsborough family has...risen to the occasion in the most remarkable ways.”



Dedication

This annual report is dedicated to the life and public service of Brenda Hammers, who passed away on March 23, 2021. Ms. Hammers worked in the Nutrition Division as a Health Support Specialist at the North Hillsborough WIC clinic.



COVID-19 Pandemic Response 04

From the moment COVID-19 was detected in Hillsborough County, our response began, and continues to this day

Administrative Services 10

Finance & Accounting, General Services, Personnel Services, Information Technology, Performance & Quality Improvement, and Vital Statistics

Community Health 12

Epidemiology, Health Promotion & Education, and Office of Health Equity

Disease Control 14

Clinical HIV Research, HIV/AIDS Program Office & Surveillance, Immunization, Refugee Health, STDs, Specialty Care Center, and Tuberculosis Program

Environmental Health 17

Community Environmental Health, Safe Drinking Water, Onsite Treatment and Disposal Systems

Nutrition/WIC 18

Breastfeeding support, Food Accessibility, Clinical Dietitians

Public Health Preparedness 20

Emergency Support, Special Needs Shelter Registry, Risk Communications and Public Information, Cities Readiness Initiative, and Medical Reserve Corps

FY 2019-2021

COVID-19 RESPONSE

Confronting the Global Pandemic Here at Home in Tampa Bay



As reports of COVID-19 began spreading outside of China in December 2019, Epidemiology began closely monitoring the spread of the disease.

When cases were first identified in the United States in early January, the department began communicating situational awareness to the local medical system and other partners.

In mid-January, the Director began communicating with local leaders about the disease and to ensure awareness of plans existed to respond to a highly infectious disease. The Hillsborough County Pandemic Influenza Plan served as the model for response.

Actions and activities specific to the COVID-19 disease were developed as tactical, supporting plans; as well as

workgroups of community partners were formed to address large-scale isolation/quarantine, support services, vaccinations, and health care system surge.

On January 13, 2020, preparedness staff met with Hillsborough County Emergency Management and emergency medical services agencies to establish a formal response structure and identify gaps for a potential pandemic. A broader-scope meeting was held at the end of January with all community partners identified as having a role in the response.

Early in March 2020, after the first case was identified in the County, a Unified Command was established between the Department of Health in Hillsborough County and Hillsborough County Government

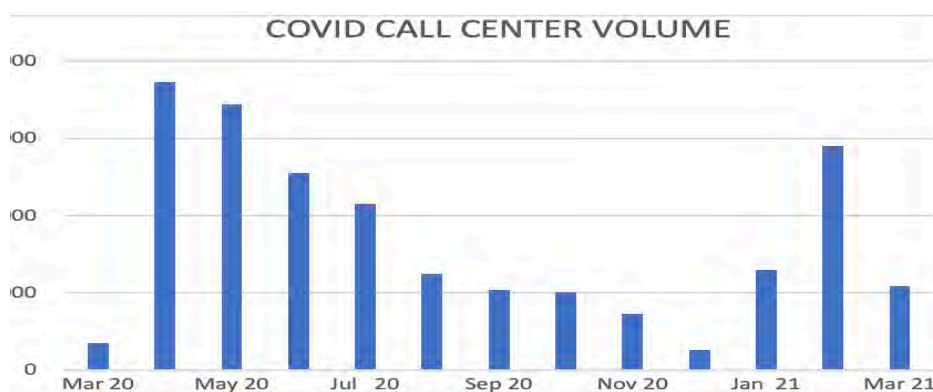
for a combined response. The County Emergency Operations Center became the central hub to coordinate manpower, operations, and resources.

As cases began to be identified in late February 2020, the department took the lead role in establishing a community plan for isolating and quarantining residents and visitors. Working with General Services, a hotel was identified for those individuals who could not safely remain at home. Additionally, food and other basic necessities had to be provided to these individuals.

Risk communications with the public was essential to keep the public informed and provide actions that they could take to reduce the risk of contracting the disease and reducing the spread. A Joint Information Center (JIC) was established to address communication with the public. The Public Information Officer (PIO) worked with the Hillsborough County Communications Office to establish call centers. Scripts were developed and updated daily to provide to the contractor, who would screen the calls, provide general information, and transfer callers to the DOH-Hillsborough for specific technical questions.

Testing was in extremely high demand beginning in late February 2020. The State of Florida Division of Emergency Management established a single site close to Raymond James Stadium that was open to the public. The department worked with the county, City of Tampa, and local healthcare systems to establish public testing sites geographically spread and staff were throughout the county to increase access.

With the demand for testing exceeding the capacity, priority testing for high-risk persons identified by Epidemiology was problematic. Disease Control



created a testing site for high-risk, medical staff, first responders, and individuals at the Sulphur Springs Health Center and subsequently moved to the University Area Health Center and opened to the public.

By March 2020, media coverage of the pandemic was nonstop, and the anxiety level of the public was extremely high.

The PIO worked with Management Information Systems (MIS) to develop a call tree directing COVID questions from the public to a call center to address general questions and alleviate the extremely high volume of calls for Epidemiology.

Staff from the Nutrition Division and School Health Program were assigned to Preparedness staff the center.

Baycare Health worked with Tampa International Airport (TIA) and the Health Department to establish a testing point at the airport.

This was a first in the country and many other major airports across the United States later followed the model. During Epidemiology's case investigation, travelers were advised

they must isolate if positive. If a traveler was not cooperative, the department staff would coordinate with the specific airline and Tampa Airport Operations to prevent passengers from boarding. From October 2020 – April 2021, this site identified 175 positive travelers who could not travel.

The Epidemiology Program played a crucial role in the COVID-19 response. The program added more than 120 staff to assist the program in the critical task of investigating COVID-19 cases, identifying contacts, providing education, and linking cases and contacts to community resources.

The team connected people to testing, medical, and assisted living facilities (ALF) to ensure residents routinely tested for COVID-19, had access to adequate supplies of personal protective equipment like masks and gowns, were able to arrange vaccinations, and safety isolate and quarantine residents to prevent COVID-19 transmission in these high-risk settings.

Preparedness provided items masks, thermometers, pulse oximeters, and health care referrals and worked with the County Social Service team to provide food, if needed, delivered the items to their homes.

Epidemiology also identified many individuals who could safely isolate at their residence but did need support for wrap-around services such as food, medical care, hygienic items, and other services was developed. School Health nurses, assigned to PHP, implemented a case management system to identify needs.

Preparedness provided items such as masks, thermometers, pulse oximeters, and health care referrals and worked with the County Social Service team to provide food if needed delivered the items to their homes.

The county was able to lease two hotels side-by-side, to accommodate isolation and quarantine individuals. Preparedness, working with Epidemiology, approved, tracked, and released individuals from the Hotels. The sites were staffed with security, food service, and transportation services.

Many individuals identified as COVID positive were in congregate care settings or at hospitals pending discharge and had very specific needs. Preparedness staff provided case management for 237 individuals to ensure their medical and support needs were met.

Another significant issue was discharging hospitalized long-term care residents back to their facilities. Many of these individuals did not meet hospitalization criteria but required a higher level of care than afforded at the isolation hotels, and the facility would not accept the residents back.

Working with the County, a contract was established with an assisted living facilities (ALF) to place the patient back in their facility. The Department staff worked with hospital case managers to evaluate the appropriateness of placing 135 individuals into the ALF until they returned to their originating facility.



The Associate Director for USF's Division of Infectious Disease and International Medicine was able to work with the Morsani College of Medicine and Tampa General Hospital to establish Telemedicine as a point of access to care for underserved individuals within the community.

USF and TGH created the COVID-19 Transitional Care Clinic to provide ambulatory care for patients who have tested positive for COVID-19. The program offered patients the option of home management of the virus to prevent hospitalization.

The TGH providers use telehealth visits to assess, monitor, and treat patients for COVID-19 based on the latest medications approved, including the monoclonal antibody treatments for infected patients or as prevention for their household contacts. The Director was able to link the telehealth team to our isolated patients, ensuring their medical needs were. Patients treated in the multi-disciplinary, evidence-based

program have a much lower rate of progression to COVID long hauler syndrome, with only 5% reporting lingering symptoms versus 30-50% in the rest of the nation.

Many ALFs and nursing homes experienced residents with significant illnesses and needed to transfer to area hospitals. In some cases, local hospitals exceeded bed capacity, and DOH-Hillsborough worked with all hospital leadership to develop a system to evenly distribute the patients over through the hospitals in Hillsborough, Pinellas, and Pasco counties. Preparedness staff coordinated directly with the facilities to obtain necessary patient medical conditions and worked with receiving hospitals to facilitate the admission for each patient.



Staff would also arrange for the appropriate medical transport for

each patient and then coordinate reimbursement to the transporting organization. Several of these moves were immense scale involving more than 40 patients from a single facility. In total, the Department moved and placed 204 patients into hospitals.

The health care system, comprised of hospitals, nursing homes, assisted living facilities, and Emergency Medical Services, began experiencing a significant surge in cases among patients, residents, and staff.

The long-term care facilities became a priority for case identification and investigation as the residents are the most vulnerable. Many facilities could not isolate cases nor quarantine those who were exposed. As a result, this population recorded the highest percentage of deaths associated with any group.

Led by the Assistant Director, the health department created a Long-Term Care Task Force (LTCTF) composed of Nursing Director, Epidemiology, Preparedness, the Agency for Health Care Administration (AHCA), other state regulatory agencies to address issues and concerns with these facilities.

Teams of DOH-Hillsborough nurses and support staff visited facilities with known outbreaks to coordinate mass testing, evaluate, and educate the facility staff on safe practices to include isolation/quarantine, infection control measures, and donning/doffing of Personal Protective Equipment (PPE) for the employees. The LTCTF engaged with a total of 319 facilities during this timeframe.

The Department staff also worked with the cruise ship industry, U.S. Coast Guard, the CDC, and local hospitals to airlift ill crewmembers from ships off the coast of Florida to receiving hospitals in Hillsborough County. A system of conference calls directly with the ships was put in place to gain

situational awareness on the status of ill and exposed crewmembers and identify needs, as well as provide guidance to ships' physicians. The main issues that surfaced during the first eight months of the pandemic were staffing and Personal Protective Equipment (PPE) shortages.

Preparedness staff coordinated with the state to augment staffing with contracted specialists in 17 different facilities. Environmental Health staff conducted a two times per week call down to each facility to proactively engage the facilities to identify any issues or concerns. Worldwide, PPE shortages were impacting all facilities. The Department staff worked with state and local Emergency Management to acquire large caches of these critical supplies and provide them to facilities until manufacturing could meet the demand.

We were able to fill over 1,700 requests for N-95 respirators, surgical masks, gloves, gowns, and miscellaneous cleaning supplies for health care facilities. An additional 2,242 requests were approved for non-governmental support agencies as well as jurisdictional government agencies.

As the number of new cases began to drop, the Governor started to ease restrictions and began opening businesses as well as special events. Hillsborough County Government required all events involving mass gatherings to have a COVID Safety Plan as part of their permit application. Preparedness staff reviewed 68 plans for various events being held around the county and provided advice and guidance to vendors on how they could safely operate. The size and scope of the reviews ranged from very small gatherings to the Florida State Fair and Strawberry Festival.

The department also worked with the School District and two universities on their graduation ceremonies.

In August 2020, Preparedness was asked to be part of a workgroup to develop the State COVID Vaccination Plan.

Over the next three months, staff created priorities for vaccination based on vulnerability and occupation and vaccine distribution logistics throughout the state. These strategies include distribution based on availability (scarce, limited, widely available) and projected population need.

Anticipating receiving the Pfizer vaccine, Preparedness began working with Immunizations to identify and acquire specialized cold storage for vaccines capable of maintaining temperatures of -80°C. Until the equipment was received, Immunizations worked with the State Lab on USF to create a temporary Logistics Center at the State Lab until a permanent location could be prepared at the MOSI.

Immunizations created a system of receipt, handling, issuance, and accountability of vaccines, breaking down bulk supplies and repackaging them to support specific. Staff from Administrative Service and Environmental Health were reassigned to this team for two months until staff could be hired.

This team provided support for an average of 16 missions weekly and totalling over 700,000 vaccines in the first five months.

As the only county on the west coast of Florida capable of handling ultra-cold storage, the Logistics Team was designated a regional responsibility of providing vaccines to other counties, federal and state contractors, as well

as private physician offices and retail pharmacies. The Department staff recruited local providers to become COVID Vaccine Providers and processed hundreds of requests for vaccine. In total, the Logistics team provided 402,161 vaccines and supplies to the community.

Within the county, the Department worked with local Emergency Management to establish drive-thru locations based on geographic location, population density, and vulnerability to provide the most significant access. Vaccines were initially received in minimal quantities and focused solely on persons 65 years old and above, hospitals and health care workers, as well as LTCF residents and their staff. The long-term care residents were scheduled through state and federal contractors. The county was allocated a limited amount of vaccines for the public, meeting the 65-year age limit.

Four locations were opened in January 2021 and managed by a contractor capable of having a fully electronic medical record that could interface with the Florida immunizations registry for real-time tracking. A total of 462,484 vaccines were administered at these four sites from January to May 2021. We were also able to partner with several large practice groups specializing in care for the elderly and provide them with smaller vaccine allocations. PHP initiated Memorandums of Understanding and processed 386 orders before they became widely available.

In February 2021, an agreement was reached with TRANSCARE Ambulance Services to provide vaccinations for persons who are medically unable to use a public vaccination site. TRANSCARE paramedics were able to vaccinate 1,194 homebound persons.

The Disease Control Division took the lead on creating Targeted Vaccine Area (TVA) vaccination teams to focus on

low-income independent living facilities. The teams were supported with volunteers from every division within the health department. DOH-Hillsborough partnered with the county to identify all low-income areas and coordinate additional TVA missions utilizing DOH-Hillsborough and other contracted resources. The TVA concept was the first known of its kind and received significant media coverage. The TVA teams vaccinated a total of 16,775 people.

The Department also conducted multiple events to provide vaccinations to healthcare workers who were not affiliated with a healthcare system, agricultural/migrant workers, and individuals who are underserved.

Again, volunteers from all departments along with medical teams from the Medical Reserve Corps, conducted eight large-scale events. The department worked with the James A. Haley Veteran's Administration Hospital (JHVAH) to obtain a waiver of Federal law to allow the JHVAH to administer COVID-19 vaccine to non-VA beneficiaries.

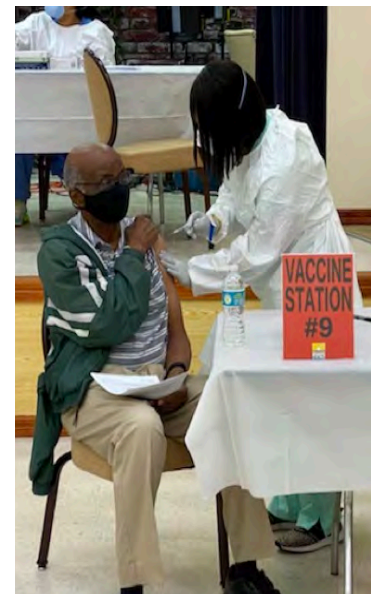
Working with multiple state and Federal officials, the law was waived, and approval was granted to the JHVAH was able to establish a vaccination site open to the public.

Hillsborough County government worked with the University of South Florida and established a formal agreement to host the site campus. In all, the department provided over 25,000 vaccines to support effort which was the only Veteran's Administration site in the country able to partner with a local jurisdiction to provide vaccines to non-VA beneficiaries.

The Public Information Officer recruited known, respected community physicians to communicate directly with the public to dispel myths about the disease and vaccinations. Working

with different jurisdictions, he hosted and moderated several broadcast forums through social media platforms, including Facebook Live events, Zoom Video Presentations, and Instagram question and answer chats. This allowed the public to interact directly with an expert as an alternative to a call center or media release. The sessions were well attended and influenced some of the more hesitant residents.





VITAL STATISTICS

In March 2020, closed both Vital Statistics offices' lobbies (Main University location and Satellite within St. Joseph's Women's Hospital), as well as all 6 of the Hillsborough County Tax Collector offices that help issue birth records on our behalf. During these lobby closures, we modified our business practices to continue processing customers' orders by mail, fax, and online.

By June 30, 2020, all closed lobbies were reopened. We supported and audited 5 of 6 Hillsborough County Tax Collector offices that had reopened their lobbies to the public, and were offering appointments for birth record service.

2019-2020 Fiscal Year - Recorded 19,300 new births and 12,346 deaths in Hillsborough County. Vital Statistics office continued its partnership with Hillsborough County Tax Collector's Office, issuing more than 106,000 combined birth and death certificates over the past year.

Birth Certificates: 44,072
Death Certificates: 62,673

2020-2021 Fiscal Year - Recorded 18,782 new births and 14,713 deaths in Hillsborough County. Vital Statistics Office continued its partnership with Hillsborough County Tax Collector's Office, issuing more than 123,000 combined birth and death certificates over the past year.

Birth Certificates 46,186
Death Certificates 74,258

ADMINISTRATIVE SERVICES

Our purpose is to provide quality support services that help program staff achieve our mission



Administrative Services

During the 2019/2020 fiscal year, Finance and Accounting managed a \$41.7M budget, with over 35 funding sources, including local, state, and federal dollars. Posted revenues and disbursements, including 13 standard contracts, totaling approximately \$4.7M. We maintained more than 415 positions, hired 74 staff, and had 11 retirements.

During the 2020/2021 fiscal year, Finance and Accounting managed a \$46.2M budget, with over 35 funding sources, including local, state, federal, and COVID-only dollars. Posted revenues and disbursements, including 16 standard contracts, totaling approximately \$4.8M. We maintained more than 415 positions, hired 56 new staff, and had eight retirements.

General Services created additional space for staff and made improvements to workspaces. Personnel Services processed more than 200 new employees during the 2020/2021 fiscal year. They maintained more than 415

positions, hired 74 staff, and had 11 retirements the year before. The **Management Information Systems** team serviced and set up new computers for the additional staff and expanded information technology services. **Quality Improvement** team made improvements to the onboarding process to better prepare new staff for their first few weeks at work.

Personnel Services

Personnel Services provided expertise in all aspects of Personnel Services, from recruitment to retirement, to help them achieve a competent workforce with good morale and productive habits. We maintained more than 415 positions, hired 74 staff and had 11 retirements.

Performance and Quality

Performance & Quality Improvements oversaw the clinical management system (HMS) workforce development, quality improvement and performance management. Our purpose is to identify, recognize, and cultivate quality people and processes to build a culture of continuous quality improvement.

We Are Here!

REFER YOUR MEDICARE PATIENTS TO US

FOR OUR NO-COST
WELLNESS PROGRAMS

OUR AVERAGE PATIENT
A1C REDUCTION IS *.91%*

OUR AVERAGE PATIENT
WEIGHT LOSS IS *5.79%*
OF BODY WEIGHT

CONTACT US
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Florida HEALTH

Hillsborough County



COMMUNITY HEALTH

The Community Health Division encompasses three main programs: Epidemiology, Health Promotion and Education, and Office of Health Equity

The Community Health Division

encompasses three main programs which address prevention, management, and reduction of communicable and chronic diseases in our community. The programs include Epidemiology, Health Promotion, and Education, and Office of Health Equity.

These programs work in coordination with other divisions and community partners to ensure the provision of programs and services in our community. Along with the Nutrition/WIC Division, Community Health manages the Healthiest Weight Florida program, supporting community education and programming to help adults and children achieve and maintain a healthy weight.

Despite all the challenges of the COVID-19 response, the Epidemiology Program also continued its other responsibilities investigating and all other reportable diseases and outbreaks.

Epidemiology Program

Epidemiology staff conduct daily and weekly surveillance reports of emergency department and urgent care data, performed influenza surveillance, conducted mosquito-borne disease surveillance, and investigated foodborne illness reports. Epidemiology provided virtual presentations and education sessions to community members

Health Promotion and Education Program

The Health Promotion and Education Program continued to serve the public

through education and health screenings to help reduce the risk of chronic disease, lead poisoning, and cancer. Our staff made health screenings available to all children in Kindergarten, 1st, 3rd and 6th grade in Hillsborough County Public Schools. School nurses are also available to assist with medication administration and basic health services for those students needing them.

The Office of Health Equity

The Office of Health Equity released its inaugural Health Equity Profile in the summer of 2020. Local partners used this information to advance health equity work in our community. For example, the information included in the profile was used by a grassroots organization to provide education for a local resolution declaring racism as a public health issue.

Florida Healthy Babies Program

In the Florida Healthy Babies Program, a safe sleep shopping list was developed to educate new parents to help prevent infant mortality. In addition, the family planning and dental programs expanded telehealth service offerings for clients to continue offering education to clients.

Lead Poisoning Prevention Program

Our Lead Poisoning Prevention Program continued to work with local medical providers to encourage lead testing for at-risk children under six.

Our lead program specialist also worked with the Head Start Program in Hillsborough County to provide lead screenings for those children enrolled in the Head Start Program.

Breast and Cervical Cancer Early Detection Program

The Breast and Cervical Cancer Early Detection Program assisted in making breast and cervical cancer screenings available for over 1,200 uninsured women through partnerships with local medical and imaging providers.

Chronic Disease Programming

Chronic Disease Programming was moved to a virtual platform in COVID-19 to provide diabetes prevention and education, high blood pressure, and weight management education. In July 2021, we received the NACCHO Innovative Practices Award for virtual health education programming.

National Diabetes Prevention Program

We have maintained our National Diabetes Prevention Program recognition for in-person programs and have also been awarded pending recognition for our new virtual options.

NACCHO Innovative Practice Award Recipient

During the COVID-19 pandemic, NACCHO created the Innovative Practice Award to recognize and honor local public health practices that were developed in response to the pandemic. Our health department won a silver award!



DIABETES

KNOW YOUR RISK

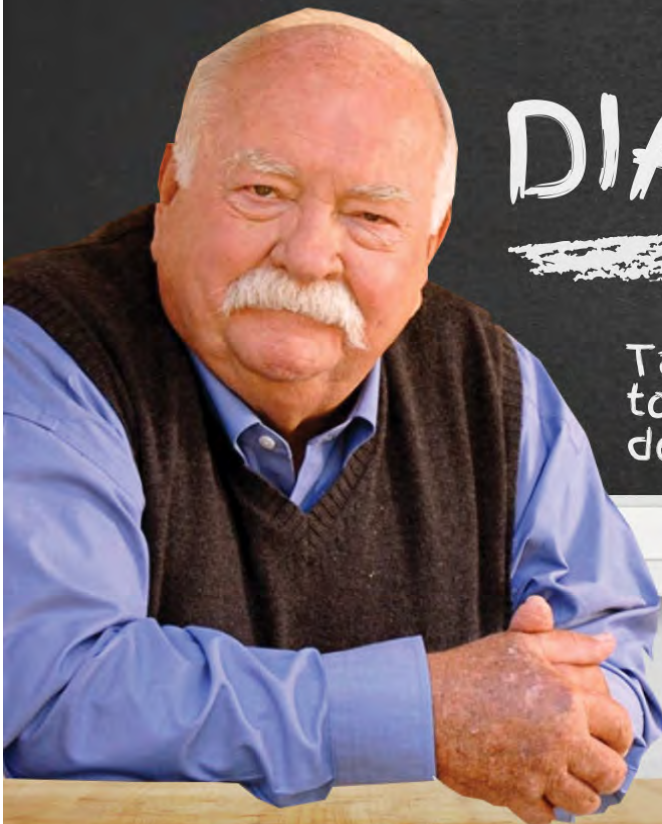
Problem

John has 36 candy bars.
He eats 29.

What does he have now?

↓
DIABEETUS

Take our self-assessment
to determine your risk of
developing Type II Diabetes.



The estate of the late, great Wilford Brimley gave DOH Hillsborough permission to use the iconic actor's image and likeness to promote Diabetes prevention and management.

Florida
HEALTH
Hillsborough County

DISEASE CONTROL

Promotes, protects, and improves the health of our community through education, screening, immunizations and/or treatment options for preventable diseases



The Disease Control Division promotes, protects, and improves the health of our community through education, screening, immunizations, and/or treatment options for preventable infectious diseases. By using a combined, efficient, and financially maintainable model, this division focuses on reducing the impact of disease within our community. Our one-stop shop offers an on-site laboratory, pharmacy, case management, AIDS Drug Assistance Program, and research.

The vision is to provide outstanding quality services by focusing on the patient and being customer-friendly. We strive to accomplish this through a capable public health workforce, using data-driven, proven best practices, and through a culture of nonstop improvement while being great custodians of funds assigned to us.

During Fiscal Year 2020-2021, and despite the challenges posed by the COVID-19 pandemic, members of the Division of Disease Control provided direct patient care services to over 16,700 residents and visitors of Hillsborough County to make our community healthier. Services spanned various areas from vaccines for children, HIV, STI, to Refugee Health and Tuberculosis.

During this period, our team members provided more than 5,110 school-required vaccines to over 4,480 children under the age of 18 in our Vaccines for Children Program. More than 1,600 services, including health assessments to over 640 refugees and other immigrants to our community, were also provided.

The division serves more than 2,600 patients living with HIV in the comm-

unity, which results in more than 14,400 visits to the health department for services. Included in these numbers are more than 350 newly diagnosed people with the disease or those who had been lost to care and were readmitted into care. A significant portion of those who received services achieved viral load suppression. This is a level needed to become uninfected. Additionally, our dental program, uniquely qualified to serve those living with HIV, has more than 2,400 encounters, serving 700 patients.

Our pharmacy serves more than 2,000 clients, dispensing over 65,00 prescriptions. The pharmacy is a resource for patients in our community living with HIV to increase access for those who need to stay adherent to their medication regimen to remain virally suppressed.

Simultaneously, we provided over 3,440 STD services to over 4,690 unduplicated patients, with field staff ensuring that over 1,900 patients were timely treated within 14 days of the laboratory results date. Moreover, over 130 patients with risk indications with the potential to contract HIV were initiated into PrEP, an evidence-based intervention to prevent HIV acquisition.

More than 480 unduplicated patients received TB care in over 5,370 encounters. A little over 20 of these patients are also living (co-infected) with HIV and being cared for by our staff.

On the End the HIV Epidemic (EHE) front, our HIV/AIDS program led our local efforts by successfully recruiting the EHE Coordinator. The EHE Advisory

Group was expanded through their labor, and four new community-based organizations were contracted to address three of the four EHE pillars (Diagnose, Treat, Prevent and Response). They are now collaborating to put the pieces in place to distribute, track and support HIV home test kits. In Hillsborough County, 85% of the patients newly diagnosed with HIV were linked to care within 30 days.

The HIV/AIDS Program Office

coordinates local HIV/AIDS program planning, development, contracts, and evaluation and serves as the liaison to the HIV/AIDS Section in the Bureau of Communicable Diseases at Central Office. The Program Office staff manage over \$2.5M in contracts for HIV/AIDS patient care, linkage, housing, prevention, and early intervention services. track and support HIV home test kits. In Hillsborough County, 85% of the patients newly diagnosed with HIV were linked to care within 30 days.

The HIV/AIDS Program Office coordinates local HIV/AIDS program planning, development, contracts, and evaluation and serves as the liaison to the HIV/AIDS Section in the Bureau of Communicable Diseases at Central Office. The Program Office staff manage over \$2.5M in contracts for HIV/AIDS patient care, linkage, 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.

Responsible for the Medical Monitoring Project (MMP) covering west-central and south-west Florida. MMP is designed to learn more about the experiences and needs of people receiving care for HIV. The Project aims to answer the following questions:

How many people living with HIV/AIDS are receiving care?

How easy is it to access care and use services? What needs of persons living with HIV/AIDS are not met?

Over the last two years we:
Developed and implemented a "Kicking Out HIV/AIDS & COVID-19" campaign for local Spanish-speaking Uber and Lyft drivers who are also part of a soccer league.

Developed Hillsborough County's Plan to End the HIV Epidemic through a community collaborative planning process. Community engagement efforts included in-person and virtual town hall meetings, focus groups, community and client surveys, and key informant interviews.

Non-traditional stakeholders participating in the process included academia, faith communities, LGBTQ+

youth, local law enforcement, non-HIV medical providers, school board, and social service providers serving children aging out of foster care, farmworkers, homeless persons, pregnant women, and substance user/misusers.

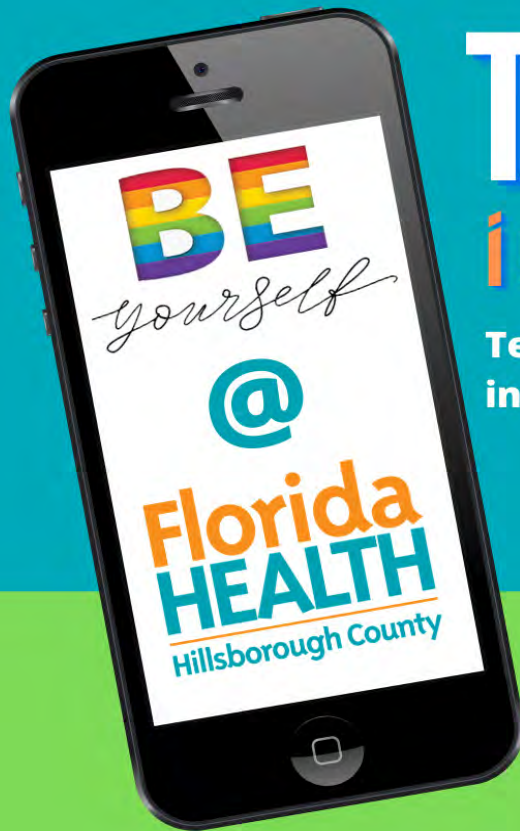
Distributed HIV home testing kits to contracted providers and local HIV testing sites to continue operations during the COVID-19 pandemic.

Expanded our condom dispenser initiative within the health department and with external partners.

Implemented a "Know Your HIV Status" media campaign, including PSAs, radio advertisements, billboards, bus wraps, and promotional materials.

Worked with the New York Yankees organization, initially providing HIV presentations in Spanish to the rookie team and then virtual presentations.





Telehealth is Now Available

Telehealth is ongoing care for when an in-person visit isn't required or possible.



"Shhh! Before your medical visit, make sure you're in a private and secure location."



Ask your healthcare provider about using Telehealth services.



ENVIRONMENTAL HEALTH

Provides monitoring, education, and enforcement across a wide variety of programs. The division has 18 programs: Community Environmental Health, Safe Drinking Water, and Onsite Treatment and Disposal Systems

Community Environmental Health

Community Environmental Health includes many diverse program areas. These include food hygiene, group care (schools and residential), public swimming pools and bathing places, migrant labor housing, mobile home parks, biomedical waste, body piercing, body art, tanning, rabies, and limited use water systems. The program requires a team of both generalists and specialized inspectors with support from clerical staff who must respond to the differing needs of each program.

Safe Drinking Water

Safe Drinking Water staff ensures everyone in Hillsborough County has access to safe drinking water that meets federal and state standards. This is done through inspections, monitoring water quality data, engineering plan reviews, and providing technical and education services to water system owners and the public. The program is audited yearly by the Florida Department of Environmental Protection for adherence to all policies and rules. In 2020, we received a perfect rating.

Onsite Treatment and Disposal Systems

The team that oversees septic systems is part of the Onsite Treatment and Disposal Systems (OSTDS) program. OSTDS protects the environment and public health by permitting and inspecting the more than 120,000 septic systems in Hillsborough County. Septic systems may process the ordinary wastewater from a single home or process waste from agricultural or industrial businesses.

The regular inspection of commercial systems and permitting and inspection of new and repaired systems is essential for safeguarding our natural water systems and preventing the spread of diseases carried in wastewater.

The OSTDS program has experienced significant growth in the last year. The total number of permits issued rose 26% from the previous year, with new construction increasing 7% and repair permits rising by 45%.

Rabies

The Rabies virus can cause a nearly 100% fatal illness in humans and other mammals. The virus is present in some wildlife in Florida and can spread to unvaccinated pets, posing a high risk to the pet owner and their family. Environmental Health works with the Hillsborough County Pet Resource Center, Walk-in Clinics, Hospitals, Doctors, Veterinarians, and the citizens of Hillsborough County to prevent the spread of rabies to humans and their pets. Last year 2,592 animal bites were investigated, which led to bitten individuals being asked to complete rabies vaccination due to possible exposure.

Biomedical Waste

Environmental Health Hillsborough permitted nearly 2,800 Biomedical Waste Facilities. These include hospitals, clinics, nursing homes, laboratories, funeral homes, dentists, veterinarians, physicians, pharmacies that provide flu shots, body piercing salons, tattoo shops, transporters, and storage and treatment facilities.

Complaints concerning biomedical waste are investigated by County Health Departments. Small amounts of improperly disposed biomedical waste are cleaned up under Department of Health supervision. vaccination due to possible exposure.

BODY ART PROGRAM

The Body Art Program experienced explosive growth in the last few years. Inspectors have been busy permitting new shops and new artists, as the range of services and techniques available to the public were expanding. Tampa hosts one of the state's largest tattoo conventions each fall, attracting artists and guests around the globe.

In order to more effectively serve the event in 2019, for the first time all artists were required to obtain all proper training and permitting prior to the event, instead of the customary practice of issuing temporary permits at the site on opening day, which frequently led to long waits and frustration if the requirements could not be verified to have been met.

The Hillsborough team was augmented with Central Office program staff, as well as DOH inspectors from neighboring bay area counties. The hard work of the DOH-Hillsborough team ahead of the event made for a safer and smoother event for the organizer, the artists, and the public.

NUTRITION/WIC

Providing nutrition services through WIC, nutrition education, and meal plan assistance to partner programs throughout the county



Hillsborough County WIC has the State's third-largest caseload, averaging more than 30,200 participants each year.

During the COVID-19 pandemic, the United States Department of Agriculture (USDA) issued program waivers, allowing WIC services to be offered over the phone to reduce the risk of COVID-19 exposure for clients and staff.

Participants receive nutrition assessments, education, breastfeeding promotion and support, and supplemental healthy foods, including fresh fruits and vegetables, to pregnant and postpartum women and children up to 5 years of age. These services have long-term beneficial effects during critical periods of growth and development.

Eligible women are encouraged to use WIC services early in their pregnancy to receive the full benefit of program services and improve birth outcomes.

Program staff carries out outreach to raise awareness, increase clients, motivate clients.

Division staff carried out presentations for Head Start and Early Head Start and partnered with Help Me Grow Florida at quarterly developmental screening events.

During the Florida State Fair, we partnered with organizers to have a Mother's Nook. The location was designed to be a comfortable, relaxed, private place for mothers to nurse while visiting the fairgrounds. The room had several nursing stations with access to pumping mothers, a sink, changing tables, a family restroom, and a waiting area for family members. The clean, safe, comfortable environment served more than 630 mothers over the 12 days the fair was open.

During the 2019/2020 fiscal year, the team had one International Board Certified Lactation Consultant, as well as 19 Certified Lactation Counselors

located throughout our seven WIC clinic sites. During the 2020/2021 fiscal year, the team had three International Board-Certified Lactation Consultants, six Breastfeeding Peer Counselors, and 16 Certified Lactation Counselors located throughout our seven WIC Clinic locations. Breastfeeding peer counselors are available by phone at (813) 496-2229 (BABY) from 8 a.m. to 9 p.m. daily for breastfeeding support, questions, and concerns.

Breastfeeding classes and individual contacts are offered virtually for clients. Virtual services were added during the COVID-19 pandemic to help reduce the risk of exposure for vulnerable clients and increase client participation and breastfeeding services.

"WIC works with community partners to reduce childhood obesity."





SUPER BOWL LV

Super Bowl LV was held in Tampa on February 7, 2021. PHP was tasked with the lead on planning for the health and medical system response and Medical System Operations during the event.

Planning for this event was unique with the considerations of the COVID-19 pandemic. In the months leading up to the game, PHP staff worked with the National Football League (NFL) Medical Support Group and the Tampa Sports Authority to develop three scenario-based plans that considered low, medium, and high transmission rates. Individual plans were developed for each NFL-sponsored event, the NFL Experience, and the stadium. Staff worked with stadium management to produce different seating configurations that maintained social distancing to the extent possible.

As part of the Public Safety Branch, PHP received state approval to vaccinate all first responders working the event. Staff coordinated with Hillsborough County Fire Rescue paramedics to conduct a closed point of dispensing for first responders and ultimately vaccinated 1,500 law enforcement, fire, or other Federal and State workers deployed to Tampa to provide security for the event. Additionally, PHP staff worked with local law enforcement and the Department of Homeland Security to enhance environmental monitoring for biological agents.

PHP staff manned the City of Tampa's Emergency Operations Center during the three-day event, monitoring the status of hospitals and coordinating with the medical staff at the event. In total 78 medical transports to area hospitals were completed.

(Continued in next column)

PUBLIC HEALTH PREPAREDNESS

Promoting and protecting the health and safety of the residents and visitors to Hillsborough County by mitigating the effects of a disaster

Super Bowl (cont'd)

Based on transmission rates in Hillsborough County at the time, attendance was limited to 25,000 – less than 50% of the stadium's capacity. Enhanced disease surveillance was conducted two weeks before the event and for an additional two weeks post-event. Epidemiology prepared detailed daily surveillance reports throughout the period and followed up with a comprehensive final report provided to the NFL Medical Support Group. Additionally, over three days, PHP staff coordinated with local Citizens Emergency Response Teams to health/temperature screenings to 18,412 vendors, contractors, and NFL staff. No significant medical incidents were reported during the week, and Epidemiology identified 53 people with COVID-19 who had attended any NFL sanctioned event while positive with COVID-19, with no known secondary transmission.

The Public Health Preparedness (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. This is accomplished through partnerships with local, state, and federal agencies and the medical community. Our strategies are based on the divisional goals of prevention, education, surveillance, and intervention.

Emergency Support Function (ESF) 8

Provide coordination of resources and response for the health and medical system during emergencies.

Special Needs Shelter Registry Program

Develop and maintain a registry of individuals having specific medical needs and staff to operate medical shelters during emergencies.

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 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 in response to a bioterror event.

Medical Reserve Corps (MRC)

Recruit, train, and sustain medical volunteers to assist during emergencies, incidents, or pre-planned events.

Hurricane Dorian

In September 2019, Hurricane Dorian threatened the Florida Peninsula as a Category 5 hurricane. As the storm

was projected to cross the Peninsula and impact Hillsborough County as a Category 3 major hurricane. The County Emergency Operations Center was activated on September 2nd and planning staff began preparations to activate three special needs shelters capable of housing 1,600 persons. On September 3rd, the Dorian's path dramatically changed, and the County would not be impacted. However, the east coast of Florida was still projected to experience a Category 5 hurricane.

If the storm were to hit Florida as a major hurricane, projections were for catastrophic damage. Preparedness staff were requested to deploy to Tallahassee to develop a worst-case scenario plan to post landfall evacuate, transport, and temporarily shelter approximately 8,800 individuals from hospitals, nursing homes, and assisted living facilities. Convention centers, fairgrounds, military facilities were identified and confirmed as temporary shelters. Transportation through the Department of Education and military airlift were coordinated and placed on stand-by. On September 5th, Dorian stalled just 80 miles from Florida over on Grand Bahama Island. When the storm finally moved, it took a due north track and Florida was not impacted. While not used, the plan that Hillsborough staff developed has been adopted as the State's strategy moving forward.

Hurricane Eta

Hurricane Eta formed in late October 2020 and achieved Category 4 hurricane status on November 3, 2021, well south of Florida. The storm was significantly impacted by different weather systems moving into the Gulf. By the time it entered the Florida Straits, it had reduced in strength to a moderate level tropical storm. The Emergency Operations Center was activated on November 4, and sheltering plans were modified to align with the storm's threat. As a tropical storm with minimal tide surge

projections, no mandatory evacuations were being considered.

A modified sheltering plan was developed for those individuals who may want to evacuate. The plan called for five shelters that were combined general population and special needs to be opened. The potential for COVID transmission was high, and considerations for additional space allocations per client, isolation rooms, and more aggressive screening were necessary. It was not anticipated there would be demand, but the decision was made to open five combined General Population/Special Needs Shelters. Teams of two DOH staff, a nurse, and a support staff member were sent to each shelter. As the storm approached Tampa Bay, it shifted further to the west, closing four shelters. The remaining shelter remained activated overnight with 24 residents staying and was deactivated the following morning.

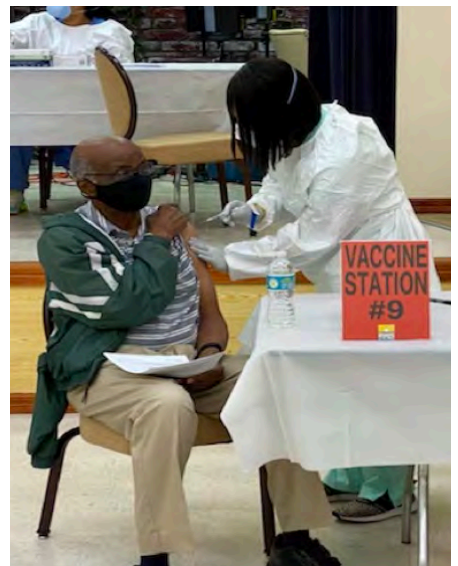
Hillsborough Healthcare Coalition

The Preparedness Division co-chairs the Hillsborough Health Care Coalition comprised of hospitals, long term care facilities, home health and nurse registries as well as emergency medical services. This Coalition evaluates and improves the ability of our medical system to respond any type of disaster, either natural or manmade. A gap analysis was completed with each facility determining areas for improvement. The Division was able to submit for and receive grant funds from US Health and Human Services. In total 53 different projects were submitted and approved.



YEAR	NUMBER OF PROJECTS	AMOUNT
FY 19-20	13	\$173,501
FY 20-21	18	\$271,048

Highlights from 2019-2021



OFFICE LOCATIONS

Main Health Department

(Administrative Offices, Environmental Health,
Public Health Preparedness, Specialty Care)
1105 E. Kennedy Blvd., Tampa, FL 33602

Brandon

(WIC)
220 S. Moon Ave., Brandon, FL 33511

College Hill

(WIC)
2313 E. 28th Ave., Tampa, FL 33505

Floyd Kelton Community Health

(Epidemiology, Health Promotion and Education,
Office of Health Equity)
4704 W. Montgomery Ave., Tampa, FL 33616

Joyce Ely Health Center

(WIC)
205 14th Ave. SE, Ruskin, FL 33570

North Hillsborough Health Center

(WIC)
9827 N. Sheldon Rd., Tampa, FL 33625

Plant City Health Center

(WIC)
307 N. Michigan Ave., Plant City, FL 33563

St. Joseph's Women's Hospital

(Birth Certificates)
3030 W. Dr. MLK Jr. Blvd., Tampa, FL 33607

Sulphur Springs Health Complex

(Immunizations, Refugee Health, WIC)
8605 N. Mitchell Ave., Tampa, FL 33604

Tuberculosis (TB) Center

(TB)
8515 N. Mitchell Ave., Tampa, FL 33604

University Area Health Center

(Birth/Death Certificates, STD Clinic, WIC)
13601 N. 22nd St., Tampa, FL 33613



Florida HEALTH

Hillsborough County

FLORIDA DEPARTMENT OF HEALTH IN HILLSBOROUGH COUNTY

1105 E. KENNEDY BLVD., TAMPA, FL 33602

PHONE: (813) 307-8000

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