



ROANOKE CITY  
and ALLEGHANY  
HEALTH DISTRICTS

# ANNUAL REPORT

# 2021



## MESSAGE FROM THE HEALTH DIRECTOR

**Dear Residents of the Roanoke City and Alleghany Health Districts,**

It is a great pleasure to share our inaugural Roanoke City and Alleghany Health Districts (RCAHD) Annual Report. Our goal for this report is to provide you with an overview of the programs and services that we provide as we continually strive to improve and protect our communities' health.

The COVID-19 pandemic dominated public health news in 2021, across the globe, across the country, across the state, and certainly here in our own districts. While the pandemic presented unprecedented challenges, it has also presented an extraordinary opportunity to build partnerships and collaborations across our jurisdictions.

Every day I am so appreciative of the remarkable people I work with and work for. This inaugural Annual Report is dedicated to all of the employees of the Roanoke City and Alleghany Health Districts. Thank you for what you do every day to make a difference in our community!

*In health,*

A handwritten signature in blue ink that reads "Cynthia B. Morrow". The signature is fluid and cursive, with the first name "Cynthia" written in a larger, more prominent script than the last name "Morrow".

**Cynthia B. Morrow, MD, MPH**



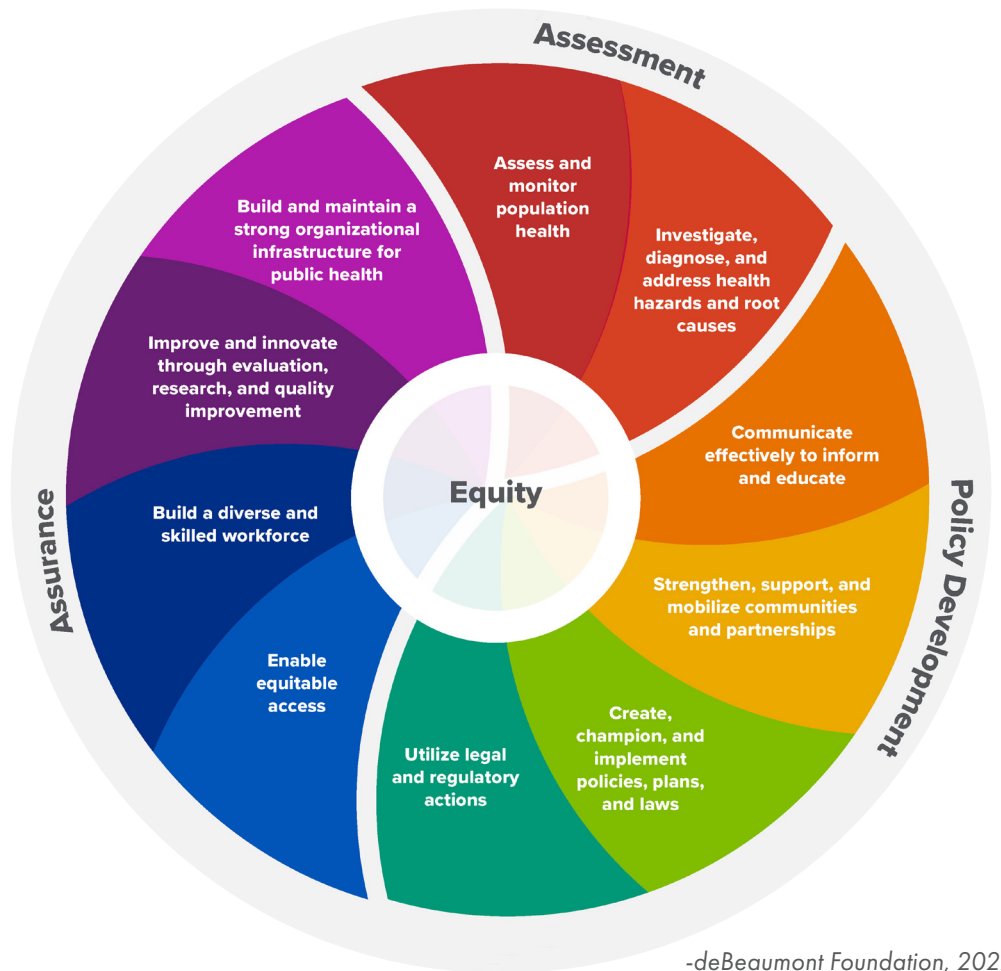
# THE 10 ESSENTIAL PUBLIC HEALTH SERVICES

Representing two of the 35 local districts of the Virginia Department of Health (VDH), RCAHD has the shared mission to protect the health and promote the well-being of all people in Virginia.

We do this by applying the framework of the 10 Essential Public Health Services, keeping equity at the center of all that we do.

## To protect and promote the health of all people in all communities

The 10 Essential Public Health Services provide a framework for public health to protect and promote the health of all people in all communities. To achieve optimal health for all, the Essential Public Health Services actively promote policies, systems, and services that enable good health and seek to remove obstacles and systemic and structural barriers, such as poverty, racism, gender discrimination, and other forms of oppression, that have resulted in health inequities. Everyone should have a fair and just opportunity to achieve good health and well-being.



-deBeaumont Foundation, 2022



# TABLE OF CONTENTS

Section	Page
Message from Health Director .....	2
Ten Essential Public Health Services.....	3
RCAHD Service Area.....	5
Organizational Chart .....	6
Administration .....	7
Clinical Services .....	9
Emergency Preparedness .....	11
Environmental Health .....	13
Epidemiology .....	17
Family Services .....	20
Population Health .....	22
Vital Records .....	25
Women, Infants & Children Program .....	26



## RCAHD SERVICE AREA

The Mission of the Virginia Department of Health is to protect the health and promote the well-being of all people in Virginia. The agency's vision statement is "Become the healthiest state in the nation."



**ROANOKE CITY  
and ALLEGHANY  
HEALTH DISTRICTS**

*Your Partner in Community Wellness*



### LOCAL HEALTH DEPARTMENT CONTACT INFORMATION

#### **Alleghany County / Clifton Forge**

322 Jefferson Street • Clifton Forge, VA 24422  
**(540) 962-2173**

#### **Alleghany County / Covington**

321 East Beech Street • Covington, VA 24426  
**(540) 962-2173**

#### **Botetourt County**

21 Academy Street • Fincastle, VA 24090  
**(540) 666-4275**

#### **Craig County**

161 Main Street • New Castle, VA 24121  
**(540) 864-5136**

#### **Roanoke City**

1502 Williamson Road • Roanoke, VA 24012  
**(540) 283-5050**

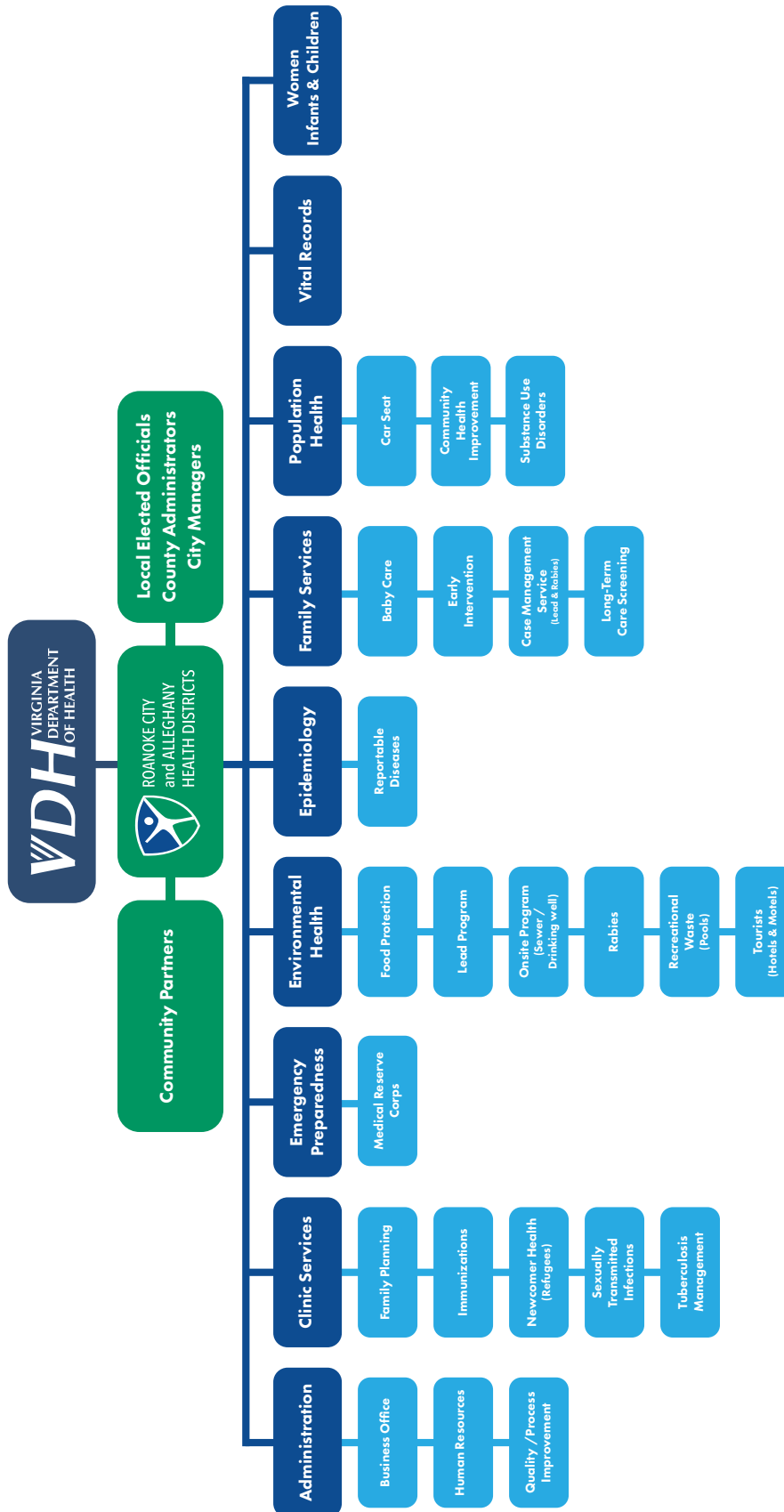
#### **Roanoke County**

227 South Pollard Street • Vinton, VA 24179  
**(540) 857-7800**

#### **Salem**

105 East Calhoun Street • Salem, VA 24153  
**(540) 387-5530**

# VDH ORGANIZATION CHART



# ADMINISTRATION

The mission of the Administration Division is to provide the support and services necessary for the successful implementation of district programs and services and to provide transparency to our stakeholders.

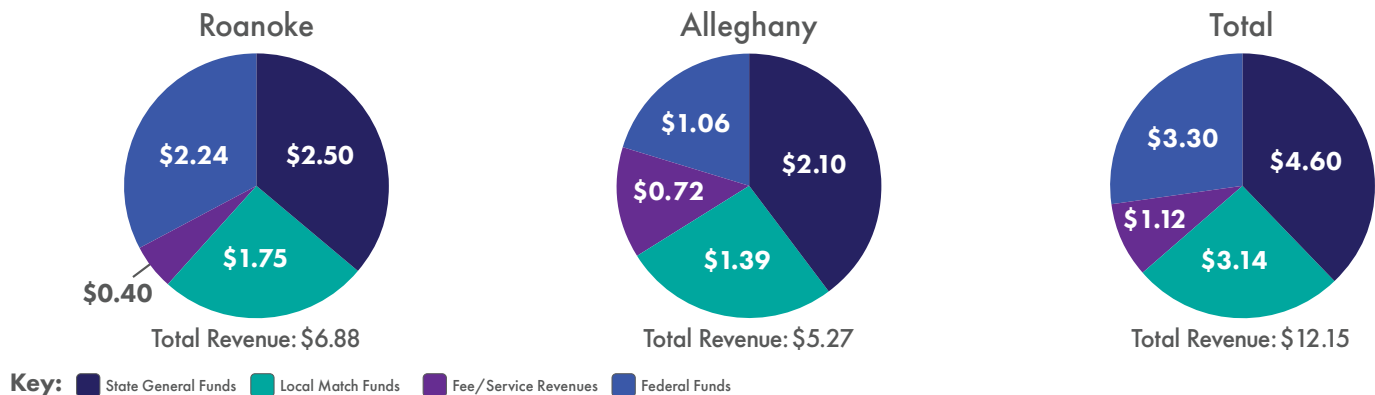
## HIGHLIGHTS

- In 2021, RCAHD received record-level federal grant funding (through VDH) to address local needs related to the ongoing COVID-19 pandemic.
- In 2021, RCAHD began to work with VDH's Central Office to incorporate a Quality and Process Improvement Administrator position into the management team. The position was set for recruitment in 2022.

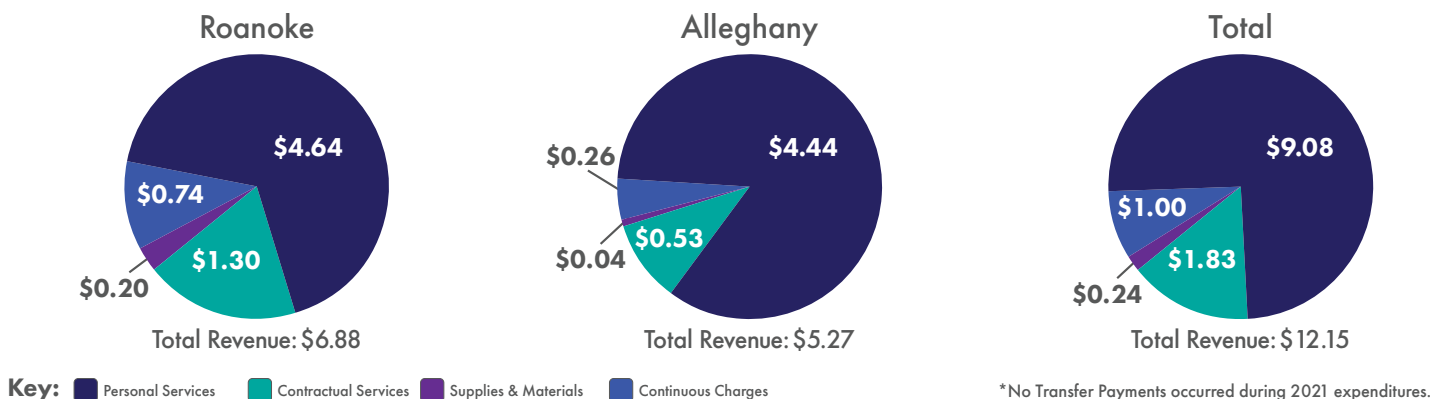
## FINANCIAL INFORMATION

RCAHD funding is received through a variety of sources, typically divided into the "cooperative budget" and the "non-cooperative budget." The cooperative budget includes state general funds that are matched by local funds as mandated by the Code of Virginia. The non-cooperative budget includes federal and other grants (such as services and fees). The total revenue from federal grants was much higher in 2021 than in the past because of increased federal funding to support COVID-19 response and recovery efforts. The Virginia Department of Health sets the budgets for Roanoke City and Alleghany Health Districts as shown in the pie graphs below. (Please note that the 2021 VDH fiscal year is from June 2020-June 2021. Amounts are listed in millions.)

### REVENUE FOR RCAHD



### EXPENDITURES FOR RCAHD





## THE RCAHD TEAM

Jurisdiction	Number of full-time positions* that serve each jurisdiction (excludes wage and contracted positions)
<b>Roanoke City District</b>	<b>49</b>
<b>Alleghany District</b>	<b>32</b>
• Botetourt	8
• Alleghany County/Clifton Forge	0**
• Alleghany County/Covington	11
• Craig	2
• Salem	7
• Roanoke County/Vinton	4



\* Please note that several positions are shared across districts and local offices (e.g., at least one environmental health position is assigned to serve each jurisdiction, however their primary office space may be in a different location).

\*\* The Clifton Forge office was temporarily closed in 2020-2021 due to fire damage, but is expected to reopen in 2022 upon the completion of repairs.



## CLINIC SERVICES

The mission of the Clinic Services Division is to provide clinical services to support health promotion, disease prevention, and community health and wellness across the entire lifespan through collaboration with community partners.

### HIGHLIGHTS

- In 2021, the RCAHD clinical team supported COVID-19 vaccination efforts and responded to the significant restaurant-associated hepatitis A outbreak.

### FAMILY PLANNING

The Family Planning program empowers individuals with knowledge about and access to methods of birth control to determine whether to have children and if so, how many children and how far apart they will be spaced. A broad range of effective family planning birth control methods and services are available, including contraception, exams, infertility education, natural family planning, counseling, and family planning education for adults and teens.

2021	Alleghany	Botetourt	Craig	Roanoke City	Roanoke County	Salem
<b>Family Planning Services</b>	407	88	56	1242	120	243



### IMMUNIZATIONS

The Immunization program reduces the morbidity and mortality associated with vaccine-preventable diseases. Vaccines are provided to adults and children following the guidelines set forth by the Advisory Committee on Immunization Practices (Centers for Disease Control and Prevention). On-site and off-site immunization clinics provide vaccination opportunities for flu, pneumonia, tetanus, diphtheria, pertussis, and all other adult and childhood vaccines.

2021	Alleghany	Botetourt	Craig	Roanoke City	Roanoke County	Salem
<b>Immunizations</b>	752	752	284	2749	741	1089

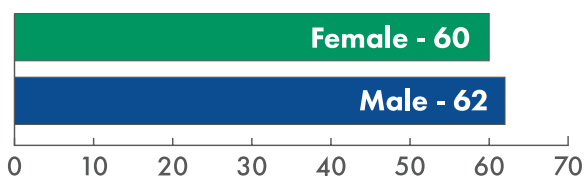


## NEWCOMER HEALTH PROGRAM

The Newcomer Health Program provides an initial health screening to newly arrived refugees and other qualified individuals; addresses health issues that may impact successful resettlement; and identifies and addresses diseases and conditions that may impact public health.

Within 45 days of their arrival, newcomers from around the world receive all necessary immunizations, a general health screening, a mental health screening and follow-up referrals for any issues identified. Clients are offered full family planning services and encouraged to establish a medical home in the area. The program works with all refugees sponsored by the local refugee resettlement agency, Commonwealth Catholic Charities

### Number of Clients by Gender



**TOTAL CLIENTS IN 2021: 122**

## SEXUALLY TRANSMITTED INFECTIONS (STI)

The Sexually Transmitted Infection (STI) program aims to prevent the spread of STIs through education, outreach and clinical services. STI clinics offer counseling, testing, treatment, and partner referral services for patients at risk of or currently experiencing STIs.

2021	Alleghany	Botetourt	Craig	Roanoke City	Roanoke County	Salem
<b>STI Services Rendered</b>	18	3	0	472	55	81

## TUBERCULOSIS (TB) MANAGEMENT PROGRAM

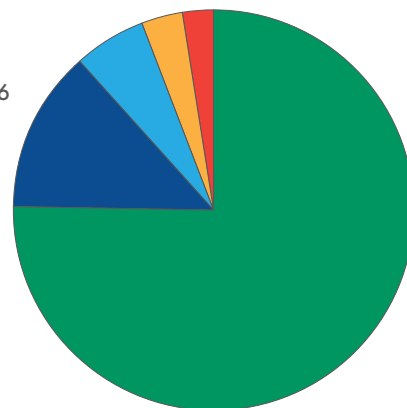
The Tuberculosis (TB) Management program aims to control, prevent and eliminate tuberculosis in the community. The program offers confidential TB risk assessment screenings and testing. For individuals diagnosed with TB or a latent TB infection, the TB team collaborates with their medical provider to provide case management, including the provision of medication and care coordination. In addition, for people with active TB, the TB team assists with the identification and testing of contacts, and provides transportation for appointments and home visits to deliver medication to perform Directly Observed Therapy (DOT).

2021	Alleghany	Botetourt	Craig	Roanoke City	Roanoke County	Salem
<b>Tuberculosis Services Rendered</b>	18	111	33	1032	157	178

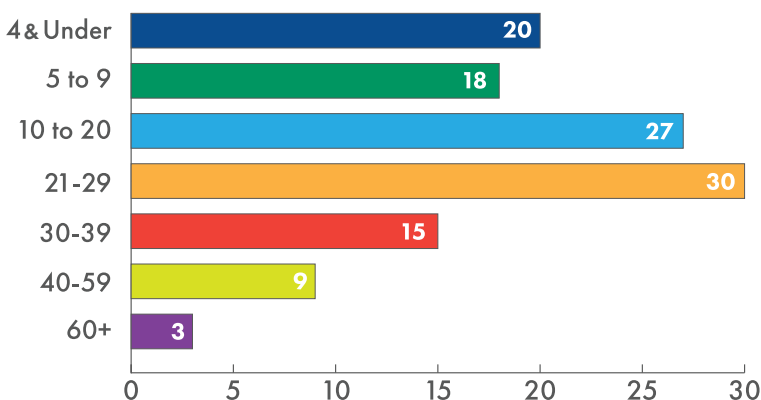
### Number of Clients by Country of Origin

#### Key:

- Dominican Republic of Congo: 16
- Ivory Coast: 7
- Burma: 4
- Pakistan: 3
- Afghanistan: 92



### Number of Clients by Age





## EMERGENCY PREPAREDNESS AND RESPONSE

The mission of the Office of Emergency Preparedness and Response (EP&R) is to protect the residents of RCAHD through all-hazards planning and response.

### HIGHLIGHTS

- In 2021, EP&R staff provided considerable support to the logistics of the local COVID-19 community response.

### COVID RESPONSE

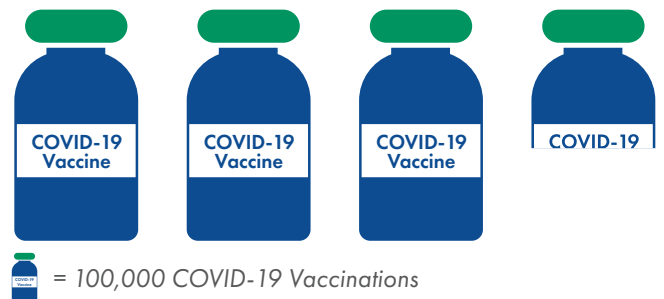
In 2021, the effects of COVID-19 were felt as deeply in our communities as they were in communities around the globe. While much of our emergency preparedness team's efforts were devoted to COVID-19 testing in 2020, by mid-December 2020, the first COVID-19 vaccines were being administered across the United States. By necessity, the 2021 RCAHD emergency preparedness team was focused on mass vaccination efforts throughout the health districts. Our staff worked to ensure the safe and efficient administration of vaccines for all members of our community.

By the end of 2021, over 345,000 COVID-19 vaccines had been administered to RCAHD residents, first through large RCAHD vaccine clinics with the support of Carilion Clinic, and later, through collaboration with pharmacies and health-care organizations. By mid-year, we had shifted from mass clinics to offering numerous off-site RCAHD-sponsored vaccine events, especially in underserved neighborhoods as well as outlying areas such as the Alleghany Highlands, Botetourt and Craig County. Many RCAHD staff members across all of our divisions were involved with ensuring the safe and efficient set up of the sites with the necessary equipment and supplies for efficient operations.

Total number of COVID-19 vaccinations administered:

# 345,000

**COVID-19 Vaccines Administered**



The success of this massive vaccination effort was the result of collaboration with multiple partners including, but not limited to:

- The Regional Virginia Department of Emergency Management staff (VDEM)
- Local administrative and emergency management partners from all of our jurisdictions
- The Berglund Center and the Salem Civic Center who provided convenient locations where large numbers of the community could get vaccinated
- Virginia National Guard Troops and the Texas Conservation Corps who sent teams to provide much needed logistical and supplemental outreach services to the community
- Firehouses, churches, nonprofit organizations, and businesses across our communities who opened their doors to our vaccination teams

- School administrators and staff who facilitated school-based vaccine clinics and who managed to continue to educate our children while providing critical public health services including case investigations, contact tracing, and COVID education
- Healthcare organizations such as the Bradley and Fralin Free Clinics and New Horizons who helped get vaccines into arms
- Community-based organizations who shared critical information and provided support services to residents as we navigated these challenging times
- Service-based organizations such as Therapets of Roanoke Valley who provided therapeutic services
- Local media who were dedicated to ensuring that residents had access to timely, accurate information

## MEDICAL RESERVE CORPS

None of our efforts would have been successful without the dedication and passion of the Medical Reserve Corps (MRC) for Near Southwest Virginia. The MRC played a critical role in the operation of the vaccine clinics. Members served as greeters, data entry scribes, vaccinators, and recovery personnel. Additionally, MRC members filled critical roles at the health department in the call center, supporting specific public health activities internally to ensure that the health department could continue to function.

Medical Reserve Corps provided  
Near Southwest Virginia in 2021 with:



**433 MRC Members**



**25,534 Hours**

## ADDITIONAL EMERGENCY PREPAREDNESS ACTIVITIES

In 2021, RCAHD's All-Hazards Emergency Operations Plan ("EOP") was updated, consisting of a Basic Plan with additional annexes providing more detail for responses to certain scenarios. The EOP serves as a guiding document on how we should respond to emergencies or disasters, and it also identifies partner agencies that we work with during disasters. Many of the responsibilities for the health department in emergencies and disasters are outlined in the Code of Virginia.

Additionally, the health department provided logistical support along with evaluators to critique the EMS response and the Incident Command organization and response in the Roanoke Regional Airport full-scale exercise, required by the Federal Aviation Administration for each commercial airport in the country. These exercises occur every three years and are designed to test the capabilities of the airport staff and local first responders to respond to and mitigate an aircraft incident in the region.

RCAHD's Office of Emergency Preparedness coordinated with nursing staff to organize and schedule six flu vaccine community clinics throughout the region, administering 800 flu vaccines to our most vulnerable populations.

RCAHD FLU - Related Outreach



**6 Flu Vaccine Clinics**



**800**



**Flu Vaccines to  
Vulnerable Populations**



## ENVIRONMENTAL HEALTH

The mission of the Environmental Health Division is to work with our community partners to protect and improve the overall health of our residents through the assurance of a safe environment.

### HIGHLIGHTS

- The COVID-19 pandemic limited our ability to conduct in-person inspections in facilities, however many facilities were closed during this time. Since the May 2021 lifting of Executive Order 72, our staff have worked diligently to complete mandatory inspections of facilities that have re-opened.

### FOOD PROTECTION

The Food Protection Program inspects and permits food service establishments including restaurants, mobile food units (food trucks) and public food service such as hospitals, schools and child/adult care facilities. Our inspectors also assist in the investigation of potential food borne illness outbreaks. Reviews are conducted on construction plans for new or remodeled facilities.

2021 Permits	Roanoke City	Roanoke County	Salem	Botetourt	Craig	Covington	Clifton Forge	Alleghany	District Total
<b>Food Permits</b>	644	167	169	100	13	32	3	51	1179

2021 Food Inspections	Roanoke City	Roanoke County	Salem	Botetourt	Craig	Covington	Clifton Forge	Alleghany	District Total
<b>Mandatory</b>	698	180	182	106	18	24	3	44	1253
<b>Follow Up</b>	20	10	24	3	0	1	0	1	59
<b>Complaint</b>	9	4	5	1	0	0	0	0	19
<b>Other</b>	28	10	1	0	0	1	0	0	40
<b>Total</b>	755	204	212	110	18	26	3	45	1373





## RECREATIONAL FACILITIES

The Recreational Facilities program provides health and safety inspections at regulated public facilities including public swimming pools, children's summer camps, campgrounds and fairs/festivals.

2021 Permits	Roanoke City	Roanoke County	Salem	Botetourt	Craig	Covington	Clifton Forge	Alleghany	District Total
Pool Permits	71	57	24	10	2	0	0	1	160
Fairs/Festivals**	13	4	3	11	2	1	1	0	35
Campgrounds	0	4	0	2	0	0	0	1	7
Summer Camps	0	2	0	2	2	0	0	0	6

\*\*At this time, permit and inspection data is not available. Participating permitted Virginia mobile units are inspected in their home locality. Other vendors are permitted and inspected at their first event of the calendar year, with additional inspection being performed as indicated.

2021 Recreation Inspections	Roanoke City	Roanoke County	Salem	Botetourt	Craig	Covington	Clifton Forge	Alleghany	District Total
Pools	66	50	21	9	5	0	0	1	152
Summer Camps	0	1	0	1	2	1	0	1	6
Campgrounds	0	1	0	1	0	0	0	0	2



## LODGING

The Lodging program provides annual health and safety inspections along with complaint investigations of regulated public facilities including hotels, motels, bed & breakfasts, and migrant farm worker housing. Reviews are conducted on construction plans for new or remodeled facilities.

2021	Roanoke City	Roanoke County	Salem	Botetourt	Craig	Covington	Clifton Forge	Alleghany	District Total
Permits	31	14	14	10	2	2	0	7	79
Inspections	32	12	13	10	5	2	0	4	78
Complaints	4	5	0	1	0	0	0	0	10

## WATER &amp; WASTEWATER

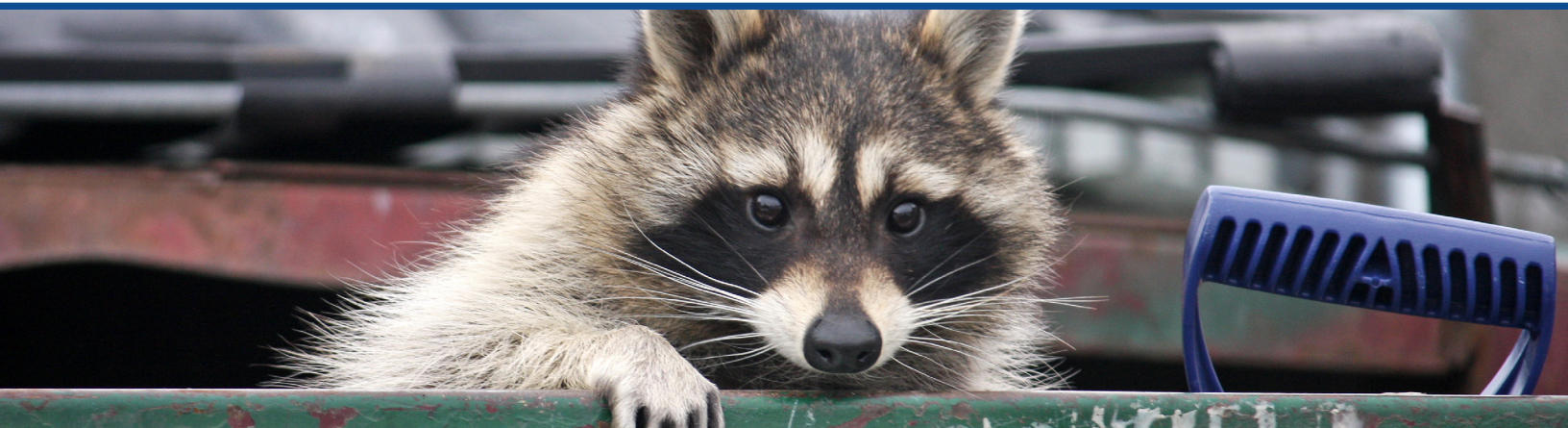
The Water and Wastewater program provides surveillance, inspection and regulatory oversight of private wells, on-site sewage systems and sewage handlers. System designs are submitted by the private sector for review by our staff. The majority of private wells and on-site sewage systems are located in the more rural areas of our district.

2021	Roanoke City	Roanoke County	Salem	Botetourt	Craig	Covington	Clifton Forge	Alleghany	District Total
Well Applications	6	58	0	68	31	0	0	29	192
Well Permits Issued*	6	56	0	63	31	0	0	25	181
Well Inspections	1	3	0	28	9	0	0	7	48
Sewage Applications	3	74	0	78	27	0	0	27	209
Sewage Permits Issued*	3	63	0	74	26	0	0	26	192
Sewage Inspections	3	25	0	59	9	0	0	9	105
Sewage Handler Permits Issued	19	0	9	9	1	0	0	1	39
Sewage Handler Inspections	17	0	9	9	1	0	0	0	36

\*Permits include both Construction & Operation permits. Inspections are performed once construction is complete.







## ANIMAL DISEASE PREVENTION (RABIES)

The Animal Disease Prevention (Rabies) program deals with the concerns of rabies and its potential spread to the human population. The program investigates reports of possible exposure to rabies, submits animal specimens to the Virginia Division of Consolidated Laboratory Services for rabies testing, and follows up on both animal and human exposure, including posting public notices to ensure protection for all.

2021	Roanoke City	Roanoke County	Salem	Botetourt	Craig	Covington	Clifton Forge	Alleghany	Other**	District Total
<b>Rabies Investigations</b>	316	116	62	96	12	22	4	53	21	702
<b>Human Victim Exposures</b>	276	104	54	80	7	22	4	53	20	620
<b>Animal Victim Exposures</b>	14	2	5	17	2	0	0	0	0	40

2021 Source Animal Types	Roanoke City	Roanoke County	Salem	Botetourt	Craig	Covington	Clifton Forge	Alleghany	Other**	District Total
<b>Domestic<sup>1</sup> Animals</b>	274	109	54	85	8	21	4	50	6	611
<b>Bat<sup>2</sup></b>	19	5	2	5	0	1	0	0	0	32
<b>High Risk<sup>3</sup> Wildlife</b>	20	2	5	6	4	0	0	3	2	42
<b>Low Risk<sup>4</sup> Wildlife</b>	3	0	1	0	0	0	0	0	1	5

\*\*These rabies incidents occurred outside of our district, however the victim or the source animal (domestic) was a resident of our jurisdiction.

Definitions provided by the Compendium of Animal Rabies Prevention and Control (NASPHV).

1. Domestic Animals are defined as pet dogs and cats.
2. Bats (scientific order Chiroptera) pose the highest risk for Rabies.
3. High Risk Wildlife includes mammals in the scientific order Carnivora, such as raccoons, skunks, foxes, opossums, groundhogs and beavers.
4. Low Risk Wildlife includes small rodents such as squirrels or mice, and lagomorphs (rabbits).

2021 Source Animal Testing	Domestic Animals	Bats	High Risk				Low Risk	District Total
			Skunk	Raccoon	Fox	Other		
<b># Tested</b>	49	28 (1)	6 (1)	13	4	6 (1)	3 (1)	109
<b># Positive</b>	0	2	2	6	2	0	0	12

(Numbers in parentheses reflect those specimens that were unsatisfactory for testing.)

Data source – HS Cloud Suite, Environmental Health Database (VA-US) • 2021 Data = January 1, 2021 - December 31, 2021



## EPIDEMIOLOGY

The mission of the RCAHD Epidemiology Division is to monitor and investigate reportable and emerging communicable diseases, investigate outbreaks, and provide guidance and recommendations to stop the further spread of communicable diseases for the wellbeing of our communities.

### HIGHLIGHTS

- In 2021, the Epidemiology Team responded to a cluster of cases of hepatitis A. The investigation identified hepatitis A in a food handler at a local restaurant. All told, 51 individuals with hepatitis A were associated with this outbreak.
- In 2021, the Epidemiology Team continued to respond to the ongoing COVID-19 pandemic. Over the course of the year, the team interviewed almost 15,000 residents.

### 2021 RCAHD COMMUNICABLE DISEASES (REPORTABLE)

To optimally protect the public's health, healthcare professionals and laboratories are required to report over 70 diseases or conditions in Virginia. In 2021, RCAHD investigated over 200 incidences of reportable diseases (excluding COVID-19).

Condition	Alleghany	Roanoke City	Total
Campylobacteriosis	6	4	10
Candida auris, clinical	0	1	1
CP-CRE (E. coli, Enterobacter and Klebsiella spp)	9	0	9
CP-CRE, other	2	1	3
Ehrlichia chaffeensis infection	1	1	2
Hepatitis A, acute	40	10	50
Hepatitis B, acute	0	2	2
Hepatitis C, acute	2	1	3
Latent TB infection	3	7	10
Lead, elevated levels	12	31	43
Legionellosis	7	4	11
Listeriosis	1	0	1
Lyme disease	8	9	17
Pertussis	5	0	5
Salmonellosis (non-Typhi, non-Paratyphi)	23	12	35
Shigellosis	1	0	1
Streptococcus, Group A, invasive	2	3	5
Tuberculosis	1	2	3
Unusual occurrence of public health concern - TOX	0	2	2
Varicella (Chickenpox)	0	1	1
Yersiniosis	1	0	1
<b>Total</b>	<b>124</b>	<b>91</b>	<b>215</b>



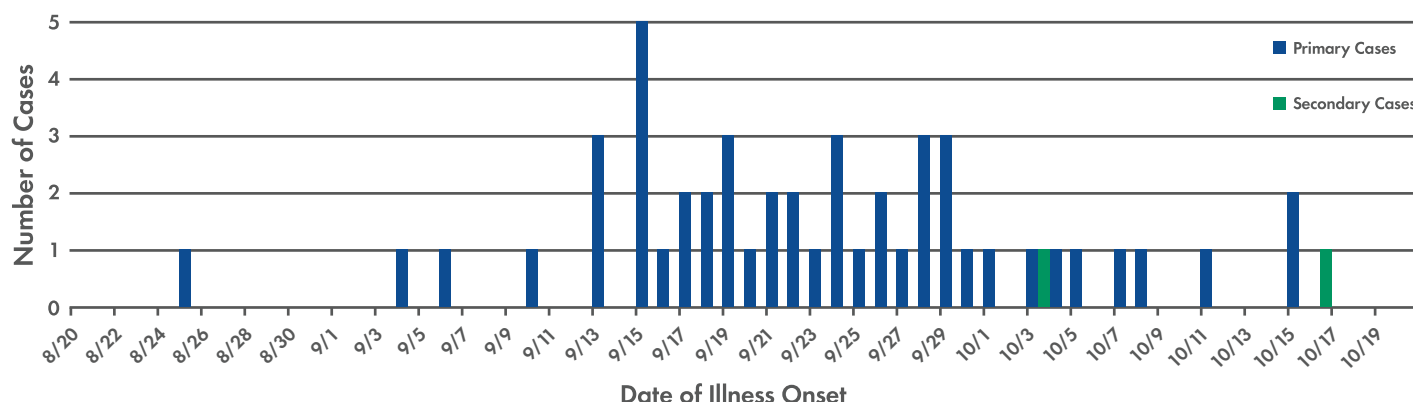
## HEPATITIS A OUTBREAK (RESTAURANT-RELATED):

Prior to September 2021, an average 2-3 cases of hepatitis A were reported to RCAHD each year. This all changed in mid-September 2021, when we received a small cluster of hepatitis A reports. A thorough investigation by the RCAHD Epidemiology and Environmental Health teams identified a food handler who tested positive for hepatitis A as the index case. By the end of the outbreak, a total of 51 primary and secondary acute cases of hepatitis A had been identified.

While no further cases were associated with the implicated restaurant, more community acquired cases were unfortunately reported to RCAHD through the end of the year, primarily in the community of individuals who use injection drugs.

### Confirmed and Probable Cases of Hepatitis A by Date of Illness Onset, Restaurant X\*, Aug. - Oct. 2021 (n=51)

\* = includes close contacts to index case-patient (n=3), and secondary cases (n=2)



## COVID-19 OUTBREAK INVESTIGATIONS:

In 2021, the RCAHD Epidemiology COVID-19 response team investigated and managed 83 COVID-19 outbreaks, providing industry-specific guidance. Among RCAHD localities, Roanoke City had the highest incidence rate of COVID-19 outbreaks.

### RCAHD COVID-19 Outbreaks

Facility Type	Count
Higher Education/School (K-12)/Daycare	32
Business	29
Long Term Care Facility/Assisted Living Facility/Nursing Home	7
Health Care Facility	8
Congregate Living	5
Community Event/Sports Event	2

The average number of days each outbreak lasted are as follows:

- Higher Education/ School (K-12)/ Daycare: 42
- Business: 53
- Long Term Care/Assisted Living Facility/Nursing Home: 64
- Health Care Facility: 45
- Congregate Living: 59
- Community Event/ Sports Event: 33

Primary County	Count
Roanoke City	20
Roanoke County	16
Botetourt	6
Salem	6
Covington	2
Alleghany	1

## COVID-19 CASE INVESTIGATION AND CONTACT TRACING

- In 2021, a total of 12,069 individuals with COVID-19 and 4,735 close contacts of known cases were interviewed by RCAHD staff
- In addition, team members dedicated numerous hours each week to work with businesses, K-12 schools, daycare centers, long-term care and assisted living facilities, congregate living facilities, and other healthcare facilities to assist in investigations and share the most up-to-date guidance.

## COMMUNICABLE DISEASE MANAGEMENT: LONG TERM CARE FACILITIES

Long-term care facilities have been disproportionately impacted throughout the COVID-19 pandemic. In 2021, the RCAHD Epidemiology team worked with 35 long-term care facilities experiencing COVID-19 outbreaks. With over 3,000 staff and 2,700 residents at risk at these facilities, RCAHD offered successful mitigation strategies to help contain the outbreaks to 36 staff positive cases and 735 resident cases.

## LABORATORIES

Throughout 2021, RCAHD partnered with more than 350 health entities and laboratories to process large volumes of daily COVID-19 lab and case reports. The top 10 labs, by volumes, include:

Reporting Organization Name	Frequency
<b>LabCorp</b>	4642
<b>Solstas</b>	3725
<b>Lewis-Gale Medical Center</b>	2026
<b>Quest Diagnostics - Atlanta</b>	1832
<b>Quest Diagnostics - Nichols</b>	1622
<b>Velocitycare Urgentcare</b>	1091
<b>Express Family Care, LLC</b>	915
<b>AFC Urgent Care- Roanoke</b>	832
<b>CVS Hollins</b>	795
<b>Carilion Clinic General Service Area</b>	702



## A NOTE ABOUT QUALITY ASSURANCE

Quality Assurance (QA) is an ongoing, comprehensive process to ensure the accuracy and integrity of reported data. In 2021, RCAHD's QA team reconciled and reviewed COVID-19 case reports, labs, whole genome sequencing results, and outbreaks to keep our database, public facing dashboards, and reports clean, up-to-date, and accurate.



## FAMILY SERVICES

The mission of the RCAHD Family Services program is to protect and improve the health of all residents, with a focus on women, infants, children, adolescents, and their families.

### HIGHLIGHTS

- Despite the ongoing COVID-19 pandemic in 2021, RCAHD staff were able to resume the provision of Family Services programs to our communities.

### BABY CARE SERVICES

The Baby Care program improves pregnancy and birth outcomes by providing home visits from registered nurses to high-risk pregnant women and infants up to 24 months of age. The program provides intensive case management, coordination of care, and education about prenatal care, birthing, infant care, parenting and community resources.

2021	Alleghany	Botetourt	Craig	Roanoke City	Roanoke County	Salem
<b>Baby Care Services Provided</b>	149	269	47	52	76	63

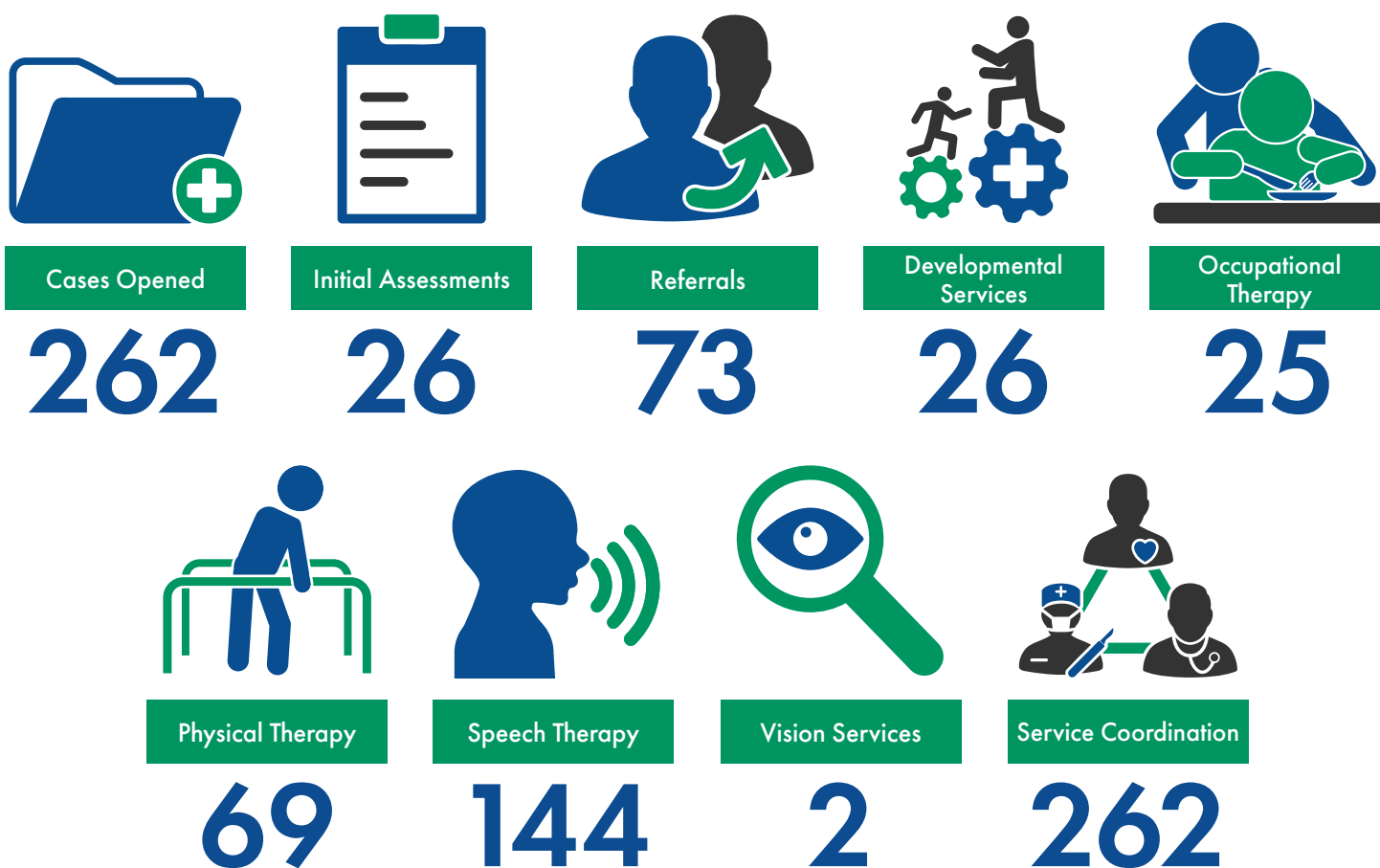




## EARLY INTERVENTION

The Early Intervention program provides support and services to infants and toddlers from birth through age three who are not developing as expected or who have a medical condition that can delay normal development. The focus of early intervention is to provide supports and services focusing on increasing the child's participation in family and community activities that are important to the family. In addition, supports and services focus on helping parents and other caregivers know how to find ways to help their children learn during everyday activities. The program serves residents of Roanoke City, Roanoke County, Botetourt County, Craig County and the City of Salem.

Average number of early intervention services rendered to children each month in 2021:



## LEAD CASE MANAGEMENT

When a child is diagnosed with elevated lead levels, a Public Health Nurse and an Environmental Health Specialist respond to provide case management and a home assessment for the family. The goal is to identify and control the source of lead in the environment. Ongoing case management is provided by a public health nurse to educate the parents on the child's nutritional needs and to monitor the lead levels with the child's physician until it can be maintained at a non-toxic level.

2021	Alleghany	Botetourt	Craig	Roanoke City	Roanoke County	Salem
Lead Cases	15	0	0	12	0	0

## POPULATION HEALTH

The mission of the RCAHD Population Health division is to improve the community's health through partnering with businesses, academia, health care, social services, federal, state and local government partners. By collecting, analyzing, and interpreting data, population health brings significant health concerns into focus and addresses ways that resources can be allocated to overcome health inequities and problems that drive poor health conditions in the population.

### HIGHLIGHTS

- In addition to participating in community health assessments, in 2021 an expanded Population Health team supported the RCAHD COVID-19 response efforts.

### COMMUNITY OUTREACH & EDUCATION

Community Outreach & Education aims to increase awareness of local health issues and encourages the adoption of healthy behaviors. This involves coordinating and staffing educational programs, community outreach activities, and special health events; developing health education materials for targeted populations; promoting health department programs and clinical services at area businesses, worksites, and community locations; and gathering information to identify health behaviors in our community through focus groups, surveys, and key informant interviews. Additionally, work includes collaborating with the local media to raise awareness of public health issues and prevention measures.

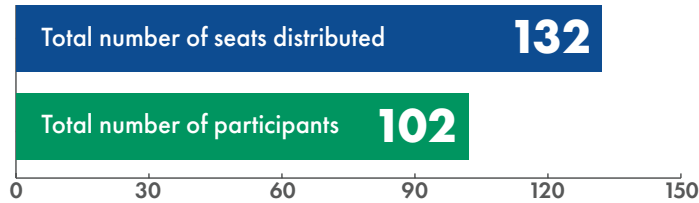
In 2021, a 10-person RCAHD COVID-19 outreach team was hired with targeted grant funds to support vaccine education. The team provided presentations, education, and outreach throughout the district. Partners in outreach throughout each locality include emergency managers, local government staff, community leaders, faith leaders, neighborhood advocates, employers, community based organizations, and more.



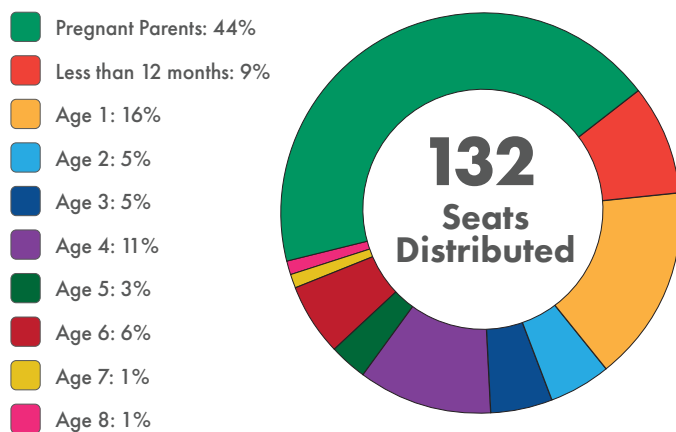
## MATERNAL & CHILD HEALTH - SAFETY SEAT DISTRIBUTION & EDUCATION

RCAHD participates in a statewide program to provide child safety seats and education free of charge to eligible families. This program connects families with the necessary resources to comply with state laws for safely transporting infants and children in vehicles. The class is taught by a Low Income Safety Seat Distribution and Education Program (LISSDEP) Educator.

### Car Seat Distribution Among Participants:



### Age of Children Child Safety Seats Distributed for:



## SUBSTANCE USE EDUCATION, PROGRAMMING, & RESOURCES

The Population Health team continued to support community partners to address the prevention and treatment of substance abuse. RCAHD partners with area prevention coalitions, harm reduction organizations, and collective response initiatives through the health district aimed to identify and implement strategies to address substance use disorders and improve access to treatment.

### REVIVE! Trainings & Naloxone distributed by RCAHD



- RCAHD provides naloxone (NARCAN®) free of charge to community members and other agencies to prevent fatal overdoses.
- Program staff offer REVIVE! Lay Rescuer training for community members and other agencies in order to recognize and respond to an opioid overdose emergency with the administration of naloxone.
- Drug disposal kits are distributed at no cost to partner agencies and community members to provide a safe, convenient deactivation and disposal method for prescription drugs.
- RCAHD also serves on the Roanoke Valley Collective Response to the Opioid and Addiction Crisis, a multi-sector approach working across systems to find new and effective strategies to solve the opioid and addiction crisis across the Roanoke Valley.



## COMMUNITY HEALTH ASSESSMENT & IMPROVEMENT PLAN - ROANOKE VALLEY

The 2021 Roanoke Valley Community Health Assessment (RVCHA) was developed as a collaborative process between RCAHD, Carilion Clinic, and Healthy Roanoke Valley (HRV). The RVCHA's success is highly dependent on the involvement of citizens, health and human service agencies, businesses, and community leaders.

In 2021 CHAT gathered feedback from:

# 1560

Roanoke Valley  
Residents



 = 100 Roanoke Valley Residents

A stakeholder collaboration known as Community Health Action Team (CHAT) comprised of health and human service agency leaders, persons with expertise in public health, and RCAHD staff work together to collect, analyze, and interpret data. Particular efforts are made to include the needs of medically underserved populations such as minorities, those with low incomes, or those suffering from chronic disease. In the Roanoke Valley, a 43-member CHAT oversaw the 2021 planning activities that gathered feedback from over 1,560 residents. As a result, three priority areas were identified in which to focus efforts over the next several years:

- Mental Health (Access to mental / behavioral health services)
- Access to substance use services (Alcohol and drug use, and General mental health problems)
- COVID-19 (COVID-19 impact)

## COMMUNITY HEALTH ASSESSMENT & IMPROVEMENT PLAN ALLEGHANY AND COVINGTON

In 2019, RCAHD led a team that completed a Community Health Assessment which yielded an ongoing community coalition: "Live Well Alleghany Highlands." Ongoing efforts have paid special attention to ensure that the work was representative of the community and identified health disparities, the needs of vulnerable populations, and unmet health and human services needs and gaps. The Steering

Committee representing 20 local governments, schools, community agencies, colleges, non-profits, and other stakeholders worked to (1) review and discuss collected secondary data, (2) inform additional data that should be collected through primary data collection, and (3) oversee the primary data collection through surveys and focus groups. Primary data collection included one survey, one questionnaire, and six focus groups with target populations consisting of the following groups: underserved /vulnerable populations disproportionately impacted by the social determinants of health, including: poverty, race /ethnicity, education, and /or lack of insurance. A total of 658 surveys were completed as part of the Community Health Assessment Questionnaire. The process highlighted three community needs including:

### Community Health Assessment questionnaires



 = 100 completed questionnaires

# 658

Questionnaires  
Completed

- Increase Knowledge of and Access to Community Resources
- Increase Kindergarten Readiness and Early Literacy
- Reduce Substance Use in Youth and Adults. Due to the COVID-19 response, the group was inactive in 2021.



## VITAL RECORDS

The mission of the RCAHD Vital Records program is to assure access to essential documents, including birth and death certificates.

### HIGHLIGHTS

- In 2021, over 28,000 documents were provided to RCAHD residents.

### 2021 VITAL RECORDS REQUESTS BY SITE

Certified copies of birth, death, marriage, and divorce certificates can be obtained from the Virginia Department Health (as long as the event occurred in Virginia).

Site	Birth Certificates	Death Certificates	Death Verifications	Divorce Certificates	Marriage Licenses
Roanoke					
<b>Total Roanoke City</b>	<b>1361</b>	<b>12890</b>	<b>32</b>	<b>5</b>	<b>44</b>
Alleghany					
<b>Alleghany Co/Covington</b>	<b>150</b>	<b>2706</b>	<b>-</b>	<b>-</b>	<b>1</b>
<b>Botetourt</b>	<b>76</b>	<b>1391</b>	<b>-</b>	<b>2</b>	<b>16</b>
<b>Salem</b>	<b>268</b>	<b>9131</b>	<b>10</b>	<b>7</b>	<b>37</b>
<b>Craig</b>	<b>77</b>	<b>305</b>	<b>-</b>	<b>-</b>	<b>11</b>
<b>Total Alleghany</b>	<b>571</b>	<b>13533</b>	<b>10</b>	<b>9</b>	<b>65</b>
<b>Total</b>	<b>1932</b>	<b>26423</b>	<b>42</b>	<b>14</b>	<b>109</b>

The Roanoke County/ Vinton office does not offer Vital Records services.



# WOMEN, INFANTS & CHILDREN (WIC) PROGRAM

The mission of the RCAHD Special Supplemental Nutrition Program for Women, Infants and Children (WIC) is to improve the health of low income pregnant women, infants, and children under age 5 through better nutrition and access to health care. WIC provides nutrition education, breastfeeding support, access to healthy foods and referrals to other needed health-related services.

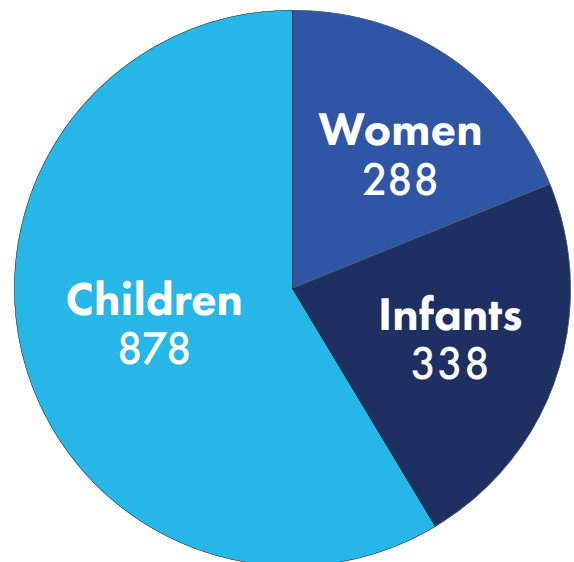
## HIGHLIGHTS

- Despite COVID-19 challenges, RCAHD served a record number of families in 2021 through the expanded use of virtual visits.

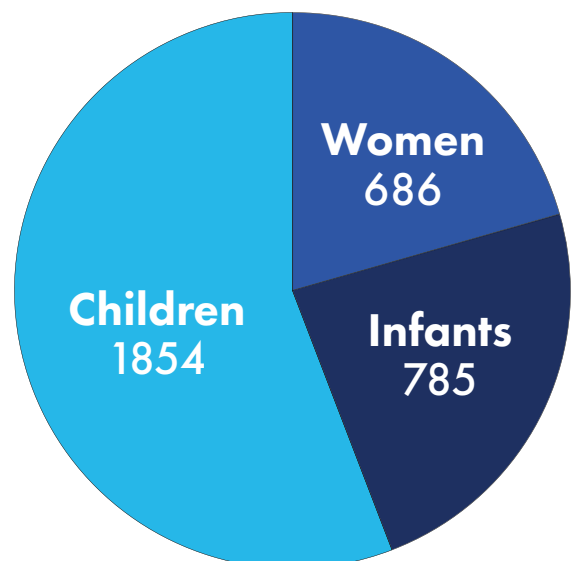
## AVERAGE NUMBER OF INDIVIDUALS SERVED PER MONTH

Alleghany Health District	Women	Infants	Children
Alleghany/Covington Health Department	47	54	119
Botetourt Health Department	32	35	92
Craig Health Department	14	20	36
Roanoke County/Vinton Health Department	62	70	209
Alleghany/Clifton Forge Health Department	20	27	66
Salem Health Department	114	132	355
Roanoke Health District	Women	Infants	Children
Belmont WIC Clinic	180	213	490
Roanoke City Health Department	320	343	880
First Church of the Brethren WIC	185	230	484

Totals Served - Alleghany District



Totals Served - Roanoke City District





ROANOKE CITY  
and ALLEGHANY  
HEALTH DISTRICTS

*Your Partner in Community Wellness*