Table of Contents

This directory is intended to provide a brief overview of the services and programs provided by the Mecklenburg County Public Health Department.

A brief description of each of the programs and services is provided, along with the contact phone number and office address.

For more information please visit:
www.meckhealth.org

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Our Vision & Mission

Mission: To promote and protect the public’s health.

Vision: Mecklenburg County Health Department assures the health and safety of our diverse and changing community today and for future generations.

10 Essential Services of Public Health
What We Do May Impact You

In addition to providing clinical services, Public Health also...

- Conducts nearly 12,000 restaurant, lodging, nursing home and child care center inspections each year
- Performs close to 1,600 public pool inspections annually
- Monitors for mosquitoes that may carry Zika or other viruses
- Investigates potential cases of infectious diseases such as E. coli and Salmonella
- Staffs every Charlotte-Mecklenburg School with a nurse
- Registers about 27,000 birth and death certificates each year
Public Health Organizational Structure

Public Health Director

Assistant Public Health Director
Connie Mele

Assistant Public Health Director
Dr. Cardra Burns

Medical Director
Dr. Stephen Keener

Office of Community Engagement
Cheryl Emanuel

Office of Planning & Evaluation
Crystal Stilwell

Clinical Services Division
Vacant

Director of Nursing
Jacqueline Glenn

CDSA*
Joey Bishop-Manton

Community Health Division
Carmel Clements

Environmental Health Division
Bill Hardister

WIC Program*
Leigh Anne Carpenter

Office of Policy & Prevention
Erin Smith

CDSA: Children’s Developmental Services Agency
WIC: Women, Infants, and Children
Fiscal Year 16-17 Budget: $72,333,088

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Public Health Service Locations

**Carlton G. Watkins Center** – 3500 Ellington Street
- Children’s Developmental Services Agency, Trauma Justice Partnerships, Women Infants & Children (WIC)

**Northwest Public Health** – 2845 Beatties Ford Road
- Clinical Services, Tuberculosis (TB)/Refugee, Women Infants & Children (WIC), HIV Outreach/Case Management, Maternal Child Health Programs

**Southeast Public Health** – 249 Billingsley Road
- Central Administration, Clinical Services, Policy & Prevention, CAP, Healthy Families, Community Engagement
Public Health Service Locations (Cont’d)

**Hal Marshall Annex** – 600 N. College Street
- School Health Administration, Ryan White

**Hal Marshall Center** – 700 N. Tryon Street
- Communicable Disease, Environmental Health
Public Health Service Locations (Cont’d)

- **Bob Walton Plaza** – 700 E. Stonewall Street
  - Vital Records (Birth & Death Certificates)

- **Charlotte East** – 5624 Executive Center Drive
  - Women, Infants, and Children (WIC)

- **Clanton Road** – 801 Clanton Road
  - Women, Infants, and Children (WIC)

- **CMC Biddle Point** – 1801 Rozzelles Ferry Road
  - Pediatric Dental Clinic
## Programs & Services A to Z

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<sup>1</sup>Maternal Child Health Programs  
<sup>2</sup>Trauma & Justice Partnerships
Administration

- Executive Administration
- Office of Community Engagement
  - Village HeartB.E.A.T.
- Office of Planning & Evaluation
  - Epidemiology/ Health Statistics
  - Health Informatics
  - Quality & Training
- Public Health Preparedness
Office of Community Engagement

Works with cross-cultural collaborations and community-based approaches to promote health, health equity and reduce health-related disparities. Village HeartBEAT (Building Education and Accountability Together), a core initiative, engages and trains members of faith-based organizations, small businesses, and community partners in strategies to prevent chronic disease.

Located: Administrative Office - Southeast Public Health, Staff work in the community

Contact: (980) 314-9027
Office of Planning & Evaluation

Manages the department’s strategic planning, health information, compliance, quality improvement and training initiatives. Housed within this service, the Epidemiology Program identifies, analyzes, and distributes health indicator data to staff, other county agencies, nonprofit agencies, the media and the general public.

Located: Southeast Public Health
Public Health Preparedness

Provides public health preparedness coordination and training.

Located: Hal Marshall Annex

Contact: (704) 314 - 1605
Clinical Services

- Adult Health Clinic
- Immunization & Travel Clinic
- Laboratory Services
- Medical Records
- Pediatric Dental Clinic
- Refugee Health
- Tuberculosis (TB) Clinic
- Vital Records
Adult Health Clinic

Clinic includes breast and cervical cancer screenings, sexually transmitted disease clinic and family planning.

Locations: Southeast and Northwest Public Health

Contact: (704) 336-6500 (Appointment Line)
Immunization & Travel Clinic

Provide age appropriate immunizations to children and adults. Offers travel advice, prescriptions and needed vaccinations to travelers.

Location: Southeast and Northwest Public Health (Travel – Southeast Public Health)

Contact: (704) 336-6500 (Appointment Line)
Laboratory Services

Supports clinical services by providing some in-house testing, collection and transport of specimens to reference laboratories.

Located: Northwest and Southeast Public Health
Medical Records

Assures accuracy and integrity of patient record information through record management in various forms such as paper and electronic media. Responds to request for copies of patient records.

**Location:** Southeast and Northwest Public Health

**Contact:** (704) 336-6498
Pediatric Dental Clinic

Provides preventative and comprehensive dental treatment for uninsured and underinsured children ages 1-17.

Located: CMC Biddle Point

Contact: (980) 314-9600
Refugee Health

The clinic provides health exams/screening and referral for follow-up medical care. Persons who are eligible:

1. Have been processed through the US Department of Immigration and Naturalization
2. Have been granted official status as a Refugee, Parolee or Asylee
3. Are relocating to Mecklenburg County

Location: Northwest Public Health

Contact: (704) 336-6500 (Appointment Line)
Tuberculosis (TB) Clinic

The clinic provides services to persons suspected of or diagnosed with TB Disease of Infection, persons who request a TB skin test or need screening for TB Disease or Infection.

Location: Northwest Public Health

Contact: (704) 336-6500 (Appointment Line)
Vital Records – Birth & Death Certificates

Provides Vital Records to those requesting Birth and Death Certificates.

Located: Bob Walton Plaza

Contact: (704) 336-2819
Health Policy & Behavioral Health Services

- Children’s Developmental Services Agency (CDSA)
- Office of Policy & Prevention
- Trauma & Justice Partnerships
  - Carolina Alcohol & Drug Resources (CADRE)
  - Child Development-Community Policing (CD-CP)
  - Crisis Intervention Teams (CIT)
Children’s Developmental Services Agency (CDSA)

Works with families of Children 0 to age 3 who have developmental delays or who are at risk for developmental delays due to established medical conditions

Located: Carlton Watkins Center

Contact: (704) 336-7100
Office of Policy & Prevention

Program focuses on chronic disease prevention and addresses tobacco control, food access, active living, and youth engagement through policy, systems, and environmental change strategies.

Located: Administrative Offices - Southeast Public Health

Contact: (980) 314-9063
Trauma & Justice Partnerships

- Carolina Alcohol & Drug Resources (CADRE)
- Child Development – Community Policing (CD-CP)
- Crisis Intervention Teams (CIT)
Carolina Alcohol & Drug Resources (CADRE)

Provides holistic outpatient substance abuse services to individuals who are HIV positive.

Located: Administrative Offices - Carlton Watkins Center, Partner with Police Divisions

Contact: (704) 614-3691
Child Development – Community Policing (CD-CP)

Program establishes a close working relationship among police officers, mental health clinicians and child protective service workers to ensure a coordinated community response to children and families experiencing neglect, abuse, and exposure to violence and other trauma.

Located: Administrative Offices - Carlton Watkins Center, Partner with Police Divisions

Contact: (704) 614-3691
Crisis Intervention Teams (CIT)

A pre-booking jail diversion program, a community-based collaboration between law enforcement, mental health agencies, consumers and family members, National Alliance on Mental Illness (NAMI)-Charlotte, and Central Piedmont Community College (CPCC).

Located: Administrative Offices - Carlton Watkins Center, Partner with Police Divisions

Contact: (704) 614-3691
Community Health Services

- Communicable Disease Control
- Community Alternative Programs (CAP)
- Maternal Child Health Programs
  - Care Coordination for Children (CC4C)
  - Child Care Health Consultants (CCHC)
  - Healthy Families Mecklenburg
  - Improving Community Outcomes for Maternal and Child Health (ICO4MCH)
  - Newborn Postpartum (NB/PP)
  - Pregnancy Care Management (PCM)
- Ryan White Program
- School Health
- STD/HIV Outreach & Case Management
- STD Surveillance & Investigations
Communicable Disease Control

Investigates, reports and controls the spread of reportable general category communicable diseases and outbreaks; provides consultation services to medical providers, child care providers, schools, veterinarians, & businesses; investigates human animal bites and animal exposure to rabies; and monitors health services in Adult Day Health facilities.

Located: Hal Marshall Center

Contact: (704) 336-2817
Community Alternative Programs (CAP)

Provides case management of in-home services that assist eligible Disabled Adults and Medically Fragile Children to live safely in their homes with a support system and avoid placement in an institution.

Located: Administrative Offices - Southeast Public Health

Contact: (704) 336-4674
Maternal Child Health Programs

- Care Coordination for Children (CC4C)
- Child Care Health Consultants (CCHC)
- Healthy Families Mecklenburg
- Improving Community Outcomes for Maternal and Child Health (ICO4MCH)
- Newborn Postpartum (NB/PP)
- Pregnancy Care Management (PCM)
Care Coordination for Children (CC4C)

Provides care management to support families with children ages 0 to five, who need access to health care and social supports. Care managers assist families in promoting the health and overall wellbeing for the children.

Located: Administrative Offices - Northwest Public Health, Staff work in the community

Contact: (980) 314-9340
Child Care Health Consultants (CCHC)

Consultants assist licensed child care centers to establish policies and procedures to promote and improve the health and safety of children ages 0 to five.

Located: Administrative Offices - Northwest Public Health

Contact: (980) 314-9341
Healthy Families Mecklenburg

A home visiting program that provides education on healthy pregnancy, child development, healthy life choices and links to community resources. The services are provided during pregnancy and until the child is age 2 years, with the possibility of extending services to age 3 years depending on the need.

Location: Administrative Offices - Southeast Public Health, Home visiting program

Contact: (704) 336-5074
Improving Community Outcomes for Maternal Child Health (ICO4MCH)

Improving Community Outcomes for Maternal and Child Health (ICO4MCH) works collaboratively within Mecklenburg and Union Counties to improve birth outcomes, reduce infant mortality and improve health among children aged 0-5. ICO4MCH aims encourage reproductive life planning, support breastfeeding success and promote positive parenting.

Located: Hal Marshall Annex, staff work in the community

Contact: (980) 314-9595
Newborn Postpartum (NB/PP)

Provides a home visit by a Registered Nurse (RN) to assess mother and baby. The program's goal is to complete the home visit within two weeks of delivery. The RN will provide screening and guidance to the mother and baby to promote well-being within the post-partum period.

**Located:** Administrative Offices - Northwest Public Health, Staff work in the community

**Contact:** (980) 314-9358
Pregnancy Care Management (PCM)

Provides care management services for high risk pregnant women. Care managers assist pregnant women with connecting with medical homes to promote healthy outcomes for mom and baby for up to two months after delivery.

Located: Administrative Offices - Northwest Public Health, Staff work in the community

Contact: (980) 314-9358
Ryan White Program

Mecklenburg County is a grantee recipient of federal grant funds under Part A Ryan White Treatment Modernization Act. The Ryan White Program provides HIV-related health and support services.

**Located:** Hal Marshall Annex

**Contact:** (980) 314-1611
School Health

Nurses and nutritionists provide preventive, consultative, and direct health services during the school day for students attending Charlotte-Mecklenburg Schools (CMS).

**Works with:** 144,000 students across 164 CMS schools

**Located:** 164 CMS schools, Administrative Offices - Hal Marshall Annex

**Contact:** (980) 314-9550
STD/HIV Outreach & Case Management

Provides education, testing, counseling and case management for HIV/AIDS & sexually transmitted diseases.

Located:
- Administrative Offices at Northwest Public Health
- Staff outreach and testing in the community
- Clinic testing at Northwest and Southeast Public Health

Contact:
- Outreach: (980) 314-9291 or (704) 432-TEST(8378)
- Case Management: (980) 314-9290
STD Surveillance & Investigations

This service provides investigations, education, and counseling for clients diagnosed with or exposed to syphilis, HIV/AIDS, and other sexually transmitted diseases.

Located: Hal Marshall Center

Contact: (704) 432-1742
Environmental Health Services

- Food & Facilities Sanitation
- Groundwater & Wastewater Services
- Pools & Environmental Health Services
Food & Facilities Sanitation

Provides plan review, permitting and evaluation of restaurants, temporary foodservice, meat markets, hotels, hospitals, nursing homes, child care centers, and schools. Staff also investigate child lead poisoning cases.

Located: Administrative Offices - Hal Marshall Center, Staff work in the field

Contact: (980) 314-1620
Groundwater & Wastewater Services

Provides plan review, permitting and evaluation of onsite wastewater (septic) systems and private wells. Staff also reduce exposure to contaminated groundwater.

Located: Administrative Offices - Hal Marshall Center, Staff work in the field

Contact: (980) 314-1680 (Well/Septic)
Pools & Environmental Health Services

Provides plan review, permitting and evaluation of swimming pools and tattoo artists. Staff also assist with control of mosquitoes and rats to protect public health

Located: Administrative Offices - Hal Marshall Center, Staff work in the field

Contact: (980) 314-1620
Women, Infants & Children (WIC)

- Nutrition Education
- Food Packages
- Referrals for Health Care
- Breastfeeding Promotion & Support
Women, Infants & Children (WIC)

Provides basic nutrition services to eligible pregnant, breastfeeding, and postpartum women, infants and children. Services include nutritional assessment, education, and issuance of a monthly healthy food package. The Breastfeeding Program provides support for breastfeeding clients through education, peer counseling and educational material.

Located:
- Carlton Watkins Center
- Charlotte East
- Clanton Road
- Northwest Public Health

Contact: (704) 336-6500 (Appointment Line)