

Cumberland County

# DEPARTMENT OF PUBLIC HEALTH



*Accredited by the North Carolina Local Health Department  
Accreditation Board*



October 2024



# CUMBERLAND COUNTY

NORTH CAROLINA

## Department of Public Health

### MISSION

*To provide high quality service in a professional, efficient and fiscally responsible manner while improving the health of Cumberland County.*

### VISION

*To have healthy people living in a healthy community.*

#### Department of Public Health

1235 Ramsey Street  
Fayetteville, NC 28301

#### On-Site Wastewater

Historic Courthouse  
130 Gillespie St  
Fayetteville, NC 28301

#### Recovery Resource Center

700 Executive Place  
Fayetteville, NC 20304

#### Spring Lake WIC

Family Resource Center  
103 Laketree Blvd.  
Spring Lake, NC 28390

#### Hope Mills WIC

2622 Hope Mills Rd.  
Fayetteville, NC 28306

#### Fort Liberty WIC

Joel Clinic  
4861 Logistics Street  
Fort Liberty, NC 28307



## **Administration 433-3700**

The Administration Division is responsible for computer operations, safety, housekeeping and all financial matters of the Department of Public Health, such as, budgeting, contracts, grants, payroll, purchasing, accounts payable and accounts receivable. Information concerning the Board of Health is also available from this division.

## **Billing 433-3600**

The Department of Public Health Billing Office is responsible for billing and collecting fees for most of its services. This office bills Medicaid, Medicare and most third-party insurances for services. There may be fees for the client if they do not have insurance based on their income and family size that are due at the time of service. Payment plans are available from this office, if needed. Cash, credit cards, debit cards and checks are accepted for payment. Payments by phone are accepted at 321-7128.

## **Human Resources 433-3851 / 433-3807**

The Human Resources Division is responsible for the recruitment, selection and retention of employment at the agency. The Department of Public Health hires only US citizens and lawfully authorized aliens who are in compliance with the Immigration Reform and Control Act. Cumberland County is an equal opportunity/affirmative action employer. All applicants are considered for positions regardless of race, color, sex, age, origin, religion, disability or political affiliation.

## **Cumberland County Medication Access Program (CCMAP) 433-3602**

The pharmacy is responsible for dispensing medications prescribed by clinic providers in the Department of Public Health. The pharmacy also operates a medication assistance program for patients with chronic diseases, 18-64 years of age, without prescription insurance in Cumberland, Harnett, Hoke, Sampson and Bladen counties who are at or below 250% of the Federal Poverty Level. We also assist Medicare patients who need help signing up for a Medicare plan or are struggling to afford their medications.

## **Breast And Cervical Cancer Control Program 433-3709**

The Breast and Cervical Cancer Control Program is a screening program designed to reduce death and disability among women caused by breast and cervical cancer. Public awareness, education, early diagnosis and treatment are key elements in reducing the effects caused by breast and cervical cancer. This program focuses on low-income women 40-64 years of age. Women enrolled in the program receive a pap smear and mammogram screening, and the necessary follow-up on any abnormal results.

## **Family Planning Clinic 433-3600 Option 1**

The Family Planning Clinic provides services to women of childbearing age, who desire to postpone or space their pregnancy(s). The clinic offers many forms of birth control to accomplish this goal, including long-acting reversible contraceptives (LARC) such as Mirena and Paragard Intrauterine devices, and the subdermal implant Nexplanon. The Family Planning Clinic also provides routine preventative reproductive screenings

such as Pap Smears, Clinical Breast Exams and STI diagnosis and treatment. We provide education and counseling to help you decide the birth control method that best fits your needs, or how to achieve pregnancy. Insurance is welcome, but not required. Fees for services provided are on a sliding scale based on your household income. Clinic hours are Monday - Thursday from 8 a.m. - 5 p.m. and Fridays 8 a.m. - 12 p.m. Appointments are required for all services.

## **Maternity Clinic 433-3651**

The Maternity Clinic strives to reduce the maternal and infant mortality and morbidity by providing access to early and continuous prenatal care. The Department of Public Health contracts with Cape Fear Valley OB/GYN for ongoing prenatal care with delivery services. The clinic offers prenatal patients unique services, in-house ultrasounds conducted by a private physician and traditional or group prenatal care (Supportive Pregnancy Care). Comprehensive prenatal and postpartum education is provided throughout the patient's pregnancy. Other services offered are nutritional assessments by a registered dietitian and nurses who conduct several screenings during pregnancy to monitor and assist the patient with a healthy lifestyle for a happy healthy outcome. Some of these screenings include lead, TB, risk assessment screenings, depression, smoking cessation, screenings for psychosocial needs and assess for obstacles from keeping prenatal appointments.

## **Postpartum Newborn/Home Visiting Program 635-1121**

This program is a key mechanism for reaching families early with preventive and anticipatory services (a proactive approach to customer service. Instead of waiting for problems to happen, it means you can avoid a problem happening in the first place). The nurse provides timely referrals for any needed services and serves as a link to children's preventative services. Home visits take place within the first 60 days of delivery and any pregnant woman in Cumberland County is eligible for services. The face-to-face visit takes place in the patient's home and includes assessment counseling, teaching and if needed, referrals to other providers for additional services for both mom and baby.

## **Environmental Health 433-3618**

The Environmental Health Division works to prevent morbidity and mortality from environmental contamination. This is accomplished through public health education, inspections and active enforcement of county and state rules and regulations.

*This division is grouped into the following two sections:*

### **Food, Lodging, Solid Waste and Vector Management:**

Food Handling Establishments, Seafood Markets, Temporary Food Events, Lodging Establishments, Child Care Establishments, Family Child Care Homes, Public & Private Schools, Summer Camps, Childhood Lead Investigations, Sanitation Classes for Food Service Personnel, Rest/Nursing Home Inspections, Residential Care Inspections and Hospital Inspections.

### **Onsite Wastewater and Private Water Supplies:**

Onsite Wastewater Systems, Individual Water Supplies, Public Swimming Pools, Rabies Clinics, Solid Waste, and Tattoo Establishments.

Each section is responsible for routine inspections as well as inquiries and complaints regarding their areas of expertise. User fees are in effect for many of the services provided by the Environmental Health Division.

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**Child Health Clinic 433-3628**

The Child Health Clinic provides medical screenings for children from birth to 18 years of age. Services include primary care (including sick children); physical examinations that include a developmental screening; dental, hearing and vision screenings; preventive education; nutrition, and laboratory screening. The fees are based on income and number of persons in your household (sliding fee scale). Medicaid is accepted, self-pay, insurance, NC Health Choice for children and Carolina Access. Appointments are scheduled Monday-Friday from 8 a.m. - 5 p.m.

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**Pregnancy Test Care Clinic (PTC) 433-3600 Option 1**

The Pregnancy Test Care Clinic seeks to ensure that patients receive appropriate intervention to meet their needs in the areas of preconception, prenatal care, pregnancy prevention and to facilitate early entry into prenatal care. Clients can receive pregnancy testing (urine), obtain written verification/proof of pregnancy, education and counseling by a registered nurse. This nurse-only visit does not include an Ultrasound. Pregnancy testing is available Monday-Thursday from 8 a.m. - 3 p.m. and requires an appointment. Teens are welcome to schedule. Insurance is accepted, but not required. Fees for services provided are on a sliding scale based on your household income. Teens who cannot pay may qualify for free or low-cost care.

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**Teen Wellness Clinic (TWC) 433-3651 Option 1**

The Teen Wellness Clinic is a clinic designed specifically for patients ages 12-19 years. At the TWC, teens receive high-quality, friendly health care. All services are strictly confidential. We provide condoms, birth control, sexually transmitted infections (STI) testing and education and a teen advocate: a caring professional who will work one-on-one with teens. Health educators provide education services such as abstinence, peer pressure programs, dating/relationship programs and personal hygiene programs. Teens can pay with Medicaid or insurance. Teens who cannot pay may qualify for free or low-cost care. Clinic hours are Monday-Thursday from 8 a.m. - 5 p.m., Fridays 8 a.m. - 12 p.m., and the 2nd Tuesday of the month 5-7 p.m. Teens can schedule their own appointments. Appointments are required for all services.

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**Adolescent Parenting Program (APP) 321-7153**

The Adolescent Parenting Program (APP) is a free program that serves any Cumberland County pregnant or parenting teen (19 years or younger) who wants support achieving life goals and establishing family plans. This program works with other community support agencies (school system, Department of Social Services).

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**Care Management for At High-Risk Children (CMARC) 433-3800**

Care Management for At High-Risk Children is a voluntary program available to all children in Cumberland County from birth up to five years with special health care, developmental and social

needs. Care Management Services are provided by trained nurses and social workers to assist families in improving health care for their children.

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**Care Management for High-Risk Pregnancy (CMHRP) 433-3800**

Care Management for High-Risk Pregnancy is available to women in Cumberland County who are pregnant or in their postpartum period who are enrolled in North Carolina Medicaid. Care managers are highly skilled nurses and social workers who work with the patient and their prenatal care provider to ensure that they receive the best possible care while they are pregnant and after they deliver their baby.

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**Adult Health Services 433-3777  
Wade Family Medical Clinic 433-3770  
Cumberland HealthNET 483-6869**

The Adult Health Clinic provides comprehensive primary and preventive health care services for adults. Services are provided through a partnership with Stedman-Wade Health Services, Inc., and Cumberland HealthNET.

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**Immunization Clinic 321-7116**

The Immunization Clinic is a regional clinic staffed by nurses and administrative personnel. This walk-in clinic serves the public by administering required and recommended vaccines, including flu and COVID vaccines, to children and adults. Travel vaccines are available by appointment only.

Clinic hours are Monday through Thursday from 8 a.m. to 4:30 p.m. and Friday from 8 a.m. to 12:30 p.m. The clinic is open for evening hours until 6:30 p.m. on the second Tuesday of each month.

*(No PPD placements on Thursdays)*

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**Epidemiology Clinic 433-3638**

The Epidemiology Clinic provides services aimed at reducing the spread of communicable diseases through surveillance, education, management and investigation. Our goal is to identify factors related to the occurrence of disease to improve the health and safety of our population. Services include the prevention and treatment of tuberculosis, disease investigation and education and screening for refugees. All services are provided on a case-by-case basis.

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**Sexually Transmitted Infections (STI) Clinic 433-3848**

The STI Clinic provides free, confidential services to anyone interested in screening, diagnosis, treatment and counseling of sexually transmitted infections and diseases. STI testing, treatment and counseling can be provided for gonorrhea, chlamydia, syphilis, herpes, genital warts, nongonococcal urethritis, trichomoniasis, and Mpox. HIV testing is available at no cost. Specialized risk reduction and prevention counseling is available for HIV case management. Appointments can be scheduled Monday-Friday from 8 a.m. to 5 p.m. Patients should arrive at least 15 minutes prior to appointment time.

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**Health Education Division 433-3890**

The Health Education staff works diligently with the clinic and community to provide evidenced-based and best practice health education programs. Health education programs are designed to reinforce

positive health changes within the community to promote wellness and healthier lifestyle choices. Health Education services include marketing health promotion and risk reduction activities, collaboration and establishing policy and environmental changes within the community. The Health Education Division also operates the Baby Store. The Baby Store is an incentive-based, prenatal health promotion program that aims to create healthy moms and healthy babies by encouraging consistency in care plans and participation in education programs to earn Baby Bucks and purchase supplements.

### **School Health Program 433-3763**

The School Health Program is staffed by Public Health registered nurses. The nurses are responsible for providing the following services in the schools: vision and hearing screenings, referrals, responding to communicable disease concerns, offering health expertise to teacher/staff and monitoring students with routine and special health concerns.

### **Nutrition Division Women, Infants, and Children (WIC) 433-3730**

The Nutrition Division provides the federally funded Women, Infants, and Children Program (WIC). WIC program services are provided at four sites in Cumberland County.

The WIC program provides nutrition education and healthy foods to pregnant, postpartum and breastfeeding women, infants and children up to age five. Participants must meet residency, income and medical/nutritional risk eligibility requirements. WIC staff members also make referrals to community agencies and medical providers. Breastfeeding education/support is provided to each expecting mother on the program. The division participates in community events. Office hours are Monday-Friday 8 a.m. - 5 p.m., open during lunch hour and evening clinic appointments are available from 5 - 7 p.m. on second Tuesday of each month.

WIC is an equal opportunity provider. To file a complaint of discrimination, write:

USDA  
Office of the Assistant Secretary for Civil Rights  
Call toll free: (866) 632-9992  
1400 Independence Avenue, SW  
(800) 877-866-877-8339  
Washington, DC 20250-9410  
(Federal Relay Service)  
Fax: (202) 690-7442  
Email: program.intake@usda.gov

### **Medical/Environmental Laboratory 433-3664**

The Department of Public Health Laboratory is a Clinical Laboratory Improvement Amendment (CLIA) certified moderate complexity laboratory. The laboratory is enrolled in a proficiency program through the American Proficiency Institute in which all lab staff participates quarterly. Lab tests are performed in the areas to include: hematology, serology, microbiology, urinalysis, glucose and glucose tolerance.

### **Medical Records 433-3857**

The Medical Records Department ensures the privacy and security of patient protected health information in accordance with the HIPAA (Health Insurance

Portability and Accountability Act) laws and the North Carolina General Statutes. Patient medical records are scanned into an optimal scanning system. A copy can be requested and obtained by the patient or their representative with appropriate authorization and identification.

### **Vital Records 433-3715**

The Vital Records Department ensures that all birth and death certificates for Cumberland County are processed and filed according to the Vital Statistics laws of North Carolina. A copy is forwarded to the Registrar of Deeds at the Cumberland County Courthouse where certified copies are available to the public. The Health Department records are not open to the public and are maintained in compliance with the state guidelines. Other services include:

- Information to the general public concerning the guidelines and regulations of the
- NC Vital Statistic Laws
- Assist local hospitals and funeral homes on proper registration procedures,
- Assist parents with registering home births,
- Assist parents with completing Affidavits of Parentage

### **Connected Care Program (CCP) 433-3891**

The CCP program is a primary prevention pilot program in collaboration with Department of Social Services working to utilize a whole person/family approach and address social determinants of health (SDOH). The program dispatches teams responsive to community referrals to provide services to address SDOH, address social needs, improve health behaviors and outcomes, improve health equity and reduce health disparities.

### **Tobacco Prevention & Control 433-3614**

The Tobacco Prevention and Control program hosts a Regional Tobacco Control Manager and facilitates a ten-county regional collaborative with partners in local governments and community organizations. This program and coalitions aim is to promote, plan and implement the following strategies:

- Eliminate exposure to secondhand smoke and e-cigarette aerosols through tobacco-free environments,
- Building capacity and utilization of evidence-based tobacco treatment in all healthcare settings,
- Identify and eliminate tobacco-related disparities and improve health equity,
- Promote tobacco use cessation among adults and youth,
- Ensure that tobacco users have easy access to resources that can help them quit,
- Prevent youth initiation of tobacco use.

### **Opioid Response Program (ORP) 433-3891**

ORP is a multi-year pilot project that aligns with evidence-based, high-impact strategies to address the opioid crisis. Strategies include early intervention, evidence-based addiction treatment, programs to support people in treatment and recovery, re-entry services, criminal justice diversion programs and collaborative efforts by the Cumberland-Fayetteville Opioid Response Team (C-FORT).

### **Positive Parenting Program (Triple P) 433-3783**

Triple P is an evidence-based program that gives parents simple and practical strategies to help them build strong, healthy relationships, confidently manage their children's behaviors and decrease the maltreatment of children. Triple P is offered to parents with children ranging in ages 0-12 and Teen Triple P for ages 13-18 years old. The Triple P program consists of a program manager, data specialist and program outreach coordinator who serve an 18-county region. Triple P has options for parents in person and online at [triplep-parenting.com](http://triplep-parenting.com), including Triple P Baby and Triple P Fear Less (for children struggling with anxiety issues).

### **Joint Fort Liberty & Cumberland County Food Policy Council 433-3672**

The Food Policy Council aims to take action to reduce food insecurity as well as change the food access systems in Cumberland County and Fort Liberty while engaging community residents. The Joint Fort Liberty and Cumberland County Food Policy Council was established in 2021 and consists of 15 members from the Cumberland County and Fort Liberty communities. The council meets on a monthly basis virtually and encourages community residents to join the fight against food insecurity.

### **Social Work Services 433-3882**

Provides case management through assessment, planning, facilitation, evaluation, referral and advocacy for options and services to meet an individual's and family's comprehensive health needs through communication and available resources that promote quality care and effective outcomes. Social Work Services utilizes the NCCARE 360 referral network to access services and needs according to the Social Determinants of Health Model which includes the attainment of adequate housing, food security, vital transportation and interpersonal safety.

### **Child Care Health Consultant (CCHC) 433-3639 / 678-7706**

CCHCs are health professionals with education and experience in child and community health. CCHCs collaborate with directors, teachers and family child-care providers to improve the overall quality of care for children and infants through five years of age. A CCHC combines health expertise with knowledge of early care education best practices to help programs ensure healthy and safe learning environments.

### **Healthy Conversations 910-321-6440**

Healthy Conversations is a community-focused program designed to promote health awareness and education on topics to include heart health, prostate cancer, and colorectal cancer. The program is in partnership with locally trained barbers who advocate for health and wellness in their community by having health conversations with their clients during service. Barbershops serve as noted places of social interaction and public discourse, thus hosting a culturally relevant Healthy Conversation is impactful and motivates connection to care and improved healthy decision-making.

### **Southeastern NC Healthy Start Program (SENCHS) [healthystart@cumberlandcountync.gov](mailto:healthystart@cumberlandcountync.gov)**

The SENCHS program aims to reduce disparities in infant mortality and adverse perinatal outcomes. Services include health education, case management, and care coordination to referred pregnant individuals with their children up to 18 months of age after birth and to their male supporters. The SENCHS program recognizes the importance of supporting the entire mother/baby dyad, including fathers and other family supporters. Incorporated in the program is a Fatherhood Engagement component that offers perinatal education, skill-building opportunities to support maternal care throughout pregnancy, childbirth, and the postpartum period.

### **Recovery Resource Center 910-321-6485**

The aim of the Recovery Resource Center is to create a resource hub individuals impacted by substance use and seeking recovery support services. The Center serves individuals at any stage of the recovery journey. The Recovery Resource Center is an initiative of the Cumberland-Fayetteville Opioid Response Team. The Center is supported by community partners and made possible with Opioid Settlement Funds.



**CUMBERLAND  
COUNTY**

NORTH CAROLINA

**Department of Public Health**

If you would like more information about the Cumberland County Department of Public Health's programs and services, health-related data or community resources, please visit our website at [cumberlandcountync.gov/health](http://cumberlandcountync.gov/health), call 910-433-3600 or visit with someone at the information desk.

Comments are welcome and can be submitted on our website at [ksmith@cumberlandcountync.gov](mailto:ksmith@cumberlandcountync.gov).

The Department of Public Health is located at 1235 Ramsey Street in Fayetteville.