

ANNUAL REPORT FY 2019

Harford County Health Department



Public Health
Prevent. Promote. Protect.
Harford County
Health Department



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MESSAGE FROM THE HEALTH OFFICER

Our Fiscal Year 2019 Annual Report offers an overview of the Harford County Health Department's efforts to advance health and wellness throughout the county over the course of the past year (July 2018- July 2019). The health department is committed to making Harford County the healthiest community in Maryland. This report will provide insight into the successes achieved and diverse opportunities presented during FY 19.

Our aim was to “turn the curve by integrating services,” as evidenced by organizational restructuring that streamlined the provision of key public health services. This Annual Report reviews the good public health work of the Harford County Health Department over the past year, made possible by our staff and community partners like you. For example, through many collaborative partnerships, the Klein Family Harford Crisis Center (802 Baltimore Pike, Bel Air, 1-800-NEXT-STEP) 24/7 hotline and walk-in crisis center for urgent behavioral health services opened its doors. We were instrumental in supporting this innovative effort, leveraging over \$1 million dollars in State funding for launching the project. The Center will be a critical resource for reducing opioid-related deaths, with our most recent data showing a reduction in Harford County deaths for the first time in 7 years.

We recently opened MEGAN's Place (Meaningful Environment to Gather and Nurture) in our Woodbridge facility, with the help of a \$275,000 grant from the Maryland Community Health Resources Commission. This was in response to Harford County's rising number of substance exposed newborns and is designed to be a safe, non-judgmental place for at-risk pregnant and postpartum women and their families who need assistance with information/guidance, resources/services, and care coordination/support.

Another important effort for helping those at risk for adverse health outcomes is the Department's Upstream Project, funded by a \$500,000 State grant, designed to address barriers to care posed by the broader social determinants of health, with a focus on care coordination and harm reduction strategies. This project has brought together the efforts of many disciplines, including public health nursing, community health outreach, care coordination, and health promotion.

These new projects support the many on-going, foundational public health efforts already taking place each year at the Harford County Health Department, including the hundreds and thousands of client encounters with our clinical, wraparound, environmental health, and administrative support services, as well as our efforts for improving population health. For Fiscal Year 2020, we look forward to fortifying our current efforts, building on our organizational strengths, and clearly communicating the benefits of our public health work to the community at large.

This is to thank each of you for your part in advancing Harford County's public health. We look forward to continuing our work and meeting challenges together in Fiscal Year 2020.

Russell Moy, MD, MPH
Health Officer
Harford County Health Department



ABOUT THE HEALTH DEPARTMENT

The Harford County Health Department is the local operating arm of the Maryland Department of Health. The health department employs more than 170 committed professionals to deliver a vast array of services in Aberdeen, Bel Air, Edgewood, and Havre de Grace.

- **Mission:** To protect, promote, and improve the health, safety, and environment of Harford County residents.
- **Vision:** To make Harford County the healthiest community in Maryland.
- **Values:** Teamwork, Leadership, Collaboration, Integrity, Commitment, & Cultural Sensitivity



Board of Health:

- Patrick S. Vincenti, President
- Andre V. Johnson
- Joseph M. Woods
- Tony Giangiordano
- Chad R. Shrodes
- Robert S. Wagner
- Curtis L. Beulah



LOCAL HEALTH IMPROVEMENT COALITION

HCHD directs the Local Health Improvement Coalition (LHIC) and hosts the Coalition's Annual Meeting each year. During the October 2018 meeting, LHIC members shared individual work group plans to address behavioral and mental health, family health and resiliency, and chronic disease prevention and wellness priorities within Harford County.



Behavioral Health

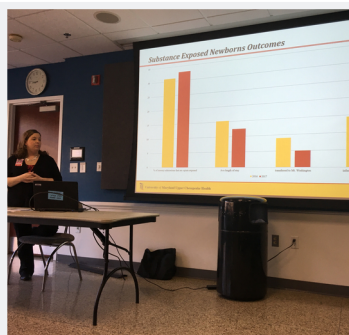
The Behavioral Health work group focuses on addressing mental and behavioral health needs in the community, including the prevention of overdose.

Family Health & Resiliency

This work group's primary focus is connecting pregnant and postpartum women experiencing substance use disorders (SUD) to essential services, treatment, and resiliency resources.

Chronic Disease Prevention & Wellness

This work group has three main areas of focus: Healthy Eating & Active Living, Cancer Prevention & Screening, and Tobacco Use Prevention.



SNAPSHOT OF SERVICES

Administration	11,648 Birth Certificates Issued	1,934 Death Certificates Issued	80,480 Medicaid Transport Rides	
Behavioral Health	10,272 Visits for Individual Services	906 Total Peer Contacts	996 Substance Abuse Assessments	
Care Coordination	1,157 Clients Navigated	154 SEN Referrals	527 AERS Assessments	
Clinical Health	814 Total Vaccines (Youth)	2,242 Family Planning Visits	312 Hepatitis C Tests	
Environmental Health	1,576 Food Service Inspections	824 Animal Bite Investigations	1,499 Building Permits Reviewed	
Family Health	2,369 MCHP Applications	888 Family Home Visits	4,240 Dental Clinic Visits	1,161 WIC Women Served

EMPLOYEE ENGAGEMENT

Quality Improvement

Continuous Quality Improvement (CQI) team members participated in an interactive continuous quality improvement training in November, 2018. Instructors from the Mid-Atlantic Regional Public Health Training Center led team members in identifying opportunities for quality improvement projects and applying evidence-based strategies to improve effectiveness and efficiency in public health operations. Each bureau was represented on the CQI team and innovative projects resulted from the November training. One example is the Health Services CQI project conducted to increase rapid Hepatitis C testing. After the implementation of their CQI project, Health Services witnessed a 51% increase in rapid Hepatitis C testing.

Employee Recognition

Health department employees were recognized in a variety of ways throughout FY 19, including, but not limited to: Maryland Department of Health (MDH) Service Awards, MDH Employee Recognition Awards, community outreach recognition, and several leadership-related awards.

HCHD Employee Recognition Awards were presented at the May 2019 All Staff Meeting. Employees receiving awards included Shawn Martin, Andrea Pappas, Linda Dews, Sarah Eggerling, Molly Mraz, Mallary Canami, Ronya Nassar, Shelby Graves, and Shawn Partain.



SPOTLIGHT: MEGAN'S PLACE

HCHD established MEGAN's (Meaningful Environment to Gather and Nurture) Place in FY 19. It is a supportive and restorative place for improving perinatal health outcomes and building family resiliency skills.



Primary goals of the program include:

1. Identifying and reaching out to vulnerable women and families;
2. Building parenting skills and strengthening family resilience through education and support groups;
3. Connecting families to clinical care; and
4. Linking families to critical public health wraparound services in an effort to address social determinants of care and reduce health disparities.

MEGAN's Place was founded upon existing evidence-based programs, such as Healthy Families America home visiting program and Helping Families Recover peer recovery support program. The program serves as a safe and non-judgmental place for at-risk pregnant and postpartum women to access recovery and wraparound services.

Services include, but are not limited to:

- Home Visiting
- Peer Recovery Support
- Family Support Groups
- Care Coordination
- Parenting Classes
- Mental & Behavioral Health Support
- Educational Sessions
- Community Baby Showers
- Transportation Assistance
- Partnering Services (e.g. Car Seat Checks)



ADMINISTRATION

The Bureau of Administration supports all HCHD programs and strives to provide excellent customer service to the public. Administration collaborates with each HCHD program to ensure that administrative needs are met, enabling programs to provide clinical and preventative community health services throughout Harford County.

Administration services include:

Public Services:

- Birth Certificates
- Certificates of Death

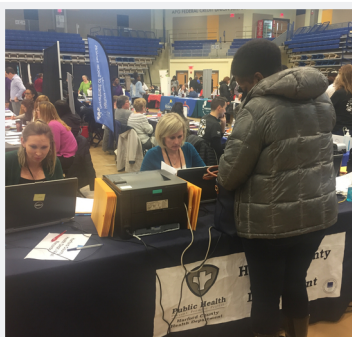
Internal Support Services:

- Budget & Procurement
- Facilities
- Human Resources
- Information Technology
- Practice Management



Highlight: Real ID Act & Birth Certificates

After Congress passed the Real ID Act, Administration experienced an increase in birth certificate service requests. This act established minimum security standards for state-issued driver's licenses and identification cards. Maryland residents have until October 1, 2020 to obtain a REAL ID-compliant license or identification card. Administration has taken measures to ensure that all birth certificate-related service information is available to the public in order to provide efficient services to Harford County residents. Prices for birth and death certificates can be found on the HCHD website, located under the "Our Services" tab.



BEHAVIORAL HEALTH

The Bureau of Behavioral Health provides comprehensive mental and behavioral health services to Harford County residents. Behavioral Health has integrated services within the county through partnerships with the Detention Center, OB/GYN offices, the University of Maryland Upper Chesapeake Health, and other valued community service providers. Behavioral Health services offered through the bureau include:

- Addiction Resources
- Medication Management
- Mental Health Counseling &
- Group Therapy
- Opiate Recovery Court
- Peer Recovery & Support
- Prevention, Treatment, & Recovery
- Teen Diversion

Highlight: Transitions & Expansions

The Bureau of Behavioral Health transitioned leadership throughout FY 19, while simultaneously expanding services to reach a broader base of individuals within the Harford community. As the safety net provider of substance abuse and mental health care for low-income individuals, the behavioral health clinic provided approximately 14,000 outpatient encounters in FY 19. The hospital outreach program has continued through ongoing support of peer specialists who serve emergency department walk-ins and the Behavioral Health Unit.

Looking Ahead

In Fiscal Year 20, the bureau will implement a new project with the Public Defender's office, as well as expand their existing efforts in the Harford County Detention Center by offering inmates increased access to treatment services. The bureau hopes to expand services to reach those who come to the new Klein Family Harford Crisis Center, and also continue to develop their peer-led program in MEGAN's Place, focusing on connecting pregnant women and their children to treatment and other resources to aid in their journey of recovery and resiliency.



CARE COORDINATION

The Bureau of Care Coordination is committed to ensuring that Harford County residents have access to the comprehensive preventive health services and the direct health services they need to achieve optimal health and wellness.

Care Coordination services include:

- Administrative Care Coordination Unit (ACCU)
- Adult Evaluation and Review Services (AERS)
- Nurse Monitoring Program



Highlight: AERS Assessments & Pediatric Services

During FY19, AERS completed over 600 assessments to evaluate clients and identify what services the clients need to be maintained in their homes when possible, to determine the appropriate level of care if in-home services are insufficient, and to assist clients in stepping down from a higher level of care back into the community. In addition, AERS implemented a program to assess children with significant disabilities or illnesses using a pediatric version of the InterRAI assessment tool. The Nurse Monitoring Program also began integrating pediatric monitoring into their services in FY 19.



CLINICAL HEALTH

The Bureau of Clinical Health encompasses direct clinical services, preventive clinical and educational services, infectious disease, and emergency preparedness.

Clinical Health services and programs include:

- Emergency Preparedness
- Cancer Prevention
- Family Planning
- Health Services
- Infectious Diseases
- Tobacco Use Prevention



Highlight: Health Services Outreach

Health Services staff initiated an outreach project focused on rapid HIV and Hep C testing in the community. Testing takes place at the Harford County Detention Center; substance abuse treatment centers (Serenity, Riverside Treatment Center); Harford Community College; and other organizations as requested.

Highlight: Emergency Preparedness Hospital Evacuation Exercise

Participation in the annual Region III Health and Medical Coalition hospital evacuation exercise demonstrates Harford County Health Department's commitment to not only Harford County but to regional healthcare partners as well. Funding provided by the HHS Office of the Assistant Secretary for Preparedness and Response (ASPR) allows the coalition to develop regional healthcare emergency operation plans to ensure an effective communication structure is in place that will include all regional healthcare entities, resulting in an efficient use of all regional resources.



COMMUNICATIONS

The Public Information Officer (PIO) is responsible for all communications-related activities across the Harford County Health Department. The PIO and the Communications Committee focus on providing culturally and linguistically competent health messaging to the general public in order to improve health literacy throughout the county.

Examples of communications services include:

- Branding & Content Development
- HCHD Webpage Content Management
- Media & Promotional Campaigns
- News Releases
- Social Media Management



Highlight: Social Media & Podcasts

Communications advanced the HCHD branding and promoted health and wellness throughout Harford County by launching a new social media campaign in FY 19. Part of this launch included the creation of a new HCHD Instagram page, which features highlights from programs across the health department and brings awareness to events hosted by HCHD. Communications also partnered with Harford County Living to promote health department services via the Harford County Living Podcast. HCHD staff were guests on podcasts that were released each month in FY 19. HCHD looks forward to continued partnership with Harford County Living in FY 20.

Podcasts can be found at: <https://harfordcountyliving.com/hcl-radio/>



ENVIRONMENTAL HEALTH

The Bureau of Environmental Health is responsible for both resource protection and consumer protection in the county. Environmental health services include:

Resource Protection

- Building Permits & Review
- Perc Testing
- Septic System Inspections
- Septic System & Well Complaints
- Well Permits & Water Quality

Consumer Protection:

- Food Service Facility Inspections
- Food Facility Plan Review
- Rabies, Vector Control, & Zoonotic Diseases
- Nuisance Complaint Investigations
- Public Pool & Spa Inspections

Highlight: Breaking Records & Streamlining Service

The Consumer Protection Division investigated a record number of animal bites (824) in FY 19. Staff promoted rabies vaccinations for household pets and hosted a total of seven rabies vaccination clinics, where a total of 1,190 pets were vaccinated. They also provided the Humane Society of Harford County with 550 doses of rabies vaccine. In response to the high volume of nuisance complaints filed with the bureau, the nuisance complaint investigation process was streamlined, resulting in significantly faster turnaround time.

Highlight: Breaking Records & Streamlining Service

The Bureau of Environmental Health took part in three public health podcasts with Harford County Living and one episode of Public Health Matters on the Harford Cable Network. Staff that took part in these recordings spoke on topics such as drinking water wells, on-site disposal systems, rabies, mosquito-borne diseases, and healthy homes. The bureau looks forward to continuing the promotion of environmental health and taking part in additional educational opportunities in Fiscal Year 20.



FAMILY HEALTH

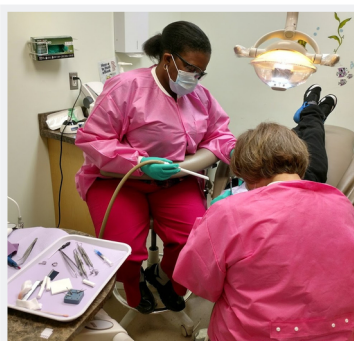
The Bureau of Family Health provides comprehensive wraparound services to Harford County families. Families may access preventive health services, recovery support, home visiting programs, and services that empower them to access additional community and health resources that they might need. The Bureau of Family Health restructured in FY 19 in order to streamline HCHD's process of providing wraparound services to families in need. Part of this restructuring involved moving services such as Medicaid Transportation and traditional care coordination services to the bureau.

Examples of Family Health programs include:

- Dental Clinic
- Care Coordination Plus
- Healthy Families
- Helping Families Recover
- Lead & Asthma
- Medicaid (MA) Transportation
- MEGAN's Place
- MCHP
- School-Based Health Centers
- WIC

Highlight: Lead & Asthma

The Lead & Asthma program now offers the Childhood Poisoning Prevention and Environmental Case Management Program to Harford County families. This home visiting program utilizes nurses and health workers to conduct home visits to Medicaid recipients or Medicaid eligible children living with moderate to severe asthma, or have elevated blood lead levels above 5 mcg/dL. Staff provide education, resources, and supplies to help prevent and reduce the symptoms of asthma and decrease exposure to lead in the household. Eligible families receive mattress and pillow covers, medicine containers, green cleaning supplies, and HEPA vacuum cleaners. The Lead and Asthma program completed 183 home visits in FY 19.



DIRECTORY OF SERVICES



Bel Air
 1120 S Hays Street
 Bel Air, MD 21014
 Phone: 410-838-1500
 Services: Behavioral
 Health Environmental Health,
 MA Transportation, MCHP,
 Vital Records



1 North Main Street
 Bel Air, MD 21014
 Phone: 410-638-3060
 Services: HIV Testing,
 Hep C testing, TB treatment,
 HIV/AIDS case management



Aberdeen
 253 Paradise Rd.
 Aberdeen, MD 21001
 Phone: 410-273-5681
 Services: School Health
 Readiness, Teen Diversion



Havre De Grace
 2015 Pulaski Highway
 Havre de Grace, MD 21078
 Phone: 410-942-7999
 Services: Adult Evaluation &
 Review Services, Care
 Coordination, Childhood Lead &
 Asthma, Nurse Monitoring



2027 Pulaski Highway
 Suite 107
 Havre de Grace, MD 21078
 Phone: 410-939-6680
 Services: WIC

Edgewood
 1321 Woodbridge Station Way
 Edgewood, MD 21040
 Phone: 410-612-1779
 410-612-1776 (WIC)
 Services: Cancer Prevention,
 Family Planning, Healthy Families,
 Infectious Disease, MCHP,
 MEGAN's Place, Public Health
 Education, Tobacco, WIC



2204 Hanson Rd.
 Edgewood, MD 21040
 Phone: 443-922-7670
 Services: Dental



Cecil County
 401 Bow St
 Elkton, MD 21921
 Phone: 410-996-5255
 Services: WIC



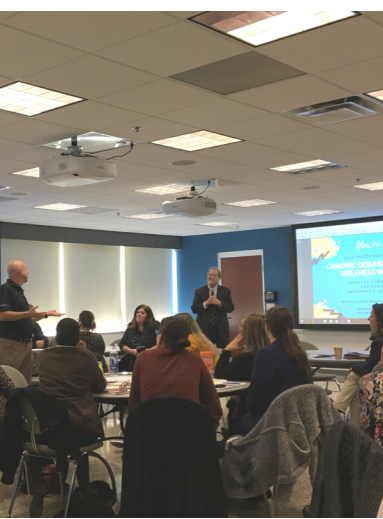
THANK YOU!

The Harford County Health Department would like to extend a special thank you to its employees, our valued community partners, and to all Harford County stakeholders who contributed to advancing the health of Harford County residents in Fiscal Year 2019. Your efforts, insights, and innovative ideas are an essential part of our success as a county. Thank you to Harford community members who shared their voices with us throughout the past year. We look forward to sharing progress with you again next year.



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