

ANNUAL REPORT FY 2020

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 2020 Annual Report offers an overview of the Harford County Health Department's efforts to advance health and wellness. The report will provide insight into the successes achieved and diverse opportunities presented during the last year (July 2019-June 2020). The Harford County Health Department is committed to making Harford County the healthiest community in Maryland.

The last quarter of FY20 brought a unique set of challenges with the COVID-19 pandemic which we will continue to address into FY21. The COVID-19 pandemic has required extensive coordination between our communicable disease, emergency response, environmental health, health education, health planning, outbreak investigation, and population health units. In addition to maintaining all HCHD services via telehealth and telephone, we partnered with community partners to prevent the spread of COVID-19. The early and aggressive actions taken in Harford County have proven to be effective thus far. Of the 11 largest Maryland jurisdictions that have had at least 1000 COVID-19 cases, Harford continues to have the lowest number of COVID-19 cases per capita.

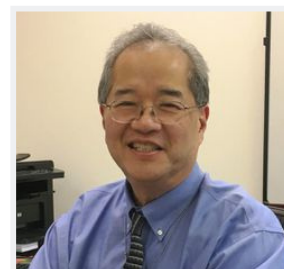
The aim of FY20 was "building on existing HCHD strengths," which included strengthening current operations, building on our signature wraparound service programs, and engaging in capacity building to expand service. Examples of our signature wraparound service programs include MEGAN's Place and Care Coordination Plus. MEGAN's (Meaningful Environment to Gather and Nurture) Place officially opened August 1, 2019. It is a trusted, safe, non-judgmental physical place for at-risk pregnant, postpartum women and their families to meet. MEGAN's place has demonstrated success in connecting families with both internal and external services. Our Care Coordination Plus Program for the health department received a total of 1074 referrals in FY20, which was an increase by 540 referrals in FY19.

Looking forward to FY21, an important project will be the opening of our new 1 North Main Family Health Center. This comprehensive health center will offer wraparound services including Maryland Children's Health Program (MCHP), Care Coordination, Dental Services, Women, Infants, and Children (WIC) Program, Women's Wellness, and Youth and Adolescent Mental Health. Behavioral health services continue to be a priority at HCHD. In FY20, there were 15,085 behavioral health visits, which was about 3,000 more than FY19. With COVID-19 still in the forefront of our priorities, we look forward to adapting to these challenges by continuing to offer in person services in a safe and effective way in addition to offering services through telehealth.

After nearly 31 years of public health service, I will be retiring this fall. Thank you for your part in advancing Harford County's public health. Harford County Health Department looks forward to continuing our work and meeting challenges together in Fiscal Year 2021.

RUSSELL MOY, MD, MPH

Harford County Health Department
Health Officer



ABOUT THE HEALTH DEPARTMENT

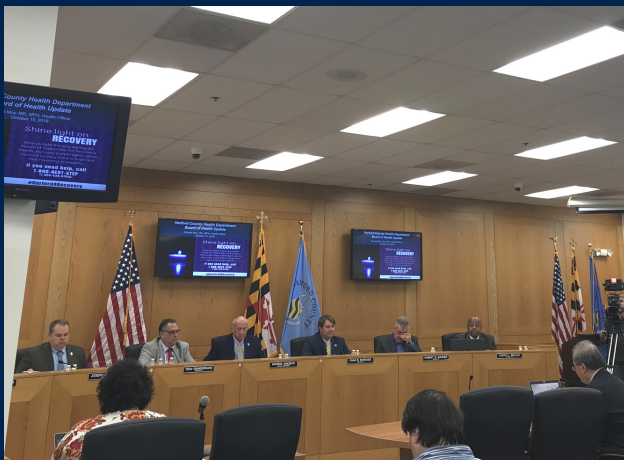
The Harford County Health Department is the local operating arm of the Maryland Department of Health. The health department employs more than 170 committed professionals to deliver a vast array of services in Aberdeen, Bel Air, Edgewood, and Havre de Grace.

- **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 2019 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

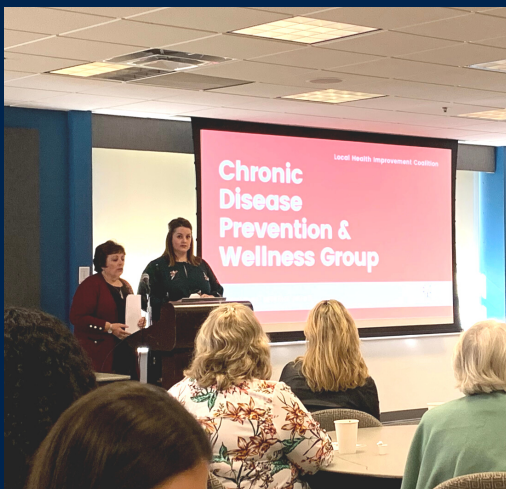
The Behavioral Health work group focuses on addressing mental and behavioral health needs in the community, including the prevention of overdose prevention.

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. The workgroup is also dedicated to improving health literacy within each focus area.



SNAPSHOT OF SERVICES

Administration

9,554

Birth Certificates
Issued

3,032

Death Certificates
Issued

68,798

Medicaid Transport
Rides

Behavioral Health

1839

Psychiatric Visits
Completed

423

Peer Contacts

3424

Substance Use
Appointments Held

Care Coordination

1074

New CC+ Referrals

125

SEN Referrals

2195

Translation Services
Used

Clinical Health

242

Hep C Tests

1751

Family Planning
Visits

6116

Elementary Student
Flu Vaccines

Environmental Health

1619

Total Food
Inspections

797

Animal Bite
Investigations

1554

Total Building Permit
Reviews

Family Health

2,732

Dental Clinic
Visits

4,974

WIC Clients Seen
Monthly (Avg)

1,997

MCHP
Applications

588

Family Home
Visits

SPOTLIGHT: HCHD COVID RESPONSE

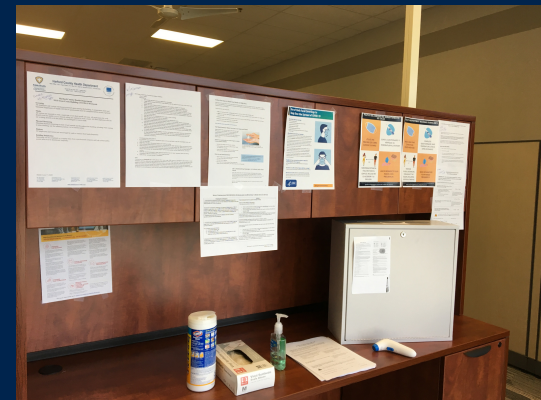
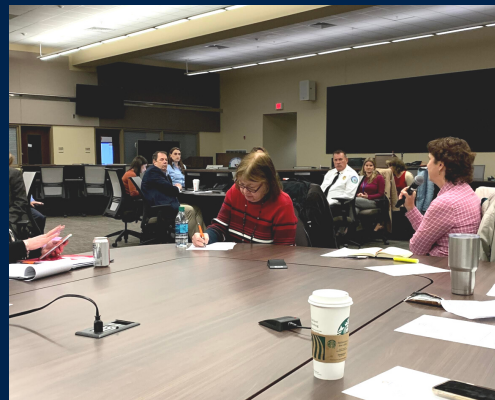
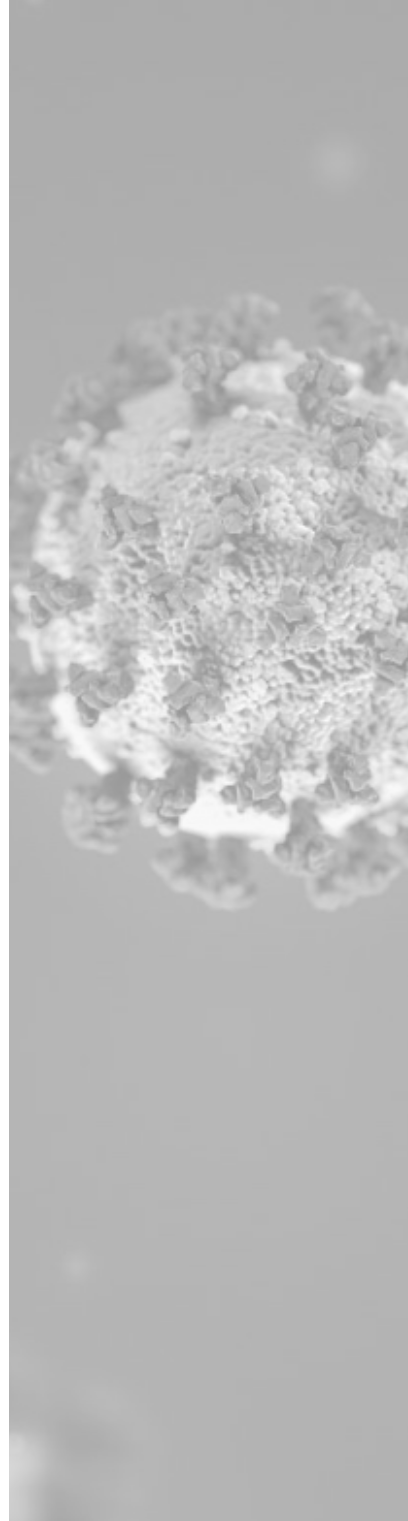
The Harford County Health Department has been planning for and responding to the COVID-19 pandemic since February 2020. The early and aggressive actions taken in Harford County have proven to be effective thus far with the percent positivity rate remaining under 5%.

Specific duties staff have been involved with are:

- Coordination with local and state partners
- Assisting in COVID-19 testing execution
- Tracking data
- Contact tracing
- Delivering personal protective equipment
- Business compliance and inspections
- Communications

Highlight: Contact Tracing

Our Clinical Health Bureau have taken on the role of contact tracing for the positive COVID-19 cases in Harford County. The nurses at the health department use covidLINK for contact tracing. Contact tracing for COVID-19 is a process that identifies people who may have been in contact with an infected person. A contact tracer will reach out to those who have tested positive for COVID-19 and will determine their close contacts for the past 14 days in which they may have been infected. Contact tracing is a vital part of the COVID-19 response to slow the spread.



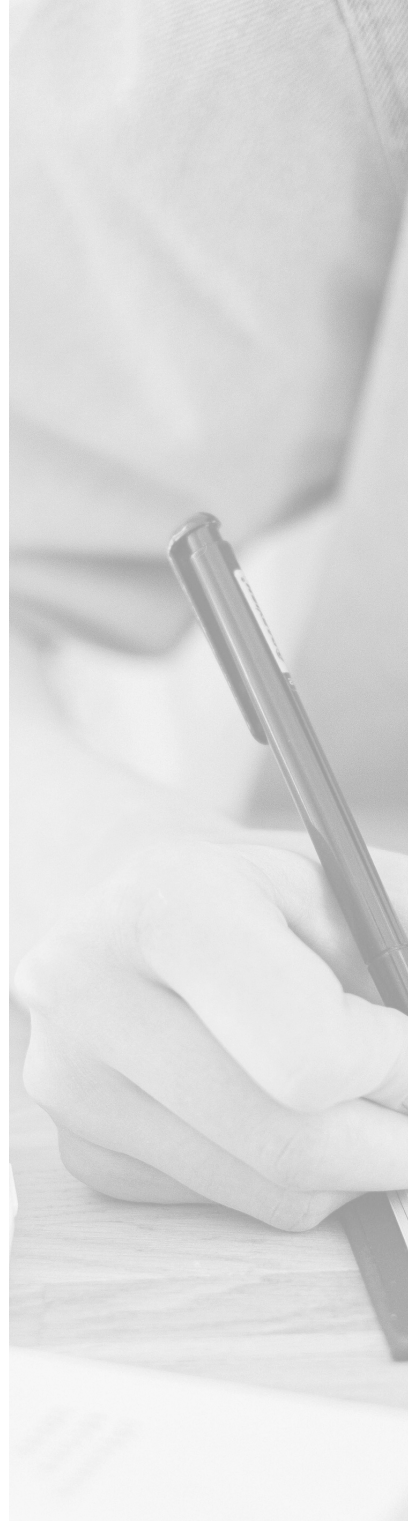
SPOTLIGHT: PHAB AND CARF ACCREDITATION

PHAB Accreditation

Harford County Health Department (HCHD) has successfully submitted for reaccreditation from the Public Health Accreditation Board (PHAB). The reaccreditation standards and measures continue to address the ten essential public health services through standards and measures divided into 12 Domains. By applying for reaccreditation, the Harford County Health Department continues to evolve, improve, and advance to become more effective at improving the health of the population they serve.

CARF Accreditation

HCHD has also submitted for The Commission on Accreditation of Rehabilitation Facilities (CARF) reaccreditation. CARF accreditation assures the public that an agency has made a commitment to continually enhance the quality of their services and programs and that their focus is on the satisfaction of the persons served. Due to COVID-19, the accreditation visit was moved to July, 2020. In August 2020, the Bureau was informed of their successful 3-year CARF reaccreditation.



ADMINISTRATION

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

Administration services include:

Public Services:

- Birth Certificates
- Certificates of Death
- COVID-19 call center support

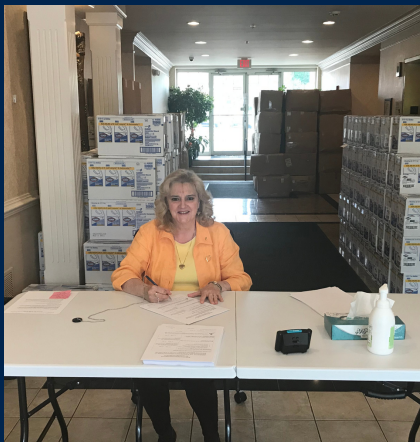
Internal Support Services:

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



Highlight: COVID-19 Call Center Support

The front desk staff has provided excellent customer service in the handling of COVID-19 calls from the public on a daily basis. They have responded to a variety of questions regarding COVID-19 and as a result have developed a Frequently Asked Question Manual which is used to train other staff in responding to the public's questions regarding COVID-19. Additionally, they have gathered information regarding COVID-19 concerns from the public and passed them onto appropriate departments for further investigation. The front desk efforts in communicating consistent messages and handling concerns professionally during the COVID-19 pandemic will continue going into FY21.



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. Most recently, the Bureau expanded peer services to the Public Defender's office in FY20.

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: Telehealth & Expansions

The Bureau of Behavioral Health saw more than 1,085 individual clients for behavioral health services in FY20. Despite the 120 S. Hays Street building being closed to the public due to COVID-19, the Behavioral Health Clinic was able to maintain its existing client base and offer services via telehealth. The Bureau is preparing to expand Child and Adolescent services to the 1 N. Main Family Health Center, opening in FY21. In May 2020, the Bureau welcomed new leadership. Katharine Hart was brought on board as the new Director of Behavioral Health-Adults and Rachel Herring was brought on board as the new Director of Behavioral Health-Youth and Adolescents.



CARE COORDINATION

The Care Coordination Bureau 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:

- Care Coordination Plus (CC+)
- Administrative Care Coordination Unit (ACCU)
- Adult Evaluation Review Services (AERS)
- Nurse Monitoring



Highlight: CC+

In FY20, Care Coordination Plus received 1074 referrals, an increase of 540 compared to FY19. The referrals are received from other Health Department programs, Upper Chesapeake Health Systems, Comprehensive Care Center, Community Partners, Agencies, Providers and others. CC+ is a program that assists Harford County residents in accessing community resources and the medical care they need no matter their age or health insurance status. This program utilizes Community Health Nurses and Community Health Workers. Services are provided through home visits, community visits and telephonically.

Looking Ahead:

There is a continued trend in the needs of Harford County residents for housing, transportation, dental care, and services for our seniors. For seniors in particular, they are in need of in-home assistance so they can remain in their home, transportation and dental care is difficult for them to access and many of them live alone with minimal family support. The bureau hopes to address these barriers in FY21 and connect these populations to additional services.



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 Disease
- Tobacco Use Prevention



Highlight: KI Distribution

HCHD distributes potassium iodide (KI) to Harford County residents who live or work within ten miles of Peach Bottom Atomic Power Station. KI is a salt of stable, not radioactive, iodine which is an important chemical needed by the body to make thyroid hormones and is a stable iodine in tablet form. KI works by blocking radioactive iodine from entering the thyroid, which is a vital hormone gland that plays a major role in the metabolism, growth and development of the human body. Community KI Distribution is an initiative to supplement the county emergency plans in the event of an incident where radiation is released from the Peach Bottom Power plant. HCHD held two distribution events on October 26th, 2019 and November 2nd, 2019. Between the two events, there were 4,568 tablets distributed to 1,190 residents and 368 households.



COMMUNICATIONS

The Public Information Officer (PIO) is responsible for all communications-related activities across the Harford County Health Department. The focus of HCHD communications is to provide cultural 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
- Joint Information Center



Highlight: Joint Information Center

The Public Information Officer played a vital role in the COVID-19 response. This includes leading the county Joint Information Center (JIC) and hosting weekly calls with community partners to address COVID-19 messaging throughout the county. The county JIC includes Public Information Officers of partnering organizations such as the County Government, the Emergency Operations Center, local jurisdictions, and Harford County Public Schools. As a member of the state-level JIC, HCHD's PIO is able to take new information and guidelines and disperse it to the county JIC from the state and Maryland Department of Health. One of the main goals of the JIC is to ensure that consistent messaging is being shared with the public. The county JIC will continue to meet into FY21 to continue to discuss messaging related to the pandemic.



ENVIRONMENTAL HEALTH

The Bureau of Environmental Health is responsible for Land & Water Resources, Permits and Plan Review, and Inspections in the county. Examples of Environmental Health programs include:

Land & Water Resources

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

Inspections

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

Permits & Plan Review

- Building Permits & Review
- Food Facility Plan Review



Highlight: Environmental Health Restructuring

The Bureau of Environmental Health underwent significant restructuring during FY20. The primary objective of the restructuring was to create a 3rd Program dedicated to the review of commercial and residential building permits. The primary objective was to consolidate all forms of permit review under one Manager in order to increase efficiency and promote better review and inspection consistency.

Highlight: COVID Response

The COVID-19 pandemic required Environmental Health to adapt many standard practices in order to continue to perform field services safely. One of the most significant devices that enabled this adaption were the installation of a credit card machine. In the past, only checks or cash was accepted for permits and licenses. The newly available credit card option has allowed the public to submit payment electronically therefore reducing the need for clients to come into the office in person or submit payment in the mail. Environmental Health has also been responding to COVID-19 business complaints to ensure businesses are in compliance with the Governor's orders.



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.

Family Health services and programs include:

Family Services

- Dental
- School-Based Health Centers
- MA Trans

Maternal Child Health

- Healthy Families and Home Visiting
- Helping Families Recover
- MEGAN's Place
- Lead and Asthma/MC Surveillance
- WIC
- MCHP



Highlight: WIC

The Special Supplemental Nutrition Program for Women, Infants and Children (WIC) is a public health nutrition program under the USDA providing nutrition education, nutritious foods, breastfeeding support, and healthcare referrals for income-eligible women who are pregnant or postpartum, infants, and children up to age 5. Harford / Cecil County WIC enrolled an average of 4,974 participants each month during FY20. There are numerous benefits of the WIC program including healthy foods, nutrition education, health screenings, and referrals to other health department programs. Enrolling in WIC can lead to healthier pregnancies and better birth outcomes.



DIRECTORY OF SERVICES



Aberdeen

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

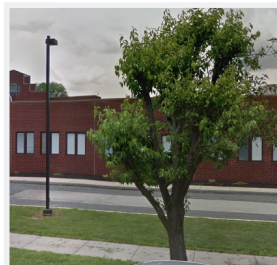


Bel Air

120 S Hays Street
Bel Air, MD 21014
Phone: 410-838-1500
Services: Administration, Behavioral
Health, Environmental Health, MA
Transportation, Walk-in Health
Insurance Assistance
(MCHP) & Vital Records



1 North Main Street
Bel Air, MD 21014
Phone: 410-638-3060
Services: New services coming
soon!



Cecil County

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

Edgewood

1321 Woodbridge Station Way
Edgewood, MD 21040
Phone: 410-612-1779
410-612-1776 (WIC)
Services: MEGAN's Place, Family
Planning, Immunizations,
Infectious Disease, PrEP, STI
Testing, WIC, Walk-in Health
Insurance Assistance (MCHP), HIV
Testing, Hepatitis C
testing, Tuberculosis Services



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



Havre De Grace

2015 Pulaski Highway
Havre de Grace, MD 21078
Phone: 410-942-7999
Services: Care Coordination,
Cancer Prevention, Tobacco



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



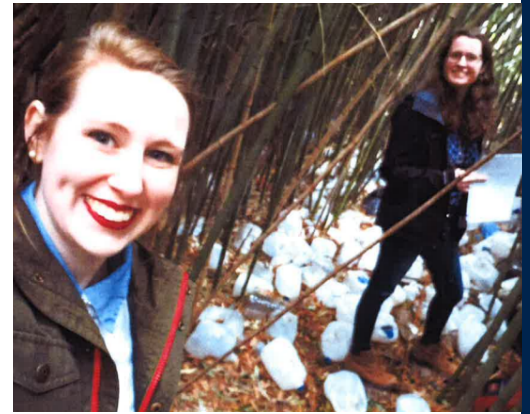
THANK YOU!

The Harford County Health Department would like to extend a special thank you to its employees, our valued community partners, frontline workers, and to all Harford County stakeholders who contributed to advancing the health of Harford County residents in Fiscal Year 2020. 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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harfordcountyhealth.com