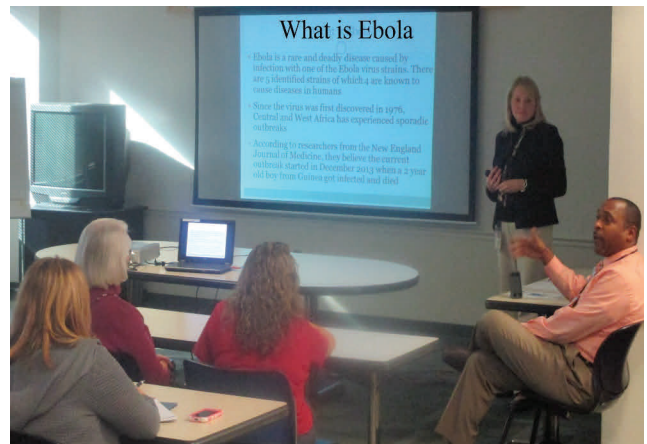
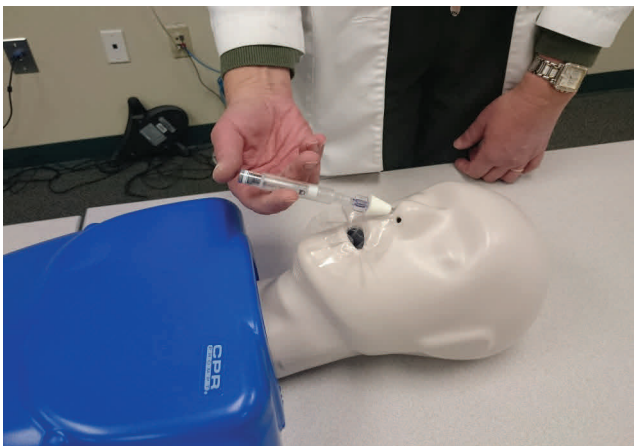


Annual Report

Fiscal Year 2015

July 1, 2014 - June 30, 2015



The Department of Health is the agency responsible for preserving, promoting and protecting the health of all who live, work and play in Anne Arundel County. More than 184,000 residents receive personal health or screening services and another 41,000 residents and businesses receive permits, inspections and other environmental services annually.

A Message from Dr. Jinlene Chan, Health Officer

On behalf of the Anne Arundel County Department of Health, I present this overview of fiscal year 2015. We have diligently worked toward achieving the goals and objectives identified in our FY 2014-2016 Strategic Plan and are pleased to share our achievements.

Our vision is a vibrant Anne Arundel County with healthy people in healthy communities. Our mission is to preserve, promote and protect the health of all people who live, work and play in the County. The Department's focus continues to be on the prevention of disease, illness, injury and other conditions and on reducing health disparities for all populations. We are committed to ensuring access to public health services. We realize our vision and mission by providing leadership, information, guidance and high-quality services to all.

Opioid overdoses are currently a public health emergency in Anne Arundel County and the opiate-related issues have been declared a statewide crisis. The County ranks third highest in Maryland in the number of deaths due to opioid misuse. The Department has responded by being one of the lead agencies on the Heroin Action Task Force, a countywide work group convened to implement prevention and education activities, expand treatment opportunities, and increase public safety investments to subdue opiate traffickers and dealers. The Department seeks to enhance existing programs and create new programs in order to decrease opioid misuse and deaths.



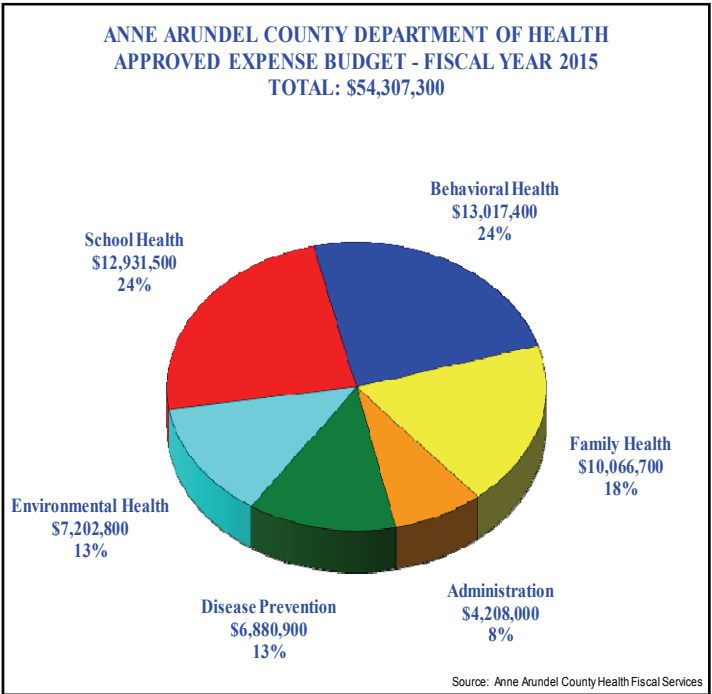
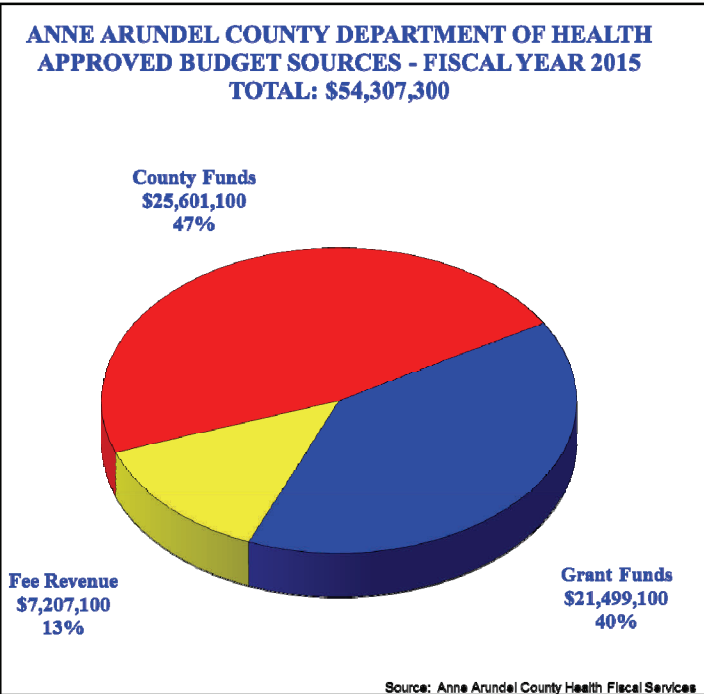
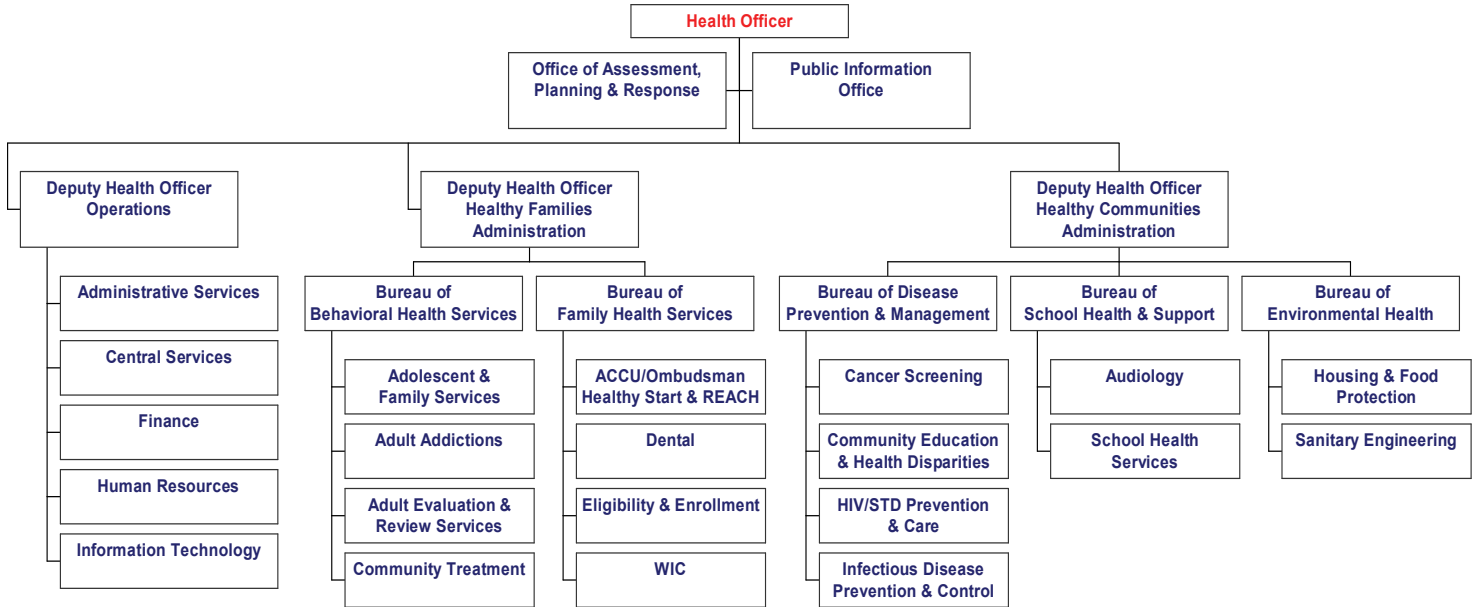
Health Officer Jinlene Chan, M.D., M.P.H.,
and County Executive Steven Schuh

We thank our partners, including local hospitals and healthcare providers, other County agencies, community and faith-based organizations, the public school system, academia, businesses and many others who collaborate with the Department to ensure healthier communities. We will continue to co-lead the Healthy Anne Arundel Coalition to collaborate on health priorities within the County. We also extend thanks to our dedicated Department of Health staff who pursue our vision and mission daily.

This has been an exciting, innovative and challenging year. For additional information about our programs and services, visit www.aahealth.org.

Anne Arundel County Department of Health Organization Chart

Fiscal Year 2015



Strategic Priority: Obesity Prevention

Helping County residents to achieve and maintain a healthy weight is one of the most impactful ways the Department of Health can improve the well-being of County residents and address disparities.

Progress

- **Identified 17 food deserts in Anne Arundel County located in Glen Burnie, Brooklyn Park, Linthicum Heights, Eastport, Fort Meade, Jessup and Severn.** The Department promoted and highlighted programs, such as farmers' markets and the Public Schools Summer Meals Program, that help increase access to fresh fruit and vegetables and other healthy foods. Information on food access was presented at the Department's Achieving Health Equity Summit in June 2015. (OP Goal 1, Obj 1a)*
- **Community Education and Health Disparities (CEHD) Program partnered with communities on healthy eating and physical activity** by providing mini-grants to 16 minority partners and Learn To Live educational materials to 67 community and faith-based organizations, educating more than 11,000 Hispanic and African-American residents on obesity prevention and other healthy lifestyle issues. (OP Goal 1, Obj 1a)
- **Women, Infants and Children (WIC) Program** provided healthy food, nutrition education and breastfeeding information to 7,952 pregnant women, breastfeeding mothers, postpartum women, infants and children up to age 5. (OP Goal 1, Obj 1a)



Fresh Vegetables at Farmers' Markets

Strategic Priority: Behavioral Health



The Department works with local and state partners to prevent and manage behavioral health conditions, especially co-occurring mental health and substance abuse disorders.

Progress

- **Initiated the County's Opioid Overdose Prevention Program.** This included naloxone training and kits provided to 571 Adult Addictions and Road to Recovery clients/families; completion of a County opioid misuse needs assessment; hosting the Opioid Misuse and Overdose Symposium (April 2015) with 150 community leaders in attendance; and securing a \$196,660 Maryland Behavioral Health Administration grant to support a countywide opioid misuse awareness campaign. (BH Goal 2, Obj 2c)
- **Adolescent & Family Services Program** was awarded three years accreditation by the Commission on Accreditation of Rehabilitation Facilities International. The program provided mental health and addiction assessment, counseling and treatment to 480 County youth and their families. (BH Goal 1, Obj 1b)
- **Adult Addictions Clinic** reduced the negative impact of opiate addiction by providing medication-assisted treatment to 673 opiate-addicted adults in the community and 413 incarcerated individuals at the Ordnance Road Correctional Center. (BH Goal 2, Obj 2c)
- **Community Treatment Services Program** provided 3,826 substance abuse assessments/screenings and 2,070 treatment referrals. (BH Goal 2, Obj 2b)

*The Goal and Obj notations correspond with the goals and objectives in the Department's Strategic Plan FY 2014-FY 2016.

Strategic Priority: Behavioral Health *Continued*

- **Prevention and Education Services Program** provided 50 families participating in the Strengthening Families Program with parenting and substance and violence prevention skills and continued support of the underage drinking prevention coalitions Northern Lights Against Substance Abuse, South County Bridges to a Drug Free Community and Western Anne Arundel Substance Abuse Prevention Coalition. (BH Goal 1, Obj 1a)
- **Recovery Support Services** provided resources and support to 16 families in recovery housing for women and children; 602 individuals in wellness recovery centers; and 110 adolescent clubhouse youth. (BH Goal 1, Obj 1b)

Strategic Priority: Access to Care

The Department's strategic goals include increasing access to healthcare services for County residents and decreasing barriers to healthcare services among underserved populations.

Progress

- **In partnership with the region's Connector Entity (Healthcare Access Maryland)**, the Department maintained navigator services at two health centers for uninsured County residents to register for qualified health insurance plans under the new Affordable Care Act legislation. (AC Goal 1, Obj 1a)
- **Opened the Healthcare Enrollment Assistance Center** where over 800 County residents were assisted with applying for insurance through the Maryland Health Connection. (AC Goal 1, Obj 1b)
- **Medicaid Eligibility and Enrollment Program** enrolled 9,332 children, 665 pregnant women, 194 childless adults and 868 family members into the State's Medical Assistance for Families/Maryland Children's Health Program to ensure access to health insurance. (AC Goal 1, Obj 1a)
- **Medical Assistance Transportation Program** provided 55,338 client trips, facilitating transportation to nonemergency medical appointments for Medicaid recipients — a 27 percent increase in utilization over the previous fiscal year. (AC Goal 2, Obj 2c)
- **Administrative Care Coordination and Expanded Administrative Care Coordination** programs assisted over 4,164 clients with Medical Assistance education and access to care. (AC Goal 2, Obj 2c)
- **Healthy Start** provided over 2,537 home visits to high-risk pregnant and postpartum women and infants. (AC Goal 2, Obj 2c)
- **Healthy Babies Program** distributed 50,672 resource cards to childcare providers and County residents to help improve awareness about minority infant mortality and infant health. (AC Goal 2, Obj 2c)
- **Dental Health Program** provided dental care and education to 3,037 low-income children and pregnant women and provided outreach to 3,600 individuals through community and school-based events and programs. (AC Goal 2, Obj 2b)
- **HIV/STD Prevention and Care Program** provided medical case management for 205 HIV-positive clients to ensure that people living with HIV remain in care. (AC Goal 2, Obj 2c)
- **Immunizations Program** reduced the spread of infectious disease by administering 7,260 doses of school-required vaccines to uninsured County children ages 5-18. (AC Goal 2, Obj 2c)



Annapolis Healthcare Enrollment Center

Strategic Priority: Cancer Prevention

The Department focuses its cancer prevention efforts on reducing health disparities, tobacco use prevention and cessation, and melanoma prevention.

Progress

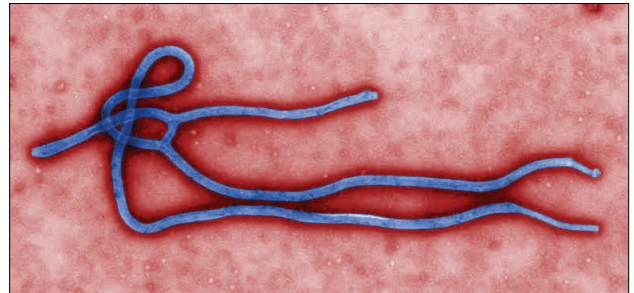
- **Breast and Cervical Cancer Program** delivered education and initial screening to 538 women and diagnostic services to three women in order to lower morbidity and mortality rates related to breast and cervical cancer. (CP Goal 1, Obj 1a)
- **CEHD** educated over 70,000 youth on tobacco use prevention during Tobacco-Free Kids Week; provided nearly 35,000 students with sun safety and melanoma prevention information; and supported tobacco cessation classes for 209 County residents in partnership with medical providers. (CP Goal 1, Obj 1a)
- **Immunizations Program** administered 815 doses of HPV vaccine to help reduce the number of cervical and oral cancers caused by human papillomavirus. (CP Goal 1, Obj 1a)

Strategic Priority: Healthy Communities

The Department promotes healthy communities, which includes ensuring healthy housing and food service facilities, reducing the amount of nitrogen going into the Chesapeake Bay and preventing communicable diseases.

Progress

- **Emergency Preparedness Program** worked closely with local, State of Maryland and federal partners to develop communication protocols and monitoring protocols for people under investigation for potential exposure to the Ebola virus.
- **Partnered with the Brooklyn Heights Improvement Association and performed a Community Housing Inspection Assessment. Reduced trash violations by 79 percent and rodent violations by 78 percent** by educating residents on local housing requirements. (HC Goal 1, Obj 1a)
- **Reduced the amount of nitrogen discharged from septic systems within the Chesapeake Bay Watershed and improved water quality** by expanding the use of the Bay Restoration Fund grant program, which subsidized 241 pretreatment units and 15 connections to public sewer. (HC Goal 1, Obj 2b)
- **Resumed the Raccoon Oral Rabies Vaccination Program** with \$214,000 in County funding. (HC Goal 1, Obj 1c)
- **Housing and Food Protection Services** investigated 1,387 housing-related inquiries and complaints, conducted 4,695 food facility inspections and investigated 404 complaints about food service facilities. (HC Goal 1, Obj 1a)
- **Recreational Water Quality Monitoring Program** tested 2,475 water samples from the Chesapeake Bay and its tributaries. The **Pools Program** inspected 2,289 public swimming pools. (HC Goal 1, Obj 1b)



Ebola Virus

Strategic Priority: Healthy Communities *Continued*

- **Well and Septic System Program** reviewed 682 septic system permits, performed 1,027 percolation tests, inspected 1,559 septic systems and reviewed 536 well permits. (HC Goal 1, Obj 1b)
- **Communicable Disease Surveillance Program** investigated 1,806 reports of infectious disease.
- **HIV/STD Prevention and Care Program** provided HIV testing to 437 County residents and provided access to STD testing and treatment to 421 County residents at two contracted STD clinics.
- **Tuberculosis (TB) Control Program** performed 1,131 Directly Observed Therapy (DOT) visits and tested 1,474 individuals who were at high risk for developing TB.



Back-to-School Immunizations for Seventh Graders

- **School Health Services and the Immunizations Program, in partnership with the Environmental Health Bureau**, administered 17,514 doses of seasonal flu vaccine to elementary school children at 81 school-based clinics and 4,320 doses to County residents at public clinics and health centers.
- **School Health Services** provided mandated health services in more than 120 Anne Arundel County public schools. Health Room staff had nearly 658,000 student visits, administered 155,761 medications, provided 77,602 medical treatments, conducted crisis intervention for 5,379 students, and provided disease case management to 3,783 students.

Strategic Priority: Organizational Issues

Organization enhancement is an ongoing pursuit as the Department reviews internal policies, procedures and structures to better serve the public. Strategic goals for the Department include improving staff morale, ensuring equitable opportunities for staff, creating transparent processes for resource allocation, strengthening fiscal capacity, improving work quality, enhancing cultural competency of staff and improving communications.



Upgraded IT: Desktops, Operating Systems, MS Office

Progress

- **The Information Technology (IT) Office replaced obsolete computer hardware and software** by completing a full upgrade to desktop computer equipment, operating systems and the MS Office Suite of applications. (OI Goal 3, Obj 3b)
- **IT Office initiated upgrades** to servers and critical applications, and the office made new security enhancements. (OI Goal 3, Obj 3a-3c)
- **Updated components of new employee orientation** to include more of the Department's policies and procedures. Orientation was also revamped to be more interactive. (OI Goal 2, Obj 2b)

Strategic Priority: Organizational Issues *Continued*



Infant Cardiopulmonary Resuscitation (CPR) Training

- **Began implementation of a quality improvement program** to improve policies and outcomes. The Department continued its work plan to pursue accreditation. (OI Goal 5, OBJ 5a)
- **Implemented a Training and Professional Development Policy** which encourages staff to participate in professional development opportunities and offers some training reimbursement. Continued mandated training in CPR and bloodborne pathogens. (OI Goal 2, Obj 2a)

- **Developed an interactive customer service training** which focuses on active listening, resolving conflict, and having an overall customer focus. (OI Goal 2, Obj 2a)
- **Continued the Annual Meeting and the Public Health Hero Awards** in order to recognize staff contributions based on years of service and outstanding performance. (OI Goal 1, Obj 1a)



15 Years-of-Service Award Recipients with Health Officer Dr. Chan (far right), Annual Meeting Fiscal Year 2015



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