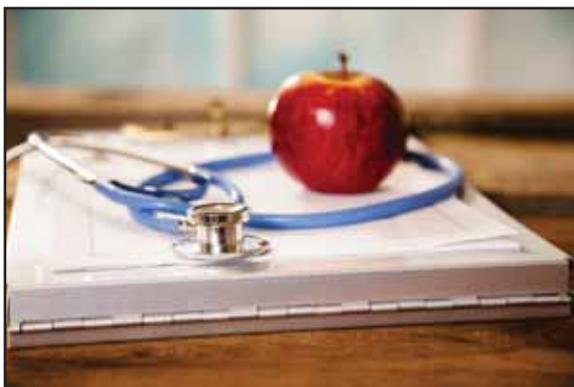


# Annual Report

## Fiscal Year 2014

July 1, 2013 - June 30, 2014



**Our vision is a vibrant Anne Arundel County  
with healthy people in healthy communities.**

## Message from Dr. Jinlene Chan, Acting Health Officer

I am pleased to present the Anne Arundel County Department of Health's Annual Report that highlights our accomplishments during fiscal year 2014 and the progress toward achieving the goals and objectives identified in our FY 2014-2016 Strategic Plan.

The Department's work is focused on the prevention of disease, illness, injury and other health conditions for all populations, with an added emphasis on reducing health disparities. Our vision is "a vibrant Anne Arundel County with healthy people in healthy communities." To this end, we provide high-quality personal, community and environmental health services to County residents, workers and visitors.

The Department is responding to broad-sweeping changes taking place in the larger health system. One of the most publicized is national health care reform through the Affordable Care Act, which has improved access to health insurance for more residents. These changes have impacted our clinical programs. Most notably, with more comprehensive benefits under health insurance, the Department's Reproductive Health and LifeScreen Colorectal Cancer Screening programs closed in FY 2014. Shifts are also occurring to better integrate mental health and substance use care with traditional medical care—these changes are happening at a time when we are seeing opiate-related issues on the rise in our County and beyond. We must stay vigilant to ensure that the health system will be able to meet the growing needs of our residents.

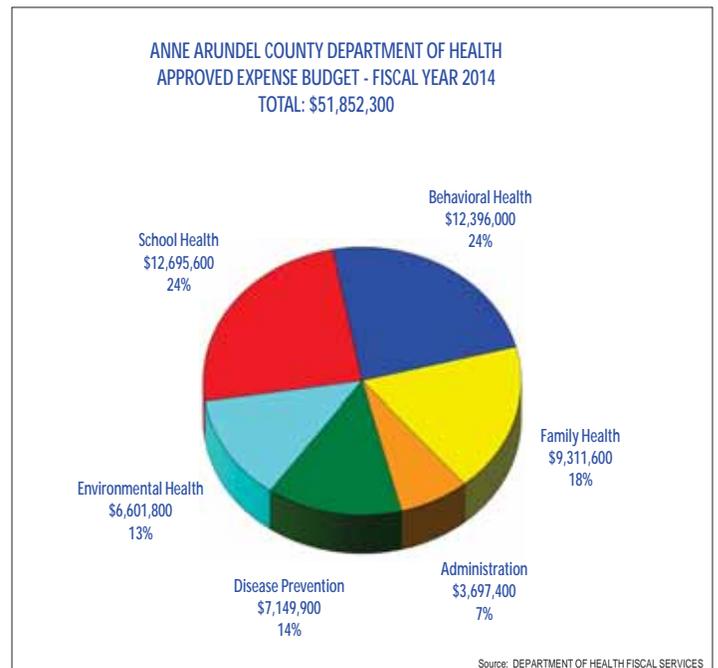
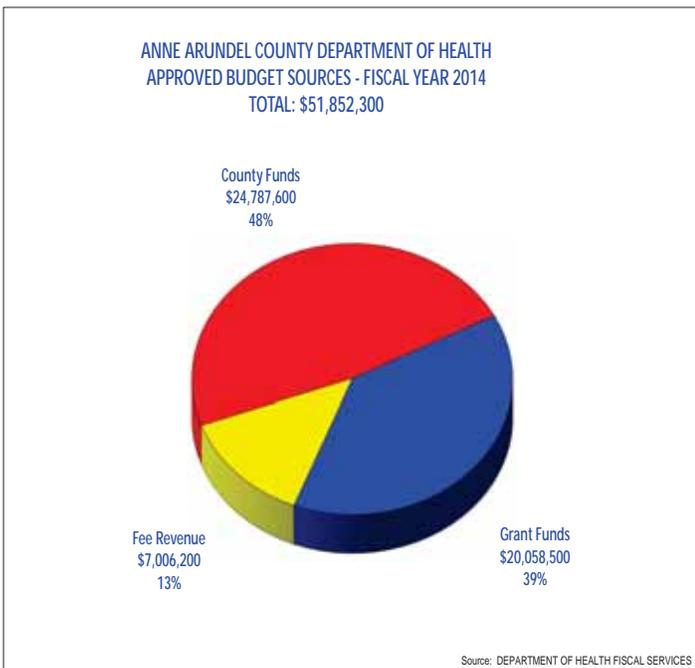
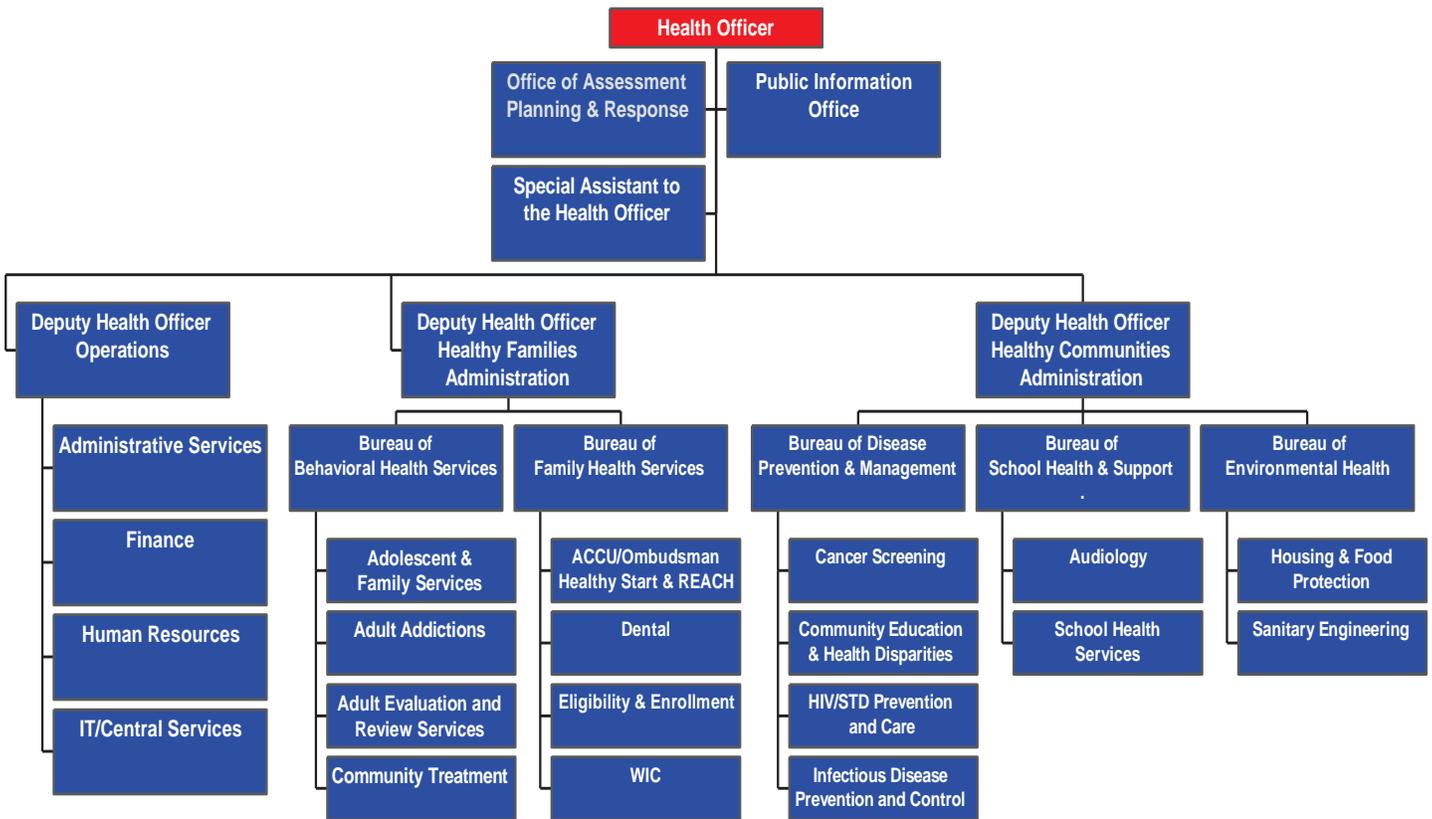
It is increasingly recognized that socioeconomic factors play a major role in health, including education, employment, housing, race and ethnicity, health insurance status, health behaviors and others. In recognition of the multifactorial nature of health, we will continue to co-lead the Healthy Anne Arundel Coalition and collaborate with our partners to address the County's health priorities. In this shared endeavor, I would like to thank our partners, including other County agencies, local hospitals and health care providers, community and faith-based organizations, the public school system, academia, businesses and many others for collaborating with the Department so that, together, we can make Anne Arundel County a healthier place for all.

As you review the Annual Report, I encourage you to consider the significant impact the Department has on the health, safety and well-being of all people in Anne Arundel County. While seemingly broad in scope, our services are unified by our common mission "to preserve, promote and protect the health of all people who live, work and play in Anne Arundel County." Lastly, I would like to thank the dedicated Department of Health staff who work in pursuit of our vision and mission and represent our core values in the work that they do every day.



**Jinlene Chan, M.D., M.P.H.**  
**Acting Health Officer**

# Anne Arundel County Department of Health Organization Chart



## 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. The Department's strategic goals include providing resources to help residents achieve a healthy weight. Being overweight or obese increases the risk of diabetes, heart disease, cancer and other preventable health issues. Approximately two-thirds of County adults are overweight or obese, and it is estimated that 17.3% of children and adolescents ages 2 to 19 are obese and another 15.1% are overweight.

### Progress on Strategic Plan

- **Developed the Healthy Events and Meetings policy template, guidelines and checklist with the Healthy Anne Arundel Coalition.** Distributed the materials to more than 450 community organizations, government agencies and businesses; four organizations adopted written policies to help improve worksite health. (OP Goal 1, Obj 1a)\*
- **Improved access to healthy fruits and vegetables to low-income families** by collaborating with community and agency partners to provide electronic benefit transfers (EBT) for Supplemental Nutrition Assistance Program (SNAP) recipients. EBT are now at five of the 11 Anne Arundel County Farmers' Markets. (OP Goal 1, Obj 1b)
- **Advocated the inclusion of nutrition and physical activity health materials in the public school curriculum and policy** by participating in Anne Arundel County Public Schools' (AACPS) Materials of Instruction Committee. Advocated health and wellness for all AACPS faculty, staff and students by participating on the AACPS Wellness Council. (OP Goal 1, Obj 1c)



Healthy Events and Meetings Display at a Healthy Anne Arundel Coalition Meeting

### Other Related Achievements

**Community Education and Health Disparities Program** partnered with communities by awarding mini-grants to 21 minority partners and 68 community and faith-based organizations to reduce health disparities, educating more than 8,000 Hispanic and African-American residents on obesity prevention, as well as cancer prevention.

**Women, Infants and Children (WIC) Program** provided healthy food, nutrition education and breastfeeding information to 7,950 pregnant women, breastfeeding mothers, postpartum women, infants and children up to age 5. The program saw a 3.7% increase in breastfeeding rates.

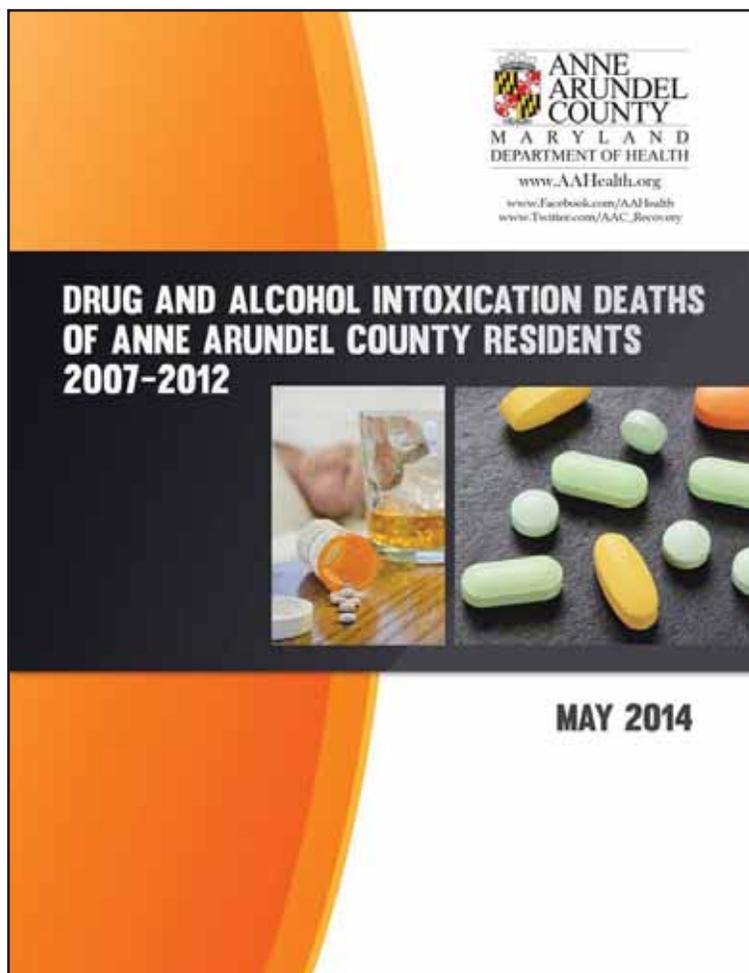
\* The Goal and Obj notations correspond with the goals and objectives in the Department's Strategic Plan FY 2014 - FY 2016.

## Strategic Priority: Behavioral Health

The Department is working with local and state partners to prevent and manage behavioral health conditions, especially co-occurring mental health and substance abuse disorders. The Department's strategic goals include providing leadership to promote a local integrated behavioral health system and decreasing morbidity and mortality associated with behavioral health conditions. Suicide prevention, especially among youth, and preventing morbidity and mortality related to opioid use are particular focus areas. The Department ensures that services are available throughout the continuum of care, including prevention, screening, treatment and long-term recovery.

### Progress on Strategic Plan

- **Convened leadership of the major behavioral health planning groups in order to align efforts and reduce unnecessary duplication across County agencies and organizations.** (BH Goal 1, Obj 1a)
- **Developed a Pediatric Physician Toolkit, in collaboration with the Healthy Anne Arundel Coalition's Co-Occurring Disorders Subcommittee, to assist local pediatricians in screening and treatment referrals for children with substance abuse disorders.** (BH Goal 1, Obj 1b)
- **Implemented evidence-based clinical practices with all Behavioral Health Bureau clinical programs for the identification and intervention of clients at high risk for suicide.** (BH Goal 1, Obj 2b)
- **Coordinated trainings with the Anne Arundel County Mental Health Agency, Inc. for more than 200 community behavioral health providers to enhance provider diagnostic and treatment capabilities.** These trainings included: Minkoff & Kline Comprehensive, Continuous Integrated System of Care; Motivational Interviewing, Mental Health First Aid and DSM 5. (BH Goal 2, Obj 2b)
- **Initiated the County's Opioid Overdose Prevention Program in order to reduce deaths associated with opiate overdose.** This included naloxone training and kits provided to 159 Adult Addictions Clinic and Road to Recovery clients/families. (BH Goal 2, Obj 2b)
- **Identified and reported on trends in Drug and Alcohol Intoxication Deaths of Anne Arundel County Residents.** (BH Goal 2, Obj 2b)



## Strategic Priority: Behavioral Health *Continued*

### Other Related Achievements



Play Therapy for Children and Adolescents

**Adolescent and Family Services Program** improved the emotional and social well-being of 394 County youth, adolescents and their families by providing mental health and addiction assessment, counseling and treatment services. The families received 4,740 individual, 2,175 family and 156 group counseling sessions. In response to the community's need, the Department hired two registered play therapists to provide play therapy to children and adolescents, expanding the program's clinical capacity.

**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.

**Community Treatment Services Program** worked with the criminal justice system and community agencies to break the cycle of substance abuse and its effects on criminal activity and other social concerns by providing 2,413 assessments, 1,807 treatment referrals and 3,425 case management sessions.

**Recovery Support Services Program** engaged and assisted individuals recovering from substance abuse by increasing access to services necessary for achieving and maintaining long-term recovery. Provided support for two Wellness Recovery Centers (which served 294 individuals) and two adolescent clubhouses (which served 73 adolescents) and funded recovery housing for eligible women with children.

**Prevention and Education Services Program** advocated reducing alcohol and drug use among young people in Anne Arundel County by conducting eight cycles of the Strengthening Families Program, reaching 135 families. Established three underage drinking coalitions (Northern Lights Against Substance Abuse, South County Bridges to a Drug Free Community, and Western Anne Arundel Substance Abuse Prevention Coalition) that help decrease community risk factors for youth access to alcohol.



Winning Poster from Western Anne Arundel Substance Abuse Prevention Coalition's 2013 Meade High School Media Contest

## Strategic Priority: Access to Care

Preventive care and the proactive management of chronic health conditions are critical to achieve optimal health and promote community wellness. The Department's strategic goals include increasing access to health care services for Anne Arundel County residents and decreasing barriers to accessing health care services among underserved populations. A key strategy is assisting individuals with obtaining health insurance and linking them with appropriate medical and community supports.

### Progress on Strategic Plan

- **Delivered 10 community presentations across the County to educate residents about health care reform and health insurance options** available through the Maryland Health Connection, the state's health benefit exchange. (AC Goal 1, Obj 1a)
- **Transitioned approximately 1,300 uninsured clients from the Residents Access to a Coalition of Health (REACH program) to Medical Assistance or Qualified Health Plans through the Maryland Health Connection.** (AC Goal 1, Obj 1a)
- **Designated by the State to be an Application Counselor Sponsoring Entity to assist County residents applying for insurance** through the Maryland Health Connection. (AC Goal 1, Obj 1a)
- **In partnership with the region's Connector Entity (Healthcare Access Maryland), established three locations at Department facilities where uninsured County residents can meet with a navigator to register for qualified health insurance plans** under the new Affordable Care Act legislation. (AC Goal 1, Obj 1a)

### Other Related Achievements

**Administrative Care Coordination (ACC) and Expanded Administrative Care Coordination (EACC) programs** assisted 2,741 clients with Medical Assistance (MA) education and access to care, resulting in 2,511 home visits to MA-eligible pregnant and postpartum women and infants.

**Adult Evaluation and Review Services (AERS) Program** conducted 1,248 home psychosocial evaluations of residents who are chronically ill or disabled and assessed their need for assisted community placements, nursing homes or Medical Assistance-funded personal care.

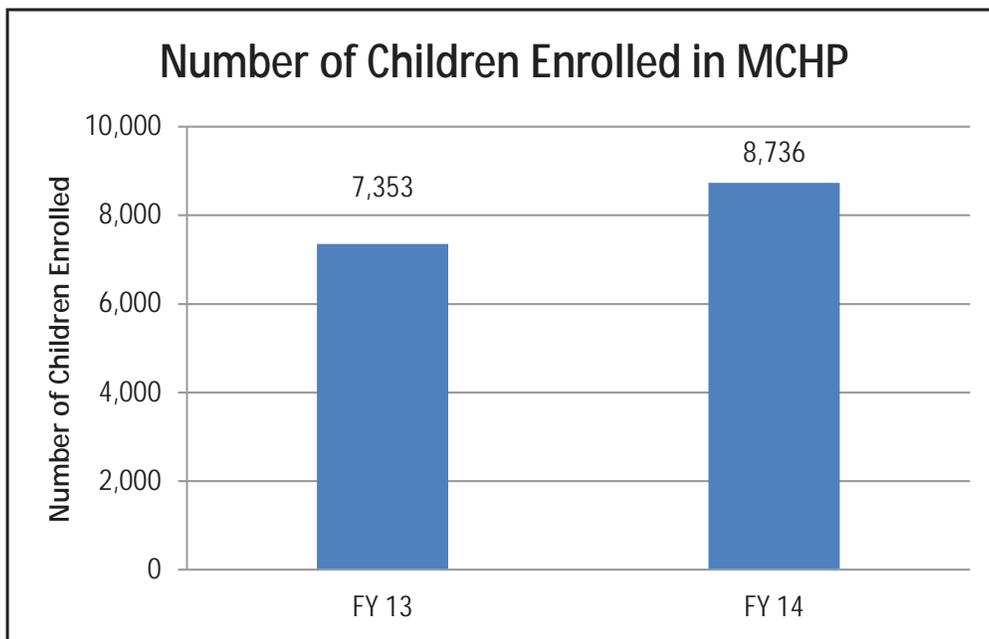
**Dental Health Program** provided dental care and education to 4,446 low-income children and pregnant women.

**Healthy Babies Program** improved awareness concerning minority infant mortality, by participating in 15 community events and collaborating with six community partners to reach 1,080 individuals. The program also distributed 46,000 resource cards to childcare providers and County residents.



Dental Nutrition Display during National Public Health Week

## Strategic Priority: Access to Care *Continued*



**Medicaid Eligibility and Enrollment Program** enrolled 8,736 children, 980 pregnant women and 1,460 family members into the State's Medical Assistance for Families/Maryland Children's Health Program to ensure access to health insurance. Processed an additional 2,535 applications in various stages of eligibility to assist the Maryland Health Connection with determining eligibility.

**Medical Assistance Transportation Program** provided 43,481 client trips, facilitating transportation to nonemergency medical appointments for Medicaid recipients. This was a 24% increase in utilization since the implementation of the Affordable Care Act.

**HIV/STD Prevention and Care Program** provided medical case management for 192 HIV-positive clients to ensure that people living with HIV remain in care.

**Immunizations Program** reduced the spread of infectious disease by administering 4,095 doses of preventable vaccines to uninsured County children ages 4-18. The vaccines are required for school attendance.

**School Nursing Program** provided mandated health services in more than 120 Anne Arundel County public schools. Nearly 646,000 students were seen in the health room and 93% of the students were able to return back to class. Health Room staff administered 153,947 medications, provided 76,810 medical treatments, and conducted crisis intervention for 4,447 students. Additionally, school nurses provided disease case management to 4,093 students with chronic complex medical needs.

**Audiology Program** conducted 154 clinic visits to diagnose hearing impairment and determine the most appropriate management plan with parents. The program also participated in 546 meetings with parents and teachers.

**Vision and Hearing Program** performed 29,102 vision screenings and 29,752 hearing screenings in public and private schools, nurseries and daycare programs in the County.

## Strategic Priority: Cancer Prevention

In 2012, cancer was the leading cause of death in Anne Arundel County, and racial and ethnic disparities are evident. In response, one of the Department's strategic goals is to reduce cancer morbidity and mortality in Anne Arundel County. There are many modifiable risk factors related to cancer prevention. To make the greatest impact, the Department is focusing its cancer prevention efforts on reducing health disparities, tobacco use prevention and cessation, and melanoma prevention.

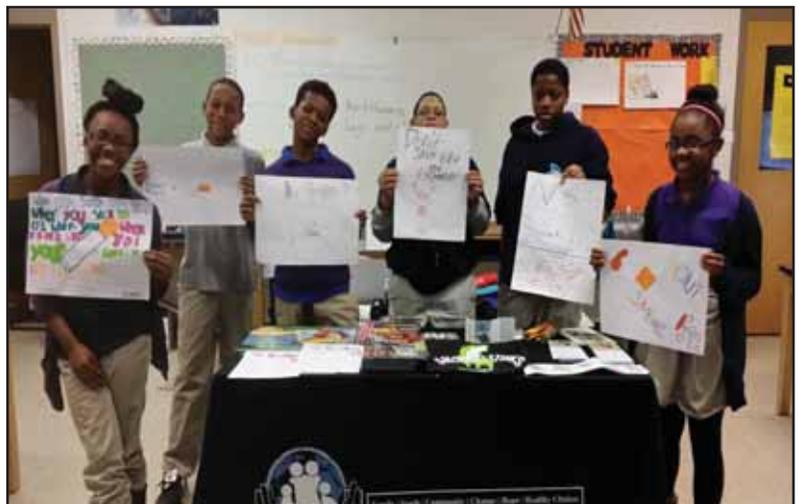
### Progress on Strategic Plan

- **Breast and Cervical Cancer Program delivered education and initial screening to 903 women and diagnostic services to 49 women in order to lower morbidity and mortality rates related to breast and cervical cancer.** Twelve breast cancers and two cervical cancers were diagnosed with treatment starting within 60 days of diagnosis. (CP Goal 1, Obj 1a)
- **Provided minority organizations with mini-grants to conduct cancer awareness education within their local communities and reduce health disparities.** Sixteen minority organizations received grants to promote breast, cervical, colorectal and prostate cancer awareness. Thirteen minority organizations received mini-grants to increase awareness of the dangers of tobacco use and information on tobacco cessation resources. Four minority organizations received grants to conduct sun safety and melanoma prevention awareness education. (CP Goal 1, Obj 1a,1c)
- **Increased awareness about cancer prevention across the community.** Developed and disseminated Learn To Live educational materials to 28 community and faith-based organizations, 432 doctor's offices and 25 childcare providers. Raised awareness of breast and cervical cancer prevention and screening by launching the Women's Health Campaign that targets low-income women age 40-64. Distributed more than **3,500 cancer prevention** information kits through the Learn To Live phone line (410-222-7979) and provided more than 13,000 brochures and fact sheets through website downloads from [www.LearnToLiveHealthy.org](http://www.LearnToLiveHealthy.org). (CP Goal 1, Obj 1a-b)
- **Improved awareness of sun safety and melanoma prevention. Educated nearly 14,000 students** by providing 25 schools with information. Provided worksites, community organizations and residents with Learn To Live educational materials. (CP Goal 1, Obj 1c)
- **Educated nearly 70,000 youth from 152 locations on tobacco use prevention** during Tobacco-Free Kids Week. **Raised awareness among parents and youth on the dangers of tobacco use**, by conducting tobacco counter-marketing campaigns. (CP Goal 1, Obj 1b).

### Other Related Achievements

**Community Education and Health Disparities Program, in partnership with medical providers, reduced tobacco use in 215 County residents who attended tobacco cessation classes.** Thirty-three percent completed the class or the session and quit smoking.

**Immunizations Program administered 607 doses of HPV vaccine** to help reduce the number of cervical and oral cancers caused by the human papillomavirus.

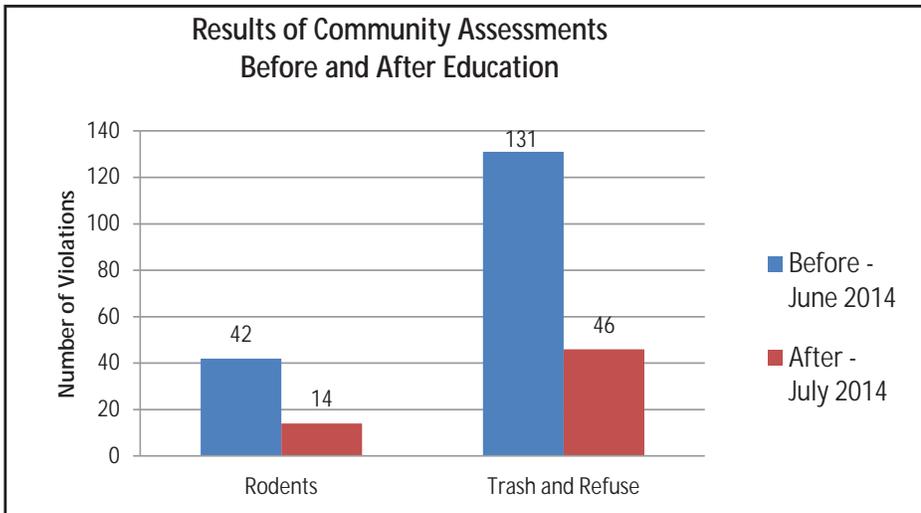


The Restoration Community Development Corporation Celebrates Tobacco-Free Kids Week

# Strategic Priority: Healthy Communities

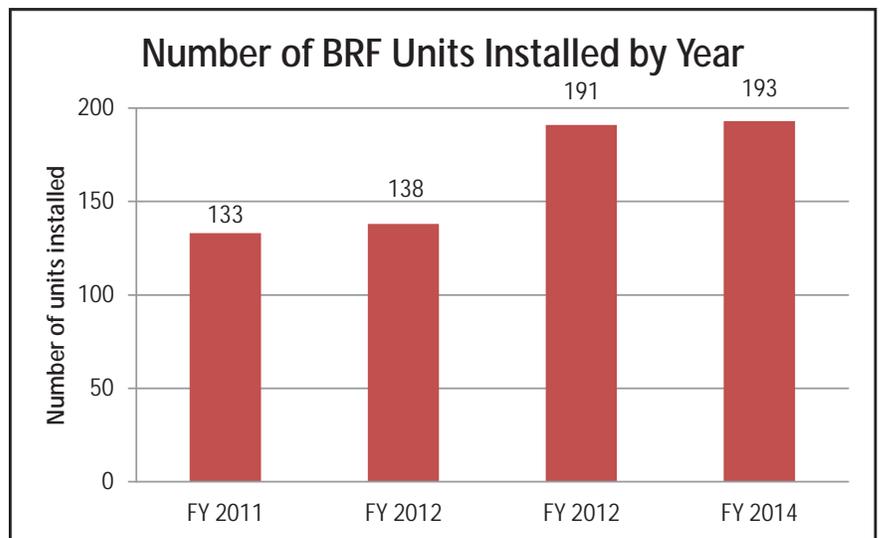
Living in safe and healthy neighborhoods promotes personal, community and environmental well-being. One of the Department's strategic goals is to promote healthy communities, which includes ensuring healthy housing, reducing the amount of nitrogen going into the Chesapeake Bay, and preventing rabies and other zoonotic diseases. Additionally, the Department ensures healthy communities through food protection, epidemiology, and emergency preparedness programs.

## Progress on Strategic Plan



- **Improved health and housing conditions by reducing trash violations by 65% and rodent violations by 67%, achieved by conducting community housing assessments and educating residents on local housing code requirements.** (HC Goal 1, Obj 1a)
- **Issued 10 rabid animal alerts and investigated 2,024 rabies exposure cases.** (HC Goal 1, Obj 1c)

- **Launched a multi-tiered education campaign to prevent community exposure to rabies** that included "Rabies Prevention" training for County residents and professionals on the Department's website; presentations and displays at four County libraries and nine health fairs; and a "Stay Away" rabies curriculum for third to fifth grade students that was approved for Anne Arundel County Public Schools. (HC Goal 1, Obj 1c)
- **Provided rabies prevention tips and bite reporting requirements to 17 area animal rescue centers, animal shelters and boarding facilities to prevent worksite rabies exposure.** (HC Goal 1, Obj 1c)
- **Secured \$214,000 in county funding to resume the Department's Raccoon Oral Rabies Vaccination Program for Fiscal Year 2015 in response to a 650% increase in rabies cases** seen in the County since the federal funding for the program was discontinued in FY12. (HC Goal 1, Obj 1c)
- **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 and providing assistance to homeowners with septic systems to connect to public sewer. The Chesapeake Bay Restoration Fund Program helped subsidize the installation of 193 pretreatment units and 43 connections to public sewer from septic systems. (HC Goal 1, Obj 2b)



## Strategic Priority: Healthy Communities *Continued*

### Other Related Achievements

**Housing and Food Protection Services Program investigated 1,439 housing-related inquiries and complaints** to protect residents from the spread of disease from poor housing conditions, including trash, sewage and wastewater discharges, rodents and housing code violations.

**Housing and Food Protection Services Program reduced the risk of food-borne illness in local communities by conducting 4,365 food facility inspections** to ensure safe food handling practices.

**Recreational Water Quality Monitoring Program reduced the risk of waterborne illness and helped to prevent disease and injuries.**

The program tested 2,598 water samples from the Chesapeake Bay and its tributaries to assess water quality and alerted residents when unsafe swimming conditions existed. The program also conducted 1,983 inspections of public swimming pools to ensure State and local public health and safety requirements were met.

**Well and Septic Program protected ground and drinking water supplies through permitting, inspection and treatment.** The program reviewed 449 septic system permits, performed 1,038 percolation tests, and inspected 1,886 septic systems to prevent ground water contamination. The program reviewed 639 well permits to ensure private wells meet potability requirements.

**Emergency Preparedness Program, in partnership with the Anne Arundel County Office of Emergency Management, developed the County's first Mass Fatality Plan in order to strengthen the County's response to large-scale health and medical emergencies.** In addition, the program received a 99% (out of 100%) on a U.S. Centers for Disease Control and Prevention site visit that evaluated all facets of the Department's mass medication and vaccination emergency plans.

**Communicable Disease Surveillance Program investigated 2,296 reports of infectious disease to prevent and control disease outbreaks;** alerted physicians and the public to trends and unusual occurrences; and took appropriate action to stop or control outbreaks.



**Community Housing Assessments in Brooklyn Park**



**HIV Testing Includes Education and Counseling**

**HIV/STD Prevention and Care Program provided HIV testing to 514 County residents to raise awareness and reduce unintentional transmissions of HIV.** The program also provided access to STD testing and treatment to 508 County residents at two contracted clinics.

**Tuberculosis Control Program prevented transmission of TB disease by performing 1,406 Directly Observed Therapy (DOT) visits** to ensure medication compliance.

**School Nursing Program, in partnership with the Immunizations Program and Environmental Health Bureau, prevented the spread of flu** by vaccinating 16,810 elementary school children with influenza vaccine at 80 school-based clinics and 10,305 County residents at public clinics and health centers.

## 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 our fiscal capacity, improving work quality, enhancing cultural competency of staff and improving communications.

### Progress on Strategic Plan

- **Established two staff-focused events to recognize employee contributions.** These were the Annual Meeting, an opportunity to recognize contributions of staff based on years of service and the Public Health Hero Award, in which supervisors and peers nominated staff based on outstanding performance. (OI G1, Obj 1a)
- **Completed a staff-level training needs assessment** and are actively leveraging partnerships with government and academic institutions to provide low or no cost trainings to staff. (OI G2, Obj 2a)
- **Established structured interview guidelines** that include both a quantitative and a qualitative component in order to standardize the interview process. (OI G2, Obj 2b)
- **Prioritized the allocation of resources to enhance efficiency and effectiveness of Department staff.** This included establishing a training account to support professional development needs of staff and replacing obsolete computer hardware and software. (OI G3, Obj 3b)
- **Implemented a new billing system for some clinic programs.** Department also established an operating manual and supporting resources to standardize how budgets and expenditures are monitored Department-wide. (OI G4, Obj 4b)
- **Launched a Department-wide Quality Improvement Initiative** by completing a comprehensive assessment to identify specific gaps and overall readiness for pursuing national accreditation. Established a timeline and work plan for pursuing accreditation. (OI G5/Obj 5a)



Public Health Heroes Awards Ceremony 2014



- **Completed a cultural competency assessment** that included feedback from more than 100 employees in supervisory, management and leadership positions. Adopted a cultural competency training curriculum and trained staff to serve as trainers. (OI G6, Obj 6a)
- **Expanded the use of online technologies to disseminate information to targeted populations** by launching a Pinterest account ([www.pinterest.com/aahealthdept](http://www.pinterest.com/aahealthdept)); having 85,334 views on the Department's YouTube channel ([www.youtube.com/aahealth](http://www.youtube.com/aahealth)); and increasing Facebook and Twitter social media reach by 30% from FY 2013 ([www.facebook.com/aahealth](http://www.facebook.com/aahealth) and [www.twitter.com/aahealth](http://www.twitter.com/aahealth)). (OI G7, Onj7a-b)

