



DEPARTMENT OF PUBLIC HEALTH 2016 - 2017 ANNUAL REPORT

CONTENTS

Director’s Message	1
History & Geography	2
Vision, Mission & Values	3
Organization	4
Budget & Staffing	5
Strategic Plan	6
Accreditation	7
Animal Care and Control	7
Babies Optimal Nutrition with Ultimate Support (BONUS)	8
California Children’s Services	8
Clinic Operations	9
Communicable Disease Section	9
Community Outreach and Innovation	10
Compliance	10
Environmental Health Services	11
Family Health Services	11
Health Education	13
Information Services	14
Nutrition	14
Preparedness & Response Program	15
Public Health Laboratory	15
Ryan White Program	16
Women, Infants, & Children (WIC)	17
Vital Statistics Registration Office	17

COUNTYWIDE VISION

We envision a complete county that capitalizes on the diversity of its people, its geography, and its economy to create a broad range of choices for its residents in how they live, work, and play.

We envision a vibrant economy with a skilled workforce that attracts employers who seize the opportunities presented by the county’s unique advantages and provide the jobs that create countywide prosperity.

We envision a sustainable system of high-quality education, community health, public safety, housing, retail, recreation, arts and culture, and infrastructure, in which development complements our natural resources and environment.

We envision a model community which is governed in an open and ethical manner, where great ideas are replicated and brought to scale, and all sectors work collaboratively to reach shared goals.

From our valleys, across our mountains, and into our deserts, we envision a county that is a destination for visitors and a home for anyone seeking a sense of community and the best life has to offer.

BOARD OF SUPERVISORS

ROBERT A. LOVINGOOD
Chairman, First District Supervisor

JANICE RUTHERFORD
Second District Supervisor

JAMES RAMOS
Third District Supervisor

CURT HAGMAN
Vice Chairman, Fourth District Supervisor

JOSIE GONZALES
Fifth District Supervisor

GARY McBRIDE
Chief Executive Officer

DIRECTOR'S MESSAGE



I am pleased to share with you all the Department of Public Health's Annual Report for fiscal year 2016-17. This report will serve as an extension of the great work that Public Health has accomplished within the fiscal year.

I am proud of how our dedicated staff work to prevent epidemics and the spread of disease, protect against environmental hazards, prevent injuries, promote healthy behaviors, respond to disasters and deliver equitable, quality health services. This document demonstrates how our programs support and carry out our vision of "healthy people in vibrant communities."

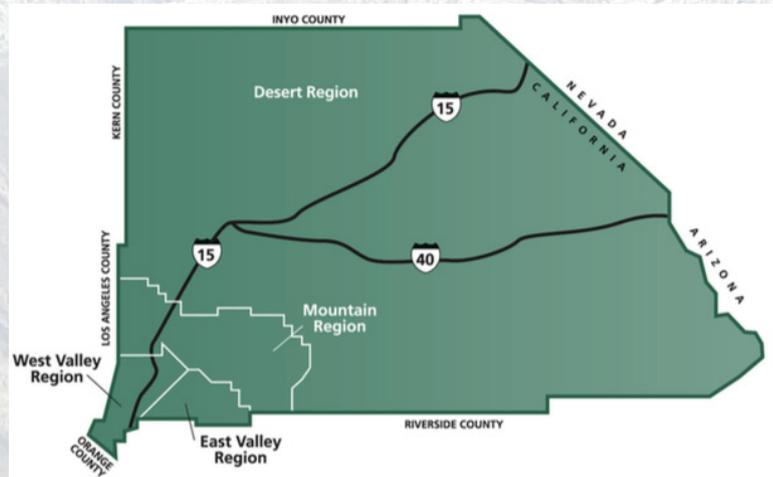
We hope you enjoy this one.

A handwritten signature in black ink, appearing to read 'Trudy Raymundo'. The signature is stylized and fluid.

TRUDY RAYMUNDO
Public Health Director

HISTORY & GEOGRAPHY

The County of San Bernardino is located in the inland portion of Southern California. With an area of 20,106 square miles, San Bernardino County is geographically the largest county in the contiguous United States and is larger than the combined land masses of New Jersey, Massachusetts, Delaware, and Rhode Island. San Bernardino County is bordered on the north by Inyo County, the northeast by the state of Nevada, the east by the state of Arizona, the south by Riverside County, the southwest by Orange County and the west by Los Angeles and Kern counties.



The San Bernardino County Board of Supervisors became legally authorized for health administration in 1872. A county health officer was first permitted in 1897 and made mandatory in 1909. The Department of Public Health was established in 1931 and by 1942 employed 10 staff. Today, we boast a dedicated staff of over 900 employees in our department. Our service to the community is guided by our values of collaboration, diversity, equity, innovation and transparency. Our goals are to have communities and environments support healthy lifestyles, to educate individuals and communities to make informed healthy decisions, to have each individual be able to achieve his or her full health potential, and to have health services address community health needs.



VISION, MISSION & VALUES

VISION

Healthy people in vibrant communities.

MISSION

Working in partnership to promote and improve health, wellness, safety and quality of life in San Bernardino County.

VALUES

COLLABORATION: We build and nurture partnerships to achieve mutual success.

DIVERSITY: We celebrate and respect the uniqueness of cultures, communities and beliefs.

EQUITY: We ensure that all individuals and communities have equal opportunity for health and well-being.

INNOVATION: We implement creative solutions to address emerging problems.

TRANSPARENCY: We are open, honest and accountable in our relationships, processes and actions.



ORGANIZATION



TRUDY RAYMUNDO
Director



MAXWELL OHIKHUARE, MD
Health Officer



CORWIN PORTER
Assistant Director



BRIAN CRONIN
Chief of Animal
Care and Control



DANIEL PEREZ
Chief of Community
and Family Health



JOSHUA DUGAS
Chief of Environmental
Health Services



KELLY WELTY
Chief Financial Officer



**JENNIFER
BAPTISTE-SMITH**
Chief of Clinical Health and
Prevention Services



KEN JOHNSTON
Quality and
Compliance Officer



SUZIE SOREN
Human Resources
Officer

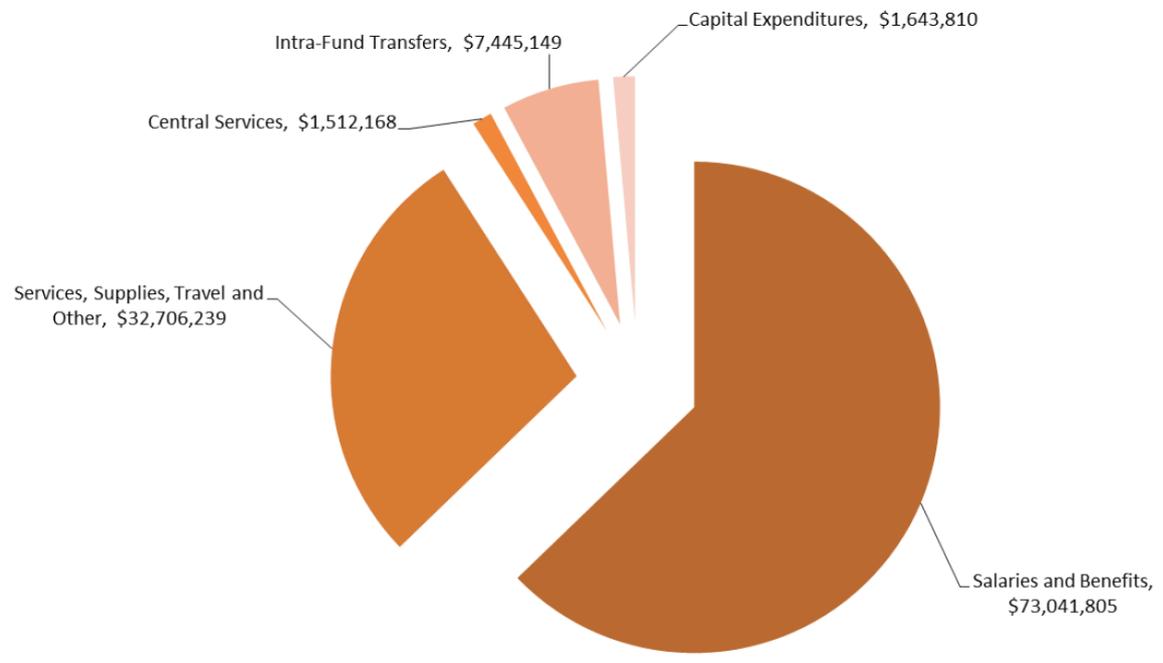


ELLEN HENDRICKSON
Human Resources Officer

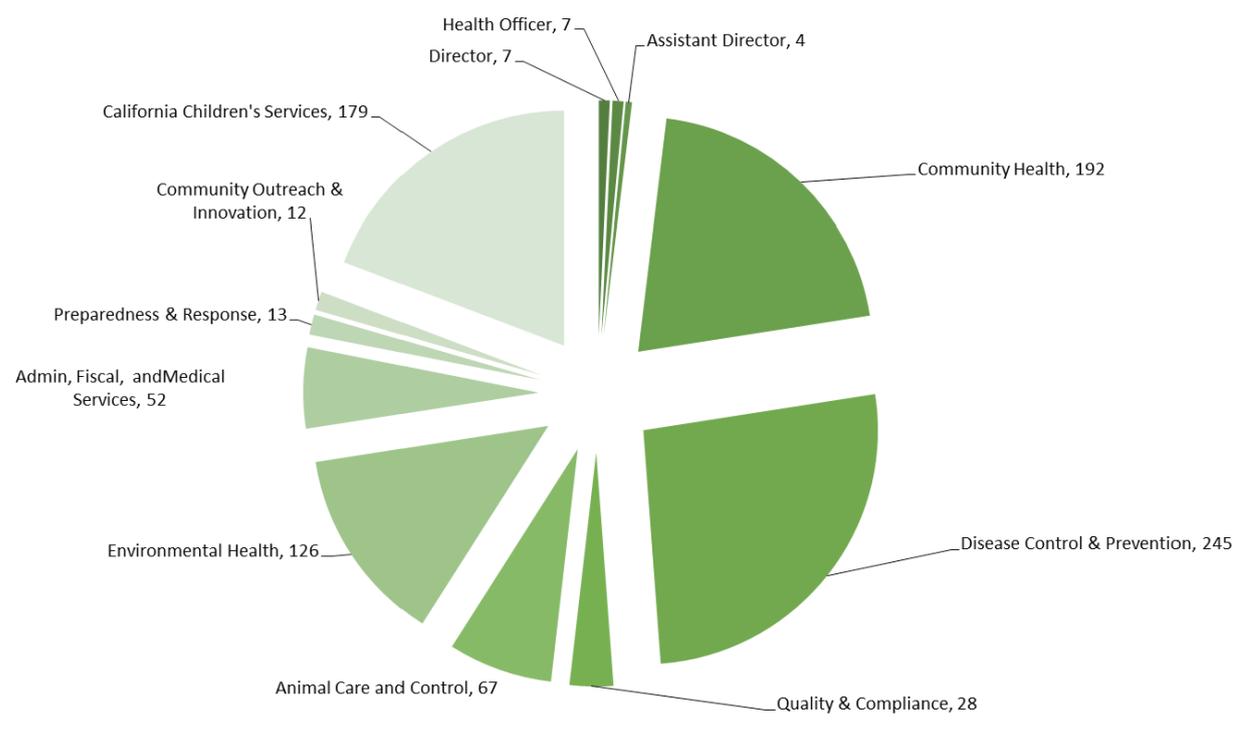
View the San Bernardino County Department of Public Health Organizational Chart at wp.sbcounty.gov/dph.

BUDGET & STAFFING

DEPARTMENT OF PUBLIC HEALTH BUDGETED APPROPRIATIONS



DEPARTMENT OF PUBLIC HEALTH BUDGETED STAFFING



STRATEGIC PLAN

The Department of Public Health's (DPH) Strategic Plan for 2015-2020 provides direction to the following administrative projects and initiatives:

STRATEGIC PLAN IMPLEMENTATION – The tracking and reporting of all strategic objectives which includes a coordinated and collaborative effort with objective Owners, program staff responsible for implementing, tracking, and reporting progress on strategic objectives.

WORKFORCE DEVELOPMENT – Activities for this initiative include, annual revision of Workforce Development Plan (WDP), coordination of Workforce Development Committee (WDC) to provide recommendations on WDP implementation, and coordination of the department's Mentoring Program with support from the WDC.

DIVERSITY & INCLUSION – A committee-driven initiative that works to promote diversity and inclusion among staff. The committee also looks into strategies to outreach and recruit a diverse and competent workforce that reflects the population of San Bernardino County residents.

HEALTH EQUITY – A committee-driven initiative whose mission is to integrate health equity into all aspects of program planning, service delivery, and policy development within the department.

PERFORMANCE AND QUALITY MANAGEMENT – An initiative led by an advisory committee that focuses on coordinating and guiding the department's performance management and quality improvement activities.



View the San Bernardino County Department of Public Health Strategic Plan 2015-2020 at wp.sbcounty.gov/dph.

ACCREDITATION



DPH is in the process of seeking national accreditation. The process is designed to measure the health department's performance against a set of nationally recognized standards that focus on items such as accountability, efficiency, effectiveness, performance, and outcomes, which lead to improvements in the overall health of the community.

ACCOMPLISHMENTS

The first electronic Accreditation Newsletter was distributed to all Public Health email users.

- DPH's Application to the Public Health Accreditation Board (PHAB) was submitted on January 6, 2017.
- On June 1, 2017, Accreditation staff created and refined the documentation upload and packaging process, which resulted in the first three documents being successfully uploaded to PHAB.

STATISTICAL INFORMATION

Provided 95 Quarterly Accreditation Update Presentations to 2,589 department staff.

ANIMAL CARE AND CONTROL

Animal Care and Control (ACC) protects and serves the public and pets by enforcing laws and pertinent ordinances which establish levels of care for all animals domestic and wild. ACC works to prevent rabies in humans and pets and teaches responsible pet ownership, which includes the importance of spaying and neutering. ACC also assists with the reunification of lost pets with their owners and places unwanted pets into new homes.

ACCOMPLISHMENTS

- Partnered with 449 non-profit, private sector, animal Rescue Group Partners (RGPs) to receive homeless animals from ACC shelters. This number increased from 416 RGPs that were enrolled at the end of FY 2015-16 (7.9 % increase).
- Held 34 special and/or off-site pet adoption events. The Animals aRe First Fund (ARFF) sponsors each of the off-site adoption events and pays for spay/neuter fees for pets adopted during these events, which significantly lowers the cost to adopt a homeless pet and incentivizes adoptions.



STATISTICAL INFORMATION

- Housed 9,281 animals in County operated animal shelters.
- Responded to 28,091 field service calls.
- Inspected 188 animal establishments.

For more information about Animal Care and Control, visit wp.sbcounty.gov/dph/programs/acc.

BABIES OPTIMAL NUTRITION WITH ULTIMATE SUPPORT (BONUS)

Babies Optimal Nutrition with Ultimate Support, or BONUS, is a comprehensive lactation support program offering materials and information promoting breastfeeding after the birth of a baby and a 24-hour warm line. The warm line is made available to all county residents through 2-1-1. Materials and information are also provided to local hospitals, prenatal care providers and local businesses (promoting lactation accommodation practices) countywide.

ACCOMPLISHMENTS

- Breastfeeding support was provided by International Board Certified Lactation Consultants (IBCLC) to 400 callers throughout the county via 2-1-1.
- Provided training, using the Breastfeeding and Baby Behavior (BBB) Toolkit, for 25 prenatal providers in San Bernardino County to incorporate a breastfeeding education component for their patients at each gestational visit.
- Began partnering/collaborating with the Women, Infants and Children (WIC) program to refer prenatal and postnatal WIC participants to the 24/7 breastfeeding warm line to support them in reaching their breastfeeding goals.



CALIFORNIA CHILDREN'S SERVICES

California Children's Services (CCS) is a statewide program that arranges, directs and pays for medical care, equipment and rehabilitation. Services can be authorized for children and young adults under 21 years of age, who have CCS eligible conditions and whose families are unable to pay for all or part of their care.

ACCOMPLISHMENTS

- 90% of all medical eligibility were determined within five days of receipt of all necessary documentation.
- 98% of financial-eligibility and 95% of residential-eligibility were determined within the required 30-day time frame.

For more information about California Children's Services, visit wp.sbcounty.gov/dph/programs/ccs.

CLINIC OPERATIONS

Clinic Operations provides affordable preventative and primary care services for insured, uninsured, and under-insured county residents. Services include basic primary care, behavioral health, family planning, sexually transmitted disease (STD) testing and treatment, maternal health, routine vaccinations, and dental services for children under 18 years old and certain adult sub-populations.

ACCOMPLISHMENTS

Selected GE Centricity™ Practice Solution as its new Electronic Health Record and Practice Management system. The system was designed to help enhance clinical and financial productivity of ambulatory services.



STATISTICAL INFORMATION

Served 9,097 unduplicated patients.

For more information about Clinic Operations, visit wp.sbcounty.gov/dph/programs/clinics.

COMMUNICABLE DISEASE SECTION

The Communicable Disease Section (CDS) is responsible for tracking and monitoring communicable diseases that arise throughout the county. Community engagement efforts assist in promoting awareness and education of preventable diseases, such as HIV and Congenital Syphilis.

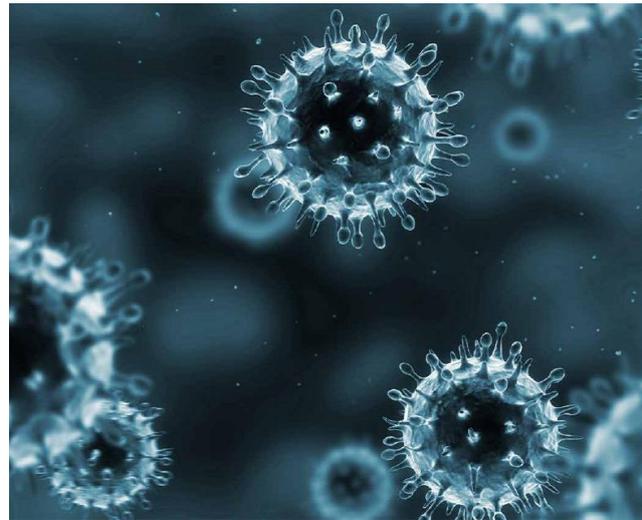
ACCOMPLISHMENTS

- Secured \$227,586 from a competitive grant to hire and train two employees to investigate Zika virus infections and conduct outreach to provider offices.
- Convened a Community Sexually Transmitted Disease (STD) Task Force to address the large number of STDs reported in the county.
- Increased community access to flu vaccine by collaborating with and increasing the number of community partners participating in the annual influenza vaccine project to reach the shared goal of vaccinating the community and preventing disease.

STATISTICAL INFORMATION

Processed and/or investigated:

- 14,833 Epi/TB reports resulting in 10,484 cases
- 21,942 HIV/STD reports resulting in 17,073 STD cases
- 712 HIV/AIDS reports resulting in 222 HIV/AIDS cases



For more information about the Communicable Disease Section, visit wp.sbcounty.gov/dph/programs/cds.

COMMUNITY OUTREACH AND INNOVATION

Community Outreach and Innovation is comprised of Healthy Communities, Community Vital Signs (CVS), Reentry, as well as the department's Statistical Analysts, Epidemiologists and Geographic Information Systems (GIS) staff.

ACCOMPLISHMENTS

- Under the primary CVS Steering Committee, the Implementation Planning Sub-Committee and Communications Sub-Committee engaged in multiple meetings to develop Implementation Action Plan.
- CVS implemented the new Vision2BActive campaign and launched www.Vision2BActive.com, to further support the Countywide Vision.



For more information about Community Outreach and Innovation, visit wp.sbcounty.gov/dph/programs/community-outreach-innovation.

COMPLIANCE



The Compliance Unit provides support to the department by developing tools, conducting analyses and making recommendations, writing reports and manuals, and assisting with program development and monitoring. Support includes performing planning and studies of programmatic activities, conducting legislative analysis, reviewing existing protocols, and developing or revising policies and standard practices.

ACCOMPLISHMENTS

- Conducted a risk assessment of all Health Insurance Portability and Accountability Act (HIPAA)-covered programs and created a report with findings and corrective action plans.
- Created a standard protocol for the development of DPH policies and standard practices.
- Published four issues of "Compliance Highlights" to increase staff awareness on protecting confidential information; guarding against ransomware; filing an information privacy and security incident report; and accessing the DPH online policy manual.

ENVIRONMENTAL HEALTH SERVICES

Environmental Health Services (EHS) performs various inspections to prevent disease-causing agents, exposure to toxic substances, and unsanitary conditions that may lead to foodborne, vectorborne, waterborne, and bloodborne illnesses. EHS also protects public health through education, enforcement and collaboration.

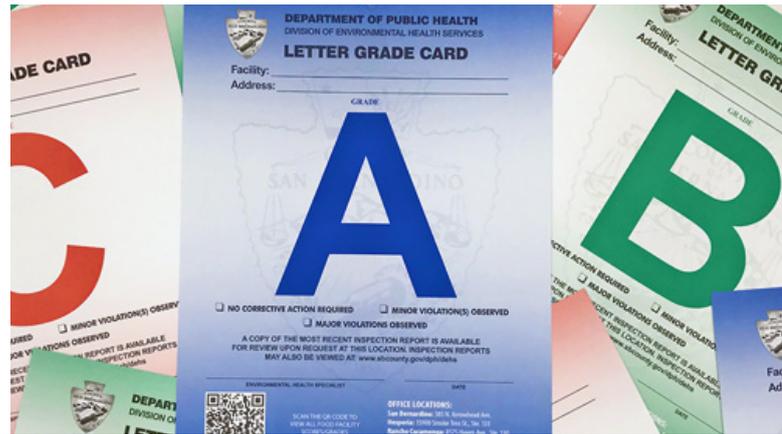
ACCOMPLISHMENTS

- Received the National Association of Counties (NACo) Achievement Award for ALICE, a virtual receptionist implemented to improve staff efficiency and lower customer wait times in remote locations.
- Developed enforcement standards (citation templates, enforcement steps, enforcement tracking tools) for the Water Program. This helped the water program bring multiple facilities into compliance.
- Mosquito and Vector Control (MVC) Program initiated the Underground Water Source Program, a specialized program that addresses mosquito activity in areas difficult to locate and gain access to.

STATISTICAL INFORMATION

- The Community Environmental Health Program conducted 13,335 food facility inspections, 5,784 pool safety inspections, 3,740 pool inspections, 2,983 housing inspections, and 150 milk & dairy inspections.
- The Land Use Protection Program conducted 140 body art inspections, 268 water system inspections, 888 solid waste inspections, and 438 medical waste inspections.
- The Mosquito and Vector Control program conducted 2,902 complaint inspections and 11,111 activities at breeding sources, surveillance locations, and permitted facilities.

For more information about Environmental Health Services, visit wp.sbcounty.gov/dph/programs/ehs.



FAMILY HEALTH SERVICES



The Family Health Services seeks to address conditions in which the maternal, child, adolescent and young adult populations and their families can be healthy by assessing community health concerns; empowering individuals to adopt healthy life styles; organizing community efforts to embrace health promotion and core wellness values; assuring maternal and child health best practices; and working with California counties and the State of California agencies to develop public policy.

ACCOMPLISHMENTS

- Collaborated with March of Dimes: Healthy Babies are Worth the Wait, Inland Empire Perinatal Mental Health Collaborative, Babies Optimal Nutrition Ultimate Support (BONUS), Inland Empire Breastfeeding Coalition, San Bernardino Tobacco Control Coalition and managed care plans to improve access to early, continuous and quality prenatal care, with emphasis on low-income families.
- Implemented the National Lead Poisoning Prevention Week campaign, issuing more than 1,200 informational packets to health care providers, community organizations, and community members; placed broadcasting/telecasting public service announcements on radio/television in 7 cities, hung street banners in 3 cities; placed promotional/informational posters in 181 buses in the metropolitan San Bernardino area; and accepted supportive proclamations from 2 cities and the San Bernardino County Board of Supervisors.



STATISTICAL INFORMATION

- Health Care Program for Children in Foster Care (HCPCFC) provided 22,554 care coordination interactions for children and youth (0-17 years of age).
- Childhood Lead Poisoning Prevention Program (CLPPP) participated in 53 community meetings and/or presentations attended by 2,116 individuals to promote the importance of blood lead testing in children and elimination of lead hazards.
- Black Infant Health (BIH) conducted 7 prenatal and 2 postpartum 10-week educational group cohorts.

For more information about Family Health Services, visit wp.sbcounty.gov/dph/programs/fhs.

HEALTH EDUCATION



Health Education staff are embedded in multiple programs throughout the department. Health Education staff work with various customers and partners, both internal and external, to increase awareness and knowledge, provide linkages and referrals, promote healthy lifestyles and empower behavior change to improve the health of the community. In addition to allocating health education staff to support the goals and objectives of other programs in DPH, Health Education provides direct prevention and education programs in community-based programs.

ACCOMPLISHMENTS

- In collaboration with multiple community groups, Friday Night Live (FNL) supported 21 various high schools throughout the county in the Safe and Sober Prom/Graduation Kick Off Event. The event was live-streamed on Facebook for the first time.
- Added 10 additional appointment slots in the Medical Marijuana ID Card Program to assist more participants in completing the enrollment process.

STATISTICAL INFORMATION

- Distributed 120 multi-sport safety helmets and 50 convertible child safety seats to low income children and youth through partnership with San Bernardino City Unified School District and San Bernardino City Police Department.
- Collected 3,000 Safe and Sober Prom/Graduation pledges from students at 21 high schools throughout San Bernardino County.
- Provided 1,025 HIV tests to high-risk populations through community-based testing services. Designed to maintain optimal health for patients and reduce transmission of HIV within the community, Prevention with Positives interventions were provided to 480 unique HIV positive patients.



For more information about Health Education, visit wp.sbcounty.gov/dph/programs/health-edu.

INFORMATION SERVICES

The Information Services (IS) unit assists DPH programs improve their services through the effective use of technology and ensures that access to digital information is secure and reliable. IS also provides consultation for technology initiatives, analyzes business requirements, and provides project management.



ACCOMPLISHMENTS

- Participated in the October 2016 and May 2017 Disaster Recovery Test sponsored by Information Services Department. Recovered 32 department servers to the High Desert Government Center and tested functionality.
- Launched of Community Vital Signs and DPH HealthStat Open Performance sites.
- Resigned the department website. View the new website at wp.sbcounty.gov/dph.

STATISTICAL INFORMATION

- Over 3,000 pieces of electronic equipment maintained and serviced.
- 965 System Access Requests (SARS) across 44 sites.

NUTRITION

The Nutrition program provides obesity prevention activities and interventions for low-income individuals and families through food and activity education, breastfeeding support, community development strategies and marketing of healthy behaviors consistent with the current Dietary Guidelines for Americans (DGA) and the United States Department of Agriculture (USDA) Food Guidance. The program also certifies menus, conducts inspections of detention facilities and Senior Nutrition service providers, and provides nutrition counseling at clinic sites.

ACCOMPLISHMENTS

- Partnered with 186 qualifying early child care education sites, 125 schools sites and 98 after-school sites to train teachers and program staff to conduct food garden activities, nutrition, healthy beverage and physical activity education interventions, reaching 50,605 students.
- Partnered with residents to survey local stores, and fast food outlets, and assess safety in nine neighborhoods as part of the Communities of Excellence in Nutrition, Physical Activity and Obesity Prevention (CX3) initiative to improve health and nutrition factors in local communities through policy, systems, and environmental changes.
- Engaged 116 seniors at 5 locations through the Steps to Healthier Aging Walk With Ease program, who reported improved grip and overall body strength, flexibility, decreased stress and depression.



STATISTICAL INFORMATION

- Delivered direct education intervention events in varied locations countywide using culturally appropriate, learner and family-centered approaches, reaching 70,633 residents.
- Conducted indirect education intervention events at grocery stores, farmer's markets, and community events/festivals, reaching 64,227 community members.

For more information about Nutrition, visit wp.sbcounty.gov/dph/programs/nutrition.

PREPAREDNESS & RESPONSE PROGRAM

The Preparedness and Response Program (PRP) responds to emergencies caused by bio-terrorism, infectious disease, natural disasters, and other public health threats. PRP works collaboratively with 24 cities and towns, local law enforcement and fire departments, state and federal agencies to develop comprehensive public health emergency preparedness and response plans to prepare the county and municipalities for a disaster. During an event DPH will conduct disease surveillance, provide emergency health information, health precautions, health education, and links to additional public health resources.

For more information about the Preparedness & Response Program, visit wp.sbcounty.gov/dph/programs/prp.



PUBLIC HEALTH LABORATORY

The Public Health Laboratory provides laboratory testing to support public health programs, including Clinic Operations, Animal Care and Control, Environmental Health Services, and Communicable Disease Section. In addition the laboratory also provides laboratory testing and reference services to local hospitals, medical providers, local animal control agencies, and law enforcement.



ACCOMPLISHMENTS

- Provided community lab services for emerging diseases including Zika virus, Influenza, and vaccine-preventable diseases.
- Continued to improve electronic test reporting using the Orchard Laboratory Information System (LIS).
- Continued to provide essential public health laboratory testing more efficiently and at a lower cost.

STATISTICAL INFORMATION

- Lab Exams Performed: 33,486
- Lab Specimens Received: 27,533

For more information about Public Health Laboratory, visit wp.sbcounty.gov/dph/programs/lab.



RYAN WHITE PROGRAM

DPH receives funding from the Ryan White Program (RWP) to support internal HIV service programs as well as contracted services provided by various public and community-based organizations throughout San Bernardino County and Riverside County. RWP funded services include medical care, dental care, mental health services, substance abuse services, medical nutrition therapy, home care, case management, housing, food services, transportation services, psychosocial support services, and outreach/linkage services. RWP strives to improve the access, quality, and delivery of funded services to low income HIV positive individuals, thereby improving their quality of life and the health of the community as a whole.



ACCOMPLISHMENTS

- Obtained a Core Services Waiver to allow more funding to be shifted to wrap-around support services that support clients' connection to and maintenance in medical care, which is currently primarily supported by Medi-Cal Expansion.
 - Transitioned Planning Council Support to a community organization that has experience with community collaboratives. It is expected that this change will result in improvements in the processes and work of the Inland Empire HIV Planning Council.
- Partnered with the California Office of AIDS and two other local health jurisdictions to complete the new, 5-year plan "Laying a Foundation for Getting to Zero: California's Integrated HIV Surveillance, Prevention, and Care Plan."

STATISTICAL INFORMATION

- Unduplicated HIV-positive clients receiving Ryan White funded services: 3,567
- HIV-negative individuals receiving Outreach/Early Intervention encounter/testing: 9,000+
- Contracted service agencies: 7
- Service locations throughout San Bernardino and Riverside County: 20

For more information about Ryan White Contracted Services, visit wp.sbcounty.gov/dph/programs/hiv-aids/ryan-white.

WOMEN, INFANTS, & CHILDREN (WIC)

The Women, Infants and Children (WIC) program helps families by providing nutrition/breastfeeding education, issuing checks for healthy supplemental foods, and making referrals to healthcare and other community services. Participants must meet income guidelines and be pregnant/postpartum women, infants, or children, including foster children, under age five. WIC has been designed to help its participants make choices that can have a positive and lasting difference in their family's health.



ACCOMPLISHMENTS

- Participated in the National Feeding My Baby Study, funded by United States Department of Agriculture's Food and Nutrition Service (FNS) to document current infant and toddler feeding practices in 80 WIC sites across the county and assess WIC's influence on those feeding practices.
- Utilized the Work Experience (WEX) program allowing WIC to provide qualifying experience needed for those interested in applying for Health Services Assistant positions while conserving DPH WIC funds.
- Celebrated National Breastfeeding Awareness Month by participating in the "Big Latch-On" event, organizing baby bonding activities, sharing breastfeeding testimonials, and participating in a collaborative breastmilk donation drive.

STATISTICAL INFORMATION

Provided over 730,000 food vouchers at 17 sites throughout the county, generating over \$43 million in sales at more than 200 authorized WIC grocers.

For more information about Women, Infants, & Children, visit cms.sbcounty.gov/wic/home.aspx.

VITAL STATISTICS REGISTRATION OFFICE

The Vital Statistics Registration Office (VSRO) is responsible for registering all births and deaths and issuing burial permits in San Bernardino County. VSRO provides these services by working with all county residents, as well as local community hospitals and mortuaries to ensure that these services are met.



STATISTICAL INFORMATION

- Death Certificates Registered: 14,219
- Birth Certificates Registered: 26,018
- Fetal Death Certificates: 19

For more information about the Vital Statistics Registration Office, visit wp.sbcounty.gov/dph/programs/vsro.

