SAN BERNARDINO COUNTY

DEPARTMENT OF PUBLIC HEALTH

ANNUAL REPORT

2018 - 2019

ACCREDITED HEALTH DEPARTMENT • PUBLIC HEALTH ACCREDITATION BOARD •

PHAB

Advancing public health performance

BOARD OF SUPERVISORS

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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.

DIRECTOR'S MESSAGE

The 2018-2019 fiscal year was filled with amazing achievements and pivotal milestones for the Department of Public Health (DPH). In March 2019, the National Public Health Accreditation Board (PHAB) conferred Accreditation status upon the department, affirming our ongoing commitment to improve and protect the health of San Bernardino County and its residents.

During the year, we demonstrated our ability and capacity to meet the national standards established by PHAB. We continued to protect our residents and the environments within which they work, live and play through our efforts around surveillance, inspection and testing. We continue to educate and empower our residents to make healthy choices and deliver equitable, quality health services in nearly every part of our diverse county. Being our greatest asset, we continued to foster and promote the health and well-being of our own employees and we continued to create new partnerships, understanding that only through collective efforts can we truly make an impact.

Our 2018-2019 fiscal year was marked by the end of one long journey and the beginning of a new one. Our Accreditation status marks our promise to strengthening our culture of quality improvement and performance. We will continue to seek and expand our opportunities for community conversations, ensuring that our efforts and services consistently meet the evolving needs of our residents. And finally, we will continue to foster the strength and success of our workforce. It is through their hard work and dedication that we achieve our vision of healthy people in vibrant communities.

TRUDY RAYMUNDO
Public Health Director

TABLE OF CONTENTS

01 GEOGRAPHY AND HISTORY

02 VISION, MISSION AND VALUES

03 EXECUTIVE STAFF

04 BUDGETED SOURCES

05 STRATEGIC PLAN

07 ACCREDITATION

08 ANIMAL CARE AND CONTROL
ACC

09 CALIFORNIA CHILDREN'S SERVICES
CCS

10 CLINICAL HEALTH AND PREVENTATIVE SERVICES

11 COMMUNICABLE DISEASE SECTION
CDS

12 COMMUNITY OUTREACH AND EDUCATION
COE

13 COMPLIANCE

14 ENVIRONMENTAL HEALTH SERVICES
EHS

15 FAMILY HEALTH SERVICES
FHS

16 INFORMATION SERVICES
PHIS

17 PUBLIC HEALTH LABORATORY
LAB

18 NUTRITION

19 PREPAREDNESS AND RESPONSE PROGRAM
PRP

20 RESEARCH, ASSESSMENT AND PLANNING
RAP

21 RYAN WHITE PROGRAM
RWP

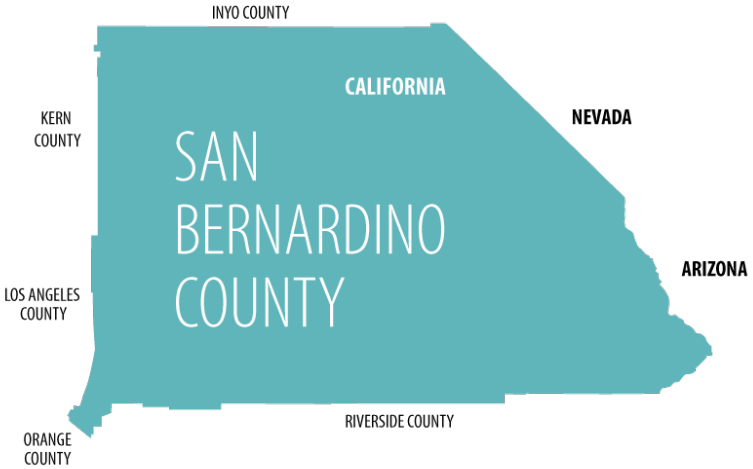
22 VITAL STATISTICS REGISTRATION OFFICE
VSRO

23 WOMEN, INFANTS AND CHILDREN
WIC

GEOGRAPHY AND HISTORY

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 ten 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 AND 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.

DPH EXECUTIVE TEAM

TRUDY RAYMUNDO
Director

MAXWELL OHIKHUARE, M.D.
Health Officer

CORWIN PORTER
Assistant Director

BRIAN CRONIN
Chief of Animal Care and Control

JENNIFER BAPTISTE-SMITH
Chief of Clinical Health and Prevention Services

AMELYN OLSON
Chief of Community and Family Health

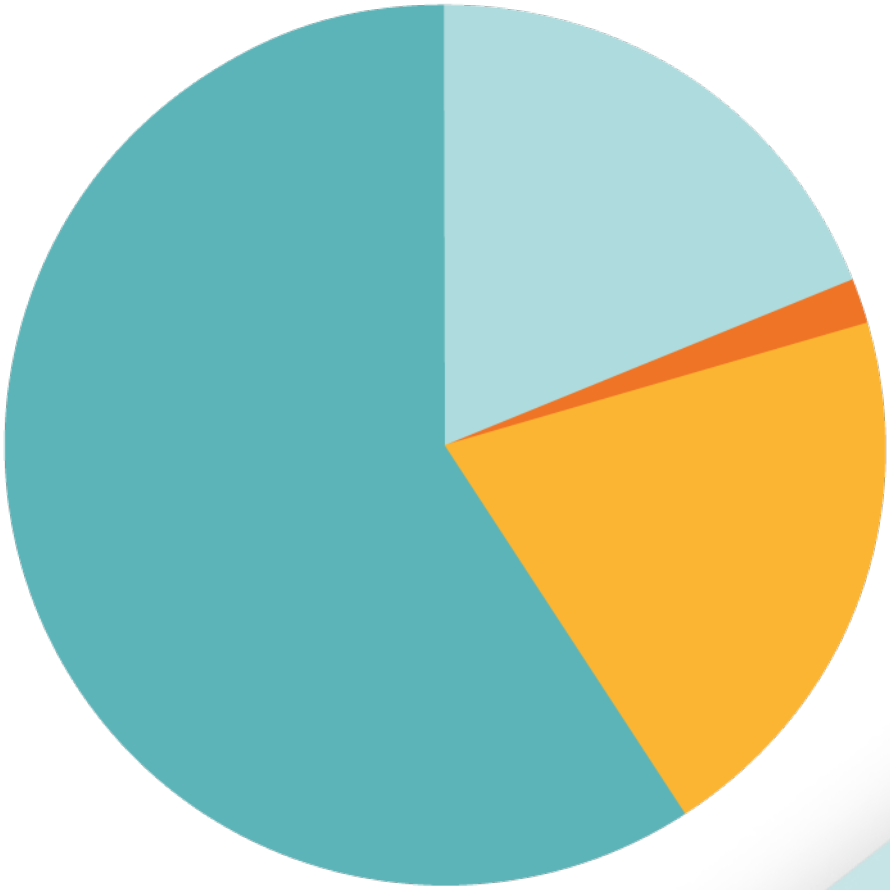
JENNIFER OSORIO
Chief of Environmental Health Services

JOSHUA DUGAS
Chief Financial Officer

SUZIE SOREN
Human Resources Officer

KEN JOHNSTON
Quality and Compliance Officer

DPH BUDGET SOURCES



STATE/FED/OTHER GOVERNMENT
51,233,598

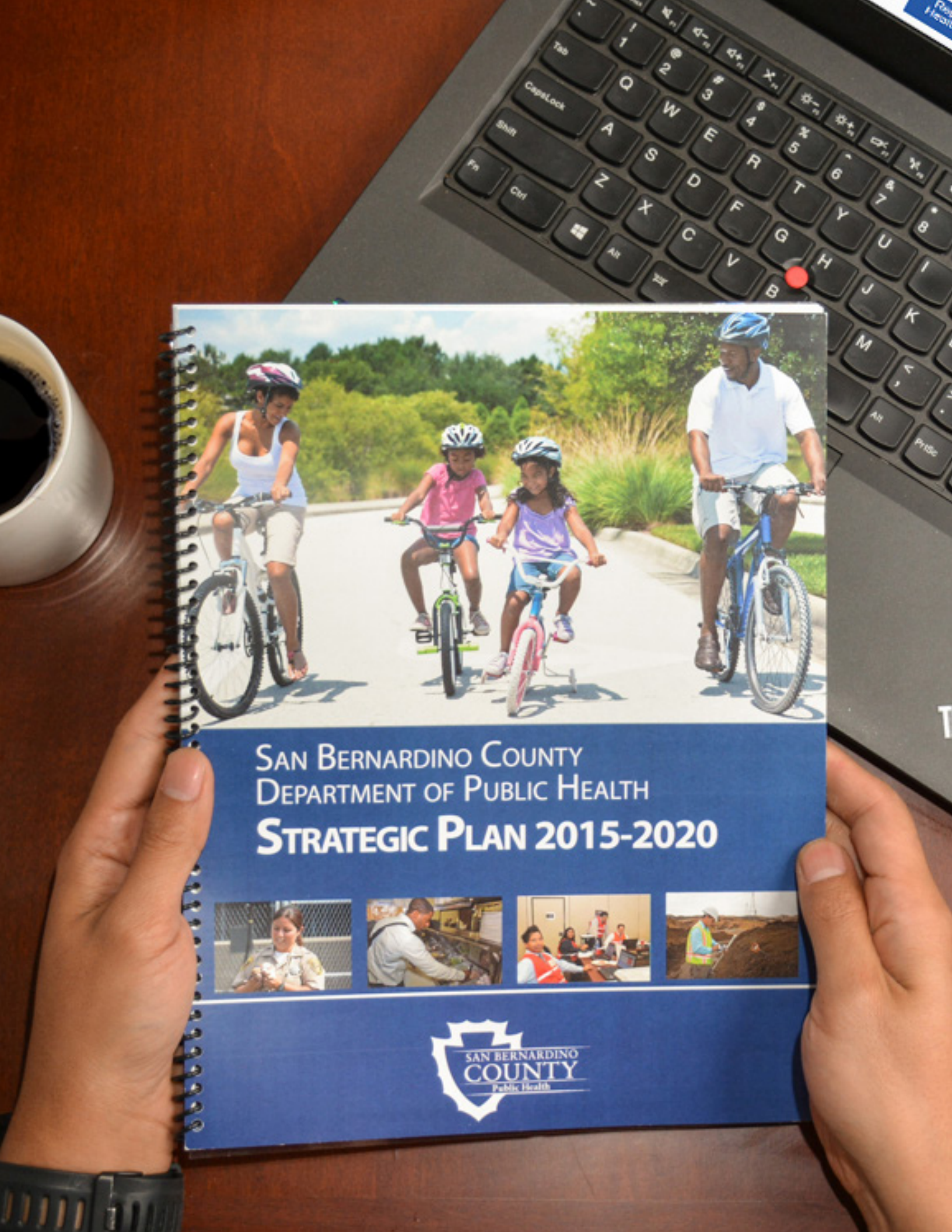
FEE/RATE
16,220,860

REALIGNMENT
17,538,484

OTHER
1,283,417

TOTAL: $86,276,359

View the DPH budget at ***cms.sbcounty.gov/cao-finance/Home.aspx.***


San Bernardino County
Department of Public Health
Strategic Plan 2015-2020
San Bernardino
County
Public Health

STRATEGIC PLAN

The ***DPH Strategic Plan*** provides direction for organizational initiatives, projects and resource allocation. The Strategic Plan acts as a road map by defining priorities, goals and objectives for the department to work on over a five- year time period. The plan was created to align department efforts and respond to the public health needs outlined in the ***Our Community Vital Signs 2013 Final Report*** and the ***Community Transformation Plan***, the countywide health assessment and health improvement plan developed by the ***Community Vital Signs Initiative***.

During the 2018-2019 fiscal year, the DPH Strategic Plan provided direction to the following departmentwide projects and initiatives:

HEALTHSTAT

HealthStat, DPH's open performance site was updated to include objectives from the Strategic Plan. HealthStat is a website that showcases how the department is performing in meeting goals and objectives outlined in the Strategic Plan, Workforce Development Plan, Quality Improvement Plan and other objectives established by DPH programs.

To learn more about the department's performance efforts, go to ***healthstat.dph.sbcounty.gov***.

WORKFORCE DEVELOPMENT PLAN

The ***DPH Workforce Development Plan 2019–2021*** describes the goals, strategies and objectives to support and sustain a DPH workforce to help implement Strategic Plan objectives and deliver essential public health services. Workforce activities accomplished include the analysis of a workforce assessment, the official launch of the Mentoring Program with 22 total participants, completion of 52 ***Stay Interviews*** to support workforce retention efforts and the revision and promotion of the Individual Development Plan (IDP) to encourage staff professional growth.

DPH COMMITTEES

The following staff-led committees carried out departmentwide projects and initiatives in alignment with the Strategic Plan.

WORKFORCE DEVELOPMENT – Makes recommendations for implementing Workforce Development Plan objectives and other workforce initiatives. The committee provided direction and oversight for the launch of the Mentoring Program, Stay Interviews and IDP.

PERFORMANCE MANAGEMENT – Promotes the integration of quality improvement into daily DPH operations. The committee provided oversight for quality improvement projects in support of Strategic Plan objectives that were in need of improvement.

HEALTH EQUITY – Guides department efforts to eliminate health inequities in partnership with community leaders and stakeholders. Activities accomplished include the creation of committee vision and goal statements to provide direction to the committee that are alignment with the Strategic Plan and the Community Vital Signs Initiative.

DIVERSITY AND INCLUSION – Supports the promotion of diversity and inclusion across DPH. The committee hosted the second annual DPH Diversity Celebration where almost 100 staff attended. The committee also released monthly diversity newsletters to encourage diversity and inclusion conversations among staff.

ACCREDITATION

On March 21, the Public Health Accreditation Board (PHAB) granted accreditation status to DPH, making the department the 14th out of 61 local health departments in California that has achieved accreditation thus far.

Through the accreditation process, DPH proved itself against a rigorous set of national standards, focusing on quality improvement, workforce development, accountability, transparency, and improved relationships with partners and the community.

By receiving national accreditation, DPH is demonstrating an ongoing promise to residents and partners of its commitment to protecting and improving the health of the community.

The Board of Supervisors (BOS) presented a resolution to DPH at the BOS meeting on April 30. Present to accept the resolution was DPH Director Trudy Raymundo, Health Officer Dr. Maxwell Ohikhuare and part of the DPH Accreditation Team.

THREE YEARS — DURATION OF THE ACCREDITATION PROCESS

326 — DOCUMENTS REVIEWED, MARKED-UP & SUBMITTED

+50,000 — DURATION OF THE ACCREDITATION PROCESS

 For more information about the DPH accreditation journey in the ***Accreditation Report 2018*** *at* ***wp.sbcounty.gov/dph***.

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.

ACC HIGHLIGHTS

Implemented an Animal Rescue Group Coordinator pilot project and partnered with 545 non-profit, private sector, Rescue Group Partners (RGP) to receive homeless animals from ACC shelters. This number increased from 500 RGP's that were enrolled at the end of fiscal year (FY) 2017-18 (9% increase).

Thirty-one special and/or off-site pet adoption events were held. The non-profit, charitable organization Animals aRe First Fund (ARFF) sponsors each of the off-site adoption events and pays for the spay/neuter fees for pets adopted. This significantly lowers the cost to adopt a homeless pet and incentivizes pet adoptions during the events.

Received a $15,000 grant from the California Department of Food and Agriculture along with a matching grant from ARFF to provide 600 additional spay/neuter vouchers valued at $50 each to assist dog owners in obtaining spay/neuter services for their dogs.

1,215

ANIMALS ADOPTED FROM COUNTY-OPERATED ANIMAL SHELTERS

26,549

FIELD SERVICE CALLS RESPONDED BY ACC STAFF

4,386

SPAY/NEUTER VOUCHERS ISSUED TO STERILIZE OWNED DOGS/ CATS

For more information about ACC, visit ***wp.sbcounty.gov/dph/programs/acc***.

CALIFORNIA CHILDREN'S SERVICES

13,489

CCS CLIENTS WERE SERVED

52,197

SERVICE AUTHORIZATION REQUESTS PROCESSED FOR MEDICAL CARE

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

CCS HIGHLIGHTS

Hosted the annual Sports Expo at the Hesperia Medical Therapy Unit bringing in almost 200 guests. Various community partners participated including the Hesperia Police and Fire Department. The expo provided valuable resources that cater to CCS clients, but also to children and families in the community, with or without special needs.

CLINICAL HEALTH AND PREVENTION SERVICES

Clinical Health and Prevention Services (CHPS) operates four Federally Qualified Health Centers (FQHC) (Adelanto, Hesperia, Ontario and San Bernardino) and three clinics (Barstow, Big Bear and Needles). CHPS provides affordable preventative and primary care services for county residents. Services include basic primary care, pediatrics, behavioral health, family planning, sexually transmitted disease (STD) testing and treatment, maternal health, routine vaccinations and preventative dental services. FQHC patients are never denied services due to their inability to pay for services.

CHPS HIGHLIGHTS

February 2019, successfully completed a three-year operational site visit (OSV) from the Health Resources and Services Administration (HRSA). HRSA OSVs support the effective oversight of Health Center Programs. OSVs provide an objective assessment and verification of the status of each Health Center Program's compliance with statutory and regulatory requirements.

Collaborated with Social Impact Artists and El Sol to fund five clinical community health workers to provide outreach and case management services to approximately 250 Ontario FQHC and Health Hub participants. The goal of the outreach and case managements services was to help reduce obesity burden, improve health care access and utilization of health center services, and integrate health data.

Provide free Zumba classes with Social Impact Artists at the Ontario and Hesperia FQHCs for patients and community members. Zumba promotes healthy lifestyle changes by allowing participants to engage in physical activity. The program was awarded a National Association of Counties (NACo) Achievement Award in the Health category.

15,708

PATIENTS RECEIVED SERVICES AT FQHCs AND CLINICS

37,067

COMPLETED PATIENT APPOINTMENTS

2,570

SERVICES PROVIDED TO PATIENTS WHO CALLED FROM AFTER-HOURS SERVICE

For more information about CHPS, visit ***wp.sbcounty.gov/dph/programs/clinics***.

COMMUNICABLE DISEASE SECTION

18,822

EPIDEMIOLOGY/ TUBERCULOSIS REPORTS RESULTING IN 8,908 CASES

21,131

STD REPORTS RESULTING IN 18,870 STD CASES

661

HIV/AIDS REPORTS RESULTING IN 380 HIV/AIDS CASES

The Communicable Disease Section (CDS) is responsible for tracking and monitoring communicable diseases that arise throughout the county. The California Code of Regulations requires physicians, laboratories, schools and hospitals to report more than 80 diseases and conditions to DPH CDS. CDS reduces the spread of communicable disease by investigating reported diseases, implementing control measures, tracking disease trends and identifying potential sources of disease outbreaks.

CDS HIGHLIGHTS

Conducted the first CDS Update online webinar, which offered continuing education units. Over 100 participants attended the webinar.

Started the Epidemiology Internship Program where over a dozen applications were accepted. Two interns were hired from local universities.

Held the first "Treasure Your Health: A Wellness Fair", a health fair primarily focused on sexually-transmitted diseases (STD) on July 28, 2018. Fifty-two organizations participated, reached over 250 community members and 19 attendees were tested for STDs, including syphilis and HIV.

COMMUNITY OUTREACH AND EDUCATION

Community Outreach and Education (COE) consists of ***Healthy Communities***, ***Community Vital Signs***, ***Health Education***, ***Reentry***, ***Local Oral Health*** (LOH) and ***Safe Routes to School***. Mid-year, the program shifted from being Community Outreach and Innovation to Community Outreach and Education. Previously, the program included the Public Health Data Unit, now a standalone group known as the Research, Assessment and Planning Unit.

COE HIGHLIGHTS

Reentry assisted in servicing 882 clients with mental health and substance abuse treatment, basic life skills, transportation and employment services.

Health Education staff participated in the third annual Homerun for Health: Public Health Night at the San Manuel Stadium, launched their Moving Monday meetings to encourage active living, coordinated a team to participate in the Arrowhead Regional Medical Center 5K race and implemented a Public Health Week social media campaign.

LOH recently completed their first ***Strategic Plan for Oral Health 2019-2024*** and assisted with the region's first ever Oral Health Community Forum.

OVER 3,400

RESIDENTS RECEIVED TOOTHBRUSH/ TOOTHPASTE KITS FROM LOH

OVER 250

COMMUNITY STAKEHOLDERS PROVIDED FEEDBACK TO UPDATE THE COMMUNITY HEALTH ASSESSMENT AND COMMUNITY TRANSFORMATION PLAN

OVER 200

STUDENTS FROM LOCAL HIGH SCHOOLS PLEDGED TO STAY SAFE AND SOBER FOR PROM AND GRADUATION

For more information about COE, visit ***wp.sbcounty.gov/dph/programs/community-outreach-education***.

COMPLIANCE

218

POLICIES DEVELOPED/ REVISED FOR CHPS IN SUPPORT OF THE HRSA OSV

17

DEPARTMENTWIDE POLICIES AND STANDARD PRACTICES DEVELOPED/REVISED

661

STANDARD PRACTICES, THREE ANNUAL REPORTS AND VARIOUS USER GUIDES AND FORMS DEVELOPED FOR ENVIRONMENTAL HEALTH SERVICES

Compliance provides administrative and operational support to the department and programs by developing administrative tools; conducting analyses and making recommendations; writing reports and manuals; and assisting with program development and monitoring. This support includes performing planning and studies of programmatic activities; conducting legislative analysis; reviewing existing protocols; and developing or revising policies and standard practices. Compliance also provides leadership and assistance with developing performance management and quality improvement initiatives and ensuring compliance with state and federal laws and regulations.

COMPLIANCE HIGHLIGHTS

Developed a Privacy and Security Training Plan to ensure staff are in compliance with privacy policies, standard practices and regulations.

Provided in-person training to all DPH Health Insurance Portability and Accountability Act (HIPAA) covered programs on information privacy and security policies.

Conducted 33 in-person quality improvement (QI) trainings to DPH programs, as well as one QI Champion workshop and one QI project workshop.

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.

EHS HIGHLIGHTS

Established the Liaison Education and Risk Network (LEARN) training classes to educate food operators on food safety, teach practices and procedures that will reduce foodborne illnesses and to provide a forum for operators to discuss various food safety topics. There have been 17 LEARN classes and a total of 179 participants.

Received the National Association of County and City Health Officials' (NACCHO) Model Practice Program Award for Vector Control Collaboration Efforts between Agencies in Two States and Elevated Risk Plan. The Elevated Risk Plan also received recognition from the California State Association of Counties (CSAC).

Received the National Association of Counties (NACo) 2019 Achievement Award for E-Receipting, Mosquito and Vector Control Roundtable and Pool Safety Survey Application.

9,412

"A" LETTER GRADES OUT OF 10,094 FOOD FACILITY INSPECTIONS IN THE COUNTY

222

BODY ART FACILITY INSPECTIONS

18,855

MOSQUITOES TRAPPED AND TESTED FOR WEST NILE VIRUS

For more information about EHS, visit ***wp.sbcounty.gov/dph/programs/ehs***.

FAMILY HEALTH SERVICES

3,405

NURSING VISITS CONDUCTED BY THE RX 4 KIDS PROGRAM FOR CHILDREN AND YOUTH

43,217

CARE COORDINATION INTERACTIONS PROVIDED BY THE HEALTH CARE PROGRAM FOR CHILDREN IN FOSTER CARE FOR CHILDREN AND YOUTH

88

PARTICIPANTS ENROLLED IN BIH PROGRAM

Family Health Services (FHS) 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.

FHS HIGHLIGHTS

Celebrated the National Lead Poisoning Prevention Week campaign in October. Issued more than 1,200 informational packets to health care providers, community organizations and community members; broadcasted public service announcements on radio/television in six cities; placed promotional/informational posters in 181 buses in the metropolitan San Bernardino area.

Collaborated with Inland Empire Health Program (IEHP) to provide the Black Infant Health (BIH) program at a new service delivery site at the IEHP Resource Center located in Victorville. BIH enrolled 88 participants, who received an average of 13.5 activities each, for a total of 1,134 activities performed by BIH staff to enhance and improve the lives of African-American pregnant and parenting women.

Comprehensive Perinatal Services Program (CPSP) conducted multiple trainings for providers and DPH staff. Topics included insertion of long-acting reversible contraceptive devices for medical practitioners, "Strengthening Cultural Humility, Dismantling Implicit Bias" and a tobacco and pregnancy webinar. Trainings were attended by over 150 participants.

 For more information about FHS, visit ***wp.sbcounty.gov/dph/programs/fhs***.

INFORMATION SERVICES

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

PHIS HIGHLIGHTS

Created eight new SharePoint sites, performed major modifications to six existing SharePoint sites and created 20 workflows for new forms and changed processes on Sharepoint.

Deployed new LogRhythm Security Information and Event Management (SIEM) to improve monitoring and tracking access to protected health information.

Participated in the October 2018 and May 2019 Disaster Recovery Test sponsored by the San Bernardino County Information Services Department.

4,321

PIECES OF EQUIPMENT MAINTAINED AND SERVICED THROUGHOUT DPH

1,398

SYSTEM ACCESS REQUESTS (SARS) PROCESSED ACROSS 44 SITES IN THE DEPARTMENT

LABORATORY

7,500

TESTS PERFORMED FOR TUBERCULOSIS

14,600

TESTS PERFORMED FOR STDs

1,000

TESTS PERFORMED FOR EMERGING DISEASES, OUTBREAKS, AND FOODBORNE PATHOGENS

The Public Health Laboratory (Lab) provides laboratory testing to support DPH programs, including CHPS, ACC, EHS and CDS. In addition, the Lab also provides laboratory testing and reference services to local hospitals, medical providers, local animal control agencies and law enforcement.

LAB HIGHLIGHTS

Collaborated with DPH CHPS, CDS and California Department of Public Health to provide secure electronic reporting of laboratory test results for significant infectious diseases.

NUTRITION

Nutrition provides chronic disease and 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.

NUTRITION HIGHLIGHTS

Received two NACo Achievement Awards for collaborative partnerships to enhance Summer Meal programming and to support the city of Loma Linda in passing a Heathy-by-Default ordinance.

Implemented the second annual DPH Food Drive, with 30 DPH teams participating. Over 5,000 food items and almost 1,500 pet food items were collected. All proceeds from the food drive were donated to the Community Action Partnership San Bernardino County (CAPSBC) Food Bank and Social Action Community Health System (SACHS) and various service organizations that accept pet food for the homeless.

Conducted an oral presentation at the 2018 Annual American Public Health Association (APHA) Meeting on work conducted with faith-based partners.

47,502

RESIDENTS RECEIVED EDUCATION INTERVENTIONS AT EDUCATION AND COMMUNITY-BASED LOCATIONS THROUGHOUT THE COUNTY

6,491

STUDENTS AND PARENTS/ CAREGIVERS RECEIVED PHYSICAL EDUCATION CLASSES AT QUALIFIED SCHOOLS AND AFTER SCHOOL/EXTENDED LEARNING SITES

10,437

PRESCHOOLERS AND PARENTS/CAREGIVERS RECEIVED NUTRITION EDUCATION QUALIFIED EARLY CHILDHOOD CARE AND EDUCATION SITES

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

PREPAREDNESS AND RESPONSE

440

DPH EMPLOYEES COMPLETED THE ONLINE DPH DISASTER SERVICE WORKER (DSW) TRAINING

5

FULL-SCALE EXERCISES CONDUCTED THROUGH POD SITES THROUGHOUT THE COUNTY

305

RESIDENTS VACCINATED AT MASS VACCINATION CLINIC EXERCISES

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.

PRP HIGHLIGHTS

Organized five full-scale exercises through Point of Dispensing (POD) sites throughout the county. One of the full-scale exercises was conducted as a Halloween-themed event in which candy was distributed as "medication pills" along with the flu vaccine. This was the first time PRP tested a simultaneous vaccination and pill POD dispensing site.

Conducted program-specific emergency trainings on roles and responsibilities within the Department Operations Center (DOC) which included 32 fiscal and administrative services staff for the DOC Finance Section. Additional preparedness training was provided for eight DPH executive staff.

Established the "DOC Talks" program to provide PRP staff an opportunity to collaborate and discuss ways to improve current plans and activities within the DOC. Eight "DOC Talks" were conducted and covered a range of topics including DOC activation tools, communications, resource requests and equipment and staffing.

RESEARCH, ASSESSMENT AND PLANNING

Research, Assessment and Planning (RAP) consists of staff charged with supporting the implementation and assessment of the DPH Strategic Plan and Workforce Development Plan. RAP also includes technical personnel including Statistical Analysts, Epidemiologists, and Geographic Information Systems (GIS) staff charged with handling data and analysis support duties for the department and the many programs. RAP supports DPH programs by supporting planning efforts, needs assessments, performance assessment, program evaluation and other assorted research and analysis duties that help staff make more informed, evidence-based decisions.

RAP HIGHLIGHTS

Successfully upgraded the department's Socrata open data system and the ***HealthStat*** open performance page.

Supported the Community Vital Signs initiative with the successful completion of community stakeholder engagement meetings in support of Community Health Assessment (CHA) development.

Implemented SmartSheet, a project management system to better track progress, increase efficiency, turnaround and transparency among all staff.

59

COMMUNITY INDICATORS SELECTED AND ANALYZED TO SUPPORT THE CHA

OVER 500

SURVEY RESPONSES FROM RESIDENTS AND STAKEHOLDERS TO IDENTIFY TOP HEALTH ISSUES TO ADDRESS TO IMPROVE THE COMMUNITY

60

PERFORMANCE METRICS CREATED FOR DISPLAY ON HEALTHSTAT TO MONITOR STRATEGIC PLAN AND DEPARTMENT INITIATIVES

RYAN WHITE PROGRAM

18,822

UNDUPLICATED HIV+ CLIENTS RECEIVED RYAN WHITE FUNDED SERVICES

21,131

NEWLY DIAGNOSED CLIENTS

661

INDIVIDUALS RECEIVED OUTREACH/EARLY INTERVENTION ENCOUNTER/ TESTING (HIV+/-)

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.

RWP HIGHLIGHT

Collaborated with AIDS Healthcare Foundation (AHF) to co-lead the California Regional Group (CARG) in the national Ending+Disparities ECHO Collaborative in July 2018. This 18-month collaborative aims to increase viral suppression in key subpopulations, strengthen and build local and national partnerships and increase local quality improvement capacities of HIV providers and consumers. Through monthly video meetings and various quality improvement and statistical tools, CARG increased viral load suppression rates among non-white males with infection attributed to male-to-male sexual contact from 83 percent to 87 percent.

 For more information about the RWP, visit ***wp.sbcounty.gov/dph/programs/hiv-aids/ryan-white***.

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 in a timely manner.

VSRO HIGHLIGHTS

The State of California released the Electronic Birth Registration System (EBRS) in San Bernardino County earlier this year. The state requires that local health departments register births within ten days from the time of the event. With the new system, VSRO is registering birth certificates within 4-5 days of a birth, which in turn makes birth certificates available at a much quicker rate.

26,461
REGISTERED BIRTHS

14,952
REGISTERED DEATHS

163
REGISTERED FETAL DEATHS

For more information about VSRO, visit ***wp.sbcounty.gov/dph/programs/vsro***.

WOMEN, INFANTS AND CHILDREN

OVER 38

MILLION DOLLARS IN SALES AT OVER 200 AUTHORIZED WIC GROCERS

3,430

PARTICIPANTS WERE ASSISTED WITH ACCESS TO BREAST PUMPS

178

LOCAL VENDORS RECEIVED WIC HEALTH EDUCATION MATERIALS THROUGHOUT THE COUNTY

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. The WIC Program has been designed to help its participants make choices that can have a positive and lasting difference in their family's health.

WIC HIGHLIGHTS

Developed the San Bernardino County WIC Program Outreach Committee to strategize/streamline methods for maintaining regular communication with WIC participants, eligible families and local partners. The committee pilot-tested a San Bernardino County WIC material order form for local partners to simplify the ordering process for educational materials and bring awareness to the various materials available for ordering. The committee also refined ten WIC outreach presentations for consistent messaging and branding down to four presentations.

WIC staff celebrated National Nutrition Month in March by bringing healthy lunches to work, engaging in regular physical activity, creating themed-bulletin boards and donating over 800 food items to the DPH Food Drive.

The WIC Regional Breastfeeding Liaison (RBL) assisted DPH in enacting a workplace lactation accommodation policy. The department was commended by Senator Connie Leyva and Assemblymember Eloise Gómez Reyes for its outstanding worksite support to breastfeeding employees. As a result, DPH was the recipient of the California Mother-Baby Friendly Workplace Award for 2019.

SAN BERNARDINO
COUNTY