



Montgomery County Government
Department of Health and Human Services

Annual Report

FISCAL YEAR 2009



Building A Healthy, Safe And Strong Community – One Person At A Time

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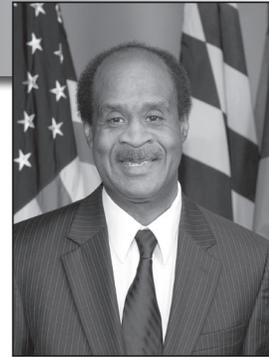
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Message from the County Executive

I am pleased to present the FY2009 Annual Report for the Montgomery County Department of Health and Human Services. The past year has been one of many challenges for residents in our community, as well as throughout the United States. The worsening economic conditions we are faced with have been especially hard on those who are most vulnerable in our community.



As the largest department in County government, the Department continues to provide important services to those in need. Demand for services has been on the increase for the past year and will continue to increase for months to come.

I am thankful to all the staff of the Department of Health and Human Services as they remain committed to providing these services to more and more in our community. The work they perform not only helps individuals and families achieve a better chance for health and success, but it also improves and strengthens the quality of life in Montgomery County.

Sincerely,

Isiah Leggett
County Executive



Message from the Director



I am proud to present the Montgomery County Department of Health and Human Services Annual Report for Fiscal Year 2009.

The past year has seen an unprecedented growth in applications and consumer need for health and human services, a decline in our resources and a continuous struggle to match needs and services. Our staff worked harder and smarter than ever. I want to express my gratitude for all the staff and partners of the Department that made it possible for us to continue to serve our residents with commitment and caring.

As noted in the pages ahead, our service areas achieved many successes while continuously dealing with fewer resources and increasing need. In addition to providing direct services, the Department has become more data and outcomes driven, engaged more actively in the County master planning process, conducted more qualitative reviews including the Quality Service Reviews and Community Reviews to evaluate our client and system outcomes. To better serve residents most impacted by economic conditions, the Neighborhood Safety Net initiative created two neighborhood service sites in partnership with leading non profits that use a community organizing approach to alert residents of services available in their neighborhood.

This year also saw an amazing mobilization of advocacy and commitment on the part of all policy leaders to preserve the safety net. I want to express our particular gratitude to the County Executive for his leadership and our many friends in County Council, our contract partners and our advocates who supported our efforts to preserve our efforts to serve the most vulnerable in our County.

Challenging times remain but I know that all of the individuals who make up the Montgomery County Department of Health and Human Services will continue to provide caring and high quality service to those most vulnerable in our community. Please contact our department if you would like further, detailed information about programs and services highlighted in this annual report.

Warmly,

A handwritten signature in cursive script that reads "Uma S. Ahluwalia". The signature is written in dark ink and is positioned above the printed name.

Uma S. Ahluwalia
Director



*Building a Healthy, Safe and Strong Community –
– One Person At A Time*

Office of the Director

Uma Ahluwalia, Director



This office includes:

- Policy Oversight & Integration
- Intergovernmental Relations and Legislative Coordination
- Planning, Accountability and Customer Service
- Public Information

Highlights

- The Department continued efforts to integrate services and improve client outcomes. Developed a tool to screen customers for a broad range of needs and in partnership with the County Attorney, developed a new confidentiality policy that supports service integration and complies with federal, state and local confidentiality policies.
- Drafted a model to guide integrated case management in the department and completed the first phase of an information technology assessment that forms the foundation of building a better IT infrastructure.
- Began work on an equity initiative to address the issue of disparities across the department.
- The Department continued to work on improvements in vendor contracting and invoice processing activities, including the development of a strategic plan and training for staff and vendors on new expectations.



Planning, Accountability and Customer Service

JoAnne Calderone, Manager



The Department has made substantial progress in the quality improvement efforts including development of: departmental performance measures, a team-based case practice model, and a qualitative case review protocol to determine client outcomes; and strengthening internal processes to achieve continuous quality improvement.

This office includes:

- Performance Measurement and Planning
- Information and Referral Telephone Line
- Grants Resource and Acquisition Unit

Highlights

- Conducted qualitative reviews of cases across the spectrum of DHHS services to measure client outcomes and system performance. Additional staff from each service area were trained and participated in case reviews. This type of review is the first of its kind in the country for use in evaluating multiple services in an integrated health and human services department.
- Enhanced accountability by establishing performance outcome and customer satisfaction measures for inclusion in new service provider contract solicitations.
- Developed a draft Clinical Service/Practice Model in consultation with national experts including Casey Family Programs and the Substance Abuse and Mental Health Services Administration (SAMSHA) and best practice literature. The model is in alignment with the DHHS Strategic Plan Values and Principles, Quality Service Review Protocol, Service Integration Policy, and Confidentiality Policy.
- Developed a comprehensive confidentiality policy that includes a clear framework for providing integrated, coordinated services. Created a series of staff training and reference tools to support the implementation of this new policy throughout the Department.
- Initiated discussions with Maryland National Park and Planning Commission to consider health and social indicators in land use planning to support a healthy community.
- Obtained \$4.6 million in grant funding for health and human services provided directly by HHS and/or in collaboration with community partners.
- Conducted reviews of five programs using trained reviewers from the community and/or University of Maryland public policy graduate students to determine program strengths and areas of recommended improvement.

Stats

Performance Measurement

The Quality Service Review (QSR) is a qualitative process that looks at how well a client is doing and how well the system is performing to serve the client. Throughout the year, cases involving multiple and diverse services were reviewed. Review results are used to improve case practice that leads to better client outcomes.

Quality Service Review (QSR)

Number of Cases Reviewed	44
Percent of Cases Showing Beneficial Impact from HHS Services	87.5

Grants Awarded to HHS and Partners

The Grants and Resource Acquisition Unit supports internal programs and community partners to accomplish the Department’s vision of a safe, healthy and self-sufficient community through acquiring grants to fund a range of health and human services not funded by county, state or federal resources.

	FY2006	FY2007	FY2008	FY2009*
Grants to HHS Directly	\$1,360,737	\$5,271,289	\$ 698, 277	\$2,271,061
Grants to HHS Partners	\$ 302,280	\$7,857,073	\$10,933,395	2,378,045
Total Grants Received	\$1,663,017	\$13,128,362	\$11,631,672	\$4,649,106

*Due to the change in the federal administration and the initiation of American Recovery and Reinvestment Act (ARRA) stimulus program, a number of funding decisions were delayed. Award decisions are pending on \$22.8 million in grant funding requests.

HHS Information and Referral Telephone Line

The HHS Information and Referral telephone line serves as the primary telephone contact point for the Department. Staff with English, Spanish, Chinese and Urdu language capacity provide information to customers and connect them to requested staff or services. The unit also provides up-to-date information about special circumstances including water main breaks, disease outbreaks or other health emergencies.

	FY2006	FY2007	FY2008	FY2009
Number of Calls	15,880	41,599	43,083	55,387

Trends/Issues

- The number of calls to the Information and Referral Telephone Line increased 28.6 percent in Fiscal Year 2009 over the previous year. Referrals for food from non-profits partners increased 77.6 percent in the same period, one indicator of the hardships faced by many in the County as a result of economic conditions.
- QSR results showed an increase of 38 and 42 percentage points for effective team formation and team functioning, respectively, from the first set of reviews to the last.
- HHS continued to refine performance measures and evaluation methodologies to align with a more direct relationship with policymaking and budget formulation.



Office of the Chief Operating Officer

Corinne Stevens, Chief Operating Officer



The staff of the Office of the Chief Operating Officer is fully engaged in the Department's work of continuous improvement of administrative processes. Working collaboratively with service area staff we are committed to strengthening our capacities in an environment of transparency and accountability.

This office includes:

- Budget
- Fiscal Management
- Cost Allocation and Claiming
- Contract Management
- Logistics and Facilities Support
- Human Resources
- Information Technology
- Compliance (ADA and HIPAA)

Highlights

- Developed strategic plan for improving contract monitoring; conducted training for program monitors and vendors for contract payment documentation.
- Developed improvements in the County's non-competitive contract process to allow funding to cross fiscal years and to facilitate timely processing.
- Conducted an Information Technology assessment to understand current program processes, develop a vision for change, and perform a technology review of the current enterprise application.
- Implemented a refresher HIPAA training module for the Department's workforce using the computer based training system and developed a new HIPAA Privacy Awareness training module for staff in other County departments who use client information in order to provide administrative and support services.
- Conducted a department wide workforce and succession planning survey as part of a strategic effort to address retirement and turnover trend analysis.
- Developed a phase-out plan for the department's J.D. Edwards financial management system to transition payments to the County's new Enterprise Resource Planning (ERP) project or existing State systems.

Stats

<i>HIPAA Refresher Training</i>				
Employees with IT Access	Employees Trained	Employees Not Trained	Percentage Trained	Percentage Not Trained
1787	1668	119	93%	7%

In Fiscal Year 2009, the Department implemented refresher training on key aspects of the HIPAA Privacy Rule for all staff. The training was implemented in order to meet the federal requirements for periodic refresher training and to emphasize specific aspects of the Department’s policies.

<i>Retirement Data Trends</i>		
FY2009	FY2010	FY2011
51	97*	113*

* Estimates based on 30 years of County service

The accelerated increase in retirements over the next two years will require the department to develop and implement a comprehensive recruitment, outreach, retention and succession plan.

Trends/Issues

- Continue mandatory training for contract managers to facilitate improved and consistent contract administration and monitoring.
- Increased level-of-effort on the part of staff participating in ERP planning, testing and training.
- Continued efforts through the end of FY2010 to transition the functions performed by the JDE financial system to ERP or State systems.



Office of Community Affairs

Betty Lam, Chief



The Office of Community Affairs and its programs support expanding access to County services, improving quality of services, increasing individuals/families' independence and reducing health disparities. We accomplish this through education, outreach, system navigation assistance, effective referrals, language services, cultural competency training and advocacy.

This office includes:

- Community Action Agency
- Head Start
- TESS Center
- Outreach and Language Access

Highlights

- Provided Head Start services to 648 children ages three to five years of age in FY2009. Sixty eight percent of the students enrolled in Head Start have demonstrated "full readiness" for kindergarten.
- Increased participation in Community Action's Volunteer Income Tax Assistance (VITA) program by almost 100 percent for tax year 2008, serving 676 residents through expansion to a third service site in Rockville.
- Provided language assistance during 51,758 encounters with limited English proficient clients in FY2009.
- Delivered increased services to poor and low-income residents and families through eight new service partnerships, from 21 in FY2008 to 26 in FY2009.
- Provided a total of 136,864 volunteer hours through our partners' service programs.
- Distributed nearly 71,000 boxes of groceries to needy individuals/families through our partner organization, Manna Food Center, a 25 percent increase over the boxes in FY2008.

Stats

<i>Head Start Services</i>	Total Served FY2007	Total Served FY2008	Total Served FY2009
FUNDED ENROLLMENT	648	648	648
Wrap Around Child Care Services Before and After "School"	42	43	0
Percentage of Head Start students demonstrating "full readiness" upon entering Kindergarten	63%	67%	68%

Head Start

Head Start is a comprehensive program to prepare low-income young children, ages 3 to 5, for success in school. Children were served in 27 schools and three child care centers. The program is measured annually using Maryland State Department of Education definitions of readiness. Full readiness is defined as consistently demonstrating skills, behaviors, and abilities needed to meet kindergarten expectations successfully.

Expanding access to financial resources and services for residents through Volunteer Income Tax Assistance (VITA) Program

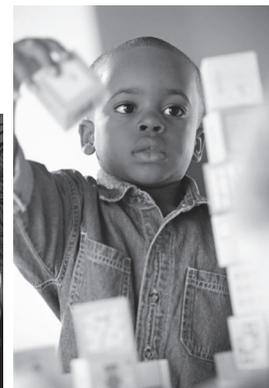
The Community Action Agency’s VITA program opened a third site in partnership with the City of Rockville for tax year 2008 (FY2009). Its special certification from the Internal Revenue Service enables it to work in partnership with Health and Human Services (HHS) and community case managers to address the complex needs of residents experiencing homelessness, domestic violence, mental illness, dementia and other disabilities, as well as aging and limited English populations. The number of Federal tax returns filed with VITA assistance increased 42% percent.

Community Action Agency’s VITA Program

<i>Total Federal Returns Filed</i>				
	Tax Year FY2005	Tax Year FY2006	Tax Year FY2007	Tax Year FY2008
Takoma East Silver Spring (TESS) Community Services Center	178	126	129	319
Progress Place (multi-service homess center)	—	109	547	665
Courthouse				187
TOTAL	178	235	676	1,171

Trends/Issues

- Expect escalating numbers of eligible applicants for Head Start for FY2010 compared with FY2009; economic factors are increasing the number of families below the federal poverty level. Over 300 eligible children registered for 30 dedicated slots for the 2009-10 school year.
- Expand VITA services in FY10 through CSBG/ARRA federal stimulus funding, bringing increased financial literacy services to a fourth site in Gaithersburg and to HHS clients receiving emergency services.
- Expect the current economic slowdown to increasingly affect racial/ethnic and immigrant communities the hardest, thereby increasing the demand for services, including government assistance, financial literacy and additional language assistance.



Aging and Disability Services

John J. Kenney, Chief



The economic downturn of the past year has posed serious challenges to the residents served by Aging & Disability Services. Seniors and individuals with disabilities on fixed incomes have had to make difficult lifestyle changes including changes in place of residence and a return to full or part-time employment if available. I commend the staff, volunteers and our private sector partners who have assisted older adults, individuals with disabilities and their family caregivers to live with dignity, independence and safety as full members of our community.

This Service Area includes:

- Community Support Network for People with Disabilities
- Adult Protective Services and Case Management
- Home Care Services
- Aging & Disability Resource Unit
- Respite Care
- Senior Nutrition
- Long Term Care Ombudsman
- Senior Community Services

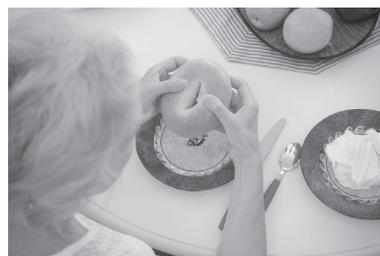
Highlights

- Increased focus on the needs of our growing senior population. Played a lead role in organizing, planning and hosting the County's Senior Summit in November 2008 and leading post-Summit Senior Sub-cabinet public/private workgroups.
- Increased collaboration with other public and private agencies to enhance service capacity. Examples include an inter-governmental agreement with the Howard County Office on Aging to provide an innovative occupational therapy assessment and intervention service to disabled adults living in the community and a Memorandum of Understanding with Police, Housing Code Enforcement, the States Attorneys' Office and Office of the County Attorney to ensure that services to vulnerable adults are coordinated and delivered in an efficient and effective manner.
- Expanded service capacity to offer case management services to individuals on the State's waiting list (800 individuals), processed 350 eligibility applications from Developmental Disabilities Administration (DDA) and enrolled 107 individuals into the Developmental Disabilities Home and Community Based Waiver Programs. Expanded the Transition Program in partnership with Montgomery County Public Schools, focusing on middle school students and families.

Stats

Adult Protective Services

The number of Adult Protective Services investigations grew by 22 percent from 580 investigations in FY2008 to 706 in FY2009.



Of the cases investigated: 63 percent involved self-neglect, 16 percent neglect by caregivers/others, 10 percent financial exploitation, and 10 percent physical abuse. Of the cases investigated, 69 percent involved persons age 65 or older.

Adult Protective Service Investigations

FY06	FY07	FY08	FY09
572	541	580	706

Senior Nutrition Program

Despite increased funding from the County, the senior nutrition budget (the majority of which comes from the Federal Government) has not kept pace with the need or increased costs of meals. The number of individuals served increased by 3.7 percent, and home delivered meals increased by 3.9 percent. In FY2009, more than 55 percent of all individuals served in the congregate meal program were from immigrant communities.

	FY05	FY06	FY07	FY08	FY09
Individual customers served	4,998	5,256	5,464	5,334	5,531
Congregate meals served	219,450	220,061	267,889	261,201	261,905
Home delivered meals served	71,287	76,138	73,873	69,562	72,289

Respite Care

In FY2009, the Respite Care Program fulfilled 1,535 requests for service (a 5.9 percent increase over FY2008).

	FY04	FY05	FY06	FY07	FY08	FY09
Number Served	1,070	1,493	1,406	1,352	1,276	1,535
Hours of Respite	47,233	56,890	56,269	54,507	55,324	56,330

Developmental Disability (DD) Supplement

A total of 2,631 individuals (a decrease of 7.3 percent over FY2008) with developmental disabilities received services that were supplemented by the County. Services include supported employment, vocational training, day programs, individual and family support services, and residential placements. Ninety-five percent of customers were able to remain at the same or higher level of independence, and 93 percent reported satisfaction with services.

FY04	FY05	FY06	FY07	FY08	FY09
2,337	2,375	2,472	2,772	2,838	2,631

Trends/Issues

- Anticipate increase in the senior population generally and in the diversity and number of low-income seniors (American Community Survey indicates number of seniors below poverty doubled from 2000 to 2006 in the County). This will result in greater demand for the entire range of senior services.
- Anticipate continued increase in demand for services for individuals with autism spectrum disorders. In FY2008, the reported prevalence of autism spectrum disorder in Montgomery County Public Schools was 1 in 150. In FY2009, that ratio increased 27 percent to 1 in 110, a 38 percent increase since FY2007.

Behavioral Health & Crisis Services

Raymond L. Crowel, Chief



This year presented the State and County with unprecedented budget challenges and economic uncertainties that have impacted those we serve, our employees and community partners. In spite of the difficulties, we collectively continue to work diligently to meet the needs of the most vulnerable children, adults and seniors in Montgomery County. As a result of continued hard work, professionalism and dedication, we are accomplishing much. The continuing integration of public and private services contributes to our success. As we move into the year ahead, we are confident in our ability together to meet the challenges that the future brings.

This Service Area includes:

- 24 Hour Crisis Services
- Behavioral Health Community Support Services
- Behavioral Health Specialty Services
- Child & Adolescent Mental Health Services
- Criminal Justice/Behavioral Health Services
- Outpatient Addiction Services
- Partner Abuse Services
- Senior Mental Health Services
- System Planning & Management
- Victim Assistance and Sexual Assault Services

Highlights

- Completed a successful transition of the Assertive Community Treatment (ACT) Team to a private provider, People Encouraging People, Inc. (PEP).
- Partnered with the Mental Hygiene Administration (MHA) on transitioning consumers from State hospitals to community based residential rehabilitation programs. This was a result of the closure of two units at Springfield Hospital Center.
- Completed the third year of the Hospital Diversion Project which serves uninsured consumers that present in a psychiatric crisis, diverting them to less restrictive community based services whenever possible.
- Began providing services through the County's new Family Justice Center (FJC). In partnership with the Office of the Sheriff and the Office of the State's Attorney and the DHHS Abused Persons Program, the FJC is now the central location for victims of domestic violence seeking criminal justice and human services.
- Implemented the Lethality Assessment Protocol (LAP) in the county. LAP, now in use by all of the police departments, the Office of the Sheriff, and HHS, was responsible for an increase of 21 percent in domestic violence victim requests for service.
- Analyzed and aggregated Outcome Measure Survey results to evaluate the effectiveness of treatment and intervention practices in outpatient mental health clinics.
- Provided oversight through System Planning and Management of an additional 126 supported housing sites.

- Initiated the Veteran’s Collaborative, with local representatives and the State to coordinate efforts between Montgomery County and the Lt. Governor’s Maryland’s Commitment to Veterans initiative.
- The Outpatient Addictions Services Adult Drug Court Treatment Program, in conjunction with Circuit Court, was awarded a three year, \$900,000 targeted expansion grant from the U.S. Substance Abuse and Mental Health Services Administration (SAMHSA) to increase treatment capacity and add an aftercare/follow-up component for drug court graduates.

Trends/Data

- Witnessed a substantial increase in the number of people seeking help because of the worsening economy. Financial distress and lack of resources exacerbated mental health conditions for many low-income families. It is increasingly evident that mental health needs continue to expand at a fast pace as the economy contracts.

	FY07	FY08	FY09	INCREASE SINCE FY07
Consumers	7,022	7,652	8,448	20%
Co-Occuring Consumers	973	1,072	1,214	24.8%
Total Expenditures for treating co-occurring consumers				11.2%

*Consumer coverage can transition during year; Source: MAPS-MD Data Report MARF00004 - Based on Claims through August 31, 2009

Behavioral Health Community Support Services

	FY07	FY08	FY09
Total Consumer Count	525	734	571
Percentage of decrease in substance abuse for patients completing treatment	84%	74%	86%

*These measures are for the adult Level I treatment programs only.

	FY07	FY08	FY09
Percentage of adult victims of sexual assault and general crime who show improvement after treatment	84%	74%	86%
Percentage of child victims of sexual assault and general crime who show improvement after treatment	70%	81%	78%

Residential Rehabilitation Program (RRP) Waiting List

- One hundred ninety individuals pending RRP placement as of June 30, 2009.

Senior Mental Health Services

- Provided more than 90 consultations to DHHS Aging and Disability staff and mental health providers on meeting the needs of seniors.

Children, Youth and Family Services

Kate Garvey, Chief



This year brought some of the greatest challenges that families have faced in many years. Staff have witnessed families struggling to provide adequate resources for their children; an increase in the complexity of the needs of youth; and a significant increase in the number of individuals applying for assistance. Through these challenges, we have seen incredible strength on the part of the people we serve and the profound commitment of our staff.

Our ability to face these challenges is built upon partnerships and a commitment to always keep our customers—our neighbors—at the center of our work.

This Service Area includes:

- Child and Adolescent Services
- Child Care Subsidies
- Child Welfare Services
- Conservation Corps
- Early Childhood Services
- Income Supports
- Infants and Toddlers Program
- Linkages to Learning
- Juvenile Justice Services
- Parent Support Services
- Positive Youth Development

Highlights

- Opened Visitation House which enables children separated from their families due to involvement in the child welfare system to have family visits in a homelike atmosphere. A strong collaboration among County agencies, the Courts and several community groups made the project possible. In a very brief period of time the house was furnished and equipped by volunteers and partners. Families have enjoyed the house where they are able to share meals, play outside, and spend time as a family.
- Established a Memorandum of Understanding (MOU) among Montgomery County Government, Montgomery County Public Schools, the States Attorney's Office, the State Department of Juvenile Services and the Montgomery County Police Department to assist in the work of the Kennedy Cluster Project. This MOU allows information sharing to help students and their families with the ultimate goal to close the achievement gap for African American students. The MOU has made it possible to convene a local multi-agency team to focus collectively on the needs of students and their families.
- Opened two Neighborhood Service Centers that served more than 700 customers in the Gaithersburg and Wheaton communities. This initiative is a collaboration among Impact Silver Spring, Family Services Agency, Catholic Charities, DHHS, the Community Foundation and Interfaith Works and focuses on meeting the needs of individuals and galvanizing the community to support their neighbors.

- More than 900 customers were served during evening hours, held weekly.
- More than 187,000 services were provided to young children, their families and caregivers through DHHS, MCPS and non-profit community-based partners.
- Linkages to Learning served 779 families in the Thanksgiving food drive (a 31 percent increase over FY2008) and 2,709 children in the holiday drive. Contributions were collected through broad collaboration with many partners.
- Fifty seven adoptions were finalized, exceeding the state targets. Adoptions included several sibling groups and teenagers.
- The Youth Violence Prevention Coordinator and the Street Outreach Network staff completed eighteen successful mediations involving high risk and gang-involved youth.
- The Tree House, a public private partnership, earned national accreditation as a child advocacy center. Services were provided to 899 child victims of maltreatment.
- The Conservation Corps received an Excellence in Conservation Corps Programs award from the national organization, The Corps Network.

Trends/Issues

- The expansion of Family Involvement Meetings has resulted in more families achieving stability through the identification of community supports both for children and their families. The focus increased on identifying and engaging fathers with their children and more searches were conducted for relatives, as resources to provide homes for children.
- Approximately 45 percent of families served by Early Childhood Services are speakers of another language and of those, 55 percent speak Spanish.
- A continued increase in the number of Child Care Subsidy, Public Assistance and Food Stamp applications is expected as is an increase in the number of applications denied due to over scale income. In FY2009, application volume increased by 40 percent.
- While gang crime is down throughout the County, gang involvement of elementary and middle school aged children and youth has increased. In addition, there is an increase in the complexity of family issues and increased risk factors for children as a direct result.

Stats

Child Welfare Services

- 3,036 investigations were completed (14 percent increase from last year) and neglect investigations accounted for 54 percent of the investigations.
- An average of 580 children were in out-of-home care (150 resided with relatives).

<i>Income Support Programs</i>	FY06	FY07	FY08	FY09
Cash Assistance programs	1,157	1,116	1,013	1,307
Food Supplement Program	10,859	11,066	11,383	15,766

Public Health Services

Ulder J. Tillman, MD, MPH, Public Health Officer



The Community Health Improvement Process (CHIP) got underway with support from our hospitals and Councilmember Leventhal, the Urban Institute and others. Disease control efforts have focused on MRSA in our schools, a measles outbreak and emerging 2009 H1N1 influenza. Montgomery County gained funding to continue our Advanced Practice Center for Emergency Preparedness to benefit the State of Maryland, and local health agencies around the United States. A tumultuous legislative session in Annapolis yielded severe cuts in local core public health funding and to our Cigarette Restitution Fund tobacco program. We will look to maintain services for our vulnerable and at-risk populations. Unfortunately, efforts to address chronic diseases and childhood obesity continue to go unfunded.

My deepest thanks to staff, managers and our many partners for your dedicated efforts in promoting and protecting the health and safety of the residents of Montgomery County.

This Service Area includes:

- Cancer Screening and Prevention of Tobacco Use
- Communicable Diseases & Epidemiology
- Community Health Services
- Emergency Preparedness
- Health Promotion & Substance Abuse Prevention
- Licensure & Regulatory Services
- Montgomery Cares Health Program
- Partnerships & Health Planning
- School Health Services

Highlights

- Implemented, in collaboration with State, regional and County agencies, community partners and Montgomery County Public Schools, recommendations for preventing and controlling spread of novel H1N1 (swine flu) in spring 2009 and developed plans for a larger prevention effort for the fall 2009 flu season.
- Conducted a measles investigation in spring 2009. Five measles cases were confirmed, the first in the County since 1996. None of the cases had been vaccinated, demonstrating the importance of maintaining vaccine coverage to sustain measles elimination.
- Launched the Montgomery County Community Health Improvement Process (CHIP) in June 2009 to create health indicators, based on valid and reliable data, for use by the department and the community to improve health status and access to needed services among our residents. Partners include five county hospitals, the Urban Institute and key stakeholders in the community.
- Earned designation as an Advanced Practice Center for a sixth year by National Association of County and City Health Officials to develop emergency preparedness and response tools to be shared with local health and emergency response agencies nationwide.

Stats*Individuals Served by Montgomery County Health Care Access Programs*

	FY08	FY09
Montgomery Cares	16,773	21,077
Maternity Partnership (mothers enrolled in program)	2,372	2,375
Care for Kids	3,810	3600*

Montgomery County, in collaboration with community partners, supports three major programs to improve both access to health care and the overall quality of life for its residents. Collectively, these three programs coordinate health services for nearly 27,0000 county residents annually. The Care for Kids Program (CFK) Program is a partnership between Montgomery County, the Primary Care Coalition and non-profit clinics and health care providers to ensure that uninsured children have access to primary health care services. Uninsured children up to age 19 and whose families have incomes below 250 percent of the federal poverty rate are eligible for the program.

The Maternity Partnership Program is a comprehensive approach to prenatal and postpartum services for uninsured, low income women to ensure healthy birth outcomes. Clinical services are provided through Holy Cross, Washington Adventist and Shady Grove Adventist hospitals. The program includes prenatal care, nurse case management, prenatal classes, dental services and delivery payment to participating physicians.

Maternity Partnerships Statistics for Percentage of Newborns with Healthy Birth Weight

	FY07	FY08	FY09
Total Newborn Deliveries	1,481	2,096	2,084
Percent of Newborns with Healthy Birth Weight	95%	94%	94%

Trends/Issues

- Public Health Services and community partners are working to lower the high infant mortality rate among the County's African American residents. Factors contributing to high African-American infant mortality include low birth weight, premature births and lack of early prenatal care. Public Health Services also recognizes increasing racial and ethnic diversity in the County and growing or persistent health disparities in a number of acute and chronic diseases (ex. HIV/AIDS, diabetes, cancer).
- Montgomery County continues to have the highest rate of tuberculosis in the State of Maryland with 9.3 cases/ 100,000 population, compared to the State's rate of 4.9 per 100,000. Public Health Services continues to aggressively address the high TB rate through its program of TB prevention, treatment, case management and education for county residents.

Special Needs Housing

Nadim A. Khan, Chief



The mission of Special Needs Housing (SNH) is to lead the County's efforts to develop accessible, affordable and innovative housing models to serve special needs and homeless populations. We collaborate with public and private agencies to develop and implement strategies to prevent homelessness.

This Service Area includes:

- Housing Stabilization Services
- Rental and Energy Assistance Programs
- Homeless Services

Highlights

- Implemented the Housing First Initiative to refocus homeless services from sheltering to rapid re-housing. Under the plan, an additional 72 homeless individuals and families were placed in permanent housing and began receiving deep subsidies and case management.
- Issued over 1,600 grants to households, using \$1.2 million of recordation tax revenues to help them prevent eviction and avoid homelessness.
- Centralized contract monitoring functions by reorganizing staff duties to include two dedicated full time program staff perform contract oversight.
- Issued family shelter request for proposals (RFP) with a new scope that aligns family shelter programs with Housing First.

Stats

<i>Special Needs Housing Services</i>	FY08	FY09	Change
Crisis Intervention			
Number of Grants	5,911	6,995	18%
Average Grant	\$504	\$637	26%
Home Energy Assistance			
Applications	9,043	10,435	15%
Number of Grant Households	5,236	8,077	54%
Rental Assistance			
Average Monthly No. Receiving Grants	1,668	1,727	4%
Emergency Shelter Services			
Single Adults Served	1,329	1,350	2%
Families in Shelter	183	148	-19%
Motel Overflow	317	404	27%

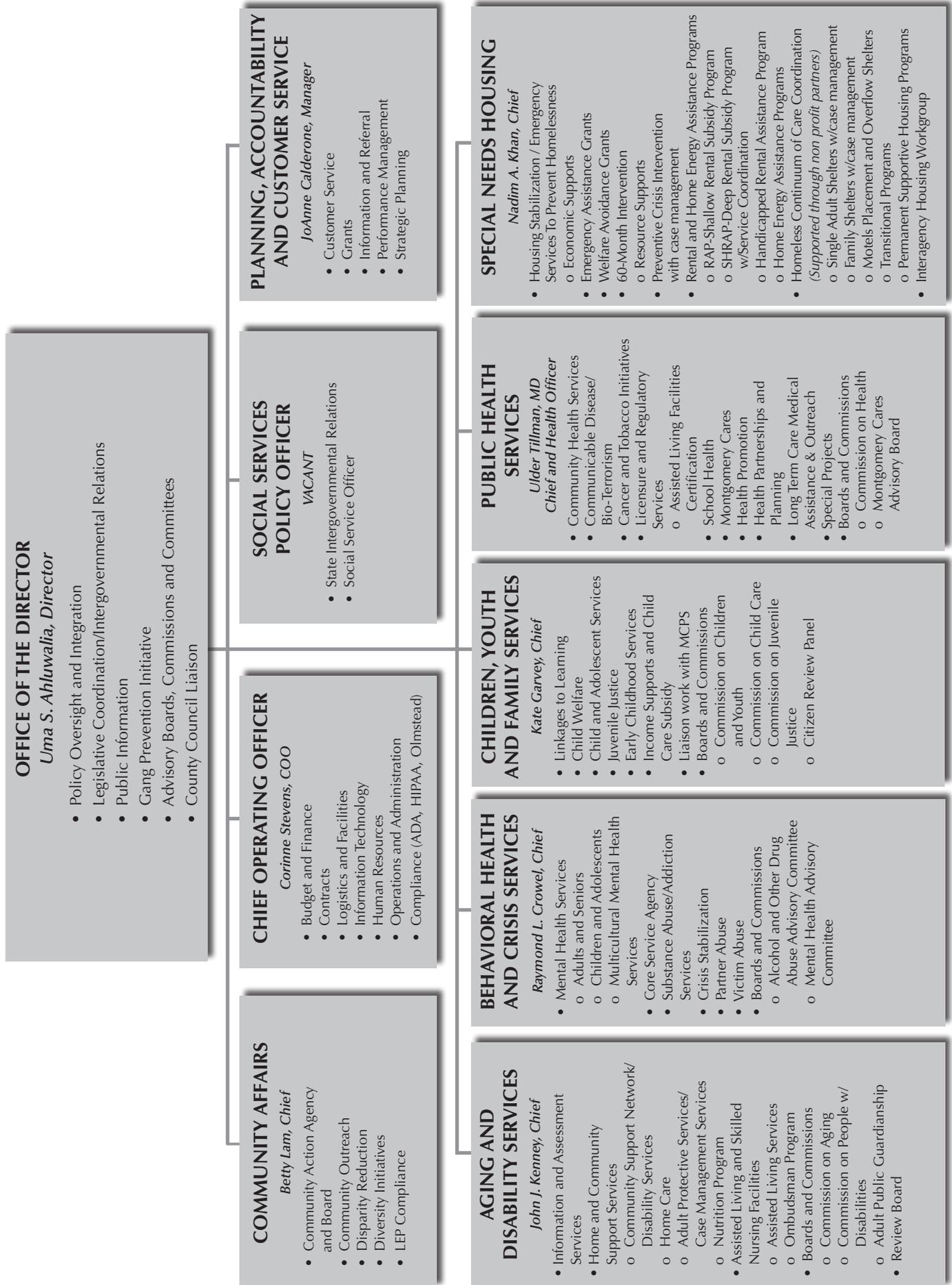
<i>Special Needs Housing Services</i>	FY08	FY09	Change
Transitional Shelter			
Single Adults Served	365	371	2%
Permanent Supportive Housing			
Families	155	186	20%
Singles	366	362	-1%
Total Households Housed	521	548	5%
Housing Initiative Program			
Supportive Housing Rental Assistance	67	67	
Housing Initiative Program	0	72	
Total	67	139	107%

Trends/Issues

- The total “point in time” homeless count in the County rose by nine percent to 1,247.
- The number of families in permanent supportive housing increased by 20 percent. The County continues to increase the availability of permanent supportive housing (PSH) through its Housing First Initiative involving tenant subsidies. PSH beds have increased by 60 percent since 2007.
- The number of emergency services grants issued for crisis intervention increased 18 percent with the average grant size increasing 26 percent.
- Applications for Home Energy Assistance Program grants increased by 15 percent.



Department of Health and Human Services - 2009 Organizational Overview



HHS At A Glance

Fiscal Year 2009 Budget\$269 million

Number of Employees1,609 Work Years

Fifty (50) programs offering services

More than 500 contracts with community-based service providers

More than 100,000 clients served each year

Twenty-three (23) major service locations (service also provided through 200 public schools)

HHS Boards and Commissions

Adult Public Guardianship Review Board

Alcohol & Other Drug Abuse Advisory Council

Board of Social Services

Citizens Review Panel Advisory Group

Collaboration Council on Children, Youth and Families

Commission on Aging

Commission on Child Care

Commission on Children and Youth

Commission on Health

Commission on Juvenile Justice

Commission on People with Disabilities

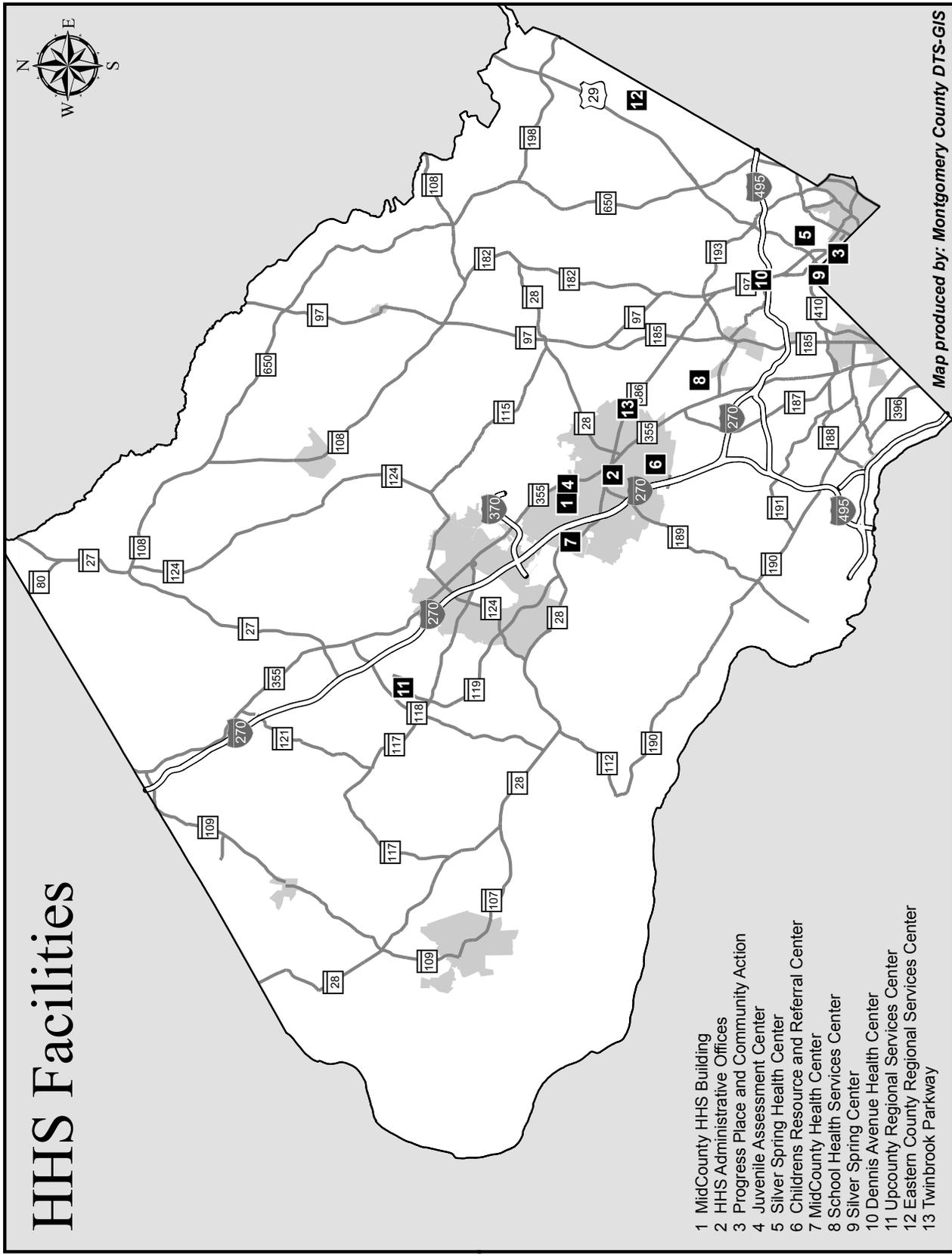
Commission on Veterans Affairs

Community Action Board

Mental Health Advisory Board

Montgomery Cares Advisory Board

Victim Services Advisory Board



Major Health and Human Service Locations

EAST COUNTY CENTER

3300 Briggs Chaney Road
Silver Spring, Maryland 20904

- Emergency Services
- Income Support
- Child Care Subsidy
- Immunizations
- Service Eligibility Unit
- Senior Assistance

Our Partners:

- Wellness Clinic – Holy Cross Hospital
- EMEA (Emergency Assistance)

UPCOUNTY GOVERNMENT CENTER

12900 Middlebrook Road
Germantown, Maryland 20874

- Housing Services-Prevention & Crisis
- Intervention
- Income Supports
- Maternity & Dental Clinic
- Child Welfare Services
- Community Health Center
- Service Eligibility Unit

CHILDREN, YOUTH & FAMILY SERVICES

51 Monroe Street, 17th Floor
Rockville, Maryland 20850

- Child & Adolescent Services
- Infants & Toddlers
- Linkages to Learning
- Child Welfare Services

CHILDREN'S RESOURCE AND REFERRAL CENTER

322 W. Edmonston Drive
Rockville, Maryland 20850

- Children's Resource Center
- Commission on Child Care
- Infants and Toddlers Program
- Child Care Referrals-LOCATE
- Health Consultation
- TECHNIC and Training

MIDCOUNTY HEALTH CENTER

1335 Piccard Drive
Rockville, Maryland 20850

- Asian-American Health Initiative
- Dental Services

- Development Evaluation Services for Children (DESC)
- Ombudsman for Health Care
- Service Eligibility Unit
- Juvenile Justice Services-Case Management
- Commission on Health
- Community Health Center
- Latino Health Initiative

HHS ADMINISTRATIVE OFFICES

401 Hungerford Drive
Rockville, Maryland 20850

- Administrative Offices
- Aging and Disability Services
- School Health Services

Our Partners:

- Montgomery County Volunteer and Community Center
- Volunteer Partnership Montgomery

MONTGOMERY COUNTY HEALTH AND HUMAN SERVICES

751 Twinbrook Parkway
Rockville, Maryland 20850

- Outpatient Addiction Services
- Adult Mental Health
- System Planning and Management Services

HHS SILVER SPRING CENTER

8818 Georgia Avenue
Silver Spring, Maryland 20910

- Child & Adolescent Mental Health Services
- Emergency Services
- Income Support Services
- Multicultural Program
- Resource Information Center

Our Partners:

- Ministries United for Silver Spring and Takoma Park (MUSST)

SILVER SPRING HEALTH CENTER

8630 Fenton Street
Silver Spring, Maryland 20910

- Child Welfare Services
- Dental Services
- Health Promotion
- Five-a-Day Nutrition Program

Service Locations, continued

- Service Eligibility Unit
- Smoking Cessation Program
- Substance Abuse Program
- Community Health Center

AVERY ROAD CENTER

14701-05 Avery Road
Rockville, Maryland 20853

- Residential Treatment
- Detoxification Services
- Halfway House

COLESVILLE CENTER

14015 New Hampshire Avenue
Silver Spring, Maryland 20904

- African-American Health Initiative

Our Partners:

- Adult Dental Clinic
- MANNA Food Bank
- Colesville Child Care
- C-4 Clothes Closet

MIDCOUNTY DHHS BUILDING

1301 Piccard Drive
Rockville, Maryland 20850

- Abused Persons Program
- Child Welfare Services
- Hearing Clinic
- Income Support Program
- Maryland Energy Assistance Program
- Montgomery County Crisis Center
24 Hours of Operation
- Rental Assistance Program
- School Health Services
- Victim and Sexual Assault Program

CONSERVATION CORPS

14900 Southlawn Lane
Rockville, Maryland 20850

- Training Center
- Corps Headquarters

DENNIS AVENUE HEALTH CENTER

2000 Dennis Avenue
Silver Spring, Maryland 20902

- Birth and Death Records
- Disease Control Services
- Foreign Travel Information
- HIV/AIDS Services
- Immunization Program
- Rabies Information
- Refugee Health Services

- Sexually Transmitted Disease Services
- Tuberculosis Control
- Supply Warehouse

PROGRESS PLACE

8210 Colonial Lane
Silver Spring, Maryland 20910

- Community Action Agency

Our Partners:

- Shepherd's Table
- Community Clinic, Inc.
- Community Vision

THE TESS CENTER

8513 Piney Branch Road
Silver Spring, Maryland 20910

- Abused Persons Program
- Health Counseling and Assistance
- Legal Aid Program

Our Partners:

- Health Choice Program
- Manna Food Distribution

JUVENILE ASSESSMENT CENTER

7300 Calhoun Place
Rockville, Maryland 20854

- Court Evaluation Services (CAFES)
- Child Welfare Services
- Juvenile Justice Services-Administration
- ChildLink
- Commission on Juvenile Justice
- Screening and Assessment Services for
Children and Adolescents (SASCA)

MID-COUNTY REGIONAL SERVICES CENTER

2424 Reedie Drive
Wheaton, Maryland 20902

- Women's Cancer Control
- Projecto Salud Health Clinic
- HHS Outreach Center
- Multicultural Mental Health

COMMUNITY SUPPORT NETWORK (A&D)

11 N. Washington Street, Suite 450
Rockville, Maryland 20850

- Community Support Network

LAWRENCE COURT CENTER

1 Lawrence Court
Rockville, Maryland 20850

- Addiction Services-Halfway House

Contact Information

Montgomery County Department of Health and Human Services

Administrative Offices

401 Hungerford Drive, 5th Floor
Rockville, Maryland 20850

Information and Assistance Unit

240-777-1245
TTY 240-777-1295

24 Hour Telephone and Walk In Crisis Center

240-777-4000

www.montgomerycountymd.gov/hhs

Uma S. Ahluwalia, *Director*

Corinne Stevens, *Chief Operating Officer*

Betty Lam, *Chief, Office of Community Affairs*

JoAnne Calderone, *Manager, Planning Accountability & Customer Service*

John J. Kenney, *Chief, Aging & Disability Services*

Raymond L. Crowel, *Chief, Behavioral Health and Crisis Services*

Kate Garvey, *Chief, Children, Youth and Family Services*

Ulder J. Tillman, MD, *Chief, Public Health Services*

Nadim S. Khan, *Chief, Special Needs Housing*





Montgomery County Government
Department of Health and Human Services
401 Hungerford Drive
Rockville, Maryland 20850
240-777-1245
www.montgomerycountymd.gov/hhs