



Public Health
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Carroll County Health Department

Annual Report

Fiscal Years 2020 and 2021



290 South Center Street, Westminster, MD 21157

(410) 876-2152 OR 1-800-966-3877

<http://cchd.maryland.gov/>



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Carroll County Health **Department Annual Report** **2020 and 2021**

Vision

A safe and healthy community for all

Mission

The Carroll County Health Department is dedicated to promoting community health and wellness by educating and protecting the public through collaboration with community partners.

Values

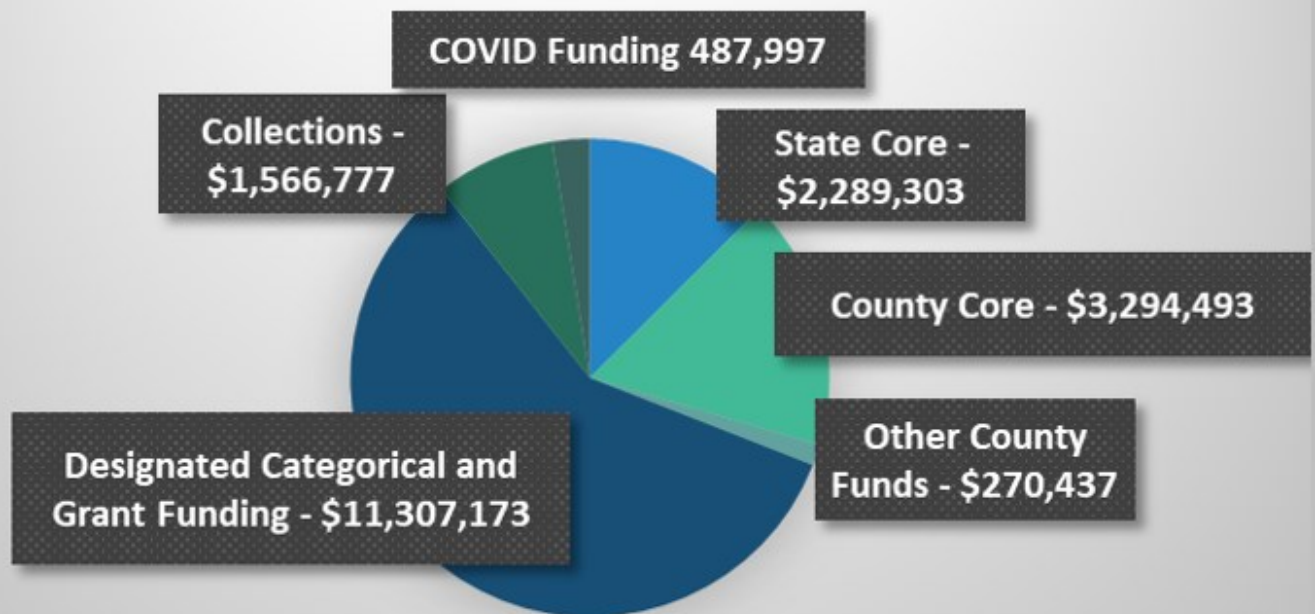
- ***Excellence***
- ***Integrity***
- ***Professionalism***
- ***Respect***
- ***Responsiveness***



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Fiscal Year 2020 Budget Breakdown

Health Department Funding Sources for FY20



In FY20:

The Carroll County Health Department had a total budget of \$19,349,719.

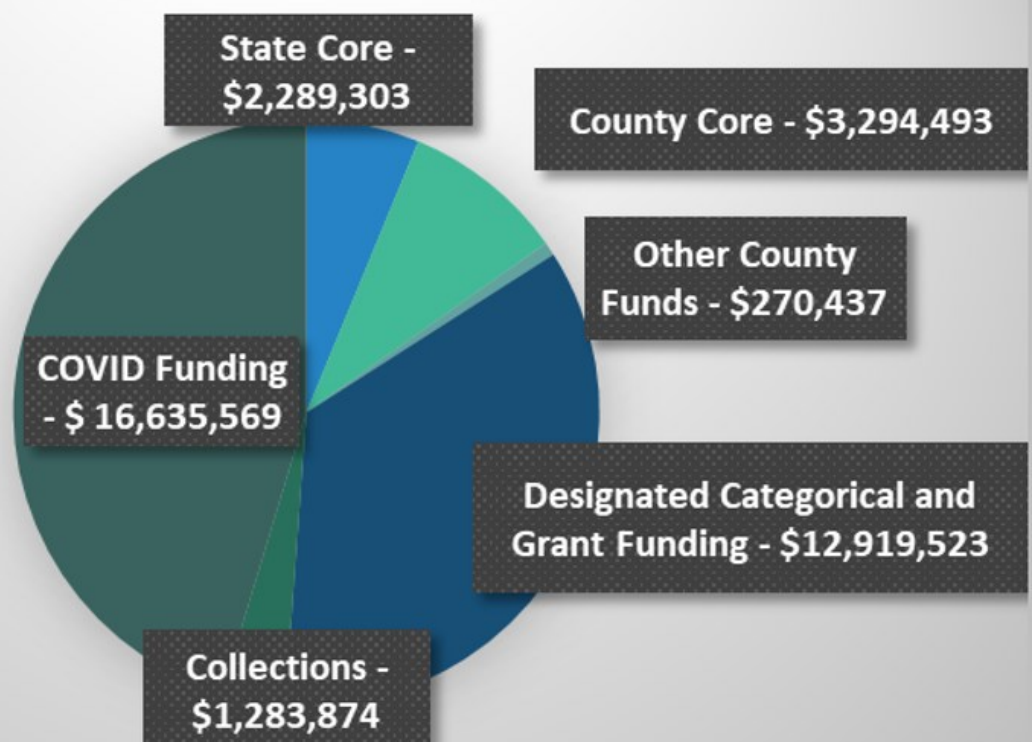
- About 58.4% of those funds come from grants, and about 10% of the grant funds are competitive and non-continuous.
- Collections, which come from paid services, account for 8% of the budget.
- The State of Maryland supplies approximately 11.8% of the health department's budget, while the Carroll County Government supplies 17%. COVID funding made up 2.5% of the budget, with the remaining 1.3% of the budget supplied by other funds made available by the county.



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Fiscal Year 2021 Budget Breakdown

Health Department Funding Sources for FY21



In FY21:

The Carroll County Health Department had a total budget of \$36,693,199.

- Over 45% of the budget was COVID-19 funding. Of the remaining funds:
- About 64.4% of those funds come from grants, and 11.2% of these grant funds are competitive and non-continuous.
- Collections, which come from paid services, account for 6.4% of the budget.
- The State of Maryland supplies approximately 11.4% of the health department's budget, while the Carroll County Government supplies 16.4%. The remaining 1.4% of the budget is supplied by other funds made available by the county.



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Bureau of Prevention, Wellness, and Recovery

Services

Planning, monitoring, and oversight of publicly-funded behavioral health services as the Local Behavioral Health Authority

- ✓ **Integrated behavioral health services** with Access Carroll
- ✓ **Crisis Intervention Team (CIT) training** for law enforcement to help community members with behavioral health issues or developmental disabilities
- ✓ **Community planning** through the Overdose Prevention Workgroup, Behavioral Health Action Coalition, and Overdose Fatality Review Team
- ✓ **Harm Reduction:** Reducing the negative health, social, and economic consequences associated with substance use and abuse, while recognizing that not everyone is ready for abstinence from substances
- ✓ **Substance Use Prevention Office:** Community presentations, health fairs, school-based education and outreach, resources, speakers, and conferences
- ✓ **Suicide Prevention Coalition:** Building resources for training, prevention and awareness, and access to care
- ✓ **State Care Coordination:** Connection to community/faith-based services and other human service organizations for patients transitioning into the recovery community
- ✓ **Screening Assessment Referral and Treatment (SART):** Screening and support services for at-risk pregnant women
- ✓ **Children's Early Screening, decision-Making, Assessment, Referral, and Treatment (ESMART):** Services for young children 0-8 years old with behavioral health challenges. Initiative changed in FY20-Specialized Services as part of Children's ESMART Initiative- Family Navigator, Mental Health Consultant, expansion of Parent-Child Interaction Therapy
- ✓ **Peer Recovery Support Services (PRSS):** Persons in long-term recovery share their lived experience to support clients and connect them with community resources to assist in successful recovery
- ✓ **Projects for Assistance in Transition from Homelessness (PATH):** Case management and support services for people with behavioral health disorders who are transitioning out of homelessness
- ✓ **Collaboration for Homeless Services (CHES):** Wrap-around support services to help homeless veterans and people with mental illness or substance abuse - ended in FY20
- ✓ **Maryland Community Criminal Justice Treatment Program (MCCJTP):** Comprehensive and coordinated aftercare services to individuals with a serious mental illness and/or substance abuse disorder who are leaving incarceration
- ✓ **RE-Entry Program:** Case management for non-violent offenders with a history of substance use or mental health disorders, to improve successful living independently in the community and reducing recidivism to homelessness, incarceration, the emergency room or psychiatric hospitals
- ✓ **Law Enforcement Assisted Diversion (LEAD):** LEAD is a collaborative harm reduction, arrest diversion effort with the Westminster Police Department and Parole and Probation, the Office of the Public Defender, and the State's Attorney's Office. The goal is to work with individuals whose unmet behavioral health needs contribute to ongoing criminal justice interaction in an effort to reduce disparities.



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Community Impact

Mental Health Support Services

- The Mobile Crisis Team was dispatched 818 times in FY20 and 805 times in FY21; provided 196 (FY20) and 137 (FY21) face-to-face follow-up checks and safely managed 733 (FY20) and 703 (FY21) cases in the home.
- Though no recovery support services community events were held in FY20 and only 1 was held in FY21 due to the pandemic, over 400 people were served in FY20, and 441 in FY21.
- In FY20, 451 people were served by peer recovery support services, and in FY21, 519 were served.
- ESMART changed in FY20 to Specialized Services with Children's ESMART Initiative-Supervision of Family Navigator/MH Consultant/PCIT Expansion. In FY20, 30 children used at least one clinic service; in FY21, 41 children used at least one clinic service.
- In FY20 11 officers and in FY21 13 officers received Crisis Intervention Training.
- In FY21 the Law Enforcement Assisted Diversion (LEAD) program began, serving 5 individuals.
- In FY20 190 Crisis Intervention Team referrals were completed, with 122 in FY21; In FY20 7 urgent care appointments were kept, with 0 in FY21; In FY20 7 people were linked to resources in community, with 0 in FY21.
- In FY20, 10 families, and in FY21, 11 families of consumers with mental health concerns received support training.
- In FY20, 8 adults and 3 families, and in FY21, 8 adults and 2 families were helped with housing through the Continuum of Care grant.





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Community Impact

Substance Abuse Prevention Services:

- In FY20 3,000+ and in FY21 1,260 students were reached through middle and high school health class presentations.
- In FY20 4,113 and in FY21 304 people were reached through drug and alcohol educational presentations.
- In FY20 100 and FY21 55 people participated in Guiding Good Choices classes.
- In FY20 6 people participated in Staying Connected with Your Teen classes; In FY21 , 0.
- In FY20 4,072 and in FY21 1,509 attended outreach events and trainings focused on underage drinking.
- With the Carroll County State's Attorney's Office: Heroin Still Kills ongoing public screenings have reached over 2,445 in FY20 and 35,000 people were reached per week in FY21 through Community Media Center showings as well as 3,000 CCC students. In FY20, 700 8th grade CCPS students were reached through Don't Believe the Lie (0 in FY21), and in FY20 200 and in FY21 102 parents and community members were reached through the Threats in Plain Sight (T.I.P.S) program.
- In FY20 10 and in FY21 47 opioid misuse prevention toolkits were delivered to prescribers/pharmacies.
- In FY20 0, and in FY21 827 First Responders were served through education and outreach events.
- In FY20 2,038 and in FY21 3,008 prescribers and medical staff were educated on the risks and consequences of opioid misuse.
- The media campaign for Good Samaritan Law continued in FY20 and FY21.
- Ongoing PSAs educating the public about underage drinking, proper disposal of prescription medication, prescription opioid misuse, and 'Dear Future Me'



Behavioral Health Services:

- In FY20 1,158 and in FY21 2,264 people received coaching, service linkages, and recovery plans.
- In FY20 254 and in FY21 254 people received re-entry services at Detention Center and/or in the community.
- In FY20 11 and in FY21 86 people received peer coaching and mentoring in Drug Court.
- In FY20 190 and in FY21 122 Crisis Intervention Team Referrals were completed by trained law enforcement officers.
- No pregnant women were screened or referred for follow-up as this service was not available In FY20-21.

Naloxone Training and Outreach

- In FY20 705 and in FY21 648 doses of Naloxone were given out in trainings/refills.
- In FY20 129 and in FY21 120 high-risk individuals received outreach services.





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Highlights



Pride Festival 2021

Peer support (above)

**Out of the Darkness Walk to
raise awareness and funds
for suicide prevention (right)**



**Proclamations for Suicide
Prevention Week and
Recovery Month (left)**



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Bureau of Administration

Services

Direct Services to the Public:

- ✓ **Vital Records:** Birth and Death Certificates issued on site at cost to the citizens of Carroll County born in Maryland. Staff can assist those born outside of Maryland to contact the appropriate agency.
- ✓ **Clinical support services:** First point of contact for all Health Department visitors and clients. Intake services for all clinic clients including collections, insurance verification and scheduling.
- ✓ **Interpreter services:** On-site Spanish interpretation available for all Health Department services. Telephone translation available for other languages. Services provided at no cost to clients.
- ✓ **Non-emergency Medical Assistance Transportation:** No-cost transportation services for Medical Assistance participants who have no other means of transportation.



Health Planning:

- ✓ Facilitation of Local Health Improvement Plan and Coalition
- ✓ Collaboration with The Partnership for a Healthier Carroll County's Community Health Needs Assessment
- ✓ Communications and social media

Public Health Preparedness and Response:

- ✓ Coordination of community response planning with Emergency Management and other local and regional partners
- ✓ Education and outreach to community partners and county residents on preparedness



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Bureau of Administration

Services, continued

Internal Support:

- ✓ Administrative Support
- ✓ Budget and Fiscal, Procurement services
- ✓ Human Resources
- ✓ Information Technology
- ✓ Operations: Environmental Control, Fleet Management, Property Inventory, Records Management, Risk Management, Security

Highlight: After being closed to the public from 3/18 through 6/14/20, Administration staff offered vital records services curbside, then with screening. They provided consistent Medical Assistance Transportation while teleworking. Agency support services such as procurement, budget, HR, and IT supported both regular and COVID response operations.



Community Impact

- In FY20 8,074 and in FY21 5,038 birth certificates were issued.
- In FY20 5,764 and in FY21 8,626 death certificates were issued.
- In FY20 9,979 and in FY21 7,836 people were served with Medical Assistance transportation.
- In FY20 18,839 and in FY21 14,444 rides were provided for people with Medical Assistance Transportation.
- In FY20 4,318 and in FY21 5,920 interpretation services were provided.



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Bureau of Community Health Nursing

Services

- ✓ **Administrative Care Coordination Unit/Ombudsman Services:** Help for beneficiaries to navigate Medicaid/HealthChoice Program; investigations into disputes between beneficiaries and Managed Care Organizations (MCOs); support for cooperation with the Medical Assistance Program, MCOs, providers, and Administrative Service Organizations (ASOs).
- ✓ **Adult Evaluation and Review Services (AERS):** A Maryland Medicaid program providing comprehensive evaluations for aged and functionally disabled individuals who are at risk for institutionalization.
- ✓ **Breast and Cervical Cancer Program:** Breast and cervical cancer screening and support for income-eligible Carroll County residents
- ✓ **Cigarette Restitution Fund Programs:**
 - The Tobacco Control Program provides education and resources on tobacco and other nicotine products such as electronic smoking devices, secondhand smoke, and prevention and cessation of tobacco and nicotine use.
 - The Cancer Prevention Education, Screening, and Treatment Program provides education about cancer prevention and screening, and colorectal cancer screening for income-eligible Carroll County adults.
 - The CRF Tobacco Sales Enforcement Program focuses on reducing tobacco and electronic smoking device (ESD) sales to youth as well as preventing tobacco and ESD use among youth.
- ✓ **Communicable Disease:** Adult immunizations, Hepatitis C testing, HIV testing and AIDS medical case management, disease surveillance and outbreak investigation, refugee health, Tuberculosis treatment and control
- ✓ **Community First Choice (CFC):** A program for Medicaid participants who require institutional levels of care to receive services in home and community-based settings. Staff conduct eligibility assessments and nurse monitoring to individuals receiving CFC services.



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Bureau of Community Health Nursing

Services, continued

- ✓ **Epidemiology:** Data collection, monitoring, and analysis; program planning assistance
- ✓ **Fetal/Infant and Child Fatality Review:** Team of professionals reviews local cases of fetal, infant, and child mortality and recommends community actions to prevent future deaths
- ✓ **Maryland Children's Health Program (MCHP) and Medical Assistance (MA):** Assists clients with the application process and Managed Care Organization selection through Maryland Health Connection (MHC); reviews documents provided by clients through MHC for acceptability and accuracy then verifies or fails those documents (VCLs); assists the pre and post-release inmate population with insurance application process at the Carroll County Detention Center and Parole and Probation office; refers clients who are not eligible for Medicaid, but are eligible for a Qualified Health Plan, to a local navigator for assistance.
- ✓ **Maternal/Child Health:** Child vaccinations, school health, vision and hearing screening in schools, Best Beginnings, and Infants and Toddlers programs
- ✓ **Nursing Administration** Support, planning, and outreach
- ✓ **Nursing Education Support and Preceptorship** for nursing students
- ✓ **Oral Health:** Dental services for low-income children and pregnant women
- ✓ **Reproductive Health:** Clinical services related to family planning, sexually transmitted infections, and colposcopy
- ✓ **Women, Infants, and Children (WIC):** The Special Supplemental Nutrition Program for Women, Infants, and Children (WIC) provides nutrition support for eligible women, infants, and children up to age 5 years



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Bureau of Community Health Nursing

Community Impact

Communicable Disease

- In FY20 28 and in FY21 119 outbreak investigations
- In FY20 2,158 and in FY21 12,483 reportable disease cases
- In FY20 56 and in FY21 61 people were treated for rabies exposure
- In FY20 183 and in FY21 169 adults were vaccinated for the flu
- In FY20 134 and FY21 124 adults were given other needed vaccines (excluding rabies)
- In FY20 527 and FY21 85 HIV tests were performed
- In FY20 201 and FY21 52 Hepatitis C tests were performed



Cigarette Restitution Fund

- In FY20 1,556 and in FY21 1,595 people were educated about tobacco use or vaping prevention
- In FY20 166 and in FY21 118 people participated in smoking cessation programs
- In FY20 35 and in FY21 22 tobacco awareness campaigns were offered
- In FY20 3,561 and in FY21 10,006 students were educated about the dangers of electronic smoking devices
- In FY20 26 and in FY21 28 colonoscopies were performed
- Tobacco Sales Enforcement Program:
 - ◊ In FY20 340 and in FY21 251 tobacco sales compliance checks completed
 - ◊ In FY20 141 and in FY21 61 vendor education visits made
 - ◊ In FY20 99 and in FY21 0 youth who were caught vaping at school attended tobacco education class





Bureau of Community Health Nursing

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Maternal/Child Health

- In FY20 225 and in FY21 107 children with special healthcare needs served
- In FY20 465 and in FY21 80 children immunized in clinic
- In FY20 889 and in FY21 334 immunizations given to children in clinic
- In FY20 5,023 and in FY21 1,388 immunizations given in schools
- In FY20 7,534 and in FY21 853 children vision-tested
- In FY20 7,544 and in FY21 841 children hearing-tested
- In FY20 29 and in FY21 37 Best Beginnings clients served

Maryland's Children's Health Insurance Program Eligibility Unit

- In FY20 1,912 and in FY21 1,343 children assisted
- In FY20 142 and in FY21 106 pregnant women assisted

Breast and Cervical Cancer Program

- In FY20 117 and in FY21 185 women received breast and/or cervical cancer screenings

Women, Infants, and Children (WIC)

- In FY20 1,425 and in FY21 1,364 people on average per month received WIC benefits
- In FY20 2,174 and in FY21 2,165 individuals received WIC benefits at sometime during the year

Reproductive Health

- In FY20 736 and in FY21 487 clients were served
- In FY20 1,228 and in FY21 892 clinical visits were conducted

Oral Health

- In FY20 1,530 and in FY21 752 children's clinical visits
- In FY20 700 and in FY21 306 children seen for dental care
- In FY20 12 and in FY21 2 pregnant women received dental services

Adult Evaluation and Review Services (AERS)

- In FY20 512 and in FY21 509 individuals were evaluated for health, psychosocial, cognitive, and functional needs and referred to appropriate health and community services



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Bureau of Environmental Health

Services

- ✓ **Community Hygiene:** Outreach and education for food handling, licensing and inspection of food facilities, food permits, tanning facilities, Clean Indoor Act, complaints, outbreak investigation, camp inspections and training
- ✓ **Well and Septic:** Well and on-site sewage disposal permits, sewage hauler registration, percolation testing, complaint investigation
- ✓ **Development and Subdivision Plan Review:** Plan and site plan reviews, building permit reviews, septage/sludge land applications, Bay Restoration Fund Grants
- ✓ **Water Quality:** Regulation of certain public water supplies, complaint investigation, public swimming pool inspections
- ✓ **Rabies:** Animal bite investigations, pet vaccination clinics, quarantine management
- ✓ **Community Health Promotion/Education:** Health and wellness outreach and education, car seat training (KISS) and car seat checks, bike safety, Cribs for Kids program, and elder health education
- ✓ **National Diabetes Prevention Program:** Evidence-based lifestyle change program for people with pre-diabetes with preliminary recognition from CDC

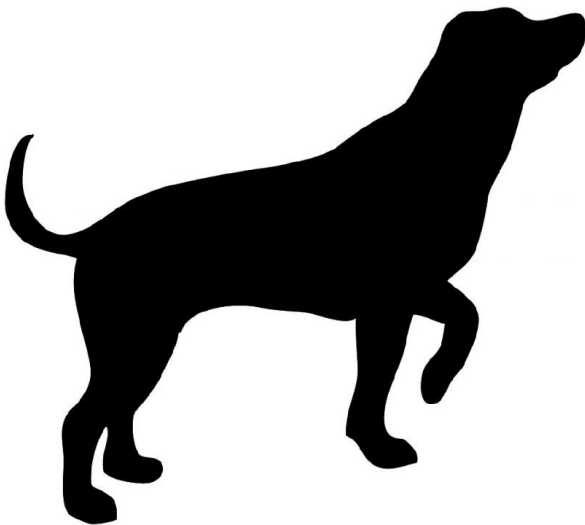




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Bureau of Environmental Health

Community Impact



Rabies

- In FY20 105 and in FY21 100 rabies samples were submitted for testing
- In FY20 and in FY21 rabies vaccination clinics could not be held due to COVID-19, so no pets were vaccinated for rabies through the Health Department. Clinics resumed in Sept, 2021.
- Staff consulted on 532 rabies exposures in FY20, and 442 in FY21

Permits and Licenses Issued

- In FY20 3 and in FY21 3 exotic bird permits were issued
- In FY20 325 and in FY21 420 septic system permits were issued (new construction and repair)
- In FY20 403 and in FY21 247 temporary food permits were issued





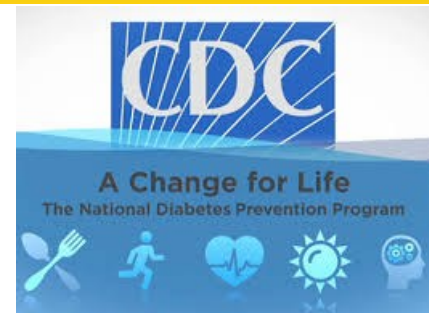
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Community Impact

Community Health Promotion

- In FY20 52 and in FY21 23 car seats were loaned
- In FY20 210 and in FY21 75 car seats were installed
- In FY20 12,500 and in FY21 8,000 people were taught about injury prevention at outreach programs such as health fairs
- In FY20 24 and in FY21 15 participants enrolled in the National Diabetes Prevention Program



Safety Inspections

- In FY20 949 and in FY21 1,031 food service facility inspections
- In FY20 190 and in FY21 59 temporary food service event inspections
- In FY20 109 and in FY21 71 pool inspections
- In FY20 and in FY21 0 school inspections were done
- In FY20 25 and in FY21 25 sewage haul company inspections were performed



COVID-19 Services Data – March 2020-June 30, 2021

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In early 2020, COVID-19 was identified as a worldwide threat. Public health agencies across the globe led the response to this viral disease. In March, as things began to shut down, the Carroll County Health Department and Carroll County Emergency Management brought together community partners to begin to plan how to keep our community as safe as possible.

After the State of Emergency was declared by Governor Hogan on March 5, the Health Department closed, but many staff continued to work in person and remotely to support the response, tracking and sharing data, providing information for community leaders and the public, answering calls, procuring and distributing PPE, and beginning contact tracing.

COVID-19 began to hit nursing homes, and in late March, Carroll County received national attention due to a devastating COVID-19 outbreak at Pleasant View Nursing Home in Mount Airy. Health Department staff responded along with Carroll Hospital and LifeBridge, and a National Guard team, preventing further loss of life. Outbreaks were tracked in many facilities, and staff provided support and guidance for infection control.

In May, the Health Department opened a COVID-19 testing site at the Ag Center in Westminster, operating 3 days a week for over a year.

In late December, the Health Department began mass vaccination clinics for first responders, then older adults, then other high-risk groups, then all adults, and then children age 12-17.

Throughout this time, Health Department staff have worked countless hours of overtime, supported many community partners, and tracked COVID-19 in Carroll County, while continuing to provide many ongoing non-COVID services.



COVID Services Data – March 2020-June 30, 2021

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COVID-19 response teams at the Carroll County Health Department:

Planning:

- Planning for all public health emergency functions
 - Planning the testing center and ensuring surge capacity
 - The Long-Term Care Team is communicating directly with all county facilities to give support and guidance when needed, ensuring they are following CDC guidelines and state and local guidance

Operations:

- Assisting with county outbreak responses, working with county first/front line responders to have access to testing, and working to support a state testing center.
 - The Infectious Disease Team is helping with testing/test results/follow up
 - The Contact Tracing Team is following up with all positive cases and those who were in contact with COVID-19 positive patients
 - The Epidemiology Team is tracking county case data

Logistics:

- Managing all national stockpile and state resources
- Securing, managing, and distributing personal protective equipment (PPE) throughout the county
- Working with Maryland National Guard and Maryland Department of health for strike team responses

Call Center:

- Answering questions from the community and referring for testing
 - The Call Center is open 5 days a week, Monday - Friday, from 8 AM - 5 PM: 410-876-4848

Public Information:

- Educating the public, fielding press requests, creating social media and press releases, updating the website, Spanish messaging, and encouraging participation in contact tracing.
- Assisting community partners in developing consistent messaging and interpreting state and federal guidance.

Volunteer Management:

- Working with MD Responds volunteers to assist with all county activities
- Coordinating donations

Administration and IT:

- Facilitating transition of a major part of the CCHD workforce to teleworking
- Coordinating with state and federal systems for data sharing and remote access

Behavioral Health:

- Providing access to mental health and substance use resources, assisting with outreach mental health messaging, and providing emergency services to all community partners
- Continuing to support those most at risk in the community through outreach programs

***Other programs are continuing to maintain critical health department functions.**

For more information, please visit the Carroll County Health Department's COVID-19 page: cchd.maryland.gov/covid-19/.



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COVID-19 Services Data March 2020-June 30, 2021

COVID-19 Response—Community Impact

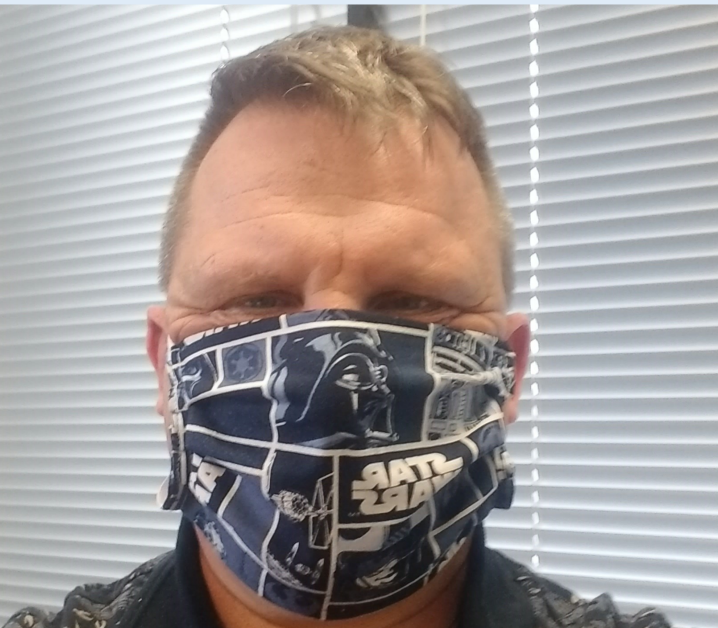
These service totals are for March 2020—June 30, 2021 unless otherwise noted.

- ✓ **32,708** call center calls answered
- ✓ Over **100,000** pieces of personal protective equipment provided to **53** medical providers, **44** dentists, **26** nursing home and assisted living facilities, and **13** other organizations
- ✓ **12,410** PCR tests given at Ag Center Testing Site
- ✓ **1,484** PCR tests and **146** rapid tests given at CCHD
- ✓ **8,002** total cases contact traced: **7,380** by Carroll LHD, **622** by NORC (State of MD)
- ✓ **8,791** total contacts traced: **6,993** by Carroll LHD, **1,798** by NORC (State of MD)
- ✓ **64** weeks of data reported to the public
- ✓ **53,701 COVID-19** vaccines administered
- ✓ **895** COVID guidelines complaints received by email or phone
- ✓ **945** COVID guidelines enforcement visits made
- ✓ **127** outbreaks investigated in long-term care facilities
- ✓ **4** outbreaks investigated in childcare facilities
- ✓ **32** outbreaks investigated in schools/colleges



COVID Services – March 2020-June 30, 2021

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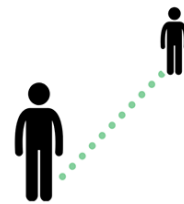


Slow the Spread

The combination of all of these actions can help slow the spread of COVID-19.



Wear a face covering in public



Continue to practice social distancing



Wash your hands often, for 20 seconds each time



Frequently wipe down high-touch surfaces



Plan outdoor activities, rather than indoor



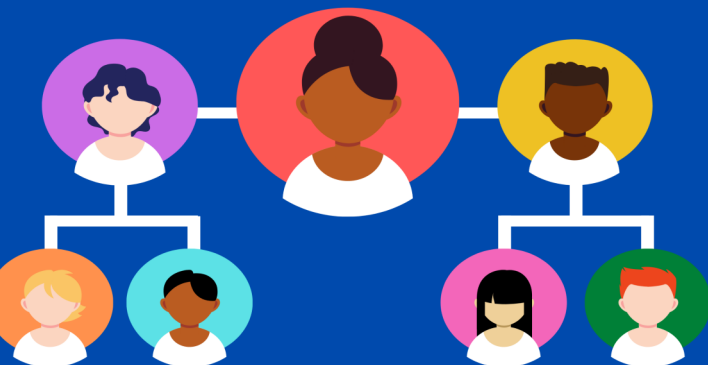
Avoid large gatherings



COVID-19 Testing



What is contact tracing?



Contract tracing means identifying the contacts of a person infected with COVID-19. They are at higher risk of becoming infected and infecting others. Health Department staff will provide instructions to help these contacts prevent the spread of COVID-19.

#CarrollCARES!



Carroll CARES!

*Thank you for taking action to
protect our community.*

**Carroll County
COVID-19 Call Center:
410-876-4848**

For more information, visit:
cchd.maryland.gov/covid-19/



"The COVID-19 vaccine is the safest and most effective way to keep your child from getting COVID-19 and spreading it to others in your family and community. Please reach out to us with questions and get your children vaccinated as soon as they are eligible!"

Drs. Lieberman, Levine, and Oh
Pediatricians

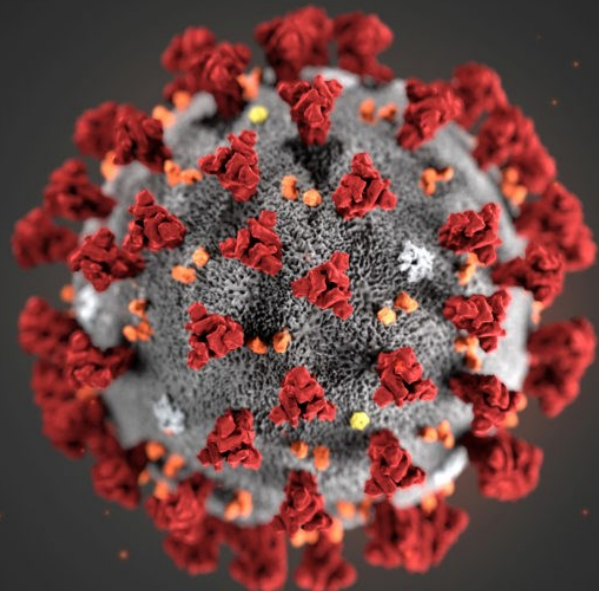


Let's end COVID, Maryland.

**Together,
we can reach
community
immunity.**



covidlink.maryland.gov
855-MD-GoVAX (855-634-6829)



Carroll County Health Department



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Annual Report-Fiscal Year 2020 (July 1, 2019– June 30, 2020)

Annual Report-Fiscal Year 2021 (July 1, 2020– June 30, 2021)

Produced by: Amy Bergmann, MS, Epidemiologist

Jessica Fink, MPH Intern

Maggie Kunz, MPH, Health Planner

Rachel Turner, BS, Health Educator