



# Allegany County HEALTH DEPARTMENT

“Healthy People, Healthy Communities”

## DIRECTORY OF PROGRAMS AND SERVICES

ALLEGANY COUNTY HEALTH DEPARTMENT

12501-12503 Willowbrook Road SE

Cumberland, MD 21502

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Photo by Lisa Lyons

## ABOUT US

The Health Department of Allegany County, Maryland was established in 1923 and exists by law as a state public agency under the Maryland Department of Health.

The organization is under the direction of the County Health Officer who, together with the entire staff of the Health Department, is dedicated to assessing and assuring that the health of community residents is protected and optimized.

The Allegany County Health Department is made up of several major divisions, including Administration; Environmental Health; Behavioral Health (Addictions & Mental Health); the Local Behavioral Health Authority (LBHA); Community Support Services Office (CSSO); Women, Infants and Children (WIC); Dental Health; Physical Health; and Public Health Preparedness. Services are provided through clinics; school and home visitation; evaluations; consultations; counseling; outpatient and inpatient treatment centers; educational presentations and campaigns; health inspections and licensing; and financial certification for specialized services. The Health Department is funded through county, state, and federal revenues and the annual budget requires the approval of both county and state governments.

Fees are charged for most services. Chargeable services are provided based on a sliding fee scale according to income. No one is denied care or treatment because of inability to pay. Health Department services are listed in the telephone directory under Allegany County Government.

*VISION: Healthy people, healthy communities.*

*MISSION: Promote physical, behavioral, and environmental health, and prevent disease and disabilities of people in Allegany County.*

*VALUES: This mission is a community-wide public health partnership achieved through:*

- *Building safe and healthful communities for people in Allegany County.*
- *Assuring needed services are available and accessible through:*
  - ✓ *Assessing and monitoring health status;*
  - ✓ *Networking and building community partnerships;*
  - ✓ *Advocating and developing policy to resolve health needs.*
- *Delivering appropriate direct services in a manner that is:*
  - ✓ *Consistent with highest professional standards;*
  - ✓ *Sensitive to local values and community acceptance;*
  - ✓ *Responsive to client needs;*
  - ✓ *Respectful of client dignity and freedom of choice;*
  - ✓ *Comprehensive by addressing the physical, emotional, and social needs of the client and significant caretaker;*
  - ✓ *Empowering people toward independence and individual responsibility.*
- *Promoting personal and community health through education and outreach.*

## ADMINISTRATION

The Administrative Division contributes to the overall operation and management of the entire Health Department. Led by the Health Officer, Medical Deputy Health Officer, and Administrator, this division is responsible for collecting data and monitoring public health in our communities. This planning function works to improve availability and access to needed services for county residents by partnering with relevant organizations and agencies.

Administrative functions include Human Resources; Purchasing; Accounting and Fiscal Management; Information Technology, Timekeeping and Payroll; and Vital Records (issuing death certificates and maintaining vital statistics and records for Allegany County). (Birth certificates are issued through the Physical Health Services division of the health department.)

## BEHAVIORAL HEALTH SERVICES

Our mission is to provide comprehensive, high-quality mental health, addiction and prevention services to adults, adolescents and children. Services are personalized, accessible, efficient and effective. We work with the community we serve in achieving our mission.

### ADDICTIONS SERVICES

#### Mission and Staff:

The Addictions Programs provides prevention and treatment services to individuals and families at risk as well as to those experiencing substance use disorders.

#### Prevention & Promotion: 301-759-5050

Services are provided at the Brook Building, 12503 Willowbrook Road.

- Alcohol & Drug Use Prevention Education and Presentations
- Community Events & Initiatives

#### Outpatient Addictions: 301-759-5050

Outpatient Addictions services are provided at the Brook Building to individuals and families experiencing substance use disorders.

#### Hours of Operation:

Monday and Friday 8 a.m. to 5 p.m.; Tuesday, Wednesday, and Thursday 8 a.m. to 6:30 p.m. Walk-in evaluation clinic Monday through Friday 8:30 a.m. to 3 p.m. (no

appointment necessary).

#### Programs and Services:

- Outpatient Addictions
- Adolescent Program
- Intensive Outpatient Program
- Continuing Care (to assist patients after traditional treatment has ended)
- Overdose Response Program
- Buprenorphine Treatment
- DWI Services (12-hour DWI education)
- Jail Substance Abuse Program (JSAP): Allegany County Detention Center
- Substance Abuse Evaluation & Assessment
- Group Counseling
- Individual Counseling
- Family/Couples Counseling
- Alcohol & Drug Education
- Dual Diagnosis Counseling
- Crisis Intervention
- Referral for Inpatient Treatment
- Gambling Counseling
- Peer Counseling
- Toxicology Screening
- HIV/AIDS, Sexually Transmitted Diseases, Hepatitis Education

(NOTE: The Tobacco/Nicotine Cessation program is now part of ACHD's Physical Health Services, as the Tobacco/Chronic Disease Program.)

#### Allegany House (Halfway House): 301-777-2497

Allegany House is a 14 bed (8 male and 6 female) halfway house for adults recovering from drugs and alcohol who are in need of a structured, supportive living environment that encourages positive growth toward maintaining sobriety and achieving self-sufficiency. Allegany House is staffed 24 hours per day/7 days per week. Services include the following:

- 5 hours of treatment per week (individual, group, family, relapse prevention & life skills training)
- Assistance with gainful employment
- Financial planning for independence
- Support by staff to further education, if desired

#### Joseph S. Massie Unit: 301-777-2285

Massie Unit is a 45-bed inpatient treatment facility for adults experiencing the devastating effects of drugs and alcohol. The unit is located at the Finan Center, Country Club Road, Cumberland, Maryland. Services include the following:

- Individual, Group and Family Therapy
- Medical Services
- Psychiatric Evaluation and Counseling
- HIV Education, Testing and Counseling

- Aftercare Planning
- Alcohol, Drug, and Tobacco Education
- Self-Help Groups
- Pastoral Counseling upon request
- Gambling Assessment and Counseling
- Family Educational Groups
- Relapse Prevention
- Peer Support Groups

## MENTAL HEALTH SERVICES

### Mission and Staff:

The center offers an array of mental health services to meet the individualized needs of patients of all ages, including those patients requiring intensive outpatient care. Our staff assists clients in accessing and coordinating appropriate community resources. Staff includes psychiatrists, nurse practitioners, licensed master's degree counselors, registered nurses, and support staff.

### Adult Services:

- Specialty groups such as dual diagnosis, panic-anxiety disorder, impulse control, depression and codependency group
- Individual and family therapy
- Intensive Outpatient Program
- Medication services

### Child and Adolescent Services:

- K.I.D.S. – Kids Intensive Day Services (Intensive Outpatient Program)
- Individual, Family, and Group Therapy
- School-based services
- Medication services

### Hours of Operation:

Monday, 8 a.m. to 5 p.m.

Tuesday through Thursday, 8 a.m. to 6:30 p.m.

Friday, 8 a.m. to 5 p.m.

After-hours and weekend crisis coverage.

In-school and home-based services provided.

*General Information & Appointment Scheduling: 301-759-5280.*

## LOCAL BEHAVIORAL HEALTH AUTHORITY

### Mission and Staff:

The Local Behavioral Health Authority (LBHA) is the designated county authority responsible for planning, managing and monitoring the county's publicly funded

mental health and substance use disorder services for individuals in Maryland's Public Behavioral Health System (PBHS). The PBHS provides behavioral health services to individuals with Medical Assistance and to individuals who are uninsured and meet established criteria. Additionally, the LBHA provides a number of behavioral health support services described below. The LBHA is located on the first floor of the Willowbrook Office Complex.

### LBHA Core Functions: 301-759-5070

- Planning, managing and monitoring the development and delivery of services provided through both Maryland's fee-for-service system and through purchase of service contracts with local providers.
- Supporting and promoting behavioral health wellness, recovery and resilience and providing public education and stigma reducing activities.
- Providing advocacy services for individuals within the public behavioral health system to assist them with accessing needed services.

### Who Is Eligible:

- Education and referral services are available to anyone involved with or interested in knowing about Maryland's Public Behavioral Health System.

## COMMUNITY SUPPORT SERVICES OFFICE

### Community Criminal Justice New Horizons Re-Entry Program: 301-759-5096

Assessment, release planning and aftercare services for inmates with a mental illness who are being released from any jail or prison and returning to Allegany County.

### Projects for Assistance in Transition from Homelessness: 301-759-5111

Provides assistance in locating housing resources to individuals with mental illness who are eligible for Maryland's Public Behavioral Health System and who are homeless and/or being released from incarceration.

### Who Is Eligible:

- Services are available to individuals with Medical Assistance or are uninsured, are currently or at imminent risk of being homeless, and have a serious mental illness diagnosis.

### State Care Coordination: 301-759-5110

Maryland State Care Coordination services are available to adults who are being discharged from residential substance use treatment (Levels 3.7, 3.5, 3.3 or 3.1) and who reside in Allegany County. State Care Coordination is designed to expand access to a comprehensive array of community-based recovery support services for individuals in varying stages of recovery. All services are designed to assist

recipients in remaining engaged in their recovery while promoting independence, self-sufficiency, and stability as they transition back into their communities. In order to be enrolled in the program, a consumer must meet eligibility requirements, must have independently chosen to enroll and participate in the program, and must be referred through a designated portal/access point.

## DENTAL HEALTH PROGRAM

### Mission & Staff:

To promote preventive dental programs for children in Allegany County, to provide quality dental services for children in Allegany County who have an active MA/MCO card, to provide medically necessary limited urgent dental care to adults lacking access, to deliver dental services in a positive environment with high professional standards, and to offer services with patience, empathy, respect and tolerance to promote a positive dental experience for each child who visits the clinic.

Staff includes licensed dentists, dental hygienists, and dental assistants. The dental clinic is located in the Brook Building, Entrance Door #4. Dental care is by appointment only.

### Services Provided:

- Dental clinical services including cleaning of the teeth, fluoride treatments, sealants, radiography, space maintainers, restorative care (fillings), sports mouthguards, and extractions.
- School screenings in Head Start programs and Judy Centers in Allegany County.
- Dental health education for the community and educational materials available for community use.
- School-based oral health program for first, second, third and fifth graders in targeted schools, providing sealants and fluoride.
- Adult extraction clinic and limited adult urgent care.

### Who Is Eligible:

- Pregnant women and any child in Allegany County up to and including 20 years of age who has a valid Maryland Medical Assistance Maryland Healthy Smiles card with whom the Health Department has an active contract.
- Allegany County resident who is identified as needing urgent or immediate treatment by the school screening process. Siblings of these children are also eligible after the child with urgent needs has initiated treatment.
- Dental care is provided for the Boys Forestry residents.
- Extractions are offered to low income adults on a sliding fee scale including adults who have a MCO/MA card or Medical Assistance card. The clinic is held the second and fourth Tuesday of each month.
- Limited urgent care for adults and children without access to a dentist.

### Hours of Operation:

Monday through Friday, 8 a.m. to 5 p.m.

*General Information: 301-759-5030*

## ENVIRONMENTAL HEALTH

### Mission and Staff:

The Environmental Health program is dedicated to providing a safe and healthful environment for the residents and visitors of Allegany County. The Environmental Health office is located in the Willowbrook Office Complex on the ground floor.

### Services Provided:

- Wells: Sampling of newly constructed wells, issuing permits, and construction inspections.
- Non-Community Water Supplies: Regulatory sampling, inspections and evaluations.
- Water Quality: Information and complaint investigation.
- Swimming Pools, Spas, Bathing Beaches: Regulatory inspections and complaint investigations.
- Soil Evaluation and Percolation Tests for new lot construction and subdivisions.
- Individual Sewage Systems: Inspections and evaluations.
- Food Sanitation for Permanent and Temporary Food Service Facilities: Licensing, inspections, plan reviews, investigation of food-borne illness and food safety complaints.
- Rabies Control: Case investigation. Rabies vaccination clinics twice per year.
- Psittacosis Control: Issuing permits, inspections and complaint investigations
- Residential and Commercial Burning Permits and Site Inspections.
- Sanitary Surveys and Site Inspections.
- Radon and Indoor Air Quality: Public education.
- Waste Disposal: Inspections and public education on home medical waste disposal and disposal of household hazardous waste.
- Camps and Mobile Home Parks: Issuing permits, regulatory inspections and complaint investigations.
- Day Care, Foster Care and Adoption Homes: Site evaluations.
- Tattoo Establishments: Issuing permits and regulatory inspections.

*General Information: 301-759-5040*

*E-Mail: [achd.eh@maryland.gov](mailto:achd.eh@maryland.gov)*

## WOMEN, INFANTS, AND CHILDREN (WIC)

### Mission and Staff:

The WIC program promotes wellness and provides nutrition education programs for Allegany County residents. Offices are located on the first floor of the Willowbrook Office Complex.

### Women, Infants & Children (WIC): 301-759-5020

Special Supplemental Nutrition Program for women, infants, and children. Health assessments and referrals, nutrition education, breastfeeding support and supplemental foods for qualified families. Services available free of charge to eligible women who are pregnant or breastfeeding and families who have babies or children up to age five. We have five locations within Allegany County: Allegany County Health Department (Cumberland), Beall Elementary School (Frostburg), Lonaconing Library (Lonaconing), Allegany County Westernport Library (Westernport) and Western Maryland Health System Postpartum Unit (Cumberland).

### Lead Screening: 301-759-5077

Case management services for lead poisoned children in Allegany County.

### Breastfeeding Education and Support Services: 301-759-5023

Staff provides education for women and their support persons. Call for a schedule of upcoming classes. Staff are also available to assist moms and babies in getting off to a good start, providing guidance and support along the way. Staff can address any questions you may have about breastfeeding your baby. Services available to Allegany County residents and moms who deliver in Allegany County.

### Hours of Operation:

Monday through Friday, 8 a.m. – 4:30 p.m.  
Other times available by appointment only.

## PHYSICAL HEALTH SERVICES

### Mission and Staff:

Physical Health Services are designed to promote healthy people in healthy communities through a variety of programs designed to serve all ages: children, adolescents, adults, and the elderly. Offices are located on the first floor of the Willowbrook Office Complex (WOC) building. Depending on the program, services are provided in clinics at the WOC location, in client homes, and in public schools.

### Adult Services:

- Adult Evaluation and Review Services (AERS): 301-759-5210  
Provides assistance to aged and functionally disabled individuals who

are at risk of institutionalization. AERS staff conducts a comprehensive evaluation to identify services available to help the individual to remain in the community, or in the least restrictive environment, while functioning at the highest possible level of independence and personal well-being. AERS also administers the Nurse Monitoring Program for Community Personal Assistance Services (CPAS), Community First Choice (CFC), and Community Options Waiver (COW) participants.

- Birth Certificates: 301-759-5119  
Birth certificates are available at the Allegany County Health Department for a \$20.00 fee. An acceptable government issued (driver's license or MVA issued) photo I.D. or U.S. Passport is required. All identification must have an issue and expiration date; no expired I.D. will be accepted. Birth certificates are provided to the person whose birth record is requested or the person's parents. Birth certificates before 1940 must be obtained from the Division of Vital Records in Baltimore, Maryland. All legal documents (i.e. court orders, power of attorney, or notarized letter) must be sent to Baltimore with an application to obtain a birth certificate.
- Breast and Cervical Cancer Services: 301-759-5083  
Provides breast cancer screening services to low income, uninsured women aged 40 and older and cervical cancer screening to women aged 21 and older. Must reside in Maryland and meet income requirements. Provides payment for screenings (breast exam, mammogram, Pap test), and diagnostic testing if needed. Will also provide treatment services for breast or cervical cancer. Also provides the same services to persons with health insurance in order to assist clients with completion of screenings and can provide transportation to and from appointments if necessary.
- Colorectal Cancer Screening Program: 301-759-5083  
Provides colorectal cancer education, screening, diagnostic, and treatment services to low income persons aged 50 and older. Will provide services to persons younger than 50-must have a referral from a healthcare provider. Must reside in Maryland and meet income requirements. Program also provides the same services to persons with health insurance in order to assist client with completion of screenings and can provide transportation to and from appointments if necessary.
- Family Planning Services: 301-759-5084  
Provides emergency contraception and pregnancy testing, Monday through Friday, 8 a.m. to 11:30 a.m. and 1 p.m. to 4 p.m. No appointment needed.
- HIV/AIDS Services: 301-759-5138  
Provides free confidential HIV counseling and testing Monday through Friday from 8 a.m. to 12 p.m. and 1 p.m. to 3:30 p.m. Quick testing with results determined in 15 minutes.
- HIV Clinic and Case Management: 301-759-5085  
Provides medical case management services to Maryland residents who test positive for HIV. Coordinates a Johns Hopkins University clinic 2 days per month to provide HIV specialty care to Allegany and Garrett County

- clients living with HIV/AIDS.
- Immunization Clinics: 301-759-5138  
The ACHD provides a variety of childhood, adolescent, and adult immunizations. Clinics are held Wednesdays from 1 to 4 p.m. No appointment needed. Bring any immunization records, if available.
- Lung Cancer Screening Program: 301-759-5083  
Provides lung cancer education, screening, diagnostic and treatment services to low income persons aged 50-80 who presently smoke or recently quit smoking. Must have a long history of smoking. Must reside in Maryland. Program will provide payment to see a healthcare provider to discuss lung cancer screening and a low dose CT scan. Must be uninsured, or have health insurance that does not cover lung cancer screening. Persons with lung disease, environmental exposure to radon or other chemicals or a family history of lung cancer may also qualify for a no cost lung cancer screening.
- Maryland Cancer Fund: 301-759-5083  
Provides grants to assist Maryland Residents with payment for cancer treatment or for diagnostic testing to rule out cancer. Cancer must have been diagnosed in the last 6 months. Must meet income requirements. This fund is made possible through Maryland taxpayer donations.
- Overseas Immunization Clinic: 301-759-5080  
By appointment. Review and provision of immunizations for overseas travel. If possible, call at least one month prior to travel to schedule an appointment.
- Skin Cancer Screening Program: 301-759-5083  
Provides skin cancer education, screening, diagnostic and treatment services to low income persons aged 19 and older who have a personal history or family history of skin cancer, or who have skin changes such as mole that has grown in size, changed in color, or has jagged edges/is irregular in shape. Must reside in Maryland. Must be uninsured, or have insurance that does not cover skin cancer screening. Program will pay for a visit with a dermatologist for a skin cancer exam.
- STI (Sexually Transmitted Infections) Clinic: 301-759-5125  
Confidential STI/HIV testing and treatment. Clinic every Tuesday from 8 a.m. to 10:45 a.m. and 1 p.m. to 2:30 p.m. No appointment needed.

*Additional Clinical Information: 301-759-5112*

### **Child and Adolescent Services:**

- Administrative Care Coordination Unit (ACCU) Ombudsman: 301-759-5094  
Provides help to Medical Assistance clients with understanding and access to the managed care system; follow-up of non-compliant clients. Provide education to Maryland Medical Assistance patients including enrollment into Healthchoice MCOs, coverage, and benefits. Ombudsman handles more complex issues, hard-to-reach clients, and non-compliance issues.

- Children and People with Special Health Care Needs (CPSHCN): 301-759-5079  
Telephonic care coordination services for special needs children and youth who have or are at increased risk for any chronic physical, developmental, or emotional condition.
- Genetics: 301-759-5079  
Provides genetic consultation, diagnosis and monitoring for special needs children and youth. Clinical services are provided by the University of Maryland Hospital Center and ACHD staff.
- Healthy Families Allegany County: 301-759-5079  
Voluntary home visiting program for expectant mothers in their first trimester up to two weeks after delivery. The program is designed to help parents of newborns get their children off to a healthy start. The program promotes positive parenting as well as child health and development.
- Infants and Toddlers: 301-759-5081  
Collaborative effort with the Allegany County Board of Education and the Allegany County Department of Social Services. The program provides home visits for OT, PT, speech, special instruction, and service coordination to developmentally delayed children birth to 4 years of age.
- Maryland Medical Assistance Eligibility Unit: 301-759-5076  
Assists clients with the online application process in the Maryland Health connection. Assists with resolving eligibility and certification problems for MCHP, Medicaid, and Qualified Health Plans. Health care coverage plans are available for income-qualifying children, pregnant women, and adults under age 65.
- School Health: 301-759-5088  
The School Nurse Program provides students and faculties in 22 schools with a multitude of health and medical services, including: caring for the sick and injured, administering and monitoring medications, health counseling, education and screening.
- Surveillance and Maternal Child Health Initiatives: 301-759-5079  
Facilitates the local Fetal/Infant Mortality Review Board with evaluation of all fetal and infant demises. Facilitates the local Child Fetal Review Board with the evaluation of child deaths referred by the state medical examiner. Provides community education regarding the promotion of healthy pregnancy and infant care.

### **CHW Improving Health and Resilience Project: 301-759-5098**

- Community Health Workers provide chronic disease prevention resources and assistance to county residents who may be at higher risk for poor health outcomes, including those resulting from COVID-19. Provides COVID-19 supplies such as masks and testing kits, educational materials related to a variety of chronic diseases and assists clients in need of various community resources.

### Elderly Services:

- Senior Care Program: 301-759-5210  
A program designed to help people 65 or older, who are at risk of entering a nursing home, to remain safely in the community in their own homes for as long as possible. Senior Care provides a case manager to secure and 'gap filling funds' to purchase services for individuals who meet program eligibility requirements.
- National Family Caregiver Support Program (NFCSP): 301-759-5210

As support to caregivers, the NFCSP provides short term services to eligible individuals aged 60 and older.

### Infectious Disease/Outbreaks: 301-759-5112

Investigation, consultation, and disaster response. Services available 24 hours/day, 7 days/week.

### Prevention Services:

Prevention Services is an 'umbrella' of programs with the goal of reducing injury and disease through public education and awareness. The staff includes one registered nurse and an outreach worker.

### Tobacco/Chronic Disease Services: 301-759-5262

These services focus on adult and youth tobacco and nicotine cessation, youth engagement, and education on prevention of diabetes and other chronic diseases. Among the programs offered is TOPS (Taking Pounds Off Sensibly), an overall wellness, weight loss, healthy lifestyle program. Referrals can be made by local healthcare providers, or by clients themselves. The purpose of this program is to work with persons with chronic disease, with a focus on pre-diabetics, diabetics, and anyone with risk factors for diabetes. Call for more information.

### Hours of Operation:

Physical Health staff is available during regular business hours, Monday through Friday from 8 a.m. to 4:30 p.m. However, hours and days for specific services may vary. Please call (301) 759-5000 for information on specific programs and services.

## PUBLIC HEALTH EMERGENCY PREPAREDNESS

### Mission and Staff:

The Public Health Preparedness Office serves the community by providing timely information, preventive measures, and preparedness planning for a wide variety of natural and man-made public health emergencies. This office coordinates with local emergency responders to protect the community from contagious diseases or other health threats. It is also a community resource for education, training, and information on preparedness for emergencies.

Staff includes the Director of Public Health Emergency Preparedness, the Health Department's Public Information Coordinator, and support staff. Offices are located in the Willowbrook Office Complex (WOC) building, first floor.

### Information Hotline:

In a public health emergency, our information hotline may be activated. The hotline (301-759-5055) will only be activated as needed and is not normally staffed or checked for messages. In a public health emergency, check the ACHD web site (<https://health.maryland.gov/allegany>), follow our social media (facebook.com/AlleganyHlthMD and on Twitter @AlleganyHlthMD), and watch local media for emergency information and announcements about hotline activation.

### Hours of Operation:

Normal office hours are Monday through Friday, 8 a.m. to 4:30 p.m.

General Information: 301-759-5019

## VITAL RECORDS

### Birth Certificates: (See Physical Health Services)

### Death Certificates: 301-759-5017

Death certificates are issued to funeral directors for deaths that occurred after January 1, 2015. Deaths that occurred prior to January 1, 2015 can only be obtained through the Baltimore office of vital records.

Certified death certificates can be issued to immediate family members for 30 days from the date of death if they are listed as the informant on the certificate. They must present a valid driver's license, MVA-issued photo ID card, or United States Passport. All identification must have an issue and expiration date. The cost of a death certificate is \$18.00 for the first copy and \$20.00 for each additional copy.

After 30 days, a death certificate requested by a family member must be requested from the Division of Vital Records, 6764 B Reisterstown Road, Baltimore, MD 21215. The fee is \$10.00 for the first copy and \$12.00 for each additional copy in the same transaction when applying to the Baltimore office.

Assistance will be offered for other individuals seeking a copy of a death certificate.

### Hours of Operation:

Monday through Friday, 8 a.m. to 3 p.m.

Updated September 2022