



Annual Report to City of Bangor

Public Health & Community Services

May 2019

It is with great pleasure that I present our Public Health Department's first annual report. This year the Health Department has been working to improve, the conditions in which we live and work as scientist have found these conditions have an enormous impact on our health. Our work has been guided by our vision that *all residents deserve to live in thriving communities where every person has a healthy and fulfilling life*. We seek to accomplish this vision through our mission to *promote health and well-being in our community by providing prevention services, supports, education and leadership*.

Our three-year strategic priorities include (1) communication & branding, (2) programs and services, (3) fiscal stability, (4) a welcoming and functioning workspace and environment, (5) a community indicators dashboard, and (6) achieving national public health accreditation

Communication and branding: Our goal is to achieve recognition as the public health leader for the Bangor region by setting local public health policy and participating in the State of Maine's system of public health provision. Emphasis will focus on prevention services using a 'health in all policies' lens. Toward this goal, staff have consulted with area municipalities and schools as content experts to address vaping and marijuana use, especially among minors. We are applying for grants that align with our specific strategic goals and areas of expertise. Our hope is that our recognition as the health leader will help promote and encourage behavior change, inspire action, and build momentum toward a healthier community.

Programs and services: We continue to scan the public health landscape to identify and address gaps in our community. As an example, the Maternal Child Health (MCH) program recognized our community no longer had a car seat distribution program. Hospitals require a car seat before an infant can leave the hospital, and this was unaffordable for many. We identified a nurse and sent her for car seat technician training, making this service available to Bangor area residents through the provision of free car seats for qualified applicants. In the winter months, we collaborate with the fire department to offer this service in a warm environment. Our MCH program also recognized that parents of infants riding the bus needed a safe way to transport their babies. Our nurse provided a presentation to the Bangor noontime Rotary Club and received a donation to purchase front carriers that we now distribute among our families. The Woman Infant and Children (WIC) nutrition program now offers Farmer's markets checks and the SNAP Ed program offers "Harvest Bucks" to eligible recipients both initiatives improve access to healthy foods. The Immunization program nurses and nursing students provided vaccines in 18 area schools over the past year. Our Community Services program is currently working in collaboration with the police department to address homelessness by seeking to improve the safety net using a housing first approach.

Fiscal stability: Following a planned retirement, we hired a grants accounting specialist to assist with our budgeting and grant management. We currently hold 17 grants; a combination of federal, state and private sources. Having grant management expertise in our department relieves a significant burden on the city's Finance Department. We seek to support the majority of our services using grant dollars and to maintain and leverage our public health expertise.

Welcoming and functioning workspace: Last year we installed waiting room cameras and an employee electronic swipe-card entry system. This winter we completed a months' long flooring project to cover our asbestos tile floors. The result has been a boost in morale for staff and visitors alike and a more professional appearance. This summer we anticipate

installing internal security doors and improving lightening. We intend to continue to upgrade our workspace to address significant deferred maintenance as budget allows.

Community indicators/ dashboard: The development of a community dashboard will allow for the collection of data we can use to measure the impact of our work in the community. We sought an intern interested in data and data collection and were lucky to find a match with the University Of Maine School Of Social Work. One of two social work interns we hosted this year assisted with gathering information regarding dashboards used across the country in cities our size, easily collectable community metrics, and census data. We met with the Community and Economic Development Department and the School Department to determine metrics they identified as best measures of their work. We are now exploring the use of dashboard tools and software products available. In addition, we participated in the Maine Shared Community Health Needs Assessment (CHNA) and the development and creation of city level data. (Appendix A)

Accreditation: The first step toward accreditation is the strategic plan we completed in the spring of this year. Next steps include possible ordinance changes strengthening public health language, researching and adopting a quality improvement tool, and instigating a procedure for its use. Our eventual goal is to hire a part time accreditation manager who will map out our strategy among 12 domains and assist with applying for national public health accreditation through National Association of City and County Health Organizations (NACCHO).

Key Accomplishments

- Worked with engineering, police, and fire to create and share GIS maps to illustrate the extent of substance use disorder in Bangor. This is an evidence-based approach to the work and not done elsewhere.
- Continued to serve as the backbone organization to lead and promote the activities of the Community Health Leadership Board (CHLB). We are currently addressing substance use disorder. (Appendix B)
- Received a grant to collaborate with the school department to address school absenteeism, a precursor to future risk behaviors
- Chosen as one of only two Maine locations able to offer *Stamaril*, (European yellow fever vaccine, experimental in the U.S.) during the national yellow fever vaccine shortage.
- Applied for a Robert Wood Johnson Culture of Health Prize and made it through round one. We anticipate reapplying in the near future.
- Worked collaboratively with the city's housing work group and we anticipate continuing this work.
- Awarded a *FitLot* playground project, the only one located in Maine, due to our Bangor Livable Communities Committee's (BLCC) visibility and recognition. A summer instillation is planned in partnership with the Parks & Recreation Department.
- Applied for a Substance Abuse and Mental Health Services Administration (SAMHSA) grant proposing to work with area schools to implement an evidence based screening tool among area youth.

We continue to provide consultation to other communities regarding substance use disorder (SUD) prevention, active living, and healthy eating. We have addressed policy changes in municipalities, schools, and businesses by pushing for stronger policies on vaping, alcohol, and marijuana use, especially among minors. We instigated the need to change our liquor license process to include mandatory Responsible Beverage Server (RBS) training. Once enacted, we began offering community RBS trainings. We work with local partners to improve healthy food access in our city and surrounding towns.

The coming year will bring continued change and opportunities, and we look forward to meeting those challenges. We have the staff and expertise to represent Bangor well into the future.

Respectfully submitted,



Patricia Hamilton APRN, Public Health Director

Community Services

2018 Annual Report



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BANGOR PUBLIC HEALTH
& COMMUNITY SERVICES

Community Services includes General Assistance and Shelter Plus Care

Services



➤ General Assistance helps qualified Bangor residents with basic needs such as rent, food, and hygiene items.

➤ GA also helps with prescription medications for residents without private insurance or MaineCare

➤ Eligibility is based on income guidelines established by the Maine Department of Health & Community Services.

➤ Shelter Plus Care helps to house adults and families experiencing homelessness who have a mental health, substance use, or HIV/AIDS diagnosis.

➤ Shelter Plus Care is funded by the U.S. Department of Housing and Urban Development and uses the "housing first" model. This approach houses people immediately and wraps them with services they need to remain stably housed.

Statistics

Oct 2017 - Sept 2018



- GA served 2,595 individuals from Oct 2017-October 2018. This represents 944 adults and 418 families.



- 84% received help for 6 months or less



- 21% are employed



- Shelter Plus Care currently houses 169 individuals and families.

Community Services Makes a Difference

Oct 2017- Sept 2018



By assisting with housing, food, and other basic necessities, we help reduce homelessness and move people toward independence.



GA provides "workfare" experience for able bodied adults, thereby providing valuable volunteer hours for local non-profits and work experience for participants.



Many GA clients are disabled and applying for Social Security benefits. Because they are unable to work, GA provides for their basic needs while they're waiting for their benefits to begin.

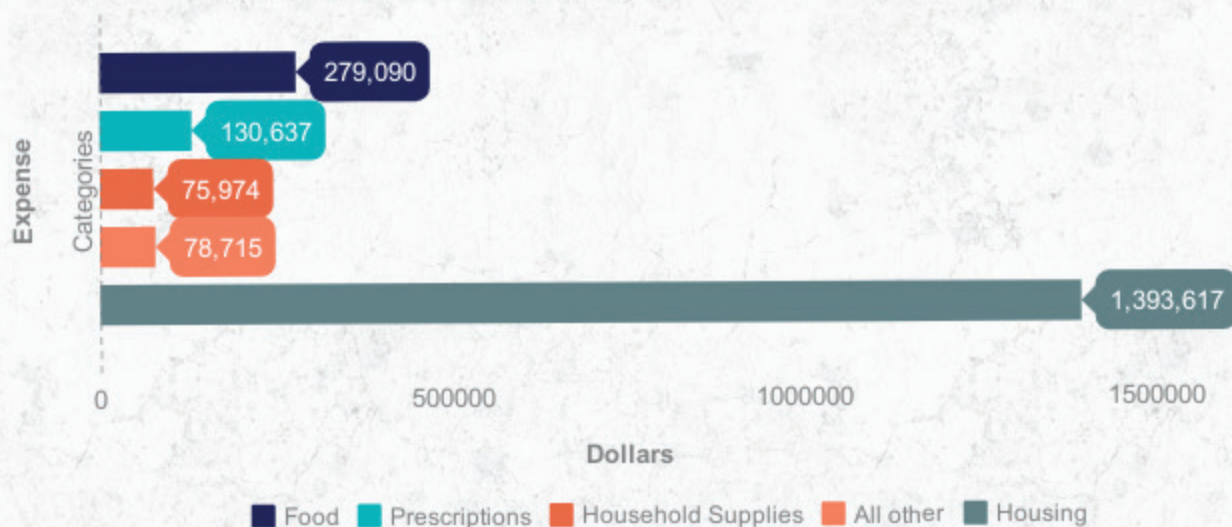


GA caseworkers link clients with other services within the Department including WIC, Maternal Child Health, and the Immunization Clinic.



Shelter Plus Care successfully houses our community's most vulnerable and difficult to house individuals and families with a retention rate of 98%.

GA Expenditures October 2017 - October 2018



Staff

- 2 full time GA caseworkers
- 2 part time caseworkers
- 1 full time Shelter Plus Care Housing Specialist



- Onsite services at the Bangor office serving clients from the City of Bangor
- Shelter Plus Care houses adults and families in Bangor and surrounding communities



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103 Texas Ave
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MCH Program

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MCH Provides



Maternal & Child Health (MCH) Program provides nurse home visits for pregnant women and parents of young children. Services include:

- Up to date health information on pregnancy, postpartum and child care
- Checks of unborn baby's heartbeat and mother's blood pressure
- Breastfeeding support by Certified Lactation Counselors
- Guidance and support for caring for children from birth to age 5 years
- Home safety suggestions including safe sleep for infants

MCH Counts

Oct 2017 - Sept 2018



- 1486 home visits conducted



- 288 mothers and babies served



- 100 referrals to partner agencies and services



- 23 car seats inspected and 28 car seats distributed

MCH Makes a Difference

Oct 2017- Sept 2018

Results of on-line survey



"My nurse helps me keep track of my babies weight and growth in between doctors visits, resources in my community and just listening to my everyday struggles with life."

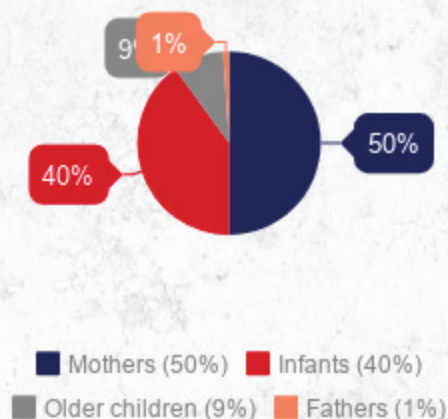


" (my nurse) was always willing to listen to and answer all my questions. She made time for my baby and me, and she was willing to schedule extra weight checks to ease my anxiety."

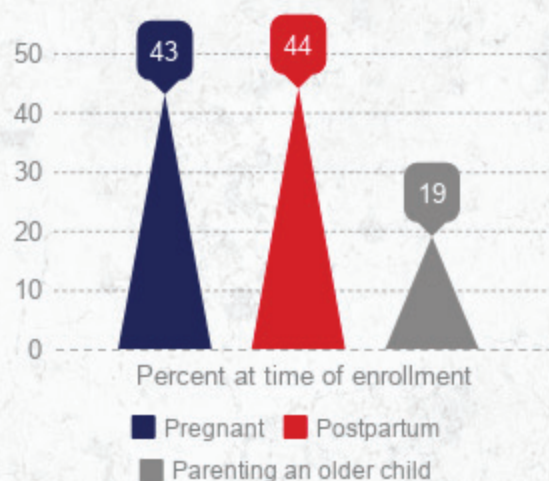


"Helped me get thru the baby blues and taught me very helpful stuff I needed to know for my baby."

MCH Supports Families



MCH Supports Women during Perinatal Period



MCH Staff

- 2 Full time Registered Nurses
- 3 Certified Lactation Counselors
- 1 Certified Asthma Educator
- 1 Certified Child Passenger Safety Technician

Note: Some staff have more than one credential



- Nurse home visits are free of charge for residents of the City of Bangor
- Car seat inspections and distributions are open to the greater Bangor area



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Immunization Clinic

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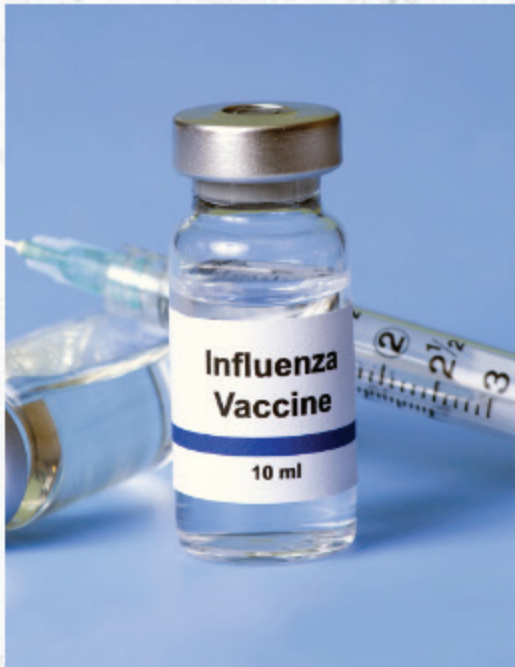


BANGOR PUBLIC HEALTH
& COMMUNITY SERVICES

Clinic Provides

The Immunization Clinic provides a walk-in clinic two days a week and one evening a month.

Travel Health Counseling by appointment.
Services include:



Routine vaccinations for all ages



Travel Health counseling for travel overseas including travel vaccinations and malaria prevention



Confidential screenings and treatment for several sexually transmitted infections



Pre-employment/school TB skin testing and titers for Hepatitis A and B, MMR and Varicella



Pre-exposure Rabies vaccinations

Clinic Counts

Oct 2017 - Sept 2018



- 18 school based immunization clinics conducted during the influenza season



- 1413 pediatric immunizations administered (including routine and influenza vaccines)



- 377 Yellow Fever vaccinations administered



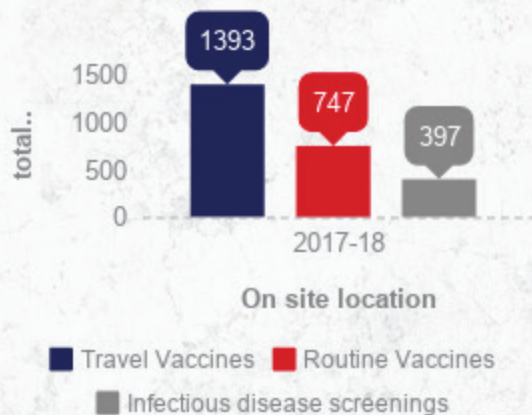
- 397 infectious disease tests conducted with treatment or referral for 17 positive tests

Immunization Clinic Makes a Difference

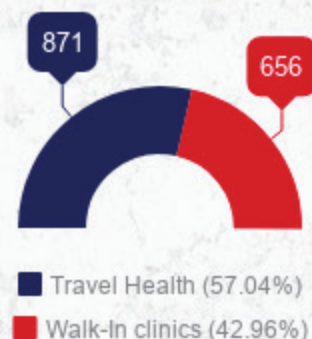
Oct 2017- Sept 2018

- By increasing the number of vaccinated individuals the clinic improves the overall 'herd immunity' of the community, thereby protecting those who cannot be vaccinated
- Expert travel health counseling help travelers stay safe while traveling abroad and return to their communities healthy
- The clinic works with businesses to meet OSHA requirements regarding protection of employees and patrons from risks of infectious disease
- The Clinic offers access to low barrier, confidential care by offering state provided vaccine and testing
- Since October 2017 the Clinic has been one of two sites in the state permitted to provide Yellow Fever vaccine

Vaccines and Screenings



1527 Clients seen on-site



Clinic Staff

- 7 Part time Registered Nurses
- 1 Full time Clinical Program Assistant
- 1 Nurse Practitioner



- Onsite services at the Bangor office serving clients from all areas of the state
- Offsite clinics for participating schools and businesses in the greater Bangor area



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WIC Nutrition Program

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WIC Provides



The Women, Infant and Children (WIC) program is a nutrition and health program for growing families that provides:



Quality nutrition education and services



Breastfeeding promotion and education



Healthy foods at no cost



Seasonal checks for fresh fruits and vegetables to use at approved local farm stands and Farmers' Markets



Referrals to maternal, prenatal and pediatric health-care services and social service programs

WIC Counts

Oct 2017 - Sept 2018



\$1,960,979.00 spent annually at **36** local grocery stores



\$6355 spent annually at **21** WIC approved Farmers' Market and farm stands



3513 residents served throughout Penobscot and Piscataquis Counties

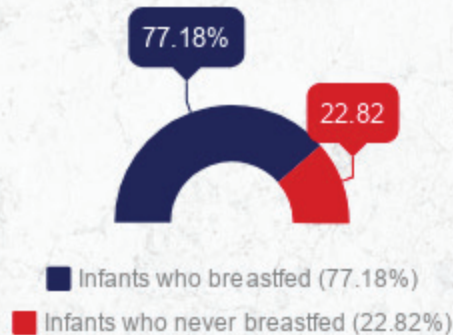


17,503 social service and healthcare referrals throughout Penobscot and Piscataquis Counties

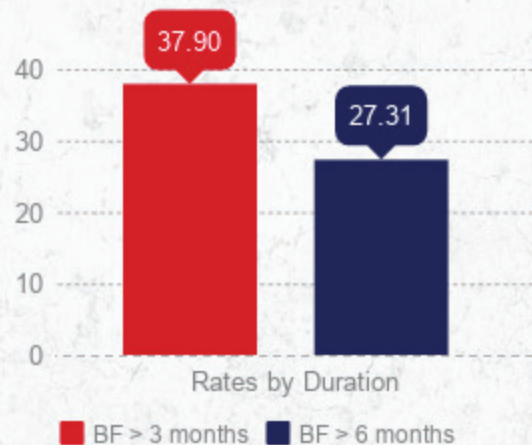
WIC Makes a Difference

Oct 2017- Sept 2018

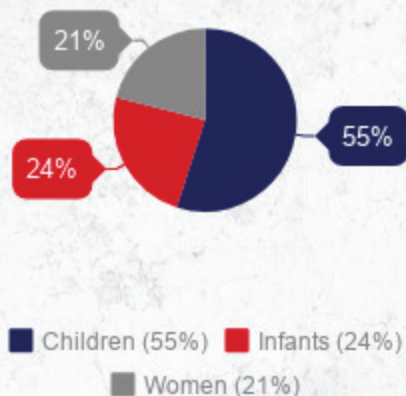
77.18% of infants on WIC have Breastfed



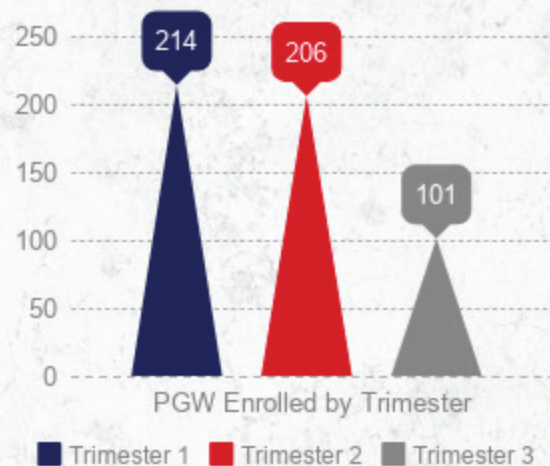
Breastfeeding Duration



WIC Supports Families



WIC Supports Pregnant Women



WIC Staff

- 8 Certified Lactation Counselors (CLC)
- 1 Registered Dietitian (RD/LD)
- 5 Nutritionists or Nutrition Educators
- 1 Lactation Consultant (IBCLC)
- 1 Breastfeeding Peer Counselor

Note: Some staff have more than one credential

Clinic Locations

- Bangor
- Dexter
- Dover-Foxcroft
- Corinth
- Lincoln
- Millinocket
- Milo
- Newport
- Greenville



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Public Health Prevention

2018 Annual Report



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prevention means



Prevention services include working in community to change habits and improve conditions where people live, work and play

➤ Holding weekly Opioid overdose trainings at Acadia hospital

➤ Working with schools and businesses to develop tobacco/vaping policies

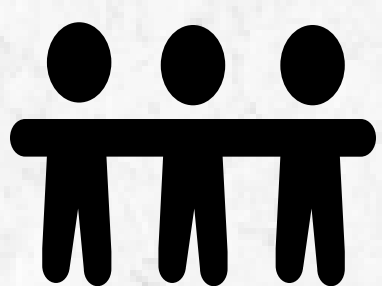
➤ Bringing the Let's Go curriculum to area schools, early child care sites and after school programs

➤ Bringing SNAP Ed trainings to adults and children in the Penobscot and Piscataquis counties

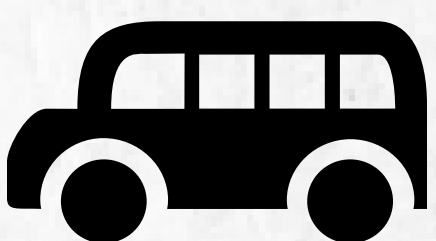
➤ Providing Responsible Beverage Server training to area businesses

Prevention Counts

Oct 2017 - Sept 2018



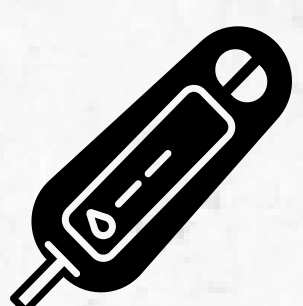
- 44 outreach trainings for high risk individuals, care givers and social service providers. distributed educational material to 70 locations and 35 towns/cities



- Engaged all 27 public schools & 3 private schools in the Public health district



- 21 Let's Go registered early child care sites and after school programs -15 communities



- Held 22 Responsible Beverage Server trainings for 178 individuals since ordinance was enacted

Prevention Services

2018 Annual Report



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BANGOR PUBLIC HEALTH
& COMMUNITY SERVICES

prevention means



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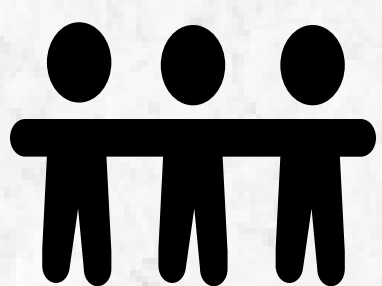
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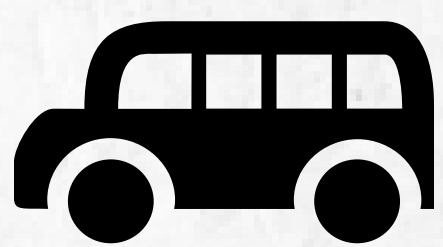
➤ Providing Responsible Beverage Server training to area businesses

Prevention Counts

Oct 2017 - Sept 2018



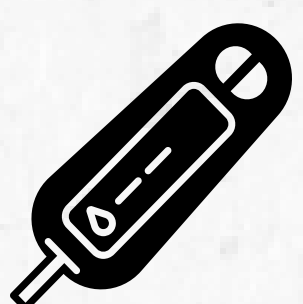
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Prevention Makes a Difference

Oct 2017- Sept 2018

Increasing the number of people who have received Overdose education hopes to prevent overdose in our community and trains professionals how to respond

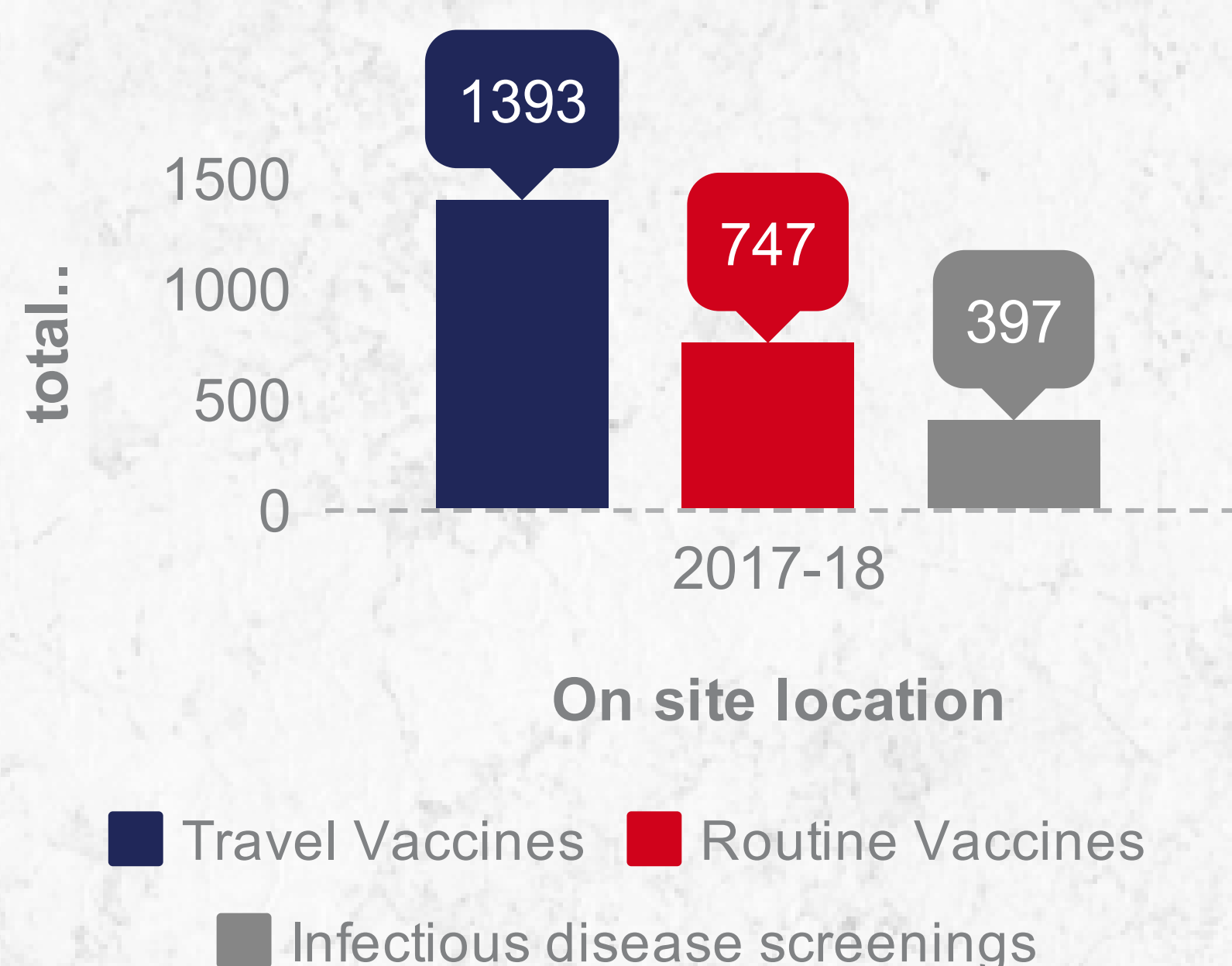
preventing the initiation of tobacco products including vaping devices could reduce the rates of lung cancer and emphysema by x percent

The Let's Go curriculum is an evidence based curriculum to improve healthy eating and active living among youth grades 4-12, obesity prevention can save \$\$\$ in chronic diseases such as diabetes and cardiac disease

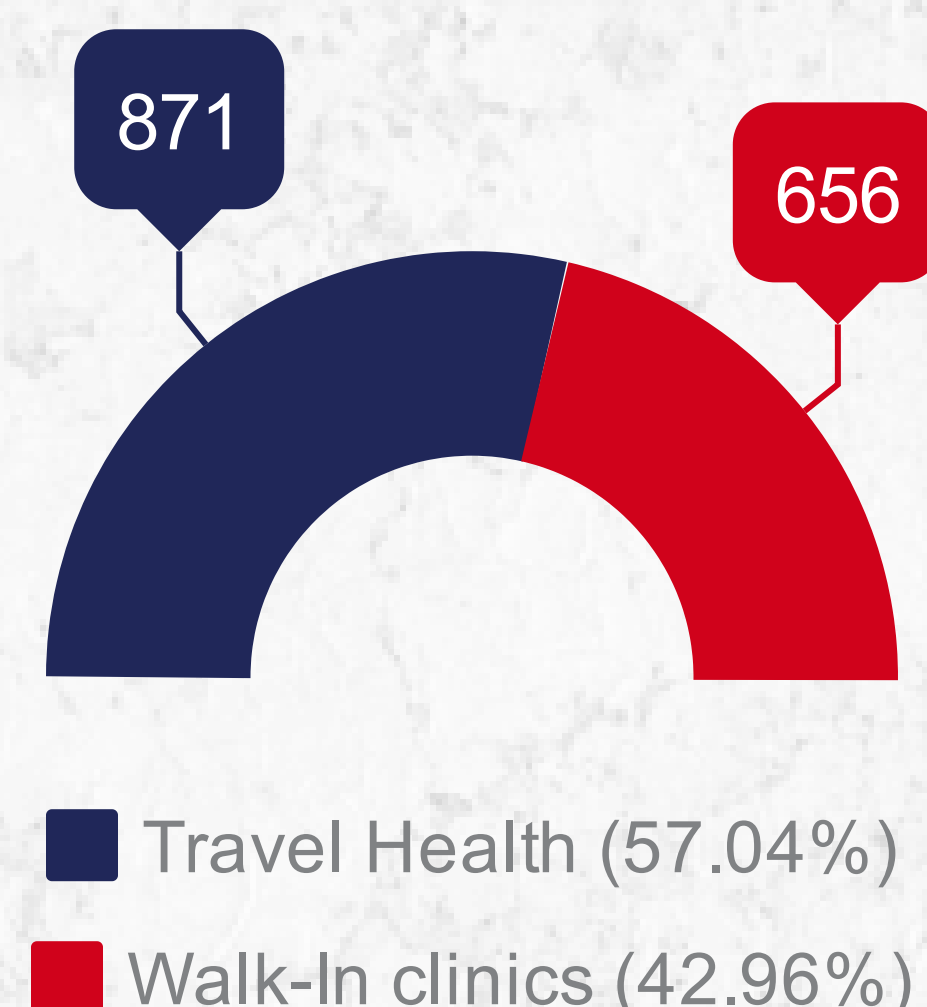
SNAP ED

Since October 2017 the Clinic has been one of two sites in the state permitted to provide Yellow Fever vaccine

Vaccines and Screenings



1527 Clients seen on-site



Staff

- 4 Nutrition educators
- 5 Prevention specialists



- Services are provided in community settings across Penobscot, Piscataquis and county
- services are provided to all at the population level

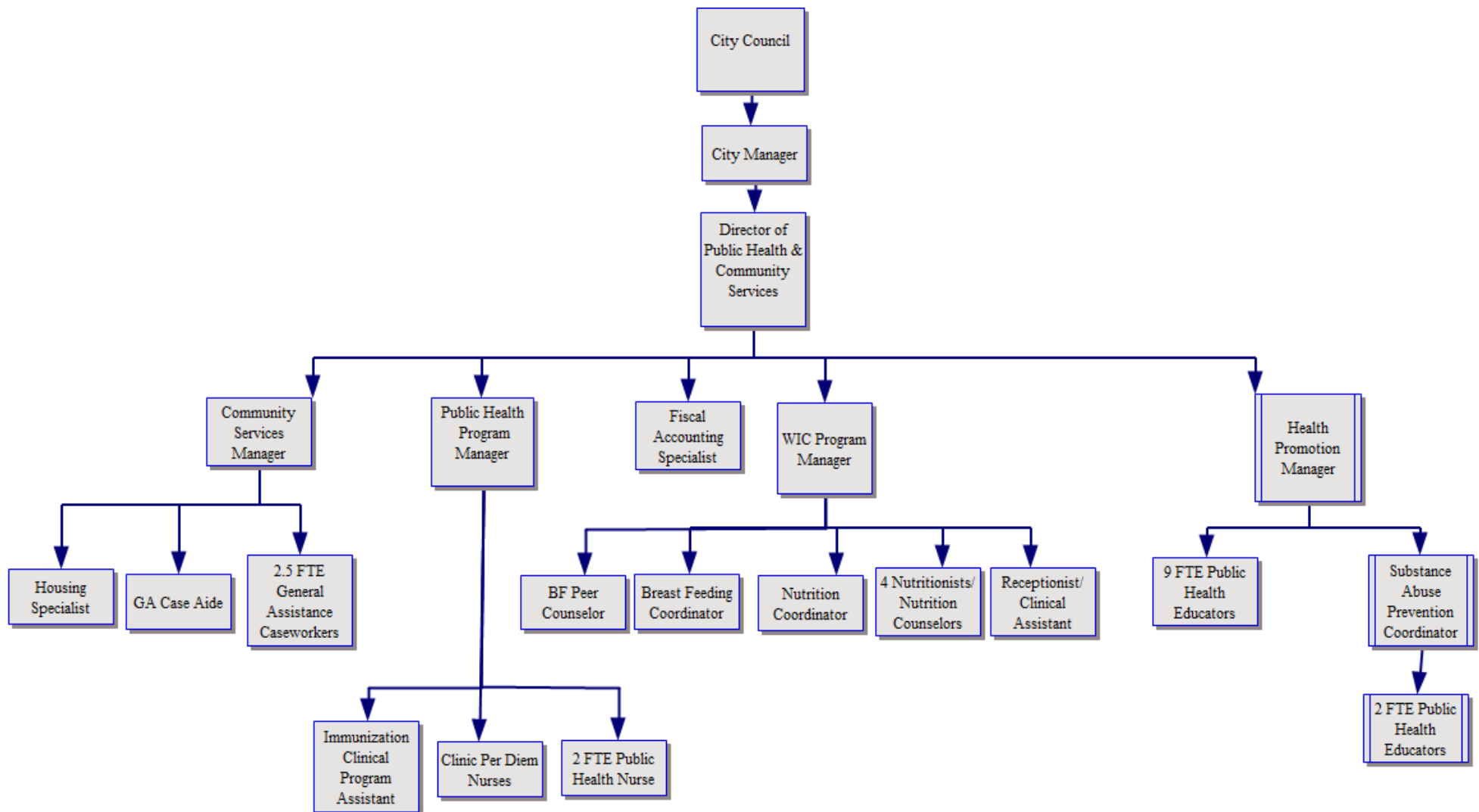


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**Bangor Public Health and Community Services
Organization Chart
April 2019**