Worcester Health is Committed to a Healthy Community

The Worcester County Health Department is committed to the health and well being of Worcester County residents.

A staff of healthcare professionals provides quality services including: Behavioral Health (mental health and substance abuse treatment), developmental disabilities assistance, Medical Assistance transportation, maternal/child/aging population health services, care coordination, dental, environmental health, nursing, communicable disease, emergency preparedness, HIV case management, immunizations, reproductive health, population health needs assessments, development of safety net programs with community partners, health promotion, education, training, and screenings, case management and assistance with health insurance enrollment through the Affordable Care Act.

These services are designed to promote health, prevent illness, and improve a citizen’s ability to lead a productive life. Some services are available every day of the week, while others are offered less frequently. To obtain health department services, please call for more information. Services are available without regard to the consumer’s race, color, creed, sex, or national origin.

A sliding fee scale is used to determine cost of services. No one is denied services due to inability to pay.

This is your health department, so take advantage of the friendly and concerned staff by visiting or calling the clinic closest to your home.

Worcester County Health Department has resources available for non-English speaking and hearing impaired customers.

Administrative Offices
Snow Hill Health Center
Snow Hill, Maryland 21863
410-632-1100

Worcester County Health Department has a set of privacy practices available for your review on our website or in any office. Your health information is confidential and secured in accordance with federal and state regulations. You may be asked to complete a satisfaction survey. Results of the survey will be used to improve services.

The services and facilities of the Maryland Department of Health (MDH) are operated on a non-discriminatory basis. The Department, in compliance with the Americans With Disabilities Act, ensures that qualified individuals with disabilities are given an opportunity to participate in and benefit from MDH services, programs, benefits and employment opportunities.

Worcester County Health Department has resources available for non-English speaking and hearing impaired customers.
Behavioral Health Services

Behavioral Health Services include mental health and substance abuse treatment services.

Mental Health Services

Mental Health Services include referral, treatment, consultation, and education for Worcester County residents.

Additional Mental Health Services Include:

- Counseling for individuals, families, couples, and group counseling for adults and children; medication evaluation and management.
- Services for school children, parenting groups, and summer programs for children. Trauma-trained therapist available for children and adolescents.
- Specialty services and anger management for specific populations such as homeless services for the chronically mentally ill, re-entry program for the incarcerated mentally ill, counseling for adult sex offenders.
- In-home services for the chronically mentally ill and families with children returned from long-term residential treatment or those at risk of being placed in such treatment services.
- Crisis Response Team designed to provide 24 hour response for individuals with a psychiatric or substance abuse disorder who are in crisis.
- Survivors of Suicide Group can contact 410-629-0164 for more information.

Locations and Telephones:

- **Snow Hill Health Center**  
  6040 Public Landing Road, Snow Hill, MD; 410-632-1100
- **Berlin Health Center**  
  9730 Healthway Drive, Berlin, MD; 410-629-0164
- **Pocomoke Health Center**  
  400-A Walnut Street, Pocomoke, MD; 410-957-2005

**Hours:** Monday–Friday, 8 a.m.–5 p.m. & Saturday by appointment. Pocomoke Health Center is open until 7 p.m. on Thursday and closed on Friday.
**Peer Recovery Service** provides one on one support and motivation to assist people on the journey of recovery. Peer Recovery Support Specialists share their own journey as model of the transformative power of recovery and provide guidance and recovery education. Peer Recovery Support Specialists are knowledgeable of resources for individuals or for their families to sources of sober housing, recovery positive employment, overcoming barriers to recovery, health/social services, and recovery support.

For more information call 410-632-1100 ext. 1067

**Re-Entry & Recovery Program** provides assistance to individuals pre- and post-release from Worcester County Detention Center, providing referrals and linkages to treatment and other services. Staff provide case management linkage to assist with obtaining insurance coverage, transportation, housing, recovery groups, somatic health, Behavioral Health and obtaining Narcan. Service can be provided to inmate/individual for one year following release.

For more information call 410-632-9230 ext. 1600

**Building Bridges Program** provides services and programs to address the impact of incarceration on youth, families, and communities using a two-generation approach. The program provides re-entry case management services to individuals incarcerated/detained at the local detention center in order to assist with community re-integration as well as support & linkages to the family unit as a whole, including children affected by incarceration, child caregivers who are not incarcerated or detained, and natural support systems of incarcerated/detained individuals in the community.

For more information call 410-632-9230 ext. 1600
Emergency Department Care Coordination Program (EDCC) integrates community & home-based Behavioral Health Care Coordination services through a partnership with Atlantic General Hospital, Berlin, MD. This program facilitates self-care, appropriate use of behavioral health services and works to reduce hospitalizations due to overdose through improving communication and coordination between the patient, caregiver, AGH, physicians and other medical providers. Care Coordination staff assist with obtaining Narcan training, identifying and linking patients with resources available in the community and follow-up regarding treatment & appointment coordination.

For more information call 410-632-1100 ext. 1067

Behavioral Health Homes assists individuals with care management to improve overall wellness. The program assists with connection to providers and resources to help individuals achieve wellness goals. Health Home Services include comprehensive care management, care coordination, health promotion, comprehensive transitional care from hospitals/inpatient facilities, individual/family support, community and social support, and counseling.

For more information call 410-632-9230 ext. 1600

Safety Treatment Assessment and Resource Team (START) is a grant-funded program designed to engage individuals in the community who are at high-risk of experiencing a behavioral health crisis and are not connected to behavioral health treatment. Program goals include engagement into treatment, engagement of support system and enhancement of safety.

For more information call 410-632-1100 ext. 1067

Mental Health First Aid & Youth Mental Health First Aid - Evidence-based programs that teach the public how to respond in a mental health emergency, and offer support to someone who appears to be in emotional distress. The 8-hour course teaches the skills necessary to reach out and provide initial help & support to someone who may be developing a mental health or substance abuse problem, or experiencing a crisis.

For more information call 410-632-1100 ext. 1120

State Care Coordination Program provides assistance to individuals pre- and post-release from Residential Treatment Centers, providing case management to individuals with high level Substance Use Disorders, referral and linkage to insurance, transportation, housing, Mental Health and Substance Abuse Treatment, Peer Support Services.

For more information call 410-632-1100 ext. 1067
Substance Abuse Treatment

Substance Abuse Treatment and referral services for adults and adolescents are available. Services include assessment, intake processing of client background, history of substance use, medical and mental health issues, family issues, legal involvement, and other relevant information. Other services include individual therapy and one-on-one counseling with a certified counselor to identify client’s specific treatment needs and to work on their treatment goals; group therapy participation in DWI education; outpatient or intensive outpatient group(s) to work on substance abuse issues in a collaborative setting; Medication Assisted Treatment; referral services – contact with detoxification and inpatient treatment facilities, medical resources, shelters, Motor Vehicle Administration, Social Security Administration, and other local agencies to secure support for each client’s recovery.

Locations and Telephones:

- **Snow Hill Health Center**
  6040 Public Landing Rd, Snow Hill, MD, 21863
  410-632-1100
  **Hours:** Monday–Friday 8 a.m.–5 p.m
  Wednesdays 8 a.m.–7:30 p.m

- **Pocomoke Health Center**
  400-A Walnut Street, Pocomoke, MD, 21851
  410-957-2005
  **Hours:** Monday–Wednesday, 8 a.m.–5 p.m
  Thursday, 8 a.m.–7 p.m, Closed Fridays

- **WACS Center**
  11827 Ocean Gateway, Ocean City, MD, 21842
  410-213-0202
  **Hours:** Monday–Wednesday, 8 a.m.–7:30 p.m.
  Thursday & Friday, 8 a.m.–4:30 p.m.

**Center 4 Clean Start (C4CS)** is an intensive program for pregnant and post-partum women who are experiencing difficulty with alcohol and/or drugs. It is a cooperative project among the health departments in Dorchester, Somerset, Wicomico, and Worcester counties. It provides dual diagnosis and family education services, as well as halfway housing for some of the women. Childcare is available on-site and transportation can be provided.

Location and Telephone:

- **Center 4 Clean Start**
  926 Snow Hill Rd, Cottage 200, Salisbury, MD, 21804
  410-742-3460
  **Hours:** Monday–Friday 8 a.m.–4:30 p.m.
Community Based Services/Access and Eligibility

Community Based Services include Mental Health Case Management. The services link qualified adults who are at risk of needing a higher level of care with resources in the community. Case managers work closely with other providers to coordinate services received by each individual. Visits are frequently held in the home and at community locations to meet the needs of the individuals served through this Case Management program.

Administrative Care Coordination Unit/Ombudsman

Administrative Care Coordination Unit/Ombudsman provides outreach, education, and care coordination to low income, vulnerable people. The program helps people remain in medical care and access needed healthcare services.

The Ombudsman Program accepts referrals from the Complaint Resolution Unit operated by the Medical Care and Finance and Compliance Administration. The ACCU/Ombudsman staff attempts to resolve referred disputes and educate the enrollee regarding benefits, HealthChoice, Managed Care Organizations, and local resources and services.

Location and Telephone:

- Berlin Health Center
  9730 Healthway Drive, Berlin, MD 21811; 410-629-0164
  Hours: Monday–Friday, 8:30 a.m.–5 p.m.

Children and Youth with Special Health Care Needs

Children and Youth with Special Health Care Needs Program provides health care coordination and health care transition coordination services to children with special health care needs and their families. Children ages birth to 21 who have a physical, developmental, behavioral or emotional condition that requires health and related services of a type and amount beyond what is generally required, are eligible. Eligible children will be assigned a coordinator and receive assistance with navigating the system to get needed services, referrals to local and statewide agencies, advocacy and linkage with locating financial assistance, assistance with transitioning health care services from pediatric to adulthood, coordination of multiple health services, and other services as appropriate. Coordinators have the ability to refer eligible children and families to Children’s Medical Services (CMS) which financially assist low-income, uninsured or underinsured children, get specialty care for a chronic illness or disability.
Coordination of Community Services

The Worcester County Health Department is licensed to provide Coordination of Community Service to individuals with intellectual/developmental disabilities and their families. Coordinators assist individuals with intellectual/developmental disabilities and their families in learning and gaining access to resources in their community, planning for their future, and accessing needed services and supports.

Eligibility is determined at a regional level by the Developmental Disabilities Administration (DDA). To be eligible to receive services from the DDA, individuals must have a disability which keeps them from handling daily activities independently. A developmental disability is a physical or mental impairment (other than a sole diagnosis of mental illness) or it can be a combination of mental and physical impairments that:
- continue forever
- started before the age of 22
- supports or assistance are needed to live independently
- require support of a team to help with services and treatment

Location and Telephone:
- **Market Square**
  424 A W. Market Street, Snow Hill, MD 21863; 410-632-9230
  **Hours**: Monday–Friday, 8 a.m.–5 p.m.

Early Intervention

Early Intervention (EI) is designed to serve young children, ages birth to five, who demonstrate behavioral concerns that could hinder their school readiness and academic success. Our team will assess children in the child care settings and in the home environment to provide brief interventions and strategies to the parent and providers. The EI team will provide education and information on early childhood development, mental health issues, and educate the team on options for referrals for additional community supportive services.

Working with the parents or guardians, child care providers and mental health clinicians, the program is designed to prevent future problems and help prepare young children achieve social and emotional school readiness. When a child is not emotionally ready for school, he/she may not be capable of academic success. The program goal is to enable children to enter Kindergarten with the social/emotional skills needed to be resilient, successful learners.

Location and Telephone:
- **Market Square**
  424 A W. Market Street, Snow Hill, MD 21863; 410-632-9230
  **Hours**: Monday–Friday, 8 a.m.–5 p.m.
Lower Shore Health Insurance Assistance Program (LSHIAP)

LSHIAP program provides outreach, education and enrollment assistance for the uninsured and underinsured residents of Somerset, Wicomico, and Worcester counties. Certified Navigators within the program provide aid to consumers by not only providing in person help with the enrollment process through Maryland Health Connection (MHC), but also by working with the consumer pre and post enrollment to ensure linkage to appropriate health care related resources and continuity of care. Please visit our website or call us to speak with a local Navigator to address questions and/or schedule in person appointments.

Location and Telephones:

- **Market Square**
  424 A W. Market Street, Snow Hill, MD 21863; 410-632-9230
  Local Call Center: 1-855-445-5540
  **Hours:** Monday–Friday, 8 a.m.–5 p.m.
  Website: lowershorehealth.org
  Facebook: https://www.facebook.com/lowershorehealth/
  Twitter: @LSConnector

Maryland Children’s Health Program (MCHP)

Maryland Children’s Health Program (MCHP) uses funds to provide health coverage to low income children and pregnant women. The program provides education regarding benefits, HealthChoice enrollment process, and Managed Care Organization selection process. Referrals are provided for Women Infants and Children program (WIC), Administrative Care Coordination Unit, Early Care and other health services.

Location and Telephone:

- **Berlin Health Center**
  9730 Healthway Drive, Berlin, MD 21811; 410-629-0164
  **Hours:** Monday–Friday, 8 a.m.–4:30 p.m.

- **Snow Hill Health Center**
  6040 Public Landing Road, Snow Hill, MD 21863; 410-632-1100
  **Hours:** 8 a.m.–4:30 p.m.

- **Pocomoke Health Center**
  400A Walnut Street, Pocomoke, MD 21851; 410-957-2005
  **Hours:** Monday and Wednesday
  **Hours:** 8 a.m.–4:30 p.m.
Maryland Medicaid Transportation Program
Maryland Medicaid Transportation Program (MA Transportation) transports Medicaid recipients to medically necessary local and regional appointments or Non-Emergency Medical Transportation (NEMT). Long distance transportation is also available if the participant qualifies. Program staff screen recipients for transportation to assure eligibility to provide the most efficient means of transportation available. Transportation services are provided by staff drivers as well as other community transportation providers.

Location and Telephone:
- **Market Square**
  424 A W. Market Street, Snow Hill, MD 21843; 410-632-0092
  **Hours**: Monday–Friday, 8 a.m.–5 p.m.

Psychiatric Rehabilitation Program (PRP)
Psychiatric Rehabilitation Program assists youth and adults, who have a qualifying mental illness, with meeting their needs including financial, social, medical, mental health, addictions and other areas as appropriate. Rehabilitation coordinators link people to federal, state, and local resources to reduce the need for higher level of care. Services include, but are not limited to assessments, individualized planning, monitoring of services, referral/linkage to resources and advocacy.

Location and Telephone:
- **Market Square**
  424 A W. Market Street, Snow Hill, MD 21843; 410-632-9230
  **Hours**: Monday–Friday, 8 a.m.–5 p.m.

Mental Health Case Management
Mental Health Case Management aims to support adults with a qualifying mental illness who are homeless or at risk of homelessness. Case managers assist qualifying Somerset and Worcester County residents with basic needs by helping clientele gain access to a range of behavioral health services, including medical, financial, housing and other supportive systems. Case managers will assist with linkage to federal, state, and/or local resources and provide consumers with the individualized tools they may require to reduce the need for a higher level of care. There is a strong effort to increase the ability to live as independently and successfully as possible in the community. Services provided include, but are not limited to assessments, individualized planning, monitoring of services, referral/linkage to resources, and advocacy. Mental health case management is often a stepping stone in the behavioral health recovery process.

Location and Telephone:
- **Market Square**
  424 A W. Market Street, Snow Hill, MD 21843; 410-632-9230
  **Hours**: Monday–Friday, 8 a.m.–5 p.m.
  with 24 hour on-call availability
Dental Services

Dental Services are available for children (under 21) and pregnant women who are low income, uninsured or enrolled in the Maryland Medicaid Program. Full service dentistry is available.

Location and Telephone:

- **Worcester County Dental Center**
  107 William St., Berlin, MD 21811; 410-641-0240
  Hours: Monday–Friday, 8 a.m.–4:30 p.m.

Environmental Health Services

Environmental Health services include:

- Licensing and inspection of food service facilities, swimming pools and body piercing establishments.
- Investigation of nuisance complaints.
- Rabies exposure and animal bite investigations.
- Environmental home assessments for adoption/foster care.
- Foodborne outbreak investigations.

Location and Telephone:

- **Isle of Wight Center**
  13070 St. Martin’s Neck Road, Bishopville, MD 21813
  410-352-3234, 410-641-9559, Fax: 410-352-3369
  Hours: Monday–Friday, 8 a.m.–4:30 p.m.
  Eligibility: All Worcester County residents

Youth Care Coordination

Youth Care Coordination (YCC) assists children and young adults up to the age of 17 and in many cases through the age of 21. Participants must meet clinical criteria for a serious mental illness in order to be eligible. Care Coordinators assist the youth/family with basic needs by helping clientele gain access to a range of behavioral health services, including medical, financial, housing, and other support systems. Care Coordinators work within a Systems of Care framework guided by core principles and values to link youth to available federal, state, and local resources and provide consumers with the individualized tools they may require to reduce the need for a higher level of care. The Care Coordinator will attempt to increase communication among service providers involved in each case and facilitate Child Family Team (CFT) Meetings. Youth Care Coordination is a family-driven, strengths based program in which the care coordinator guides the family in meeting their identified needs.

Location and Telephone:

- **Market Square**
  424 A W. Market Street, Snow Hill, MD 21843; 410-632-9230
  Hours: Monday–Friday, 8 a.m.–5 p.m. with 24 hour on-call availability

Dental Services

Dental Services are available for children (under 21) and pregnant women who are low income, uninsured or enrolled in the Maryland Medicaid Program. Full service dentistry is available.

Location and Telephone:

- **Worcester County Dental Center**
  107 William St., Berlin, MD 21811; 410-641-0240
  Hours: Monday–Friday, 8 a.m.–4:30 p.m.
Worcester Health receives reports on diseases and conditions as defined by the Code of Maryland Regulations and is responsible for the epidemiological investigation of each suspect or reported outbreak of disease. A major component of this program is prevention of and education about communicable diseases. The diseases include, but are not limited to: sexually transmitted infections (STI), tuberculosis (TB), hepatitis, HIV/AIDS, and rabies. Testing for certain STIs, HIV, and TB are available.

*CONFIDENTIALITY IS STRICTLY PROTECTED.*

Locations and Telephones:

- **Snow Hill Health Center**
  6040 Public Landing Road, Snow Hill, MD 21863; 410-632-1100

- **Berlin Health Center**
  9730 Healthway Drive, Berlin, MD 21811; 410-629-0164

- **Pocomoke Health Center**
  400-A Walnut Street, Pocomoke, MD 21851; 410-957-2005

**Hours:** Monday–Friday, 8 a.m.–5 p.m. & Saturday by appointment

Pocomoke Health Center is open until 7 p.m. on Thursday and closed on Friday.
Early Care is a free service in which nurses make home visits for pregnant women and infants less than 1-year old who are Worcester County residents. The goals of this program are to improve healthy pregnancies and birth outcomes and enhance parenting support and education. The program coordinates with the OB provider, links families to resources, and provides the most recent recommendations on child health and safety.

First time parents, teens, and women experiencing difficult personal situations are given priority.

Locations and Telephones:
- **Berlin Health Center**
  9730 Healthway Drive, Berlin, MD 21811; 410-629-0164
- **Pocomoke Health Center**
  400-A Walnut Street, Pocomoke, MD 21851; 410-957-2005

Hours: Monday–Friday, 8 a.m.–4:30 p.m.
& Saturday by appointment

Pocomoke Health Center is open until 7 p.m. on Thursday and closed on Friday.

- **Childbirth Classes**: Childbirth classes taught by a nurse midwife for residents of Worcester and Somerset Counties who are preparing to welcome their first child or those who would like a refresher. Classes are free, but donations are always welcome. They are available at the Berlin and Pocomoke locations. Transportation may be available for those who have no other option. Call for more information and to register for the class. 410-629-0164.

- **Lead Poisoning Prevention**: Worcester County Lead Poisoning Prevention Program provides consultation to parents, home owners, renters, landlords, medical offices, and other concerned community members on lead poisoning, prevention, testing, and regulations. Education and case management is provided to parents with children with elevated blood levels. Call 410-629-0164 for Worcester County Health Department’s Lead Poisoning Prevention Program.
Emergency Preparedness Program

The Worcester Health Emergency Preparedness Team provides plans and processes to prepare for, protect against, respond to, recover from, and mitigate all hazards in potential and actual health and medical situations that may affect Worcester County. Worcester Health is responsible for coordinating the provision of medical care and developing and sending out public health information necessary to strengthen community response before, during and after an incident that impacts the public’s health. Services to the general public include outreach, education and plan development guidance for personal and business emergency preparedness.

Location and Telephone:

- **Snow Hill Health Center**
  6040 Public Landing Road, Snow Hill, MD 21863; 410-632-1100
  **Hours:** Monday–Friday, 8 a.m.–5 p.m.

HIV Case Management

HIV Case Management services are offered to clients infected with HIV. The program assists with access to medical care, medications, housing and other available benefits that are aimed specifically to this population.

Location and Telephone:

- **Snow Hill Health Center**
  6040 Public Landing Road, Snow Hill, MD 21863; 410-632-1100
  **Hours:** Monday–Friday, 8 a.m.–5 p.m.
Immunizations

Immunizations reduce the incidence of vaccine-preventable diseases. Services include:

- Education and outreach to increase awareness of immunization recommendations.
- Computerized tracking to ensure children age 3 and younger receive immunizations, preventative services, and remain in care.
- Childhood immunization services for residents who lack a primary medical provider or who are uninsured/under-insured. Adult immunization services including (but not limited to) influenza (flu), pneumococcal (pneumonia), tetanus and pertussis (whooping cough).
- International travel immunizations are available for residents who are unable to obtain vaccinations by their medical provider. This service is offered at the Snow Hill location only and is limited to certain vaccines.

Locations and Telephones:

- **Snow Hill Health Center**
  6040 Public Landing Road, Snow Hill, MD 21863;
  410-632-1100

- **Berlin Health Center**
  9730 Healthway Drive, Berlin, MD 21811;
  410-629-0164

- **Pocomoke Health Center**
  400-A Walnut Street, Pocomoke, MD 21851;
  410-957-2005

**Hours:** Call for appointment.
Reproductive Health Services

Reproductive Health Services are available to men, women and teens of childbearing age. Our experienced clinician and knowledgeable nurses provide education that is tailored to the needs of the client. They provide information on a variety of topics such as prevention of sexually transmitted infections, birth control options, and breast and testicular self-exams. Clients can receive physical exams, testing and treatment of sexually transmitted infections, and birth control methods including long acting reversible methods such as Nexplanon and IUD’s. Adolescents may seek services confidentially without a parent. However, parental involvement is encouraged at every visit.

Worcester County Health Department accepts Maryland Medical Assistance and some private insurances. Clients who are uninsured or underinsured can apply for a sliding fee scale if eligible. No client is denied services based on inability to pay.

Locations and Telephones:

- **Pocomoke Health Center**
  400-A Walnut Street, Pocomoke, MD 21851; 410-957-2005

- **Berlin Health Center**
  9730 Healthway Drive, Berlin, MD 21811; 410-629-0164

**Hours:** Monday–Friday, 8 a.m.–4:30 p.m.

   Evening appointments are available on a limited basis.

Pocomoke Office is closed on Fridays.
Maryland Access Point (MAP) of Worcester County

Maryland Access Point (MAP) of Worcester County is a centralized service to provide information and assistance for individuals of all income levels who need long-term services or want to plan for future needs. Information is also available for family and caregivers trying to support a parent, spouse, or adult child. Staff from the Worcester County Health Department (WoCHD), the Department of Social Services (DSS), and the Commission on Aging (COA), are located together to make it easier to access information and assistance across a wide range of programs. MAP also provides Options Counseling to help individuals and their caregivers develop long term care plans.

Location and Telephone:

- Charles and Martha Fulton Senior Center
  4767 Snow Hill Rd., Snow Hill, MD 21863; 410-632-9915
  Hours: Monday–Friday, 8 a.m.–4:30 p.m.

The MAP program is comprised of the following Worcester Health programs:

- **Adult Evaluation and Review Services (AERS)** is a program designed to assist people who are at risk of long term care facility placement. A comprehensive, multi-disciplinary assessment is completed and referrals are made to available community resources which would allow them to remain in the community and achieve the highest possible level of independence and health.

- **Hospital and Nursing Facility Outreach Initiative**: Through this program, the program nurse identifies county residents who are admitted to the local hospital or long term care (LTC) facilities and may be at risk for LTC placement. This program strives to reduce unnecessary admissions/readmissions to the hospital and long term stays in nursing home facilities. For eligible individuals, the nurse provides screening, assessment, coordination, education, linkage to services and follow-up. A plan of care is created for each individual in the effort to return them to the community and/or maintain them in the community. Individuals are informed of all of the appropriate services available to them for community living in order to remain safely in their homes and divert readmission to the hospital and/or unnecessary long-term home placement.
Planning, Quality and Core Service Unit

Planning, Quality and Core Service Unit provides department-wide support functions for assessment of population health needs, assurance of quality services, and development of safety net programs integrated with community partners. Specifically, the unit:

- Prepares community health assessments, community health improvement plans, and other health planning documents interpreting health data.

- Coordinates health department accreditation activities with The Joint Commission and the Public Health Accreditation Board.

- Houses the Local Behavioral Health Authority and the Local Management Board with particular focus on developing safety net programs and monitoring to maintain quality health services in Worcester County.

Local Behavioral Health Authority

The Local Behavioral Health Authority (LBHA) is responsible for planning, managing, and monitoring public behavioral health services in Worcester County. Please call 410-632-3366 for more information.

Local Behavioral Health Authority Contracts

The LBHA contracts for services with various providers in the area. Funding comes from Maryland’s Behavioral Health Administration and Maryland’s Alcohol and Drug Abuse Administration. Funding can also come from other grants. Services listed on the following page are contracted by LBHA:
Local Behavioral Health Authority
Contracted Services

- Mental Health Case Management
- Early Intervention
- Respite
- Crisis Response Team
- Maryland Community Criminal Justice Treatment Program
- Alternative Directions
- Transitional Age Youth
- The Atlantic Club
- Homeless ID Project
- Crisis Intervention Team

Local Behavioral Health Authority
Special Population Programs

- **Consumer Support Funds**, also managed by LBHA, offer financial assistance to pay for goods/services for a person in the public behavioral health system. These goods/services should help the individual remain stable in the community.

- **Homeless ID Project** provides financial assistance for certain people to obtain birth certificates and state identification. The purpose of this project is to increase and improve access to behavioral health services and other entitlements. Those eligible for assistance through this project include individuals who are experiencing homelessness or are at immediate risk of becoming homeless and have a mental illness or co-occurring substance abuse disorder.
LBHA’s Special Population Programs cont.

- **Projects in Assisting with Transitioning from Homelessness** (PATH) is a program with a goal of ending homelessness. Those eligible for assistance through this project include individuals who are experiencing homelessness or are at immediate risk of becoming homeless and have a mental illness or co-occurring substance use disorder. Individuals must also be eligible for services within the public mental health system. Services offered by PATH include outreach, case management, resource linkage, and limited financial resources to assist with permanent housing.

- **Continuum of Care** is a supportive housing program for people who are homeless with a serious mental illness and/or co-occurring substance abuse disorder.

Local Management Board

Local Management Board’s (LMB) primary role is to bring together existing resources at the local level and use them in innovative ways. The LMB ensures implementation of local, interagency services for children, youth, and families. This is accomplished successfully by partnering with the Governor’s Office for Children. The mission of the LMB is to achieve a comprehensive system of education, health and human services that effectively and responsibly addresses the needs of Worcester County children and families through public and private interagency collaboration.
Worcester County
LMB-Supported Programs

- **WE3** - connects youth, ages 16-24, who are not working and not employed to supportive employment, competitive employment, life skills training, or secondary education services. The program helps youth successfully transition into adulthood by focusing on educational opportunities, living situations and employment opportunities.

- **Local Care Team** - a group of dedicated agencies that work on behalf of children and their families. The purpose of the Local Care Team is to troubleshoot, brainstorm, share knowledge, advocate and develop strategies to help children who are having a difficult time in school or at home. Parents can call the Local Management Board and request more information about the Local Care Team.

- **The Cricket Center (Children’s Resource Intervention Center)** - The Cricket Center is non-profit and provides a friendly, safe, and supportive environment for abused and neglected children. The program uses a team approach to coordinate investigations and interventions, expediting the child’s time in the legal system.

- **Comprehensive Parenting Program Initiative** - The initiative addresses maltreatment, substance abuse, and behavioral health concerns through a curriculum designed for parents. The Parenting Inside Out curriculum educates families on communication and other needed skills.

- **Youth Connection Center** - A walk-in inter-agency resource center for homeless and disconnected youth. This program refers youth to additional support services.

**Location and Telephone:**

- **Snow Hill Health Center**
  6040 Public Landing Road, Snow Hill, MD 21863; 410-632-3648
  **Hours:** Monday–Friday, 8 a.m.–5 p.m.
Prevention Services

Prevention Services promotes healthy lifestyle practices through a variety of prevention strategies and interventions. The program offers health promotion and educational services, trainings, screenings, and resource materials. Services are available to community groups, youth groups, schools, churches, and worksites. Call 410-632-0056 for more information about the following prevention services:

- **Alcohol and Other Drugs Prevention Program** coordinates comprehensive alcohol, and other drugs prevention program through education, training, public awareness, community organization, and advocacy. Evidence-based programs provide parent education, asset building, technical assistance, resource materials, coordination of state high school graduation project, and youth programs. Responsible beverage server training available for alcohol licensee establishments in the county. Offer free naloxone training.

- **Cancer Control** promotes strategies identified in the Maryland and Worcester County Cancer Control Plans and Cigarette Restitution Fund. This includes providing educational programs and promoting cancer awareness initiatives.
Prevention Services cont.

- **Chronic Disease Prevention** includes health promotion, patient education, and community programs designed to increase healthy behaviors and reduce cardiovascular disease mortality and morbidity. The services include risk reduction programs, nutrition and diabetes education and counseling, screenings for blood pressure, and physical activity assessments. The program promotes physical activity through a walking program called “Just Walk” which offers incentives, education, and recognition for becoming physically active. Custom designed work-site wellness programs are available, including Healthiest Maryland Business program, consultation with our worksite wellness staff specialists to provide technical assistance, resources and support. The chronic disease program offers the evidence based wellness program called Lifestyle Balance, which has been found to prevent diabetes and other chronic diseases. Lifestyle Balance is a year-long diabetes evidence-based prevention program that includes 16 weekly sessions and eight months follow-up sessions taught by certified Lifestyle coaches.

- **Colorectal Cancer Program** is designed to increase education, screening, detection and early treatment of colorectal cancer. The program provides screening and case management for men and women aged 50-64 years of age, younger if high risk, lacks insurance coverage, have a high deductible or have inadequate insurance coverage and meet certain income requirements.

- **Teen Pregnancy Prevention** provides technical assistance, health education, and promotional efforts to reduce teen pregnancy. Responsible for implementing several community-based initiatives designed to impact teen pregnancy including the Just for Girls Abstinence Education Program and Personal Responsibility and Education Program.

- **Tobacco Prevention & Cessation** is designed to reduce the number of deaths caused by cancer and cardiovascular disease by helping people quit smoking. Smoking cessation teaches people techniques to change behaviors and may include vouchers for smoking cessation aids such as nicotine patches, gum, lozenges, or Chantix. The program coordinates the Cigarette Restitution Fund which supports community, school-based, enforcement, and cessation efforts. Efforts and programs also focus on the prevention of tobacco use and e-cigarette use among youth.

**Location and Telephone:**

- **Snow Hill Health Center**
  6040 Public Landing Road, Snow Hill, MD 21863; 410-632-1100
  **Hours:** Monday–Friday, 8 a.m.–4:30 p.m.
A certified copy of a birth certificate may be obtained at the Worcester County Health Department in Snow Hill with a valid photo ID after completing an application. You may also send the completed application and non-refundable fee (for each certificate requested) to the Division of Vital Records in Baltimore. Any United States Veteran is eligible for one free copy of his/her birth certificate.

Death certificates are processed at the Worcester County Health Department in Snow Hill by the funeral home staff. Copies of a death certificate may also be obtained by a family member. Family members are entitled to one free copy of a death certificate if the deceased was a United States Veteran.

Location and Telephone:
- **Snow Hill Health Center**
  6040 Public Landing Road, Snow Hill, MD 21863;
  410-632-1100
  **Hours:** Monday–Friday, 8 a.m.–4:00 p.m.
<table>
<thead>
<tr>
<th>OFFICE LOCATIONS</th>
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<tr>
<td><strong>Worcester Health Center</strong></td>
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<td></td>
<td>Berlin Health Center</td>
<td>9730 Healthway Dr.</td>
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<td>Berlin, MD 21811</td>
<td>410-629-0164</td>
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<td>Worcester County Dental Center</td>
<td>107 William St.</td>
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<td></td>
<td>Berlin, MD 21811</td>
<td>410-641-0240</td>
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<td></td>
<td>Ocean City Youth Health Center</td>
<td>4 Caroline St.</td>
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<td></td>
<td>Ocean City, MD 21842</td>
<td>410-289-4044</td>
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<td></td>
<td>Market Square</td>
<td>424 A W. Market St.</td>
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<td>Ocean City, MD 21863</td>
<td>410-632-9230</td>
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<td>Maryland Access Point</td>
<td>4767 Snow Hill Rd.</td>
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<td>Snow Hill, MD 21863</td>
<td>410-632-9915</td>
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<td>WACS Center</td>
<td>11827 Ocean Gty.</td>
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<td>Ocean City, MD 21842</td>
<td>410-213-0202</td>
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<td>Isle of Wight Center</td>
<td>13070 St. Martin’s Neck Rd.</td>
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<td>Bishopville, MD 21813</td>
<td>410-352-3234</td>
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<td>Pocomoke Health Center</td>
<td>400-A Walnut St.</td>
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<td>Pocomoke, MD 21851</td>
<td>410-957-2005</td>
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www.worcesterhealth.org

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