



**Confronting
a challenging
year together.**



2020 ANNUAL REPORT



Message from the Health Commissioner 2020: A Pandemic Year to Remember

When I began to review the last year, I could not help but harken back to the joys we had in 2019. We had paid off the building debt and were reaccredited. We were planning for a Gala 100th Year Celebration honoring 100 years of public health and preparing to increase the fund balance for events such as a pandemic. The completion of our sewer project meant our plumbing problems would soon be over. We were excited to look closely at our long-term financial stability and our grant/general revenue ratio. With our debt resolved, this was the year we were going to streamline programs and address areas of community need based on the Community Health Improvement Plan. Housing and all social determinants were to be further developed in our new Strategic Plan. This was our year! It was going to be good!

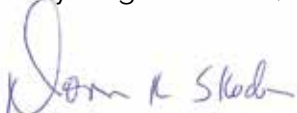
With that said, I'm not sure how to explain 2020. You could not have written a more bizarre novel if you tried. It was a year with many challenges along the way and many moments when truth was stranger than fiction. In spite of it all, we received many acts of kindness and monumental support from the Summit County Board of Health board members, communities and partners. We are very thankful for that and greatly indebted to them.

It was a hard year for staff. We lost staff early on and had programs completely paused or shuttered. Many staff members had to adjust to working remotely. Our numbers were cut through workforce reduction, retirements and people voluntarily choosing a new path forward. The staff have worked tireless hours investigating complaints, completing initial investigations, conducting contact tracing, managing large testing events and anything else that was asked...all while trying to operate the regular business of the health district.

It was a hard year for programs. Many of our programs were halted and, as most of our work is community-based, some were stopped completely. The State of Ohio and other funding partners encouraged the use of grant funds for COVID response in lieu of previous grant activities. We reduced programs in accordance with their guidance and maintained all activities as permitted.

As we move into 2021, we are hopeful. This will be our year to adjust to a new normal and move forward. It will be a year to rebuild systems that create equity and new opportunities for all. It will be a year to put a pandemic behind us and stand together as one community, one state and one nation. There is much to be done in 2021.

To your good health,



Donna R. Skoda
Health Commissioner

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Program Accomplishments: Bringing our Strategic Plan to Life

Our 2020-2022 Strategic Plan kicked off in a uniquely difficult year. After restructuring into operational units aligned with the Plan's priority areas, we were able to make exciting strides in environmental health, community health, operations, and fiscal and grants management.

ENVIRONMENTAL HEALTH **2020 Environmental Health Highlights**

- Updated housing, lead, water quality, solid waste and other Environmental Health Codes. All EH codes have now been updated in the last three years.
- Completed a three-year long scanning project of all historical water quality property records, with plans to upload them online for public access.
- Over 400 sanitary sewer connections were completed in the Nash Heights neighborhood of Norton, resulting in abatement of a longstanding sewage nuisance concern. Work has begun in the Columbine area of Springfield Township for a similar nuisance condition.
- Food Safety and Water Quality staff were critical in responding to COVID-19 complaints and calls. Response was focused on over 11,000 complaints, over 1,000 enforcement inspections, and over 24,000 calls to the call center in 2020.
- Collaborated with Let's Grow Akron to increase access to healthy food options through the development and expansion of community gardens in Akron's Buchtel neighborhood and the City of Barberton.
- Collaborated with Akron Parks Collaborative and Habitat for Humanity to increase access to inclusive physical activity opportunities by installing playground equipment at Cadillac Park (Buchtel neighborhood) and Adams Park (Middlebury neighborhood).
- Implemented a lawnmower exchange program to encourage residents to switch to battery powered mowers which produce less air pollution. 83 lawnmowers were exchanged.
- Collaborated with US and Ohio EPA to modify two rules that will have statewide and national implications for cleaner air quality.
- Partnered with the Akron Metropolitan Housing Authority for Asthma/Healthy Homes initiatives (MATH) to help create more asthma-safe homes for children.
- Implemented a new lead grant marketing campaign resulting in a large increase in HUD lead abatement grant applications.
- Successfully abated and closed 34 solid waste open/illegal dumping complaints and received commendation from OEPA on our ability to maintain the solid waste programming during the pandemic.



Neighborhood Health

- Developed a general Lead Marketing Campaign with Knox Marketing that has reached over 218,000 people.
- Sent lead education mailers to 20,000 residents in Barberton.
- Distributed lead education materials to 500 Twinsburg community members.
- Partnered with Akron-Summit Library for the Mind, Body and Soul Program. Provided lead education to all participants to encourage lead risk reduction.
- Performed 40 onsite visits to provide education on lead and healthy homes issues.
- The Creating Healthy Communities Program worked in partnership with the Akron Parks Collaborative to install an inclusive playground at Cadillac Park in the Buchtel neighborhood. Before this installation, the property was a city-owned lot with no equipment or sidewalks.
- The Creating Health Communities Program partnered with the Ohio Department of Health to implement a Complete Streets Training for the City of Barberton in September of 2020.
- The Creating Health Communities Program worked with Neighborhood Network to develop a healthy food policy. While the policy was passed, we are unable to evaluate it until 2021 due to no in-person meetings because of COVID-19.
- In May 2020, the Board of Health of the Summit County Combined General Health District passed a resolution to Promote Minority Health Awareness and Support the Goals of the National Minority Health Month in April 2020.
- East Akron Community Development Corporation passed tobacco-free policies at four buildings with assistance from Summit County Public Health.
- Executed a contract with the Akron Metropolitan Housing Authority to expand the Neighborhood Health Programming through the voucher program with landlords.
- Entered into a Memorandum of Understanding with the Akron Parks Collaborative and Neighborhood Network–Habitat for Humanity for inclusive playgrounds.



How the pandemic impacted our Strategic Plan's Environmental Health initiatives:

- Several food safety objectives such as FDA retail standards and mobile placarding were delayed due to pandemic response efforts.
- Some food safety objectives were not obtainable due to social distancing and staffing constraints, such as the temporary suspension of food safety courses.
- Planning for an NPDES sampling program (an OEPA mandate) has been delayed. OEPA is currently working remotely.
- Completion of the EH Module database for PWS and STS was delayed.
- Air Quality's non-high priority inspections were delayed due to pandemic response.
- The Neighborhood Health programming initiatives, including expanding funding opportunities, were delayed as staff was redirected to pandemic response.
- The pandemic required us to shift our focus away from some of our department goals this year, which has delayed our progress on the strategic plan.
- Developing and distributing training materials for program staff has been delayed.
- Publishing technical guides through the monthly employee newsletter has been delayed.

Air Quality

- Completed a Facebook promotion for Air Quality Awareness week 2020. These posts were seen by over 5,000 people and resulted in 241 engagements.
- Prepared asbestos/demolition/dust guidance and provided brochures to all local building/zoning offices in Summit, Portage and Medina counties. We will be providing open burning guidance to all local fire departments in the near future.
- The 2019 Akron Regional Air Quality Management District (ARAQMD) annual report was completed and shared with the Advisory Board on 6/4/2020.
- Increased followers of the Akron Regional Air Quality Management District Facebook page by nearly 76%.
- Saw improved asthma control test scores (+2.5) in children of families participating in "Managing Asthma at Home" (MATH).
- Staff members virtually participated in NACAA membership meetings, multiple OEPA trainings and the OEPA Inspector Training Academy.





Water Quality

- The re-scanning project for water quality records was completed, and the EH Module development is approximately 80% completed.
- In 2020, staff began providing septic system type-specific operation and maintenance documents with every point of sale inspection to increase new home buyer awareness of septic system maintenance and function.
- The water laboratory has been permanently closed.
- Storm water sampling for 2020 has been completed and baseline data for storm water nuisances has been established. The goal is to reduce nuisances by at least 10% by the end of 2022.

Food and Recreational Safety

- Several staff members were reassigned to the response efforts of COVID-19.
- Monthly audits ensured inspections are being completed in accordance with state frequency requirements.
- Created templates to standardize training across all areas of the program.
- Developed and shared volumes of information about COVID-19 as it relates to food and recreational facilities. These were disseminated to the operators in many formats.
- Translated the following five handouts into Chinese and Nepali: cooling procedures, date marking, proper thawing, sanitizer use instructions and wiping cloths.



COMMUNITY HEALTH

2020 Community Health Highlights

Senior and Adult Services:

- Received two new grants for fall risk and prevention (\$126K).
- Received a grant from the Akron Community Foundation to assist with volunteer recruitment for the Volunteer Guardian Program (\$10K).
- Implemented two new programs focused on dementia and caregivers.

Maternal Child Health:

- Partnered with the City of Akron-Full Term First Birthday and community agencies to host two drive-through baby shower events at two local community churches. A total of 423 families were served.
- Started the Masks for Moms initiative in July 2020 to ensure that pregnant people/new parents and their families have access to face masks on a daily basis.
- Awarded the \$600,000 Homeless Youth and Pregnant Youth grant to work with community partners to obtain safe housing and wrap-around services for youth ages 14-24.

- Served 308 pregnant people through the Neighborhood Navigator program.
- Implemented WIC online education for participants and adapted appointments to over-the-phone, except for the loading of benefits.

Opioid Programs:

- New Summit Safe syringe exchange site opened in Barberton.
- New Opiate Abatement contract of \$140K (Harm Reduction & Project Management).
- Department of Labor contract of \$276K (workforce development for individuals affected by opiates).

Senior & Adult Services:

- Implemented two new funded Senior and Adult Services programs with the capacity to serve up to 300 individuals.
- Partnered with Summa Health and Direction Home to implement a Fall Risk Screening for seniors through the EMR and developed a referral process in all of their emergency rooms.
- Trained 41 SCPH employees and 180 fire department personnel from three cities in the Gatekeeper Program and the Dementia Friends Program, focused on dementia education.



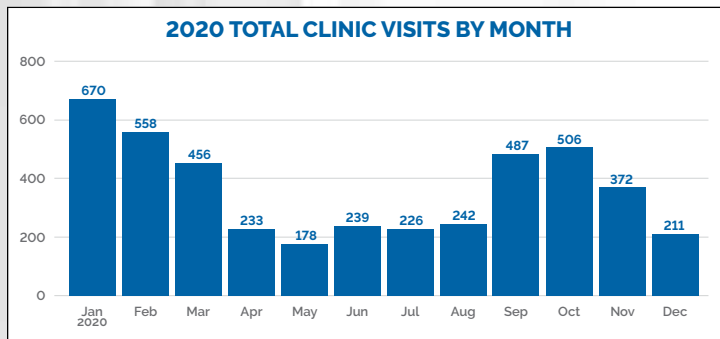
Senior and Adult Services

- Developed and implemented a Senior and Adult Services web page highlighting Senior and Adult Services programming, falls prevention and the Volunteer Guardian Program (VGP). The web page includes links to Direction Home, the Alzheimer's Association and ODH.
- Initial discussions took place regarding the development of a County Aging Strategic Plan. Talks with partners will continue in 2021.
- Senior and Adult Services staff completed Dementia Friends Champion (train the trainer) training.
- Dementia specific training was provided to 20% of the SCPH staff.
- Provided brain health education to two community agencies in 2020. Planning education opportunities in 2021.
- Utilizing social media for outreach
- Held Dementia Friends (DF) living alone virtual training for the Site Center. Incorporated brain health into DF's training.
- Received confirmation of two grants related to falls prevention in 2020.
- Initiated policy and procedures development by SCPH, Summa Health and Direction Home to identify fall risk and refer patients to evidence based practice. Training on these policies and procedures is tentatively set for Feb 2021.
- Highlighted Falls Prevention Week on Summit County Public Health's website.
- Implemented the Gatekeeper Program in August 2020. The program has received 16 referrals. Virtual assessments and one home visit have been conducted.
- Submitted for and received a \$10,000 grant from the Akron Community Foundation for the Volunteer Guardian Program.



Clinical Health Services

- Implemented a Reproductive Health media campaign that included Facebook, Instagram and bus signs.
- Provided 450 pregnant or postpartum people with reproductive health materials at a drive-through outreach event.
- Expanded our reproductive health menu to include six evidence-based reproductive health services: nexplanon, IUD with hormones, IUD without hormones, oral contraceptives, depo-provera, and others.
- Welcomed 4378 total clinic visits for 2020. See below by month:



Maternal Child Health

- Most maternal child health staff were reallocated to COVID-19 response efforts.
- Held a general maternal child health information session for partners; goal for 2021 is one-on-one meetings to increase knowledge and usage of programs in the coming year.
- Trained medical assistants to work in the immunization clinic, making nurses available to see more reproductive health clients.
- Nurse-Family Partnership (NFP), an intensive home-visiting program for high-risk pregnant people and babies, had 937 encounters for 115 families and children.
- Worked with Akron Children's Hospital to develop marketing to target safe sleep education to high-risk groups.
- Full Term First Birthday working with Synergy Marketing hosted a series of focus groups with new and expecting people to identify ways to increase education around the safe sleep issue in the community.
- Our Neighborhood Navigator Program screened and referred 308 pregnant people to local resources and programming in the community.





Behavioral Health: Mental Health and Addiction

- Alcohol and other Drug Counseling and Prevention programming was discontinued in 2020.
- Harm reduction services continued and roles were redefined to include peer recovery coaching outreach at each syringe exchange clinic. An inquiry form was developed whereby participants of the syringe program could request assistance for additional services related to finance, health, housing, treatment and more. This dramatically increased the number of people engaged with recovery coaching services.
- Trends continued to be monitored for harm reduction strategies to ensure that underserved groups are being reached when possible.
- An additional syringe clinic was added to reach the underserved in the Barberton area.
- A marketing campaign was implemented promoting the use of naloxone. It targeted people in high risk areas and those who are using substances intravenously.
- High Fidelity Wraparound services through our Family and Children First Council program are currently being provided using a telehealth model. These service were greatly reduced due to COVID-19.

OPERATIONS AND GENERAL SUPPORT SERVICES

- Increased the number of sites where job opportunities are posted in an effort to recruit additional minority candidates.
- Completed Chapter 1 of Essential Supervisory Skills manual (Discipline) and trained all supervisory staff on same.
- Created and implemented a set of new employee evaluation forms and increased frequency of staff check-ins.
- Developed a ticketing system for marketing and epidemiology requests.
- Created a COVID-19 data dashboard and various COVID reports available to the public on our website.
- Completed installation of protective barriers at reception counters.
- Completed installation of HVAC ionization filtration to reduce spread of COVID.
- Completed installation of drive-up window for COVID testing and vaccinations.

2020 Support Services Highlights

- Developed and implemented a Google based software system supporting all SCPH COVID-19 processes.
- Developed and implemented a data management system to support, track and organize the following components of the Water Quality program: point of sale (real estate), Building and Zoning and Variances.
- Completed Fairway Storm and Sanitary Sewer Improvement Project.
- Completed an SCPH Vitals walk-up window.



RESPONSE TO NEW AND EVOLVING CHALLENGES

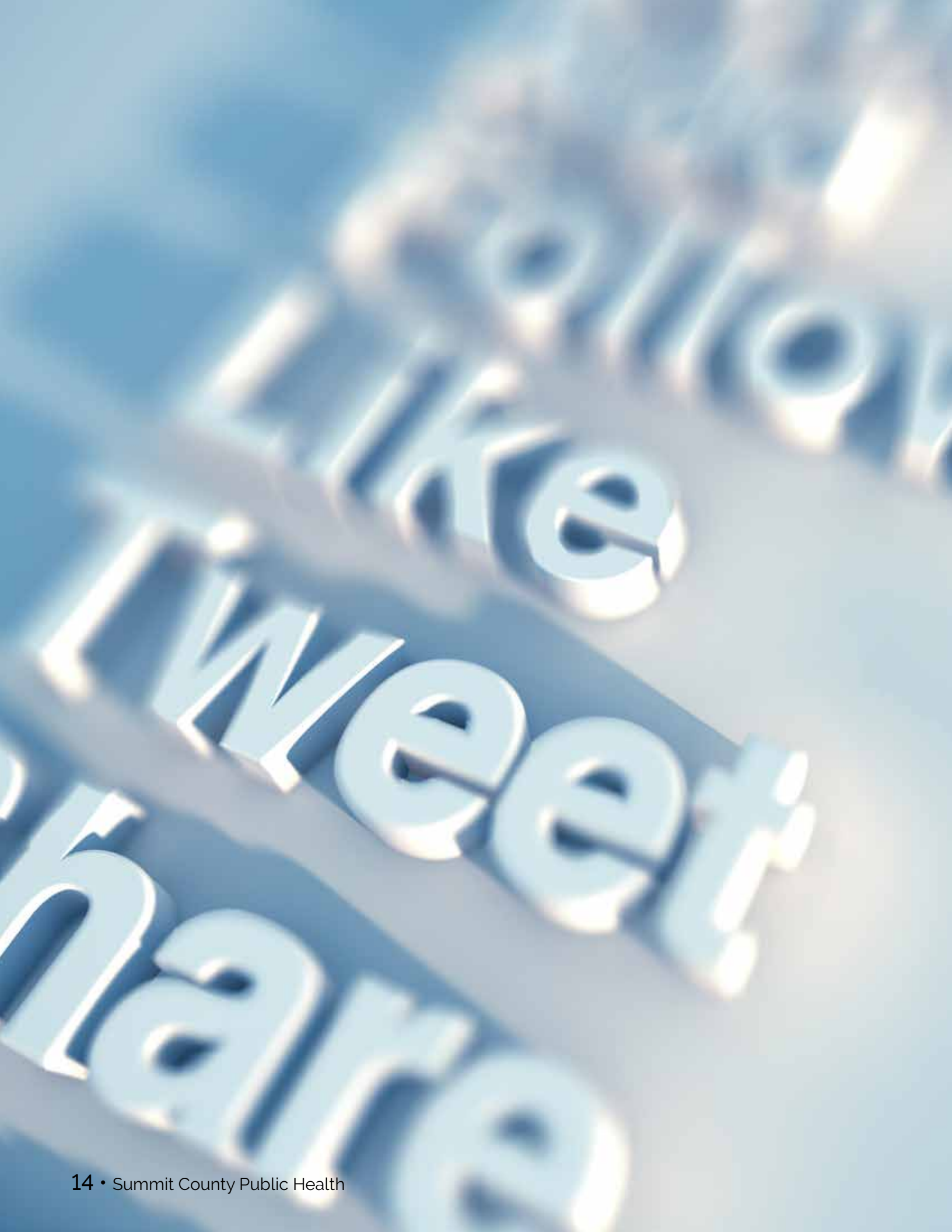
Opiate Settlement

With the local recovery effort in our hands, it becomes the responsibility of county leadership to translate every settlement dollar into effective opioid epidemic abatement strategies that benefit Summit County residents. This plan started with the creation of a task force made up of professionals in the fields that deal with this crisis every day and those who have lived experience. They will provide oversight to ensure funding goes to support systemic and comprehensive initiatives in Summit County. This task force, the Opioid Abatement Advisory Council (OAAC), began meeting in June 2020 and was oriented to the lawsuit. It provided education on addiction and the history of the opiate epidemic in Summit County. Summit County staff serve as project managers for this endeavor.

The presiding judge approved four areas of focus based on expert testimony, multiple strategic intercept mapping initiatives across the county, and best practices outlined by organizations such as ODH and CDC. Sub-committees were formed out of the OAAC to target these four "pillars" (Harm Reduction, Treatment, Systems/Infrastructure and Education/Prevention). They began meeting in July 2020.

The function of the sub-committees is to discuss best practices in regards to their assigned focus, determine general principles for RFP consideration and make recommendations to fill the gaps outlined in the abatement plan to the OAAC. The OAAC will then review recommendations, make adjustments and issue a Request for Proposal to the community.





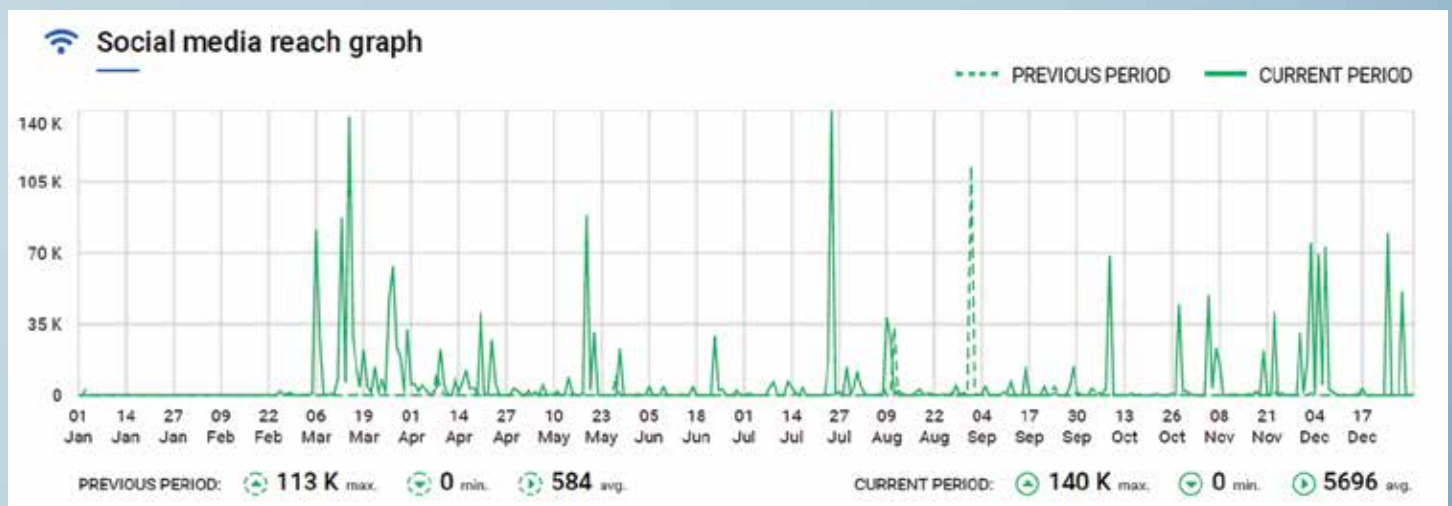
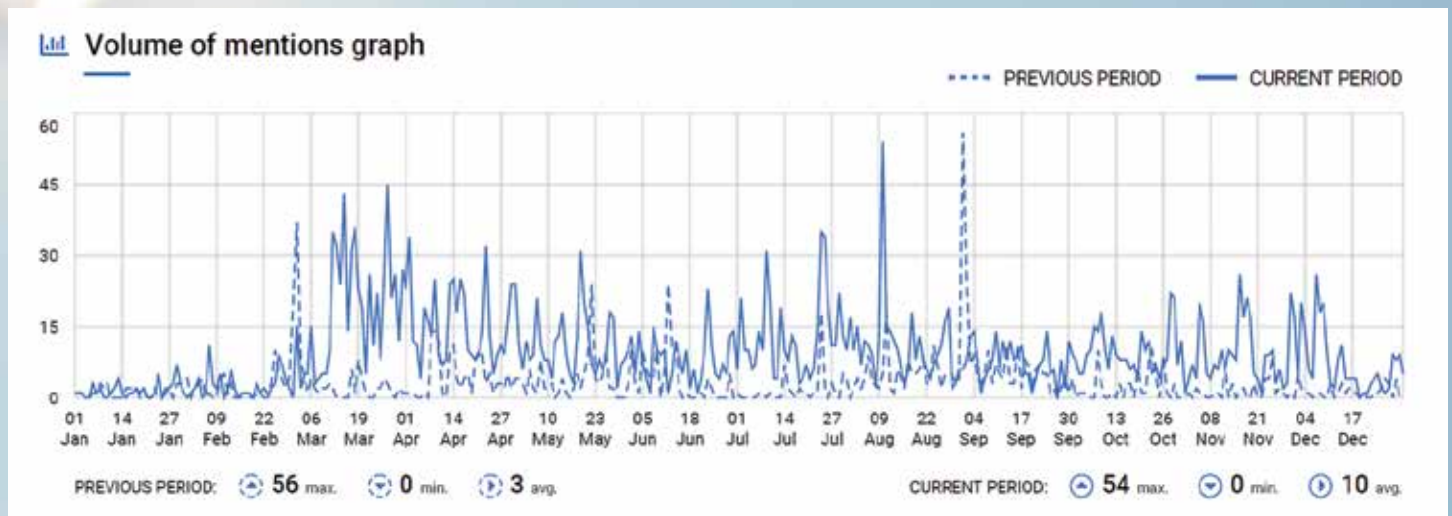
SUMMIT COUNTY PUBLIC HEALTH IN MEDIA AND ONLINE

January 1, 2020–December 31, 2020

Summit County Public Health utilizes an automated online public relations monitoring service to continuously monitor mentions of SCPH in the news, online and across social media. Our PR monitoring service captured a total of 3,500 mentions of Summit County Public Health online during 2020. This is a 202% increase over 2019. It is no surprise that this dramatic increase was due to public health's role in the COVID-19 pandemic.

A most notable increase was seen on the agency Facebook page where there were an estimated 2.1 million impressions across social media, which constitutes an 881% increase over 2019. Facebook became a tool to communicate with the public, answer questions, and dispel rumors. Social media will continue to be a useful avenue to communicate information about additional testing opportunities and vaccine distribution.

There were also 1,540 news articles mentioning SCPH, which constitutes a 1,173% increase over 2019. Most active news sites mentioning SCPH included: beacounjournal.com, Cleveland.com, news5cleveland.com, wakr.net, wksu.org, wnir.com, and cleveland19.com. Virtually all news articles and mentions of SCPH were related to coronavirus and COVID-19.



COVID-19 RESPONSE

COVID-19 has challenged public health staff and capacity for most of 2020 as we have had to respond at multiple levels. SCPH has had to shift staff and resources in order to meet essential functions of this pandemic response. These functions have included communicable disease investigation, contact tracing, outbreak investigation, testing, enforcement, public awareness, vaccine distribution, etc. The following timeline outlines key events throughout 2020.

2020 COVID-19 Timeline & Important Events

March 9: First cases confirmed, State of Emergency declared by Ohio Governor Mike DeWine

March 11: COVID-19 is declared a pandemic by World Health Organization

March 12: Ohio Department of Health (ODH) issues order prohibiting mass gatherings

March 14: ODH issues order closing all schools K-12 in Ohio

March 15: ODH issues order limiting access to jails; sale of food and beverage limited to carry-out and delivery only

March 16: ODH closes polling locations for primary election

March 19: ODH issues order closing salons, nail salons, barbershops, tattoo parlors, body piercing locations and massage therapy locations

March 21: ODH issues order closing certain entertainment venues

March 22: ODH issues Stay at Home Order mandating Ohioans stay at home with exceptions, ceasing all non-essential business and travel, defining essential business and operations and establishing social distancing requirements

April 1: ODH orders COVID-19 testing expansion

April 30: ODH allows reopening of businesses

May 14: Restaurants and bars allowed to reopen dine-in service with conditions including social distancing and face masks

May 15: Personal services such as salons, spas and tattoo parlors are allowed to reopen

May 22: Gyms, dance studios allowed to re-open

May 28: ODH issues nursing home testing order requiring routine testing in nursing homes

June 12: Gov. DeWine opens up testing to all residents, including asymptomatic individuals

June 16: ODH reopens county fairs with exceptions and guidance

June 26-27: First mass testing clinic with SCPH and Summa New Seasons at the House of the Lord church in high-risk zip code 44230

July 2: Gov. DeWine announces school reopening plans



July 3: Gov. DeWine releases Public Health Advisory System, a color coded mapping system based on 7 data indicators

July 7: ODH issues order making masks mandatory in high-risk counties (level 3 – red)

July 23: ODH Director Himes makes face coverings mandatory statewide

July 31: ODH issues order limiting county fairs to junior fair activities

August 13: ODH issues order requiring the use of masks in schools

August 19: ODH issues order with mandatory requirements for sporting events at all levels

August 27: Gov. DeWine announces state order requiring schools to report cases to local health departments

September 13-14: Testing clinic at SCPH with Ohio National Guard in high-risk zip code 44310 (Chapel Hill)

September 18: Halloween guidance released to celebrate safely

October 7: Small business aid package announced

October 9-10: Testing clinic at SCPH with Ohio National Guard at SCPH in zip code 44313

October 12: Order allowing indoor nursing home visits

November 16: City of Akron passes legislation limiting mass gatherings in private residences

November 19: Statewide curfew instituted from 10pm to 5am for three weeks; County of Summit and SCPH issue joint release titled Stay at Home Advisory

December 4 & 6: Testing clinic with Ohio National Guard at SCPH in zip code 44313

December 11: State curfew extended through January 2, 2021

December 23: First shipment of vaccine (Moderna)

December 26, 2020 – First vaccine clinic held for first responders

Enforcement Task Force (EFT)

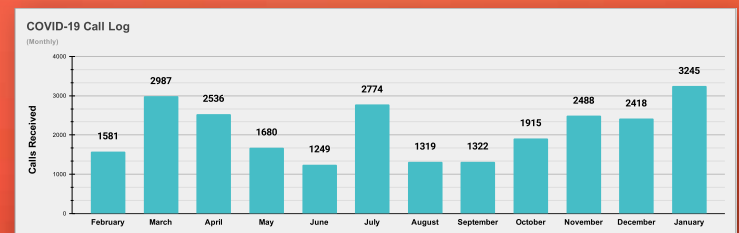
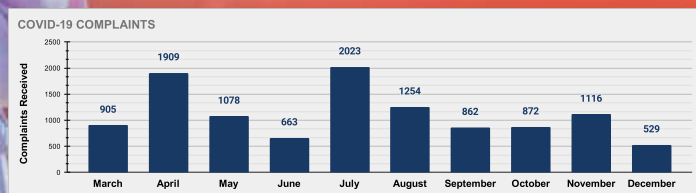
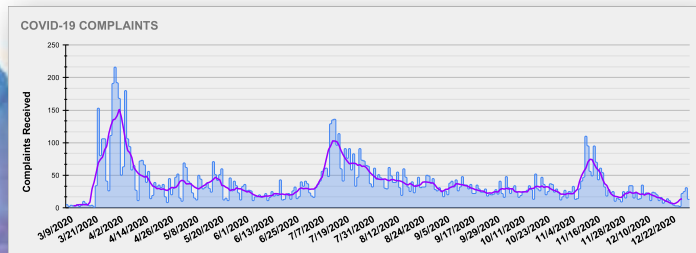
The Enforcement Task Force (ETF) responded to 11,209 complaints March through December 2020. This included Registered Sanitarians and Summit County Sheriff's deputies making visits during the day and in the evening.

COVID-19 On-Site Investigations: approximately 30% of businesses were found in violation of one or more Ohio Department of Health Public Health Orders during time of inspection.

Akron Ordinance No. 336-2020 (large private gatherings). SCPH was tasked with enforcement of this ordinance.

Akron Ordinance No. 336-2020 Complaints	
Number of Complaints Received by SCPH	10
Number of Valid/Complete Complaints Received by SCPH	6
Number of Complaints Received by Akron PD	16
Number of Valid Complaints Received by Akron PD	11
Number of Warning Letters Issued by SCPH	6
Number of Citations Issued by Akron PD	0
Number of Fine Letters and Invoices Issued by SCPH	0

The call center continues to field calls for general information and complaints. This has been a rotating staff with Registered Sanitarians experienced at rule interpretation and talking to the public. From March through December, they fielded 20,687 calls.



2020 Fiscal and Vitals Highlights

- Achieved a clean audit for 2019.
- Introduced Vitals walk-up window services.
- Maintained all Vitals services during the pandemic with our same high level of customer service.

Vital Statistics

- 37,236 Birth certificates issued
- 30,485 Death certificates issued
- 5,492 Births registered
- 7,238 Deaths registered
- 4,846 Burial/transit permits issued

Non-Discrimination

Summit County Public Health (SCPH) complies with applicable Federal Civil Rights laws and does not discriminate on the basis of race, color, national origin, age, disability or sex. SCPH does not exclude people or treat them differently because of race, color, national origin, age, disability or sex.

We provide free aids and services to people with disabilities to communicate effectively with us, such as qualified sign language interpreters and written information. We provide free language services to people whose primary language is not English, such as qualified interpreters and information written in other languages.

If you believe that SCPH has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability or sex, you can file a grievance by contacting the ADA/EEO Officer at: 1867 W. Market St., Akron OH 44313. More information on filing a grievance is located on our website at www.scpd.org.

FISCAL STATEMENT

Statement of cash receipts, cash disbursement and changes in fund cash balances. All funds through December 2020.

	General Fund	Special Revenue	Total
CASH RECEIPTS			
Local Taxation	3,230,675	0	3,230,675
State Subsidy	260,523	0	260,523
Environmental Health Fees	2,770,762	188,122	2,958,884
Vital Statistics	678,857	0	678,857
Personal Health Services	619,537	100,470	720,007
Miscellaneous	167,563	1,070	168,633
Federal Funds Reimbursement	28,358	14,674,859	14,703,217
Local Contracts (including Akron)	4,122,685	1,313,100	5,435,785
State Fees	1,086,725	0	1,086,725
Rental of Property	101,270	0	101,270
TOTAL CASH RECEIPTS	13,066,955	16,277,621	29,344,576
CASH DISBURSEMENTS			
Salaries	4,610,039	5,874,841	10,484,880
PERS/Workers Comp/Medicare	750,182	963,493	1,713,675
Health Benefits	868,163	1,077,231	1,945,394
Travel	75,946	39,310	115,256
Supplies	394,669	1,004,393	1,399,062
Contracts-Services/Repairs	2,745,722	4,512,422	7,258,144
Building Rental	30,301	136,109	166,410
Advertising and Printing	9,679	362,575	372,254
Other Expenses	91,221	356,901	448,122
Equipment	153,779	524,863	678,642
Remittance to State	1,072,429	0	1,072,429
Nuisance Abatement Expense	850	0	850
Debt Service-Building	100,261	0	100,261
Client Services	379	43,259	43,638
TOTAL CASH DISBURSEMENTS	10,903,620	14,895,397	25,799,017
RECEIPTS LESS DISBURSEMENTS	2,163,335	1,382,224	3,545,559
Transfers/Advances-In	2,421,283	3,794,149	6,215,432
Transfers/Advances-Out	2,421,282	3,794,150	6,215,432
Reserve for Encumbrances	7,601,986	2,949,327	10,551,313
FUND BALANCE	9,765,322	4,331,550	14,096,872



\$250.00
\$375.00
\$500.00

BUDGET VS. ACTUAL

ACTUAL SUMMARY

NOTE: Enter your budget for each category in the Summary By Category table. Transactions on the Transactions sheet to see how your actual spending compares to your budget.

Line Item	Date	Amount
18	1/5/2014	
17	1/4/2014	
16	1/3/2014	
15	1/2/2014	
14	1/1/2014	
13	1/1/2013	
12	1/1/2013	
11	1/1/2013	
10	1/9/2013	
9	1/8/2013	
8	1/7/2013	
7	1/6/2013	
6	1/5/2013	
5	1/4/2013	
4	1/3/2013	
	1/2/2013	\$3,650.45
	1/1/2013	\$3,650.45
	1/1/2013	\$3,650.45
	1/1/2013	\$3,650.45

OUR MISSION

Protect and promote the health of the entire community through programs and activities designed to address the safety, health and well-being of the people who live in Summit County. The Health Department seeks to create a healthful environment and ensure the accessibility of health services to all.



1867 W. Market Street
Akron, OH 44313
330.923.4891
scph.org

