

OFFICE OF THE INSPECTOR GENERAL
CITY OF BALTIMORE



Isabel Mercedes Cumming
Inspector General

Investigative
Report Synopsis

OIG Case # 25-0009-I

Issued: July 16, 2025



OFFICE OF THE INSPECTOR GENERAL
Isabel Mercedes Cumming, Inspector General
City Hall, Suite 635
100 N. Holliday Street
Baltimore, MD 21202



July 16, 2025

Dear Citizens of Baltimore City,

The mission of the Office of the Inspector General (OIG) is to promote accountability, efficiency, and integrity in City government, as well as to investigate complaints of fraud, financial waste, and abuse.

During an investigation involving the Baltimore City Health Department's (BCHD) Druid Sexual Health Clinic located at 1515 W. North Avenue, Baltimore, Maryland 21217 (Druid Clinic). The OIG conducted a site visit on June 24, 2025, and noted the impact of temperature regulation issues throughout the sexual health clinic.

Background

The OIG previously inspected the Druid Clinic under OIG cases #21-0032-I and #22-0052-I, finding evidence of security issues, rodents and pests, and other general maintenance issues. As noted in the OIG's September 2021 [report for case #21-0032-I](#), staff members at the Druid Clinic stated that the heating, ventilation, and air conditioning (HVAC) system does not properly regulate the temperature throughout the clinic, and it can become extremely hot (Exhibit 1). During case #21-0032-I, multiple staff members reported instances when rapid testing for Human Immunodeficiency Virus (HIV) and Hepatitis C Virus (HCV) was halted due to the high building temperatures. The OIG reviewed manufacturer test kit guidelines during case #21-0032-I and learned that the rapid HIV test kits are recommended to be stored at temperatures between 35°F and 80°F, while rapid HCV tests had recommended storage temperatures between 36°F and 86°F.

In BCHD's 2021 response to report #21-0032-I (Exhibit 2), BCHD confirmed that HIV and HCV test kits had expired due to temperature fluctuations in the building and could no longer be used for testing patients. BCHD also noted that the temperature issue is longstanding due to the age of the HVAC system and wrote that the building is old, deteriorating, and not up to code. BCHD noted that the building needs a full HVAC system replacement.

The OIG identified security and rodent concerns during another site visit in July 2022 for [case #22-0052-I](#) but found that the HVAC system appeared to function correctly, as the thermostat and room temperature read 70°F.¹

June 24, 2025, Site Visit

BCHD issued a Code Red Extreme Heat Alert for June 22 through June 26, 2025.² The OIG visited the Druid Clinic on June 24, 2025, between 10:00 a.m. and 11:00 a.m. and noted warm indoor temperatures

¹ BCHD response to 22-0052-I can be found at the following link: [22-0052-I MA response.pdf](#)

² <https://health.baltimorecity.gov/news/press-releases/2025-06-20-interim-health-commissioner-declares-first-code-red-extreme-heat>

REPORT FRAUD, WASTE AND ABUSE

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immediately upon arrival.

The OIG observed that several staff office rooms were not in use because it was too hot (Room # 200, 217-228, and 234). The OIG noted that, although room #236 had no thermometer, it was as hot or hotter than several closed offices. Thermometers in room #200 and Stat Lab room #207 read 86°F and 25°C (77°F), respectively (Figures 1-2). The OIG observed an employee working out of one room comment several times that it was too hot to continue. Patients were also commenting that it was too hot inside the building. The thermostats near the central administration room (room #231) and the employee break area read 81°F and 83°F, respectively, though both were set to 70°F (Figures 3-4).

Figure 1 – Thermometer in Room 200, 86°F



Figure 2 – Thermometer in Stat Lab Room 207, 25°C



Figure 3 – Thermostat near Room 231, 81°F



Figure 4 – Thermostat in Break Area, 83°F



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Staff also noted that the computer server room is supposed to be kept at 70°F, and if it gets too hot, the electricity will go out. During the OIG’s visit, the temperature in the server room #235 was 85°F (Figure 5). A staff member turned on several fans in the computer server room and noted that the room overheated the previous week, causing the power to go out.

Figure 5 – Thermostat in Server Room 235, 85°F



Staff said there was a Department of General Services walk-through the previous week to evaluate the possibility of installing air conditioners. However, there were not enough windows for external AC units, and the electrical wiring in the building could not support freestanding AC units. Staff previously told the OIG that some of the clinic outlets are inoperable, and the router and electricity turn off if too many people use certain computers on one side of the building, which causes interruptions to everyone’s internet connections.

The Druid Clinic is currently open on Tuesdays and Thursdays. A staff member noted that testing is stopped when temperatures reach 29° Celsius, equivalent to 84-85°F. The staff member said that when the building gets too hot, operations must be shut down at the Druid Clinic and moved to the Eastern Clinic at 1200 E. Fayette Street, Baltimore, Maryland 21202 (Eastern Clinic). During the site visit, the OIG was informed that the operations would likely be shut down for the day due to the heat and that they would be moved to the Eastern Clinic. Staff reported this can happen repeatedly from May through September because of the heat.

Additionally, a staff member explained that unscheduled closures affect clinic patients when their appointments are unexpectedly cancelled, or the clinic cannot take walk-ins on its regular days. A staff member also reported accessibility concerns, noting that many patients have difficulty or are unable to secure transportation to the Eastern Clinic.

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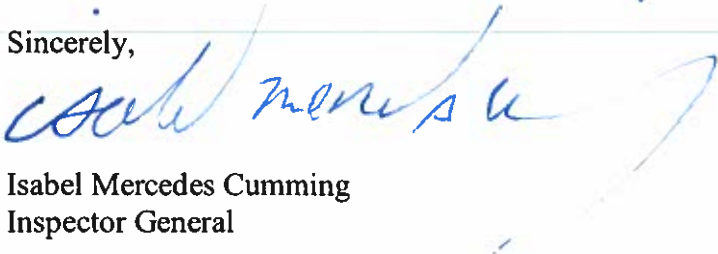
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Findings

The OIG's observations during the June 24th site visit to the Druid Clinic raised concerns about the impact on patient services, testing kits, employee safety, and BCHD's compliance with Maryland Occupational Safety and Health regulations, including the Maryland Heat Stress Illness Prevention Standard,³ and the Memorandums of Understanding with City labor unions.

With the Code Red Extreme Heat Alert in effect through June 26, 2025, and the National Weather Service's forecast of a 103°F heat index by 12:00 p.m. on June 26th (Exhibit 3), the OIG recommended immediate action to be taken to explore alternatives and long-term solutions for reoccurring temperature concerns throughout the summer months.

Sincerely,



Isabel Mercedes Cumming
Inspector General

CC: Hon. Brandon M. Scott, Mayor of Baltimore City
Hon. Nick Mosby, Baltimore City Council President
Hon. Bill Henry, Baltimore City Comptroller
Honorable Members of the Baltimore City Council
Hon. Ebony Thompson, Baltimore City Solicitor

Exhibits:

1. Excerpt of OIG Case 21-0032-I Synopsis, dated September 29, 2021
2. BCHD response to 21-0032-I
3. National Weather Service Forecast through June 26, 2025

³ The Maryland Heat Stress Standards apply when employees are exposed to a heat index that equals or exceeds 80°F: [Heat Stress - Maryland Occupational Safety and Health \(MOSH\)](#)