



# Williamson County and Cities Health District 2016 Service Report

Williamson County and Cities  
Health District

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Williamson County and Cities Health District



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# 1 EXECUTIVE SUMMARY

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The Williamson County and Cities Health District (WCCHD) has proudly served as the public health department for Williamson County member governments since 1943. Headquartered in downtown Georgetown at 312 Main Street, WCCHD operates four full-service public health centers (PHCs) in Cedar Park, Georgetown, Round Rock, and Taylor, providing convenient access for Williamson County residents regardless of where they live in the county.

*IN 2016, WILLIAMSON COUNTY RESIDENTS AND VISITORS HAD 267,851 PUBLIC HEALTH ENCOUNTERS WITH WCCHD, AN INCREASE OF 17.5% OVER 2015.*

This report is provided annually as a service to our member governments on behalf of our eight-member Board of Health. The purpose of this service report is to inform our members about the nature and impact of the public health services WCCHD provided during 2016. These activities support WCCHD’s mission to “work in partnership with communities to protect and promote the health of the people of Williamson County.”

The Health District is a cooperative effort of the member governments; each member is represented by a Board of Health member appointed by the governing body. The member governments are Williamson County (two Board members), Round Rock, Cedar Park, Georgetown, Taylor, Leander and Liberty Hill (one Board member), and Hutto. Together, the eight Board members provide input, guidance and direction for WCCHD policies, programs, and activities and ensure alignment of the District with the needs of each member’s constituents.

## 1.1 PHAB ACCREDITATION



National accreditation is a relatively new concept for public health departments. Unlike hospitals, public health departments have not had to meet stringent operational and quality standards. The Public Health Accreditation Board (PHAB) is changing this paradigm. Currently, accreditation through PHAB is optional, arduous, and generally limited to only the top health departments in the country. In the future, accredited health departments will have a strategic advantage in competing for grants and other funding.

WCCHD began preparations for PHAB accreditation in March 2012, and formally applied for accreditation in 2014. After reviewing hundreds of documents submitted by WCCHD and conducting a rigorous on-site visit, PHAB notified WCCHD on August 22, 2016 that the agency had successfully met all the requirements and earned PHAB’s prestigious national public health accreditation. Although many health departments have applied, WCCHD was only the fourth local health department in Texas (and the only medium-sized one) to become accredited. The first three Texas awardees were: City of Houston Health Department, Tarrant County Public Health, and Austin Public Health. Since WCCHD’s award was announced, the Dallas County Health and Human Services Department has also attained PHAB accreditation. The accreditation is valid for five years.



## 1.2 TOTAL OPERATING BUDGET

In 2016, the Health District’s total operating budget was \$8,389,098 with 64.4% of the money coming from state and federal sources. This equated to per capita public health spending of \$17.81 based on Census estimates of the population. Williamson County contributed \$2,323,097 (27.7%), for an equivalent per capita cost of \$4.97. The seven member cities contributed a combined total of \$665,104 (7.9%) at a per capita rate of \$2.35 (except for Round Rock at \$2.07 per capita). Together, the member governments’ contributions totaled \$2,988,201, or 35.6% of WCCHD’s budget. As such, Williamson County taxpayers, through their city and county taxes, provided up to \$7.32 per resident to WCCHD. In contrast, an average of \$17.81 was spent per resident – a return of 243%. This return on investment was accomplished through WCCHD’s efficient leveraging of fees and state and federal grants.

## 1.3 TOTAL SERVICES AND/OR ENCOUNTERS PROVIDED

Table 1 provides details of community reach by WCCHD. In 2016, the people of Williamson County had 267,851 public health services and/or encounters provided by their public health district.

**Table 1: Total Community Reach Provided by Health District, 2016**

Service Provided	Total
Disease investigations	2,388
Health professionals who attended Immunizations Program presentations	366
ImmTrac vaccination registry users registered	497
Immunization Program activities	20,912
Media responses	40
Mosquito pools tested	915
Mosquito traps set	632
On-Site Sewage Facility Permits, Site Evaluations, Plan Reviews, Inspections, and additional services	4,768
Participants at health education classes	268
Participants in five Emergency Preparedness exercises	2,082
Participants in Emergency Preparedness trainings and workshops	332
Providers enrolled in the Texas Vaccines for Children (TVFC) program	55
Reach of Immunization Program outreach events	20,955
Reach of health promotion outreach events	17,781
Retail Food establishment permits, inspections, and additional services	14,784
Social Media Engagement and Reach	60,093
Social Services Encounters with 5,327 Individuals	22,015
Total Clinical Services encounters	16,751
WilCo Wellness Alliance members	519
Women, Infants, and Children (WIC) encounters	81,529
Working and Community Group meeting attendance	349
<b>Total</b>	<b>267,851</b>

*Data Source: Williamson County and Cities Health District, 2016*



## 2 CLINICAL SERVICES

The Clinical Services Division provides many services through the four Public Health Centers (PHCs), a robust influenza campaign, outreach activities in the community, and the Tuberculosis (TB) program. In 2016, the Clinical Services Division and WCCHD staff provided a total of 16,751 encounters in the community.

Through the efforts of Clinical Services and all employees in the Health District, WCCHD met and exceeded the Medicaid 1115 Waiver Delivery System Reform Incentive Program (DSRIP) performance metric for Clinical Services of 16,000 encounters by September 30, 2016.

### 2.1 ON-SITE CLINICAL SERVICES ENCOUNTERS

The core clinical health services provided at all four PHCs in Cedar Park, Georgetown, Round Rock, and Taylor include immunizations for children and adults, screening and treatment of TB, and testing, treatment, and counseling for Sexually Transmitted Infections (STIs). Other services offered include flu shots, comprehensive well-women exams, pregnancy screening, tobacco cessation counseling, and pre-participation physicals for sports and camps. To promote a healthier lifestyle and to increase awareness of chronic disease risk factors, an expanded service was offered titled “Know Your Numbers.” Clients received screening for diabetes mellitus, hypertension, hypercholesterolemia, obesity, and education on risk factors associated with heart disease and stroke. In 2016, medical staff offered 7,809 clinical health services at the four PHCs (Table 2).

**Table 2: Clinical Services Encounters by Month and Public Health Center, 2016**

Month	Cedar Park	Georgetown	Round Rock	Taylor	Total
January	196	191	195	78	<b>660</b>
February	237	137	176	82	<b>632</b>
March	234	132	234	71	<b>671</b>
April	202	153	193	84	<b>632</b>
May	215	105	222	60	<b>602</b>
June	271	192	246	72	<b>781</b>
July	271	176	223	78	<b>748</b>
August	209	207	167	101	<b>684</b>
September	177	163	142	95	<b>577</b>
October	159	178	190	63	<b>590</b>
November	232	185	188	52	<b>657</b>
December	173	156	197	49	<b>575</b>
<b>Total</b>	<b>2,576</b>	<b>1,975</b>	<b>2,373</b>	<b>885</b>	<b>7,809</b>

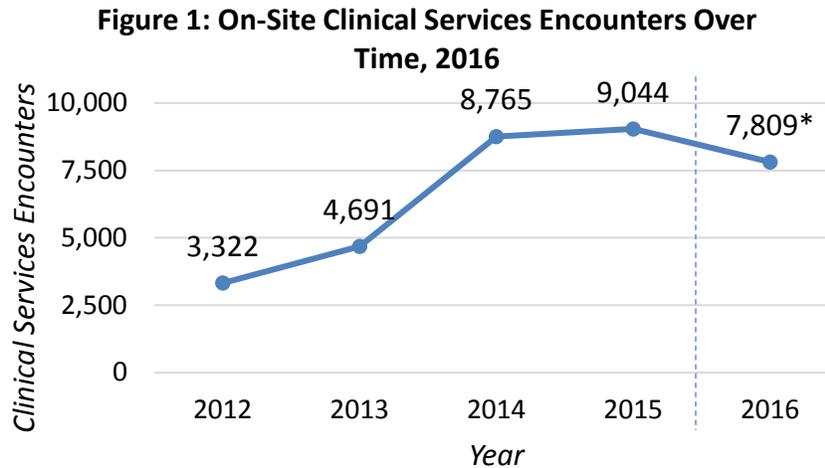
*Notes: Clinical Services encounters exclude all active Tuberculosis encounters.  
Data Source: eClinicalWorks, 2016*

On-site Clinical Services encounters decreased from 9,044 in 2015 to 7,809 in 2016 (Figure 1). In 2016, new methodology was used to collect data. A new electronic health record system (eClinicalWorks) was implemented in our four PHCs in October 2015 to improve delivery of health services to our clients as well as



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record keeping. In addition, Clinical Services increased off-site outreach efforts to provide services in the community (Table 3).



*Notes: \*New methodology was used to collect data. New electronic health record system was implemented October 2015. No active tuberculosis encounters were included in count.*

*Data Source: eClinicalWorks, 2016*

### 2.2 FLU CAMPAIGN AND OUTREACH ACTIVITIES

In 2016, WCCHD began a robust influenza campaign for Williamson County citizens and organizations. WCCHD employees and Clinical staff provided free flu vaccines at several outreach clinics including public libraries, city hall, churches, community resource center, farmer’s markets, health and wellness fairs, schools, Federally Qualified Health Centers (FQHCs, e.g. Lone Star Circle of Care), and food pantries. In collaboration with our community partners, WCCHD vaccinated 5,166 individuals in the community in 2016 (Table 3).

WCCHD strengthened our partnerships with organizations in the community by providing off-site clinical services through many outreach activities. Services were provided at Bluebonnet Trails Community Services, the First Baptist Church of Round Rock, St. Williams Catholic Church of Round Rock, Palm Valley Lutheran Church, the Round Rock Express Ballpark, the Higher Education Center of Texas, Vida Fest in Hutto, Kutz for Kidz in Round Rock, and WIC Nutrition Education fairs at the four PHCs. The Clinical Services staff provided 2,427 services such as “Know Your Numbers,” blood pressure screenings, health education, counseling, lice checks, and sports physicals.



**Table 3: Flu Campaign and Outreach Activities Encounters by Month, 2016**

Month	Flu Campaign	Outreach Activities	Total
January	--	31	<b>31</b>
February	--	55	<b>55</b>
March	--	110	<b>110</b>
April	58	52	<b>110</b>
May	--	443	<b>443</b>
June	--	252	<b>252</b>
July	--	433	<b>433</b>
August	767	957	<b>1,724</b>
September	2,112	94	<b>2,206</b>
October	1,253	--	<b>1,253</b>
November	620	--	<b>620</b>
December	356	--	<b>356</b>
<b>Total</b>	<b>5,166</b>	<b>2,427</b>	<b>7,593</b>

*Data Source: DSRIP, 2016*

### 2.3 TUBERCULOSIS PROGRAM

Tuberculosis (TB) is an airborne infectious disease transmitted primarily through coughing. There are several types of TB infection: 1) TB disease, which is usually active “contagious” pulmonary (“lung”) TB disease, 2) extrapulmonary TB disease, which is active TB disease in an organ other than a lung (such as lymph nodes or bone) and usually isn’t contagious to others, and 3) latent TB infection, which is presence of the TB bacteria in the body, but disease has not developed because the germs are contained by the immune system. The WCCHD TB Program is responsible for TB control and prevention in Williamson County. To limit the spread of TB, staff must take timely actions to protect the public. These actions are triggered by reports of individuals with suspected or confirmed TB throughout our county, regardless of the provider or insurance status of the patient and those exposed.

In 2016, the TB Program successfully treated (100% completion rate) nine active patients, screened numerous patients for suspicion of TB, and treated 82 patients for latent tuberculosis infection. Treatment for both active disease and latent infections takes months to complete. Additionally, staff screened 36 immigrants referred from the Department of State Health Services (DSHS). In 2016, the TB program made 1,349 encounters with individuals (Table 4). WCCHD’s TB Program met and exceeded the standard of care outlined by DSHS and the Centers for Disease Control and Prevention (CDC) by providing directly observed therapy (DOT) five days per week to all our active TB patients rather than utilizing an intermittent schedule for DOT services.

As the complexity of active TB patients continues to increase with the emergence of multi-drug resistance and dual diagnoses such as TB and HIV, the length of treatment also increases from the usual six months up to 24 months. WCCHD cared for its first multi-drug resistant case in 2016 – an extremely complicated case requiring increased person hours from the TB Nurse Case Managers, DOT worker, public health center nurses, and contact investigation teams.



TB contacts are people who have close contact with someone with infectious TB. When someone is diagnosed with TB disease, a contact investigation is performed by WCCHD’s TB Program (and if needed, with help from the Disease Control and Prevention Division) to identify all the TB contacts exposed to the person with infectious TB. This includes individuals at home, work, school, and other locations or activities where a significant amount of time was spent. Tuberculosis contacts require sequential evaluation and testing to ensure that they were not infected. Often, TB contacts do become infected and require three to nine months of follow-up and treatment to clear the infection. WCCHD successfully managed numerous contact investigations in 2016, one of which exceeded 300 contacts from a single active TB case.

The TB Program provides subject matter expertise and functions as the primary source for TB education and training for health workers in the community. Staff receive referrals for TB infection from clinics, other local providers, and the three major healthcare systems in Williamson County. Many of the 200+ annual referrals are received from occupational healthcare departments at area employers. Screening of these occupational referrals identified over 50 positive TB results in 2016; each of these referrals requires an evaluation to determine if any have active, infectious TB. All referrals are offered follow-up and treatment for TB infection if needed.

**Table 4: Active Tuberculosis Encounters by Month, 2016**

Month	Total
January	46
February	56
March	88
April	64
May	38
June	42
July	63
August	235
September	182
October	199
November	186
December	150
<b>Total</b>	<b>1,349</b>
<i>Data Source: eClinicalWorks, 2016</i>	

#### 2.4 ON-SITE CLINICAL SERVICES ENCOUNTERS BY TYPE OF SERVICE

For more detailed information, on-site Clinical Services encounters are differentiated by type of service: STI-related, TB (non-active), adult and childhood immunizations, and women’s health services.



### 2.4.1 Sexually Transmitted Infections (STI)

All four WCCHD clinics offer screening and treatment for common STIs (syphilis, gonorrhea, chlamydia). Additional screening is available for Hepatitis, HIV and Human Papilloma virus (HPV). Most STI medications are included in the service fee. In 2016, the four PHCs provided 496 STI-related services (Table 5).

**Table 5: Sexually Transmitted Infection-Related Encounters by Month and Public Health Center, 2016**

Month	Cedar Park	Georgetown	Round Rock	Taylor	Total
January	19	13	17	3	<b>52</b>
February	19	7	22	3	<b>51</b>
March	18	10	19	4	<b>51</b>
April	18	3	23	6	<b>50</b>
May	12	7	26	8	<b>53</b>
June	23	8	36	5	<b>72</b>
July	16	6	10	6	<b>38</b>
August	3	6		2	<b>11</b>
September	3	1	4		<b>8</b>
October	9	2	9	2	<b>22</b>
November	13	5	9	4	<b>31</b>
December	15	8	22	12	<b>57</b>
<b>Total</b>	<b>168</b>	<b>76</b>	<b>197</b>	<b>55</b>	<b>496</b>

*Notes: Does not include follow-up encounters. Data Source: eClinicalWorks, 2016*

### 2.4.2 Tuberculosis (non-Active)

The four PHCs perform diagnostic testing for latent TB infection (LTBI) using a tuberculin skin test and/or blood test. Treatment with medication is provided for clients with latent tuberculosis. In 2016, the four PHCs provided 1,692 TB (non-active) services (Table 6).



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**Table 6: Tuberculosis Encounters by Month and Public Health Center, 2016**

Month	Cedar Park	Georgetown	Round Rock	Taylor	Total
January	50	47	56	28	<b>181</b>
February	78	32	51	34	<b>195</b>
March	77	33	55	23	<b>188</b>
April	69	34	54	11	<b>168</b>
May	58	13	33	7	<b>111</b>
June	56	35	51	2	<b>144</b>
July	50	31	55	16	<b>152</b>
August	18	26	31	3	<b>78</b>
September	28	35	29	22	<b>114</b>
October	20	48	38	11	<b>117</b>
November	30	41	49	11	<b>131</b>
December	22	41	44	6	<b>113</b>
<b>Total</b>	<b>556</b>	<b>416</b>	<b>546</b>	<b>174</b>	<b>1,692</b>

*Notes: Does not include follow-up encounters. Excludes all active TB encounters.  
Data Source: eClinicalWorks, 2016*

### 2.4.3 Adult and Childhood Immunization

According to the CDC, immunizations save lives by preventing many potentially serious illnesses and disabilities. Immunizations are a safe and important way to keep our population healthy. In 2016, the four PHCs offered over 20 types of vaccines meeting school, employment, and immigration requirements. WCCHD also began offering an important new vaccine: Serogroup B Meningococcal (MenB). Meningococcal disease is a serious health threat often occurring without warning, even among people who are otherwise healthy. Even if treated, MenB disease is fatal in 10-15% of cases. Of those who survive, 10-20% will suffer long-term disabilities such as hearing loss, brain damage, kidney damage, amputations, and nervous system problems. In 2016, WCCHD staff provided 3,896 immunizations (Table 7).



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**Table 7: Immunizations by Month and Public Health Center, 2016**

Month	Cedar Park	Georgetown	Round Rock	Taylor	Total
January	86	85	94	35	<b>300</b>
February	89	62	82	31	<b>264</b>
March	76	54	99	39	<b>268</b>
April	82	59	71	58	<b>270</b>
May	90	59	89	27	<b>265</b>
June	89	74	75	36	<b>274</b>
July	97	67	102	35	<b>301</b>
August	155	125	120	94	<b>494</b>
September	140	92	94	66	<b>392</b>
October	115	90	114	49	<b>368</b>
November	158	95	102	35	<b>390</b>
December	114	68	101	27	<b>310</b>
<b>Total</b>	<b>1,291</b>	<b>930</b>	<b>1,143</b>	<b>532</b>	<b>3,896</b>

*Notes: Does not include follow-up encounters. Excludes all active TB encounters.  
Data Source: eClinicalWorks, 2016*

2.4.4 Women’s Services

In 2016, WCCHD expanded services to include a wide variety of well-women’s health and family planning services, including general health screenings, pregnancy testing, pelvic examinations, breast exams with referrals for mammograms, cervical cancer screening, and birth control prescriptions. Clients were counseled on additional health topics including exercise, healthy eating, tobacco, alcohol, drugs, sexual activity, colorectal testing, and STI screening. In 2016, WCCHD medical provider staff provided 133 well-women services.



### 3 DISEASE CONTROL AND PREVENTION

The Disease Control and Prevention Division (DCP) is comprised of two teams - the Communicable Disease Management Team (CDMT) and the Immunizations Program. The CDMT focuses on tracking trends in infectious diseases in the county, determining the causes of the infections, and implementing control measures to reduce the burden of disease in the community. To accomplish this mission, WCCHD investigates and responds to disease outbreaks and collects and analyzes data on over 80 diseases and disease syndromes. The Immunization Program oversees the non-clinical functions of a comprehensive public health immunization program encompassing the Texas Vaccines for Children (TVFC) and Adult Safety Net (ASN) programs.

#### 3.1 COMMUNICABLE DISEASE MANAGEMENT TEAM

In 2016, the CDMT responded to 2,388 cases of 58 different communicable and notifiable conditions. The CDMT response efforts included in-depth epidemiologic investigations to determine the cause and source of disease and implementation of health education and control measures to prevent further disease transmission in the community. The largest number of disease investigations involved sexually transmitted infections (STIs), followed by acute and chronic Hepatitis (A, B, C, others), and foodborne and waterborne diseases (e.g. salmonellosis, shigellosis). CDMT identified and referred 16 pregnant women with Hepatitis B for follow-up. In addition, CDMT investigated 41 reports of restaurant-associated foodborne illness complaints. Table 9 summarizes the investigations conducted, organized by city of residence.

**Table 8: Communicable Disease Management Investigations by Type and Location, 2016**

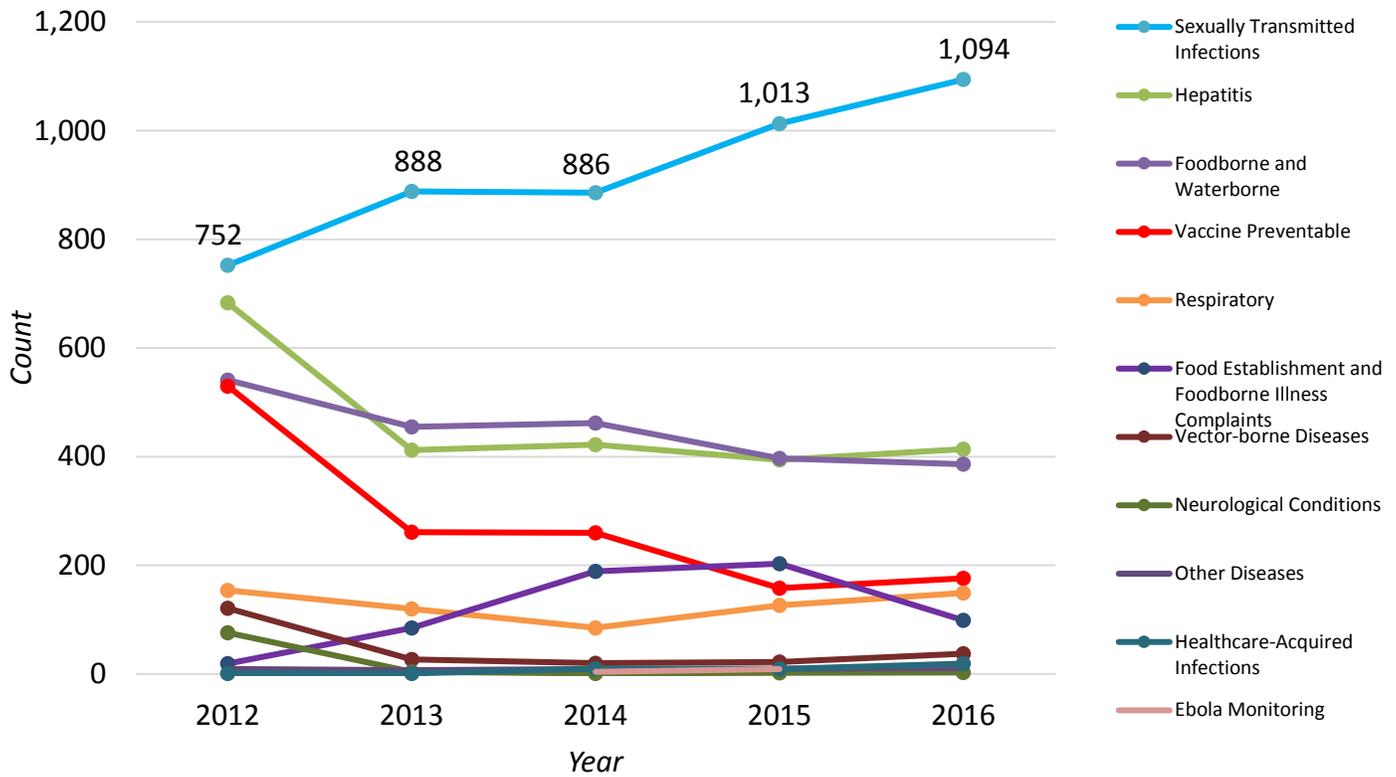
Investigation Type	Cedar Park	Georgetown	Hutto	Leander	Liberty Hill	Round Rock	Taylor	Other WilCo	Unknown	Out of County	Total
Sexually Transmitted Infections	134	197	65	107	30	299	63	187	6	6	<b>1,094</b>
Hepatitis	40	79	22	29	14	116	37	74	2	1	<b>414</b>
Foodborne and Waterborne	43	69	21	37	10	119	23	62	1	1	<b>386</b>
Vaccine Preventable	27	32	9	17	10	48	11	21	0	1	<b>176</b>
Respiratory	15	27	8	12	2	52	8	25	0	0	<b>149</b>
Food Establishment and Foodborne Illness Complaints*	10	16	7	7	1	34	5	19	0	0	<b>99</b>
Vector-borne Diseases^	5	9	4	6	0	4	1	8	0	0	<b>37</b>
Healthcare-Acquired Infections	2	3	0	0	1	10	0	3	0	0	<b>19</b>
Other Diseases	2	2	2	0	0	3	0	2	0	0	<b>11</b>
Neurological Conditions#	0	0	0	0	0	2	0	0	1	0	<b>3</b>
<b>Total</b>	<b>278</b>	<b>434</b>	<b>138</b>	<b>215</b>	<b>68</b>	<b>687</b>	<b>148</b>	<b>401</b>	<b>10</b>	<b>9</b>	<b>2,388</b>

Notes: \*Food Establishment Complaints were no longer investigated by DCP after May 2016, ^ (e.g., West Nile, Zika), # (e.g., Meningitis, Encephalitis); Data Sources: National Electronic Disease Surveillance System (NEDSS), 2016; WCCHD Outbreak Management System (OMS), 2016



The relative rates of disease investigations conducted by CDMT have changed over the past six years. STI investigations have increased 48% from 741 in 2011 to 1,094 in 2016. Hepatitis and vaccine-preventable disease investigations have decreased 53% from 893 to 414 and 67% from 642 to 176, respectively. Foodborne and waterborne disease investigations continue to decline from 558 in 2011 to 386 (31%) in 2016 (Figure 2).

**Figure 2: WCCHD Disease Control and Prevention Investigations, 2012-2016**



Data Source: National Electronic Disease Surveillance System (NEDSS), 2016; WCCHD Outbreak Management System (OMS), 2016

WCCHD CDMT epidemiologists also monitored disease trends, responded to suspected outbreaks and clusters of disease, and maintained syndromic surveillance for unusual groupings of symptoms in aggregate 911 and hospital data. Furthermore, CDMT was an integral part of Zika virus planning and response efforts in Williamson County. CDMT staff participated on the WCCHD Zika Task Force and provided consultation to healthcare providers and community stakeholders through presentations and serving as subject matter experts for this highly publicized infection. In addition, CDMT led the first ever Community Assessment for Public Health Emergency Response (CASPER) in Williamson County, where WCCHD partnered with multiple agencies to interview 188 households to learn more about Zika virus knowledge, mosquito prevention behaviors, and emergency preparedness capabilities in Williamson County residents.

The CDMT assisted with a legionellosis investigation in a long-term care facility that ultimately involved two deaths and the presence of *Legionella pneumophila* growth in the facility’s water cooling tower. Over a six-month period, 98 residents were monitored for symptoms of legionellosis. The CDMT, in collaboration with



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the WCCHD TB Program, completed five TB contact investigations. The contact investigations involved a total of 350 people that were interviewed and referred for follow-up testing and/or evaluation as needed.

### 3.2 IMMUNIZATION PROGRAM

The WCCHD's Immunization Program oversees the non-clinical functions of a comprehensive public health immunization program (Table 9) including:

- Recruiting and training Texas Vaccines for Children (TVFC) and Adult Safety Net (ASN) program providers
- Conducting TVFC site visit follow-ups and making unannounced vaccine storage and handling site visits
- Conducting educational, promotional, and outreach activities to the public to increase immunization awareness
- Educating health professionals on vaccine-preventable diseases and how to prevent them
- Collaborating with other community entities to enhance immunization efforts
- Conducting immunization record assessments and audits in licensed child-care facilities and public and private schools
- Maintaining a surveillance system to identify HBsAg-positive pregnant women and educating prenatal care providers and birthing hospitals to prevent perinatal hepatitis B transmission
- Recruiting new provider sites for the state's immunization registry, ImmTrac
- Providing on-going training and technical assistance to registered ImmTrac providers
- Conducting follow-up with registered ImmTrac providers who are inactive or not using ImmTrac effectively
- Conducting outreach to parents/guardians of children 19 months through 35 months of age who are not up-to-date on recommended vaccines



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**Table 9: Immunization Program Activities, 2016**

Immunization Program Activities	Total
Quality assurance visits to and compliance follow-ups of TVFC providers	49
Outreach events for the public to increase immunization awareness	26
Educational presentations made/events for health professionals	12
Vaccine doses validated and entered into ImmTrac	13,837
Providers and parents contacted to update ImmTrac records	5,469
Children’s immunization records brought up-to-date in ImmTrac	1,352
Licensed child-care facilities and registered family homes audited for compliance with vaccine requirements	42
Follow-ups conducted on licensed child-care facilities and registered family homes not in compliance with vaccine requirements	36
Public and private schools audited for compliance with vaccine requirements	13
Follow-up investigations on public and private schools not in compliance with vaccine requirements	11
Retrospective immunization surveys conducted in randomly selected public schools	25
Case management initiated on newly identified HBsAg+ pregnant women	12
Continued and initiated case management on infants born to HBsAg+ women	14
Completed (closed) case management on infants born to HBsAg+ women	14
<b>Total</b>	<b>20,912</b>

*Data Source: WCCHD Immunization Program, 2016*

Throughout the year, the Immunization Program gave 14 presentations to approximately 360 health professionals in Williamson County (Table 10).

**Table 10: Immunization Program Presentations to Health Professionals, 2016**

Topic/Subject Area	Month	Group	Attendees
HPV Prevention	January	Health District Employees	20
Vaccine Advocacy	January	Texas Immunization Partnership	40
HPV Prevention	January	Health District Employees	15
HPV Prevention	February	Health District Employees	10
Meningococcal Group B Infection Prevention	February	Health District Employees	20
ImmTrac	April	Williamson County Infection Control Officers	15
HPV Prevention	March	Williamson County Health Care Professionals	50
Immunization Workshop	April	Williamson County Health Care Professionals	38
Perinatal Hepatitis B Prevention Program Services	May	Health District Employees	18
Immunization Workshop	July	Williamson County Health Care Professionals	50
Immunization Program Update	August	DFPS Child-Care Licensing Advisory Council	10
Vaccine Requirements and VPD information for Registered Family Homes	August	Williamson County Professional Home Child-Care Association	20
Immunization Workshop	October	Williamson County Health Care Professionals	35
TVFC Update	November	Austin Regional Clinic TVFC Providers	25
<b>Total</b>			<b>366</b>

*Data Source: WCCHD Immunization Program, 2016*



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Additionally, the Immunization Program participated in 26 outreach events promoting the importance of child and adult vaccines and ImmTrac reaching nearly 21,000 estimated attendees (Table 11). The potential reach is the expected number of attendees provided by the entity hosting each event, therefore exact numbers are not available for all events.

**Table 11: Immunization Outreach Events and Potential Reach, 2016**

Outreach Event	Event Date	Location	Potential Reach
Destination Life	February 27, 2016	Round Rock	200
Children’s Health Festival	March 26, 2016	Round Rock	3,400
WIC Nutrition Education Fair	May 10, 2016	Cedar Park	150
WIC Nutrition Education Fair	May 11, 2016	Taylor	200
WIC Nutrition Education Fair	May 12, 2016	Round Rock	230
Cedar Ridge High School ImmTrac	May 24, 2016	Round Rock	525
WIC Nutrition Education Fair	June 14, 2016	Cedar Park	150
Dell Diamond Health Screening	June 15, 2016	Round Rock	3,000
WIC Nutrition Education Fair	July 11, 2016	Georgetown	200
WIC Nutrition Education Fair	July 12, 2016	Cedar Park	200
Vida Fest	July 30, 2016	Hutto	2,200
Back-to-School Festival	August 13, 2016	Florence	150
Kutz for Kidz	August 14, 2016	Round Rock	1,500
St. William Catholic Church Flu Clinic	August 28, 2016	Round Rock	600
Wilco Benefits Fair	September 8, 2016	Georgetown	400
Palm Valley Lutheran Church Flu Clinic	September 11, 2016	Round Rock	400
Healthy Living	September 17, 2016	Georgetown	200
Round Rock ISD College Fair	September 26, 2016	Round Rock	2,000
Leander ISD College Fair	September 28, 2016	Cedar Park	3,000
Taylor/Granger/Thrall ISD College Fair	September 29, 2016	Taylor	500
Taylor Flu Clinic	October 26, 2016	Taylor	200
Williamson County Expo Center Open House	November 12, 2016	Taylor	500
Georgetown Community Flu Clinic	November 12, 2016	Georgetown	200
CD Fulkes Middle School Coordinated Approach to Child Health (CATCH) Event	November 15, 2016	Round Rock	600
Liberty Hill Flu Clinic	November 18, 2016	Liberty Hill	50
Leander Flu Clinic	November 19, 2016	Leander	200
<b>Total</b>			<b>20,955</b>

*Data Source: WCCHD Immunization Program, 2016*



## Williamson County and Cities Health District

The total number of physicians/clinics enrolled as TVFC providers fluctuates throughout any given year (Table 12). Immunization Program staff continuously promote and recruit new providers. Some providers, however, discontinue participation in the program for various reasons.

**Table 12: Enrolled Texas Vaccines for Children (TVFC) Providers, 2016**

City	Total
Austin	2
Cedar Park*	12
Georgetown	9
Granger*	1
Hutto	3
Leander	3
Liberty Hill	3
Round Rock*	21
Taylor*	3
<b>Total</b>	<b>55</b>

*\*A total of 5 Williamson County providers unenrolled from the TVFC Program in 2016—Cedar Park (2), Georgetown (1), Round Rock (2), and Taylor (1).  
Data Source: WCCHD Immunization Program, 2016*

Immunization Program staff continuously recruit providers, clinics, schools, and others to become registered ImmTrac users. As of 2016, a total of 497 Williamson County users were registered with ImmTrac. Additionally, Immunization Program staff provide technical assistance and training to registered ImmTrac users in the following cities (Table 14).

**Table 13: ImmTrac Users Registered, 2016**

City	Total
Austin	32
Bartlett	1
Cedar Park	83
Coupland	1
Florence	7
Georgetown	101
Granger	3
Hutto	22
Jarrell	3
Leander	35
Liberty Hill	10
Round Rock	168
Taylor	30
Thrall	1
<b>Total</b>	<b>497</b>

*Data Source: DSHS, Immunization Unit, ImmTrac Group, 2016*



## 4 EMERGENCY PREPAREDNESS AND RESPONSE

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The Emergency Preparedness and Response (EPR) Division leads planning and response activities for potential and active public health emergencies in the county and collaborates with local, state, and federal agencies to intervene in public health emergencies. The District's EPR Division has three employees located in Georgetown. Staff members work collaboratively with law enforcement, fire service, emergency management, and hospital system partners to ensure a robust capacity for effective responses to natural disasters and man-made emergencies.

### 4.1 PLANNING AND COORDINATION

In 2016, EPR planned and coordinated many initiatives throughout the year involving both internal and external partners. In 2016, EPR:

- Revised all existing WCCHD response plans and developed written plans for: Environmental Health Response, Behavioral Health Response, Information Sharing, Non-pharmaceutical Intervention, Notification, and Volunteer Management in accordance with the National Association of County and City Health Officials (NACCHO) Project Public Health Ready (PPHR) national standards
- Submitted over 1,300 pages of supporting documentation for the District's application to become PPHR certified.
- Developed the Williamson County Fatality Management Response Plan
- Developed the final draft of the Williamson County High Consequence Infectious Disease Response Plan
- Partnered and developed individual closed Point of Distribution (POD) plans for all six Williamson County hospitals
- Finalized configuration of the FirstWatch data analysis system, which monitors EMS dispatch to identify disease trends throughout the county, including respiratory illness, gastrointestinal illness, and emerging infectious diseases, and coordinated long-term funding with Williamson County Emergency Communications
- Began the First Responder mental health workgroup and conducted a county-wide survey of mental health support capacity within Williamson County first responder agencies

### 4.2 TRAINING AND EDUCATION

EPR staff trained 332 participants on topics including, but not limited to, infection control, mental health, stress management, and fatality management (Table 14). The attendees and participants included public health professionals, medical professionals, and first responders in Williamson County.

In addition to community training and education, EPR coordinated the development of a multi-agency fatality management training video for first responders and co-presented the Williamson County Tuberculosis response at the state-wide Epidemiology and Laboratory Capacity Conference.



**Table 14: Trainings and Workshops Conducted, 2016**

Trainings and Workshops	Training Hours	Attendees
Austin Water Utility ICS-300 Training	24	20
Complex Fatality Management Workshop	8	106
Crisis Intervention and Stress Management (CISM)	16	6
Designated Infection Control Officer Workshop	4	15
First Responder Health and Safety Workshop and Infection Control Training	8	32
Pediatric Mental Health First Aid	16	32
WCCHD Spring Retreat EPR Staff Training (EPR-101, EPR-201, Individual preparedness, Public health response for all hazards)	3	102
Zika Response Workshop	3	19
<b>Total</b>	<b>82</b>	<b>332</b>

*Data Source: WCCHD Emergency Preparedness and Response, 2016*

### 4.3 EXERCISES

EPR conducted five preparedness exercises for 2,082 public health professionals, medical professionals, and first responders (Table 15). EPR participated in the BioWatch response tabletop exercise that included public health and first responder agencies from across the region. In addition, EPR planned and participated in the regional public health and medical exercise in which all hospitals evaluated their closed POD plans.

**Table 15: Preparedness Exercises Conducted, 2016**

Preparedness Exercises	Attendees
Fatality Management Tabletop Exercise	20
First Responder Flu Vaccine Distribution Exercise (2,000 doses dispensed)	2,000
Hazmat/Organophosphate Scenario Tabletop Exercise	19
Isolation/Quarantine Tabletop Exercise	31
WCCHD Zika Tabletop Exercise	12
<b>Total</b>	<b>2,082</b>

*Data Source: WCCHD Emergency Preparedness and Response, 2016*

### 4.4 EMERGENCY RESPONSES

In 2016, EPR participated in two major response efforts. EPR supported the Zika Community Assessment for Public Health Emergency Response (CASPER) and supported the West Nile virus responses across Williamson County.



## 5 ENVIRONMENTAL HEALTH

The Environmental Health (EH) Division is committed to preventing illness due to environmentally-related diseases through monitoring, investigating, and responding to environmental public health threats. EH provides many services through three programs: Retail Food Safety, On-Site Sewage Facility (OSSF), and Integrated Mosquito Management (IMM).

### 5.1 RETAIL FOOD SAFETY

The Retail Food Safety Program monitors compliance with local and state food safety regulations in restaurants, schools, mobile vendors, temporary establishments, farmers’ markets, and all other retail food operations. The Retail Food Safety Program conducted a total of 2,819 inspections and issued 2,496 permits to retail food establishments in 2016 (Table 16).

**Table 16: Retail Food Establishment Permits and Inspections by Address, 2016**

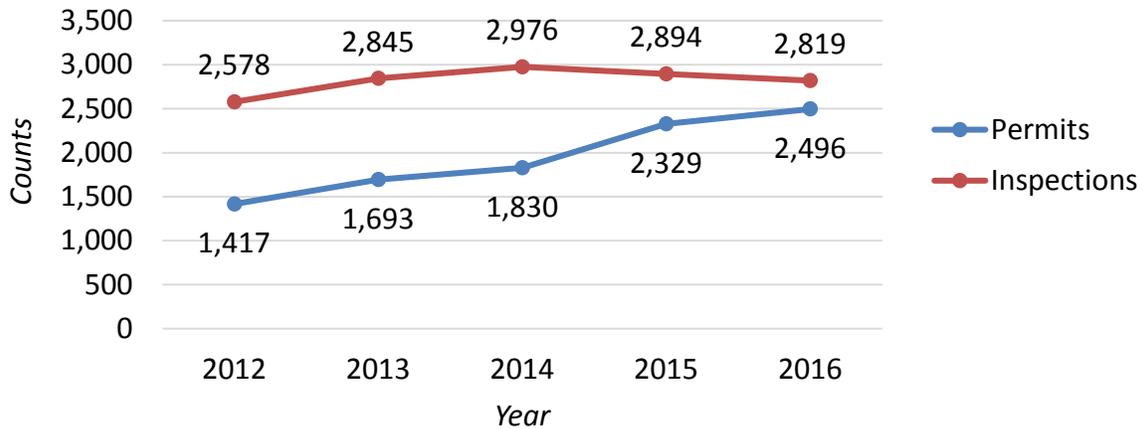
City	Permits	Inspections	Total
Cedar Park	361	459	<b>820</b>
Georgetown	246	419	<b>665</b>
Hutto	43	75	<b>118</b>
Leander	91	196	<b>287</b>
Liberty Hill	39	63	<b>102</b>
Round Rock	551	948	<b>1,499</b>
Taylor	87	135	<b>222</b>
Temporary Food	780	237	<b>1,017</b>
Mobile Food	106	106	<b>212</b>
Farmers Market / Eggs	55	4	<b>59</b>
Other Cities	51	75	<b>126</b>
Outside City Limits	86	102	<b>188</b>
<b>Total</b>	<b>2,496</b>	<b>2,819</b>	<b>5,315</b>

*Notes: \*Coupland Schools, Florence, Florence Schools, Granger, Granger Schools, Jarrell, Jarrell Schools and Weir*  
*Data Source: Service and Alarm Failure Expert (SAFE) Program, 2016*

Permits issued has continued to increase over time from 1,417 in 2012 to 2,496 in 2016 (76%). Inspections have increased 9.3% in the past five years from 2,578 in 2012 to 2,819 in 2016 (Figure 3). In 2016, there were 1,555 total fixed food establishments in Williamson County. In addition, EH issued 780 temporary and 106 mobile food vendor permits.



**Figure 3: Retail Food Safety Permits and Inspections Over Time, 2012-2016**



Data Source: Service and Alarm Failure Expert (SAFE) Program, 2012-2016

In addition, the program certified 8,929 food handlers, conducted 168 sanitation inspections, addressed 116 food establishment complaints, and reviewed 256 new restaurant floor plans in 2016 (Table 17).

**Table 17: Additional Services Provided by Retail Food Safety Program, 2016**

Additional Services	Total
Food Handler certification	<b>8,929</b>
Sanitation inspections conducted	<b>168</b>
Food establishment complaints	<b>116</b>
Food establishment floor plan reviews	<b>256</b>
<b>Total</b>	<b>9,469</b>

Data Source: Service and Alarm Failure Expert (SAFE) Program, 2016

## 5.2 ON-SITE SEWAGE FACILITY REGULATION AND WATER PROTECTION

The OSSF Program protects public health and the environment by minimizing the threat of surface and ground water contamination caused by failing or improperly designed, installed, or maintained on-site sewage systems (e.g., septic tanks). The OSSF Program conducted 3,892 site evaluations, plan reviews, and inspections of OSSF systems and responded to 714 permit applications in 2016 (Table 18). In addition, staff worked with the stakeholder-led OSSF Focus Group.



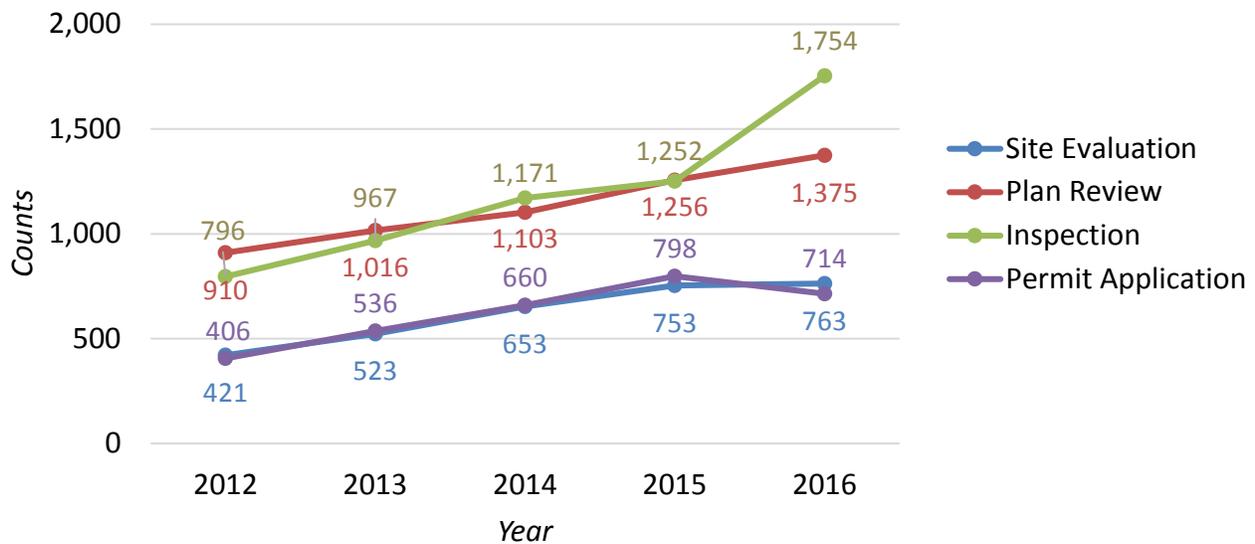
**Table 18: On-Site Sewage Facility Permits, Site Evaluations, Plan Reviews, and Inspections by Address, 2016**

City	Permit Applications	Site Evaluations, Plan Reviews, and Inspections	Total
Cedar Park	2	25	27
Georgetown	274	1,443	1,717
Hutto	40	251	291
Leander	67	394	461
Liberty Hill	168	874	1,042
Round Rock	14	92	106
Taylor	36	194	230
Unincorporated County	113	619	732
<b>Total</b>	<b>714</b>	<b>3,892</b>	<b>4,606</b>

*Data Source: Service and Alarm Failure Expert (SAFE) Program, 2016*

The OSSF program has grown rapidly over the past five years, following the trend of new construction in the county accompanying the explosive population growth. Between 2012 and 2015, permit applications increased from 406 to 763 (76%), site evaluations have increased from 421 to 714 (81%), plan reviews have increased from 910 to 1,375 (51%), and inspections have increased 220% from 796 to 1,754 (Figure 4). During 2016, permit fees were raised to allow hiring of a new field inspector. A new field inspector hired in May allowed the program to meet the increased demand for services.

**Figure 4: On-Site Sewage Facility Permit Applications, Site Evaluations, Plan Reviews, and Inspections, 2012-2016**



*Data Source: Service and Alarm Failure Expert (SAFE) Program, 2012-2016*

In addition, the OSSF program conducted 51 environmental subdivision reviews, 80 single lot reviews, and investigated 31 OSSF public health nuisance complaints in 2016 (Table 19).



**Table 19: Additional On-Site Sewage Facility Activities, 2016**

Additional Activities	Total
Environmental Subdivision Reviews	51
Single Lot Reviews	80
OSSF/Nuisance Complaints Investigated	31
<b>Total</b>	<b>162</b>

*Data Source: Service and Alarm Failure Expert (SAFE) Program, 2016*

### 5.3 INTEGRATED MOSQUITO MANAGEMENT

The Integrated Mosquito Management (IMM) program placed and monitored mosquito traps within participating population centers in the county. Traps were used to collect and test locally abundant mosquitoes, specifically *Culex quinquefasciatus*, for diseases such as West Nile virus (WNV) from May-November. In 2016, a 632 traps were placed at 25 static locations determined by human population density, with approximately one trap per 10,000 people. The IMM Program collected a total of 45,365 mosquitoes from the 632 traps. Testing capacity at the DSHS laboratory is limited, therefore staff submitted 915 representative testing “pools” of up to 50 mosquitoes each, for a total of approximately 33,439 mosquitoes submitted for testing and identification. Mosquito pools are processed in the laboratory as a single sample. A positive test result from DSHS means that one or more of the mosquitoes in the pool had a given virus present. After a positive WNV mosquito pool was identified, WCCHD set four additional traps within a gridded, one mile radius from the positive trap to determine the spread of the virus. Twelve mosquito traps were positive for WNV which was the most active WNV year since the inception of the IMM Program in 2013. Positive pools were identified in six zip codes, and two human West Nile neuroinvasive disease (WNND) cases occurred in two zip codes. WNND is the severe form of West Nile virus causing neurological symptoms, and can lead to death. WNV-positive mosquito test results in Bartlett, Georgetown, Hutto, Leander and an unincorporated neighborhood of Williamson County resulted in targeted chemical control measures to mitigate risk of infection in the affected areas. Mosquitoes that could not be submitted to DSHS were identified and counted by IMM staff (Table 20 and Table 21).

**Table 20: Mosquito Trapping and Testing by Location, 2016**

	Cedar Park	Georgetown	Hutto	Leander	Liberty Hill	Round Rock	Taylor	Unincorporated County	Total
Number of Traps Set	157	138	69	78	23	0	58	109	<b>632</b>
Number of Pools Tested	230	188	112	117	28	0	72	168	<b>915</b>
Positive tests	2	2	3	1	0	0	0	4	<b>12</b>

*Data Source: Integrated Mosquito Management, 2016*



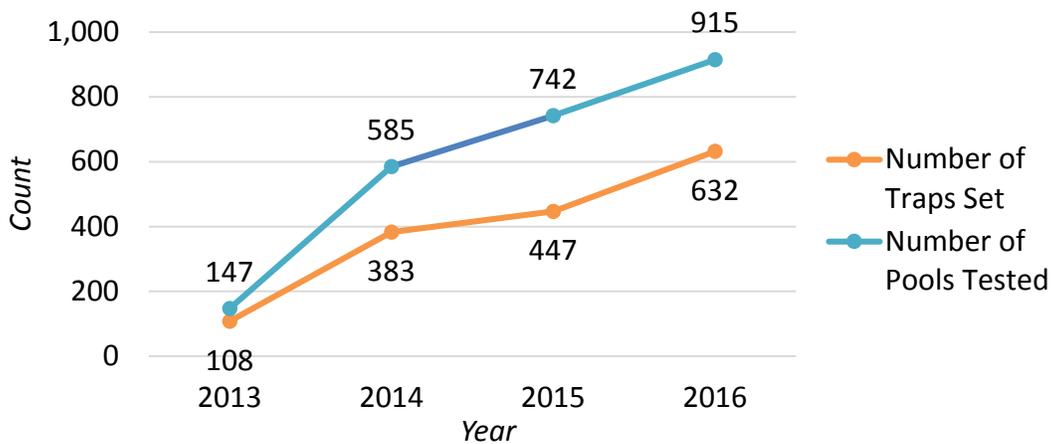
**Table 21: Mosquito Trapping and Testing, 2013-2016**

	2013	2014	2015	2016
Number of traps set	108	383	447	632
Number of testing pools	147	585	742	915
Total mosquitoes submitted	2,107	~19,100*	28,251	33,439
Total mosquitoes trapped	2,107	20,100	63,019	45,365
Number of females	1,794	17,676	55,772	41,451
Number of males	313	2,424	7,247	3,914
Percent <i>Culex quinquefasciatus</i>	93.7%	87.3%	81.3%	92.0%
Unsuccessful traps	10	20	15	31
Number of species	10	34	25	21

*\*Note: The 2014 mosquito submission number is an estimate.  
Data Source: Integrated Mosquito Management, 2013-2016*

The number of traps set and pools tested have increased over the past three years (2013-2016) due to expanded trapping efforts (Figure 5).

**Figure 5: Mosquito Trapping and Testing Over Time, 2013-2016**



*Data Source: Integrated Mosquito Management, 2013-2016*

In addition to trapping and laboratory surveillance, the IMM Program responded to numerous calls from the public, conducted environmental assessments, investigated mosquito complaints, provided mosquito repellent brochures and laminated posters for each city’s parks, managed the “Fight the Bite!” website and educational campaign, provided real-time data on mosquito activity and testing results throughout the county, and facilitated IMM Working Group meetings with representatives from all member cities. The IMM Working Group developed consistent response guidelines and messaging across the county and discussed the newly emerging threat of an additional mosquito-borne disease, the Zika virus. WCCHD’s IMM program, in collaboration with Disease Control and Prevention (DCP) and Emergency Preparedness and Response (EPR), drafted a Zika Action Plan in response to the determination that Zika is here to stay in the United States, and is likely to spread in the coming years. Texas experienced its first incident of locally-acquired Zika infection in Brownsville, Texas (Cameron County) in 2016.



#### 5.4 ADDITIONAL EH ACTIVITIES

In addition to services provided through Retail Food Safety, OSSF, and IMM programs, EH participated in additional activities such as a Legionellosis investigation and the Community Assessment for Public Health Emergency Response (CASPER) in Williamson County. During the CASPER, WCCHD partnered with multiple agencies to interview 188 households to learn more about Zika virus knowledge, mosquito prevention behaviors, and emergency preparedness capabilities in Williamson County residents. EH led the Legionellosis investigation in a long-term care facility that ultimately involved two deaths and the presence of *Legionella pneumophila* growth in the facility's water cooling tower. Over a six-month period, 98 residents were monitored for symptoms of Legionellosis by DCP and environmental testing records were monitored by EH monthly.



## 6 MARKETING AND COMMUNITY ENGAGEMENT

The Marketing and Community Engagement (MarCom) Division is responsible for providing community-wide health promotion and chronic disease prevention education through conducting health education classes, coordinating outreach events, managing a county-wide health coalition, and partnering with community resources to leverage awareness of services and programs in the county. The division is also the administrator of the WCCHD and WilCo Wellness Alliance (WWA) websites, all social media tools, and serves as the media contact, health alert, emergency communications contact, and Public Information Office.

### 6.1 HEALTH EDUCATION

In 2016, MarCom taught 10 direct education class series (Step Up and Scale Down, Diabetes Education Empower Program, Get Fit, Get Healthy, Get Movin’ (G3), Kid City Summer Camp, and Marathon Kids Running Club) and one train-the-trainer class series (Energy Balance 101 training for pre-school Head Start school teachers) (Table 22). In total, these health education classes reached 268 individuals (Figure 6).

**Table 22: Health Education Class Series, 2016**

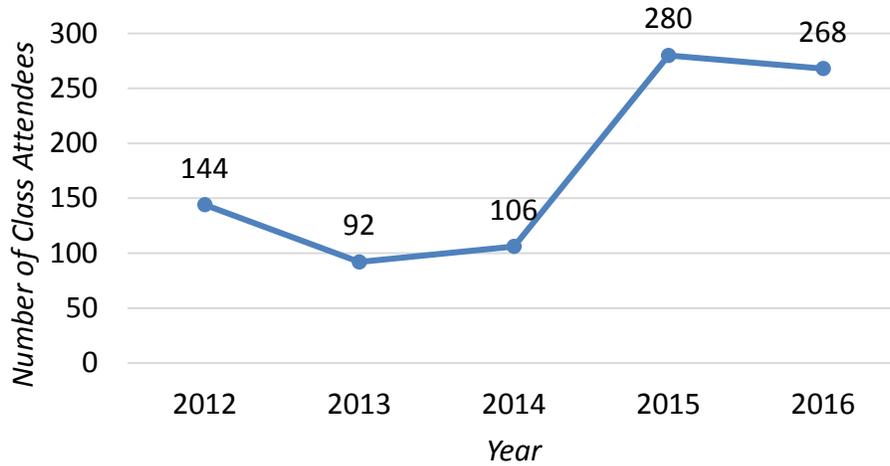
Class Series	Month(s)	Location	Participants
<b>Direct Education</b>			
Step Up and Scale Down	Jan/Feb	Round Rock	8
Diabetes Education Empowerment Program (DEEP)	Jan/Feb	Round Rock	5
Texercise	Jan/Mar	Round Rock	8
Get Movin’ Get Fit Get Healthy	Mar/Apr	Round Rock	13
Marathon Kids Running Club	Apr	Taylor	30
Kid City Summer Camp	July	Georgetown	50
DEEP	Sep/Oct	Taylor PHC	4
DEEP	Oct/Nov	Bluebonnet Trails Community Services, Cedar Park	7
DEEP	Oct/Nov	Caring Place	4
DEEP	Oct/Nov	Leander	19
<b>Train-the-Trainer</b>			
Energy Balance 101 Pre-school Head Start school teachers	Year-long	County-wide	120
<b>Total</b>		<b>11 Class Series</b>	<b>268</b>

*Data Source: Marketing and Community Engagement, 2016*



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**Figure 6: Health Education Class Attendees, 2012-2016**



Data Source: Marketing and Community Engagement, 2012-2016

**6.2 MEDIA RESPONSE**

In 2016, MarCom staff responded to roughly 40 requests from local media outlets through print, online, radio, and newscast to provide important health information and health alerts to Williamson County. Staff quickly responded to health concerns about the pertussis activity in schools, Zika virus, and West Nile virus mosquito samples and human cases in Williamson County. Table 23 shows an example of some, but not all, media requests throughout the year.

**Table 23: WCCHD Media Responses, 2016**

Media Response	Source	Date
Counties heed the call to step up Zika virus fight	KXAN.com	March 4
Williamson County 3rd healthiest in state	Austin American-Statesman (Statesman)	March 16
Central Texas gets healthy ranking	KVUE.com	March 17
First Zika virus case in Williamson County reported	Statesman, TWC News	May 10
Williamson County and cities health district urges precaution against mosquito bites	KLBJ.com	May 11
First Williamson County Zika Virus Infection Confirmed	Patch.com	May 11
Williamson & Travis counties begin preps for Zika response	KEYE TV	June 16
Council considers new rules for pets at restaurants, Blue Hole Park	Community Impact Newspaper	July 15
Mosquito In Cedar Park Tests Positive For Carrying West Nile Virus	Patch.com	July 17
Cedar Park mosquito sample tests positive for West Nile Virus	Statesman	July 17
Behind the scenes: Where the state tests mosquitoes for West Nile	KVUE.com	July 19
Three new cases of travel-related Zika virus in Williamson County	KXAN.com	July 30
New Williamson County mosquito samples test negative for West Nile	KVUE.com	August 2
WilCo experiences travel-related Zika	Hill Country News	August 3
Mosquito sample from Bartlett tests positive for West Nile	KXAN.com	August 19
Mosquito spraying starts in Bartlett	KXAN.com	August 25



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Health district achieves national accreditation	Statesman	August 26
Mosquito tests positive for West Nile Virus in Hutto	KXAN.com	September 28
Williamson County spraying for West Nile virus	FOX 7 Austin	October 20
2nd Georgetown mosquito sample in a week tests positive for West Nile	KXAN.com	October 26
Georgetown neighborhood sprayed for West Nile mosquitoes ahead of Halloween	KEYE	October 27
Probable human West Nile case under investigation in Williamson County	KVUE.com	October 29
Growing concerns about West Nile in Williamson County	KVUE.com	October 29
Human case of West Nile Virus reported near Georgetown. More spraying tonight.	KEYE	October 29
Williamson County has second suspected case of West Nile virus	Statesman, KXAN	November 1
Second person in Williamson County tested for West Nile Virus	FOX 7 Austin	November 2
Official: Williamson County woman does not have West Nile virus	myStatesman.com	November 4
Officials: Mosquito with West Nile virus found in Hutto, the 10th in Williamson County since July	Statesman	November 9
Leander planning to spray repellent after mosquito found with West Nile virus	Statesman	November 10
Dog-friendly restaurants now allowed in Georgetown	myStatesman.com	November 23
Free Flu Shots Offered in Cedar Park, Round Rock As Part Of Influenza Awareness Week	Patch.com	November 30
<i>Data Source: Marketing and Community Engagement, 2016</i>		

### 6.3 SOCIAL MEDIA AND ONLINE PRESENCE

MarCom maintains the social media and online presence of WCCHD through the [www.wcchd.org](http://www.wcchd.org) and [www.healthywilliamsoncounty.org](http://www.healthywilliamsoncounty.org) websites, two Facebook accounts, Twitter, Pinterest, LinkedIn, and YouTube.

In 2016, WCCHD had an 22% increase in Twitter followers from 310 in January 2016 to 378 in December 2016. Both WCCHD and WWA had a total increase of 22% Facebook followers from 724 in January 2016 to 884 in December 2016. Through Facebook posts, Twitter blasts, and Pins on Pinterest, WCCHD had a reach of nearly 100,000 views. Social media engagement and potential reach has increased substantially since 2013 as shown in Table 24.

**Table 24: Social Media Reach, 2016**

Followers	January 2016	December 2016	Follower Increase
WCCHD Facebook	481	608	127
WWA Facebook	243	276	33
Twitter	310	378	68
<i>Data Source: Marketing and Community Engagement, 2016</i>			

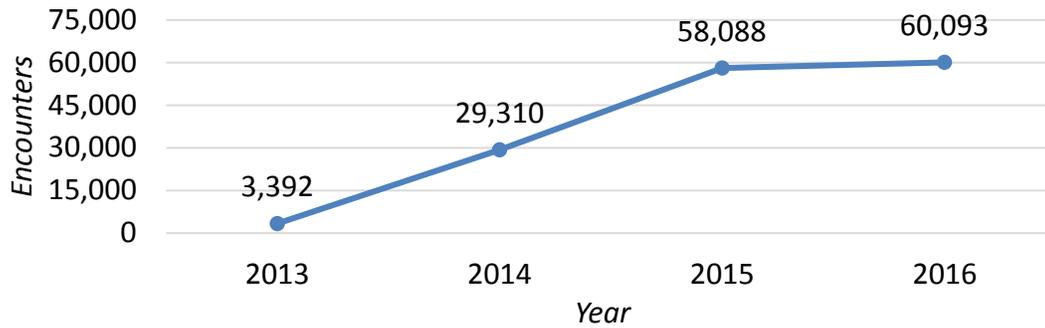
In addition, 7,279 sessions were conducted on the Healthy Williamson County website and more than 67,000 sessions were tracked on the Health District website.



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Social Media engagement and reach continues to increase from 3,392 in 2013 to 60,093 in 2016 (Figure 7).

**Figure 7: Social Media Engagement and Reach, 2013-2016**



*Note: Analytics collected beginning October 2013.*

*Data Source: Marketing and Community Engagement, 2013-2016*

### 6.4 HEALTH PROMOTION OUTREACH

In 2016, WCCHD provided 46 health promotion outreach events across Williamson County including events at the Caring Place, Georgetown Housing Authority, Round Rock Serving Center, Taylor Good Life 5K, and the Williamson County Employees Benefits Fair (Table 25).



**Table 25: Health Promotion Outreach, 2016**

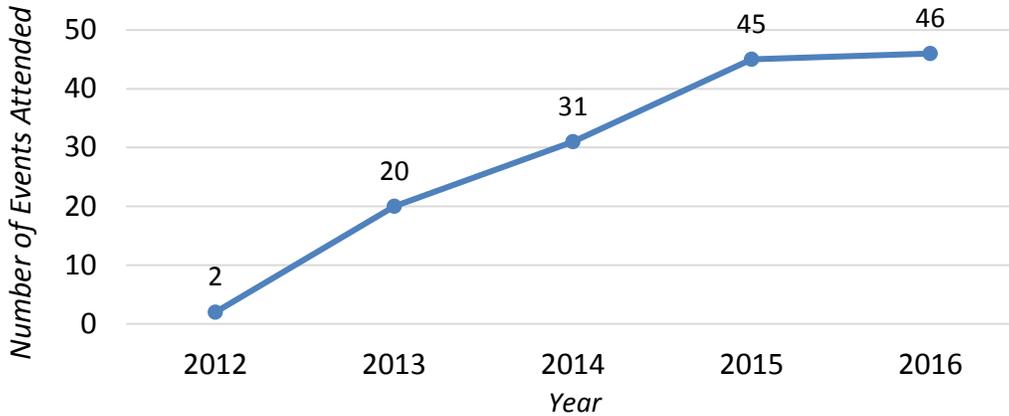
Health Promotion Outreach	
American Legion Post 183	Georgetown Housing Authority
American Medical Technologists	Head Start
Big Latch On	Healthy Living Carnival – First Methodist Georgetown
Brushy Creek Wastewater Health Fair	Hill Country Nazarene
Caring Place	Hutto PD Car Seat Fitting
Caring Place – HOPE	Jarrell High School
CATCH Night	Kutz 4 Kidz Back to School Event
CATCH Night - CD Fulkes	Leander High School
Children's Health Festival	Leander ISD College Fair
Church of the Harvest Ministry	Marathon Kids End of School Year Event – Leander ISD
Church of the Nazarene Food Bank	Meridian Charter School - Wellness Day Event
"Destination... LIFE" Transition Fair	Round Rock Serving Center
Dino Day Community Event	RRISD Parent Program- Wells Branch Elementary
ETS-Lindgren Health Fair	RRISD Teen Parents
First Baptist Church Back to School Event	San Gabriel Apartments Gardening Presentation
First Baptist Round Rock	Seton Medical Mission
Fleet Feet Sports	St. Williams Flu Shot Clinic
Gateway Charter High School	TACRAO College Fair
Georgetown ISD Council of PTA's "Chase the Chief 5K"	Taylor Good Life 5K
GISD Parent Night - Spanish speaking	Vida Fest Back to School Event
Good Hope Missionary Baptist Church	WilCo Employees Benefits Fair
Grace Episcopal Preschool	WilCo Expo Center Grant Opening
Great Oaks Elementary Wellness Day	Zika CASPER
<b>Total</b>	<b>17,781</b>
<i>Data Source: Marketing and Community Engagement, 2016</i>	

Health Promotion outreach events as well as attendees reached have increased consistently over the past five years from two outreach events and 1,424 attendees in 2012 to 46 outreach events and 17,781 attendees in 2016 (Figure 8 and Figure 9).



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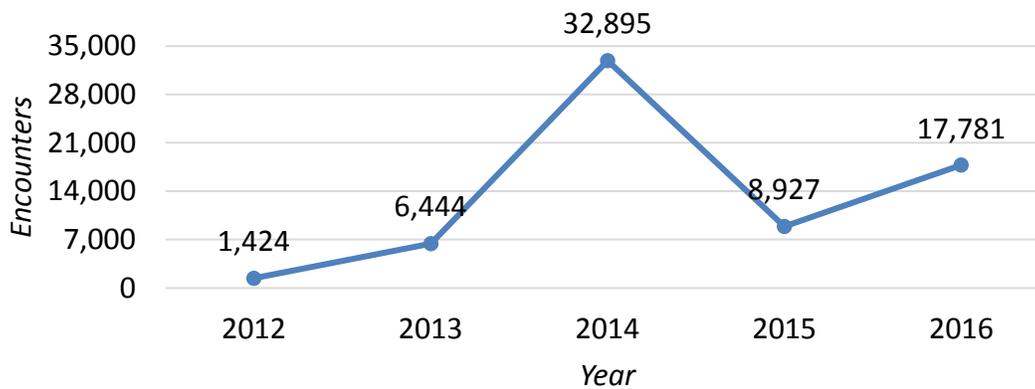
**Figure 8: Health Promotion Outreach Events, 2012-2016**



Notes: Number of events attended were not systematically documented before 2013

Data Source: Marketing and Community Engagement, 2012-2016

**Figure 9: Health Promotion Outreach Event Attendees, 2012-2016**



Notes: Number of events attended were not systematically documented before 2013, \*Fiestas Patrias had a reach of 20,000 in September 2014

Data Source: Marketing and Community Engagement, 2012-2016

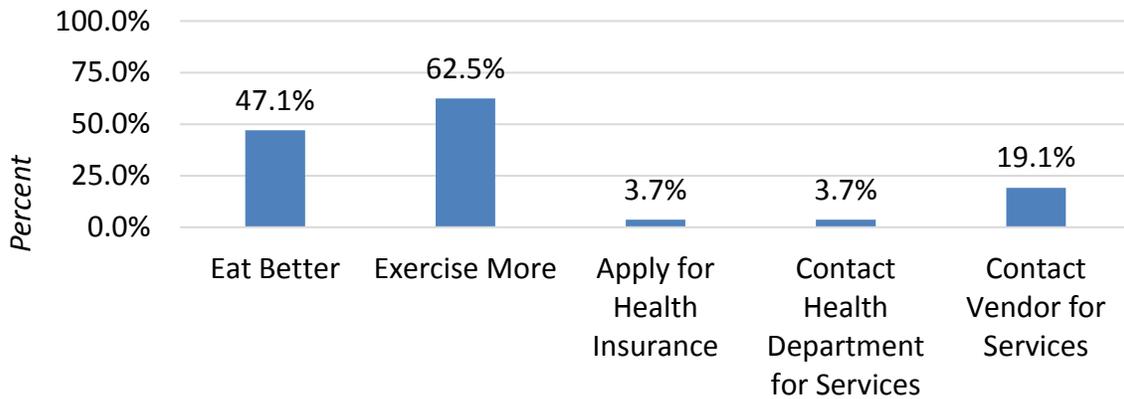
**6.4.1 Children’s Health Festival**

The annual Children’s Health Festival is a showcase event highlighting the importance of physical activity, healthy eating, and child safety. Since 2002, WCCHD has organized this fun-filled event to encourage parents and children to “play for the health of it.” Festival attendees find a variety of information and resources from vendors and live demonstrations on topics important to the entire family.

Nearly 63% of participants surveyed said they would exercise more because of the festival and nearly 50% of participants surveyed said they would eat better based on information learned at the festival (Figure 10).



**Figure 10: Action steps taken by Children Health Festival Participants because of the Festival**



*As a result of the festival, my family/I will...*

*Data Source: Children's Health Festival survey results, 2016*

### 6.5 WILCO WELLNESS ALLIANCE

The WilCo Wellness Alliance (WWA) is Williamson County's health and wellness coalition. The WWA is comprised of community members and organizations from healthcare, school, government, business, non-profit, and faith-based organizations. The purpose of the WWA is to develop a coordinated approach to community health. Membership in the WWA is open to all providers and organizations that impact community health in Williamson County. WWA members work collaboratively and coordinate and support activities related to improving community health. The WWA works to develop plans that are of benefit to the entire community, not just WWA members. The WWA consists of nine working groups and four community groups. In 2016, the WWA consisted of 519 individuals with 190 members as part of one or more working groups and 107 members as part of one or more community groups (Table 26).

**Table 26: WilCo Wellness Alliance (WWA) General Membership, 2016**

General Membership	Total
WilCo Wellness Alliance	<b>519</b>
One or more Working Groups	<b>190</b>
One or more Community Groups	<b>107</b>

*Data Source: WilCo Wellness Alliance MailChimp, 2016*

In June 2016, the WWA began the development of the Community Health Improvement Plan (CHIP) for 2017-2019. The draft was finalized in December 2016. Each of the nine working groups developed an action plan that addressed the county's top five health priorities (Table 27). Community group meetings for north, south, east and west Williamson County were held to draw feedback from each geographic region (Table 28).



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**Table 27: Working Group Membership and CHIP Involvement, 2016**

Working Group	Membership Count*	Number of Meetings^	Total Meeting Attendance^
Active Living	57	2	17
Employee Wellness	46	2	21
Healthy Eating	55	2	23
Maternal and Infant Health	51	2	18
Mental Health Task Force	72	7	66
Public and Medical Preparedness	49	2	59
School Health	62	2	28
Substance Abuse Coalition	46	2	41
Systems of Care	52	5	51
<b>Total</b>		<b>26</b>	<b>324</b>

*Data Source: \*WilCo Wellness Alliance MailChimp, 2016; ^Working group Sign-up sheets, 2016*

**Table 28: Community Group Membership and CHIP Involvement, 2016**

Community Group	Membership Count*	Number of Meetings^	Total Meeting Attendance^
East (Bartlett, Coupland, Granger, Taylor, and Thrall)	40	1	4
North (Florence, Georgetown, Jarrell, and Weir)	71	1	6
South (Hutto and Round Rock)	61	1	8
West (Cedar Park, Leander, and Liberty)	54	1	7
<b>Total</b>	<b>226</b>	<b>4</b>	<b>25</b>

*Data Source: \*WilCo Wellness Alliance MailChimp, 2016; ^Working group Sign-up sheets, 2016*



## 7 PROGRAM ELIGIBILITY AND SOCIAL SERVICES

The Program Eligibility and Social Services (PESS) Division works with Williamson County residents to assist with navigating the healthcare system. This includes screening for eligibility for federal, state, and local healthcare programs, coordinating patient care across multiple providers, providing short-term case management for pregnant women and for children, providing health and social service information, assisting with diabetes management classes, participating in community outreach events, and making appropriate referrals to other agencies and partners within the Systems of Care in Williamson County.

### 7.1 TOTAL SOCIAL SERVICES ENCOUNTERS

In total, residents in the county had 22,015 encounters with Social Services at the four Public Health Centers (PHCs) to help them live healthier lives, manage chronic conditions, and find a medical home (Table 29). Most eligibility screenings are done through the Round Rock PHC.

**Table 29: Total Social Services Encounters by Month and Public Health Center, 2016**

Month	Cedar Park	Georgetown	Round Rock	Taylor	Total
January	180	190	1,375	460	<b>2,205</b>
February	155	152	1,670	411	<b>2,388</b>
March	128	114	1,506	367	<b>2,115</b>
April	157	80	1,347	232	<b>1,816</b>
May	100	101	1,203	248	<b>1,652</b>
June	163	163	1,266	165	<b>1,757</b>
July	112	116	1,056	153	<b>1,437</b>
August	137	110	1,245	175	<b>1,667</b>
September	153	106	1,424	253	<b>1,936</b>
October	212	81	1,423	179	<b>1,895</b>
November	247	110	1,044	218	<b>1,619</b>
December	144	135	1,029	220	<b>1,528</b>
<b>Total</b>	<b>1,888</b>	<b>1,458</b>	<b>15,588</b>	<b>3,081</b>	<b>22,015</b>

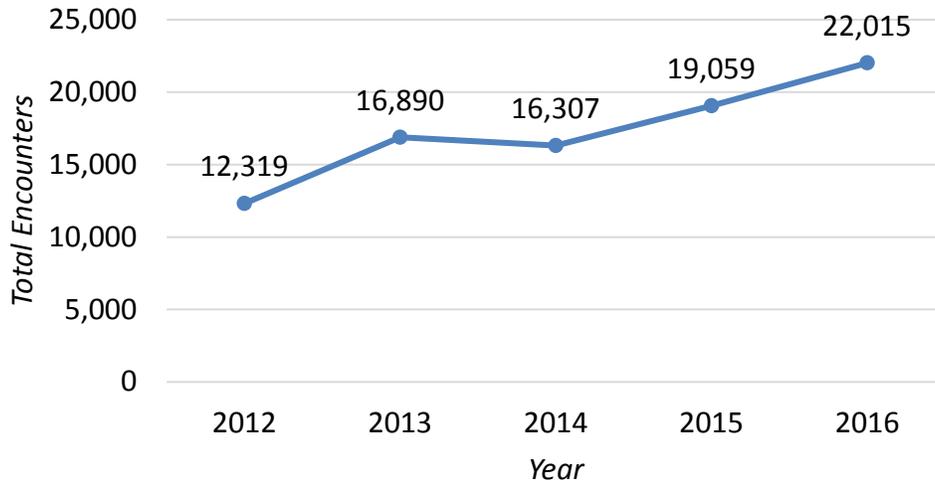
*Data Source: CHASSIS, 2016*

The number of encounters has increased in the past five years from 12,319 encounters in 2012 to 22,015 encounters in 2016 – a 79% increase (Figure 11).



Williamson County and Cities Health District

**Figure 11: Total Social Services Encounters by Year, 2012-2016**



Data Source: CHASSIS, 2012-2016

**7.2 INDIVIDUALS WHO RECEIVED SERVICES**

In 2016, a total of 5,327 individuals received eligibility screening and enrollment services. PESS made 1,098 individuals eligible for the County Indigent Health Care Program (CIHCP), 54 individuals eligible for the Title V CH H/D Program, 22 individuals eligible for the Title V Prenatal Dental Program, 443 individuals eligible for the Access2Care Program, and 266 Community Partner enrollments (Table 30).

**Table 30: Total Individuals Received Social Services by Month and Public Health Center, 2016**

Month	Cedar Park	Georgetown	Round Rock	Taylor	Total
January	75	95	489	120	<b>779</b>
February	57	46	410	70	<b>583</b>
March	47	45	307	35	<b>434</b>
April	67	29	352	19	<b>467</b>
May	33	37	257	15	<b>342</b>
June	51	53	232	50	<b>386</b>
July	35	41	209	16	<b>301</b>
August	46	39	251	29	<b>365</b>
September	66	48	398	53	<b>565</b>
October	80	27	356	23	<b>486</b>
November	88	20	216	21	<b>345</b>
December	41	44	167	22	<b>274</b>
<b>Total</b>	<b>686</b>	<b>524</b>	<b>3,644</b>	<b>473</b>	<b>5,327</b>

Data Source: CHASSIS, 2016



## 8 QUALITY AND STRATEGIC MANAGEMENT

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The Quality and Strategic Management (QSM) Division, formerly known as Public Health Initiatives and Planning, is the future-focused strategic arm of the Health District. QSM conducts planning and project management for WCCHD's services and activities, evaluates performance measures and outcomes, and leads continuous quality improvement efforts to enhance the efficacy of the agency in meeting the community's needs. In addition, QSM monitors and evaluates community health improvement in the county and prepares internal and external reports for dissemination such as Medicaid 1115 Delivery System Reform Incentive Payment (DSRIP) Waiver, Community Health Assessment (CHA), Community Health Improvement Plan (CHIP), Public Health Practice Reviews, grants, annual service reports, and Strategic Plan.

### 8.1 STRATEGIC MANAGEMENT

In 2016, Quality and Strategic Management:

- In coordination with Marketing and Community Engagement (MarCom), the Wilco Wellness Alliance (WWA), and the community, coordinated, drafted, and published the 2016 CHA in June 2016. The CHA is designed to collect, analyze, and use data to educate and mobilize communities; to develop priorities, gather resources, and plan actions to improve population health; and to provide a foundation of data to be used for evidence-based goal setting and decision making.
- Collected qualitative and quantitative data on community health improvement in 2015 and 2016 and published the 2014-2016 CHIP Final Progress Report. The Final Progress Report provides a final update on the progress made towards completion of the 2014-2016 CHIP.
- In coordination with MarCom, WWA, and the community, coordinated and drafted the 2017-2019 CHIP. The CHIP rallies community-wide efforts and targets resources to improve health. The CHIP is Williamson County's plan to improving the health of its community.
- Led the process for development of the 2017-2019 Strategic Plan for WCCHD.
- Compiled, drafted, and submitted the required semi-annual Medicaid 1115 DSRIP Waiver reports in April and October for the agency.
- Compiled, drafted, and completed the 2015 Service Report documenting services provided to the community and the member cities.

### 8.2 QUALITY MANAGEMENT

In 2016, Quality and Strategic Management:

- Conducted a process analysis of the On-site Sewage Facility program, facilitating the stakeholder group meeting and drafting a report with recommendations for process improvements
- Coordinated the Medicaid 1115 DSRIP Waiver projects for the agency, ensuring all deliverables were met for continued funding of the Health District as well as continuous provision of services in the community
- In collaboration with Clinical Services, QSM helped to organize multiple community flu clinics
- Coordinated and conducted the Cooperative Agreement Working Group (CAWG) meetings with the member governments



## 9 WOMEN, INFANTS, AND CHILDREN AND COMMUNITY NUTRITION PROGRAM

The Women, Infants, and Children (WIC) and Community Nutrition Program provides nutrition education and access to healthy foods for pregnant women, new mothers, infants, and young children. WIC services are provided at the four PHCs in Georgetown, Taylor, Round Rock, and Cedar Park, as well as a part-time clinic in Liberty Hill. A part-time clinic in Bartlett was discontinued in March 2016. Mothers, infants, and children who receive adequate nutrition and proper nutrition education and counseling have been shown to live healthier lives.

### 9.1 WIC CLIENT ENCOUNTERS

In 2016, Williamson County residents benefitted from 81,529 encounters with the WIC Program, with an average of 6,803 individuals enrolled and receiving benefits per month (Table 31). At these visits, clients receive nutrition education, Supplemental Nutrition Assistance Program (SNAP) benefits, assistance from breastfeeding peer counselors, and counseling with registered dietitians.

**Table 31: WIC Encounters by Month and WIC Clinic Location, 2016**

Month	Georgetown	Taylor	Round Rock	Cedar Park	Bartlett	Liberty Hill	Total
January	1,589	966	2,262	1,929	6	16	<b>6,768</b>
February	1,594	1,000	2,304	1,973	2	12	<b>6,885</b>
March	1,571	993	2,347	1,969	1	12	<b>6893</b>
April	1,594	997	2,305	1,918	--	14	<b>6,828</b>
May	1,604	942	2,269	1,929	--	14	<b>6,758</b>
June	1,592	941	2,220	1,987	--	17	<b>6,757</b>
July	1,550	925	2,218	1,946	--	16	<b>6,655</b>
August	1,578	950	2,281	1,969	--	17	<b>6795</b>
September	1,610	971	2,284	1,988	--	15	<b>6,868</b>
October	1,610	961	2,333	1,959	--	13	<b>6,876</b>
November	1,603	937	2,322	1,890	--	13	<b>6,765</b>
December	1,570	943	2,290	1,866	--	12	<b>6,681</b>
<b>Total</b>	<b>19,065</b>	<b>11,526</b>	<b>27,435</b>	<b>23,323</b>	<b>9</b>	<b>171</b>	<b>81,529</b>

*Data Source: Women, Infants, and Children (WIC) Program, 2016*

### 9.2 COMMUNITY NUTRITION PROGRAM

The 18-acre Heritage Community Garden (HCG) and Let’s Cook with Colors cooking series classes, coordinated by WIC’s Community Garden Coordinator, enjoyed much success during 2016. One hundred and eleven volunteers and gardeners worked at Heritage Community Garden during 2016. HCG gardeners had a successful year due to the fortuitous timing for rain, tilling, and planting. The monthly gardener meetings were well attended. Thirteen new Let’s Cook with Colors facilitators were trained; nine WCCHD staff and four Round Rock ISD staff.



### 9.3 ADDITIONAL SERVICES

In addition to client encounters, during 2016 WIC Registered Dietitians (RDs) provided community nutrition rotation opportunities and served as preceptors for five dietetic students from The University of Texas at Austin. During March 2016, WIC coordinated with Health Community interns from Texas A & M Health Science Center to provide information about gestational diabetes and the dangers of smoking and alcohol consumption at WIC Nutrition Fairs in Georgetown, Round Rock, and Cedar Park. WIC staff assisted during the months of May through December 2016 with Project Overdrive at WIC Nutrition Fairs so that WIC families could get blood pressure screenings and receive free flu shots.

WIC served as a local training and observation site for several Texas Department of State Health Services (DSHS) WIC staff and members as well as Microsoft staff working on the Texas WIC Information Network (TXIN) project. A total of five DSHS Quality Management Branch (QMB) staff also used the Georgetown and Taylor WIC offices to cross train monitors in the WIC Food Delivery area. WIC staff also participated in statewide projects and health initiatives. The WIC Breastfeeding Coordinator attended three Breastfeeding Cohort workshops with representatives from hospitals across Texas. The Round Rock WIC Team Lead participated in three TXIN Iteration Meetings since joining WCCHD in October 2016. DSHS WIC used the Cedar Park office to film the WCCHD WIC Breastfeeding Coordinator and two Cedar Park WIC families for a new video: "WIC Dads see the Light." This video will be shown at trainings and in clinics to emphasize the important role fathers play in the family unit to support breastfeeding, and to encourage fathers to attend WIC appointments with their family.



## 10 FUNDING

For 2016, the total operating budget was \$8,389,332. The member governments’ contributions totaled \$2,988,201, or 35.6% of WCCHD’s budget. The majority of the operating budget (64.4%) was obtained from fees/Medicaid payments (\$2,803,126) and state and federal grant sources (\$2,598,005).

**Table 32: Funding for FY2016**

Fund Source	FY16 Budget
General Fund	\$4,791,327
County	\$2,323,097
Member Cities	\$665,104
Clinical Fees	\$95,000
Access to Care	\$350,000
Medicaid/Medicare	\$54,567
1115 Waiver Incentive (DSRIP)	\$1,243,109
WilCo Wellness Alliance	\$36,950
Miscellaneous	\$23,500
Grants	\$2,598,005
OSSF Fees	\$500,000
Retail Food Fees	\$500,000
<b>Total Revenue</b>	<b>\$8,389,332</b>

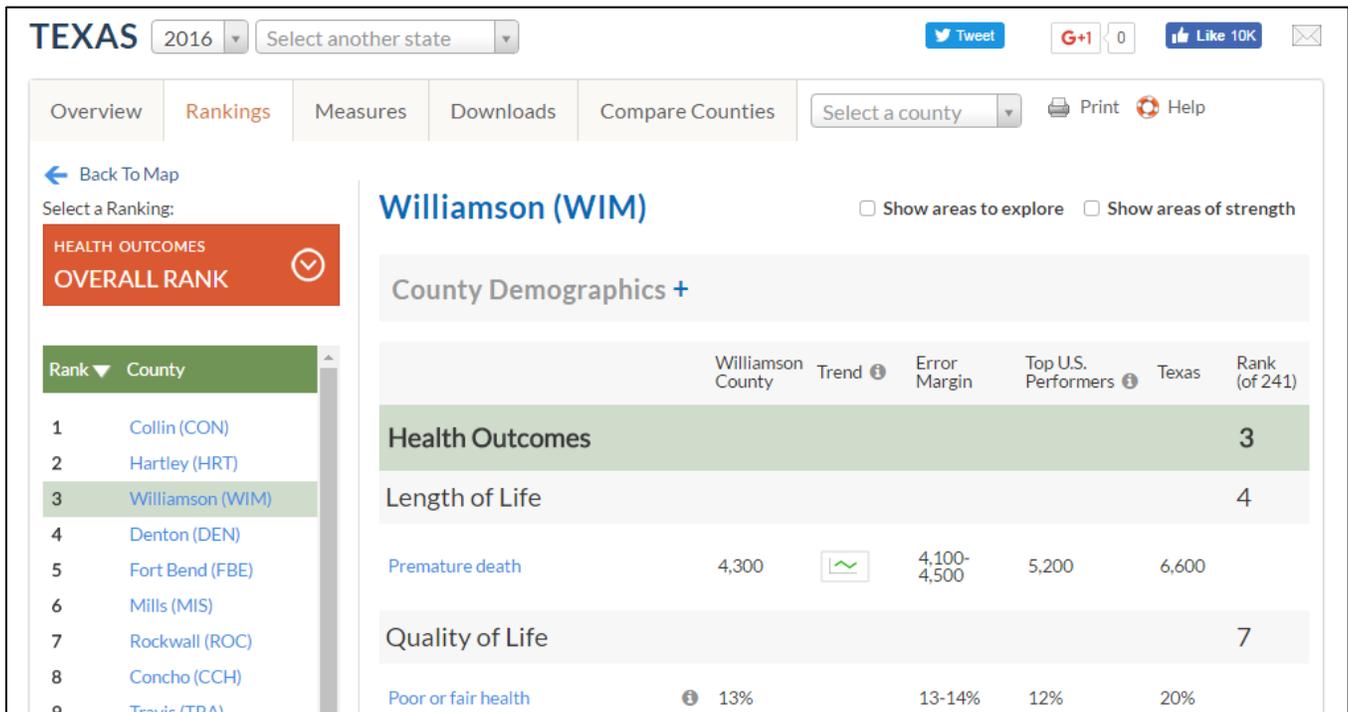
Williamson County government is not only a major source of funding for the WCCHD, but also generously provides “in-kind” support in many areas, large and small. Some of this support, such as the provision of county-owned buildings and the associated maintenance and utilities, are straightforward and relatively simple to tabulate. Other support, like access to information technology subject matter experts for different software and systems, is more difficult to quantify. In other areas, such as salaries for county staff who provide payroll services, the information exists but is not available to WCCHD. As such, we do not currently have access to all the data necessary to accurately and comprehensively calculate the value of these vital in-kind contributions provided by Williamson County.



## 11 COUNTY HEALTH RANKINGS

For the sixth year in a row, Williamson County was ranked in the top three healthiest counties in Texas by the County Health Rankings of the Robert Wood Johnson Foundation (Figure 12).

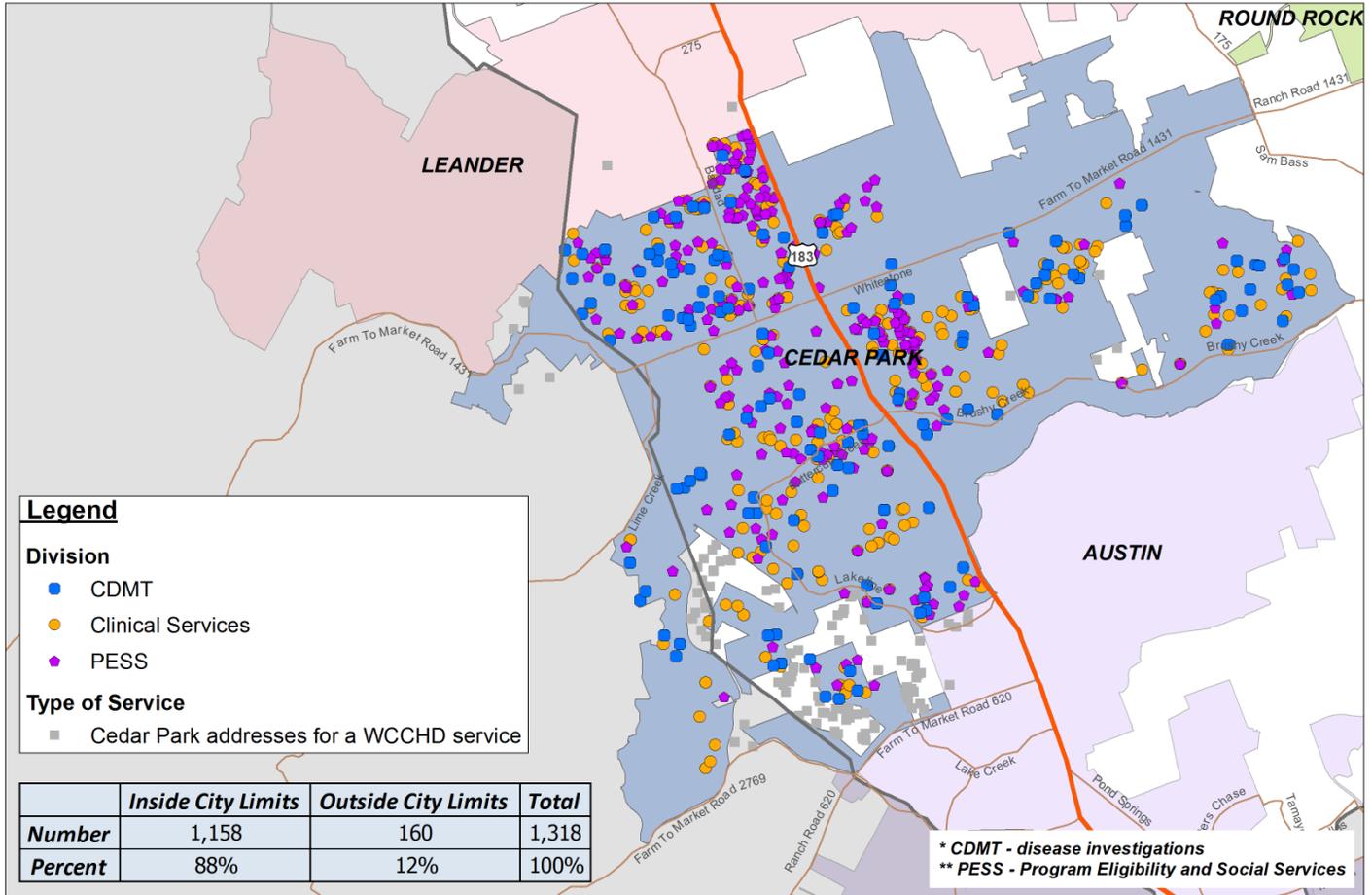
**Figure 12: County Health Ranking for Williamson County, 2016**



County Health Rankings is a nationwide initiative to measure the overall health of nearly every county in the U.S. A variety of measures are included in county evaluations, such as high school graduation rates, access to healthy foods, smoking rates, obesity, and teen pregnancy, among others. Many communities use the rankings to identify health improvement opportunities, as well as to garner support for healthy initiatives among community members and stakeholders.



## APPENDIX 1A: CEDAR PARK SERVICE MAP AND CLINIC UTILIZATION RATES



### Williamson County and Cities Health District Services Provided to Cedar Park, Texas

Date: 3/8/17

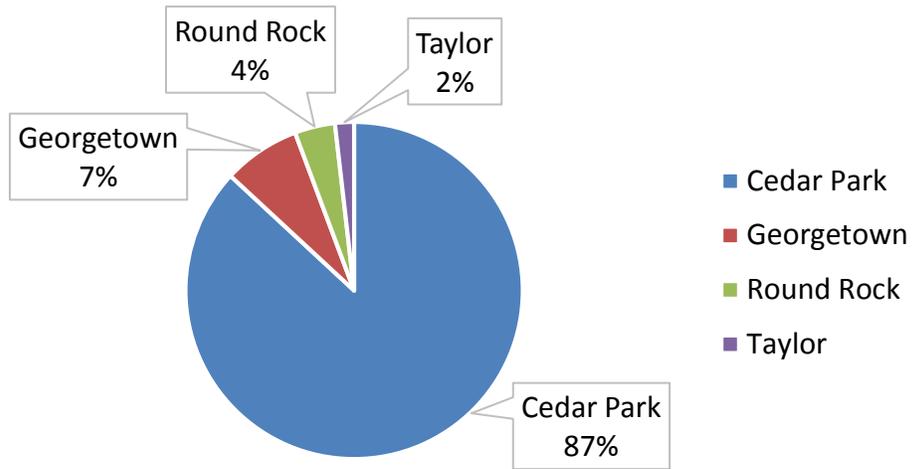
If you have any questions about this map, please contact [gis@wcchd.org](mailto:gis@wcchd.org)



For residents with a Cedar Park mailing address, WCCHD has mapped a subset of direct services (disease investigations, clinical services, and program eligibility and social services) for which address-level data are available to show the relative proportions of residents inside and outside of Cedar Park city limits. For 2016, 88% of the residents lived inside the city and 12% lived outside the city – a total of 1,318 unduplicated individuals. Pie chart data represents the number of clinical encounters, which may include duplication of individuals seen on multiple occasions.



**Clinical Services Encounters at the Four Public Health Centers by the City of Cedar Park Residents**



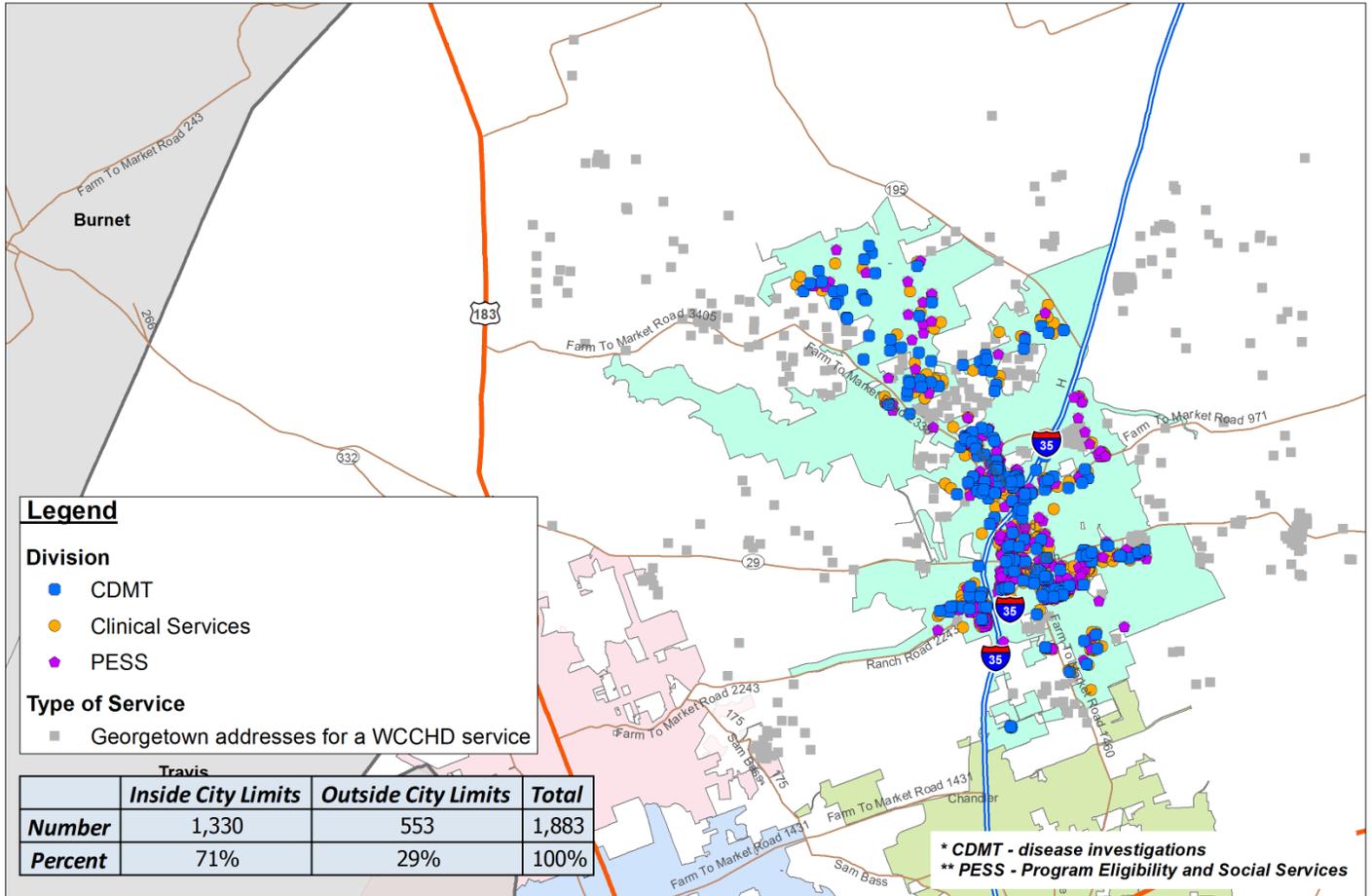
Data Source: eClinicalWorks, 2016

Public Health Center	Encounter	Percent
Cedar Park	763	86.83%
Georgetown	65	7.14%
Round Rock	34	4.05%
Taylor	16	1.99%
<b>Total</b>	<b>878</b>	<b>100.00%</b>

Data Source: eClinicalWorks, 2016



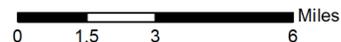
## APPENDIX 1B: GEORGETOWN SERVICE MAP AND CLINIC UTILIZATION RATES



### Williamson County and Cities Health District Services Provided to Georgetown, Texas

Date: 3/8/17

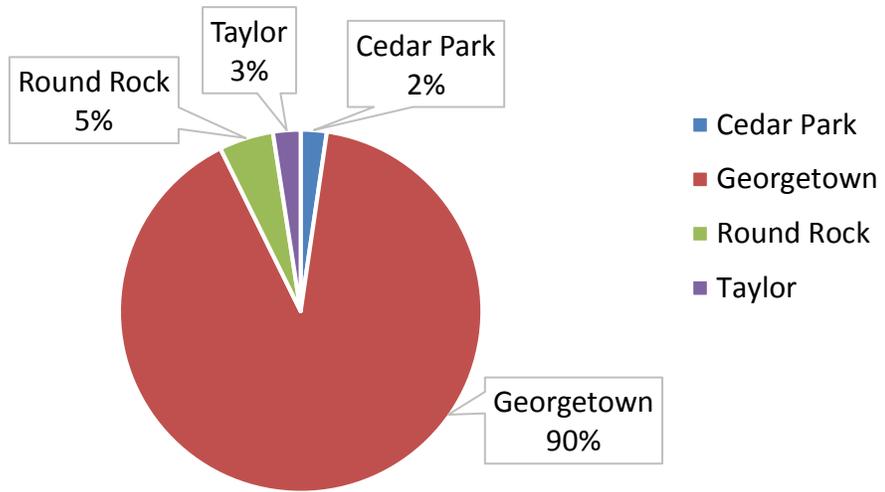
If you have any questions about this map, please contact [gis@wcchd.org](mailto:gis@wcchd.org)



For residents with a Georgetown mailing address, WCCHD has mapped a subset of direct services (disease investigations, clinical services, and program eligibility and social services) for which address-level data are available to show the relative proportions of residents inside and outside of Georgetown city limits. For 2016, 71% of the residents lived inside the city and 29% lived outside the city – a total of 1,883 unduplicated individuals. Pie chart data represents the number of clinical encounters, which may include duplication of individuals seen on multiple occasions.



**Clinical Services Encounters at the Four Public Health Centers by the City of Georgetown Residents**



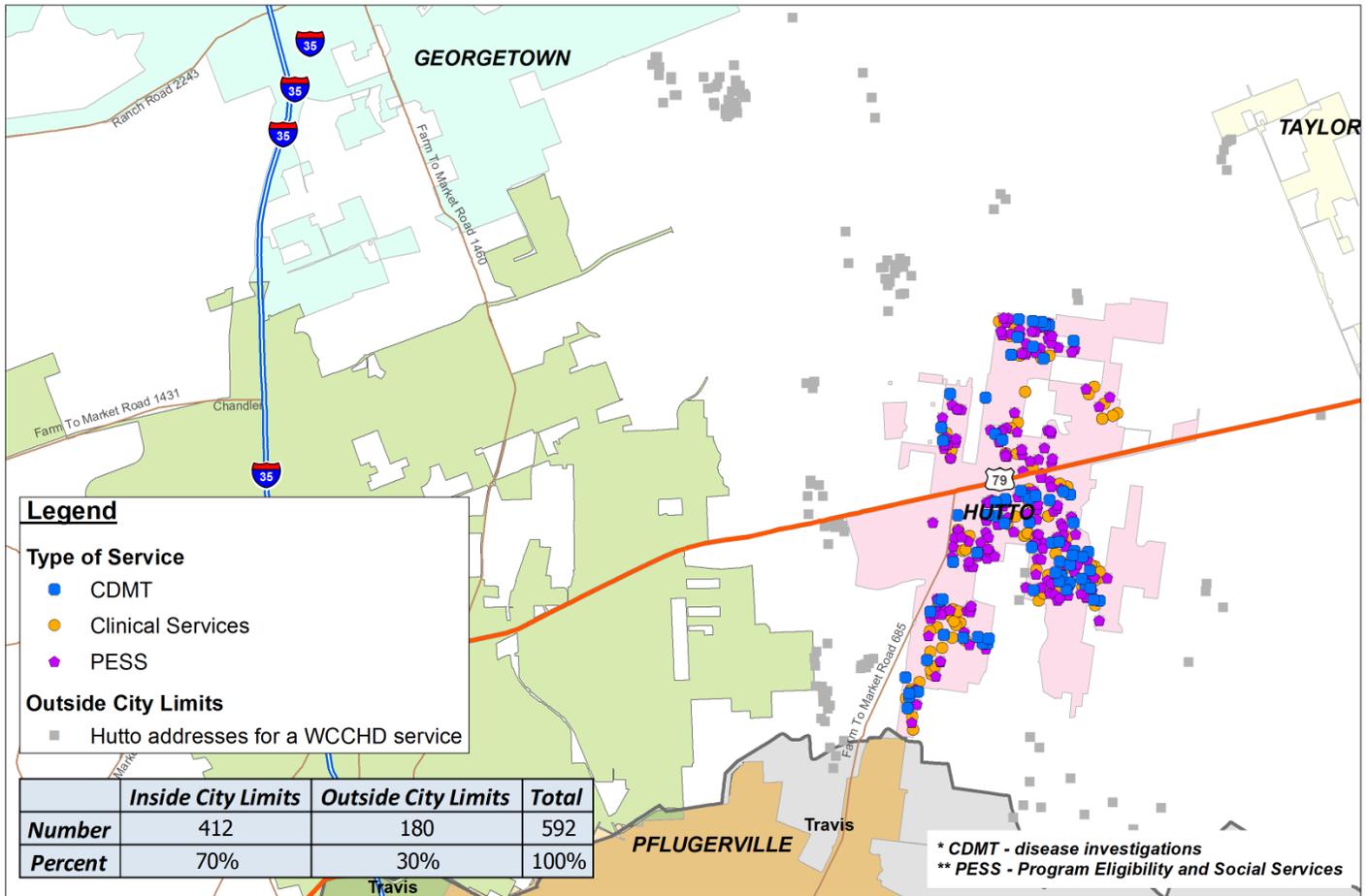
Data Source: eClinicalWorks, 2016

Public Health Center	Encounter	Percent
Cedar Park	33	2.40%
Georgetown	1,289	90.42%
Round Rock	69	4.81%
Taylor	35	2.37%
<b>Total</b>	<b>1,426</b>	<b>100.00%</b>

Data Source: eClinicalWorks, 2016



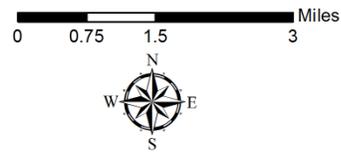
## APPENDIX 1C: HUTTO SERVICE MAP AND CLINIC UTILIZATION RATES



### Williamson County and Cities Health District Services Provided to Hutto, Texas

Date: 3/3/17

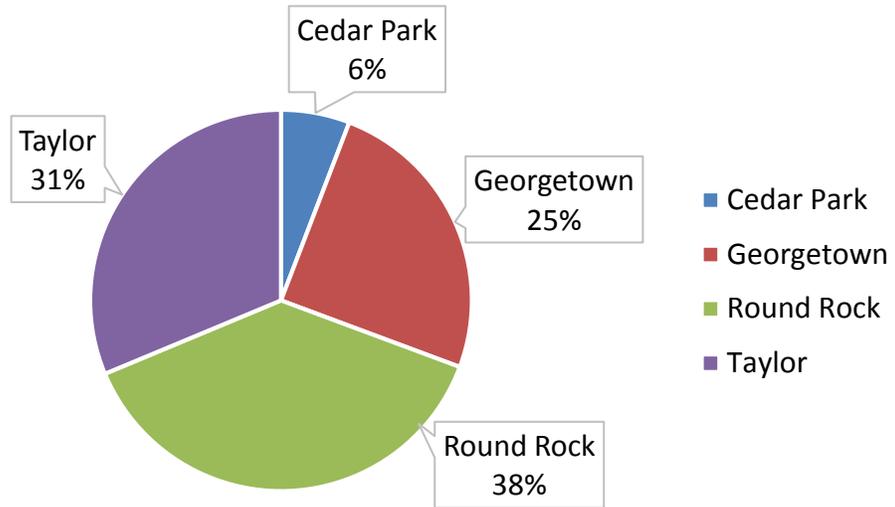
If you have any questions about this map, please contact [gis@wcchd.org](mailto:gis@wcchd.org)



For residents with a Hutto mailing address, WCCHD has mapped a subset of direct services (disease investigations, clinical services, and program eligibility and social services) for which address-level data are available to show the relative proportions of residents inside and outside of Hutto city limits. For 2016, 70% of the residents lived inside the city and 30% lived outside the city – a total of 592 unduplicated individuals. Pie chart data represents the number of clinical encounters, which may include duplication of individuals seen on multiple occasions.



**Clinical Services Encounters at the Four Public Health Centers by the City of Hutto Residents**



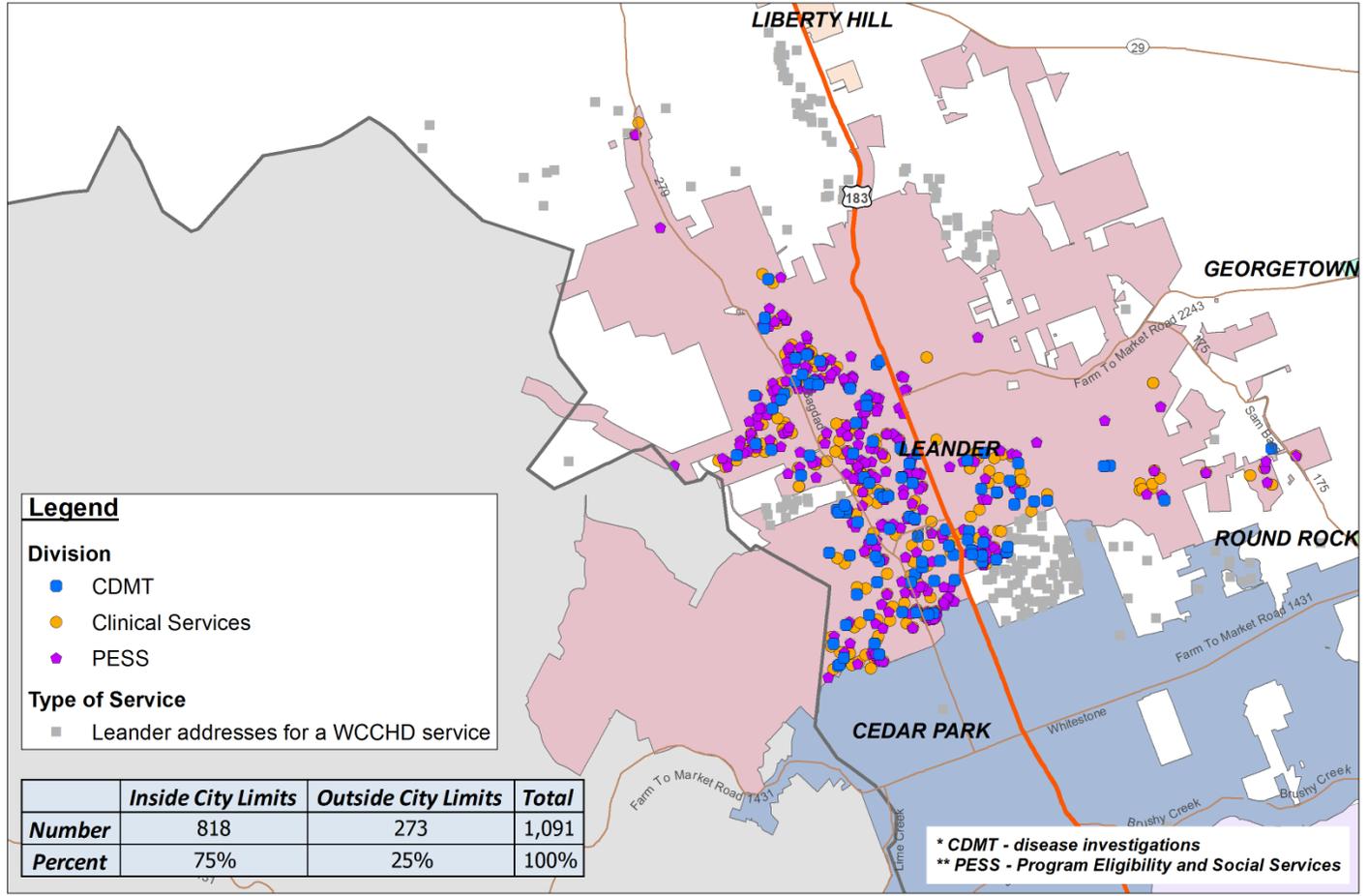
Data Source: eClinicalWorks, 2016

Public Health Center	Encounter	Percent
Cedar Park	19	6.09%
Georgetown	81	25.32%
Round Rock	124	37.52%
Taylor	102	31.06%
<b>Total</b>	<b>326</b>	<b>100.00%</b>

Data Source: eClinicalWorks, 2016



## APPENDIX 1D: LEANDER SERVICE MAP AND CLINIC UTILIZATION RATES



### Williamson County and Cities Health District Services Provided to Leander, Texas

Date: 3/9/17

If you have any questions about this map, please contact [gis@wcchd.org](mailto:gis@wcchd.org)

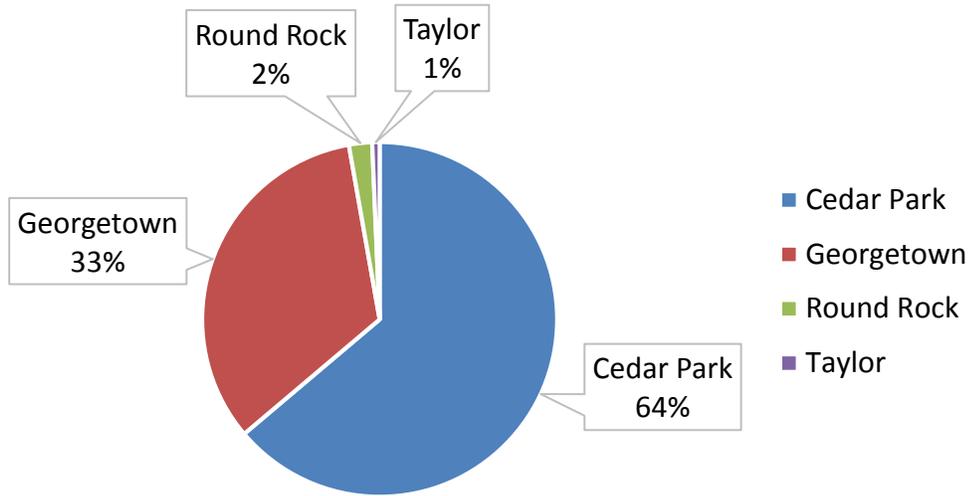
0 0.75 1.5 3 Miles



For residents with a Leander mailing address, WCCHD has mapped a subset of direct services (disease investigations, clinical services, and program eligibility and social services) for which address-level data are available to show the relative proportions of residents inside and outside of Leander city limits. For 2016, 75% of the residents lived inside the city and 25% lived outside the city – a total of 1,091 unduplicated individuals. Pie chart data represents the number of clinical encounters, which may include duplication of individuals seen on multiple occasions.



**Clinical Services Encounters at the Four Public Health Centers by the City of Leander Residents**



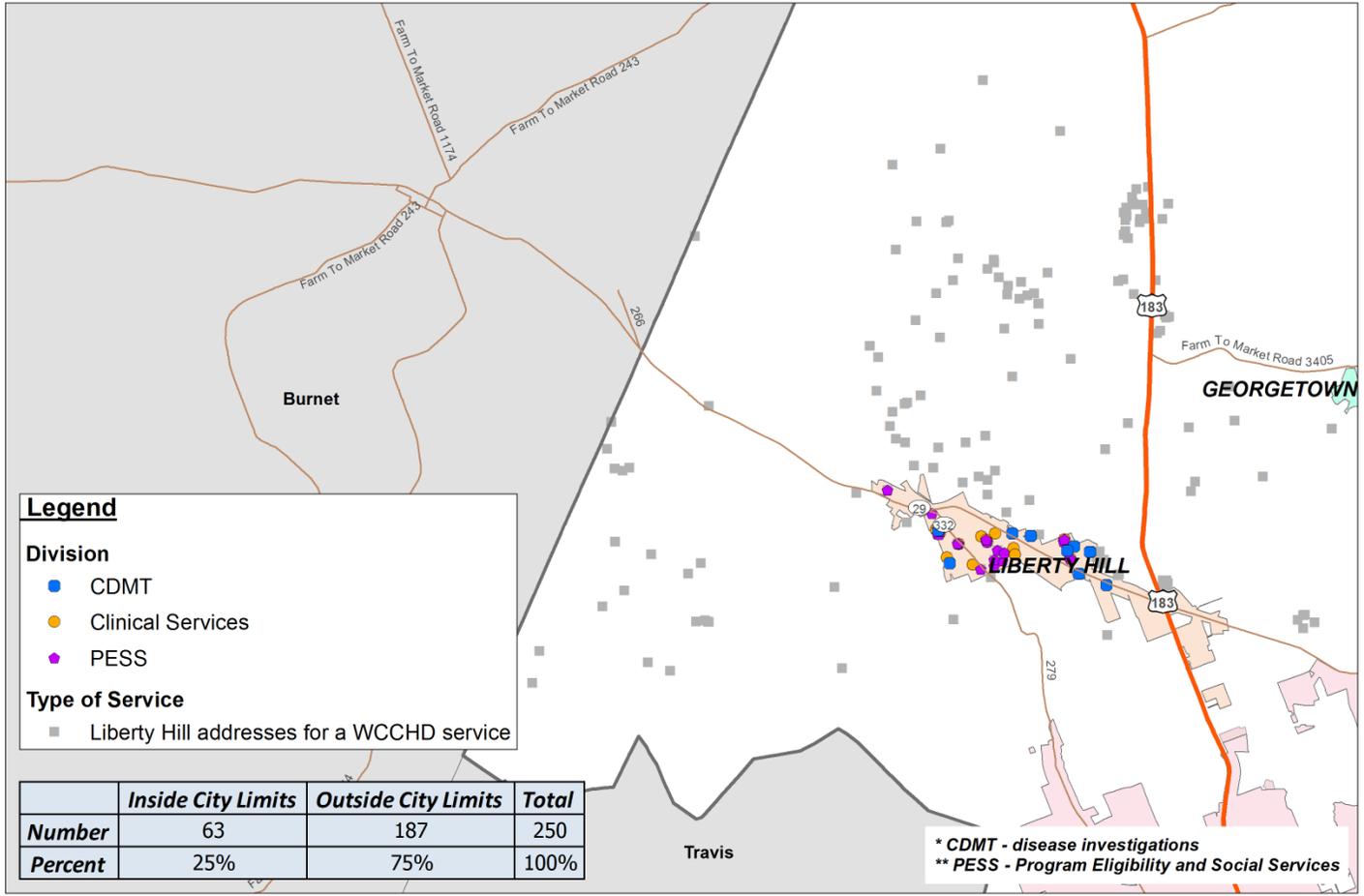
Data Source: eClinicalWorks, 2016

Public Health Center	Encounter	Percent
Cedar Park	757	61.62%
Georgetown	396	35.55%
Round Rock	25	2.11%
Taylor	8	0.73%
<b>Total</b>	<b>1,186</b>	<b>100.00%</b>

Data Source: eClinicalWorks, 2016



## APPENDIX 1E: LIBERTY HILL SERVICE MAP AND CLINIC UTILIZATION RATES



### Williamson County and Cities Health District Services Provided to Liberty Hill, Texas

Date: 3/9/17

If you have any questions about this map, please contact [gis@wcchd.org](mailto:gis@wcchd.org)

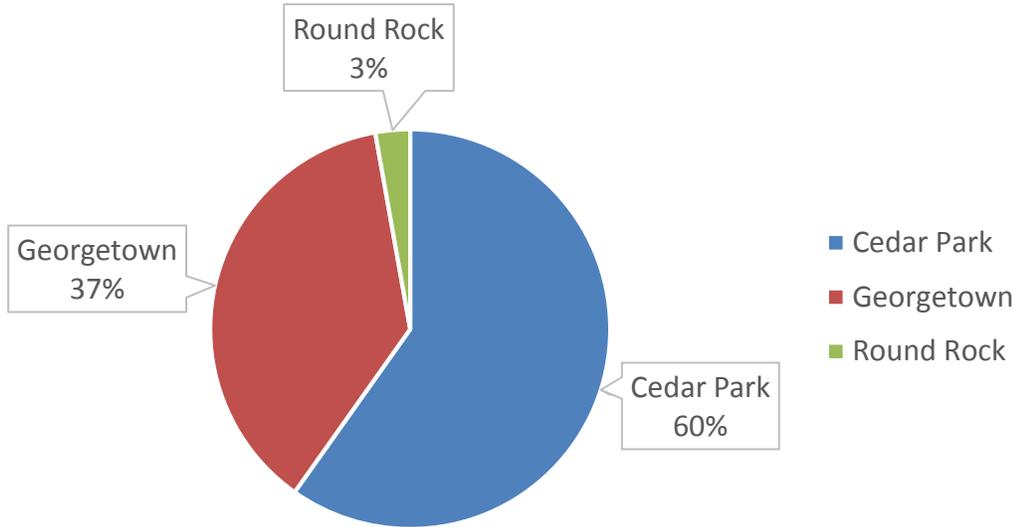
0 1 2 4 Miles



For residents with a Liberty Hill mailing address, WCCHD has mapped a subset of direct services (disease investigations, clinical services, and program eligibility and social services) for which address-level data are available to show the relative proportions of residents inside and outside of Liberty Hill city limits. For 2016, 25% of the residents lived inside the city and 75% lived outside the city – a total of 250 unduplicated individuals. Pie chart data represents the number of clinical encounters, which may include duplication of individuals seen on multiple occasions.



**Clinical Services Encounters at the Four Public Health Centers by the City of Liberty Hill Residents**



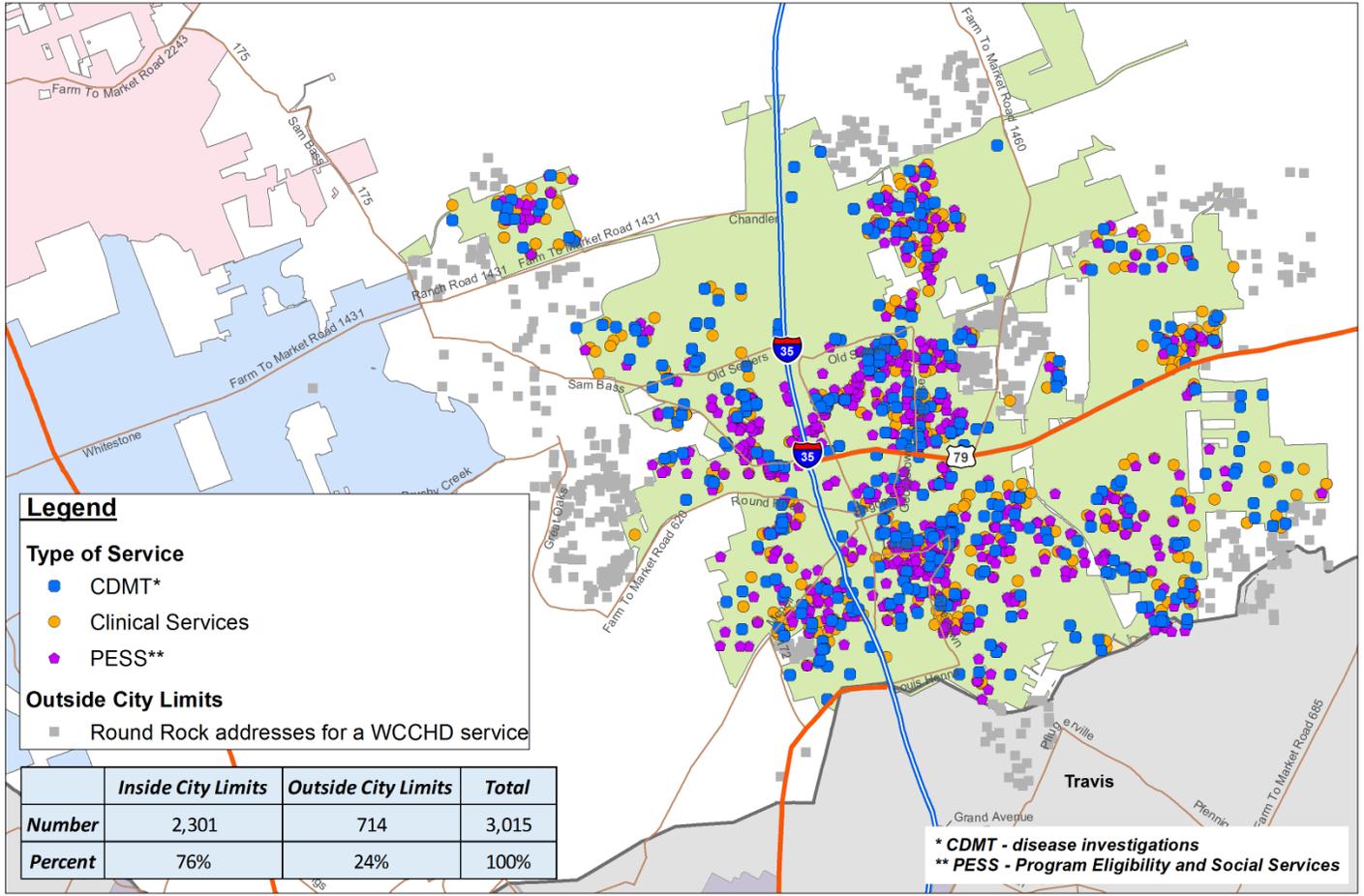
Data Source: eClinicalWorks, 2016

Public Health Center	Encounter	Percent
Cedar Park	64	58.53%
Georgetown	40	38.81%
Round Rock	3	2.66%
Taylor	0	0.00%
<b>Total</b>	<b>107</b>	<b>100.00%</b>

Data Source: eClinicalWorks, 2016



## APPENDIX 1F: ROUND ROCK SERVICE MAP AND CLINIC UTILIZATION RATES



### Williamson County and Cities Health District Services Provided to Round Rock, Texas

Date: 3/3/17

If you have any questions about this map, please contact [gis@wcchd.org](mailto:gis@wcchd.org)

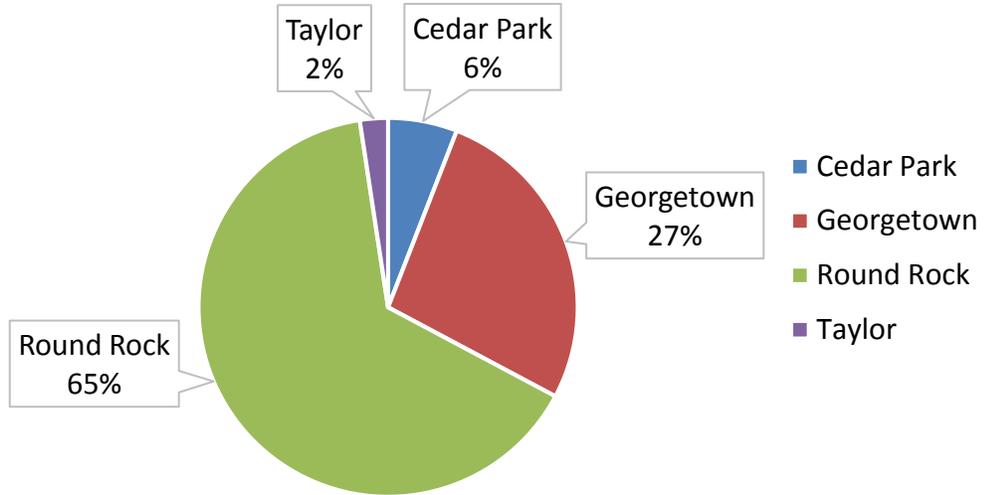
0 0.75 1.5 3 Miles



For residents with a Round Rock mailing address, WCCHD has mapped a subset of direct services (disease investigations, clinical services, and program eligibility and social services) for which address-level data are available to show the relative proportions of residents inside and outside of Round Rock city limits. For 2016, 76% of the residents lived inside the city and 24% lived outside the city – a total of 3,015 unduplicated individuals. Pie chart data represents the number of clinical encounters, which may include duplication of individuals seen on multiple occasions.



**Clinical Services Encounters at the Four Public Health Centers by the City of Round Rock**



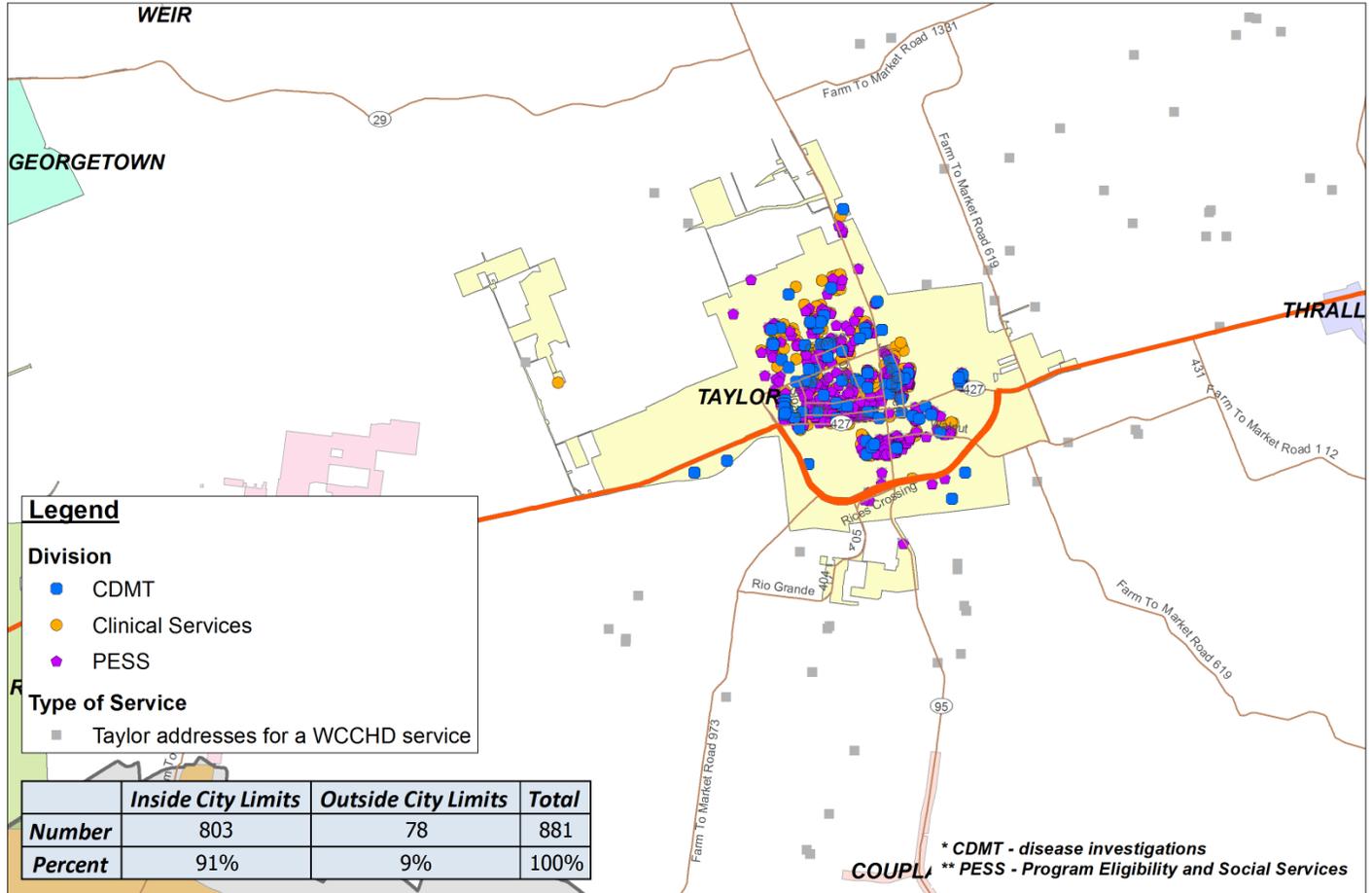
Data Source: eClinicalWorks, 2016

Public Health Center	Encounter	Percent
Cedar Park	133	6.09%
Georgetown	606	26.43%
Round Rock	1,461	64.73%
Taylor	54	2.75%
<b>Total</b>	<b>2,254</b>	<b>100.00%</b>

Data Source: eClinicalWorks, 2016



## APPENDIX 1G: TAYLOR SERVICE MAP AND CLINIC UTILIZATION RATES



### Williamson County and Cities Health District Services Provided to Taylor, Texas

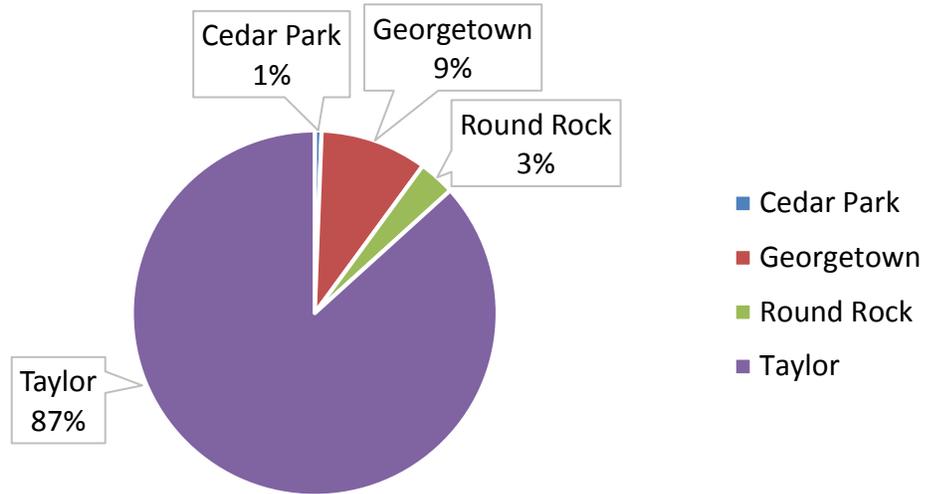
Date: 3/9/17

If you have any questions about this map, please contact [gis@wcchd.org](mailto:gis@wcchd.org)

For residents with a Taylor mailing address, WCCHD has mapped a subset of direct services (disease investigations, clinical services, and program eligibility and social services) for which address-level data are available to show the relative proportions of residents inside and outside of Taylor city limits. For 2016, 91% of the residents lived inside the city and 9% lived outside the city – a total of 881 unduplicated individuals. Pie chart data represents the number of clinical encounters, which may include duplication of individuals seen on multiple occasions.



**Clinical Services Encounters at the Four Public Health Centers by the City of Taylor Residents**



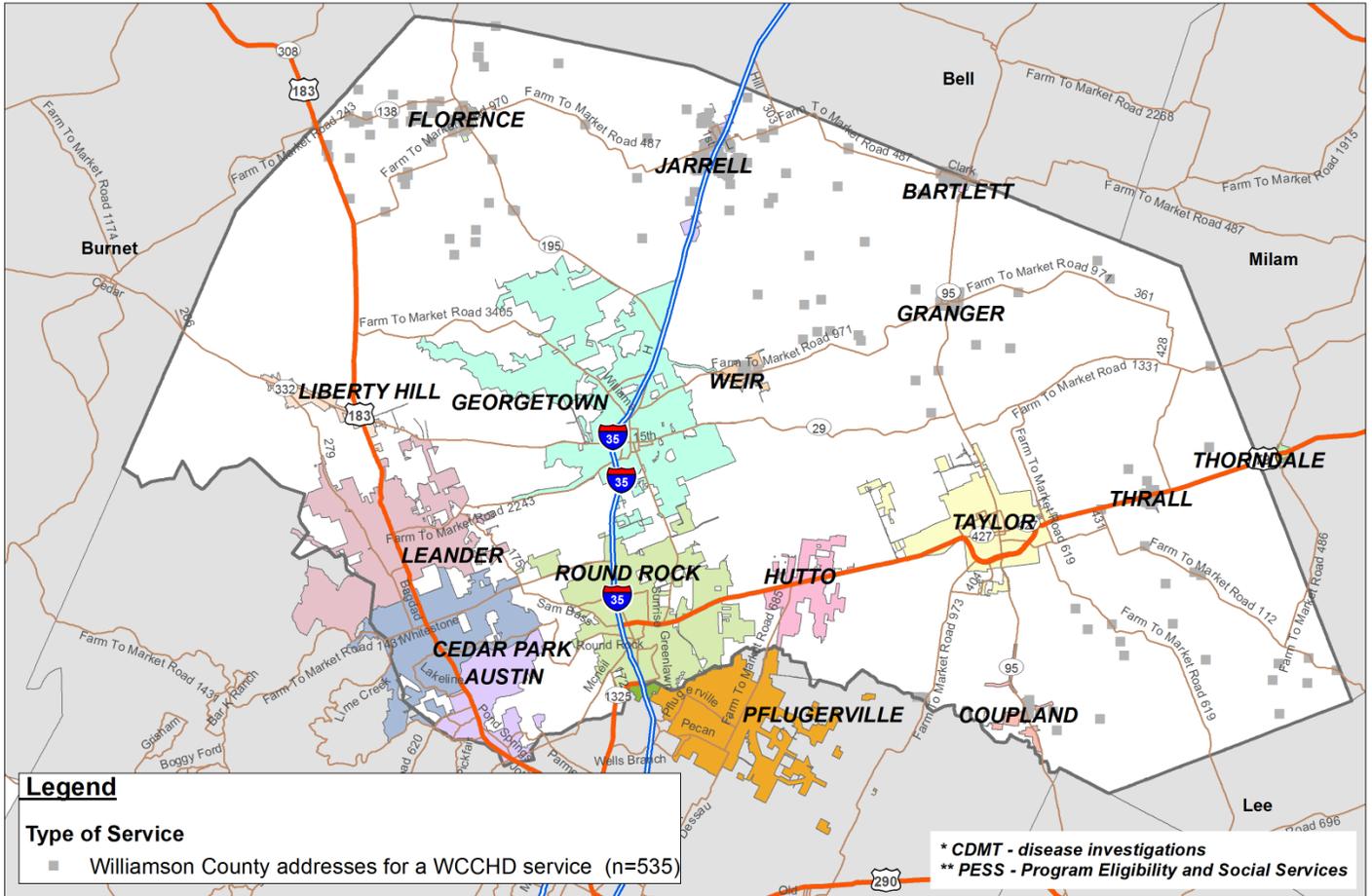
Data Source: eClinicalWorks, 2016

Public Health Center	Encounter	Percent
Cedar Park	3	0.60%
Georgetown	47	10.32%
Round Rock	16	3.53%
Taylor	431	85.55%
<b>Total</b>	<b>497</b>	<b>100.00%</b>

Data Source: eClinicalWorks, 2016



# APPENDIX 1H: WILLIAMSON COUNTY SERVICE MAP AND CLINIC UTILIZATION RATES



## Williamson County and Cities Health District Services Provided to Non-Member Cities in Williamson County, Texas

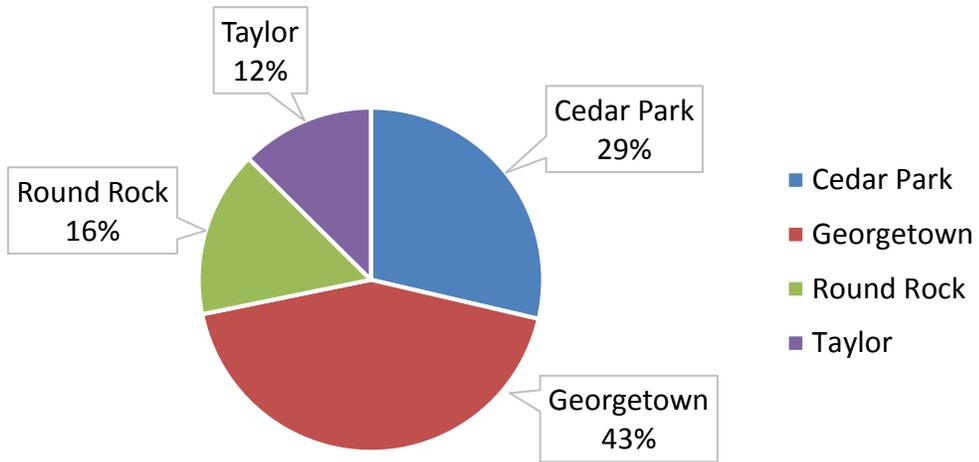
Date: 4/17/17

If you have any questions about this map, please contact [gis@wcchd.org](mailto:gis@wcchd.org)

For residents in unincorporated Williamson County, WCCHD has mapped a subset of direct services (disease investigations, clinical services, and program eligibility and social services) for which address-level data are available. Pie chart data represents the number of clinical encounters, which may include duplication of individuals seen on multiple occasions.



**Clinical Services Encounters at the Four Public Health Centers by Unincorporated Williamson County Residents**



Data Source: eClinicalWorks, 2016

Public Health Center	Encounter	Percent
Cedar Park	390	29.07%
Georgetown	587	41.05%
Round Rock	213	16.30%
Taylor	171	13.58%
<b>Total</b>	<b>1,361</b>	<b>100.00%</b>

Data Source: eClinicalWorks, 2016



## APPENDIX 2: BACKGROUND INFORMATION FOR SERVICE STATISTICS

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1. Services provided by WCCHD programs are documented in a variety of databases, some created locally and some provided by various state programs. The level of reporting detail varies according to the particular database and who has possession of that data. In this report, we have endeavored to provide as much detail as possible regarding the residence of those who received services from WCCHD during 2016.
2. Throughout this report, “Austin” refers to clients with an Austin address residing within Williamson County.
3. The statistical summaries in this report are generated using the city listed with the client’s residential address; therefore, the clients included in city counts may or may not reside within the city limits. Whenever possible, Geographic Information Systems (GIS) techniques were used to estimate the number of clients and services provided within incorporated areas. Limitations of GIS include the inability to precisely match and map all addresses (P.O. Boxes, private roads, incorrectly entered address data).
4. For disease investigations, this report focuses on investigations and other services provided rather than the number of diseases or conditions reported as “confirmed” or “probable” to the Texas Department of State Health Services (DSHS). Information on the number and types of diseases and conditions reported through our Health Authority may be found on the WCCHD website: [www.wcchd.org](http://www.wcchd.org). In 2016, Austin Public Health investigated all suspect cases of reportable diseases that fell within Austin’s city limits, including areas of Austin in Williamson County. WCCHD investigated all other suspect cases in Williamson County and cities. WCCHD also investigated suspect cases that fell outside Williamson County but lie within the city limits of Round Rock, Cedar Park, and Leander.
5. This report does not attempt to quantify the amount of time spent delivering a service. The statistical summaries are simply a snapshot of the number of clients served and services delivered. In some cases, a service may be a short telephone consultation, while in other cases, such as “disease investigation” or “case management”, a single service may require extensive investigation and follow-up. Additionally, within each service category there can be wide variation from client to client in the amount of time spent providing the service.



## APPENDIX 3: TEN ESSENTIAL PUBLIC HEALTH SERVICES

**WCCHD programs strive to deliver the Ten Essential Public Health Services every day.** The essential services provide a working definition of public health and a guiding framework for the responsibilities of local public health systems. The table below references examples found in the report of WCCHD providing one or more essential services.

Essential Public Health Service	Examples
#1 - Monitor health status to identify and solve community health problems.	Epidemiology and communicable disease programs track diseases and other conditions using various data sources (e.g. disease reporting systems, risk behavior surveys, vital statistics, hospital emergency room and discharge data)
#2 - Diagnose and investigate health problems and health hazards in the community.	Disease and outbreak investigation, food establishment and general sanitation inspections
#3 - Inform, educate, and empower the community about health issues.	Community health education programs, WIC, food handler certifications, WCCHD website and social media, preparedness education
#4 - Mobilize community partnerships and action to identify and solve health problems.	Coalition building (Wilco Wellness Alliance), Annual Children’s Health Festival, Infection control workshops, Emergency Preparedness trainings and exercises
#5 - Develop policies and plans that support individual and community health efforts.	WCCHD Board of Health and District leaders develop plans and strategies supporting community health efforts including emergency preparedness and response
#6 - Enforce laws and regulations that protect health and ensure safety.	Statutory role of the Health Authority, Enforcement of statutes and ordinances related to food safety and public health nuisance laws
#7 - Link people to needed personal health services and assure the provision of health care when otherwise unavailable.	Immunizations, access to healthcare services, WIC, program eligibility and social services
#8 - Assure competent public and personal health care workforce.	Ongoing staff development and training programs supported at WCCHD
#9 - Evaluate effectiveness, accessibility, and quality of personal and population-based health services.	Evaluation built into coalition activities and projects from the beginning; strategic planning for ongoing program and service evaluation
#10 - Research for new insights and innovative solutions to health problems.	Partnerships with universities, local community groups, state and federal agencies to research, innovate and keep WCCHD in the forefront of public health



Williamson County and Cities Health District

## APPENDIX 4: CONTACT AND LOCATION INFORMATION

Williamson County and Cities Health District  
312 Main Street  
Georgetown, Texas 78626  
(512) 943-3600 – phone  
(512) 943-1499 – fax

[www.wcchd.org](http://www.wcchd.org)

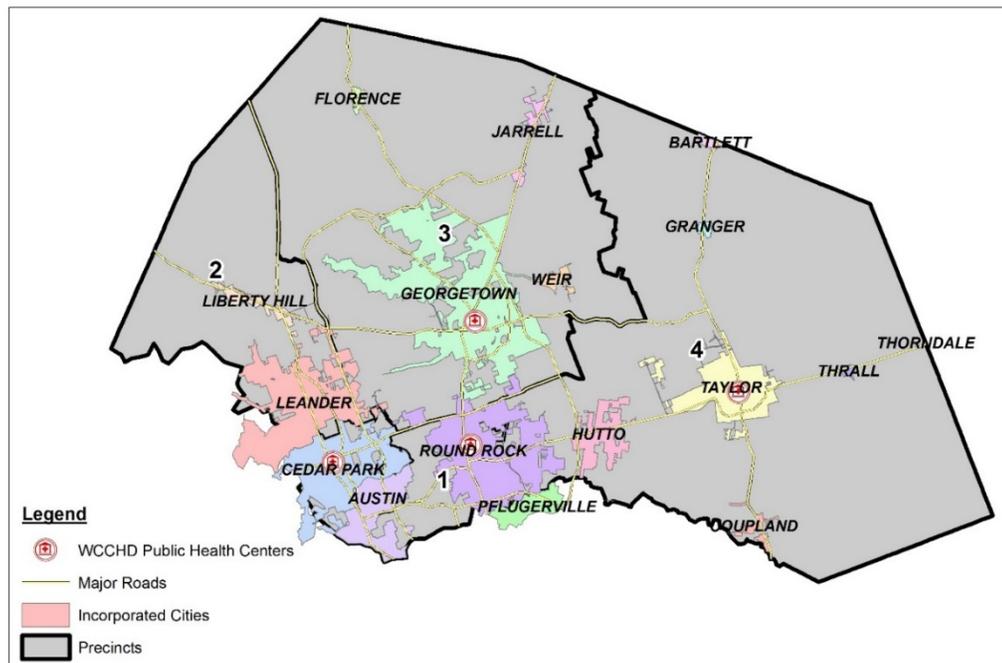
[www.healthywilliamsoncounty.org](http://www.healthywilliamsoncounty.org)

### Your Feedback is Important!

We love being YOUR Local Health Department and your feedback on the report is important to us. Please let us know if you have questions or comments by contacting:

Matt Richardson, MPH  
Director, WCCHD Division of Quality and Strategic Management  
512-943-3639  
[Matthew.richardson@wilco.org](mailto:Matthew.richardson@wilco.org)

### Williamson County, Texas



**Precincts, City Limits, and Williamson County & Cities Health District Public Health Centers in Williamson County, Texas**

Date: 10/25/16

If you have any questions about this map, please contact [gis@wcchd.org](mailto:gis@wcchd.org)

0 2.5 5 10 Miles

