



**WILLIAMSON
COUNTY AND CITIES
HEALTH DISTRICT**

2019 SERVICE REPORT

WWW.WCCHD.ORG

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A NOTE TO OUR COMMUNITY



The Williamson County and Cities Health District (WCCHD) has provided public health services to Williamson County since 1943. The WCCHD is maintained through a cooperative agreement formed in 1992 between the county and member cities. Under this agreement, one of our fundamental purposes is to provide the Ten Essential Public Health Services.

Although Williamson County ranks fourth in overall health outcomes and sixth in overall health factors compared to other counties in Texas, there are challenges to sustaining and promoting health among our residents. One in six households reports feeling worried and stressed about affording basic needs, primarily groceries and meals, as well as healthcare, clothing, and insurance (2019 Community Health Assessment).

Health disparities exist within the county, as evidenced by as large as a 14.8-year difference in life expectancy between census tracts. Moreover, since Williamson is one of the fastest growing counties in Texas, there is higher demand on the entire healthcare system and increasing costs for residents.

These costs and challenges, however, can be mitigated through low cost preventative health practices, which save lives and lessen the physical and emotional burden on residents and their families. WCCHD provides such services, which yield high return on investment to the community. For example, in 2019, WCCHD immunized almost 8,000 individuals and monitored a program that distributed almost 100,000 doses of vaccines, saving the county \$2-\$27 per \$1 dollar spent. For every \$1 invested in the WCCHD Women Infant and Children (WIC) program, which conducted nearly 68,000 encounters, there were savings of \$2.48 in medical, educational, and productivity costs. The cost savings and positive health impact are apparent across all of our work at WCCHD. Here are some of the numbers:

1,017 Communicable Diseases Investigated	5,504 PESS Individuals Served	15,295 Mosquitoes Trapped for Testing	67,770 WIC Encounters	2,702 Retail Food Inspections
1,000 Helpline Calls Answered	72 Outreach events	99,000 Shots Distributed through TVFC and ASN	8 Active TB Cases Treated	7,471 Clinical Services Encounters

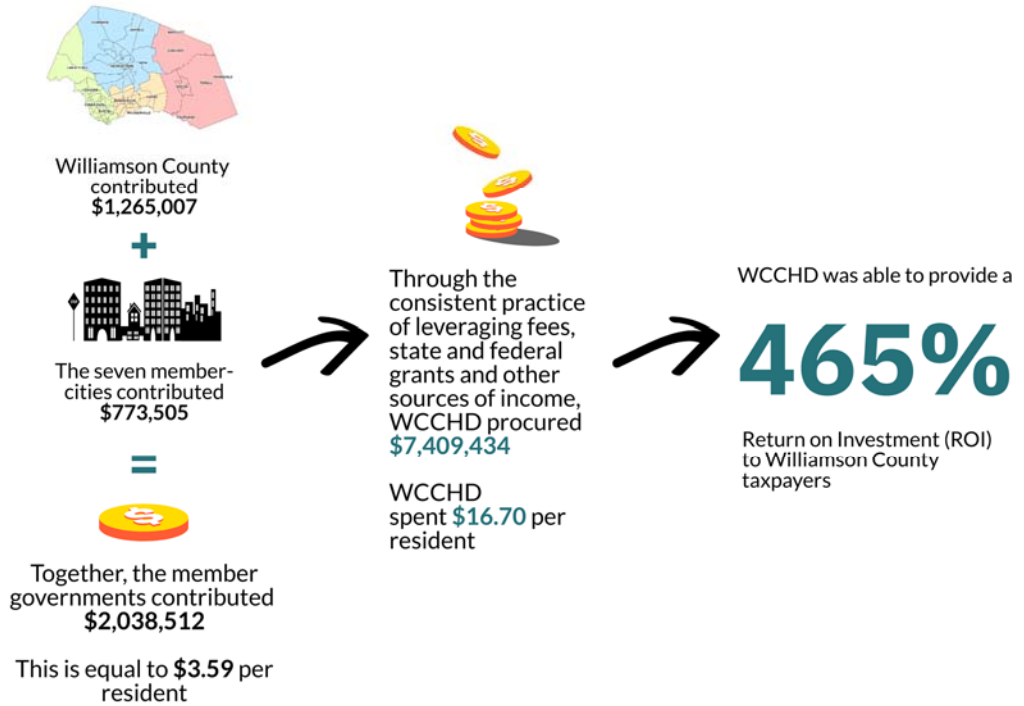
WCCHD could not have provided these high-quality services without the 108 staff members who represent every facet of our community. I want to recognize and applaud their hard work and dedication towards creating a healthier Williamson County.

Yours in health,

Derrick L. Neal

WE PROVIDED A 465% RETURN ON INVESTMENT

WCCHD's total operating budget for 2019 was **\$9,447,946**



We have received an additional **\$300,000** in grants to support new initiatives at WCCHD!

These funding opportunities have allowed us to:

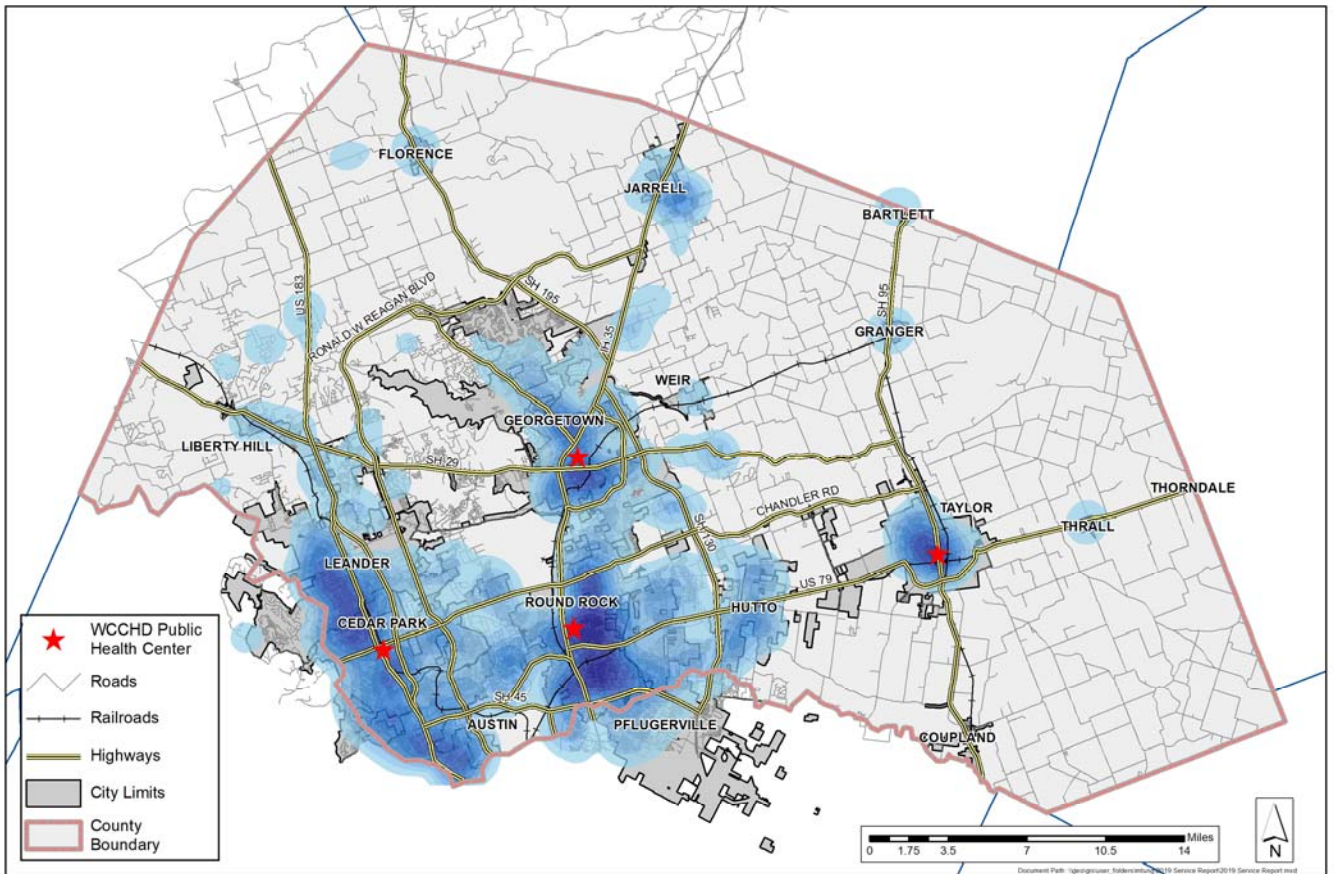
- Bolster our census outreach efforts by hiring a part-time outreach coordinator, conducting staff and stakeholder trainings, increasing advertising and marketing efforts, implementing census taking stations, and conducting outreach and education
- Teach hands-on nutrition classes to 126 adults and youth
- Assist NEARS (National Environmental Assessment Reporting System) with surveillance for foodborne illness outbreak investigations to improve food safety programs
- Administer 121 flu vaccines in Taylor and provide immunization education to WCCHD patients during National Influenza Immunization Week



- \$65,000** - Census Outreach
- \$10,000** - Nutrition Education
- \$2,500** - Vaccine Event and Outreach
- \$1,900** - Food Safety Surveillance
- \$13,000** - Immunization Advocacy
- \$210,000** - Accountable Communities for Health

WE ARE WHERE THE PEOPLE ARE

This heat map displays the number of unique residents that received assistance from WCCHD Clinical Services or Program Eligibility and Social Services in 2019. Most residents who visit WCCHD’s four Public Health Centers (PHCs) live near them.

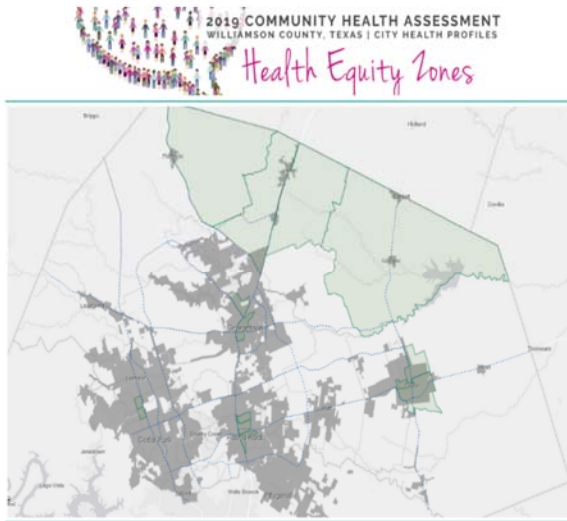


Williamson County Residents Served by Williamson County and Cities Health District Heat Map

This heat map displays the number of unique residents with a Williamson County address that received either a clinical service or patient navigation service from Williamson County and Cities Health District in 2019. Heat map was generated using kernel density estimation. The darker the color, the higher the density of individuals living in the area. 90% of addresses were geocoded. PO Boxes were excluded from geocoding. Data Source: eClinicalWorks and CHASSIS, 2019
Date Created: 2/25/2020



WE ARE SET TO TACKLE NEW HEALTH PRIORITIES



2019 Williamson County Community Health Assessment (CHA) Top 5 Health Priorities and Health Equity Zones

New priorities were identified in the 2019 Williamson County CHA:

1. Behavioral health, stress, and well-being
2. Chronic disease risk factors
3. Social determinants of health
4. Access and affordability of healthcare
5. Building a resilient Williamson County

Members of the community health coalition, Healthy Williamson County, collaborate to address the top five health priorities, especially within Health Equity Zones (outlined in dark green). These are census tracts with populations who are at higher risk of poor health outcomes.



2020-2022 Community Health Improvement Plan (CHIP)

Diverse coalition partners, such as healthcare, government, behavioral health, public health, schools, and non-profit agencies worked together over the course of several months to develop CHIP goals, objectives, and strategies. Over 125 coalition partners from 60 organizations participated in CHIP planning meetings, which included a facilitated activity that prompted partners to brainstorm actionable steps to improve the health of the community. WCCHD will publish the new CHIP in January 2020.



2020-2022 WILLIAMSON COUNTY COMMUNITY HEALTH IMPROVEMENT PLAN

Our plan to improve the Top Five Health Priorities in Williamson County, Texas.

WE ENSURE RESIDENTS RECEIVE THE CLINICAL SERVICES THEY NEED...

...WHEN THEY NEED THEM!

Clinical Services is now open from 7AM to 6PM

WCCHD provides clinical services at all public health centers (PHCs), including locations in Cedar Park, Georgetown, Round Rock, and Taylor. Previously, the PHCs were only open from 8am to 5pm and had extended hours twice a month. Expanded hours allows for clients to receive services outside of normal work hours.



This is within 10% of the five-year rolling average of 8211.

7,739

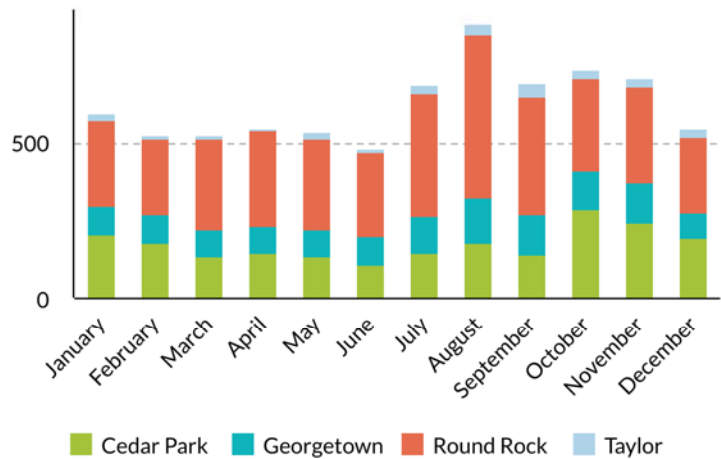
Doses of vaccines administered

\$200,000

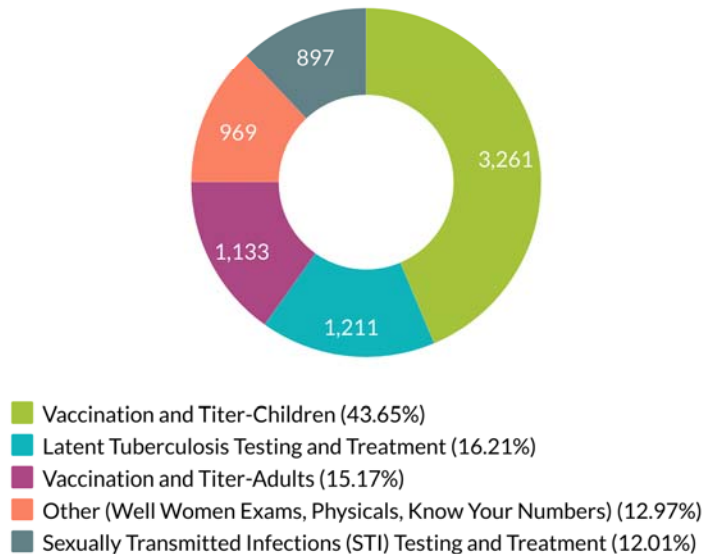
Saved by the county through the TVFC and ASN programs

Vaccines save anywhere between \$2 and \$27 per \$1 spent. The CDC estimates these savings to be \$5000 per American.

Clinical Services Encounters by Month



Clinical Services Encounters by Type



WE ENSURE RESIDENTS RECEIVE THE CLINICAL SERVICES THEY NEED

Delivery System Reform Incentive Payment (DSRIP)

In 2019,

WCCHD earned a net valuation of \$2.6 million

WCCHD serves as a provider for the federal Delivery System Reform Incentive Payment (DSRIP) program, under the 1115 Medicaid Waiver. Through this program, WCCHD prioritizes service delivery to residents based on three criteria: enrolled in Medicaid, low-income, or uninsured.

Combating the Opioid Epidemic: Medical Assistance Therapy Program

- For the past two years, WCCHD's Medical Director has worked with the Williamson County EMS Mobile Outreach Team (MOT) and Community Paramedics to combat the opioid epidemic.
- Through grant money, WCCHD can treat patients who have recently overdosed and are willing to try outpatient Suboxone treatment.
- Clients are given a physical exam, checked for Hepatitis B and C, as well as screened for diabetes, hypertension and liver and kidney diseases. The patients are given vaccinations as well including Hepatitis A and B vaccines, Tetanus vaccines, and the flu.
- Clients are started on Suboxone and are followed weekly until a long-term medical home can be found for them to continue the medications.
- Community Paramedics conduct home visits and help clients secure housing and benefits. Clients are referred to peer support meetings and to a counselor for mental health issues.
- In 2019, our Medical Director saw 9 clients through the program.

Here's what our clients have to say:

"Extremely professional and really helpful with scheduling conflict. Answered all of my questions and was very patient with me" - Clinical Services Client

"Made kiddos feel very comfortable and answered questions with patience and words a child could understand. Gentle and kind." - Clinical Services Client

"She was very patient and kind each visit. She was sweet and always smiling despite my poor attitude. Thank you!" - Clinical Services Client

WE ENSURE RESIDENTS RECEIVE THE CLINICAL SERVICES THEY NEED

Tackling Tuberculosis

The Tuberculosis (TB) Program is comprised of subject matter experts who provide TB education and training for health workers in the community. The TB program receives referrals for TB infection from clinics, other local providers, and the three major healthcare systems in Williamson County. All TB infection referrals require an evaluation to ensure none have active, infectious TB. The TB program strongly encourages TB-infected individuals to accept treatment so they do not become reservoirs for active TB disease, thus becoming infection-free themselves and making an impact toward the goal of TB elimination.



The cost to treat one person with latent TB infection (LTBI) is 31 times, 273 times, 876 times less than to treat one person with drug-susceptible TB, multi-drug resistant TB, and extensively drug-resistant TB, respectively.

TREATING LATENT TB INFECTION PREVENTS TB DISEASE

\$600	↓	cost to treat one person with latent TB infection
\$19,000	↓	cost to treat one person with drug-susceptible TB
\$164,000	↓	cost to treat one person with multidrug-resistant TB
\$526,000	↓	cost to treat one person with extensively drug-resistant TB

Treatment of LTBI Clients

LTBI is a TB infection that is contained by the immune system and has not yet progressed to active TB, which is highly contagious. LTBI is non-contagious while still latent.

- 35 out of 39 uninsured LTBI clients started and completed treatment.
- 19 out of 21 insured LTBI clients started and completed treatment.

Contact Investigations and Active TB

TB contacts are individuals who have close contact with patients with active TB. When someone is diagnosed with active TB, a contact investigation is performed by the TB team to identify all contacts exposed to the individual with active TB. This includes contacts from home, work, school, and other locations or activities where a significant amount of time was spent. TB contacts require sequential evaluation and testing to ensure they do not have active TB. Often, TB contacts are identified as having TB infection and require three to nine months of follow-up and treatment.

WCCHD successfully managed four contact investigations in 2019. One of these individuals had over 80 contacts. The TB Team is currently managing 8 active cases with 1485 Active TB encounters.

Here's what a client had to say:

"Being diagnosed with TB was scary at first. I was ashamed and scared. But the ladies in the TB program made me feel comfortable and explained everything to me. They were so nice. I couldn't have made it through my treatment without them".

WE ARE PROACTIVE, PREPARED, AND READY TO RESPOND

The **Epidemiology and Emergency Preparedness (EEP)** Division consists of four teams plus the Perinatal Hepatitis B program. In 2019, EEP had the challenge of integrating these teams into one comprehensive division to plan for, respond to, and prevent public health emergencies in the county.



Managing the Perinatal Hepatitis B program

Round Rock Medical Center is appointed to the Perinatal Hepatitis B Birth Dose Honor Roll...



...for the fourth consecutive year!

The Immunization Action Coalition launched the Hepatitis B Birth Dose Honor Roll to recognize hospitals and birthing centers that have attained high coverage rates (90% or greater over a 12-month period) for administering Hepatitis B vaccine at birth. The WCCHD Perinatal Hepatitis B Coordinator helped local hospitals achieve recognition through the Perinatal Hepatitis B Honor Roll.

The Perinatal Hepatitis B Coordinator provides training, education, and investigative support for the purpose of reducing or rapidly treating Hepatitis B cases within the county. The WCCHD Perinatal Hepatitis B program bridges the gap between health monitoring, case investigation, educating and empowering, and linkage of services.

In numbers:



13 Hepatitis B positive women identified



14 infants born to Hepatitis B positive women



21 at-risk infants completed post-vaccine serology testing

Preparing for Emergencies

First Responder Drive-Through POD

Point of Dispensing (POD) is where the public goes to pick up emergency supplies following a disaster. WCCHD hosted a POD exercise for first responders, which included fire departments, police, EMS, and emergency managers. Prophylaxis in the form of 250 flu shots were administered and or distributed to entities who participated.

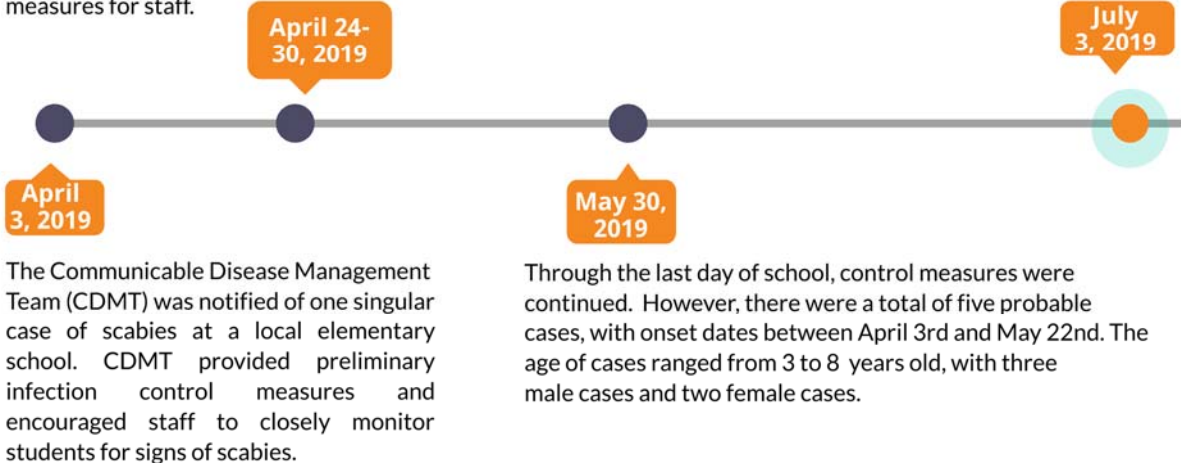


WE ARE PROACTIVE, PREPARED, AND READY TO RESPOND

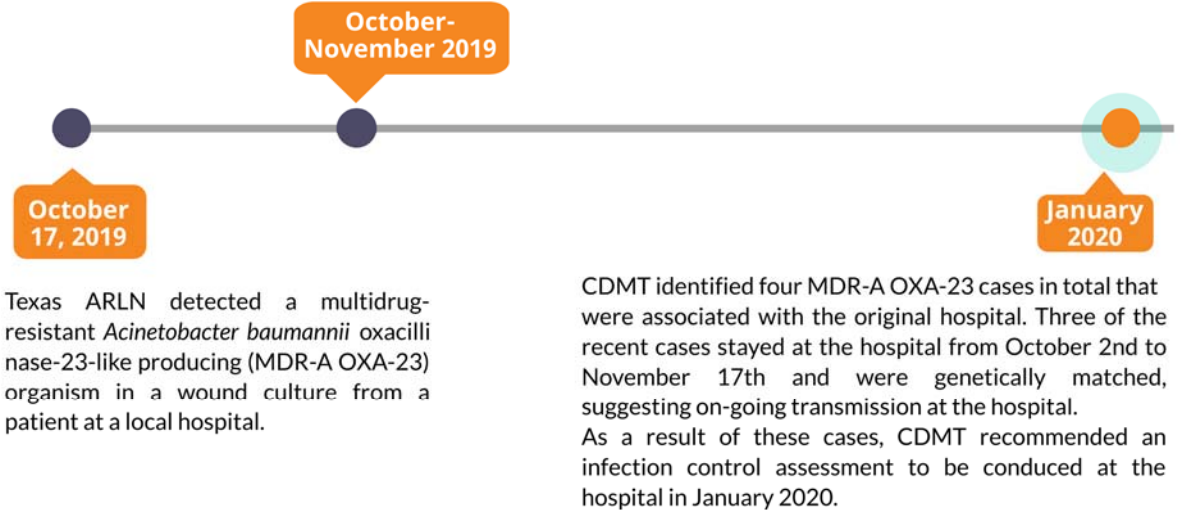
Investigating Disease Outbreaks

When a second case of scabies was confirmed, CDMT drafted and sent a letter on April 30th, notifying parents about the scabies cases and providing information on the disease. CDMT also provided more stringent control measures for staff.

Six weeks after the last case's onset date, there were no additional scabies cases at the elementary school.



By November 21st, 2019, two additional MDR-A OXA-23 positive specimens were reported from patients at the same hospital. CDMT requested additional testing at the ARLN*, reviewed medical records, and contacted facilities with admitted cases. EEP also contacted labs to determine MDR-A cases at these facilities in the last three months and requested to be notified of subsequent cases.



*The Center for Disease Control and Prevention's (CDC) Antibiotic Resistance Laboratory Network (ARLN) is used to detect organisms with novel antimicrobial resistance patterns. The Texas ARLN is one of seven regional labs that work together to support these activities at the local and state level.

WE ARE PROACTIVE, PREPARED, AND READY TO RESPOND

Controlling Vectors

Integrated Vector Management (IVM) is a national best practice derived from integrated pest management. IVM is defined by the American Mosquito Control Association as “a synergistic, ecosystem-based strategy that focuses on long-term suppression of pests or their damage through a combination of techniques, including biological control, trapping, habitat manipulation, and chemical control.”



IVM activities include:

- Setting up traps to capture mosquitoes and assessing the number and type of mosquitoes captured and their relevance to public health
- Testing mosquito samples for arboviruses such as West Nile virus, Zika, Chikungunya, Dengue, and other encephalitides
- Coordinating with partners to carry out larviciding/adulticiding, performing environmental assessments to mitigate exposure to disease vectors
- Educating the public on methods to prevent the spread of vector-borne disease
- Coordinating the IVM Working Group which consists of representatives from WCCHD and member cities to review best practices and ensure unified communication among cities

In numbers:



Coordinating the Medical Reserve Corps

Medical Reserve Corps (MRC) is a national network of local groups of volunteers committed to improving the health, safety, and resiliency of their communities. The WCCHD Medical Reserve Corps (WilcoMRC) grew its volunteer base from 10 volunteers to more than 30 over the course of 9 months.

- In 2019, WilcoMRC participated in seven activities, averaging about 2 activities each quarter.
- WilcoMRC partnered with Ready or Not? Texas to combine and distribute over 400 family emergency preparedness kits.

WE TAKE FOOD SAFETY SERIOUSLY

The **Environmental Health Division** serves as the public health regulatory and enforcement agency. This cross-jurisdictional program provides environmental (pool/spa) and consumer (food) health services.

Environmental Health's additional responsibilities include:

- Providing specialty permits (e.g, mobile food, temporary food, and farmers markets)
- Maintaining a 24/7 emergency response to public health hazards
- Investigating food-borne illness with Epidemiology and Emergency Preparedness based on severity and risk to public
- Reviewing plans and blueprints for pre-opening establishments
- Performing state-mandated inspections for environmental health and safety at locations such as day care centers, foster care homes, and adoption homes
- Serving as a code enforcement agency regarding environmental hazards, public nuisance complaints, and general sanitation assessments in unincorporated parts of the county

Foodborne illness is a common, costly—yet preventable—public health problem. CDC estimates that 1 in 6 Americans get sick from contaminated foods or beverages each year, and 3,000 die. The U.S. Department of Agriculture (USDA) estimates that foodborne illnesses cost more than \$15.6 billion each year.

Retail Food Safety Program



The **Retail Food Safety Program** educates and performs food establishment inspections, investigates citizen-based food complaints, and provides rapid response to foodborne illness investigations in conjunction with WCCHD epidemiologists. These educational, accountability, and enforcement activities are based upon the 2015 Texas Food Establishment Rules, WCCHD Retail Food Order, and the local ordinances of our member cities.

Hard-working Inspectors Protect Food Supply!

In 2019, the Retail Food Safety Program was challenged by several major changes including the loss of two leadership staff members, the hiring and training of three new Food Safety Inspection Officers, and a transition to a new food database software program. Regardless of these obstacles, the determined and dedicated staff rallied to meet business needs and thus protect the Williamson County public from unsafe food borne illnesses.



WE TAKE FOOD SAFETY SERIOUSLY

The Retail Food Safety Program permits and inspects approximately **1740** fixed food establishments including food service (restaurants, concession stands, drive-thru), retail food (convenience stores, grocery stores), and highly susceptible population food service (childcare, schools, hospitals, retirement homes).

Additionally, the Retail Food Safety Program:

Issued
971
Temporary food
event permits

Performed
272
School routine
food inspections

Reviewed
267
Blueprints/plans

Issued
197
Mobile food
vending permits



Customer Service Representatives Sierra Roberts and Becky Tomlinson are hard at work on the front lines. They ARE the face (and voice) of Environmental Health to thousands of customers every year.

Sanitarians David Urban and Jovette Newton discuss a restaurant's HACCP plan for safe food handling.



Food Safety Inspection Officer, Raine Longo, will not forget about this restaurant experience. A Williamson County restaurant chose to close itself for an extended time (from November 2018 to March 2019) due to a fire in the building. During that time, the food was still delivered, and the walk-in refrigeration was overfilled with unused food items. The improperly stored food boxes shifted and knocked open the refrigeration door in the abandoned restaurant, letting all the food spoil for several weeks! Environmental Health Inspectors detained the food and assured that all of it was taken to the landfill for destruction and thus removed from the public's food supply.

WE TAKE FOOD SAFETY SERIOUSLY

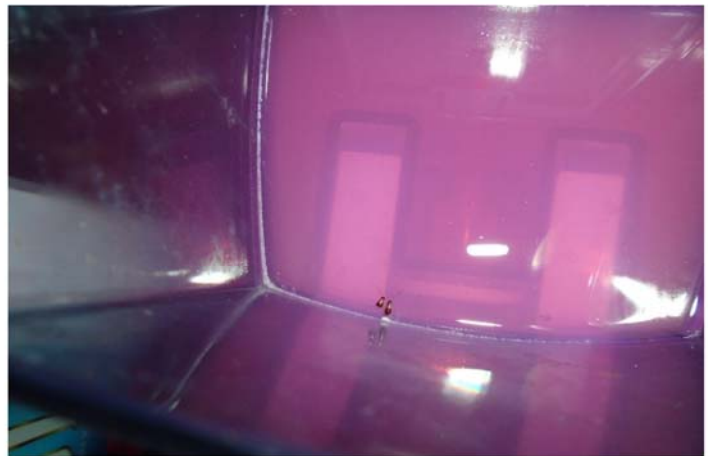


Perishable food held above 41°F for too long could grow pathogenic bacteria. This is one of the more severe types of violations that our Food Safety Inspection Officers come across during their impromptu inspections of food service establishments.



Food Safety Inspection Officer, David Urban, snapped this photo of insects in a soap container in a restaurant. He theorizes that after working hard in the dirty kitchen all day, it feels good to clean up. Hygiene is a crucial step for food safety...as is proper "guest" management. Naturally, Mr. Urban had the situation rectified and educated the restaurant staff on the expectations laid out in the Texas Food Establishment Rules.

If a food establishment poses an imminent health threat and/or fails, their permit may be suspended



WE ARE MAKING POOLS SAFER WITH THE NEW INSPECTION PROGRAM



In 2019, there were three fatal drowning incidents among children – a 6-year-old girl, 4-year-old boy, and 3-year-old boy in Williamson County. According to the Texas Drowning Prevention Alliance, drowning resulted in more deaths among children between the ages of 1 to 4, than any other cause except birth defects. WCCHD's Board of Health responded by establishing a new Environmental Health Division program for swimming pool permitting and inspection to decrease the risk of illness and drowning-related injuries and fatalities associated with recreational water facilities.

WCCHD's Environmental Health Division will enforce existing state law regarding the operation and safety of public pools and spas. Pool regulations and codes are developed to make sure that treated recreational water facilities provide a clean, healthy, and safe environment for the public. These regulations set minimum standards to decrease the public's risk of illness and injury. The Environmental Health Division will regularly inspect treated recreational water venues to ensure that these regulations are followed. During the Winter of 2019, the Environmental Health Division sent notification letters about the new pool permit requirements. These letters were sent to **400** known public and semi-public pools within the WCCHD Jurisdiction including:

167 Apartment/Condo | **132** HOA/MUD | **47** Hotel/Motel | **29** Commercial | **27** City/County

Permitting begins on January 1, 2020 and is required for the following:

POOLS/SPAS REQUIRING PERMITS

Public – City/County operated
 Semi-public (HOAs, apartments, hotels, fitness centers, schools)
 Spa and therapy pools
 Public Interactive Water Features or Fountains (Splash Pads)

POOLS NOT REQUIRING PERMITS

Private single-family residence (backyard)

More information including links to pool rules and regulations can be found on our website at http://www.wcchd.org/services/environmental/commercial_pools_spas.php

WE SAVE LIVES (AND MONEY) THROUGH VACCINATIONS

The **Texas Vaccines for Children program (TVFC)** provides low-cost vaccines to eligible children from birth through 18 years of age. By enrolling in TVFC, providers help alleviate barriers for uninsured and underinsured families.

The **Adult Safety Net program (ASN)** provides low-cost vaccines to uninsured adults. This program provides vaccines at no cost to the provider. By enrolling in ASN, providers help alleviate barriers for uninsured adults.

Local cities save through the TVFC and ASN program in 2019:

Round Rock
\$1.4 Million

Cedar Park
\$483,189

Georgetown
\$334,468

Hutto
\$208,158

Leander
\$85,723

Austin
\$75,707

Liberty Hill
\$46,022

Taylor
\$34,514

Over 99,000 shots administered to low-income individuals in Williamson County resulted in \$2.4 million saved through distributed costs from the TVFC and ASN program.



The WCCHD's Immunization Advocacy Program oversees the non-clinical functions of a comprehensive public health immunization program, which includes:

- Recruiting and training TVFC and ASN program providers
- Conducting outreach activities for the public to increase immunizations
- Educating health professionals on vaccine-preventable diseases
- Conducting immunization record assessments and audits in licensed child-care facilities and schools



WE ENSURE FIRST RESPONDERS GET FAST ACCESS TO VACCINE RECORDS

Ready to Respond to Any Emergency!



In 2019, the Immunization Advocacy Program worked with fire, EMS, and law enforcement offices across the county to gather first responder feedback on their attitudes and behaviors surrounding vaccination. WCCHD staff trained first responder leadership on utilizing ImmTrac2, the Texas immunization registry. To promote routine vaccination among this population, WCCHD created a video for training officers that can be viewed here: <https://youtu.be/ulzSC-BziJK>.

In 2020, this program will continue to build upon these relationships with first responders county-wide.

We know the Immunization Advocacy Program is amazing. Here's proof:

"I am more confident in explaining the importance of vaccines to parents because of what I learned here."
- Workshop Participant

"I really enjoyed the examples Dr Hilbert gave to make all the complex scientific aspects of vaccines more accessible to people who may not have a science background."
- Workshop Participant

"As a school nurse, I feel more confident in knowing what vaccines are needed based on the student's record." - Workshop Participant

WE GO ABOVE AND BEYOND WHAT IS NEEDED TO SERVE

One day, a client called the Navigator Helpline. The client was very agitated and told the Navigator that he was homeless and hadn't had food or medications for a very long time. The Navigator and their Team Lead decided to meet with him immediately because he was in crisis. They met him at the Taylor PHC with some food and helped him complete applications for Wilco Indigent Care and SNAP. The Team Lead helped the client get expedited benefits, such as food stamps, through HHSC. The Navigator and Team Lead helped provide HHSC proof that the client was no longer employed by getting a letter from his previous employer. The Navigator also called the Mobile Outreach Team (MOT) to schedule a tele-health visit with a psychologist from Bluebonnet Trails Community Services to get his medications. To summarize, the client was approved for WilcoCare and SNAP, and received his medications within 24 hours of our contact with him.

Williamson County Organizations Rallying Around the Community



Community Health Workers (CHWs)

CHWs understand the community they serve and play a key role in improving the health of families. WCCHD currently has four Certified CHWs: one in Cedar Park, one in Georgetown and two in Round Rock. After working at WCCHD for 6 months, two new Navigators became Certified CHWs. This allows WCCHD to have CHWs in Taylor and in Cedar Park. **In 2019, we saw 5,287 individuals for navigation services.**

Community Partners Program

The Community Partners Program enables WCCHD to assist clients with applying for Supplemental Nutrition Assistance Program (SNAP), Medicaid, Children's Health Insurance Program (CHIP), Qualified Medicare Beneficiary (QMB), Specified Low-Income Medicare Beneficiary (SMLB), and the Healthy Texas Women's Program. **In 2019, WCCHD submitted 770 applications.**

WilcoCare

WilcoCare, also known as the county indigent program, is a medical assistance program that is based on household residence, income, and resources. Local hospitals, behavioral health facilities such as Bluebonnet Trails Community Services, Williamson County EMS Mobile Outreach Team and Community Paramedicine, Lone Star Circle of Care, Sacred Heart Community Clinic, and Samaritan Health Ministries submit applications to WCCHD for processing. **In 2019, WCCHD's five eligibility caseworkers processed 2,022 applications: 902 were enrolled in the program and 1,102 were denied.**

Navigator Helpline

The Navigator Helpline allows clients to directly inquire regarding eligibility for county programs and services. Clients are screened by Navigators for eligibility of programs. If a client is screened eligible, Navigators schedule an appointment to help clients complete and apply for services. **In 2019, the Navigator Helpline has received over 1,000 calls from individuals looking for local resources (e.g. food, rent, housing, dental services, and transportation).**

WE CHAMPION THE VALUE OF WIC



In 2019, a team of 23 dedicated WCCHD WIC staff provided

On average
5,648

WIC benefits to clients per month
And

67,770

WIC benefits throughout the year to Williamson County residents

Each month, WCCHD WIC clinics host a Nutrition Fair. Participants receive education on various nutrition, breastfeeding, and health related topics. Internal WCCHD divisions and external resources and community partners participate to provide assistance and information to those in attendance. In addition, healthy recipe demonstrations and kid friendly activities are presented to keep participants engaged.

5,299

Participants at WIC nutrition fairs

The Women, Infants, and Children (WIC) Program encourages and supports families towards raising healthy and happy kids. WIC clients receive healthy foods, one-on-one counseling with Nutritionists, nutrition education classes, including recipes and cooking demonstrations, breastfeeding support, and referrals to resources such as dental care and healthcare. WIC services are provided at the four PHCs in Georgetown, Taylor, Round Rock, and Cedar Park.

\$1 invested in WIC saves \$2.48 in medical, educational, and productivity costs.

At these visits, clients receive Nutrition Education, Supplemental Nutrition Assistance Program (SNAP) benefits, assistance from Breastfeeding Peer Counselors, and counseling with Registered Dietitians.



Irma Gutierrez, RD, shares two recipes for a yogurt dip- savory for vegetables, sweet for fruits - at a Nutrition Fair in Georgetown!

Our clients have great things to say about WIC:

"The staff is very friendly and knowledgeable about the process. A very capable crew. They help make everything easier. I wish I could work there!" - Cedar Park WIC client

"I'm just so thankful for this program. The last class my daughter and I attended let us try an oatmeal recipe that we both enjoyed and it was healthy." - Georgetown WIC client

"Dietitian was extremely positive and informative to questions I had about more variety of foods I could eat and breastfeeding." - Round Rock WIC client

WE ARE OUT AND ABOUT IN THE COMMUNITY

In 2019, our Marketing and Community Engagement staff:

Conducted
26
Presentations

Held
26
Health education classes

Participated in
20
Outreach events

WCCHD conducted and attended 26 health education outreaches reaching out to **1,055** unique children and adults, **3,545** times.



Williamson County youth are eating healthy, thanks to #eatrealfood!

Through funding from the Texas Department of Agriculture (TDA), WCCHD staff provide nutrition education and cooking classes to at-risk youth in Williamson County. Classes, branded as #eatrealfood, include nutrition lessons, simple cooking demonstrations, and an opportunity for youth to make recipes. Youth went home with a “swag bag” of healthy snack items and educational resources. About 18 partners have expressed interest in hosting a class at their site, which exceeds the number of funded classes through the TDA grant.

WCCHD partners with local summer feeding programs to provide health education to elementary students. WCCHD has provided health education at local food pantries including “Talk with a Doc” and “Talk with a Nurse” at The Caring Place, and “Healthy Food Tasting” at the Round Rock Serving Center.

WCCHD helps combat youth e-cigarette usage through health education!

In 2019, WCCHD conducted 8 CATCH My Breath E-Cigarette & JUUL Prevention classes at two Round Rock ISD middle schools.

Smoking-related illness in the United States costs more than \$300 billion each year.



Weekend Vaccination Clinics

For the past two years, WCCHD Clinical Services has hosted a weekend vaccination clinic targeting school-age children from families who are uninsured or cannot afford vaccines. Clinics have been scheduled prior to the first day of school so that children can receive the required vaccines to start school. In addition to providing free vaccines, clinical staff update vaccination records, schedule follow-up appointments if needed, and provide vaccine-related education and counseling. This ensures that families are informed on how to protect themselves from vaccine-preventable diseases and cancer.

WE ARE OUT AND ABOUT IN THE COMMUNITY

In 2019, WCCHD offered a variety of outreach events, bringing public health services to the community, outside of our clinics and routine hours of operation. These events included:

- Dell Diamond Back to School Event (Partnered with Round Rock Police Department and Bluebonnet Trails Community Services)
- Taylor Flu Event (Partnered with LifePark)
- Flu POD (Partnered with First Responders)
- WILCO Flu Vaccines (administered to WILCO employees)
- Central Texas Treatment Center (administered to the residence of the treatment center)
- National Influenza Immunization Week at our 4 PHCs

828
Vaccines administered

16
Tuberculosis provider outreach events

85
Home visits

20
PESS outreach events



The Team Lead and Licensed Medical Social Worker (LMSW) do home visits for clients who have no transportation, are disabled or elderly, and need assistance with applications for the Community Partner Program or the Wilco indigent program. Referrals are also made by community partners such as MOT, Bluebonnet Trails Community Services, and the Community Paramedicine program.



The Epidemiology and Emergency Preparedness Division attended many community events including the annual Bat Fest at the Brushy Creek Municipal Utility District and Healthy Kids Day at Seton Williamson.

Immunization Advocacy Outreach:

4934
People at IAD events

2204
People reached directly

83
Events and trainings

111851
Social media reach

WE ARE OUT AND ABOUT IN THE COMMUNITY

In 2019, Program Eligibility and Social Services (PESS) staff attended 20 outreach events to share information about the services they provide. Program Navigators are also committed to learning about community resources to share with their clients. They attend monthly area meetings led by other agencies, which include Taylor Interagency, Wilco Non-Profit Networking, Georgetown Project, and West Williamson County.



Baby Showers were held at each WCCHD WIC clinic during the month of August. The attendees really enjoyed the activities that were prepared and organized by our very own Breastfeeding Peer Counselors.

In 2019, the WIC Division championed community outreach in hospitals, mobile food pantries, libraries, schools, and non-profit organizations. Throughout the year, WIC participated in a total of 23 outreach events, and hosted several during the month of August to highlight National Breastfeeding month and World Breastfeeding week. This year's breastfeeding motto was 'Empower Parents, Enable Breastfeeding'.



Taking WIC on the road!



In December 2019, WCCHD WIC obtained a mobile unit through the Texas WIC agency, which will allow us to increase outreach efforts and expand our services throughout Williamson County, while bringing more awareness to our programs and increasing future participation in services.

WE CELEBRATE SUCCESSES AND LOOK TO THE FUTURE

We are on-track with the 2017-2019 WCCHD Strategic Plan

2017-2019 Strategic Plan Overview



WCCHD operates as a high performing organization. By the third year of the Strategic Plan, staff achieved three-in-five (60%) strategic items.

According to the Boston Consulting Group, top performing organizations execute 62% of their strategic initiatives.



- Training staff on Incident Command System sections and their roles in the District Operations Center
- Updating employee onboarding process
- Implementing new timekeeping system
- Establishing a new grants management system
- Expanding Clinical Service hours to increase access to care in the community
- Implementing the swimming pool and water feature inspection program and receiving applications in January 2020

Looking to the future with the 2020-2022 Strategic Plan

This plan outlines the goals, objectives, and strategies that WCCHD will achieve by the end of 2022 to realize our shared vision for Williamson County to be the healthiest county in Texas.

New areas of focus in the 2020-2022 Strategic Plan are:



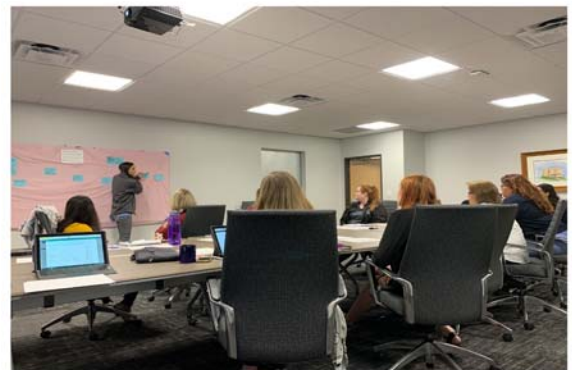
Health Equity



Community Outreach



Employee Satisfaction, Retention, and Professional Development



WE RE-IMAGINED HEALTHY WILLIAMSON COUNTY COALITION



Full Re-Branding of the Coalition

The coalition successfully transitioned from the WilCo Wellness Alliance to Healthy Williamson County to unify branding to the www.healthywilliamsoncounty.org website.

Ten Year Celebration

The coalition celebrated its Ten Year anniversary and recognized former coalition leaders during the 2019 annual conference.

Executive Leadership Team

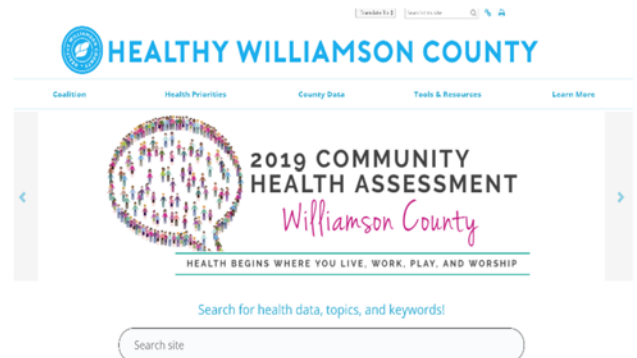
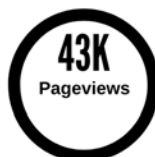
HWC Coalition hosted its first Executive Leadership Team meeting. The Healthy Williamson County Executive Leadership Team provides strategic direction for Healthy Williamson County, strengthens relationships across sectors, identifies gaps in the community, and increases collaborative opportunities and resources in Williamson County, Texas.

Healthy Williamson County Coalition numbers:



Website redesign:

Staff members simplified the website and updated the look to make it more modern and easier to find popular resources.

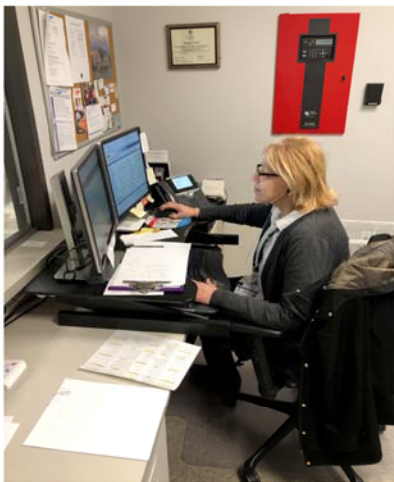


WE STRIVE TO CREATE A CULTURE OF QUALITY IMPROVEMENT

Quality Management (QM) Committee

Members of the QM Committee serve as quality subject matter experts for the agency, guide employees and divisions in quality improvement (QI) efforts, and work collaboratively to review and approve all formal agency documentation pertaining to QI processes.

This year, the QM Committee developed a QI Project Guide adapted from the Maricopa County Public Health Department. This guide includes screening tools, charter forms, and detailed instructions for QI teams to walk a project through every step of the Plan Do Check Act cycle. As the Committee developed this guide, they used it in conjunction with division-level QI projects, to actively pilot the process and modify each step.



Improving Quality of the Healthcare Helpline!

In January, WCCHD hired two additional navigators to help return Healthcare Helpline calls the same day or within 24 hours. With the addition of two Navigators, the team saw an improvement on a small scale. However, they wanted to test the response time on a wider scale. Some clients would not answer returned calls; therefore, clients were still being put on the missed call log after three attempts. The team's goal was to make same day calls, so that no calls would be missed. The team met and brainstormed how to improve the screening process to improve our delivery of services to the community and to our clients. In September 2019, a schedule was made for a navigator to be on call and available for calls to be transferred immediately. One navigator is scheduled in the morning and one at night. Clients appreciate being able to talk to someone immediately and not told that they will receive a phone call back. Navigators improved the initial contact time for clients from 2-3 days to 24 hours.

WIC Client Feedback

WIC clients are welcomed with open arms. WIC staff care about their clients and love to make a difference. After each WIC appointment, clients receive a survey via text message through the Qualtrics system. The WIC Director and Team Leads review survey feedback, and then work with staff to make quality improvements and ensure that clients have a positive experience. Survey collection began in February 2019 and throughout the year, WIC clients completed a total of 726 surveys.



WE ARE SEEN AS A TRUSTED HEALTH LEADER

National Nutrition Month and National Breastfeeding Month

Mayors of Round Rock, Cedar Park, Georgetown, and Taylor proclaimed March as 'National Nutrition Month' to honor the work of Registered Dietitian Nutritionists and experts in the nutrition field as well as to promote evidence based nutrition to the public in hopes of achieving optimal health. WIC staff accepted the proclamations at city council meetings.

Several cities in Williamson County also proclaimed August as 'National Breastfeeding Month' to highlight the importance of the benefits of breastfeeding and to support and promote breastfeeding education and rights to community members. These proclamations represent the important services provided to residents.



WCCHD was welcomed by the Texas Association of County and City Health Officials (TACCHO) to testify at the Texas Senate Committee on pro and anti-vaccination bills as a local health department immunization subject matter expert.



We are going green!



Be PrEP-ared!

According to the CDC, "pre-exposure prophylaxis (or PrEP) is a way for people who do not have HIV but who are at very high risk of getting HIV to prevent HIV infection by taking a pill every day."

Clinical Services is beginning to see clients at Round Rock and Cedar Park PHCs for HIV PrEP. WCCHD will start the marketing of the PrEP program during the new Strategic Plan cycle in January 2020. WCCHD has identified providers in the community that could become potential partners.

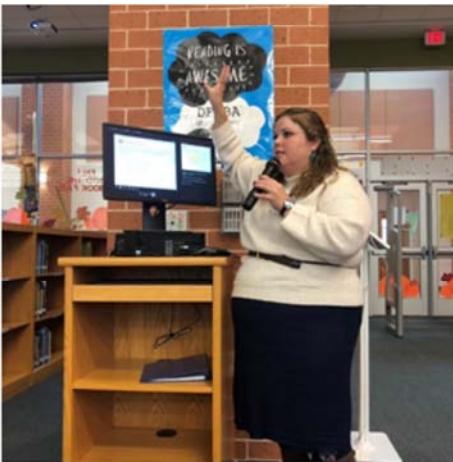


2019 saw the creation of the 'Green Team' consisting of WCCHD employees who strive to improve environmental sustainability at WCCHD and in the community at-large. Some initiatives included:

- Adopting flexible scheduling and telecommuting policies
- Improving and expanding agency recycling practices
- Implementing eco-friendly cleaning and breakroom supplies
- Providing education to staff and the community

WE CONTRIBUTE TO THE PUBLIC HEALTH FIELD

WCCHD conducted 13 conference abstracts and presentations and many community presentations to educate stakeholders and community members about topics such as epidemiology, vaping, data, Ebola, and emerging diseases .



Conference Abstracts and Presentations

Examples Include:

- “Are You Prepared? Increasing Immunization Rates Among Texas Emergency Responders” at the Texas Immunization Conference
- Presented “Leveraging Coalitions to Improve the Community Health Improvement Process”
- Presented “Is it Hantavirus or Not?” at Texas Public Health Association (TPHA) Annual Conference and at Diseases in Nature Transmissible to Man (DIN) Conference

Community Presentations

Examples include:

- The Georgetown Project-Bridges to Growth - Childhood Communicable Diseases in Daycare/Schools
- Texas State Nursing Students - Why Data Matters
- LifeSteps Coalition - Planet of the Vapes
- Epidemiology 101 for Biomedical Engineering class at Stiles Middle School,
- Epidemiology 101 for Duke’s Talent Identification Program
- Ebola and Other Emerging Diseases for Texas Nurses Association District

THANK YOU TO OUR STAFF AND TO THE BOARD OF HEALTH



Thank you to our staff for their hard work and dedication to serving the residents of Williamson County!



Thank you to our Board members who provide input, guidance, and direction for WCCHD policies, programs and activities, and ensure alignment of the Health District with the needs of each member's constituents.

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Visit one of our Public Health Centers!



Cedar Park
350 Discovery Blvd

Clinical: 512-260-4240
WIC: 512-260-4241



Georgetown
100 W 3rd St

Clinical: 512-943-3640
WIC: 512-943-3680



Round Rock
355 Texas Ave

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Taylor
115 W 6th St

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