

2023

IMPACT REPORT



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ACKNOWLEDGMENTS

Williamson County and Cities Health District (WCCHD) thanks the many individuals who enabled WCCHD to make the impact it did in 2023.

Williamson County Board of Health

The Williamson County Board of Health is the administrative authority for the Health District. The member governments that form WCCHD via a Cooperative Agreement appoint representatives to serve as directors of the Board of Health.



Kathy Pierce,
Board Chair,
Williamson County



James Mallinger,
City of Cedar Park



Leigh Wallace,
City of Georgetown



Jeffery Jenkins,
City of Taylor



Kristi Barnes,
City of Hutto



Brad Wiseman,
City of Round Rock



Ed Tydings,
Williamson County



Robert Powers,
*City of Leander and
City of Liberty Hill*

WCCHD District Leadership Team

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Administration and Finance

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Epidemiology and Disease Surveillance

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Environmental Health

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Alissa Orozco
WIC and Community Nutrition

Ivah Sorber, MS
Human Resources

EXECUTIVE SUMMARY

The 2023 Impact Report outlines WCCHD's recent work in striving towards organizational effectiveness and responsiveness. This year, our agency dedicated substantial efforts to refining our strategic direction and bolstering our operational framework. Key achievements included the development and approval of a new 2024-2026 Strategic Plan and the comprehensive update of all agency policies, marking significant milestones in our pursuit of excellence.

The new strategic plan represents a collaborative effort to realign our objectives with evolving needs and priorities. Developed through staff and stakeholder consultation and rigorous analysis, it provides a clear roadmap with defined goals, strategies, and performance indicators, enhancing cohesion and impact across our agency.

Recognizing the importance of staying current with regulatory changes and best practices, we conducted a thorough review and revision of agency policies. This involved meticulous assessment and targeted enhancements to ensure alignment with contemporary standards, legal requirements, and organizational values, promoting transparency, consistency, and accountability.

WCCHD Executive Leadership Team



Executive Director
Caroline Hilbert, MD, MPH



Deputy Director
Nancy Ejuma, PhD, MBA



Medical Director/
Health Authority
Amanda Norwood, DO

These initiatives signal a new era of resilience and effectiveness for our agency, enabling us to better navigate complexities, seize opportunities, and deliver value

to the community we serve. They underscore our unwavering commitment to excellence and continuous quality improvement.

Looking ahead, we are committed to sustaining momentum, leveraging our strategic planning and policy reform initiatives to drive innovation, collaboration, and enhanced outcomes. With renewed purpose, we are poised to overcome challenges and create enduring impact in the communities we serve. We extend our gratitude to our partners for their support in promoting and protecting the health of Williamson County residents.

Thank you for entrusting WCCHD as Your Local Health Department.

2023 WCCHD IMPACT



681
Disease case investigations & management



4,224
Vaccinations administered



475
Indigent Health Care participants (WilCo Care)



47
School/childcare facility vaccination record audits



522
Well-woman and STI Visits



59
Clinics enrolled in Texas Vaccines for Children Program



544
Tuberculosis patient referrals



4,378
Volunteer hours



12,130
WIC participants



2,787
Retail Food Permits



543
Mosquito traps set



3,562
Business Inspections

STRATEGIC PLAN IMPACT AREAS

The 2020-23 WCCHD Strategic Plan is comprised of three themes:

- Community Outreach,
- Health Equity,
- Employee Satisfaction, Retention, and Professional Development.

These themes were prioritized by WCCHD staff and the Board of Health through hands on, facilitated activities that encouraged group discussion and collaboration.



Community Outreach

WCCHD strives to engage community leaders and residents to address the Top Health Priorities established by Healthy Williamson County Coalition’s Community Health Assessment. Community outreach educates the community to build a healthy and resilient Williamson County.



Health Equity

WCCHD strives to create opportunities for all members of the Williamson County community to be healthy, including those whose access to resources for health and well-being has been limited. WCCHD aims to work with community members in addressing local health needs and removing barriers to an equitable health landscape in the county.



Employee Satisfaction, Retention, and Professional Development

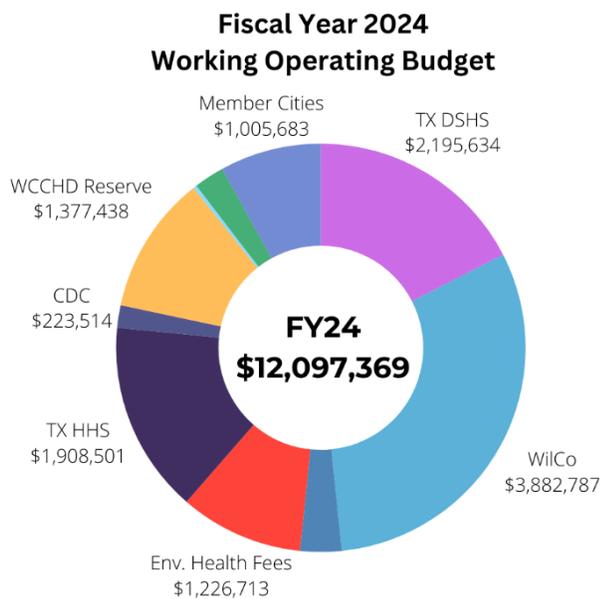
Employee retention and satisfaction are essential to the success of WCCHD. By fostering a diverse and healthy work environment and by providing educational trainings and opportunities for professional development, WCCHD helps employees feel satisfied and advance their careers.

DIVISION UPDATES

ADMINISTRATION AND FINANCE

The Administration and Finance Director, CFO, and team handle fiscal management and analysis including establishing, maintaining, and overseeing accounting systems, procedures, and controls, grant management and associated reporting, preparing, and overseeing financial analyses and reports, budget preparations, analysis and projections, payroll processing, procurement, business operation functions, and asset control.

Successes of 2023 included digitizing procurement and encumbrance processes, employee reimbursement requests and reporting and maintenance of data. A full



review of agency assets was completed along with the evaluation and proposal of program services fee increases. Strategic goals for Administration and Finance continue to be focused on financial sustainability, increasing revenue to support essential services, diversifying revenue streams, reducing dispensable costs, improving grant-seeking processes, and employee engagement.

WCCHD is audited annually by an independent certified public accountant.

After the close of its fiscal year, WCCHD publishes an Annual Financial Report (AFR) containing information on its financial position and results of operations for the past fiscal year and any budgetary variances. The AFR is prepared to conform to the highest standards of public financial reporting as set forth by Governmental Accounting Standards Board (GASB).

Administration and Finance received an unqualified opinion in the summer of 2023, on the Fiscal Year Single Audit as outlined in 2022 Annual Financial Report. This exemplary standing for over 16 years of financial statements presumed to be free of material misstatements is an achievement that the team continues to be proud of.

CLINICAL SERVICES

The core clinical health services provided include vaccinations for children and adults; screening and treatment of tuberculosis; and testing, treatment, and counseling for sexually transmitted infections (STI). Other services offered include flu shots, comprehensive well-women exams, and pregnancy screenings.

Clinical Core Services 2023



In August, Clinical Services worked with the Texas Children's Hospital and Round Rock ISD for the second year to assist with their annual back to school celebration. The event vaccinated 136 TVFC-eligible children free of charge. Clinical services also offered back to school vaccines during Taylor ISD's back to school registration, offering evening hours at different schools and weekend hours at the public health.



These events bolstered partnerships with various ISDs including Taylor, Round Rock and Georgetown.

Free flu shots were given at outreach events in Georgetown healthy equity zones - Georgetown Fiesta and at the Carver Center for Families.

A partnership with a third-party administrator was initiated to assist uninsured patients with obtaining benefits for affordable healthcare by sending referrals directly to the organization for patient follow up.

WCCHD Staff at an outreach event in 2023.

Immunization Advocacy Program

The Texas Department of State Health Services (DSHS) Immunization Unit conducted an on-site review of the Immunization Contract Monitoring in August.



DSHS reviewed:

- Administration - a review of policies and documentation related to immunization education, training, and collaborations
- Clinical observations
- Observation of health department interaction with private providers
- Interview(s) with the

coordinator or administrator of the overall immunization program regarding vaccine services, immunization registry, surveillance, population assessment, and perinatal hepatitis B activities.

The auditors commented they were very impressed the materials provided and all the effort that went into preparing for the audit.

The team was also in the community attending many events and distributing information

on immunizations and other health services, such as the Hutto ISD Back to School event pictured above.

Immunization Advocacy Services 2023

 **41** Outreach Events Attended

56 TVFC Providers Enrolled 

 **647** School Records Audited

2,125 Licensed Childcare Facilities and Home Records Audited 

ENVIRONMENTAL HEALTH

The Environmental Health (EH) Division is committed to preventing illness due to environment-related diseases through monitoring, investigating, and responding to environmental public health threats. The Division provides services through the Retail Food Safety program.

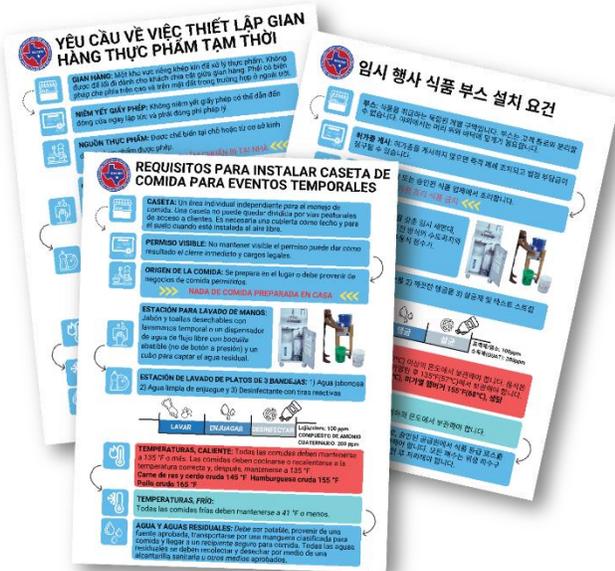
Williamson County Retail Food Order was updated and approved in June. The Order, which serves as the guiding set of rules for retail food establishments and food truck inspections in the county, was updated to align local regulations with state law while improving clarity and communication with all stakeholders.

Environmental Health Services 2023

2,694
INSPECTIONS

3,567
PERMITS ISSUED

305
PLANS REVIEWED



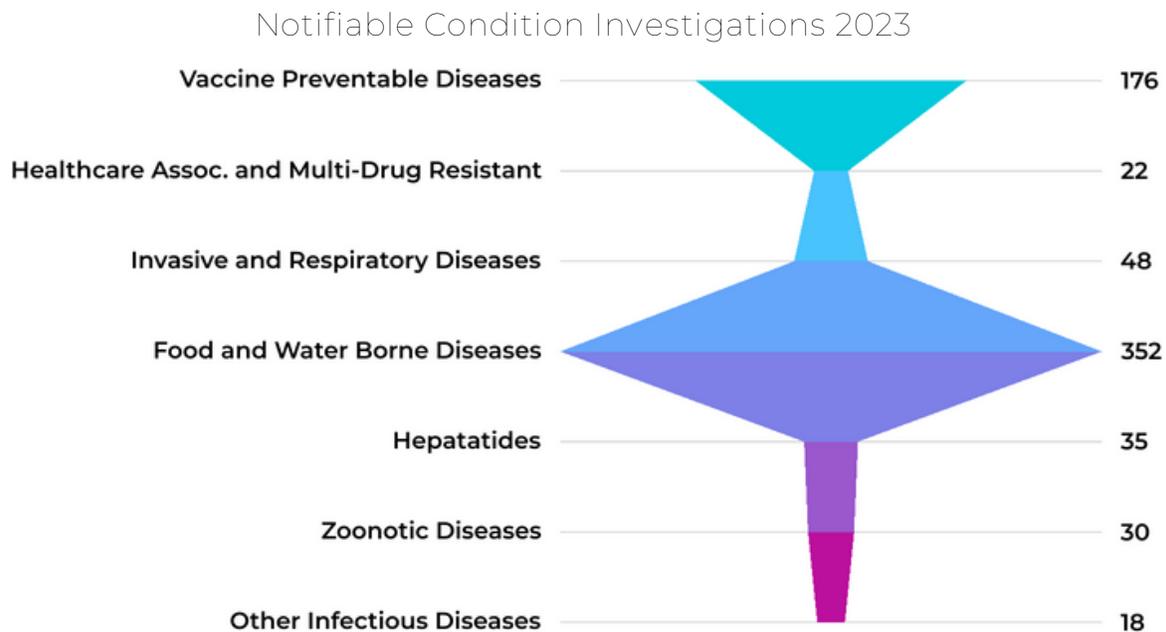
To address the common occurrence of incorrect set ups at temporary food events, 1-pager handouts were created for inspectors to educate vendors using icons and simple text. The handouts were translated to seven different languages for ease of communication.

Local-Federal Teamwork Spotlight

Inspectors worked with Round Rock law enforcement and the USDA Plant Health and Trade Compliance Officers in March to investigate a resident who was importing uninspected illegal Thai meat to their home and then selling it to the public via social media posts. During the lengthy investigation, inspectors provided education and paths for legal permitting for the individual. The USDA recognized the inspectors with certificates of appreciation and challenge coins. Any future breaches of food safety law by this individual may incur administrative penalties and legal charges.

EPIDEMIOLOGY AND DISEASE SURVEILLANCE

The Epidemiology and Disease Surveillance Division investigates and responds to disease outbreaks as well as collects and analyzes data on more than 80 diseases and disease syndromes.



Epidemiology and Disease Surveillance participated in two tabletop exercises in 2023 to enhance their preparedness and response capabilities in the face of emergencies or disasters.

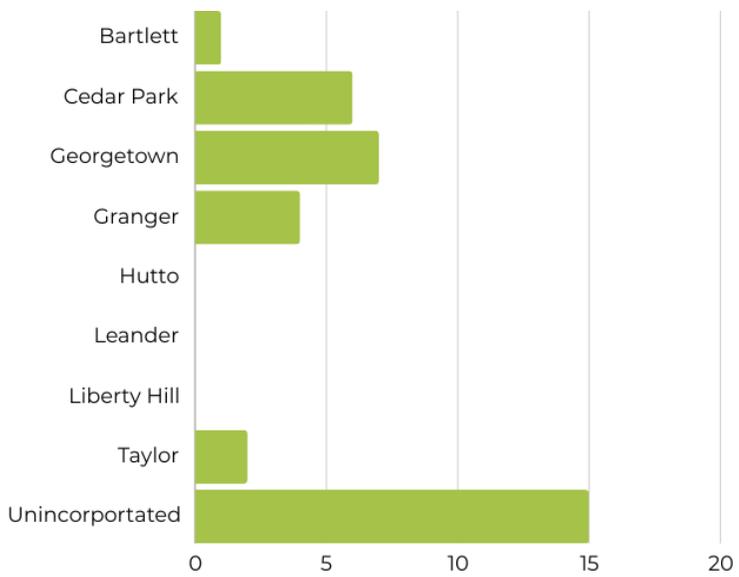
The first focused on stakeholder responses to vector management, considering information sharing and public information, environmental health, epidemiology disease control and outbreak management, water and sewage safety, emergency medical response, and community recovery.

The second exercise was focused on planning for animal, agricultural, and food related disasters. The multi-day event included livestock producers, veterinarians, other rural community leaders, public and human health personnel, and first responders. The exercise culminated in a plan to protect, respond to, and recover from the consequences of natural disasters, hazardous materials, and catastrophic disease exposure involving animals in rural communities.

Integrated Vector Management

Another year, another record - the IVM team saw another record year in mosquito surveillance in 2023, detecting a total of 35 West Nile virus (WNV)- positive mosquito samples between May and November. The previous high trap number was 17 in 2020. While WNV activity was detected across the county, most positive samples were collected from Unincorporated Williamson County (42.9%), Georgetown (20.0%), and Cedar Park (17.1%).

West Nile Virus -Positive Mosquito Traps



The IVM program secured a \$10,000 vector control collaborative grant from the National Association of City and County Health Officials (NACCHO) early in 2023. This grant enabled WCCHD IVM staff to mentor neighboring Bell County Public Health District in establishing a mosquito surveillance program.

The funds provided through this grant facilitated additional training and supplies, paving the way for expanded operations in 2024 and heightened surveillance in the region to enhance preparedness for mosquito-borne disease outbreaks.



Species: *Aedes TheICTer*

A noteworthy discovery of a new mosquito species was identified for Williamson County. This mosquito, identified as *Aedes TheICTer*, was found near the Southwest Williamson County Regional Park. Although this species is currently not considered medically relevant, it poses a nuisance by biting humans and animals following rainfall events.

Identifying the presence of this mosquito species in the area equips the IVM team with crucial knowledge to effectively prepare for potential disease threats and implement suitable control measures to mitigate disease outbreaks.

EXECUTIVE LEADERSHIP

The Executive Leadership Division has oversight to ensure that all WCCHD programs, policies and actions are based on the best available science and are aligned with the Public Health Accreditation (PHAB) Standards.

The Records Management team is tasked with storing, maintaining, and archiving important information, ensuring its adherence to legal standards. By following the retention schedules and compliance guidelines set forth in the Texas State Local Government Records Act, the program has implemented an enhanced management system to oversee records throughout their lifecycle, from creation to disposal. Recently, an inventory process involving over 40,000 files was undertaken to determine the necessary specifications for constructing an online records repository. The identified records were transferred to a more efficient system for improved organization and management that incorporated a comprehensive form to capture metadata for uploaded records.

Emergency Preparedness and Response

The Emergency Preparedness and Response (EPR) team leads planning and response trainings and exercises for public health emergencies in Williamson County and collaborates with local and state agencies in these activities.

A medical point of distribution (POD) exercise was held in coordination with the Sun City Texas Community Association. EPR and Sun City members planned for the exercise over a six-month period, engaging roughly 80 residents. In addition, EPR conducted training for all-hazards emergency evacuation, and how to set up a pet friendly and a non-medical shelter during an emergency.

EPR partnered with Bluebonnet Trails Community Services, local police crisis response teams, and the Texas Department of State Health Services' crisis response team to conduct a Family Assistance Center drill utilizing 45 participants, and a full-scale Family Assistance Center exercise utilizing 80 participants, to prepare for potential mass casualty events.

Three community preparedness trainings were conducted in Health Equity zones across Georgetown, Taylor, and Liberty Hill, with approximately 120 participants engaging in lecture-based sessions featuring content from the U.S. Department of Homeland Security's ready.gov. In addition to the trainings, EPR participated 15 outreach events in Health Equity zones.

Medical Reserve Corps Volunteer Program

The Williamson County Medical Reserve Corps (MRC) is a dedicated team of volunteers with diverse medical and non-medical backgrounds. They actively participate in various activities such as disaster response, community outreach, and training sessions to support public health initiatives in the county.

Medical Reserves Corps Activities 2023



In August 2023, a brush fire engulfed approximately 50 acres in Cedar Park, prompting the response of over 20 state and local agencies. Evacuations were initiated for a nearby apartment complex, resulting in the destruction of one building and damage to three others.

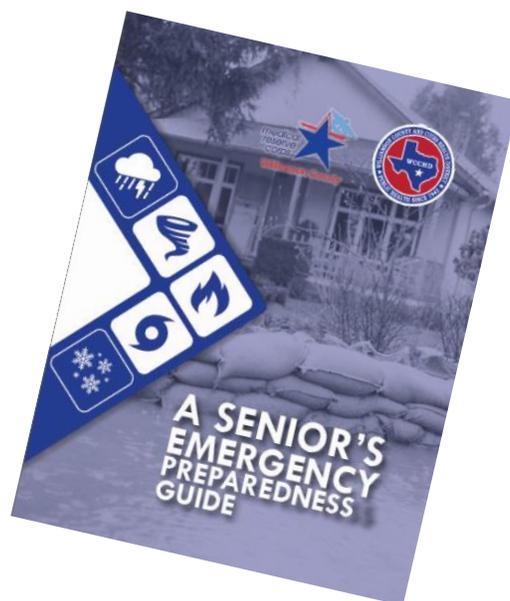


The WilCo MRC coordinator and volunteers were swiftly deployed to a nearby Walmart parking lot to assist displaced residents in accessing resources. Collaborating with the WCCHD Environmental Health Division and the American Red Cross, WilCo MRC helped establish a shelter at a local church and school.

Within the shelter, a first aid station was activated to address the medical needs of evacuees.

The WilCo MRC sponsored Health Occupations Students of America (HOSA) teams at local high schools for the HOSA/MRC partnership. The four HOSA teams consisted of three to four students and completed eight Public Health/Medical related projects within the community for more than 8,000 hours of required hours. In 2023, the HOSA teams have placed at regional, state, and national competitions.

WilCo MRC created a Senior Preparedness Guide to assist the senior population with an easy way to develop an emergency plan and emergency kit. MRC has presented Senior Emergency Preparedness at three senior community centers. The presentations included weather awareness, family plans, emergency kits, and distribution of *A Senior's Emergency Preparedness Guide*.



Quality and Strategic Management

The Quality and Strategic Management (QSM) Team is responsible for maintaining the agency's data infrastructure, policy repository, develop the agency's foundational documents, manage the grants program, and more.

WCCHD's strategic plan was led by QSM and developed collaboratively over eight months from January to August 2023. It involved several phases of planning, data gathering, assessments, and analysis of results. Strategic priorities were selected based on data analysis and input from stakeholders. Overall, the strategic planning process aimed to provide a clear direction for WCCHD from 2024 to 2026, ensuring alignment with the organization's mission and values while adapting to internal and external factors.

2024-2026 Strategic Plan Goals



Strengthening and Improving Core Services

Public health entities must establish and maintain strong internal operations and processes to make the greatest impact.



Focus on Employee Engagement and Support

Employee engagement and support will profoundly heighten WCCHD's effectiveness by fostering a motivated and committed workforce.



Maintain PHAB Accreditation

Maintaining PHAB accreditation substantially bolsters WCCHD's effectiveness by ensuring that the agency continues to operate under rigorous public health standards.

QSM also played a pivotal role in enhancing the efficiency of the policy management system within Policy Tech and Quick Base. This was achieved through proactive coordination, meticulous organization, facilitation, and management of the policy review process of 1,734 documents. The team spearheaded the creation of policy assessment campaigns, including quizzes and videos, aimed at enhancing employee comprehension of the content. Additionally, QSM implemented continuous monitoring, ensured regular updates, and led quality improvement initiatives to uphold the integrity and effectiveness of the policy management system.

| HUMAN RESOURCES

Human Resources manages the implementation of policies and programs related to human resources, risk management, and safety within the organization. They ensure compliance and provide support in areas such as staffing, training, and employee relations.

Human Resources 2023



A key focus area in 2023 was offering training with supervisors and managers to improve their leadership skills. A Leadership Series that covered recruiting, time management, recruitment, team building, conflict management, and disciplinary action was attended by 16 employees.

HR staff coordinated a job classification study with the Texas State Auditor's Office which required review and reclassification of 85 positions. The analysis resulted in nearly 81% of positions receiving a salary adjustment, reclassification, or both. WCCHD's retention rate was 86% for 2023 – the highest in seven years.

During an all-staff meeting in December, a training on *The 5 Languages of Appreciation at Work* along with a professional development book was offered. The goal of the training was to improve staff morale, create a more positive workplace, and increase employee engagement by effectively communicating authentic appreciation and encouragement to employees, co-workers, and leaders.



2023 Scott D. Evans Awardees Yolanda Salazar and Janet Mejia with WIC Director Alissa Orozco, Executive Director Caroline Hilbert, Deputy Director Nancy Ejuma and Medical Director Amanda Norwood.

MARKETING AND COMMUNITY ENGAGEMENT

The Marketing and Community Engagement Division helps to improve the health and wellness of the county by providing agency-level and community health information via the wcchd.org website, news releases, and social media accounts. The Division coordinates requests for outreach events, manages the Healthy Williamson County coalition, and healthywilliamsoncounty.org community data website.

Through funding from the Texas Department of State Health Services, WCCHD awarded six community organizations mini grants to carry out *Advancing Community Health and Equity: Community Solutions Grants in Williamson County* from May to December 2023.

As part of the Community Solutions Grant administration led by the Marketing and Community Engagement Division, a learning collaborative was developed convening grantees monthly. The purpose of the learning collaborative was to foster meaningful and sustainable community development.

By bringing diverse stakeholders from local community-based organizations, the cohort collectively problem-solved project challenges, shared lessons learned, received technical assistance, had opportunities to ask questions, and supported the success of each project.

Grantees also exchanged ideas and leveraged their collective expertise to modify aspects of their projects as appropriate. Through open dialogue and shared learning experiences, the collaborative nature of this approach promoted inclusivity and strengthened social bonds, fostering a sense of ownership and commitment among participants. This, in turn, enhanced the project's overall effectiveness, creating a foundation for sustainability.

Lastly, MarCom's outreach efforts were improved in 2023 by streamlining processes. Before this initiative, event organizers had the cumbersome task of seeking outreach participation from individual WCCHD divisions. This approach resulted in confusion and frequent miscommunication. The revamped process designates MarCom as the central point of contact for all WCCHD outreach activities, streamlining a more efficient and effective outreach strategy.

Healthy Williamson County Coalition

HEALTHY WILLIAMSON COUNTY 2023

46 meetings were held
180 individuals attended at least one
89 organizations were represented for at least one



Meetings consisted of:
20 CHIP Focus and Planning
27 Working Groups
4 Community Advisory Board and Action Group Leaders

Following the completion of the 2022 Williamson County Community Health Assessment (CHA), which identified the top health priorities for Williamson County, WCCHD and the Healthy Williamson County (HWC) coalition formulated goals, objectives, strategies and action steps to develop the Community Health Improvement Plan (CHIP). Williamson County's CHIP is a three-year plan effective from 2023-2025 and addresses how the Williamson County community will tackle the most pressing issues identified by the 2022 Williamson County CHA.

29 

Planning Meetings

117 

Partners

70 

Organizations

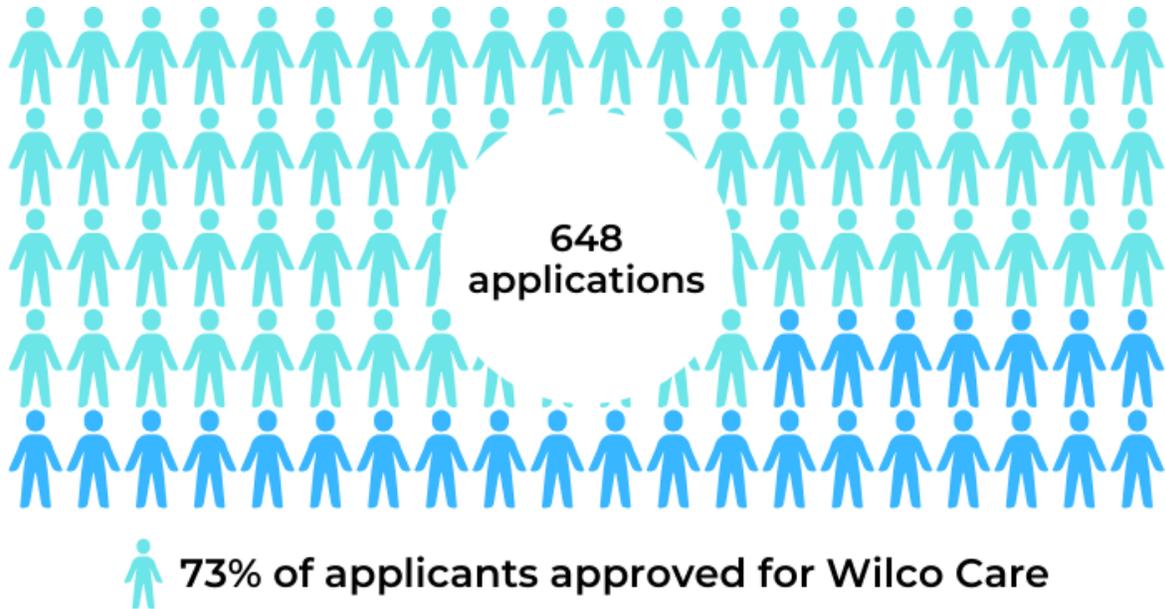
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Objectives

One hundred seventeen diverse coalition partners, including community members and representatives of local healthcare, government, behavioral health, public health, schools, and non-profit organizations participated in CHIP planning meetings, and facilitated activities that prompted partners to generate actionable steps that will be taken to improve the health of the Williamson County.

PROGRAM ELIGIBILITY AND SOCIAL SERVICES

The Program Eligibility and Social Services (PESS) Division oversees the Williamson County Indigent Healthcare Program – Wilco Care. PESS staff screen residents for eligibility, process medical claims and billing, and case management.



To increase community partner understanding of the County Indigent Healthcare Program (Wilco Care), a comprehensive ambassador packet was created. The packet is comprised of information explaining program review, eligibility criteria, document checklist, provider-specific details, and frequently asked questions. Training sessions were piloted with Bluebonnet Trails and Lone Star Circle of Care staff to discuss the WilCo Care program and gather feedback on their needs. The kits are now utilized for training sessions with all community partners, fostering better understanding of the WilCo Care program, improved relationships, and serving as valuable resources for their internal teams.

PESS staff spent many hours out in the community in 2023 participating in outreach opportunities alongside WCCHD colleagues at various community events and key sites such as food pantries and charity clinics. PESS visited food pantries across the county, developing relationships with staff and identifying clients in need of the WilCo Care program. This collaborative effort extended beyond information provision - it aimed to connect Williamson County residents with essential services.

WOMEN INFANTS AND CHILDREN/COMMUNITY NUTRITION (WIC)

The Women, Infants, and Children and Community Nutrition (WIC) Division provides nutrition education and access to healthy foods for pregnant women, new mothers, infants, and young children. WIC services are provided at the public health centers in Cedar Park, Round Rock, and Taylor, and the Resource Centers in Georgetown and Liberty Hill.

In July 2023, the Georgetown WIC clinic relocated to a renovated inside the former Carver Elementary School in Southeast Georgetown. The school had been purchased in 2022 by Georgetown Health Foundation with a vision to transform it into a community asset - a hub for family and individual resources for the greater Georgetown area. The Carver Center for Families (CCF) is a family resource center that nurtures the health and well-being of children, youth, and families, and builds on the strengths of our community's parents, caregivers, and residents, as well as the organizations that support them. WIC provides direct resources



to eligible families at the CCF alongside partnering agencies, such as STARRY & United Way, to meet the mission of the Carver Center for Families.

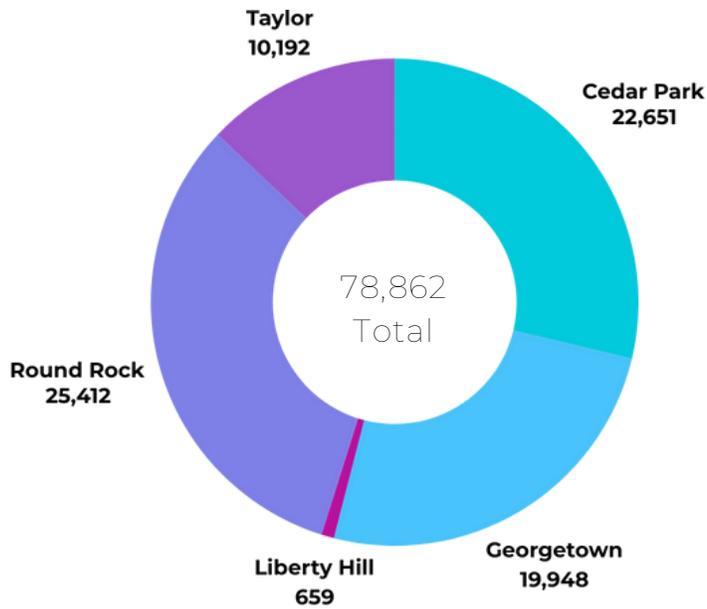
WIC hosted their Annual World Breastfeeding Month/Baby Shower event in Round Rock on August 5, 2023. This event was very client centered and fun for the whole



family. Various activities such as food sampling, photo booths, games, and prize tables were set up. WIC program information, income guidelines and other community resources were distributed.

Breastfeeding education materials were available to clients in addition to nutrition information for pregnant and breastfeeding women. Board books, coloring books and stickers were distributed to children. Also, Farmers Market program was readily available to provide extra fruits and vegetables vouchers to the participants. Current clients were also able to get their WIC card loaded if benefits were needed.

WIC Encounters by Site 2023



APPENDIX A: 2020-2023 STRATEGIC PLAN

SUMMARY

Executive Summary

This report provides an update on progress made for the 2020-2023 WCCHD Strategic Plan. The progress report incorporates feedback and lessons learned from WCCHD. The Strategic Plan details the goals, objectives, and strategies to improve WCCHD’s top three area of focus. The three areas of focus are as follows:



A. Community Outreach



B. Health Equity



C. Employee Satisfaction, Retention, and Professional Development

Key Performance Indicators: The Strategic Plan consists of 30 short-term indicators used to measure performance. Twelve KPIs improved over baseline, eight did not improve, eight were not started and one was cancelled.

 Improved over baseline	 Not Improved over baseline	 Same as baseline	 Not started	 Cancelled	TOTAL
12	8	0	8	1	30

Strategies: Progress was made on 24 strategies and not started on 11, cancelled 4, and did not achieve 2 out of 41 strategies.

	 Not Started	 Cancelled	 Not Achieved	 Achieved	TOTAL
Community Outreach	5	1	0	7	13
Health Equity	5	2	2	7	16
Employee Satisfaction, Retention, and Professional Development	1	1	0	10	12

APPENDIX B: DIVISION & PROGRAM DATA

Administration and Finance Division

Fiscal Year 2023 Operating Budget	
Fiscal Year Working Operating Budget	\$12,178,075.92
Grants	\$5,466,318.00
Member Governments	\$4,585,378.00
Medicaid/Medicare	\$98,149.00
Environmental Health Fees	\$1,093,538.00
Clinical Services Fees	\$55,141.00
Other Funds	\$879,551.00

Grants	
COMPLETE	NACCHO Certification in Infection Control (CIC)
	NACCHO Vector Control Collaborative
	NACCHO Medical Reserve Corps (MRC) COVID-19 Respond, Innovate, Sustain, and Equip (RISE)
ONGOING	CDC Immigrant, Refugee, and Migrant Health - Civil Surgeons
	DSHS Immunization Program
	DSHS Immunization Program COVID-19
	DSHS Tuberculosis (TB) Program - Federal
	DSHS Tuberculosis (TB) Program - State
	HHSC Special Supplemental Nutrition Program for Women, Infants, and Children (WIC)
	American Rescue Plan Breast Cancer
	DSHS Infectious Disease Control Unit (IDCU)
	DSHS Infectious Disease Control Unit (IDCU) COVID-19
	DSHS Center for Public Health Policy and Practice (CPHPP) COVID-19
	DSHS Regional and Local Health Operations (RLHO) - PH Block Grant
	DSHS Regional and Local Health Operations (RLHO) - PHIG
	DSHS Regional and Local Health Operations (RLHO) COVID-19 - PHWG
	DSHS Medical Reserve Corps Small Grant Program
DSHS Public Health Emergency Preparedness (PHEP)	

Clinical Services Division

Women's Health Visits					
	Cedar Park	Georgetown*	Round Rock	Taylor	TOTAL
Well Woman Exams	6	0	57	0	63
Birth Control	0	0	5	0	5
Pregnancy Tests	3	2	10	1	16
TOTAL					84

Sexual Health Visits					
	Cedar Park	Georgetown*	Round Rock	Taylor	TOTAL
STI Follow Up	1	0	1	1	3
STI Male	38	0	135	0	173
STI Provider	51	1	134	0	186
STI Nurse	1	0	1	0	2
STI State	14	1	35	0	50
PrEP Initial	1	0	5	0	6
PrEP Routine	1	0	8	0	9
TOTAL					429

Clinical Services Vaccinations					
	Cedar Park	Georgetown*	Round Rock	Taylor	TOTAL
TVFC Uninsured	553	278	765	399	1,995
TVFC Medicaid	72	34	124	53	283
TVFC Underinsured	4	2	13	1	20
ASN	140	88	231	128	587
Private Flu	33	0	15	8	56
MOU Vaccine	0	8	1	0	19
Uninsured Flu	16	1	13	11	41
Monkeypox					19
COVID-19					246
TOTAL					3,266

TVFC/Immtrac2 Team	
Outreach Events	41
TVFC Providers Enrolled	56
School Records Audited	647
Licensed Childcare Facilities and Home Records Audited	2,125

Tuberculosis	
Active TB evaluated	22
Active TB cases treated	14
Latent TB cases treated	23
Total referrals of latent and active cases	434

Environmental Health Division

Environmental Health Inspections by Type	
Inspection Type	Number of Inspections
Central Prep Inspection	2
Commissary Inspection	2
Complaint Inspections	107
Compliance Inspection	240
Day Care / Foster Home Inspection	64
Daycare Sanitation Inspection	152
Farmers Market Routine Inspection	3
Follow Up Compliance Inspection	9
Foster Care Sanitation Inspection	3
Mobile Inspection (Annual)	265
Mobile Inspection (Routine)	15
Observational Inspection	122
Pre-Opening Inspection	285
Routine Inspection	1407
Temp Routine Inspection	18
Total	2,694

Environmental Health Permits by Type	
Permit Type	Number of Permits
Fixed Food Permit	2051
School Permit	157
Daycare Permit	119
Mobile Permit	185
Temporary Permit	1019
Farmers Market	36
Total	3,567

Environmental Health Plan Reviews by Type	
Type	Number
Fixed Food Facility	294
Daycare	3
School	8
Total	305

Epidemiology

Notifiable Condition Investigations by City and Condition								
	Vaccine Preventable Diseases	Invasive and Respiratory Diseases	Food and Water Borne Diseases	Hepatitis	Zoonotic Diseases	Healthcare Assoc. and Multi-Drug Resistant	Other Infectious Diseases	Total
Austin	20	2	32	4	5	2	1	66
Bartlett	0	0	1	0	0	0	0	1
Cedar Park	25	3	25	1	0	1	0	55
Coupland	0	0	1	0	0	0	0	1
Elgin	0	1	1	0	0	0	0	2
Florence	2	0	6	1	2	1	0	12
Georgetown	27	13	92	4	2	5	9	152
Granger	0	0	0	0	0	0	0	0
Hutto	13	1	24	2	2	1	0	43
Jarrell	1	2	20	2	4	0	1	30
Leander	30	5	45	6	6	2	3	97
Liberty Hill	6	3	11	1	1	1	0	23
Round Rock	41	17	76	10	8	5	4	161
Taylor	10	0	15	4	0	2	0	31
Thrall	0	1	1	0	0	0	0	2
Pflugerville	1	0	0	0	0	0	0	1
Harker Heights	0	0	0	0	0	1	0	1
Kingsland	0	0	0	0	0	1	0	1
San Paolo	0	0	1	0	0	0	0	1
Schwertner	0	0	1	0	0	0	0	1
								681

Epidemiology	
Outreach Events	4
COVID-19 Clusters Monitored	100
Non-COVID-19 Outbreaks Monitored	11
Mothers and Children in Perinatal Hep B Program	17

Integrated Vector Management	
Total Traps Set	624
Total Traps Submitted for Testing	549
Average Numbers of Culex Mosquitos per Trap	49
Mosquito Pools Tested	704
WNV-Positive Mosquito Pools	35
WNV-Positive Reported Human Cases	1
'Fight the Bite' Outreach Events	10

Executive Leadership

Emergency Preparedness and Response	
Exercises	4
Response Incidents	5
Trainings Offered	8

Medical Reserve Corps										
	Austin	Cedar Park	Georgetown	Hutto	Leander	Liberty Hill	Round Rock	Taylor	Weir	Total
Volunteer Hours Provided	320	32	462	48	18	34	3,374	82	8	4,378
Number of Events	1	1	4	1	1	2	4	4		18
Number of Volunteers	6	4	14	1	5		17	3	1	51

Marketing and Community Engagement

Social Media	
Facebook Reach	314,991
Facebook Page Visits	10,132
Facebook Page Followers	12,100
Twitter Followers	1,529
Tweet Impressions	48,185
Instagram Followers	166
Instagram Reach	2,411

Websites		
	www.wcchd.org	www.healthywilliamsoncounty.org
Total Users	56,943	9,600
New Users	56,995	9,500
Total Pageviews	139,130	9,400
Top Five Pages:		
1. www.wcchd.org	22,709	*
2. food_establishment_permits	8,582	*
3. apply_for_a_permit	8,399	*
4. food_service_inspections	7,810	*
5. health_resources (PESS)	4,519	
1. www.healthywilliamsoncounty.org	*	6,151
2. /2022 CHA	*	1,779
3. CHA_priorities	*	877
4. / HWC Coalition Home Page	*	845
5. /indicators_dashboard	*	767

Program Eligibility and Social Services

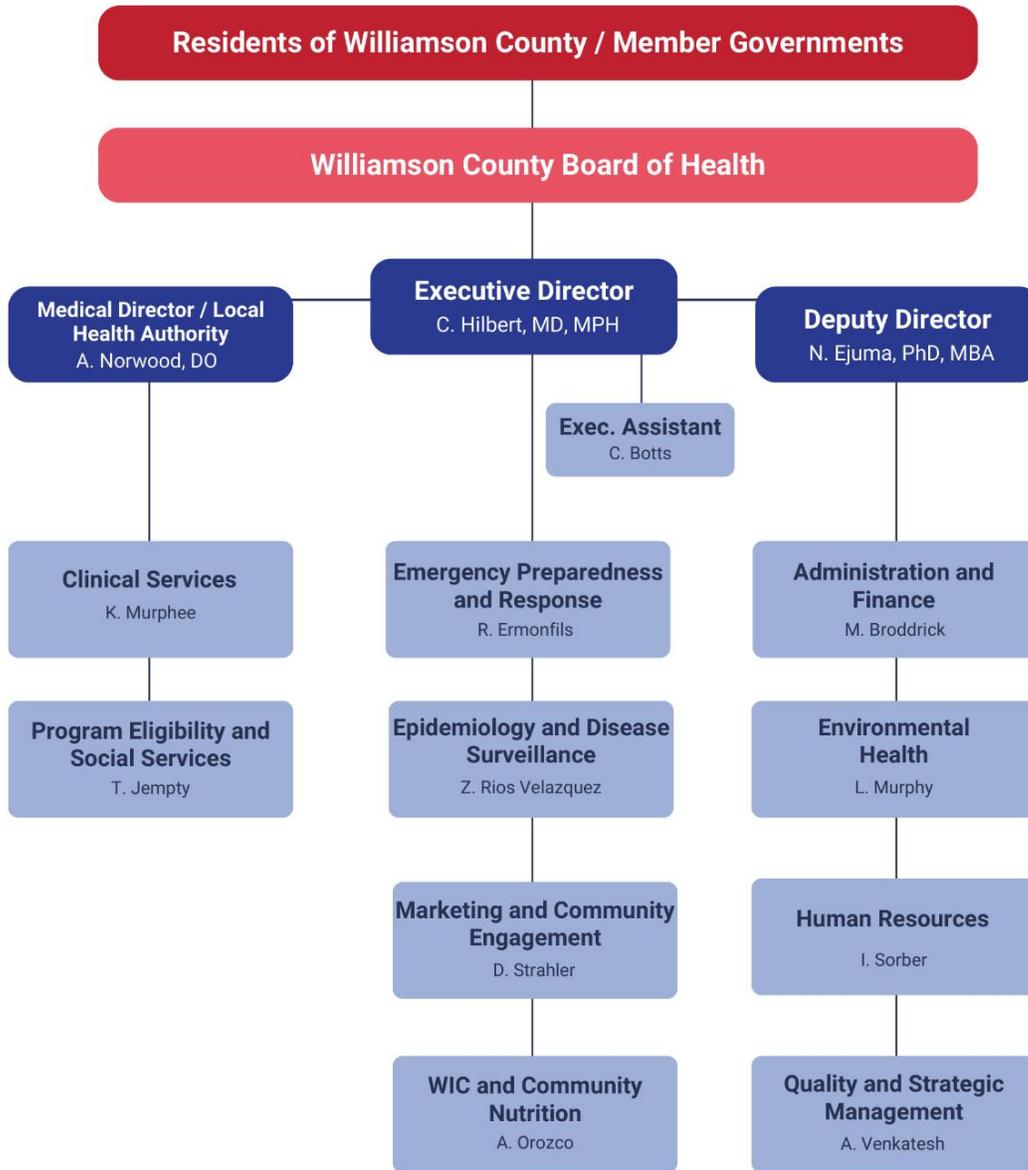
Wilco Care Client Applications and Acceptance by City of Residence											
	Austin	Florence	Cedar Park	Georgetown	Granger	Hutto	Jarrell	Leander	Liberty Hill	Round Rock	Taylor
Applications	46	14	64	146	11	32	13	44	24	169	85
Approved	32	11	48	111	8	23	10	32	16	122	62

Women, Infants, and Children (WIC)

WIC Encounters by Month and WIC Clinic Location						
	Cedar Park	Georgetown	Liberty Hill	Round Rock	Taylor	TOTAL
January	1768	1580	55	1967	796	6166
February	1832	1632	58	2026	817	6365
March	1919	1674	60	2102	859	6614
April	1934	1689	58	2123	850	6654
May	1981	1725	5	2183	873	6767
June	1956	1731	55	2171	887	6800
July	1919	1683	54	2187	865	6708
August	1905	1684	55	2202	886	6732
September	1884	1654	67	2163	846	6614
October	1922	1623	66	2160	844	6615
November	1885	1671	66	2111	868	6601
December	1746	1602	60	2017	801	6226
Total	22,651	19,948	659	25,412	10,192	78,862

APPENDIX C: ORGANIZATIONAL CHART

Williamson County and Cities Health District Organizational Chart



February 2024