

WILLIAMSON COUNTY AND CITIES HEALTH DISTRICT

IMPACT REPORT 2021



WILLIAMSON COUNTY, TEXAS

This page left blank intentionally.

Acknowledgments

Williamson County and Cities Health District (WCCHD) thanks the many individuals who enabled WCCHD to make the impact it did in 2021.

Williamson County Board of Health

Current Board of Health

Kathy Pierce, Board Chair, *Williamson County*

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

David Morgan, *City of Georgetown*

Laurie Hadley, *City of Round Rock*

Chris Copple, *City of Cedar Park*

Bob Farley, *City of Hutto*

Jeffery Jenkins, *City of Taylor*

Ed Tydings, *Williamson County*

Former Board of Health

Marlene McMichael, Board Chair, *Williamson County*

Scott Parker, *City of Leander & City of Liberty Hill*

Mary Faith Sterk, *City of Georgetown*

Cynthia Flores, *City of Round Rock*

Ed Strout, *City of Cedar Park*

Terrance Owens, *City of Hutto*

Joan Maxfield, *City of Taylor*

Joanne Land, *Williamson County*

WCCHD Executive Leadership Team



Executive Director

Caroline Hilbert, MD, MPH



Deputy Director

Nancy Ejuma, PhD, MBA



Medical Director/Health Authority

Amanda Norwood, DO

WCCHD District Leadership Team

Michelle Broddrick, *Administration and Finance*

Nicole Evert, MPH, *Epidemiology and Emergency Preparedness*

Lori Murphy, RS, CPH, CPO, *Environmental Health*

Deb Strahler, *Marketing and Community Engagement*

Kaitlin Murphee, RN, BSN, *Clinical Services*

Tara Jemty, MS, LBA, BCBA, *Program Eligibility and Social Services*

Alissa Orozco, *WIC and Community Nutrition*

Ivah Sorber, MS, *Human Resources*

Table of Contents

Acknowledgments.....	2
Executive Summary	4
Strategic Plan Goals	4
Division Strategic Plan Progress.....	5
Clinical Services.....	5
Environmental Health.....	7
Epidemiology and Emergency Preparedness Division.....	8
Human Resources Division.....	10
Marketing and Community Engagement Division	11
Program Eligibility and Social Services	13
Quality and Strategic Management Division	14
Women, Infants, and Children and Community Nutrition Division.....	15
Appendix B: Division Data.....	17
Appendix C: WCCHD Organizational Chart.....	33

Executive Summary

2021 was a challenging year for our community, and the staff of Williamson County and Cities Health District (WCCHD) met the challenges with creativity, dedication, and organization. We played many important roles in helping protect our community during the global pandemic of COVID-19 and through a dangerous winter. We met community members where they were to ensure they were safe, supported, informed, and empowered to contribute to their communities' health. We also reflected on our values of inclusion and equity — values that guided our work externally — and took steps to understand how WCCHD can embody those values internally. WCCHD is looking forward to a future in which we continue to partner with communities to promote and protect the health of the people of Williamson County.

Strategic Plan Goals

WCCHD combined the annual Service Report and Strategic Plan Progress Report to create the Impact Report, which highlights the impact WCCHD divisions have on the health and well-being of Williamson County residents. Data and division narratives are guided by the three Strategic Plan Goals:



Community Outreach

WCCHD Divisions engage community leaders and residents to address the Top Health Priorities established by Healthy Williamson County Coalition's Community Health Assessment. The Top Health Priorities include social and structural determinants of health, mental health and well-being, chronic disease and chronic disease risk factors, and access to healthcare. Community outreach helps educate the community to build a healthy and resilient Williamson County.



Health Equity

WCCHD divisions strive 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 and meaningfulness of work at 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.

Division Strategic Plan Progress

Clinical Services

The core clinical health services provided at all four public health centers in Cedar Park, Georgetown, Round Rock, and Taylor include immunizations for children and adults; screening and treatment of tuberculosis; and testing, treatment, and counseling for sexually transmitted infections. Other services offered include flu shots, comprehensive well-women exams, and pregnancy screening.



A WCCHD first, Clinical Services provided critical treatment for a person with ocular neurosyphilis. Treating a case this complex is usually outside the capabilities of WCCHD public health clinics. The person came to WCCHD seeking help and treatment due to being uninsured and unable to afford critical treatment. Clinical staff members could not leave this patient untreated; they were determined to provide care. After hours and on weekends, Nurse Practitioner Jenny Ontiveros and Medical Authority Dr. Amanda Norwood worked with the Texas Department of State Health Services (DSHS) to obtain medications, then provided outpatient treatment in consult with Baylor Scott & White. The patient made a full recovery with the help of Clinical Services. This case led DSHS to create a new statewide protocol for treating future ocular neurosyphilis.



Clinical Services promoted three internal staff members in 2021. Kaitlin Murphee became the Clinical Services Director after three years as a public health nurse with Clinical Services at WCCHD. Biviana Beltran, who had worked as a certified medical assistant with Clinical Services for two years, became the Customer Service Representative team lead. After three years as a public health nurse with Clinical Services, Kevin Defina became the public health nurse team lead. The internal promotions helped staff members grow professionally.



WCCHD Clinical Services strengthened community partnerships with Lone Star Circle of Care, Sacred Heart Community Clinic, and Austin-based organization Any Baby Can to create a patient referral program. The referral program will provide additional resources and support for WCCHD patients.

WCCHD COVID-19 Vaccination Response



WCCHD followed the COVID-19 vaccine phase criteria set by the Texas Department of State Health Services (DSHS). In Phase 1A, frontline healthcare workers as well as residents and staff of long-term care facilities were eligible to receive the vaccine. Phase 1B included people aged 65 or older or those aged 16 or older with a health condition that increased their risk of severe COVID-19 illness. On March 3, 2021, DSHS expanded the vaccine-eligible population to include school and licensed childcare personnel. On March 15, 2021, Phase 1C began, including people aged 50 to 64. On March 29, 2021, DSHS added to the eligible population everyone aged 16 and older. On May 12, 2021, a COVID-19 vaccine

was approved for children aged 12 and older, and on November 3, 2021, a COVID-19 vaccine was approved for children aged 5 and older.

COVID-19 point of dispensing (POD) operations took substantial coordination across WCCHD divisions and community partners to meet the demand for COVID-19 vaccination. From planning, to informing the public about PODs, to coordinating day-of logistics, to administering vaccines, nearly every WCCHD division played a role in our vaccine efforts. The POD operations were staffed by the WCCHD Clinical Services Division, Epidemiology and Emergency Preparedness Division, volunteers from other WCCHD divisions, Williamson County (WilCo) Medical Reserve Corps, WilCo EMS, local fire departments, contract workers, and other volunteers from the community. Such a concerted effort allowed hundreds of individuals to be vaccinated daily at PODs. The work extended beyond vaccine administration and included lots of paperwork and record keeping. Clinical Services and the Immunization Advocacy team entered thousands of vaccine records throughout the year, complying with DSHS' requirement that COVID-19 vaccine records be entered into ImmTrac2 within 24 hours of administration. Ultimately, WCCHD administered 23,752 COVID-19 vaccines in 2021.

In addition to administering COVID-19 vaccines at WCCHD PODs and public health centers, the WCCHD Clinical Services Division also performed mobile vaccine operations. Clinical Services visited nursing homes, long-term care facilities, homebound individuals, and WilCo jails to ensure everyone who needed a COVID-19 vaccine could receive one.

Later in 2021, WCCHD analyzed COVID-19 vaccine uptake across Williamson County and found lower rates of uptake in Taylor. To meet the need, WCCHD began a walk-in clinic in Taylor which it held every Tuesday (called "Taylor Tuesday"). The clinic offered first and second doses of the vaccine for children and adults, as well as booster doses. The COVID-19 Vaccine Equity Outreach Coordinator and the COVID-19 Immunization Coordinator, whose positions were funded by a DSHS grant, organized the clinics.

Immunization Advocacy



Clinical Services' Immunization Advocacy team worked closely with fire chiefs from around Williamson County and first responders from Georgetown Fire Department, Cedar Park Fire Department, Taylor Fire Department, and Round Rock Police Department to discuss the importance of routine vaccinations and easy access to vaccination records during an emergency.



In the fall of 2021, the Immunization Advocacy outreach team attended the Future Readiness Fair at Georgetown High School. The team educated students about the importance of routine vaccinations for college, the military, and careers in the health field. The team also registered 18-year-old students in the Texas Immunization Registry, which allows easy access to immunization records at any point in their lives.

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 EH Division provides services through the Retail Food Safety program.



The EH Division's Retail Food Safety staff developed a food safety cultural competency curriculum to learn about food preparation techniques used in various cuisines, such as Mexican, West Asian and North African, Vietnamese, and Kosher. Each food inspector researched a cuisine's traditional food preparation techniques. Now, when they inspect food establishments, the food inspectors understand and adjust for differences in food preparation but still adhere to the food safety laws.



Retail Food Safety staff attended a training hosted by Texas A&M AgriLife in December to better understand rodent, cockroach and fly ecology, and what to look for on public health inspections. They learned about the most common pest problems that institutions and food processing facilities encounter. Participants looked at insect specimens under microscopes and met with pest control vendors to see what types of products are available for use and what they should be used for to make recommendations to business owners.

Cross-Division Teamwork Spotlight

In March 2021, Seton Hospital notified WCCHD's epidemiology team about a case of *Salmonella* Typhimurium in a child, whose case was part of a multi-state outbreak. *Salmonella* Typhimurium is commonly associated with contact with animals. During the routine interview, epidemiologists discovered that the family of the sick child owned pet turtles. The Environmental Health Division worked with epidemiologists to obtain samples from the family's home and the Round Rock pet store where the family had purchased the turtles. The samples from the family's home gave no results, but the samples from the pet store turtle habitats came back positive for *Salmonella* Braenderup, a different serotype of *Salmonella* than the one causing the outbreak.



Epidemiology and Emergency Preparedness Division

The Epidemiology and Emergency Preparedness (EEP) Division investigates and responds to disease outbreaks as well as collects and analyzes data on more than 80 diseases and disease syndromes. Additionally, the EEP Division leads planning and response activities for public health emergencies in Williamson County and collaborates with local and state agencies in these activities.

Emergency Preparedness



In February 2021, Winter Storm Uri created severe weather conditions, including record-low temperatures and snowfall, for most of the state of Texas. The majority of Williamson County (WilCo) lost power and water for days, resulting in a dangerous situation for residents. The response to Winter Storm Uri lasted from February 11–24. The WCCHD Emergency Preparedness and Response (EPR) team performed emergency operations to support Williamson County Emergency Management and other community partners.

EPR coordinated available WCCHD staff to ensure adequate public health support. Staff collected and delivered water, blankets, and heaters to the Emergency Services Operations Center (ESOC) and Emergency Medical Services (EMS) stations for distribution to vulnerable populations. The WCCHD Epidemiology and Emergency Preparedness Division (EEP) staff coordinated with the WilCo Community Health Paramedicine Team to identify water and electricity needs at long-term care facilities.

The storm affected Williamson County's public water systems. The water supply was interrupted, and when it resumed, a boil water notice was issued so residents would rid their water of contaminants. The city of Taylor lost water for almost a week, which strained restaurants. Environmental Health Supervisors Jovette Newton and Mark Churilla went door to door helping the restaurants in Taylor remain open by teaching them about temporary handwashing setups and proper boiling methods for disinfection.



The Marketing and Community Engagement Division shared community resources and safety guidance through WCCHD's social media pages, website, and press releases. With the support of many WCCHD divisions and community partners across Williamson County and Texas, the WCCHD EPR team responded quickly to the needs of Williamson County residents.

Epidemiology



In the early stages of the COVID-19 pandemic, WCCHD recognized that staff needed to be trained in conducting infection control assessments of high-risk facilities in the community. WCCHD worked with the Williamson County Community Health Paramedicine team and the National Association of County and City Health Officials to provide training for the entire Epidemiology team in the use of personal protective equipment and in infection control assessments.



After completing the education and field training, the Epidemiology team performed more than 20 COVID-19-specific infection control assessments at high-risk facilities. These assessments promoted communication among staff at the facilities and enabled the Epidemiology team to provide relevant infection prevention and control recommendations to the staff.



Epidemiologist Zullymar Rios Velazquez wanted to learn more about infection prevention and control practices and equip herself to conduct comprehensive infection control assessments independently. She was accepted into the Texas Department of State Health Services (DSHS) Healthcare Acquired Infection Mentoring Program. The program matches local health department staff with subject matter experts at DSHS, who provide support for infection control assessments and collaboration to reduce healthcare acquired infections and outbreaks in the facilities.



WilCo Medical Reserve Volunteer Corps



Tim St. Peter, Coordinator of the WilCo Medical Reserve Corps (MRC) unit, partnered with the student-led organization HOSA-Future Health Professionals at Cedar Park High School and Stony Point High School. Through this partnership, 27 high school students participated in outreach projects and gained valuable experience for a future career in medicine. Together, they completed over 2,000 hours of community outreach, including participation in WCCHD events.



Staff Spotlight – Tim St. Peter



In 2021, the MRC team, led by Tim St. Peter, was nominated for the Innovator Award from the United States Department of Health and Human Services. This award honors an MRC unit that has initiated and carried out a novel and innovative activity over the past year that has helped build on MRC unit and housing organization efforts, engaged unit volunteers in the process, and contributed to strengthening the community's public health, preparedness, and response infrastructure. WCCHD's MRC unit received an honorable mention for its unique approach to recruiting and engaging volunteers.

Human Resources Division

The Human Resources (HR) Division is responsible for planning, organizing, developing, and administering uniform human resources, risk management and safety policies, procedures, programs, and services.



In the fall of 2021, the HR Division orchestrated an all-staff unconscious bias training led by Lorne Epstein from Electric Cow LLC. The training taught 71 WCCHD employees how first impressions impact the way people perceive others unconsciously. During the training, staff participated in conversation to realize and accept their own biases. Epstein showed staff how to limit their unconscious bias so they could better serve the Williamson County community. The training encouraged WCCHD team members to focus on diversity, equity, and inclusion when serving clients, recruiting to strengthen our workforce, and building community partnerships.



The HR Division implemented a new system for employee evaluations, *Perform* from NEOGOV. In *Perform*, forms are online and stored in a secure system, eliminating the risk of lost paperwork. Interactive questions allow managers and employees to set goals and give or receive feedback, making expectations clear and growth measurable. *Perform's* standardized process and reminders to complete steps keep managers and employees accountable for completing evaluations. This year, using the new system, managers completed and submitted evaluations for 100% of WCCHD employees

Task	Employee Name	Related To	Due
Rate Standard Employee Evaluation for Amy Appleby	Amy Appleby	Standard Employee Evaluation	10/12/2015
Sign Standard Employee Evaluation for Matt Hill	Matt Hill	Standard Employee Evaluation	12/20/2015
Rate Standard Employee Evaluation for Josh Smith	Josh Smith	Standard Employee Evaluation	01/7/2016
Approve & Sign Parking Form for Tracy Finnigan	Tracy Finnigan	Parking Form	01/18/2016
Approve Standard Employee Evaluation for Amy Appleby	Amy Appleby	Standard Employee Evaluation	02/08/2016
Meeting with Monica Barnes	Monica Barnes	Promotion Evaluation	04/10/2016
Sign Annual Evaluation 2016 for Ashley Pizner	Ashley Pizner	Annual Evaluation	05/03/2016
Meeting with Jessica Roberts	Jessica Roberts	Promotion Evaluation	05/12/2016
Approve & Sign Parking Form for Tracy Finnigan	Tracy Finnigan	Parking Form	05/12/2016
Approve Standard Employee Evaluation for Amy Appleby	Amy Appleby	Standard Employee Evaluation	05/12/2016



The HR Division continues to work with Diversity, Equity, and Inclusion Specialist Lorne Epstein to analyze WCCHD's current recruitment practices. The HR Division will use the findings to improve recruitment processes and plan efforts to create a diverse, equitable, and inclusive workforce. The HR team hopes these will help WCCHD build a strong team to support the Williamson County community.

Marketing and Community Engagement Division

The Marketing and Community Engagement (MCE) Division improves the health and wellness of the county by providing agency-level and community health information via the WCCHD website, news releases, and social media accounts. The MCE Division also coordinates outreach at events and manages the Healthy Williamson County Coalition and the Coalition's community data and resources website.



The WCCHD website was overdue for a modern redesign that was more user-friendly, especially as traffic to the website increased due to the COVID-19 pandemic. A Public Health Preparedness grant gave WCCHD the opportunity to launch a new website. The WCCHD MCE Division analyzed different public health departments across the United States to find a format that would work best for WCCHD. The most common complaint from users about the old website was that finding certain information was difficult or nearly impossible. Instead of dividing the navigation into divisions, the team decided to divide the website into “Healthy People” and “Healthy Spaces.” “Healthy People” would house information and services from the Clinical Services; Women, Infants, and Children and Community Nutrition; and Epidemiology and Emergency Preparedness divisions. “Healthy Spaces” would house the Environmental Health Division's services. The new website also has a “How Do I” feature that makes it easier to access the most frequently viewed pages. With an attractive and easy-to-use design, the website puts WCCHD's health services and information at community members' fingertips.



The WCCHD MCE Division enlisted the help of XOMAD Influencer-Led Marketing in the fall of 2021 to harness the power of social media influencers to impact health. With the help of the influencers, WCCHD reached a broader audience to disseminate messaging about COVID-19 vaccines. XOMAD combed the internet to find 31 influencers in Williamson County with a follower base between 1,000 and 150,000. The posted content had more than 1.3 million views/impressions across Instagram, Twitter, and Facebook. The 121 posts had more than 11,600 social engagements. An estimated 257,000 Williamson County residents saw content posted by participating creators — that is 42% of Williamson County. During the campaign, the vaccination rate in Williamson County increased by 4.61%.



Emely Turish is in Round Rock, Texas.
November 10 at 9:12 PM · 🌐

What have you enjoyed most so far this year? Boo & I been to several weddings and have been able to slowly get back to traveling - which I have missed so much! #ad
Being able to travel - even if it is just domestically for now - feels incredible. Especially knowing that Boo and I are fully vaccinated against covid19.
I've partnered with @WCCHDCTX to encourage you to do your own research provided by medical professionals and scientists regarding the covid19 vaccine. There is so much misinformation online. To learn the facts, visit wcchd.org/covid-19 🟢
Let's all do our part to take care of each other and our community. #ThisIsOurShotWillCo #MyHealthOurCommunity



Healthy Williamson County Coalition

The Healthy Williamson County Coalition (HWC) strives to improve the overall health of the Williamson County community through its seven working groups and engagement in community-led public health initiatives. The HWC team worked with community leaders and partners to teach about the effects and prevention of chronic diseases, promote allyship for Asian American health, and coordinate a health fair in Taylor.



The Coalition partnered with Williamson County Justice of the Peace Precinct 3 to host a virtual community presentation, “Healthy Inside and Out.” The presentation shared how chronic diseases and other preventable health conditions affect the Williamson County community. Presenters included Judge Evelyn McLean, Dr. Satish Chundru (forensic pathologist), Maggie Amaku (It’s Time Texas), and Kelli McGuire (WCCHD). Judge Evelyn McLean, who knew how chronic diseases impacted the community, made it her mission to educate the community about the importance

of living an active and healthy lifestyle. Williamson County forensic pathologist Dr. Satish Chundru shared autopsy photographs of individuals who presented with chronic diseases at the time of death. As a part of “Healthy Inside and Out,” HWC partnered with It’s Time Texas to launch a healthy lifestyle community challenge.



The Coalition hosted its first Asian American Health Promotion and Allyship Webinar with Austin Asian Impact and Age to Inspire. It was a dialogue about the disparities the Asian American community faces in health outcomes and indicators and discussed how to build allyship, collaborate with, and understand the needs of the Asian American community in Williamson County.



The HWC team co-planned the November 13, 2021, Dr. Dickey Day Health Fair and Thanksgiving Feast of Sharing in Taylor, where 100–150 community members received a Thanksgiving meal, giveaway items, and door prizes. The health fair included 15 vendors who offer services in Taylor, such as a food pantry, Medicaid assistance, educational opportunities, substance use prevention resources, transportation, and more. Five divisions from WCCHD enriched the health fair, including Program Eligibility and Social Services (PESS); Women, Infants, and Children and Community Nutrition (WIC); Epidemiology and Emergency Preparedness (EEP); Clinical Services; and the Medical Reserve Corps unit, which also provided outstanding high school volunteers for the event.

Through their booths, these divisions showed community members some of what WCCHD does for the community of Taylor (a health equity zone) and provided some attendees with direct help. The PESS

Division shared information about WilCo Care (the county's indigent care program) and how to access social services, the WIC Division provided helpful materials and information about services for Williamson County mothers and children, and the EEP Division helped attendees learn how to be prepared for future emergencies. The Clinical Services Division had both the clinic and immunization teams there. They educated attendees about their services and leveraged the community's trust in the Dickey Museum & Multipurpose Center to deliver COVID-19 vaccines — including first and second doses and boosters — to 19 attendees.



During the health fair, WCCHD and Alpinista Consulting held a community listening session among South Taylor community leaders. The listening session was a guided conversation that prompted participants to share their insights into the health and related attributes of their community. Their observations and feedback informed the WCCHD Community Health Assessment. After discussing Taylor's strengths and health challenges, the group of community leaders decided to continue meeting for community conversations, demonstrating collective action and empowerment.

The HWC team worked with the Dickey Museum & Multipurpose Center, Blackshear/O.L. Price Ex-Student Association, Texas State University College of Health Professions, and LifeSteps Council on Alcohol and Drugs to plan the Dr. Dickey Day Health Fair and Thanksgiving Feast of Sharing, and St. David's Foundation helped sponsor the event.

| Program Eligibility and Social Services

The PESS division screens for eligibility for federal, state, and local healthcare programs, serves as a patient advocate and liaison across multiple providers, provides short-term case management, health and social service information, participates in community outreach events, and makes appropriate referrals to other agencies and partners within Williamson County.

Quality and Strategic Management Division

The Quality and Strategic Management (QSM) Division helps unify WCCHD's vision by bridging the gaps in staff, leadership, services, customers, and stakeholders from brainstorming to implementation to evaluation. The QSM division helps others improve what they do, often by helping manage WCCHD's major agency initiatives and projects.



The WCCHD QSM Division worked with Prevention Institute, a national nonprofit, to offer two virtual health equity trainings for all WCCHD employees. These trainings facilitated learning about the interconnections between health equity and racial justice. WCCHD employees learned how to analyze equity frameworks to explore how equity applies to health and racialized inequities. Through these trainings, employees learned how to identify opportunities to further integrate health equity and racial justice into all the work WCCHD does.



WCCHD's Quality Improvement Committee, led by the QSM Division and made up of members from multiple divisions, developed and tested a health equity project evaluation tool to assess the equity impact of projects and division operations. The evaluation tool was developed by the whole committee and tested by assessing the health equity impacts of WCCHD's COVID-19 vaccination efforts. The purpose of the tool is to ensure that health equity is a focus for all of WCCHD's projects and programs.



In 2021, the QSM Division worked with the Marketing and Community Engagement Division and the Community Health Assessment Task Force, a group comprising multiple community partners such as hospitals and nonprofits, to develop the 2022 Williamson County Community Health Assessment (CHA). Published by WCCHD every three years, the CHA is a detailed assessment of the health needs of Williamson County. Quantitative and qualitative data are collected through various methods, including focus groups, community surveys, listening sessions, and primary and secondary data analysis. Community partners and WCCHD use the CHA to inform future programs and services.



The CHA team recruited Williamson County youth to take photographs illustrating aspects of their community's health and write narratives about them for a Photovoice project. Their photographs and narratives informed CHA findings by providing insight into the experiences of young people in Williamson County. The CHA team worked with some of the youth photographers who were recruited from the Boys & Girls Club of Georgetown and with Tilted Chair Creative to produce videos spotlighting the work of the youth photographers. Through interviews with the photographers about the experiences their photographs depict, the Photovoice videos offered youth a platform to creatively express their inspiration, experience, and perspective.



Women, Infants, and Children and Community Nutrition Division

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 four public health centers in Cedar Park, Georgetown, Round Rock, and Taylor.



To promote breastfeeding education, the WCCHD WIC Division hosted a drive-through event called the "Mommy-to-Bee and Ba-Bee Shower" on Saturday, August 7th, 2021, the last day of World Breastfeeding Week. The WIC Division teamed up with community partners to educate mothers about the importance of a healthy lifestyle. The WCCHD Clinical Services and Program Eligibility and Social Services divisions promoted WCCHD services. As part of the event, WCCHD was chosen to host a Global Big Latch On event, where people gather to breastfeed and offer peer support to each other. Global Big Latch On events take place at registered locations around the world.

The "Mommy-to-Bee and Ba-Bee Shower" hosted 118 attendees from around Williamson County. The Medical Reserve Corps unit joined the WIC team to support day-of operations and ensure the event was successful.



Once a small town, Liberty Hill has seen expansive growth over the last several years. The WCCHD WIC Division, which once operated a satellite clinic in Liberty Hill, saw participation dwindle in 2017 and had to close the satellite clinic. Liberty Hill residents had no nearby WIC location.

Then, in the summer of 2021, the WIC Division decided to reopen a satellite clinic in Liberty Hill to serve the 90+ WIC participants in the area. Texas WIC Agency approved the WIC satellite clinic site at the Community Resource Center in Liberty Hill. The clinic operates every first Friday and third Monday of the month, restoring nearby WIC services to residents of Liberty Hill.

Appendix B: Division Data

Administration and Finance Division

2021 Completed Grants

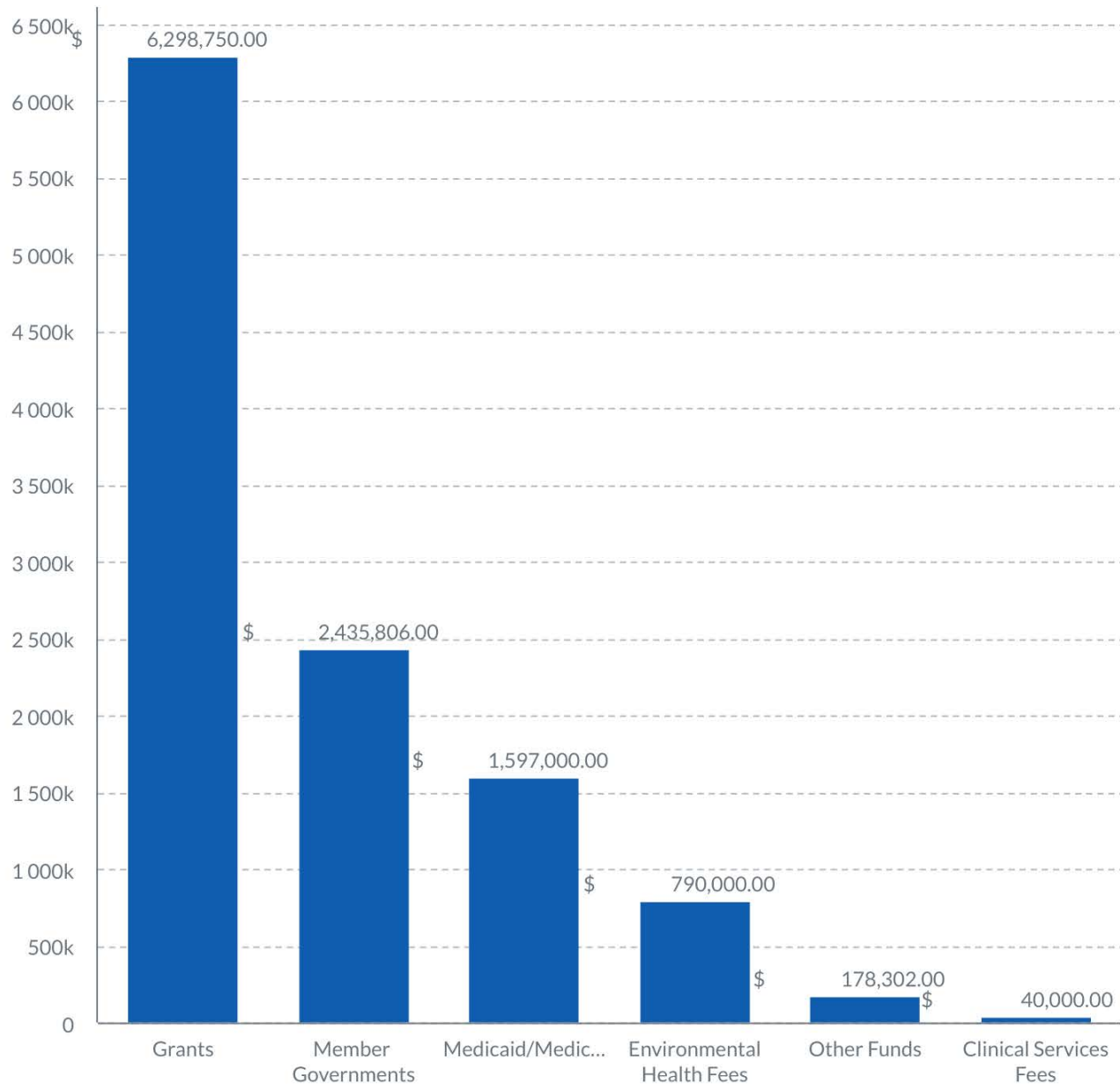
- Episcopal Health Foundation Develop Cross-Sector Partnership
- St. David's Foundation Williamson County Pathways
- Public Health Crisis Response Cooperative Agreement for Emergency Response
- Georgetown Health Foundation Resilient WilCo Internship

2021 Ongoing Grants

- Public Health Workforce Grant
- DSHS Immunizations Grant
- DSHS COVID-19 Health Disparities Grant
- DSHS COVID-19 Response Part A
- DSHS COVID-19 Response Part B
- DSHS COVID-19 Infectious Disease Unit Grant
- DSHS COVID-19 Infectious Disease Unit Grant
- DSHS COVID-19 Recovery Phase 3
- DSHS COVID-19 Recovery Phase 4
- NACCHO Disabilities Grant
- NACCHO Vaccine Uptake Grant
- Tuberculosis Prevention and Control
- DSHS Public Health Emergency Preparedness
- Infectious Disease Unit Surveillance Grant
- DSHS Local Public Health Systems Grant
- DSHS Tuberculosis Prevention and Control
- Health and Human Services Commission (HHSC) Women, Infants, and Children

Administration and Finance

2021 Fiscal Year Working Operating Budget \$11,340,358



WCCHD Grant Management



Clinical Services Division

Clinical Services Pregnancy Tests, 2021

Cedar Park	1
Georgetown	4
Round Rock	1
Taylor	1
Total	7

Clinical Services Women's Health Visits, 2021

	Well Woman Exams	Follow-Up Well Woman Exams	Birth Control
Cedar Park	6	1	0
Georgetown	0	0	0
Round Rock	14	0	2
Taylor	0	0	0
Total	20	1	2

Clinical Services Sexual Health Visits, 2021

	STI Follow-Up	STI Male	STI Provider	STI Nurse	STI State	PrEP Initial	PrEP Routine	STI Telehealth
Cedar Park	5	21	16	0	1	1	0	8
Georgetown	0	0	0	0	0	0	0	0
Round Rock	10	49	49	3	4	3	1	13
Taylor	0	0	0	0	0	0	0	0
Total	15	70	65	3	5	4	1	21

Clinical Services Vaccinations, 2021

Month	Cedar Park	Georgetown	Round Rock	Taylor	Total
TVFC Uninsured	319	213	276	44	852
TVFC CHIP	0	1	0	0	1
TVFC Medicaid	58	76	54	26	214
TVFC Underinsured	4	7	4	0	15
TVFC AI/AN	0	0	1	0	1
ASN	90	45	64	18	217
Private Flu	6	3	4	2	15
MOU Vaccine	0	11	1	0	12
Uninsured Flu	20	14	22	6	62
Total	497	370	425	96	1388

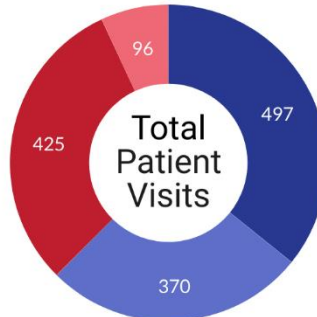
Clinical Services

WCCHD Clinical Services provides important and necessary preventative health services to keep Williamson County healthy. Clinical services include comprehensive well women exams, sexually transmitted infection testing and treatment, tuberculosis screening and treatment, and providing vaccines for uninsured/underinsured children and adults.

Locations

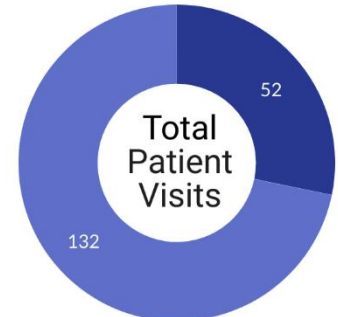
- Cedar Park
- Georgetown
- Round Rock
- Taylor

Vaccinations



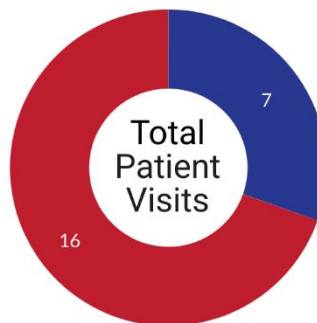
Vaccinations include: TVFC uninsured, TVFC CHIP, TVFC Medicaid, TVFC underinsured, TVFC AI/AN, ASN, private flu, mou vaccine, and uninsured flu

Sexual Health



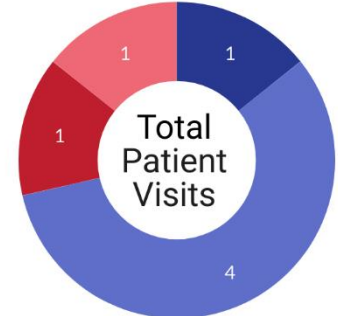
Sexual health visits include: STI follow-up, STI mail, STI provider, STI nurse, STI state, PrEP initial, PrEP routine, and STI telehealth

Women's Health



Women's health visits include: well women exams, follow-up well women exams, and birth control.

Pregnancy Tests



WCCHD Immunization Advocacy Stats

DSHS' Texas Vaccines for Children (TVFC), Adult Safety Net (ASN), and ImmTrac2

6 outreach events

55 TVFC providers enrolled

1,818 First responders registered in ImmTrac

7 ISD school audits

30 Licensed childcare facilities and homes audited for vaccine requirement compliance



Environmental Health Division

Environmental Health Inspections, 2021

Routine Food Establishment Inspections	1,786
General Sanitation/Environmental Inspections	269
Pre-Opening Food Establishment Inspections	221
Complaint Investigations	149
Compliance/Follow-Up/Other Inspections	360
Total	2,785

Environmental Health, 2021

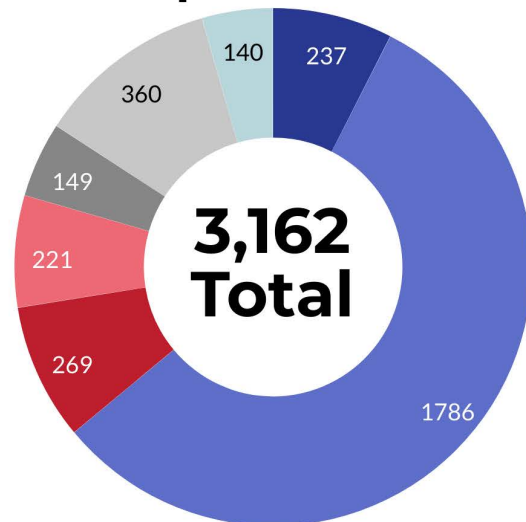
Temporary Food Event	503
School Routine Food Inspections	292
Blueprint/Plan Reviews	237
Mobile Food Vending Permits	209

Environmental Health

EH's Responsibilities Include:

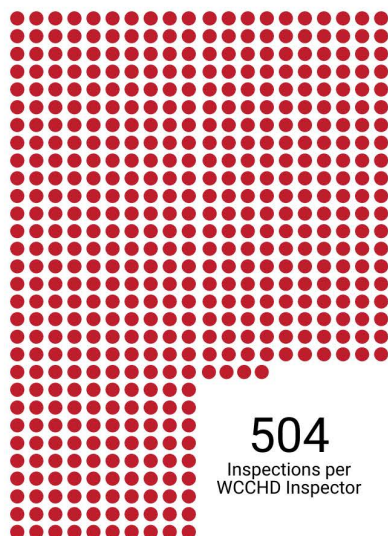
- **Specialty Permits:** mobile food, temporary food, and farmers' markets
- Maintaining a 24/7 **emergency response** to public health hazards
- Investigating **foodborne illness** with Epidemiology based on severity and risk to public
- **Reviewing plans** and blueprints for pre-opening establishments
- Performing state-mandated inspections for **environmental health and safety** at locations such as daycare centers, foster care homes, and adoption homes
- In areas of the unincorporated County EH serves as a code enforcement agency regarding **environmental hazards, public nuisance complaints, and general sanitation assessments**
- **Permitting and inspecting** public and semi-public pools, spas, and public water interactive feature/fountains.

WCCHD 2021 Completed Inspections



- Plan Reviews (Food) Completed (7.5%)
- Routine Food Inspections (56.48%)
- General Sanitation Inspections (8.51%)
- Pre-opening Inspections (6.99%)
- Complaint Investigations (4.71%)
- Compliance/Follow-up Inspections (11.39%)
- Pool Inspections (4.43%)

3,022 Food Inspections per Inspector



VS.



6 TOTAL
WCCHD
INSPECTORS

For further explanation and
questions email eh@wilco.org



Epidemiology and Emergency Preparedness Division

Notifiable Condition Investigations by City and Condition, 2021

City	Vaccine Preventable Diseases	Invasive and Respiratory Diseases	Food and Water Borne Diseases	Hepatitides	Zoonotic Diseases (West Nile virus, Lyme disease, malaria, dengue, etc.)	Healthcare and Associated and Multi-drug Resistant	Other Infectious Diseases	Total
Austin		2	5	6	1		1	15
Bartlett			2					2
Cedar Park		4	6	1	3	1		15
Coupland			1					1
Elgin			1					1
Florence				1		1		2
Georgetown	2	3	33	16	4		2	60
Granger			1					1
Hutto	1	1	11	1	2			16
Jarrell	1	1	5	1				8
Leander	1	4	15	2	2			24
Liberty Hill		2	8	2				12
Round Rock	3	8	42	12	4	4		73
Taylor		3	16	4	1	1		25
Thrall		1	3					4
Total	8	29	149	46	17	7	3	259

Mosquito Surveillance Summary, 2021

Total Traps Set	510
Total Traps Submitted	502
Average Number of <i>Culex</i> Mosquitoes per Trap	32
Number of Mosquito Pools Tested	615
Number of WNV-Positive Mosquito Pools	12
Number of WNV-Positive Reported Human Cases	0
Number of 'Fight the Bite' Outreach Events	14

Epidemiology and Emergency Preparedness



5 outreach events

to educate providers on notifiable conditions and perinatal hepatitis B prevention activities



9 mothers and 8 infants

received case management and education through the perinatal hepatitis B prevention program



259 investigations

of notifiable conditions (excluding COVID-19), providing infection prevention and control recommendations



4 non-COVID-19 outbreaks

including unknown gastrointestinal illnesses and salmonellosis



424 COVID-19 clusters

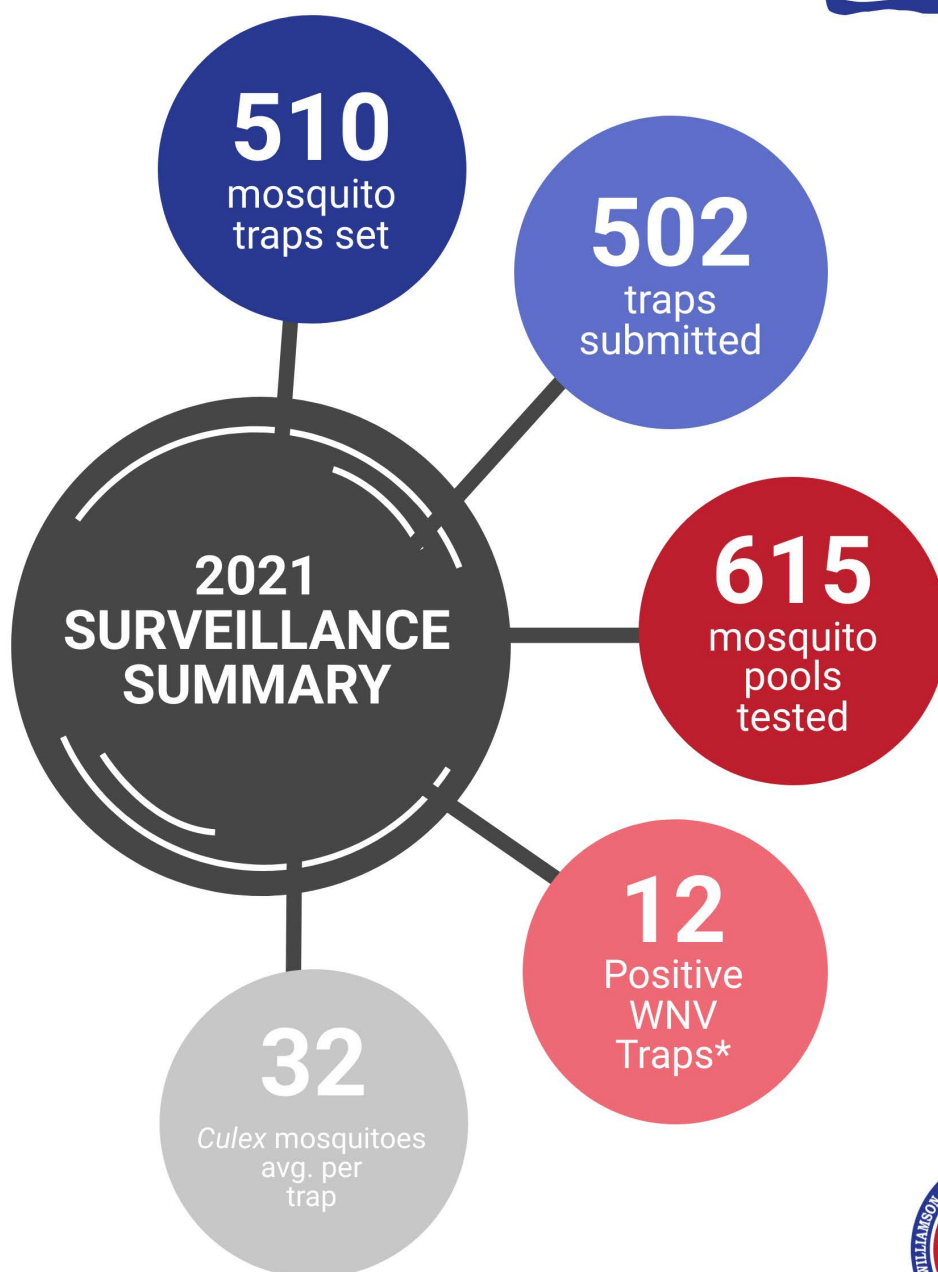
investigated and advised about infection prevention and control, quarantine, and isolation



Mosquito/West Nile Virus Management Program

The Integrated Vector Management (IVM) Program at Williamson County and Cities Health District (WCCHD) protects the health of county residents from vector-borne diseases through surveillance, control, prevention, and community outreach.

14
Fight the Bite
outreach
events



*Positive West Nile Virus Traps

Medical Reserve Corps

The Medical Reserve Corps, or MRC, is a national network of local groups of volunteers committed to improving the health, safety, and resiliency of their communities. The Medical Reserve Corps is organized under the office of the United States Surgeon General.



COVID-19 CALL CENTER
4 volunteers = 187 volunteer hours



2021 OUTREACH EVENTS
9 events supported by
13 volunteers = 368 volunteer hours



WINTER STORM URI RESPONSE
4 volunteers = 40 volunteer hours



WIC NATIONAL BREASTFEEDING MONTH OUTREACH
3 volunteers = 18 volunteer hours



WIC MOBILE CLINIC SITE
7 volunteers = 567 volunteer hours



INFECTION CONTROL ASSESSMENT AND RESPONSE (ICAR) GRANT PROJECTS
5 volunteers = 460 volunteer hours



COVID-19 VACCINE POINT OF DISPENSING (POD) TAYLOR SITE
5 volunteers = 460 volunteer hours



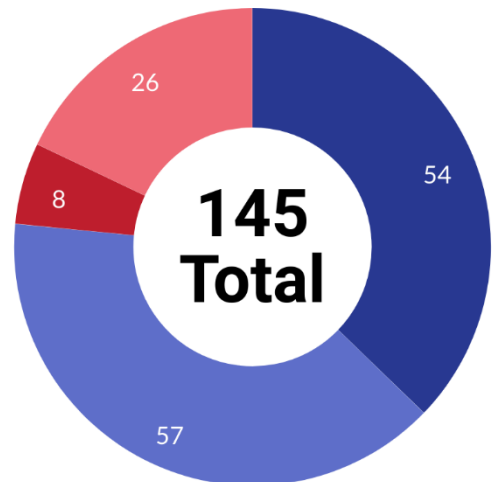
COVID-19 VACCINE POD OUR LADY OF GUADALUPE CHURCH SITE
47 volunteers = 2,115 volunteer hours



COVID-19 VACCINE POD THE WESLEYAN ASSISTED LIVING SITE
32 volunteers = 480 volunteer hours

= 8,350 Volunteer Hours

Number of Active WCCHD MRC Volunteers



- Medical Volunteers (37.24%)
- Non-Medical Volunteers (39.31%)
- College Student Volunteers (5.52%)
- High School HOSA Volunteers (17.93%)

ESTABLISHED FOUR NEW VOLUNTEER TEAMS:

MRC New Parent Assistance (NPA)

5 volunteers

MRC Youth Engagement Services (YES)

3 volunteers
+ 31 student volunteers

MRC Outreach Team

13 volunteers

MRC Volunteer Office Team (VOT)

9 volunteers



Program Eligibility and Social Services Division

WilCoCare Interviews by Month and Location, 2021					
Month	Cedar Park	Georgetown	Round Rock	Taylor	Total
January	25	4	0	1	30
February	12	4	16	1	33
March	12	3	18	0	33
April	17	1	11	2	31
May	18	1	6	3	59
June	27	2	9	0	38
July	23	2	10	1	36
August	27	1	8	1	37
September	25	4	20	0	49
October	7	12	16	0	35
November	23	7	10	0	40
December	5	6	14	0	25
Total	221	47	138	9	415

Program Eligibility and Social Services, 2021

Number of Clients Served	5,493
Number of WilCo Care (CIHCP) Clients	332
Number of Client Services Provided	12,073
Number of Helpline Calls	6,000
Number of Client Interviews	415

WilcoCare Clients by Site, 2021

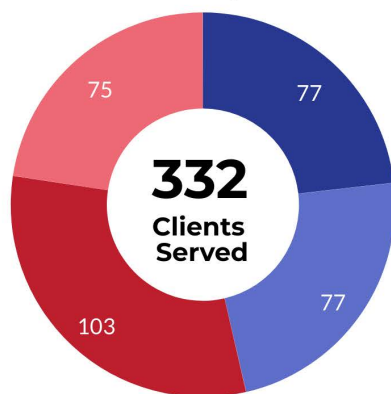
Cedar Park	77
Georgetown	77
Round Rock	103
Taylor	75
Total	332

Program Eligibility Social Services

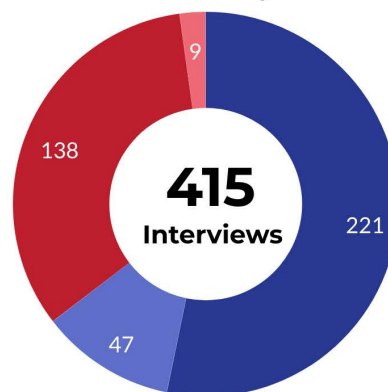
Services* provided by the PESS Navigator Teams



**WilCo Care Clients
Served by Site**



**WilCo Care Client
Interviews by Site**



* Services include screening for Medicaid, SNAP, TANF and indigent healthcare programs

Women, Infants, and Children and Community Nutrition Division

WIC Encounters by Location and Month, 2021

Month	Cedar Park	Georgetown	Round Rock	Taylor	Total
January	1,720	1,685	2,242	694	6,341
February	1,666	1,710	2,128	694	6,198
March	1,743	1,732	2,265	718	6,458
April	1,727	1,728	2,226	715	6,396
May	1,718	1,744	2,189	690	6,341
June	1,724	1,746	2,058	647	6,175
July	1,714	1,609	1,849	635	5,807
August	1,743	1,672	1,991	678	6,084
September	1,744	1,585	2,014	687	6,030
October	1,677	1,495	2,001	699	5,872
November	1,684	1,491	1,981	704	5,860
December	1,64	1,457	1,980	684	5,762
Total	20,501	19,654	24,924	8,245	73,324

Women, Infants, and Children (WIC)

Feedback from Clients

They have done a good job despite this pandemic. They have kept us informed of any situation to receive help in different ways. Love the personal service by the staff. I can't commend their work enough to do them justice. All of them are beyond great. Thank you!

Can't compliment the WIC office workers enough. They are fantastic, caring, respectful, and cooperative people. They deserve a huge "thank you" from everyone they help and work for. I really appreciate them more than I could ever express.

2021 WIC Clients by Location

GEORGETOWN

19,654

TAYLOR

8,245

ROUND ROCK

24,924

CEDAR PARK

20,501

Total Clients Served: **73,324**



Marketing and Community Engagement

wcchd.org | [@wcchd](https://twitter.com/wcchd)



549.4k Page Reach

135.9k Highest Single Post Reach

679 Original Facebook Content Posts



354.3k Tweet Impressions

418 New Twitter Followers



219 COVID-19 Daily Report Emails

64.7k Total Opens of the COVID-19 Daily Report



384k User Visits

healthywilliamsoncounty.org



48.8k User Visits

28.6k User Sessions



WCCHD COVID-19 Response

2021 Williamson County COVID-19 Case Count:

51,277	9,689	508	424
Confirmed Cases	Probable Cases	COVID-19 Deaths	COVID-19 Clusters

COVID-19 Vaccines Administered by WCCHD:



23,752

Jail Operations, Mobile Operations, School ISD Mobile Clinic, Our Lady of Guadalupe Church, WCCHD Public Health Clinics, Wesleyan Assisted Living



WCCHD COVID-19 POD Site Volunteers:

60 WCCHD staff volunteers from other divisions

381 Medical Reserve Corps (MRC) volunteers

WCCHD COVID-19 Vaccine POD* Sites:

65 days in Taylor, TX

Our Lady of Guadalupe Church
Taylor Public Health Clinic

4 days in Georgetown, TX

The Wesleyan Assisted Living

10 days of mobile operations
at long-term care facilities

COVID-19 Daily Reports



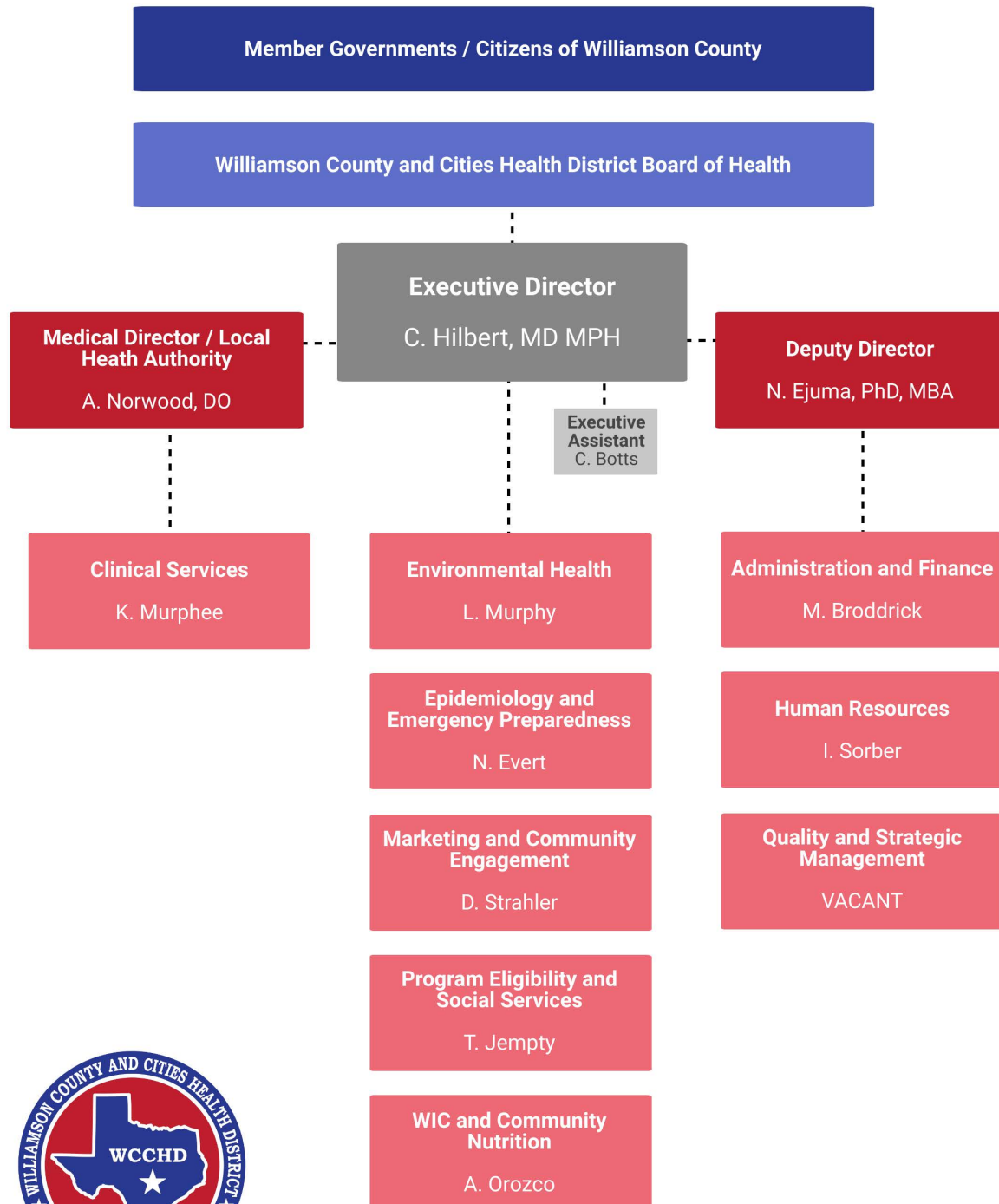
219

**Point of Dispensing*



Appendix C: WCCHD Organizational Chart

Williamson County and Cities Health District Organizational Chart



August 2022