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This report is provided as a service to our member governments and on behalf of our Board of Health, to inform our communities about public health services and the importance of those services for the community. The services provided by the Williamson County and Cities Health District (WCCHD) support and reflect our mission which is to work in partnership with communities, to protect and promote the health of the people of Williamson County. We do this by performing the “Three Core Functions” of public health which can be divided into the “Ten Essential Services” (see page 4 for the essential services).

WCCHD operates throughout the county, with services delivered on a local level at Public Health Centers who tailor those services based on knowledge of community culture, needs, and trends. Our four Public Health Centers located in Cedar Park, Georgetown, Round Rock, and Taylor provide many different services, a few of which are summarized in this report. Our services are supported through contributions from Williamson County ($1,843,610), our member cities ($452,685), fees and reimbursements from services such as retail food establishment permitting ($840,239), and state/federal grants and contracts ($3,862,969). Our member cities include: Cedar Park, Georgetown, Hutto, Liberty Hill, Round Rock, and Taylor. Though Leander is not a member, they do contribute annual funding.

Funding Sources, 2011

*Includes the Public Health Emergency Response (Pandemic Influenza) grant from the Texas Department of State Health Services in the amount of $1,232,245 ending July 31, 2011.

We strive to insure all of our services promote public health through evidence based strategies and through collaborative efforts with individuals, organizations, and businesses. In 2011, Williamson County ranked first overall in Texas by the County Health Rankings Project. In this report you will find trends in service delivery to City and County residents for the years 2009-2011. The demand for our services continues to grow along with our county which is among the top 15 most rapidly growing counties in the US over the last decade. Still, by approaching our growth through the essential services, our services remain a cost effective bargain for our member governments.
WCCHD programs strive to deliver the ten essential services of public health (EPHS) every day. The essential services provide a working definition of public health and a guiding framework for the responsibilities of local public health systems. The table below references examples found in the report of WCCHD providing one or more essential services. These services are delivered through the process of Assessment, Policy Development, and Assurance (see chart to the left).

**Table notes:** Services presented in this report are those delivered to the community. Administrative functions that support all WCCHD functions are not represented in this report. Therefore, page numbers are not given for all ten Public Health Services. Further, the report puts each service delivered to the community into one Essential Service category, but in reality, the service can meet requirements for more than one Essential Service.

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Report Format

The Annual Service Report is presented in a new format for 2011. This year the report presents selected measures of services provided to achieve three Core Functions of Public Health: Assessment, Assurance, and Policy Development. Each service measure is intended to give a snapshot of the quantity of services delivered in Williamson County cities over the past three years. Measures are given meaning in the context of description of the population served, the public health need or threat being addressed, and a description of the service delivered:

Measure: The title of the service measure.

About the Measure: Describes the units measured, such as when a person is counted as a client for the service.

Population Served: Describes who is eligible or is required to receive the service.

Public Health Need Addressed: The proven need that the service addresses in order to improve public health.

Service Description: Describes the service as it is delivered in Williamson County, any statutory requirements for the provision of the service, and, when well established, the extent of the community need for the service.

WCCHD Community Partners

Partners in health care, social services, and business are essential to meeting the needs of our rapidly changing county. WCCHD would like to acknowledge the organizations who partner with WCCHD to deliver public health services: Area Chambers of Commerce, Lone Star Circle of Care, Sacred Heart Ministries, Samaritan Health Ministries, Scott and White Health Care, Seton Family of Hospitals, St. David’s Health Care, Williamson-Burnet County Opportunities, Inc., Williamson County Mobile Outreach Team, Williamson County School Districts.

Report Credits

Prepared and edited by: Williamson County and Cities Health District’s Data Oversight Subcommittee & program and executive leadership. Project Lead: Katie Arnold, MPAff., karnold@wcchd.org.

Your Feedback is Important!

We love being YOUR Local Health Department and your feedback on the report is important to us. Please let us know how we can improve it and share how you will use this report or if it helped you to better understand WCCHD services and the work of public health: feedback@wcchd.org.
**Service:** Disease Investigation  

**Measure:** Number of Disease Reports by City and Type  

**About the Measure:**  
Each unit measured represents a report of disease or other condition (e.g. drowning and near drowning) submitted by health care providers, laboratories, and other organizations to WCCHD for review and possible investigation.  

**Population Served:** All residents of and visitors to Williamson County.  

**Public Health Need Addressed:** Surveillance for diseases and various conditions is a key component of the public health system. Reports trigger implementation of disease control and prevention procedures. Surveillance data are used to monitor the impact of interventions, and the efficacy of treatments and vaccine.  

**Service Description:** Several Texas laws (Health & Safety Code, Chapters 81, 84, and 87) require that persons working in certain health-related occupations having knowledge of a person suspected of having a reportable disease or condition shall notify the local health authority or local health department and provide all information known to them concerning the illness and physical condition of such person or persons. Health care providers, hospitals, laboratories, schools, and others are required to report patients who are suspected of having a reportable disease or condition (Chapter 97, Title 25, Texas Administrative Code). WCCHD investigators work closely with health care providers, school nurses, occupational health nurses, animal control officers, and others to follow-up on reports of suspect cases and possible disease outbreaks or clusters. Environmental health services, epidemiology, and communicable disease staff join forces to investigate possible outbreaks associated with food and water. Providing information on prevention during these investigations is a key component of this vital community service.  

* “Williamson County” refers to unincorporated areas within Williamson County, Williamson County cities not already included on chart, and any other geography assigned to a disease report assigned to Williamson County jurisdiction.
Service: Epidemiology – Surveillance and Communication of Health Patterns and Disease

Population Served:
Residents of Williamson County and those working or visiting the county. In particular, the Epidemiology program works closely with the health care community, non-profits and community groups addressing public health, and institutions of higher education.

Public Health Need Addressed:
Epidemiologists monitor the health status of the population of Williamson County to identify, explain, and prevent community health problems. Communicable disease and chronic disease events and trends are both tracked by WCCHD epidemiologists. Identification of individuals most at risk for disease allows for prevention programs within WCCHD and in the community to properly target their efforts. The epidemiologists are active within the community, informing professionals of disease trends and coordinating data collection and responses to prevent disease.

Responding to disease outbreaks is a key function of any public health epidemiology program. Timely response to outbreaks not only prevents the spread of disease but also helps to protect the economic well-being of the County. Epidemiologists and disease investigators work every day to detect outbreaks, find cases, make educated guesses (hypotheses) about likely sources or causes, test those hypotheses, and take steps to control the outbreak. In this role, Epidemiologist provide vital services to school districts, clinics, hospitals, long term care facilities, businesses, universities and colleges, and restaurants.

Epidemiologists are also proactive in taking steps to prevent future outbreaks, especially of food and water borne diseases. Representatives from governmental agencies and the private sector must come together to evaluate the potential risk and impact of outbreaks and prepare a prevention plan. The role of the Epidemiologist is to supply the data and information needed to justify planning and to continuously evaluate and improve prevention activities and outbreak response.

The WCCHD Website serves as a place where the public can access briefs on diseases including flu, norovirus, pertussis, diabetes, as well as risk factors for chronic disease. Community Health Profiles are made available to provide the best possible disease risk factor and trend data for cities and precincts. These Profiles include data on causes of death and maternal and child health trends. The systems for surveillance and communication established by epidemiologists lay the foundation for programs to address public health issues.
Emergency Preparedness and Response

Service: Emergency Preparedness and Response

Population Served: Williamson County Residents and Visitors

Public Health Need Addressed: Williamson County must be prepared to prevent, respond to, and rapidly recover from public health disasters caused by natural, accidental, or intentional means. Activities focus on improving WCCHD’s ability to meet national standards for preparedness as represented in 15 target capabilities. Each of the public health preparedness capabilities identifies priority resource elements that are relevant to both routine public health activities and ten essential public health services. WCCHD demonstrates these capabilities through exercises, planned events, and real incidents. WCCHD integrates preparedness into routine public health activities whenever possible. The process of building capacity for response is systematic, based on evidence-informed documents, applicable preparedness literature, and subject matter expertise.

Wilco Wellness Alliance

Service: WilCo Wellness Alliance

Population Served:
The people of Williamson County, specifically Georgetown and East Williamson County communities during 2011.

Public Health Need Addressed:
This service is needed for capacity building and to assist with the County’s community health improvement process. The WilCo Wellness Alliance is a countywide coalition comprised of local representatives from government, schools, health care, community organizations, worksites, and local residents. The Alliance addresses needs in the areas of chronic disease, nutrition, physical activity, and tobacco at the community level by working with local partners to fill gaps and create sustainable policy, systems, and environmental changes. Examples include health care professionals writing prescriptions for exercise; healthy menu labeling in restaurants; worksite wellness initiatives in local businesses; community gardening through faith-based organizations; nutrition and physical activity program in schools.
Measure: Health Care Helpline Calls by City of Residence

Service: Health Care Helpline

Measure: Health Care Helpline Calls by City of Residence

About this Measure:
Each unit represents one encounter by phone or in person for assistance with access to medical care or other health and human service needs.

The services provided by the Health Care Helpline are usually one-time encounters to help area residents navigate the regional health and human services landscape.

Population Served:
Any resident of Williamson County. Average number of visits per client per year – 1.3 (4,421 contacts by 3,354 persons).

Public Health Need Addressed:
The Helpline links people to needed personal health services. Seventeen percent of Williamson County residents have no health insurance. The most common client needs are how to access necessary medical services if one is uninsured; unpaid hospital bills; expensive prescription medication needs; a medical home for primary care and to help manage chronic diseases.

Service Description:
The service is provided to ensure that individuals who contact WCCHD for assistance are linked with available community resources to address their health and human services needs. No other service like this one is available in our service area.

The Health Care Helpline has served as an information and referral service for Williamson County since 1990, connecting residents with health care assistance programs for children and adults, prenatal services, diabetic services, community clinic services, and health education. Helping people access medical services in a timely manner—linking to services, educating people about how to better care for their health, informing about every available avenue of services—is an essential public health function.

To the extent possible, Health Care Helpline offers callers a single point of access to care—providing applications and eligibility determination for programs such as Medicaid, CHIP, CHIP Perinate, Texas Women’s Health Program, and Children with Special Health Care Needs (CSHCN). Health Care Helpline is the primary intake point for the Williamson County Indigent Health Care Program, known as Wilco Care.

Approximately 80,000 Williamson County residents are without health insurance coverage. As an integrated eligibility service, the Helpline offers help in understanding what services an uninsured person might qualify for, and how to apply for or connect with those services.

* “Williamson County” refers to unincorporated areas within Williamson County and cities not already included on chart, including Leander and Austin.
### Service: Wilco Care County Indigent Health Care Program

#### Measure: Number of Wilco Care Clients by City of Residence

#### About this Measure:
This measure shows the unduplicated number of county residents served during the calendar year—that is the total number of people served. Most applied for the program at least twice during the year (it is necessary to reapply every 6 months).

#### Population Served:
Williamson County residents who are not eligible for Medicaid, who have very low income (less than 21% of the federal poverty level), with countable resources less than $2,000, and a valid Social Security number. The average number of Wilco Care clients served per month is 771.

#### Public Health Need Addressed: Wilco Care links people who lack resources to pay for medical care to needed personal health services and assures the provision of health care when otherwise unavailable.

#### Service Description:
Wilco Care serves the very poorest of our residents, those with very low incomes who are not eligible for other programs. Through Wilco Care, local doctors, clinics, pharmacies, labs and hospitals are reimbursed for the care of qualifying residents. Patients with asthma, diabetes, history of stroke or weight management issues are offered chronic disease case management, to help them learn to better manage these problems and develop a healthy lifestyle plan.

Wilco Care clients are connected to a primary care home and a local pharmacy to serve their needs, and taught about the benefits of using primary care services whenever possible to manage their health and avoid preventable emergency room visits.

Medical claims totals for past two years:  
- County fiscal year 2010: $7,631,168  
- County fiscal year 2011: $4,950,419

WCCHD administers the County Indigent Health Care Program, known as Wilco Care, on behalf of Williamson County, under the requirements of Texas Chapter 61 Health and Safety Code. This law, passed by the First Called Special Session of the Legislature in 1985, defines the responsibilities of Texas counties for paying for health care services for Wilco Care eligible residents.

* “Williamson County” refers to unincorporated areas within Williamson County and cities not already included on chart, including Leander and Austin.

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2011 Annual Service Report to Member Cities, Williamson County and Cities Health District
**Service:** Case Management Services

**Measure:** Case Management Clients by City of Residence

**About this Measure:** A client is a person who is enrolled in the case management program during the course of the year.

**Population served:**

*Prenatal Case Management, Title V* – Available for pregnant women of all ages who do not qualify for Medicaid under 185% of the Federal Poverty Level (FPL). In 2011, social workers had an average of 2.7 contacts with 86 clients.

*Children and Pregnant Women (CPW)* – Available for any Medicaid eligible children/youth ages 0-21 who have a chronic physical, mental, emotional or behavioral disability that is expected to last 12 months or more. In 2011, there were 372 contacts with CPW clients.

*Primary Health Care Chronic Disease Case Mgmt. (PHC)* – Available for any person under 150% of the FPL who has type two diabetes, asthma, cardiovascular disease and/or obesity.

*Children with Special Health Care Needs (CSHCN)* – Available for any child ages 0-21 not eligible for Medicaid with a chronic physical, mental, emotional or behavioral disability that is expected to last 12 months or more.

**Public Health Need Addressed:**

Case Management services link people at high risk, such as low income pregnant women and children with special health care needs, to needed personal health services and assures the provision of health care when otherwise unavailable.

**Service Description:**

*Prenatal Case Management, Title V* – Social workers assist low income pregnant women who do not qualify for Medicaid to obtain CHIP perinatal medical coverage for their pregnancy and to connect to an Ob/Gyn. Early prenatal care is important to prevent future problems with the mother and infant. Social workers provide prenatal and newborn education information to clients. Clients are linked to WIC services, food pantries and other medical services/programs. WCCHD is the only agency in Williamson County providing case management services for this population of women.

*Children and Pregnant Women (CPW)* – Social workers assist families of children on Medicaid who have special needs to access primary health care, specialists, medical supplies, medical equipment, school issues and financial concerns. WCCHD helps to prevent worsening of health/mental issues, to prevent further problems in the family, and to make sure that families have their basic needs met. WCCHD is the only agency in Williamson County providing case management services for this population of women except for Any Baby Can, which provides for first time mothers only.

* “Williamson County” refers to unincorporated areas within Williamson County and cities not already included on chart, including Leander and Austin.
Service Description (cont.):
Primary Health Care Chronic Disease Case Management (PHC)
This program began enrolling clients in 2011. Case managers assist clients to improve their health by co-managing the client’s asthma, type 2 diabetes, cardiovascular problems and obesity. Clients meet with a case manager every two months for advocacy and support. Clients have access to educational materials/classes about the disease, dietary guidance from a nutritionist and diabetic counseling. With proper nutrition, primary care and exercise, the client may prevent further deterioration and live a healthier lifestyle. Case managers also advocate for the availability and accessibility of available health care services for the uninsured population.

WCCHD partners with Lone Star Circle of Care to help prevent disease from worsening by advocating and teaching a healthier lifestyle through exercise, diet and access to primary health care.

Children with Special Health Care Needs (CSHCN) – Case managers assist families to access primary health care, specialist care, medical supplies, medical equipment, respite, and financial assistance. WCCHD helps to prevent worsening of health/mental issues, prevent further problems in the family and help families meet their basic needs. The children who are case managed have diagnoses of autism, behavioral problems, intellectual delays, depression, aspergers, developmental delays, cerebral palsy or heart problems as well as many other genetic illnesses and rare disorders. Any Baby Can offers this service to Williamson County residents and to residents from other counties.

Other Program Administered by Social Work Case Managers:

Title V Child Health/Dental Program – Available for children not eligible for Medicaid or CHIP under 150% of the FPL.

Primary health care and dental service funding are provided to children/youth 0-21 who do not qualify for Medicaid or CHIP whose families are under 185% of the Federal Poverty Level. WCCHD partners with Lone Star Circle of Care and other local providers to meet the health care challenges of children and youth of Williamson County by providing linkage to funding for preventive and primary care services to infants, children, adolescents and young adults. By providing management of this assistance program, WCCHD prevents disease and the spread of disease while providing linkage to a medical and dental home to youth who would otherwise go without. WCCHD is the only agency in Williamson County which utilizes the Texas Department of State Health Services Title V Child Health/Dental grant to administer these services. In 2011, case workers had 280 contacts with Title V Child Health/Dental clients.
**Immunizations**

**Core Function: Assurance**

**Measure: Vaccine Doses Administered by Month, Age, and Public Health Center**

- **Service:** Immunizations
- **Measure:** Vaccine Doses Administered (VDA) by Month, Age, and Public Health Center (PHC)

**About this measure:**
The first unit of measure identifies the annual number of vaccine doses given by the entire agency; the second unit of measure further breaks down the overall total doses by age group; finally, the third unit of measure shows the number of vaccine doses administered by each PHC.

The VDA by month measure identifies the number of shots given and indicates demand for these services in our community. Furthermore, the number of doses by age identifies which age groups are most often served and which groups are served the least, which can help WCCHD meet demand. Vaccine doses administered by PHC identify which areas of the county have the highest demand for these services.

**Population Served:** Under new state guidelines for 2012, WCCHD may provide state-funded vaccines to adults who are uninsured. Previously, state-funded immunizations were also available to adults who were underinsured. Two exceptions apply: 19 year olds that began a vaccine series when they were eligible may complete the series (prior to age 20) with our adult supply; and adults seeking flu vaccine, which WCCHD acquires with private funds. For children under age 19, the guidelines allow us to vaccinate children who meet one of the following criteria:

- is uninsured, or
- enrolled in Medicaid, or
- is an American Indian, or
- is an Alaskan Native, or
- is a patient who receives benefits from the Children’s Health Insurance Plan (CHIP)
- is underinsured:
  - Has commercial (private) insurance, but coverage does not include vaccines; or
  - Insurance covers only selected vaccines (eligible for non-covered vaccines only); or
  - Insurance caps vaccine coverage at a certain amount. Once that coverage amount is reached, the child is categorized as underinsured.

Fully, privately insured children are no longer eligible.
**Immunizations**  
*Core Function: Assurance*

**Measure: Vaccine Doses Administered by Month, Age, and Public Health Center (cont.)**

**Public Health Need Addressed:**
The immunization program prevents mortality and morbidity from vaccine-preventable illness and disease; evidence shows that increased vaccination rates lead to decreased occurrence of these types of illnesses.

**Service Description:**
The immunization program decreases barriers to care for a significant number of clients of all ages. Our local partners (i.e. LSCC) have helped fill the gap in services for the uninsured/underinsured population, but there is still a demand for low-cost vaccine services, especially for uninsured/underinsured adults.

Staff is working hard to provide consistent and updated information to the public in regard to current eligibility requirements, as well as current stock.

It appears that just over 10% of adults (age 65 and over) receiving vaccine from WCCHD receive the flu vaccine. Possible barriers are the separate cost of the vaccine and billing limitations. In regard to filling the gap in services, there is an increasing number of local partners and pharmacies that offer flu vaccine and bill insurance/Medicare.
Service: STD and HIV Screening Services

Measure: STD and HIV Tests by Public Health Center

About this Measure:
Units are the number of HIV tests by PHC and the overall number of STD tests by PHC.

Population served:
The general public, and especially anyone who is at risk for HIV, is eligible to receive STD and HIV screening services. Generally, clients have an initial visit, then one more visit for either treatment or results. The decision to return for repeat-testing is left up to the client. If they screen positive, steps are taken to get them in for treatment. A syphilis positive client may have a total of four to five visits (including treatment and follow-up screening). A Chlamydia or Gonorrhea positive client has an average of two visits. Negative clients generally are only seen once.

Public Health Need Addressed:
There is an identified need in our county for STD services. Trends indicate an increase in STD rates in our area. Despite this evidence, there remains a gap in provision of STD/HIV services in Williamson County. Our agency continues to provide these services (albeit in a limited capacity) in an effort to prevent the spread of communicable disease and to fill in this gap.

Despite our ability to provide only limited services, clients still seek our services on a regular basis. Clients are also referred to us from local health care providers and the public health service regional office, further indicating a demand in the community, and there is no designated agency or site that specifically targets the needs of clients seeking these services. In addition to offering anonymity (something that is a barrier to them visiting their own physician or using their insurance), some clients seek WCCHD services for a low-cost alternative to paying out-of-pocket elsewhere. Even though local partners also offer these services, clients are still referred to us, and those clients report that they were referred to us because they could not get in to the other clinics in a timely manner.

Service Description:
WCCHD offers screening and treatment services for Gonorrhea, Chlamydia, and Syphilis; screening and referral are offered for HIV. WCCHD does not have a physician or mid-level provider to perform examinations on clients; therefore, symptomatic clients may be referred to a local health provider for examination.

Our medications, which are provided to clients through our standing delegation orders, are supplied by the Texas Department of State Health Services. WCCHD charges a modest fee per test (including treatment for all but HIV), for a total of $50 (GC/CT $20; HIV $20; and Syphilis $10).
Service: Community Health Education

Measure: Health Education Participants by City of Residence

About this Measure:
Units are the number of participants in the health education classes. Students participating in Get Fit, Get Healthy, Get Movin (G3) from 2010 to 2011 are counted in both years.

Population Served:
All health education classes are open to the public at no cost.

Public Health Need Addressed:
Health education classes inform, educate, and empower people about health issues so that they may make healthy decisions. Classes aim to reduce obesity by increasing physical activity and improving nutrition. The program helps individuals reduce risk behaviors and manage chronic disease.

Service Description:
In 2009, due to the high percentage of overweight and obese children in the community, WCCHD health educators began the development of the G3 program. Together with the assistance of a pediatrician from Scott & White, a curriculum was developed to provide a weight management program for children 7-17 years of age who are diagnosed with overweight or obesity. The classes provide physical activity with a certified fitness trainer and nutrition classes with health educators and a dietitian for 9 weeks.

At least one parent is required to attend the classes. Each family develops a nutrition plan with the dietitian and health educators follow-up with each family for one year. Three groups were held in Round Rock and one group in Taylor in 2011 with a total of 139 participants. Classes are not being offered as of the time of this report.

Diabetes Self-Management Education teaches adults how to effectively manage their disease and maintain optimal health by focusing on appropriate nutrition, exercise, proper use of medications, and regular blood sugar testing. Each series consists of 6 classes covering 9 topics including meal planning, diabetes complications and how to avoid them, how exercise affects diabetes, and how blood sugar levels affect the body. Four series were held in 2011.

Up to four series of classes are provided in English or Spanish at WCCHD health centers during the year. Classes are also provided for community organizations and church groups in Williamson County upon request. In 2011 twenty-nine participants were able to increase their knowledge about diabetes management.

Health Literacy provides education on navigating complex health care systems. The one hour class covers reading prescription labels and medical education brochures, making appointments, and understanding consent forms and doctor’s directions. These classes may be on an individual basis by appointment or in a group. In 2011 six county residents received individual classes compared to 18 persons in groups during 2010.

* “Williamson County” refers to unincorporated areas within Williamson County and cities not already included on chart, including Leander and Austin.
Community Health Education

Measure: Health Education Participants by City (cont.)

Public Health Need Addressed:

Safe Riders provides car safety seats for low income families who complete a one hour training program and demonstrate appropriate installation and use of the seat. Twenty-seven car safety seats were provided to families in 2011. Training is not being offered as of the time of this report.

Not included in Measure:
In 2008, WCCHD was awarded Title V funding to initiate “Safe at Home,” a child injury prevention intervention program for children 0-5 years of age. Due to state funding reductions the grant was discontinued. Although no longer funded by a grant, WCCHD continued with data collection in anticipation of future funding for injury prevention programs. In 2011 an additional 715 paper surveys were collected from parents concerning each family's top safety risks that included lack of car safety seats, homes without smoke detectors, and potential for drowning or choking. A total of 2023 surveys are ready for analysis to be followed by an intervention phase within the community.
**Service:** Women, Infants and Children (WIC)

**Measure:** WIC Benefits by City of Residence, 2011

**About this Measure:**
Each unit measured represents a WIC client who received benefits during 2011. WIC participants visit the WIC clinic every one to three months to receive nutrition education and food package benefits. Each family member receiving WIC benefits is counted to determine number of people receiving benefits for a given month or year.

The measure is tied to a specific food package for each WIC client. The number of WIC clients who receive nutrition education and food package benefits each month determines the amount of funding each WIC site or local agency will receive.

**Population Served:**
The following populations are eligible if they meet the income guidelines, are at nutritional risk, and live in Williamson County service area:
- Pregnant women
- Women who are breastfeeding a baby up to 1 year of age
- Women who have had a baby in the past six months
- Parents, step-parents, guardians, and foster parents of infants and children under the age of 5 can apply for their children

* “Williamson County” refers to unincorporated areas within Williamson County and cities not already included on chart, including Leander and Austin.

**Public Health Need Addressed:**
Studies have shown that WIC improves birth outcomes, saves health care costs, and improves diets and diet-related outcomes.

**Service Description:**
The Special Supplemental Nutrition Program for Women, Infants and Children, known as WIC, is a nutrition program that helps pregnant women, new mothers, and young children eat well, learn about nutrition, and stay healthy. WIC provides nutrition education and counseling, nutritious foods, breastfeeding education and support, breast pumps, and help accessing health care to low-income women, infants, and children.

WCCHD has provided WIC services to thousands of women, infants, and young children in Williamson County since 1978. Average monthly participation during 2011 was 8,044 participants.

During 2011, $3,962,866 in food benefits redemptions were paid to Williamson County grocers, and $7,438 in Farmers’ Market Nutrition Program benefits were redeemed by WIC participants and paid to Williamson County Farmers’ Markets.

Benefits: A typical WIC food package consists of healthy foods such as low fat milk, whole grains, fruits and vegetables, beans, peanut butter, eggs, and cheese. Food packages are tailored for age-appropriateness and special dietary needs.
Special Supplemental Nutrition Program for Women, Infants, and Children  
Core Function: Assurance

Measure: WIC Benefit Recipients by City of Residence, 2011

Service Description (cont.):

WIC promotes breastfeeding as the optimal nutrition for babies and recognizes the success of mother-to-mother support in encouraging mothers to initiate and continue breastfeeding. WCCHD WIC initiated a Breastfeeding Peer Counselor (BFPC) program in 1995 and employs 10 BFPCs. BFPCs provide education, support, and follow-up for WIC moms and their babies. During 2011, 86% of WIC moms initiated breastfeeding (the Healthy People 2020 target is 81.9%).

WIC Community Outreach and Health Promotion Programs:

Let’s Cook with Colors cooking classes are a series of 3 to 6 classes designed to teach techniques for preparing delicious, inexpensive, time-saving meals and increase consumption of fresh fruits and vegetables. The program also includes gardening and physical activity components.

The Heritage Community Garden is an award winning 18-acre organic garden. The garden is open to WIC clients as well as the public and has 75 raised gardens and 32 large in-ground gardens. WIC staff teaches organic gardening and donates produce to the local food pantry.

Expert Gardener Certification Classes are open to WIC clients and the public. The classes focus on organic gardening principles. The program was developed to teach principles for achieving a successful garden, thus increasing access to fresh, healthy vegetables and fruits.
**Service:** Food Establishment Inspections

**Measure:** Number of Retail Food Establishments Permitted and Inspected by City

**About this Measure:**
Each unit represents a retail food establishment permitted and inspected in the jurisdiction of WCCHD. Establishments include restaurants, grocery stores, convenience stores, mobile units, institutions and temporary events.

**Population Served:**
All Food Establishments that are required to be permitted under the Texas Food Establishment Rules (TFER) must allow the inspection of the establishment by the regulatory authority. All of Williamson County is served.

**Public Health Need Addressed:**
The inspection of food establishments allows WCCHD to ensure compliance with the minimum standards of the Texas Food Establishment Rules (TFER). The purpose of the TFER and the goal of our inspections is to protect public health through prevention of food borne illnesses. Active surveillance has resulted in a reduction in the number of complaints of unsanitary conditions and complaints on suspected food borne illness.

**Service Description:**
Inspections are part of the services offered when a permit is required. Inspections include verification that minimum standards are being met and provide an opportunity for on-site education of food staff. WCCHD staff works with the food establishment management team to determine if there is a need to improve their food handling practices.

The permitting process provides funding to cover the cost of this requirement for WCCHD.

WCCHD staff conducted 265 General Sanitation inspections for Day Care Centers and Foster Homes in 2011, in addition to the inspections of the retail food establishments. The Texas Department of Family and Protective Services requires that the local regulatory agency conduct inspections to monitor for visible environmental and safety hazards to children and verify safe food sources and storage.

The goal of food inspection staff is to obtain compliance through education and training of food establishment operators and food handlers. To meet this goal in 2011, inspectors did the following:
- Offered 217 classes taught by WCCHD staff
- Trained 9,494 food handlers
- Conducted plan reviews and provided initial consultations for new establishment owners
- Developed educational materials and guidance documents
- Offered public presentations

*Williamson County includes establishments in Leander, Austin (Williamson County) unincorporated areas, mobile and seasonal establishments.*
Nuisance Response

Measure: Number of Responses to Public Nuisance Complaints by Precinct, 2011

**Service:** Nuisance Response

**Measure:** Number of responses to public nuisance complaints by precinct

**About this Measure:**
The units are nuisance complaints reported to the WCCHD which allege: general nuisance, pollution, On-Site Sewage Facility (OSSF) nuisance, swimming pools, wells, mosquito abatement, and unsanitary conditions in a food establishment.

The number of nuisance complaints and food borne outbreaks is important to determine that nuisances are being addressed and appropriate staffing is available to provide services.

**Population Served:**
All nuisance complaints reported within Williamson County.

**Public Health Need Addressed:**
Nuisance investigation and mitigation is needed to prevent acute disease by preventing the health hazards that cause water-borne, food-borne, and vector-borne diseases.
Measure: Number of On-Site Sewage Facilities Permitted and Number of Inspections by City

Service: Onsite Sewage Facility (OSSF) Permitting and Inspection

Measure: Number of OSSF permitted and number of inspections by city

About this Measure:
The units are permit applications and inspections for on-site sewage facilities (OSSF) within WCCHD jurisdictional areas. OSSF applications or inspections are for systems of treatment devices and disposal systems that produce no more than 5,000 gallons of waste each day on an individual site.

Population Served:
- Property owners that are repairing existing OSSF systems and those installing new OSSF systems in areas not served by public wastewater.
- Property owners that need technical advice for the plans, location, design, construction, installation, operation and management of on-site sewage disposal systems.
- All Williamson County residents are served by the prevention of water-borne diseases and contamination of the water supply by failing OSSF.

Public Health Need Addressed:
In Texas approximately 40% of new development is not served by a centralized sewer system. Owners of properties without sewer service need to effectively treat and dispose of wastewater on their property. Permitting and inspection allow for the proper planning of the location, design, construction, installation, operation and maintenance of on-site sewage facilities. Proper planning helps eliminate acute disease by preventing the health hazards that cause water-borne disease.

There were 26 subdivision reviews and 27 single lot review applications in 2011. There were 117 activities logged which included inspections or reviews of proposed subdivisions.

* “Williamson County” refers to unincorporated areas within Williamson County and cities not already included on chart, including Leander and Austin.
Appendix 1: Background Information for Service Statistics

1. Services provided by WCCHD programs are documented in a variety of databases, some created locally and some provided by various State programs. The level of reporting detail varies according to the particular database and who has possession of that data. In this Report, we have endeavored to provide as much detail as possible regarding the residence of those who received services from WCCHD during 2011.

2. Throughout this report, “Austin” refers to clients with an Austin address residing within Williamson County.

3. The statistical summaries in this report are generated using the city listed with the client’s residential address; therefore, the clients included in city counts may or may not reside within the city limits. Whenever possible, Geographic Information Systems (GIS) techniques are used to estimate the number of clients and services provided within incorporated areas. Limitations of GIS include the inability to precisely match and map all addresses (P.O. Boxes, private roads, incorrectly entered address data).

4. For disease investigations, this report focuses on investigations and other services provided rather than the number of diseases or conditions reported as “confirmed” or “probable” to the Texas Department of State Health Services (DSHS). Information on the number and types of diseases and conditions reported through our Health Authority may be found on the WCCHD website: www.wcchd.org. In 2011, the Austin Travis County Health and Human Services Department “ATCHHSD,” investigated all suspect cases of reportable diseases that fell within Austin’s city limits, including areas of Austin in Williamson County. WCCHD investigated all other suspect cases in Williamson County and Cities. WCCHD also investigated suspect cases that fell outside Williamson County but lie within the city limits of Round Rock, Cedar Park, and Leander.

5. This report does not attempt to quantify the amount of time spent delivering a service. The statistical summaries are simply a snapshot of the number of clients served and services delivered. In some cases, a service may be a short telephone consultation, while in other cases, such as “disease investigation” or “case management”, a single service may require extensive investigation and follow-up. Additionally, within each service category there can be wide variation from client to client in the amount of time spent providing the service.
Appendix 2: Contact and Location Information

Williamson County & Cities Health District
100 West 3rd Street (Mailing Address)
312 Main Street (Physical Address)
Georgetown, Texas 78626
(512) 943-3600 – phone
(512) 943-1499 – fax
www.wcchd.org

If you have questions about this report, please contact Katie Arnold, MPAff:
512-248-7671
karnold@wcchd.org

Our Patient – Williamson County