2016 BY THE NUMBERS

- Disease Investigations: 2,388
- New ImmTrac Users: 497
- Mosquito Trap Pools Tested: 915
- Health Education Class Participants: 268
- Emergency Preparedness Training Participants: 332
- Outreach Event Attendees: 17,781
- Social Services Encounters: 5,327
- WilCo Wellness Alliance Members: 519
- WIC Visits: 81,529
- Vaccinations Given: 3,896
- OSSF Septic Permits Processed: 714
- Retail Food Inspections: 2,819

TOTAL CONTACTS: 267,851
EXECUTIVE SUMMARY

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

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

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

BOARD OF HEALTH

The WCCHD Board of Health is the administrative authority for the Health District. The member governments that form WCCHD appoint representatives to serve as directors of the Board of Health. Each member city with a population of 15,000 or greater appoints one director and the Commissioners Court appoints two directors. Member cities with a population of less than 15,000 appoint one director to represent them collectively. Board directors serve without compensation for staggered three-year terms. The WCCHD Executive Director is an ex-officio, non-voting member of the Board.
WCCHD began preparations for PHAB accreditation in March 2012, and formally applied for accreditation in 2014. After reviewing hundreds of documents submitted by WCCHD and conducting a rigorous on-site visit, WCCHD was notified by PHAB on August 22, 2016 that the agency had successfully met all the requirements and earned their prestigious national public health accreditation. Although many health departments have applied, WCCHD was only the fourth local health department in Texas (and the only medium-sized) to become accredited. The first three Texas awardees were: City of Houston Health Department, Tarrant County Public Health, and Austin Public Health. Since WCCHD’s award was announced, the Dallas County Health and Human Services Department has also attained PHAB accreditation. The accreditation is valid for five years.

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

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

We are:
- the recognized authority for unified health initiatives,
- fully integrated and aligned with the communities we serve,
- the trusted countywide public health resource,
- a coalition builder, and
- a strategic and data-driven agency.

Guiding Principles:

1. The highest standards of honesty and integrity will never be compromised for any reason.
2. All employees will be treated with respect and dignity.
3. High levels of competency and performance will be expected from all employees.
4. We will provide “World Class” customer service. We will make every effort to communicate what we can do for a citizen-customer, as opposed to what we cannot do.
5. We will work to continuously evaluate and improve the services that we provide to our clients.
6. We will enforce laws in a fair and equitable manner, always using as a standard “Does this action pass the test of common sense?”
7. The concept of teamwork, throughout the Health District, will be encouraged and expected.
8. We will solicit and encourage new ideas from all levels of the organization with the understanding that input from every employee is valuable.
9. We will cultivate partnerships and collaborate with individuals, groups, and agencies in the interest of improving public health services in Williamson County.
10. We will establish goals and routinely measure our performance.
11. We will be a flexible organization that can adapt to change as needed.
12. We will learn from our failures and celebrate our successes.

Mission:
In partnership with communities, WCCHD will promote and protect the health of the people of Williamson County.
**ORGANIZATION**

**Administration** is the backbone of WCCHD which is comprised of:
- **Executive Director and Deputy Director**
- **Finance**
- **Human Resources**
- **Information Technology**
- **Public Health Accreditation**
- **Quality and Strategic Management** conducts planning and project management for WCCHD’s services and activities, evaluates performance measures and outcomes, and leads continuous quality improvement efforts to enhance the efficacy of the agency in meeting the community’s needs.

**Emergency Preparedness and Response**
Leads planning and response activities for potential and active public health emergencies in the county and collaborates with local, state, and federal agencies to intervene in public health emergencies.

*In 2016, 332 first responders, and public health and medical professionals were trained on topics including, but not limited to, infection control, mental health, stress management, and fatality management.*

**Clinical Services**
Provides immunizations, sexually transmitted infection testing and treatment, and women’s health services at the four Public Health Centers, in addition to a robust influenza vaccination campaign and outreach activities in the community, and the Tuberculosis (TB) program.

*In 2016, the Clinical Services Division and WCCHD staff provided a total of 16,751 encounters in the community.*
Disease Control and Prevention is comprised of two teams:

**Communicable Disease Management** focuses on tracking trends in infectious diseases in the county, determining the causes of the infections, and implementing control measures to reduce the burden of disease in the community. To accomplish this mission, WCCHD investigates and responds to disease outbreaks and collects and analyzes data on over 80 diseases and disease syndromes.

*In 2016, the CDMT responded to 2,388 cases of 58 different communicable and notifiable conditions.*

**Immunization Program** oversees the administration of The Texas Vaccines for Children (TVFC) program for Williamson County, which provides low-cost vaccines to eligible children from birth through 18 years of age. The Program conducts provider training and site visits to ensure proper vaccine storage and immunization records, and is responsible for providing on-going training and technical assistance to increase usage of ImmTrac.

The Program also conducts vaccine record audits and population assessments assigned by DSHS in public and private schools and licensed childcare facilities.

*In 2016, the Immunization Program gave 14 presentations to nearly 360 health professionals in Williamson County.*

10 Employees

**Program Eligibility and Social Services** works with Williamson County residents to screen for eligibility for federal, state, and local healthcare programs, such as the county indigent care and Access2Care healthcare programs. Navigators also coordinated patient care across multiple providers, providing short-term case management for pregnant women and children, providing health and social service information.

*In 2016, residents in the county had 22,015 encounters with Social Services to help them live healthier lives, manage chronic conditions, and find a medical home. That figure represents a 79% increase from 2012.*

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

- **Retail Food Safety** monitors compliance with local and state food safety regulations in all retail food operations. Health specialists performed a total of 2,819 inspections, and 2,496 permits were issued in 2016.

- **On-Site Sewage Facility Program** is regulatory authority for septic systems in Williamson County. The Program conducted 3,892 site evaluations, plan reviews, and inspections, and responded to 714 permit applications in 2016.

- **Integrated Mosquito Management** actively monitors mosquitoes for West Nile Virus (WNV) activity weekly from May through November. Mosquitoes are sent to the Texas Department of State Health Services Laboratory for testing and viral reporting.

**FOCUS on MOSQUITOES**

A new arbovirus became a concern in 2016 - the Zika virus. An internal multi-division Zika Task Force was formed to address planning and response efforts in the county. WCCHD also coordinated the first Community Assessment for Public Health Emergency Response (CASPER) in Williamson County to interview 188 households to survey resident’s Zika and mosquito knowledge, mosquito prevention behaviors, and levels of home emergency preparedness.

Concurrently, Williamson County saw a high number of positive West Nile trap samples; 12 of 915 pools tested positive, and two human cases of the West Nile Virus were confirmed.
**WIC and Community Nutrition**
The Women, Infants, and Children (WIC) and Community Nutrition Program provides nutrition education and access to healthy foods for pregnant women, new mothers, infants, and young children.

- **WIC** services are provided at the four Public Health Centers in Georgetown, Taylor, Round Rock, and Cedar Park, as well as a part-time clinic in Liberty Hill. Mothers, infants, and children who receive adequate nutrition and proper nutrition education and counseling have been shown to live healthier lives.

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

**Community Nutrition**
The 18-acre Heritage Community Garden (HCG) and Let’s Cook with Colors cooking series classes, coordinated by WIC’s Community Garden Coordinator, enjoyed much success during 2016. One hundred and eleven volunteers and gardeners worked at Heritage Community Garden during 2016. HCG gardeners had a successful year due to the fortuitous timing for rain, tilling, and planting. The monthly gardener meetings were well attended. Thirteen new “Let’s Cook with Colors” facilitators were trained; nine WCCHD staff and four Round Rock ISD staff.
Marketing and Community Engagement (MarCom) is responsible for providing community-wide health promotion and chronic disease prevention education through conducting health education classes, coordinating outreach events, managing a county-wide health coalition, and partnering with community resources to leverage awareness of services and programs in the county. The division is also the administrator of the WCCHD and WilCo Wellness Alliance (WWA) websites, all social media tools, and serves as the media contact, health alert, emergency communications contact, and Public Information Office.

In 2016, MarCom coordinated staff to attend 46 outreach events, which were attended by 17,781 residents, reached over 60,000 social media users, conducted health education classes for 268 participants, and coordinated the 14th Annual Children’s Health Festival at Dell Diamond which attracted 5,000 participants.

- The WilCo Wellness Alliance (WWA) is Williamson County’s health and wellness coalition. The WWA is comprised of community members and organizations from healthcare, school, government, business, non-profit, and faith-based organizations. The purpose of the WWA is to develop a coordinated approach to community health. WWA members work collaboratively and coordinate and support activities related to improving community health. The WWA works to develop plans that are of benefit to the entire community, not just WWA members. The WWA consists of nine working groups and four community groups.

In 2016, the WWA, in partnership with the QSM division, developed the Community Health Improvement Plan (CHIP) for 2017-2019 based on the 2016 Community Health Assessment. Each of the nine working groups developed an action plan that addressed the county’s top five health priorities.

4 Employees
The District’s total operating revenue decreased from $9,261,902 in 2015 to $9,045,241 in 2016.

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<tr>
<th>Source</th>
<th>Revenue</th>
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<td>Miscellaneous Operating</td>
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<td><strong>TOTAL</strong></td>
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On behalf of the Williamson County and Cities Board of Health, we thank our Member Cities and Williamson County Commissioners Court for their outstanding guidance and financial support in 2016. The robust level of teamwork between the eight member governments, the eight Board of Health Directors (citizen volunteers), and our public health system partners comprised of hospitals, physicians, dentists, schools, behavioral health professionals, non-profit agencies, private businesses, and community members, remains the strong foundation that keeps Williamson County in the top three percent of healthiest counties in Texas.