

Williamson County and Cities Health District 2008 Service Report



Public Health
Prevent. Promote. Protect.

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Table of Contents

Introduction.....	3
Public Health Nursing Services.....	8
Emergency Preparedness & Response.....	21
Community Health Education and Social Services.....	23
Nutrition Services (Woman, Infants, and Children—WIC)	32
Food Safety, General Sanitation, and Complaint Investigation.....	36
On-Site Sewage Facilities (OSSF) Permitting and Inspections.....	40
Floodplain Regulation.....	42
Attachments.....	43
Maps of OSSF Permitted Sites and Inspections.....	44

Tables

1. Vaccine Types Administered by WCCHD
2. Number of Immunization Clients Served by Zip Code and Area
3. Texas Vaccines for Children (TVFC) Providers
4. Clients on Tuberculosis (TB) Medication
5. HIV Testing by WCCHD Clinic Site
6. STD Testing by WCCHD Clinic Site
7. WCCHD Emergency Preparedness & Response Courses
8. Healthcare Helpline Information & Referral Clients and Contacts
9. Social Services Division Education Class Participants by Area
10. Food Establishments Permitted by WCCHD
11. Food Establishment Inspections
12. Food Handler Education Classes
13. On-Site Sewage Facilities (OSSF) Permits Issued
14. OSSF Inspections

Charts

1. Vaccine Doses Administered by Month
2. Vaccine Doses Administered by Age
3. Vaccine Doses Administered by WCCHD Clinic Site
4. Immunization Clients and Visits by WCCHD Clinic Site
5. WCCHD Investigations-Communicable Disease Management Team
6. WCCHD Social Service Program Clients
7. WCCHD Case Management Services
8. Community Clinic Services Program Clients and Services
9. WIC Client Encounters by WCCHD Site 2007 vs. 2008
10. WIC Encounters by Month and WCCHD Site
11. % WIC Clients by Client's Home Area
12. Map of OSSF Permitted Sites
13. Map of OSSF Inspection Sites

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I. Introduction

WCCHD protects and promotes the health of the people of Williamson County every day

Williamson County and Cities Health District impacts everyone, everywhere, every day in Williamson County. How? With services and collaborations that benefit the entire community and region.

The mission of the Williamson County and Cities Health District (WCCHD), in partnership with communities, is to protect and promote the health of the people of Williamson County. As a public health department, WCCHD professionals work every day to:

- Assess and monitor the health status of communities and populations at risk to identify health issues facing Williamson County;
- Engage communities to identify and solve health problems;
- Protect people from health problems and health hazards;
- Enforce public health laws and regulations;
- Give people information they need to make healthy choices;
- Help people access needed health services, including health promotion and disease prevention services.

WCCHD's Population-Focused Services

Data collection, analysis and dissemination: WCCHD strives to base its public health activities on data that show need. One example is that WCCHD has conducted assessment of behavioral risk factors for all age groups in Williamson County. We know that lack of exercise and physical activity are serious issues in our county. We know that chronic diseases such as diabetes take years of life and productivity from too many of us at a high cost to individuals, employers, and governments. WCCHD designs its own interventions around this data and shares the data with partner organizations to enlighten their decision making.

Education and Information: Each WCCHD program has a component of education to empower organizations and individuals to understand public health issues relevant to Williamson County. Food handler classes teach restaurant employees how to keep food safe. Breastfeeding education empowers families to start and continue breastfeeding—the healthiest choice for babies. Pre-natal and diabetes counseling teach health management skills that positively impact

families of every participant. Gardening and healthy cooking courses emphasize healthy eating and physical activity. Educating medical providers about communicable diseases and immunizations helps them provide better care for their patients. WCCHD has developed a public information function through press releases, public service announcements, and a website, www.wcchd.org that gives timely information about health topics in non-emergency and emergency situations. WCCHD participates in health fairs and other community events that offer an opportunity to educate the public. These education and information activities are only examples of the formal methods WCCHD employs to educate the community. In everything WCCHD does, there is at minimum an informal educational component that helps individuals and organizations understand the importance of protecting and promoting health.

Emergency Preparedness and Response: Public Health Emergency Preparedness and Response is a high priority for Williamson County and Cities Health District. Preparedness means understanding the threats that face our community and having a plan to work with our partners to respond when disaster strikes. WCCHD continues to work closely with the different entities that would respond during an emergency or provide volunteers to support the response effort. These entities include fire, police, EMS, local emergency managers, school groups and school nurses, state government, other local health departments, civic groups, volunteer service organizations, faith-based organizations, hospitals, medical providers, pharmacies, and many others. WCCHD personnel attend local, regional, and statewide planning meetings to ensure that we are fully coordinated and integrated into each level of emergency planning. Additionally, WCCHD regularly participates in training events and exercises which help to guarantee that we are fully prepared to respond to public health emergencies as well as other types of disasters.

Partnerships: Every WCCHD program leads, participates in, or monitors local, county-wide, regional, statewide and some national groups to promote a preventive public health agenda and to create synergy to solve problems. Staff participates on local interagency councils to share information about community resources with other helping organizations. Staff also participates on the County's Mental Health Task Force, the Regional Indigent Care Collaboration, the Board of Directors for the Crisis Center and Head Start, Colorado River Floodplain Coalition, and Capital Area Council of Governments workgroups among others. WCCHD firmly believes that achieving public health goals requires a partnership of committed groups and individuals.

WCCHD's Role in Providing Healthcare

The Williamson County & Cities Health District (WCCHD) provides some direct healthcare services to individuals and provides supportive services to link individuals to other healthcare resources. WCCHD does not duplicate healthcare services that are available and accessible to clients from other providers in the county.

Direct healthcare services provided by public health nurses include immunizations for children and adults who are uninsured, underinsured, or who receive assistance from public programs; and treatment for tuberculosis and sexually transmitted diseases. Nutrition screening, education, and counseling are provided along with food vouchers to pregnant and postpartum women and children up to age 5 whose income is at or below 185% FPL through the WIC Nutrition program. Breastfeeding counseling and support are also provided through the WIC program. Public health clinics are located in Cedar Park, Georgetown, Round Rock, and Taylor. WCCHD does not provide illness care or physician services. The staff coordinates with local hospitals in regard to reporting and investigation of communicable diseases and services for County Indigent Health Care Program participants.

WCCHD's social services staff offers assistance to individuals to help them access health care resources in Williamson County through the following programs and services:

Healthcare Helpline is a telephone and walk-in service that offers a single point of access to healthcare for medically indigent persons. A small team of intensively trained bilingual Social Workers provides applications and eligibility determination for many programs, including preliminary screening for assorted Medicaid programs, CHIP, Wilco Care Card Program (County Indigent Health Care Program), CSHCN (Children with Special Health Care Needs), Social Security Disability, WIC, and other programs. Uninsured residents who are not eligible for public assistance programs are referred to medical service resources in their communities whenever available. Services are coordinated with the community clinics in the county: Health Center at Johns Community Hospital, Samaritan Health Ministries, and Lone Star Circle of Care. This specialized assistance offered by WCCHD is not provided through any other agency at this time. The Healthcare Helpline service is available 8:00 a.m.-5:00 p.m. Monday-Thursday, and 10:30 a.m.-5:00 p.m. Friday.

Wilco Care Card Program (County Indigent Health Care Program) is a state-mandated program funded by Williamson County that pays for medical care, including doctor visits, hospitalization and pharmacy needs, for very low income residents of the County. The Community Health Education & Social Services Division administers screening, eligibility, and case management for this program. Staff also offers diabetes education classes and support groups for participants diagnosed with diabetes. Participants must have income at or below 25% FPL, meet resources guidelines (vehicles, bank accounts, property, etc.), and not qualify for Medicaid.

Prenatal Services: Pregnant women and their families are evaluated for potential eligibility for Medicaid, the Children's Health Insurance Perinatal Care Program, Title V, WIC and other medical and social service programs. Eligible women are guided to prenatal care through multiple community sites. Prenatal education classes, if available, are offered to pregnant women enrolled in WCCHD services.

Community Clinic Services (CCS) Program is a program administered by WCCHD that is funded by Williamson County utilizing Tobacco Settlement funds. Through this program, the community clinics, Health Center at Johns Community Hospital, Samaritan Health Ministries, and Lone Star Circle of Care, are reimbursed on a fee-for-service visit basis for care provided to uninsured residents. In October 2008, the FPL limit used to determine eligibility for services increased from 150% to 200%, and the payment rate increased from \$45 to \$50. The per-visit rate covers part of the clinics' cost of the service. Lone Star Circle of Care elected not to participate in the WCCHD administered program at the beginning of the new fiscal year, which began September 2008.

If WCCHD did not exist in Williamson County, the Department of State Health Services would be the “default” provider of public health services for the county. The DSHS/Health Services Region 7 (HSR 7) currently serves in this default role in 23 rural Central Texas counties that do not have a local health department or district. HSR 7 has a staff of less than 100 total employees. In those counties served directly by DSHS, the local governments have no control over services that are provided, no authority over the state employees that come into their counties to provide services and no access to state and federal funds that are allocated to DSHS to pay for public health services in their counties. There is no minimum level of service that the state is required to provide and there is no obligation on the part of the state to have a physical presence in any county where the state serves in a default role.

In short, if Williamson County had not chosen to create a health department 65 years ago (later reorganized into a public health district), the county would be dependent on the state for basic public health services. The 23 counties served by HSR 7 receive limited services on an “as available” basis with no guarantees. Local control of service provision and funds allocated for local public health is important to assure that services are available when needed and adapted to local needs. The existence of a public health district within Williamson County assures that the county and member city governments have local control of public health services and of federal and state tax dollars designated for public health services in Williamson County.

Background Information for Statistical Summaries

Services provided by WCCHD programs are documented in a variety of databases, some created locally and some provided by various non-integrated State programs. The level of reporting detail varies according to the particular database and who has possession of that data—WCCHD or the Texas Department of State Health Services. In this presentation, we have endeavored to provide as much detail as possible regarding the residence of those who received services from WCCHD during 2008.

WCCHD does not routinely collect information about whether or not a client's residence address lies within city limits. The statistical summaries in this report are run using the city listed with the client's address; therefore, the clients included in city counts may or may not reside within the city limits. For this reason, throughout the report the term "Area" is used instead of "City". Throughout this report, "Austin" refers to clients with an Austin address residing within Williamson County. 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).

For communicable disease, 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 to DSHS may be found on the WCCHD website: www.wcchd.org. In 2008, disease surveillance within Williamson County was performed by two health departments, the Austin Travis County Health and Human Services Department (ATCHHSD) and the Williamson County and Cities Health District (WCCHD). 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 the county. WCCHD also investigated suspect cases that fell outside Williamson County but lie within the city limits of Round Rock, Cedar Park, and Leander. ATCHHSD and WCCHD have agreed to use spatial and address information maintained by address coordinators for each county to assign jurisdictional authority for disease investigations.

For preventive health and social services, an effort was made to distinguish between individual clients served versus the number of services provided. Depending on the program, a client may utilize a WCCHD service multiple times over the course of a year.

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.

The public health services profiled in this report help maintain healthy communities throughout Williamson County.

II. Public Health Nursing Services

The Public Health Nursing Division offers preventive health care services (Health District clinics do not provide sick care) to families who do not have access to private healthcare, such as immunizations and treatment for latent tuberculosis infection. This division also provides communicable disease prevention and control services, information, health education, and referrals to other community services.

Immunizations

Immunizations are available to children and adults year round by appointment and on a walk-in basis. WCCHD provides many different types of vaccine (see table 1). In 2008, 26,669 vaccinations were administered in WCCHD clinics to 9,807 clients. Demand for immunization services is highest during back-to-school clinics in August and in the fall at the beginning of flu season (see Chart 1). Two vaccines, human papillomavirus (HPV) and zoster, were offered for the first time in 2008. WCCHD clinics started administering HPV in late February, while zoster vaccinations started in the fall.

Table 1: Vaccine Types Administered by WCCHD

Vaccine	Doses Administered
Diphtheria Tetanus (DT) pediatric formulation	1
Diphtheria Tetanus acellular Pertussis (DTaP)	1,492
DTaP/HebB/IPV	686
Hepatitis A Adult	338
Hepatitis A Pediatric/Adolescent	3,499
Hepatitis B (HepB) Adult	816
HepB Pediatric/Adolescent	732
<i>Haemophilus influenzae</i> type b (Hib)	754
Human Papillomavirus (HPV)	996
Influenza 6 - 35 months of age	794
Influenza 36 months of age and older	2,395
Inactivated Poliovirus (IPV)	1,376
DTaP/IPV/HIB	117
Meningococcal Conjugate (MCV4)	1,266
Mumps Measles Rubella (MMR)	2,017
MMR Varicella (chickenpox)	11
Pneumococcal Conjugate (PCV7)	1,262
Pneumococcal Polysaccharide (PPV23)	76
Rotavirus	437
Tetanus Diphtheria (Td) adult formulation	540
Tdap	2,001
Varicella (chickenpox)	2,939
Zoster	2,124
TOTAL	26,669

Chart 1. Vaccine Doses Administered by Month All WCCHD Clinics

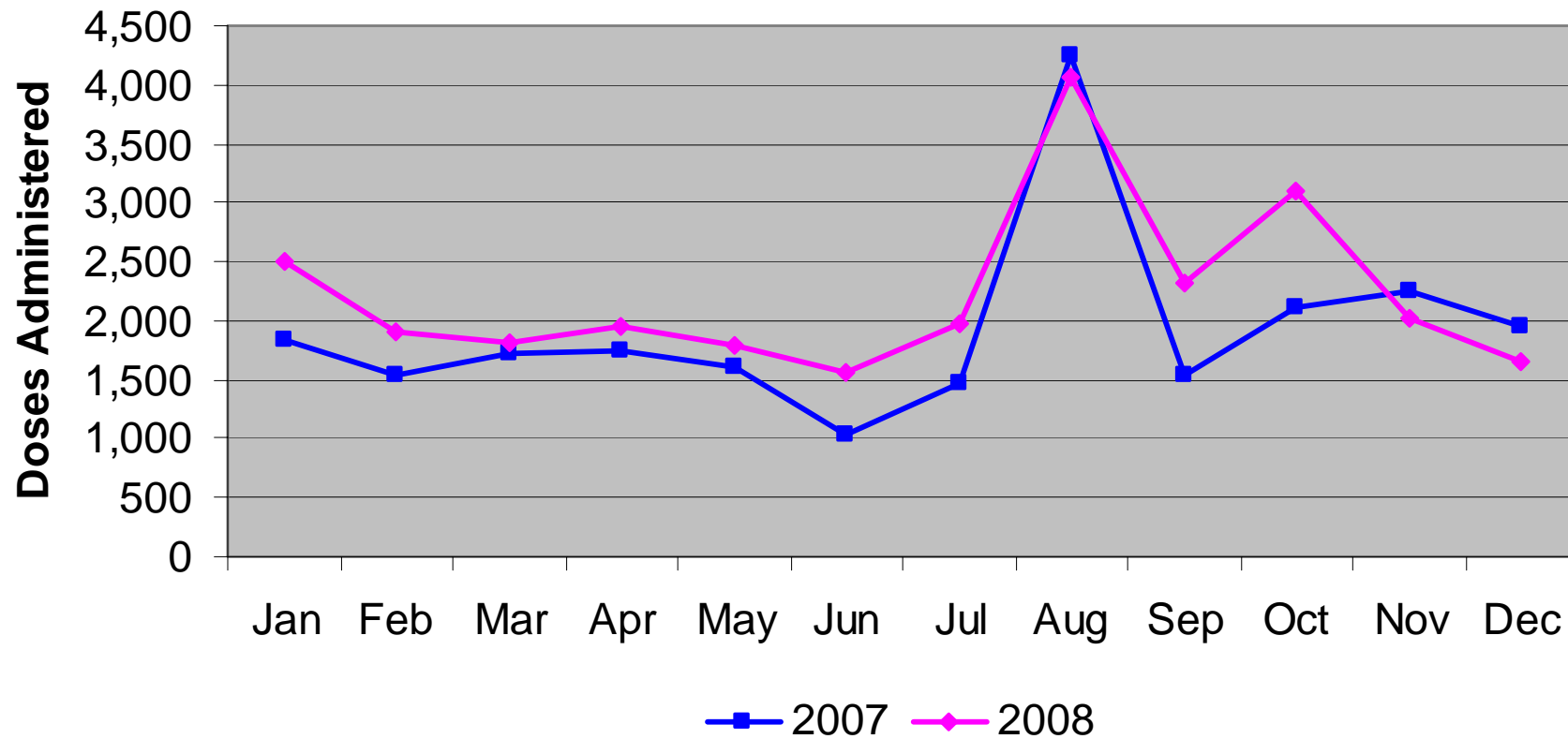


Chart 2. 2008 Vaccine Doses Administered by Age

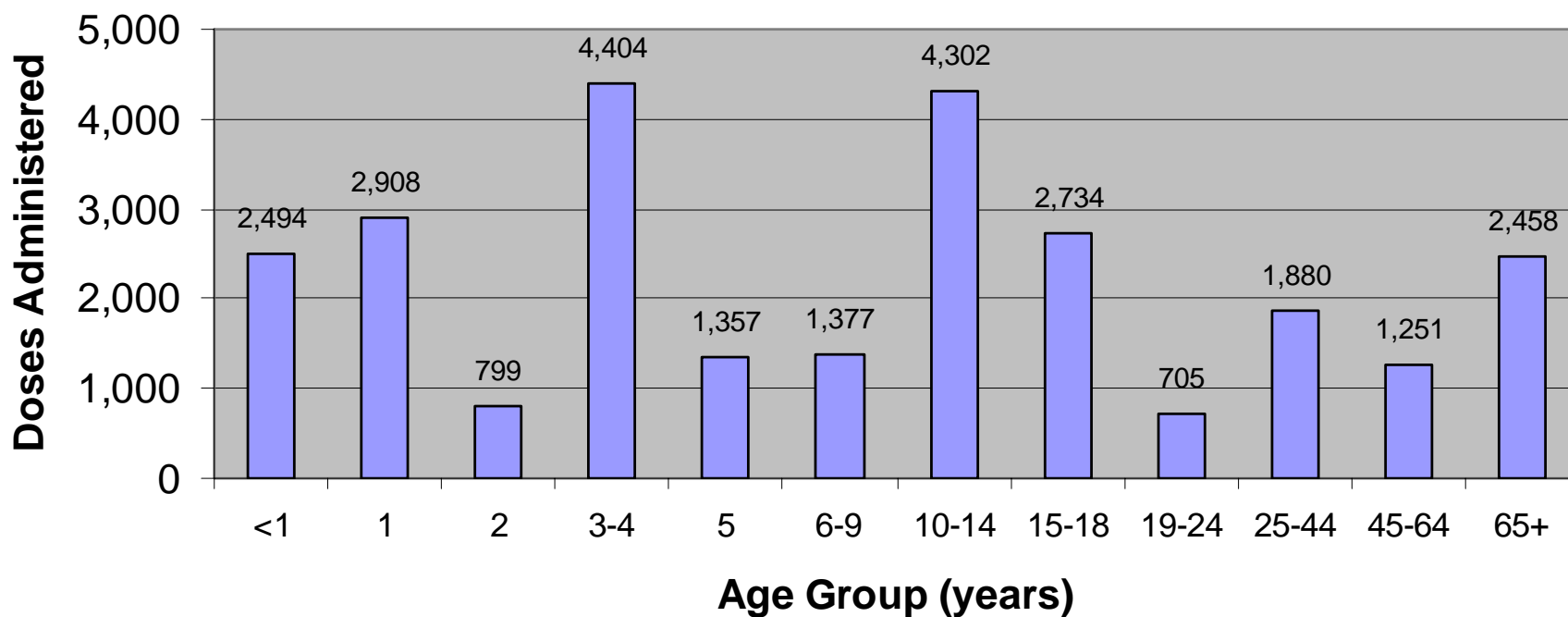
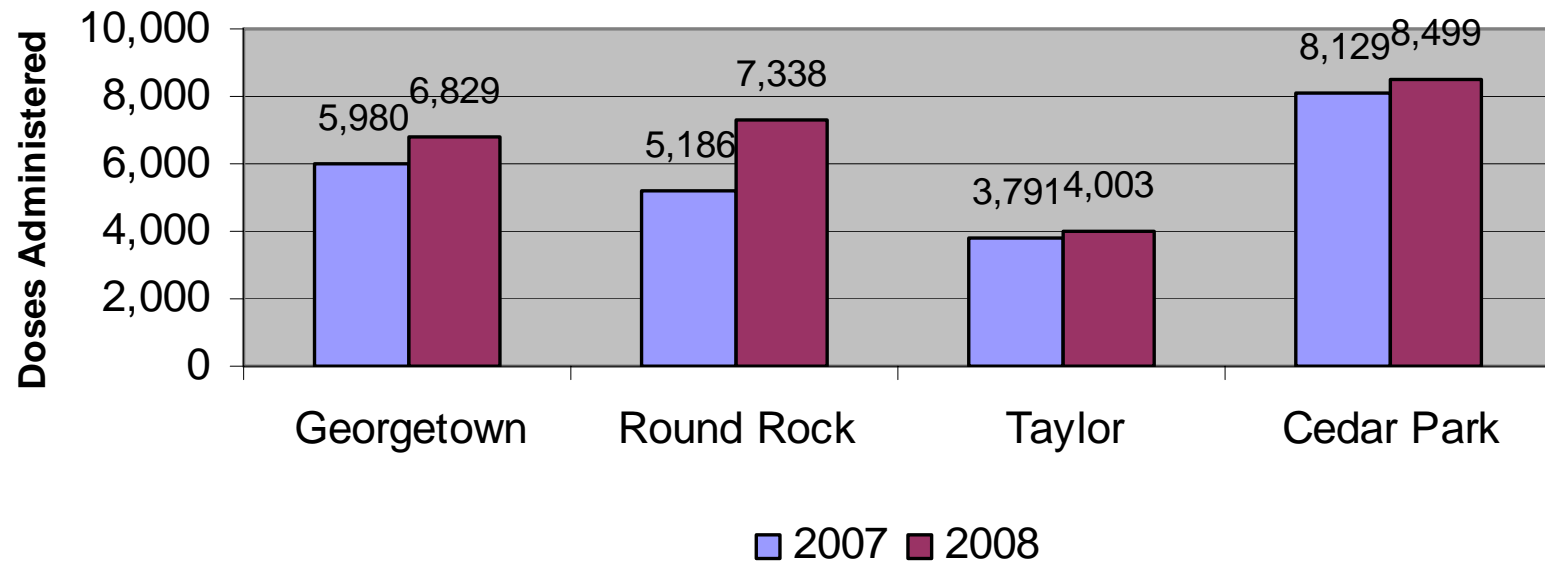
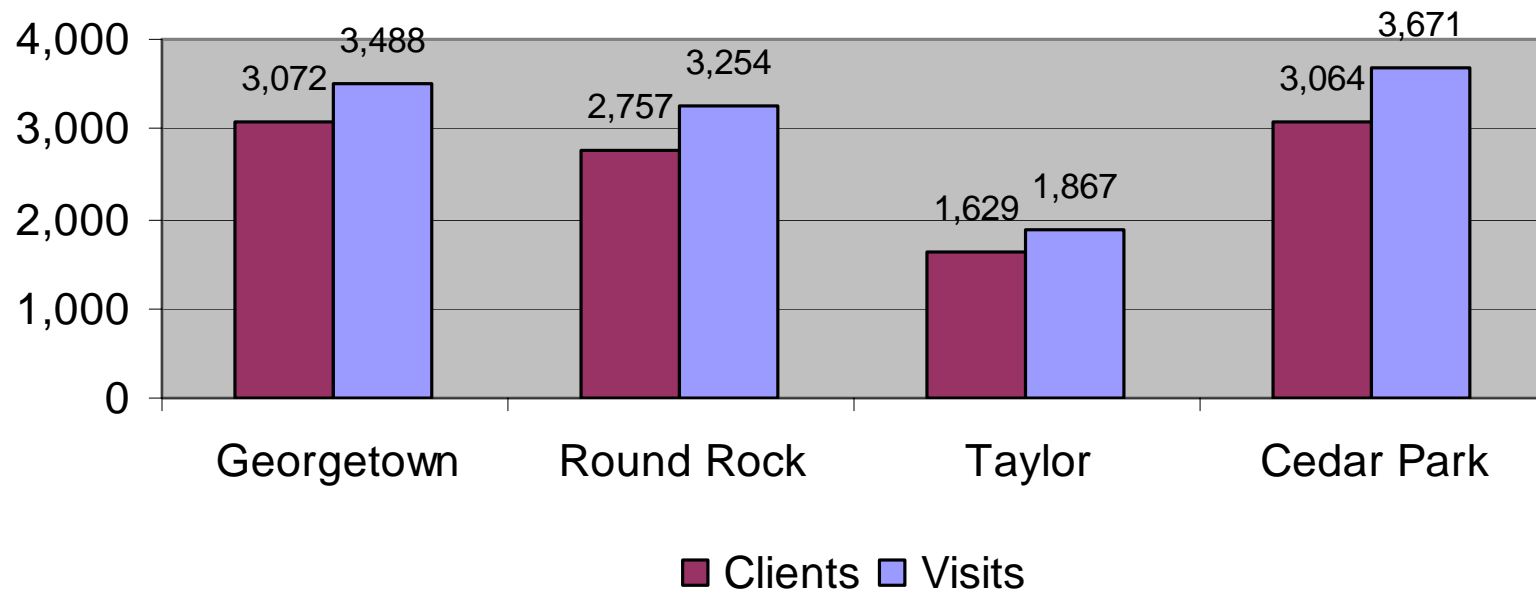


Chart 3. Vaccine Doses Administered by WCCHD Clinic Site



**Chart 4. Immunization Clients and Visits
by WCCHD Clinic Site for 2008***



***Note:** For this chart, clients visiting more than one site for services were included in the client totals for each site visited. The total number of clients counted in this chart is therefore not a purely unduplicated client count.

Table 2. 2008 Number of Immunization Clients Served by Zip Code and Area (% of Total Served)*

Area	Zip Codes Included	Immunization Clients	
		#	%
Georgetown	78626, 78627, 78628, 78633	2,615	27%
Round Rock	78664, 78665, 78680, 78681, 78682, 78683	1,777	18%
Cedar Park	78613, 78630	1,049	11%
Leander	78641, 78645, 78646	1,005	10%
Taylor	76574	949	10%
Austin (Williamson County)	78717, 78727, 78728, 78729, 78750, 78759	696	7%
Hutto	78634	301	3%
Liberty Hill	78642	295	3%
Pflugerville (Travis County)	78660	195	2%
Coupland/Elgin	78615, 78621	120	1%
Florence	76527	94	1%
Thrall/Thorndale	76577, 76578	85	1%
Jarrell	76537	73	1%
Granger	76530	52	<1%
Bartlett	76511	32	<1%
Weir	78674	21	<1%
Bertram (Burnet County)	78605	14	<1%
All other areas/zip codes		434	4%
TOTAL		9,807	100%

*Area was determined by analyzing zip code and city fields in TWICES, the State of Texas client encounter database.

Texas Vaccines for Children (TVFC) is a program for improving vaccine availability for uninsured and underinsured individuals by providing vaccines to community doctors' offices, schools and community clinics to be administered to eligible children. In

2008, approximately 64,607 vaccinations were administered by TVFC providers (excluding WCCHD sites). WCCHD provides education and technical assistance to these providers and works to recruit other providers to participate in this program.

Table 3. Texas Vaccines for Children (TVFC) Providers

Area	# of Providers	
	2007	2008
Round Rock	23	26
Austin	3	3
Georgetown	8	7
Cedar Park	6	7
Taylor	5	5
Granger	2	2
Hutto	2	2
Florence	1	1
Jarrell	1	2
Leander	1	3
Liberty Hill	0	1
Thrall	1	1
TOTAL	53	60

Prenatal Care

All four Health District clinics provided prenatal care, case management and referral services for pregnant women in Williamson County who are not able to access care from a private physician or other community clinic. Clinical services were provided by Registered Nurses and an Advanced Practice Nurse with oversight by a consulting OB/GYN physician. There were 202 maternity clients entered into care in 2008. In 2008, more private physicians began to enroll as CHIP insurance providers allowing us to transition pregnant women out to care. By October 2008, all WCCHD prenatal clients had either delivered or their care had been transferred to a local OB/GYN physician.

Disease Investigations

Several Texas laws (Health & Safety Code, Chapters 81, 84, and 87) require persons working in certain health related occupations having knowledge of a person suspected of having a reportable disease or condition must 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). In 2008, WCCHD processed over 2,553 reports of disease (including sexually transmitted diseases or STDs) or other reportable conditions such as drowning, resulting in 1,250 investigations (see Chart 5).

Disease Profile—Tuberculosis (TB) and Latent TB infection (LTBI)

People with TB disease are sick from TB germs that are active, meaning that they are multiplying and destroying tissue in their body. In most cases people with active TB will have symptoms. People with TB disease of the lungs or throat are capable of spreading germs to others. They are prescribed drugs that can cure TB disease, but they must be treated with multiple medications for a minimum of 6 months. WCCHD personnel meet regularly with patients who have active TB to watch them take their medications. This is called directly observed therapy (DOT). DOT helps ensure that people with TB are taking medications appropriately; ensuring adequate treatment, preventing the spread of disease, and reducing the risk of recurrence and development of drug resistant TB germs.

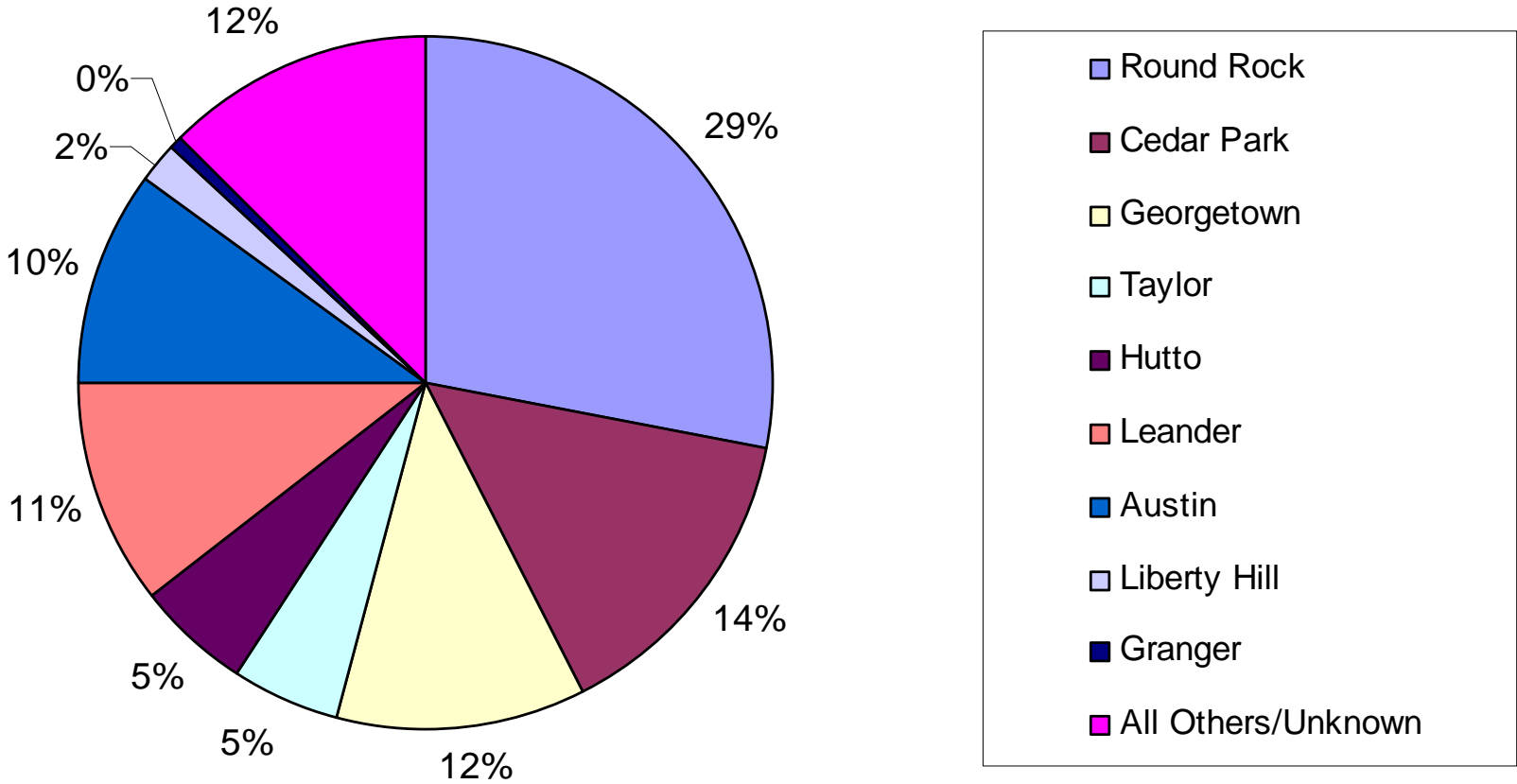
People with LTBI have TB germs in their bodies, but they are not sick because the germs are not actively multiplying. These people do not have symptoms of TB disease, and they cannot spread the germs to others. However, they may develop TB disease in the future. They are often prescribed treatment with one TB medication for 9 months or longer to

prevent them from developing TB disease. WCCHD personnel monitor LTBI patients for signs and symptoms of disease as well as possible adverse events related to their treatment regimen.

In 2008, WCCHD investigated or provided treatment services for 11 cases of TB and 5 suspected cases of TB (see Table 4). All 5 suspect cases were ultimately ruled out. Every case of TB generates an investigation to search for the source of the infection and for others who may have been infected by the person being treated. This involves several District staff and hundreds of hours of work for every new case.

Of the 126 clients receiving LTBI in 2007, 36 continued therapy in 2008. 74 clients started LTBI therapy in 2008 (see Table 4).

Chart 5. 2008 WCCHD Investigations Communicable Disease Management Team



Round Rock	Cedar Park	Georgetown	Taylor	Hutto	Leander	Austin	Liberty Hill	Granger	Other/Unknown	TOTAL
352	178	147	62	66	134	124	25	6	156	1,250

Table 4. 2007 - 2008 Clients on Tuberculosis (TB) Medication: TB Cases, Suspected TB Cases, and Latent Tuberculosis Infection (LTBI) Clients

City	TB Cases and Suspected Cases*		Clients Receiving LTBI Medication	
	2007	2008	2007	2008
Round Rock	8	6	44	40
Georgetown	2	1	20	16
Austin (WC)	0	2	14	14
Leander	0	1	5	5
Taylor	1	1	10	5
Cedar Park	2	2	13	11
Florence	0	0	0	0
Liberty Hill	0	1	5	5
Hutto	1	0	4	8
Jarrell	0	0	2	2
Granger	0	0	0	0
Thrall	0	0	0	0
Bartlett	0	1	1	2
All Others	0	1	8	2
TOTAL	14	16	126	110

*In 2007, 4 new TB cases were started on medication, 5 TB cases started in 2006 and continued taking medication in 2007, and 5 suspect cases were ultimately ruled out. Three of those suspects were not placed on medication. In 2008, 7 new TB cases were started on medication, 4 TB cases started in 2007 and continued taking medication in 2008, and 5 suspect cases were ultimately ruled out. Three of the 5 suspects did not start on medications.

Sexually Transmitted Disease (STD) and HIV Services

The Health District provides screening and treatment for the following sexually transmitted diseases: Gonorrhea, Chlamydia, and Syphilis. WCCHD provides STD related services to individuals seen in WCCHD clinics. More information on the disease burden of STDs in Williamson County is found on the WCCHD website (www.wcchd.org) and the DSHS website (<http://www.dshs.state.tx.us/hivstd/>).

The Health District provides HIV education for Williamson County residents, and provides confidential and anonymous HIV testing and counseling through all of the Health District clinics. Those who are HIV positive are referred to a case manager to assist them in obtaining medical care and other services.

Information about individuals tested and treated for these diseases is not maintained in an electronic database. Logs are kept by clinic where the individual was seen. Therefore, data by city of residence is not available.

Table 5. HIV Testing by WCCHD Clinic Site

Clinic	HIV Tests Performed
Round Rock	143
Georgetown	61
Cedar Park	104
Taylor	50
TOTAL	358

Table 6. STD Testing by WCCHD Clinic Site

Clinic	STD Tests Performed*
Round Rock	136
Georgetown	59
Cedar Park	94
Taylor	49
TOTAL	338

* Single specimen collected to test for both gonorrhea and Chlamydia. Clients may be tested more than once.

III. Emergency Preparedness and Response

The Health District engages with first responders and a variety of state, regional and local health/medical and emergency response agencies to plan, train and exercise for responding to natural and man-made disasters. WCCHD offers emergency preparedness and response courses specific to public health. Although the primary focus has been on improving the competencies of the public health workforce, these courses are also offered to community partners and volunteer workers. WCCHD conducts and participates in several drills and exercises each year and actively responds to “real life” events.

Table 7. WCCHD Emergency Preparedness & Response Courses

Course Name	# Courses Offered	# Attendees
Emergency Preparedness & Response 101	1	23
Emergency Preparedness & Response 201	1	16
Communications 101	1	15
TOTAL	3	54

Exercises

April 1, 2008: Conducted an Epidemiological Tabletop Exercise in order to assess WCCHD’s ability to respond to a Bioterrorism event. Goals for this exercise included testing WCCHD’s ability to conduct system-wide coordination with the regional and central offices of Texas Department of State Health Services (DSHS), coordination with first responder agencies, and the activation of the WCCHD Operations Center (WOC).

July 30, 2008: Participated in a Regional Virtual Pandemic Influenza Tabletop Exercise. The objectives for this exercise included discussing procedures for isolation and quarantine, identifying trigger points for implementation of non-pharmaceutical interventions, assessing WCCHD’s disease detection and surveillance procedures, and activating the WCCHD Crisis Emergency Risk Communication (CERC) Plan. Participants in this exercise included representatives from public health, local hospitals, and local Independent School Districts (ISD).

October 8, November 5, November 19, and December 18, 2008: Conducted multiple Regional Pandemic Influenza Seminars with the overarching goal of reviewing and revising stakeholder Pandemic Influenza Plans in order to ensure consistency, identify resources, and eliminate gaps between plans. Exercise participants included representatives from

local health departments, DSHS Region 7, the Capital Area Council of Governments (CAPCOG), the Capital Area Trauma Regional Advisory Council (CATRAC), local offices of emergency management, and local hospitals.

October 28, 2008: Conducted a Distribution and Vaccination Full-scale Exercise for Critical Infrastructure Personnel in order to test WCCHD's ability to distribute medical countermeasures throughout Williamson County during a public health emergency. Objectives for this exercise included the review and revision of the WCCHD Critical Infrastructure Standard Operating Guidelines (SOG), the implementation of multiple redundant systems to communicate with first responders, and the activation of the WCCHD CERC Plan. During this exercise 1,174 doses of annual influenza vaccine were distributed to representatives from local fire departments, local police departments, Williamson County Emergency Medical Services (EMS), Williamson County Emergency Communications, and local ISD's.

IV. Community Health Education and Social Services

The Community Health Education and Social Services (CHESS) Division connects people to health and social services delivery systems. Staff members also collaborate with numerous community groups, attempting to bridge gaps in healthcare and social services systems.

Information and Referral

The Healthcare Helpline is an information and referral service for Williamson County, specializing in access to healthcare. Anyone may call to find out about healthcare information and resources, and to be screened for public medical assistance programs. Call specialists are “on call” during operating hours, Monday through Friday, to help answer questions and direct people to resources in the community. Table 8 shows the number of clients on whom demographics were collected and to whom in-depth program screening was provided.

Through September 2008, the Indigent Care Collaboration (ICC), insure-a-kid, Lone Star Circle of Care (LSCC), and WCCHD partnered to allow individuals without a doctor to schedule a first appointment with a medical home by calling the WCCHD Healthcare Helpline. Individuals calling the Helpline were transferred to insure-a-kid staff who could provide a first appointment with LSCC regardless of the caller or family member’s insurance status. Uninsured callers were screened for Medicaid and CHIP eligibility as well as other possible medical payment resources. For children and pregnant women eligible for CHIP or Medicaid, insure-a-kid provided application assistance. Once families connected with health coverage, insure-a-kid helped families learn to use and renew their children's insurance. The collaborative project ended on September 30, 2008, when grant funding terminated.

1,641 individuals were referred to an insure-a-kid worker for screening, and 1,560 were successfully contacted. Another insure-a-kid worker conducted follow-up calls to individuals that had been screened at LSCC clinics. Of the approximately 755 Williamson County clients initially screened eligible for CHIP or Medicaid through September 2008, 222 were enrolled at the time this report was prepared. The remaining clients may not have followed through with the application process, were ineligible for benefits, or could not be located. The immediate health or medical need for many of these clients was often taken care of even though an application for assistance was not completed. 494 individuals were scheduled for medical appointments by the worker. These contacts were accounted for separately from the usual Healthcare Helpline calls and are not included in Table 8.

Table 8. Healthcare Helpline Information & Referral (I&R) Clients and Contacts

Area	Healthcare Helpline I & R	
	Clients	Contacts
Round Rock	1,089	1,926
Georgetown	481	850
Austin	342	501
Cedar Park	322	537
Leander	278	447
Taylor	280	498
Hutto	160	276
Liberty Hill	65	106
Florence	37	57
Granger	31	72
Jarrell	52	84
Bartlett	7	10
Thrall	29	50
Coupland	5	8
Elgin	3	4
Schwertner	0	0
Thorndale	0	0
Weir	7	12
Unknown	22	85
Out of County	59	70
TOTALS	3,269	5,593

Healthcare Programs and Case Management

The Wilco Care Card Program (County Indigent Health Care Program) is a State-mandated program that pays for medical care, including doctor visits, hospitalization and pharmacy needs, for uninsured Williamson County residents with very low incomes (under 25% of the Federal Poverty Level) who do not qualify for Medicaid. WCCHD provides initial program screening, eligibility management and claims oversight for this program. New in 2008 is the addition of a pharmacy benefits coordinator, to assist enrollees to apply for donated medications through manufacturer patient assistance programs—improving health outcomes and cutting the program’s pharmaceutical costs. Case management services were provided to medically high risk clients and other clients with special needs who are eligible for the Williamson County Indigent Health Care Program. In 2008, WCCHD served 1,247 Wilco Care Card Program clients.

Clients diagnosed with diabetes and enrolled in the WilCo Care Program are provided diabetes testing supplies free of charge. In 2008, 176 case management services were provided to 76 enrolled clients. Services are provided in English and Spanish. Clients were contacted to participate in an Assessment Survey during December 2008. Of the 121 enrolled clients with diabetes, 96 agreed to participate. As clients were surveyed they were provided with information on how to receive testing supplies free of charge. The survey provided WCCHD valuable information on how clients are managing their diabetes.

WCCHD Social Workers provide case management services to pregnant women and their families. Pregnant women are evaluated for Medicaid, CHIP Perinatal Program, Title V, WIC and other programs. Eligible women are guided to prenatal care either in the community or in WCCHD clinics. Pregnant women who are uninsured, ineligible for Medicaid and have income at or below 185% FPL are eligible for the Maternal Child Health Title V program. Women who have income between 186% FPL and 200% FPL may qualify for the CHIP Perinatal Program. In 2008, Social Workers assisted 287 prenatal clients in applying for the CHIP Perinatal Program and 202 clients received prenatal services in the WCCHD prenatal clinic.

Title V Case Management services were provided for 290 high risk pregnant women. Case Management by Social Workers assists pregnant women and their families in gaining access to needed medical services, finding help to deal with family problems and financial concerns, and finding that help near where they live. In 2008, Social Workers provided 983 face to face or telephone contacts to prenatal clients, 602 of these contacts were billable contacts which resulted in \$27,108 paid contacts from the Title V Maternal and Child Health grant program.

Social Workers provided a set of prenatal education classes to pregnant women in the WCCHD Cedar Park Clinic. A series of 8 prenatal education classes were provided to 16 pregnant women. The classes consisted of learning about the benefits of the CHIP perinatal program, labor and delivery, parenting, family planning, depression/post partum depression, learning English and a special class for Fathers only.

Social Workers also provided Case Management for medically high risk Medicaid eligible children and pregnant women. The Children and Pregnant Women's Program (CPW) provides services to children with a health condition/health risk, birth through 20 years of age and to high-risk pregnant women of all ages, in order to encourage the use of cost-effective health and health-related care. Together, the case manager and family assess the medical, social, educational and other medically necessary service needs of the eligible recipient. WCCHD provided CPW case management services (paid by Medicaid) to 90 clients. In 2008 Social Workers provided 519 face to face or telephone contacts to 90 clients. Of these contacts, 197 were billable contacts which resulted in \$14,068 paid by the Medicaid program.

In 2008, Social Workers promoted the Children and Pregnant Women's Program (CPW) by attending the Children's Health Care Festival, WIC breastfeeding walk/health fair, Round Rock Independent School Districts teen parent workshop and the Taylor Duck Fest Health Fair. CPW outreach presentations were given at the Agape Pregnancy Center, WIC program, Georgetown Caring Place, Hospice Williamson, Seton Williamson Hospital, St. David's Georgetown Hospital and St. David's Round Rock Hospital.

The Community Clinic Services (CCS) Program is a program administered by WCCHD that is funded by Williamson County utilizing Tobacco Settlement funds. Through this program, the community clinics, Health Center at Johns Community Hospital, Samaritan Health Ministries, and Lone Star Circle of Care, are reimbursed on a fee-for-service visit basis for care provided to uninsured residents whose income is at or below 150% FPL. The per-visit rate covers part of the clinics' cost of the service. In 2008, CCS provided 5,440 services to 3,734 residents.

Chart 6. WCCHD Social Service Program Clients

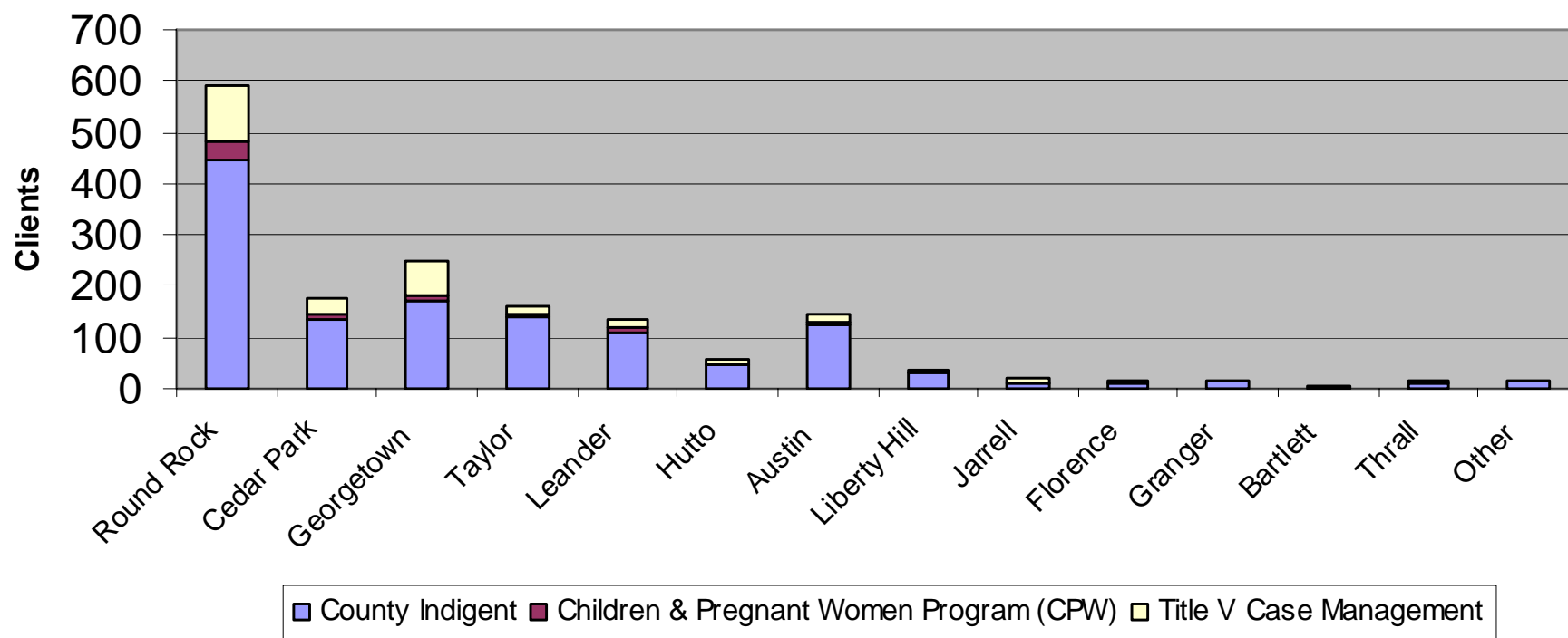


Chart 7. WCCHD Case Management Services

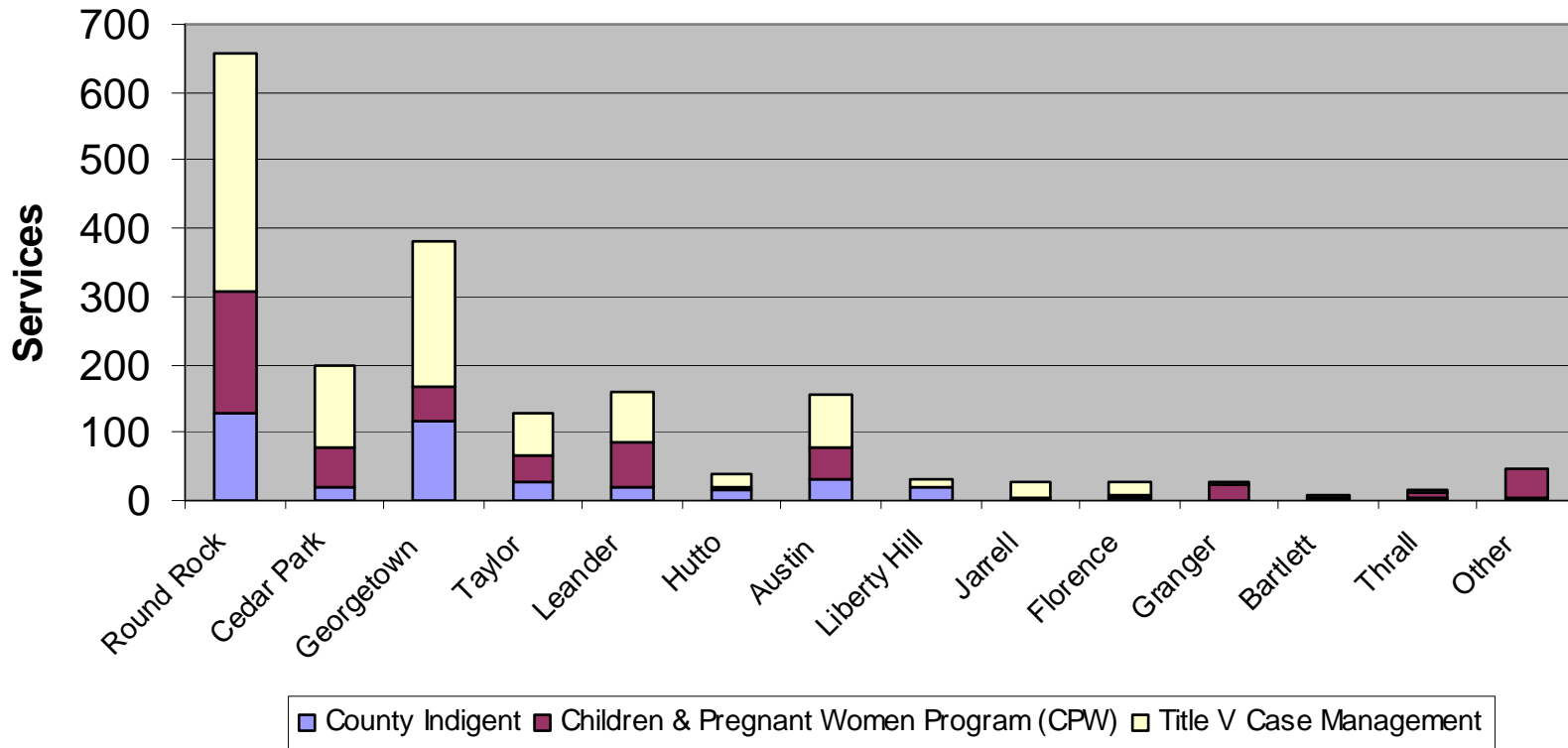
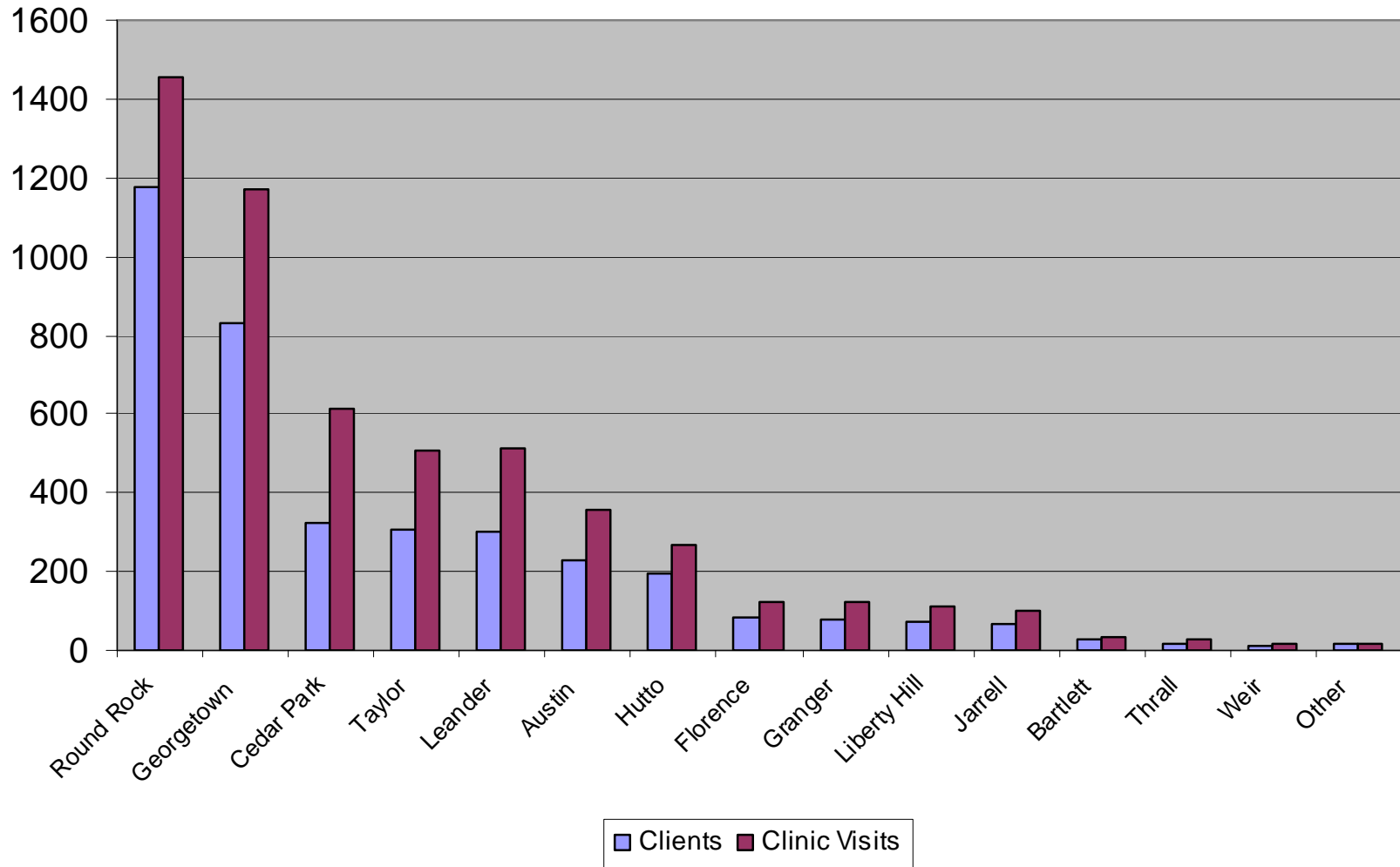


Chart 8. Community Clinic Services Program Clients and Services



Community Health Education

Community Health Education services include health education classes, health presentations, community outreach events, and collaborating with community partners. In addition, clients enrolled in the diabetes case management program receive comprehensive health education services. In 2008, a total of 58 people attended six diabetes education series. Each diabetes education series consisted of five to six classes. Three diabetes series were offered in Georgetown, and one each in Round Rock, Cedar Park, and Taylor. A total of 29 people attended two parenting education series both offered in Round Rock. Each parenting education series consisted of six classes.

Table 9. Social Services Division Education Class Participants by Area

Area	Education Class Participants
Round Rock	45
Georgetown	9
Cedar Park	6
Taylor	4
Florence	2
Weir	2
Hutto	1
Leander	1
Pflugerville	1
Other/Unknown	16
TOTAL	87

Eleven health presentations were provided: four Community Health Education Overviews, five Diabetes Overviews, and two Nutrition and Physical Activity. Community outreach events included the 6th Annual Children's Health Festival with over 1,300 attendees and the 5th Annual Williamson County School and Public Health Nurses Conference which had 160 participants. The health education team participated in approximately ten health fairs to promote classes. The team also participated in several community programs and collaborations including the Child Health Consortium, Central Texas

Diabetes Coalition, Chronic Disease Coalition, and Williamson County Mental Health Taskforce. All classes and presentations are provided without charge at WCCHD and community sites throughout Williamson County and are available in English and Spanish.

V. Nutrition Services (Woman, Infants, and Children—WIC)

The WIC Nutrition Program at the Health District provides nutrition education and healthy foods for pregnant women, new mothers, infants and young children. In June 2008, the WCCHD WIC program began providing food benefits by Electronic Benefits Transfer (EBT) using WIC Lone Star Smart Cards instead of paper food vouchers. During 2008, \$4,509,262.87 in food benefits redemptions were paid to Williamson County grocers. 5,668 sets of Farmers' Market vouchers (each set worth \$10 in fresh fruits and vegetables) were issued to WIC Program participants.

The WCCHD WIC Program has an active Breastfeeding Peer Counselor (BFPC) Program. Five BFPCs promote, support, and provide education on breastfeeding in the WIC clinics and WCCHD communities. WIC also loans and provides breast pumps to women who need them as part of their benefit package. During 2008, 301 hospital-grade (Hollister Elite) electric breast pumps were loaned out to breastfeeding women and 64 personal electric breast pumps (Hollister Purely Yours) and 289 manual (non-electric) breast pumps were given to breastfeeding women.

A registered dietitian and horticulturist/community garden coordinator, part of the WIC and Community Nutrition staff, coordinate efforts for the From the Garden to the Table (FGTT) cooking class. During 2008, 145 individuals attended FGTT classes, and 85 graduated from the series. Eight additional facilitators were trained during 2008, and 70 hours were logged by FGTT volunteers, who either taught or assisted with the classes. The horticulturist/community garden coordinator produced the 2008 Expert Gardener (EG) series of classes. Seventeen individuals attended EG classes and ten graduated from the series. During 2008, 32 people actively volunteered nearly 1,146 hours of their time maintaining WCCHD community gardens.

Chart 9. WIC Client Encounters by WCCHD Site

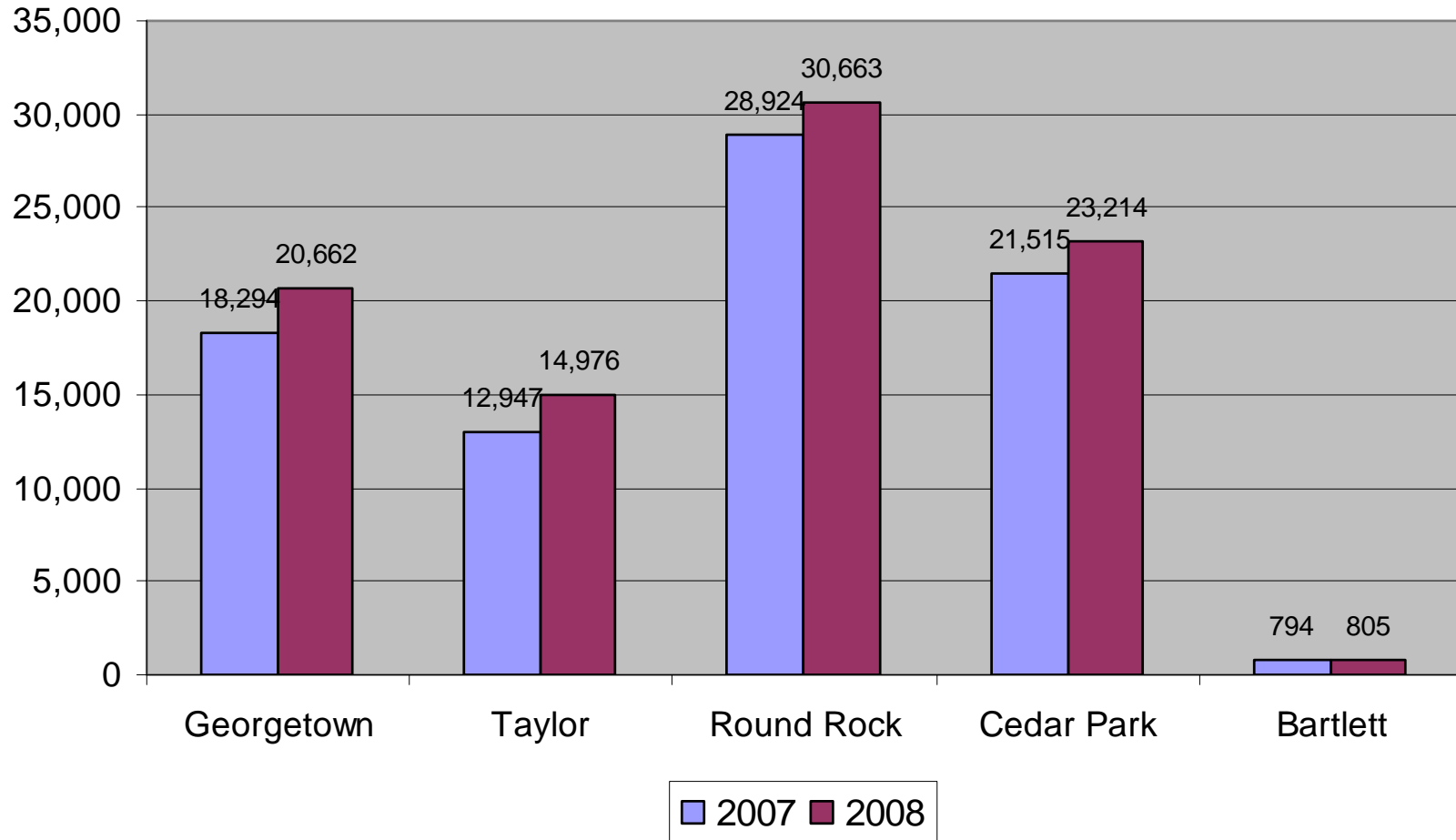


Chart 10. WIC Client Encounters by Month and WCCHD Site

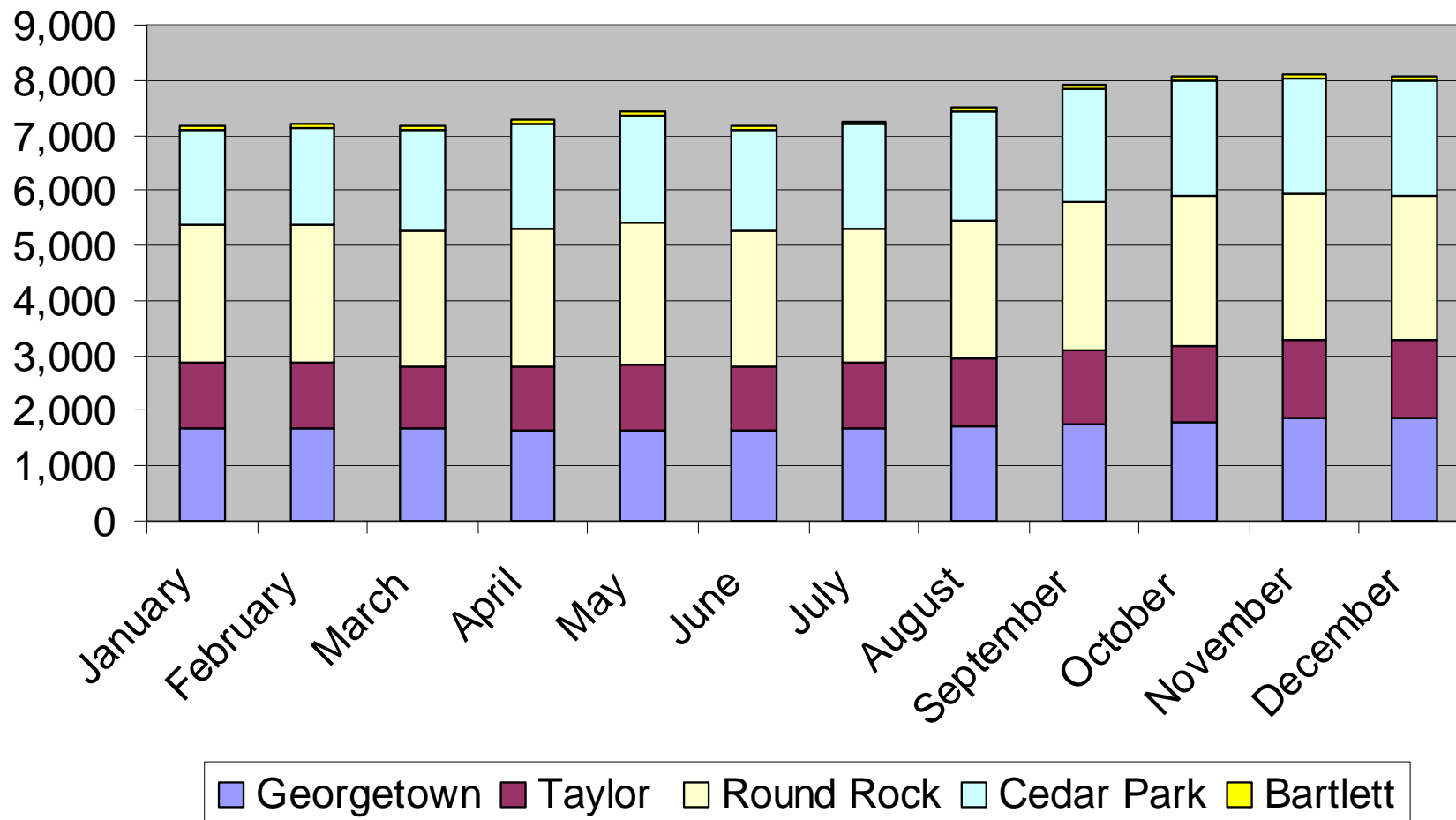
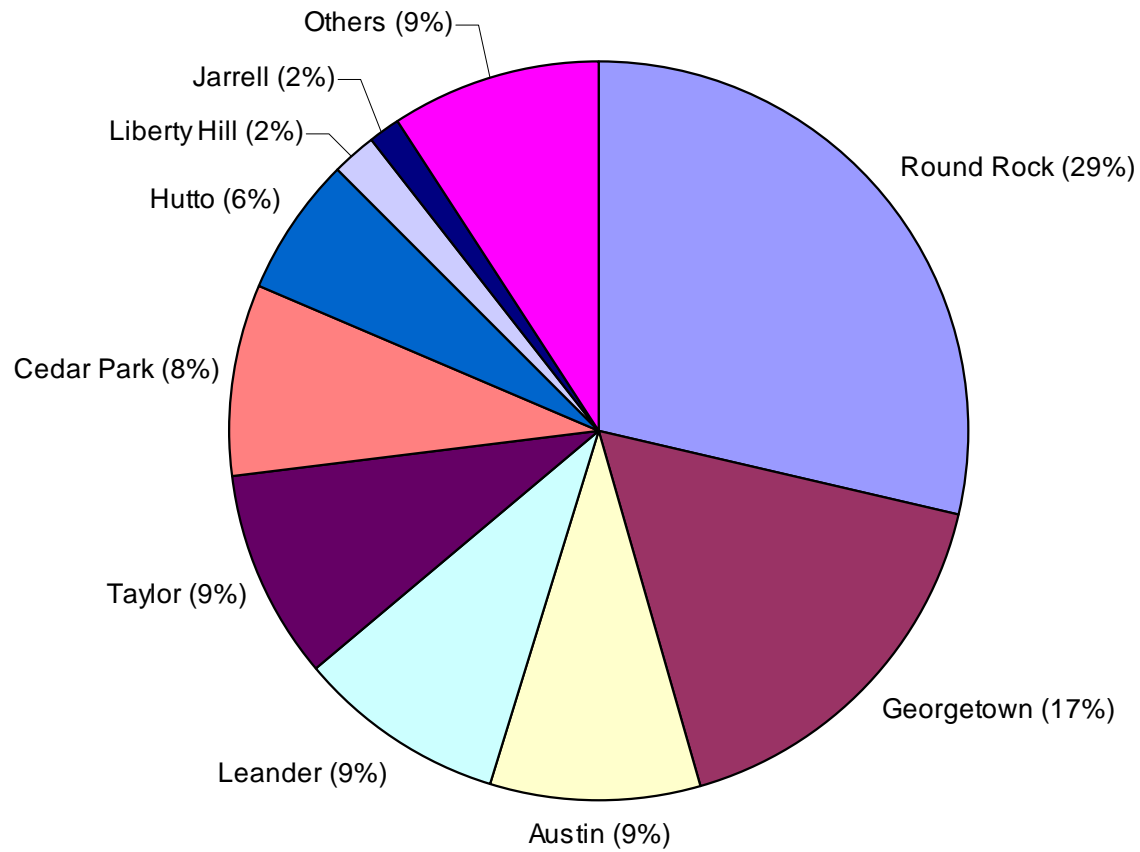


Chart 11. % WIC Clients by Client's Home Area



“Others”: Florence (1.3%), Pflugerville (1.2%), Lago Vista (1.0%), Granger (0.7%), Thrall (0.6%), Jonestown (0.4%), Weir (0.3%), Bertram (0.3%), Elgin (0.3%), Coupland (0.2%), All Others (2.1%)

VI. Food Safety, General Sanitation, and Complaint Investigation

Food Establishment Permitting

The Environmental Health Services Division is responsible for permitting existing and new food establishments in Williamson County (see Table 10).

Food Establishment and General Sanitation Inspections

The Food Inspection Team of the Environmental Health Services Division inspects food establishments throughout the county (see Table 11). Establishments inspected include restaurants, convenience stores, schools, daycare centers, hospitals, mobile food vendors, and other types of establishments that serve food to the public. Most establishments were inspected 3 times in 2008.

The Food Inspection Team also provides General Sanitation inspections for day care centers and foster/adoptive homes that are licensed through the Texas Department of Family and Protective Services. These inspections are conducted annually or bi-annually. In 2008, 255 general sanitation inspections were conducted.

Complaints

All complaints filed against a food establishment must be investigated. The Food Inspection Team works closely with WCCHD Communicable Disease nurses to investigate any reported, suspected food borne illness complaint. The Environmental Health Services Division may also lead investigations or coordinate a response to other general sanitation or environmental complaints. In 2008, Environmental Services staff conducted 340 investigations.

Table 10. Food Establishments Permitted by WCCHD

Area	Food Establishments	
	#	%
Round Rock	369	29%
Cedar Park	187	15%
Georgetown	172	13%
Mobile Food	78	6%
Taylor	78	6%
Williamson County	75	6%
Pflugerville	74	6%
Leander	42	3%
Round Rock ISD/Schools	32	2%
Liberty Hill	31	2%
Hutto	29	2%
Leander ISD/Schools	27	2%
Georgetown ISD/Schools	18	1%
Pflugerville ISD/Schools	13	1%
Jarrell	9	1%
Florence	8	1%
Granger	8	1%
Hutto ISD/Schools	8	1%
Taylor ISD/Schools	7	<1%
Liberty Hill ISD/Schools	5	<1%
Florence ISD/Schools	3	<1%
Granger ISD/Schools	2	<1%
Jarrell ISD/Schools	2	<1%
Weir	2	<1%
Coupland ISD/Schools	1	<1%
Thrall ISD/Schools	1	<1%
TOTAL	1,281	100%

Table 11: Food Establishment Inspections

Area	Inspections	
	#	%
Round Rock	1,239	33%
Cedar Park	560	15%
Georgetown	547	14%
Taylor	232	6%
Williamson County	220	6%
Pflugerville	226	6%
Leander	127	3%
Hutto	98	3%
Liberty Hill	99	3%
Round Rock ISD/Schools	90	2%
Mobile Food	79	2%
Leander ISD/Schools	54	1%
Georgetown ISD/Schools	46	1%
Granger	31	1%
Florence	28	1%
Pflugerville ISD/Schools	25	1%
Hutto ISD/Schools	20	<1%
Jarrell	20	<1%
Taylor ISD/Schools	17	<1%
Liberty Hill ISD/Schools	10	<1%
Coupland ISD/Schools	8	<1%
Florence ISD/Schools	6	<1%
Granger ISD/Schools	5	<1%
Jarrell ISD/Schools	4	<1%
Thrall ISD/Schools	2	<1%
Weir	3	<1%
TOTAL	3,796	100%

Food Handler Education

The WCCHD Environmental Services staff teaches classes at a variety of locations and times throughout the county. Employees of food establishments and daycare centers are trained in basic sanitation and safe food handling practices. Satisfactory completion of the one-hour training is required every 1-2 years.

In 2008, 2,896 individuals attended 211 food handler classes offered at different WCCHD locations (see Table 12). Information about the participants' residence is not collected. Nineteen of the food handler classes were offered in Spanish; 29% (840/2,896) of participants attended a Spanish class in 2008. Twelve of the classes were "train-the-trainer" classes, conducted by WCCHD. The "train-the-trainer" classes were attended by 204 participants from all over the county. Individuals completing the "train-the-trainer" class teach their own classes and submit self-testing results for their employees to WCCHD. In 2008, 6,673 individuals attended the 652 food handler classes taught by non-WCCHD instructors who completed the "train-the-trainer" course.

Table 12. Food Handler Education Classes

Class Location	# of Classes	# Attending
Cedar Park	25	388
Georgetown	71	987
Pflugerville	9	133
Round Rock	84	1,074
Taylor	22	314
TOTAL	211	2,896

VII. On-Site Sewage Facilities (OSSF) Permitting and Inspections

The Environmental Health Services Division issues permits for On-Site Sewage Facilities (OSSF), commonly known as septic systems. Staff inspects the OSSF at various points during the installation process. A final inspection must be passed before the system can be used (see Tables 13 and 14). Note that many OSSF permits and inspections take place outside of city limits, in areas lacking waste water services. Refer to the GIS maps in Attachment 1 for specific locations of the OSSF sites permitted and inspected during 2008.

Table 13: OSSF Permits Issued during 2008

Area	Permits Issued	
	#	%
Georgetown	196	33%
Liberty Hill	129	22%
Leander	56	9%
Hutto	42	7%
Florence	29	5%
Taylor	28	5%
Jarrell	24	4%
Granger	20	3%
Round Rock	18	3%
Austin	11	2%
Elgin	8	1%
Thrall	8	1%
Cedar Park	6	1%
Coupland	6	1%
Thorndale	5	1%
Weir	2	<1%
Unknown	2	<1%
TOTAL	590	100%

Table 14: OSSF Inspections

Area	Inspections (% of Total)	
	#	%
Georgetown	1,355	34%
Liberty Hill	856	21%
Leander	390	10%
Hutto	338	8%
Taylor	206	5%
Jarrell	186	5%
Florence	181	4%
Round Rock	118	3%
Granger	112	3%
Austin	43	1%
Elgin	54	1%
Cedar Park	50	1%
Thrall	56	1%
Thorndale	25	1%
Coupland	32	1%
Weir	16	<1%
Andice	12	<1%
Bartlett	1	<1%
Unknown	3	<1%
TOTAL	4,034	100%

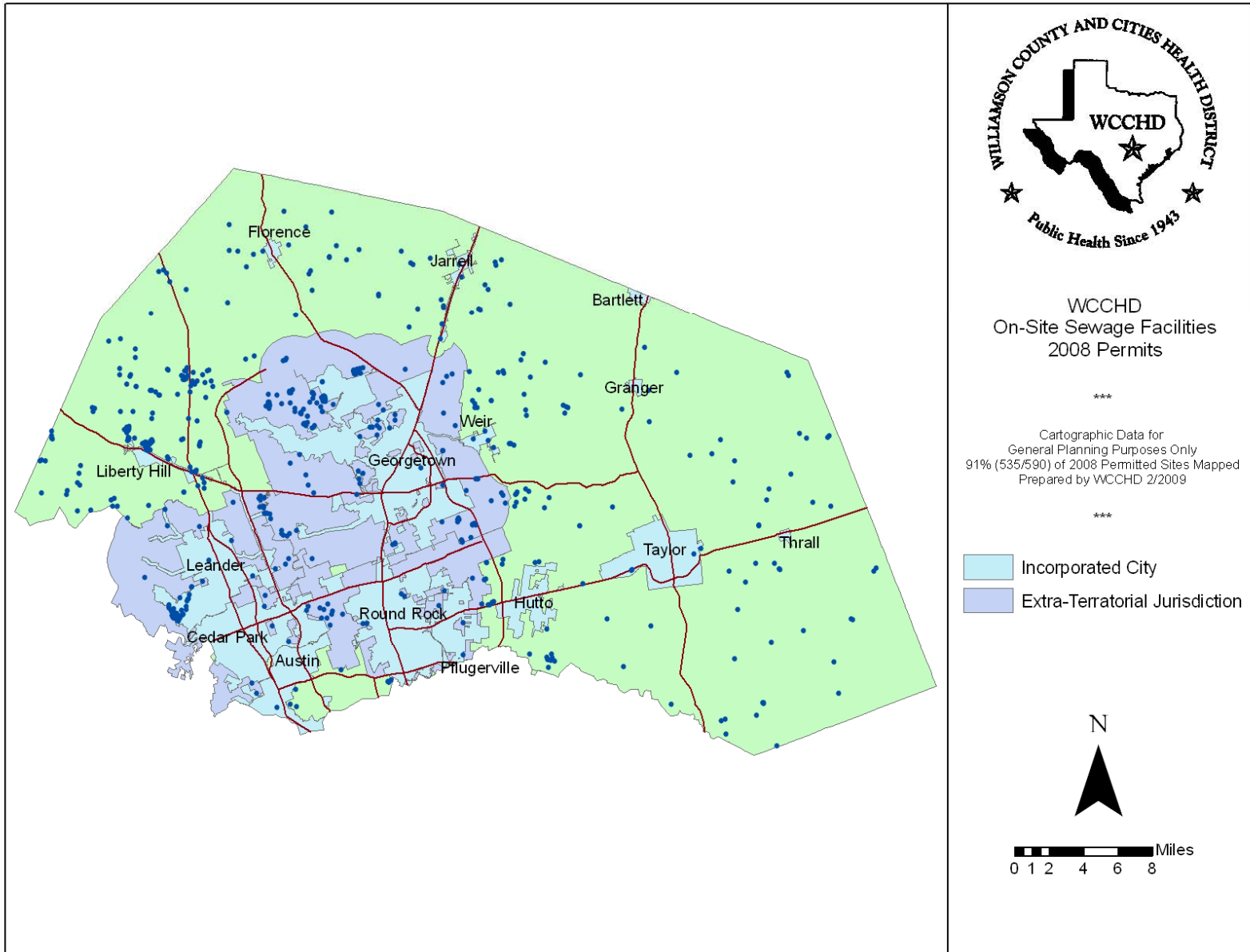
VIII. Floodplain Regulation

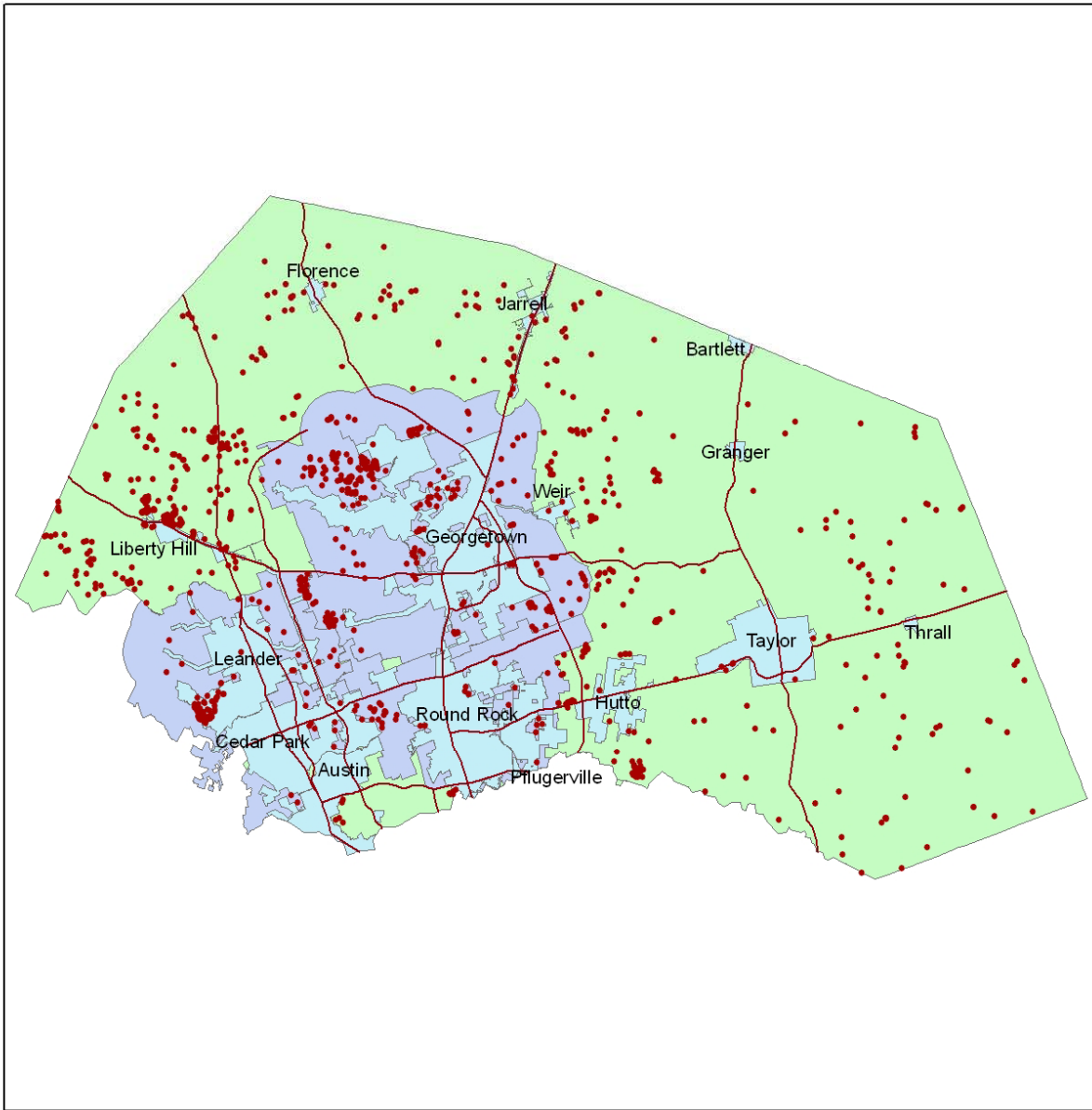
WCCHD administers the county's floodplain regulation. The floodplain program seeks to minimize the public and private losses due to flood conditions and to promote the National Flood Insurance Program. Any building project or major improvement in the 100-year floodplain must have a Floodplain Development Permit before work can begin. The 100-year floodplain consists of those areas of Williamson County that have a one-percent chance of flooding in any given year as determined by the Federal Emergency Management Agency's (FEMA) official floodplain maps. Other floodplain regulations apply to the placement of bridges, driveways, ponds, fill (dirt), placement of recreational vehicles, and excavation or alteration of creek channels.

In 2007, FEMA updated floodplain maps for the county in order to make them more accurate and easier to use. A few revisions were made to the proposed maps to reflect site specific engineering appeals. The updated maps were approved on September 26, 2008. The Williamson County Commissioner's Court approved a revised Flood Damage Prevention Order in August 2008, requiring building one foot higher than the established 100-year floodplain. Because FEMA was unable to restudy the hydraulics throughout the county it was necessary to add this freeboard to make up for the increased development density (and impervious cover) which has taken place in the past 20 years.

In 2008, WCCHD staff evaluated 1,882 floodplain construction projects.

Attachment 1: Maps of 2008 OSSF Permits and Inspections





WCCHD
On-Site Sewage Facilities
2008 Inspections

Cartographic Data for
General Planning Purposes Only
91% (991/1,092) of 2008 Sites Inspected Mapped
Most sites were inspected multiple times
There were a total of 4,034 inspections in 2008

Prepared by WCCHD 2/2009

- Incorporated City
- Extra-Territorial Jurisdiction

