

Williamson County and Cities Health District 2010 Service Report



Public Health
Prevent. Promote. Protect.

**W. S. "Chip" Riggins Jr., MD, MPH
Executive Director & Health Authority
February 2011**

Table of Contents

Introduction	1
Immunizations	2
Disease Investigations	5
Disease Profile—Tuberculosis (TB) and Latent TB infection (LTBI)	5
Sexually Transmitted Disease (STD) and HIV Services	9
Preparedness Exercises & Emergency Responses	10
Community Health Education	12
Access to Healthcare Services	14
Case Management for Pregnant Women, Children, and Their Families	17
Nutrition Services (WIC)	19
Food Establishment Permitting	22
Food Establishment and General Sanitation Inspections/Investigations	23
Food Handler Education	24
On-Site Sewage Facilities (OSSF) Permitting and Inspections	25
Floodplain Administration	27
Appendix 1	
Ten Essential Services of Public Health	
Appendix 2	
Background Information for Service Statistics	
Appendix 3	
Williamson County Map and WCCHD Contact Information	

Tables

1. Texas Vaccines for Children (TVFC) Providers Excluding Public Health Centers
2. Vaccines Administered by Zip Code
3. 2008 - 2010 Clients on Tuberculosis (TB) Medication: TB Cases, Suspected TB Cases, and Latent Tuberculosis Infection (LTBI) Clients
4. HIV Testing by Public Health Center
5. STD Testing by Public Health Center
6. Food Establishments Permitted by WCCHD
7. Food Establishment Inspections
8. Food Handler Education Classes 2010
9. On-Site Sewage Facilities (OSSF) Permits Issued
10. OSSF Inspections

Charts

1. Vaccine Doses Administered by Month All Public Health Centers
2. Vaccine Doses Administered by Age All Public Health Centers
3. Vaccine Doses Administered by Public Health Center
4. Immunization Clients and Visits by Public Health Center
5. Reports of Disease/Other Conditions Processed or Investigations Initiated in 2009 vs. 2010
6. Investigations of Reportable Conditions Initiated by WCCHD 2005 - 2010
7. Health Education Participants, 2009 and 2010
8. Information and Referral Clients and Contacts 2009
9. Information and Referral Clients and Contacts 2010
10. Wilco Care Clients and Case Management Services 2009
11. Wilco Care Clients and Case Management Services 2010
12. Community Clinic Service (CCS) Clients and Clinic Visits 2009
13. Community Clinic Service (CCS) Clients and Clinic Visits 2010
14. WCCHD Social Service Program Clients 2009
15. WCCHD Social Service Program Clients 2010
16. WCCHD Case Management Services 2009
17. WCCHD Case Management Services 2010
18. WIC Client Encounters by WCCHD Site
19. WIC Client Encounters by Month and WCCHD Site
20. % WIC Clients by Client's Home Area

Report prepared by David G. Bastis, Epidemiologist, and Katherine Arnold, Research Specialist, with data and narrative submitted by:

W. S. Riggins Jr., MD, MPH, Executive Director & Health Authority

Anita Martinez, Deputy Director

Jennifer Ramirez, Public Health Nursing

Mindy Powell, Communicable Disease Management Team

Rebecca Tapia, Communicable Disease Management Team

Mike Caudle, Coordinator, Emergency Preparedness & Response

Ryan Moeller, Coordinator, Emergency Preparedness & Response

Tina Horkey, Director, WIC and Community Nutrition

Steve Gilmer, Environmental Health Services

Cynthia Guerrero, Director, Community Health Education and Social Services

Bride Roberts, Assistant Director, Community Health Education and Social Services

Dina Cavazos, Community Health Education and Social Services

Bonnie Davis, Community Health Education and Social Services

Melissa Cole, Community Health Education and Social Services

I. Introduction

Williamson County and Cities Health District impacts everyone, everywhere, everyday in Williamson County.

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.

Public Health begins with data collection, analysis and dissemination. WCCHD promotes public health activities based on objective data reflecting need and thorough use of evidence-based strategies. For example, behavioral risk factor data confirms that the 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.

Through its educational classes, WCCHD informs restaurant employees how to keep food safe, empowers families to start and continue breastfeeding (the healthiest choice for babies), teaches health management skills to pregnant women and diabetics, and the importance of healthy eating and physical activity. Timely support to medical providers and patients helps to ensure optimal care and chances for prevention. WCCHD provides public information 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 leverages health fairs and other community events that offer an opportunity for education.

Sustained partnerships with community groups and agencies allow WCCHD to leverage the resources needed to address public health issues. WCCHD representatives participate in groups at the city, county, regional, state and national levels to promote a preventive public health agenda. Various staff 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, the Public Health Preparedness Coordinating Council and Capital Area Council of Governments.

We are proud to be “your local health department” and appreciate any feedback. After reviewing this report we hope you will agree that the essential services of public health are alive, well, and serving to maintain healthy communities throughout Williamson County.

II. Immunizations

Immunizations are available at all four public health centers to children and adults year round by appointment and on a walk-in basis. Community health nurses provide immunizations for children and adults who are uninsured, underinsured, or who receive assistance from public programs. WCCHD provides many different types of vaccine, including combination vaccines, and vaccines formulated for specific age groups. In 2010, 29,490 vaccinations were administered in WCCHD centers to over 12,000 clients.

Demand for immunization services was again highest during back-to-school clinics in August and in the fall at the beginning of flu season (see Chart 1). Demand for most vaccines was down compared to 2009, most notably for flu vaccine. Demand was up for pneumococcal (+24%), HPV (human papillomavirus, +37%), and Tdap (tetanus diphtheria acellular pertussis +9%) vaccines in 2010. Texas Vaccines for Children (TVFC) is a program for improving vaccine availability for uninsured and underinsured individuals by providing vaccines to local doctors' offices, schools and community clinics to be administered to eligible children.

In 2010, WCCHD public health centers administered 24,409 TVFC vaccinations. In addition, 92,196 vaccinations were administered by non-WCCHD TVFC providers. WCCHD provides education and technical assistance to these providers and works to recruit other providers to participate in this program (see Table 1).

Chart 1. Vaccine Doses Administered by Month
All Public Health Centers

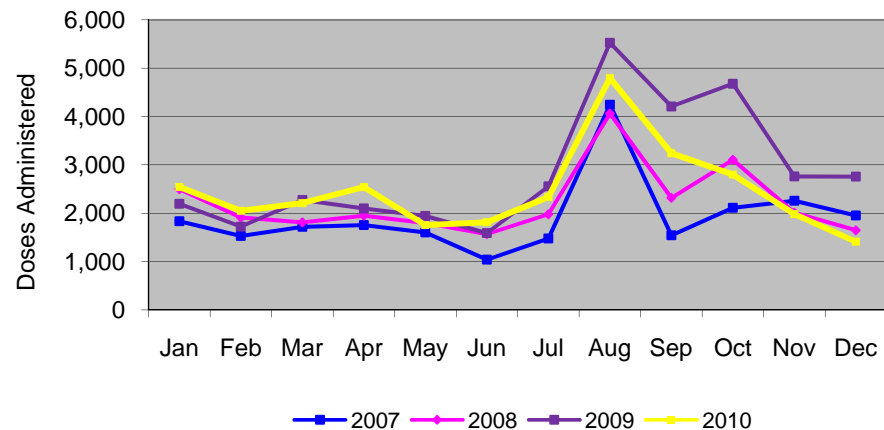


Table 1. Texas Vaccines for Children Providers Excluding WCCHD Public Health Centers

Area	# of Providers		
	2008	2009	2010
Round Rock	26	26	27
Austin	3	3	3
Georgetown	7	10	13
Cedar Park	7	5	9
Taylor	5	4	3
Granger	2	2	1
Hutto	2	2	3
Jarrell	2	2	2
Florence	1	1	0
Leander	3	1	1
Liberty Hill	1	1	3
Thrall	1	1	1
TOTAL	60	58	66

Chart 2. Vaccine Doses Administered by Age, all Public Health Centers

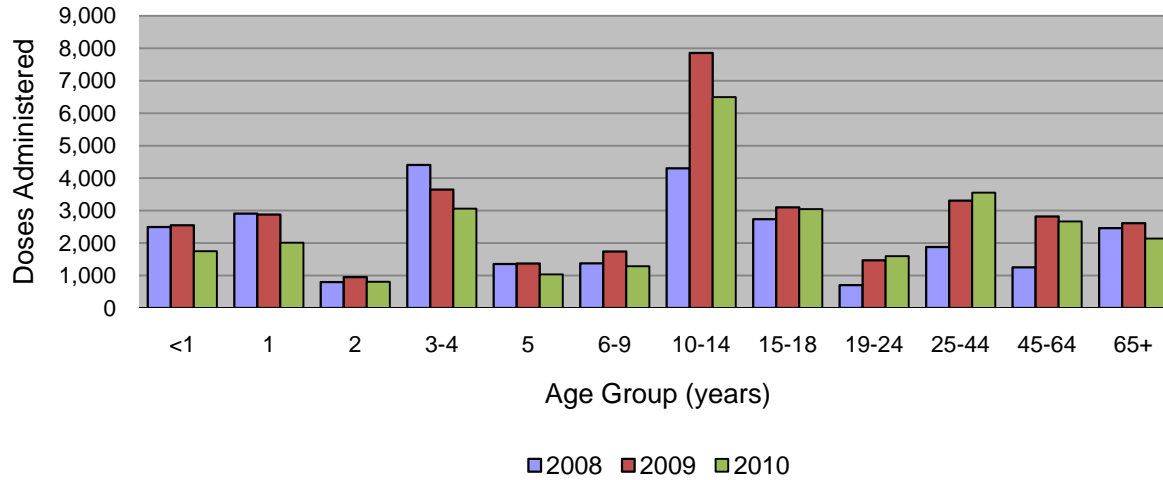


Chart 3. Vaccine Doses Administered by Public Health Center

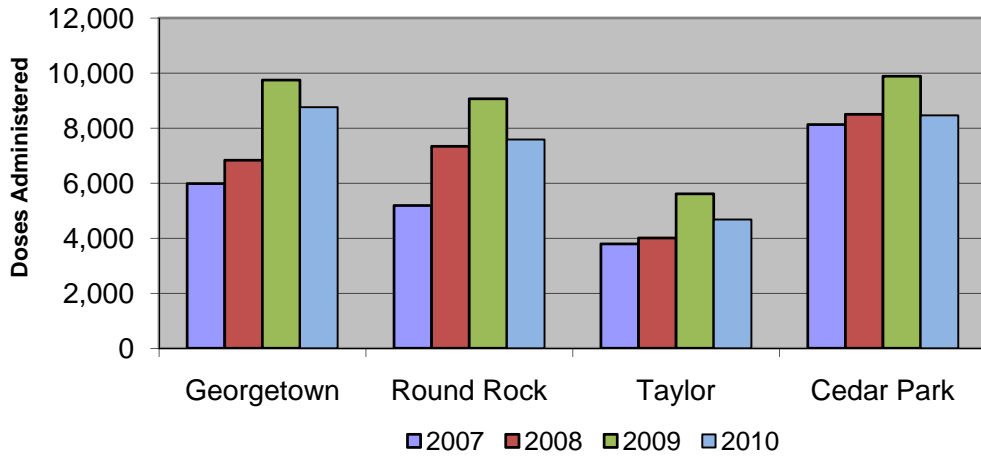
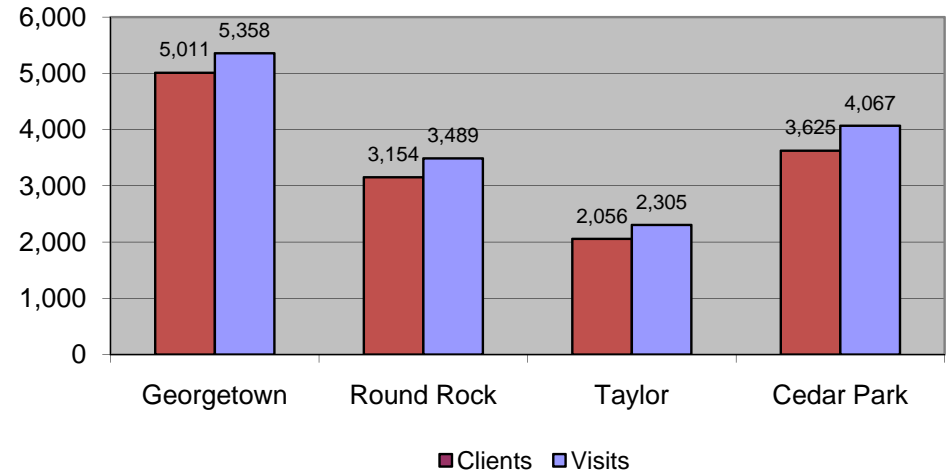


Chart 4. Immunization Clients and Visits by Public Health Center for 2010*



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

Table 2. Vaccines Administered by Zip Code*

Area	Zip Codes Included	2009 Immunization Clients	2010 Immunization Clients
Georgetown	78626, 78627, 78628, 78633	3,121 (23%)	2,942 (24%)
Round Rock	78664, 78665, 78680, 78681, 78682, 78683	2,586 (19%)	2,056 (17%)
Cedar Park	78613, 78630	1,422 (10%)	1,301 (11%)
Leander	78641, 78645, 78646	1,366 (10%)	1,226 (10%)
Taylor	76574	1,499 (11%)	1,184 (9%)
Austin (Williamson County)	78717, 78727, 78728, 78729, 78750, 78759	1,439 (11%)	912 (7%)
Hutto	78634	485 (4%)	494 (4%)
Liberty Hill	78642	240 (2%)	175 (1%)
Pflugerville (Travis County)	78660	364 (3%)	279 (2%)
Coupland/Elgin	78615, 78621	170 (1%)	147 (1%)
Florence	76527	161 (1%)	135 (1%)
Thrall/Thorndale	76577, 76578	132 (1%)	90
Jarrell	76537	143 (1%)	170 (1%)
Granger	76530	104 (1%)	58
Bartlett	76511	57	47
Weir	78674	20	29
Bertram (Burnet County)	78605	44	15
All other areas/zip codes		274 (2%)	868 (7%)
TOTAL		13,627	12,128

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

III. Disease Investigations

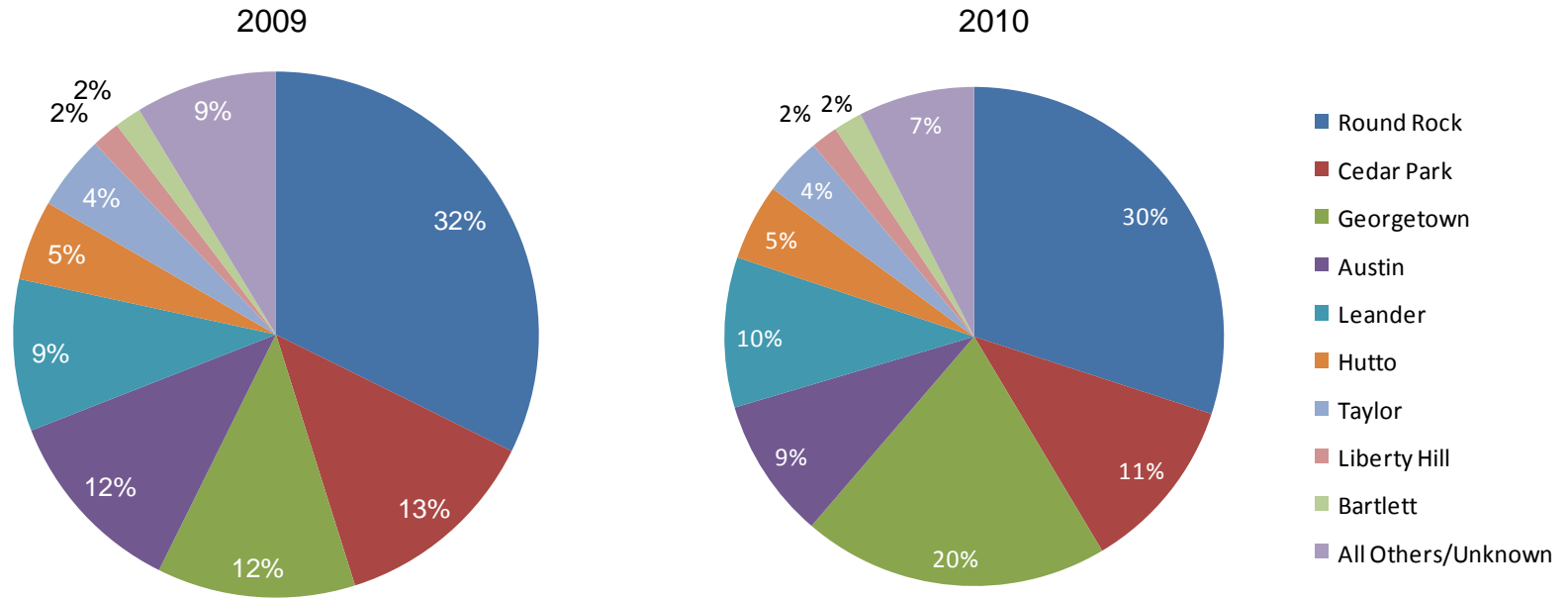
Several Texas laws (Health & Safety Code, Chapters 81, 84, and 87) require persons working in certain health-related occupations having knowledge of a person suspected of having a reportable disease or condition shall notify the local health authority or local health department and provide all information 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). In 2010, WCCHD received 3,340 reports of disease (including sexually transmitted diseases or STDs) and other conditions such as drowning, a 13% decrease in reporting from 2009 (see Chart 5). Approximately 70% of the reports required investigation. Some of the reports and investigations were for official notifiable conditions, resulting in 1,445 confirmed and probable cases being reported to the CDC.

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 and getting adequate treatment thereby 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.

Chart 5. Reports of Disease/Other Conditions Processed or Investigations Initiated in 2009 vs. 2010
Communicable Disease Management Team

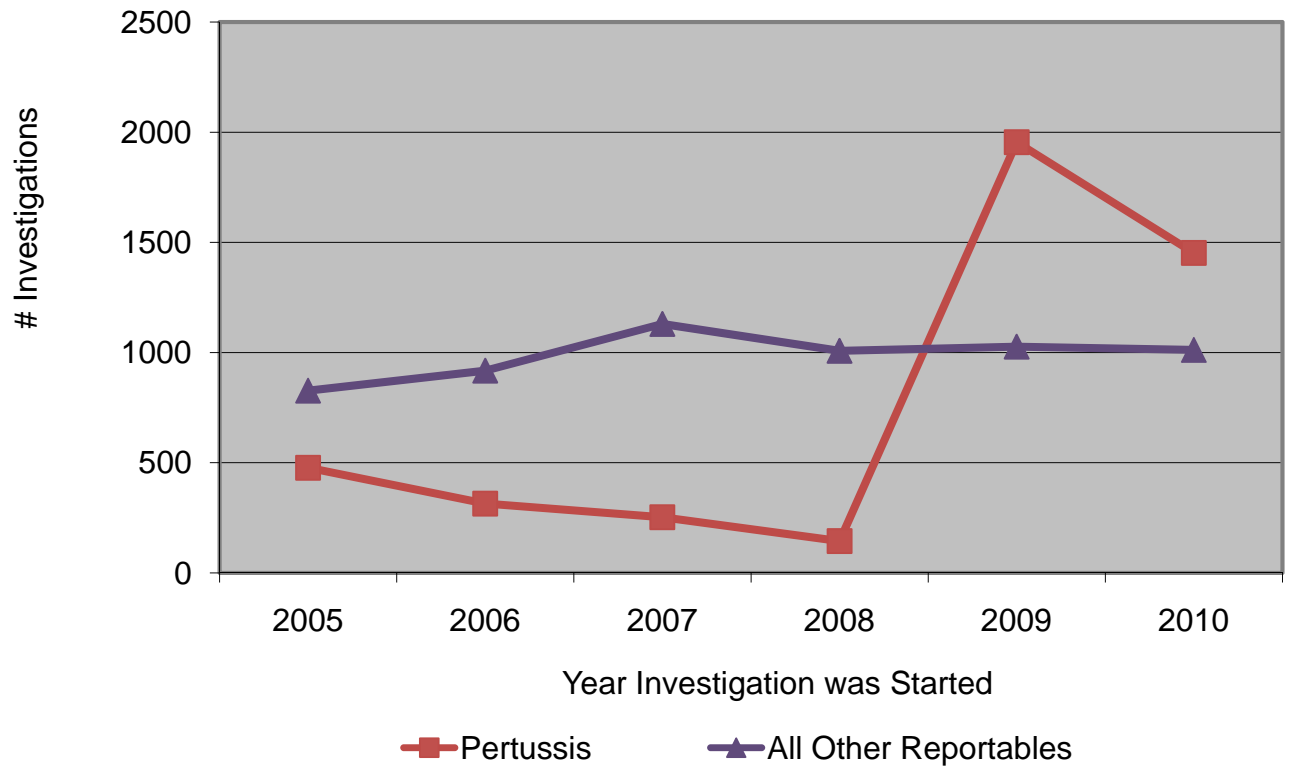


Year	Round Rock	Cedar Park	Georgetown	Austin	Leander	Hutto	Taylor	Liberty Hill	Bartlett	Other/Unknown*	TOTAL
2009	1,238	492	468	449	358	189	176	66	63	334	3,833
2010	1,002	381	665	304	324	165	127	58	62	252	3,340

*Other 2009 includes: Pflugerville (46), Jarrell (37), Thrall (23), Florence (22), and Granger (19)

*Other 2010 includes: Pflugerville (36), Jarrell (28), Thrall (17), Florence (25), and Granger (13)

Chart 6. Investigations of Reportable Conditions
Initiated by WCCHD 2005 - 2010



In 2010, WCCHD investigated or provided treatment services for 10 cases of TB and 4 suspected cases of TB (see Table 3). All 4 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 117 clients receiving LTBI in 2009, 41 continued therapy in 2010. 80 clients started LTBI therapy in 2010.

Table 3. 2008 - 2010 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		
	2008	2009	2010	2008	2009	2010
Round Rock	6	5	4	40	41	51
Georgetown	1	2	5	16	28	28
Austin (WC)	2	3	1	14	10	8
Leander	1	0	0	5	6	4
Taylor	1	1	0	5	8	3
Cedar Park	2	0	2	11	8	13
Florence	0	0	0	0	0	0
Liberty Hill	1	1	0	5	3	2
Hutto	0	0	1	8	10	7
Jarrell	0	0	1	2	0	0
Granger	0	0	0	0	0	0
Thrall	0	0	0	0	0	0
Bartlett	1	1	0	2	1	1
All Others	1	0	0	2	2	4
TOTAL	16	13	14	110	117	121

*In 2009, 3 new TB cases were started on medication, 1 was diagnosed after death, 3 cases were started out of county & transferred here for DOT, 3 TB cases started in 2008 continued taking medication in 2009, and 3 suspect cases were ultimately ruled out. In 2010, 8 new TB cases and 2 suspects were started on medication, 2 suspects were not started on meds, 1 TB case was started out of county and transferred here for DOT, 1 TB case started in 2008 and continued taking medication in 2010, and 4 suspect cases were ultimately ruled out.

Sexually Transmitted Disease (STD) and HIV Services

WCCHD provides STD related services to individuals seen in WCCHD public health centers. Screening and treatment are provided for the following sexually transmitted diseases: Gonorrhea, Chlamydia, and Syphilis.

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 public health centers. Those who are HIV positive are referred to a case manager to assist them in obtaining medical care and other services.

Table 4. HIV Testing by WCCHD Public Health Center

Public Health Center	HIV Tests Performed	
	2009	2010
Round Rock	83	97
Georgetown	51	63
Cedar Park	68	30
Taylor	25	30
TOTAL	227	220

Table 5. STD Testing by WCCHD Public Health Center

Public Health Center	STD Tests Performed*	
	2009	2010
Round Rock	93	94
Georgetown	51	66
Cedar Park	72	31
Taylor	23	28
TOTAL	239	219

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

IV. Preparedness Exercises and Emergency Responses

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 a variety of natural and man-made disasters. WCCHD offers emergency preparedness and response courses specific to public health preparedness. 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 responders. WCCHD conducts and participates in several drills and exercises each year and actively responds to “real world” events.

Exercises

On October 5, 2010, WCCHD 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 Crisis Emergency Risk Communication (CERC) Plan. During this exercise approximately 5,500 doses of seasonal influenza vaccine were distributed to representatives from local fire departments, local police departments, Williamson County Emergency Medical Services (EMS), Williamson County Emergency Communications, and several local Independent School Districts.

On November 10, 2010, WCCHD participated in a regional hospital exercise conducted by the Capital Area Public Health and Medical Preparedness Coalition (CAPHMPC). Nineteen area hospitals participated in the exercise with their primary focus being on a severe weather event. A secondary element to this year’s exercise was the implementation of a Public Health component involving a biological threat related to the regional CBRNE (Chemical, Biological, Radiological, Nuclear, Explosive) exercise conducted the previous week. WCCHD Emergency Preparedness spearheaded Public Health efforts working in conjunction with Health Services Region 7, Austin/Travis County Health and Human Services Department, and the Hays County Personal Health Department. This involved use of the revamped Public Health Information Network (PHIN) to send out alerts about a possible anthrax event to hospital Infection Preventionists (IP) and to evaluate hospital response to simulated patients presenting with symptoms consistent with anthrax.

Emergency Responses

The H1N1 influenza pandemic afforded WCCHD Emergency Preparedness and Response a rare opportunity to gain real-world experiences that are not available during a “normal” year. WCCHD personnel participated in numerous conference calls, meetings, summits, planning sessions, and response efforts related to the H1N1 event. This fostered closer working relationships with other agencies at the local, regional, state, and federal level that will be beneficial in developing and implementing emergency plans and procedures to prepare for future pandemic or other disaster events. Additional Emergency Preparedness funding, coming from the Centers for Disease Control (CDC) and distributed through the Department of State Health Services (DSHS) as Public Health Emergency Response (PHER) funds, allowed WCCHD to purchase equipment and supplies to increase readiness and conduct H1N1 vaccination efforts. WCCHD personnel spent much time coordinating the distribution of H1N1 vaccine to schools, first responder agencies, health service providers, and planning to conduct or assist with various vaccination clinics in Williamson County during the 2009-2010 H1N1 flu season. In addition, extensions to PHER funding allowed WCCHD Emergency Preparedness planners to formulate and fund projects related to increasing pandemic planning and preparedness efforts to greatly enhance our ability to respond to potential future events.

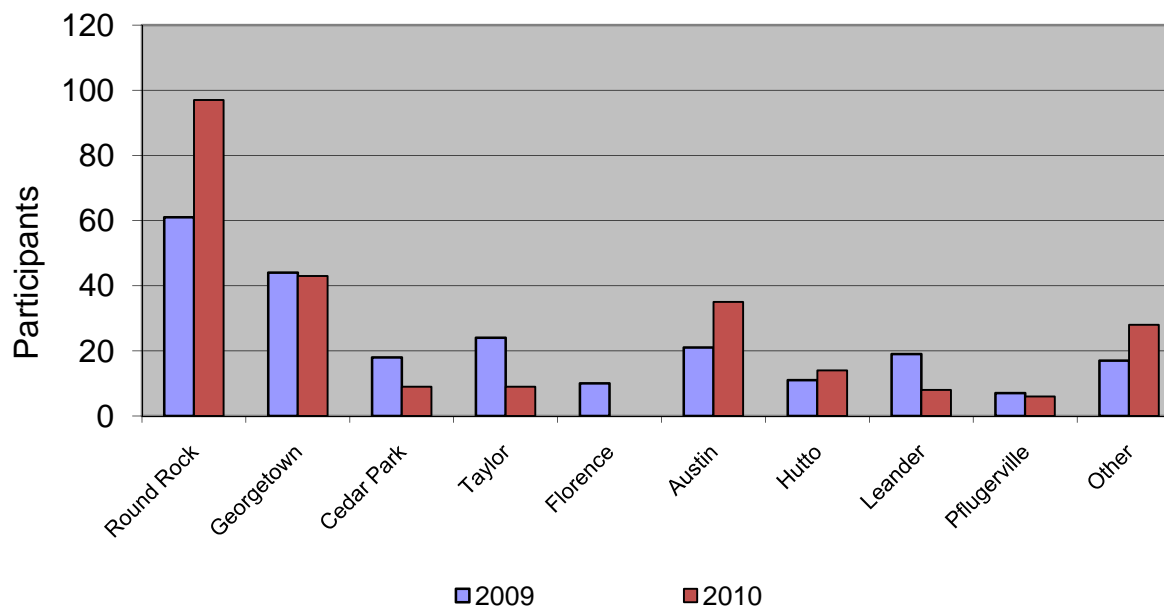
V. Community Health Education

Community Health Education programs are provided for children and adults. Classes are offered in English and Spanish. Education programs inform, educate, and empower people about health issues, by providing information on a variety of health education topics through classes, presentations, outreach, website, and press releases. Classes cover topics such as chronic diseases (i.e., diabetes, overweight/obesity), nutrition, health literacy, tobacco cessation, parenting, and injury prevention:

- The ***Living Well and Healthy*** program provides diabetes self-management education in a series of six classes to people with type 2 diabetes and their families. In 2010, a total of 37 participants attended one of the four class series offered in Cedar Park, Georgetown, and Round Rock.
- ***Parents Helping Parents*** serves pregnant women and teenage parents who are either pregnant or parents of children 0-3 years. In 2010, 35 parents were served in 6 classes at Lone Star Circle of Care.
- ***Safe Riders*** is a child safety seat distribution and education program for low-income families. Convertible or booster child car seats and instructions were provided to 86 participants in 15 classes.
- ***Safe at Home*** is a child injury prevention program. Safe at Home identifies child injury risks related to cars, burns, falls, poisoning, suffocation, choking, and drowning. Parents of children 0-4 years complete a survey to help assess a child's injury risk. In 2010, 773 safety kits and/or safety information packets were sent to families at risk for child injuries based on survey results. After DSHS ended the program in September 2010, WCCHD decided to continue survey administration in Lone Star Circle of Care facilities (Round Rock locations) and Head Start schools.
- ***Beat the Pack*** is a tobacco cessation program currently provided for Williamson County employees. In 2010, WCCHD completed 3 series of classes for 19 participants.
- ***Get Fit, Get Healthy, Get Movin' (G3)*** is a 12-month weight management program for children age 6-15, who are diagnosed as overweight or obese, and their families. The pilot program began January 2010 with 35 children and 31 parents; the second series in June 2010 served 23 children and 23 parents. All participants are monitored for 12 months.
- In September 2010, WCCHD received a grant from DSHS to provide health education and nutrition counseling for county residents through the ***Primary Health Care Chronic Disease Management*** program. Participants must have

a diagnosis of asthma, diabetes (type 2), obesity, or cardiovascular/stroke and an income at 150% of the Federal Poverty Line (FPL) to be eligible. The program is in the initial stages but the goal is to provide health education and nutrition counseling services to 286 clients.

Chart 7. Health Education Participants, 2009 and 2010



VI. Access to Health Care Services

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. Charts 8 and 9, comparing 2009 with 2010, show the number of clients for whom demographics were collected and to whom in-depth program screening was provided.

Chart 8. Information and Referral Clients and Contacts, 2009

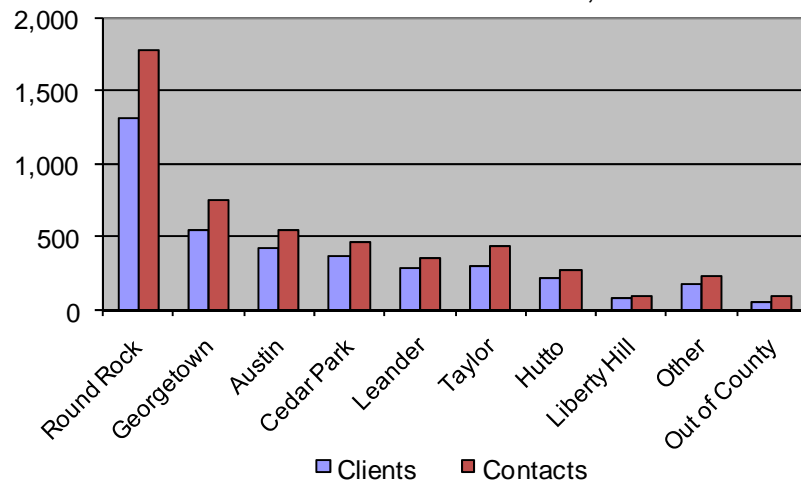
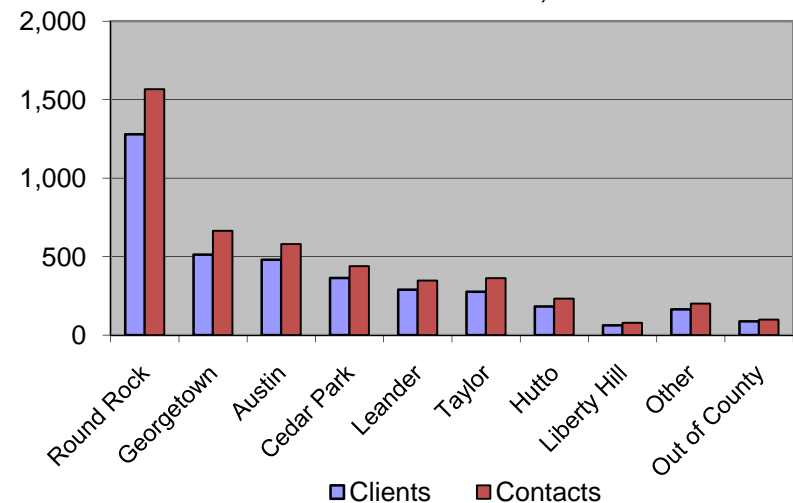


Chart 9. Information and Referral Clients and Contacts, 2010



Example of the Healthcare Helpline at Work

On April 16, a woman called the Healthcare Helpline, explaining that she had chronic severe anemia and a diagnosis of cancer. On April 20, she brought her completed County Indigent Health Care Program application to the office—stating that the oncologist would not schedule necessary procedures until she had evidence of program eligibility. The social worker on call contacted her last employer, who faxed over notice of termination of employment. As the applicant had acute, immediate need for psychiatric meds, the workers contacted the county’s mental health Mobile Outreach Team, who arranged immediately for a supply of medication. The worker faxed confirmation of application to the oncologist, who immediately scheduled her required procedure. By April 30, all verifications had been received, this person was approved for WilCo Care, and on track to receive life-saving treatment for cancer and ongoing mental health services.

WilCo Care (County Indigent Health Care Program) is a state-mandated program which pays for medical care, including doctor visits, hospitalization and pharmacy needs for uninsured Williamson County residents with very low income (less than 21% of the Federal Poverty Level) who do not qualify for Medicaid. WCCHD provides initial program screening, eligibility determination and claims oversight for this program. In 2010, WCCHD served 1,472 WilCo Care program clients. Medical claims for the 09-10 fiscal year totaled \$7,631,167. The WilCo Care program provides diabetes testing supplies free of charge to clients diagnosed with diabetes. In 2010, 107 diabetes case management services were provided to 67 enrolled clients.

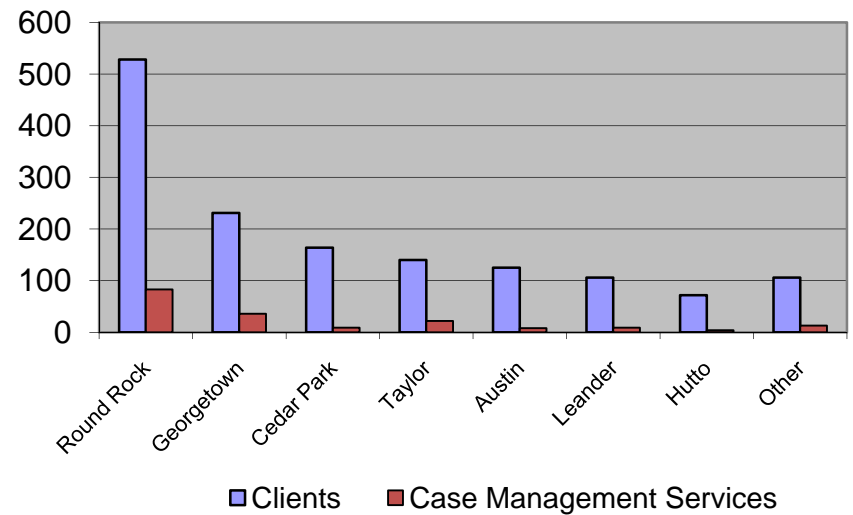
Health Care Access Workers Collaborate to Provide Superior Customer Service

Unemployed for two years, the man was depressed and reclusive, living with his parents. He complained of stomach problems, couldn't keep anything down. The Healthcare Helpline worker mailed an application, and referred him for emergency care. Hospitalized for five days, he was diagnosed with esophageal cancer—as well as multiple other medical issues. With guidance from WCCHD staff, his brother assisted him to apply for SSI. The WilCo Care case manager worked closely with the family to expedite the program application. Within 3 weeks of the initial call, the man was certified for WilCo Care and on his way to an oncologist to begin chemotherapy.

Chart 10. Wilco Care Clients and Case Management Services, 2009



Chart 11. Wilco Care Clients and Case Management Services, 2010



In September 2010, WCCHD received a new *Title V Primary Care* grant from DSHS to provide preventive child health and dental health services to children/youth 0-21 years who do not qualify for Medicaid or CHIP. The ultimate goal is to ensure 125 children who meet eligibility criteria have access to well child checkups and dental checkups which include sick care and limited restorative dental care. WCCHD has partnered to subcontract with local health clinics and dental clinics to provide these services for children.

WCCHD links people to needed personal health services and assures the provision of health care when otherwise unavailable through the *Community Clinic Services (CCS) program*. CCS was administered by WCCHD and is funded by Williamson County Tobacco Settlement funds. Two community clinics participated, including Taylor Health Center at Johns Community Hospital and Samaritan Health Ministries, and were reimbursed a fee of \$50 per visit for providing medical care services to uninsured residents who fall at or below the 200% FPL for this program. The per-visit rate helped offset the service cost to the clinics. Clinics also screened patients for all public medical assistance and health care programs. Services were provided to 563 residents for a total of 1,091 reimbursable service encounters. In September 2010, Williamson County Commissioners voted to discontinue the CCS program.

Chart 12. Community Clinic Service (CCS)
Clients and Clinic Visits, 2009

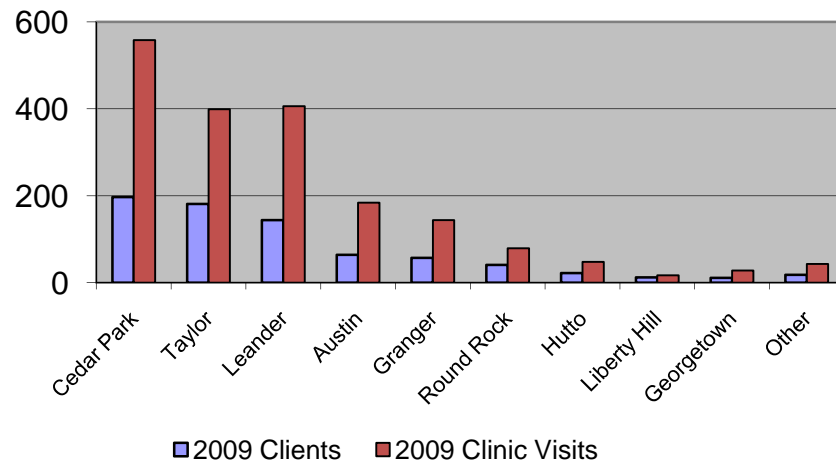
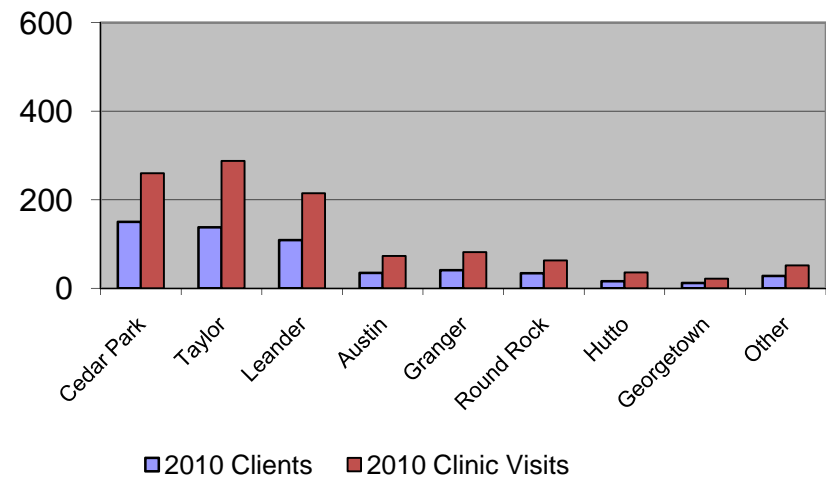


Chart 13. Community Clinic Service (CCS)
Clients and Clinic Visits, 2010



VII. Case Management Services for Pregnant Women, Children, and Their Families

Case management services are provided to pregnant women at medical high risk and children age 0-21 who are medically high risk or have special health care needs. Case management services assist pregnant women, children, and their families to gain access to needed medical services and find help to deal with family problems and financial concerns.

Through the *Title V Maternal and Child Health Grant* social workers assisted 118 prenatal clients with case management services for the CHIP Perinatal Program. Social workers provided 330 face to face or telephone consultations to prenatal clients, 195 of these contacts were billable contacts from the Title V Maternal and Child Health grant program.

The *Children and Pregnant Women's program (CPW)* provides services to children with a health condition/health risk, and to high-risk pregnant women of all ages, in order to encourage the use of cost-effective health-related care. WCCHD provided 734 face to face or telephone contacts as part of CPW case management services to 141 clients. Of these contacts, 295 were billable contacts by the Medicaid program.

In September 2009, WCCHD received a grant from DSHS to provide case management to *Children with Special Health Care Needs* ages 0-21 who do not qualify for Medicaid. Caseworkers accepted 113 children into the program in 2010.

Chart 14. WCCHD Social Service Program Clients, 2009

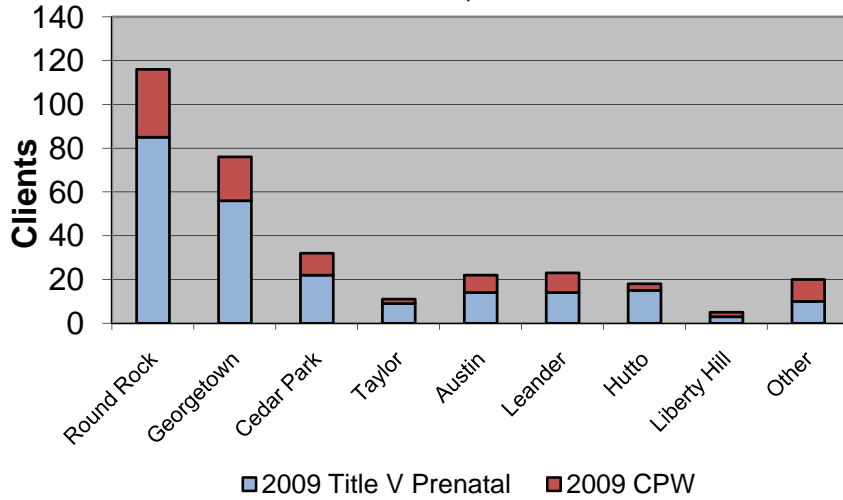


Chart 15. WCCHD Social Service Program Clients, 2010

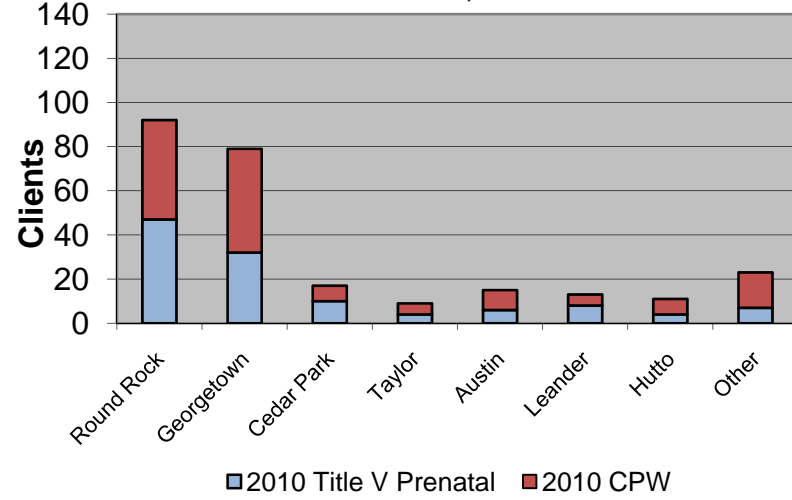


Chart 16. WCCHD Case Management Services, 2009

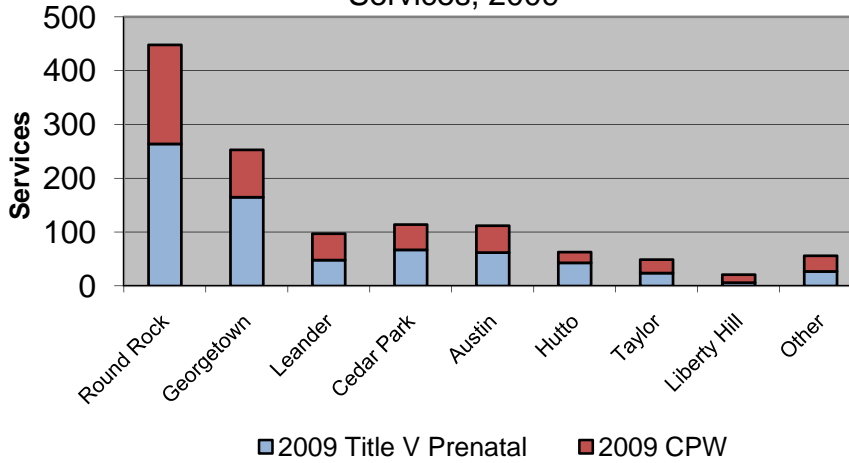
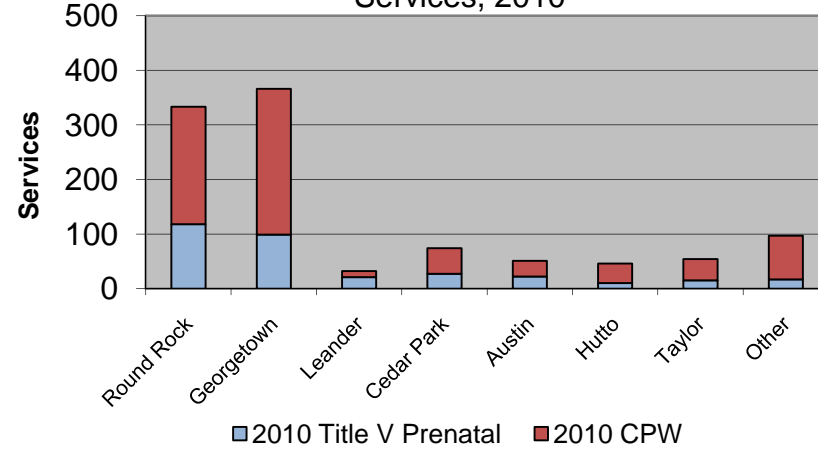


Chart 17. WCCHD Case Management Services, 2010



VIII. Nutrition Services (WIC)

The WIC and Community Nutrition Program at the Health District provides nutrition education and healthy foods for pregnant women, new mothers, infants and young children. In October 2010, the WIC program began providing fruits and vegetables, whole grains, soy milk and tofu, and baby foods based on the new WIC food package developed to align the WIC food packages with the Dietary Guidelines for Americans and the current infant feeding practice guidelines of the American Academy of Pediatrics. WIC also began providing better promotion and support for the establishment of long-term breastfeeding and better accommodation of cultural food preferences. During 2010, \$4,404,892 in food benefits redemptions were paid to Williamson County grocers. 6,317 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 maintained an active Breastfeeding Peer Counselor (BFPC) Program since 1995. Twelve 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 2010, 695 hospital-grade (Hollister Elite) electric breast pumps were loaned out to breastfeeding women, and 380 personal electric breast pumps (Hollister Purely Yours) and 270 manual (non-electric) breast pumps were given to breastfeeding women.

WCCHD's Community Nutrition programs, the "From the Garden to the Table" (FGTT) cooking class series and community gardens program continue to have a positive impact in Williamson County communities. A registered dietitian and horticulturalist/community garden coordinator, part of the WIC and Community Nutrition staff, coordinate efforts for these programs. During 2010, achievements of the Expert Gardener (EG), Community Gardens (CG), and FGTT programs include:

- 23 full time students and 5 auditors attended EG classes
- 11 EG graduates
- Volunteer Groups: Master Gardeners-30 hours, Eagle Scout project-114 hours, UT Intern-60 hours
- 1105 volunteer hours for CG
- Community Gardener donation- 852 lbs of fruits and vegetables
- FGTT numbers from 2010
 - 10 FGTT series were offered including a Boys & Girls Club 4 week series & a week long youth day camp at Hutto Discovery Methodist Church
 - Approximately 120 participants attended FGTT classes excluding the Youth programs
 - Approximately 25 participants per session for 4 sessions offered at the Boys & Girls Club for 4 weeks of the summer

- The same 15 youth attended a week long morning day camp 8/9-8/13 at Discovery Methodist Church in Hutto
- Approximately 75 out of 120 FGTT participants graduated, meaning they attended 4 of 6 classes (61%)
- 4 FGTT facilitators trained
- Approximately 55 hours of volunteer hours were donated to FGTT last year. In addition 4 dietitian interns contributed to running the Boys & Girls Club summer program

Chart 18. WIC Client Encounters by WCCHD Site

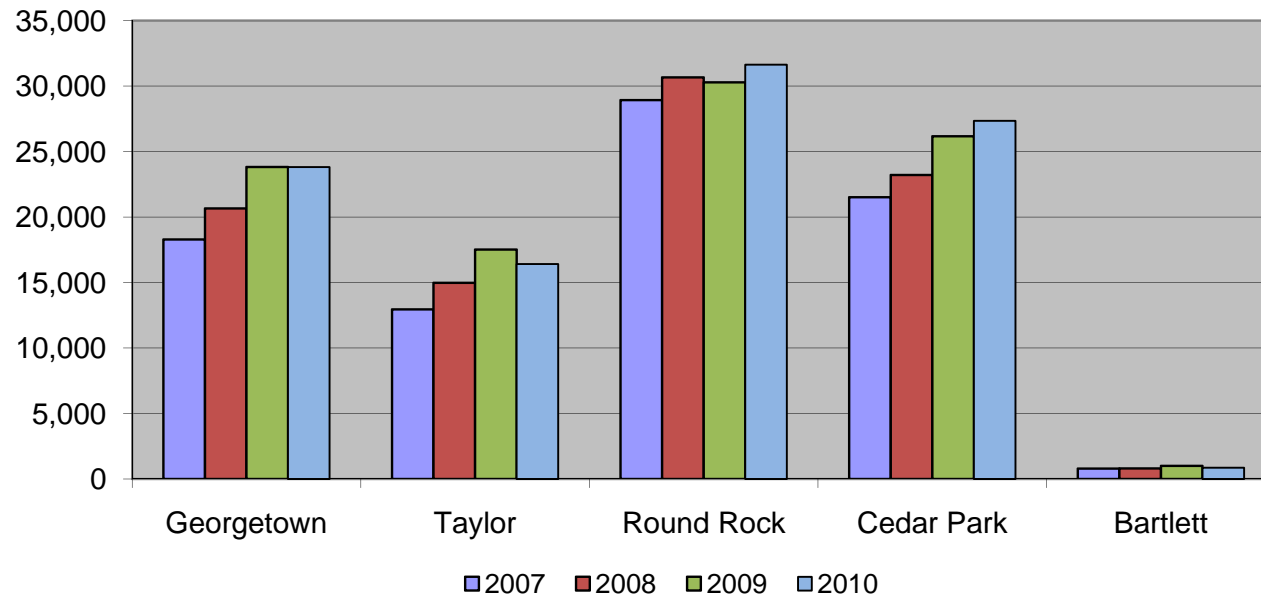


Chart 19. WIC Client Encounters by Month and WCCHD Site

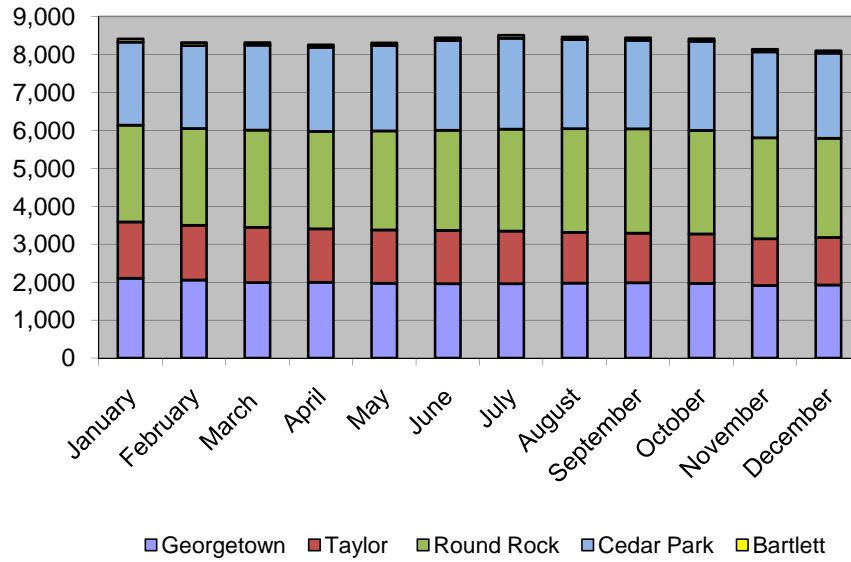
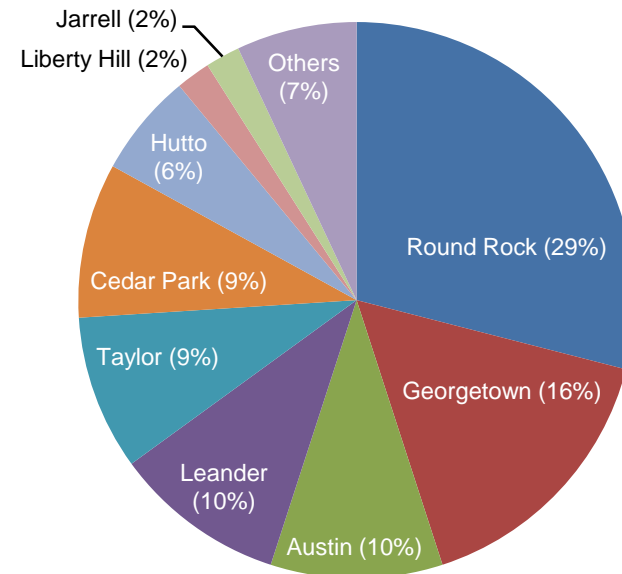


Chart 20. WIC Clients by Client's Home Area



IX. Food Establishment Permitting

The Environmental Health Services Division permits existing and new food establishments in Williamson County (see Table 6).

Table 6. Food Establishments Permitted by WCCHD

Area	Permits Issued (% of Total)	
	2009	2010
Round Rock	380 (28%)	416 (27%)
Cedar Park	212 (15%)	236 (15%)
Georgetown	186 (14%)	201 (13%)
ISD/Schools	117 (8%)	123 (8%)
Mobile Food	87 (6%)	123 (8%)
Williamson County	83 (6%)	80 (5%)
Taylor	80 (6%)	86 (6%)
Pflugerville	79 (6%)	94 (6%)
Leander	53 (4%)	65 (4%)
Liberty Hill	34 (2%)	39 (3%)
Hutto	31 (2%)	35 (2%)
Granger	9	9 (1%)
Jarrell	8	7
Florence	8	7
Weir	2	3
TOTAL	1,369	1,524

X. Food Establishment and General Sanitation Inspections/Investigations

To insure safe and sanitary food service outlets, the Food Inspection Team of the Environmental Health Services Division inspects food establishments throughout the county (see Table 7). 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 an average of 3 times in 2010.

The Food Inspection Team also provides General Sanitation inspections for daycare 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 2010, 330 general sanitation inspections were conducted.

Table 7: Food Establishment Inspections

Area	Inspections (% of Total)	
	2009	2010
Round Rock	1,250 (30%)	1,125 (30%)
Cedar Park	678 (16%)	601 (16%)
Georgetown	665 (16%)	582 (15%)
Taylor	292 (7%)	245 (6%)
Williamson County	267 (6%)	227 (6%)
Pflugerville	259 (6%)	266 (7%)
ISD/Schools	249 (6%)	251 (7%)
Leander	155 (4%)	180 (5%)
Liberty Hill	128 (3%)	111 (3%)
Hutto	103 (2%)	93 (2%)
Mobile Food	53 (1%)	25 (1%)
Granger	27 (1%)	25 (1%)
Florence	27 (1%)	27 (1%)
Jarrell	22 (1%)	19 (1%)
Weir	7	6
TOTAL	4,182	3,783

Together with the Communicable Disease Management Team and Epidemiologist, the Food Inspection Team works closely to investigate any reported or suspected food borne illness or outbreaks. The Environmental Health Services Division may also lead investigations or coordinate a response to other general sanitation or environmental complaints. In 2010, Environmental Health Services staff conducted 263 investigations.

XI. Food Handler Education

The WCCHD Environmental Health 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 2010, 2315 individuals attended 202 food handler classes offered at different WCCHD locations (see Table 8). Twenty one of these classes were offered in Spanish. In 2010, 346 individuals attended food handler classes offered in Spanish. Twelve of the classes were “train-the-trainer” classes, conducted by WCCHD. The “train-the-trainer” classes were attended by 91 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 2010, an additional 6731 individuals attended food handler classes taught by non-WCCHD instructors who completed a WCCHD “train-the-trainer” course.

Table 8. Food Handler Education Classes 2010

Class Location	# of Classes	# Attending
Cedar Park	36	421
Georgetown	71	857
Pflugerville	11	64
Round Rock	59	734
Taylor	25	239
TOTAL	202	2,315

XII. 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 9 and 10). Many OSSF permits and inspections take place outside of city limits, in areas lacking wastewater services.

Table 9: OSSF Permits Issued

Area	OSSF Permits Issued	
	2009	2010
Georgetown	132 (34%)	156 (40%)
Liberty Hill	83 (21%)	87 (22%)
Hutto	34 (9%)	23 (6%)
Leander	29 (7%)	24 (6%)
Florence	18 (5%)	14 (4%)
Taylor	18 (5%)	28 (7%)
Jarrell	15 (4%)	11 (3%)
Round Rock	12 (3%)	5 (1%)
Thrall	10 (3%)	4 (1%)
Granger	7 (2%)	9 (2%)
Cedar Park	7 (2%)	5 (1%)
Austin	5 (1%)	4 (1%)
Elgin	5 (1%)	4 (1%)
Bartlett	4 (1%)	3 (1%)
Coupland	3 (1%)	3 (1%)
Thorndale	3 (1%)	1
Weir	0	3 (1%)
Schwertner	0	1
Unknown	2	2
TOTAL	387	387

If the property for which an OSSF permit is requested was not properly subdivided, it must first go through a county subdivision review process or a single lot review. In 2010, WCCHD staff evaluated 25 subdivision reviews for land planning.

Table 10: OSSF Inspections

Area	OSSF Inspections	
	2009	2010
Georgetown	927 (35%)	862 (35%)
Liberty Hill	519 (19%)	542 (22%)
Hutto	237 (9%)	198 (8%)
Leander	255 (10%)	118 (5%)
Florence	135 (5%)	122 (5%)
Taylor	121 (5%)	190 (8%)
Jarrell	65 (2%)	82 (3%)
Round Rock	104 (4%)	39 (2%)
Thrall	37 (1%)	46 (2%)
Granger	85 (3%)	53 (2%)
Cedar Park	46 (2%)	23 (1%)
Austin	51 (2%)	42 (2%)
Elgin	29 (1%)	30 (1%)
Bartlett	18 (1%)	25 (1%)
Coupland	28 (1%)	28 (1%)
Thorndale	19 (1%)	14 (1%)
Weir	5	10
Schwertner	0	6
Unknown	1	16
TOTAL	2,682	2,446

XIII. Floodplain Administration

WCCHD administers the county's floodplain regulation. The goal of the floodplain program is to protect and minimize the public and private losses due to flood conditions and to support the National Flood Insurance Program. To be compliant, 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. Additional floodplain regulations apply to the placement of bridges, driveways, ponds, fill (dirt), placement of recreational vehicles, and excavation or alteration of creek channels.

In 2010, WCCHD staff issued 582 Certificate of Compliance permits for construction projects and processed 38 floodplain development permits.

Effective October 1, 2010, the Williamson County Engineer's Office was designated the county's floodplain manager. The move was made to streamline the process for developing land in the county. Official floodplain maps for the county are available for viewing at the County Engineer's Office, 3151 S.E. Inner Loop, Georgetown, TX 78626. Floodplain permitting within various cities in Williamson County are now handled by those cities directly. Residents can visit the County Engineer's Office for consultation to determine whether any specific location is within the floodplain.

Appendix 1: Ten Essential Public Health Services

WCCHD programs strive to deliver the ten essential services of public health (EPHS) everyday. 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.

Essential Public Health Service	Examples
#1 - Monitor health status to identify and solve community health problems.	Epidemiology and communicable disease programs track diseases and other conditions using various data sources (e.g. disease reporting systems, risk behavior surveys, vital statistics, hospital emergency room and discharge data)
#2 - Diagnose and investigate health problems and health hazards in the community.	Disease and outbreak investigation, food establishment and general sanitation inspections
#3 - Inform, educate, and empower people about health issues.	Community health education programs (e.g. parenting, diabetes management), WIC, food handler classes, public health website, preparedness programs
#4 - Mobilize community partnerships and action to identify and solve health problems.	Coalition building (Wilco Wellness Alliance), Health Data Users Group (HDUG), Annual Children’s Health Festival, Annual School Nurse Conference, Infection control workshops
#5 - Develop policies and plans that support individual and community health efforts.	WCCHD Board of Health and District leaders develop plans and strategies supporting community health efforts including preparing for emergencies
#6 - Enforce laws and regulations that protect health and ensure safety.	Statutory role of the Health Authority, Enforcement of statutes related to food safety and environmental health
#7 - Link people to needed personal health services and assure the provision of health care when otherwise unavailable.	Immunizations, access to healthcare services, WIC, case management
#8 - Assure competent public and personal health care workforce.	Ongoing staff development and training programs supported at WCCHD
#9 - Evaluate effectiveness, accessibility, and quality of personal and population-based health services.	Evaluation built into coalition activities and projects from the beginning. Systematic process for ongoing evaluation of all public health programs is under development.
#10 - Research for new insights and innovative solutions to health problems.	Epidemiology routinely partners with universities, local community groups, state and federal agencies to conduct research

Appendix 2: Background Information for Service Statistics

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 2010.

The statistical summaries in this report are generated 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 diseases, 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 2010, 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.

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.

Appendix 3: 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

Our Patient - Williamson County

