

PROGRAM WORK STATEMENT

FY 2017 City of Austin/Travis County Public Health Interlocal Agreement

Date prepared: 05/17/2016

Instructions:

- Answer the following questions as they pertain to *only those programs and services in which Travis County invests*.
- Ensure that all language (e.g. agency and program names, performance measures, etc.) is consistent across all contract forms.
- Do not delete any instructions or question descriptions.
- The information contained in this document will be used to report on your program to the Travis County Commissioners Court and the public, so the information herein should accurately explain and reflect the program and services.

1. Program Information

Provide agency name and program name as they appear on all contract documents.

Agency name: Austin/Travis County Health and Human Services Department

Program name: Environmental Health Services Division (EHSD)

2. Program Goals

Briefly describe the goals of the services purchased by Travis County in this contract.

Austin/Travis County HHSD, Environmental Health Services Division operates programs designed to promote and protect the public health. The protection of the public health is best served by a collaborative approach in regulating and monitoring environmental and consumer health hazards that occur without regard to jurisdictional boundaries. The provision of essential public health services by the City and the provision of the same or similar services under agreement with the County are intended to result in a service delivery that is effective, efficient and accessible.

3. Target Population

Briefly describe the target population of this program.

- Any persons operating or patronizing food enterprises located in Travis County, that store, prepare, package, serve, vend or otherwise provide food for human consumption, whether it is conducted in a mobile, stationary, temporary or permanent facility or location.
- Travis County residents using public or semi-public pools located in Travis Co.
- Travis County residents submitting complaints concerning any general environmental or public health nuisance occurring within Travis County.
- Travis County residents wanting to adopt or foster a child; and day care operators.
- Travis County residents requesting consultation and education on rodent and mosquito control measures.

4. Service Delivery

Describe the services and how they are provided through the program. This should be a clear and concise summary of how clients move from initial contact through exit and follow-up. Include all relevant components of the core services, such as:

- *Outreach*
- *Intake: customer submits service request application via walk-in, mail-in and, electronically. CSR staff will review, verify, and intake application into database.*
- *Eligibility determination process*
- *Service provision*
- *Duration of services*
- *Termination or discharge*
- *Coordination with and referral to/from other agencies*
- *If applicable, brief description of research or promising practice on which program is based*
- *Any other relevant components of service delivery for this program*

The Environmental Health Services Division administratively performs inspections and investigates complaints to ensure compliance with various state laws and local codes in the City of Austin, unincorporated areas of Travis County, and other smaller municipalities throughout Travis County.

EHSD provides outreach to the citizens of Travis County through a number of avenues:

- On-going coordination with the Department's Health Fair facilitator to provide educational outreach.
- Monthly Imagine Austin trainings conducted by EHSD staff on specific topics.
- Presentations to various agencies and groups, such as Small Business Development, ISD's and Non-profits.
- Constant Contact email distribution lists for quarterly newsletter.
- Public Web Portal and web-based guidance documents

Programs:

Consumer Health

- I. Staff Sanitarians inspect restaurants, grocery stores, food manufacturers, mobile food vendors, temporary event food vendors, farmers markets, plan reviews, and custodial care foodservices. Requested annual environmental health and safety inspections of custodial care facilities are also conducted.

Environmental Health

- II. General environmental complaints involving improper disposal of solid waste, high grass and weeds, animal pens, junk and abandoned vehicles, substandard buildings, and other public health and nuisance issues are investigated and compliance actions taken when required. Permitting and inspection of all public and semi-public pools and spas for compliance with state health and safety laws and County Orders.

Rodent and Vector Control

- III. The Rodent and Vector Control Program performs routine vector (mosquito) control and provides consultative outreach to residents and community groups.

Customer Service

- IV. In addition, City of Austin Customer Service support staff provides all of the administrative services and maintenance of the programs in the following areas: permit application intake; permit issuance, complaint and request processing; reception services; cashiering; data entry; and records management.

Routine and requested inspections, and complaints investigated by the Division include:

- Retail Food Establishment permitting, inspection, and investigations

- Food Products Establishment permitting, inspection, and investigations
- Foodborne illness investigations, food sanitation investigations
- Food Enterprise and Public Pool plan review and approval
- Public and Semi-Public Swimming Pools and Spas Permitting, Inspection and Investigation
- Custodial Care Environmental Health and Safety Inspections
- Junkyard and Automotive Wrecking and Salvage-yard Permitting, Inspection and Investigations
- Public Nuisance Complaint Investigations – high grass and weeds, improper disposal of solid waste, junk and abandoned vehicles on private property, dangerous buildings, odors, flies, stagnant water, exposed wastewater/sewage related to foodservice or package treatment plants
- Public Nuisance Abatement – Abatement of nuisances on private property when property owners are either unwilling or unable to abate the nuisance.
- Application of routine mosquito control measures in Travis County.
- Miscellaneous Health Related Inspections –mass gatherings, flea markets, farmers markets, and others.
- Variance request reviews, Hazard Analysis of Critical Control Points Plan reviews, and Mass Gathering Application reviews.

5. Service Accessibility

Describe any relevant strategies employed by the program to ensure service access related to the following issues:

- Cultural competence
- Language and communication access
- Geographical access
- Anti-discrimination strategies
- Other accessibility issues relevant to the program

The Division makes use of Spanish language application forms, telephone messaging, and web pages. The TDD line is available for translations and hearing impaired. EHSD employs numerous customer service staff and field inspectors able to provide verbal translation in multiple languages (Spanish, Vietnamese, and Mandarin). Annual trainings on Cultural Competency are provided to Division staff.

6. Program Staffing

List the staff positions (titles only, no individual names) that are essential to this program, and provide a brief description of duties as they relate to this program. If there are multiple staff positions with the same title and duties, you can note the number of positions with the position title, e.g. "Case Manager (5)."

| Position Title | Description of Duties |
|--|---|
| Assistant Director | Directs all aspects of Division wide program operations and customer service. |
| Assistant Division Manager | Manager responsible for all program field operations, inspections and investigations. |
| Administrative Manager | Budget, Performance Measures, Purchasing, Develop Policies and Procedures, and oversee Customer Service Operations. |
| Environmental Health Supervisors (6) (Travis County – 1) | Train, Standardize, and manage employees with focuses of Food, Environmental, Rodent/Vector Control and Special Events for COA, TC and, ILA jurisdictions. Develop Program Policies and Procedures. |
| Customer Service Supervisors (2) | Manage employees; training, oversee Division Cash Handling operations, Records Management, Information & Referral and, Application Integrity Audits. |
| Environmental Health Officers III (17) (Travis County – 1) | Provide leadership and training for Environmental Health Officers (EHOs), provide second opinion, conduct plan reviews, and in addition to routine inspections perform specialized inspections e.g. Change of Ownership, Certificate of Occupancy, Mobile Vending, and Temporary Event. |
| Environmental Health Officers I/ II (17) (Travis County – 3) | Perform routine inspections, investigate, and respond to complaints. |
| Customer Service Rep Sr. (6) | Application intake, cash handling, records management, train new employees, permits issuance, and provide specialized support to various EHSD Programs. |
| Customer Service Rep. (5) (Travis County – 1) | Information & Referral, application intake, records management, and specialized duties to support internal customers. |
| Customer Solutions Coordinator | Process Public Information Requests, Citizen/Council/Commissioners requests for information and services, Purchasing, |
| Code Review Analyst | Liaison to County and Municipal Courts of Law, Processing of and monitoring compliance actions and legal proceedings. |

| | |
|----------------------|--|
| Business Analyst Sr. | Performs business analysis, gathers data requirements & generate reports, and manage AMANDA projects. |
| Research Analyst Sr. | Analyzes data, generates reports, manages Customer Service Surveys, facilitates CQI process, and coordinate FDA standardization process. |

(If program has additional staff positions, insert additional rows in table. Please delete empty rows.)

7. Program Evaluation

a) Information Management and Data Collection

- Describe the **tools and processes** used to collect program data, and the **systems** used to manage program data (i.e. client data, service information, or other data relevant to the program's overall service delivery and performance).
 - Quarterly reporting and reviews to ensure contractual numbers are met without any shortcomings.
 - Use of database management system (AMANDA) to track all inspections, permitting fees, and follow-up inspections for all components of the contract, including performance measure reporting.
- If any surveys are used to collect information used in performance reporting, please provide a description of survey procedures (such as when, how, and by/to whom the survey is distributed, received, completed, and returned) and a copy of the most recent survey as an addendum.
 - Customer Service Survey quarterly review.

b) Performance Evaluation

Describe how the agency uses the data it collects to evaluate both programmatic effectiveness (as described in questions 2 and 5 of this work statement) and progress towards performance goals (as described in 9 and 10 of this work statement).

- Use of database management system (AMANDA) to track all inspections, permitting fees, and follow-up inspections for all components of the contract, including performance measure reporting.
- Use of Excel and Access to ensure that goals are met through tracking databases looking at quarterly numbers compared to contractual agreed upon numbers
- Mid-year and Year-end performance evaluations of sanitarians responsible for these areas to ensure that inspections are completed and done according to standard operating procedures,
- City of Austin 3-1-1 consumer hotline for taking complaint calls and follow-ups done by inspectors.

c) Quality Improvement

Describe how the agency uses its evaluation results to: identify problems or areas for improvement in service delivery; design strategies to address these problems; implement those strategies; and follow up to ensure corrective actions have been effective.

- Investigation of consumer complaints.
- Customer Service Survey quarterly review.
- Monthly meeting for quality assurance, trainings, and review of policies and procedures for needed revision.
- Quarterly reporting and reviews to ensure contractual numbers are met without any shortcomings.
- Additional inspectors assigned as needed and follow-up next quarter to gauge effectiveness.

8. Output Performance Measures

Enter the output performance measures to be reported for the program in quarterly performance reports. You must report the number of unduplicated clients served and at least one other output. Total annual goals should be 12-month goals. Outputs should be reported quarterly unless a specific programmatic or data-driven limitation exists. Please use the comments section to specify and provide explanation for any reporting exceptions.

| Output Measure | Total Annual Goal | Quarters Reported |
|--|-------------------|-------------------|
| 1. PM 8092 – Total number of food permits issued. | 12,500 | |
| 2. PM 8096 – Number of Mobile Vending permit renewal & routine inspections conducted. | 2,000 | |
| 3. PM 1960 – Number of surveillance traps set in the Environmental and Vector Control Program. | 800 | |
| 4. PM 7811 – Number of General Environmental complaint investigations. | 600 | |

(If approved for additional Output measures, insert additional rows in table. Please delete empty rows.)

Comments (for reporting exceptions, if applicable):

9. Outcome Performance Measures

Enter the outcome performance measures (numerators, denominators, and outcome rates) to be reported for the program in quarterly performance reports. Total annual goals should be 12-month goals. Outcomes should be reported quarterly unless a specific programmatic or data-driven limitation exists. Please use the comments section to specify and provide explanation for any reporting exceptions.

| Outcome Measure | | Total Annual Goal | Quarters Reported |
|-----------------|--|-------------------|---------------------------------|
| 1. | a. PM 1953 – Number of pools/spas inspected in the City and County found in compliance in a time period (numerator) | 1733 | Quarterly |
| | b. Total number of pools/spas inspected in the same time period (denominator) | 1926 | |
| | c. Percentage of public pools and spas in compliance (rate) | 90% | |
| 2. | a. PM 8097 – Number of food establishment inspections with a score of 80 or greater (fixed retail and food service only) (numerator) | 8989 | Quarterly |
| | b. Total number of food establishments inspections (fixed retail and food service only) (denominator) | 9988 | |
| | c. Percentage of food establishment inspections resulting in a score of 80 or greater (rate) | 90% | |
| 3. | a. PM 6442 - Number of Rodent Vector field services in which control measures are applied (numerator) | 200 | Quarterly |
| | b. Total number of field services completed (denominator) | 800 | |
| | c. Percentage of field services conducted that result in control measures being applied in the Environmental & Vector Control Program (rate) | 25% | |
| 4. | a. PM 1957 - Number of routine inspections conducted on fixed food establishments in the County in a time frame (numerator) | 900 | Cumulative rate of 0.50/quarter |

| | | | | |
|----|---|---------------|-----|-----------------------------|
| b. | Total number of active fixed food establishments in the County in the same timeframe. | (denominator) | 450 | to reach annual goal of 2.0 |
| c. | Number of routine inspections per fixed food establishment in the County | (rate) | 2.0 | |

(If approved for additional outcome measures, insert additional rows in table. Please delete empty rows.)

Comments (for reporting exceptions, if applicable):

10. Community Planning

a) Community Planning Group Participation

If the agency participates in any community planning groups relevant to the issue area and services under this contract, please list them here, along with the name and title of agency representatives who participate and a brief description of their role and participation in that planning group.

| Community Planning Group | Agency Participant Name/Title | Participation Role/Description |
|--------------------------|-------------------------------|--------------------------------|
| | | |

(If agency is involved in additional planning groups, insert additional rows in table. Please delete empty rows.)

b) Community Plan

If the agency aligns itself with a Community Plan, provide the name of the plan and its authoring body, and a brief description of how you align your agency with and respond to the plan’s shared community goals. If there is not an established community plan in this issue area, describe what the agency uses to orient itself to community needs and goals.

Austin/Travis County - Community Health Assessment/Community Health Improvement Plan

c) Response to Community Change

Have there been, or do you anticipate, any changes to the community plan or community goals, that will impact how you provide services over the remainder of your contract period?

Growth in the County population and food establishments as well as emerging public health concerns such as Zika virus, have created a higher demand for services.