

Definition: Engaging youth through peer-led, comprehensive, sexual health education to make informed, sexual health decisions, and to prevent unplanned pregnancies and HIV/STIs

1 Our Call to Action ...

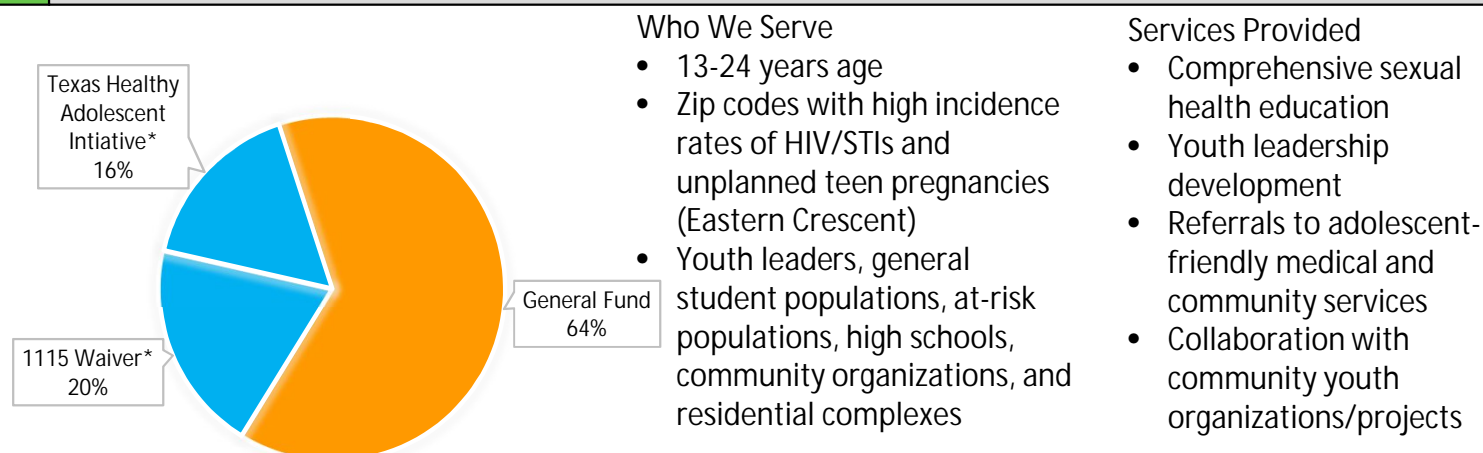
1. Utilize a peer-led model to provide education on safer sexual health practices, healthy relationships, consent, and assertive communication
2. Promote an evidence-based curricula with trauma-informed* approach to sexual health education
3. Connect adolescents with quality, youth-friendly services in Austin/Travis county

Travis County Adolescent Rates in 2015 (ages 15-24)

New HIV diagnoses	New Chlamydia diagnoses	New Gonorrhea diagnoses	Teen pregnancies (ages 15-19)
33.9 (per 100,000)	2,728 (per 100,000)	657 (per 100,000)	32.2 (per 1,000)

*1 in 3 adolescents in the U.S. are victims of dating violence

2 Currently ... FY 2017 Funding Total: \$886,249



3 Measures of Success ...

Number of developmental encounters for young adults 10-24 (leadership, healthy decision making, sexual health education)
FY 2017 & 2018: 2,300

Number of unduplicated young adults served through the delivery of an evidence-informed curriculum
FY 2017 & 2018: 750

Percentage of young adults showing improvement on post-test compared to pre-test
FY 2017 & 2018: 80%

4 Community Impact ...

- In 2017, AHA has reached close to 800 teens and young adults across schools and community organizations in Austin/Travis County with evidence-based, sexual health curriculum
- Established strong community partnerships with 20 youth-serving organizations to create a web of high-quality referral services

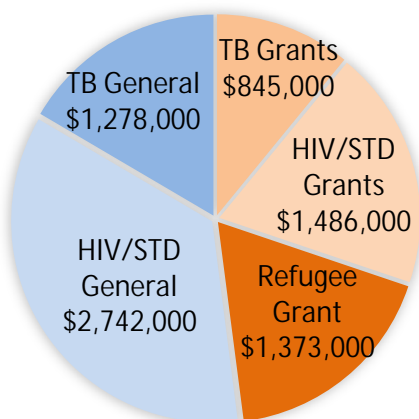
“Being a peer health educator means being better than what society says I should be....By teaching things like consent and healthy relationships we not only make sure that the teens who are teaching are looking out for themselves but also making sure that they are checking in, talking to, and caring for other people as well.” Peer Health Educator, Male, Age 18, Lanier High School

Definition: Provide clinical, outreach, investigation, follow-up, and social services through STD, TB, and Refugee Clinics to individuals exposed to or seeking services for communicable diseases in order to “Break the Cycle of Transmission.”

1 Our Call to Action ...

- Decrease the incidences of HIV, STIs, and TB
- Provide clinical services (screening, diagnosis, treatment, education) and follow up care of STIs, HIV, and TB
- Provide Public Health investigations as required by State & Federal regulations for STIs, HIV, and TB
- Provide supportive social work services

2 Currently FY18 Funding Total: \$7.7 Million (48% Grant-Funded)



Our Reach

- People who live, work and play in Austin/Travis County
- High risk for HIV, STIs and TB
- Refugees
- Homeless
- Childcare, schools, universities, businesses, shelters, correctional and healthcare facilities

Services Provided

- Clinical services including screening, diagnosis, treatment, immunization, education, and follow-up care
- Mobile Outreach screening and education for underserved and high-risk populations
- Public Health Investigations
- Social Work HIV case management, linkage and referral to medical care, and basic needs

3 Measures of Success ...FY17 Performance “Break the Cycle of Transmission”

- STD Clinic patient visits: 12,740
- TB Clinic patient visits: 6,812
- Refugee Clinic patient visits: 9,403
- Social Work Services: 30,334 units of service
- STI tests in outreach setting: 1,613
- HIV patients linked to care: 92%
- HIV/STI investigations field visits: 4,619
- Contacts to TB cases evaluated: 85%
- TB cases completing therapy in 12-months: 100%
- Lifetime cost of HIV treatment: \$400,000
- Cost of treating one TB case: \$20,000-\$430,000

4 Community Impact ...



A Somali refugee (alone and in a wheelchair) was referred for TB from our internal Refugee clinic. The TB clinic diagnosed and treated him. The Public Health Contact Investigations team investigated the case. The social workers linked him to medical care in the community. He was also connected to local Somali community for support. He is now cured of TB, remains in medical care, has a job, and is no longer in a wheelchair.



A newborn was diagnosed with HIV 24 years ago. Her mother wasn't aware of her own HIV-status and infected her with HIV during delivery. Since her birth and to this day, she has continually received medical case management from CDU social workers. They helped her in receiving HIV care, housing and other supportive services. Today, she is independent, employed, and most important gave birth to her own daughter who is HIV negative.

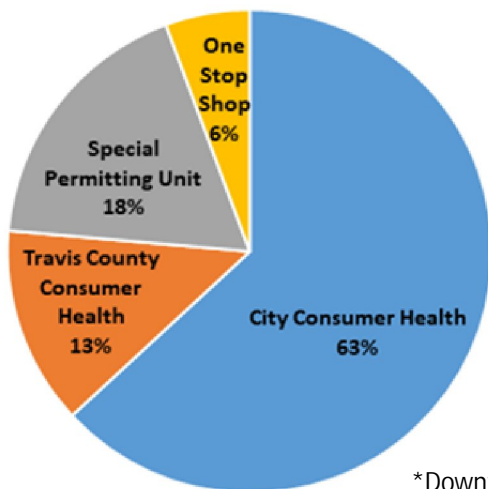
Definition: The regulatory program which enforces state and local food safety codes in all of Austin and Travis County's food establishments

1 Our Call to Action ...

- To increase compliance with food safety regulations through inspection and investigation, ensuring a healthier community
- To improve food safety practices and procedures by providing food establishment operators with technical guidance and education

1 in 6 Americans get sick and 3,000 die each year from contaminated foods. These foodborne illnesses cost the U.S. \$15.6 billion each year.

2 Currently ... FY 2018 Funding Total: \$ 3,828,913



Who We Serve

All who live, work, eat, and play in Austin and Travis County

- Visitors to Austin – 25.6 million/year*
- Food industry owners and operators
- Day cares, nursing homes
- Hospitals and schools
- Summer food programs
- Food Establishments (5,750)
- Mobile Food Trucks (1,250)
- Special Event Food booths (6,100)
- Farmers Market booths (250)

*Downtown Austin Alliance

Services Provided

- Permitting
- Customer Service
- Regulatory inspections
- Compliance re-inspections
- Complaint investigations
- Foodborne Illness investigations
- One Stop Shop plan review and inspection
- Education and training
- Public health outreach

3 Measures of Success ...

FY 2017

- Key Performance Indicator - Percent of retail food establishment routine inspections which result in a score of 80 or greater. (100 pt. scale). Goal 90%; Actual 92%
- Performance Measure - All Fixed food establishment routine inspections conducted. Goal 11,100; Actual 10,366 (93%)

- Regulatory inspections (all types) – 15,907
- Total Food Permits issued – 14,660
- Compliance re-inspections – 1,729
- Pre-opening inspections – 1,495
- Complaints investigated – 573
- Plan review and approval – 466
- Foodborne illness investigations – 58
- Court cases filed for non-compliance – 49
- Establishment permit suspensions or closures – 17

4 Community Impact ...



Foodborne Illness Investigations

- Sick mother of twins delivered early as a consequence of a listeria infection, traced to a farmers market vendor.
- Elderly man dies from eating contaminated raw oysters at local seafood restaurant.



Summer Food Programs

- Partnership with non-profit agencies to support food programs providing over 100,000 safe meals annually for the community.

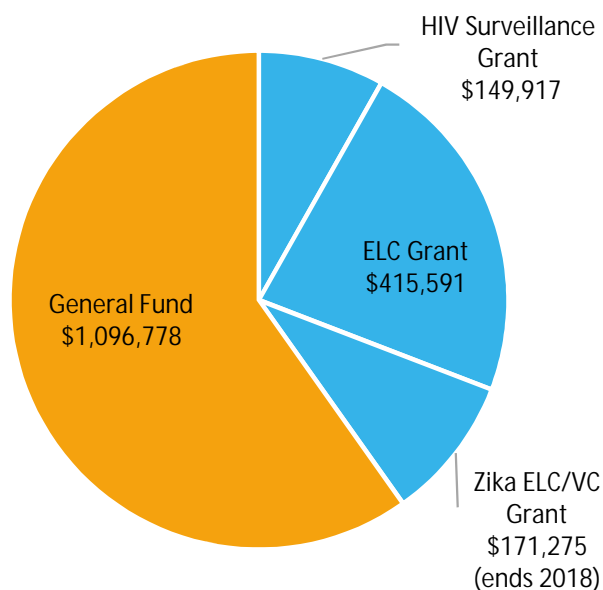
Definition: Reduce incidence and transmission of infectious disease through investigation, education, and implementing prevention and control measures

1 Our Call to Action ...

To reduce disease incidence by:

1. Monitoring and identifying disease trends and community health problems
2. Investigating infectious disease cases and outbreaks in the community
3. Educating the community and providers about infectious disease transmission and prevention

2 Currently ... FY 2018 Funding Total: \$ 1,833,561 (40% Grant Funded)



Who We Serve

- People who live, work, visit, play, and seek treatment in Austin/Travis County
- Schools, child care facilities, universities, healthcare facilities, and laboratories

Services Provided

- Publish Critical Health Indicators Report
- Screen reports of over 70 infectious diseases (syphilis, salmonellosis, influenza) daily
- Disease surveillance, monitor health trends, and data analysis
- Outbreak response and investigation, including prophylaxis
- Provide education and training to medical providers and community organizations
- Provide 24/7 public health emergency on-call services
- Follow-up on blood borne pathogen exposures for first responders
- Respond to foodborne illness restaurant complaints

3 Measures of Success ...

FY 2017

KPI: Incidence rate per 100,000 population of reported cases of measles, mumps, pertussis, and rubella in Travis County

- FY 2015: 15
- FY 2016: 10
- FY 2017: 11

By the numbers in 2017:

- Lab reports screened (estimated): 100,000
- Cases investigated: 2,579
- Outbreaks investigated: 64
- Foodborne illness complaint interviews: 158
- Rabies contact investigations (estimated): 500
- Bloodborne pathogen exposure follow-up: 126

4 Community Impact ...

- Zika positive mother and baby born with microcephaly appreciative of the support APH provided during and after pregnancy through monthly follow-up
- Blood donor with chronic Chagas disease identified and linked to continued care for heart health monitoring
- Cyclosporiasis outbreak investigation that resulted in FDA Import Ban for cilantro products imported from Mexico
- UT athletics department mumps outbreak that resulted in 100+ booster vaccines administered and prevention of spread to general student population

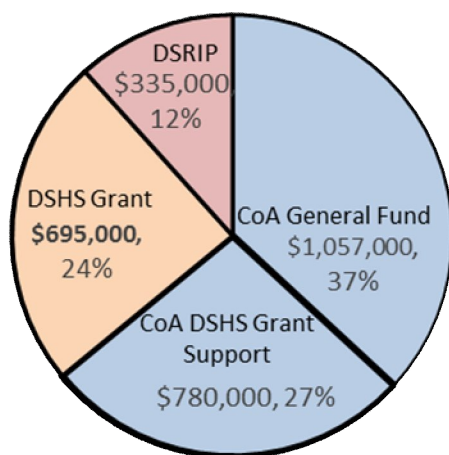
Definition: To eliminate vaccine preventable diseases by providing access to affordable, convenient, and quality immunization services

1 Our Call to Action ...

1. To provide vaccinations to infants, children and adults to prevent diseases and their complications
2. To provide education and training to diverse clients, community groups, and healthcare professionals

2 Currently ... FY 2018 Funding Total: \$2,867,000

**Immunization Program Funding
FY2018 \$2,867,000**



Who We Serve

- Underinsured, Uninsured, Medicaid
- Traditionally under-served and hard to reach
- High-risk for disease
- Healthcare professionals
- Schools and childcare facilities
- Community Based Organizations

Areas Most Served

- Dove Springs
- Northeast Austin
- Pflugerville

Services Provided

- Immunization Clinic appointments within 3 days
- Education, training, and outreach
- Vaccination compliance for children in daycares and schools
- Perinatal Hepatitis B prevention
- Outbreak response
- Technical support to 70 local Vaccines for Children providers

3 Measures of Success ...

- FY 2017: 104.5% (14,600 goal, 15,253 actual clients served by nurses in the immunization program)
- FY 2017: 110% (16,000 goal, 17,657 actual calls for immunization information answered)
- FY 2017: Est 250,000 immunizations provided by Vaccines for Children

Associated KPI

The incidence rate per 100,000 population of reported cases of measles, pertussis, mumps, and rubella in community served.

4 Community Impact ...



- A child born outside the United States who was missing immunizations received an immediate appointment with Shots for Tots and received vaccines to start school
- An uninsured adult re-entering the workforce was able to receive low cost vaccinations and begin a new career in healthcare
- A homeless adult was provided a full range of vaccinations protecting her from getting sick from influenza, pneumonia and/or hepatitis B at no charge.



- Every \$1 invested in childhood vaccines saves \$44 future healthcare costs
- An age-appropriately immunized community decreases the likelihood of disease outbreaks
- Cultural and linguistic approach to review non-English vaccination records

Immunization Annual Report Measures

Target Metric	Measurement	FY14	FY15	FY16	FY17	Data Source	Point of Contact
Billing/Finance Office (5 FTE): measures revenue generation within the Shots for Tots, Big Shots and influenza large scale clinics; also included is an external customer service survey which is assessed annually.							
\$50k	Medicaid Collected	\$51,067	\$53,837	\$46,850	\$39,057	Manual Count	Hargrove
\$5k	Medicare Collected	\$7,557	\$5,931	\$2,414	\$2,350	Manual Count	Hargrove
\$1k	Flu Donations Collected	\$1,504	\$793	\$788	\$279	Manual Count	Hargrove
\$160k	Fee for Service Collected	\$178,184	\$165,884	\$145,993	\$160,214	Manual Count	Hargrove
95%	% of approved claims	95%	96.30%	95.60%	90.00%	Manual Count	Hargrove
15%	% of non-pay	16%	19%	30%	30%	Manual Count	Hargrove
	Number of satisfaction surveys evaluated	1055	951	581	975	Manual Count	Hargrove

Call Center (2 FTEs, 2 Seasonal Temp): measures the call center for immunizations for appointments for Shots for Tots, Big Shots and large scale influenza clinics. CSRs answer general immunization questions and resources available for Travis County. Clients requesting appointments are pre-screened for eligibility.

16k	# of calls answered	19,409	17,399	17,657	16,539	Avaya Report	Hargrove
< 30 sec	Average wait time	24 seconds	29 seconds	50 seconds	1:10 seconds	Avaya Report	Hargrove
15k	# appointments booked	15,411	14,914	15,680	16,998	Manual Count	Hargrove
>95%	Overall Customer Service Score	99.40%	98.80%	99%	99.6%	Manual Count	Hargrove
	Number of satisfaction surveys evaluated	1055	951	581	975	Manual Count	Hargrove

Shots for Tots / Big Shots (8.5 FTEs): measures the immunization services (vaccinations, shot record screening, education) that occurs in the Shots for Tots and Big Shots clinics at our Stassney Lane (south) and St. John (north) location. SFT/BS clinics offer "on-demand" appointments within 72 business hours and bridge gaps in the continuum of care (i.e. new vaccination requirements, private sector changes, insurance coverage rates, convenience).

8k	# Children Vaccinated	7,745	7,762	8,156	8,373	TWICES	Cavin
3k	# Adults Vaccinated	3,590	2,771	2,781	2,333	TWICES	Cavin
22k	# Total Immunizations Given	24,826	24,304	26,785	27,610	TWICES	Cavin
	# Shot Records Screened	2,121	2,321	2,754	2,704	Manual Count	Cavin
>95%	Overall Customer Service Score	99.70%	99.70%	99%	99.7%	Manual Count	Hargrove
	Number of satisfaction surveys evaluated	1055	951	581	975	Manual Count	Hargrove

Adult High Risk Outreach (4 FTEs, 1 Temp): measures impact of vaccination reach into vulnerable and higher risk adult populations, usually delivered where the client is physically located, in a setting providing other ancillary supportive or clinical services to target populations (i.e. STI clinics, drug treatment centers, transitional settings, no cost clinics).

3.6k	# Adults Vaccinated	1552	4234	4316	4221	TWICES	Tucker
10k	# Total Vaccinations Given	2822	9393	9422	9265	TWICES	Tucker
12	# of collaborative organizations	10	18	20	20	Manual	Tucker
>95%	Overall Customer Service Score	94.87	94.54	94.91	94.22	Manual	Tucker
	Number of satisfaction surveys evaluated	308	450	676	585	Manual	Tucker

Vaccines for Children/ImmTrac (6 FTEs): measures impact of technical support and training reach to VFC providers in Travis County.

12	# of Unannounced Site Visits	0	11	13	8	Manual Count	Mirsky
100000	# of Vaccinations Given by Providers	241,721	234,028	241,842	TBD	Manual Count	Mirsky
85k	# of Children Served by Providers	96,688	93,611	137,816	TBD	Manual Count	Mirsky
12	# of Clinician Workshops Facilitated	2	6	4	4	Manual Count	Mirsky
>95%	Overall VFC Customer Service Score	100%	92%	93%	93%	Manual Count	Hargrove/Mirsky
550	# of ImmTrac Records Brought Up-to-date	582	557	672	411	Manual Count	Mirsky
>95%	Overall ImmTrac Customer Service Score	97%	100%	100%	100%	Manual Count	Hargrove/Mirsky
	Number of satisfaction surveys evaluated	34	23	22	64	Manual Count	Hargrove/Mirsky

Health Education / Promotion (1 FTE): measures impact of educational efforts, messaging and referral information into Travis County to targeted populations, health fair events and appropriate group settings.

18	# of health fair activities	19	23	16	28	Manual Count	Christian
10	# of social media activities	17	21	33	64	Manual Count	Christian
4	# of trainings	4	2	8	9	Manual Count	Christian
>95%	Overall Customer Service Score	100%	100%	100%	100%	Manual Count	Hargrove/Christian
	Number of satisfaction surveys evaluated		6	5	4	Manual Count	Hargrove/Christian

Immunization Audits (3 FTEs): measures accuracy of vaccination records and number of facilities visited by staff auditors

Assigned by DSHS	# of completed surveys/audits	93	183	188	125	Manual Count	Tucker
Assigned by DSHS	# of Childcare-School Rule Trainings	55	111	87	53	Manual Count	Tucker
>95%	Overall Customer Service Score	100%	100%	100%	100%	Manual Count	Hargrove/Tucker
	Number of satisfaction surveys evaluated	31	48	23	17	Manual Count	Hargrove/Tucker

Peri Hep B Outreach (1 FTE): measures timeliness and satisfaction of services provided to at risk mothers in the prevention of hepatitis B.

100%	% served within 60 days	100%	100%	100%	100%	Manual Count	Tucker
>95%	Overall Customer Service Score	100%	100%	100%	N/A	Manual Count	Hargrove/Tucker
	Number of satisfaction surveys evaluated	2	2	2	0	Manual Count	Hargrove/Tucker

Continuous Quality Improvement: measures accuracy of medical record data entered by clinic staff

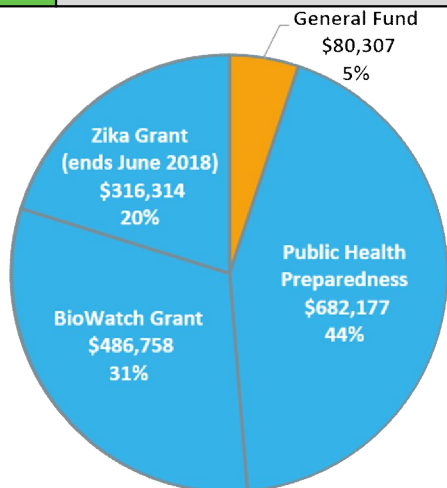
>95%	Overall Customer Service Rating	99.85%	99.75%	99.66%	99.50%	Manual Count	Hargrove
<5%	% of data entry errors	1.76%	3.13%	2.52%	4.08%	Manual Count	Christian/Hargrove

Definition: To prevent, respond to, and rapidly recover from natural and man-made public health threats

1 Our Call to Action ...

1. To reduce threats and long-term effects of public health disasters
2. To plan for and prepare supplies and personnel to address man-made and natural disasters
3. To educate and train employees, partners, and community groups on public health risks

2 Currently ... FY 2018 Funding Total: \$1.56 Million



Funding Outlook

- 95% of funding is from federal grants
- Our budget relies on current public health threats
 - Previous threats include: Zika, Ebola, and pandemic flu (H1N1)
- The Public Health Preparedness grant has been shrinking since 2001
- Future funding is never guaranteed

Who We Serve

- People who live, work, and play in Austin/Travis County
- Persons experiencing short and long-term effects of man-made and natural disasters (e.g., Hurricane Harvey, Halloween floods)
- Hospitals, schools, colleges, universities, and emergency management agencies

3 Measures of Success ...

FY 2017

- Coordinated 5,854 staff hours during Hurricane Harvey, equaling to 1 employee working 2.8 years
- 18 preparedness drills participated in or conducted with partners and stakeholders
- Over 4,000 environmental samples collected for active bioterrorism monitoring
- Monitoring of 15 area hospital emergency departments for signs of outbreaks
- Developed 5 new documents related to mosquito-borne illness (e.g., Zika and West Nile Virus)
- Maintained and updated plans for flooding, Ebola, pandemic flu, anthrax, sheltering, and other threats
- Participated in 20 community outreach events, providing education and personal preparedness items

4 Community Impact ...

During large-scale events (e.g., Austin City Limits (ACL), SXSW, University of Texas football games, Formula One Grand Prix) and severe weather, we serve in the emergency operations center and monitor for threats to the public's health.

At the height of the epidemic, we monitored 65 patients for symptoms of Ebola, providing them basic needs and services to ensure their safety as well as the public's.

In the event of a bioterrorism attack, with help from our partners, we are able to open 32 locations to dispense life-saving medication to serve 1.2 million people in 48 hours (25,000 people per hour).



Definition: To facilitate equitable access to health and wellness services

1 Our Call to Action ...

1. To connect Travis County residents to free health screening, pre/post-natal support
2. To connect Travis County residents to employment assistance

2 Currently ... FY 2018 Funding Total: \$1.5 Million

Who We Serve

- African American individuals
 - Women who are pregnant or post-partum
 - Men who have sex with men
- Hispanic individuals
- Asian individuals

Services Provided

- Preventative health screenings (e.g., blood pressure, blood sugar, etc.)
- Referrals to medical and community resources
- Job readiness
- Maternal Infant Outreach Program (e.g., navigation, parenting support, breastfeeding support)

3 Measures of Success ...

Number of client served by the Quality of Life Preventative Team Initiative

- FY 2015: 3,427 (actual)
- FY 2016: 2,528 (actual)
- FY 2017: 4,500 (goal)

Number of units of preventative health services provided by Quality of Life

- FY 2015: 4,401 (actual)
- FY 2016: 3,677 (actual)
- FY 2017: 6,000 (goal)

Percent of Quality of Life clients who followed through with referrals to a healthcare provider or community resource

- FY 2016: 63% (actual)
- FY 2017: 85% (goal)

4 Community Impact ...

- A homeless client with uncontrolled diabetes visited the mobile health van on Springdale Road. His blood sugar and blood pressure measures were dangerously elevated. The nurse provided education and medical referrals. Two weeks later the client returned and proudly showed the nurse his medication refill bottles and asked about resources for housing, which were provided.
- A male with limited English language ability came in for job assistance and participated in a resume building class and mock interview. He then returned for a job fair and visited with 15 employers and left with a temporary job offer. Within six months he became a permanent employee.