

# **Austin Healthy Adolescent Issue Brief**

Promoting and improving overall sexual health outcomes through sex education, community engagement, and youth development

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 ...

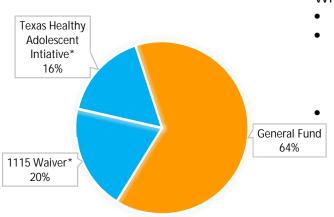
- Utilize a peer-led model to provide education on safer sexual health practices, healthy relationships, consent, and assertive communication
- Promote an evidence-based curricula with trauma-informed\* approach to sexual health education
- 3. Connect adolescents with quality, youthfriendly services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

Travis County Adolescen	t Rates in 2015 (ages 15-24)
-------------------------	------------------------------

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

<sup>\*1</sup> in 3 adolescents in the U.S. are victims of dating violence

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



### Who We Serve

- 13-24 years age
- Zip codes with high incidence rates of HIV/STIs and unplanned teen pregnancies (Eastern Crescent)
  - Youth leaders, general student populations, at-risk populations, high schools, community organizations, and residential complexes

### Services Provided

- Comprehensive sexual health education
- Youth leadership development
- Referrals to adolescentfriendly medical and community services
- Collaboration with community youth organizations/projects

# 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 posttest 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



# Communicable Diseases Unit (CDU) Issue Brief

Prevent, Control, and Manage Communicable Diseases including STIs, HIV, and TB

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

# TB General \$1,278,000 HIV/STD General \$2,742,000 Refugee Grant \$1,373,000

### 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 highrisk 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 Somalian 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.



### Consumer Health Issue Brief

The Consumer Health Program strives to prevent foodborne illness by ensuring a safe local food supply

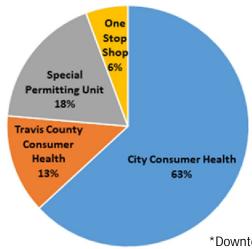
Definition: The regulatory program which enforces state and local food safety codes in all of Austin and Travis County's food establishments

# 1 Our Call to Action ...

- 1. 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

### 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.



# Epidemiology and Disease Surveillance Issue Brief

Monitor, investigate, and prevent transmission of infectious disease in our community

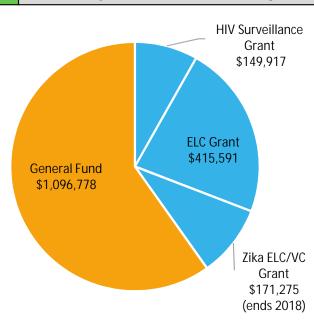
Definition: Reduce incidence and transmission of infectious disease through investigation, education, and implementing prevention and control measures

# 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



# Immunization Program Issue Brief

Provide access to affordable, convenient, and quality immunization services

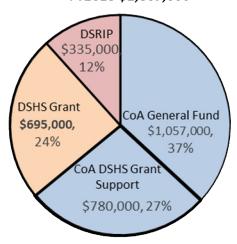
Definition: To eliminate vaccine preventable diseases by providing access to affordable, convenient, and quality immunization services

# 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

Willing Finance Office   FTE  massures sections generation within the Shots for 156 bigs Posts and influence short states as a section of the same state of the state of the state of the state of the same state of the state o		Immunization Annual Report Measures									
Additional Collected   Shight   Michael Collected   Shight   Shight   Michael Collected   Shight   Michael Collected   Shight	Target Metric					FY17 Data Source	Point of Contact				
Mindignate Collected   551,067   5			the Shots for Tot	ts, Big Shots a	nd influenza larç	ge scale clinics; also inclu	uded is an external				
Margin   M		·	<b>*</b> 54.07	<b>*</b> 50.007	*** 050	400.05714					
Fig. Decorptions Collected   \$13,04   \$793   \$786   \$279 Manual Count   Hargrove   16100.   For Col Sorvice Collected   \$18,18   \$16,888   \$16,995   \$16,099   \$10,221 Manual Count   Hargrove   1695   \$9,000											
1810k   Fee for Service Collected dams							_				
Second											
Number of satisfaction surveys evaluated   1655   951   951   975   97											
Call Center (2 FTEs, 2 Seasonal Temp), measures the call center for immunizations for appointments for Shots for Tots, Big Shots and large scale influence during the call content of the	1070	. •									
Session   Communication questions and resources available for Trays's County, Clients requesting appointments are pre-second of cellability, of calls answered to the property of calls answered by the property of calls answered to the property of calls and the property of ca		Number of satisfaction salveys evaluated	1000	701	001	770 Wandar Godin	riargrovo				
Additional Control High Risk Outcome   24 seconds   27 seconds   28 seconds   10 seconds Awaya Report   Hargrove   Poly   15,411   14,914   15,680   15,948 Amarual Count   Hargrove   Hargrove   Poly   10,958 Amarual Count   Hargrove   Poly   10,958 Amarual Count   Hargrove   Poly   10,558   10,548 Amarual Count   Hargrove   Hargrove   Poly   10,558   10,548   15,548 Amarual Count   Hargrove   Hargrove   Poly   10,558   10,548   1	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 guestions and resources available for Travis County. Clients requesting appointments are pre-screened for eligibility.										
15.4   4 appointments booked	16k	# of calls answered	19,409	17,399	17,657	16,539 Avaya Report	Hargrove				
No.   Post	< 30 sec	Average wait time	24 seconds 2	9 seconds 50	seconds 1:10	seconds Avaya Report	Hargrove				
Number of satisfaction surveys evaluated   1655   951   581   975 Manual Count   Hargrove	15k		15,411	14,914	15,680	16,998 Manual Count	Hargrove				
shots for Tots / Big Shots (6.5 FTEs) measures the immunization services (vaccinations, shot record screening, education) that occurs in the Shots for Tots and Shots citics at our Stassney Lane (south) and St. John (north) location. SFL/BS clinics of fer "on-demand" appointments within 72 business hours and bridge of the continuum of care (i.e. new vaccination requirements, private sector changes, insurance coverage rates, commenters.  ***A (hults Vaccinated***  ***A (hults Vaccinated***  ***A (hults Vaccinated***  ***A (hults Vaccinated***  ****P hard Records Screened***  ***212***  ****P total remunizations Given**  *****P shot Records Screened**  ***Quarial Customer Service Score**  ***Overall Customer	>95%		99.40%	98.80%	99%	99.6% Manual Count					
shots clinics at our Stassney Lane (south) and St. John (north) location. SF/ISS clinics offer "on-demand" appointments within 72 business hours and bridge (he new accidanta) requirements, private sector changes, insurance coverager access, convenience).         38         # Children Vaccinated         7,745         7,762         8,156         8,373TWICES         Cavin           38         # Adults Vaccinated         3,590         2,771         2,781         2,333TWICES         Cavin           228         # Total Immunizations Given         2,482         24,304         2,6785         2,761 DTMICES         Cavin           299%         Overall Customer Service Score         99,70%         99,70%         99%         99,78% Manual Count         Hargrove           Adult High Risk Outreach (4 FTEs, Temp): measures impact of vaccination reach into vaccinations coach into vaccinations coach into vaccinations of the access of the physically located, in a setting providing other ancillary supportive or clinical services to target populations. usually delivered where it elient is physically located, in a setting providing other ancillary supportive or clinical services to target populations.         1,000		Number of satisfaction surveys evaluated	1055	951	581	975 Manual Count	Hargrove				
# Frotal Immunizations Given	Shots clinics at ou the continuum of 8k	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 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									
# Shot Records Screened	3k										
Overall Customer Service Score	22k										
Number of satisfaction surveys evaluated 1055 951 581 975 Manual Count Hargrove Adult High Risk Outreach (4 FTEs, 1 Temps): measures impact of vaccination reach into vulnerable and higher risk adult populations, usually delivered where st telicinit is physically located, in a setting providing other ancillary supportive or clinical services to target populations (i.e. STI clinics, drug treatment centers, ransitional settings, no cost clinics).  3.6 # Adults Xuccinated 1552 4234 4316 4221 TWICES Tucker Adults Vaccinated 1562 4234 4316 4221 TWICES Tucker 1012 # of collaborative organizations 10 18 20 20 Manual Tucker 1022 # of collaborative organizations 10 18 20 20 Manual Tucker 1045 122 # of collaborative organizations 10 18 20 0.0 Manual Tucker 1045 122 # of Unannounced Site Visits 10 18 18 18 18 18 18 18 18 18 18 18 18 18	0.504										
Adult High Risk Outreach (4 FTEs, 1 Temp): measures impact of vaccination reach into vulnerable and higher risk adult populations, usually delivered where the litent 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).  3.6.6.  # Adults Vaccinated	>95%						_				
client is physically located, in a setting providing other ancillary supportive or clinical services to target populations (i.e. STI clinics, drug treatment centers, ranshtional settings, no cost clinics).  3.6k  # Adults Vaccinated		3									
Total Vaccinations Given   2822   9393   9422   9265 TWICES   Tucker	client is physically transitional settin	y located, in a setting providing other ancillary sup gs, no cost clinics).	portive or clinica	al services to t	arget population	ns (i.e. STI clinics, drug t	reatment centers,				
## of collaborative organizations   10   18   20   20 Manual   Tucker	3.6k										
Overall Customer Service Score Number of satisfaction surveys evaluated  Accines for Children/ImmTrac (6 FTEs): measures impact of technical support and training reach to VFC providers in Travis County.  Accines for Children/ImmTrac (6 FTEs): measures impact of technical support and training reach to VFC providers in Travis County.  Accines for Children ImmTrac (6 FTEs): measures impact of technical support and training reach to VFC providers in Travis County.  Accines for Children ImmTrac (6 FTEs): measures impact of technical support and training reach to VFC providers in Travis County.  Accines for Children ImmTrac (6 FTEs): measures impact of technical support and training reach to VFC providers in Travis County.  Accine ImmTrac (7 FTEs): measures impact of technical support and training reach to VFC providers in Travis County.  Accine ImmTrac (8 FTEs): measures impact of technical support and training reach to VFC providers in Travis County.  Accine ImmTrac (8 FTEs): measures impact of technical support and training reach to VFC providers in Travis County.  Accine ImmTrac (8 FTEs): measures impact of technical support and training reach to VFC providers in Travis County.  Accine ImmTrac (8 FTEs): measures impact of technical support and training reach to VFC providers in Travis County.  Accine ImmTrac Reach Secords Brought Up-to-date and a proper and training reach to VFC providers and accine and proper and training reach training reach training reach to VFC providers in Travis County.  Accine ImmTrac Reach Secords Brought Up-to-date and providers and proper and training reach tr											
Number of satisfaction surveys evaluated 308 450 676 585 Manual Tucker  Accines for Children/ImmTrac (6 FTEs): measures impact of technical support and training reach to VFC providers in Travis County.  Accines for Children/ImmTrac (6 FTEs): measures impact of technical support and training reach to VFC providers in Travis County.  Accines for Children Served by Providers 241,721 234,028 241,842TBD Manual Count Mirsky  Mirsky  Manual Count Mirsky											
Acccines for Children/ImmTrac (6 FTEs): measures impact of technical support and training reach to VFC providers in Travis County.  # of Unannounced Site Visits 0 11 1 13 8 Manual Count Mirsky 100000 # of Vaccinations Given by Providers 241,721 234,028 241,842TBD Manual Count Mirsky 12 # of Children Served by Providers 96,688 93,611 137,816TBD Manual Count Mirsky 12 # of Children Served by Providers 96,688 93,611 137,816TBD Manual Count Mirsky 12 # of Children Served by Providers 2 6 4 4 4 Manual Count Mirsky 12 # of Children Served by Providers 100% 92% 93% 93% Manual Count Mirsky 12 # of Children Service Score 100% 92% 93% 93% Manual Count Hargrove/Mirsky 150 # of ImmTrac Records Brought Up-to-date 582 557 672 411 Manual Count Mirsky 160% 0 # of ImmTrac Records Brought Up-to-date 582 557 672 411 Manual Count Hargrove/Mirsky 160% Number of satisfaction surveys evaluated 34 23 22 64 Manual Count Hargrove/Mirsky 160% Number of Satisfaction surveys evaluated 34 23 22 64 Manual Count Hargrove/Mirsky 160 Health Education / Promotion (1 FTE): measures impact of educational efforts, messaging and referral information into Travis County to targeted populations, neath fair events and appropriate group settings.  ### Of health fair activities 19 23 16 28 Manual Count Christian 10 # of social media activities 17 21 33 64 Manual Count Christian 10 # of social media activities 17 21 33 64 Manual Count Christian 10 # of social media activities 17 21 33 64 Manual Count Christian 10 # of social media activities 17 21 33 64 Manual Count Christian 10 # of social media activities 17 21 33 64 Manual Count Christian 10 # of social media activities 17 21 33 64 Manual Count Christian 11 # of trainings 18 5 1 # 11 # 18 18 18 # 12 Manual Count Christian 11 # 18 18 18 # 18 Manual Count Christian 11 # 18 18 18 # 18 18 # 18 Manual Count Christian 11 # 18 18 18 # 18 Manual Count Christian 11 # 18 18 18 # 18 Manual Count Christian 11 # 18 18 # 18 Manual Count Christian 11 # 18 18 # 18 Manual Count Christian 11 # 18 18 # 18 Manual Count Chr	>95%										
## of Unannounced Site Visits # of Unannounced Site Visits # of Or Vaccinations Given by Providers # of Or Vaccinations Given by Providers # of Or Vaccinations Given by Providers # of Clinician Workshops Facilitated # of Overall VFC Customer Service Score # of Wormall VFC Customer Service Score # of Wormall Workshops Facilitated # of Wormall Count Workshops Facilitated # of Normal Count Workshops Facilitated # of Normal Count Workshops Facilitated # of Wormall Customer Service Score # of Childcare-School Rule Trainings # of Childcare-School Rule Trainings # of Owerall Customer Service Score # of Childcare-School Rule Trainings # of Wormall Customer Service Score # of Wormall Customer Servi		Number of satisfaction surveys evaluated	308	450	6/6	585 IVIanuai	Tucker				
## of Unannounced Site Visits # of Unannounced Site Visits # of Or Vaccinations Given by Providers # of Or Vaccinations Given by Providers # of Or Vaccinations Given by Providers # of Clinician Workshops Facilitated # of Overall VFC Customer Service Score # of Wormall VFC Customer Service Score # of Wormall Workshops Facilitated # of Wormall Count Workshops Facilitated # of Normal Count Workshops Facilitated # of Normal Count Workshops Facilitated # of Wormall Customer Service Score # of Childcare-School Rule Trainings # of Childcare-School Rule Trainings # of Owerall Customer Service Score # of Childcare-School Rule Trainings # of Wormall Customer Service Score # of Wormall Customer Servi	Vaccines for Child	ren/ImmTrac (6 FTFs): measures impact of technic	al support and t	raining reach	to VEC providen	s in Travis County					
## of Vaccinations Given by Providers   241,721   234,028   241,842TBD   Manual Count   Mirsky   ## of Children Served by Providers   96,688   93,611   137,816TBD   Manual Count   Mirsky   ## of Children Served by Providers   96,688   93,611   137,816TBD   Manual Count   Mirsky   ## of Children Served by Providers   96,688   93,611   137,816TBD   Manual Count   Mirsky   ## of Children Service Score   100%   92%   93%   93% Manual Count   Hargrove/Mirsky   ## of Varall ImmTrac Customer Service Score   97%   100%   100% Manual Count   Hargrove/Mirsky   ## of Varall ImmTrac Customer Service Score   97%   100%   100% Manual Count   Hargrove/Mirsky   ## Number of satisfaction surveys evaluated   34   23   22   64 Manual Count   Hargrove/Mirsky   ## death Education / Promotion (1 FTE): measures impact of educational efforts, messaging and referral information into Travis County to targeted populations,   ## of the alth fair activitities   19   23   16   28 Manual Count   Christian   ## of social media activities   17   21   33   64 Manual Count   Christian   ## of social media activities   17   21   33   64 Manual Count   Christian   ## of variance Service Score   100%   100%   100% Manual Count   Hargrove/Christian   ## of trainings   4   2   8   9 Manual Count   Christian   ## of trainings   4   2   8   9 Manual Count   Christian   ## Mumber of satisfaction surveys evaluated   55   4 Manual Count   Hargrove/Christian   ## Manual Count   Hargrove/Christian   ## Manual Count   Hargrove/Christian   ## Manual Count   M	12			-			Mirsky				
## of Children Served by Providers   96,688   93,611   137,816TBD   Manual Count   Mirsky   ## of Clinician Workshops Facilitated   2   6   4   4   4   4   4   4   4   4   ## of Clinician Workshops Facilitated   2   6   4   4   4   4   4   4   4   4   ## of Clinician Workshops Facilitated   2   6   4   4   4   4   4   4   4   ## of Clinician Workshops Facilitated   2   6   4   4   4   4   4   4   ## of Customer Service Score   100%   92%   93%   93   93   8   4   4   4   4   ## of ImmTrac Records Brought Up-to-date   582   557   672   4   1   4   4   4   ## of ImmTrac Customer Service Score   97%   100%   100%   100%   100%   Manual Count   Hargrove/Mirsky   ## Number of satisfaction surveys evaluated   34   23   22   6   4   ## of Promotion (1 FTE): measures impact of educational efforts, messaging and referral information into Travis County to targeted populations, wealth fair events and appropriate group settings. ## of health fair activities   19   23   16   28   28   4   4   28   8   9   9   9   9   9   9   9   9							•				
# of Clinician Workshops Facilitated  2 6 4 4 Manual Count Mirsky Overall VFC Customer Service Score 100% 92% 93% 93% Manual Count Hargrove/Mirsky 100% Overall Mirsky Overall ImmTrac Records Brought Up-to-date 582 557 672 411 Manual Count Mirsky 100% Overall ImmTrac Customer Service Score 100% 100% 100% Manual Count Hargrove/Mirsky Mumber 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, neath 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 14 # of trainings 14 # of trainings 15 98 98 98 98 98 98 98 99.58 99.58 99.58 99.58 99.58 99.58 Manual Count Hargrove/Christian 18 # of completed surveys/audits 18 # of completed surveys/audits 19 18							•				
Overall VFC Customer Service Score 100% 92% 93% 93% Manual Count Hargrove/Mirsky # of ImmTrac Records Brought Up-to-date 582 557 672 411 Manual Count Mirsky Wirsky 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, neath fair events and appropriate group settings.  18	12						,				
# of ImmTrac Records Brought Up-to-date	>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, neath fair events and appropriate group settings.  19 23 16 28 Manual Count Christian for trainings 19 23 16 28 Manual Count Christian 4 # of trainings 17 21 33 64 Manual Count Christian 195% Overall Customer Service Score 100% 100% 100% 100% 100% Manual Count Hargrove/Christian Number of satisfaction surveys evaluated 6 5 4 Manual Count Hargrove/Christian Number of Satisfaction surveys evaluated 6 5 4 Manual Count Hargrove/Christian Number of Satisfaction surveys evaluated 100% 100% 100% 100% 100% 100% Manual Count Hargrove/Christian 18 # of Childcare-School Rule Trainings 15 111 87 53 Manual Count Tucker Overall Customer Service Score 100% 100% 100% 100% 100% Manual Count Hargrove/Tucker Number of satisfaction surveys evaluated 31 48 23 17 Manual Count Hargrove/Tucker Number of satisfaction surveys evaluated 31 48 23 17 Manual Count Hargrove/Tucker Number of satisfaction surveys evaluated 31 48 23 17 Manual Count Hargrove/Tucker Number of satisfaction surveys evaluated 2 2 2 0 Manual Count Hargrove/Tucker Number of satisfaction surveys evaluated 2 2 2 0 Manual Count Hargrove/Tucker Number of satisfaction surveys evaluated 2 2 2 0 Manual Count Hargrove/Tucker Number of satisfaction surveys evaluated 2 2 2 0 Manual Count Hargrove/Tucker Number of satisfaction surveys evaluated 2 2 2 0 Manual Count Hargrove/Tucker Number of satisfaction surveys evaluated 2 2 2 0 Manual Count Hargrove/Tucker Number of satisfaction surveys evaluated 2 2 2 0 Manual Count Hargrove/Tucker Number of satisfaction surveys evaluated 2 2 2 0 Manual Count Hargrove/Tucker Number of satisfaction surveys evaluated 2 2 2 0 Manual Count Hargrove/Tucker Number of satisfaction surveys evaluated 2 2 2 0 Manual Count Hargrove/Tu	550						-				
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.  # of health fair activities 19 23 16 28 Manual Count Christian # of social media activities 17 21 33 64 Manual Count Christian # of trainings 4 2 8 9 Manual Count Christian # of trainings 4 2 8 9 Manual Count Christian # overall Customer Service Score 100% 100% 100% 100% Manual Count Hargrove/Christian Number of satisfaction surveys evaluated 6 5 4 Manual Count Hargrove/Christian  Massigned 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  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 Hargrove/Tucker Number of satisfaction surveys evaluated 2 2 2 0 0 Manual Count Hargrove/Tucker Number of satisfaction surveys evaluated 2 2 2 0 0 Manual Count Hargrove/Tucker  100% Served within 60 days 100% 100% 100% N/A Manual Count Hargrove/Tucker Number of satisfaction surveys evaluated 2 2 2 0 0 Manual Count Hargrove/Tucker  100% Served within 60 days 100% 100% 100% N/A Manual Count Hargrove/Tucker Number of satisfaction surveys evaluated 2 2 2 0 0 Manual Count Hargrove/Tucker  100% Overall Customer Service Score 100% 100% 100% N/A Manual Count Hargrove/Tucker  100% Overall Customer Service Score 100% 100% 100% N/A Manual Count Hargrove/Tucker	>95%						3				
Health Education / Promotion (1 FTE): measures impact of educational efforts, messaging and referral information into Travis County to targeted populations, nealth fair events and appropriate group settings.  # of health fair activities 19 23 16 28 Manual Count Christian of Social media activities 17 21 33 64 Manual Count Christian # of trainings 4 2 8 9 Manual Count Christian Overall Customer Service Score 100% 100% 100% 100% Manual Count Christian Number of satisfaction surveys evaluated 6 5 4 Manual Count Hargrove/Christian Manual Count Number of Satisfaction surveys evaluated 6 5 4 Manual Count Hargrove/Christian Manual Count Margrove/Christian Manual Count Manu						64 Manual Count					
# of health fair activities		/ Promotion (1 FTE): measures impact of educatio	nal efforts, mess	saging and ref		n into Travis County to t					
95% Overall Customer Service Score 100% 100% 100% 100% 100% Manual Count Number of satisfaction surveys evaluated 6 5 4 Manual Count Hargrove/Christian Number of satisfaction surveys evaluated 6 5 4 Manual Count Hargrove/Christian Massigned 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 Overall Customer Service Score 100% 100% 100% 100% Manual Count Number of satisfaction surveys evaluated 31 48 23 17 Manual Count Hargrove/Tucker Hargrove/Tucker Overall Customer Service Score 100% 100% 100% 100% Manual Count Hargrove/Tucker Number of satisfaction surveys evaluated 100% 100% 100% 100% Manual Count Hargrove/Tucker Overall Customer Service Score 100% 100% 100% 100% Manual Count Hargrove/Tucker Number of satisfaction surveys evaluated 2 2 2 0 Manual Count Hargrove/Tucker Number of satisfaction surveys evaluated 2 2 2 0 Manual Count Hargrove/Tucker Number of satisfaction surveys evaluated 99.85% 99.75% 99.66% 99.50% Manual Count Hargrove/Tucker Number of satisfaction surveys evaluated 4 99.85% 99.75% 99.66% 99.50% Manual Count Hargrove/Tucker Number of satisfaction surveys evaluated 4 99.85% 99.75% 99.66% 99.50% Manual Count Hargrove/Tucker	18		19			28 Manual Count	Christian				
Overall Customer Service Score  Number of satisfaction surveys evaluated  Overall Customer Service Score  Number of satisfaction surveys evaluated  Overall Customer Service Score  Overall Customer Service Score  Number of satisfaction surveys/audits  Overall Customer Service Score  Number of satisfaction surveys evaluated  Overall Customer Service Score  Overall Customer Service Score  Number of satisfaction surveys evaluated  Overall Customer Service Score  Overall Customer Service Rating	10		17		33	64 Manual Count	Christian				
Number of satisfaction surveys evaluated  6 5 4 Manual Count Hargrove/Christian mmunization 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 Tucker  Assigned by DSHS # of Childcare-School Rule Trainings 55 111 87 53 Manual Count Tucker  Overall Customer Service Score 100% 100% 100% 100% Manual Count 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 Number of satisfaction surveys evaluated 2 2 2 0 Manual Count Number of satisfaction surveys evaluated 2 2 2 0 Manual Count Hargrove/Tucker  100% 100% 100% 100% 100% 100% 100% 100	4										
mmunization 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  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 Fucker  Overall Customer Service Score 100% 100% 100% N/A Manual Count Hargrove/Tucker  Number of satisfaction surveys evaluated 2 2 2 0 0 Manual Count Hargrove/Tucker  Continuous Quality Improvement: measures accuracy of medical record data entered by clinic staff  Overall Customer Service Rating 99.85% 99.75% 99.66% 99.50% Manual Count Hargrove	>95%		100%				_				
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 Assigned by DSHS # of Childcare-School Rule Trainings 55 111 87 53 Manual Count Tucker Assigned by DSHS # of Childcare-School Rule Trainings 55 111 87 53 Manual Count Tucker Assigned by DSHS # of Childcare-School Rule Trainings 55 111 87 53 Manual Count Tucker Assigned by DSHS # of Childcare-School Rule Trainings 55 111 87 53 Manual Count Hargrove/Tucker Assigned by DSHS # of Childcare-School Rule Trainings 55 111 87 53 Manual Count Hargrove/Tucker Number of satisfaction surveys evaluated 31 48 23 17 Manual Count Hargrove/Tucker Assigned by DSHS # of Childcare-School Rule Trainings 55 111 87 53 Manual Count Hargrove/Tucker Number of satisfaction surveys evaluated 100% 100% 100% 100% 100% Manual Count Hargrove/Tucker Number of satisfaction surveys evaluated 2 2 2 0 0 Manual Count Hargrove/Tucker Continuous Quality Improvement: measures accuracy of medical record data entered by clinic staff Overall Customer Service Rating 99.85% 99.75% 99.66% 99.50% Manual Count Hargrove		Number of satisfaction surveys evaluated		6	5	4 Manual Count	Hargrove/Christian				
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 Assigned by DSHS # of Childcare-School Rule Trainings 55 111 87 53 Manual Count Tucker Assigned by DSHS # of Childcare-School Rule Trainings 55 111 87 53 Manual Count Tucker Assigned by DSHS # of Childcare-School Rule Trainings 55 111 87 53 Manual Count Tucker Assigned by DSHS # of Childcare-School Rule Trainings 55 111 87 53 Manual Count Hargrove/Tucker Assigned by DSHS # of Childcare-School Rule Trainings 55 111 87 53 Manual Count Hargrove/Tucker Number of satisfaction surveys evaluated 31 48 23 17 Manual Count Hargrove/Tucker Assigned by DSHS # of Childcare-School Rule Trainings 55 111 87 53 Manual Count Hargrove/Tucker Number of satisfaction surveys evaluated 100% 100% 100% 100% 100% Manual Count Hargrove/Tucker Number of satisfaction surveys evaluated 2 2 2 0 0 Manual Count Hargrove/Tucker Continuous Quality Improvement: measures accuracy of medical record data entered by clinic staff Overall Customer Service Rating 99.85% 99.75% 99.66% 99.50% Manual Count Hargrove	lmama.ug!==±! A	dita (2 FTFs), manager was a second	anda arrilar	of f!!!!!	dalka d book 1, 60	dika wa					
Assigned by DSHS # of Childcare-School Rule Trainings 55 111 87 53 Manual Count Tucker  Overall Customer Service Score 100% 100% 100% 100% Manual Count 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  Overall Customer Service Score 100% 100% 100%N/A Manual Count Hargrove/Tucker  Number of satisfaction surveys evaluated 2 2 2 0 0 Manual Count Hargrove/Tucker  Continuous Quality Improvement: measures accuracy of medical record data entered by clinic staff  Overall Customer Service Rating 99.85% 99.75% 99.66% 99.50% Manual Count Hargrove					•		Tuckor				
Overall Customer Service Score 100% 100% 100% 100% Manual Count 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 Overall Customer Service Score 100% 100% 100% N/A Manual Count Hargrove/Tucker Number of satisfaction surveys evaluated 2 2 2 0 0 Manual Count Hargrove/Tucker  Continuous Quality Improvement: measures accuracy of medical record data entered by clinic staff  Overall Customer Service Rating 99.85% 99.75% 99.66% 99.50% Manual Count Hargrove											
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 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  Overall Customer Service Rating 99.85% 99.75% 99.66% 99.50% Manual Count Hargrove		•									
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 Period Number of satisfaction surveys evaluated 2 2 2 0 Manual Count Hargrove/Tucker  100% N/A Manual Count Hargrove/Tucker	~ /J/U										
100% % served within 60 days 100% 100% 100% 100% Manual Count Tucker 100% 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 100% 100% N/A Manual Count Hargrove/Tucker 100% N/A Manual Count Hargrove/Tucker 100% 100% N/A Manual Count Hargrove/Tucker		Nambor of satisfaction surveys evaluated	JI	40	23	i / iviariuai COufft	Trangrove/ Tucker				
100% % served within 60 days 100% 100% 100% 100% Manual Count Tucker 100% 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 100% 100% N/A Manual Count Hargrove/Tucker 100% N/A Manual Count Hargrove/Tucker 100% 100% N/A Manual Count Hargrove/Tucker	Peri Hep B Outrea	nch (1 FTE): measures timeliness and satisfaction of	of services provid	ded to at risk r	mothers in the n	prevention of hepatitis B					
Overall Customer Service Score 100% 100% 100%N/A Manual Count Hargrove/Tucker Number of satisfaction surveys evaluated 2 2 2 0 0 Manual Count Hargrove/Tucker Continuous Quality Improvement: measures accuracy of medical record data entered by clinic staff Overall Customer Service Rating 99.85% 99.75% 99.66% 99.50% Manual Count Hargrove	100%		•		•	•					
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  99.85% 99.75% 99.66% 99.50% Manual Count Hargrove	>95%	•									
Continuous Quality Improvement: measures accuracy of medical record data entered by clinic staff  99.85% 99.66% 99.50% Manual Count Hargrove							_				
Overall Customer Service Rating 99.85% 99.75% 99.66% 99.50% Manual Count Hargrove											
Overall Customer Service Rating 99.85% 99.75% 99.66% 99.50% Manual Count Hargrove	Continuous Qualit	ty Improvement: measures accuracy of medical re-	cord data entere	ed by clinic sta	ff						
:5% % of data entry errors 1.76% 3.13% 2.52% 4.08% Manual Count Christian/Hargrove	>95%					99.50% Manual Count	Hargrove				
	<5%	% of data entry errors	1.76%	3.13%	2.52%	4.08% Manual Count	Christian/Hargrove				



# Public Health Emergency Preparedness Issue Brief

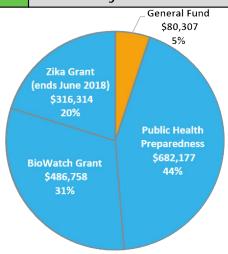
Preparing for and responding to threats and emergencies that affect the public's health

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 lifesaving medication to serve 1.2 million people in 48 hours (25,000 people per hour).



# Quality of Life Issue Brief

Providing opportunities for an improved quality of life

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 postpartum
  - > 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.