

Public Health is Our Health



2013-2014 Annual Report



AUSTIN/TRAVIS COUNTY HEALTH
& HUMAN SERVICES DEPARTMENT

Message from the City Manager

As the City of Austin grows, it's essential our commitment to quality of life issues remains strong. Every year, the Austin/Travis County Health and Human Services Department delivers programs and services that improve and enhance the lives of our residents. Public health and human services professionals come from many fields with the common purpose of protecting, promoting, and strengthening the health of the entire population.

In this 2013-14 annual report, you'll learn more about A/TCHHSD and its positive, daily impact upon residents. As our organization strives to be the best managed city in the country, Austin/Travis County Health and Human Services dedicates itself toward making the City of Austin the healthiest in the nation.

Marc Ott
City Manager



Message from the Director

I am pleased to share with you our Annual Report for Austin/Travis County Health and Human Services Department (A/TCHHSD). Public health is a framework of relevant resources, safeguards, and protections ensuring that all Austin and Travis County residents have a safe community and the freedom to make the choices that allow them to live a long, healthy life. From prenatal care to immunizations, to the water we drink, to the parks we play in, to the restaurants we eat at, to infant safety seats and bike helmets--public health protects us every day.

A/TCHHSD enjoyed a successful and eventful year and built on our commitment to strengthen the public health infrastructure, improve maternal, child and adolescent health outcomes, improve quality of life, minimize exposure to hazards, and achieve long term self-sufficiency.

According to new U.S. Census data, Austin is now the fastest growing city in the nation. That growth represents both opportunities and challenges. While there is great prosperity in the Austin community, significant disparities in the health status of our population persist. Working with our partners, stakeholders and residents, we are addressing the many factors that influence health, including rates of childhood poverty, rates of smoking, obesity levels, teen birth rates, access to care, access to healthy foods, and levels of physical activity.

To further advance the quality of life for all residents, the department continues to move aggressively to be among the first in the nation to receive accreditation as a local public health entity. Using both qualitative and quantitative tools, we are committed to improving service, value, and accountability to our community.

I hope you enjoy our Annual Report, which includes an overview of our department and programs. Our successes reflect the dedication and excellence of our staff and our many partners. It has been a remarkable year and I look forward to even greater accomplishments in the year ahead.

Carlos Rivera
Director
Austin/Travis County Health and Human Services Department





OUR VISION

Our community will be the healthiest in the nation.

OUR MISSION

To promote and protect the health and wellness of our community through the use of best practices and collaborations.

CORE PURPOSE

- Promote community-wide wellness, preparedness, and self-sufficiency
- Prevent illness, injury, and disease
- Protect the community from infectious diseases, environmental hazards, and epidemics

STRATEGIC PLANNING

To fulfill our vision, mission, and core purpose, we are engaged in an ongoing continuous Strategic Management System process focusing on five key areas:



COMMUNITY HEALTH PLANNING

Regardless of income, education, or ethnic background, everyone should have the opportunity to live a long, healthy life. To that end, community members, partners, and stakeholders are working together to address health issues where we live, learn, work and play.

A Community Health Assessment (CHA) process engaged community members and public health partners to collect and analyze health-related data from many sources. The results culminated in the Community Health Improvement Plan (CHIP) that identifies community health issues and measures progress toward improving the community's health.

The CHIP complements and reflects Imagine Austin's Healthy Austin objectives related to food access, transportation, the built environment, obesity, and access to healthcare.

Who We Are and What We Do

OFFICE OF THE DIRECTOR

Medical Director/Health Authority
Chronic Disease Prevention & Control
Planning and Development
Communications
1115 Waiver

26 employees

DISEASE PREVENTION/ HEALTH PROMOTION

Communicable Disease
Immunizations
Epidemiology and Health Statistics

112 employees

COMMUNITY SERVICES

Community-Based Resources
HIV Resources
Neighborhood Services
HIV Planning Council
Permanent Supportive Housing
African American Quality of Life

61 employees

ENVIRONMENTAL HEALTH SERVICES

Permitting
Restaurant Inspections
Enforcement
Rodent & Vector Control
Smoking in Public Places Ordinance

53 employees

MATERNAL, CHILD, AND ADOLESCENT HEALTH

Women, Infants, and Children Program
Family Health

119 employees

ADMINISTRATIVE SERVICES

Contract Compliance
Human Resources
Accounting
Budget and Analysis
Information Systems
Records Management

43 employees

2013-2014 Highlights

ACCREDITATION

To promote effectiveness and continuous quality improvement, A/TCHHSD is committed to the goal of achieving national accreditation as a local public health department. The accreditation process centers on a measurement of health department performances against a set of nationally recognized, practice-focused, and evidenced-based standards.

COMMUNITY HEALTH IMPROVEMENT PLAN

To improve the health of Austin residents, an action-oriented strategic plan outlining priority health issues was developed in collaboration with more than 65 community members, partners, and stakeholders, with results from the Community Health Assessment Report.

SOCIAL SERVICE REQUESTS FOR APPLICATIONS (RFAs)

Providing quality community services is central to addressing socio-economic and public health disparities. A/TCHHSD developed standards for RFAs, based on a life continuum model, to better identify issues of inequity and health outcomes.

TOBACCO-FREE POLICIES

Tobacco remains the leading cause of preventable death in Austin and Travis County. With A/TCHHSD's technical support, tobacco-free campus policies were implemented in locations throughout Austin and Travis County, including Travis County offices, the University of Texas, Huston-Tillotson University, Capital Metro, Samsung, National Instruments, Easter Seals, and the Austin Child Guidance Center, protecting nearly 1,800,000 people from the effects of second-hand smoke.

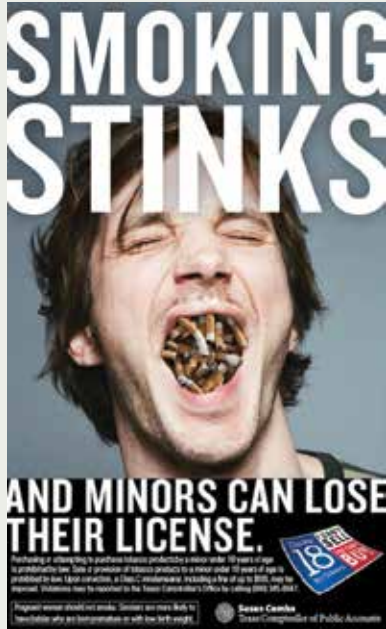
MOTHER-FRIENDLY WORKPLACE INITIATIVE

Leading, advising, and supporting city departments and other organizations, A/TCHHSD developed a mother-friendly workplace initiative. Where adopted, moms of nursing infants have a safe, secure, and private place for lactation pumping. The initiative was also incorporated into the criterion of the Mayor's Health and Fitness Council Employer Certification Standards.

NEW FUNDING FOR PUBLIC HEALTH SERVICES – 1115 WAIVER

The 1115 Waiver program provides federal funding for communities to access public health services. The A/TCHHSD plan includes a prenatal and postnatal project, enhancement of the Healthy Families program in partnership with Travis County, a permanent supportive housing project, in partnership with the Neighborhood Housing and Community Development Department, adult immunizations for high risk populations, tobacco prevention/cessation, and a diabetes program.

Awards



COMMUNITY ADVANCEMENT NETWORK, AUSTIN, TEXAS (CAN)

The Community Health Improvement Plan/Community Health Assessment, focusing on measurably improving the health of Austin residents, won the 2013 CAN Butler Award for Plans with Promise.

2013 SUMMIT INTERNATIONAL AWARDS

A poster produced as part of our tobacco-free campaign entitled "Smoking Stinks" won the silver "Summit Creative Award," judged by advertising experts, for excellence in marketing communications.

AUSTIN AD FEDERATION

The Tobacco-Free Austin Smoke Free Housing booklet won the Silver Addy award under the Visual/Illustration category.

TEXAS ASSOCIATION FOR TELECOMMUNICATIONS OFFICERS AND ADVISORS

First place award in public health/public safety category was presented to A/TCHHSD for producing a video on West Nile Virus and the collaborative efforts to address it.



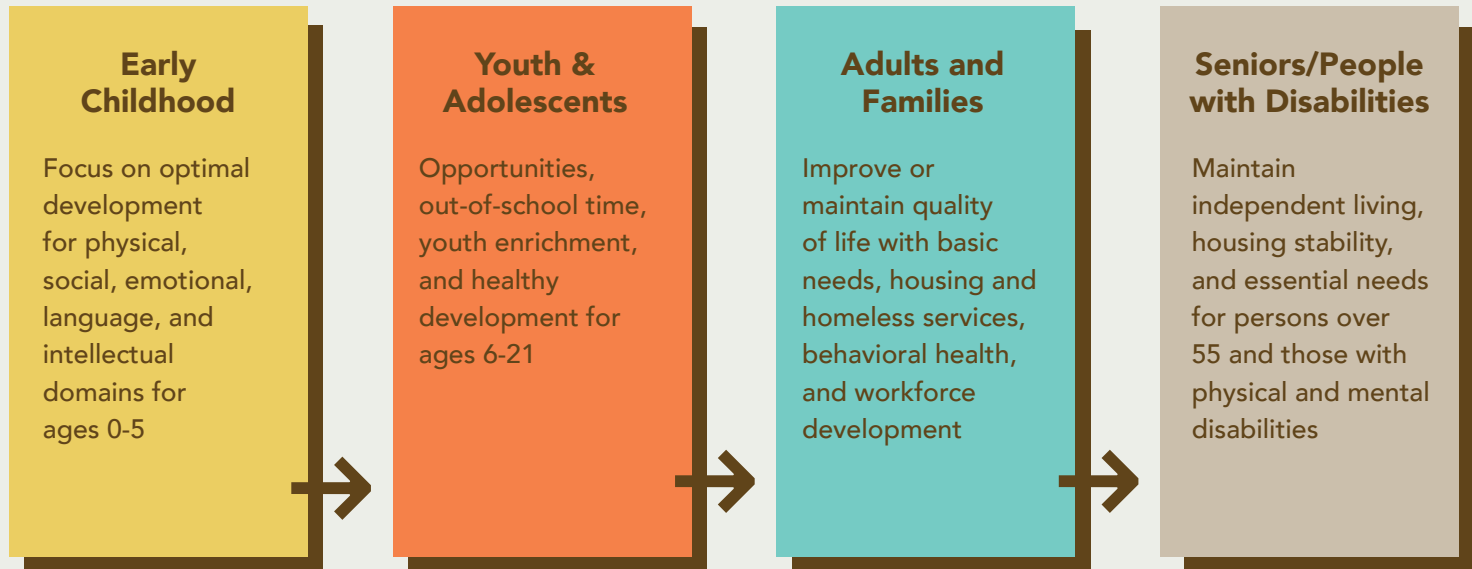
TEXAS DEPARTMENT OF STATE HEALTH SERVICES

For the 10th consecutive year, the Office of Vital Records was honored with the 2013 Five Star Award for excellence in filing records with the state of Texas.

Investing in People

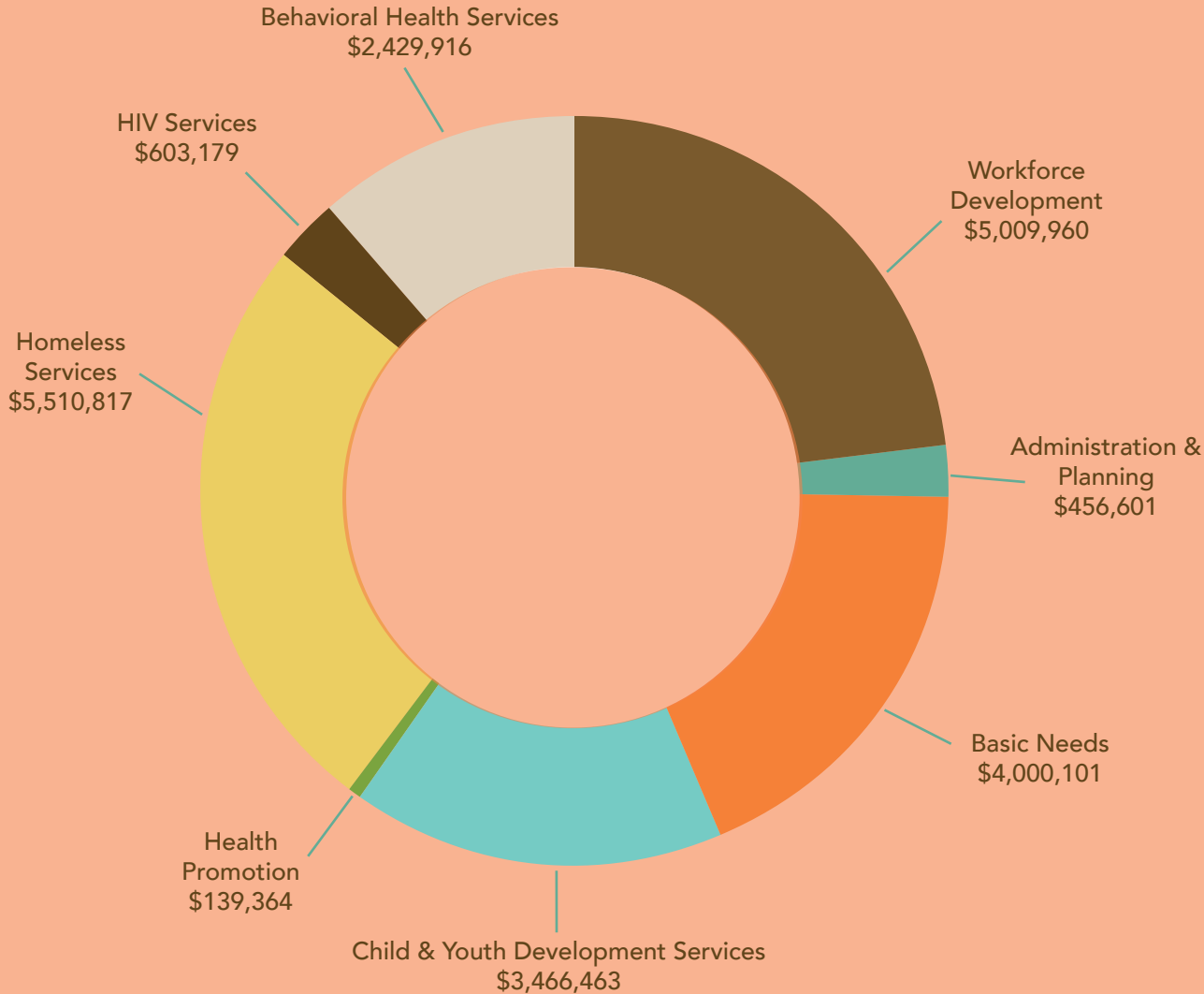
Social services focus on promoting and sustaining self-sufficiency for targeted individuals and families across the life continuum. Contracts with community-based organizations provide children, adults, and families with workforce development, homelessness, basic needs, early childhood, youth development, behavioral health, and HIV services.

Life Continuum



Social Services Investment

FISCAL YEAR 2013



By the Numbers

\$21,616,401

Total Annual Allocation

44,272

Individuals served



WOMEN, INFANTS AND CHILDREN PROGRAM



The Women, Infants, and Children (WIC) supplemental nutrition program, is celebrating its 40th year. Last year, WIC provided nearly 400,000 food benefit packages to 34,000 families, as well as nutrition and breastfeeding education, to families in Austin and Travis County. Of the women enrolled in WIC during pregnancy, 92 percent subsequently breastfed their children.

My baby has spina bifida. I left the hospital and didn't know what to expect. I was very confused. I never breastfed before; WIC sent me to Mom's Place and they answered all my questions and told me about another agency for services too. My doctor says my baby is gaining weight and growing in length; she is doing great now. It's like I have a personal guide and friend.

Gilda G., WIC client

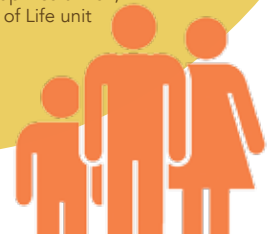


COMMUNITY OUTREACH

A/TCHHSD staff attend dozens of health fairs and community events throughout Austin and Travis County. Public health educators, nurses, and community workers provide health screenings and information about our programs to hundreds of people who need public health services.

I came here to check my health issues. The service is great. My needs were met in a short period of time. I got input of what I need to take care of, like my blood pressure, quit smoking, and cut back on salt. They told me I need to see my doctor and get regular checkups.

Darling I., at Take a Loved One for a Checkup Health Fair, sponsored by the African American Quality of Life unit



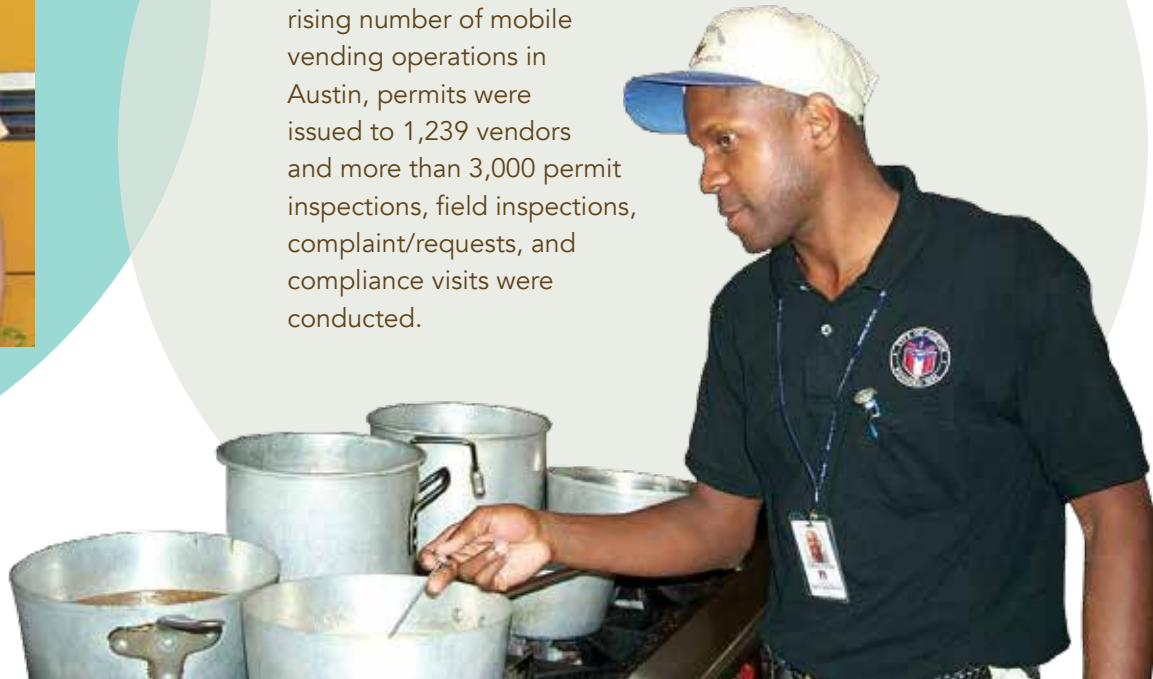
FOOD SAFETY AT PUBLIC EVENTS

For the frequent special events held in Austin (SXSW, ACL Festival, Formula 1 Racing), our Environmental Health Services staff issued permits for 7,351 food and beverage booths and conducted 2,670 inspections.



RESTAURANT INSPECTIONS

To ensure food safety for residents and visitors to Austin, more than 8,000 inspections were conducted on 5,166 restaurants. For the rising number of mobile vending operations in Austin, permits were issued to 1,239 vendors and more than 3,000 permit inspections, field inspections, complaint/requests, and compliance visits were conducted.



When the Rains Came



In the early morning hours of October 31, 2013, floodwaters rushed through the Onion Creek area in Southeast Austin, crippling neighborhoods and neighbors. When the waters receded, the devastation left in its wake was overwhelming: four lives lost, several hundred structures damaged or destroyed, and hundreds of residents displaced.

Case Management:

A/TCHHSD social workers responded quickly, offering help and support at the Flood Assistance Center at the Dove Springs Recreation Center. Case workers interviewed individuals to determine what they needed (food, shelter, clothing etc.) to stabilize themselves. Through coordination with other departments, a disaster relief process ensured residents in need of social services were directed to A/TCHHSD case management when they called 3-1-1.

Public Health Community Assessment:

To determine short and long-term public health needs, A/TCHHSD conducted a community assessment with impacted residents two weeks after the flood.



By the Numbers

2,000

hours that more than 120 A/TCHHSD staff spent in the flood response

313

immunizations administered by staff

229

free birth certificates provided by vital records staff

Results showed a continual need for basic necessities such as food and shelter, difficulties with government procedures, and a need for consistent health and safety messaging in multiple languages. Based on the assessment, a number of recommendations were made in the flood after-action report.

Ongoing Long-term Recovery:

Nearly a year later, A/TCHHSD social workers continue to provide case management services for families affected by the flood. A/TCHHSD case management staff continue to work closely with other city and county departments as well as non-profit organizations to address a variety of needs. To date, more than 200 families have received services from A/TCHHSD.



IMMUNIZATIONS

The Immunizations Program protects uninsured and underinsured infants, children, and adults from common communicable diseases. Two clinics – Shots for Tots and Big Shots – and on-site services provided 25,296 low-cost vaccines to 11,656 children and adults in the Austin area.

Early in the 2013 flu season, nine flu clinics immunized 2,128 uninsured and underinsured children and adults against the flu.

I bring my family for flu shots so we don't get sick and don't get other people sick. The clinics are a great service to the community.

Miguel V., with his family at a flu clinic

Tracking Down What Bugs You



Ever wonder what diseases are circulating in the community, how A/TCHHSD finds out about them, what information is collected, or which geographic areas are most affected? The Epidemiology and Health Statistics Unit (EHSU) serves as in-house detectives to find out what might be making people sick and to prevent further spread of illness.

When certain illnesses such as pertussis (whooping cough) occur in the community, health care providers are required to report it to the Texas Department of State Health Services (DSHS). When EHSU is notified, staff begin their protocol to investigate, track, monitor, and control. Most reported illnesses are isolated events and pose no public health threat. However, there are a few diseases, such as smallpox, in which one identified case would be considered an outbreak.

EHSU typically collects personal information from the patient as well as data on the illness itself, activities, and family, friends, and co-workers who may have had contact with the patient. The work is collaborative and includes such partners as local medical providers, laboratories, and state and regional health departments.

Determining whether to inform the general public is based on Centers for Disease Control and Prevention (CDC) and DSHS guidelines, taking into account how easily the disease will spread from person-to-person, the severity of the illness, and potential outcomes.

NEIGHBORHOOD SERVICES

Our six neighborhood Centers provided 60,554 clients with basic needs services; 166 households received case management services, and 8,749 individuals were screened or served by public health nurses.



My husband works but it's not enough. We need lots of services. I get fresh foods every month. The social worker tells me about other services to help us.

Evelyn G.,
client of South Austin
Neighborhood Center

THE STATE OF OUR COMMUNITY'S HEALTH

Austin/Travis County ranked high on overall health (8 out of 232 Texas counties) compared to all participating counties in the state for the annual County Health Rankings (Robert Wood Johnson Foundation). Rankings reflect the priority each county places on influencing the factors that affect residents' health and points out gaps and shows how important it is to sustain those programs and services if communities want to stay healthy.

FEDERAL FUNDING FOR ACCESS TO PUBLIC HEALTH SERVICES (1115 WAIVER)

On August 2, 2012, City Council adopted a resolution, approved by the Public Health and Human Services Committee, to support the department's 1115 Waiver plan. The 1115 Waiver program provides federal funding for communities to access public health services. The A/TCHHSD plan includes a prenatal and postnatal project, enhancement of the Healthy Families program in partnership with Travis County, a permanent supportive housing project, adult immunizations to high-risk populations, tobacco prevention/cessation, and a diabetes program.



TB TESTING AND OUTREACH

Tuberculosis (TB) is a potentially serious disease that mainly affects the lungs. Over the last four years, there have been an average of 50 TB patients in Austin each year. For every one TB patient, dozens and even hundreds of others must be contacted to determine if their exposure to the patient caused them to develop TB. Investigations and confidential interviews at the patient's workplace or school, and with their family and friends, ensures that anyone who develops illness can be tested and treated, thus reducing the spread of TB in the community.

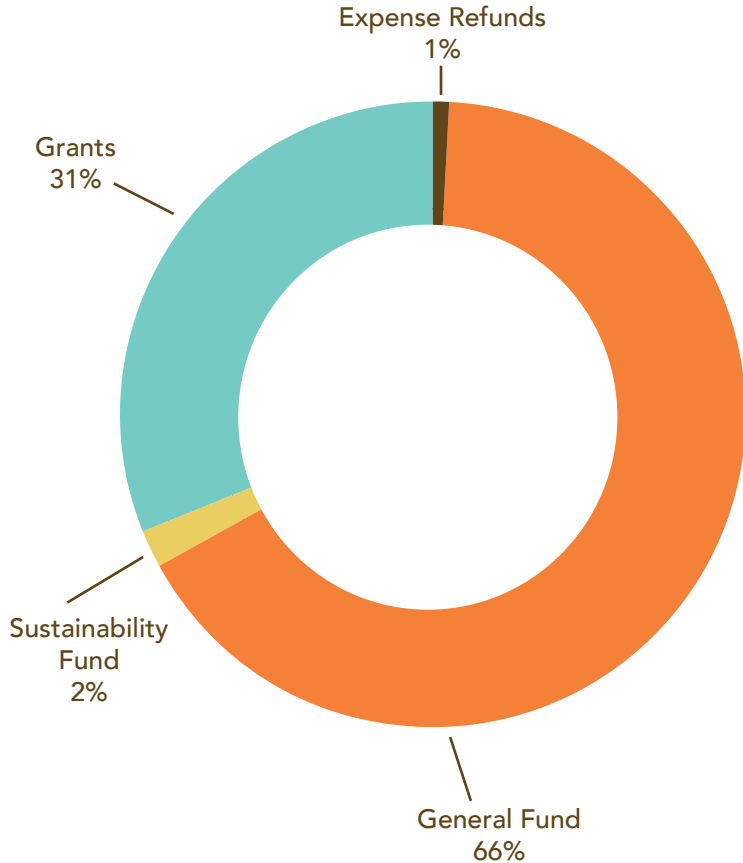


VITAL RECORDS

The Office of Vital Records issues birth certificates and death certificates for the City of Austin. They are made available in person, by mail, or over the internet. In 2013, the office issued 30,647 certified copies of birth certificates and 4,194 certified copies of death certificates.

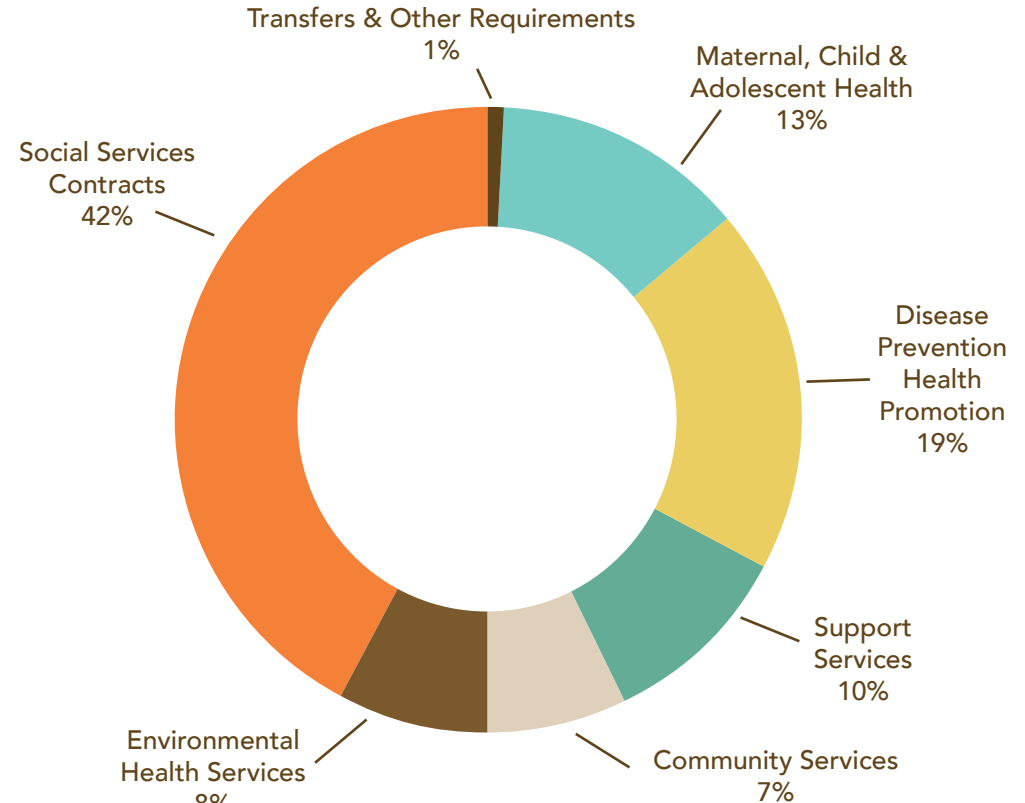
Financial Overview

FUNDING SOURCES



Where We Invest

BY PROGRAM



Community Services	\$4,523,721
Disease Prevention Health Promotion	\$12,490,080
Environmental Health Services	\$4,649,586
Maternal, Child & Adolescent Health	\$8,379,966
Support Services	\$6,218,037
Transfers & Other Requirements	\$263,290
Social Services Contracts	\$27,364,685
GRAND TOTAL	\$63,889,365

A/TCHHSD Programs

African American Quality of Life Initiative (AAQL) focuses on promoting health through education and health screenings in underserved areas in the community.

Austin Area Comprehensive HIV Planning Council is a federally-mandated planning body authorized under Part A of the federal Ryan White HIV/AIDS Treatment Extension Act to support the local Ryan White HIV/AIDS Program.

Austin Healthy Adolescent (AHA) Program engages, empowers, and collaborates with communities across Travis County to support youth in taking ownership of their own health and working to advance the health of their communities.

Child Care Program provides low-cost child care for low-income families in Austin/Travis County, operated by Workforce Solutions Child Care Services (CCS).

Chronic Disease Prevention and Control (CDPC) works to promote health and quality of life by working within the community to prevent and control disease.

Community Health Planning works to improve health and wellness in Austin/Travis County, in collaboration with numerous community members, partners, and stakeholders, and to produce a Community Health Assessment Report and a Community Health Improvement Plan.

Day Labor Center (First Workers) matches laborers and employers in a variety of trades.

Diabetes Education and Prevention offers free nutrition education classes, physical fitness programs, and diabetes prevention and self-management classes throughout Austin and Travis County.

Dove Springs 78744 Community Youth Development Program provides an array of juvenile delinquency prevention services to support families and enhance the positive development of youth in the 78744 zip code in Southeast Austin.

Epidemiology and Disease Surveillance monitors disease trends over time, detects disease outbreaks, and increases our knowledge of risk factors contributing to disease development.

Food Handler Registration and Food Manager Certification promotes health and prevents disease through education, training, and regulation, in partnership with operators and employees of the more than 6,000 food service establishments in Austin and Travis County.

Graffiti Removal Program is one part of a youth development program that removes graffiti from private and public property anywhere in the City of Austin.

Hepatitis Program offers hepatitis immunizations and testing, perinatal Hepatitis B program, and Hepatitis C prevention.

HIV/AIDS Program provides low-cost HIV testing at locations throughout Austin, counseling, and case management for those diagnosed with HIV or AIDS.

HIV Resource Administration Unit is responsible for procuring HIV/AIDS primary medical care, treatment, and health-related support services for the City of Austin-funded HIV Prevention and Care Services.

Homeless Assistance supports the City of Austin's Self-Sufficiency and Responsibility Initiative, a comprehensive approach that provides services to help homeless people get back on their feet.

Immunizations Program provides vaccines to adults and children who are uninsured, underinsured, or on Medicaid.

Injury Prevention Program works with community partners to improve public health by taking actions to prevent injuries before they happen.

Mother Infant Outreach Program solicits input from African-American women with young children for ways to enhance the health outcomes of African American babies in Travis County.

Neighborhood Centers are located throughout the city to provide a variety of social services to low- and moderate-income families in need.

Pool and Spa Program ensures safety at public and semi-public pools and spas through inspection and permitting.

Public Health Emergency Preparedness is critical to protect everyone's health and well-being during such public health emergencies as natural disasters, disease outbreaks like pandemic flu, as well as those related to homeland security, such as a biological or chemical terrorist attack.

Refugee Health Screening Clinic provides health services to refugees and asylees relocating to the Austin/Travis County area.

Restaurant Inspections and Permitting ensures food safety at more than 5,000 fixed food establishments in Austin and more than 1,200 mobile food vendors throughout Austin and in several local municipalities and rural Travis County.

Rodent and Vector Control monitors and tracks seasonal mosquito activity and assists individual property owners with eradicating mosquitoes and rodents on their property.

Smoking in Public Places Ordinance prohibits smoking in most public and work places unless listed as an exception in the Smoking Ordinance; citations are issued for witnessed violations.

STD (Sexually Transmitted Diseases) Clinic provides low-cost testing, counseling, outreach and education, case management, and HIV surveillance.

Tobacco/Smoking Cessation and Prevention offers help to quit tobacco, as well as support to help make long-lasting changes that promote tobacco-free living.

Tuberculosis Clinic provides evaluation of clients for latent and active TB disease and conducts outreach investigations for those who are exposed to TB.

Vital Records Office issues birth and death certificates for those that occur within the City of Austin. They can also issue abstract birth certificates for anyone born in the State of Texas.

Women, Infants, and Children (WIC) Program is the special supplemental nutrition program for pregnant women, new mothers and young children. Participants learn about nutrition and how to stay healthy, and receive benefits to purchase healthy foods.

LOCATIONS



ICON KEY

- Clinics
- Neighborhood Centers
- WIC
- Other Facilities

Thank You to Our Partners

The pursuit of partnerships and collaborative relationships is critical to building and sustaining an effective public health department. Bringing together residents, educational institutions, non-profits, hospitals, businesses, and other governmental entities leverages resources and creativity to address complex public health issues and achieve positive outcomes for our community. A/TCHHSD thanks each and every partner who works with us to help reach our goal of making Austin the healthiest community in the nation.

Contact

**Austin/Travis County Health &
Human Services Department**

Mailing Address:

PO Box 1088
Austin, TX 78767

Administrative Offices:

7201 Levander Loop
Austin, TX 78702
512-974-5010

