

## HEALTH AND HUMAN SERVICES

### MISSION

The mission of Fort Bend County Health & Human Services is to promote the health and well being of the residents of Fort Bend County through education, disease prevention and intervention, emergency preparedness and response, and helping to assure the provision of basic human needs.

### VISION

A public empowered to take control of its health and well being.

### GOALS

#### GOAL 1

**Provide administrative oversight and support for the Health & Human Services departments and programs**

**Objective 1 Maintain and/or establish a Local Health Authority for Fort Bend County**

**Activity 1** Ensure bi-annual re-appointment of the Local Authority through the County Judge's Office and the Commissioners Court

**Performance Measure 1:** Documentation of current appointment for local health authority

**Performance Measure 2:** Process initiated for local health authority re-appointment at least one month prior to expiration date of current term.

**Activity 2** Maintain LHA line of succession

**Performance Measure 1:** Document annual review of COOP plan to ensure current line of succession

**Activity 3** If necessary, initiate procedures to appoint a new Local Health Authority

**Performance Measure 1:** Document temporary Local Health Authority appointment within two weeks

**Performance Measure 2:** Document establishment of a permanent Local Health Authority within 6 months.

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**Objective 2**    **Coordinate a comprehensive and ongoing Performance Management process for the Health & Human Services Agency**

**Activity 1** Maintain the Strategic Planning Process

**Performance Measure 1:** Document Strategic planning training and updates incorporated into Management Team Meetings

**Performance Measure 2:** Incorporate current Strategic Plan into the bi-annual report

**Activity 2** Establish Performance Measurement activities agency wide

**Performance Measurement 1:** Incorporate performance measurement into agency budget submissions

**Performance Measurement 2:** Reporting on performance measurement in budget office submissions and bi-annual report

**Activity 3** Initiate and incorporate Quality Improvement processes into agency planning and operations

**Performance Measurement 1:** Provide ongoing QI training for all departments

**Performance Measurement 2:** Report on QI successes/findings in annual Performance Management focused meeting of department directors.

**Performance Measurement 3:** Incorporate QI factors in annual employee performance reviews

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**Objective 3** Ensure that all applicable ordinances, laws, statutes and regulations are incorporated into the operations of the appropriate HHS department.

**Activity 1** Maintain a compilation of all current ordinances, laws, statutes and regulations

**Performance Measurement 1:** At least bi-annually, request from each department the new or revised ordinances, laws, statutes and regulations related to the mission and goals of that department.

**Performance Measurement 2:** Include any significant changes that impact performance of HHS departments in the biannual report.

**Objective 4** Continue progression towards accreditation of the Fort Bend County Health & Human Services agency

**Activity 1** Monitor Public Health Accreditation Board (PHAB) and Public Health Accreditation for Texas (PHAT) process for updates to upcoming local health department accreditation

**Performance Measure 1:** Document quarterly the PHAB and PHAT current guidance and identify changes in the proposed processes.

**Performance Measure 2:** Share findings quarterly with the Management Team.

**Activity 2** Semi-annually review necessary steps in the accreditation process and determine what changes can be made operationally to accomplish these steps.

**Performance Measure 1:** Document meetings with departments to discuss possible change implementation.

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### GOAL 2

**Establish a strong public health education campaign.**

**Objective 1 Identify 6 major public health issues/concerns to be addressed each year.**

**Activity 1** Review available reports from organizations such as TALHO, TPHA, NACCHO as well as internal NEDSS data and local needs assessment surveys for current public health issues. Annually, set a formal meeting to review the reports in March, (for instance at the March MTM) and develop a summary of relevant reports and decide on six (6) topics with Department Heads and HHS Administration.

**Performance Measure:** Six topics are determined and documented in meeting minutes.

**Objective 2 Provide bi-monthly information (every other month) on one of the six topics from Objective 1 via at least three (3) media/communication venues.**

**Activity 1** PHIS will coordinate development of the information for the six public health topics, determine strategy for dissemination, and distribute. (Seasonal items must be disseminated during the appropriate time of the year)

**Performance Measure:** Copy of documents and outlets used to demonstrate message release.

**Objective 3 Prepare general public health message to be disseminated to the public at least monthly.**

**Activity 1** PHIS with input from Health & Human Services Departments develops a calendar of general public health topics

**Performance Measure:** Copy of documents and outlets used to demonstrate message release.

**Activity 2** PHIS prepares alerts/messages in response to developing situations.

**Performance Measure:** Copy of documents and outlets used to demonstrate message release.

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**Activity 3** PHIS identifies additional venues to disseminate information and maintains a current database of venues. Database reviewed quarterly.

**Performance Measure:** Current list of venues for information dissemination is available and reviewed quarterly for additions/deletions.

**Objective 4** **Participate in at least 4 public events to promote Public Health Emergency Preparedness (PHEP) activities and Medical Reserve Corps (MRC) recruitment annually**

**Activity 1** Identify at least 4 appropriate public events to promote PHEP and MRC

**Performance Measure:** Meeting notes and/or correspondence are kept to document efforts to identify public events

**Activity 2** Develop educational packet of information

**Performance Measure 1:** Meeting notes are kept to document efforts to develop educational materials

**Performance Measure 2:** Educational packet is developed and available for review

**Activity 3** PHEP/MRC staff educates the public by providing educational materials at public events

**Performance Measure 1:** Correspondence is available documenting the events attended

**Performance Measure 2:** PHEP/MRC staff track the number of packets handed out

### GOAL 3

**Promote wellness and disease prevention, empowering residents to make healthy decisions.**

**Objective 1** **Identify three major wellness/prevention health topics to be addressed each year.**

**Activity 1** Review current literature and choose 3 topics as appropriate target wellness topics.

**Performance Measure:** Meeting minutes are documented and identify the 3 chosen topics.

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**Objective 2 Partner with a community agency to disseminate information and promote wellness/prevention around one of the identified wellness/prevention topics annually.**

**Activity 1** Partner and collaborate with a community agency to disseminate wellness/prevention topic information.

**Performance Measure:** Meeting minutes, phone logs, newly developed materials, and/or messages are available to document activity.

**Objective 3 Disseminate public information focused on the identified wellness/prevention health topics throughout the year.**

**Activity 1** PHIS will coordinate development of the information for the three wellness/prevention topics, determine strategy for dissemination, and distribute. (Seasonal items must be disseminated during the appropriate time of the year)

**Performance Measure:** Copy of documents and outlets used to demonstrate message release.

### GOAL 4

**Coordinate staff development efforts within the agency and other county departments as appropriate.**

**Objective 1 Provide a minimum of three educational activities per year for each HHS employee.**

**Performance Measure:** Documentation of participation in educational activities will be maintained by supervisor or Dept. Head and made available for review.

**Objective 2 Determine the minimum public health competency training required for each Health & Human Services position annually.**

**Activity 1** Create a roster of HHS positions and determine required CE's and preferred training to be completed annually.

**Performance Measure:** Department Heads provide documentation annually that education/training has been met.

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**Objective 3** Maintain a public health workforce educated in public health preparedness for emergency response

**Activity 1** Conduct a minimum of 3 different PHEP trainings annually

**Performance measure 1:** Document workgroup meetings held to determine needed training sessions

**Performance measure 2:** Listing of training sessions created in the PHEP online Learning Management System

**Performance measure 3:** Maintain rosters of participation in training sessions

**Objective 4** Implement a Strategic National Stockpile (SNS)/Preparedness Orientation Training session with Sheriff's Office Training Academy for new recruits.

**Activity 1** Develop an SNS/Preparedness law enforcement training module

**Performance measure 1:** Document workgroup meetings for development of training

**Performance measure 2:** Training document

**Activity 2** Meet with Sheriff's Office to educate them on the need for an SNS/Preparedness training

**Performance Measure:** Document meeting content

**Activity 3** Implement new training module and present at each cadet class.

**Performance Measure:** Training sessions with SO training academy documented, including attendance

**Activity 4** Training is extended to other law enforcement agencies within the county

**Performance Measure 1:** Document contact with other local law enforcement agencies

**Performance Measure 2:** Document training sessions held with other agencies

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### GOAL 5

#### Enhance community collaboration.

**Objective 1    Outreach to new partner agencies annually.**

**Activity 1**    Identify and establish communication with new potential partner agencies

**Performance Measure:** Documentation of communication

**Activity 2**    Gather information related to services and capacity of the agencies

**Performance Measure:** Service listings for the agencies

**Activity 3**    Annually review opportunities to leverage resources among community agencies

**Performance Measure:** Documentation of potential opportunities

**Objective 2    Increase the number of closed PODs committed to assisting with medication distribution each year.**

**Activity 1**    Recruit local businesses to participate as closed points of dispensing (PODs) and include personnel in MRC database.

**Performance Measure #1:** Documentation of new businesses recruited annually to participate as a closed POD

**Performance Measure #2:** Memorandums of Understanding established with new businesses

**Performance Measure #3:** Updated SNS plans include newly identified closed PODs

**Activity 2**    Collaborate with local businesses to advertise/promote greater MRC recruitment

**Performance Measure:** Correspondence demonstrating the successful collaboration with 3 new businesses annually



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**Objective 3**    **Medical Reserve Corps (MRC) participants in PHEP training, exercises and real events each year**

**Activity 1**    Prior to each training or exercise, contact MRC volunteers individually to gain commitment to attend

**Performance Measure:** Documented contact lists

**Activity 2**    Establish levels of awards for completion of advanced levels of training

**Performance Measure:** List of level of training achieved

### GOAL 6

**Increase the level of funding for the agency**

**Objective 1**    **Demonstrate areas of need for increased funding**

**Activity 1**    Create a comprehensive community health profile.

**Performance Measure:** Community Health Profile

**Activity 2**    Annually identify priority issues from the community health profile that require additional resources to address.

**Performance Measure:** List of identified areas of need

**Activity 3**    Compile statistical data supporting the need for increased resources that could be provided to potential funding agencies.

**Performance Measure:** Compiled data

**Objective 2**    **Obtain funding to meet identified needs**

**Activity 1**    Request additional funding through County budget process, if appropriate

**Performance Measure:** County budget request

**Activity 2**    Identify additional funding sources and opportunities.

**Performance Measure:** Updated listing of potential funding sources

**Activity 3**    Submit applications

**Performance Measure:** Submitted applications

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**Objective 3** Expand syndromic surveillance throughout the county to identify emerging health threats or conditions requiring epidemiological response.

**Activity 1** Use of appropriate web-based surveillance system for monitoring school absenteeism and illness for the emergence of bioterrorism syndromes or other Public Health emergencies.

**Performance Measure 1:** Reliable, secure, user-friendly web-based reporting system in place

**Performance Measure 2:** Number of schools/school districts using the system

**Activity 2** Monitor syndromic surveillance of Emergency Room (ER) admits via the Houston Department of Health and Human Services Real Online Disease Surveillance (RODS) system.

**Performance Measure 1:** Document Fort Bend County ERs represented in RODS

**Performance Measure 2:** Document alerts received and investigations conducted

**Activity 3** Monitor the health of the community via the RODS National Retail Data Monitoring (NRDM) system – measuring over the counter sales of medication and remedies

**Performance Measure 1:** Annual renewal of the RODS NRDM license

**Performance Measure 2:** Documentation of noted aberrations and investigations

# HEALTH AND HUMAN SERVICES

FUND: 100 General

ACCOUNTING UNIT: 100635100 Health & Human Services

## EXPENSE BUDGET

CATEGORY	2010 ACTUAL	2011 ADOPTED	2012 ADOPTED
Salaries and Personnel Costs	\$ 334,480	\$ 350,240	\$ 342,897
Operating Costs	\$ 37,929	\$ 42,537	\$ 38,871
Information Technology Costs	\$ 3,820	\$ 535	\$ -
Capital Acquisitions	\$ -	\$ -	\$ -
<b>TOTAL</b>	<b>\$ 376,229</b>	<b>\$ 393,312</b>	<b>\$ 381,768</b>

## 2012 AUTHORIZED POSITIONS

Job Title	Job Code	Grade	Count
Administrative Assistant	J09001	G09	1
Deputy Director of H & HS	J15013	G15	1
Director of H & HS	J19000	G19	1
<b>Total Authorized Positions</b>			<b>3</b>

## ORGANIZATION CHART

