



# 20 20



UTAH COUNTY  
HEALTH DEPARTMENT

ANNUAL REPORT

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# LETTER FROM THE EXECUTIVE DIRECTOR



Dear Utah County Residents and Community Leaders:

This year has been challenging for everyone! The impact of the COVID-19 pandemic has affected every resident in our community, in our nation, and throughout the world. For better or worse, nearly every aspect of our lives has been affected in one way or another. Despite all of it, the Utah County Health Department (UCHD) responded diligently to minimize the adverse consequences and potential threats that lay in its wake. Our 2020 annual report highlights the many efforts of our amazing staff with the aim of protecting and promoting the health and well-being of the Utah County residents we serve.

In January of 2020, UCHD earned the Project Public Health Ready (PPHR) certification. This achievement helped us meet nationally recognized standards to assess strengths and weaknesses, and also provided opportunities to improve accountability and performance in many areas. The timing was critical as we simultaneously activated our disease plans and emergency operations to respond to the emerging COVID-19 pandemic.

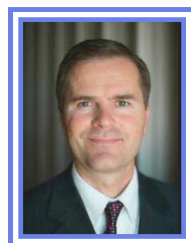
UCHD recognizes the critical response efforts made by all of our community partners and individual residents and families. Our pre-existing partnerships fostered a collaborative approach with health care and hospitals, media, public safety, higher education and K-12 schools, county commissioners, mayors, legislators, religious institutions, long-term care facilities, and private businesses. Working together was instrumental and necessary in preventing the spread of disease, protecting the environment, crafting health policy, and educating the public about critical prevention messages.

We sincerely thank our Board of Health as well as our team of employees who have worked tirelessly to address COVID-19 while also ensuring other vital public health services were available. Throughout the pandemic, health department staff continued to provide immunizations, cancer screening and other nursing services, environmental health inspections, health promotion programs, WIC benefits for clients, senior services, mosquito abatement, vital records, and other critical service for Utah County residents.

As a department we would like to thank the public for the confidence you have placed in us to deliver public health services during this trying year. We have learned a lot in working through the challenges posed by the pandemic and we continue to evaluate and improve our programs and services. We are proud to work toward achieving our organizational mission to protect the health and wellness of all Utah County residents.

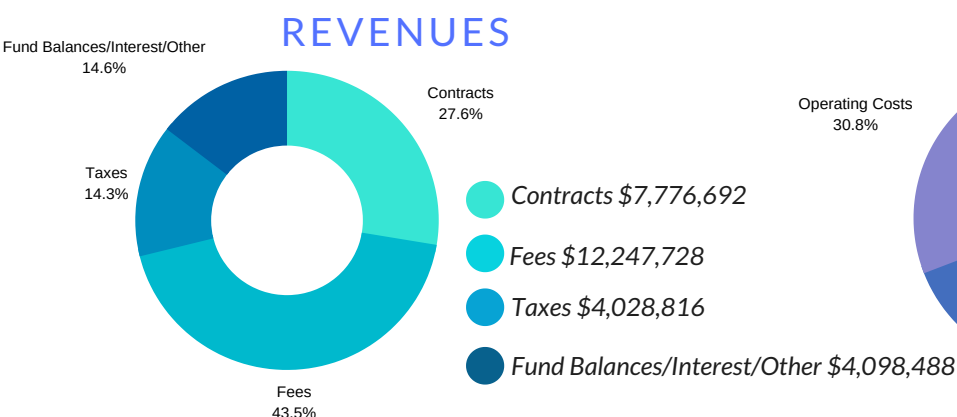
I am pleased to present you our 2020 Annual Report which highlights the work of our remarkable staff. I also encourage you to visit our website at [health.utahcounty.gov](http://health.utahcounty.gov) and follow us on social media to learn more about the programs and services we offer.

Sincerely,  
**Eric Edwards, MPA CHES**  
Executive Director  
Utah County Health Department

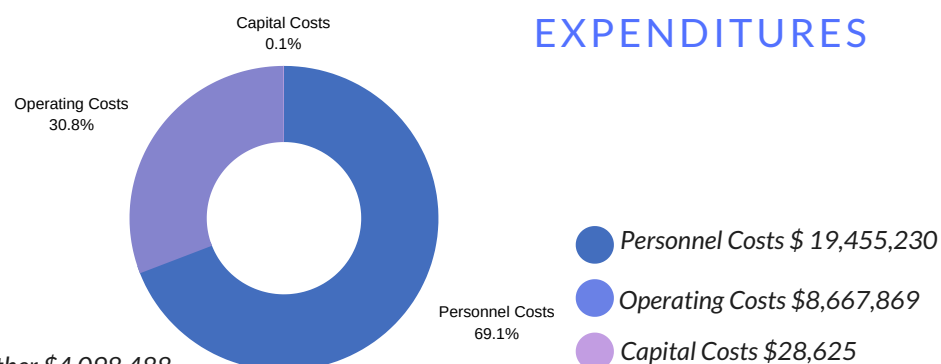


## BUDGET

### REVENUES



### EXPENDITURES



# ADMINISTRATION



*After 38 years of public health service, Ralph Clegg, Executive Director of Utah County Health Department is now enjoying a much deserved retirement. The department will never be same without his wealth of experience and work ethic. He devoted his career to the health and wellness of Utah County!*

## NEW WEBSITE

Launched new website weeks before COVID-19 hit Utah. The newly developed site improves public access and navigability. It is oriented to the public's needs and is mobile friendly with phones, tablets, etc.

## COVID-19 DASHBOARD

The UCHD Public Information Officer worked to develop and implement an improved COVID-19 dashboard to provide better Utah County COVID-19 data to the public and decision-makers. The dashboard was developed with the assistance of Salt Lake and Utah County IT Departments.

## SCHEDULER DEVELOPMENT

Collaborated with Utah County IT Department to build and implement online scheduling system in preparation for COVID-19 vaccination self-scheduling. The online system was launched and tested in 2020 during flu vaccination. The Utah County IT department continues to provide improvements and support for the online scheduler.

## NEW FINANCE STAFF



*Jackie Karsies*

*These two new finance staff in UCHD administration are great additions to the department. Their behind the scenes work helps keep this ever-growing department been able to serve the public health needs of Utah County. Both Jackie and Rustin bring a wealth of finance knowledge with them. We are lucky to have them.*



*Rustin Sweat*

# BOARD OF HEALTH 2020

**Mayor Jeff Acerson**, Board President

Gaye Ray, Vice Chair

Sam Jarman

Rick Nielsen

Commissioner Bill Lee

Mark Donaldson, MD

Ann Anderson

Jordan Singleton, MD

Ryan Schooley

# VITAL RECORDS

## INITIAL CERTIFICATES ISSUED

### BIRTH

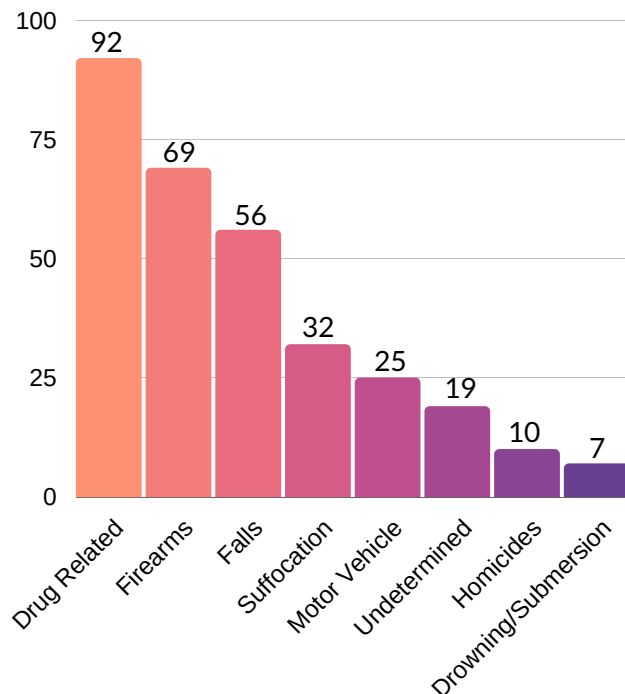
- **10,120** Provo office
- **3,644** American Fork office
- **787** Payson office
- **14,551** TOTAL

### DEATH

- **1,604** Provo office
- **1,015** American Fork office
- **471** Payson office
- **3,090** TOTAL

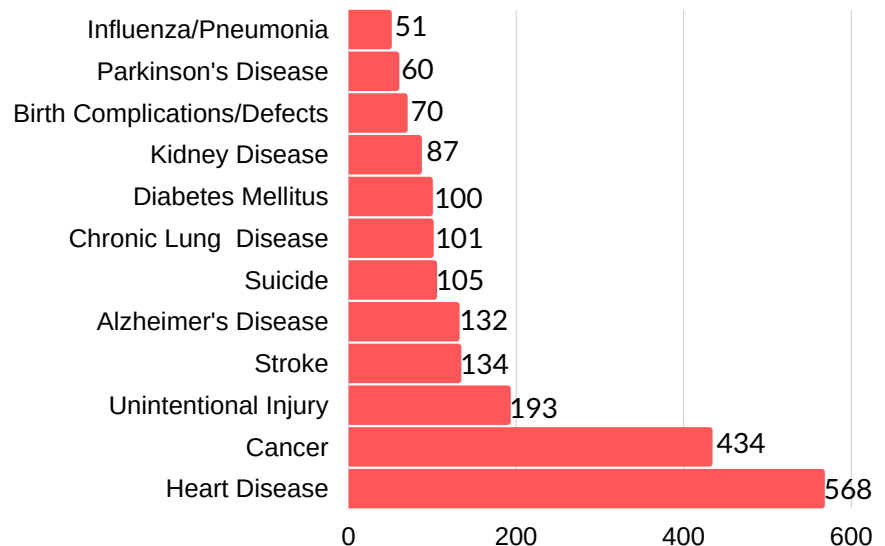


## TRAUMATIC DEATHS



**TOTAL DEATHS 2,809**

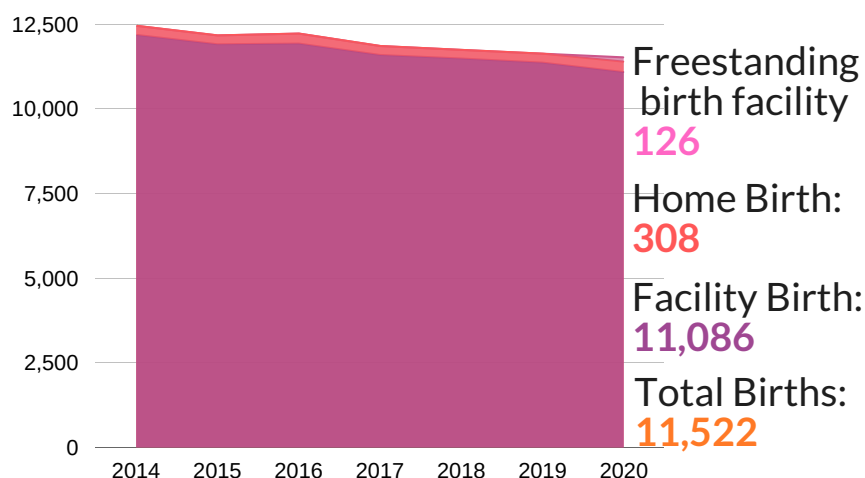
## LEADING CAUSES OF DEATH



## AVERAGE AGE AT DEATH

Women **73.50**  
Men **68.47**

## BIRTHS BY YEAR



## BIRTHS DETAIL

Births to unmarried mothers: **1,081**  
Births to mothers 15 - 17 : **36**  
Births to mothers 18 - 19 : **136**  
Births to mothers with 6+ live births: **173**

## COVID-19 DEATHS\*

\*See previous page for preliminary 2020 numbers. Final data not yet available via CDC and Utah Public Health Indicator Based Information System (IBIS)



# FAMILY & PERSONAL HEALTH SERVICES

## SCHOOL NURSING

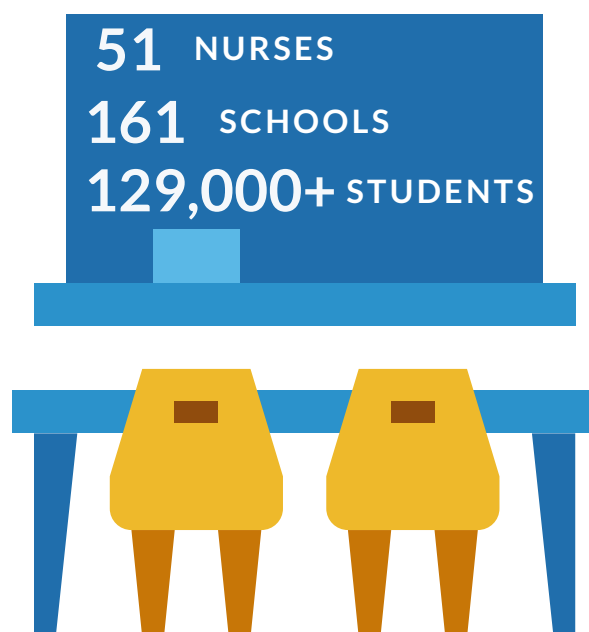
### SCHOOL NURSE/STUDENT RATIO

- **1 / 3,271** Alpine School District
- **1 / 4,157** Nebo School District
- **1 / 3,551** Provo School District

### TOPICS TAUGHT

*Most instruction was virtual*

- COVID-19
- Hand washing & Hygiene
- Germ Prevention
- Healthy Habits
- Dental & Nutrition
- Flu Prevention
- Stop the Bleed
- Diabetes
- Allergies
- Rashes
- Vaping
- Head Lice
- Maturation
- Mental Health



### SCHOOL VACCINE CLINICS

*\*Not including COVID-19 vaccine*

- Limited clinics due to ongoing pandemic
- **2,405** Vaccines distributed to **1,522** clients

### STUDENT CARE

**4,400** Student care plans completed or reviewed:

- **472** Diabetes
- **1,446** Asthma
- **381** Seizures
- **1,042** Severe Allergies
- **1,059** Mental Health

### VISION CARE

*Screenings focused on Tier 1 & 2 schools*

- **8,828** Student vision screenings
- **1,020** Referrals to eye specialists
- **894** Students received new glasses

### IMMUNIZATION STATUS AS OF NOVEMBER 2020, BY SCHOOL DISTRICT

*\*Not including COVID-19 immunizations*

	ALPINE		NEBO		PROVO	
	Adequately Immunized	Total Exemptions	Adequately Immunized	Total Exemptions	Adequately Immunized	Total Exemptions
Kindergarten School Entry	4,923	208	2,119	77	774	32
2nd Dose of Measles (MMR)	77,716	2,919	31,938	1,285	10,409	402
7th Grade Entry Boosters	6,997	1,132	2,544	122	515	47

# 4.06%

UTAH COUNTY  
IMMUNIZATION  
EXEMPTION RATE

*\*Based on Kindergarten exemptions*

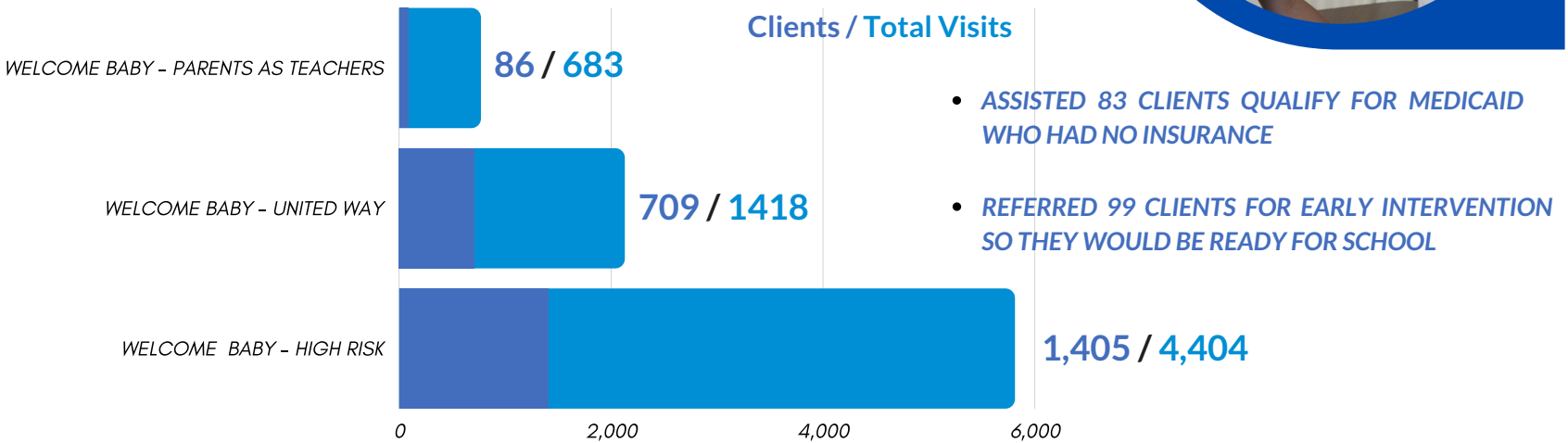
*\*At the end of the school year: 100% of students are compliant with immunization requirements.*

## 788 FACULTY, STAFF AND STUDENTS WERE TRAINED IN CPR AND FIRST AID



# FAMILY & PERSONAL HEALTH SERVICES


## HOME VISIT PROGRAMS



## REPORTABLE INFECTIOUS DISEASES

Disease	5 yr AVG	2020	Disease	5 yr AVG	2020	Disease	5 yr AVG	2020
Campylobacter	86.6	58	Hepatitis B	194.8	62	Pertussis	63.8	14
Chlamydia	1,176	1,419	Hepatitis B - perinatal	9.6	6	Salmonella	65	62
Cryptosporidium	32.8	15	HIV (new cases)	22	14	Shigella	7.4	13
E. coli	25.6	28	Influenza - activity	925.6	1,208	Syphilis	28.4	41
Electronic Vaping- Associated Lung Injury (reportable as of 2019)	22	0	Influenza - hospitalized	215.4	36.3	Tuberculosis - active	1.8	2
Giardia	35	26	Legionellosis	4.2	1	Tularemia	0.1	0
Gonorrhea	196.2	338	Lyme	2.2	0	Varicella (chicken pox)	51.2	20
Hepatitis A	12.2	0	Measles	0.6	0	West Nile Virus	2.4	0

**72,583**  
COVID-19 CASES

 Staff track and investigate **88+** reportable conditions

## COVID-19 IMMUNIZATION & WELLNESS CLINICS

### CONTACT TRACING

- **20** Contact tracers hired
- **77** Highest daily numbers of investigators assigned (9/28)
- **17,000+** Cases assigned to Utah National Guard

### CASES

- **72,583** Total cases
- **1167** Highest daily case count (11/11)

### DEATHS

- **272** Cumulative deaths

Service	#	Service	#
Cholesterol Screenings	818	Be Wise Heart Disease Screenings	803
Family Planning Visits	43	Malaria Prescriptions	246
Fluoride Prescriptions	52	Mammogram Vouchers	1,387
General Health Exams	102	Pregnancy Tests	60
HIV Screenings	241	Skin Cancer Screening	83
HIV Screenings (Travel)	48	*many clinics cancelled due to pandemic	
Immigration Exams	628	Tuberculosis clients on preventative medication	46
Laboratory Tests	5,990	Tuberculosis Skin Tests	2,706
		Women's Cancer Screening	1,690





# HEALTH PROMOTION

*Health Promotion activities were largely put on hold, due to staff assisting with COVID-19 call center and contact tracing.*

## COVID-19 CALL CENTER

HEALTH PROMOTION EMPLOYEES  
STAFFING CALL CENTER **25**

HEALTH PROMOTION CALL  
CENTER LEADS **4**

UCHD STAFF TAKING CALLS  
AT LEAST ONCE **84**

TOTAL CALLS **7,068**

TOTAL HOURS SPENT ON CALLS **1,653**

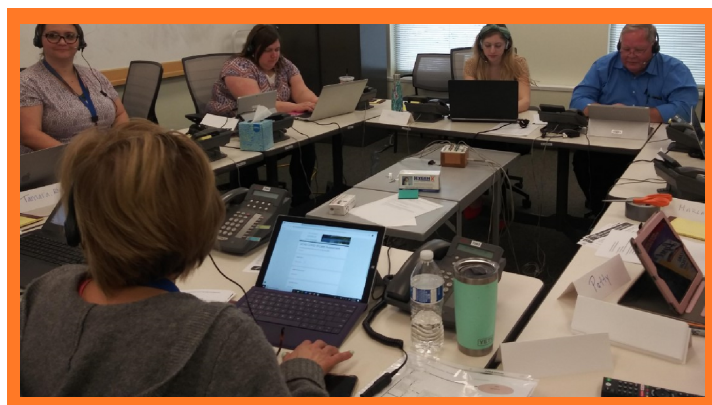
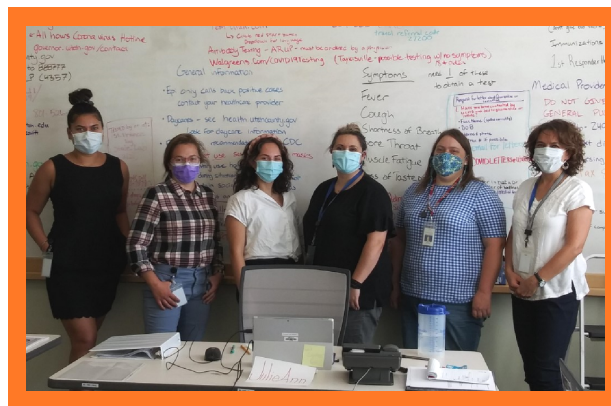
LANGUAGES USED **3**  
*English, Spanish, ASL*

UTAH LOCATIONS CALLS  
COMING FROM **12/13**  
*Health Districts*

## CALL CENTER TOPICS

- Case counts
- Tests
- Testing locations
- Isolation and quarantine
- Case investigations and contact tracing
- Utah Leads Together plans
- Health risk statuses/restriction levels
- Public gathering restrictions/guidelines
- Restaurant restrictions/guidelines
- CDC guidance
- School standards
- Travel restrictions
- School guidelines
- COVID-19 School Manual
- COVID-19 Business Manual
- Business requirements and guidelines
- Community resources
- Federal support programs
- Masks
- Mask requirements
- COVID-19 Transmission Index
- Volunteering
- Vaccine
- Vaccine distribution timeline

*These topics were constantly being updated. To stay up-to-date with the most current information, call center staff attended impromptu to Zoom meetings with the Utah Department of Health and received up-to-the minute updates daily from the UCHD Public Information Officer*



# MOSQUITO ABATEMENT



## MOSQUITOES TRAPPED

- 33,071 in standard traps
- 8,888 in air spay lake traps
- 8,616 special study traps
- 1,916 light traps
- 52,491 TOTAL

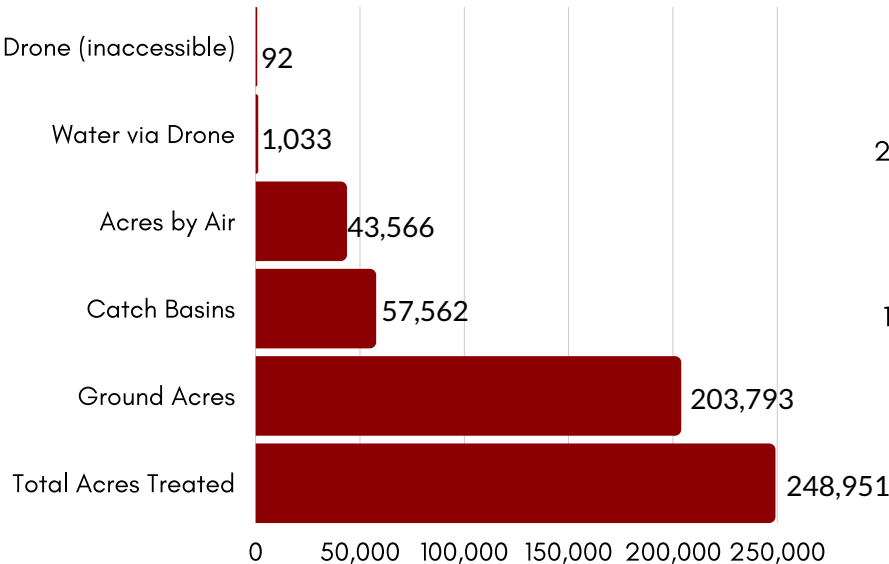
## ONLINE TRAINING

Developed and implemented online training for seasonal employees, due to COVID-19 in-person training concerns.

## EDUCATION

Rather than provide in person education, created and shared a video on aquatic invertebrates and mosquito control with 450+ elementary school students

## TREATMENT



Acres Treated

## TESTING

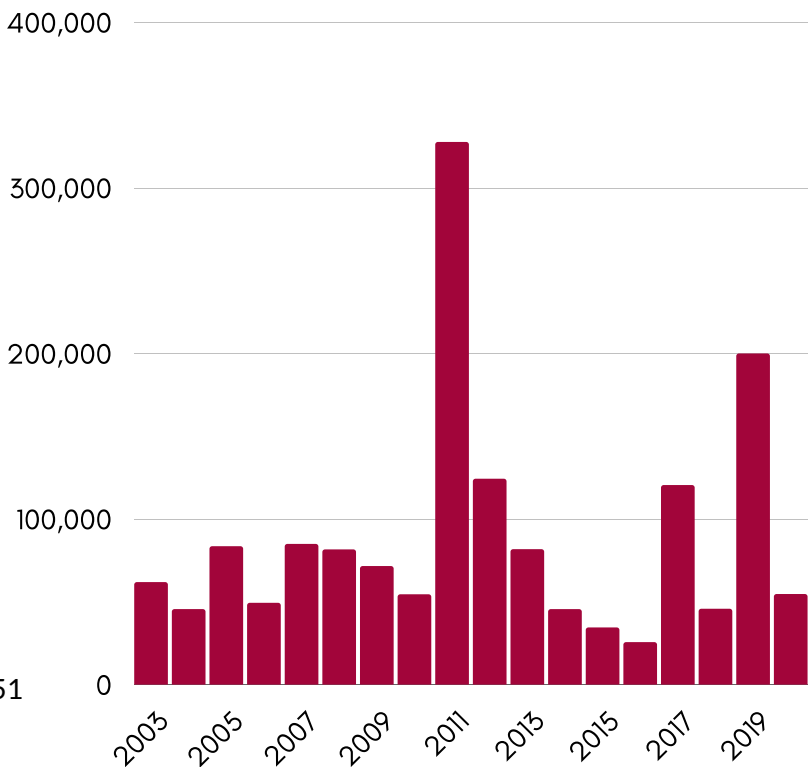
Used the q-PCR testing in house to test for West Nile Virus, Western Equine Encephalitis and Saint Louis Encephalitis.

## WEST NILE VIRUS

- 691 pools of vector mosquitoes tested
- 0 pools tested positive
- 0 human case
- 2 equine cases

## SERVICE REQUESTS

- Responded to 849 service requests within a 24-hour workday period.
  - 472 via website
  - 377 phone calls



Total mosquitoes trapped by year



# ENVIRONMENTAL HEALTH

**2,320** FOOD ESTABLISHMENT PERMITS

**107** SCHOOL INSPECTIONS

**4** TEMPORARY FOOD PERMIT APPLICATIONS

**0** MASS GATHERING PERMITS

**596** PUBLIC POOL INSPECTIONS

**143** FOOD/POOL PLAN REVIEWS

**259** SANITATION COMPLAINTS INVESTIGATED

**49** BODY ART FACILITY INSPECTIONS

**1209** MOTOR VEHICLE INSPECTION STATION AUDITS

**644** MOTOR VEHICLE INSPECTION TECHNICIANS LICENSED

**84** UNDERGROUND STORAGE TANKS INSPECTED

**108** USED OIL RECYCLING INSPECTIONS

**101** RADON KITS/INFORMATION DISTRIBUTED

**10** WATER SYSTEMS INSPECTED

**140** NEW ON-SITE WASTE WATER PERMITS



FOOD HANDLER'S PERMITS ISSUED

**18,598**



FOOD ESTABLISHMENT INSPECTIONS

**1,713**



VEHICLE EMISSIONS TESTS

**323,442**



PUBLIC POOL SAMPLES

**1,476**

## HOUSEHOLD HAZARDOUS WASTE COLLECTION DAY EVENT



CANCELLED DUE TO COVID-19

## PANDEMIC RESPONSE

Most staff from environmental health provided support with COVID-19 contact tracing and other duties. Food inspectors pivoted normal inspection processes to assist and help food establishments by educating and interpreting the Governor's mandates and guidelines to related to the pandemic. Staff was also asked to do this for many other businesses throughout the county whom they normally do not interact with in a normal year. Despite COVID, the growth in programs that the Environmental Health regulates increased in 2020.



# PUBLIC INFORMATION & COMMUNICATION SOCIAL MEDIA OVERVIEW



## f ENGAGEMENTS



REACTIONS 21 K  
SHARES 4.9 K  
COMMENTS 8 K

## t ENGAGEMENTS



LIKES 982  
RETWEETS 708  
REPLIES 405

## ig ENGAGEMENTS



PHOTO 11 K  
VIDEO 595  
CAROUSEL 14

## INBOUND SOCIAL MESSAGES / SENTIMENT

### f MESSAGES



POSITIVE 788  
NEGATIVE 939  
NEUTRAL 1665  
**TOTAL 3392**

### t MESSAGES



POSITIVE 424  
NEGATIVE 699  
NEUTRAL 758  
**TOTAL 1881**

### ig MESSAGES



POSITIVE 117  
NEGATIVE 114  
NEUTRAL 139  
**TOTAL 370**

## TOP PERFORMING POSTS



3,222 COMMENTS/QUESTIONS RECEIVED VIA WEBSITE





# SENIOR VOLUNTEERS

## FOSTER GRANDPARENTS

**53** Foster Grandparent volunteers served **34,959** hours, helping more than **525** students in Alpine, Nebo and Provo School Districts.

In 2020, Foster Grandparents will improve their tutoring/mentoring skills for the children they serve, as well as learning about “Getting Good at Getting Older” for themselves.



*Volunteer Marco Canar accepts award with program staff Cheri at recognition event*



*Grandma Grandma Velma Haggerty, age 79, serves in the Special Needs classroom at Westmore Elementary*

## SENIOR COMPANIONS

**33** Senior Companion volunteers served **22,785** hours, assisting **161** clients in Utah and Wasatch counties.

In 2020, Senior Companions focuses on forgetting their age and living their lives. There will be opportunities for reflection, fun activities, exploration of new concepts, and support for continued growth.



*One of our volunteers demonstrating Personal Protective Equipment Measures in a vehicle. (masks and plastic sheeting)*



*Preparing to distribute holiday stockings to Seniors*



# WOMEN, INFANTS & CHILDREN



Average number of clients served per Month = 9,775  
107,710 clients provided healthy foods, nutrition education, and other health services.

## PUBLIC CHARGE RULE

In 2019, WIC was listed as exempt from the new Public Charge rule, meaning those who will be applying for a change of immigration status can use the WIC program without it affecting their immigration application.

## SOCIAL MEDIA

Increased presence on social media. Increased Facebook post frequency; including videos to promote Utah County WIC, including live videos, white board drawing video in English and Spanish, and promotion of the new WIC food package changes. Facebook following has increased to 641 followers from less than 100. We now have 641 followers. Follow us at Utah County WIC on Facebook and [utahcountywic801](#) on Instagram.

## eWIC IS HERE!

eWIC was implemented in November 2, 2020. This allows WIC benefits to be issued to an EBT card rather than a paper check or vouchers.

## MOBILE WIC CLINICS



New for 2020 - a mobile WIC clinic! The first day of appointments was December 8, 2020 in Eagle Mountain. The mobile van will help provide WIC services to multiple areas of Utah County.

## COMMUNITY CLASSES

- Nutrition Education
- Infant Massage
- Baby Wearing
- Baby Behaviors
- Car Seat education taught by Health Promotion
- Breastfeeding class



## ONLINE SCHEDULING

WIC appointments can be scheduled online at [health.utah.gov/vpms/client](https://health.utah.gov/vpms/client). An average of 270 appointments are scheduled online each month. Appointments can also be scheduled by phone, 801-851-7300 or by text, at 385-312-0625.

## WIC STAFF

WIC has 12 Registered Dietitians, 3 Nutritionists, 1 IBCLC (International Board-Certified Lactation Consultant), and 24 Certified Lactation Educators on staff.

# AMERICAN FORK OFFICE

## IMMUNIZATIONS

Served 4,595 clients

## VITAL RECORDS

- Issued 1,015 initial death certificates
- Issued 3,644 initial birth certificates



# SOUTH COUNTY OFFICE

## IMMUNIZATIONS

Served 1,634 clients

## VITAL RECORDS

- Issued 471 initial death certificates
- Issued 787 initial birth certificates



# COVID-19 RECOGNITION

## THANK YOU TO THESE 2020 COVID-19 PARTNERS!

- **UTAH COUNTY EMERGENCY MANAGEMENT**
  - Utah County Emergency Manager along with UCHD Emergency Preparedness staff provided Personal Protective Equipment (PPE) distribution among other vital support functions
- **UTAH COUNTY IT DEPARTMENT**
  - Coordinated with UCHD to develop the online appointment scheduler
- **UTAH COUNTY HEALTH DEPARTMENT STAFF**
  - Many staff served in response roles such as contact tracing and the call center
- **BRIGHAM YOUNG UNIVERSITY**
  - Brigham Young University (BYU) donated an ultra-cold freezer to the Health Department for the storage of Pfizer vaccine, which must be stored at between -112° and -76° fahrenheit
- **ALPINE, NEBO & PROVO SCHOOL DISTRICT STAFF**
  - Staff supported contact tracing efforts and coordination with UCHD
- **UTAH NATIONAL GUARD**
  - The National Guard has been an active part of the the COVID-19 response in Utah County since early 2020. Over 62 members National Guard were assigned to help with contract tracing of over 17,000 COVID-19 cases. Guard members took cases over the weekend which was a huge help to UCHD efforts.

# FRIENDS OF PUBLIC HEALTH



## MAYOR MARK JOHNSON & THE CITY OF LEHI

## MAYOR JENNY REES & THE CITY OF CEDAR HILLS

In 2018, UCHD staff conducted a local opinion leader survey to assess local needs around substance abuse prevention, presented the results, and provided education to key elected leaders in Utah County, including Mayor Mark Johnson of Lehi and Mayor Jenney Rees of Cedar Hills. Both the state and county were experiencing an alarming rise in youth vaping rates and we presented how local opinion leaders could help be part of the solution. One solution was raising the minimum purchasing age for tobacco from age 19 to 21. Very few adults will begin using tobacco products after the age of 21.

The meeting after the meeting is always where the rubber hits the road. One legislator told some Utah County mayors that if we wanted Tobacco 21 to pass on a statewide level, first the cities would need to pass Tobacco 21 on a local level. From there, the ball started rolling and meetings were conducted with several Utah County cities. The Mayors each met with their respective city councils and passed a Tobacco 21 Ordinance on a local level.

Lehi became the first city in Utah County to pass a Tobacco 21 ordinance in February 2019, with Cedar Hills City becoming the second city the same month. Even after the ordinance was passed by Lehi and Cedar Hills, Mayor Johnson and Mayor Rees spent many hours attending multiple meetings with state legislators during the legislative session, testifying during committee meetings, and reaching out to multiple legislators to gain support for a statewide Tobacco 21 law. During the 2019 legislative session, the minimum age to purchase tobacco in Utah was set to 21 to be gradually raised over the succeeding years. The passage of this state law and similar laws passed in other states led to federal discussions to raise the federal age to 21 with much support from Utah's representatives. On December 20, 2019, the President signed legislation raising the federal minimum age for sale of tobacco products from 18 to 21 years old. During the 2020 Utah Legislative Session, the minimum age to purchase tobacco in Utah was raised to 21 to immediately match the federal law rather than follow the phased-in process.

Tobacco prevention and control took a huge leap forward thanks to the efforts, courage, and determination of Mayor Johnson, Mayor Rees, the Lehi City Council, and the Cedar Hills City Council.



JENNY REES  
MAYOR OF CEDAR HILLS, 2020



CITY OF LEHI RECEIVING  
"FRIENDS OF PUBLIC HEALTH" PLAQUE



