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UTAH COUNTY
HEALTH DEPARTMENT
ANNUAL REPORT

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LETTER FROM THE EXECUTIVE DIRECTOR



Dear Utah County Residents and Community Leaders:

The challenges we all faced over the past year were significant. The pandemic response required an “all hands-on deck” approach to prevent the spread of COVID-19 infection. While the pandemic forced a pause on “business as usual,” our amazing staff found innovative ways to continually offer the critical public health services needed to keep the public safe and healthy.

The mission of public health is to promote and protect the health of people and the communities where they live, learn, work and play. As we reflect on all the ways that public health touches our lives, it illustrates the important work conducted by our dedicated public health staff. Public health truly impacts everybody, every day, and everywhere.

In order to keep Utah County one of the healthiest counties in the nation, we continue to address issues impacting our community by:

- Assessing, monitoring, and addressing community health priorities
- Investigating, diagnosing, and addressing health problems and hazards
- Promoting healthy lifestyles to prevent chronic illnesses and heighten overall wellbeing
- Communicating effectively to inform and educate people about health, factors that influence it, and how to improve it
- Developing and implementing policies and plans that impact health
- Strengthening, supporting, and mobilizing communities and partnerships to improve health
- Assuring equitable access to public health services

As a department, we understand that we cannot complete the public health mission alone. We are grateful for the leadership and support of our Board of Health, our County Commissioners, Mayors, and other leaders within our community. We recognize and appreciate the critical support of our medical community, municipalities, government agencies, businesses, non-profits, faith community, Utah National Guard, schools, and many others who continue to work with us to protect and promote the health of our resilient community.

So much of what we do requires the public’s eyes, ears, and voices to observe and report public health concerns they encounter. We welcome your questions, comments, or reporting of concerns so we may better serve you.

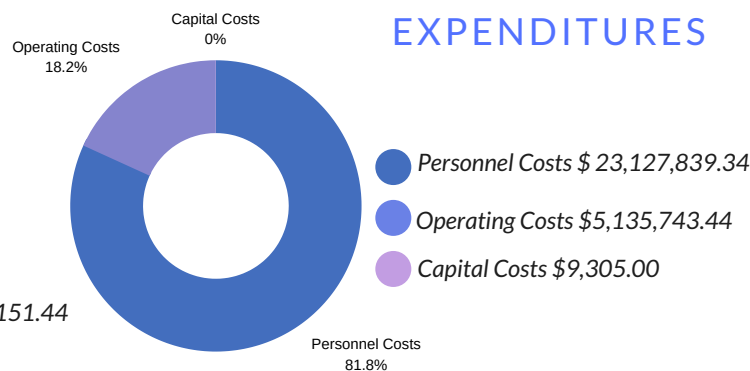
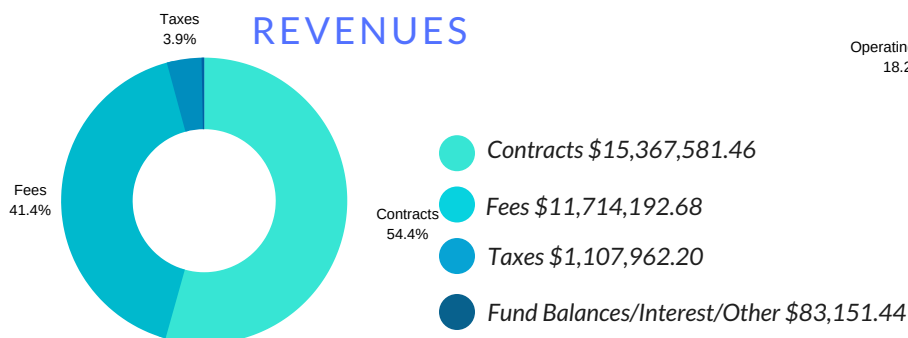
We would like to sincerely thank the public for the confidence you have placed in us to deliver public health services. We take great pride in providing immunizations, cancer screening and other nursing services, environmental health inspections, health promotion programs, WIC benefits for clients, senior services, mosquito abatement, vital records, and other critical service for Utah County residents.

I invite you to read our 2021 Annual Report. The report highlights how our public health efforts positively impact everybody, every day, and everywhere. I also encourage you to visit our website at health.utahcounty.gov and follow us on social media to learn more about all your local health department is doing for you!

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



BUDGET



FRIENDS OF PUBLIC HEALTH



UTAH COUNTY COMMISSION/KEY LEADERSHIP

Utah County Commission and leadership played an essential role in making policy decisions allowing the fast tracking of operational and logistics support needed for response. Key partners included Human Resources, Telecommunications, Public Works, IT, Purchasing, and the Auditor's office.

UTAH COUNTY EMERGENCY MANAGEMENT

Utah County Emergency Manager, County Sherriff staff, along with UCHD Emergency Preparedness staff provided Personal Protective Equipment (PPE) distribution, identification of large scale clinic sites among other vital support functions.

UTAH COUNTY IT DEPARTMENT

The IT department fast-tracked the ordering and installation of computers for contact tracing staff and later large site vaccination centers. They also helped develop the County's initial data dashboards and supporting later versions.

UTAH COUNTY PUBLIC WORKS

The Public Works staff worked small miracles to turn THREE large empty spaces into safe and workable large scale vaccine distribution sites (Spanish Fork, Provo, and American Fork) with a very tight turn around time.

BRIGHAM YOUNG UNIVERSITY

Brigham Young University (BYU) donated an ultra-cold freezer to the Health Department for the storage of Pfizer vaccine. BYU also made the former Provo High School available as a large school vaccination site. UCHD for eight months, the longest of all its large scale sites. BYU staff was exceptional through the entire process.

ALPINE, NEBO & PROVO SCHOOL DISTRICT STAFF

Staff supported contact tracing efforts and coordination with UCHD.

UTAH NATIONAL GUARD

The Utah National Guard has been an active part of the the COVID-19 response in Utah County since early 2020. Guard members served over 10,000 hours in 2021. Effective COVID-19 response in Utah County could not have been done without the Utah National Guard.

MEDICAL RESERVE CORPS

The COVID-19 response in Utah County would not have been possible without volunteers! 3,128 volunteers served over 19,000 hours in various roles from line monitors to registration to providing vaccinations. UCHD's MRC volunteers are truly AMAZING!

UTAH COUNTY HEALTH DEPARTMENT STAFF

Most staff served in a COVID-19 response role. From contact tracing to the call center to assisting with immunization clinics, staff more than rose to the challenge of COVID-19 response.

ADMINISTRATION



NEW LEADERSHIP

The Board of Health appointed Eric Edwards as Department's new Director in early 2021. Tyler Plewe was appointed Deputy Director of the Department.

COVID-19 RESPONSE

Directed new and existing department resources to the ongoing COVID-19 pandemic response, enabling staff to resume other key public health services such as environmental health, health promotion, and cancer screening.

IMPLEMENTING ORGANIZATIONAL CHANGE

Implemented feedback from the 2021 employee engagement survey to seek future organizational changes that aim to: provide better support to staff, increase productivity, boost morale, retain employees, and offer enhanced professional development opportunities.

IDENTIFY PRIORITY AREAS

Identified priority areas needing to be modernized through technology and other process changes. The Administrative team is supporting ongoing efforts within each Division to increase resources, realize efficiencies, and implement innovations to improve services offered to the public.



Michael Leman

Michael Leman joined UCHD as the HIPAA compliance officer and quickly became the Deputy Director for the Nursing Division.

Colton Fox joined UCHD as the data informaticist. He provides amazing data analytics on a daily basis for the department.

We are thrilled to have Mike and Colton at Utah County Health Department!



Colton Fox

BOARD OF HEALTH 2021

Mayor Jeff Acerson, Board Chair

Ann Anderson, Vice Chair

Commissioner Amelia Powers - Gardner

Gaye Ray

Mark Donaldson, MD

Shane Farnsworth

Jordan Singleton, MD

Carl Hanson

Ryan Schooley



FAMILY & PERSONAL HEALTH SERVICES

SCHOOL NURSING

SCHOOL NURSE/STUDENT RATIO

- **1 / 3,140** Alpine School District
- **1 / 3,151** Nebo School District
- **1 / 3,205** Provo School District

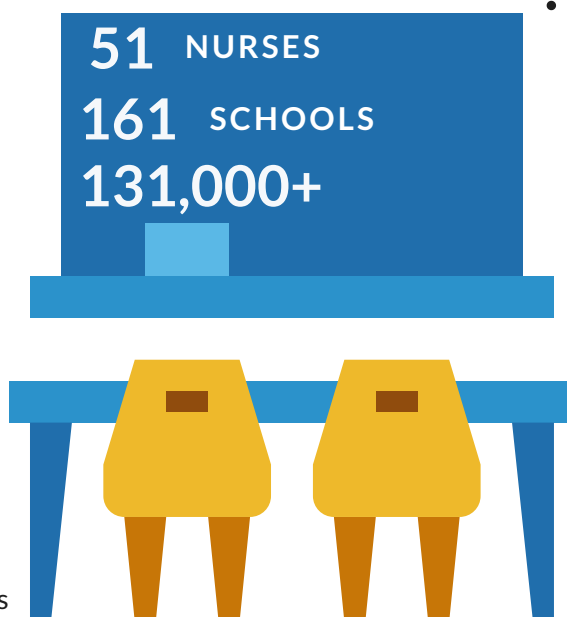
TOPICS TAUGHT

- Handwashing/Hygiene
- Diabetes Management
- Maturation presentations
- CPR/First Aid

VISION CARE

Screenings focused on Tier 1 & 2 schools

- **71,341** Student vision screenings
- **4,143** Referrals to eye specialists
- **2,260** Students received new glasses



SCHOOL VACCINE CLINICS

**Not including COVID-19 vaccine*

- Limited clinics due to ongoing pandemic
- **1,453** Vaccines distributed to **1,380** 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

COVID-19

- **9,734** Reported cases in public school children and staff

IMMUNIZATION STATUS AS OF NOVEMBER 2021, 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	5,370	412	2,323	136	834	49
2nd Dose of Measles (MMR)	79,482	3,902	33,417	1,565	12,986	464
7th Grade Entry Boosters	6,231	415	2,500	164	905	41

7.0%

**UTAH COUNTY
IMMUNIZATION
EXEMPTION RATE**

**Based on Kindergarten exemptions*

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

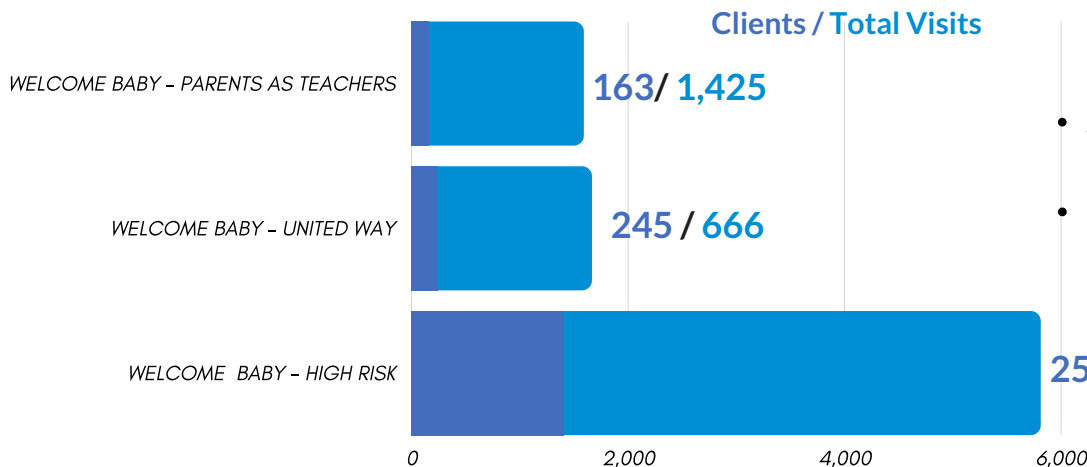
1,200+

**FACULTY, STAFF AND STUDENTS WERE
TRAINED IN CPR AND FIRST AID**



FAMILY & PERSONAL HEALTH SERVICES

HOME VISIT PROGRAMS




- ASSISTED 177 CLIENTS QUALIFY FOR MEDICAID WHO HAD NO INSURANCE
- REFERRED 118 CLIENTS FOR EARLY INTERVENTION SO THEY WOULD BE READY FOR SCHOOL

REPORTABLE INFECTIOUS DISEASES

Reportable Infectious Diseases

Disease	5 yr AVG	2021	Disease	5 yr AVG	2021	Disease	5 yr AVG	2021
Campylobacter	84.4	84	Hepatitis B	169.8	58	Pertussis	49	13
Coronavirus-19 *not reported until 2020	*2020 72,583	76,837	Hepatitis B - perinatal	7.6	4	Salmonella	59	54
Chlamydia	1,255	1,580	HIV (new cases)	22.4	24	Shigella	9	6
Cryptosporidium	31.2	12	Influenza - activity	1037.2	174	Syphilis	34	66
E. coli	26	26	Influenza - hospitalized	186.6	21	Tuberculosis - active	1.8	3
Giardia	33.8	45	Legionellosis	4	6	Tularemia	0.2	0
Gonorrhea	236	348	Lyme	3.8	3	Varicella (chicken pox)	47	25
Hepatitis A	11.8	1	Measles	0	0	West Nile Virus	2.4	0

76,856
COVID-19 CASES

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

COVID-19 IMMUNIZATION & WELLNESS CLINICS

CONTACT TRACING

- 132 K-12 school outbreaks managed
- 60 Long Term Care outbreaks managed
- 104 Total Contact Tracers

CASES

- 76,856 Total cases
- 1319 Highest daily case count (1/6)

DEATHS

- 408 Cumulative deaths

Immunization and Wellness Clinics

Service	#	Service	#
BeWise Coaching Sessions	2,085	Be Wise Heart Disease Screenings	882
Family Planning Visits	41	Mammogram Vouchers	1,599
Fluoride Prescriptions	111	Pregnancy Tests	91
General Health Exams	191	Skin Cancer Screening	130
HIV Screenings (Travel)	12	*many clinics cancelled due to pandemic	
Immigration Exams	878	Tuberculosis clients on preventative medication	72
Laboratory Tests	8,529	Tuberculosis Skin Tests	3,716
Malaria Prescriptions	585	Wellness Physical Exams	191
		Women's Cancer Screening	1,662



HEALTH PROMOTION & PREVENTION

Staff spent the first part of the year heavily involved in COVID response. Activities involved staffing the call center, contact tracing, and assisting with large scale immunization clinics.

WORKSITE WELLNESS

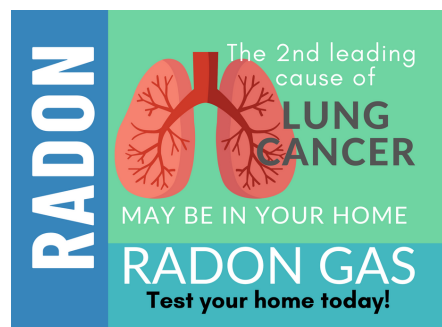
- **Well 4 Life**
 - 736 employees enrolled
 - 88 % participated in health screening
 - 76% completed health assessment
 - 72% completed 2+ activity challenges
 - 72% completed 1+ Cancer screenings
 - 75% enrolled in diabetes management
 - 26% enrolled in diabetes prevention

- **Events & Workshops**
 - Provided 5 brown bag presentations
 - National Diabetes Prevention Program
 - Sponsored co-ed county softball team



Program received Utah Worksite Wellness Council's Gold Award

ENVIRONMENTAL



- **Radon**
 - 227 home kits distributed
 - 300 educated

ASTHMA HOME VISIT PROGRAM PARTICIPANTS EXPERIENCE



80% average decline in missed work days



87% reduction in asthma related hospitalizations



41% reduction average unplanned doctor visits



51% reduction in episodes requiring oral corticosteroid



75% reduction in asthma related emergency department visits



51% average decline in missed school days

- **Asthma Home Visit Program**
 - 15 families enrolled
 - 42 home visits

SUBSTANCE USE DISORDER PREVENTION

- **Opioids**
 - 207 people trained to use the opioid reversal drug, naloxone
 - 236 naloxone kits given to residents in need
- **Alcohol**
 - Past 30-day alcohol use reported by 12th graders decreased from **8.3%** in 2017 to **5.5%** in 2021
- **Cannabis Use**
 - In 2017, 7.6% of all 10th graders reported past 30-day use compared to **3.9%** in 2021
 - Partnering with other Local Health Agencies to create a Cannabis awareness and prevention campaign to educate cannabis card holders of safe use and disposal techniques

Partnered with Encircle and Parents Empowered to create prevention messaging for LGBTQ+ youth and parents.



Mural installation at Provo Towne Centre Mall with message for parents.

HEALTH PROMOTION & PREVENTION

Staff spent the first part of the year heavily involved in COVID response. Activities involved staffing the call center, contact tracing, and assisting with large scale immunization clinics.



INJURY PREVENTION

- **Child Passenger Safety- English**
 - 24 car seat classes
 - 156 seats distributed
 - 392 car seats checked
 - 206 families educated
- **Child Passenger Safety- Spanish**
 - 11 car seat classes
 - 49 seats distributed
 - 65 car seats checked
 - 28 families educated
- **Utah County Safe Kids**
 - 24 car seat checkpoints
 - 1 checkpoint in Spanish
 - 10+ car seat/ helmet safety presentations/health fairs
- **Poison Prevention**
 - 1500 educated
 - 24 presentations
- **Suicide Prevention**
 - 150 educated in
 - 6 workshops
 - 1st workshop in Spanish held
 - Hosted International Survivors of Suicide Loss
 - Assisted with Out of Darkness Suicide Prevention Walk



American Foundation for Suicide Prevention

TOBACCO CONTROL & PREVENTION

- **Healthcare Providers**
 - 25 trained on Quitline referral
- **Retail Compliance**
 - 90 compliance checks, 14 violations
 - 205 compliance checks with youth, 9 underage sales; sale rate 4.4%
- **Retailer Education**
 - 210 received training
- **Community Grants Awarded**
 - 4 Utah County Grants distributed totaling \$367,854
- **Policy**
 - Coordinated with Alpine School District to pass a comprehensive tobacco policy
 - Coordinated with Utah Valley Drug Prevention Coalition to provide signage in English and Spanish for schools who adopt the policy

- **Signage**
 - OUTRAGE! youth coordinated with ITAT youth to place "NO VAPING" signs in all 3 school districts' buses, about 625 total.



OUTRAGE! youth pointing out new bus sign

CHRONIC DISEASE PREVENTION

- **Living Well Workshops**
 - 3 provided, 29 people completed
- **Food Insecurity & Environment**
 - Convened 15 community partners to discuss and learn what efforts are underway
- **Healthy Food Access**
 - Increased access by promoting Double UP Food Bucks Program for use at Farmer's Markets
- **Active Transportation**
 - Supported active transportation in 3 Utah County communities
 - Conducted 17 video intercept surveys to learn why people choose to be active in Utah County
- **Food Pantry Donation**
 - Partnered with USU Extension to collect donated produce from Farmer's Markets
- **Employer Worksite Wellness Support**
 - Assisted 6 employers in completing the CDC Worksite Wellness Health Score Card and improving worksite wellness programs.
- **Diabetes Prevention**
 - (1-year long Lifestyle change program) for employees began in August. Data will be available in 2022.





MOSQUITO ABATEMENT

MOSQUITOES TRAPPED

- **38,509** in standard traps (well below past 17 year average of 54,600)
- **11,769** in air spay lake traps
- **16,104** special study traps
- **66,382** TOTAL

INSPECTION

- **4,104** acres inspected for mosquito larvae

EDUCATION

- Updated created and shared a video on aquatic invertebrates and mosquito control with 450+ elementary school students.
- Taught classes at Sky Ridge High School about integrated Pest Management.

TESTING

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

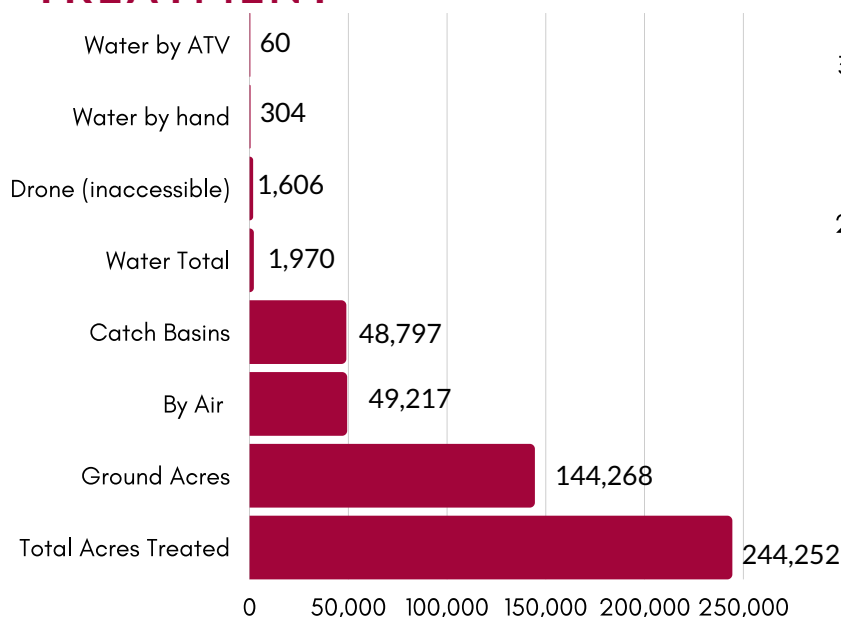
WEST NILE VIRUS

- **823** pools of vector mosquitoes tested
- **1** pool tested positive
- **0** human case
- **1** equine cases

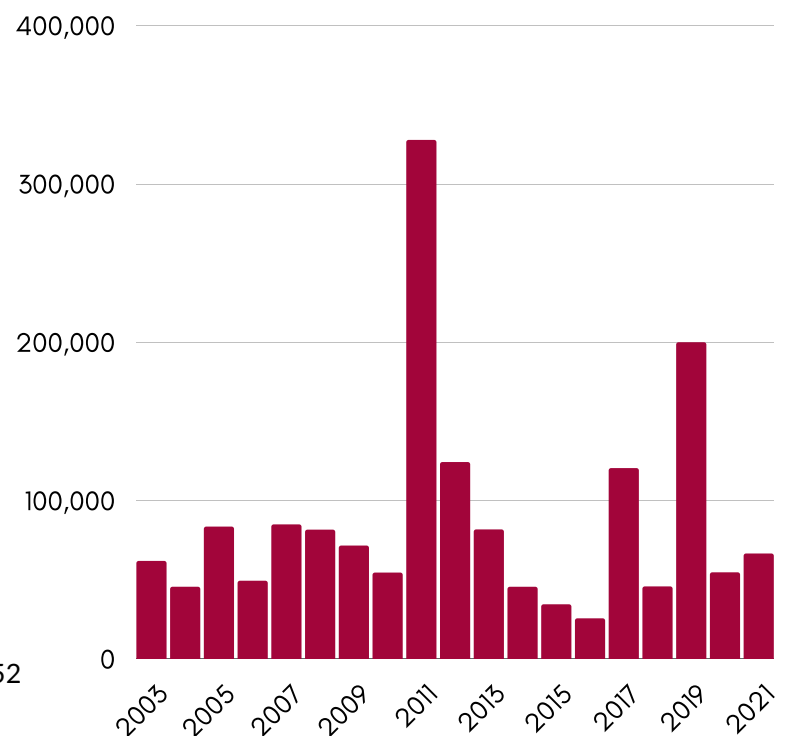
SERVICE REQUESTS

- Responded to **1,151** service requests within a 24-hour workday period.
 - **864** via website
 - **287** phone calls

TREATMENT



Acres Treated



Total mosquitoes trapped by year

VITAL RECORDS

INITIAL CERTIFICATES ISSUED

BIRTH

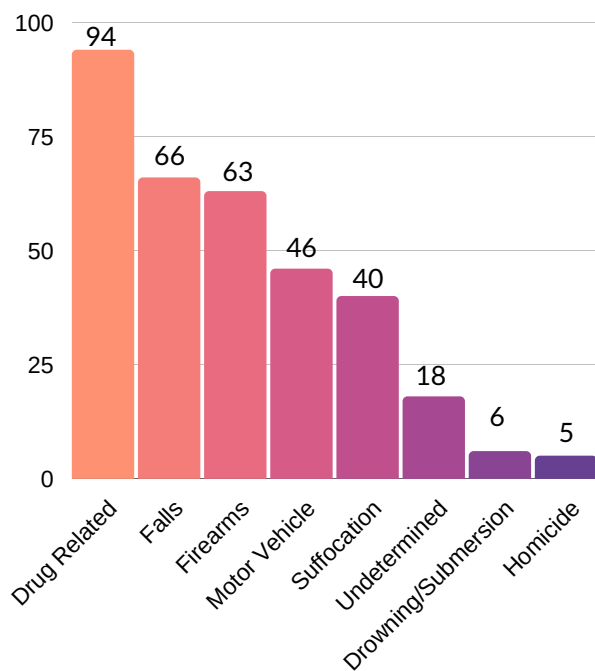
- **18,182** Provo office
- **1,913** American Fork office
- **589** Payson office
- **20,684** TOTAL

DEATH

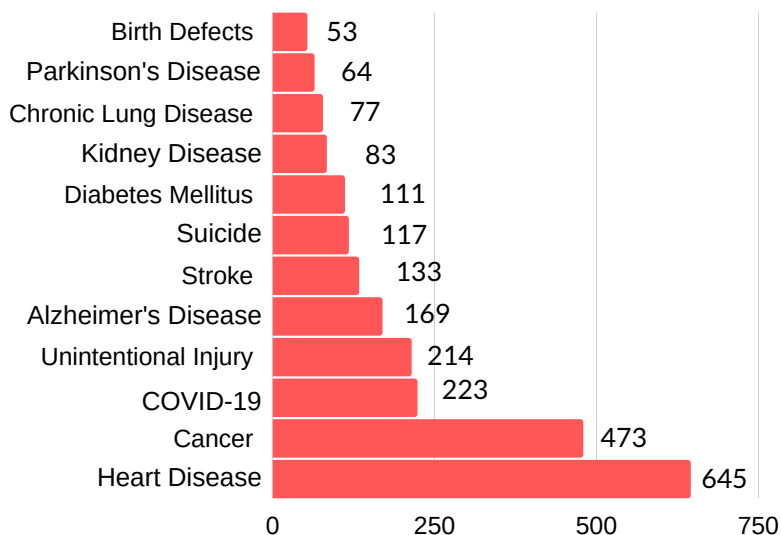
- **2,633** Provo office
- **657** American Fork office
- **288** Payson office
- **3,578** TOTAL



TRAUMATIC DEATHS



LEADING CAUSES OF DEATH



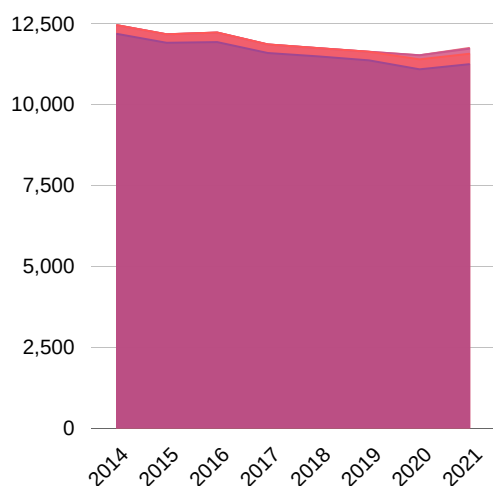
TOTAL DEATHS 3,201

AVERAGE AGE AT DEATH

Women **74.54**

Men **68.75**

BIRTHS BY YEAR



Freestanding birth facility:

157

Home Birth:

322

Facility Birth:

11,244

Other:

23

Out of County:

866

Total Births:

12,110

BIRTHS DETAIL

Births to unmarried mothers: **1,215**

Births to mothers 15 - 19 : **205**

Births to mothers 15-17 : **49**

Births to mothers with 6+ live births: **159**

*DEATHS

* 2020 data, 2021 not yet available.



ENVIRONMENTAL HEALTH

2,926	FOOD ESTABLISHMENT PERMITS
12	SCHOOL INSPECTIONS
613	TEMPORARY FOOD PERMIT APPLICATIONS
33	MASS GATHERING PERMITS
407	PUBLIC POOL INSPECTIONS
128	FOOD PLAN REVIEWS
32	POOL PLAN REVIEWS
61	SANITATION COMPLAINTS INVESTIGATED
36	BODY ART FACILITY INSPECTIONS
924	MOTOR VEHICLE INSPECTION STATION AUDITS
760	MOTOR VEHICLE INSPECTION TECHNICIANS LICENSED
105	UNDERGROUND STORAGE TANKS INSPECTED
105	USED OIL RECYCLING INSPECTIONS
70	RADON KITS/INFORMATION DISTRIBUTED
8	WATER SYSTEMS INSPECTED
184	NEW ON-SITE WASTE WATER PERMITS



FOOD HANDLER'S PERMITS ISSUED

19,528



FOOD ESTABLISHMENT INSPECTIONS

2,645



VEHICLE EMISSIONS TESTS

367,440



PUBLIC POOL SAMPLES

588



HOUSEHOLD HAZARDOUS WASTE COLLECTION DAY EVENT



CANCELLED DUE TO COVID-19

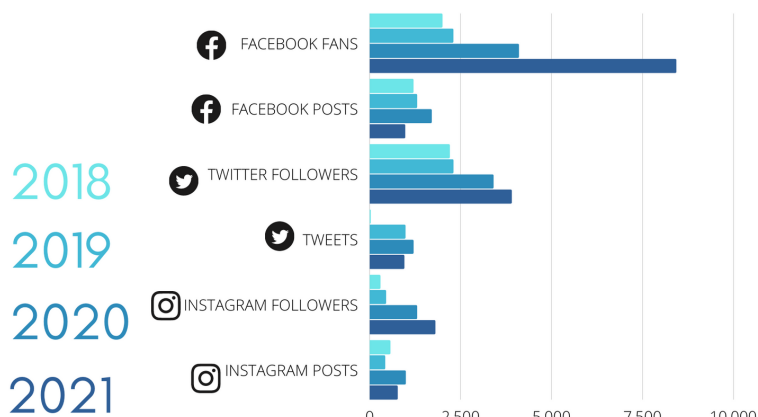
PANDEMIC RESPONSE

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 2021.

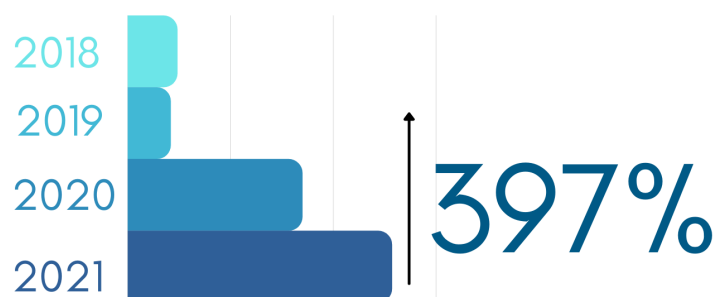
PUBLIC INFORMATION & COMMUNICATION SOCIAL MEDIA OVERVIEW



SOCIAL MEDIA FOLLOWERS & POSTS



FACEBOOK ENGAGEMENT



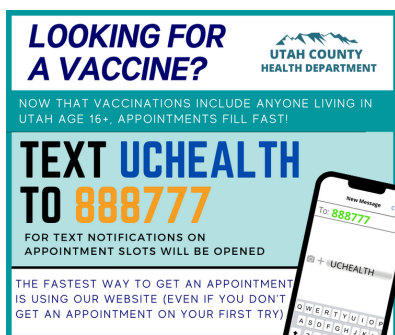
EVERBRIDGE OPT-IN NOTIFICATIONS

46,375

SUBSCRIBERS

72

MESSAGES
SENT



TOTAL INBOUND MESSAGES



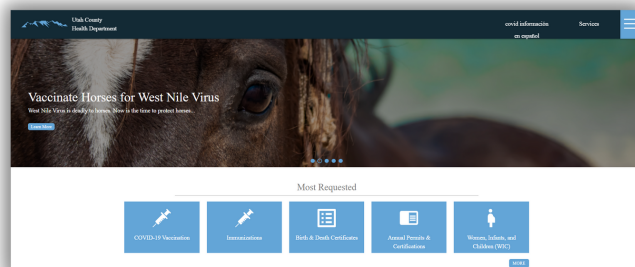
WEBSITE
SOCIAL MEDIA
TOTAL



RECOGNITION facebook

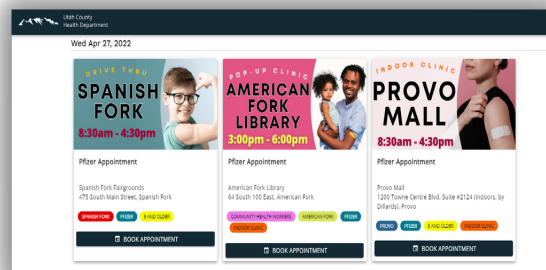
UCHD was recognized by Facebook for their COVID-19 efforts and work on the platform. The department received a **\$30,000** advertising credit in recognition of their social media efforts.

WEBSITE



TOTAL SESSIONS **1,247,643**
PAGE VIEWS **2,051,270**
NEW USERS **589,364**
PAGES/SESSION **1.64**

VACCINE SCHEDULER SITE



TOTAL EVENTS **1,185**
APPOINTMENTS **285,112**



SENIOR VOLUNTEERS

FOSTER GRANDPARENTS

In 2021 **43** Foster Grandparent volunteers served **29,910** hours, tutoring and mentoring more than **896** students in Alpine, Nebo and Provo School Districts.

In 2021, Foster Grandparents started a Pen Pal program for those volunteers who could no longer serve in person. Four schools, three volunteers and 90 students are participating in the pilot program.



Foster Grandparents volunteers celebrating National volunteer week at the Museums of Natural History



Grandma Letha enjoys tutoring at-risk students in Alpine School District

SENIOR COMPANIONS

41 Senior Companion volunteers served **32,203** hours, assisting **174** clients in Utah and Wasatch counties.

In 2021, Senior Companions focused on "When life gives you lemons chuck them in life's face and say no thank you"! Volunteers look for ways to find joy and gratitude again in their service in the community, while being safe.



Snow Bird Field Trip



Commissioner Bill Lee visiting with volunteers at the Senior Prom

WOMEN, INFANTS & CHILDREN

Average number of clients served per Month = 9,403
112,846 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 followers have grown from 641 in 2020 to 1,100!

BENEFITS INCREASED

Fruit and Vegetable benefits for WIC clients were increased in 2021. June-September = \$35.00 per month instead of \$9 for children and \$11 for women. An additional increase for October-September 2022 was approved = children \$9 increased to \$24 monthly, pregnant/ postpartum \$11 increased to \$43, breastfeeding women \$11 increased to \$47 per month.

MOBILE WIC CLINICS



Served 258 families in the Eagle Mountain area with the Mobile Clinic hosted once per month for 4 hours at Cory Wride Memorial Park. Looking to expand to other areas of the county in 2022.

COMMUNITY CLASSES PROVIDED VIRTUALLY

- Infant Massage
- Baby Wearing
- Breastfeeding class



eWIC

Utah County WIC has issued 7,530 WIC EBT cards since implementation in November, 2020.

NATIONAL RECOGNITION



WIC Director, Jillian Porto was chosen as a recipient, along with only two other persons, of the prestigious National WIC Association Leadership Award presented virtually before 2,000 of her peers at the National WIC Association Conference. She graciously accepted the award and gave credit to her wonderful staff and their hard work.

ONLINE SCHEDULING

WIC appointments can be scheduled online at health.utah.gov/vpms/client. An average of 332 appointments are scheduled online each month. Appointments can also be scheduled by phone, 801-851-7300 or by text, at 385-312-0625.

