

Fort Bend County Health & Human Services

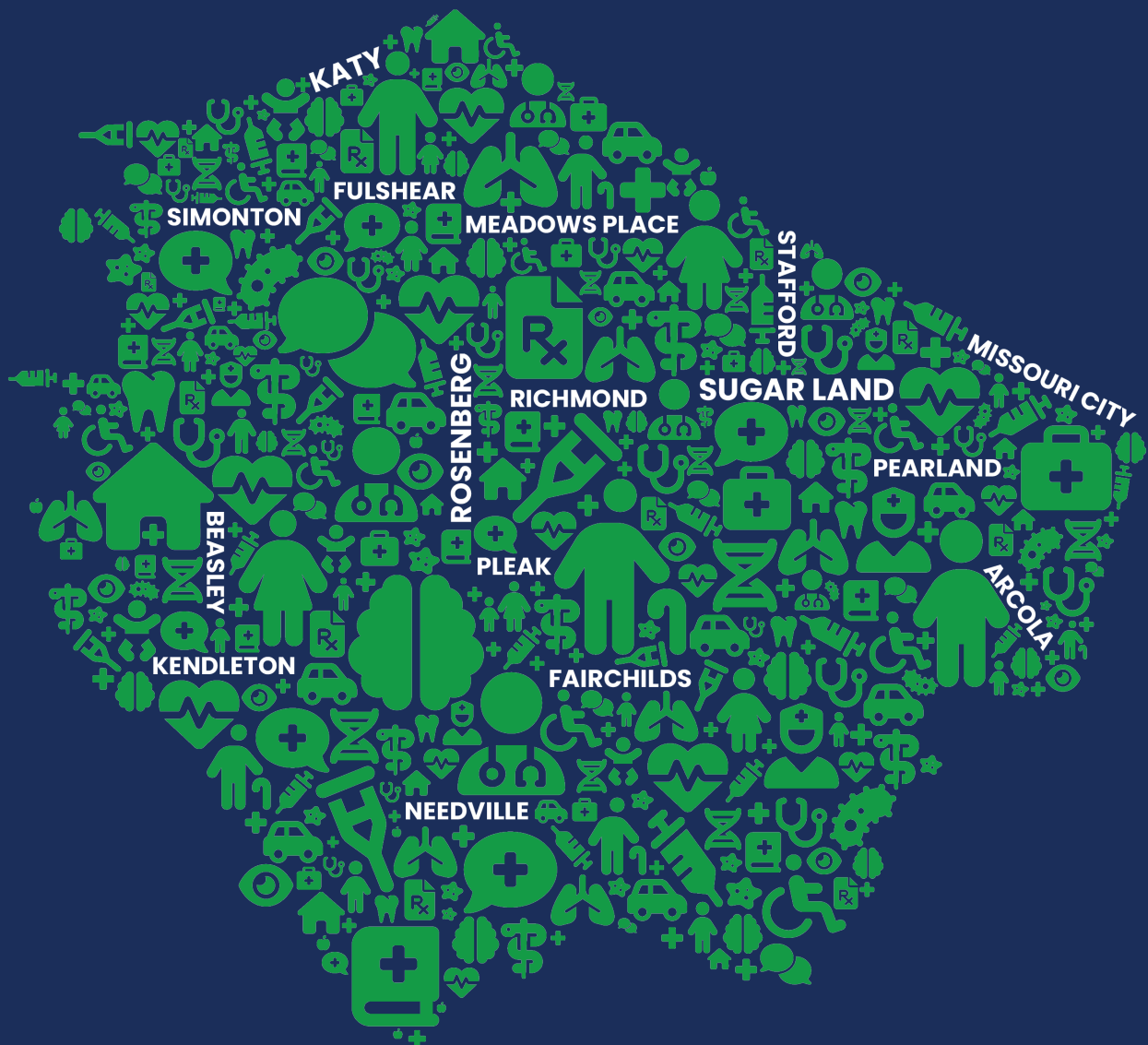
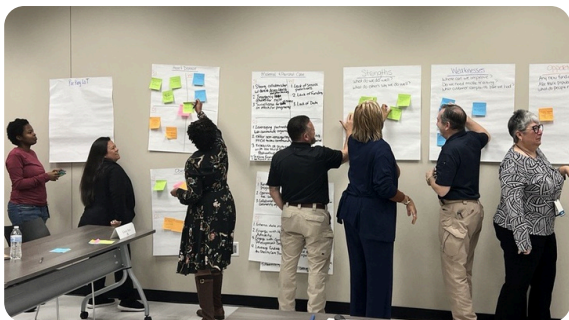


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Director's Message

As the Director and Local Health Authority of Fort Bend County Health and Human Services (FBCHHS), I am pleased to present our FY2024 Annual Report. This report reflects our steadfast commitment to advancing the health, safety, and well-being of all residents in Fort Bend County through essential public health services, disease prevention, and equitable access to care.



In FY2024, FBCHHS achieved significant accomplishments. We were recognized as an Academic Health Department in partnership with the University of Texas, launched the Charity Care initiative, and established the Community Health and Wellness Division. These achievements are possible only through the dedication, professionalism, and expertise of our exceptional staff. Their work is the backbone of our success and ensures that we are not only meeting today's public health needs but are well-prepared to address those of tomorrow.

Looking forward, we remain committed to our mission with a proactive, equitable, and evidence-based approach to public health. We will continue to build strong community partnerships, leverage innovative solutions, and support initiatives aimed at improving the health and well-being of all county residents.

Thank you for your ongoing trust and support as we work together to make Fort Bend County a healthier, safer, and more resilient community.

A stylized, handwritten signature in white ink, appearing to read 'L. Gale-Lowe'.

Dr. Letosha Gale-Lowe
Director and Local Health Authority
Fort Bend County Health and Human Services

Our Organization

Mission

The mission of Fort Bend County Health & Human Services (FBCHHS) is to promote and protect the health and well-being of the residents of Fort Bend County through disease prevention and intervention, public health emergency preparedness and response, community engagement, and helping to assure the equitable provision of basic human needs.

Vision

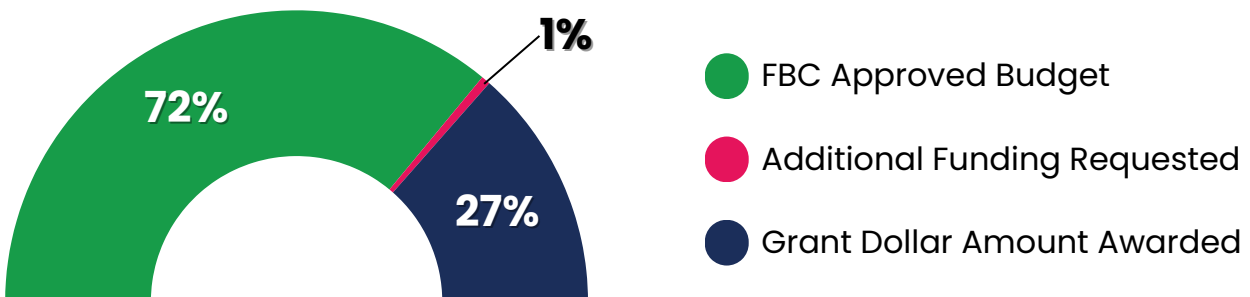
Healthy neighbors living, learning, working, and playing together in healthy communities.

Values

- Integrity
- Innovation
- Servant Leadership
- Commitment
- Compassion
- Collaboration
- Quality
- Respect
- Equity

Fiscal Year 2024 Budget

For FY2024, FBCHHS received an **approved budget of \$42,487,638**, with an **additional funding request of \$309,293** to support department initiatives. In addition to the county budget, the department successfully secured **25 grants totaling \$15,993,882.61**, which have been essential in expanding services, supporting programs, and addressing critical health needs within the community.



Organizational Structure

FBCHHS operates under the governance of the Fort Bend County Commissioners Court. The Director of FBCHHS and local health authority, Dr. Gale-Lowe, reports directly to the Commissioners Court and the County Judge. Dr. Gale-Lowe leads ten service-providing divisions and programs, as well as three supporting offices.

Divisions & Programs

- Animal Services
- Clinical Health Services
- Community Health and Wellness
- Emergency Medical Services
- Environmental Health
- Epidemiology
- Indigent Health
- Long-Term Response
- Public Health Emergency Preparedness & Response
- Social Services



Supporting Offices

- Communication, Education & Engagement
- Operations, Finance & Social Programs
- Performance, Policy & Innovation



Community Health Priorities

The 2022 Community Health Assessment (CHA) identified key health needs and issues through a community-wide health survey. Using this data, FBCHHS developed a Community Health Improvement Plan (CHIP) to serve as a framework for addressing these priorities and determining how and where resources should be allocated to best meet community needs.

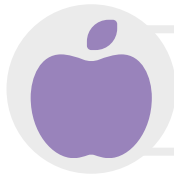
Top Five Health Priorities



01 | **Mental Health**



02 | **Housing**



03 | **Obesity**



04 | **Heart Disease**



05 | **Maternal Health / Prenatal Care**

SCAN ME



To read Fort Bend County Health & Human Services Community Health Assessment (CHA) or Community Health Improvement Plan (CHIP), please scan the QR Code or visit the [FBCHHS website](#).

Animal Services

Animal Services is dedicated to protecting public health and enhancing community well-being by preventing the spread of rabies, managing dangerous or stray animals in populated areas, and promoting responsible pet ownership. The Division achieves these goals through humane care, lifesaving programs, and educational initiatives aimed at reducing pet overpopulation and finding loving homes for shelter animals. Key programs include adoption and fostering, Trap-Neuter-Return services for community cats, Animal Control Services, and the compassionate enforcement of animal welfare laws.



Lifesaving
Programs



Community
Programs



Volunteer
Programs



Animal Care
and Control



Lost and Found

Key Achievements

- **Pet Adoption Incentive Program:** In partnership with Commissioner Andy Myers, this program provides a year's supply of food, flea/tick medication, and heartworm vaccines to encourage adoptions and prevent overcrowding at the shelter. Over 355 pets have been adopted through this program.
- **Fort Bend PAWS & Empty Shelter Project:** Spayed, neutered, microchipped, and vaccinated 540 cats and dogs at no cost to the public.
- **Community Cat Program:** Reached a significant milestone by serving 8,000 cats through the program.
- **Sustained Save Rate:** Maintained a 90%+ save rate for shelter animals consistently since August 2018.

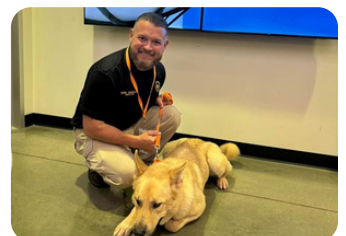
3,600+

Rabies Vaccines
Provided



2,797

Stray or At-Large
Animals Acquired



1,509

Adoptions, Rescues
& Transports

Clinical Health Services

Fort Bend County Clinical Health Services is a cornerstone of public health, delivering vital health services to promote wellness and prevent the spread of infectious diseases (e.g., measles, mumps, influenza, tuberculosis (TB), chlamydia, and HIV). Through partnerships with community organizations and a commitment to health equity, the division ensures equitable access to affordable and comprehensive care for all residents. Clinics in Rosenberg, Missouri City, Katy, and Fulshear provide immunizations, testing, treatments, and health education, while outreach initiatives extend these services to the broader community. With a dedicated team of nurses and support staff, Clinical Health Services works tirelessly to expand access, engage residents, and deliver proactive, preventative care to protect the health and well-being of Fort Bend County.



Immunization
Program



Tuberculosis
Elimination



HIV/ STI
Prevention

Key Achievements

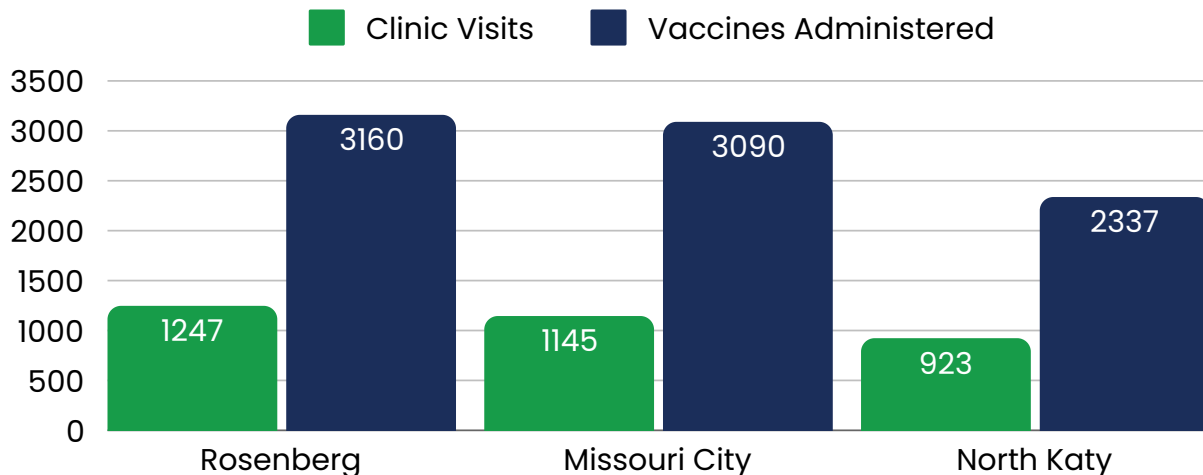
- **Expanded Access to Care:** Expanded services with the renovated Missouri City Clinic and new clinic in Fulshear.
- **Improved Operations:** Enhanced fiscal management with a new Clinic Health Services receipt system.
- **Immunization Drives:** Hosted multiple back-to-school immunization events to protect children from preventable diseases.
- **HIV/STI Prevention:** Engaged in National Testing Day, Queer Alliance Luncheon, and local Pride events to provide health education and testing for priority groups.
- **Tuberculosis Awareness:** Conducted outreach campaigns to raise awareness on latent TB treatment and enhance screening access for diverse populations.



Clinical Health Services

Immunizations

This chart highlights the number of clinic visits and vaccines administered across three key locations, demonstrating the program's efforts to protect the community against preventable diseases through widespread immunization services.



HIV/ STI Prevention

715

STI Tests
Conducted



773

HIV Tests
Conducted



1,219

Patients Provided
with Education
& Counseling



184

Patients accessed
HIV Testing via
Text to Test

Tuberculosis

23 Active TB Cases
Managed

34 Suspected TB
Cases Managed

2,231 Direct
Observed Therapy Visits

8,014 Video Direct Observed
Therapy Reviewed

Disclaimer: Totals exclude FY24 Q4 pending TB Case Confirmation



155 Home
Visits

251 Patients
Treated for TB infection



Community Health & Wellness

The Community Health and Wellness Division promotes healthy living, prevents chronic diseases, and enhances mental health awareness and care access. FBCHHS Chronic Disease Program focuses on education and prevention for conditions like diabetes, heart disease, and Alzheimer's, while the Mental Health Program provides therapeutic support, education, and outreach to reduce stigma and meet community needs. By using evidence-based programs, partnering with local organizations, and addressing social determinants of health, the division ensures equitable, accessible services tailored to Fort Bend County's diverse population.



Chronic Disease
Prevention



Health &
Nutrition



Mental Health



Resource
Referrals



Community
Engagement

Key Achievements

- **Maternal Health Project:** Collaborated with the Rice Health Policy Hackathon, County Judge's Office, and Precinct 4 Commissioner's Office on an internship to research maternal health practices and identify partners for future initiatives.
- **Chronic Disease:** Launched the Diabetes Self-Management Education & Support (DSMES) program in April 2024; expanded Alzheimer's education and partnered with libraries for health workshops.
- **Mental Health Funding:** Secured Texas Veterans Commission grant for Veteran Mental Health Services for \$135,000. Additionally, partnered with Texana and Optum Health to train county employees for Mental Health First Aid certification.

213

Processed Referrals for
Mental Health Assessment



18

Outreach &
Education
Events



385

Chronic Disease
Health Screenings
Conducted

684

Community
Members
Reached

Emergency Medical Services

Emergency Medical Services (EMS) performs the acute care functions of public health for Fort Bend County. This elite group of highly trained paramedics and command staff is responsible for approximately 40,000 responses of emergency medical assistance, including heart attacks, strokes, and motor vehicle accidents each year.



Patient
Transport



Crisis Response



Disaster
Response



Community
Outreach



Education

Key Achievements

- **Innovation in Emergency Medical Care:** In May 2024, EMS began carrying Whole Blood on ambulances, revolutionizing life-saving care for trauma and hemorrhagic shock patients.
- **Mobile Oxygen Generator System (MOGS):** Deployed for its first large-scale response, providing oxygen tank refills for community members during Hurricane Beryl; featured in the *Houston Chronicle*.

42,276

Calls for Service



8,258

Strategic Team
Placements for
Faster Emergency
Response

26,535

Total Transports



80

Oxygen Tanks
Refilled for Community
Members During
Hurricane Beryl

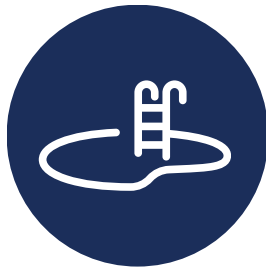


Environmental Health

Environmental Health Services works to protect the health and quality of life in Fort Bend County through its core programs: Food Safety, On-Site Sewage, Environmental Enforcement, and Nuisance Abatement. Food Safety ensures compliance with health standards by inspecting food establishments and investigating complaints of foodborne illnesses. The On-Site Sewage program regulates septic systems to prevent contamination in areas without municipal services. Environmental Enforcement addresses illegal dumping and hazardous practices, applying fines to uphold environmental standards. Nuisance Abatement mitigates community health risks by managing waste and overgrown properties. Together, these programs support a safe, healthy environment for all residents.



Restaurant
Inspections



Pool
Inspections



Disease Vector
Control



Environmental
Enforcement



Mosquito
Control

Key Achievements

- **Commercial Pool Safety:** Launched a year-round permitting and inspection program for commercial pools.
- **Mosquito Control:** Enhanced surveillance, introduced in-house disease testing, and strengthened emergency response for vector-borne diseases.
- **Environmental Crimes Unit:** Used AI cameras and advanced tools to reduce illegal dumping and related risks through expanded outreach.

489

Permitted Pool
Systems
Managed



4,401

Food Establishment
Inspections

916

Septic System
Inspections

10,212

Aerobic Systems
Monitored

Epidemiology

The Epidemiology Division protects public health by gathering, analyzing, and reporting health data to prevent and manage disease. Acting as “disease detectives,” the team investigates both well-known and emerging health threats, predicts seasonal disease trends, and monitors ongoing issues like COVID-19. They also analyze chronic conditions, such as heart disease and diabetes, to guide preventive health programs. Using real-time reporting, they provide essential information to healthcare providers and decision-makers, ensuring timely, data-driven responses for Fort Bend County.



Disease
Surveillance



Outbreak
Monitoring &
Response



Data Request
& Reporting



Disease
Investigations

Key Achievements

- **Data Reporting:** Produced over 100 reports, including COVID-19, morbidity, and syndromic surveillance reports.
- **Outbreak Management:** Managed 732 outbreaks (Oct 2023 – Sep 2024) with cross-departmental coordination.
- **Grant Success:** Secured two grants to enhance disease surveillance and expand health initiatives: the Texas Public Health Fellowship Grant and NACCHO’s *Forecasting Infectious Disease Outbreaks: Enhancing Forecasting and Analytics Capabilities for Local Health Departments*.

100+

Surveillance Reports
Produced

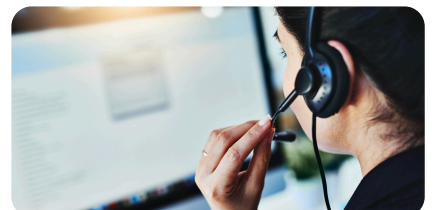
732

Outbreaks
Managed



40,000+

Residents Educated on
Disease Prevention



Indigent Health

The Indigent Health Care Program (IHCP) ensures access to medical care for Fort Bend County residents living in extreme poverty. Mandated by the County Indigent Health Care and Treatment Act of 1985 (Texas Health and Safety Code, Section 61), the County Indigent Health Care Program serves areas not fully covered by a hospital district or public hospital. In addition to promoting education, wellness, and preventive care through accessible health and social services, IHCP plays a vital role in community engagement initiatives such as Operation Backpack, social service eligibility events, and the annual Holiday Toy Drive.



Eligibility



Referral
Coordination



Claims
Management

Key Achievements

- **Statewide Recognition:** Featured for a second time in *Texas County Progress* magazine for innovation and service excellence.
- **Improved Accessibility:** Interactive document imaging and digital submission tools ensured uninterrupted services, even during emergency closures.
- **Comprehensive Case Management:** Partnered with local programs to provide tailored referrals for clients' diverse needs.
- **Streamlined Client Services:** Enhanced workflow management leads to faster eligibility, referral, and claims processing.

1,151

Clients
Served

5,443

Client
Encounters



Disclaimer: IHCP Fiscal Year Extends from Sept.1-August 31 Annually

3,346

Case Management
Hours

327

Medical Specialist
Referrals

Long-Term Response

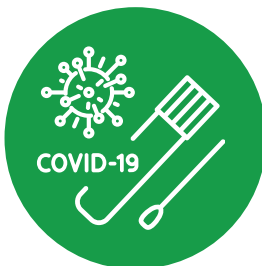
The Long-Term Response (LTR) Division is responsible for ongoing vaccinations, testing, and education efforts for diseases requiring large-scale coordinated responses, such as COVID-19, Mpox, and Influenza. LTR collaborates with other divisions and community partners to reduce disease rates and increase vaccine uptake.



Community
Vaccinations



Large-scale
Response



COVID-19
Testing



Outreach
& Education

Key Achievements

- **Vaccine Data Entry Projects:** Successful completion of two vaccine data entry projects in collaboration with the Texas Department of State Health Services Immunization Department and FBCHHS Electronic Medical Records system CureMD.

1,125

Total Vaccines
Administered

78

Meningitis
Vaccines

488

Flu
Vaccines

45

Mpox
Vaccines

514

COVID-19
Vaccines

604

COVID-19 Test
Provided



Public Health Emergency Preparedness & Response

Public Health Emergency Preparedness and Response leads the mission to protect the health of county residents during a public health emergency and has the ability to effectively respond to a range of public health threats, including infectious diseases, natural disasters, and biological, chemical, nuclear, and radiological events. This team also helps minimize health consequences of natural and man-made disasters, such as floods and hurricanes or hazardous material spills in Fort Bend County. The dedicated employees in this division coordinate the training, planning and preparation of staff and the public to respond to disasters efficiently and effectively while minimizing the resulting poor health outcomes and loss of life.



Emergency
Preparedness
& Response



Outreach
& Education



Volunteer
Coordination



Staff Training
& Exercises



Infrastructure
& Resource
Enhancement

Key Achievements

- **Preparedness Committee:** Established to enhance inter-division coordination for planning, response, and recovery.
- **MRC Launch:** Initiated the Medical Reserve Corps to bolster volunteer support for disaster response.
- **SEWA International Partnership:** Collaborated to expand disaster preparedness education for vulnerable populations.
- **Training Initiatives:** Partnered with FBC Homeland Security & Emergency Management for specialized courses and exercise events.

86

FBC HHS Employees
Attended
FEMA ICS Trainings



Social Services

The Social Services Division works to meet the essential needs of Fort Bend County's most vulnerable residents, including those lacking food, shelter, and medication. The division supports eligible individuals and families, including crime victims, families with children, veterans, and those with untreated mental or behavioral health conditions. With compassion and expertise, Social Services staff connect clients to vital resources at multiple Fort Bend County HHS offices, including Missouri City and Rosenberg, as well as various community locations to reach residents who cannot travel.



Eligibility



Case Management



Temporary Assistance

Key Achievements

- **Partnerships:** Built and strengthened partnerships with key organizations, establishing policies and providing staff training.
- **Hurricane Beryl Response:** Provided food and shelter support to families affected by Hurricane Beryl, helping stabilize impacted residents.
- **Targeted Financial Assistance:** Assisted single-parent households, connecting them to additional programs that support women and children's stability.

1,170

Clients Provided
with Food
& Utilities



1,351

Clients Aged 55
and Older Served



3,518

Households
Served



Communications, Education & Engagement

The Office of Communications, Education, and Engagement supports the overall activities and services of Health and Human Services by providing accurate, timely, and consistent public health messages, ensuring health literacy, and other communication needs. Community health workers and health education specialists participate in outreach activities with community partners such as schools, health care organizations, faith-based partners, businesses, and non-profit groups. OCEE manages media and information requests, and outreach/partnership requests ensuring Fort Bend County residents are informed about public health services and resources to help build a healthier community.



Communications



Health Education



Community Outreach



Partnership Development



Event Planning & Coordination

Key Achievements

- **Strategic Event Planning:** Participated in community events attended by 12,000+ residents, fostering public health awareness and community engagement.
- **Education Initiatives:** Certified six Alzheimer's Community Educators, provided CEUs to 25 Community Health Workers, and delivered public health presentations.
- **Community Partnerships:** Strengthened partnerships, re-engaged six School Health Advisory Councils and hosted the 2nd Annual Community Baby Shower.
- **Building Future Public Health Workers:** Established a Community Health Worker Program with Lamar CISD.

108

Outreach & Education Events



1,200

Educated on Alzheimer's Disease



1,890

Social Media Posts



Operations, Finance & Social Programs

The Office of Finance & Operations plays a critical role in supporting all divisions within Fort Bend County Health and Human Services by overseeing essential facilities, fleet, IT, HR, and financial operations. The office manages logistics, including tracking inventory, procuring resources, packing, transporting, and delivering supplies, as well as assisting with outreach setup to ensure efficient service delivery across the department. Additionally, Finance & Operations maintains fiscal health for the department by overseeing budgets, preparing financial projections, administering grants, and coordinating audit and budget reviews to support accountability and sustainability.



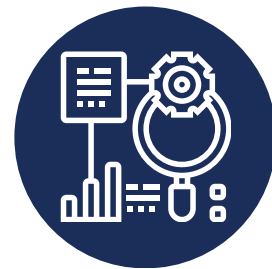
Logistics



Financial
Management



Grant
Administration



Audit &
Financial
Review Support

Key Achievements

- **Grant & Funding Success:**
 - Secured multiple grant extensions and awards, supporting growth.
 - Obtained Charity Care funding to support uninsured and underinsured individuals, ensuring access to necessary healthcare services for vulnerable populations.
- **Staffing & Organizational Growth:** Transitioned grant-funded positions to permanent county-funded roles.
- **Operational Enhancements:** Expanded FBCHHS fleet with three new vehicles and secured funding to update the Mobile Health Unit with completion by December 2024.



\$58M

Budget
Managed



25

Grants
Managed

Performance, Policy & Innovation

The Office of Performance, Policy, and Innovation (PPI) drives continuous improvement at FBCHHS by implementing strategic plans and ensuring our work is aligned with the public health needs of our community. Through managing the Community Health Improvement Plan (CHIP) and the Department's Strategic Plan, PPI helps FBCHHS deliver high-quality, efficient, and equitable services. In addition to strengthening internal operations, the office fosters innovative public health approaches and refines policies that shape our services. PPI focuses on three core priorities: advancing FBCHHS towards public health accreditation, embedding health equity as a central value in all programs, and promoting a culture of continuous quality improvement. These initiatives are vital for FBCHHS to remain adaptative and responsive to evolving community needs.



Strategic
Planning



Policy
Development



Quality
Improvement



Health Equity



Workforce
Capacity

Key Achievements

- **Academic Health Department:** Recognized through a partnership with the University of Texas.
- **Public Health Opportunities, Research, & Collaborative Engagement (PHORCE) Initiative:** Launched a staff-led committee to enhance organizational culture and promote a "one-voice" message.
- **Workforce Development:** Surveyed staff to assess competencies, capacity, and growth opportunities.
- **Policy Management System:** Standardized policy development with new templates and procedures.



Our Locations

Rosenberg Annex

4250 Reading Rd
Rosenberg, TX 77471

Fulshear Annex

8100 FM 359 S., Ste 110
Fulshear, TX 77441

Missouri City Annex

303 Texas Parkway
Missouri City, TX 77489

North Annex (Katy)

22333 Grand Corner Dr.
Katy, TX 77494

Sienna Annex

5855 Sienna Springs Blvd
Missouri City, TX 77459



FORTBEND

HEALTH & HUMAN SERVICES

Prevent. Promote. Protect.

281-238-3500

hhs@fortbendcountytexas.gov

fbchhs.org

