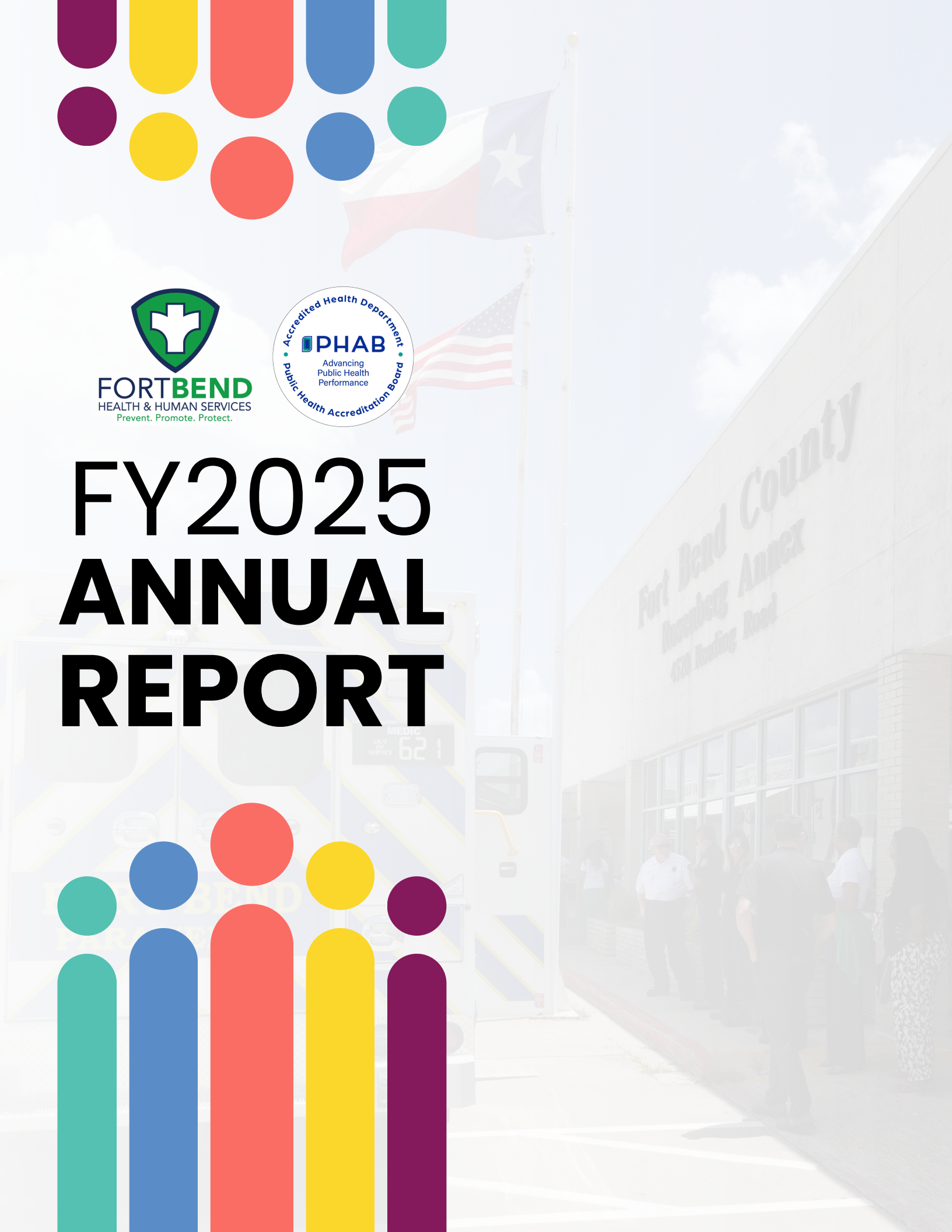




**FORTBEND**  
HEALTH & HUMAN SERVICES  
Prevent. Promote. Protect.



# FY2025 ANNUAL REPORT



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# Director's Message

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At Fort Bend County Health and Human Services, we remain committed to protect the health and well-being of the residents of the county. FY2025 reflected the strength of our programs and the dedication of our staff, who work each day to support families, prevent disease, respond to emergencies, and help ensure that basic needs are met across a growing and diverse community.

This year marked a significant milestone for our department. In November 2025, FBCHHS earned national accreditation from the Public Health Accreditation Board, becoming one of nine health departments in Texas to receive this distinction. This achievement reflects the quality of our work and our team's commitment to meeting the highest national standards as we serve Fort Bend County.



Several key initiatives strengthened essential services this year. EMS reached a significant milestone by administering 100 units of whole blood in the field, demonstrating strong clinical readiness and a continued focus on saving lives. Our Environmental Health team introduced rapid PCR testing for West Nile virus, improving early detection and response. Like health departments across the country, we navigated shifts in federal funding this year. However, we secured new grants that expanded mental health services, strengthened environmental health programs, and invested in workforce development.

Looking ahead, we remain focused on building a department that is strong, responsive, and fair. We will continue to invest in our staff, deepen partnerships, and use data and community input to guide decisions that improve health outcomes for all residents.

Thank you for your continued trust and support.

A handwritten signature in black 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

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## 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.

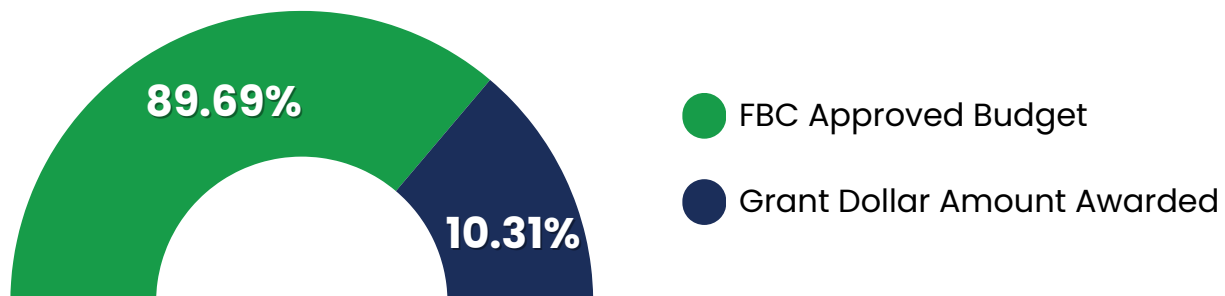
## Values

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

# Fiscal Year 2025 Budget

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For FY2025, FBCHHS received an **approved budget of \$48,332,053** to support departmental operations. In addition to the county budget, the department successfully secured **grant funding totaling \$5,558,075**, which has 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
- Public Health Emergency Preparedness & Response
- Social Services



## Supporting Offices

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



# Community Health Priorities

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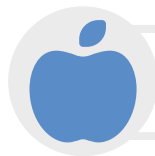
The 2022 Community Health Assessment (CHA) identified key health needs and issues through a community-wide health survey. Using this data, FBCHHS developed a Community Health Improvement Plan (CHIP) to serve as a framework for addressing these priorities and determining how and where resources should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

## Top Five Health Priorities

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01 | **Heart Disease**



02 | **Obesity**



03 | **Mental Health**



04 | **Maternal Health / Prenatal Care**



05 | **Housing**

SCAN ME

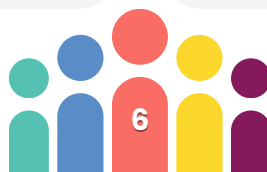


To read *Fort Bend County Health & Human Services Community Health Assessment (CHA)* or *Community Health Improvement Plan (CHIP)*, please scan the QR Code or visit the [FBCHHS website](#).

SCAN ME



To read *Fort Bend County Community Health Assessment: Insights from the Greater Houston Community Panel*, please scan the QR Code or visit the [Rice University 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

## 2025 Highlights

- **Fort Bend PAWS & Empty Shelter Project:** Provided spay, neuter, microchipping, and vaccination services for 580 dogs and cats at no cost to the public through critical community partnerships.
- **Community Cat Program:** Achieved a major milestone by serving 9,200 cats through Trap-Neuter-Return efforts, supporting long-term population management and improved animal welfare.
- **Sustained Save Rate:** Maintained a 90%+ save rate for shelter animals, continuing an exceptional performance trend sustained since August 2018.
- **Mobile Adoption Unit:** Acquired a new multifunction vehicle that expands adoption outreach County-wide and increases capacity for animal transport during disasters and large-scale cruelty investigations.

2,700+

Rabies Vaccines Provided

2,420

Adoptions, Rescues & Transports



2,172

Animals Served Through Seven Foster Programs



2,797

Stray or At-Large Animals Acquired

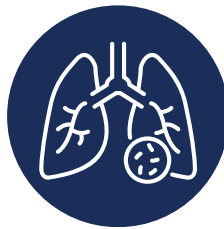
# Clinical Health Services

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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

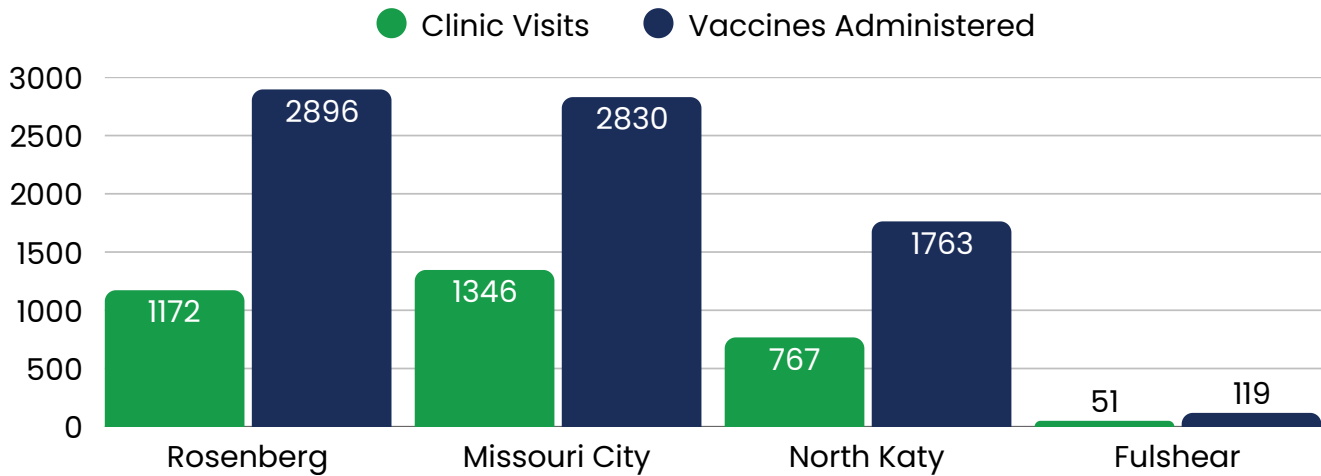
## 2025 Highlights

- **Expanded Vaccination Access & Community Partnerships:** Partnered with colleges, community organizations, and faith-based institutions to expand vaccine access and deliver education on vaccine-preventable diseases across Fort Bend County.
- **Increased Immunization Education Through Mobile & Library Outreach:** Launched the FBC Mobile Health Unit Immunization Education Library Tour, enhancing public visibility and community engagement in priority neighborhoods.
- **Improved Immunization Service Availability:** Expanded operational hours at the Fulshear Immunization Clinic and introduced Saturday clinics, increasing the availability of routine immunization services.
- **Strengthened Vaccine Response Capacity:** Completed high-volume vaccination and data-entry efforts in coordination with the Texas Department of State Health Services and CureMD; expanded vaccine availability for COVID-19, flu, meningitis, and Mpox; and supported rapid response for emerging immunization needs.



# Immunizations

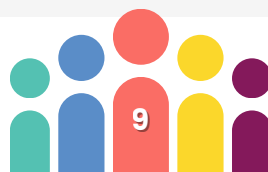
This chart highlights the number of clinic visits and vaccines administered across three key locations, demonstrating the program's efforts to protect the community against preventable diseases through widespread immunization services.



## Communicable Disease Prevention (HIV/STI & TB)

### 2025 Highlights

- **Expanded HIV/STI Outreach & Testing Services:** Maintained monthly HIV/STI testing at the Fort Bend Women's Center; expanded access through the Text2Test Initiative (251 clients); and engaged priority populations during National HIV Testing Day and Katy Pride.
- **Strengthened Community Education & Engagement:** Delivered tailored STI prevention education and counseling through clinics, outreach events, and partnerships with local organizations.
- **Enhanced TB Surveillance & Case Management:** Continued active monitoring of TB cases, strengthened investigation workflows, and improved outreach to high-risk populations.



## HIV/STI Program Metrics



**818**  
HIV Tests Performed



**60**  
HIV/STI Tests Performed during Community Outreach



**792**  
Clinic Visits for HIV/STI Testing

## Tuberculosis (TB) Program Metrics

**Case Management**

**22** Active TB Cases

**14** Suspected TB Cases



**Treatment Delivery**

**2,407** DOT Visits

**7,180** VDOT Reviews

**Support Services**

**159** Home Visits

**265** LTBI Cases



# Community Health & Wellness

The Community Health and Wellness (CHW) Division is dedicated to improving the physical and mental health of Fort Bend County residents of all ages. CHW supports individuals and families in preventing, detecting, and managing chronic conditions such as heart disease, high blood pressure, diabetes, and cancer. The division also plays a critical role in identifying and addressing mental health challenges to improve the overall well-being of the community.

Through education, outreach, and strong partnerships, CHW collaborates closely with the Epidemiology Division to track chronic disease and mental health trends and respond to emerging community needs. CHW delivers services through two core programs:

- The Chronic Disease Program
- The Mental Health Program



Chronic Disease Prevention



Health & Nutrition



Mental Health



Resource Referrals



Community Engagement

## 2025 Highlights

### Mental Health Program

- **Hosted Seven Clinical Interns:** Provided coaching and placement opportunities that strengthened the mental health workforce pipeline and expanded service capacity within the division.
- **Fort Bend County Employee Mental Health & Behavioral Health Taskforce:** Coordinated Mental Health First Aid facilitator training for 15 county employees, improving countywide preparedness to respond to community behavioral health needs.

221

Processed Referrals for Mental Health Assessment



337

Outreach & Education Events



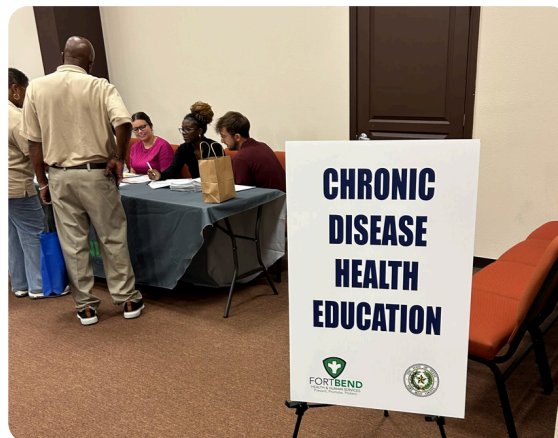
## 2025 Highlights

### Chronic Disease Prevention Program

- **Completion of Thirds Diabetes Self-Management Education & Support (DSMES) Cohort:** Graduated 12 participants at Fort Bend Connect Church, who reported improved glucose monitoring, increased physical activity, and stronger daily health management. The program continues to expand access to diabetes education to underserved communities.
- **Cholesterol Screening & Alzheimer's/Brain Health Education at Senior Trade Shows:** Provided comprehensive health screenings, including blood pressure, cholesterol, and A1C, to older adults, caregivers, and community members. Alzheimer's education sessions offered evidence-based guidance on early signs, risk factors, and brain-healthy habits, strengthening partnerships with senior-serving organizations.
- **Expanded Community Health Education through Fort Bend County Partnership:** Delivered accessible health workshops on diabetes, hypertension, nutrition, and brain health with strong attendance and high participant satisfaction. This partnership broadened prevention outreach across diverse neighborhoods and supported strategic priorities such as heart disease prevention.
- **Presented HHS Healthy Brain Initiative Work on National Platform:** Presented FBCHHS's brain health initiatives during a national Alzheimer's Association webinar, reaching 358 viewers and collecting feedback from 103 respondents, elevating department efforts to a national audience.

143

Chronic Disease  
Health Screenings



1,006

Outreach &  
Education Events



# Emergency Medical Services

Emergency Medical Services (EMS) performs the acute care functions of public health for Fort Bend County. This elite team of highly trained paramedics and command staff responds to more than 43,000 emergency requests annually, providing life-saving medical assistance for falls, heart attacks, strokes, traumatic injuries, motor vehicle accidents, and other critical events. EMS ensures rapid, high-quality pre-hospital care, supports regional disaster response, and continually enhances its capabilities through innovation, partnerships, and advanced clinical practices.



Patient Transport



Crisis Response



Disaster Response




Community Outreach




Education

## 2025 Highlights


- **Statewide Disaster Response Support:** EMS crews were deployed multiple times across Texas to assist during natural and man-made disasters. Ambus provided more than 8 weeks of support during the Hill Country floods, strengthening statewide medical surge capacity.
- **Whole Blood Program Milestone:** Celebrated the administration of over 100 units of whole blood, highlighting lives saved through this advanced pre-hospital intervention. Survivors shared personal stories of impact, inspiring increased community blood donation.
- **Advanced Life Support Equipment in All Ambulances:** Successfully deployed IV infusion pumps and ventilators across the entire ambulance fleet. This upgrade enables a higher level of critical care and ensures optimal patient safety during the most vulnerable moments.



**43,001**  
Calls for Service



**133**  
Whole Blood Units Administered



**8 Min; 10 Sec**  
EMS Response Time



**426**  
Cardiac Arrest Responses



**25,574**  
Total Transports



# Environmental Health

The mission of Environmental Public Health is to advance policies and programs that protect the public's health through education, outreach, monitoring, and enforcement related to food safety, water safety, on-site sewage, neighborhood nuisance, solid waste, and mosquito/vector control. Environmental Health Services works to reduce environmental risks, prevent foodborne and waterborne diseases, and ensure safe conditions in homes, neighborhoods, and public spaces across Fort Bend County.



Restaurant Inspections



Pool Inspections



Disease Vector Control



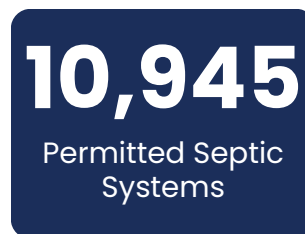
Environmental Enforcement



Mosquito Control

## 2025 Highlights

- **FDA Retail Program Standards:** Implemented best practices aligned with national food safety standards to strengthen consistency, compliance, and protection against foodborne illness.
- **Outdoor Burning Enforcement & Education:** Standardized enforcement and community education across multiple jurisdictions to address air-quality concerns and support Fort Bend County's non-attainment efforts.
- **Mosquito Control Program Enhancement:** Advanced in-house virus testing using Polymerase Chain Reaction (PCR) methods and contributed as a key U.S. partner in monitoring Culicoides, an emerging vector of concern.
- **Abatement Program Launch:** Established a new initiative to remove unsafe structures and abandoned junked vehicles, improving environmental safety and community aesthetics.



# Epidemiology

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The Epidemiology Division protects public health by collecting, analyzing, and reporting health data to prevent, manage, and control disease. Acting as the County's "disease detectives," the team investigates well-known and emerging health threats and outbreaks, monitors ongoing issues such as respiratory illnesses and water-borne diseases, and forecasts seasonal disease trends. The division also analyzes chronic conditions, including heart disease and diabetes, to support evidence-based prevention programs. Through real-time reporting, the team provides timely, actionable information to healthcare providers and local leaders, ensuring data-driven decisions that help keep Fort Bend County healthy.



Disease Surveillance



Outbreak Monitoring & Response



Data Request & Reporting



Disease Investigations

## 2025 Highlights

- **Data Requests & Reporting:** Produced more than 100 epidemiological reports, including morbidity and syndromic surveillance reports, and fulfilled over 50 data and information requests for partners and stakeholders.
- **Outbreak Management:** From October 2024 through September 2025, managed 17 outbreaks and coordinated 570 follow-up communications across multiple diseases, improving cross-departmental response and intervention efficiency.
- **Grant Success:** Secured extensions for two major grants supporting surveillance capacity and data modernization, including the Texas Epidemiology Capacity Expansion Grant and the Regional & Local Services System Public Health Services Grant Program. Received sponsorship from NACCHO and the CDC/CSTE for conference participation, advancing workforce development.
- **Disease Investigations:** Conducted 1,981 disease investigations, including waterborne, zoonotic, enteric, vaccine-preventable, and other reportable conditions. This work improved data accuracy, ensured timely case follow-up, and guided appropriate public health interventions.



## Performance & Reporting



**12** Monthly Epidemiology Reports



## Surveillance & Community Partnerships



**2** Provider & Partner Meetings

**3** Quarterly Infection Prevention Meetings

**3** Quarterly Community Partnership Meetings

## Standards, Quality, & Workforce Development

- **PHAB Standards Compliance:** Updated and maintained epidemiology policies and procedures to meet PHAB requirements (100% staff completion)
- **Workforce Training & Competency Building:** Provided continued education for staff on competencies, grant deliverables, emerging pathogens, and job-specific requirements (100% staff trained)

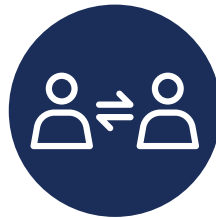


# Indigent Health

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

## 2025 Highlights

- **Comprehensive Assessments:** Completed 763 assessments out of 4,579 total appointments, providing in-depth case management to former clients, applicants, and active clients. Assistance included charity care applications, SNAP enrollment, prescription support, Medicare navigation, Social Security documentation, and referrals to community agencies.
- **Interactive Document Imaging Enhancements:** Advanced the division's paperless processing system, enabling immediate access to client records and uninterrupted service delivery. In FY2025, staff completed 14,213 system updates, including client registrations, updates, worksheets, information requests, invoices, claim denials, and hospital notifications.
- **Strengthened Case Management Capacity:** Provided more than 2,600 hours of case management, helping clients overcome barriers related to health care access, financial stability, and emergency needs.
- **Case Management:** Delivered expanded case management support to 930 clients, including individuals who did not meet eligibility criteria but required assistance navigating health or social service resources.

**4,579**

Client  
Appointments  
Scheduled &  
Completed



**930**

Individuals Assisted with  
Case Management &  
Support Services

**249**

Medical Specialist  
Referrals

# Public Health Emergency Preparedness & Response

Public Health Emergency Preparedness and Response (PHEPR) leads the mission to protect the health and safety of emergency responders, healthcare workers, and county residents during public health emergencies. The division prepares for and responds to a wide range of threats, including infectious diseases, natural disasters, biological hazards, chemical incidents, radiological events, and extreme weather emergencies.

PHEPR coordinates training, planning, and preparedness activities across the department and with partner agencies to ensure Fort Bend County can respond effectively and recover quickly from emergencies—minimizing health impacts and strengthening community resilience.



Emergency Preparedness & Response



Outreach & Education



Volunteer Coordination



Staff Training & Exercises



Infrastructure & Resource Enhancement

## 2025 Highlights

- **Preparedness Committee Re-established:** Reactivated the Preparedness Committee to strengthen coordination across HHS divisions and improve planning, response, and recovery operations.
- **Medical Reserve Corps (MRC) Unit #1266:** Enhanced volunteer readiness by supporting medical and non-medical volunteers for emergency operations, expanding surge capacity during disaster events.
- **Outreach Support:** Assisted HHS divisions with community health outreach, education, and event support, helping residents prepare for emergencies and access critical information.
- **Real-World Emergency Operations:** Collaborated with partner agencies to stand up emergency sites and preposition Point of Dispensing (POD) kits. Enabled rapid activation of warming centers, cooling centers, and shelter locations during declared emergency events.
- **Training & Exercise Initiatives:** Delivered targeted emergency preparedness training for HHS staff and MRC volunteers, resulting in improved real-world performance and increased adoption of best practices during activated events.



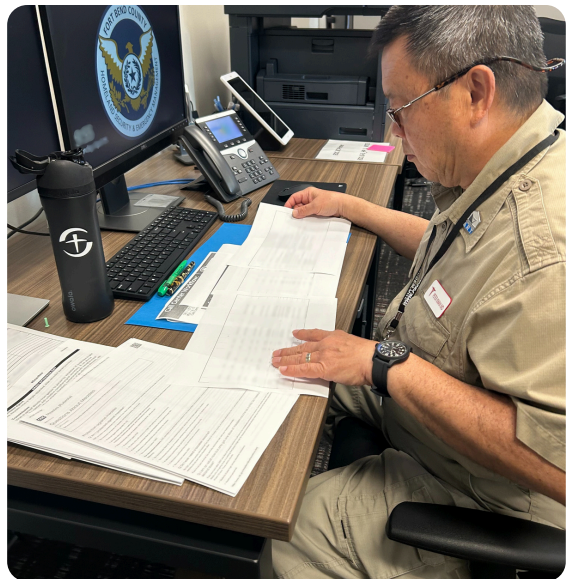
**17**  
Emergency  
Preparedness  
Trainings & Exercises



**188**  
Department  
Personnel Issued  
PIV-I Government  
Cards



**73**  
MRC Emergency  
Deployments &  
Support Activities



# 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

## FY2025 Highlights

- **Comprehensive Case Management Expansion:** In June 2025, the case management team implemented a holistic, whole-person approach, improving the ability to identify client needs, reduce barriers, and coordinate services across multiple providers.
- **Policy & Procedure Updates:** Updated and formalized Social Services policies and procedures to ensure consistent service delivery, regulatory compliance, and clear guidance for staff serving the public.
- **Outreach & Community Education:** Participated in nearly 100 outreach events throughout the fiscal year, with a strong focus on reaching vulnerable populations in rural areas of Fort Bend County.
- **Professional Development for Staff:** Ensured staff had access to relevant and timely training. The team attended nine development sessions covering de-escalation, "stop the bleeding," active shooter response, Veteran and suicide awareness, and other critical topics.

2,853

Clients Served



1,276

Older Adult (55+)  
Clients Served

401

VOCA Clients  
Served

12,402

Front Desk  
Inquiries & Calls

# 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



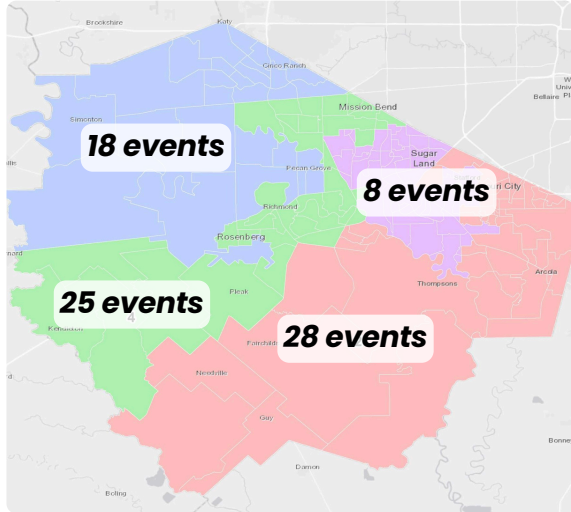
Event Planning & Coordination

## FY2025 Highlights

- **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.



## Events by Precinct



- Precinct 1
- Precinct 3
- Precinct 2
- Precinct 4

# 91

Community Events



# 2,434

total community interactions



## Social Media Statistics

# + 1,891

Total Posts Created

# 530,244

@FortBendHealth Profile Access Opportunities

# 832,205

Total Post Impressions

# 3,868

Total Video Views

Coordinated

# 5

Blood Drives with the Gulf Coast Regional Blood Center



# 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



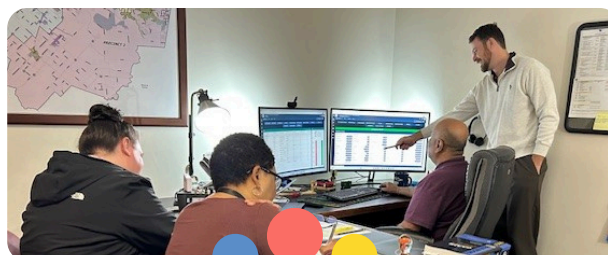
Audit & Financial Review Support

## 2025 Highlights

- **Funding & Resource Optimization:** Implemented the Charity Care program in partnership with CHS Immunizations, securing reimbursements that helped offset program costs. The division also transitioned several grant-funded positions into the County budget, strengthening long-term workforce and operational stability.
- **Workforce Development:** Supported professional growth by sending staff to the NACCHO360 conference, ensuring team members remain aligned with national public health standards and emerging best practices.
- **Operational Enhancements:** Collaborated with the County Judge's Office to improve the County's grant management processes and strengthen fiscal accountability. Completed the remodel of the Mobile Health Unit to expand community health outreach, advanced VEOCI implementation with the Office of Emergency Management to modernize inventory and operational tracking, and began renovating the former Election Services space to support EPI, OCEE, and CHW operations.

**\$58.8M**

Budget  
Managed



**18**

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



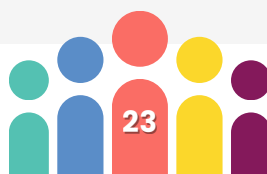
PHAB  
Accreditation



Workforce  
Capacity

## 2025 Highlights

- **PHAB Accreditation:** Throughout FY2025, PPI led the Public Health Accreditation Process (PHAB) for the department. This included coordinating the multi-year effort to gather, review, revise, and collate all required documentation. The completed application was submitted in June, followed by a PHAB Site Visit in September.
- **Implementation of a New Performance Management System:** The new PM system establishes a standardized, department-wide approach to tracking, evaluating, and improving performance across all divisions. This effort enhances transparency, accountability, and continuous quality improvement while fostering a supportive, mission-driven workplace culture that advances the delivery of high-quality public health services.
- **Leverage Academic Partnerships:** Through our Accredited Academic Health Department Partnership, we collaborated with Rice Institute for Urban Research and the UT School of Public Health to complete a comprehensive quantitative Community Health Assessment (CHA) that provided a clear, data-driven understanding of Fort Bend County health needs. The results directly informed the department's realignment of health priorities to better guide planning and resource allocation.



## FY2025 Highlights (continued)

- **Community Partner Convening:** convened more than 40 new community partners to collaboratively revise and implement the Community Health Improvement Plan (CHIP). Conducted in partnership with the University of Texas School of Public Health, this effort expanded participation, strengthened collaboration, and ensured that the CHIP reflects shared community priorities.
- **Adoption/Implementation of Operational Efficiency Software (Veoci):** successfully adopted and implemented the Veoci software platform to streamline department goals, align department operations, strengthen business continuity, and enhance compliance reporting.

70

Measurable KPIs

15

Policies Updated or Revised for PHAB Accreditation



4

Department Plans Updated or Revised for PHAB Accreditation



# Public Health Opportunities, Resources, and Collaborative Engagement (PHORCE)

PHORCE is a peer-led workforce initiative at Fort Bend County Health & Human Services. PHORCE empowers staff to strengthen morale, foster collaboration across divisions, and drive innovation through shared ideas and recognition.

By amplifying staff voices and connecting people, PHORCE works to build a supportive, creative, and unified workplace where every employee feels valued and inspired to make an impact.

## FY2025 Highlights

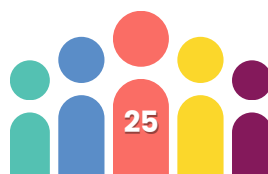
- **Launched Innovation Hub:** The PHORCE Innovation Hub (launched in September via Microsoft Teams) serves as a space for Staff to share and develop improvement ideas to implement across the Department. The Innovation Hub supports collaboration and continuous improvement across the department. Every idea counts in shaping the future of Fort Bend HHS.
- **Town Hall Fireside Chat:** a feature that promotes department-wide discussions, bringing staff from various divisions to share their operational priorities and workforce initiatives. This effort strengthened cross-division engagement and supported a more connected organizational culture.



**4** Town Halls in FY2025



**21%** Increase in Town Hall Attendance



# Our Locations

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**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



**281-238-3500**

**[hhs@fortbendcountytexas.gov](mailto:hhs@fortbendcountytexas.gov)**

**[fbchhs.org](http://fbchhs.org)**

