

Family Health Division

2024 ANNUAL REPORT



**Healthy
Choices.**

**Healthy
People.**

**Healthy
Communities.**



Davis
COUNTY
HEALTH DEPARTMENT



MISSION:

Promote and protect the health and well-being of the Davis County Community.



VISION:

**Healthy Choices.
Healthy People.
Healthy Communities.**



VALUES:

**Quality Service.
Knowledgeable, Professional
& Friendly Employees.
Public Health Excellence.
Communication.
Collaboration & Partnerships.
Health Equity.**

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22 South State Street, Clearfield, UT 84015



Schedule an
immunizations
outreach



Sign-up for our
quarterly digital
newsletter



Refer a community
member to services



Access our website

Director's Message



I am pleased to present the 2024 Family Health Division Annual Report, reflecting a year of growth and achievement in serving Davis County families. Our commitment to enhancing the health and well-being of the community has driven significant progress, helping create stronger, healthier families throughout the county.

This year, we focused on improving internal workflows and ensuring a holistic, comprehensive approach to our services. By aligning services and processes within our division, we're better equipped to meet the diverse needs of families, particularly those with limited resources. Our efforts have aimed to provide every individual with the care, resources, and support they need to thrive.

One key initiative was the launch of our quarterly newsletter, which now reaches over 1,000 community partners. This newsletter has proven invaluable in fostering collaboration, ensuring our partners are well-informed and able to join us in providing the best services to those in need.

We've also seen significant improvements across our programs. Immunization clinic numbers have returned to pre-pandemic levels, serving families in our community and those traveling abroad. The Maternal and Child Health (MCH) program has enhanced family outreach and increased developmental screenings for children, helping identify early needs to support healthy development. Additionally, the e-WIC program, now digital, has made it easier for families to access vital WIC services, especially for those who previously faced barriers.

A major milestone this year was the implementation of a new electronic health record (EHR) system. This has streamlined processes, increased efficiency, and made it easier for the community to access our services. With online booking and digital check-ins, we're now able to serve more individuals and improve productivity in our clinical areas.

Looking forward, we remain focused on our department's mission to promote and protect the health and well-being of the Davis County community. I extend my deepest gratitude to our dedicated Family Health staff, community partners, and the families who trust us with their care. Together, we will continue to make lasting impacts.

In Health,

A handwritten signature in black ink that reads "Sabrina Harman".

Sabrina L. Harman, MSN, APRN, FNP-BC
Director, Family Health Division and Nursing

Executive Summary

Family Health saw progress and success in supporting the health and well-being of Davis County community members in 2024. We focused on improving access to immunizations, maternal and child health services, and resources for families. Family Health also emphasized a holistic approach to serving clients by increasing awareness of our programs and helping families access all services at the Health Department during their visits, regardless of what brought them in for the appointment. Additionally, the division worked to expand partnerships by creating a newsletter to help community partners better understand how to assist individuals in accessing our services. This newsletter reaches 1,000+ community partners. The division also successfully implemented a new electronic health record (EHR) system, enabling online scheduling and streamlining processes in the immunizations clinic. Below are a few highlights from our division this year:

Immunizations:

- Conducted 137 outreach clinics throughout the county, focusing on increasing access and vaccination rates.
- Served 133 homebound individuals, ensuring they received vaccinations they otherwise could not access.
- Administered a total of 17,398 vaccines in 2024.
- Awarded the Utah Silver Syringe Award for Outstanding Adult Immunization Program.

Maternal and Child Health (MCH):

- Met with 817 families to help connect them with needed resources.
- Conducted 1,560 developmental screenings for children in Davis County.
- Made 1,053 different referrals to help families access additional services after meeting with them.
- Screened 320 parents for postpartum depression.
- Conducted 37 outreaches where MCH materials were shared and our nursing staff was present to conduct screenings on children.
- Created 44 partner meetings, presentations and/or site visits with community partners.

Women, Infants & Children (WIC):

- Enrolled and served 3,889 women and children, increasing access to nutritious foods and education.
- Distributed 50,843 diapers to WIC participants through a partnership with the Utah Diaper Bank.
- 66% of babies enrolled in Davis County WIC were exclusively breastfed for 6 months, and 64% for 1 year.
- At the 50-year celebration of WIC, one of Davis County's employees was recognized for her outstanding contributions in serving clients in the southern part of the county.
- Successfully implemented e-WIC, allowing remote benefit loading and virtual appointments, resulting in increased participation.
- Served 300+ families in our remote location at Reading Elementary to better serve those living in southern Davis County.

MEDICAL BILLING & INDEXING



117

Insurance Companies and Contracts Billed for Services



11,437

Records Indexed and Organized

IMMUNIZATIONS



17,398

Vaccines Administered

Homebound Vaccinations



133

Individuals Served

1,061

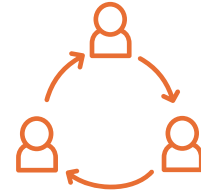
Travelers Consulted



137

Outreaches Conducted

GENERAL



786

Cross-Area Referrals



45+

Outreach Materials, Partner Guides, and Social Media Posts Shared in

3 Languages.



MATERNAL & CHILD HEALTH (MCH)



Ages & Stages Questionnaires®

Nurses Performed

1,074 ASQ

Developmental Assessments

Nurses Provided

1,068

Resources & Referrals



660

Postpartum Depression Screenings were Performed

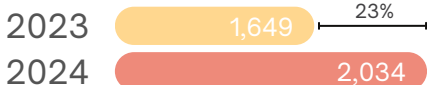


1,025

Partners Subscribed to Quarterly Newsletter

WOMEN, INFANTS & CHILDREN (WIC)

Online Appointment Requests



50,843

Diapers were distributed through Utah Diaper Bank partnership

202

Breastfeeding Aids Issued



3,889

Participants Enrolled



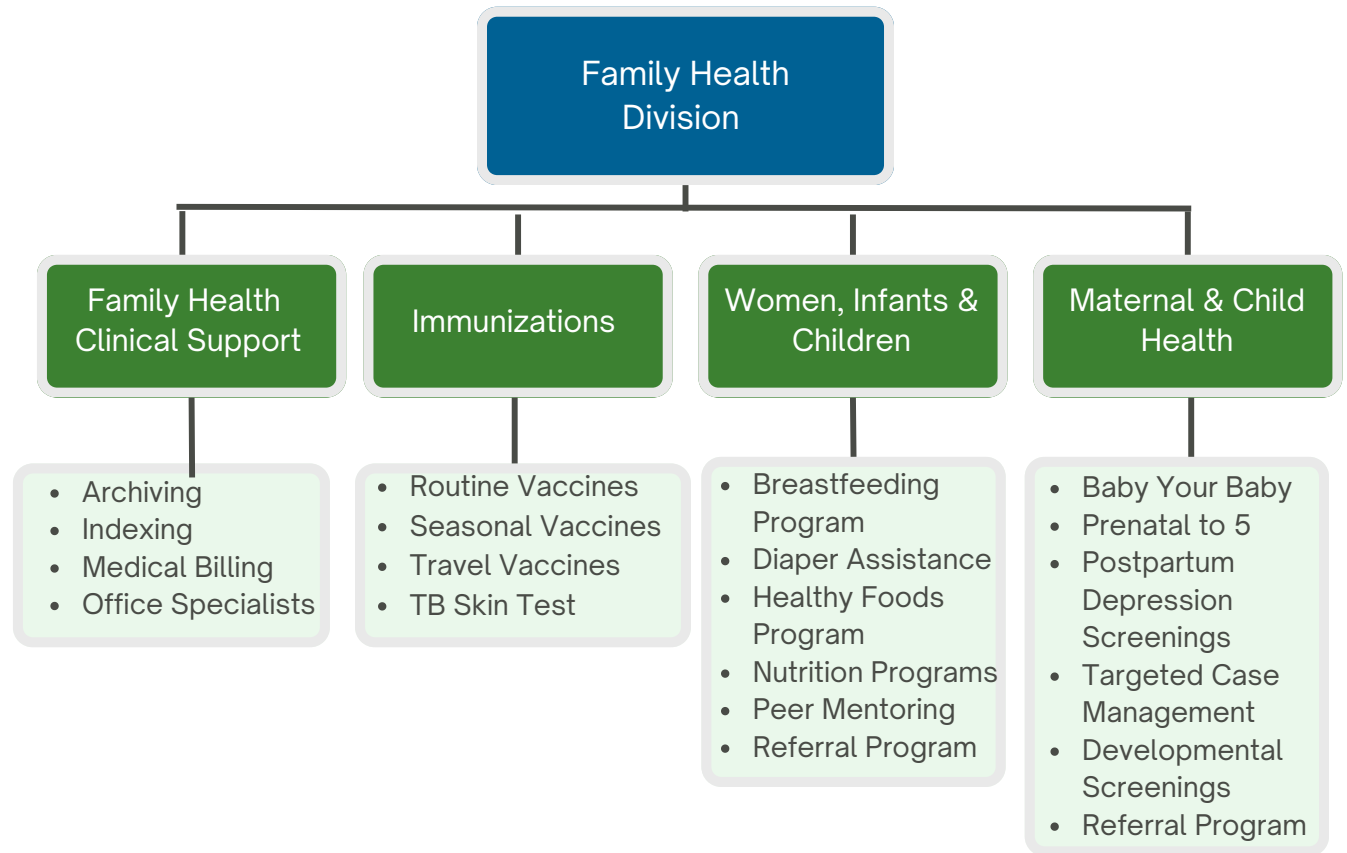
40

Individual Consults with IBCLC/Breastfeeding Peer Counselor



30 WIC Outreaches were Conducted

Division Organization



Family Health Leadership:

Sabrina Harman, MSN, APRN, FNP-BC, Family Health Division Director, Nursing Director
 Camille Taylor, Clinical Operations Bureau Manager
 Haley Bemis, BSN, RN, Clinical Services Bureau Manager
 Lali Quiballo, BS, Community Health Educator II
 Mindy Box, RD, CD, WIC Bureau Manager
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 Gloria Lozano, Office Specialist
 Stefani Zink, Office Specialist
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 Jan Roane, BSN, RN
 Carlie Richards, Office Specialist
 Daniela Macias, Office Specialist

WIC Staff:

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 Emily Chowen, Nutrition Assistant
 Martha Cortes, Nutrition Assistant
 Sheryl Chee, Nutrition Assistant
 Silvia Bustamante, Nutrition Assistant
 Debbie Steed, Peer Counselor
 Amanda Rissi-Gatt, Office Specialist
 Andrea Vega, Office Specialist

Community Partners

- American Legion
- Bountiful Food Pantry
- Cambridge Park
- Cedarwood Mobile Home Park
- Circle L Homes
- Clearfield Job Corps
- Clinton City
- Colonial Woods Mobile Home Park
- Comunidad Materna en Utah
- Coppercrest Mobile Home Park
- Darcie's Learning Center
- Davis Behavioral Health
- Davis Community Re-Entry Coalition
- Davis County Libraries
- Davis County Senior Services
- Davis County Sheriff's Office
- Davis Links Mountain
- Davis School District
- Davis Technical College
- Davis4Health
- Department of Workforce Services
- Division of Child and Family Services
- Domestic Violence Coalition
- Early Intervention
- Fairfield Village
- Farmington City & Fire
- Head Start
- Help Me Grow
- Hidden Glen Mobile Estates
- Hill Air Force Base
- Holy Cross Hospital Davis Education Center
- Hope After Polygamy
- Journey Clinic
- Kid's First Childcare Center
- Lakeview Estates
- Lakeview Hospital
- Layton City
- Layton Hospital
- LDS Development Counselors
- LDS Family Services
- LDS Welfare & Self-Reliance
- Legacy Prep Academy
- Malnove
- Midtown Community Health Clinic
- Molina Health
- Mountain View Manufactured Home Community
- Nations for Christ
- New Hope Church
- North Davis Fire
- North Salt Lake City
- Northern Utah Immunization Coalition
- Ocean Mart Roy
- Ogden Clinic
- Open Doors
- Park Village Mobile Home Park
- Performance Ford
- Quail Ridge
- Red Barn Academy
- Ridgewood Estates
- Rolling Hills Estates
- Rocky Mountain Care Facility
- Safe Harbor
- Salt Lake City Cable & Harness
- South Davis Fire
- Sundown Mobile Home Park
- Syracuse Arts Academy
- Syracuse City
- Utah Adult Immunization Coalition
- Utah Breastfeeding & Tongue Tie Center
- Utah Department of Health & Human Services
- Utah Diaper Bank
- Utah Division of Child and Family Services
- Utah Local Governments Trust
- Utah Pacific Islander Coalition
- Utah State University
- Valley View Mobile Home Park
- Vista Education
- Wasatch Peak Charter School
- Wasatch Pediatrics
- Waterford Upstart
- Weber Basin Job Corps
- Weber State University
- Wee Care
- Welcome Baby
- West Bountiful City
- West HPV Immunization Coalition
- Westwood
- Willow Pines
- Wood Haven
- Woods Cross City

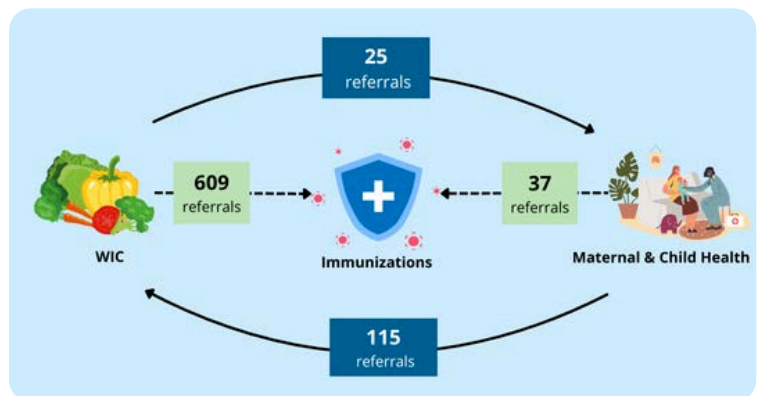
Strategic Plan Alignment:

In 2024, the Family Health Division aligned closely with the Department's strategic plan. The division focused on improving and increasing access to our services, such as immunizations, developmental screenings, and postpartum depression screening, through sharing of community resources and outreach events. We also focused on expanding partnerships and raising awareness of our programs through a quarterly partner newsletter that reached over 1,000 community partners. This helped strengthen relationships and ensure that resources were better coordinated and accessible to families in Davis County. The division also focused on implementing an electronic health record (EHR) system, streamlining clinic operations, and incorporating e-WIC, which provided a more efficient, long-lasting model of service delivery. The division also has a representative on all strategic plan teams to ensure input from our area is incorporated into Department plans and programs.

Project Management & Quality Improvement:

The Family Health Division aimed to develop and implement a clear and consistent referral process across Family Health Services, resulting in 200 referrals made between programs.

The division surpassed this goal by increasing staff awareness of services and standardizing cross-program coordination.



CHA/CHIP Alignment:

The Family Health Division's work in 2024 directly aligned with the Department's CHA/CHIP priorities by addressing both mental health and access to services. Through the Maternal & Child Health Home Visiting Program, we focused on improving emotional well-being by screening for postpartum depression, addressing safety concerns, and connecting families to mental health and other resources needed. We also collaborated with community organizations like Davis Behavioral Health (DBH) and Head Start to ensure families had access to a range of services. In addition, programs such as WIC and Immunizations worked to remove barriers to health resources, providing services at convenient locations and offering mobile clinics to reach underserved populations. These efforts reflect a commitment to the CHA/CHIP goals of improving well-being and enhancing access to care.

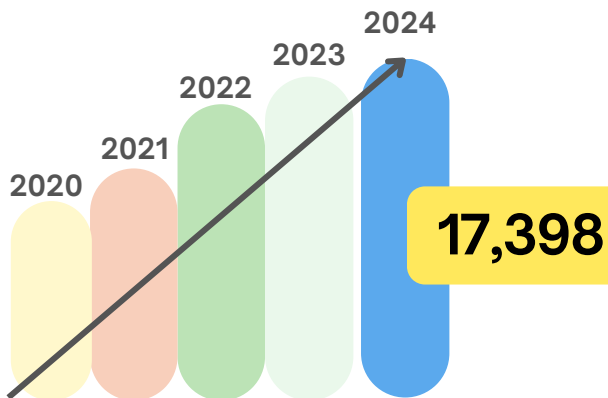
Immunizations

Who We Are:

The Immunizations Bureau is dedicated to improving vaccine access and increasing immunization rates throughout Davis County. Working hand-in-hand with local organizations and our internal teams, we aim to ensure that individuals of all ages are protected from vaccine-preventable diseases. Our primary focus is on safeguarding community health, not only through vaccine administration but also by providing accurate information, working with coalitions to advocate for stronger immunization efforts, and promoting education and raising awareness about vaccine importance. A key part of our mission is to make vaccines easily accessible to all members of our community through outreach efforts and affordable vaccine options to help those without medical insurance.

In addition, our International Travel Clinic plays a vital role in keeping travelers safe as they embark on journeys abroad. Whether traveling for religious missions, humanitarian work, leisure, or business, we offer specialized vaccinations and guidance to protect individuals as they explore new parts of the world. Through these efforts and continued community outreach, we are building strong partnerships and fostering a healthier, more resilient Davis County for all.

Total Number of Vaccines Administered



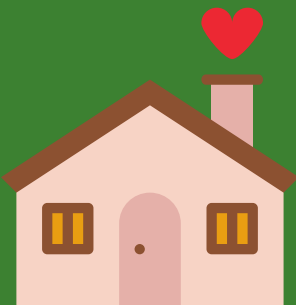
1,061 Travelers

received comprehensive travel consultations, helping to ensure their health and safety on their journey through expert guidance and preventive care tailored to their individual travel plans.

Travelers were evaluated for their need for malaria prophylaxis, leptospirosis prophylaxis, altitude sickness prevention, and medication for traveler's diarrhea to ensure they are fully prepared for safe travel.

133

Homebound Individuals Vaccinated



Immunizations

Vaccines For Children (VFC) Program:

The federal Vaccines for Children (VFC) program plays a vital role in providing vaccines at little to no cost for eligible children through the age of 18. In partnership with the Utah Department of Health and Human Services, we are proud to administer and support the VFC program. Through the DCHD Immunization Clinic, we work to ensure that eligible children receive essential immunizations, promoting better vaccine access, increasing immunization rates, and helping to reduce healthcare disparities.

In 2024, our continued commitment to supporting community health through the VFC program resulted in the administration of 3,651 vaccines to eligible children in the clinic—an increase of nearly 500 from the previous year. This significant achievement reflects our dedication to ensuring all eligible children have access to critical vaccinations, fostering a healthier, more resilient community.



Vaccines for Adults (VFA) Program:

In 2024, the Immunizations Bureau continued the Vaccines for Adults (VFA) program, administering 1,037 qualifying vaccines to uninsured adults. This program aims to increase overall vaccination coverage among adults and reduce the incidence of acute hepatitis B. While vaccines are provided at no cost, a small administration fee applies. Due to limited funding in the upcoming year, we expect a reduction in available doses but remain committed to serving as many individuals as possible with the resources available.

The Immunizations team was awarded the

Utah Silver Syringe Award for Outstanding Adult Immunization Program

on April 18th, 2024 and was recognized by the Northern Utah Immunizations Coalition (NUIC) for their extra efforts to increase immunization awareness, improve immunization rates, and provide services or activities to help promote immunizations in Utah.



Immunizations

Outreaches:

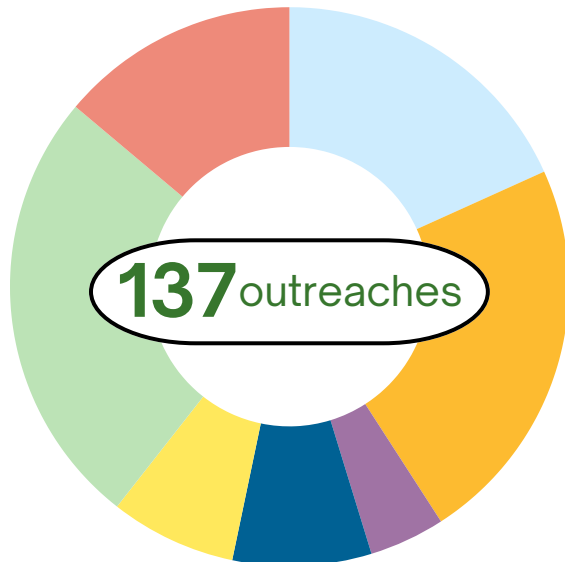
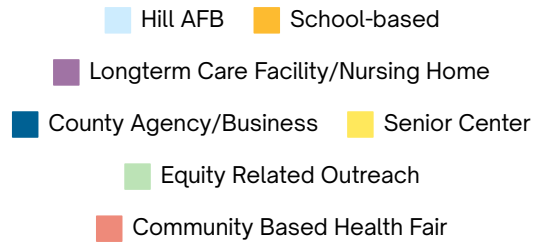
In 2024, the Immunizations Bureau continued to make significant progress in improving the health of our community through targeted outreach initiatives that align with the Department’s strategic goals. These efforts focused on enhancing access to vaccinations, engaging with local partners, and meeting the varied needs of residents across the county.

A major focus this year was supporting people who are underserved by bringing vaccination services directly to neighborhoods in the southern part of the county; we improved access for residents who might otherwise face barriers to receiving vaccines at our Clearfield location.

Our outreach efforts reached a total of 137 events in 2024, including partnerships with local businesses, Hill Air Force Base, community sponsored health fairs and county facilities. By bringing vaccines to workplaces and community locations, we made it easier for residents to get vaccinated at convenient times and places. This approach has also helped us serve individuals in a setting that is sponsored by their community to increase trust and rapport.

We also continued our collaboration with the Davis School District to offer vaccinations during kindergarten and 7th-grade registration events and back-to-school nights. This allowed families access vaccination services during routine school-related activities, with minimized disruption to their schedules, reducing barriers and supporting vaccination rates in the student population.

Lastly, to support older adults in our county, we worked with the Senior Services Division again this year to offer vaccines at wellness fairs at their senior centers and through homebound services. These efforts ensured that older residents had access to the vaccines they needed, even if they were unable to leave their homes.



Immunizations

2024 Impacts:

Implementation of New Electronic Health Record (EHR) System:

- Successfully implemented a new EHR system, streamlining clinic processes and improving data management.
- Reduced paper charting, improving efficiency and accuracy in patient records.
- Enabled real-time communication with the state immunization registry, ensuring accurate and timely vaccination data.
- Allowed for digital check-ins and online scheduling, increasing convenience for clients and improving appointment management.

Increased Outreach and Community Engagement:

- Conducted 137 outreach clinics across the community to improve vaccine access and increase vaccination rates.
- Reduced barriers to vaccination for individuals who have difficulty traveling to the Clearfield clinic, bringing services to the southern part of the county.
- Built trust and improved relationships with the community through proactive outreach efforts and increased visibility of services.
- Continued to provide services at convenient locations, including mobile clinics and outreach events, to meet the needs of diverse communities.

Collaboration with Davis School District (DSD):

- Worked with DSD schools to vaccinate students during school events, increasing vaccine access within the school setting.
- Focused on reducing barriers to vaccination, particularly for students and families who may face challenges with transportation or scheduling.

Overall Increase in Vaccinations Given in Our Clinic:

- Administered a significant increase in vaccines in 2024, reaching pre-pandemic vaccination levels.
- Focused on increasing vaccination rates across a variety of age groups, ensuring higher rates of immunization and community protection.

2025 Goals:

Optimize the New EHR System:

- Continue to refine and enhance the newly implemented EHR system to improve patient care coordination, data management, and operational efficiency across all clinics.
- Provide additional training and support to staff for smooth utilization of the system.

Enhance Data-Driven Outreach Strategies:

- Expand the use of data analytics to identify trends and gaps in vaccination coverage, allowing for more focused outreach efforts.
- Use community health data to create personalized, region-specific campaigns that address local needs and increase vaccination rates.

Expand Mobile Outreach:

- Broaden the reach of mobile vaccine clinics to target areas of the county that have barriers to accessing the Clearfield clinic, ensuring all community members have easy access to vaccinations.
- Strengthen partnerships with local organizations to increase awareness of mobile clinic services and improve engagement in these areas.

Continue to Reduce Silos Within the Division and Across the Department:

- Foster greater collaboration within the Family Health Division and across the entire Department to streamline services, enhance communication, and ensure a holistic approach to meeting the needs of the community.
- Improve coordination between departments and divisions to reduce redundancies and create a more seamless experience for clients accessing services.

Collaborate with Schools to Improve Vaccination Compliance:

- Partner with Davis School District (DSD) to conduct informational workshops for Family Advocates and school nursing staff on how the Immunizations Bureau can assist families to meet school immunization requirements.
- Provide additional resources to schools to assist with reducing exemptions and contingent enrollments, aiming to increase vaccination rates and community immunity.

Maternal & Child Health

Who We Are:

The Davis County Health Department Maternal & Child Health (MCH) Bureau is dedicated to supporting families by promoting the physical, mental, and emotional health, safety, and well-being of children from birth to age eight, as well as pregnant and postpartum women. At the heart of our work is a strong commitment to one-on-one support for the families we serve which are designed to meet the unique needs of each family, offering personalized care coordination and connecting them to a wide range of resources and services.

Our nursing staff conducts developmental screenings, provides care coordination, and helps families navigate the complex landscape of community resources. Whether families are seeking healthcare, mental health support, or assistance with basic needs, we work closely with them to identify the best solutions for their circumstances.

We also place a strong emphasis on community partnerships, collaborating with local organizations and service providers to ensure families have access to the tools and support they need. By working together with these partners, we can offer a more integrated and holistic approach to care, ensuring that every family in our community has the opportunity to thrive.

497

Initial Visits

326

Follow-up Visits



1,074

Developmental Screenings Completed



323

Postpartum Depression Screenings

204

Mental Health Referrals

Maternal & Child Health



37 outreaches at

- Back to School Events
- Library “Play & Learn” Events
- Cultural Health Events
- Food Drives
- Child Care Centers
- Health Clinics

1,068 Referrals Provided

Top Referrals Were:



235
dental



271
learning
activities



182
WIC



44

partner meetings, presentations, and site visits to provide collaborators like Head Start, mobile home neighborhoods, and Utah Division of Child and Family Services with information and materials related to our program.



Maternal & Child Health

Raising Awareness:

2024 marked a year of more effective communication with the public and community partners through the creation of various informative tools designed to improve access to services and enhance community outreach. These included program flyers and activity booklets, which provided clear, accessible information about available services, as well as an online appointment request form to streamline scheduling. Additionally, a patient referral form was introduced to ensure smoother coordination of care, and healthcare provider program guides were developed to better inform healthcare professionals about available resources in the MCH Bureau. The division also launched a quarterly community partner newsletter, fostering stronger relationships and keeping partners up-to-date on new initiatives and services. These efforts collectively strengthened communication, increased awareness, and facilitated easier access to essential health resources for the community.

QUESTIONS ABOUT YOUR CHILD'S DEVELOPMENT?

FREE in-home nurse visits are available for families with children from birth to age 8 regardless of insurance or income

REGISTERED NURSES OFFER SERVICES INCLUDING:

- Child developmental screenings
- Child health & safety
- Community resources for your family's needs
- Immunization information
- Parenting resources
- Postpartum depression screenings



SCAN THE QR CODE OR CALL 801-525-4960 TO REQUEST AN APPOINTMENT

Davis COUNTY HEALTH DEPARTMENT

This application is made possible by grant number 167902 from the United States Department of Health and Human Services. Availability of the services and use of resources require the official seal of the United States Department of Health and Human Services, Administration for Children and Families or the official seal of the Utah Department of Health and Human Services.

MATERNAL & CHILD HEALTH GUIDE FOR HEALTHCARE PROVIDERS

IMPROVING CHILD AND MATERNAL HEALTH THROUGH COMMUNITY FOCUSED RESOURCES

About Us:
The Maternal & Child Health Program is carried out by registered nurses who provide medical, social, educational, & other services at no cost to families in Davis County.

Who is Eligible?

- Families with children ages 0-8
- Pregnant women seeking medical insurance
- Families with barriers to accessing immunizations

Services Available:

BABY YOUR BABY
Temporary medical coverage for pregnant women including:
• prenatal visits and lab tests
• advanced tests
• ED visits related to pregnancy

HOME VISITATION PROGRAM
Free and confidential in-home education and one-on-one support including:
• postpartum screenings for parents
• developmental screenings for children
• immunizations for the family on a case by case basis

REFERRALS TO COMMUNITY RESOURCES
Support assessing services and programs related to food security, employment, housing, education, mental health, immigration & safety through our community referral network.

How Can Your Patients Benefit?

- One-on-one support from registered nurses to create personalized care plans
- Early intervention services through pregnancy & child development
- Appointments provided in-home with a clinic option per family preference

Help Connect Families to Family Health

- Refer patients with children to the Home Visitation Program by displaying flyers in your clinic and encouraging families to call our office
- Encourage expectant mothers less than 13 weeks pregnant to apply for Baby Your Baby.

CONTACT US WITH US:
22 State Street
Clearfield, UT 84015
801-525-4960

Home Visiting Appointment Form

Davis County Health Department

Maternal and Child Health Visits
Visits are available to families with children ages Birth-8 years old, regardless of insurance or income. We provide confidential in-home and office visits with a registered nurse to assess and provide:

- Child Developmental Milestones
- Child Health and Safety
- Parenting Resources
- Postpartum Depression Screenings
- Immunization Information
- Community resources tailored to family needs

Based on the client's assessment, our targeted case manager will develop an Individualized Plan, link each client with other community providers or resources, and monitor the goals set in the child's plan.

lquiballo@co.davis.ut.us | Switch account
Not shared

* Indicates required question

Davis COUNTY HEALTH DEPARTMENT

Maternal & Child Health Home Visitation Referral Form

Referred families with children ages 0-8 will be contacted by a registered nurse to receive developmental screenings & support connecting to community resources.

Fax #: (801) 525-5151

Parent/Guardian name: _____

Child's name: _____ Date of birth: _____

Phone number: _____ Email: _____

City of Residence: _____ Preferred Language: _____

Notes/Reason for referral: _____

Provider name: _____ Date of referral: _____

Health Department, 22 State St., Clearfield, UT 84015
Telephone: 801-525-4960
Email: Haley.Bertha@co.davis.ut.us
Web: <https://www.co.davis.ut.us/health/health-department/maternal-child-health>



Back to School Activity Booklet

Davis COUNTY HEALTH DEPARTMENT

FAMILY HEALTH NEWSLETTER

Summer 2024

What is "Family Health"?
An area of the health department that includes:

- WIC
- Maternal & Child Health
- Immunizations Clinic

22 State St.
Clearfield, UT 84015
Mon-Fri, 8am-5pm

Subscribe Here
to receive quarterly updates about our programs

Davis COUNTY HEALTH DEPARTMENT

Maternal & Child Health

2024 Impacts:

Holistic Approach in Care:

- Offered vaccines and distributed WIC cards during multiple appointments. This approach ensured clients could access a wider range of services, promoting overall family health and well-being.

Mental Health Screenings and Referrals:

- A total of 323 Edinburgh Postnatal Depression Scale screenings were completed, with 204 clients referred to DBH or other mental health providers for further support. This initiative prioritized mental health as a key component of maternal and child health.

Building Partnerships with Community Resources:

- Formed 19 new partnerships with local community resources, enhancing the promotion and education of Family Health programs. These collaborations have improved the reach and accessibility of services for families in the region.

Developmental Screenings:

- In 2024, MCH completed 1,074 Ages and Stages Questionnaires (ASQ) screenings, ensuring that children's developmental milestones were monitored and that families received early intervention services when needed.

Client Referrals:

- A total of 1,068 referrals were made to clients, connecting them with needed services. The top referrals included dental (235), ASQ learning activities (271), and WIC (182), reflecting the priority areas for supporting the health and development of families.

2025 Goals:

Implement Apricot Case Management System:

- Fully integrate the Apricot Case Management System to streamline client tracking, improve service coordination, and enhance data management for Maternal and Child Health services.

Train More Office Specialist Staff to Complete CHW Trainings:

- Increase the number of office specialists trained as Community Health Workers (CHWs) to better assist with client follow-up and improve service delivery for MCH clients.

Continue Building Partnerships Within the Community:

- Strengthen and expand partnerships with local organizations, healthcare providers, and community leaders to raise awareness of MCH programs and ensure families have access to critical resources.

Increase Visit Numbers Through Outreach and Referrals:

- Continue to grow the number of MCH visits by leveraging state lists, referrals from community partners, and targeted community outreach efforts to engage more families in need of services.

Women, Infants, & Children

Who We Are:

The Women, Infants & Children (WIC) program is committed to supporting families by ensuring they have access to the resources and food they need to live a healthy life. WIC offers more than just food and nutrition education – it’s a comprehensive program designed to address the unique needs of families and promote their overall well-being. WIC provides enrolled families with access to nutritious foods, including a tailored food package designed to meet their individual family needs. This ensures that families receive the right foods to support their health and wellness. Additionally, WIC offers families the benefit of accessing fresh fruits and vegetables, further promoting healthier eating habits. The program also includes referrals to health and social services, ongoing support for breastfeeding, and personalized nutrition counseling personalized to the needs of each family.

The program is available to low-income pregnant women, new mothers, and young children, as well as fathers, grandparents, foster parents, and other legal guardians of children under five. WIC staff are a vital source of health information and resources that foster a strong foundation for families' long-term health and success.

Services:

WIC is a public health nutrition program designed to improve health outcomes and influence lifetime nutrition and health behaviors in a targeted, at-risk population by providing:

Nutrition Education

Nutrition Facts	
Serving Size Serving Per Container	
Amount per serving	
Calories	Calories from fat
% Daily Value*	
Total Fat	0g 0%
Saturated Fat	0g 0%
Trans Fat	0g 0%
Cholesterol	0g 0%
Sodium	0g 0%
Total Carbohydrate	0g 0%
Dietary Fiber	0g 0%
Sugar	0g 0%
Protein	0g 0%
Vitamin A	0% 0%
Vitamin C	0% 0%
Calcium	0% 0%
Iron	0% 0%

Help with Diapers

Community Program Referrals

Breastfeeding Support & Services

Supplemental Nutritious Foods

4.7% ENERGY 64.8 kcal 125.6 kJ

0.6% PROTEIN 0.5 g

37.8% SUGAR 18.9 g

0.5% FAT 0.3 g

<0.1% SALT <0.1 g

0.2% SATURATED FAT <0.1 g

The WIC supplemental foods offered each month are not intended to meet all the nutritional needs for a balanced diet, but to help enhance the specific nutrients that are important during pregnancy/lactation in women, and rapid growth periods in infancy and young children.

Women, Infants, & Children

Who We Serve:

Income-eligible:

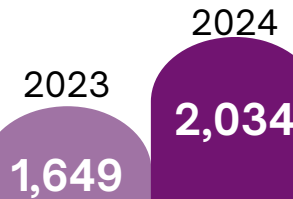
- Pregnant Women
- Breastfeeding Women
- Non-breastfeeding Postpartum Women
- Infants
- Children up to Age Five
- Caregivers of Children Under Five, such as Grandparents, Foster Parents, and Fathers

Income guidelines

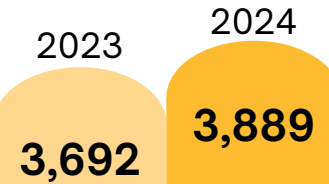
Household size	Monthly (gross)	Yearly (gross)
1	\$2,322	\$27,861
2	\$3,152	\$37,814
3	\$3,981	\$47,767
4	\$4,810	\$57,720
5	\$5,640	\$67,673
6	\$6,469	\$77,626
7	\$7,299	\$87,579

Effective July 1, 2024 to June 30, 2025

Appointment Portal Requests

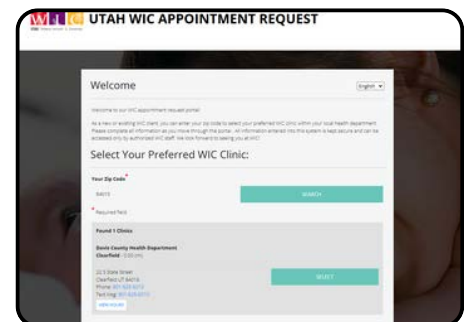


Participation



2024 User-Friendly WIC Features:

- **eWIC Card** (Electronic Benefits): Transition from paper vouchers to remote card loading
- **WICShopper App**: Access WIC benefits, scan approved items while shopping, find your local WIC office, request appointments, attend virtual classes, discover healthy recipes, receive important updates, and more!
- **Self-Checkouts**: Participants can now utilize self-checkout counters at various grocery stores.
- **Cash Value for Fresh/Frozen Fruits and Vegetables**: Maintained at \$26 - \$52 per person per month.
- **Online Appointment Requests** and accessible text communication.
- **Hybrid Appointments**: Most appointments can be conducted via phone, virtually, or in person.

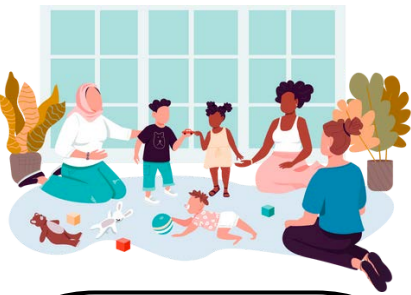


Women, Infants, & Children

Breastfeeding:

Davis County WIC's breastfeeding Peer Counseling Program provides lactation services for parents who reside in Davis County and are income-eligible for the WIC program.

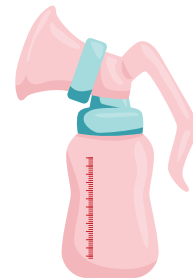
The breastfeeding support includes in-person and virtual visits, breastfeeding support classes, phone consults, text support and breastfeeding pumps/aids. At the no-cost lactation visits/classes, clients receive breastfeeding education, support with positioning and latch, assistance with milk supply or other concerns and receive no-cost breastfeeding supplies. The addition of a part-time bilingual International Board Certified Lactation Consultant (IBCLC) bridged a lactation health equity gap by offering no-cost lactation support to WIC mothers and now to more Spanish-speaking families.



94 Breastfeeding
Education Classes
12 in Spanish



40 Individual Consults
with IBCLC and/or
Breastfeeding
Peer Counselor



202 Breastfeeding
Aid Issued

66% of WIC participants breastfed for at least 6 months,
64% breastfed for a year.

A New Approach to Nutrition Care:

In 2024, Utah WIC announced a shift to a weight-inclusive approach to nutrition care, influenced by federal food rule changes. Because of this change, WIC revised food packages and now encourage more fruit and vegetable consumption, helping to reduce obesity risks. In fiscal year 2024, Davis WIC cash-value benefit (CVB) redemption rates for fruits and vegetables continued to be the highest percentage of foods redeemed by participants and will hopefully continue in future years.

Moving forward, the focus will shift from individual weight to overall health, considering diet quality, activity level, and nutrient intake. The WIC team aims to implement a weight-neutral approach in participant interactions and adjust practices accordingly.



Women, Infants, & Children

Community Partners & Outreaches:

In 2024, our continued partnership with the Utah Diaper Bank allowed us to provide diapers to Davis County WIC families. This year, we distributed **50,843** diapers to WIC participants in the county, furthering our commitment to meeting the needs of families beyond nutrition. The collaboration, which is part of a broader effort across the state, highlights the importance of community partnerships in supporting families and ensuring they have access to the resources they need to thrive.



We began building partnerships with **6 different health care provider teams**—Layton Hospital Maternity Unit, Holy Cross Hospital, Davis Wasatch Pediatrics, Wee Care Pediatrics, Ogden Clinic and Davis Behavioral Health—Maternal Mental Health Team. Equipping these teams with knowledge and materials related to WIC was the first step in ongoing efforts to support resource connection to low-income patients facing food insecurity and/or nutrition challenges.

2024 outreach consisted of maximizing the visibility and awareness of the WIC Program in both public and network communities in order to identify and serve individuals who are eligible for program benefits.

WIC information and nutrition education materials were distributed at over **30 outreaches** across the county.

Staff made a special effort to inform and serve south Davis County residents in collaboration with partners at the Bountiful Community Food Pantry and Reading Elementary. Emily Batronis, one of WIC’s nutritionists, was recognized for her regular outreach in south Davis County that helped **302 families** access WIC.



Women, Infants, & Children

2024 Impacts:

eWIC Implementation:

- Allowing clients to complete their appointments remotely if their anthropometric information is provided by their primary care provider. This improved accessibility and convenience for clients, making the process more flexible and efficient while continuing to support nutritional needs.

Boost in Fruit and Vegetable Benefits:

- Davis County saw continued high redemption rates in fiscal year 2024, with eggs and CVB items (fruits and vegetables) accounting for over 81% of redeemed foods.

Online Scheduling and Appointment Requests:

- The appointment request portal saw an increase in usage, with a total of 2,034 appointments scheduled, compared to 1,649 in 2023, further improving client access and participation in the program.

Community Outreach and Mobile Clinic Services:

- Conducted 30 outreach events, promoting awareness and increasing access to services. The mobile clinic at Reading Elementary served 302 families, ensuring that WIC services reached underserved communities.

WIC Enrollment and Participation:

- In 2024, Davis County WIC enrolled 3,889 active participants, marking an increase from 3,692 in 2023.

2025 Goals:

Strengthen Community Partnerships and Increase Participation

- Build on relationships with organizations aligned with our purpose by providing regular updates and seek opportunities for supporting events, workshops, and referral systems.
- Coordinate with medical providers for client health data to enhance expanded remote services.
- Boost health department staff's understanding of WIC services and increase internal referrals of qualifying individuals.
- Modernizing outreach methods to better reach eligible families and increase enrollment in the WIC program.

Customer Service

- Focus on customer service relations to address participant recruitment and retention issues and enhance access to services.
- Utilize participant satisfaction surveys already developed and consider ways to improve the survey questions for more results.

Support WIC Vendors

- Equip vendors with tools and understanding to better ensure participant satisfaction with the WIC shopping experience.
- More effectively monitor the WIC shopping experience through local and state-level surveys and make changes to the vendor policies and procedures, as needed.

Medical Billing & Indexing

Medical Billing:

A critical aspect of Family Health's operations is the medical billing process for the wide range of services we provide. We maintain close collaboration with Medicare, Medicaid, and commercial health insurance companies to ensure compliance with provider credentialing standards and to ensure that our services are reimbursed appropriately. We carefully monitor fee schedules and reimbursement rates, particularly in relation to the fluctuating costs of vaccines, to ensure alignment with expenses.

Our medical billing covers a diverse array of services, including vaccines and vaccine administration fees, TB skin tests, home visits (both initial and follow-up), and postpartum visits. Each claim must meet the specific requirements of the insurance company to minimize the risk of rejection or denial of the claims. Once submitted, claims are processed and paid, requiring reconciliation of each charge.

With the implementation of our new EHR system, we have streamlined the medical billing process. This has allowed for faster submission and processing of claims, ensuring more timely payments from insurance companies. As a result, we are able to maintain an efficient and effective billing system that supports continued access to our services for the community. Looking ahead, this improvement will continue to enhance the overall medical billing experience for both our staff and the clients we serve.



Indexing:

In 2024, we successfully completed the indexing and organization of over 300,000 records from the mass vaccination clinic hosted by DCHD during the COVID-19 pandemic. This monumental task required significant time and effort from our dedicated staff, ensuring that these records were properly filed and accessible for future reference. Because the EHR system was not fully implemented until March 2024, all records for services provided from January through our go-live date also required thorough indexing and auditing in 2024. In total, over 11,000 records were indexed this year alone. Looking ahead to 2025, we are excited to move away from manual indexing as we transition fully to electronic record keeping. We do not anticipate needing to use manual indexing again, as our new system will streamline data management and improve efficiency. We are incredibly grateful to our staff for their hard work and dedication to records management and look forward to embracing a more modern, efficient approach to record-keeping moving forward.

Future Outlook

Looking ahead to 2025, Family Health is committed to building on the success of 2024 by further strengthening our community partnerships and continuing to focus on the health and well-being of Davis County families. We will work closely with local community resources to enhance the reach and awareness of our services, ensuring families are connected to the right support when they need it.

A major priority will be collaborating with Davis School District (DSD) schools to increase immunization rates, reduce barriers to vaccination, and help educate both staff and the community about vaccines and the services we offer. Our efforts will also include reducing vaccination exemptions, promoting increased immunization rates, and educating about the importance of vaccines.

Additionally, we hope to continue to expand Maternal and Child Health (MCH) visits, utilizing developmental screenings and mental health assessments to provide early intervention and comprehensive support to families.

In 2025, we will also focus on increasing WIC participation, helping families utilize the benefits available to them, including the enhanced fruit and vegetable CVB, breastfeeding support, and access to essential supplies like diapers. With implementation of eWIC, 2025 will bring improved access to WIC services by allowing remote appointments, making it easier for families to schedule and receive care, thus increasing participation rates of this valuable program.

We will further streamline service delivery, reduce silos within the division and across the Department, and take a holistic approach to care to ensure that all families can access the comprehensive support they need for better health outcomes.



