



**TEXAS**  
Health and Human  
Services

**Texas Department of State  
Health Services**

## **Task Force of Border Health Officials (TFBHO)**

### **May 25, 2022 - Agenda Item V Subcommittee Recommendation Updates**

#### **Public Health Infrastructure:**

**A:** Require implementation of the Health Information Exchange (HIE) with free access for border public health and providers with potential to serve as a regionwide/statewide electronic medical record and communication system.

Discussion: During the COVID-19 pandemic response, border public health departments were faced with a lag in receiving confirmatory COVID-19 reports from healthcare providers which limited the response efforts. This was partially due to the overwhelming amount of work placed on the medical community during this time. However, it was in larger part due to the lack of a regionwide electronic medical record and communication system between healthcare providers and the border health departments. With identification of COVID-19 cases being the key to the control of its transmission, the inability to receive timely confirmatory reports limited public health's ability to initiate case investigations promptly, contributing to the increases in COVID-19 cases. The delayed reporting issue was further complicated for border public health departments; as most lacked the technological infrastructure and financial means to maintain an electronic health record system. As a result, border public health relied on antiquated methods to receive reports, primarily fax machines, and, more often than not, reports were received 4-6 days after the case was identified. To address this void, the utilization of the HIE would assist in allowing for rapid, up-to-date access to health information. As the HIE is designed to connect physicians, hospitals

and specialists in sharing of critical patient health information in real-time, access to the HIE by border public health would alleviate the lag of case reporting. Unfortunately, medical providers and public health departments alike must pay to have access to the HIE information. As border public health departments do not have the financial means to access the HIE, providing border public health departments with free access to the HIE would allow for real-time case reporting and prompt case investigations to avoid further transmission of a public health threat.

**B: (Short term)** DSHS will contact the border community public health coalitions in existence before the COVID-19 pandemic to assess their activity levels and need for support in resuming normal functions. DSHS will offer assistance with organizing and facilitating binational meetings and reestablishing connections with group members and DSHS. The assistance may be limited by the resources and staffing available within each Public Health Region.

Discussion: There are many sister cities and binational communities along the Texas portion of the U.S.-Mexico border. Sharing similar health challenges, they may be considered one epidemiological zone. The first official U.S.-Mexico health associations were formed in the early 1940s. The first Binational Health Councils, known in Spanish as COBINAS (Consejos Binacionales de Salud) were formed in 1965.

These groups promote collaboration between health officials on both sides of the border. Over time, their purpose has evolved to address many different health issues. For example, many communities have developed plans for health emergencies and disasters. Some conduct joint mosquito-borne disease surveillance. There are always new opportunities to work together to solve public health problems.

Since the COVID-19 pandemic started in 2020, border community public health coalitions faced many challenges and barriers which disrupted their communication and joint activities. Now that communities are starting to shift their focus back to other public health concerns, these coalitions may need assistance with reconstitution and reconnecting their members.

Border Community Public Health Coalitions include:

- Paso del Norte Binational Health Council (El Paso/Juarez/Las Cruces, NM)
- Presidio-Ojinaga Binational Health Council
- Trinational Epidemiological Workgroup (Eagle Pass/Piedras Negras/Del Rio/Ciudad Acuña and the Binational Health Council/Kickapoo Traditional Tribe of Texas)

- Los Dos Laredos y Nuevo Leon Binational Health Council (Laredo/Nuevo Laredo/Nuevo León)
- SMAC Binational Health Council (Starr County/Miguel Aleman/Camargo)
- HIDA REY Binational Health Council (Hidalgo County/Reynosa)
- Brownsville-Matamoros Binational Health Council

## **Environmental Health:**

Improve recruitment and retention of Registered Sanitarians. Expand training and certifications to improve response and expansion opportunities with expert personnel to assist with the prevention of food, water, vector-borne and zoonotic diseases.

Discussion: To improve recruitment and retention of sanitarians in border communities, it is recommended to develop a tiered curriculum with certification tests that work in tandem with current entry-level pathways for Sanitarians. Develop and grow a workforce of trained Community Environmental Specialists (CES) that can segue into the Sanitarian profession or other certified environmental related positions. These CES positions could work within local health entities and be capable of performing a basic work scope of food safety and environmental health inspection services as well as training and outreach education.

A two-tiered process might look as follows:

- 1) Create First-level certification – Create a certified Community Environmental Health Specialist (CHES). Focus the scope of technical expertise on basic food safety, water and wastewater safety, vector borne and zoonotic diseases. Once certified, these Community Environmental Health Specialists could conduct foodservice education and training or work in a regulatory setting under the auspice of the local government entity and a Professional Sanitarian if needed. The exam will certify the individual has successfully obtained technical training and knowledge giving them the skills and abilities to conduct a limited scope of regulatory inspections to enforce local codes, ordinances/orders, and conduct limited health training and education. Requires at least a high school diploma and either 2 years of college and/or applicable work experience related to food safety, water/wastewater microbiology, vector-borne microbiology, and zoonotic diseases.
- 2) Maintain Second level certification to Registered Sanitarian. Continue to build a border wide workforce of Community

Environmental Health Specialists and link the certification program to 4-year college degree programs. Individuals can work as an CEHS while obtaining additional education to sit for the Registered Sanitarian exam and license. Network and promote the Community Environmental Health Specialist in border counties, adjacent and regional counties, throughout community college and university programs.

### **Chronic Diseases:**

**A.** Establish early intervention components of children's obesity prevention and education.

- a. Utilize the DSHS website to share and make data available to the public on obesity in Texas and along the border highlighting data by age and county.
- b. Using DSHS Office of Border Public Health's CHW training center to provide support, promote education on the topic of obesity along border communities and how to prevent morbidity and mortality related to obesity.
- c. Promote communication on healthy habits, behaviors and prevention messages in Spanish and English along border counties with targeted messages for audience intended (children, parents, health care team).

Discussion: From 2017-2018 data, the National Health and Nutrition Examination Survey (NHANES) reported 16.1% of children and adolescents are overweight, 19.3% are obese and 6.1% suffer from severe obesity (1). According to the American Community Survey, 40.5 percent of the population aged 18 years and younger live below the poverty level in border counties compared to only 22.6 percent in non-border counties. A striking total of 50.3 percent adults aged 18-64 have reported not having any health insurance compared to 26.7 percent for non-border counties, please see Table 1 on page 7.

In 2013, UT Health Science Center Houston initiated the "MEND Community Based Obesity Prevention Program" to address the obesity epidemic on the border. The project utilized evidence-based MED (Mind, Exercise, Nutrition...Do It!) developed in the United Kingdom in 2001 to support and coach underserved and minority families to achieve better nutrition and physical activity habits. The goal was to reach over 1000 children with a large majority of the children who receive Medicaid / CHIP (75%) to participate in the MEND project for the prevention of chronic diseases.

Over the past two years, chronic conditions and comorbidities such as obesity have been a major risk factor for not only contracting COVID-19, but also associated with disease severity and death. More than half of adults in the United States have one chronic condition with over 20% having multiple chronic conditions (2). Disparities have been evident in race and income level placing Hispanic populations and Black populations living in poverty more at risk of mortality and living with chronic conditions affecting their quality of life.

Most evidence points to starting interventions early in childhood to address obesity from a nutritional standpoint as well as a physical activity and behavioral standpoint. Without a three-prong approach, previous interventions have had limitations. Therefore, it is essential to start early during childhood to educate and prevent disease. Primary prevention with a focus on obesity is needed in our border counties that have a higher diabetes burden and obesity compared to the rest of Texas and the U.S.

References:

- (1) <https://www.niddk.nih.gov/health-information/health-statistics/overweight-obesity>  
[https://www.cdc.gov/pcd/issues/2020/20\\_0130.htm](https://www.cdc.gov/pcd/issues/2020/20_0130.htm)

## Success Stories:

### City of El Paso (Pandemic-related Vaccination Efforts):

#### COVID-19 Education and Cluster Management in the Borderland

The COVID-19 Pandemic response set the stage for activating the City of El Paso Department of Public Health (DPH) Education Task Force (ETF) to educate the community on the COVID-19 virus and infection, promote preventative measures and vaccination, and assist with vaccination registration, among other activities. The DPH proudly deployed the COVID-19 ETF prior to the detection of the first case in the community and targeted travel spots and grocery stores to capture high-risk individuals and as many community members as possible. The ETF was initially composed of DPH Educators but quickly expanded and welcomed staff from other DPH programs, City departments, volunteers, and temporary staff to ensure the available information was provided throughout the County.

The COVID ETF also partnered up with the El Paso Police Department (EPPD) and together visited workplaces, schools, and congregated settings to educate facilities on the Health Authority Community Orders and address



non-compliant facilities with an educational approach. The ETF/EPPD team also hand-delivered 314 Isolation Health Orders for individuals refusing to isolate themselves for the recommended period.

Once COVID-19 vaccination was available, the ETF hit the ground and conducted door-to-door community outreach to promote vaccination and register individuals in socioeconomically disadvantaged zip codes and low vaccination rates zip codes reaching 8,123 people; conducted phone outreach to all 1866 participants in the County's meal

delivery program and conducted on-site outreach at all City and County Senior Centers; and conducted 181 provider visits to promote COVID-19 vaccine uptake and provider registration as well as to provide resources for patient information and awareness.

The ETF also performed IgM and IgG testing in 125 randomly selected households as part of the DPH's COVID-19 Antibody community project aimed to identify the community infection immunity prior to vaccination availability.

The ETF also developed and delivered 199 COVID-19 presentations to schools, businesses, and other facilities.

In addition, the City of El Paso Department of Public Health (DPH) quickly foresaw the need to address clusters in congregate facilities and created a Cluster Management Task Force (CMTF). The CMTF aimed to Address COVID-19 clusters within 24 hours of identification and provide resources and services to decrease the spread of COVID-19. Clusters were identified by the Epidemiology program and a team was deployed to conduct an assessment and provide recommendations for Infection Prevention and Control. The CMTF conducted 1538 visits to a wide variety of facilities including LTCF, businesses, schools, restaurants, shelters, jails, etc.



The CMTF aimed to prevent the spread of COVID-19 and conducted baseline Infection Prevention and Control (IPC) assessments in all Shelters, Long-Term Care, Assisted Living Facilities, and Correctional Facilities. These assessments provided each facility with tailored information on case investigation, contact tracing, disinfection, testing, cohorting options, and layout suggestions for disease containment; and served as a comparison point for follow-up visits when a cluster was identified.

The CMTF also targeted additional facilities serving vulnerable populations such as Home Health/Care, Schools, Daycares, Dialysis Centers, Blood, and Plasma Banks to ensure IPC practices were in place and patient education resources were shared and conducted regular meetings with the facilities to provide the latest information.

The CMTF also partnered up with the Fire Department to provide regular universal testing to Assisted Living Facilities as per the City of El Paso Health Authority Order. The CMTF monitored test results for Nursing Homes and Assisted Living Facilities and conducted educational visits to promote



preventative measures, health order adherence, and available resources such as PPE.

### Collaboration Between Public Health and School Districts During the COVID-19 Pandemic

Since the beginning of the COVID-19 Pandemic, the City of El Paso Department of Public Health (DPH) understood the importance of making our students a priority. Consequently, we immediately began to schedule and organize weekly meetings with all school district nurses, and superintendents, located in El Paso County, including private and public schools to identify and respond to their needs in a coordinated and efficient manner. In addition, the DPH designated a special epidemiology team to support school during the COVID-19 pandemic. This team consisted of an Epidemiology in charge of the school team, director of the Department of Public Health (Ms. Mora), and our health authority (Dr. Ocaranza), emergency preparedness and immunizations staff, as well as fire department staff. This team provided the school district nurses with guidance, updates, and recommendations based on certain scenarios/situations.

First and foremost, the School team developed a COVID-19 School District Form which included information such as student's demographics, grade level and school information, parent name and contact information, sports or activities student was involved in, list of contacts, type of test, date of collection and test results. This would provide the Epidemiology program with information pertinent to be able to conduct a case investigation. To accommodate to the surge in school cases, the Epi team assigned a group of 15-20 staff to assist with case investigations and contact tracing at schools. To further streamline the reporting system, an email ([schools\\_inquiries@elpasotexas.gov](mailto:schools_inquiries@elpasotexas.gov)) was created specifically for school nurses to report positive cases to the DPH. The meetings provided a well-developed and structured reporting system and open communication with school nurses and administrators on an ongoing basis.

The benefits of scheduling standing weekly meetings was to review information on mandates, guidance, quarantine/isolation time periods, review prevention methods and return to play protocols for student athletes. As the El Paso City-County resumed to in-person instructions, recommendations were established regarding classroom or school closures and re-opening for in-person instruction. This guidance would be implemented when a student, teacher, staff was symptomatic, in contact with someone infected, or diagnosed with COVID-19. Thresholds were developed to determine if a classroom or school closure was needed. The school nurses reached out to the school team and leadership team for



guidance as to when to implement these recommendations. This type of communication was critical to be able to respond quickly to COVID-19 potential outbreak situations. As a result, this would limit the spread of the disease among school aged children.

In addition, testing and vaccine sites information was provided to the school nurses during these meetings. DPH, in collaboration with the fire department assisted the schools to vaccinate school children as these became approved by the FDA and CDC and available to the community.

This system made it easier and more effective for school nurses to report to DPH and as a result, an increase in case reporting was seen. The school team continuous to work closely and diligently on clusters reported to DPH by the school nurses.

We are confident that the communication between DPH and the district school nurses will continue to have good rapport not only for COVID-19 but for other notifiable conditions.

The COVID response team is operational 7 days a week and is readily available to provide immediate assistance to school nurses and parents as needed. All protocols, guidance and forms can be found under [www.epstrong.org](http://www.epstrong.org) website.

### **Public Health Region 8 (Maternal Child Health):**

#### Border Public Health Team Managing Supplemental Nutrition Assistance Program Education (SNAP Ed)

DSHS Public Health Region 8 Office of Border Public Health Team is managing a Supplemental Nutrition Assistance Program Education (SNAP Ed) project in collaboration with community partners including Maverick County and school districts in Eagle Pass, Pearsall and Carrizo Springs. The aim of the program is to implement community and school initiatives to promote healthy eating and increase physical activity among SNAP eligible individuals. DSHS Region 8 OBPH staff is implementing the Coordinated Approach to Child Health (CATCH) program initiative in six elementary schools across the border.

As of April 2022, DSHS Region 8 OBPH staff have:

- Provided partnering schools with two CATCH trainings,
- Surveyed 262 students pre-CATCH implementation,
- Surveyed 192 students post CATCH implementation,
- Surveyed five PE staff about barriers to teaching nutrition and physical activity in their campus,

- Conducted a total of 12 observations of the food environment at the following schools – Pearsall Intermediate, Carrizo Springs Elementary, San Luis Elementary,
- Conducted 12 CATCH lessons to third graders at San Luis Elementary and Carrizo Springs Elementary, combined.

As part of the community initiative, a steering committee was developed with stakeholders from Maverick County. The steering committee has met three times since the first meeting in July of 2021. The steering committee was developed to provide guidance and feedback as to the settings and types of interventions to be implemented in Maverick County. In March 2022, the steering committee selected the Teen Battle Chef program to be implemented in the community based on community assessments including five focus groups, a community survey (133 responses) and a literature review of effective community interventions. The Teen Battle Chef program will be implemented in the summer of 2022.

### **(Covid-19 related Vaccination Efforts):**

We held a vaccination clinic in Edwards County, which is both a rural and border county in Public Health Region 8. Just days before the clinic, only a few people had signed up to be vaccinated. Since Edwards County has a small population with high vaccine hesitancy, it was critical to think outside the box to spur interest. The guidelines had just changed directing states to expand eligibility to include people who work in schools and childcare operations. Knowing that many rural area schools, daycares, and day camp employees were in dire need of getting employees vaccinated, staff started cold calling schools, daycares and camps in Edwards and surrounding counties. Because of those efforts, the clinic was filled to capacity, vaccinating 472 individuals with their first dose. During the clinic, staff received a visit from the President of the HEB Foundation, which operates many camps for children in the area. He expressed thanks to staff for calling their office to promote the Rocksprings Clinic. Because of that one phone call, they were able to vaccinate more than 100 employees, making it possible for them to reopen camps the HEB Foundation supports. We also shared the information for clinics with the local area agency on aging.





PHR 8 Team unloading in Edwards County.

## **City of Laredo (Public Health Infrastructure):**

### New Electronic Medical Records System

In June 2021, the City of Laredo Health Department began the process for a new electronic medical records system. After evaluating submissions for this critical infrastructure project, Patagonia Health was selected for the City of Laredo Health Department Electronic Medical Records (EMR) System. The estimated five-year cost of implementation and subsequent maintenance is of \$419,985.00.

Patagonia Health has a wide degree of experience interfacing with a variety of Public Health registries, diagnostic labs, HIE's and other custom interfaces, including state HIEs, State Immunization Registries and medical devices. E-prescription capability is built into Patagonia Health and is connected to the Surescripts network (via New Crop). Over 95 percent of U.S. pharmacies are connected to the Surescripts network including local independent pharmacies, nationwide pharmacies, and mail order pharmacies which follow nationwide standard protocols. Information contained in the e-prescription system is automatically updated and maintained by Patagonia Health and requires no maintenance.

Their system offers an integrated patient portal and is included at no additional cost as is required to become an ONC Certified system. Patient can access the following: Allergies, Labs, Meds, Immunization, Diagnosis, Clinical Visit Summaries, Health Summary in CCDA file for download, secure messages with the provider. Due to their interoperability, Patagonia Health was the best choice, and it is in line with the future goal of connecting with a region/state-wide communication system. Go live date is expected to be in July 2022.

The City of Laredo went out on formal proposal requests (RFP) in November 2020 soliciting a comprehensive laboratory information system (LIS) for the City of Laredo Health Department to enhance laboratory capacity and connectivity to improve processes for testing and diagnostic services, including COVID testing capacity. This solicitation required information and cost for services, including installation, configuration, testing, training, and technical support during and after the initial development period. Key features included but were not limited to: capability for submission of patient demographic and testing ordering, workflow and data tracking support, customizable data fields architecture, laboratory supply inventory management, and data exchange interfaces. The LIS features and uses should have functions starting from simple sample tracking to electronic communication and reporting tool that manages multiple aspects of laboratory informatics. The City of Laredo chose LabWare, Inc., as the vendor. LabWare, Inc., also provides support to the Texas Department of State Health Services (DSHS) which will provide City of Laredo Health Department improved compatibility and connectivity to State systems.

Cost of implementation is \$500,141.00 for the first year of installation and a subsequent yearly maintenance amount of approximately \$104,236.00. Startup costs for this project were supported via Department of State Health Services funding and COVID-19 Relief funding. Go live date is expected to be in May 2022.

### Mobile Health Clinics

On November 4, 2021 the City of Laredo Health Department unveiled the Mobile Health Clinic. This vehicle was purchased to ensure health equity providing access to vaccinations and health education to all populations of our community, including our most vulnerable.

Mobile Health will also be used for COVID-19 testing and as an anchor for other programs and partners to use to develop a Mobile Healthcare Village. Moreover, this vehicle will serve the community by providing health assessments, screenings, and referrals to other health and wellness programs.

The Mobile Health Clinic staff have partnered, planed, and implemented vaccination clinics with other agencies, such as: community-based organizations and businesses, local college and university, religious institutions, community health centers, pharmacies, long-term care facilities, independent living facilities, assisted living centers, nursing homes, first responder organizations, non-traditional providers, local areas with high-risk and underserved populations and various City of Laredo events. Mobile

Health is the gateway for preventative services, health education, primary care, and on-the-go clinical services. The motto of the Mobile Health Clinic is "If you can't come to us for any of these services, thanks to Mobile Health, we can come to you!"

The Mobile Health Clinic is a 22-foot-long Ford F550 utilizing a 6.7L Diesel Engine. In order to serve all clients, this vehicle has Double Wheelchair Doors as well as a Braun Century wheelchair lift device. It is equipped with grab bars and sanitizing stations as well as two separate air conditioning systems.

### Enhanced Laboratory Capacity and Expanded Testing Platforms

In September 2021, City of Laredo Health Department moved forward with the purchase of the laboratory equipment Ion Genexus Integrated Sequencer from sole source Fisher Healthcare in the amount of \$176,917.00. This enhanced our laboratory capacity and expanded testing platforms to quickly, accurately, and safely test for COVID-19.

This was the first fully integrated, next-generation sequencing (NGS) platform featuring an automated specimen-to-report workflow in our region. It is capable of sequencing the entire SARS-CoV2 genome with a one-day turnaround. It can identify variants of concern; therefore, increasing our epidemiological surveillance. It is also able to detect and isolate individuals of public health concern with a faster turnaround time. Cost for this equipment was supported through the Department of State Health Service Laboratory Expansion funds. Laredo Health began testing in this capacity in February 2022.

### **City of Brownsville (Environmental Health):**

#### HEPA Filtration System

The city of Brownsville and the Brownsville Independent School District worked together during the recent covid-19 pandemic event. The local community came together as it became evident our situation required a strong collaboration component to achieve the necessary outcomes to keep our border community safe!

The BISD school district alongside the city's fire department worked in the community to assist local public health officials to conduct large-scale vaccination events. In addition, the local school district took the bold steps of adding large air quality indoor Filtration systems using the HEPA system

to maintain the school classrooms and cafeterias safe for those who could not get vaccinated. The school district continues to find ways to keep its students and teachers safe from emerging infectious diseases such as covid-19 and other airborne agents. The focus of attention by the health services division continues to work with local city health officials in being a strong community partner.

## **Public Health Region 11 (Covid-19 related Vaccination Efforts):**

### Communication and Collaboration

- I think that there isn't a specific success story, but it was the overall effort that all locals put into successfully having their community vaccinated. As much as the multi-family dwellings increased the number of cases early on, it also helped when vaccines were available as it increased vaccination rates in the border region. It is unfortunate our region had to suffer from the saturation of hospitals and deaths, but I believe that triggered more people to get vaccinated. They saw close family members die or get severely affected by this pandemic.
- Public health leadership (local health departments (LHSs), regional and local governments) were very proactive in advocating for the needs of the community. They met with regional leadership and the Texas Division of Emergency Management personnel to ensure needs and concerns were handled. Communications channels were open, which allowed for all entities to be informed of needs and effective strategies.
- LHDs, local government and DSHS leadership involved existing partnerships, state health department field offices, schools, community clinics, civic leaders and state and local health programs to instill long-standing efforts to boost health care along the border.
- Public Health Region (PHR) 11 held weekly conference calls and meetings with all local stakeholders including LHDs, hospitals, clinics, schools, mayors, county judges and other government leadership. We were in constant communication with community members that needed our support to provide Covid-19 testing and vaccinations.
- PHR 11 staff were involved in Covid-19 response. It all started by creating a strategy that incorporated all staff. Contact-tracing was very labor intensive as most staff lacked sufficient training, although they eventually became experts. Staff planned clinics as vaccines became available and worked with local clinics and governments to support the effort. PHR 11 had held several clinics in schools, community centers,

local state health department offices, local establishments and businesses to boost vaccination rates. Contractors were also a huge support to our daily operations.

- Mass vaccination clinics by local health departments, universities and regional staff helped immensely to increase vaccination rates. It helped that familiar locations were utilized in local communities, which made them feel safe to trust the process.
- Social media and new technologies, such as applications for testing and vaccinations, helped reach a larger range of the population. Local health departments and governments did an excellent job using their own social media accounts as the biggest information avenue. Prior to the pandemic, local health departments didn't utilize social media as much as they do now. It was a very important tool to keep our community involved and engaged throughout the entire process. Health education was being promoted through social media channels more than ever. Social media campaigns and constant postings by local entities allowed stakeholders to understand their community's pulse and situation.
- Local businesses and establishments wanted to do their part in the decreasing the number of cases and recommended the use of masks even if there masks weren't mandated.

### Achieving High Vaccine Coverage (Nurse Group)

#### Story 1.

I decided to share this picture to demonstrate how important and critical our long days, tired feet from standing long periods (some of us swollen feet). No matter we may have felt, no one would have noticed because we served the community by protecting them with vaccines and smiles. The people in the community of Willacy County were humble and grateful for our service. Our hearts and dedication to protecting communities was in full display.



Operation Border Health Preparedness (formerly known as Operation Lone Star) in Raymondville, TX in July 2021.

In picture starting from left: Veronica Cruz, RN, Dalia Perez, RN, and Lucy Salinas, LVN.

Our teams drive an average of 25 to 75 miles daily (Mon – Thursday) to setup clinics in rural areas. Many sat patiently for two hours without administer a single vaccine. The team wasn't discouraged knowing the same



drill would repeat itself the next day at a different site, always being available in case a client comes in for the vaccine.



### Story 3.

The team administered vaccines at a clinic in Willacy County. As the team began to close for the day, a client arrived requesting clinical services. They explained the reason for the late arrival, he had just finished his day at work. Although the team was tired, they proceed to administer the Covid-19 vaccine. The client expressed their gratitude for the team's patience and understanding.

Pictured above from left are Lucy Salinas, LVN and Krystal Garcia, HST at their home office in Raymondville, TX.

### Story 4.

The only Covid-19 clinic in Texas that was held a couple of hundred feet from the sea. The line of cars seemed to never end. The team worked long hours under hot and windy conditions with limited time for bathroom, food, or water breaks. There were a few community volunteers that received just-in-time training and military personnel assisted with traffic control and safety. The PHR 11 Team transitioned from assigned areas to help in other areas that required additional support throughout the day. By the end of the day, our team had sun burned mask imprints, achy, tired bodies only to face a long drive back to their homes. As the team left Rockport, our hearts were full, and we felt a sense of accomplishment for all the lives of families that would be protected from the Covid-19 Virus because of our TEAM effort.



Pictured are Melba Zambrano, Immunizations Director, and the rest of the team, as she provided a team huddle before the event.

In picture starting from left: Veronica Cruz, RN, Rebecca Garza, LVN, and Maria Torres, LVN.



Covid-19 Clinic in Rockport, TX, March 2021.



In picture starting from left: Maria Torres, LVN, Rebecca Garza, LVN, Lamar Torres, HST, Michael Marquez, PRP, Lilia Garcia, LVN, Lydia Vera, HST, and Diana Reyna, HST with members of the Texas National Guard.



Sonya and Nelda are based in Jim Wells County though they service other surrounding counties as well. "One shot given is one life saved." Typical schedule for the week includes visits to EMS, schools, detention centers, nursing homes, and home bound clients.

In picture starting from left:  
Sonya Vira, LVN and Nelda  
Reyes, HST.