



Public Health
Prevent. Promote. Protect.

Will County Health Department

2017

Annual Report



Vision Statement: "Deliver sustainable programs and policies in response to the public health needs of the community."



A Message to You from Our Executive Director:

Welcome to the 2017 edition of the Will County Health Department annual report. You'll notice this report is quite different than how we have reported to you in the past, and I think you will find this layout more informative and relevant.

This past year we completed our inaugural strategic plan complete with core values, value statements, a vision statement, and revised mission statement. The plan rolled out to be a twenty-four page document with five (5) major initiatives, several objectives, and action steps. A summary can be viewed on the next page of this report. As each year of the five-year plan passes, we will report our progress, how the initiatives chosen correspond to our achievements, and the direction we have chosen for the agency. It was a truly rewarding experience seeing staff at all levels working cohesively to charter our direction! I very much appreciate the time and expertise lent to the process by all involved.

I would also like to thank our public health system partners, the Board of Health, and the Governing Council members for their time and efforts they so selflessly provided for our community over this past year. Will County is fortunate to have such engaged and dedicated individuals working on their behalf.

I hope you enjoy this year's new edition!

My best in public health,

*Susan Olenek
Executive Director, WCHD*

2018-2023 STRATEGIC PLAN








Will County Health Department 2018-2023 Strategic Plan

MISSION To prevent disease and promote a healthier environment for all residents, business operators and visitors. Our agency of professionally trained staff work cohesively to assure public health and safety measures are maintained through services and programs the department provides based on the needs of the community.

VISION Deliver sustainable programs and policies in response to the public health needs of the community

GUIDED BY OUR CORE VALUES Respect, Integrity, Professionalism, Quality, and Dedication

| Workforce Development | Internal/External Communication | Data and Communication | Sustainability | Transition to a New Building |
|--|--|--|--|--|
|  <p>Maintain a competent public health workforce</p> <ul style="list-style-type: none"> ✓ Develop a written standard on-boarding process to ensure new employees receive a complete and documented orientation ✓ Create a program that outlines agency required employee training and education ✓ Develop a professional development plan that provides opportunities for skill enhancement |  <p>Increase communications to staff, the community, and partners</p> <ul style="list-style-type: none"> ✓ Develop a communications plan to educate all staff on the strategic plan ✓ Increase internal communications among staff and programs ✓ Increase communications and education on community needs to the community and partners ✓ Provide all clients with an opportunity to provide feedback regarding programs and services to increase efficiency and customer service |  <p>Make data accessible to internal and external partners</p> <ul style="list-style-type: none"> ✓ Complete an inventory of all available data ✓ Develop data warehouse and promote to partners |  <p>Devise a plan to bring sustainability to programs</p> <ul style="list-style-type: none"> ✓ Develop a sustainability framework ✓ Apply the sustainability tool to assess organization and programmatic sustainability <p>Increase sustainability of funding and programs</p> <ul style="list-style-type: none"> ✓ Annually identify and apply for external funding opportunities ✓ Evaluate existing sources of revenue from services rendered annually and adjust fees accordingly ✓ Staff the agency to fully support programs and sustainability |  <p>Plan and coordinate details for the move into the new building</p> <ul style="list-style-type: none"> ✓ Plan for the physical move to the new building ✓ Develop the Will County Health Department brand for use now and in the new building ✓ Develop and implement new policies for new building operations |

Will County Health Department Core Values

INTEGRITY

DEDICATION

R
E
S
P
E
C
T



Q
U
A
L
I
T
Y

PROFESSIONALISM



Our Mission to the People of Will County:

To prevent disease and promote a healthier environment for all residents, business operators, and visitors. Our agency of professionally trained staff work cohesively to assure public health and safety measures are maintained through services and programs the department provides based on the needs of the community.

TABLE OF CONTENTS

STRATEGIC CORE VALUES

Integrity

7-8

Adult Mental Health Services
Correctional Mental Health
Adult Case Management Program
Transition from Homeless (PATH)
Child and Adolescent Services
SASS Screening
Y.E.S.S. Program
Individual Care Grants

Dedication

9-10

Vital Records
Emergency Preparedness and Response
Medical Reserve Corps
Immunizations
Tobacco Control and Prevention
West Nile/Mosquito Mitigation
Genetics
MAPP Collaborative

Respect

11-12

WIC
Better Birth Outcomes
HIV Prevention
STD Surveillance
PrEP Clinic
HealthWorks of Illinois
High-Risk Case Management and APORS
Teen Pregnancy Prevention
AOK (All Our Kids) Early Childhood

TABLE OF CONTENTS

CONTINUED....

| | | |
|---------------------------------|---------------------|---|
| <i>Quality</i> | <i>13</i> | <i>Food Protection</i> <i>Safe Water Wells and Septic Systems</i> <i>Body Art and Tanning Facilities</i> <i>Safe Swimming Facilities</i> |
| <i>Professionalism</i> | <i>14-15</i> | <i>Medical Services</i> <i>Dental Services</i> <i>Vision and Hearing</i> <i>Radon</i> <i>Immunization Travel Clinic</i> <i>Childhood Lead Poisoning Prevention</i> <i>Epidemiology and Communicable Disease</i> <i>Chronic Disease and School Health</i> |
| <i>Funding Sources</i> | <i>16</i> | |
| <i>Financial Summary</i> | <i>17</i> | |

INTEGRITY

Adult Mental Health Services

The Adult Mental Health Program provides outpatient community mental health services for Will County residents who have symptoms of serious mental illness and in some cases with concurrent substance abuse, that are serious obstacles to community functioning. In FY2017, Behavioral Health (BH) served 3,080 adult clients for a total of 8,008 clinical services for all adult programs.



Correctional Mental Health

Although community safety does take precedence, when carefully and thoroughly assessed, many low-risk offenders can be treated and effectively supervised within the community, either as an alternative to incarceration or upon release from a correctional facility. This Forensic Program is one part of a supervision network that involves members of the offender's community, helping an offender abstain from abusive behavior.



Adult Case Management Program

BH provides case management services that are client-centered, individualized, short to long term in duration, and range from low to high in-service intensity level. This is for adult clients who are seriously and/or chronically mentally ill, or who may be at risk of becoming chronically mentally ill.

Transition from Homeless (PATH)

The PATH (Projects for Assistance in Transitioning from Homeless) Program serves adults who may be homeless or at risk of becoming homeless, and who have a severe mental illness or perhaps a co-occurring substance use disorder. The primary source of referrals for the PATH Program comes from Catholic Charities' Daybreak Shelter, Morningstar Missions, and inpatient facilities.



INTEGRITY

Child and Adolescent Services

These programs work to provide a range of mental health services to the youth of Will County who are at risk for hospitalization or extrusion from the community as a result of a severe emotional disturbance or a severe and persistent mental illness. The overall goal of intervention is to maintain or improve a child's level of functioning in his or her own family and community. In FY2017, Behavioral Health served 5,750 child and adolescent clients for a total of 22,769 clinical services.



SASS Screening

The SASS (Screening and Assessment Services for Children and Adolescents) Program is a statewide initiative providing screening, assessment, and treatment to any child who may be at risk of psychiatric hospitalization, and who is eligible for public funding under any program funded by one of the three collaborating departments. The initiative also enhances access to coordinated community based mental health services either in lieu of or following inpatient care and screening. It also effectively links families and guardians to appropriate levels of care to meet the mental health treatment needs of their children.

Y.E.S.S. Program

With efforts to improve academic performance and socioemotional functioning, the Y.E.S.S. (Youth Experiencing Success in School) Program is designed to focus on students who experience challenges to their academic progress and well-being. Students learn about healthy coping skills, to reflect on the consequences of their lifestyle choices, and are empowered to build a positive character. The WCHD's participation in this program provides individual and group counseling and outpatient services at both Joliet Township High School District campuses.

Individual Care Grants

A financial grant provided by the State of Illinois, the Individual Care Grants assist parents or private guardians in paying the costs of residential care for mentally ill children under the age of 21. With approval, the grant may also be utilized to provide in-home supports so that the child may remain in his or her home, school, and community.



DEDICATION

Vital Records

The Will County Health Department is the official site of the Local Registrar of Vital Records for all births and deaths that occur in Will County. Office hours are Monday through Friday, 8:30 AM to 4:00 PM, closed Noon to 1:00 PM. For FY2017, Vital Records recorded 4,744 births and 4,102 deaths.



Emergency Preparedness and Response

The EP&R (Emergency Preparedness and Response) program develops and exercises the plans for responding to large scale Public Health Emergencies. EP&R utilizes strategies for medicating the entire population of Will County within a 48-hour time frame. This program also houses the Medical Reserve Corps volunteers, a group of professionals with both medical and non-medical experience. The volunteers train to respond to Public Health Emergencies and also assist with health fairs and other projects within the program.

Medical Reserve Corps

Volunteers 18 and older can participate in the MRC (Medical Reserve Corps) through the Health Department's EP&R office. Projects can include preparing care packages to be sent overseas to military personnel over the holiday season, assisting the Northern Illinois Food Bank with their Mobile Food Pantries, and other projects that improve the well being of the Will County Community.



Immunizations

Immunizations can protect you and your family from serious diseases such as Tetanus, Measles, Chickenpox, and Pneumonia. People of all ages should make sure they are current with their vaccinations. The Will County Health Department regularly offers immunization clinics at three locations: Joliet, Bolingbrook, and Monee. For FY2017, Immunizations served 3,482 clients at their clinic, and delivered 608 Influenza vaccinations.



DEDICATION

Tobacco Control and Prevention

Family Health Services' Tobacco Control and Prevention offers a variety of programs and services designed to decrease tobacco use rates, keep youth tobacco-free, and eliminate exposure to second-hand smoke. All of these programs are made available to the Will County community, including schools, corporations, and the public. The list of programs includes the Tobacco Prevention Lending Library; offering visual aids, videos, and educational materials; as well as Reality Illinois, a stand-up-and-shout, not-taking-it-anymore tobacco prevention movement created by and for teens. For FY2017, 51 community partners were provided with technical assistance in developing a tobacco policy.



West Nile/Mosquito Mitigation

The Environmental Health Division (EH) takes a lead role in county efforts to combat outbreaks of West Nile Virus (WNV), a mosquito-borne virus that can cause mild illness or severe symptoms. Since no vaccine against WNV is available, mosquito abatement is one of the main tools that we use to protect Will County residents.



Genetics

The Genetics Program provides education, referrals, follow-ups, and advocacy to the people of Will and Grundy Counties. Eligible families are referred to the program from both the Illinois Department of Public Health and the WIC/Family Case Management Program. This may be necessitated by abnormal newborn screenings, failed hearing screenings, and family histories that involve SIDS, genetic conditions, or reproductive risks. This program is voluntary.

Will County Mobilizing for Action Through Planning and Partnerships

The Will County Health Department's involvement in MAPP is the result of two specific requirements that produced one organization. Every five years local health departments in the state of Illinois are required to complete a needs assessment and community health plan, known as IPLAN (Illinois Project for Local Assessment of Need). Also, hospitals in Illinois are required to complete a Community Health Needs Assessment (CHNA) every three years. In Will County, the resulting MAPP Collaborative consists of a broad cross section of organizations and individuals. MAPP is designed to provide a community-driven, comprehensive framework for assessing community needs and addressing strategic issues. This process is completed every three to five years.



RESPECT

WIC

WIC (Women, Infants, and Children Supplemental Nutrition Program) provides assistance from nutritionists and nurses for mothers, from their pregnancy to the child's fifth birthday. The Breastfeeding Peer program offers instruction and support from those who have participated in WIC and breastfed their babies. For FY2017 WIC handled a total of over 33,000 nutrition education appointments for 8,000 different clients.



Better Birth Outcomes

Better Birth Outcomes (BBO) is a prenatal education and support program for pregnant woman at risk for preterm deliveries or complications. Services are provided by Registered Nurses knowledgeable in prenatal and health care, and home visits are Included. BBO staff maintain communication with the client's prenatal provider. For FY2017, BBO handled a total of 720 visits.



HIV Prevention

Family Health Services' HIV/STD programs ensure that individuals at high risk for acquiring or transmitting HIV or other STD's are provided with quality HIV/STD prevention and care services. 114 HIV tests were performed during FY2017.

STD Surveillance

Family Health Services' Sexually Transmitted Disease (STD) program keeps track of positive cases of Chlamydia, Gonorrhea, and Syphilis. Surveillance procedures of these STD's, also referred to as STI's (Sexually Transmitted Infections), follow strict procedures to ensure confidentiality.



PrEP Clinic

The PrEP Clinic brings together the staffs of the Community Health Center, as well as the Family Health Services' HIV and STD Program. The PrEP ("Pre-Exposure Prophylaxis") Clinic's treatment includes a daily pill, and very specific follow-up visits, for the purpose of preventing the transmission of HIV.



RESPECT

HealthWorks of Illinois

This comprehensive health care program is for children under the age of 21 who are in custody of the Illinois Department of Children and Family Services (DCFS). This health care system is designed to meet the medical needs of children in both Will and Grundy Counties who are in Foster Care. A required initial physical exam identifies immediate health care needs for children in the program.



High-Risk Case Management and APORS

These programs help assure easier access to medical care for eligible clients. APORS, part of HRCM, is a high-risk infant follow-up program. It is designed to minimize disabilities in high-risk infants by identifying, as early as possible, conditions requiring further evaluation, diagnosis, and treatment. For older children, including those in DCFS foster care, the program addresses access to medical services, transportation, housing, food, and mental health and substance use service. 477 APORS High Risk County Birth Notices were issued during FY2017.

Teen Pregnancy Prevention

The Will County Health Department was awarded a Teen Pregnancy Prevention (TPP) grant in 2016, specifically aimed at combatting the high rate of teen pregnancies and sexually transmitted infections in the Village of Bolingbrook. Community health educators were able to implement evidence-based teen pregnancy prevention curriculum in three settings: 9th graders at Bolingbrook High School, 8th graders in Bolingbrook middle schools, and students at the Phoenix Experience Alternative School. The community educators were able to teach 1,230 lessons, reaching a total of 2,730 students. The Valley View School District plans on sustaining the curricula in all district middle schools and high schools in Bolingbrook and Romeoville. In addition, the community educators have developed a parent newsletter that will provide guidance on what topics to discuss with teens, as well as where to go for additional resources for both parental and teen support.

AOK (All Our Kids) Early Childhood Network

The AOK Network is a community-based collaboration that is committed to developing a high-quality, well coordinated, easily accessible system of care to promote positive growth and development for children up to five years of age, as well as their families. Examples of services provided are prenatal care, wellness checkups, parenting education, and specialized services such as speech therapy, physical therapy, or home visits.



QUALITY

Food Protection

EH inspectors focus on managerial control of all phases of food handling: from receiving, to storage, to preparation and serving. This includes permanent facilities as well as temporary facilities established for specific events, mobile food service units, and cottage food operations. EH also inspects facilities participating in government funded “summer feeding” programs, which provide needy children a good meal opportunity when school is not in session. For FY2017, EH conducted 10,551 food program activities.



Safe Water Wells and Septic Systems

The EH Safe Drinking Water Program assures safe, proper construction of water wells that provide bacteria-free, low-nitrate water to homes from a safe supply system. These are sampled yearly and surveyed biannually. For larger facilities, such as schools, the Potable Water Supply Program checks for bacteria free, low-nitrate, safe and sanitary water out of a properly constructed well. The Private Sewage Program assures proper installation of wastewater treatment systems that are in line with all codes and issued permits. For FY2017, EH conducted 1,893 water program activities, 1,277 sewage program activities, and handled 170 septic permits.



Body Art and Tanning Facilities

EH inspectors assure customer health and safety by making sure those operating body art businesses use sterilized equipment, and are trained both as artists and in their knowledge of blood borne pathogens. Those running tanning businesses must focus on safety and sanitation in areas such as keeping tanning beds clean and having proper safety equipment such as eye shields, functioning timers, and emergency “kill” switches.

Safe Swimming Facilities

After receiving a license from the IDPH, all those wishing to operate a swimming or bathing beach facility in Will County must file an application with the WCHD that includes the appropriate annual inspection fee. At pool facilities, EH inspectors check for proper water chemistry, equipment, and locker room cleanliness. At beach facilities, they inspect for proper cleanliness and test for bacteria levels in the water.



PROFESSIONALISM

Medical Services

The Will County Community Health Center (WCCHC) provides a medical home to help residents manage their total health care, in addition to helping with cultural and language needs. Highly trained and compassionate nurses and staff members work closely with doctors to provide Family Practice, Pediatrics, OB/Gyn services, Family Planning, and Laboratory services. Most insurances, along with Medicaid, are accepted; and sliding fee scales are available.



Dental Services

Dental Services at the WCCHC are provided to those with private insurance, those with Medicaid, as well as low income and non-insured residents. DentaQuest is accepted for Dental Medicaid Managed Care and sliding fee scales are offered as well. Services include oral exams, school exams, fluoride treatments, fillings, cleanings, sealants, and simple extractions. There is also the Mobile Dental Van, which brings the Dental Team to Will County residents at locations such as schools and senior homes.



Vision and Hearing

The Family Health Services Division provides Vision and Hearing screenings for school age children three and older. The main goal of the vision and hearing program is early detection of vision and hearing problems in children. Certified technicians provide the vision and hearing screenings at schools as well as in preschool settings. Screenings are also done once a month at the Health Department by appointment. The vision screenings are not meant as a substitute for a professional examination by an eye doctor, as the Will County Health Department does not have an optometrist on staff. 11,621 vision screenings and 14,561 hearing screenings were conducted during FY2017.

Radon

You cannot see, smell, or taste radon, but it is believed to cause thousands of deaths each year from lung cancer. Year round and especially during January's Radon Awareness Month, EH invites you to ask questions about radon, and purchase home testing kits that can let you know if there is a problem in your home.



PROFESSIONALISM

Immunization Travel Clinic

Will County residents going abroad or overseas can contact the Immunizations Travel Clinic to find out if there are any disease outbreaks where they will be traveling. The Travel Clinic staff schedules a consultation, does the research, and provides a series of shots or medication that might be needed to insure a safe trip. For FY2017, this clinic provided 485 travel immunizations and medications.



Childhood Lead Poisoning Prevention

This program (CLPPP) was established for the prevention, screening, diagnosis, and treatment of lead poisoning. This includes the elimination of sources of poisoning through research and educational activities. CLPPP provides a range of both primary and secondary prevention services to Will County children, their families, and others with an interest in preventing lead poisoning. For FY2017, 10,258 lead cases were processed.

Epidemiology and Communicable Disease

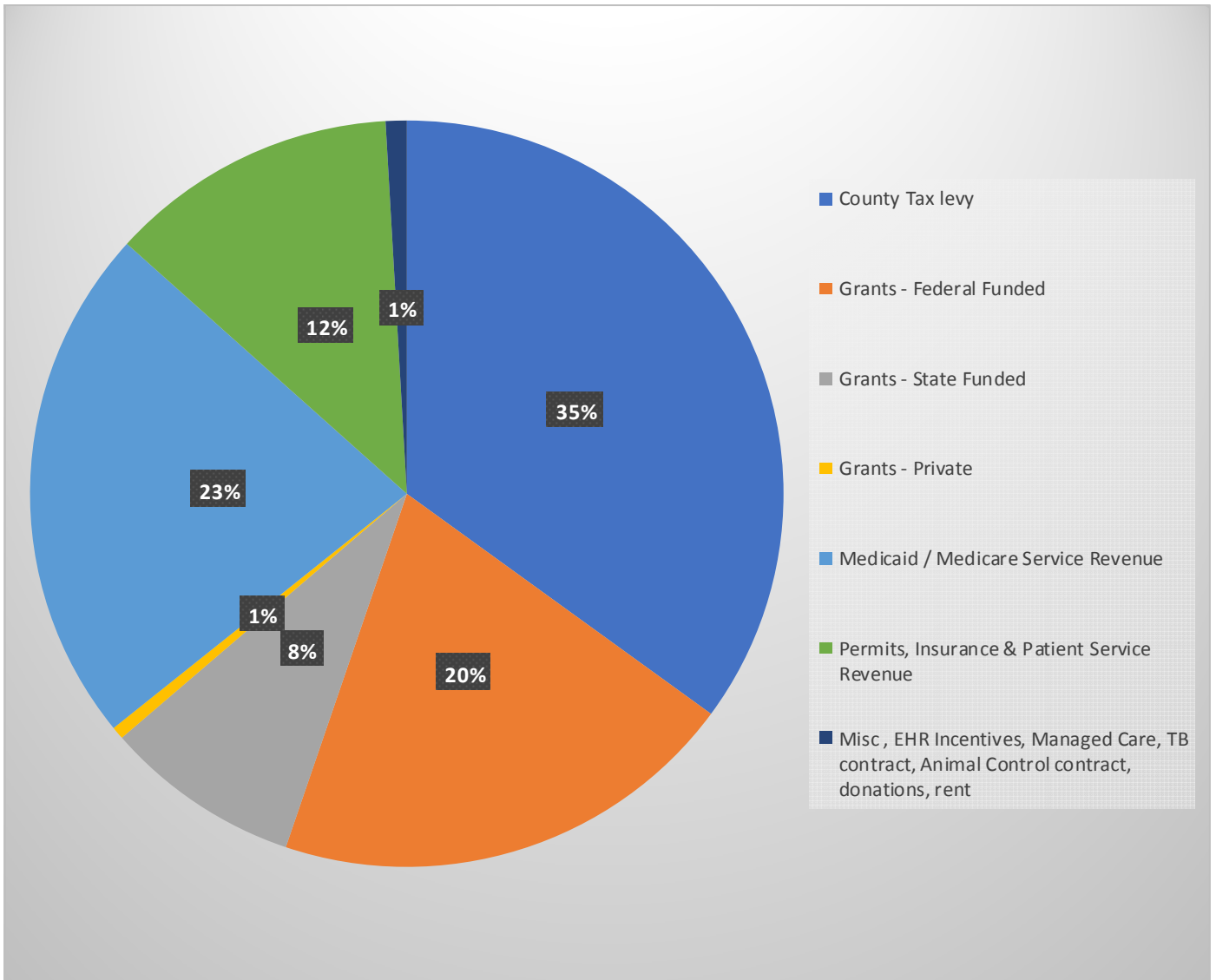
The mission of the Epidemiology and Communicable Disease Program is to protect and promote the health of Will County residents. This is done with public health surveillance, field investigations, health assessments, and epidemiologic studies. The program is designed to advise patients, as well as educate patients and the public on how to prevent communicable diseases. These can be seasonal situations such as Influenza or Norovirus, or sudden surprises such as possible cases of Meningitis or Smallpox. For FY2017, there were 2,713 Communicable Disease Investigations.



Chronic Disease and School Health

This three year project is designed to lead the implementation of diabetes, heart disease, and obesity prevention strategies, as well as promoting school health throughout Will County. This program is available for all Will County worksites, schools, hospitals, and early childhood education centers. Participants can implement strategies to reduce chronic disease, improve nutrition, and increase physical activity.

FUNDING SOURCES



*Revenue based on CFY17 financial reports, excluding Transfer In. Exclusion of Transferred-In Revenue is consistent with revenue presented in prior audited financial statements.

WILL COUNTY HEALTH DEPARTMENT

FY 2017 Financial Summary

General Operating Fund 207

REVENUE AND EXPENDITURES

(unaudited, cash basis)

December 1, 2016 - November 30, 2017

REVENUE SOURCES

| | |
|--|-----------------|
| Health Tax Levy | 9,646,674.23 |
| Federal, State and Local Grants | 8,026,469.90 |
| Fees and Reimbursables | 9,630,139.79 |
| Miscellaneous Contributions and Revenues | 1,093,865.07 |
| Total Revenue | \$28,397,148.99 |

EXPENDITURES

| | |
|---|-----------------|
| Salaries | 14,581,422.14 |
| Fringe Benefits | 7,226,967.18 |
| Supplies, Contracted Services, Capital Outlay | 4,777,326.01 |
| Total Expenditures | \$26,585,715.33 |

GENERAL OPERATING FUND BALANCE

| | |
|----------------------------|----------------|
| December 1, 2016 | \$5,895,358.57 |
| Revenues Over Expenditures | 1,811,433.66 |
| November 30, 2017 | \$7,706,792.23 |

Will County Health Department

501 Ella Avenue

Joliet, IL 60433

MAIN (815) 727-8480

FAX (815) 727-8484

TDD (815) 727-8690

*For more information regarding WCHD's programs and services
please visit our website www.willcountyhealth.org*



DIVISION CONTACT INFORMATION

| Behavioral Health | Community Health Center | Environmental Health | Family Health Services |
|--------------------|-------------------------|----------------------|------------------------|
| 501 Ella Avenue | 1106 Neal Avenue | 501 Ella Avenue | 501 Ella Avenue |
| Joliet, IL, 60433 | Joliet, IL 60433 | Joliet, IL, 60433 | Joliet, IL 60433 |
| 815-727-8521 (ph) | 815-727-8670 (ph) | 815-727-8490 (ph) | 815-727-8524 (ph) |
| 815-727-8436 (fax) | 815-727-5975 (fax) | 815-740-8147 (fax) | 815-846-8825 (fax) |

BRANCH OFFICE LOCATIONS

Eastern Branch
5601 W Monee-Manhattan Road
Monee IL 60449
Ph: 815-727-8803 or 708-534-0800
Fax: 708-534-3455

Northern Branch
323 Quadrangle Drive
Bolingbrook IL 60440
Ph: 630-679-7000
Fax: 630-679-7015