

*Hello, good afternoon and welcome to the third annual state of the agency address. I appreciate your attendance, and for those who could not be here, a video and transcript will be posted on our Website and internal SharePoint site so everyone gets the same message.*

*Well, 2018 was another good year! We accomplished many great initiatives, and we 've had a lot of positive things happen throughout the agency. More on that later...*

*As you know, in April, our Board of Health approved the inaugural Strategic Plan, and since then the teams have been working very hard to complete the initiatives. We have five teams:*

- 1. Workforce Development- Developing a standard onboarding and orientation procedure, creating a program that outlines and provides agency required training and education, and develop a professional development plan that provides opportunities for skill enhancement in our jobs.*
- 2. Internal and External Communication- Getting the information out on the SP, working to improve our level of communication throughout the agency and community partners, and provide our clients, patients, customers an opportunity to provide us with feedback on our services and level of customer service.*
- 3. Data and Communication-Completing an inventory of all available agency data, developing a data warehouse and share this data with our partners for their use as well.*
- 4. Sustainability- Developing a sustainability framework, and then apply a sustainability tool to assess our organization's programmatic sustainability.*
- 5. Transition to New Building- Planning for the physical move to the new building, developing a logo and brand for the agency, and developing or revising policies and procedures as they relate to the new building. In the next couple of weeks, the committee will be sending out a survey for all staff to pick the logo for the agency. There are 3 finalists, all wonderful artwork, but as promised, staff will make the final choice. The logo will be used in a branding campaign later this year, and will be the symbol that the public and our community partners will associate with our agency. Letterhead, envelopes, forms, flyers, the website, social media, all will be adorned with this new logo. Please participate in this. This is yet another example of an opportunity most people do not experience and we all get to be part of it, so make sure you vote!!*

*The plan SP is a 5-year plan, and we have ample time to complete the initiatives. I am very confident we will be able to complete all initiatives within the planned timeframe. The Board of Health will be reviewing and discussing the Quarter 3 results at their meeting next week, and after that I will post the document on SharePoint so everyone can see our progress.*

*As I mentioned, one of the teams is working on sustainability. I spoke of this during last year's address, and I will tell you we continue to look for opportunities to become more sustainable every day. If you have ideas, please forward them to your division head, I would love to hear them.*

*Please remember our Core Values of Integrity, Respect, Professionalism, Quality, and Dedication. I am going to reminisce and repeat what I said last year... What does that mean for you and me? It means that we are building a better place to work, a place where our clients, customers and patients want to come. It means that we are incorporating into our work life some of the positive values we hold in our personal lives.*

*It means:*

*That we show **respect** to each other, to our clients, patients, customers, vendors, other county personnel, everyone we encounter.*

*That we act with **integrity** in all we do- that we are truthful, upright, reliable.*

*That we act in a **professional** manner at all times- with each other and everyone we encounter. We all represent this agency, and therefore represent each other. Present yourself well, and be someone that is a positive representative for the agency.*

*It means:*

*That we **dedicate** our 7.5 hours per day to our clients, patients, customers, and residents of Will County. We hold a job in a local health department, a unit of local government, and we provide some very necessary services to our community. Dedication to services results in great services!*

*And lastly it means that for the services we provide we will try our best that they be of highest **quality**! My hope is that you see value to all of this and help me help you make this an even better place to work!*

### **Employee Engagement Survey**

*The Employee Engagement survey was distributed again in 2018. The survey was essentially the same as last year except for removing the “neutral” answer from the choices. That choice was just not helpful in interpreting the data. The number of respondents in the 2018 survey was a little higher than the 2017 survey, which is wonderful! My hope is that every year we have more staff responding, not only to the closed questions, but also the open-ended questions where you can provide your thoughts and ideas. We received more comments this year also, which is improvement in our communication- a great thing. As was done last year, the results of the survey will be made available to all staff, and the leadership team will be meeting to determine what additional goals we need to work on in 2019. A sincere thank you to all who participated in the survey.*

### **The New Building Update**

*As you can all see, the building construction has begun! I know, not without a little pain- the parking shuttle can be a hassle, and you may not be able to navigate the campus as you are used to, but it will definitely be worth it. I keep saying “Keep your eye on the prize.” At this point all 3 bid packets are out, and 2 out of the 3 have been awarded. Many of the decisions for the interior of the building are still being made, and we have not looked at furniture or office equipment, nor have we made any final decisions on carpet or wall colors. We are meeting with Kluber Architects next week on January 23<sup>rd</sup> to move forward on some of these items. Outside, they will be doing ground work for the next few weeks, and starting on the building pad. Once that is done, they will continue to dig out the pond. Of course, depending on weather, these schedules may change. In the next week or so a camera will be installed outside to capture the progression of the construction- we will post the link to the live feed for all of you, especially the branch staff, to stay connected to the progress. Thank you all for being patient and understanding about the parking shortage, it is truly appreciated! Don't forget Tuesday February 5<sup>th</sup> at 1pm is the groundbreaking ceremony. If you are able to join us, we are planning on being near the construction trailer for the ceremonial shovel dig, then going into the warm building for some light refreshments.*

## **Budget and Finances**

*Every year I share with you the status of our finances and budget. For Fiscal Year(FY) 2019 our budget is \$28,387,235.00, an increase of less than 1% from last year's budget. In FY2018 we increased some user fees throughout the agency, we expect additional revenue from some new grants, and expansion of some of our programs. We are also seeing some payments still coming through as a result of the state of Illinois budget woes- they are still working through that. Overall, we expect to collect more in fees, grants, and can expect the same \$10million levy contribution from the county.*

*Last year I told you we were working with the county to consolidate some expenses by centralizing services. We have begun to do this, and in this year's budget we were able to remove over \$200,000 in expenses that will be taken over by county facilities management services. We plan to continue this process, and have identified several more lines in the budget that can be consolidated for next year's budget.*

*As long as we receive the proposed revenue, and our funders do not eliminate programs, we should end the year just fine, with no cuts. Remember, approximately 84% of our expenses is all salary and benefits. That means that we spend only 16%, or roughly \$4.8M on everything else. We will continue to search for ways to spend less, stream line processes to become more efficient, and also to improve our revenue collection. Our goal is to always over collect and underspend. Stabilizing funding means stabilizing jobs!*

*I'd like to highlight just some of the accomplishments from 2018- there are too many to mention- we would be here a lot longer!*

*ADM-total website restructuring, continuing the remodel at the NBO to include all divisions, implementation of e-fax and the consolidation of Multiple Function Printers (MFPs), many infrastructure improvements to our technology including a network upgrade at NBO, promoted a very successful National Public Health week campaign, senior community appearances throughout the county show casing our programs and education.*

*EPR-Hosted several wonderful trainings for the Emergency Response Team, planned and executed several drills for their grant deliverables, collaborated with MAPP in securing a grant that funded several mobile food pantries that fed hundreds of families throughout the county, both CPR and Stop the Bleed training, hosted and facilitated another Operation Santa Drop that sent 16,603 items to troops in Bahrain, Afghanistan, Japan, Kuwait, and a naval ship somewhere in the South China Sea.*

*EH-Revised their Food Safety Ordinance to include raising fees and have been gearing up for the change in inspections to the FDA food code, revision of the swimming pool ordinance, tracking and sometimes responded to outbreaks and product recalls- this year-- E. coli, Listeria monocytogenes, Clostridium botulinum, and Norovirus.*

*BH-Enhanced the use of their Electric billing system to now include medical records, the quick rollout of the Mobile Crisis Response program, the formal recognition of our Clinical Training Program by Adler University for its "Excellence in Supervision", working closely with the County Executive's office in community education and advocacy for the Opioid epidemic.*

*CHC-Bolingbrook is now a Family Planning site, expanded our BH services to the CHC, and received a Substance Use Disorder and Medication Assisted Treatment grants, added a FT dentist to the dental clinic to expand services, began training on Trauma-Informed Care (ACES effects), conducted a survey of the residents and businesses in the eastern part of the county for interest and the possible expansion to EBO this year,*

***FHS-PrEP clinic in conjunction with the CHC, additional grant dollars awarded, and therefore more outreach in our Tobacco Control and Prevention Program, staff were instrumental in placing a micro-pantry on site which has been used to the fullest, received continued funding for the extremely successful Teen Pregnancy Prevention grant, and ending of the very successful 3-year CDASH grant that directly impacted 10,700 employees, 8,301 students and 294,757 hospital patients in the county.***

***I almost don't like to do this part because I know I miss a lot of things, but there are just too many to remember and list!***

***As if that isn't all enough,... Will County reached being in the Top 10 Healthiest Counties in Illinois for health outcomes (length of life or quality of life)-an improvement of 2 spots from 11<sup>th</sup> to 9<sup>th</sup>! You need to know what we do has an impact on our community.***

***Some of our goals slated for FY2019***

***Complete the expansion of our Primary care services to EBO.  
Continue to enhance advocacy efforts on what Public Health is and what it means to the community.  
Continue to do my best to facilitate the construction of our new purpose-built building.  
Continue to un-silo the agency- it is working!!!***

***I once again thank our Board of Health for all their support and guidance. The agency is so fortunate to have an engaged and dedicated group of professionals working with us, and caring about what we do every day. The BOH meets every 3<sup>rd</sup> Wednesday of the month at 3pm in this room. It is an open meeting anyone can attend and I encourage you to come and join us to see what it's like.***

***Thank you staff for all the work you do. I firmly believe we all contribute to the success of this organization, and every one of our jobs is important!***

***Thank you, managers, for your unending contribution of time and extra efforts- that is noticed and appreciated as well.***

***Please hold yourself accountable to provide the best services we can to the many people that need them.***

***Thank you for your attendance and I look forward to another wonderful year!***

***Are there any questions for me?***

***END***