# PROGRAMS & SERVICES RESOURCE GUIDE







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#### **Our 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.

# **Our Vision**

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

# **Our Core Values**

Respect, Integrity, Professionalism, Quality, and Dedication.

# Will County Health Department Main Office

501 Ella Avenue Joliet, IL 60433 1-815-727-8480

#### **Community Health Center**

1106 Neal Avenue Joliet, IL 60433 1-815-727-8670

# Health Department and Health Center Eastern Branch

5601 W Monee-Manhattan Road Monee, IL 60449 1-815-727-8803

# Health Department and Health Center Northern Branch

323 Quadrangle Drive Bolingbrook, IL 60440 1-630-679-7000

The Will County Health Department offers a spectrum of services among its Administrative, Behavioral Health, Community Health Center, Environmental Health, and Family Health disciplines. This guide details the services offered by each program that are available to the community, including: criteria, associated fees, hours of operation, direct website link, and phone number.

# **Administration**

# Emergency Preparedness and Response (EP&R)

Joliet, IL (Main Office) 815-740-7627 willcountyhealth.org/emergencypreparedness

EP&R works with many federal, state, and local governments and private agencies to provide a quick response to potential public health emergencies. The Emergency Response Team, comprised of health department staff, trains regularly to respond to those situations. Also, to help meet the county's public health needs during such an event, the Will County Health Department has formed a Medical Reserve Corps volunteer unit and are always recruiting new members. Contact us to find out how to become a volunteer.

Fees: Free

#### **Birth and Death Records**

Joliet, IL (Main Office)

815-727-8639

#### willcountyhealth.org/birth-death-certificates

Issuance of certified copies of birth and death certificates for births and deaths that occurred in Will County.

Fees:

#### Death Records:

\$16.00 for one and \$8.00 for each additional certified copy of the same record issued at the same time.

#### Birth Records:

\$12.00 for one and \$4.00 for each additional certified copy of the same record issued at the same time.

### WCHD Micro Pantry

Joliet, IL (Main Office)

This year the Will County Health Department added a Micro Pantry outside the Main Office in Joliet.

Designed to allow anonymous food pick-up for those in need and a drop-off point for those who wish to help. The WCHD Micro Pantry joins dozens of other locations throughout Will County in helping neighbors help neighbors.

The Micro Pantry philosophy is simple: "Take what you need. Leave what you can."

Locations of other local Micro Pantries can be found on the WCHD website at willcountyhealth.org/maps





#### **Adult Outpatient Behavioral Health**

Joliet, IL (Main Office) Bolingbrook, IL (Northern Branch Office) Monee, IL (Eastern Branch Office) 815-727-8521

willcountyhealth.org/ adult-outpatient-mental-health-program

Provide outpatient Behavioral Health services to adults who are Will County residents.

Fees: Insurance accepted; Sliding scale fee for the uninsured

# Child and Adolescent Outpatient Behavioral Health

Joliet, IL (Main Office)
Bolingbrook, IL (Northern Branch Office)
815-727-8521
willcountyhealth.org/child-and-adolescent

Provide outpatient Behavioral Health Services to children and adolescents, ages 2-18, who are Will County residents.

Fees: Insurance accepted; Sliding scale fee for the uninsured

#### **Crisis Care Program**

Joliet, IL (Main Office) 815-727-8521 willcountyhealth.org/ acute-community-services-acs

Provide outpatient Behavioral Health services to adults living in Will County without the ability to pay or for those that do not have health insurance.

Fees: Free



### **Family Support Services**

Joliet, IL (Main Office) 815-727-8521

# willcountyhealth.org/family-support-program

Provides support for individuals that the state of Illinois has qualified to be in need of assistance due to Behavioral Health issues and are approved to be in the program.

Once the families determine if the child/adolescent needs community or residential placement, the money allocated to them by the state is used to provide therapeutic services that would help them remain in the community or if they choose to be placed in a residential setting then the program assists them with getting placed in a residential setting. If you wish to apply visit:

illinois.gov/hfs/SiteCollectionDocuments/ FSPapplicationVersion16418.pdf



# Mobile Crisis Response

Joliet, IL (Main Office)
Bolingbrook, IL (Northern Branch Office)
Monee, IL (Eastern Branch Office)
815-727-8521

# willcountyhealth.org/mobile-crisis-program-mcr

A statewide initiative providing screenings, assessment, and treatment to any eligible individual with Medicaid or Medicaid managed care who may be at risk of psychiatric hospitalization.

Fees: Free

# Projects for Assistance in Transition from Homelessness (PATH)

Joliet, IL (Main Office) 815-727-8521 willcountyhealth.org/path

Provide outpatient Behavioral Health services to homeless adults who are Will County residents.



### **Substance Treatment Options Program (STOP)**

Joliet, IL (Main Office)

815-727-8521

willcountyhealth.org/stop

Provides outpatient Substance Use Treatment services to adults who are Will County residents.

Fees: Medicaid and insurance accepted. Sliding scale fee for the uninsured.



# **Community Health Center**

**Mission:** The mission of the Will County Community Health Center is to improve the health of the residents of Will County by providing access to quality integrated medical, behavioral health, and dental care through community collaboration, service and education.

### **Adult and Family Medicine**

Joliet, IL (Community Health Center) Bolingbrook, IL (Northern Branch Office) Monee, IL (Eastern Branch Office) 815-727-8670

willcountyhealth.org/adult-medicine willcountyhealth.org/family-medicine

Physical exams, diagnosis, and sick visits for all ages.



# Audiology Services (Hearing testing, hearing aids)

Joliet, IL (Community Health Center) 815-727-8670

willcountyhealth.org/chc/

The Americans for Better Hearing Foundation (ABHF) provides hearing testing and diagnostics, hearing aids, hearing aid repairs, and batteries. A medical exam at the Will County Community Health Center and a provider order is required prior to receiving audiology services.

**FEES:** Unless otherwise noted, see fee for services statement on page 10





### **Basinger's Pharmacy**

Joliet, IL (Community Health Center) 815-768-8468

willcountyhealth.org/basinger-pharmacy A Basinger's Pharmacy is available in the Community Health Center.

Monday through Thursday 8am-6pm; Friday 8am-4pm

#### **Behavioral Health**

Joliet, IL (Community Health Center) Bolingbrook, IL (Northern Branch Office) Monee, IL (Eastern Branch Office) 815-727-8670

willcountyhealth.org/behavioral-health-chc

Psychiatric and medication management services, individual therapy, group therapy sessions, and Behavioral Health injection clinic.

**Fee for Services:** Medicare, Medicaid, Medicaid MCOs, and some private insurances accepted. Sliding fee scale available for uninsured. Minimum fee is \$25 for medical and behavioral health. No one is turned away for inability to pay. Walk-ins welcome!

#### **Dental Services**

Joliet, IL (Community Health Center) 815-774-7300

### willcountyhealth.org/dental-services

Comprehensive & emergency exams, dental, intraoral & Panoramic X-rays, regular and deep cleanings, fluoride treatments, sealants, tooth-colored fillings, simple and surgical extractions, and oral health education. COVID safety measures: HEPA filters, UV light and using protective equipment.

#### Eye Care Services

Joliet, IL (Community Health Center) 815-727-8670

#### willcountyhealth.org/eye-exams-by-chc

Free optometry services. Includes eye exams for children & adults, prescription lenses, screening for cataracts, and glaucoma, and treatment of eye conditions. This onsite service provided by the Chicago College of Optometry, Midwestern University. Call for appointment availability.







#### Family Planning & Teen Clinic

Joliet, IL (Community Health Center) Bolingbrook, IL (Northern Branch Office) 815-727-8670 or text 815-685-2178 willcountyhealth.org/chc/ willcountyhealth.org/walk-in-teen-clinics

Medical exams, pregnancy tests, lab tests, counseling, women's health education, and family planning methods.

Teen Clinic: Family Planning, birth control, free condoms, pregnancy testing and counseling, STD testing and treatment, HIV testing and counseling for adolescents, ages 11-21.

Fees for teens: sliding fee scale based on adolescent's income if not using parent/guardian health insurance. May be free.

#### **Health Insurance Enrollment Assistance**

Joliet, IL (Community Health Center) 815-774-6090

willcountyhealth.org/insurance-assistance

Eligibility counselors available for assistance with Medicaid and Affordable Care Act (ACA) Marketplace insurance enrollment.

#### **HIV Prevention**

Joliet, IL (Community Health Center) 815-727-8670 willcountyhealth.org/hiv-prevention

Counseling, testing, treatment, and follow-up care, anonymous and confidential HIV/AIDS testing is available as well as pre-exposure prophylaxis (PrEP) for persons at high risk for HIV.

**FEES:** Unless otherwise noted, see fee for services statement on page 10



#### Medication Assisted Treatment (MAT)

Joliet, IL (Community Health Center) 815-774-4381

willcountyhealth.org/behavioral-health-chc

Treatment for Substance Abuse Disorders centering around Opioids and Alcohol.

Achieved with the use of Vivitrol (Naltrexone) and Suboxone (Buprenorphine and Naloxone) as part of a comprehensive program.

#### Mobile Dental Unit

Visits to area shelters, food pantries, schools, and community sites.

815-774-7397

willcountyhealth.org/dental-services

Comprehensive and emergency exams, digital X-rays, regular and deep cleanings, fluoride treatments, sealants, tooth-colored fillings, simple and surgical extractions, and oral health education. COVID safety measures: HEPA filters and using protective equipment.

# **Onsite Quest Lab for Health Center Patients**

Joliet, IL (Community Health Center) 815-727-8670

willcountyhealth.org/chc/chconsitelab

Blood draws for the evaluation of all common medical conditions in primary care; STDs, strep testing, glucose testing, pregnancy testing, and others.

#### Pediatric & Adolescent Health

Joliet, IL (Community Health Center) 815-727-8670

willcountyhealth.org/pediatrics willcountyhealth.org/chc-adolescent-health

Physical exams, including well baby exams, yearly well-care visits, developmental milestone screenings, flu shots, growth evaluations, sick visit & injury evaluations, school physicals, sports physicals, immunizations, evaluation, diagnosis, and treatment for all diseases affecting children & adolescents.





# Women's Health (Obstetrics & Gynecology) and Family Planning Services

Joliet, IL (Main Office) 815-727-8670

willcountyhealth.org/womens-health

Prenatal care for every stage of pregnancy, birth control to fit your lifestyle, routine female health maintenance with breast and cervical cancer screening. Full range of women's health services Bilingual doctors and staff.

**FEES:** Unless otherwise noted, see fee for services statement on page 10







# **Environmental Health**

### **Body Art and Tanning Facilities**

Joliet, IL (Main Office)

Bolingbrook, IL (Northern Branch Office)

Monee, IL (Eastern Branch Office)

815-727-8490

willcountyhealth.org/

body-art-and-tanning-facilities

Conducts inspections of all tanning and body art facilities to assure they are operating in accordance with the appropriate state regulations.

Fees: Free

#### Complaints

Joliet, IL (Main Office)

Bolingbrook, IL (Northern Branch

Office)

Monee, IL (Eastern Branch Office)

815-727-8490

willcountyhealth.org/filing-a-complaint

Investigates all complaints received from the public in all of our regulated programs.

### **Environmental Health Laboratory**

Lab: Joliet, IL (Main Office)
Samples accepted at:
Joliet, IL (Main Office)
Bolingbrook, IL (Northern Branch Office)
Monee, IL (Eastern Branch Office)
815-727-8517 Call for lab hours.
willcountyhealth.org/
environmental-health-laboratory

Conducts analysis on routine bacterial screens and counts, chlorine checks, nitrate, fluoride, and hardness analysis.

#### Fees:

Bacterial Screen \$20 Bacterial Count \$25 Chlorine Check \$5 Nitrate Analysis \$18 Fluoride Analysis \$24 Hardness Analysis \$18

#### **Food Safety**

Joliet, IL (Main Office)
Bolingbrook, IL (Northern Branch Office)
Monee, IL (Eastern Branch Office)
815-727-8490
willcountyhealth.org/food-safety

Conducts plan reviews, opening and routine inspections at food service/stores, temporary food events, mobile food units and cottage food operations.

Fees: All fees are listed in the Will County Health Department Fee Schedule available on willcountyhealth.org/ordinances



### **Private Well and Septic Program**

Joliet, IL (Main Office)
Bolingbrook, IL (Northern Branch Office)
Monee, IL (Eastern Branch Office)
815-727-8490

willcountyhealth.org/ safe-water-wells-and-septic-systems

Conducts soil/site evaluations, well and septic permitting, inspections on all new and repaired wells and septic systems, sampling of well water, and discharging wastewater treatment systems, well sealings, tank abandonments and pumper truck/dump site inspections.

Fees: All fees are listed online at: willcountyhealth.org/ordinances



Joliet, IL (Main Office)
Bolingbrook, IL (Northern Branch Office)
Monee, IL (Eastern Branch Office)
815-727-8490
willcountyhealth.org/radon-program

Provides radon education and the sale of radon test kits.

Fees: Radon Test Kits \$8



### **Swimming Pool Facilities and Beaches**

Joliet, IL (Main Office) Bolingbrook, IL (Northern Branch Office) Monee, IL (Eastern Branch Office) 815-727-8490

willcountyhealth.org/safe-swimming-facilities

Conducts inspections at all public swimming pool and bathing beach facilities.

#### Fees:

- Swimming pool facility \$250
- Swimming pool facility sample analysis - \$20
- Swimming pool facility re-inspection due to suspension - \$50
- Bathing beach \$200
- Bathing beach sample analysis \$20
- Bathing beach re-inspection due to suspension - \$50



#### West Nile Virus Surveillance

Joliet, IL (Main Office)
Bolingbrook, IL (Northern Branch Office)
Monee, IL (Eastern Branch Office)
815-727-8490
willcountyhealth.org/
west-nile-mosquito-mitigation

Provides education, larvicide, and vector control/surveillance. Staff trap and test mosquitos for West Nile Virus and collect dead birds to be tested for West Nile Virus.





# **Family & Adolescent Health Services**

#### Adolescent Health

Joliet, IL (Main Office) 815-727-5909

willcountyhealth.org/adolescent-health

This program aims to improve adolescent health by empowering youth to adopt healthy behaviors while increasing the rate of adolescent well-care visits and ensuring that health care provided to adolescents is youth-friendly and meets their needs.

Fees: Free

# All Our Kids Early Childhood Network

Joliet, IL (Main Office) 815-727-8864 willcountyhealth.org/ aok-all-our-kids-early-childhood-network

A community-based collaboration that is committed to developing a high-quality, well-coordinated, easily accessible system of care that will promote positive growth and development for children 0-5 and their families.



#### **Better Birth Outcomes**

Joliet, IL (Main Office)

815-727-8505

willcountyhealth.org/better-birth-outcomes

A case management program designed to promote healthy pregnancies and healthy babies by providing pregnant women with education and support.

Fees: Free, must meet eligibility criteria

# **Epidemiology and Communicable Disease**

Joliet, IL (Main Office)

815-727-8481

willcountyhealth.org/

epidemiology-and-communicable-disease

Protect and promote the health of residents through public health surveillance, field investigations, health assessments and epidemiological studies.

#### HealthWorks of Illinois

Joliet, IL (Main Office) 815-774-7302

# willcountyhealth.org/healthworks-of-illinois

A case management program designed to meet the medical needs of children under 21 who are in custody of the Illinois Department of Children and Family Services (DCFS).

Fees: Free; by referral only





#### **HIV Prevention**

Joliet, IL (Main Office) 815-727-8830

willcountyhealth.org/hiv-std-and-prep-clinic

Provides quality HIV/STD prevention and care services, including PrEP (Pre-exposure prophylaxis), for those at highest risk of acquiring HIV/STD's, linkage to care for person's living with HIV, surveillance of HIV cases and HIV support group.

Fees: Free to high-risk populations, call to see if you qualify





# High Risk Infant Follow-up (HRIF/APORS)

Joliet, IL (Main Office)
Bolingbrook, IL (Northern Branch Office)
Monee, IL (Eastern Branch Office)
815-727-8505
willcountyhealth.org/
high-risk-case-infant-follow-up

A case management program that provides high risk infants and their families support, education, and guidance in the first 2 years of life to minimize adverse effects of medical conditions noted at birth.

Fees: Free

#### **Immunizations**

residents of Illinois.

Joliet, IL (Main Office)
Bolingbrook, IL (Northern Branch Office)
Monee, IL (Eastern Branch Office)
815-740-8143
willcountyhealth.org/immunizations

Provides a full variety of recommended childhood and adult immunizations to the

Fees: Medicaid, Medicare and some private insurances are accepted



# International Travel Immunization Clinic Joliet, IL (Main Office) 815-740-8143

# willcountyhealth.org/travel-immunizations

Provides comprehensive consultation and immunization services including yellow fever vaccinations for persons traveling abroad.

Fees: Pre-travel consult is \$50, \$25 for each additional traveler. Vaccine/medication prices dependent on dosage and type needed.

#### **Lead Poisoning Prevention**

Joliet, IL (Main Office) 815-727-8830 willcountyhealth.org/ childhood-lead-poisoning-prevention

A comprehensive community intervention program available to prevent childhood lead poisoning; provides nursing case management and referral for environmental inspections for children with elevated blood levels.



# Sexually Transmitted Disease (STD) Surveillance Program

Joliet, IL (Main Office) 815-727-8830

willcountyhealth.org/hiv-std-and-prep-clinic

Conducts surveillance on positive cases of chlamydia, gonorrhea, and syphilis; eligible to anyone twelve years of age or older with a confirmed lab result.

Fees: Free





### **Teen Pregnancy Prevention**

Joliet, IL (Main Office) 815-727-8859 willcountyhealth.org/

teen-pregnancy-prevention-program

This program implements an evidence-based, comprehensive sex education curriculum for teens within selected county schools. The Teen Pregnancy Prevention Program works to reduce rates of teen pregnancy, sexually transmitted infections, and existing health disparities for teens in Will County.

#### **Tobacco Control and Prevention**

Joliet, IL (Main Office) 815-727-8769 willcountyhealth.org/ tobacco-control-and-prevention

Offers services to decrease tobacco use rates, keep youth tobacco-free, and eliminate exposure to secondhand smoke.

Fees: Free

# Vision and Hearing Screening

Joliet, IL (Main Office) 815-727-8849 (for information) https://willcountyhealth.org/vision-andhearing-program

Vision and hearing screening for all ages. The main goal of the program is early detection of vision and hearing problems in children.

Fees: Free

### **Well-Woman Program**

Joliet, IL (Main Office) 815-727-8769

The Increasing Well-Woman Visits – Community Grant program, aims to improve women's health by making it a priority to ensure accessibility, availability and quality of preventive and primary care for all women, particularly for women of reproductive age. The goal of this program is to increase the number of women, ages 18-44, receiving an annual preventive medical visit (well-woman visit), to ensure their continued health and to support the needs of women within our communities..









# WIC Supplemental Food Nutrition Education

Joliet, IL (Main Office)
Bolingbrook, IL (Northern Branch Office)
Monee, IL (Eastern Branch Office)
815-727-8524
willcountyhealth.org/women-infant-and-children-wic

Provides supplemental foods on WIC Electronic Benefits Transfer (EBT) card, nutrition education, health referrals, and breastfeeding support.

Fees: Free, must meet eligibility criteria

# Will County MAPP (Mobilizing for Action through Planning and Partnerships) Collaborative

Joliet, IL (Main Office) 815-727-5089

willcountymapp.org

The Will County MAPP Collaborative consists of a broad cross section of organizations and individuals. MAPP is designed to provide a community-driven, evidence-based comprehensive framework for assessing needs and addressing strategic issues. The MAPP Collaborative works to ensure that assessment, policy, and assurance are met within the Public Health System.



# **Hotlines**

#### **CARES Hotline**

800-345-9049

24 Hour Hotline/Bilingual Available Hotline for those experiencing a mental health crisis

#### **DCFS**

800-252-2873

24 Hour Hotline/Bilingual Available

#### **Domestic Violence Hotline**

800-799-7233

24 Hour Hotline/Bilingual Available

#### **Elder Abuse Reporting**

800-252-8966

24 Hour Hotline/Bilingual Available

# HIV/STD and Lead Poisoning Prevention Program

815-727-8830

For questions concerning HIV and Lead Poisoning Prevention Program

# IL Tobacco Quitline, American Lung Association 866-QUIT-YES (784-8937) Quityes.org

#### **National Suicide Prevention Hotline**

800-273-8255

24 Hour Hotline/Bilingual Available

#### **Poison Control**

800-222-1222

24 Hour Hotline/Bilingual Available

#### West Nile Hotline

815-740-7631

To report deceased birds for WNV testing



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5601 W Monee-Manhattan Road Monee, IL 60449 1-815-727-8803

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323 Quadrangle Drive Bolingbrook, IL 60440 1-630-679-7000

#### www.willcountyhealth.org

facebook.com/wilcountyhealthdepartment twitter.com/willcohealth