



**WILL COUNTY HEALTH DEPARTMENT**  
ANNUAL REPORT  
**BEHIND THE NUMBERS**

**TWENTY 21**

# TOC

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RESPECT  
INTEGRITY  
PROFESSIONALISM  
QUALITY  
DEDICATION

## OUR VALUES

## 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 **need**

ENVIRONMENTAL  
HEALTH

# ADMIN

ADMINISTRATION

*a message from the executive director*

## GROWTH TODAY IS AN INVESTMENT FOR TOMORROW

**SUSAN OLENEK | MAOL, PHR**  
**EXECUTIVE DIRECTOR | WILL COUNTY HEALTH DEPARTMENT & COMMUNITY HEALTH CENTER**

Hello, and thank you for taking the time to view our 2021 Annual Report! This past year was yet again a challenging year, but one filled with many wonderful happenings. Our department was and continues to respond to the COVID-19 pandemic, along with providing all our regular programs. It seems much of 2021 was filled with data, numbers, metrics, and statistics. So, we thought it appropriate to take the same approach to our annual report for 2021! It's all about the numbers....

**"Growth today is an investment for tomorrow"**- John C. Maxwell

Challenge brings growth...and boy, did we grow! But we experienced many of what I would call "silver linings." Our continued response to the pandemic at all levels, manifested countless experiences for me and the staff. Although the department enjoyed many community partnerships prior to the COVID-19 pandemic, we found that we forged many new community partnerships, and deepened the existing ones. By deepening and

forging these partnerships, we also gained clearer understanding of what other resources are available in our community. This strengthened the bonds and will assist in decreasing service gaps in the future.

Another silver lining was cultivating creativity in problem-solving. We found different ways to do things, we took different approaches never tested, we solved problems never imagined. The result of this was exponential growth for our staff, at many levels. We knew our community needed us, and our services and we had to make our services more accessible- both COVID-19 response services and our normal Health Department services.

Probably the most important silver lining is the exposure to public health. Our work has been ongoing for generations, much of what we preached during this pandemic we have been educating on for years. Some of the work like contact tracing has been a staple of public health departments across the nation. The COVID-19 pandemic just brought these things to the forefront. The average

American now knows health departments exist, they know we heavily invest in our communities, and they know we are a valuable resource for many health initiatives. I predict moving forward health departments will play a larger role in communities and have a seat at tables not typical in the past.

We continue to respond to the pandemic, and hopefully we will see an end soon, but we are also returning to normal staffing and normal operations. Whether it is COVID-19, the flu, or any other communicable disease, let's remember what we learned in this pandemic- germs spread, and quickly. Your overall health status matters in terms of being susceptible to illness, and what you do or don't do affects other people in your community. I am confident we will prevail in the fight against this pathogen, but at some point (hopefully a long way off) there will be another. My hope is that public health continues to be in the forefront of our lives, and greater understanding and emphasis is realized to improve the overall health of our communities!

Thank you to the Will County Board of Health who truly understands our mission and supports our initiatives, our efforts, and the staff. The continued support this past year was most important. The residents of Will County are fortunate to have such dedicated people that give of their time for the good of our community.

Please enjoy this edition of our annual report and visit our website to learn more about our programs and services!

My best in public health,



### WILL COUNTY HEALTH DEPARTMENT BOARD OF HEALTH

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Member	<b>George Mora</b>
Member	<b>Vernice Warren</b>

# WCHD PARTNERS WITH COMMUNITY BASED ORGANIZATIONS TO IMPROVE VACCINE EQUITY

VINITA VOSS | JD  
MANAGER | VACCINE EQUITY

## COMMITTED TO EQUITY

The Will County Health Department (WCHD) is committed to achieving health equity. To this effort, WCHD worked with community stakeholders to extend our reach into vulnerable communities to address vaccine hesitancy, mistrust, and barriers that result in adverse health outcomes related to COVID-19 and beyond.

The COVID-19 pandemic has disproportionately impacted already vulnerable populations and has intensified and exposed existing disparities in health care delivery and accessibility around the country. Through our partnerships with community-based organizations (CBOs) and others, we have been able to lead culturally responsive and linguistically appropriate educational outreach to reduce barriers to equitable vaccine distribution. This has



ensured that vulnerable communities that have been disproportionately impacted by COVID-19 have the information and resources they need to access lifesaving COVID-19 vaccines.

## HELPING HANDS AND TRUSTED MESSENGERS

As part of this effort, the Will County Health Department awarded up to \$15,000 to ten community-based organizations. This allowed us to extend our reach to increase vaccine confidence and uptake within vulnerable communities such as Black, Hispanic/Latinx, Rural, and Immigrant populations.

## MAKING A DIFFERENCE

Between August 2021-February 2022 with support of our vaccine equity team, our partner



CBOs engaged over 128,766 community members in outreach and vaccination efforts. CBOs hosted over 148 vaccination clinics. An additional 61 pop-up clinics were coordinated and staffed by the WCHD vaccine equity team with over 2,000 vaccinations administered in partnership with the Illinois Department of Public Health and Illinois Emergency Management Agency at these additional clinics.



Through these collaborative efforts, we were able to increase overall vaccination rates, inclusive of Black/African-American and Hispanic/Latinx communities. During this same period, vaccination rates increased from 39.9% in the Black/African-American community to 54.4%. Similarly, vaccination rates in the Hispanic/Latinx community increased from 40.3% to 54.6%.

# WILL COUNTY

TOTAL NUMBER OF BIRTHS & DEATHS | 2021

5,027  
DEATHS  
2021

4,485  
BIRTHS  
2021

# LOCAL FIRE DEPARTMENTS HELP WCHD'S COVID-19 VACCINATION EFFORTS

CAROL RICKEN  
MANAGER | COMMUNITY PARTNER ENGAGEMENT

It takes a village...or a county along with the local municipalities and business partners and community organizations.

The coordination of resources in response to the pandemic, now in its 3rd year, has been extraordinary especially in light of its many challenges—staffing, securing locations, setting up clinics, obtaining technology, scheduling, testing, managing vaccines, and more.

What has been achieved throughout Will County was attained only with the support of our community partners—municipalities who provided clinic locations and EMS staff to administer vaccine, clinical leaders directing testing and vaccine clinics, pharmacies that added an entire service line to their operations, businesses that hosted clinics to reach essential workers, and churches and community-based organizations that hosted clinics to provide their congregations or patrons convenient and equitable access to vaccine.

SO MANY **PARTNERS** WORKED WITH WCHD THROUGHOUT 2021 & THE PANDEMIC TO MAKE **SURE** THAT **EVERY PERSON** IN WILL COUNTY HAD **CONVENIENT ACCESS** TO COVID-19 **VACCINES AND BOOSTERS**

What follows is a story that WCHD could tell about many individuals from various organizations throughout the county. A story that spotlights two individuals and their organizations:

Deputy Chief Jeff Carey of the Joliet Township Fire Department [JTFD] and Lieutenant Edgar Hughes of the Bolingbrook Fire Department [BFD].

February 2021. Vaccine supply was extremely limited, consumer demand was high and the urgency was to vaccinate essential workers—a vast undertaking. Deputy Chief Jeff Carey extended the resources of the JTFD to the health department. Gratefully, this assistance was accepted. Realizing the scope of this public health crisis, Deputy Chief Carey and his team established a comprehensive, volunteer-staffed, COVID-19 vaccine clinic at Joliet West High School. This clinic design became a model for the county's mass vaccination sites.

After most essential workers had been vaccinated and vaccine supply became more plentiful, Deputy

## THE POWER OF PARTNERS

70,000  
VACCINATIONS  
GIVEN

JOLIET TOWNSHIP FIRE DEPARTMENT

17,000  
VACCINATIONS  
GIVEN

BOLINGBROOK FIRE DEPARTMENT

Chief Carey answered the call again and assisted the health department in reaching the general population, vaccinating up to 8,000 individuals each week. During their 4-month operation, the JTFD clinic administered approximately 70,000 vaccines! What sticks with D.C. Carey the most was the amazing staff—all volunteers, mostly current and retired fire department members, along with the support staff of the high school. According to Carey, the comradery that occurred between the current and retired fire fighters was fun, inspirational, and will remain memorable. "When the clinic ended, we missed getting together each week."

August 2021. The Village of Bolingbrook recognized they could provide convenient and timely vaccine access to Will County's northwest quadrant by establishing a clinic staffed by the village's fire department. Lt. Edgar Hughes eagerly accepted accountability for the Bolingbrook clinic ensuring safe, efficient, and professional delivery of COVID-19 vaccine to local residents. When vaccine eligibility expanded to ages 5

- 17, the Bolingbrook clinic began vaccinating children. When the county was faced with the challenge of reaching the homebound, Lt. Hughes already had a plan to assign paramedics to vaccinate the homebound in their district.

With Edgar Hughes enthusiasm, the fire department organized vaccination stations at several Bolingbrook events and festivals. In total the BFD held 41 COVID-19 vaccine clinics and administered over 17,000 vaccinations!

Lt. Hughes communicated that it was a group effort; the team of firefighters and EMTs who selflessly gave of their time and talents. Their biggest challenge? According to Lt. Hughes, "entering unexplored territory. We are used to working in emergency settings. In the clinics, we used our EMS skills but in a non-emergency environment. It took some adjusting!"

The WCHD commends these achievements and the achievements of all our community partners. An extraordinary effort for which we are tremendously grateful.

# COVID-19 VACCINES ADMINISTERED

# 1,003,276

## THROUGHOUT WILL COUNTY IN 2021

## EP & R MASS VACCINATION CAMPAIGN SUCCEEDS

KATHLEEN WEBER | MSPH  
COORDINATOR | EMERGENCY PREPAREDNESS & RESPONSE

The Emergency Preparedness and Response Team [EP & R] kicked off 2021 with the COVID Mass Vaccination campaign. The campaign was divided into phases: 1a, 1b, 1c, and 2. First responders were in the initial phase followed by the population over the age of 65 and workers with essential job functions. By April, vaccinations were open to anyone over the age of 16 who wanted to receive the vaccine and to anyone over the age of 12 in May.

With the help of the Mass Vaccination team, 262 external clinics were held for targeted populations like school personnel, students, daycare providers, and manufacturers. Five ongoing mass vaccinations sites were run throughout Will County at Joliet West High School, the former Toys R Us in Joliet, Wilmington, Monee, and Will County Health

Department [Joliet]. These clinics, along with other COVID-19 providers in the county, administered a combined 1,003,276 vaccinations in 2021 with 60.80% of the population being fully vaccinated and 67.33% of the population receiving at least one dose. Of the 1,003,276 doses administered, 140,008 doses were boosters and 17,401 were administered to the 5-11 population.

EP&R also partnered with IL Department of Public Health to distribute Rapid Antigen COVID-19 tests to Will County organizations. The BinaxNOW program was developed for worksite (must have CLIA Waiver) testing programs. The program kicked off at the end of 2020, however, most partners and tests were distributed in 2021. During 2021, 71,000 tests (1775 kits) were distributed to 86 different partner agencies throughout Will County.

Booster doses administered

# 140,008

Vaccines administered to 5-11 year olds

# 17,401

COVID-19 tests distributed

# 71,000

## MRC DONATES 9,610 HOURS WORTH OVER \$365,270

BARBARA AGOR | MA, LCPC  
EMERGENCY RESPONSE SPECIALIST II

EP&R focused primarily on the COVID-19 vaccination mission during 2021 with much support from the WCHD's Medical Reserve Corps (MRC) volunteers. By the end of 2021, the MRC volunteers had donated 9,610.5 hours valued at \$365,270 (and counting).

During the pandemic, staffing at most organizations proved difficult. The dedication of the WCHD MRC volunteers made scheduling over 200 on-site clinics and over 60 off-site clinics significantly more manageable. In addition to providing support at the mass vaccination sites in Joliet, Wilmington, and Monee, the dedicated volunteers also traveled throughout the county working numerous vaccine clinics

at various business locations, schools, religious organizations, and community events.

The WCHD MRC volunteers have been and continue to be an integral part of the health department's COVID-19 response. Prior to the pandemic there were approximately 215 MRC volunteers registered with Will County Health Department. During the pandemic, residents of Will County felt pulled to help and answered the call to volunteer. Currently, WCHD has around 330 Medical Reserve Corps volunteers, gaining approximately 115 new volunteers during this response mission.

Will County Health Department is very proud of the commitment and grateful for the dedication demonstrated by the Medical Reserve Corps volunteers during this pandemic.

Will County population FULLY vaccinated

# 60.80%

Will County population receiving at least 1 dose

# 67.33%

*a message from the director*

## BEHAVIORAL HEALTH ANSWERS THE CALL

JOSEPH TROIANI | PhD, CADDC  
DIRECTOR | BEHAVIORAL HEALTH

During the summer of 2021 Behavioral Health Programs were selected by the state to be the provider for the Crisis Care System services for Will County. This program will provide support for crisis calls coming into the new nationwide mental health crisis line which is Dial 988.

Operating 24 hours a day and 365 days a year crisis teams will be dispatch to mental health calls coming into the 988 call centers.

2021 saw us meeting with stakeholders, the 911 call center, law enforcement professionals, and fire emergency medical response services to plan at the local level.

These meetings are in addition to our planning meetings with social services agencies and hospitals.

The result of the Dial 988 and the Crisis Care System will be more an immediate response to those experiencing a mental health crisis.



## PATH

The Projects for Assistance in Transition from Homelessness [PATH] Program is funded through federal and local match funding dollars and is one of over a dozen PATH Programs in the State of Illinois. PATH Programs are coordinated by the Illinois Department of Human Services, Division of Mental Health, State-wide PATH Coordinator.

The Will County Health Department, Behavioral Health PATH Program began in 1989 and is one of the originally funded PATH Programs in Illinois. The primary focus of the PATH Program shall be serving the Will County area.

Utilizing a clinical case management type model, the PATH Program provides services that are client-focused, individualized, short to long term in duration and of moderate to long term in intensity, for those who are homeless or at risk of becoming homeless, and seriously mentally ill or seriously mentally ill with a co-occurring substance abuse problem.

Services provided may include the following:

- Outreach and Engagement
- Screening Services – To Determine Eligibility for PATH-Funded Services
- Comprehensive Assessment of Needs and Strengths
- Referral and Linkage for Psychiatric Evaluation and Services
- Referral to Individual Counseling / Psychotherapy
- Case Management Services
- Provide Crisis Intervention Services

## ADULT MENTAL HEALTH

1,781

ADULTS SERVED

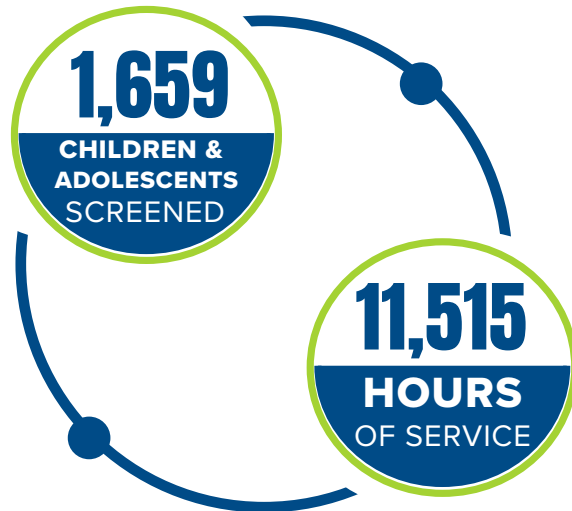
6,880

HOURS OF SERVICE

The program provides outpatient mental health services for those experiencing psychiatric and/or psychological problems along with those living with chronic and persistent mental illness.

These services are offered primarily through individual counseling/therapy and case management. Psychiatric evaluations and psychiatric medication management are also clinical services that are available.

# CHILDREN & ADOLESCENT MENTAL HEALTH



The program seamlessly provided behavior health services and psychiatric care during the pandemic. We provided a much-needed service of addressing the community's worries and anxieties regarding the pandemic and any other problems that were presented.

We were able to get one of the Child and Adolescent therapists certified as a trauma therapist. We were also able to continue our partnership with School District 204 to provide Behavioral Health Services in the schools and we intend to continue the partnership. We applied for ARPA funds to continue and strengthen this partnership.



## MCR

### ADULT MOBILE CRISIS RESPONSE

Behavioral Health programs has applied for and received the approval to begin the 590 Program that will address the behavioral health needs of Will County residents who do not have funding.

We seamlessly provided crisis services to Will County residents in their homes, in the community and local hospitals.



## SASS

### SCREENING ASSESSMENT & SUPPORT SERVICES

The program has been providing 24-hour crisis services to the Will and Grundy County residents. We provide these services in the community, in client's homes or in the hospitals.

We assist with children, adolescents, and their families to help prevent further hospitalizations. Our program was one of two such programs recognized in Illinois as a model program.

2,627

### NUMBER OF CHILDREN & ADOLESCENTS SCREENED



# CLINICAL TRAINING PROGRAM

- 8 DOCTORAL CLINICAL PSYCHOLOGY STUDENTS
- 10 MASTER'S STUDENTS IN COUNSELING & SOCIAL WORK
- 8 COLLEGES & UNIVERSITIES INVOLVED
- 5 NURSING STUDENTS

The Behavioral Health Programs Clinical Training Program has been in existence for twenty years and during that time hundreds of students have trained with the health department. The program is in high standing with numerous universities and professional schools of psychology in Chicagoland. Over the years we have become a preferred and sought-after clinical site.

In fact, many of the current health department clinical staff and the clinical staff at River Valley Detention Center and the Adult Detention Facility were students who came through the WCHD clinical training program. During training, their performance indicated they would make good additions to the clinical staff, so they were recruited and hired into open and new positions. These individuals have become valued and productive members of our clinical service delivery team.





COMMUNITY HEALTH CENTER

*a message from the director*

# COVID OR NO COVID CHC STAYED OPEN FOR BUSINESS

MARY MARAGOS | MS, APRN  
CHIEF EXECUTIVE OFFICER | WILL COUNTY COMMUNITY HEALTH CENTER

In 2021 the Will County Community Health Center was fully open for business, in spite of continued COVID surges. We experienced a 27% decrease in total unduplicated patients from 2020 to 2021, to 11,165 patients, and a 9% decrease in patient visits, to 41,717. However, we had significant improvements in our outpatient substance use disorder program, experiencing an 11.5% increase in patients and 13.8% increase in visits. Optometry patients increased by 208%.

The payor mix of our patients improved, as more were able to enroll in public and private insurances. Overall, 34% of our patients were uninsured, 51% had Medicaid insurance, 5% Medicare,



and 9% private insurance.

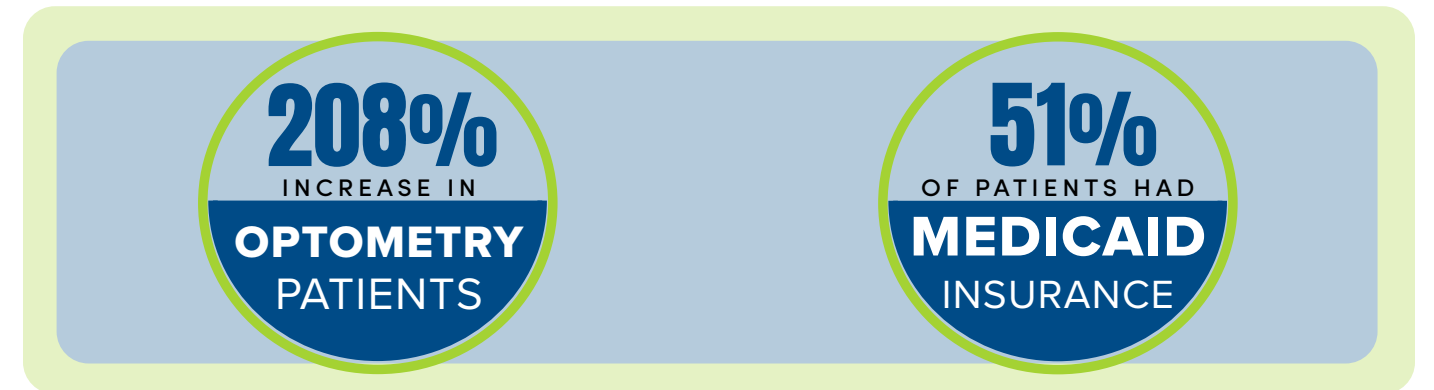
We experienced staffing shortages but were pleased to hire several new Certified Medical Assistants, a Healthcare Liaison, a new Director of Nursing, and a Quality/Risk Management Program Manager.

We were fortunate to receive new grant funding from: 1) The US Dept of Health and Human Services Health Services Resource Administration (HRSA) to improve the quality of care of our patients with hypertension with home monitoring devices; 2) Centene Insurance and the National Assoc. of Community Health Centers to expand telehealth access by supplying cell phones and minutes to needy behavioral health patients; 3) Illinois Dept. of Public Health for oral health promotion and the expansion

of our mobile dental services to Grundy County; 4) AIDS Foundation of Chicago for primary care, dental, behavioral health, and substance use disorder services and case management for persons living with HIV; 5) HRSA to expand COVID testing, vaccinations and education, expansion of our workforce and health care services, and

The award is for 2 years, from April 2021-April 2023 and attests to our commitment to safe and high-quality standards of care.

We successfully implemented major upgrades to our Nextgen electronic health record. Highlights include: Integrated virtual visits (OTTO) from EHR



community outreach and education; and 6) IL Primary Healthcare Association to hire an additional Outreach and Insurance Enrollment Navigator.

We successfully completed a 3-day HRSA program site visit, with a thorough review of financial, clinical, and operational policies and procedures, with no adverse findings or conditions.

We successfully implemented a COVID vaccination program, while continuing to offer daily coronavirus testing for our staff and the community.

The Will County Community Health Center (WCCHC) renewed a Joint Commission Accreditation for primary health care services and Patient Centered Medical Home designation.

and mobile devices to meet patients remotely and bill for visits; an updated Patient Portal to provide a user-friendly platform for patients to take ownership of their healthcare experience; updated interoperability capabilities to support compliance with information blocking regulations; and a new group scheduling platform.

We expanded our 340B discount pharmacy prescription program, to include 5 new CVS pharmacy sites (for a total of 17) and 3 Walmart pharmacy sites, to complement our existing 4 Basingers pharmacy sites, 2 Joliet Professional/Kodocare pharmacy sites, and 29 Walgreens pharmacy sites.

# WCCHC DENTAL CLINIC KEEPS BUSY



The Will County Community Healthcare Center [WCCHC] Dental Clinic offers services for adults and children including comprehensive oral exams, digital x-rays, sealants for children, fluoride treatment, emergency care, resin white fillings, regular and deep cleanings, simple and surgical extractions, and panoramic x-rays.

The panoramic X-ray machine offers a single picture of all teeth and surrounding bones, faster and with less radiation. This X-ray can be taken easily for children and adults with an active gag reflex, anxiety, or patients with difficulty in opening their mouths due to swelling or infections.

The dental staff has taken numerous safety measures to ensure the safety of its patients

and staff during the COVID-19 pandemic. The dental clinic installed 3 HEPA air filters and UV light filters in the air ducts for air circulation & purification. The dental clinic performs a BinaxNOW Covid test for every patient, every visit before an aerosol producing procedure.

Results are available in 15 minutes to detect COVID-19 antigens to help identify patients who may be currently infected without any symptoms.

Dental staff wear disposable barrier gowns, N95 masks, hair covering, and face shields.

As for all services throughout the WCCHC, a sliding fee scale is offered to families without insurance.

In 2021 we provided 4680 visits to 2117 dental patients.



## VISION SERVICES



The Will County Community Health Center offers free Optometry services for uninsured or underinsured person of ages 4 and older. Services include eye exams, free prescription eyeglasses, and screenings for cataracts and glaucoma.

Diagnosis and treatment for eye conditions and are provided by the students and faculty Optometrists of the College of Optometry, Midwestern University.

Clinic hours expanded during 2021 from one clinic day per week to 3 clinic days per week, providing 724 patient visits in 2021. Vision clinics are held Mondays, Wednesdays, and Fridays.

## AUDIOLOGY SERVICES



We introduced new audiology services, from the Americans for Better Hearing Foundation (ABHF). ABHF is a 501c3 non-profit charity with a mission of providing hearing health care and hearing aids for low income and underserved people with Medicaid, some Medicare plans and insurance coverage. The ABHF provides hearing testing and diagnostics, hearing aids, hearing aid repairs, and batteries, and serves patients 5 years and older. Patients receive evaluation and treatment by a licensed Audiologist. 39 unduplicated patients were provided audiology services in 2021, with 51 visits. A WCCHC provider order and referral is required for Audiology services.



**MEDICATION ASSISTED TREATMENT**

**[MAT]:** Our MAT program is located within the WCCHC Behavioral Health Services Department. Five providers are certified to prescribe MAT, including two psychiatrists, one family medicine physician, one mental health nurse practitioner, and one OB/Gyne physician. Our services include care coordination, a medical work-up visit, laboratory testing and screenings, Vivitrol injections, Suboxone prescriptions, counseling services, and peer recovery coaching.

Integrated behavioral health services are a core component within the community health center’s range of services to meet multifaceted patient needs & achieve improved health outcomes within the community. Our Substance Abuse Treatment Programs provide quality professional services in an outpatient setting for individuals suffering from substance abuse. We provide services for individuals to assist them in improvement and/or maintenance of their daily functioning. In 2021, we provided 7,403 visits to 1,427 behavioral health patients.

**PATIENT EDUCATION:** Nurses play a key role in the care of patients with chronic diseases and are a vital component for maintaining and promoting health at WCCHC. Each month the nurses along with their care team members feature a National Health Observance topic that aligns with our mission to improve health for the Joliet community. As part of our “Health Awareness & Promotion” campaigns we address issues to educate patients on disease prevention through increased awareness.

Through our monthly health awareness programs, patients are able to interact with the staff and learn the importance of health-promoting activities such as healthy eating, physical activity, stress management, sleep hygiene, and maintaining healthy relationships.

Patients are encouraged to stop by the Health Promotion display table in the front lobby to pick up information, free samples, and giveaways. Patient education on health issues ranging from diabetes management, breast, cervical and colorectal cancer screening and prevention, HIV/ AIDS prevention and child abuse prevention were featured in 2021.

**QUALITY INITIATIVES:** The staff at WCCHC, aligned with our mission to provide high quality care, closely monitor several key quality initiatives. In 2021 we focused on improving outcomes for our patients with diabetes, hypertension, obesity, and on improving childhood vaccination rates. We exceeded our target goals for the following: percent of pregnant women starting prenatal care in their first trimester, percent of children and adults with an underweight or overweight BMI with documented nutrition and exercise counseling, and dental sealants for children ages six through nine.

**PHYSICAL IMPROVEMENTS:** In 2021, there was a lot of activity that resulted in physical improvements to the Will County Community Health Center [WCCHC]. The entire Joliet facility was equipped with indoor and outdoor security cameras. The WCCHC also installed new blinds on every window and began the process of installing a Swipe Key Access system to improve patient access, staff workflows and accountability in

restricted areas. Multiple construction projects were developed, funded and are now in the design and planning stage. We worked on soundproofing the Audiology space for Americans for Better Hearing Foundation. The goal of this project was to improve the accuracy of hearing testing by decreasing the ambient noise coming from the staff and patients in the clinic and hallway.

The WCCHC experienced an increase in clinical support staff in their Women’s Health Services. Three workstations were added to accommodate the additional staff. This was accomplished by moving a wall and utilizing a portion of the waiting room to create the additional space.

Last but not least, we were very excited to begin planning for 10 additional exam and office spaces to be used by the behavioral health staff. The conversion of former medical records storage space will allow the behavioral health providers and support staff to work more cohesively as a team to provide comprehensive services for all of our clients .

**MAT PROGRAM**

**7,403**  
PATIENT VISITS

**MAT PROGRAM**

**1,427**  
BH PATIENTS



ENVIRONMENTAL HEALTH

*a message from the director*

# 2021: THE YEAR OF THE COMPLAINT

THOMAS CASEY | LEHP  
DIRECTOR | ENVIRONMENTAL HEALTH

As the Director of Environmental Health [EH] at Will County Health Department, when I think about 2021, the major statistic or number that comes to mind is 700. Throughout 2021, the EH staff processed and investigated over 700 pandemic related complaints.

In pursuing each complaint, the staff took the time to educate the public on important precautions one should take to stop the spread of COVID-19 such as masking, keeping appropriate social distance and frequently washing one's hands.

All the while, EH worked diligently to maintain our nine other programs that require our staff to assist operators and to serve the general public on a daily basis.

In 2021, COVID-19 greatly affected the number of customer complaints against food operators. In fact, according to Michael Hernandez, Director of Marketing for Joliet Junior College,



such complaints rose by 90% during the pandemic. Restaurant operators endured the most scrutiny from the public, and complaints were handled by our division daily.

In addition to food facilities, EH also investigated complaints about manufacturing plants, doctors' offices, mechanic shops, schools, fitness centers,

hair salons, theatres, department stores, hotels, pumpkin farms, government offices, funeral homes and animal shelters just to name a few.

The various mandates and enforcement protocols made by the State of Illinois frequently put local health departments in a precarious position: between the public and owners and operators of businesses.

Though the state government promised its support and the help of state and local police, EH found itself alone in enforcing many state mandates.

Although they often felt helpless, I am proud to say that the entire EH staff of the Will County Health Department,

many of whom were personally affected by COVID-19, maintained their composure, worked together, remained professional and answered every complaint to the best of their abilities. We worked to investigate and resolve each issue paying close attention to all applicable laws.

The main objective of each staff member was, and always will be, to protect public health and safety.

In conclusion, I want to express my sincere gratitude to the entire EH staff for all their efforts and hard work throughout the pandemic and all of 2021. We are all looking forward to a safe and productive 2022.



ACCORDING TO MICHAEL HERNANDEZ, DIRECTOR OF MARKETING FOR JOLIET JUNIOR COLLEGE, COMPLAINTS AGAINST FOOD OPERATORS ROSE BY 90% DURING THE PANDEMIC.

# NO "WORK AT HOME" OPTION FOR ENVIRONMENTAL HEALTH LABORATORY DURING PANDEMIC

TRISHA KAUTZ  
LABORATORY COORDINATOR | ENVIRONMENTAL HEALTH

Due to the COVID pandemic, 2021 was an unusual year for many departments. Many individuals worked from home; however, our Will County Health Department Environmental Health Laboratory did not have that option.

It is not possible to bring incubators, waterbaths, 100 foot candle lighting, an autoclave, biohazardous materials, chemicals, etc... to your home. The laboratory did not have the option to not analyze well, septic, or beach samples.

Home closings, beach openings, homeowners using their well water and septic systems never ceased due to the pandemic. Therefore, the laboratory staff masked up and came to work every day in order to continue to serve the Will County community. The laboratory saw an increase in well samples being

**3,390**  
**COLIFORM / E.COLI ANALYSES**

brought into the laboratory. During 2021, the laboratory staff ran more well samples, 3,390 Total Coliform/ E.coli analyses, than we have run since 2002.

IDPH and EPA certifications were not halted either, just ran a little differently. The laboratory

had its microbiology certification with IDPH in person in April 2021, and its chemistry certification with EPA virtually in March 2021. This is the first time the laboratory had a certification without a certification officer being physically present in the laboratory. It was more challenging, but the laboratory was able to complete certification with minor deviations.

The Will County Health Department Laboratory never stopped serving the public during the pandemic, we just adapted and continued to follow through with our daily duties.

## FOOD SAFETY INSPECTIONS

- 12 food facility closures
- 12 food hearings with operators
- 27 child & adult feeding programs
- 45 foodborne illness complaints
- 132 nonfoodborne illness complaints
- 144 new facilities / ownership inspections
- 145 food plan reviews
- 231 temporary food vendor inspections
- 2,344 food reinspections
- 2,738 active food facilities
- 4,358 food inspections



# HELPING DREAMS COME TRUE

AMANDA MUSGROVE | LEHP  
PROGRAM COORDINATOR | ENVIRONMENTAL HEALTH- EAST BRANCH, MONEE

Environmental Health receives a lot of calls from people who want to start a food business, especially after everyone spent a year at home perfecting their cooking and baking skills.

The business can range from a full-service restaurant and caterer to a BBQ food truck or wanting to know how they can sell their grandma's famous chocolate chip cookies to the public.

Most of the time, they already have a plan in place and only need a little guidance.

But many times, they have no idea where to start. We spend time talking with them, back and forth with emails or making site visits discussing

what they can do, can't do, ultimately figuring out how to make their dreams a reality.

Weeks, months or even years can pass after that first call, reviewing their building plans and menus and answering countless questions before that final inspection comes.

But when it's done and you are giving them the final ok, they are so grateful for the time

and patience, that's when you realize that we are making a difference, it makes all that time spent reviewing worth it, and it gives you the motivation to help the next person that calls asking how they can open their business.

**145**  
FOOD OPERATOR PLANS REVIEWED

## POOLS, BEACHES, BODY ART & TANNING FACILITY INSPECTIONS

public swimming facilities

**400+**

bathing beach samples tested

**175**

bathing beach facilities

**79**

body art facility inspections

**22**

tanning facility inspections

**21**

## WEST NILE VIRUS SURVEILLANCE & TESTING

batches tested / positive results

**347 / 24**

traps set / positive results

**14 / 11**

dead birds tested / positive results

**4 / 0**

positive human cases / deaths

**3 / 0**

## SAFE DRINKING WATER INSPECTIONS

potable water wells tested

**3,390**

public wells sampled

**254**

well permits issued

**127**

well complaints investigated

**104**

abandoned well sealed

**75**

new well inspections

**35**

## WASTEWATER SYSTEM INSPECTIONS

discharging im's lab tested

**4,649**

septic complaint investigations

**558**

septic system permits

**170**

new / repaired septic inspections

**93**

septic related court cases

**14**



# NBO EASES COVID-19 FEARS OF VULNERABLE POPULATIONS

LUKE SLIKER  
PROGRAM COORDINATOR | ENVIRONMENTAL HEALTH

Employees at the North Branch Office [NBO] had a meeting with the Carillon Lakes Board of Directors and their HOA staff on August 5, 2021. WCHD addressed questions and concerns they had in regard to the COVID-19 pandemic.

Some questions that arose from this meeting included the steps being taken by WCHD to enforce, educate, and alleviate issues that arise from these trying and unprecedented times. The residents at this retirement community have a minimum age of 65. As we know, this age group is one of the most highly susceptible to this virus.



The information we were able to give them benefitted them greatly. After this meeting took place, we felt like their minds were a little more at ease knowing that our Department was doing the best we could to ease the crushing fears this virus was and is causing to many of our most vulnerable populations.

They were extremely grateful for us taking the time from our schedules to participate in the Workshop.

The President of the HOA, especially

wanted to thank us for making the extra effort to discuss the issues they had in the community, and for the additional preparation that made the meeting a big success.

The President had also revealed that several residents have either called him or sent emails saying how informative and enjoyable the meeting was. He also brought to our attention that our thoroughness, positive approach, and our unique perspective made this meeting very special.

The residents and the Association now had a very clear understanding of how serious the COVID-19 virus is.

In addition, the President had said, if we can continue to foster cooperation and dialogue between Will County Health Department and local communities, we can beat the COVID-19 crisis.

The appreciation of this community to our Department was well received. This affirmation just shows how meaningful and important our jobs are to the people of Will County.





FAMILY HEALTH SERVICES

*a message from the director*

# CHALLENGES FACED, CHALLENGES OVERCOME

GEORGIA VANDERBOEGH | RN, MS, CPHQ  
DIVISION DIRECTOR | FAMILY HEALTH SERVICES

The year 2021 proved to be very challenging for many of the programs in the Family Health Services Division (FHS), but it was especially challenging for our Maternal Child Programs.

Our Women, Infants and Children (WIC) program caseload has increased by over 500 clients in the past year. The WIC caseload is over 8,000 clients and includes pregnant women, children aged 0-5, postpartum women and breastfeeding women.

Before the COVID-19 pandemic, Illinois WIC had made changes to the way clients could receive benefits. Illinois instituted the iWIC system, which eliminated the need for paper coupons and changed to an Electronic Benefit Transfer [EBT] card system loaded with the client's benefits.

During the pandemic, clients could now use the EBT card for nutritious foods at stores, and WIC staff could load the EBT cards by computer instead of clients coming to pick up the paper coupons.

The EBT cards are more convenient than the paper coupons and eliminate the stigma attached

to paper coupons. Also, before the pandemic, clients were required to come to WIC every 3 months for nutrition counseling and measurement of height, weight, and hemoglobin level.

During the pandemic, clients only needed to come to the WIC office if they were receiving their EBT card for the first time. The EBT cards could be loaded electronically by WIC staff, and all nutrition counseling and education was completed by telephone.



Throughout 2021, our Nursing Case Management programs maintained, and in some cases, increased their caseloads.

This includes the Better Birth Outcomes Program, the High-Risk Infant Follow-up Program, the HealthWorks/YouthCare Program, and the Childhood Lead Poisoning Prevention Program. Some of these programs require the assigned Nurses to go to their client's home for a home visit appointment, but due to the pandemic, home visits were waived.

Our Nurse Case Managers completed all necessary communications and education by phone and were still able to make referrals for other services that these clients needed.

As one can see, several FHS programs grew during the pandemic and continue to grow into 2022.

We appreciate the flexibility shown by both the FHS staff and clients over the past year, and all of us in FHS will continue to work hard to meet client needs into 2022.





# HIGH RISK CASE MANAGEMENT

SYLVIA MUNIZ | MSN, RN  
PROGRAM COORDINATOR | MATERNAL CHILD PROGRAMS

1,200  
PEOPLE  
MONTHLY

Here are several case management programs that focus on high risk maternal-child populations. This includes high risk pregnant women, high risk infants, and children in foster care. Our diverse team of experienced nurses provide services to these vulnerable populations telephonically, in person, and in the home.

We had an average of 1,200 people in our case management programs each month in 2021. Because of the COVID pandemic, our services were limited to a telephonic delivery model. However, the impact on the families we serve was great and positive, especially during this time.

We have had families turn to us for support and guidance for themselves as well as their children and loved ones.

OUR TEAM OF **CARING,**  
**COMPASSIONATE NURSES EDUCATE**  
AND **EMPOWER CLIENTS TO ADVOCATE**  
FOR THEMSELVES AND THEIR FAMILIES.

Our team of caring, compassionate nurses educate and empower clients to advocate for themselves and their families.

A client in our Better Birth Outcomes [BBO] program was experiencing decreased fetal movement but she did not want to contact her OB fearing she was overreacting. However, she did reach out to her WCHD BBO nurse who encouraged her to trust herself and her instincts. The client decided to go to the hospital to be assessed. She presented to labor and delivery with decreased fetal heart tones prompting an emergency C-section that saved her baby's life.

The client expressed her gratitude and appreciation to the nurse for listening to her and for believing in her.

8,000  
WIC  
CLIENTS

WIC IS

PREGNANT  
WOMEN

POSTPARTUM  
WOMEN

BREASTFEEDING  
WOMEN

CHILDREN  
0-5



# NOT EVEN ONE DAY

PATRICIA KRAUSE | RD, LDN  
COORDINATOR | WIC PROGRAM

The Women, Infants and Children [WIC] program is considered an essential service program; therefore, we were required to remain open throughout the pandemic. The WIC team is glad to say despite all the challenges and staffing shortages, we never closed our doors for even one day. We quickly adapted to providing remote services to our clients, as well as implemented a completely new management information system.

WIC passed a temporary resolution to the federal budget allowing for an increase in cash value benefit for vegetables and fruits. One of our participants shared how excited she was to receive this increase. She said when money is tight fruits and vegetables tend to be one of the items she can't afford, but with WIC, her family is eating more and trying new recipes.

We strive to make customer service our number one priority. We were so happy to hear from another WIC mom at her child's last appointment, "I am so thankful for all the advice and guidance given to me throughout the years. I recommend WIC constantly and am sad that my daughter is turning 5 and will no longer be a part of this WIC program."

The WIC staff are proud to be a part of a program that can impact the immediate and long-term health of our families.

# COMMUNICABLE DISEASE & CONTACT TRACING

ALPESH PATEL | MBBS, MPH, CERC, CPHA  
CHIEF EPIDEMIOLOGIST | EPIDEMIOLOGY & COMMUNICABLE DISEASE

MUNEEZA AZHER | BS, MPH  
PROGRAM MANAGER | EPIDEMIOLOGY & COMMUNICABLE DISEASE

In January of 2021, the WCHD had increased staffing to meet the needs of the pandemic with 97 full time contact tracers working on case investigations and contact tracing efforts for the county. The contact tracing team attempted to reach 40,688 cases within 24 hours and 55,363 cases within 48 hours with an overall 97.1% of at least one reach attempt made at any time. The team attempted to reach 30,538 close contacts within 24 hours and 32,026 contacts within 48 hours with an overall 91.9% of at least one reach attempt made at any time.



WCHD Communicable Disease [CD] staff provided constant support to schools, daycares, businesses and congregate care facilities to help keep up with the fluctuation in cases and changing IDPH COVID Guidance and mandates. The CD/EPI department continued to provide surveillance for all reportable diseases as well as to address the challenges, constant upheaval with changing guidance, mitigation for the ongoing COVID-19 pandemic. Mitigation efforts were focused on people who were at higher risk for severe illnesses when determining and adjusting community mitigation strategies. Certain settings and vulnerable populations in a community were at particularly high risk for transmission. This includes but is not limited to congregate settings such as nursing homes, long term care facilities, correctional facilities and the homeless populations. Ongoing mitigation with the senior high-risk population was constant to control the spread of outbreaks.

In 2021, the CD team addressed and investigated 219 outbreaks with constant follow up with the facilities on outbreak mitigation and infection control. The department investigated 107 of 219 outbreaks in the high-risk senior care population and worked with the facilities to adjust mitigation strategies. The rest of the outbreaks were in other high transmission settings including school, daycares and other congregate settings.

WCHD documented 8,198 resource requests. The majority of requests met were for food, household items, income assistance, housing-related, and medical needs during isolation and quarantine.

The Contact Tracing program was divided into two teams. One team focused on community cases while the other team focused on congregate setting cases such as those reported by long-term care facilities, assisted living facilities, schools, daycares, businesses and other congregate care facilities. It is estimated that Contact Tracing efforts prevented 13,218 infections, 199 deaths and 278 hospitalizations in Will County between 1/1/2021 and 12/31/2021.

Contact Tracing efforts fluctuated to meet the needs of the community during the Delta and Omicron surges.



## PREP CLINIC THE CARE CLINIC

LYYTI DUDCZYK | BS, MT [ASCP]  
PROGRAM COORDINATOR | LEAD/STI/HIV/ PrEP/PERINATAL HEP B

2021 marked the fourth year for the PrEP clinic aka "Care Clinic." The PrEP Clinic brings together the staff 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. The Care Clinic is the only one of its kind in Will County.

It is unique in that it not only provides "PrEP," but also provides quality HIV/STD prevention and



care services for those at highest risk of acquiring HIV and STI's (sexually transmitted infections), surveillance of HIV cases, a HIV support group, linkage to care for person's living with HIV, screening and/or treatment for STI's, for both the patient and their partners.

Staff are specially trained to address the patient's sexual health concerns in a confidential and comfortable way. In addition, WCHD staff conducts surveillance on positive cases of Chlamydia, Gonorrhea, and Syphilis. In 2021, there were 272 visits to the care clinic.



Attendees at annual Early Childhood Mental Health conference hosted by Will County All Our Kids Early Childhood Network and collaborative partners.

**120**



Vision screening tests performed

**6,386**



Hearing tests performed

**8,243**



Travel Immunizations Clinic: Number of client visits, vaccines or meds given, clients that received a travel consultation

**26.38.21**



WIC nutrition education contacts

**55,473**



Total number of flu shots administered

**625**



**1,538**



Students taught a comprehensive sexual health education curriculum in Joliet High Schools by Teen Pregnancy Prevention staff

**223**

Smoke-Free signage compliance checks executed throughout Will County courtesy of Tobacco Control & Prevention



**5,593**



Total number of shots [flu included] administered in Joliet, Bolingbrook & Monee

**1.3 million**

Persons reached through two education campaigns on the importance of annual well-care visits for youth



# FUNDS

fy 2020

%

COUNTY TAX LEVY 35

GRANTS: FEDERAL 22

MEDICAID / MEDICARE 20

PERMITS, INSURANCE & PATIENT SERVICE REVENUE 13

GRANTS: STATE 8

MISC\* 1

GRANTS: PRIVATE 1

**funding sources**

TOTAL REVENUE  
**\$29,128,022**

TOTAL EXPENDITURES  
**\$30,253,199**

DECEMBER 1, 2019  
**\$8,781,422**  
NOVEMBER 30, 2020  
**\$9,538,303**

DECEMBER 1, 2019  
**\$9,880,492**  
NOVEMBER 30, 2020  
**\$8,755,3315**

## REVENUE SOURCES

\$9,997,073	HEALTH TAX LEVY
8,709,361	FEDERAL, STATE & LOCAL GRANTS
9,550,907	FEES & REIMBURSABLES
310,531	MISCELLANEOUS CONTRIBUTIONS & REVENUES
560,150	TRANSFERS IN

## EXPENDITURES

\$17,394,368	SALARIES
7,792,090	FRINGE BENEFITS
5,066,741	SUPPLIES, CONTRACTED SERVICES & CAPITAL OUTLAY

## GENERAL OPERATING CASH BALANCE

\$1,882,058	VARIANCE
[1,125,177]	[DUE TO TIMING / ACCRUALS] EXPENDITURES OVER REVENUES

## GENERAL OPERATING FUND BALANCE

[1,125,177]	EXPENDITURES OVER REVENUES
-------------	----------------------------

\* MISC: Managed Care, TB Contract, Rent, Smoking Citations Revenue based on FY20 Comprehensive Annual Financial Report

FY 2020 Financial Summary | General Operating Fund 2102 [New World 207]  
Source: FY2019 & FY2020 Comprehensive Annual Financial Reports [Audited]



our programs and services



## ADMIN

### EMERGENCY PREPAREDNESS & RESPONSE

Joliet **815-740-7627**

[willcountyhealth.org/emergency-preparedness](http://willcountyhealth.org/emergency-preparedness)

### BIRTH AND DEATH RECORDS

Joliet **815-727-8639**

[willcountyhealth.org/birth-death-certificates](http://willcountyhealth.org/birth-death-certificates)

## BEHAVIORAL HEALTH

### ADULT OUTPATIENT BEHAVIORAL HEALTH

Joliet, Bolingbrook & Monee **815-727-8521**

[willcountyhealth.org/adult-outpatient-mental-health-program](http://willcountyhealth.org/adult-outpatient-mental-health-program)

### CHILD AND ADOLESCENT OUTPATIENT BEHAVIORAL HEALTH

Joliet & Bolingbrook **815-727-8521**

[willcountyhealth.org/child-and-adolescent](http://willcountyhealth.org/child-and-adolescent)

### CRISIS CARE PROGRAM

Joliet **815-727-8521**

[willcountyhealth.org/acute-community-services-ac](http://willcountyhealth.org/acute-community-services-ac)

### FAMILY SUPPORT SERVICES

Joliet **815-727-8521**

[willcountyhealth.org/family-support-program](http://willcountyhealth.org/family-support-program)

### MOBILE CRISIS RESPONSE

Joliet, Bolingbrook & Monee **815-727-8521**

[willcountyhealth.org/mobile-crisis-program-mcr](http://willcountyhealth.org/mobile-crisis-program-mcr)

### PROJECTS FOR ASSISTANCE IN TRANSITION FROM HOMELESSNESS (PATH)

Joliet **815-727-8521**

[willcountyhealth.org/path](http://willcountyhealth.org/path)

### SUBSTANCE TREATMENT OPTIONS PROGRAM [STOP]

Joliet **815-727-8521**

[willcountyhealth.org/stop](http://willcountyhealth.org/stop)

## COMMUNITY HEALTH CENTER

### ADULT AND FAMILY MEDICINE

Joliet (Community Health Center)

Bolingbrook & Monee **815-727-8670**

[willcountyhealth.org/adult-medicine](http://willcountyhealth.org/adult-medicine)

[willcountyhealth.org/family-medicine](http://willcountyhealth.org/family-medicine)

### AUDIOLOGY SERVICES (Hearing)

Joliet (Community Health Center) **815-727-8670**

[willcountyhealth.org/chc/](http://willcountyhealth.org/chc/)

### BASINGER'S PHARMACY

Joliet (Community Health Center) **815-768-8468**

[willcountyhealth.org/basinger-pharmacy](http://willcountyhealth.org/basinger-pharmacy)

### BEHAVIORAL HEALTH

Joliet (Community Health Center)

Bolingbrook & Monee **815-727-8670**

[willcountyhealth.org/behavioral-health-chc](http://willcountyhealth.org/behavioral-health-chc)

### DENTAL SERVICES

Joliet (Community Health Center) **815-774-7300**

[willcountyhealth.org/dental-services](http://willcountyhealth.org/dental-services)

### EYE CARE SERVICES

Joliet (Community Health Center) **815-727-8670**

[willcountyhealth.org/eye-exams-by-chc](http://willcountyhealth.org/eye-exams-by-chc)

### FAMILY PLANNING & TEEN CLINIC

Joliet (Community Health Center)

Bolingbrook & Monee **815-727-8670** or text **815-685-2178**

[willcountyhealth.org/walk-in-teen-clinics](http://willcountyhealth.org/walk-in-teen-clinics)

### HEALTH INSURANCE ENROLLMENT ASSISTANCE

Joliet (Community Health Center) **815-774-6090**

[willcountyhealth.org/insurance-assistance](http://willcountyhealth.org/insurance-assistance)

### HIV PREVENTION

Joliet (Community Health Center) **815-727-8670**

[willcountyhealth.org/hiv-prevention](http://willcountyhealth.org/hiv-prevention)

### MEDICATION ASSISTED TREATMENT (MAT)

Joliet (Community Health Center) **815-774-4381**

[willcountyhealth.org/behavioral-health-chc](http://willcountyhealth.org/behavioral-health-chc)

### MOBILE DENTAL UNIT

Visits area shelters, food pantries, schools,

and community sites. **815-774-7397**

[willcountyhealth.org/dental-services](http://willcountyhealth.org/dental-services)

### ONSITE QUEST LAB FOR HEALTH CENTER PATIENTS

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

[willcountyhealth.org/chc/chconsitelab](http://willcountyhealth.org/chc/chconsitelab)

### PEDIATRIC & ADOLESCENT HEALTH

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

[willcountyhealth.org/pediatrics](http://willcountyhealth.org/pediatrics)

[willcountyhealth.org/chc-adolescent-health](http://willcountyhealth.org/chc-adolescent-health)

## ENVIRONMENTAL HEALTH

### BODY ART AND TANNING FACILITIES

Joliet, Bolingbrook & Monee **815-727-8490**

[willcountyhealth.org/body-art-and-tanning-facilities](http://willcountyhealth.org/body-art-and-tanning-facilities)

### COMPLAINTS

Joliet, Bolingbrook & Monee **815-727-8490**

[willcountyhealth.org/filing-a-complaint](http://willcountyhealth.org/filing-a-complaint)

### ENVIRONMENTAL HEALTH LABORATORY

Lab: Joliet

Samples accepted at: Joliet, Bolingbrook & Monee

Call for lab hours **815-727-8517**

[willcountyhealth.org/environmental-health-laboratory](http://willcountyhealth.org/environmental-health-laboratory)

### FOOD SAFETY

Joliet, Bolingbrook & Monee **815-727-8490**

[willcountyhealth.org/food-safety](http://willcountyhealth.org/food-safety)

### PRIVATE WELL AND SEPTIC PROGRAM

Joliet, Bolingbrook & Monee **815-727-8490**

[willcountyhealth.org/safe-water-wells-and-septic-systems](http://willcountyhealth.org/safe-water-wells-and-septic-systems)

### RADON PROGRAM

Joliet, Bolingbrook & Monee **815-727-8490**

[willcountyhealth.org/radon-program](http://willcountyhealth.org/radon-program)

### SWIMMING POOL FACILITIES AND BEACHES

Joliet, Bolingbrook & Monee **815-727-8490**

[willcountyhealth.org/safe-swimming-facilities](http://willcountyhealth.org/safe-swimming-facilities)

### WEST NILE VIRUS SURVEILLANCE

Joliet, Bolingbrook & Monee **815-727-8490**

[willcountyhealth.org/west-nile-mosquito-mitigation](http://willcountyhealth.org/west-nile-mosquito-mitigation)

## FAMILY HEALTH SERVICES

### ADOLESCENT HEALTH

Joliet **815-727-5909**

[willcountyhealth.org/adolescent-health](http://willcountyhealth.org/adolescent-health)

### ALL OUR KIDS EARLY CHILDHOOD NETWORK

Joliet **815-727-8864**

[willcountyhealth.org/aok-all-our-kidsearly-childhood-network](http://willcountyhealth.org/aok-all-our-kidsearly-childhood-network)

### BETTER BIRTH OUTCOMES

Joliet **815-727-8505**

[willcountyhealth.org/better-birth-outcomes](http://willcountyhealth.org/better-birth-outcomes)

### EPIDEMIOLOGY & COMMUNICABLE DISEASE

Joliet **815-727-8481**

[willcountyhealth.org/epidemiology-and-communicable-disease](http://willcountyhealth.org/epidemiology-and-communicable-disease)

### HEALTHWORKS OF ILLINOIS

Joliet **815-774-7302**

[willcountyhealth.org/healthworks-of-illinois](http://willcountyhealth.org/healthworks-of-illinois)

### HIV PREVENTION

Joliet **815-727-8830**

[willcountyhealth.org/hiv-std-and-prep-clinic](http://willcountyhealth.org/hiv-std-and-prep-clinic)

### HIGH RISK INFANT FOLLOW-UP (HRIF/APORS)

Joliet, Bolingbrook & Monee **815-727-8505**

[willcountyhealth.org/high-risk-case-infant-follow-up](http://willcountyhealth.org/high-risk-case-infant-follow-up)

### IMMUNIZATIONS

Joliet, Bolingbrook & Monee **815-740-8143**

[willcountyhealth.org/immunizations](http://willcountyhealth.org/immunizations)

### INTERNATIONAL TRAVEL IMMUNIZATION CLINIC

Joliet **815-740-8143**

[willcountyhealth.org/travel-immunizations](http://willcountyhealth.org/travel-immunizations)

### LEAD POISONING PREVENTION

Joliet **815-727-8830**

[willcountyhealth.org/childhood-lead-poisoning-prevention](http://willcountyhealth.org/childhood-lead-poisoning-prevention)

### SEXUALLY TRANSMITTED DISEASE (STD) SURVEILLANCE PROGRAM

Joliet **815-727-8830**

[willcountyhealth.org/hiv-std-and-prep-clinic](http://willcountyhealth.org/hiv-std-and-prep-clinic)

### TEEN PREGNANCY PREVENTION

Joliet **815-727-8859**

[willcountyhealth.org/teen-pregnancy-prevention-program](http://willcountyhealth.org/teen-pregnancy-prevention-program)

### TOBACCO CONTROL AND PREVENTION

Joliet **815-727-8769**

[willcountyhealth.org/tobacco-control-and-prevention](http://willcountyhealth.org/tobacco-control-and-prevention)

### VISION AND HEARING SCREENING

Joliet **815-727-8849**

<https://willcountyhealth.org/vision-and-hearing-program>

### WELL-WOMAN PROGRAM

Joliet **815-727-8769**

<https://willcountyhealth.org/well-woman>

### WIC SUPPLEMENTAL FOOD NUTRITION EDUCATION

Joliet, Bolingbrook & Monee **815-727-8524**

[willcountyhealth.org/women-infant-and-children-wic](http://willcountyhealth.org/women-infant-and-children-wic)

### WILL COUNTY MAPP COLLABORATIVE

(Mobilizing for Action through Planning & Partnerships)

Joliet **815-727-5089** [willcountymapp.org](http://willcountymapp.org)

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### **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 & HEALTH CENTER**

NORTHERN BRANCH  
323 Quadrangle Drive  
Bolingbrook, IL 60440  
**1.630.679.7000**

### **HEALTH DEPARTMENT & HEALTH CENTER**

EASTERN BRANCH  
5601 W Monee-Manhattan Road  
Monee, IL 60449  
**1.815.727.8803**



[WILLCOUNTYHEALTH.ORG](http://WILLCOUNTYHEALTH.ORG)

