



Will County
Health Department &
Community Health Center

ANNUAL REPORT

2022



Annual Report

Our Values

R E S P E C T

I N T E G R I T Y

P R O F E S S I O N A L I S M

Q U A L I T Y

D E D I C A T I O N

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**.

From the Executive Directors

A FAREWELL...

Welcome to our 2022 Annual Report! Please enjoy this edition and visit our website to learn more about our programs and services!

In 2022, we further returned to more normalcy after the colossal all agency response to COVID-19 in 2020 and 2021. We returned to normal staffing and fortunately added a few leadership positions. The world is a bit different post-COVID and we are poised for more change.

In 2022, we continued to enjoy the exposure to public health brought on by the COVID-19 global pandemic. Last year I mentioned this as a silver lining, and it continues to be the case. The agency continues to respond to the pandemic, but in a much more limited way. Our Communicable Disease (CD) staff are still conducting contract tracing, and although at a much lower frequency we have had to place individuals in alternate housing situations as well. I just learned that President Biden will not be continuing the national emergency past May 11, 2023, which will be the official end to the pandemic, and an official start to COVID-19 being endemic. Of course, after the mass response to COVID-19, we saw spikes in respiratory diseases like the Flu and RSV, then Ebola monitoring, and a sharp rise in MPOX. There is never a dull moment in public health!

One goal in 2023 I am very excited about is the work of our Health Equity Manager. With their guidance, we will be looking at all our programs and services through an equity lens. We learned through our response to COVID that some residents need a little more information, a little nudge or have more questions to be answered. This equity lens will assist in making our efforts meaningful for all community members.

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 so appreciated. The residents of Will County are fortunate to have such dedicated people that give of their time for the good of our community.

This will be my last message as the Executive Director as I pass on the role to my colleague, Elizabeth Bilotta. After my retirement notice in August, the Board of Health initiated and completed the recruitment and selection process for my replacement. It is difficult to leave after 33 years of service to this organization, but I leave knowing the agency is in very capable hands! I have no doubt Elizabeth will carry on our public health mission with dedication and vigor.

Farewell and stay well!

Susan Olmarch



...AND A WELCOME

We hope you enjoy our 2022 Annual Report. It is tradition for the Executive Director to include a letter in the annual report, and with Sue overseeing the department for the entire 2022 year, it seemed only fitting she include a letter as well.

I'm very excited for the opportunity to lead such a wonderful organization. In my time at the department, I have been fortunate to work under some tremendous mentors who held the title of Executive Director, including Sue, John Cicero and Jim Zelko. They have helped shape the Will County Health Department and have left behind a lasting legacy. I am incredibly honored to be following in their footsteps.

The COVID-19 pandemic dominated so much of our time over the past few years, but in a short time the COVID-19 pandemic national emergency will come to a close as the virus enters the endemic stage.

A lot has changed since I joined the agency in 1989, but one thing that has remained the same is the dedication of our great staff. They are passionate about the work we do and show compassion and empathy to our clients.

We have many new opportunities for our staff to meet the needs of our community. Over the past few years, we've enhanced our relationships with our community partners and I look forward to being able to continue to further develop those relationships and create more opportunities for our agency to serve the people of Will County.

Our staff abides by our five core values: respect, integrity, professionalism, quality and dedication. My goal is to extend the reach of our great department so that more residents are able to take advantage of the tremendous services we offer.

Recently, our building has been toured by members of the National Association of Counties, leaders of Will County and the leaders of the Illinois Department of Public Health (IDPH). The success of our services have also been featured by the IDPH in a statewide address. My goal is for our agency to continue to stand out as an example that others will look to.

I wish you a happy and healthy 2023!

Elizabeth Bilotta



EP & R WRAPS UP COVID RESPONSE

COVID TESTS DISTRIBUTED

47,162

MRC VOLUNTEER HOURS

854

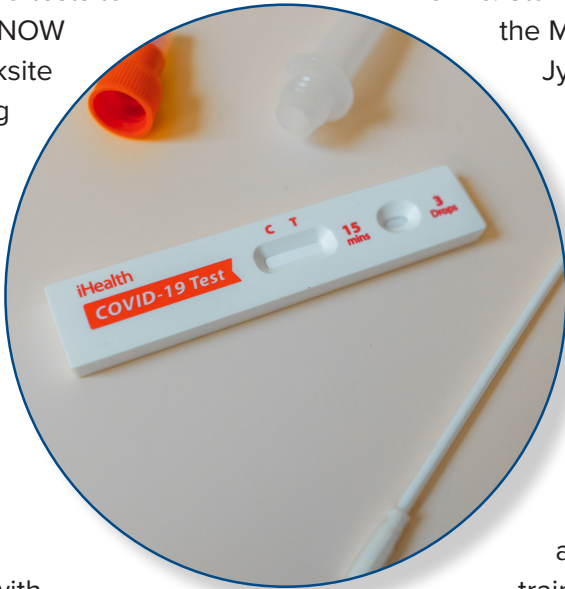
MRC HOURS VALUE

\$29,820

KATHLEEN WEBER | MSPH
COORDINATOR | EMERGENCY PREPAREDNESS & RESPONSE

Emergency Preparedness & Response (EP&R) partnered with Illinois Department of Public Health to distribute Rapid Antigen COVID-19 tests to Will County organizations. The BinaxNOW program was developed for worksite (must have a CLIA Waiver) testing programs. During 2022, 47,162 iHealth and BinaxNOW tests were distributed to 90 different partner agencies throughout Will County.

EP&R has a robust group of volunteers enrolled in their Medical Reserve Corps (MRC) program. Our volunteers come from a variety of different backgrounds. Volunteers assist with health fairs, agency exercises and drills, and most recently the COVID vaccination response. Volunteers train year-round in many areas of interest. In 2022, 107 volunteers volunteered 854 hours, valued at \$29,820.31.



EP&R wrapped up the COVID response by transitioning vaccinations into the Immunizations clinic. Staff then provided assistance with the MPOX response. Staff requested Jynneos vaccine and antivirals from the Strategic National Stockpile. EP&R also assisted with setting up MPOX vaccination clinics, activating an information call line, and vaccinating close contacts in a timely manner.

EP&R began Active Shooter Response training with staff and volunteers. A total of 283 staff members received active shooter training. These trainings will continue into 2023 and will culminate in functional exercises at all of our locations.

Total Deaths & Births | 2022 WILL COUNTY



WILL COUNTY



WILL COUNTY HEALTH DEPARTMENT BOARD OF HEALTH

- | | |
|----------------|-------------------------------------|
| President | Billie Terrell PhD, ACSW |
| Vice-President | Nancy Reiland DNP, RN |
| Secretary | Paul Hertzmann CFO, MA |
| Member | Edna Brass |
| Member | Jeffrey Carey |
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| Member | Gary R Lipinski MD |
| Member | Teena Mackey |
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| Member | Annette Parker |
| Member | Scott Soderquist DDS |
| Member | Margaret Tyson |

WILL COUNTY COMMUNITY HEALTH CENTER GOVERNING COUNCIL

- | | |
|---------------|------------------------------------|
| Chairman | Paul Lauridsen |
| Vice-Chairman | Cindy Brassea RN |
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From the Director

JOSEPH TROIANI | PhD, CADC
DIRECTOR | BEHAVIORAL HEALTH

The purpose of the Division of Behavioral Health Programs of the Will County Health Department is to restore and promote behavioral health. This includes providing intervention, assessment and treatment for psychiatric, psychological and substance use. The treatment process focuses in on empowering persons served to achieve their highest level of functioning and to assist them in the management of their behavioral health. This goal is accomplished through an array of direct clinical services and community support for the citizens of Will County. These programs are:

- Outpatient Adult Mental Health Program
- Mobile Crisis Response (MCR)
- 590 Crisis Care
- Homeless Outreach Program (PATH)
- Outpatient Child & Adolescent Program
- Screening Assessment & Support Services (SASS)
- School Based Mental Health Program
- Substance Treatment Options Program (STOP)
- Clinical Training Program
- Substance Use Initiatives



NEW FUNDING AND PROGRAMS

During 2022, the Behavioral Health Programs applied for the American Rescue Plan Act (ARPA) funding and received these grants for the expansion and development of programs to better serve the residences of Will County which are as follows:

The expansion of our clinical training program by adding one additional licensed clinical psychologist along with additional materials for psychological testing and ongoing training. This is allowing for the division to meet the demand for clinical services in part due to the psychological consequences of the COVID-19 pandemic. Having become aware of the full impact of this pandemic now in a post-pandemic era, the clinical students are assisting the health department in delivering vital psychological testing services to the patient, their family and to the community.

Psychological testing and diagnostic tools will be procured along with the providing of clinical training for treatment staff in trauma informed therapies and crisis response.

The establishment of the school based behavioral health assessment program formerly known as YESS (Youth Experiencing Success in School) started at the beginning of the school year. Five Will County schools have health department mental health counselors based on their campus. This program is serving the following Will County schools: Joliet Central & West High Schools, Milne Grove Elementary School, Kelvin Grove Middle School, Oak Prairie Junior High and Laraway Elementary School.

Funding allowed for the providing of Crisis Intervention Team (CIT) training and will allow the division to offer 20 weeklong (40 hours of training) accredited (Illinois Law Enforcement Training and Standards Board) CIT training for our first responders. Those who will be invited to participate in this training are law enforcement, fire/emergency medical service responders, and staff from the 9-1-1 call centers. The program will start in 2023 and is expected to run through 2025.

The expansion of the STOP program added additional clinical staff which allowed the program to expand their groups and intensive outpatient program.

The Performance Improvement/Performance Management (PI/PM) program was established for the incorporation of continued quality improvement and performance improvement programs.

OTHER HIGHLIGHTS

With the nationwide launching of 9-8-8, the health department was selected for funding to establish the 590 crisis care response program for these incoming calls. The crisis response services are provided 24 hours a day, seven days a week and 365 days a year.

The clinical training program's self-study, the primary document used to demonstrate compliance with all applicable American Psychological Association (APA) criteria and policies, was approved by the APA. A subsequent site visit was conducted in early November. The APA's decision about the health department's accreditation will be announced in early spring of 2023.

The Division Director was nominated by Secretary Grace B. Hou of the Illinois Department of Human

Services to serve on the Regional Advisory Committee for the Community Emergency Services and Support Act which is designed to enhance the response to behavioral health crisis across the State of Illinois. The Regional Advisory Committee includes representatives of 9-1-1 in the region, EMS Medical Directors Committee members, law enforcement officials and EMS providers with jurisdiction in the Emergency Medical Services Regions and unions representing EMS or emergency mental health and behavioral health responders. The advisory committee advocates for the mental health, behavioral health, intellectual disability, and developmental disability communities.



BEHAVIORAL HEALTH SERVICE HOURS

4,929

HOURS OF SERVICES FOR ADULT MENTAL HEALTH PROGRAM

4,283

HOURS OF SERVICES FOR CHILDREN & ADOLESCENT MENTAL HEALTH PROGRAM

1,789

HOURS OF SERVICES FOR MOBILE CRISIS RESPONSE

271

HOURS OF SERVICES FOR YESS PROGRAM

6,996

HOURS OF SERVICES FOR SASS PROGRAM

2,557

NUMBER OF CALL OUTS FOR ALL CRISIS SERVICES (SASS, MCR, 590)

222

HOURS OF SERVICES FOR PATH PROGRAM

FIGHTING THE OPIOID CRISIS

The Office of Substance Use Initiatives became part of the Behavioral Health Division in July of 2022. The Office of Substance Use Initiatives was created by the Will County Executive Office in 2017 to address the heroin epidemic and reduce overdose deaths in Will County.

The strategies used include improving access to evidence based behavioral health services in Will County by reducing barriers to care for individuals with mental health and substance use disorders. The office of Substance Use Initiatives is responsible for providing the county with the lifesaving drug, naloxone, distributing fentanyl test strips and using other harm reduction strategies. The office also develops innovative programs to support individuals in recovery including the Recovery Support Specialist Training Program, Rapid Response Team of individuals with lived experience, Safe Passage Naloxone Plus Program and Safe Passage rent assistance. The Office of Substance Use Initiatives is funded by a Department of Human Services/ Substance Use Prevention grant, and two directed grants from Senator Durbin's office and Substance Abuse and Mental Health Services Administration (SAMHSA).



7,169

NARCAN KITS DISTRIBUTED TO PUBLIC

NARCAN KITS DISTRIBUTED TO BUSINESSES

485

1,563

FENTANYL TEST STRIPS DISTRIBUTED

EDUCATIONAL PROGRAM ATTENDEES

630

14

SAFE PASSAGE HOUSING SCHOLARSHIPS

RECOVERY SUPPORT TRAINING PROGRAM PARTICIPANTS

7

4

POLICE DEPARTMENTS ENROLLED IN SAFE PASSAGE PROGRAM

From the CEO

MARY MARAGOS | MS, APRN

CHIEF EXECUTIVE OFFICER | WILL COUNTY COMMUNITY HEALTH CENTER

2022 proved to be a good year for the Will County Community Health Center (WCCHC). We experienced a 2.9% increase in unduplicated patients from 2021 to 2022, serving 11,485 patients, and a 1.3% increase in patient visits, to 42,249. We had significant improvements in our dental program which provided care to 34.8% more unduplicated patients, with 25.8% more visits. This was due in part to the expansion of Medicaid benefits for adults in Illinois and the addition of an independent dental hygienist.

The payor mix of our patients improved, as more became eligible for Marketplace (public) and private insurances. Overall, 28% of our patients are uninsured, 57% have Medicaid insurance, 5% Medicare and 10% private insurance.

We continue to experience staffing vacancies due to the increased nation-wide demand for medical personnel, but were pleased to add two new Family Nurse Practitioners, a Nurse Care Coordinator, a Behavioral Health Program Manager, a Patient Registration Supervisor and an Affordable Care Act/insurance navigator.

We continue to follow strict COVID guidelines for screening, isolation and infection control. COVID relief assistants and a COVID nurse provided vaccinations, testing and screening of persons entering the health center. In 2022, we also addressed a nationwide wave of MPOX infections with new vaccinations and testing.

We were fortunate to receive new grant funding from: 1) The US Department of Health and Human Services (HHS) Health Services Resource Administration (HRSA) to improve the quality of care of our patients with hypertension with home monitoring devices (\$29,102); 2) Illinois Department of Public Health (IDPH) for oral health promotion and the expansion of our mobile dental services to Grundy County (\$23,708); 3) AIDS Foundation of Chicago for primary care, dental, behavioral health and substance use disorder services and case management for persons living with HIV (\$133,432); 4) HHS/HRSA to respond to and mitigate the spread of COVID-19 and enhance health care services and infrastructure (\$60,000); 5) Illinois Primary Healthcare Association to hire an additional Outreach and Insurance Enrollment Navigator (\$50,000); 6) HHS funding for reduced revenues and increased costs due to COVID (\$540,140); 7) IDPH Family Planning grant (\$240,000) and 8) Illinois Children's Healthcare Foundation for new nitrous oxide equipment and staff training (\$10,064).

To ensure continued HRSA funding as a federally qualified health center, we were required to provide documentation of compliance with all federal program requirements, through a competitive grant application. We were approved for three additional years of funding and continued inclusion in the Federal Tort Claim Act (FTCA) liability insurance program for our



providers and volunteers. Grant funding allows us to continue to offer affordable, accessible and high-quality services throughout the community, with sliding scale fees for uninsured and those with public and private insurances and HMOs.

The WCCHC received national recognition from the American Heart Association and American Medical Association for its very successful home blood pressure monitoring program. Over 300 patients received education on blood pressure control and lifestyle changes. Daily home blood pressure measurements captured by Bluetooth enabled devices are sent directly to primary care providers through the electronic health record, so any necessary modifications in treatment can be made in a timely manner. Patients enjoyed the enhanced participation in their improved healthcare outcomes.

The WCCHC continues its Joint Commission Accreditation for primary health care services and Patient Centered Medical Home designation. This voluntary accreditation attests to our adherence to strict safety and quality guidelines.

In 2022, we implemented a major upgrade of our Nextgen electronic health record, for improved clinical, registration and billing processes. Population health analytical software was added for improved chronic care management.

DENTAL SERVICES

The 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. A 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.

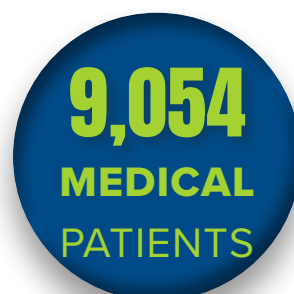
The dental staff has taken numerous safety measures to ensure the safety of its patients and staff during the COVID-19 pandemic. The dental clinic installed three HEPA air filters and UV light filters in the air ducts for air circulation & purification. The dental clinic performs a BinaxNOW COVID test for every patient, every visit before aerosol producing procedures. Results are available in 15 minutes to detect COVID-19 antigens to help identify patients who may be currently infected without any symptoms. As for all services throughout the WCCHC, a sliding fee scale is offered to families without insurance. In 2022, we provided 5,885 visits to 2,854 dental patients.

VISION SERVICES

The WCCHC offers free optometry services for uninsured or underinsured persons of ages four and older. Services include eye exams, free eyeglasses and screenings for cataracts and glaucoma. Diagnosis and treatment for eye conditions are provided by the students and faculty optometrists of Midwestern University's Chicago College of Optometry. Services are offered two days per week, serving 519 patients in 2022.

BEHAVIORAL HEALTH & MAT PROGRAM

Our Medication Assisted Treatment (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/GYN 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 WCCHC's range of services to meet multifaceted patient needs and achieve improved health outcomes within the community. Our Substance Abuse Treatment Programs (SUD) 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 2022, we provided 7,050 visits to 1,479 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 Will County. As part of our "Health Awareness & Promotion" campaigns, we address issues to educate patients on disease prevention through increased awareness. As part of our monthly health awareness program, 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 2022.

QUALITY INITIATIVES

We at the WCCHC, aligned with our mission to provide high-quality care, closely monitor several key quality initiatives. In 2022, 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 6-9.

PHYSICAL IMPROVEMENTS

In 2022, several physical improvements were made to the WCCHC in Joliet. We installed a swipe key access system to improve patient access, staff workflows and accountability in restricted areas. Renovations were completed to expand the nurses' station in OB/GYN, which provided additional space for nurse care coordinators and interpreters. We cleared out a large medical records room, converting many old paper records to digital records. This created space for a new Behavioral Health suite. Renovations have begun for six new offices for psychiatrists, mental health nurse practitioners and nurse care coordinators, plus an injection room and triage room. Renovations are expected to be completed in early 2023.

CHC BEGINS SCHOOL-BASED HEALTH CENTER AT BROOKS MIDDLE SCHOOL

KATHLEEN HARKINS | BS
COMMUNITY OUTREACH & MARKETING COORDINATOR | COMMUNITY HEALTH CENTER

In 2022, the WCCHC collaborated with Valley View School District (VVSD) to place the first school based health center (SBHC) in Will County at Brooks Middle School (BMS).

The WCCHC has been working with the VVSD since late 2021 to place a SBHC in a Bolingbrook middle school or high school after receiving a planning grant from the Illinois Department of Public Health.

SBHCs are primary care clinics based in primary and secondary school campuses throughout the United States. Most SBHCs provide a combination of services including school required physicals and vaccinations, treatment for chronic and acute illnesses (asthma, diabetes, seizure disorders, strep throat and COVID), behavioral health services, substance abuse counseling (alcohol and vaping), preventive dental care (cleanings and fillings), and health promotion and wellness services.

Students will have direct access to healthcare providers while they are at school. Students do not have to miss as much class time and parents do not have to miss work to take their child to the doctor. SBHCs also serve all students, regardless of their insurance.

This grant enabled the WCCHC to plan and collaborate with VVSD to determine what school was the best fit for the SBHC based on what school had the highest need, the required infrastructure and resources

and the highest interest from parents, students and staff. BMS readily met all the criteria. BMS sits in an area that is designated as a medically underserved area and has a higher percent of population who are low-income, uninsured and with children (ages 0-17) who receive Medicaid. They are also in an area with a higher minority population which is especially relevant toward addressing and improving health equity issues. In addition, the principal of BMS, Dr. Keith Wood, and his staff, expressed much enthusiasm and support for having the SBHC placed in their school and have been working closely with the WCCHC to make this happen.

In June, the WCCHC was awarded an implementation grant of \$150,000, enabling the WCCHC to move forward with the implementation plan for the new SBHC at BMS. The new SBHC should be fully functional and certified by June of 2023.

"Students are frequently sent home with symptoms of conjunctivitis, ear infections, possible strep throat infection and remain home for extended periods of time. Easy access to medical evaluation/treatment could mean the student feels better and can return to school much sooner."

Lisa Convalle, RN, MSN, PEL-CSN
School Nurse, Brooks Middle School.

The WCCHC is currently providing school physicals, sports physicals, immunizations, health insurance enrollment assistance to families and dental care through the mobile dental unit to students at BMS. Primary and behavioral health services will be expanded once the appropriate staff is on board. In addition, the WCCHC is planning with Midwestern University's Chicago College of Optometry to have their students see patients at BMS two days per week. A collaboration with Lewis University's schools of Nursing and Social Work are expected to help bolster primary and behavioral health services.

From the Director

ENVIRONMENTAL HEALTH WORKS TO KEEP YOU SAFE

SEAN CONNERS | REHS/RS
DIRECTOR | ENVIRONMENTAL HEALTH

As I reflect on 2022, I consider this past year as an initial phase of coming out from under the COVID-19 pandemic. Staff are back in the office; citizens are coming in for services and looking for answers to their environmental health related questions in greater numbers and we are faced with both new and old challenges. Our statistics for 2022 show an increase in activity in many of our program categories compared to 2021.

FOOD PROGRAM

The Will County Health Department's (WCHD) Environmental Health (EH) Division's food program has several disciplines: plan reviews for new construction and major renovations, routine inspections, foodborne illness investigations, complaint inspections, temporary event inspections, mobile unit inspections, cottage food operation reviews, educational conferences and much more. These inspections, educational conferences and investigations are designed so we can protect the public from the potential of foodborne illnesses. The Centers for Disease Control and Prevention estimates that each year 1-in-6 Americans get sick from contaminated food or beverages and 3,000 die from foodborne illness. The U.S. Department of Agriculture estimates that foodborne illnesses cost the United States more than \$15.6 billion each year. It is our mandate to regulate and educate foodservice operators and the citizens of Will County on proper food safety practices to prevent



foodborne illness. In 2022, our food program saw an increase in activity in several areas including: food facility closures, hearings with food facility operators, foodborne illness complaints, newly opened facilities and food inspections completed. Total food inspections completed in 2021 was 4,358 compared to 9,440 completed in 2022, a 46% increase. EH expected this increase in activity and will continue to work with the foodservice community to prevent foodborne illnesses.



The Environmental Health Division inspected and temporarily sealed wells following the Tri County Stockdale fire in July of 2022.

WELL & SEPTIC

Will County is a community that is combined with rural and urban living areas. Some areas have access to public water and sewer, but many communities rely on ground water from private wells to supply their water needs and private septic systems to handle their sewage. EH works with licensed installers for both well and septic systems to ensure wells and septic systems are installed per the WCHD ordinances and the State codes. EH also provides guidance on protecting our water supply and our environment. This past year, activity increased in several categories for both the private well and septic programs. We saw increases in the number of Non-Community Public Water Supply (NCPWS) samples collected, the abandonment of private wells, new wells installed and inspected, septic system permits issued and new septic system inspections.

WEST NILE PROGRAM

The West Nile Virus Program continues to be a focus for our division. EH provides education, larvicide and vector control/surveillance in Will County to help control West Nile Virus (WNV). Increasing public awareness of the need for mosquito control, ongoing surveillance of vulnerable populations and coordination of the response to outbreaks offers the best chance of controlling this disease. EH set fourteen strategically placed traps throughout Will County for surveillance & testing of WNV. There were no positive human cases or deaths in Will County in 2022.



FOOD SAFETY INSPECTIONS

9,440 Food facility inspections

2,797 Active food facilities

2,265 Food facility reinspections

352 Temporary food vendor inspections

167 Foodborne illness complaints

152 New food facilities/ownership inspections

148 Non foodborne illness complaints

77 Food plan reviews

53 Hearings with food facility operators

41 Food facility closures

25 Child & adult feeding programs

BODY ART & TANNING

EH carries out regular inspections of all tanning bed establishments and body art facilities in the County. Inspections of tanning and body art facilities reduce the risk to the public who are using these facilities. In 2022, there were 20 tanning licensing inspections completed and 34 body art licensing inspections (a 55% increase from 2021).

ENVIRONMENTAL HEALTH LABORATORY

The WCHD's Environmental Laboratory is currently the only IDPH/ National Environmental Laboratory Accreditation Program (NELAP) certified laboratory that accepts samples from the public in Will County. Our laboratory offers Total Coliform/ E.coli, nitrate, hardness, and fluoride analysis to the public. For homes on private wells, lenders typically require the wells to be sampled for Total Coliform/E.coli and nitrates. Lake and DuPage County Health Department also have laboratories, but since these labs are not open to the public, many samples from other counties are analyzed by our facility. In addition, our laboratory analyzes fluoride samples from the State of Illinois since the State laboratory no longer runs this analysis. In 2022, the laboratory analyzed 2,951 well samples and 5,393 septic samples. Also, in 2022, the number of hardness samples increased.

IN SUMMARY

The WCHD EH division saw an increase in their program activities in 2022 indicating a "getting back to normal" feeling. A welcome feeling for many, after coming out from under the COVID-19 pandemic that was experienced in 2020 & 2021. I would like to take this time to thank all the staff in WCHD's EH division. Without their professionalism and hard work, we wouldn't be able to function as a team. A team that has one main goal and mission, to serve the citizens of Will County.

SAFE SWIMMING FACILITIES

WCHD acts as the authorized agent for Illinois Department of Public Health (IDPH) to conduct inspections at all the public swimming facilities and public beaches in Will County. In addition to an annual licensing inspection, inspections and water sampling of the beaches are conducted every two weeks during the summer months in accordance with the provisions of the Will County Public Swimming Facility Ordinance. Swimming pool activities increased by over 70% in 2022, moving from just over 400 in 2021 to 714 in 2022. EH conducted 67 bathing beach inspections and analyzed 148 of bathing beaches samples in 2022.



25,884

**SAMPLES
ANALYZED BY
EH LAB**

4,638

**AEROBIC TREATMENT
PLANT
SAMPLES**

1,630

**NON-COMMUNITY
PUBLIC WATER SUPPLY
SAMPLES**

TESTS & INSPECTIONS

BODY ART & TANNING

FACILITY INSPECTIONS

Tanning License Inspections

20

Tanning Conferences

18

Tanning In-Service Trainings

1

Body Art License Inspections

34

Body Art Conferences

15

Body Art In-Service Trainings

5



POOLS & BEACHES

FACILITY INSPECTIONS

Swimming Pool Activities

714

Swimming Pool Inspections

548

Swimming Pool Conferences

153

Bathing Beach Inspections

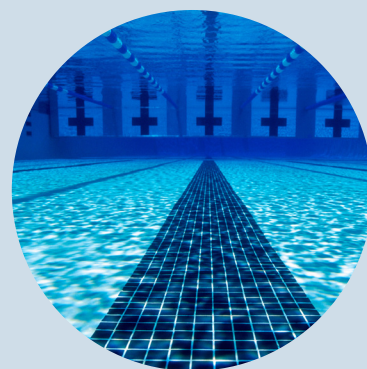
67

Bathing Beach Conferences

19

Bathing Beach Water Samples

148



SAFE DRINKING WATER

INSPECTIONS

Potable Water Wells Tested

84

NCPWS Samples Collected

489

Well Permits Issued

121

Well Complaints Investigated

100

Abandoned Wells Sealed

90

New Well Inspections

49



WASTEWATER SYSTEM

INSPECTIONS

Discharging IMS Lab Tests

4,638

Septic Complaint Investigations

95

Septic System Permits Issued

191

New/Repaired Septic Inspections

120

Septic Related Court Cases

5



WEST NILE VIRUS SURVEILLANCE & TESTING

Traps Set

14

Batches Tested / Positive Results

331 / 16

Birds Tested / Positive Results

2 / 0

Positive Human Cases / Deaths

0 / 0



2022: CHALLENGES & GROWTH

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

SYLVIA MUNIZ | MSN, RN
ASSISTANT DIVISION DIRECTOR | FAMILY HEALTH SERVICES

The year 2022 proved to be one of challenges and growth for our FHS programs, particularly in our Maternal Child Health (MCH) and Communicable Diseases/Epidemiology (CD/Epi) programs. Our Women Infants and Children (WIC) program grew by 800 participants necessitating additional clerical and direct service staff-nutritionists and nutrition specialists. Additionally, our MCH Nursing Case management team grew by two registered nurses to meet the demands of an already high caseload that continues to increase. With all of our staff onboard and fully trained we continue to deliver high quality services in our MCH programs in an efficient manner.

In addition to their usual disease surveillance and investigation, our CD/Epi department continued to work on COVID cases in congregate settings (nursing homes, assisted living facilities and schools). An outbreak of MPOX created additional work for our CD/Epi team while allowing collaboration with our HIV/STI department and the Community Health Center to assist those affected.

As the COVID-19 pandemic is declared over, we must keep in mind that COVID is not gone. We still

encourage the community to vaccinate and stay home when ill to minimize outbreaks and help keep others well. The pandemic taught us that we can adapt as a team, modify our services and create new ways to care for our clients while fulfilling grant deliverables. For example, our immunizations department created a homebound program to reach community members that could not physically leave their homes to receive COVID vaccines. This program has been so well received and successful that we hope to expand in 2023. Finally, the pandemic reminded us of the old saying that it takes a village to raise a village, we took care of each other and watched out for each other because it is the right thing to do.



HIGH RISK CASE MANAGEMENT

SYLVIA MUNIZ | MSN, RN
ASSISTANT DIVISION DIRECTOR | FAMILY HEALTH SERVICES

Our diverse team of caring, compassionate nurses in the Better Birth Outcomes (BBO), High Risk Infant Follow-up (HRIF) and Health Works (HW) programs creatively reached over 1,200 people each month in our programs in 2022. Our Maternal Child Health Case Management programs continued to deliver services in a telephonic manner throughout the year. Clients appreciated this flexibility and convenience that allowed them to receive continued support and guidance from our team of professional nurses.

Thankfully, the Public Health Emergency will be declared over on May 11, 2023. Therefore, our team is eagerly working on a plan to resume face-to-face and home visits. We are very excited to see our clients again in person and in their homes to better assess their needs, but we understand that it will be an adjustment for clients and staff. We hope to implement a hybrid

model that will allow for some continued flexibility. Overall, we expect the resumption of in-person visits to be well-received and even welcomed.

In 2022, our BBO and WIC programs partnered with the Home Sweet Home organization and the Will County Facilities department to receive monthly donations of new baby items. These much-needed items included car seats, travel systems, bassinets, etc. that were then distributed to clients in our BBO program upon completion of the program. Additionally, items were raffled in WIC as part of an incentive program to encourage participation

in surveys and educational opportunities. Both programs have received positive feedback and explicit appreciation from clients. This partnership has been successful, and we anticipate that it will continue to thrive in 2023.



1,200
PEOPLE
MONTHLY

WIC STAFF GOES ABOVE & BEYOND

PAT KRAUSE | RD, LDN
COORDINATOR | WIC PROGRAM

Women Infants and Children (WIC) continued to operate under the National Public Health Emergency this year, which allowed WIC to waive the requirement for physical presence and issue food benefits electronically. This waiver enabled WIC to continue to serve over 8,180 participants monthly with remote nutrition and breastfeeding education, health referrals and issuance of supplemental foods such as milk, cheese, yogurt, fresh fruits and vegetables, whole grains, peanut butter and beans. The Will County Health Department WIC program continues to grow despite the public health emergency and was awarded another increase of over 800 participants, bringing the assigned caseload for the next year to over 9,220.

The biggest challenge WIC encountered this year was helping our clients locate infant formula because of the national formula shortage. It started in February due to a formula recall. Clerical staff



WIC staff helped clients navigate a national formula shortage that left shelves empty throughout Will County.



diligently answered the phones as they were inundated with questions and concerns. WIC nutritionists and nurses contacted all clients that were initially affected by the recall. In May, most stores had implemented purchase limits to infant formulas and we were asked to call all pregnant women in the eighth and ninth month of their pregnancy to inform them of the formula shortage situation and help prepare them with their infant feeding decisions. In June of 2022, Illinois WIC began to allow flexibilities regarding the form and size of packages to assist our families in obtaining formula. In August, the FDA allowed temporary substitutions to WIC formula with three lines of international formulas.

Many staff shared how sad it was to hear of the difficulties our clients were facing just trying to feed their infants. It was heartwarming to receive an email from one of our WIC families sharing the service she received from our staff. This mother wrote about driving to Chicago to find formula and running into all sorts of obstacles. She phoned her nutritionist at the Bolingbrook office and stated she was met with kindness and patience. This nutritionist was able to find an immediate temporary resolution. As she drove back in tears, the nutritionist informed her that she was working on the problem and stayed past her regular working hours to resolve the situation for her. In this mothers' own words, "she showed a rarely seen quality in her work with the public. Her compassion, understanding, and professionalism made my frustrations disappear as she graciously took care of my needs that day. We can never thank her fully for her service that day."

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 2022, Illinois Department of Public Health (IDPH) centralized COVID-19 contact tracing to move from traditional contact tracing to focus on high-risk settings including congregate facilities. COVID mitigation efforts were focused on congregate settings such as nursing homes, long-term care facilities, correctional facilities, and the homeless populations. Ongoing mitigation with seniors and high-risk populations was constant to control the spread of outbreaks.

Will County Health Department Communicable Diseases/Epidemiology (CD/Epi) department continued to provide surveillance for all reportable diseases as well as mitigation for the ongoing COVID pandemic. Due to the lifting of post-pandemic restrictions, other respiratory and non-respiratory outbreaks and increased emergency room visits were identified and investigated. These non-COVID outbreaks included Influenza, Respiratory Syncytial Virus (RSV), Norovirus, Rotavirus, Hand, Foot, and Mouth Disease, Varicella, etc.

In 2022, the CD/Epi team identified and investigated 158 outbreaks of public health significance. The department provided ongoing consultation to the affected facilities on outbreak

mitigation and infection control. The department investigated 92 of 158 outbreaks in the high-risk senior care population and worked with the facilities to adjust mitigation efforts. The rest of the outbreaks were reported from other high-transmission settings including schools, daycares and other congregate settings

In May 2022, the US identified the first case of MPOX. The Communicable Disease team actively investigated 102 reports of possible MPOX exposures. Investigations included screening, testing, identifying close contacts for vaccine eligibility and getting them vaccinated.

Out of 102 MPOX investigations, 35 resulted in confirmed cases. Many of the confirmed cases received treatment. Additionally, 22 close contacts identified received post-exposure prophylaxis (PEP). The PEP and treatment for cases were coordinated by WCHD.

On September 20, 2022, the Ugandan Ministry of Health confirmed an outbreak of Ebola (Sudan virus) in Mubende District, in western Uganda. WCHD CD/Epi team started monitoring low-risk travelers arriving from Uganda for Ebola.





PREP CLINIC THE CARE CLINIC

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

2022 marked the fifth year for the prep clinic, aka “Care Clinic.” The Pre-Exposure Prophylaxis (PrEP) clinic brings together the staff of the Community Health Center as well as the Family Health Services/HIV and Sexually Transmitted Diseases (STD) programs. In 2022, there were 248 visits to the Care Clinic.

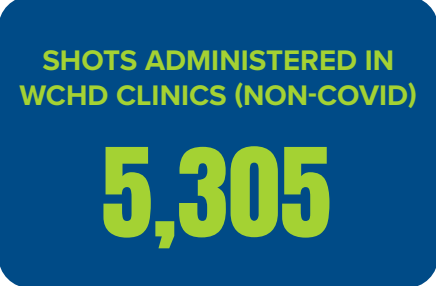
The PrEP clinic’s treatment includes a daily pill and very specific follow-up visits for the purpose of preventing the transmission of HIV. In addition, the new injectable PrEP, Apretude, will be coming soon. To date, our Care Clinic has written over 150 PrEP



prescriptions. 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, an HIV support group, linkage to care for persons 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.

IMMUNIZATION DATA



COMMUNITY HEALTH EDUCATION

Community Health Education programs continue to build relationships and make vital connections throughout the community. **All Our Kids Early Childhood Network (AOK), Tobacco Control & Prevention, Teen Pregnancy Prevention and Increasing Well-Woman Visits** programs provide evidence-based education to residents of all ages. AOK’s online referral system, IRIS, had **1,444** referrals made between **98** community partners. Teen Pregnancy Prevention and Tobacco Control & Prevention programs served **1,664** youth and the Well-Woman Program educated over **8,300** women about annual well-care visits.

GRANTS: FEDERAL 29%

COUNTY TAX LEVY 27%

MEDICAID / MEDICARE 16%

PERMITS, INSURANCE & PATIENT SERVICE REVENUE 13%

GRANTS: STATE 13%

MISC* 1%

GRANTS: PRIVATE 1%

Funding Sources

* **MISC:** Managed Care, TB Contract, Rent, Donations
Source: FY2021 Comprehensive Annual Financial Reports

TOTAL REVENUE
\$36,755,456

TOTAL EXPENDITURES
\$36,718,729

DECEMBER 1, 2020
\$9,538,303
NOVEMBER 30, 2021
\$13,014,487

DECEMBER 1, 2020
\$8,755,315
NOVEMBER 30, 2021
\$8,792,042

REVENUE SOURCES

| | |
|--------------|--|
| \$15,873,818 | FEDERAL, STATE & PRIVATE GRANTS |
| 10,590,665 | FEES & REIMBURSABLES |
| 9,981,562 | HEALTH TAX LEVY |
| 217,683 | MISCELLANEOUS CONTRIBUTIONS & REVENUES |
| 91,728 | TRANSFERS IN |

EXPENDITURES

| | |
|--------------|--|
| \$18,219,358 | SALARIES |
| 10,419,779 | SUPPLIES, CONTRACTED SERVICES & CAPITAL OUTLAY |
| 8,079,592 | FRINGE BENEFITS |

GENERAL OPERATING CASH BALANCE

| | |
|-------------|-------------------------------------|
| \$3,439,457 | VARIANCE [DUE TO TIMING / ACCRUALS] |
| 36,727 | REVENUES OVER EXPENDITURES |

GENERAL OPERATING FUND BALANCE

| | |
|----------|----------------------------|
| \$36,727 | REVENUES OVER EXPENDITURES |
|----------|----------------------------|

FY 2021 Financial Summary | General Operating Fund 2102
Source: FY2020 & FY2021 Comprehensive Annual Financial Reports [Audited]



Will County
Health Department &
Community Health Center

Our Programs & Services

ADMINISTRATION

EMERGENCY PREPAREDNESS & RESPONSE

Joliet **815-740-7627**

willcountyhealth.org/emergency-preparedness

BIRTH AND DEATH RECORDS

Joliet **815-727-8639**

willcountyhealth.org/birth-death-certificates

HUMAN RESOURCES

Joliet **815-727-8976**

willcountyhealth.org/careers

BEHAVIORAL HEALTH

ADULT OUTPATIENT BEHAVIORAL HEALTH

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

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

CHILD AND ADOLESCENT OUTPATIENT BEHAVIORAL HEALTH

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

willcountyhealth.org/child-and-adolescent

CRISIS CARE PROGRAM

Joliet **815-727-8521**

willcountyhealth.org/acute-community-services-acsc

FAMILY SUPPORT SERVICES

Joliet **815-727-8521**

willcountyhealth.org/family-support-program

MOBILE CRISIS RESPONSE

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

willcountyhealth.org/mobile-crisis-program-mcr

PROJECTS FOR ASSISTANCE IN TRANSITION FROM HOMELESSNESS (PATH)

Joliet **815-727-8521**

willcountyhealth.org/path

SUBSTANCE TREATMENT OPTIONS PROGRAM [STOP]

Joliet **815-727-8521**

willcountyhealth.org/stop

SUBSTANCE USE INITIATIVES

Joliet **815-727-8521**

willcountyhealth.org/substance-use-initiatives

COMMUNITY HEALTH CENTER

ADULT AND FAMILY MEDICINE

Joliet (Community Health Center)

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

willcountyhealth.org/adult-medicine

willcountyhealth.org/family-medicine

AUDIOLOGY SERVICES (Hearing)

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

willcountyhealth.org/chc/

BEHAVIORAL HEALTH

Joliet (Community Health Center)

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

willcountyhealth.org/behavioral-health-chc

DENTAL SERVICES

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

willcountyhealth.org/dental-services

EYE CARE SERVICES

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

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

HEALTH INSURANCE ENROLLMENT ASSISTANCE

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

willcountyhealth.org/insurance-assistance

HIV PREVENTION

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

willcountyhealth.org/hiv-prevention

MEDICATION ASSISTED TREATMENT (MAT)

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

willcountyhealth.org/behavioral-health-chc

MOBILE DENTAL UNIT

Visits area shelters, food pantries, schools, and community sites. **815-774-7397**

willcountyhealth.org/dental-services

ONSITE QUEST LAB FOR HEALTH CENTER PATIENTS

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

willcountyhealth.org/chc/chconsitelab

PEDIATRIC & ADOLESCENT HEALTH

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

willcountyhealth.org/pediatrics

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

COMPLAINTS

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

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

FOOD SAFETY

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

willcountyhealth.org/food-safety

PRIVATE WELL AND SEPTIC PROGRAM

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

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

RADON PROGRAM

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

willcountyhealth.org/radon-program

SWIMMING POOL FACILITIES AND BEACHES

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

willcountyhealth.org/safe-swimming-facilities

WEST NILE VIRUS SURVEILLANCE

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

willcountyhealth.org/west-nile-mosquito-mitigation

FAMILY HEALTH SERVICES

ALL OUR KIDS EARLY CHILDHOOD NETWORK

Joliet **815-727-8864**

willcountyhealth.org/aok-all-our-kidsearly-childhood-network

BETTER BIRTH OUTCOMES

Joliet **815-727-8505**

willcountyhealth.org/better-birth-outcomes

EPIDEMIOLOGY & COMMUNICABLE DISEASE

Joliet **815-727-8481**

willcountyhealth.org/epidemiology-and-communicable-disease

HEALTHWORKS OF ILLINOIS

Joliet **815-774-7302**

willcountyhealth.org/healthworks-of-illinois

HIV PREVENTION

Joliet **815-727-8830**

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

IMMUNIZATIONS

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

willcountyhealth.org/immunizations

INTERNATIONAL TRAVEL IMMUNIZATION CLINIC

Joliet **815-740-8143**

willcountyhealth.org/travel-immunizations

LEAD POISONING PREVENTION

Joliet **815-727-8830**

willcountyhealth.org/childhood-lead-poisoning-prevention

SEXUALLY TRANSMITTED DISEASE (STD) SURVEILLANCE PROGRAM

Joliet **815-727-8830**

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

TEEN PREGNANCY PREVENTION

Joliet **815-727-8859**

willcountyhealth.org/teen-pregnancy-prevention-program

TOBACCO CONTROL AND PREVENTION

Joliet **815-727-8769**

willcountyhealth.org/tobacco-control-and-prevention

WELL-WOMAN PROGRAM

Joliet **815-727-8769**

willcountyhealth.org/well-woman

WIC SUPPLEMENTAL FOOD NUTRITION EDUCATION

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

willcountyhealth.org/women-infant-and-children-wic

WILL COUNTY MAPP COLLABORATIVE

(Mobilizing for Action through Planning & Partnerships)

Joliet **815-727-5089**

willcountymapp.org



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 OFFICE
323 Quadrangle Drive
Bolingbrook, IL 60440
1.630.679.7000

HEALTH DEPARTMENT & HEALTH CENTER

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

 **WILLCOUNTYHEALTH.ORG**



Follow us on social media at
WillCoHealth

