



Will County
Health Department &
Community Health Center

2023



**ANNUAL
REPORT**



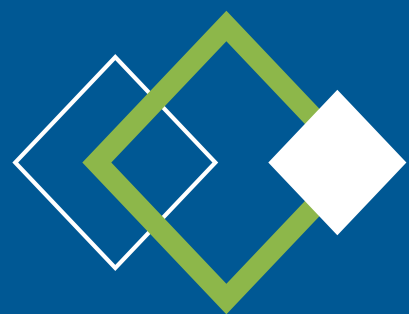
Annual Report

Will County Health Department Board of Health

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VISION

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



VALUES

- **Respect** • **Integrity** • **Professionalism**
- **Quality** • **Dedication**



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 Director

ELIZABETH BILOTTA | LEHP, MS, CHMM

EXECUTIVE DIRECTOR | WILL COUNTY HEALTH DEPARTMENT

HIGHLIGHTING SUCCESS IN 2023

I can't believe it's been a year since I was named Executive Director. And what a wonderful year it has been, filled with adventures and successes. The County has been putting their trust in the Will County Health Department since 1942 and they have a lot to be proud of and to celebrate. Not only have we accomplished much over the last year, but we have many initiatives ongoing or planned for the new year.

Fortunately, in 2023 we were able to scale back even more of our all-agency response to COVID-19 after the public health emergency related to the COVID-19 pandemic was declared officially over on May 11, 2023. Although our COVID-19 response diminished, we had to monitor and respond to a severe flu and RSV season. There is never a dull moment in Public Health!

As always, we are continually looking for ways to improve our methods, programs, and services and 2023 was no different. Let's look at some of the highlights of this past year.

In 2023, we added more leadership positions like a Compliance Officer, Safety and Risk Reduction Officer, and Lab Operations Director while also establishing Branch Facility Liaisons that provide additional administrative duties. Our workforce had 18 retirees, each with over 30 years of service with the agency, which is incredible. We hired a new Behavioral Health Division Director, and a new Assistant Executive Director in 2023.

Over the last few years, we have struggled with hiring, and most of the healthcare industry can attest to that due to COVID-19. But last year, we hired 70 individuals to the agency (both at the Community Health Center (CHC) and the Will County Health Department (WCHD)), which brings new perspectives, boosts morale, provides diversity in our workforce, and helps with our presence in the community because we can serve more people. With the ratification of the Collective Bargaining Agreement in June 2023, we were able to offer more competitive salaries which helped with the hiring of the new staff and retaining current staff.

We continue to utilize the awarded \$7.8M of Will County Federal American Rescue Plan Act (ARPA) funds for program enhancements, services, and staffing. With ARPA funds we successfully obtained a communications and media firm to manage our media campaigns and to promote and improve the health of Will County. In addition, with this funding we intend to both initiate some programs and expand others. The CHC's new behavioral health patient suite is fully functional and the CHC landscaping, lighting, floors, and walls are part of a renovation project funded by the County and FEMA reimbursement funds. The CHC's school-based health center at Brooks Middle School in Bolingbrook has become fully operational and continues to add services and staff. Health Equity initiatives have been successful and recognized throughout the County. Events attended by the Health Equity team helped reach 4,000 residents in our underserved communities.

The Agency divisions have successfully passed a Commission on Accreditation of Rehabilitation Facilities (CARF) survey, an American Psychological Association (APA) accreditation, a Joint Commission accreditation, an Illinois Environmental Protection Agency environmental health lab certification, and several other audits from Illinois Department of Public Health (IDPH), Illinois Department of Human Services (IDHS) and other regulatory entities.

I would like to thank our Board of Health for all their support during my first year as Executive Director. I would also like to thank the County Executive's office, the County Facilities department, the Will County State's Attorney's Office, and the County Board for all they do to support our agency. Of course, I would like to thank all of our dedicated loyal staff for all you do every day. Our Agency is critical to this community, to this county and to this state. What you do daily truly makes a difference in our community.

Let's have an amazing 2024 filled with successes and collaborations to make us the best Agency for ourselves as we are for our client, patients, and customers. Take time to care for yourselves and for each other. Be nice, smile and stay positive!



Safety Improvements in 2023

Improving safety and security at all of the Will County Health Department locations remained a top priority in 2023. Below are some of the new measures completed during 2023.

- Installed additional key card access locks and security cameras at both the Community Health Center (CHC) and Will County Health Department (WCHD) main office.
- Added a new overhead paging system that can be heard throughout the WCHD while also making improvements to the paging systems at the CHC and both the Eastern Branch Office (EBO) and Northern Branch Office (NBO).
- Installed a panic button system in the new behavioral health suite at the CHC.
- Rekeyed spaces to increase additional restricted areas at both NBO and EBO.
- Hired the agency's first Safety & Risk Reduction Officer for oversight and management in all things related to safety.
- Updated employee parking policy and added parking lot signage to address safety concerns.
- Overhauled our employee safety handbook, while also writing a new weapons in the workplace policy and updating all safety related policies and procedures.
- Formed a safety committee with members representing all divisions and facilities throughout the agency to address agency-wide safety concerns.
- Started conducting quarterly safety inspections at all of our facilities.
- Began providing mandatory safety orientation for new hires.
- Completed active shooter, panic button, lost child and fire drills.

EP&R VOLUNTEERS DONATE TIME & VALUE



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 testing programs but expanded in 2023 to include over the counter distribution for home use. During 2023, 9,768 BinaxNOW and Intelliswab tests were distributed to 16 different partner agencies throughout Will County. About 1,000 tests were distributed to staff and their families for home testing.

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 assisted with multiple mobile food pantries and took advantage of a variety of training opportunities. Volunteers had the ability



to attend a regional MRC conference hosted in Will County and participated in the unit's promotional video. In 2023, 115 volunteers participated in 18 different activities and donated a total of 375 hours, valued at \$12,958.92.

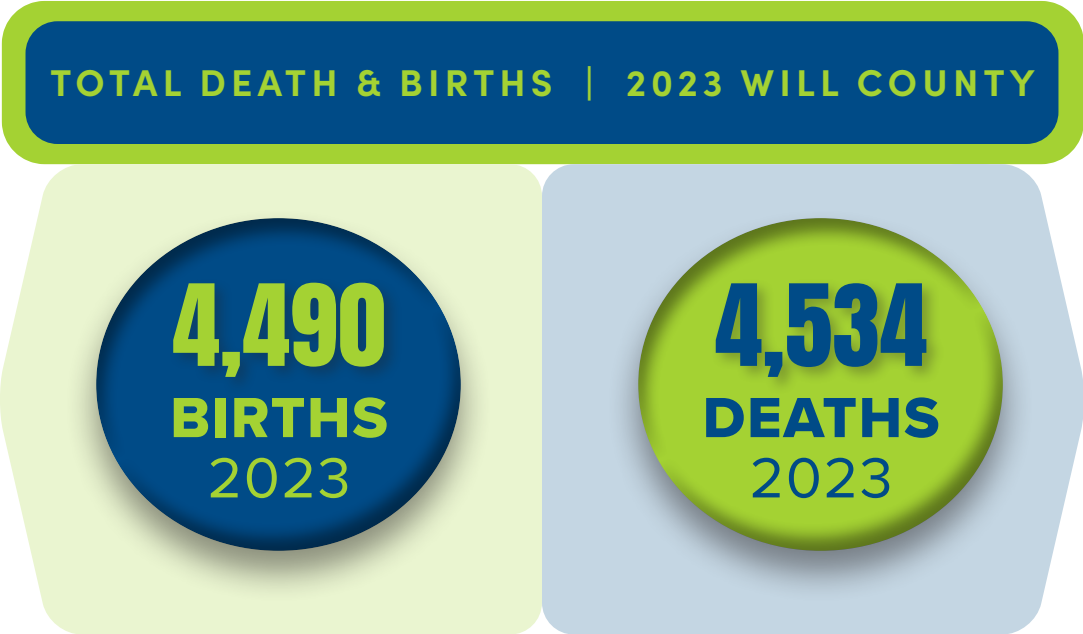
EP&R hosted Active Shooter Response exercises at three of the WCHD locations (main office, Community Health Center and Northern Branch Office). The trainings put staff into several scenarios to play out their response to an active shooter in the building. Staff were exposed to blank rounds being fired within the buildings to understand what the sound of gunfire would be within their work area. Staff were guided through the exercise by Will County Sheriff deputies with useful tips on how to safely escape or barricade within the building.

HEALTH EQUITY TEAM REACHING OUT TO COMMUNITY

ROBERT DUTTON | PHD
MANAGER | HEALTH EQUITY

The Will County Health Department Health Equity Team in collaboration with the Activating Relationships in Illinois for Systemic Equity (ARISE) for Will County Coalition, successfully conducted a total of 37 community engagements throughout Will County. These events have provided us an opportunity to reach 4,000 residents in our underserved communities by providing education, resources and building trust and confidence within our communities in Will County. In addition, we have provided over 7,000 COVID-19 test kits, personal protective equipment, and coordinated immunizations. Our community engagement events have been centered around Live-Well initiatives that provide health care services, pop-up food pantries, new/used clothing donations and resources related to employment, childcare, referral services, immigration services and housing.

We have partnered with Jeff Eberhard from EZ Auto Sales and the Guardian Group to mass produce on demand, micro pantries for requested locations in our underserved communities in Will County. The county has a total of 163 food pantries and 60 micro pantries. The Health Equity Team has created a Requestor's Agreement Application that outlines requirements for installation and a suggested items list to be stocked in their micro pantry. The Health Equity Team and the ARISE Coalition conducts routine inspections, two to three times a month, of each micro pantry to ensure they are stocked with non-perishable food items and health care items.



From the Director

DIANE SCRUGGS | LCSW
DIRECTOR | BEHAVIORAL HEALTH

The Behavioral Health Division once again was accredited by the Commission on the Accreditation of Rehabilitation Facilities (CARF) in September, 2023. As the need for mental health services continues to increase, the Behavioral Health Division of the Will County Health Department continues to provide and expand services to the community. Our goal is helping individuals to achieve their highest level of functioning through assisting in restoring, promoting and supporting individuals' and families' emotional, mental health and substance use needs. This includes providing intervention, assessment, and treatment for psychiatric, psychological and substance use issues. The goal of the treatment process is to help individuals and families to better manage their daily lives. The Behavioral Health Division offers an array of direct clinical services and community support for the citizens of Will County.

Outpatient Adult Mental Health Program

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. In 2023, there were 742 clients for a total of 4,992 hours serviced.

Outpatient Child & Adolescent Mental Health Program

Our Outpatient Child & Adolescent Mental Health program serves children and adolescents ages 3-17 with symptoms of a serious mental illness and/or co-occurring disorder which greatly interferes with their functioning in the community. The Child and Adolescent Services staff work in collaboration with the persons served to develop treatment objectives and interventions that best match the client's needs, strengths and resources to assist them in attaining their life goals. In 2023, there were 5,186 hours serviced for the program.

Mobile Crisis Response (MCR)

Mobile Crisis Response responds to psychiatric crisis in the community at large. Services are available to individuals across the lifespan who are on Medicaid. Referrals are received through the "Cares Line." The program is designed to achieve crisis symptom reduction, stabilization, and restoration of clients to their previous level of functioning. MCR conducted 1,234 call outs for total of 2,074 hours serviced in 2023.

590 Crisis Care

The 590 Crisis Care program provides teams of staff around the clock to respond in person to psychiatric crisis in the community. Referrals come from the 988-call center, police, hospital, fire, etc. Services are provided

24 hours a day, seven-days a week throughout the year. The program offers community-based interventions and stabilization where the individual is located, at home, work, school or anywhere else in the community. These program services are available to individuals without Medicaid.

Homeless Outreach Program

The Projects for Assistance in Transition from Homelessness (PATH) assists individuals in the community struggling with mental health and substance issues who are homeless or at risk of becoming homeless. Individuals with severe mental health issues are often more susceptible to factors such as poverty, disaffiliation, personal vulnerability, and lack the capacity to sustain employment. These factors often lead to homelessness. The PATH outreach program is designed to serve people who have difficulty accessing services. Individuals who are homeless and experiencing mental illness have more difficulty knowing what services are available and accessing them. If an individual does not have stable housing or transportation, they may struggle with advocating for themselves and obtaining services such as mental health & medical treatment, accessing government benefits, or finding affordable housing. A total of 377 service hours were completed in 2023.

School Based Mental Health Program

Our school based mental health program provides local schools with mental health counselors on site, providing therapy to children and adolescents. 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 2023-24 school year. Six 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. Staff from the Behavioral Health Division were invited to present at the National Hook-up of Black Women's (NHBW) Teens Overcoming Pressure Summit (TOPS) hosted by NHBW, Inc. in partnership with Joliet Public School District 86 and Laraway Community Consolidated School District 70.

Clinical Training Program

Our Clinical Training Program continues to provide internships for both Master level and Doctoral students. All the programs in Behavioral Health benefit from having extern and intern students. Through training, students can apply what they have learned in a professional setting and this hands-on approach allows them to gain competence and confidence. In exchange for their training, Behavioral Health benefits from having more providers to service our clients and the community.



BEHAVIORAL HEALTH
SERVICE HOURS

4,922

HOURS OF SERVICES FOR
ADULT MENTAL HEALTH
PROGRAM

5,643

HOURS OF SERVICES FOR
SCREENING, ASSESSMENT &
SUPPORT SERVICES (SASS)

5,186

HOURS OF SERVICES FOR
CHILDREN & ADOLESCENT
MENTAL HEALTH PROGRAM

2,746

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

2,074

HOURS OF SERVICES FOR
MOBILE CRISIS RESPONSE

377

HOURS OF SERVICES FOR
PATH PROGRAM

1,978

HOURS OF SERVICES FOR
YESS PROGRAM

GOT NALOXONE?

Got Naloxone is a special rapid response program funded by the Illinois Department of Human Services/Substance Use Prevention and Recovery (IDHS/SUPR.) A team of individuals in long-term recovery distribute naloxone throughout the Will County community. Our partnerships in this venture have grown to include outreach events, our local food banks, motels, health clubs, and homeless encampments. Our team can be found at concerts, farmers markets, car shows and other special events throughout the year. Besides naloxone, materials are distributed that identify locations for treatment and peer support. Peer support helps people become and stay engaged in the recovery process and reduce the likelihood of relapse.

Got Naloxone serves as an example of how to reach active users, their families and expand into diverse and under resourced neighborhoods in nontraditional ways. We developed a Rapid Response Naloxone Program to address high risk time periods and locations for people with an opioid use disorder (OUD). People with mental health and substance use disorders often face barriers in attempts to seek treatment. Providing access to naloxone and recovery assistance are critical to saving lives. This program has been well received by the community and works to reduce the stigma associated with substance use.



11,688

NALOXONE KITS DISTRIBUTED
TO PUBLIC

INCREASE OF NALOXONE
KITS DISTRIBUTED FROM
2022 TO 2023

49%

1,658

FENTANYL TEST STRIPS
DISTRIBUTED

EVENTS ATTENDED BY GOT
NALOXONE POP-UP TEAM

888

1,806

OPIOID OVERDOSE
PREVENTION & NALOXONE
TRAINING PARTICIPANTS

CLIENT VISITS IN THE
SUBSTANCE USE TREATMENT
& RECOVERY PROGRAM

409

16%

OVERDOSE DEATHS WERE
16% LOWER IN 2023 THAN IN
2022

From the CEO

MARY MARAGOS | MS, APRN

CHIEF EXECUTIVE OFFICER | WILL COUNTY COMMUNITY HEALTH CENTER

2023 was a successful year for the Will County Community Health Center (WCCHC) and our patients. We experienced a 3.7% increase in unduplicated patients from 2022 to 2023, serving 11,915 patients, while providing a total of 40,889 visits. Of note, we saw an 18% increase in pediatric patients, most likely due to our successful new School Based Health Center at Brooks Middle School in Bolingbrook.

We had significant improvements in our dental program which provided care to 18.9% more unduplicated patients, with 17.2% more visits. This was due in part to the addition of another dentist and the resumption of mobile dental visits throughout Will and Grundy Counties.

The payor mix of our patients improved, as more people became eligible for Medicaid insurance this past year, due to the expansion of Medicaid eligibility for seniors and new immigrants. Overall, 27% of our patients are uninsured, 59% have Medicaid insurance, 4% Medicare, and 10% private insurance.

We filled many staff vacancies this past year, hiring several new Medical Assistants, Reimbursement Specialists, Medical Secretaries, a new Director of Nursing, a new Mental Health Nurse Practitioner and

three new Family Medicine Nurse Practitioners. We offer bilingual Spanish speaking providers in OB/GYN and in Primary Care for adults and pediatrics. Six Spanish language translators are available throughout the health center, and at least 50% of our support staff are also bilingual. In 2023, 52.3% of our patients were Latino/Hispanic.

We continue to offer instant testing for COVID-19, influenza and Respiratory Syncytial Virus (RSV) with results within 30 minutes. This allows for improved diagnoses, improved quality of care, and improved safety for our patients and their families. We continue to offer a wide variety of vaccinations for infants, children, and adults, including the new Mpox and RSV vaccines.

The Joint Commission Review

In 2023, we had a very successful onsite review from The Joint Commission. We were inspected for adherences to hundreds of standards related to healthcare quality and safety. The reviewers stated, "The improvements you've made since the last Joint Commission visit (in 2021) are incredible. The level of commitment and critical thinking of your staff is a breath of fresh air. Everyone looked happy and exuded a sense of comfort." This voluntary



accreditation was renewed for another three years for Ambulatory Care, Behavioral Health, and Primary Care Medical Home.

New Pharmacy

We are pleased to announce a new partnership with Genoa Pharmacy. Genoa Pharmacy will soon occupy the space of our onsite clinic pharmacy, beginning in April 2024. They will provide a wide range of services, including participation in 340B (discount pricing for WCCHC patients). They will offer additional value-added services such as bilingual staff, personal calls to patients for refill reminders, deliveries, assistance with prior authorizations, durable medical equipment, and vaccinations, if needed. They have experience co-locating in other Federally Qualified Health Centers (FQHC) such as Heartland CHC in Chicago and Lake County CHC, and in public health departments such as Lake County and DuPage County Health Departments.

Brooks Middle School School Based Health Center

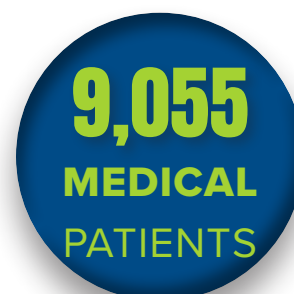
In April 2023, we received formal certification for our on-site health center at Brooks Middle School in Bolingbrook. We have a full-service health center there, staffed by a full-time Family/School Nurse Practitioner, two part-time Mental Health Nurse Practitioners and soon a full-time social worker will also be hired. Immunizations are offered, as well as laboratory testing, complete health assessments, school/sports physicals, and illness care for students and their siblings. We had an Open House for our School Based Health Center on August 28. It was



well attended by local legislators, Valley View School District (VVSD) Board members, VVSD administrators and staff, Will County and WCCHC Board members, and community members.



The Brooks Middle School School Based Health Center held an open house in August of 2023. The open house provided information on the health center and a tour of the facility.





Physical Improvements

In 2023, 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 were completed for six new offices for psychiatrists, mental health nurse practitioners, and nurse care coordinators, plus an injection room and triage room.



Before and after pictures of the new Community Health Center Behavioral Health suite. The space was converted from an old paper records room.

Behavioral Health Suite Open House

On May 1, we were thrilled to have a formal open house to celebrate our new behavioral health space. Congresswoman Lauren Underwood of Naperville was on-site to visit the Will County Health Department and Community Health Center for a ribbon cutting. As a Registered Nurse, she is very supportive of health care issues and increasing access to services for the underserved.



Will County Health Department and Community Health Center staff along with Congresswoman Lauren Underwood (right) and Will County Executive Jennifer Bertino-Tarrant (left) cut the ribbon of the CHC's new behavioral health suite.

Blood Pressure Monitoring Program Honored

We were honored to receive an Innovation Award from CareMindr for our successful home blood pressure

monitoring program. Our team was asked to present at a national on-line forum, with the topic, "Beyond the National Hypertension Control Initiative – Sustaining your Program Through Value-Based Care." The Innovation Award for Excellence in Patient Care Outcomes that we received acknowledges "the significant number of positive patient results that your program continues to achieve, as part of the National Hypertension Control Initiative." We have had more than 700 patients actively involved in home blood pressure monitoring, and 86% of them successfully converted to normal blood pressures with the self-care engagement, health education, and frequent staff contact and feedback. The American Heart Association projects we have averted numerous strokes, heart attacks and related treatments, and have prevented over \$700,000 in healthcare event costs.

Tree Dedication for Dr. Gutierrez

As part of National Health Center Week in August, the WCCHC held a tree dedication ceremony to celebrate Dr. Daniel Gutierrez's 57-years in medicine and his dedicated service to the Will County Health Department. A former Captain in the Army who served during the Vietnam War, Dr. Gutierrez spent 57 years in medicine. He began his career in Will County in 1973, serving as a medical consultant for the Will County Health Department. He was an instrumental part of beginning the Sexually Transmitted Infection (STI) Clinic and the Immunization Clinic and later became the first Chief Medical Officer of the Will County Community Health Center.



A tree was dedicated for Dr. Daniel Gutierrez (middle) outside of the Will County Community Health Center to recognize Gutierrez's dedication and service to the Will County Health Department.

Employee Survey

Employee Network Inc. (ENI) has completed an on-site assessment of employee satisfaction at the WCCHC. As a follow-up, they are working with CHC leadership to clarify roles and responsibilities, organizational and reporting structure, and job descriptions. This will then be clearly communicated to all staff. We are committed to making these improvements to our culture and operations.

2023 Community Health Quality Recognition Badged Awarded

The Health Resources and Services Administration (HRSA) recognizes health centers that have made notable achievements in access, quality, health equity, health information technology, and COVID-19 public health emergency response. The Community Health Quality Recognition (CHQR) badges are based on the prior year's Uniform Data System (UDS) data. The Will County Community Health Center was awarded a badge for being a "COVID-19 Public Health Champion!" The COVID-19 Public Health Champion badge recognizes health center contributions to providing critical public health services during the COVID-19 public health emergency, based on UDS data from the most recent reporting year. The badge is awarded to the top 10% of health centers that provided COVID-19 vaccinations and/or COVID-19 diagnostic testing to the largest proportion of active health center patients.



The Will County Community Health Center was awarded a Community Health Quality Recognition Badge for being a COVID-19 Public Health Champion.

Dental Services

The WCCHC dental clinic offers services for adults and children including comprehensive oral exams, digital X-rays, sealants for children, fluoride treatments, 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. As for all services throughout the WCCHC, a sliding fee scale is offered to families without insurance. In 2023, we provided 6,896 visits to 3,387 patients.



The Will County Community Health Center dental team

Vision Services

The WCCHC offers free optometry services for uninsured or underinsured persons ages 4 and older. Services include eye exams, free prescription eyeglasses, and screenings for cataracts and glaucoma. Diagnosis and treatment for eye conditions are provided by the students and faculty optometrists of the College of Optometry, Midwestern University. Services are offered two days per week, providing 414 patient visits in 2023.

Behavioral Health & Medication Assisted Treatment

Our Medication Assisted Treatment (MAT) program is located within the WCCHC Behavioral Health Services Department. Six providers are certified to prescribe MAT, including two psychiatrists, one family medicine physician, two mental health nurse practitioners, 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 community health center's range of services to meet multifaceted patient needs and achieve improved health outcomes within the community. Our Substance Use Disorder (SUD) Treatment Programs provide quality professional services in an outpatient setting for individuals suffering from a substance use disorder. We provide services for individuals to assist them in improvement and/or maintenance of their daily functioning. In 2023, we provided 5,960 visits to 1,247 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 Will County 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 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 2023.

Quality Initiatives

We at the WCCHC, aligned with our mission to provide high quality care, closely monitor several key quality initiatives. In 2023, 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 through 9. We also focused on improving outcomes for our patients with diabetes, hypertension, obesity, and on improving childhood vaccination rates.

ACA COUNSELORS HELP PEOPLE FIND INSURANCE

KATHLEEN HARKINS | BS

COMMUNITY OUTREACH & MARKETING COORDINATOR | COMMUNITY HEALTH CENTER

The Affordable Care Act (ACA) was signed into law in March of 2010. The ACA includes expanded Medicaid coverage for lower income adults, and the ability to purchase private insurance on the Marketplace Exchange (healthcare.gov.) for those who don't qualify for Medicaid and aren't covered by employer-sponsored health insurance. Since the ACA was enacted, the uninsured rate fell in Will County from 16.3% in 2010 to 5.5% in 2024.

The ACA 2010 law includes positive changes to private, and employee-sponsored health coverage such as enabling young adults up to the age of 26 to stay on parents' insurance, no longer allowing health insurance companies to deny coverage due to pre-existing conditions, and no more lifetime caps on how much care health insurance will pay if a person gets sick. In addition, the 2010 law requires all health insurers to provide preventative services, such as mammograms, colonoscopies, and annual visits at no cost to the individual.

It's been 14 years since the ACA was signed into law. The changes that occurred because of the law have been numerous and complex. Fortunately, the law also enabled health centers throughout the U.S. to hire and train Navigators and Certified Application Counselors to assist consumers in navigating all these complex and numerous changes and enroll into potentially life-saving health insurance.

The Community Health Center has four enrollment counselors, two of whom are Spanish speaking. This past year alone, they have assisted over 7,000 community members with health insurance questions and enrollments. During 2023, they helped enroll 2,203 individuals into Medicaid, or Marketplace health insurance.

Our enrollment counselors are highly skilled, hardworking, and knowledgeable. In fact, in 2023 among the agencies receiving the Navigator grant, they consistently ranked as one of the top 3 agencies in Illinois for Medicaid enrollments and assists.

The enrollment counselors are busy with enrollments and education throughout the year. The Marketplace Open Enrollment (healthcare.gov.) runs from November 1st to January 15th every year. Medicaid enrollments are year round and include many types of Medicaid such as Adult Medicaid, All Kids (Medicaid for children), and Moms & Babies (Medicaid for pregnant women).



The enrollment team is also heavily involved with outreach to our community. Throughout 2023, they actively participated in 19 health fairs and health insurance enrollment events, reaching over 2,000 community members. They recently participated in the University Park - Community Wellness and Resource Fair and assisted with 30 asylum seekers applying

for health insurance coverage for their children. The enrollment team also attends and are members of numerous community groups and meetings, advocating and educating the public about the ACA and how to obtain life-saving health insurance.

The ability to obtain health insurance, including Medicaid is key to improving maternal and infant health outcomes, addressing longstanding health disparities, and connecting people to needed essential care. Our health insurance enrollment counselors play a key role in improving the health of our community. Please call 815-774-6090 to reach our enrollment counselors.

From the Director

ENVIRONMENTAL HEALTH WORKS TO KEEP YOU SAFE

SEAN CONNERS | REHS/RS
DIRECTOR | ENVIRONMENTAL HEALTH

The Environmental Health Division (EH) had a busy 2023. The division underwent program reviews from the Illinois Department of Public Health (IDPH) for our Private Water Program, Private Sewage Program & Food Program. The Will County Health Department Environmental Laboratory had both their Illinois Department of Public Health microbiology certification and their Illinois Environmental Protection Agency (IEPA) chemistry certification reviews as well. The division passed all the program reviews and remains in good standing with the two regulatory bodies. The division also hired four new sanitarians, a lab sampler & an environmental health assistant.

New Tick Program

In 2023, EH expanded our vector surveillance grant to include tick surveillance. With this grant, staff will conduct at least six tick drags during the species' peak seasons. The objective of surveillance is to identify the tick species and detect any pathogens they are carrying. In November of 2023, EH staff conducted their first two tick drags, one in Braidwood and the other in Monee. Although the drags were unsuccessful, it was a learning experience for staff becoming familiar with the new grant. November is the end of the Blacklegged (Deer) Tick season. The summer months are peak seasons for the Lone Star Tick, Dog Tick and Gulf Coast Tick. Any ticks that are collected are sent to IDPH for identification and pathogen testing. All data collected is shared via the IDPH website.



The Environmental Health Division staff conducting a tick drag in 2023.

Food Program

The Will County Health Department (WCHD) Environmental Health 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 the WCHD can protect the public from the potential of foodborne illnesses. The Centers for Disease Control and Prevention (CDC) 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 (USDA) estimates that foodborne illnesses cost the United States more than \$15.6 billion each year. Therefore, 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. This includes inspecting newly opened and existing facilities, suspending food service permits if warranted, holding food hearings with operators and investigating foodborne illness complaints. The total food inspections completed in 2023 was 8,626. Of significant note, plan reviews for new construction and major renovations doubled in 2023 (157) from 2022 (77).

Cottage Food

Although not a new program, Cottage Food has become a larger part of the Environmental Health programs, since the Cottage Food law changed in 2022. We have seen the number of cottage food operators (CFO) increase by nearly double. As defined in Illinois' law, "Cottage Food Operation" means an operation conducted by a person who produces food or drink in their home kitchen." The law does have some restrictions of the products that can be made and sold and it was created with the intent of supporting the growth of small businesses. Since the law changed and no longer restricts registered operators to only sell at Farmers Markets, the number of CFOs has skyrocketed throughout the state. In Will County, the number of registered CFOs in 2021 was 17, after the adoption of the new law in 2022 that number rose to 40, then more than doubled in 2023, where 99 different Cottage Food Operators were registered.



The number of Cottage Food Operators has skyrocketed in recent years, climbing from 17 in 2021 to 99 in 2023.

FOOD SAFETY INSPECTIONS

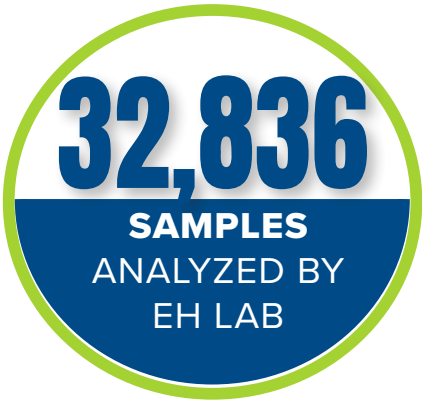
- 8,626** Food facility inspections
- 2,924** Active food facilities
- 1,953** Food facility reinspections
- 405** Temporary food vendor inspections
- 253** New food facilities/ownership inspections
- 210** Non foodborne illness complaints
- 157** Food plan reviews
- 93** Foodborne illness complaints
- 70** Hearings with food facility operators
- 45** Child & adult feeding programs
- 39** Food facility closures

Environmental Health Lab

In 2023, the Will County Health Department Environmental Laboratory sample numbers increased from 25,884 total samples in 2022, to 32,836 total samples in 2023. The laboratory saw such a large increase in sample numbers because we had two full time Individual Mechanical System (IMS) samplers in 2023. The laboratory also ran more fluoride and hardness samples this past year. The Will County Health Department Environmental Laboratory passed both their IDPH microbiology certification and their IEPA chemistry certification. The laboratory's microbiology certification was very successful with no deviations. Each Analyst and the Laboratory Director had to run

each microbiology test for the certification officer and answer a series of questions about each analysis. In addition, the laboratory as a whole was certified. The certification officer looks through all documentation and records for the past two years to make sure the laboratory is doing everything accurately and according to policy and protocol. The laboratory's chemistry certification was also successful in 2023. For the chemistry certification, the entire laboratory's documentation and records for the past two years were looked at and each analyst had to take one of the analyses the laboratory is certified for and discuss all quality controls and the procedure from the moment a sample is accepted into the laboratory until the report is sent out to the customer.

Will County is a community that is combined with rural and urban living areas, and where they get their water and how they treat their sewage are major public health concerns. Some areas have access to public water and sewer, but many of these communities rely on ground water from private wells to supply their water needs, and rely on private septic systems to handle their sewage. The Environmental Health Division works with their licensed installers for both well and septic systems to ensure they are installed per our ordinance and the state code. We also work with the public so we may educate them on best practices to protect our water supply and our environment. This past year, we saw increases in the discharging IMS lab tests, well permits issued, well complaints investigated, abandoned wells sealed, septic complaint investigations, septic system permits issued and septic related court cases. We saw decreases in potable water wells tested, Non-Community Public Water Supply (NCPWS) samples collected, new wells inspected, and new/repaired septic inspections.



West Nile Virus Program

The West Nile Virus (WNV) Program continues to be a focus for the Environmental Health Division. The Environmental Health Division provides education, larvicide, and vector control/surveillance in Will County to help control West Nile Virus. Increasing public awareness of the need for mosquito control, ongoing surveillance of vulnerable populations and coordination of response to outbreaks offer the best chance of controlling this disease. The Environmental Health Division takes a lead role in Will County efforts to combat outbreaks of WNV by raising public awareness about the disease through education, surveillance of potentially infected humans, mammals, and birds, and controlling the spread of the disease. To do this, the Environmental Health Division sets 14 strategically placed mosquito traps throughout Will County for surveillance and testing of WNV. All 14 traps had at least one positive mosquito batch in the 2023 season. In 2023 our statistics showed similar numbers from 2022 except for positive human cases of West Nile Virus. There were no positive human cases or deaths in Will County in 2022 where there were four human cases and one death from West Nile Virus in 2023.

Public Swimming & Beach Facilities

The Environmental Health Division of WCHD acts as the authorized agent for IDPH to conduct inspections at all the public swimming facilities and public beaches in the County of Will. 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 were similar in 2023 to the numbers from 2022, with 711 in 2023 and 714 in 2022. The number of bathing beach inspections increased from 67 to 107.

Tanning & Body Art

The Environmental Health Division carries out regular inspections of all tanning bed establishments and body art facilities in the county. Licensing and inspections of tanning and body art facilities reduces the risk to the public using these facilities. The Environmental Health Division's 2023 Tanning Program numbers were consistent with the 2022 numbers. In 2023, there were 18 licensing inspections completed compared to 20 inspections completed in 2022. There was a decrease in Body Art licensing inspections in 2023. There were 20 licensing inspections in 2023 compared to 34 inspections in 2022.

In summary, the Environmental Health Division had a busy 2023 with multiple program reviews, an increase in the number of new food facilities, addition of the tick surveillance grant program and the hiring and the training of new staff. Management staff also participated on many different committees such as various Northern Illinois Public Health Consortium (NIPHC) groups and Food Safety Advisory boards, just to name a few.



Public swimming pools are inspected regularly by the Environmental Health Division. In 2023, the division conducted 543 pool inspections.

TESTS & INSPECTIONS

BODY ART & TANNING

FACILITY INSPECTIONS

Tanning License Inspections

18

Tanning Conferences

17

Tanning In-Service Trainings

1

Body Art License Inspections

20

Body Art Conferences

26

Body Art In-Service Trainings

5



POOLS & BEACHES

FACILITY INSPECTIONS

Swimming Pool Activities

711

Swimming Pool Inspections

543

Swimming Pool Conferences

163

Bathing Beach Inspections

107

Bathing Beach Conferences

46

Bathing Beach Water Samples

133



SAFE DRINKING WATER

INSPECTIONS

Potable Water Wells Tested

81

NCPWS Samples Collected

372

Well Permits Issued

138

Well Complaints Investigated

118

Abandoned Wells Sealed

110

New Well Inspections

19



WASTEWATER SYSTEM

INSPECTIONS

Discharging IMS Lab Tests

7,389

Septic Complaint Investigations

96

Septic System Permits Issued

195

New/Repaired Septic Inspections

99

Septic Related Court Cases

7



WEST NILE VIRUS SURVEILLANCE & TESTING

Traps Set

14

Batches Tested / Positive Results

322 / 59

Birds Tested / Positive Results

2 / 1

Positive Human Cases / Deaths

4 / 1



MOVING ON POST COVID-19 EMERGENCY

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

The year 2023 was another year of growth and new challenges for our Family Health Services (FHS) programs. The Public Health Emergency related to the COVID-19 pandemic was declared officially over on May 11, 2023. However, in the new “normal” post pandemic world, the disease remains active continuing the need for vaccines against COVID-19.

Although the COVID-19 Public Health Emergency was “over,” our Communicable Disease/Epidemiology (CD/Epi) department was busy with their usual disease surveillance and investigations and other business including Invasive Group A streptococcus, outbreaks for respiratory illnesses, and a multi-county measles scare. Our Perinatal Hepatitis B monitoring program moved from CD/Sexually Transmitted Infection (STI) teams to the High Risk Case Management team of nurses, specifically in the High Risk Infant Follow-up (HRIF) program. This move only made sense as the HRIF program provides case management services for infants born with medical conditions, including exposure to the Hepatitis B virus. Our nurses provide education, guidance and support and monitor development and growth to ensure our high risk infants stay on target and minimize morbidities associated with their medical conditions.

As with all our case management programs, including Better Birth Outcomes and Healthworks/Medical Case Management, referrals to community partners and organizations benefit our families allowing

them to access additional services. Nurses, along with dietitians and nutritionists, provide nutrition education to over 8,000 pregnant and postpartum women, infants, and children in our Women, Infants and Children (WIC) program. Our nurses and outreach staff also provide education and treatment in our HIV/STI programs, including our collaborative pre-exposure prophylaxis (PrEP) clinic. Of course, our immunizations nurses provide the services of vaccines in the clinic and in our popular homebound program. This program has allowed for homebound individuals to receive COVID, Flu and other vaccines that they might have missed out on because of their inability to travel outside of their homes.

Our FHS services also include Community Health Educators (CHE) that work to battle the use of tobacco by children and adolescents, including vaping products. Additionally, CHEs provide important well-woman education and services that enable women to obtain their annual check-ups. FHS is a division of diverse programs that services the entire County of Will to prevent illness and create a healthy community.



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 HealthWorks (HW) programs collectively reached over 1,200 people each month in our programs in 2023. BBO provides case management to high risk pregnant women in Will County while our HRIF program provides services to premature infants and babies born with various medical conditions.

The HW program provides medical case management services to children in foster care ensuring they receive the necessary medical care while they are in care of the state. Our Maternal Child Case management programs are preventive in nature with the goal of helping participants achieve the best outcome for their situation and minimize morbidity associated with their conditions.



With the official end to the Public Health Emergency on May 11, 2023, our programs returned to in-person and home visits. Our staff as well as our clients were excited to resume in-person visits as this allowed for a more personal touch making our programs more valuable and meaningful. Some clients of course,

preferred the flexibility and convenience of telephonic visits and opted to continue services in that manner. This hybrid method of service delivery allowed for all clients to benefit from our Nurses’ support and education.

WIC CASELOAD GROWS TO OVER 9,000

PAT KRAUSE | RD, LDN
COORDINATOR | WIC PROGRAM

The public health emergency (PHE) for COVID-19 ended May 11, 2023, and consequently the WIC waiver allowing for remote visits officially ended 90 days thereafter on August 9, 2023. This began the return to in-person visits for our WIC participants. Prior to the public health emergency, clients were required to come to the health department every quarter to receive their WIC benefits. This was often a barrier to receiving benefits and services for our clients due to work schedules, school, transportation, and day care issues. Positive results from the PHE include new technologies and lessons learned during COVID-19 that have led to improved efficiency and flexibilities for our client services. In-person visits for clients are required twice per year, as education can be done remotely via telephone or an online education platform. WCHD WIC staff started using Microsoft Office TEAMS to begin the registration process, communicate between staff and branch offices, and more easily collaborate with other programs, specifically high-risk case management and immunizations. This has resulted in shorter appointment times for our clients and improved customer satisfaction.



WIC Staff supported teen mothers at Joliet Central High School in collaboration with the Home Sweet Home Program and Bernie's Books.



WIC continues to grow each year and was awarded another increase of 802 clients bringing our assigned caseload for this year to 9,226. We served an average enrollment of over 8,700 clients per month. In addition to continued growth in caseload, we were especially proud to have one of our nutritionists accomplish her goal to complete the training and certification exam to become an International Board-Certified Lactation Consultant (IBCLC). The Illinois WIC program offers a mentorship program for WIC professionals that strive to become IBCLC's. To be accepted into this program, one must meet strict criteria for education, lactation, and counseling, continuing education recognition points (CERPS) as well as having completed the weeklong certified lactation counselor program. Candidates can sit for the exam after completing the yearlong mentorship program. Having an IBCLC on staff is an asset to our team and services as breastfeeding support and education are a priority in the WIC program.

We have a very dedicated team of compassionate hard-working clerks, nutritionists, nurses, and managers, that understand the many challenges our clients face. This Christmas our staff decided to show our support for the teen mothers at Joliet Central High School. Through our collaboration with the Home Sweet Home Program and Bernie's Books we were able to provide each mother with a car seat and books. Staff purchased items so every mom and child received a large bag of personal care items, gift cards, diapers, wipes, and toys. Debrah Clark, director of the childcare center at Joliet Central High School shared; "You changed lives and moods yesterday. The Childcare staff and students had enormous eyes, open mouths with surprise and great joy when they saw what you and your WIC fairy God people did!"

COMMUNICABLE DISEASE & CONTACT TRACING

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

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

The Will County Health Department (WCHD) Communicable Disease and Epidemiology (CD/EPI) department continued to provide surveillance for all reportable diseases as well as mitigation for COVID and other non-COVID outbreaks. Mitigation efforts were focused on congregate settings such as long-term care (LTC) facilities, correctional facilities, and homeless populations. Ongoing mitigation with senior high-risk populations is critical to control the spread of outbreaks; mitigation efforts were also focused on schools, daycares, group homes, and independent living facilities.

As COVID-19 restrictions were lifted in 2023, many people were excited and jumped right back to their normal routine. Other respiratory and non-respiratory virus outbreaks were also identified and investigated. These non-COVID-19 outbreaks included Influenza, Respiratory Syncytial Virus (RSV), Norovirus, Scabies, Invasive group A Streptococcal (iGAS), Human Metapneumovirus (HMPV), Cryptosporidiosis, Hand Foot and Mouth Disease and Varicella.

In 2023, the CD/EPI team identified and investigated 109 outbreaks in various settings and helped facilities with outbreak mitigation and infection control. The majority of (100 of 109) outbreaks were in high-risk senior care settings and the remaining

outbreaks were in other high-transmission settings including schools, daycares, and other settings.

In October 2023, the first measles case (unvaccinated and international exposure) in Illinois was identified in Cook County since 2019. Subsequently, four additional epi-linked cases were identified over the next several weeks with a total of five cases. The Illinois Department of Public Health (IDPH) worked diligently with Cook County to identify exposures across the state. Will County residents were identified and monitored as part of the exposure. A total of 335 contacts were identified with five from Will County. Of the 335 contacts identified, 127 contacts were monitored including two from Will County.

In November 2022, IDPH started working to convene the Healthcare Associated Infections/Multidrug-Resistant Organisms /Extensively Drug-Resistant Organisms (HAI/MDRO/XDRO) workgroup meeting that gathers to discuss XDRO surveillance and response. The workgroup met every month in 2023 and continues to meet for ongoing efforts to stop the spread of HAI/AR/MDRO/XDROs. A toolkit for implementing personal protective equipment in nursing homes was developed and provided to area facilities in January 2024 to prevent the spread of multidrug and extensively drug-resistant organisms.



PREP CLINIC THE CARE CLINIC

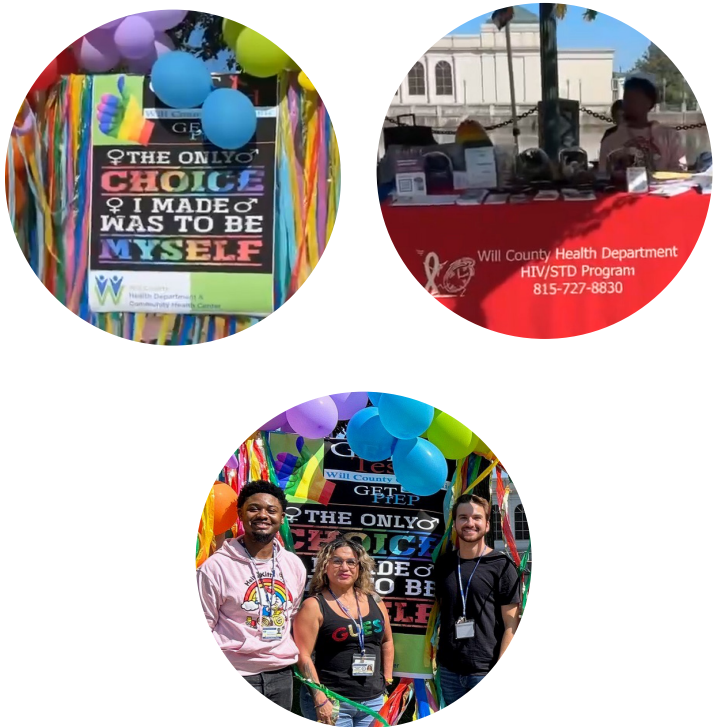
KENDRA COLEMAN | BS
PROGRAM COORDINATOR | LEAD/STI/HIV/PrEP/PERINATAL HEP B

In 2023, the Will County Health Department and Community Health Center collaboration continued to provide vital sexual health, HIV/STI disease prevention and intervention services to the communities serviced through our weekly Care Clinic. This year rendered a total of 253 visits related to sexual health concerns. It is our goal through the Care Clinic to reach the high-risk and vulnerable populations at most risk of contracting or transmitting HIV (Human Immunodeficiency Virus) and other STI's (Sexually Transmitted Infections).

We have had the pleasure of offering prevention options such as Pre-Exposure Prophylaxis (PrEP) and Post-Exposure Prophylaxis (PEP), for the past 6-years and just completed six-months of offering Apretude, the injectable PrEP option. Overall, the Care Clinic serviced 172 PrEP related visits, provided linkage to care and case management through 30 linkage related visits and identified seven newly HIV diagnosed patients seen in Care Clinic alone.

The highlight of the Care Clinic versus other clinical services, is the team thrives on offering wrap around services, such as the health education piece and PrEP navigation. These additions are staffed by state certified HIV/STI counselors to help streamline the patients experience in accessing prevention services internally as well as through other linkage relationships with specialty referrals and pharmacy

benefits for patients' prescription affordability. Additionally, the HIV/STI prevention program offers community outreach and testing services. Our free rapid HIV screenings offered in the community and lab blood draws ordered through this collaboration, administered 240 HIV screenings. Our staff of STI nurses continues to provide confidential disease surveillance and investigation of positive cases and to ensure treatment for both patient and their partners to reduce the spread of STI's such as, chlamydia, gonorrhea, and syphilis.



Bolingbrook Pride's Picnic & Puppies event was just one of many events that the HIV Care Clinic team attended in 2023.

253
CLINIC
VISITS

2023 IMMUNIZATION DATA

| | | |
|---|---|---|
| SHOTS ADMINISTERED (ALL PROGRAMS, ALL SITES) | TOTAL PEOPLE IMMUNIZED (ALL PROGRAMS, ALL SITES) | COVID SHOTS ADMINISTERED (ALL SITES) |
| 8,304 | 4,957 | 1,295 |
| FLU SHOTS ADMINISTERED (ALL SITES) | HOMEBOUND PROGRAM VISITS MADE | HOMEBOUND PROGRAM SHOTS ADMINISTERED |
| 785 | 199 | 404 |
| CLIENTS SERVED AT JOLIET LOCATION | CLIENTS SERVED AT BOLINGBROOK LOCATION | CLIENTS SERVED AT MONEE LOCATION |
| 3,272 | 354 | 121 |
| TRAVEL CLINIC CLIENT VISITS | TRAVEL CLINIC CONSULTATIONS | TRAVEL CLINIC SHOTS ADMINISTERED |
| 250 | 104 | 293 |

COMMUNITY HEALTH EDUCATION PROGRAMS

BETSY COZZIE | PROGRAM COORDINATOR | COMMUNITY HEALTH INITIATIVES

Community Health Education programs are grant funded positions that focus on specific health needs within our communities. Community Health Educators (CHE's) had a busy year in 2023 building relationships through collaboration and supporting communities through events and education in Will County.

Well-Woman Program

The Increasing Well-Woman (WW) Visits program hosted the second annual community Well-Woman Health Fair in November. This event saw over 100 women who were provided with free health screenings, over a dozen organizations providing women's health education, and free help with insurance enrollment. To help reduce transportation barriers that some women face trying to get to and from medical appointments, the WW program, with the help of our community partner organizations, provided 1,000 free bus vouchers to women in-need so they could travel reliably to important health appointments.



The Well-Woman program hosted its second successful Well-Woman Day Health Fair in the fall of 2023.

Tobacco Control & Prevention

The Tobacco Control and Prevention staff were invited to two major national conferences in 2023. The staff attended CADCA (Community Anti-Drug Coalitions of America) in Washington, DC, to present their work with the Will County Substance Abuse Prevention Coalition on tobacco education and prevention efforts in Will County. Tobacco staff were also invited to the National Association of County and City Health Officials (NACCHO) conference in Colorado as a scholarship award recipient for providing insight on tobacco initiatives at the local level. Both events showcased, at a national level, the hard work put forth by the Tobacco program to reduce youth tobacco use and vaping in Will County.



The Tobacco Control and Prevention team presented at two major national conferences during 2023.

All Our Kids (AOK) Early Childhood Network

The All Our Kids (AOK) Early Childhood Network hosted the 15th annual Early Childhood Mental Health conference in May at Lewis University. This successful, free event provides training and education to 130 early childhood professionals each year. The AOK program also continues to grow the first county-wide Integrated Referral and Intake System known as IRIS. This amazing platform is comprised of more than 80 organizations, making over 2,500 referrals for Will County families in 2023. Since its inception in 2020, the IRIS community has made over 5,000 referrals, each helping a family connect to the resources they need. All of these events were made possible by the long-standing relationships CHE programs have built with community stakeholders.



The AOK staff hosted the 15th annual Early Childhood Mental Health Conference in May of 2023.

Providing evidence-based health education out in the community is at the heart of everything the Community Health Educators do. CHE's attended 42 community events and distributed over 8,500 educational materials throughout the county in 2023. CHE staff also created 349 social media posts, saturated the county with several outdoor billboard and digital educational ad campaigns, educating thousands of residents. 2023 also marked the end of our three-year grant-funded Teen Pregnancy Prevention (TPP) program at Joliet West and Joliet Central High Schools. TPP staff taught an evidence-based risk prevention curriculum in tenth grade health classes, serving 4,156 students over three years, while reducing teen birth rates in Will County by 34%. Health Education staff look forward to another successful year serving the Will County community.

COMMUNITY EVENTS ATTENDED BY HEALTH EDUCATORS

42

SOCIAL MEDIA POSTS CREATED BY HEALTH EDUCATORS

349

MATERIALS DISTRIBUTED BY HEALTH EDUCATORS

8,500

GRANTS: FEDERAL 33.1%

COUNTY TAX LEVY 26.2%

MEDICAID / MEDICARE 17.9%

PERMITS, INSURANCE & PATIENT SERVICE REVENUE 12.4%

GRANTS: STATE 8.2%

GRANTS: PRIVATE 2.1%

MISC* 0.1%

Funding Sources



* MISC: Managed Care, TB Contract, Rent, Donations
Source: FY2022 Comprehensive Annual Financial Reports

TOTAL REVENUE
\$38,037,931

REVENUE SOURCES

| | |
|--------------|--|
| \$16,491,085 | FEDERAL, STATE & PRIVATE GRANTS |
| 11,532,632 | FEES & REIMBURSABLES |
| 9,969,623 | HEALTH TAX LEVY |
| 44,591 | MISCELLANEOUS CONTRIBUTIONS & REVENUES |

TOTAL EXPENDITURES
\$33,699,182

EXPENDITURES

| | |
|--------------|--|
| \$19,016,751 | SALARIES |
| 7,900,774 | FRINGE BENEFITS |
| 6,781,657 | SUPPLIES, CONTRACTED SERVICES & CAPITAL OUTLAY |

DECEMBER 1, 2021
\$13,014,487
NOVEMBER 30, 2022
\$14,670,356

GENERAL OPERATING CASH BALANCE

| | |
|---------------|----------------------------|
| (\$2,682,880) | VARIANCE |
| | [DUE TO TIMING / ACCRUALS] |
| 4,338,749 | REVENUES OVER EXPENDITURES |

DECEMBER 1, 2021
\$8,792,042
NOVEMBER 30, 2022
\$13,130,791

GENERAL OPERATING FUND BALANCE

| | |
|-----------|----------------------------|
| 4,338,749 | REVENUES OVER EXPENDITURES |
|-----------|----------------------------|

FY 2022 Financial Summary | General Operating Fund 2102
Source: FY2021 & FY2022 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

590 CRISIS CARE PROGRAM

Joliet **815-274-2423**

willcountyhealth.org/590-crisis-care

GOT NALOXONE?

Joliet **815-727-8521**

willcountyhealth.org/get-naloxone

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 USE TREATMENT & RECOVERY SERVICES

Joliet **815-727-8521**

willcountyhealth.org/substance-use-treatment-and-recovery-services

COMMUNITY HEALTH CENTER

ADULT AND FAMILY MEDICINE

Joliet (Community Health Center)

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

willcountyhealth.org/adult-medicine

willcountyhealth.org/family-medicine

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

GENOA PHARMACY (COMING SOON!)

Joliet (Community Health Center) **815-820-6147**

willcountyhealth.org/genoa-pharmacy

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. **815-774-7300**

willcountyhealth.org/mobile-dental-unit

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

WOMEN'S HEALTH

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

willcountyhealth.org/womens-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

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-management-and-apors

IMMUNIZATIONS

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

willcountyhealth.org/immunizations

INTERNATIONAL TRAVEL IMMUNIZATION CLINIC

Joliet **815-740-8143**

willcountyhealth.org/travel-immunizations

SEXUALLY TRANSMITTED DISEASE (STD) SURVEILLANCE PROGRAM

Joliet **815-727-8830**

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

TOBACCO CONTROL AND PREVENTION

Joliet **815-727-8769**

willcountyhealth.org/tobacco-control-and-prevention

WELL-WOMAN PROGRAM

Joliet **815-727-7312**

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 **815-774-4482**

willcountymapp.org



Will County Health Department & Community Health Center



willcountyhealth.org



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WillCoHealth**

Our Locations

WILL COUNTY HEALTH DEPARTMENT

MAIN OFFICE

501 Ella Avenue

Joliet, IL 60433

815-727-8480

COMMUNITY HEALTH CENTER

1106 Neal Avenue

Joliet, IL 60433

815-727-8670

HEALTH DEPARTMENT & COMMUNITY HEALTH CENTER

Northern Branch Office

323 Quadrangle Drive

Bolingbrook, IL 60440

630-679-7000

HEALTH DEPARTMENT & COMMUNITY HEALTH CENTER

Eastern Branch Office

5601 W. Monee-Manhattan Road

Monee, IL 60449

815-727-8803

