



Will County
Health Department &
Community Health Center

2025 ANNUAL REPORT



Programs & Services

ADMINISTRATION

Emergency Preparedness & Response
Joliet **815-740-7627**

Birth and Death Records
Joliet **815-727-8639**

Human Resources
Joliet **815-727-8976**

BEHAVIORAL HEALTH

Adult Outpatient Behavioral Health
Joliet, Bolingbrook & Monee **815-727-8521**

Child and Adolescent Outpatient Behavioral Health
Joliet & Bolingbrook **815-727-8521**

Got Naloxone?
Joliet **815-727-8521**

Mobile Crisis Response
Joliet, Bolingbrook & Monee **815-727-8521**

Substance Use Treatment & Recovery Services
Joliet **815-727-8521**

COMMUNITY HEALTH CENTER

Adult and Family Medicine
Joliet (Community Health Center)
Bolingbrook & Monee **815-727-8670**

Behavioral Health
Joliet (Community Health Center)
Bolingbrook & Monee **815-727-8670**

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

Eye Care Services
Joliet (Community Health Center) **815-727-8670**

Family Planning & Teen Clinic
Joliet (Community Health Center)
Bolingbrook & Monee **815-727-8670**

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

Health Insurance Enrollment Assistance
Joliet (Community Health Center) **815-774-6090**

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

Medication Assisted Treatment (MAT)
Joliet (Community Health Center) **815-727-8670**

Mobile Dental Unit
Visits area shelters, food pantries, schools,
and community sites. **815-727-8670**

Onsite Quest Lab for Health Center Patients
Joliet (Community Health Center) **815-727-8670**

Pediatric & Adolescent Health
Joliet (Community Health Center) **815-727-8670**

Women's Health
Joliet (Community Health Center) **815-727-8670**

ENVIRONMENTAL HEALTH

Body Art and Tanning Facilities
Joliet, Bolingbrook & Monee **815-727-8490**

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

Environmental Health Laboratory (Joliet)
Samples accepted at: Joliet, Bolingbrook
& Monee. Call for lab hours **815-727-8517**

ENVIRONMENTAL HEALTH

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

Private Well and Septic Program
Joliet, Bolingbrook & Monee **815-727-8490**

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

Swimming Pool Facilities and Beaches
Joliet, Bolingbrook & Monee **815-727-8490**

Vector Surveillance (West Nile & Tick)
Joliet, Bolingbrook & Monee **815-727-8490**

FAMILY HEALTH SERVICES

All Our Kids Early Childhood Network
Joliet **815-727-8864**

Better Birth Outcomes-Comprehensive (BBO-C)
Joliet **815-727-8505**

Epidemiology & Communicable Disease
Joliet **815-727-8481**

HIV Prevention
Joliet **815-727-8830**

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

International Travel Immunization Clinic
Joliet **815-740-8143**

Milk Bank Depot
Joliet **815-727-8524**, Bolingbrook: **630-679-7010**

Sexually Transmitted Infections (STI) Surveillance Program
Joliet **815-727-8830**

Tobacco Control and Prevention
Joliet **815-727-8769**

WIC Supplemental Food Nutrition Education
Joliet, Bolingbrook & Monee **815-727-8524**

Will County MAPP Collaborative (Mobilizing for Action through Planning & Partnerships)
Joliet **815-774-4482**



Our Mission

To promote and protect the health of Will County through equitable policies and programs tailored to the needs of the community, ensuring optimal social, mental, and physical well-being for all.

Our Vision

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

Our Values

- **Respect** – Treat everyone equitably with compassion, dignity, and importance.
- **Integrity** – Act with honesty, transparency, and accountability.
- **Professionalism** – Serve with a high standard of conduct through a skilled, diverse, and committed workforce.
- **Quality** – Provide exceptional services through best practices, evaluation, collaboration, and innovation.
- **Dedication** – Work with unwavering commitment.

Will County Health Department Board of Health

President	Paul Hertzmann CFO, MA
Vice-President	Billie Terrell PhD, ACSW
Secretary	Edna Brass
Member	Jeffrey Carey
Member	Mica Freeman M.Ed.
Member	Allison Gunnink MBA, MT-BC
Member	Gary R Lipinski MD
Member	Raquel Mitchell
Member	Silvio Morales MD
Member	Pamela Robbins MSN, RN
Member	Scott Soderquist DDS
Member	José Eduardo Vera JD

Will County Community Health Center Governing Council

Chairman	Matthew Glowiak PhD, LCPC, CAADC, NCC
Vice-Chairman	Vernice Warren DBA, MBA
Secretary	Frank Sandoval LLW
Treasurer	Nicole Luebke MPH
Member	Dr. Chris Galloway APRN-FPA, FNP-BC, PMHNP-BC
Member	Nag Jaiswal MSSE, EMBA
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Member	Paul Lauridsen MA
Member	Tracy Metcalf PhD, LCPC, NCC
Member	Alejandra Zamudio MSW, LSW



I'm pleased to present our 2025 Annual Report, highlighting our programs, services, financials, and achievements beyond required deliverables. These efforts ensure our strategic planning and IPLAN initiatives are embedded in everything we do. Public health exists to prevent disease and illness through education, programs, and monitoring health trends. Title 77 of the Illinois Administrative Code affirms that local health departments are essential for delivering these services. As National Association of County and City Health Officials (NACCHO) CEO Lori Tremmel Freeman noted, "The pandemic showed us what a stronger public health system could look like. Public health threats aren't going away...we are returning to an even more weakened system, demanding more, not less, of our local public health workforce." We fill critical gaps in service because our staff are passionate about protecting this community. Our clients aren't numbers—they're the elderly man who visits weekly, the expectant mother seeking prenatal care, and the food service operator ensuring safety. These stories reflect the heart of public health. I'm proud of what we accomplish every day and grateful for the support of our Board of Health, Governing Council, County Board, 708 Mental Health Board, County Executive, and community partners. Thank you—and here's to a successful 2026.

Elizabeth Bilotta, LEHP, MS, CHMM
Executive Director | Will County Health Department



The Will County Health Department remains committed to delivering exceptional services to our community. Our dedicated staff continually evaluates and enhances programs to meet evolving health challenges, including general health needs, opioid addiction, mental health crises, long-term care, and health education. These efforts make Will County a healthier and safer place to live and work. The men and women of the Health Department devote their careers to protecting and improving public health, and we thank them for their unwavering commitment. Their hard work consistently earns top marks in accreditation and certification throughout the year. To expand services without additional taxpayer burden, the Health Department actively pursues supplemental funding through state and federal grants. These resources allow us to broaden programs and strengthen community health initiatives. I am proud to say that the Will County Health Department—your health department—is not only a leader in Illinois but a model nationwide for its dedicated staff and innovative programs.

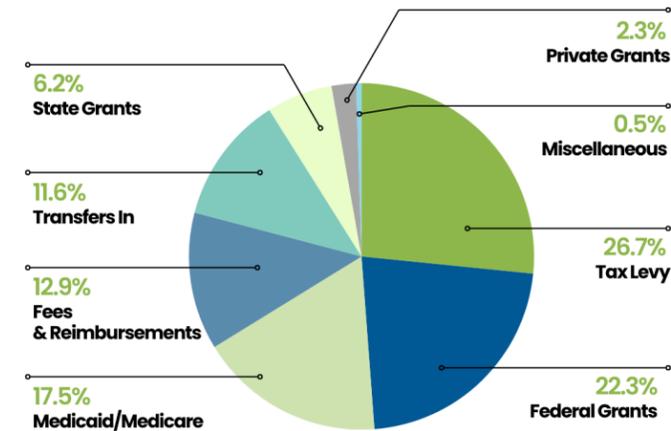
Chief Paul Hertzmann, CFO, MA
President - Will County Board of Health



The Will County Community Health Center stands as a beacon of hope and healing, delivering compassionate, integrated medical, behavioral health, and dental care to residents across Will County. In 2025, our commitment to equity and dignity deepened as we expanded our ability to meet families where they are—with skilled hands, open hearts, and unwavering resolve. Among our most inspiring milestones, the grand reopening of the Bolingbrook Quadrangle Center, signifies more than an expansion of services; it represents renewed promise, greater access, and a brighter, healthier future for our community. Especially during these challenging times, our compassionate commitment to serving everyone in need—regardless of background or ability to pay—is more necessary than ever. Here, your health is our priority.

Dr. Matthew Glowiak, PhD, LCPC, CAADC, NCC
Chair - Will County Governing Council

REVENUE SOURCES

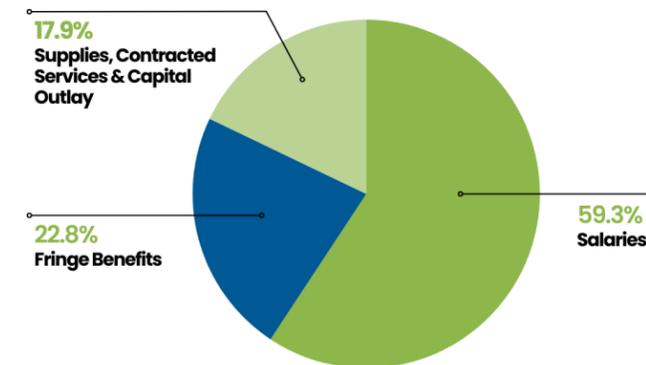


REVENUE SOURCES

\$10,966,487	Health Tax Levy
9,146,248	Federal Grants
7,167,229	Medicaid/Medicare
5,278,145	Fees & Reimbursements
4,750,000	Transfers In
2,551,796	State Grants
953,073	Private Grants
215,236	Miscellaneous Contributions & Revenues

TOTAL REVENUE
\$41,028,214

EXPENDITURES



EXPENDITURES

\$21,411,036	Salaries
8,240,448	Fringe Benefits
6,472,153	Supplies, Contracted Services & Capital Outlay

TOTAL EXPENDITURES
\$36,123,637

DECEMBER 1, 2023
\$17,540,735
NOVEMBER 30, 2024
\$22,445,312

GENERAL OPERATING FUND BALANCE

\$4,904,577 Revenues over Expenditures

FY 2024 Financial Summary | General Operating Fund 2102
Source: FY2023 & FY2024 Annual Comprehensive Financial Reports [Audited]

ADMINISTRATION

The Administration Division oversees the entire agency and is home to the information technology, compliance, courier services, accounts payable, facilities management, finance, human resources, health equity, communications, and safety offices. The Emergency Preparedness & Response program works with federal, state and local governments to provide a quick response to potential public health emergencies. The Birth & Death Records office issues certified copies of birth and death certificates for Will County.

FACILITY & SAFETY IMPROVEMENTS IN 2025

Improving our facilities, safety, and security at all of the Will County Health Department locations remains a top priority. Below are some of the new measures completed in 2025.

- Replaced carpet and flooring in multiple areas of the Community Health Center.
- Parking lots at the Joliet Campus were patched, sealcoated and striped. Parking lot lighting was also repaired.
- Increased office space and workstations in behavioral health spaces to accommodate staff growth at the Main Office.
- Secured a lease for additional space at our Northern Branch Office in Bolingbrook which allowed for the expansion of behavioral health and community health services.
- Hired a new security contractor to oversee security operations at three health department buildings.



Ribbon cutting ceremonies were held for the expanded Behavioral Health offices (left) and new Community Health Center suite (right) at the Northern Branch Office.

COMPLIANCE CORNER

In 2025, the Compliance Program strengthened oversight and risk management to protect clients, staff, and public trust. Key actions included launching the Compliance Hotline, publishing the Compliance Corner Newsletter, expanding the SharePoint site, and implementing new guidelines like Critical Incident Reporting Policy and Service Animal guidelines. These efforts improved transparency, communication, and reinforced a culture of integrity, accountability and continuous improvement.

SAFETY BY THE NUMBERS

In 2025, the Will County Health Department and Community Health Center reinforced its commitment to workplace safety through ongoing communication, training, and preparedness drills. Staff received training on fire safety, CPR/AED, bloodborne pathogens, violence prevention, de-escalation, and emergency response. Safety drills included fire evacuations, severe weather procedures, panic button use, and emergency radio practice. These efforts reflect our agency-wide culture of preparedness and dedication to keeping staff, clients, and visitors safe.

25	Number of safety drills
38	Number of safety trainings
43	Number of safety emails sent
656	Participants in safety trainings
812	Participants in safety drills
22K+	Safety program staff encounters

STRATEGIC PLAN UPDATE

In the summer of 2024, Will County Health Department embarked on a mission to design an agency strategic plan for 2025 to 2030. Our strategic plan is the roadmap to coordinate the big bold steps to develop a clear picture of our vision of what we want our organization to look like in five years' time. Our Board of Health approved our strategic plan in January 2025 which includes four strategic initiatives including: Communication and Engagement, Workforce Development, Integration and Financial Security and Advocacy. Our Agency has been developing and working on projects over the last year to move us from where we are today towards our vision for the future. The level of commitment from our workgroups has been amazing and there is still much more to accomplish over the next four years.

MEDICAL RESERVE CORPS

The Emergency Preparedness & Response program oversees the Medical Reserve Corps (MRC). In collaboration with the Will County Emergency Management Agency, the MRC was established to meet the public health needs during critical events. The MRC welcomes volunteers with medical and non-medical skills.

411	MRC volunteer hours
110	MRC members engaged in events in 2025
25	Activities participated in by MRC
1356	Number of Will County residents served by MRC
\$16,885	Value of MRC Hours

HEALTH EQUITY IN 2025

The Health Equity program expanded outreach and advocacy to reduce health disparities and improve outcomes for vulnerable populations. The team attended events across Will County, shared resources, and built strong partnerships with community organizations to bring education and services directly to residents. Key collaborations included grant initiatives with the MAPP Collaborative, the Health Resilient Communities project with Will-Grundy Medical Clinic, and the Senior Social Connectedness program with AgeGuide and Illinois Public Health Institute. The program also joined National Association of County and City Health Officials' (NACCHO) Strengthening Breastfeeding Initiatives Community of Practice for Local Health Departments. These collaborations are continuing into 2026 and will build on some top public health priorities.

Health Equity amplified advocacy by engaging local, state, and federal leaders, participating in legislative committees and direct advocacy with elected officials to promote public health and to share the critical work of our agency. The program began joining Community Office Hours with elected officials representing Will County to bring resources directly to residents.

GOING BEYOND



The Agency hosts two blood drives annually. Staff members have the opportunity to make life-saving blood donations.

33	Staff members who donated blood
99	Lifesaving donations provided



MRC Volunteers packed Ben's Blue Bags, a sensory bag provided to First Responders in the region. Ben's Blue Bags were funded through the Hospital Preparedness Program grant, and these bags are specifically designed for first responders and include various sensory and communication tools to help in overstimulating situations. Each bag contains items such as dry-erase boards, markers, communication boards, noise-canceling headphones, and additional sensory calming tools to support de-escalation during emergencies and non-emergency situations.

400+	Ben's Blue Bags packed
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WILL COUNTY BIRTH & DEATH CERTIFICATES FILED IN 2025

4,818
DEATHS
2025

4,381
BIRTHS
2025

BEHAVIORAL HEALTH

The Behavioral Health Division enjoyed a whirlwind of activity and change in 2025. We welcomed additional staff at our Bolingbrook and Joliet sites. A renovation of our Bolingbrook location was completed thanks to the continued financial support we received from the 708 Mental Health Board. We expanded our continuum of care by adding new group services, restructuring our Substance Use Program and creating a Behavioral Health Community Coordinator position. We established urgent care appointments that allow clients recently discharged from inpatient mental health hospitals or displaying extreme stress to be seen sooner. Our School-Based Counseling Program expanded to 43 schools and our Peer Support Program now helps adults in both substance use and our mental health programs.

Intake Department

The Behavioral Health Intake Department started in July, 2025 to help new and returning clients receive services quickly. Our intake counselors gather basic client demographics, insurance and payment information, and the reason the client is seeking help. Intake counselors also schedule the first appointment with a clinician, ensuring clients begin services quickly, respectfully and without discrimination. Since the start of the Intake Department, wait times have improved with 58% of new clients now seeing a therapist within 1–5 days.

1,520	Number of intake calls answered
1,063	Number of adult intake calls
457	Number of child & adolescent intake calls

Mobile Crisis Response

The Mobile Crisis Response (MCR)/Screening, Assessment and Support Services (SASS) Program is part of a statewide initiative that provides screenings, assessments, and treatment to eligible individuals who may be at risk of psychiatric hospitalization.

1,584	Adult crisis screenings conducted
1,078	Child & adolescent screenings conducted

Adult, Child and Adolescent Outpatient Programs

The Behavioral Health Division offers comprehensive outpatient mental health services for children, adolescents (ages 5–18), and adults. The Child and Adolescent Program serves youth experiencing psychiatric or psychological challenges, including chronic mental illness, through individual therapy, case management, psychiatric evaluations, and medication management. The Adult Outpatient Program assists residents facing mental illness or substance use issues with individualized treatment plans, counseling, assessments, and psychiatric care, now enhanced by nurse practitioners. Additionally, the Court Mandated Assessment and Support Program, launched in January of 2025, provides evaluations and tailored recommendations for individuals with legal mandates.

2,698	Child & adolescent outpatient clients served
3,979	Adult outpatient clients served

School-Based Behavioral Health Program

The School-Based Behavioral Health Program places mental health counselors on-site in many Will County schools to provide therapy to children and adolescents. This program serves the following Will County schools and districts: all three Joliet Township High Schools, Plainfield school district, Homer school district, Lockport High School, Kelvin Grove Middle School, Laraway Elementary School, Rockdale School and Oak Prairie Junior High.

43	Schools served by school-based behavioral health program
649	Students served

Clinical Training Program

The Clinical Training Program continues to provide internships for both Master's level and Doctoral students. All the Behavioral Health programs benefit from having extern and intern students. There are two doctoral level interns, two doctoral level therapy students, two doctoral level testers, and three masters level therapy students.

9	Graduate students in Clinical Training Program
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Substance Use Treatment Programs

Our Substance Use Treatment Programs help people get the care they need at every step of recovery. First, we meet with each person to understand their needs and connect them to the right level of care. We stay involved throughout treatment to make sure they get the right support. Services include: substance use assessments, Intensive Outpatient Program, Outpatient Program (OP), and individual and group therapy.

Recovery Community Center of Joliet (RCCJ) held its grand opening on June 5, 2025. The RCCJ is building a stronger, more connected recovery community. Seed funding for the RCCJ was provided by the Will County Cannabis fund through the Behavioral Health Division.

Pregnancy and postpartum makeup bags were designed and distributed to support pregnant and postpartum individuals who use substances or are in recovery. The goal is to break the stigma surrounding substance use during pregnancy by fostering a supportive, nonjudgmental environment to encourage women to come forward, access care and begin their journey toward recovery. Funding for this initiative comes from the IDPH Opioid Overdose Prevention Grant.

55%↓	Percentage of decrease in opioid overdose deaths in Will County in 2025
300	Pregnancy & postpartum bags distributed
12,228	Boxes of Naloxone distributed
1,114	Fentanyl/Xylazine test strips distributed
682	Pop-up events attended by the Got Naloxone Team
3,412	Boxes of Naloxone distributed through our Red Boxes
438	Individuals attending Overdose Prevention and Naloxone Training

Bolingbrook Expansion

With the continued financial support of the 708 Mental Health Board, the Behavioral Health Division completed an expansion of its offices at the Northern Branch Office (NBO) in Bolingbrook. The renovated space nearly doubled the size of the previous office space, allowing for additional staff and more client visits. Child, adolescent and adult outpatient appointments are available Monday through Friday. In addition, the NBO office also includes psychiatric assessments and a Mobile Crisis Response team.

GOING BEYOND

Behavioral Health Division staff went above and beyond in 2025, raising funds for families and clients and giving back to the community.

Proceeds from staff-designed t-shirts were used to purchase gas cards for clients in need, who may otherwise have not been able to attend their appointments. Staff also started an angel tree to provide gifts for families in need at the holidays.



Staff members collected gifts for an Angel Tree.

Back-to-School Fair

Staff organized a back to school fair in early August, providing school supplies such as backpacks, notebooks, crayons, markers and more to the public. Money from t-shirt sales was also used to purchase supplies for a back-to-school fair.



Behavioral Health Division staff with backpacks full of school supplies at the back-to-school fair.

280	Families registered to attend Back-to-School Fair
642	Total children registered to attend Back-to-School Fair
15	Families assisted with Angel Tree

COMMUNITY HEALTH CENTER

The Will County Community Health Center (CHC) is a Federally Qualified Health Center serving patients at four locations. The CHC provides comprehensive services including primary care for all ages, women’s health care, infectious disease, reproductive health, behavioral health, medication assisted treatment, dental and vision care. Insurance enrollment assistance, an onsite pharmacy and laboratory services are also available in Joliet.

Call Center Update

In 2025, the Will County Community Health Center’s Call Center responded to more than 50,000 calls, averaging over 4,200 calls each month. This is a reflection of our commitment to serve the residents of Will County. While this is an impressive milestone, our true measure of success lies in the lives we’ve helped. From a parent seeking dental care for a child to a neighbor reaching out for behavioral health support, every interaction is an opportunity to provide care and make a difference.

50,460	Calls answered by Call Center
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Operational Site Visit Badge

Following a 2024 Operational Site visit from the Health Resources and Services Administration (HRSA), the Will County Community Health Center was awarded an Operational Site Visit Badge after demonstrating full compliance with health center program requirements. Operational site visits look for compliance with federal Health Center Program requirements, including governance, clinical quality, financial management, billing and sliding fee discounts, scope of services, and policies that ensure access to care for underserved populations. Receiving an Operational Site Visit Badge reflects the Will County Community Health Center’s dedication to excellence, operational integrity, and continued service to patients and the community.



Obstetrics (OB) Care

The Will County Community Health Center sees many expectant mothers. Serving the community with trusted prenatal care, we help expectant mothers feel supported, healthy, and prepared for what’s ahead. Our OB team helps guide mothers through every stage of pregnancy.

438	Babies delivered by OB staff
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Infectious Disease Clinic

The Community Health Center expanded infectious disease services in 2024. This service provides the community increased access to care that is designed to prevent, identify and treat infectious diseases including Sexually Transmitted Infections (STI), Human Immunodeficiency Virus (HIV) and other communicable illnesses.

The infectious disease clinic is led by Dr. Dan Garganera, an expert Infectious Disease Physician who joined the CHC in 2024. Dr. Garganera has served the Will County community for over 24 years and also serves as the Sunny Hill TB Clinic Medical Director and the Medical Advisor of the Will County Health Department since June of 2015. Dr. Garganera is the champion for our PrEP/PEP clinic which provides patients with pre and post exposure prophylaxis to prevent HIV infection. He also addresses other communicable diseases that occur within our population including MPOX and other emerging infectious diseases.

Over 300 people have initiated PrEP since program inception reflecting sustained engagement in preventive services. Currently, the Community Health Center supports 158 active PrEP patients. The clinic currently serves 187 HIV-positive people.

The clinic has seen a 25% increase in newly diagnosed HIV patients who receive their care at the clinic. In addition to this life saving care, the clinic also cares for or provides service to patients with other conditions including STIs, urinary tract infections, respiratory infections, diabetic ulcer/wound infection, and Hepatitis B and C among other diseases.

GOING BEYOND

Every year in the United States, there are an estimated 2 million visits to hospital emergency departments for dental pain. Many of these patients can be seen at a dental clinic, saving our health care system an estimated \$1.7 billion while providing people with the ongoing oral care they need. Our dental clinic at Will County Community Health Center is open six days a week to meet the needs of underserved and low income patients. Emergency dental visits are typically for severe pain, bleeding, swelling, or trauma such as abscesses, broken teeth, lost fillings, or mouth sores, requiring immediate professional care. Our dental clinic can often see patients the same day or next day.

1,481	Emergency Dental patient visits
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School-Based Health Center

Students use of our school-based health center at Brooks Middle School in Bolingbrook continues to build. The school-based health center provides primary care, mental health, and therapy services to the students enrolled in Valley View School District 365U. The support of the health center helps Brooks Middle School reduce the number of students excluded from school due to medical reasons.

606	Primary Care visits at school-based health center
205	Behavioral Health visits at school-based health center
469	Therapy visits at school-based health center

From our MAT Patients

The Will County Community Health Center’s Medication Assisted Treatment (MAT) program is a vital part of our comprehensive Behavioral Health and Recovery Services. The program offers Suboxone and Vivitrol with individualized case management and peer support to provide a whole person path to recovery.

“Just a quick note to say thank you for being part of the team that helped me find recovery and my life again. You are all part of the machine that come together and save people.” - Patient Testimonial

ENVIRONMENTAL HEALTH

New Northern Branch Office Location

The Will County Health Department administration negotiated a lease to move the Community Health Center's Northern Branch Office (NBO) in Bolingbrook from 323 Quadrangle Drive, to a new suite located across the parking lot at 391 Quadrangle Drive, Suite 130. The new health center space has additional exam rooms, a lab, and improved employee workspaces. This has allowed the CHC to extend hours and services offered at NBO.



Top: The new Community Health Center suite in Bolingbrook is located at 391 Quadrangle Drive, directly across the parking lot from its previous location. **Middle:** Additional patient exam rooms were added to the new Community Health Center Suite in Bolingbrook. **Bottom:** The expanded lab space at the Community Health Center suite in Bolingbrook.

Community Outreach & Health Promotion

The Community Health Center's Outreach & Health Promotion staff are responsible for promoting health center services, including health insurance enrollment, medical, dental, behavior health, family planning, and our school-based health center at Brooks Middle School. This is accomplished through the development of health promotion materials and social media, and community outreach events, collaborations, and health fairs. Outreach staff are also Certified Health Insurance Navigators who submit applications for Medicaid and Marketplace health insurance while responding to general inquiry calls about health insurance.

66	Events attended by outreach staff
4,095	Community members reached at events
2,986	Applications submitted for Medicaid & health insurance
9,828	Community members assisted with insurance questions



Will County Community Health Center staff at an open enrollment event in the community.

The Environmental Health (EH) Division protects the community through inspection, testing, and prevention programs. We oversee food safety for restaurants, stores, mobile units, and special events; inspect tanning, body art, swimming, and beach facilities; and permit private well and septic systems throughout Will County. Our team also provides radon education and test kits, conducts mosquito and tick surveillance to reduce disease risks, and offers water testing at our Joliet lab.

New Ordinances & Software

The EH Division had a busy year. The Will County Sewage Treatment and Disposal Ordinance underwent a revision, and the revisions were approved by the Board of Health and the County Board. Our Public Swimming Facility Ordinance was revised in April of 2024. One of the significant changes was that the EH division would issue the annual licenses instead of the Illinois Department of Public Health (IDPH). The EH Division has historically done licensure inspections for our public pools and beaches on behalf of the IDPH. 2025 marked the first year we issued the licenses to all the operators within Will County.

The software package the Environmental Health Division uses to manage their programs was set to sunset on December 31, 2025. The EH Division entered into an agreement with our software provider to upgrade and convert to their new system. The transition is a year long project and is scheduled to be completed in 2026.

NIPHC Collaboration

The Will County Health Department, Environmental Health Division, is a part of the Northern Illinois Public Health Consortium (NIPHC). One of NIPHC's focuses is on legislative advocacy. We participate in several of their committees, such as the legislative committee, the sewage & water committee and the food committee. In the legislative committee, the EH division worked with our NIPHC partners to draft an amendment to House Bill 2196, The Meat and Poultry Inspection Act, Section 5, Exemptions. The NIPHC Committee proposed amendments to the bill and negotiated with representatives of the Illinois Farm Bureau, and the Illinois Stewardship Alliance. The bill was signed into law in 2025.

Passing Reviews

The Environmental Health Laboratory passed both their Chemistry & Microbiology reviews in 2025 with no violations. The Environmental Health Laboratory ran 7,381 more total samples in fiscal year 2025, than in fiscal year 2024. The total number of samples in fiscal year 2025 was 37,423. The lab has not run that many samples in the fiscal year since 2017.

GOING BEYOND

Formula Recall

The Environmental Health Division assisted IDPH during a nationwide infant formula recall. Sanitarians visited 32 locations in Will County, assuring that all recalled product had been removed from their shelves.

Legionella Investigations

EH staff partnered with IDPH on three separate Legionella investigations. Our sanitarians assisted IDPH with the evaluation of the plumbing of the potable water supply and the sampling of that supply to determine if the water contained Legionella bacteria. In all three investigations the samples were negative for Legionella.

That's a Lot of Hot Dogs!

The Environmental Health Division was contacted by the Joliet Slammers to sign a "Guinness World Records - Witness Statement for Record Claim" for their attempt to break the world record for the most hot dogs dropped from a helicopter on July 22, 2025. Staff sat down with the culinary team from Joliet Slammers and reviewed their action plan to attempt to break the world record. Will County Health Department was adamant that the hot dogs must be properly cooked, held outside of the temperature danger zone (41°F - 135°F) and distributed to the fans in a safe manner. A full inspection was conducted by one of our sanitarians before the start of the event. Representatives from the Environmental Health Division remained onsite for the entire process from start to finish to ensure the food was safe to consume and witnessed a world record.



Environmental Health staff supervised the cooking of hot dogs for the Joliet Slammer's World Records attempt.

Workshop Hosts

On April 22, 2025, Will County Health Department Environmental Health Division hosted the Illinois Department of Public Health's Body Art training. Environmental Health Division Chief of the Office of Health Protection for the Illinois Department of Public Health did a presentation on body art facility inspections and conducted an on-site inspection at a Will County body art facility as part of the training.



The Environmental Health Division hosted the IDPH body art training in April of 2025.

On September 25, 2025, our Director of Laboratory Operations coordinated a workshop hosted by the Northeastern Illinois Regional Groundwater Protection Planning Committee in association with IDPH on per- and polyfluoroalkyl substances (PFAs) in well and municipal water supplies. The workshop was held at the Will County Health Department's Community Room. There were three guest speakers and the topics covered were PFAs in Illinois private wells and PFAs in Illinois community water supplies.



Food Safety Inspection Numbers

- 5,444** Food Facility Inspections
- 3,067** Active Food Facilities
- 2,057** Food Facility Re-inspections
- 497** Temporary Food Event Permits
- 224** New Food Facilities/Ownership Inspections
- 256** Non-Foodborne Illness Complaints
- 193** Food Plan Reviews
- 191** Cottage Food Licenses
- 101** Foodborne Illness Complaints
- 49** Administrative Conferences with Food Facility Operators
- 18** Child & Adult Feeding Programs
- 43** Food Facility Closures

TESTS & INSPECTION DATA



Body Art & Tanning Data

- 28** Body Art License Inspections
- 22** Body Art Conferences
- 1** Body Art Complaints Investigated

- 118** Tanning License Inspections
- 11** Tanning Conferences
- 2** Tanning Complaints Investigated



Pools & Beaches Data

- 156** Swimming Facilities in Will County
- 565** Swimming Pool Inspections
- 194** Swimming Pool Conferences

- 11** Bathing Beaches in Will County
- 66** Bathing Beach Inspections
- 35** Bathing Beach Conferences
- 163** Bathing Beach Samples Collected



Safe Drinking Water Data

- 2,717** Potable Water Wells Tested
- 153** Well Permits Issued
- 122** Well Complaints Investigated
- 105** Abandoned Wells Sealed
- 41** New Wells Inspected
- 333** Non-Community Public Water Systems Samples Collected



Wastewater System Activities

- 153** Septic Complaint Investigations
- 202** Septic System Permits Issued
- 136** New/Repaired Septic Inspections

- 49** Well & Septic Surveys
- 15** Soil Evaluations
- 3,223** Discharging Individual Mechanical Sewage Systems



West Nile & Tick Surveillance

- 14** Mosquito Traps Set
- 280** Mosquito Batches Tested
- 45** Batches Testing Positive
- 1** Human Cases of West Nile Virus

- 6** Tick Drags Completed
- 24** Ticks Collected for Testing



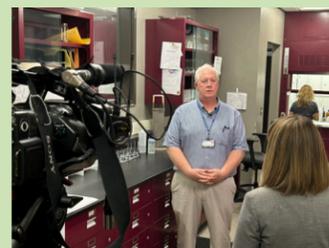
EH Laboratory Testing

37,423
SAMPLES ANALYZED BY EH LAB

8,158
AEROBIC TREATMENT PLANT SAMPLES ANALYZED

West Nile Interns Featured on Television

CBS News contacted the Will County Health Department, Environmental Health Division, to participate in a news piece on our West Nile Virus Program with a focus on the involvement of our Summer Interns. In the piece, CBS News showed our summer interns servicing and maintaining one of our fourteen mosquito traps as well the process they perform sorting the mosquitoes by gender & species (Culex), the preparation of the mosquitoes for testing and the testing process. All three of our interns did a wonderful job and the piece was aired on July 10, 2025, and showcased one of the many valuable services the Will County Health Department provides for its community.



Top Left: CBS News shooting video of an EH Division intern servicing a mosquito trap. **Top Right:** EH Division interns sorting mosquitoes on camera. **Left:** EH Division Director Sean Connors being interviewed.

FAMILY HEALTH SERVICES

The Family Health Services Division is comprised of maternal child and population health programs. Our team of about 90 staff members, including registered nurses, registered dietitians, nutritionists, community health educators, disease investigators, clerks, and outreach workers strives to deliver high quality services to all residents of Will County. We work independently as well as collaboratively and cooperatively with various agencies and programs in the community with the common goal of achieving public health wellness.

Communicable Disease

The Communicable Disease and Epidemiology (CD/EPI) Program has been actively engaged in comprehensive surveillance for all reportable diseases, playing a crucial role in identifying and mitigating public health threats. This concerted effort includes implementing strategic measures to control outbreaks and reduce their impact on vulnerable populations. The program has allocated resources to address outbreaks across a diverse array of facilities, each presenting distinct challenges. These facilities include assisted and supportive living facilities, non-sport camps for children, correctional facilities, child day care centers, group homes, hospitals, long term care facilities, including skilled nursing care and memory care units, and intermediate care facilities, full-service restaurants, private and public schools, and warehouse and distribution centers.

Throughout last year, the CD/EPI Program identified and effectively responded to a considerable number of outbreaks, with the overwhelming majority linked to highly transmissible infections such as COVID-19, influenza, legionella, hand, foot and mouth (HFMD), and norovirus. These outbreaks have resulted in hundreds of reported cases and numerous hospitalizations, underscoring persistent public health challenges and the need for continued vigilance and adaptation of control strategies across these diverse institutions. The program remains committed to safeguarding the health and well-being of the communities it serves by strengthening disease prevention and response.

1,343	Diseases investigated by CD/EPI staff
100	Confirmed outbreaks in 2025, notably group A streptococcus, pertussis & measles
6,344	Communicable diseases/related events reported by area health-care providers

Maternal Child Case Management

Unlike other local health departments, our programs are delivered entirely by registered nurses. This matters because nurses bring strong assessment and critical thinking skills, allowing timely and effective interventions. Our maternal and child case management team includes eight nurses and one administrative assistant. Programs include Better Birth Outcomes – Comprehensive (BBO-C), Healthworks Lead Agency (HWLA) and Medical Case Management (MCM). Healthworks and Medical Case Management programs are administered by Centene under the direction of the Department of Children and Family Services (DCFS) to ensure foster children in Will County receive regular checkups, dental care, specialty care, and screenings.

In July 2025, Illinois Department of Human Services (IDHS) combined Better Birth Outcomes and High

Risk Infant Follow-up (HRIF) into BBO-C. Our nurses provide case management for high-risk pregnant women and their babies up to six months old. We help families access services and offer education on prenatal, postpartum, and infant care—reducing complications, limiting emergency visits, and empowering families.

247	Average medical case management caseload each month
739	Total number of home visits
635	Monthly average of foster children in medical case management program
47	Monthly average caseload in BBO (12/24-6/25)
123	Monthly average caseload in HRIF (12/24-6/25)
103	Monthly average caseload in BBO-C program (7/25-11/25)

Women, Infants & Children (WIC)

The WIC Program has made significant strides in supporting families through expanded breastfeeding services and community engagement. We expanded our Milk Depot services to the Bolingbrook location, increasing access for breastfeeding families. Our program was awarded the Collective Community Partnership Collaborative grant, which enabled the creation of The Milk Circle, a breastfeeding support group open to the public. Additionally, we strengthened regional collaboration through a cross-border grant partnership with Franciscan Health Hospital in Dyer, Indiana.

8,497	WIC participants per month
544	Participants who attended classes on breastfeeding
2,000+	Clothing items distributed by the WIC boutique
184.5	Gallons of donated breastmilk collected by Milk Depots



Upper Left: The new freezer at the Milk Depot in Bolingbrook. **Upper Right:** WIC staff member Ahysa Densberger cuts the ribbon to dedicate the new Milk Depot in Bolingbrook. **Lower:** The Milk Circle is the new breastfeeding support group that meets twice a month.

GOING BEYOND

Throughout 2025, the WIC Program hosted and participated in several family-centered events, including Easter Bunny pictures, Santa pictures, a community coat drive, and the annual Boo-trition Bash. Through these initiatives and events, the WIC Program continues to positively impact the community by improving access to nutrition education, supporting breastfeeding families, and fostering healthier outcomes for women, infants, and children.

419	Families attending pictures with Santa
87	Families attending Boo-trition bash
710	Coats collected at coat drive
174	Number of families receiving coats



Upper Left: Santa and Mrs. Clause visited WIC families in December. **Upper Right:** The WIC coat drive in Bolingbrook collected over 700 coats to distribute during the winter. **Lower:** WIC staff pose with the Easter Bunny at a community event.

Well Woman Program

The Increasing Well-Woman Visits grant-funded program came to a close June 2025. Well-Woman staff provided residents with an abundance of women’s health education, solutions to reduce transportation barriers and enhance access to care, and reached thousands of women county-wide through their extensive commitment to the complex health needs of women. Staff built lasting partnerships with over 45 community organizations that can carry on the important work.

All Our Kids (AOK) Early Childhood Network

The All Our Kids (AOK) Early Childhood Network hosted their 17th annual Early Childhood Mental Health conference at Lewis University. This free event provided training and education to 138 early childhood professionals, and hosted nationally and locally renowned speakers. The AOK program also continued to grow the county-wide Integrated Referral and Intake System known as IRIS. This amazing platform comprised of over 130 organizations made over 5,000 referrals on behalf of Will County families in 2025. In February, IRIS celebrated its five-year anniversary in Will County. Since its inception in 2020, the IRIS community has made over 13,000 referrals, each helping a family connect to the resources they need.

139	Number of referral organizations in IRIS
5,246	Number of IRIS referrals in 2025
13,912	Number of IRIS referrals since 2020 inception



Left: AOK staff Rebecca Anderson and Arielle Jones at the IRIS 5-Year Celebration Event. **Right:** AOK staff with network partners at the 17th annual Early Childhood Mental Health Conference.

HIV/STI Care Clinic

Our Care Clinic collaboration with the Will County Community Health Center has far exceeded our expectations. With the addition of our infectious disease provider, Dr. Dan Garganera, in May of 2024, the clinic has increased our Pre-Exposure Prophylaxis (PrEP) uptake for at-risk populations. Additionally, our HIV positive and STI positive populations have benefited from the Care Clinic and Dr. Garganera’s expertise. In fact, we were able to introduce the new injectable PrEP Yeztugo to our line of PrEP options. We have successfully provided access to five new Yeztugo patients since its introduction to our formulary in October of 2025. We are happy to continue to provide various PrEP choices for our patients as we are still actively prescribing Truvada and Descovy (pill forms of PrEP), as well as LeftApretude (injectable PrEP).

100	HIV+ patients linked to care
771	Visits to the HIV/STI Care Clinic
284	PrEP/PEP (Pre/Post Exposure Prophylaxis) patients
555	HIV Tests, including in-clinic blood draws and outreach rapid testing
436	Care Clinic visits for STI testing
8	New HIV+ patients identified



Left: The HIV/STI Care Clinic Team at a World AIDS Day event. **Right:** HIV/STI Team staff at a community outreach event.

Community Health Educators

Community Health Educators (CHE’s) make it their mission to be out in the community providing evidence-based health education and resources to the residents of Will County. They have a passion for their work and truly care about their Will County neighbors and their health. In 2025, CHE’s attended community events and distributed educational materials throughout the county. CHE staff also created social media posts and released several outdoor and digital educational ad campaigns throughout the county, educating thousands of residents.

41	Community events attended by health educators
189	Social Media posts created by health educators
4,400+	Educational materials distributed by health educators

Tobacco Control & Prevention

The Tobacco Control and Prevention staff were busy presenting at numerous county events and were invited to two major national conferences in Washington, DC and Chicago in 2025. At the National Conference on Tobacco or Health, staff presented a poster highlighting their collaborative work with the Wilmington Coalition for a Healthy Community and Wilmington Middle School on tobacco education and prevention efforts. This presentation showcased, at a national level, the hard work put forth by the Tobacco program and our partners, to reduce youth tobacco use and vaping in Will County. Tobacco staff also continue to enforce the Smoke-Free Illinois Act.

178	Smoke-Free Illinois Act Compliance Checks Performed
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Left: Tobacco Control and Prevention staff member Joan Stefka at a community event. **Right:** Tobacco staff attending a school resource fair in 2025.

2025 Immunization Data

- 9,564** Total Shots Administered
- 4,469** Total People Immunized
- 1,043** Total Flu Shots Administered
- 59** Homebound Program Visits
- 116** Homebound Program Shots Administered
- 382** Travel Clinic Shots Administered
- 296** Travel Clinic Client Visits
- 3,000** Clients Served at Joliet Location
- 687** Clients Served at Bolingbrook Location
- 155** Clients Served at Monee Location
- 272** Clients Served at Off-Site Clinics

MAPP Collaborative

In 2025, the Mobilizing for Action Through Planning and Partnerships (MAPP) Collaborative brought together healthcare, public health, community organizations, local government and residents to advance shared, data-informed action across Will County. The Collaborative completed its sixth Community Health Needs Assessment (CHNA), identifying Access to Food & Nutrition, Maternal & Child Health and Behavioral Health & Substance Use as priority health needs. The Illinois Department of Public Health approved the 2025–2030 Illinois Project for Local Assessment of Needs (IPLAN), which outlines collaborative, evidence-based strategies to drive measurable improvements in community health outcomes. MAPP also launched an updated webpage where residents and professionals can access the CHNA and IPLAN reports and related resources (www.willcountyhealth.org/mapp). Additionally, the Access to Food & Nutrition Team improved the digital Find Food Access Map to help individuals and families locate food pantries, micro-pantries and community gardens across Will County (willcounty.gov/findfood).



Will County Health Department & Community Health Center

Our Locations

MAIN OFFICE

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

COMMUNITY HEALTH CENTER

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

NORTHERN BRANCH OFFICE

323 & 391 Quadrangle Drive
Bolingbrook, IL 60440
630-679-7000

EASTERN BRANCH OFFICE

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

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