



2015 Annual Report



*Will County Health Department
&
Community Health Center*

"Protecting your Health Through Prevention and Care"



PublicHealth

MISSION STATEMENT

The Mission of the Will County Health Department is to prevent disease and promote a healthier environment for all. To that end, agency professionals assure the maintenance of flexible program initiatives and develop sound public health policies, based on a thorough assessment of community needs.

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LETTER FROM THE EXECUTIVE DIRECTOR

On behalf of the Will County Board of Health, and more than 300 agency employees, we are pleased to present the Will County Health Department annual report for 2015.

The public health landscape has changed significantly since the Health Department's first annual report was issued in 1946. New public health challenges have emerged over the decades, but this 69th annual report clearly documents a mission which has remained essentially unchanged through the years.

Our public health mission continues to focus on prevention, promotion, and protection. As you review the contents of this document, please be assured that what we do reflects our commitment to these essential core functions.

Much of what we accomplished in 2015 was made possible by the long-term leadership provided by two men who worked tirelessly on behalf of this agency and all of Will County. Veteran Board of Health President, John J. Hines Jr., and former Executive Director John J. Cicero have since retired. Their work set high standards for those who have replaced them.

Last Spring, the agency moved to enhance services to the more than 115,000 residents in eastern Will County with the opening of a new office at 5601 W. Monee-Manhattan Road in Monee. The 4,000-square-foot facility replaced an older site in University Park.

Family Health Services launched two highly successful initiatives during 2015. A new Chronic Disease and School Health Grant now enables the WCHD to promote prevention in diabetes, heart disease, and obesity in the community through a variety of activities. A Rethink Your Drink campaign also impacts those three target areas through the promotion of healthy beverage choices.

Our Community Health Center celebrated 20 years of service to Will County residents in 2015. A rededication and open house event was well received by the community.

Emergency Preparedness & Response program conducted a Pharmaceutical Closed Point of Dispensing Distribution Full Scale Exercise on October 22, 2015. EPR continually develops plans, drills, and exercises designed to enhance emergency response.



As always, this agency wishes to thank the Will County Board of Health, Will County Board, the Will County Executive, and the citizens of Will County for their support. Ongoing support will enable us to continue with the accomplishment of our public health mission.

*Susan Oleneck
Executive Director*

GOVERNING BOARDS

Will County Board of Health

The Board of Health meets on the Third Wednesday of each month at 3 p.m., at 501 Ella Avenue, Joliet, IL 60433 in the Community Room.

A 12-member Board of Health governs the Health Department. The Will County Executive and the Will County Board appoint members, who volunteer their time.

Will County Community Health Center Governing Council

The Governing Council meets the First Wednesday of each month at 5:30 p.m., at 1106 Neal Avenue, Joliet, IL 60433 in the lower level Community Room.

The Governing Council oversees the planning and direction of operations for the Community Health Center. To ensure a community voice for the Center, a majority of Council Members is comprised of users of the services of the Center.

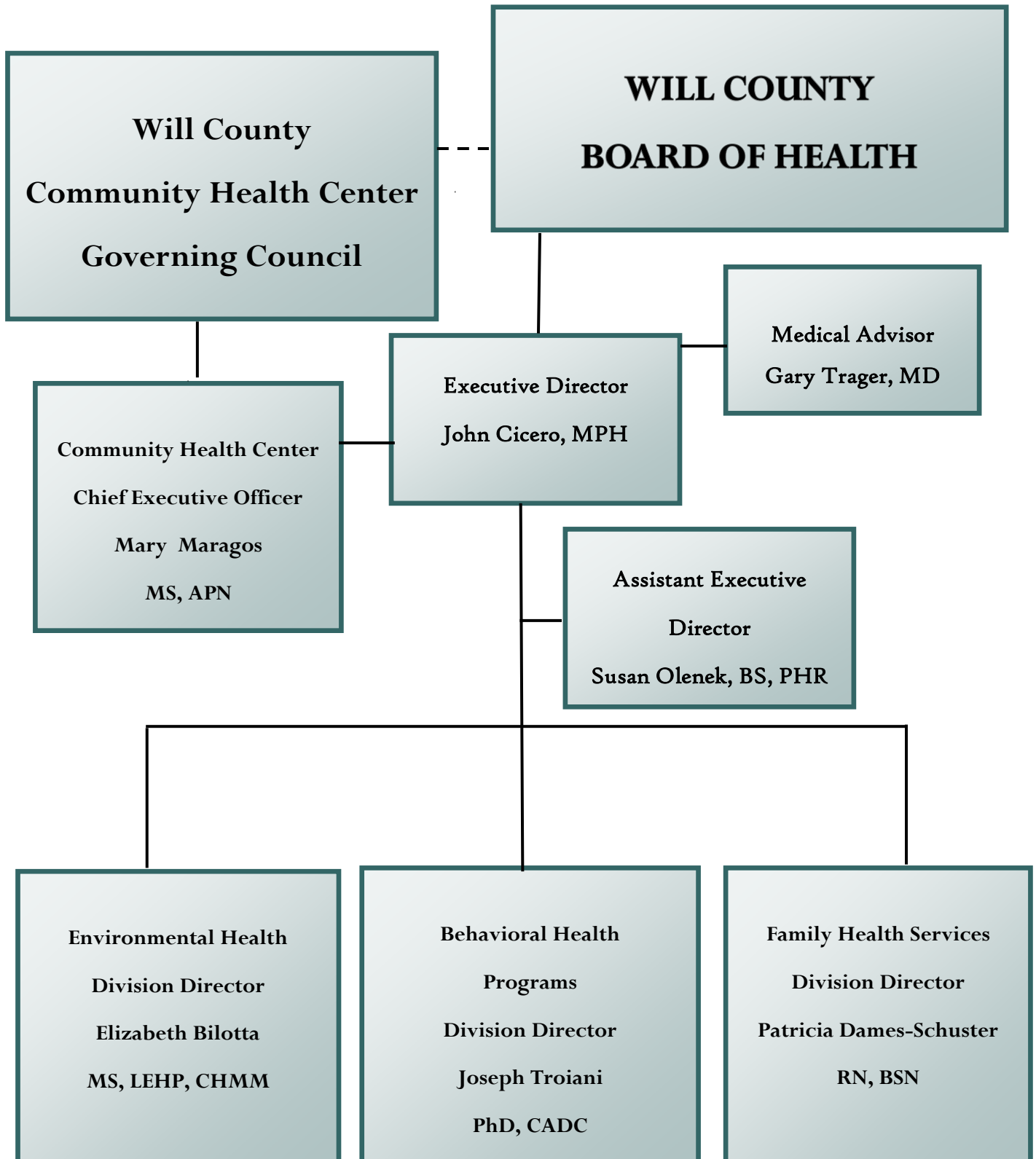
BOARD OF HEALTH 2015

JOHN J. HINES	PRESIDENT
RICHARD BRANDOLINO	VICE PRESIDENT
JAMES E. ZELKO	SECRETARY
JUDITH MCDONALD, PhD	MEMBER AT LARGE
JOSEPH BABICH	MEMBER
CHIEF DANIEL FORSYTHE	MEMBER
DONALD GOULD	MEMBER
JOSEPH KARCAVICH, M.D	MEMBER
GEORGE PITSILOS, M.D	MEMBER
BILLIE TERRELL, PhD	MEMBER
GUADALUPE VEGA	MEMBER

GOVERNING COUNCIL 2015

PAUL LAURIDSEN	CHAIRMAN
ADAM UNDERHILL	VICE CHAIRMAN
ALAN DYCHE	TREASURER
ELYSE PASTERNAK	SECRETARY
JUDITH EASLEY	MEMBER
EDITH CLINE-KABBA	MEMBER
MARIE LINDSEY	MEMBER
SHARON MAY	MEMBER
GEORGE MORA	MEMBER
CATHI NIEWINSKI	MEMBER
CASSANDRA PARKER	MEMBER
REVEREND BETTY WARE	MEMBER
KATHY FUDGE-WHITE	MEMBER

ORGANIZATIONAL STRUCTURE



2015 FINANCIAL STATEMENT

General Operating Fund 207

REVENUE AND EXPENDITURES (unaudited, cash basis)	
December 1, 2014 - November 30, 2015	
REVENUE SOURCES	
Tax Levy	9,654,452.45
Federal, State and Local Grants	10,023,433.59
Fees and Reimbursables	9,392,314.98
Total Revenue	\$29,070,201.02
EXPENDITURES	
Salaries	16,109,033.57
Fringe Benefits	8,115,295.57
Supplies, Contracted Services, Capital Outlay	4,771,747.85
Total Expenditures	\$28,996,076.99
GENERAL OPERATING FUND BALANCE	
December 1, 2014	6,288,136.94
Revenue Over Expenditures	74,397.03
November 30, 2015	\$6,362,533.97

ADMINISTRATIVE SERVICES

The Administrative Services (AS) Division is comprised of many individual departments, all of which have one common goal: to provide the necessary support to all Health Department staff and programs.

Administrative Services Division consists of Human Resources, Information Technology and Telecommunications, Vital Records, Facilities Management, Finance/Accounting, Accounts Payable, Purchasing, Front Desk Reception, Courier Services, and, Security.

Human Resources

- Began the Cloud-based Kronos Conversion project- updated the system to Service as a Software (SAS)
- Updated several job descriptions and initiated new job descriptions as needs in service delivery change
- Updated the on-line application for employment
- Enhanced tracking of personnel information, recruitment process and required documents

Information Technology and Telecommunications

- Facilitated a thorough assessment of agency devices to prepare a consolidation plan
- Installed a new server at the Northern Branch office to better manage/store program information
- Improved the metrics and reporting for the agency work order system
- Moved the Immunizations Department to the NexGen electronic health record system
- Began the total phone system separation between the Health Department and Sunny Hill Nursing Home
- Completed the XP mitigation project agency-wide
- Upgraded our Citrix Server
- Assisted with the ITT piece of the PCMH Facilities Improvement grant at the CHC

Facilities Management

- Relocation of our Eastern Branch office to new site in Monee increasing program access to clients
- Major landscaping upgrades throughout the campus, all buildings
- Large-scale relocation of FHS to wing E, along with comprehensive remodel of all wing E west offices
- Assistance in oversight/scheduling for the PCMH Facilities Improvement grant for the Community Health Center
- Facilitated ADA access improvements at the Northern Branch office site
- Major tree removal project- approximately 30 trees on the campus were removed

Finance/Accounting

- Timely completion of all grant related required financial reports
- Successful Annual Single Audit completed
- Key support to program reviews, accreditation surveys, and outside program audits
- Provided all financial program information for the agency- wide strategic program analysis

Vital Records

- Birth statistics for 2014: 4760
- Death statistics for 2014: 3363

WILL COUNTY MAPP

RETHINK YOUR DRINK

DRINK RARELY, IF AT ALL

- Regular sodas
- Energy or sports drinks
- Sweetened coffee/tea drinks
- Fruit drinks

DRINK OCCASIONALLY

- Diet sodas
- Low-calorie, low-sugar drinks
- 100% juice

DRINK PLENTY

- Water
- Seltzer water
- Skim or 1% milk
- Unsweetened coffee/tea drinks

STOP — Rethink Your Drink. Help end the suffering from diabetes, cancer and heart disease in your community.

www.preventobesityill.org #RethinkYourDrink

This message was funded in part by a grant from Voices for Healthy Kids, an initiative of the Robert Wood Johnson Foundation and American Heart Association.

MAPP Illinois Alliance to Prevent Obesity

KNOW WHERE TO GO
Medical Home VS. Emergency Room

GO TO Medical Home:

When

- FEVER
- SORE THROAT, COUGH
- EARACHE
- TOOTHACHE
- DIARRHEA, VOMITING
- PAINFUL URINATION
- ALLERGIES
- MINOR CUT
- STICHES REMOVAL
- INJURY OR SPRAIN
- PHYSICAL
- PRESCRIPTION REFILL

GO TO Emergency Room:

When

- BLEEDING WON'T STOP
- HARD TO BREATHE
- SERIOUS INJURY OR ACCIDENT
- SEIZURES OR CONVULSIONS
- RISK OF POISONING
- HEAD INJURY OR CONCUSSION
- SUDDEN CHANGES IN VISION, SPEECH OR MOVEMENT IN ARMS AND LEGS
- CHEST PAIN
- FEELINGS OF SUICIDE

What is a Medical Home?

A medical home is a place where all of your health care is coordinated by a Primary Care Provider (PCP), including check-ups, shots, sick visits or any other medical needs. Your Primary Care Provider, which should be your first stop to wellness, can be a doctor's office, community health center, clinic, or health department. A hospital emergency room or emergency department is not a medical home.

TO FIND A MEDICAL HOME, OR FOR MORE INFORMATION VISIT

Aunt Martha's Jolet 877-692-8686

VNA Health Care Bolingbrook & Romeoville 630-892-4355

Will County Community Health Center Jolet 815-727-8670

Will-Grundy Medical Clinic Jolet 815-726-3377

www.willcountymapp.org

Information on this flyer is provided as an information resource only. For all serious conditions, please call 911 or visit the nearest emergency department.

Illinois Project for Local Assessment of Needs

- Every five years local health departments in the state of Illinois are required to complete a local needs assessment and community health plan to become and remain a certified health department. This planning process is known as Illinois Project for Local Assessment of Needs (IPLAN).
- Will County Health Department selected to use the Mobilizing for Action through Planning and Partnership (MAPP) process for their 2020 IPLAN. MAPP is a six-phase process that provides a comprehensive framework for assessing critical local health concerns and developing plans to address those concerns. The Will County IPLAN is a collaborative effort of the Will County MAPP Collaborative. The MAPP process began in September 2012 and was completed in May 2014. The three priority health issues identified through this process include:

*Behavioral Health *Chronic Care *Primary Health Care

- Will County's IPLAN was approved by the Board of Health in May 2015 and submitted to Illinois Department of Public Health and approved to be in compliance in August 2015.

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

The MAPP Collaborative assembled three Action Teams in 2014 to address the three identified health priorities. Action Team members worked collaboratively to create a logic model and work plan for each priority. Goals developed to address health priorities include:

- Reduce the stigma related to mental health and substance abuse disorders
- Increase capacity and providers for behavioral health services
- Decrease emergency room visits for preventable conditions
- Decrease obesity in adults
- Decrease consumption of sugary sweetened beverages

- In 2015, The MAPP Behavioral Health Action Team hosted four Mental Health First Aid trainings which 94 people attended. They also released the Will County Behavioral Health Capacity Assessment in May 2015 which was designed to capture data regarding mental health and substance use disorder treatment and prevention services in Will County.

- The MAPP Chronic Care Action Team released the *WEWILL* WorkHealthy (WWWH) worksite wellness recognition program. Thirteen organizations completed the WWWW application. The Action Team hosted a WWWW Wellness Summit in September. The Summit consisted of keynote speaker, a physical activity break, Rethink Your Drink Presentation, the presentation of the WWWW awards, a panel of gold WWWW winners to share expertise, and wellness fair. Sixty nine people from 35 organizations attended the summit.

- The MAPP Primary Health Action Team coordinated with Gammon Group to develop a media campaign called Know Where to Go to educate residents on when to go to their medical home or the emergency room, which promotes all Will County federally qualified health centers and the free clinic.

- The Will County MAPP Collaborative hosted their Annual Fall Forum in October 2015. Ninety one people attended and learned about the WillConnects 2040 Transportation Plan, Illinois State Health Improvement Plan, Action Team initiatives and other Will County MAPP projects. Will County MAPP Collaborative initiatives and materials can be viewed at www.willcountymapp.org.

BEHAVIORAL HEALTH

- In response to the 2014 Commission on the Accreditation of Rehabilitation Facilities International (CARF) Survey Report Recommendations, the Division submitted a Quality Improvement Plan (QIP) and was approved by CARF completing the accreditation process. The Division was awarded a three year accreditation.
- The division completed the health department's 2015 Strategic Program Analysis which examined all sixteen (16) Behavioral Health Programs.
- Participation in the 2015 forum on "A Public Health Response to the Heroin Epidemic". The forum was held at the Edward Hospital Athletic & Event Center. The sponsors of the event were the Will County "Heroin Epidemic Relief Organization" (HERO), Heroin Education Leads to Preventative Solutions (HELPS), and the Southwest Coalition for Substance Abuse Issues. Other sponsors included the Village of Romeoville and Aurora University.
- The Division Director spoke at the Annual Mental Health Rally held at the State of Illinois Building (Thompson Center). The event was organized by the National Alliance for the Mentally Ill (NAMI), Mental Health America of Illinois, and the Illinois Mental Health Summit.
- The division is now represented on the Advisory Board for the University of Saint Francis' Leach College of Nursing's Master of Science in Nursing – Psychiatric Mental Health Nurse Practitioner Program.
- With the statewide reductions in funding, the division experienced the elimination of the following Department of Mental Health funded programs; Eligibility Disposition Assessment (EDA), Non-Medicaid Funding, Psychiatric Leadership, and the Data Link Project.
- The division's Clinical Training Program was notified by the American Psychological Association (APA) that they were approved for a site visit which will be scheduled during the spring of 2016. A successful site visit ensures APA accreditation and positions the Clinical Training Program as a preferred site for preparing Doctoral Interns to become Clinical Psychologists. There is also the opportunity to apply for HRSA funding for internship positions.

BEHAVIORAL HEALTH PROGRAMS DIVISION

Hours of Service:

	<u>2015</u>	<u>2014</u>	<u>% Increase / Decrease</u>
Adult Services	9,317	8,671	+ 7.4 %
Forensic Services	3,575	5,238	- 32.6 %
Children and Adolescent Services	8,125	8,484	- 4.3 %
Screening Assessment and Support Services (SASS)	8,806	8,535	+ 3.1 %
Individual Care Grant - Community	200	569	- 64.8 %
Psychiatric Leadership Services	2,337	2,387	- 2.0 %
Crisis Response Services	3	23	- 86.9 %
Pre-Admission Screenings / Mental Health:			
# of Nursing Home Screenings	218	164	+ 33.0 %
# of Nursing Home Resident Reviews	49	23	+ 113.0 %
Money Follows the Person			
# of MFP Resident Reviews	18	0	N/A
Addiction Services:			
Level 1 / Outpatient	2,020	1,555	+ 29.9 %
Level 2 / Intensive Outpatient	2,351	3,326	- 29.3 %
Crisis Care System:			
Eligibility & Disposition Assessment	190	705	- 73.0 %
Acute Community Services	1,528	2,932	- 47.8 %

EMERGENCY PREPAREDNESS & RESPONSE

EMERGENCY PREPAREDNESS & RESPONSE PROGRAM (EP&R)

Will County Health Department (WCHD) is the primary response agency for a public health emergency, for example, a disease outbreak and/or bioterrorism event. During a natural disaster, WCHD would work in a support role with Will County EMA and county government. Through federal grants funneled through Illinois Department of Public Health (IDPH) from the Centers for Disease Control (CDC), EP&R continually works to update and maintain public health emergency plans to respond to such incidents and events. Trainings, drills, and exercises enable us to not only better prepare our staff, volunteers, public and private agencies but also to assess and adjust our plans for a more rapid and efficient response to public health emergencies.

An overarching goal in the event of a public health emergency, whether bioterrorism or disease outbreak, is a means for mass distribution of medication to all Will County residents. The active collaboration of local government agencies, first responders, fire department, law enforcement agencies, hospitals, health care providers, corporations, schools, and private organizations continues to be crucial to the success of our emergency plans.

PROGRAM HIGHLIGHTS FROM 2015

EP&R recruited one more closed POD (Point of Dispensing) in 2015 bringing our total number of closed PODs to 87 serving 122,769 people. Closed PODs are Points of Dispensing for a specific group of people, like a company or organization. The company would operate in partnership with WCHD and follow the guidelines established by the health department. That company would then dispense medication to their employees and their immediate family members during a declared public health emergency when prophylactic (preventative) medication is required and provided by CDC.

EP&R conducted the Will County Pharmaceutical Closed POD Distribution Full Scale Exercise on October 22, 2015. During this exercise staff and county partners practiced receiving, inventorying, warehousing, packaging and distributing simulated emergency medications. This exercise was the accumulation of several months of planning, meetings and training with 74 of our non Will County governmental Closed PODs. Working together we demonstrated our capability to rapidly (within in 2 hours of activation) distribute needed prophylactic medication to 86,000 identified Closed POD employees, families, and specific functional needs populations. Throughout the upcoming years we will build upon the strengths and improve the gaps identified.

EP&R has a robust group of volunteers enrolled in our Medical Reserve Corps (MRC) program. Our volunteers come from a variety of different backgrounds. Not only do they train to respond to an emergency within Will County, they also take time to attend health fairs with WCHD staff to promote the mission of Will County Health Department and the EP&R program. These events also highlight the need for family disaster and public health emergency preparedness. EP&R works closely with the Will County Citizen Corps, coordinated through Will County Emergency Management Agency. This provides an outlet to share ideas and trainings for all volunteers within the county. The MRC program is always accepting new volunteers, both medical and non-medical.



ENVIRONMENTAL HEALTH



-**Amended** the *Will County Public Swimming Facility Ordinance*. Those amendments became effective August 20th.

-**Amended** the *Will County Chapter 53 Water Well Permit and Water Supply Ordinance*. Those amendments became effective March 1st.

-**The** EH Division is an active member of the Northern Illinois Public Health Consortium (NIPHC). The NIPHC monitors legislation and works with local health departments to provide comments on legislation regarding environmental health programs and concerns. The EH Director is the Co-Chair for the NIPHC EH committee, all managers are committee members, and 2 sanitarians are on the NIPHC Food Subcommittee while WCHD's geologist is part of the NIPHC Sewage and Water Subcommittee.

- **The** EH Director is a representative on Illinois Department of Public Health's Local Health Protection Grant Rule Making Sewage and Water Advisory Committee.

-**All** of the management staff is part of the WCHD Emergency Preparedness & Response Team.

-**An** EH Program Coordinator is an active member of the IDPH Retail Food workgroup. The purpose of the Retail Food workgroup is to discuss food safety issues in retail food establishments. The workgroup determined changes that would be included or rescinded from the code, reviewed the food service sanitation code against the FDA model food code, and made recommendations for revisions to be incorporated into the code. The code should be adopted in 2016.

- **IDPH** hosted Illinois Farm to School: Let's Get Ready on March 9, 2015. IDPH requested a WCHD representative participate in the meeting on a food safety discussion round table. Katie Nelson, Program Coordinator in Joliet, represented WCHD at this meeting. Approximately 30 people attended this event.

-**EH** division developed a policy and procedure and began offering the Food Handler Training to restaurants and non-restaurants to ensure consistency with the training. EH's website was updated to include information regarding the WCHD providing Food Handler's Training.

-**The** Environmental Health Division conducted more than 163 plan reviews, approximately 195 pre-operational inspections, and approximately 300 opening inspections for new and remodeled County food establishments.

-**EH** Division hosted 41 attendees at our annual free fall seminar on October 14th. Topics included "Plastic Tank Installations", "NSF Certification and Audit Overview", "Illinois Design and Installation of Geotextile Sand Filters", "Malfunctioning Septic Systems", "The Private Well Class", and "Partnership for Protection: FSIS and You."

-**EH** Laboratory was certified in 2015 by IDPH in microbiology for total coliform and e.coli analyses of potable drinking water samples using the Colilert method, as well as for non-potable analysis of wastewater samples for fecal coliform by membrane filtration. The lab itself was certified as well as the lab analysts and lab program coordinator.

-**EH** Laboratory ran 6,845 Fecal Coliform analyses and of those 6,845 samples, 83.5% had results that were in compliance (Fecal Coliform results <400/100ml) with the Will County Sewage Treatment and Disposal Ordinance. In addition, 76.4% of those samples were <100/100ml, meaning there was no bacterial growth found.

-**The Health Department** is doing an excellent job monitoring individual mechanical sewage systems to make sure that excess bacteria does not discharge into the environment.

-**The Division** participated in numerous public outreach events to showcase our programs and resources to potential clients and customers including: the Plainfield Community Resource Fair, Safety Expo/Severe Weather Spotter Training in New Lenox, Homer Glen's Earth Day/Arbor Day, the Will County Fair in Peotone, New Lenox Share Fest, Bluestem Earth Festival at University of St. Francis, and the JJC Health and Wellness Fair. EH Division continues to update our website pages and Facebook with new information weekly.

-**Two** EH Program Coordinators are members of the Northeastern Illinois Regional Groundwater Protection Planning Committee. The EH Program Coordinators were appointed by the Director of the Illinois Environmental Protection Agency (IEPA) for a two year term. The committee addresses sensitive groundwater protection issues and needs within Kane, Kendall, DuPage, Will, and Kankakee counties.

About Our Grants/Funding

-**On** April 24th, an EH representative went to the 2015 Radon Networking Day in Tinley Park to share information about this Department's radon program and learn about other statewide radon programs and grants. The EH licensed Radon Measurement professionals participate in monthly radon calls with numerous agencies and the Illinois Department of Public Health.

-**In** 2015, the EH Division sold 111 radon test kits, in comparison to 88 sold in 2014.

-**The** EH Division has 2 Dosimeter Control Officers.

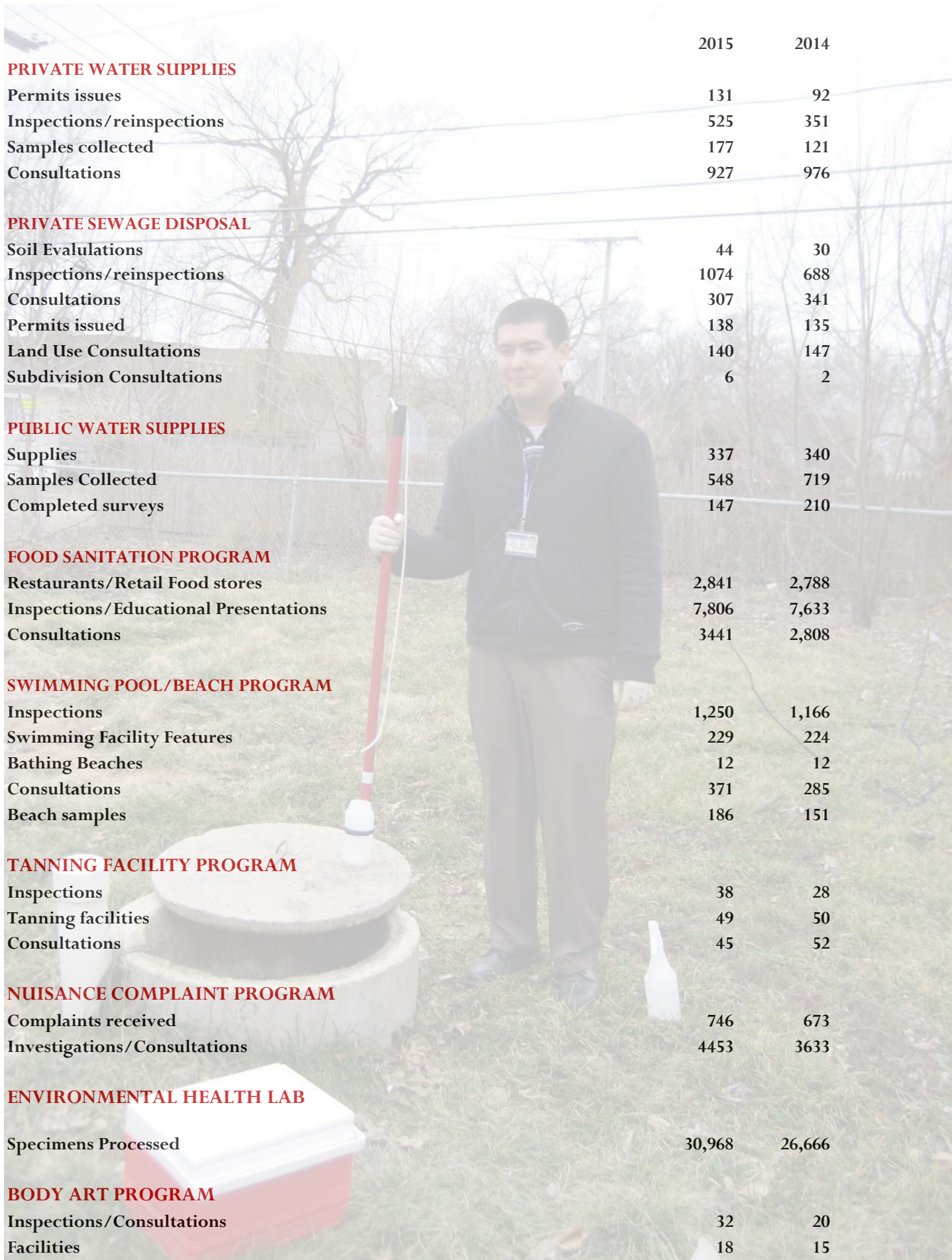
-**Illinois** Department of Public Health (IDPH) provides a small grant for the annual Summer Feeding Program which allows this Department to conduct inspections at each of the 32 feeding sites.

-**The** EH Division received a new grant for a Child and Adult Care Food Program. The objective of this grant is to provide inspections for Child and Adult Care Food Program sites to decrease the diseases and prolonged health issues that may occur with users of these types of establishments.

-**On** May 5th, a representative from the EH Division met with representatives from other counties in Illinois to discuss each county's West Nile Virus (WNV) prevention and surveillance plans for 2015.

-**The** WNV Vector Surveillance and Control Grant allows the EH Division to provide larvicide to units of local government in Will County. In 2015, 49 cases of Natular were purchased to provide to 17 units of local government.

-**Our** WNV surveillance program included monitoring 14 gravid larvicide mosquito traps throughout the county, collecting and submitting for analysis suspected bird specimens, operating our WNV Hotline (815-740-7631), and maintaining current information of our website (willcountyhealth.org), Twitter, and Facebook. In 2015, WCHD collected and tested 402 mosquito batches producing a total of 62 WNV positive tests from traps in Bolingbrook, New Lenox, Crete, Mokena, Homer Glen, Frankfort, Plainfield, Shorewood, Manhattan, Lockport, and Joliet. Twenty five additional positive batches were identified in Will County by City of Naperville, Reed Mosquito Abatement District, Village of Monee, and IDPH. Will County had reported up to 5 potential human cases and no positive birds.



	2015	2014
PRIVATE WATER SUPPLIES		
Permits issues	131	92
Inspections/reinspections	525	351
Samples collected	177	121
Consultations	927	976
PRIVATE SEWAGE DISPOSAL		
Soil Evaluations	44	30
Inspections/reinspections	1074	688
Consultations	307	341
Permits issued	138	135
Land Use Consultations	140	147
Subdivision Consultations	6	2
PUBLIC WATER SUPPLIES		
Supplies	337	340
Samples Collected	548	719
Completed surveys	147	210
FOOD SANITATION PROGRAM		
Restaurants/Retail Food stores	2,841	2,788
Inspections/Educational Presentations	7,806	7,633
Consultations	3441	2,808
SWIMMING POOL/BEACH PROGRAM		
Inspections	1,250	1,166
Swimming Facility Features	229	224
Bathing Beaches	12	12
Consultations	371	285
Beach samples	186	151
TANNING FACILITY PROGRAM		
Inspections	38	28
Tanning facilities	49	50
Consultations	45	52
NUISANCE COMPLAINT PROGRAM		
Complaints received	746	673
Investigations/Consultations	4453	3633
ENVIRONMENTAL HEALTH LAB		
Specimens Processed	30,968	26,666
BODY ART PROGRAM		
Inspections/Consultations	32	20
Facilities	18	15

FAMILY HEALTH SERVICES



MISSION/VISION

SERVICES & PROGRAMS

PROGRAM HIGHLIGHTS & STATISTICS

&

COMMUNICABLE DISEASES

Mission

The Family Health Services Team strives to improve the quality of life by promoting health and preventing illness through education and exceptional client-centered services to the diverse community of Will County.

Vision

Will County: A community of safe, healthy, and informed individuals.

Family Health Services Programs	
Adverse Pregnancy Outcome Reporting System	HIV and STD Program
All Our Kids Early Childhood Network	Immunizations
Better Birth Outcomes	International Travel Immunizations
Breastfeeding Assistance	All Kids/MPE
Chronic Disease and School Health	Lead Prevention & Control
Epidemiology & Communicable Disease	Tobacco Control & Prevention
Family Case Management	Vision and Hearing Screenings
Genetics Services	Women, Infants, & Children
HealthWorks	

All Our Kids Network

All Our Kids (AOK) Early Childhood Network is a community-based collaboration that is committed to developing a high-quality, well-coordinated, easily-accessible system of care that will promote positive growth and development for children 0-5 and their families. The overall goal of the AOK Network is to ensure that all children five and under and their families have the opportunity to receive the services they need.

The Will County AOK started in 2004 with funding from Illinois State Board of Education. Current AOK subcommittees are Family Engagement, Early Childhood Mental Health and Development, and Membership and Engagement.



2015 program highlights:

- Coordinated 8th Annual Early Childhood Mental Health Conference
- Five Head Start Centers participated in the Early Childhood Mental Health Awareness Artwork Calendar
- On average 30 agencies attend AOK monthly meetings representing diverse community sectors including health, social services, faith-based, early learning and care, parent support, and social emotional/mental health
- Over 75 professionals are on the AOK distribution list
- Implemented educational opportunities for parents in partnership with Shorewood-Troy Library

Chronic Disease and School Health

The Chronic Disease and School Health (CDASH) grant was awarded to the Will County Health Department from the Illinois Department of Public Health in January 2015. The purpose of this grant is for local health departments to lead the implementation of diabetes, heart disease and obesity prevention and promote school health in their communities. WCHD will have lead responsibility for working with local federally qualified health centers, school districts, worksites, hospitals and early childhood education centers on the implementation of:

- Improved nutrition and physical activity standards
- Working with local clinics to design community health interventions in response to analyses of electronic health records data
- Promoting awareness of hypertension and diabetes and link patients at risk of developing and/or with diabetes to the National Diabetes Prevention Program and Diabetes Self-Management Education programs



2015 program highlights:

- Passed and implemented a Breastfeeding Friendly Worksite Policy and Healthy Vending Policy in collaboration with the Will County Health Department Employee Wellness Committee.
- Cobranded Rethink Your Drink materials in partnership with the MAPP Chronic Care Action Team, provided a Rethink Your Drink training to worksites and continue to have the materials available at www.willcountymapp.org/rethinkyourdrink.
- Participated in 12 presentations/health fairs reaching 804 people with the Rethink Your Drink message.
- Developed partnership with Silver Cross Hospital and completed the Food and Physical Activity Environmental Scans.
- Established a partnership with Harvey Brooks Foundation and Laraway School District to assess their nutrition and physical activity policy and environment.
- Created partnership with Will County Community Health Center to gather and share data on pre-hypertensive, hypertensive, pre-diabetic and diabetic patients.

Family Case Management and Women, Infants, & Children (WIC)

- A total of 4,654 new Family Case Management clients were enrolled and assessed for medical and environmental risks.
- 6,009 Edinburgh Perinatal Depression Screenings were completed to identify pregnant and post-partum women with depression.
- 3,723 objective developmental screenings were completed for the purpose of early referral of infants with possible developmental delays.
- The WIC program served an average of 8,088 clients monthly.
- Over 75% of WIC infants were initially breastfed and nearly 25% were still breastfeeding at six months of age.
- Over 80% of smokers in WIC and FCM quit smoking or decreased their tobacco use.

Immunization Program and International Travel Immunization Clinic

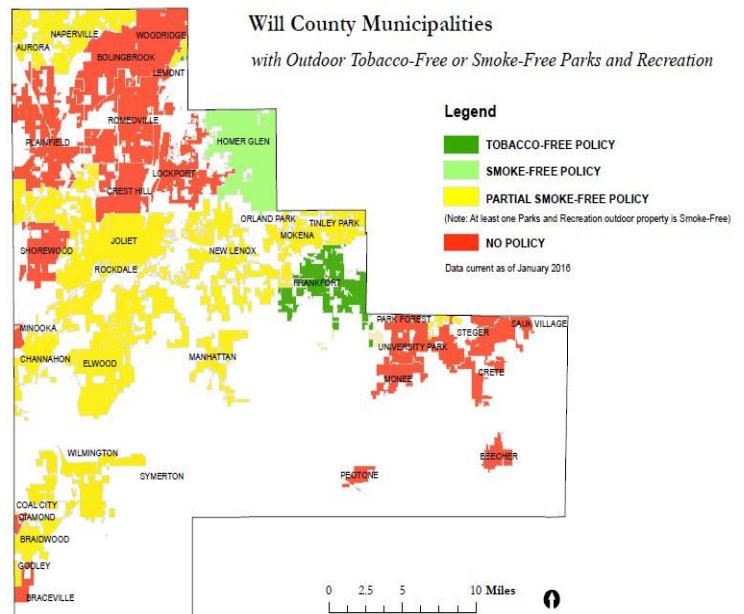
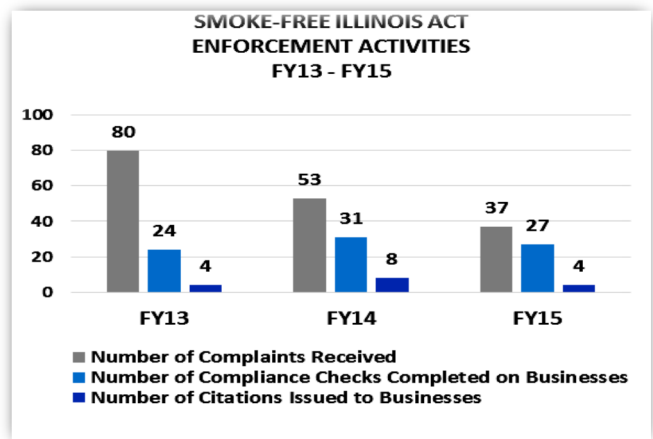
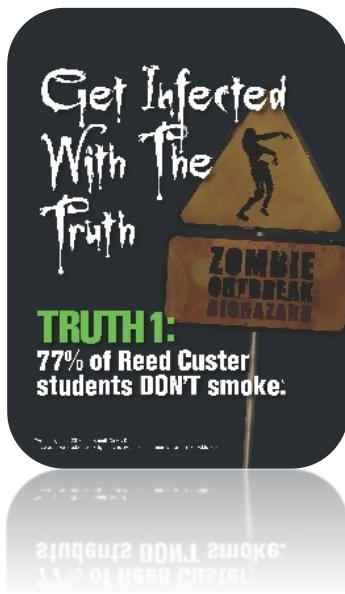
- 4,677 doses of vaccine were administered to eligible infants and children through the Vaccines For Children (VFC) Program.
- 427 doses of purchased vaccine were administered to adults.
- 134 doses of vaccine were administered to eligible adults through the Adult 317 Vaccine Program.
- Meningitis boosters became required for all 12th graders in the fall of 2015, which boosted the number of immunization clients.
- Over 50% of the Medicaid population was assigned to Managed Care programs in Will County in 2015. This prevented our agency from providing vaccinations to adults with Medicaid managed care because the clients were required to get their immunizations from their primary care provider for the vaccine to be covered. This impacted providing Flu vaccinations to the Special Needs populations as well. Children with Medicaid Managed Care were provided VFC vaccine, but Will County Health Department did not receive reimbursement for the administration of these vaccines. We are currently seeking enrollment in select insurance networks.
- 138 travel consultations were provided to 190 people. Consultations include individualized destination-specific information regarding current circulating diseases, vaccination/medication recommendations, and measures for safe travel.
- 65 yellow fever vaccinations were administered in 2015. Will County Health Department Travel Clinic is a designated yellow fever vaccination center by the Centers for Disease Control and the Illinois Department of Public Health.
- Disease outbreak due to Ebola decreased the number of international travelers to Africa.

Tobacco Control & Prevention

The Tobacco Control & Prevention program spent 2015 working on passing policies that restrict tobacco use in parks, multi-unit housing buildings, worksites, and schools. With the use of media campaigns, outreach, education and technical assistance, policies are being passed and both the youth and adult tobacco use rates are dropping in Will County.

2015 program highlights:

- **Smoke-Free Illinois Education and Enforcement:** Since 2008, the Tobacco Control & Prevention (TC&P) Program has coordinated Smoke-Free Illinois Act enforcement activities. We educate the Will County community on the law, respond to complaints, and conduct compliance checks on non-compliant businesses. As a result of these activities, there is a clear downward trend in the number of complaints received between FY13 and FY15, demonstrating continuing compliance of the law.
- **Smoke-Free Housing:** The TC&P program provided Shorewood Horizon, a Senior Living Facility in Shorewood, with technical assistance to aid them in passing a smoke-free housing policy in 2015. The policy restricts smoking in 51 apartments within the complex.
- **Tobacco-Free and Smoke-Free Parks:** In December of 2015, with the assistance of Reality IL teens, the City of Wilmington unanimously passed a Tobacco-Free Zone ordinance restricting all tobacco products and e-cigarettes in three of their parks, as well as, creating tobacco-free zones in two of their large parks around the playgrounds, athletic fields, spectator areas, restrooms, and concession areas.
- **REALITY Illinois** is a teen tobacco policy advocacy group, that was instrumental in helping pass the tobacco-free parks ordinance in Wilmington and is currently working on a tobacco-free park ordinance in Braidwood.



Social norms campaign: The social norms campaign focuses on positive messages about healthy behaviors and attitudes, while using current, accurate information about the intended audience. In 2015, local teens in Braidwood and Wilmington created a campaign called Get Infected with the Truth using data from the 2014 Illinois Youth Survey. This campaign is aimed at reducing tobacco use in the two communities.

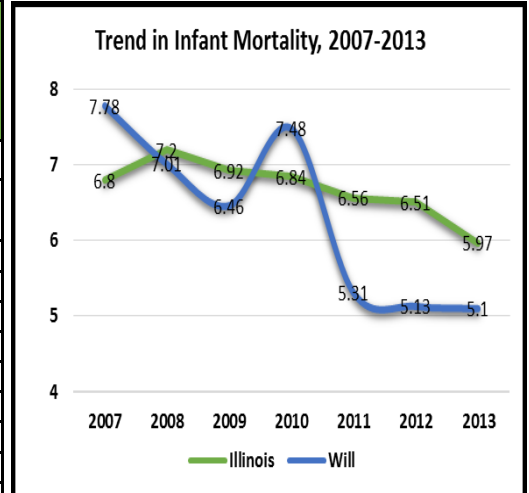
Program	2015	2014
All Our Kids Network		
Resource directories dispersed	11,390	7,440
Trainings and health fairs	13	15
Adverse Pregnancy Outcome Reporting System (APORS)		
Referrals received	446	487
Face-to-face visits	891	932
Better Birth Outcomes		
Women served monthly (average)	53	52
Face-to-face contacts	473	533
Home visits	105	188
Breastfeeding Assistance		
Number of telephone or in-person contacts with clients	1,802	4,282
Clients provided with assistance from peer breastfeeding counselors	1,175	2,713
Clients who breastfed who had peer breastfeeding counselor contact	90%	84%
Clients without peer breastfeeding counselor contact who breastfed	71%	70%
Chronic Disease and School Health Program		
Organizations provided chronic disease materials & technical assistance	33	N/A
Number of marketing messages	120	N/A
Family Case Management		
Families served (monthly average)	3,853	3,913
Medicaid	3,512	3,562
Non-Medicaid	341	351
Face-to-face contacts	25,795	27,050
Home visits	1,564	1,124
Telephone calls for client follow-up	9,500	8,029
Genetics Services		
SIDS referrals	0	1
Repeat newborn screenings	22	29
Newborn hearing screenings	47	17
HealthWorks		
Children served	1,117	1,169
Initial health exams completed	181	205
Comprehensive health exams completed	139	177

HIV and STD Program		
Chlamydia cases	2,378	2,430
Gonorrhea cases	394	375
Syphilis investigations	127	104
HIV tests	193	133
STD treatment provided	70	57
Education events	55	56
Immunizations Program		
Immunization visits at Joliet walk-in clinic	2,475	1,720
Immunization visits at Bolingbrook and Monee branch offices	225	516
Seasonal flu vaccines administered	729	1,409
Vaccines For Children (VFC)		
Offices enrolled	55	52
VFC provider site visits	70	72
International Travel Immunization Clinic		
Client visits	245	326
Consultations	138	167
Vaccines and medications provided	467	661
Lead Prevention and Control		
Lead cases processed	11,896	11,560
New lead cases	11	18
Blood lead screenings	3,268	3,820
Education events	8	8
Tobacco Control & Prevention Program		
Calls to the IL Tobacco Quitline	1,646	3,543
Organizations provided tobacco policy technical assistance	44	35
Vision and Hearing Program		
Total schools served	164	170
Public schools	38	38
Private schools	23	21
Preschools	103	111
Vision screenings	13,700	13,500
Vision re-screenings	1,142	1,167
Vision referral failed screenings	737	721
Hearing screenings	17,389	17,446
Hearing re-screenings	626	639
Hearing referrals failed screenings	150	135

Cancer Incidences 2009-2013

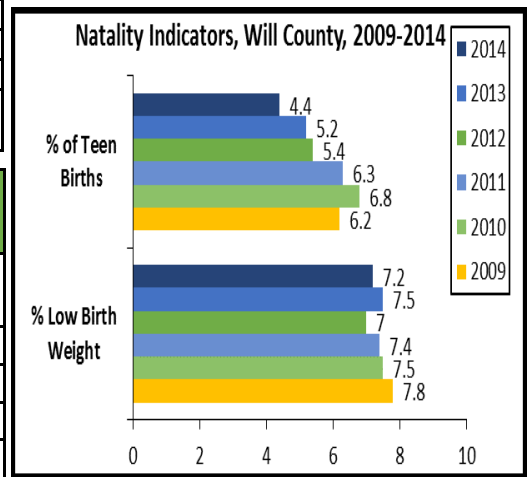
5 Year Total Numbers and Average Age-Adjusted Rates per 100,000 Population
Source: Illinois Cancer Registry, Illinois Department of Public Health

Will County			Illinois		
	Number	Rate		Number	Rate
All Cancers	15,268	492.5	All Cancers	328,213	475.0
Male	7,751	556.6	Male	164,402	531.6
Female	7,517	447.8	Female	163,811	437.6
Breast (Invasive)	2,247	68.7	Breast (Invasive)	48,028	69.6
Breast (In-situ)	695	39.2	Breast (In-situ)	12,494	34.3
Lung & Bronchus	2,070	72.0	Lung & Bronchus	46,534	67.9
Male	1,104	87.0	Male	24,276	81.0
Female	966	61.2	Female	22,258	58.5
Prostate	2,037	134.0	Prostate	41,862	128.8
Colorectal	1,348	45.2	Colorectal	31,321	45.3
Male	764	57.0	Male	16,253	53.4
Female	584	35.8	Female	15,068	38.9
Cervical (Invasive)	100	5.7	Cervical (Invasive)	2,634	7.7



Will County Youth Smoking Rates Compared to the State Average

Grade	2012, Will County	2012, Illinois	2014, Will County	2014, Illinois
6 th	1%	N/A	1%	N/A
8 th	3%	4.6%	3%	2.8%
10 th	9%	8.8%	6%	5.4%
12 th	18%	16.3%	12%	12.9%

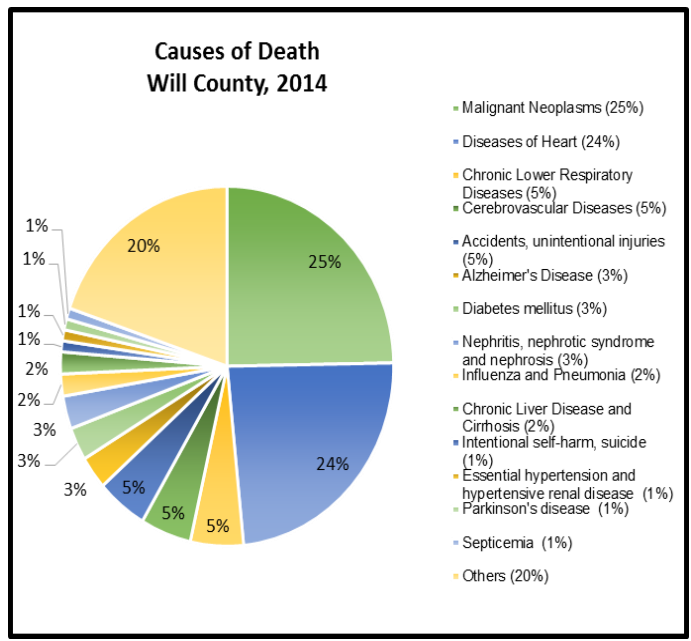


Will County Adult Smoking Rates Compared to the State Average

Adult Data	2009, Will County	2009, Illinois	2014, Will County	2014, Illinois
	19.6%	18.8%	13.5%	16.7%

Teen Births

	Year	Total Births	Teen Births (Mother Ages <19 Years)	% of Total Births
Will County	2010	8,561	582	6.8
	2011	8,096	507	6.3
	2012	7,988	437	5.5
	2013	7,647	395	5.2
	2014	7,947	352	4.4
Illinois	2010	165,200	14,988	9.1
	2011	161,312	13,162	8.2
	2012	159,160	12,249	7.7
	2013	156,931	10,649	6.8
	2014	158,556	9,684	6.1

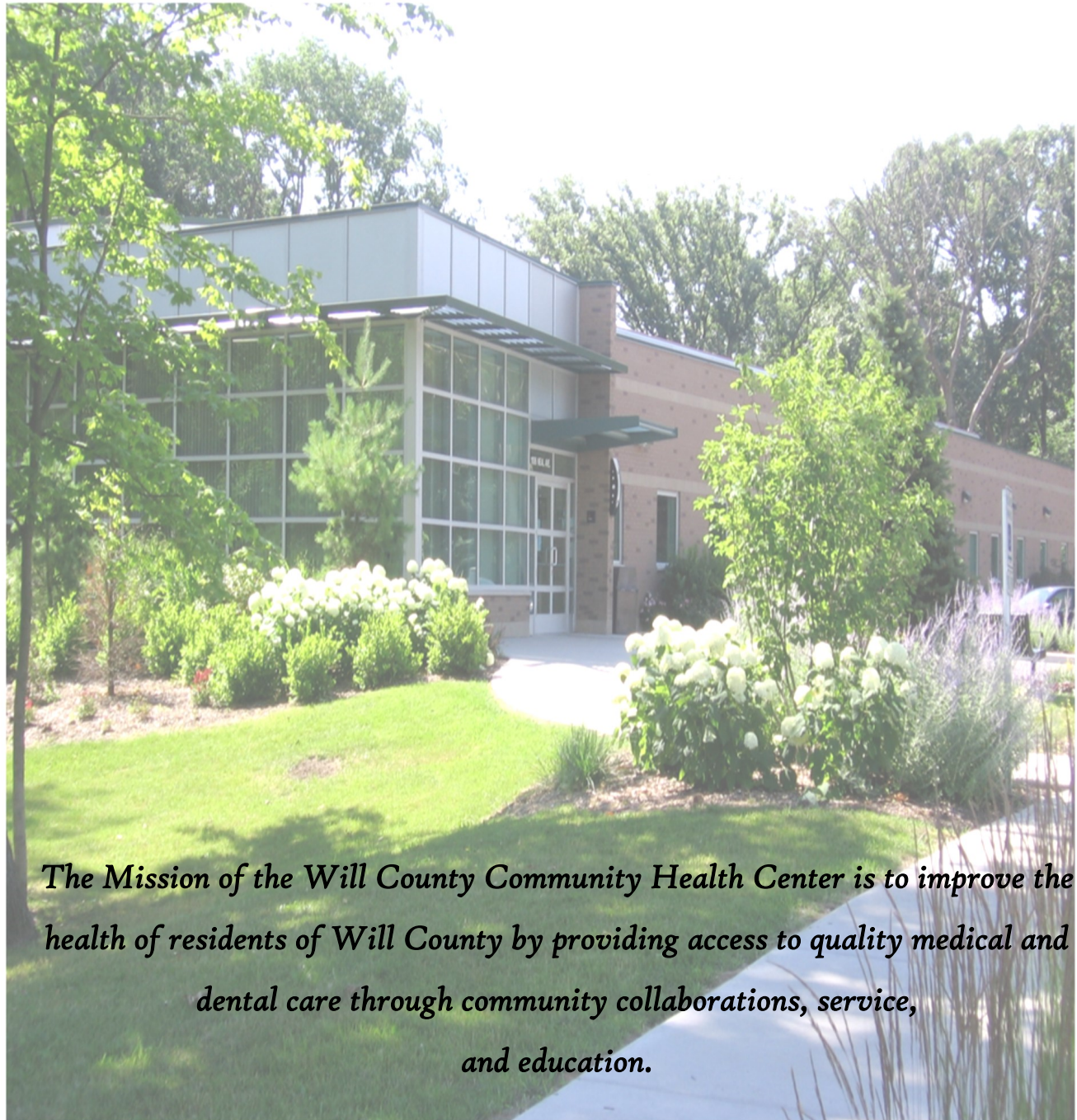


Communicable Diseases	2015	2014
Anaplasma phagocytophilum (formerly HGA)	0	1
Babesiosis	1	0
Brucellosis	0	1
Chikungunya Virus	0	2
Cryptosporidiosis	3	1
Cyclosporiasis	1	4
Dengue Fever	6	0
Ehrlichia chaffeensis (formerly HME)	1	0
Giardiasis	0	3
Haemophilus Influenza Invasive Disease	5	5
Hepatitis A	3	2
Hepatitis B Acute	3	1
Hepatitis B Chronic	49	74
Hepatitis C Acute	3	1
Hepatitis C Virus Infection Chronic or Resolved	630	574
Histoplasmosis	6	8
Influenza with ICU Hospitalization	40	102
Legionellosis	16	6
Listeria Invasive Disease	4	1
Lyme Disease	18	14
Malaria	1	2
MRSA in Infants less than 61 days	8	6
Mumps	6	1
Pediatric Influenza Death	0	1
Pertussis	26	20
Rabies Potential Human Exposure	63	33
Salmonellosis	94	82
Shiga toxin-producing E. coli (STEC)-O157:H7	2	3
Shiga toxin-producing E. coli (STEC)-Shiga toxin positive, non-O157 serotype	7	10
Shiga toxin-producing E. coli (STEC)-shiga toxin pos, not cultured or serotyped	4	2
Shigellosis	20	61
Streptococcal Disease Invasive Group A	12	26
Streptococcal Disease Invasive Group A with Necrotizing Fasciitis	1	0
Streptococcal Toxic Shock	3	3
Streptococcal Toxic Shock Syndrome with Necrotizing Fasciitis	2	0
Streptococcus Pneumoniae-Non Drug Resistant Invasive Disease (<5 years)	1	1
Typhoid Fever	1	3
Unusual Illness	0	7
Varicella (Chicken Pox)	10	17
West Nile Fever	2	0
West Nile Virus (WNV)	1	0
Yersiniosis	0	2
Zika Virus	1	0
Other	3	2
TOTAL INVESTIGATIONS	1,057	1,082

COMMUNITY HEALTH CENTER

1106 Neal Avenue

Joliet, IL 60433



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

***Mary Maragos, MS, APN
Chief Executive Officer***

***Howard Ehrman, MD, MPH
Chief Medical Officer***

A Community Health Center is a non-profit health care practice operating in an underserved area.

The Will County Community Health Center has been caring for the underinsured and uninsured residents of Will County since 1995. The Center received its Federal designation in May 2001 and evolved from the Clinic Service Division of the Will County Health Department, replacing fragmented clinic care with holistic primary care services. The WCCHC is dedicated to its role as a safety net provider, serving all residents regardless of age, race, national origin or ability to pay.

Multidisciplinary care is provided six days a week, with 24 hour physician availability. Services include Primary Health care for children and adults, Women's health services, Prenatal Care, Behavioral Health, STD testing and treatment, Immunizations, on-site Laboratory, Pharmacy, WIC services, and Dental Van to schools and shelters.

ALL SERVICES ARE PROVIDED BY BOARD-CERTIFIED MEDICAL AND DENTAL PROVIDERS.

Primary Care Services

- Family Practice
- Internal Medicine
- Pediatrics
- Family Planning
- Sexually Transmitted Infection screening and treatment
- Women's Health Services
- Prenatal Care and Hospital Deliveries
- Gynecological Surgeries (at Silver Cross Hospital)
- Behavioral Health Counseling and Case Management
- Social Services
- Reach Out and Read- Pediatric Literacy Program Patient Health Education
- Illinois Breast and Cervical Cancer Program
- Outreach and Enrollment (Affordable Care Act) Counselors
- Prescription Assistance
- Affordable prescription 340B discount drug program
- Laboratory Services on-site
- Walgreens Pharmacy on-site



FOR A MEDICAL APPOINTMENT, CALL 815-727-8670 24-HOUR ANSWERING SERVICE

Dental Care

- Children and adults
- Cancer screenings
- School exams
- Fluoride treatments
- Dental sealants
- Fillings
- Cleanings
- Treatment of gum disease
- Minor extractions
- Emergency care



FOR A DENTAL APPOINTMENT, CALL 815-774-7300

Mobile Dental Van

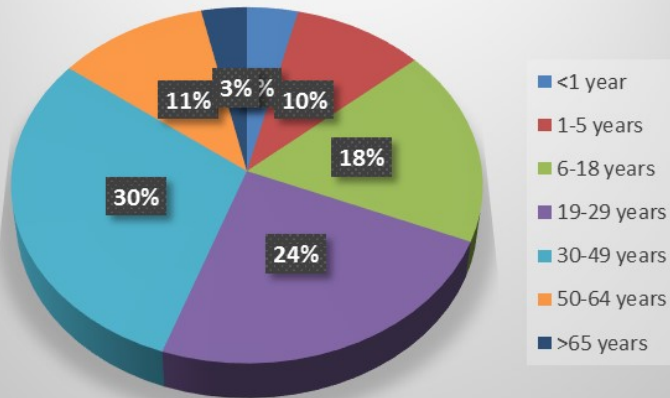
- Complete oral examinations
- Oral cancer screening
- Cleanings
- Sealants
- Fluoride Treatments
- Fillings
- Simple Extractions
- Oral health education



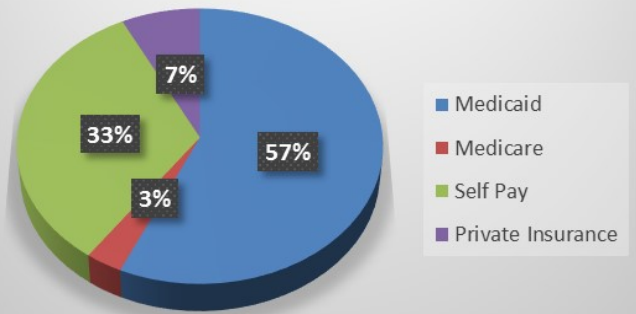
Mobile Dental Services are provided to Will County elementary schools, Head Start programs, Health Fairs, Homeless and Domestic Violence shelters, and other sites as needed.

2015 PATIENT DEMOGRAPHICS

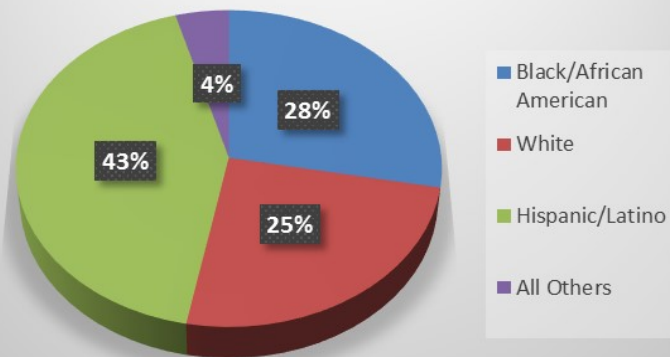
Patient Age



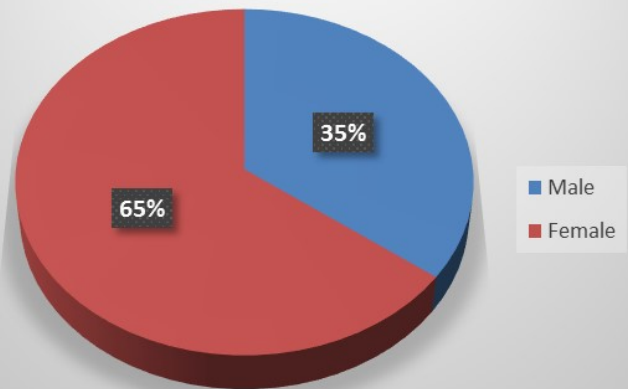
Payor Source



Patient Race/Ethnicity



Patient Gender



- The Center established a Walk-In Urgent Care Clinic to offer patients easy access to meet their urgent care needs. Appointments are also accepted, with same-day and next-day availability.
- The Center received a FY 2016 Expanded Services Award from HRSA of \$287,786, to fund a part-time psychiatrist, behavioral health nurse coordinator and a full-time mental health nurse practitioner for integrated primary care and behavioral health services.
- A Patient Center Medical Homes Facility Improvements Grant of \$248,814 was received, to fund renovations to improve handicap accessibility, improve clinic workflow in registration and check-out, expand a lab/vaccine room in primary care, purchase an exam table with scale included, and improve acoustics and patient comfort.
- The Center celebrated 20 years of serving the residents of Will County by hosting a rededication/open house to feature our newly renovated clinic. We were presented awards from Congressman Bill Foster's District Chief of Staff Carole Cheney, from our State Senator Pat McGuire of the 43rd Legislative District and from the 99th General Assembly House of Representatives offered by Representative Lawrence M. Walsh, Jr.
- Three Affordable Care Act counselors assisted 3076 individuals in 2015. 1803 applications were submitted to the Marketplace or Medicaid, and of these, 1797 previously uninsured individuals were enrolled with a new insurance plan.
- The Center was awarded Patient Centered Medical Home (PCMH) recognition from the National Committee for Quality Assurance (NCQA). This level 3 recognition, the highest possible level, is valid for 3 years. The patient-centered medical home is a way of organizing primary care that emphasizes care coordination and communication to transform primary care into what patients want it to be. Medical homes can lead to higher quality and lower costs, and can improve patients' and providers' experience of care. NCQA PCMH recognition is the most widely-used way to transform primary care practices into medical homes.
- Because of its Patient-Centered Medical Home recognition, the Center received annual supplemental funding from the US Dept. of Health and Human Services Health Resources and Services Administration (HRSA) in the amount of \$78,813.
- The Center is proud of its dedicated providers and staff who continue to provide quality care. In August 2015, the Center received \$34,052 from HRSA for improvements in clinical quality measures from 2013 to 2014.
- The Center signed a Memorandum of Understanding with Lurie Hospital's Pediatric Faculty Foundation (pediatricians and neonatologists of Lurie Children's Hospital) to see our newborns upon delivery at Silver Cross Hospital.
- The Center is among 20 behavioral health & health center teams nationally who were chosen to participate in HRSA's Substance Abuse and Mental Health Service Administration (SAMHSA) Innovation Community in order to develop high functioning behavioral health/ primary care teams.
- By the end of 2015, the CHC accepted 34 medical and 11 dental insurance plans. These include Medicaid, Medicaid Managed Care, Medicare, Medicare Managed Care, and private insurance plans. A complete listing is on our website (www.willcountyhealth.org), and continues to grow in order to increase access to care for our community members.
- All of our physicians and nurse practitioners are now credentialed and on-staff at Silver Cross Hospital, and are either currently members or in the process of joining the Advocate Silver Cross Health Connections insurance collaborative, further improving access to care.
- The Center received a grant award from the Henry Schein Care Global Product Donation Program which provided free dental and medical supplies valued over \$50,000, to be provided over the course of two years. Only 10 organizations across the country received the competitive award.
- The Center's 3-year strategic plan was revised to address the current health care needs of the community. It can be found on our website.
- The IL Dept. of Public Health conducted a 3-day site visit in April for review of the CHC's Family Planning/ Title X program. Finding compliance with grant requirements, funding was renewed for another year.
- A sliding fee scale was developed for our 340B discount prescription drug program, allowing patients of the Center to receive prescriptions from Walgreens at little to no cost, based upon their level of income, and subsidized by the Center.

- The CHC experienced a successful HRSA 3-day site visit in May. Federally Qualified Health Centers such as ours must adhere to strict operational guidelines from HRSA, a major funder of our programs.
- The United Way of Will County granted the Center \$13,190 for providing dental care to the residents of area shelters from July 2015 to June 2016, with the use of the dental van. Representatives of the United Way conducted a day-long site visit to the Center to confirm eligibility for funding.
- For the second year, the Center has achieved Meaningful Use for its providers and was given an award of \$102,000. The Centers for Medicare and Medicaid Services (CMS), through the State of IL, rewards health care providers if they can demonstrate Meaningful Use of the electronic health record, according to several criteria.
- The Center enrolled in Nextgen Share, a nationwide network connecting healthcare providers with and without NextGen electronic health record. It provides a secure clinical data exchange (such as referrals, test results, etc.) for efficient coordination of care.
- All of the Center staff, providers and management participated in team building and strengthening activities in 2015 to enhance our teamwork and customer service.
- The Center was invited to participate in the IL Dept. of Public Health Healthy Hearts Initiative, aimed at improving hypertension management in targeted populations. Since Will County currently has one of the highest rates of hypertension in the state, they utilized data from local hospitals and providers to help us improve the care of our patients, and allow us to target specific neighborhoods and populations for screening and education.
- As of October 2015, the Center patients have access to a Patient Portal, allowing them to see their test results, request an appointment, and send messages to their nurse and health care provider.
- *The Reach Out and Read (ROR) Pediatric Literacy Program at the Center was the recipient of several generous donations:*
 - *Macy's in Joliet, IL in the amount of \$2,000*
 - *Barnes and Noble in Bolingbrook conducted a book drive which resulted in 1,500 brand new story books for the ROR Program.*
 - *National Hook-Up for Black Women conducted a book drive which resulted in 150 gently used story books*
 - *Westbrook Christian Church in Bolingbrook donated 100 brand new and gently used story books to the program*
 - *Scholastic Inc., donated 500 brand new books to the program*
 - *The pediatric providers distributed 4,217 brand new story books at well-check exams in 2015. Since the program's inception in 2001 we have distributed 69,971 books to our pediatric patients*
- The Pediatric and Family Practice providers distributed 260 handmade blankets through Project Linus to seriously ill and traumatized children in 2015. Since the program's inception

we have distributed 5,557 blankets.

The WCCCHC provided oversight and educational clinical experiences to 117 students in 2015: 44 fourth year dental students from Midwestern University College of Dental Medicine, 60 students in Nursing, Allied Health and Emergency Services from Joliet Jr. College, 1 student from Northern Illinois University's Adult and Women's Health Advanced Practice Nurse (APN) Program, 1 student from UIC's Advanced Practice Nurse program, 1 student from Olivette Nazarene University's APN program, 1 student from University of St. Francis in Joliet's APN program and 1 student from their Social Work program, 1 student from the APN nursing program of the University of St. Francis in Fort Wayne, IN, 4 doctoral psychology students – from Adler University, Chicago School of Professional Psychology, Boston University, and Roosevelt University, 1 APN student from the University of Cincinnati Women's Health, 1 APN Family Medicine student from Lewis University, and 1 APN student from Purdue University.

The Community Health Center welcomed 3 new health care providers: Edward Navakas, MD, Psychiatrist, Wanda Rohl, MSW, Licensed Clinical Social Worker and Pranjali Vadgaonkar, MD, OB/GYN.

The Center staff are grateful to the many volunteers at the Health Center. In 2015, volunteers in all areas of the clinic

<u>Medical Visits</u>	<u>2014</u>	<u>2015</u>
Family Practitioners	8,073	7,097
Internal Medicine	1,065	992
Obstetricians/ Gynecologists	13,908	12,528
Pediatricians	3,699	2,404
Nurse Practitioners/Nurse Midwives	8,078	9,797
Behavioral Health	<u>0</u>	<u>345</u>
TOTAL	34,823	33,163

<u>Dental Visits</u>	<u>2014</u>	<u>2015</u>
Clinic	5,126	5,393
Mobile Dental Van	<u>1,034</u>	<u>1,077</u>
TOTAL	6,160	6,470

FEES

We accept Medicaid, Medicare, and Private insurance. Uninsured patients are charged according to a Sliding Fee Scale, based upon income. Credit and debit cards accepted. Laboratory and prescription discounts are available to eligible and established patients of the Center.



CHC LAB

NPHW
April 4th - April 10th



Patient Check Ups

Will County Health Department

501 Ella Avenue

Joliet, IL 60433

MAIN (815) 727-8480

TDD (815) 727-8690

FAX (815) 727-8484

Website: www.willcountyhealth.org

Email: info@willcountyhealth.org



BRANCH OFFICES

Eastern Branch

5601 W Monee-Manhattan Road

Monee IL 60449

Ph: 815-727-8803 or 708-534-0800

Fax: 708-534-3455

Northern Branch

323 Quadrangle Drive

Bolingbrook IL 60440

Ph: 630-679-7000

Fax: 630-679-7015