



2019

ANNUAL REPORT

Healthy Choices. Healthier People. Healthiest Communities.



LakeCounty

Health Department and
Community Health Center

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A MESSAGE FROM OUR LEADERSHIP

We are honored to present the Lake County Health Department and Community Health Center 2019 Annual Report.

Within these pages are highlights of our achievements and real-life accounts of Lake County residents who now lead healthier lives thanks to the efforts of our dedicated staff. Many efforts start small, yet by doing the right things and finding ways to do them better, these efforts can have a ripple effect and a dramatic, positive impact beyond Lake County.

This year we celebrated a major victory against tobacco use, which claims an estimated 1,300 lives every single day in the United States. On July 1, 2019, Illinois implemented its state Tobacco 21 law, raising the sales age for all nicotine and tobacco products to 21 years old. Then on December 20, 2019, Tobacco 21 was signed into federal law. What started as a local effort to prevent youth from smoking will save countless lives across the nation and lower the economic burden of smoking-related diseases.

In 2019, we greatly expanded our efforts to meet the behavioral health needs of our residents. We certified 55 volunteer Mental Health First Aid instructors, who in turn, trained 753 community members to “Be the Difference” in Lake County. These trainees have reported making 1,327 referrals, connecting people experiencing mental health and substance use challenges to the help they need.

We also responded to many emerging health issues—opioid overdoses, an anhydrous ammonia spill, measles resurgence, vaping-related deaths, and ethylene oxide emissions, to name a few. And we continued to improve access to health services, launching a new community diabetes prevention program, reaching people who use illicit drugs to reduce the harms of their substance use, helping gender diverse individuals access culturally-competent care, and strengthening our support systems for people who enter treatment for addictions and those who experience chronic homelessness. These are just a fraction of the ways we show our wholehearted commitment to our residents.

To our devoted staff, governing boards, and trusted community partners who make this work possible, **thank you.** Together, through small efforts and big initiatives, we continue in our pursuit of promoting the health and well-being of all who live, work, and play in Lake County.



Mark Pfister
Executive Director
Lake County Health
Department and
Community Health Center



Chief T. E. Sashko
President
Lake County Board
of Health



Melissa Withem-Voss
Chair
Lake County Community
Health Center Governing
Council

HEALTH IMPACT IN 3 YEARS

2017-2019

HI-3

HEALTH IMPACT IN 3 YEARS

PREVENTION & EDUCATION

Protect the environment; promote interventions that prevent chronic and infectious disease

CLINICAL PROGRAMS

Provide high-quality, patient centered care for medical, dental, and behavioral health

PROACTIVE SUSTAINABILITY

Improve efficiency and quality standards to ensure financial stability

CHANGING THE CONTEXT

Use data-driven metrics to track progress on health outcomes; focus on quality care and customer service

SOCIAL DETERMINANTS OF HEALTH

Address the needs of all Lake County residents through a health equity framework

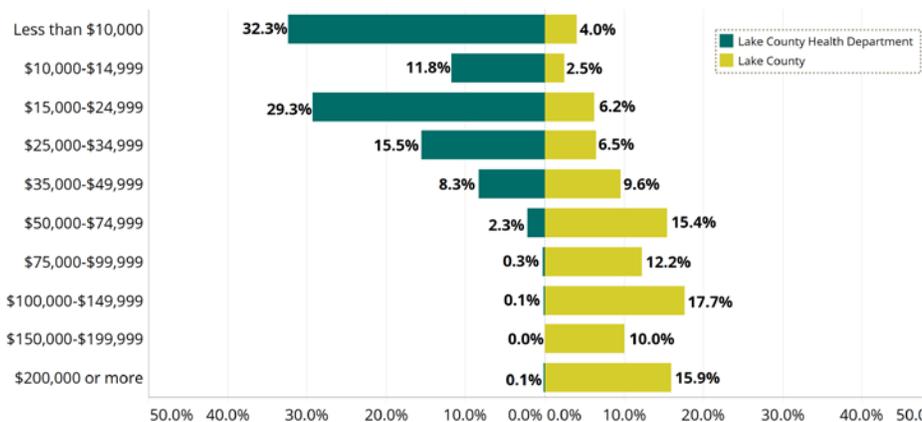
The HI-3 framework is the foundation of our daily efforts to address our county's identified health priorities: cardiovascular disease, obesity, behavioral health capacity, diabetes, and infectious disease prevention. Our commitment to work with our partners to address the social determinants of health; our focus on data-driven progress; and our emphasis on quality equip us to accomplish our vision:

Healthy Choices. Healthier People. Healthiest Communities.

SOCIAL DETERMINANTS OF HEALTH

Addressing the needs of all Lake County residents through a health equity framework.

Income Groups Among Lake County Residents and Lake County Health Department and Community Health Center Patients



Data from American Community Survey 5 Year Estimates 2013-2018 and EHR

Socioeconomic status is a key Social Determinant of Health, impacting a person's ability to access quality healthcare and make healthy choices. The Health Department has been actively working to assist its patient population—which averages lower income than the county at large—to obtain insurance coverage, connect to community resources, and find low-cost options for healthy eating and exercise.

500

community members trained in mental health topics by our Lake County System of Care for Families staff

100%

of early childhood educators who completed our Nutrition and Physical Activity Self-Assessment for Child Care (NAPSACC) program exceeded best practices benchmarks

Reducing Mental Health Stigma

In the past year, our Lake County System of Care for Families program provided English and Spanish training to over 500 community members and professionals on System of Care principles, mental health, suicide prevention, self-care, trauma-informed care, and Youth Mental Health First Aid. By focusing efforts in areas of Lake County where the greatest health disparities exist, the program is helping dismantle the stigma associated with mental health and improve access to care.

Giving Children a Healthy Start

Each year, early childhood education providers participating in the Health Department's Nutrition and Physical Activity Self-Assessment for Child Care (NAPSACC) program complete a pre- and post-assessment for nutrition and physical activity best practices. In 2019, all Lake County providers who completed the program exceeded best practices benchmarks, with one provider receiving a perfect score. Thanks to the program, the providers regularly serve fruits and vegetables, introduce healthy cooking methods, and increase physical activity to give children a healthy start.

Improving Access to Early Intervention

In 2017, Child & Family Connections (CFC) discovered that the percentages of qualified children receiving Early Intervention services in North Chicago and Zion were below the national average. In response, CFC gave free developmental screenings through phone conversations and outreach to school districts, childcare centers, and local groups. Now, both communities are tracking at the national average. Staff have continued their efforts in other communities to make the program's services accessible to all.

BE THE DIFFERENCE

Chase is empowered to break stigma in Lake County



According to the Centers for Disease Control and Prevention (CDC), mental illnesses are among the most common health conditions in the United States, and more than 50 percent of people will be diagnosed with a mental illness or disorder at some point in their lifetime.¹ As the needs for behavioral health services in Lake County continue to rise, one community member, Chase Thomas, is determined to “Be the Difference” to help those around him.

Chase works as a behavioral services provider to K-12 children who are on the autism spectrum. And through personal experiences—having an anxiety disorder and Asperger’s syndrome, facing stigma as a member of the LGBTQ community, and witnessing members of his own family experience substance use disorders—he sees the great need for people to better understand mental health and substance use issues.

Chase took a free, 8-hour Mental Health First Aid USA course offered through the Lake County Health Department in the spring of 2019. The training teaches people how to identify, understand and respond to signs of mental illnesses and substance use disorders.

Through the course, Chase improved his understanding of mental health and substance use terminology, which has been useful in his career and in discussing mental health within his social circle. And when Chase learned about the opportunity to become a certified Mental Health First Aid instructor through the Health Department, he jumped at the chance to bring this knowledge to more people in his community. Every instructor certified by the Health Department agrees to teach at least three courses in Lake County within a year of their certification, and with his passion for special education, Chase looks forward to bringing the training to local high school teachers and staff.

Chase is one of 55 instructors certified by the Health Department in 2019. Through the efforts of these instructors, 753 people were trained in Mental Health First Aid, and thus far, those trainees have reported making 1,327 referrals to mental health providers.

Mental Health First Aid also breaks down stigma surrounding mental illness and substance use disorders, which continues to be a serious barrier to some people seeking treatment, especially in certain minority communities. Chase is also keenly aware

of outdated, stigmatizing terms he hears being used in his community. “When we’re trying to improve the system, we have to consider—how is language impacting the system? How is culture impacting the system?” says Chase. “If that is impacting a person’s ability to get services, then something needs to be done.”

Exciting things are planned for the coming year as the Health Department will train and certify another group of adult Mental Health First Aid instructors, and the number of people equipped to respond to help others throughout the county will continue to grow.

“Mental Health First Aid motivates and empowers people,” says Chase. To those who are experiencing a mental health crisis or substance use issue—or those who want to make a difference—“Know that a large team of people are ready and willing to help you.”

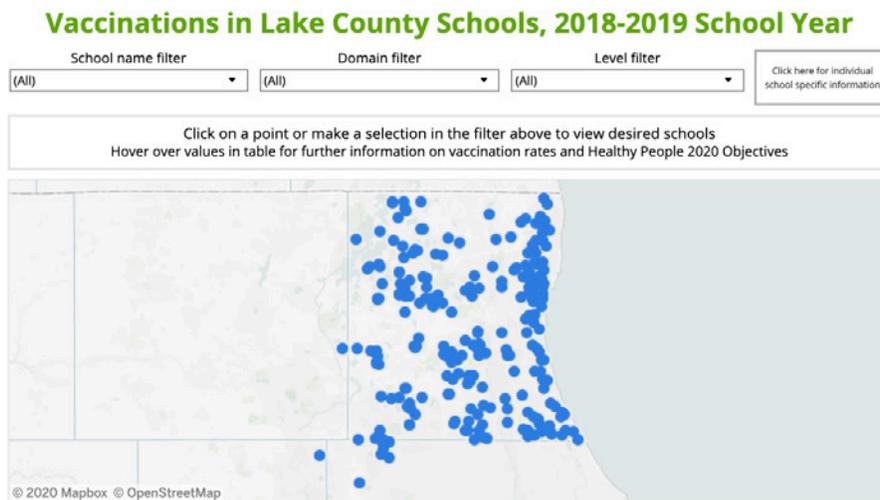
1,327

referrals made to mental health providers by Mental Health First Aid trainees

¹ Learn About Mental Health, Centers for Disease Control and Prevention, Atlanta, January 26, 2018, <https://www.cdc.gov/mentalhealth/learn/index.htm>.

CHANGING THE CONTEXT

Using data-driven metrics to track progress on health outcomes; focusing on quality care and customer service.



In response to rising vaccine hesitancy and the resurgence of vaccine-preventable diseases like measles, the Health Department launched an interactive map and data tool that displays compliance and vaccination rates in Lake County schools. The online resource allows families to easily see if their local school system is adequately protected, encouraging school systems to improve their vaccination rates.

Leading in Public Health Analytics

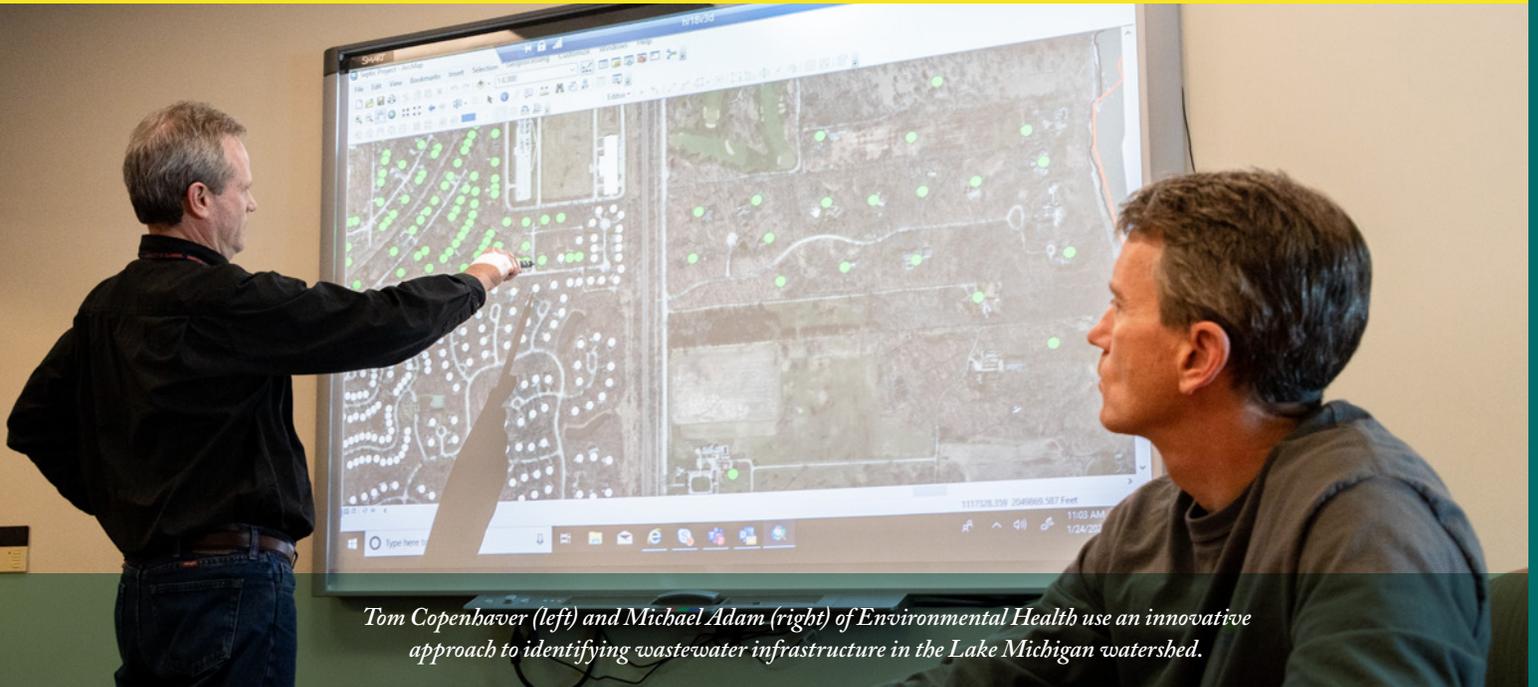
The Lake County Health Department continues to lead the way in ensuring high-quality data informs our decisions. In 2019, the Health Department leveraged its analytics platform, Tableau, to provide insights to staff, county decision-makers, and Lake County residents. Tableau featured the Health Department in an exclusive video highlighting the innovative ways we leverage our information to promote health and well-being in the county.

Responding to the Opioid Crisis

In 2019, the Health Department began developing a county-wide opioid response plan through a grant provided by the Illinois Department of Public Health. Through the plan, the Health Department monitors overdose data and collaborates with local law enforcement, the State's Attorney's Office, substance use service providers, and government officials to respond appropriately to any spikes or trends. The Health Department will implement the plan in early 2020 and is exploring ways to sustain the effort beyond the funding period.

Proactive Tuberculosis Screening

In 2019, the Tuberculosis (TB) program set out to determine risk factors among students at Round Lake High School through a screening survey sent to all parents. More than 50 percent of students who completed the survey showed risk factors and were tested for TB, and nine were diagnosed with latent TB infection. As a result, the Health Department provided free preventative treatment to diagnosed students and continues working with the staff and students to improve screening and testing.



Tom Copenhaver (left) and Michael Adam (right) of Environmental Health use an innovative approach to identifying wastewater infrastructure in the Lake Michigan watershed.

BENEATH THE SURFACE

Staff research potential sources of water pollution

In 2019, the Lake County Health Department received a \$15,000 grant from the Illinois Department of Natural Resources to identify septic systems in Lake County within the Lake Michigan watershed. The project was part of an initiative of the U.S. Environmental Protection Agency (EPA) looking at sources of pollution into the Great Lakes.

The Lake County Health Department was established by referendum in 1956 and has maintained detailed records of septic systems installed over the last several decades. Records are incomplete, however, for older systems. In fact, there were no records for over 400 residential properties in the Lake Michigan watershed—a concern since older septic systems have a higher probability of failing.

During the study, Environmental Health staff members used geographic information system (GIS) technology, aerial photography, and field reconnaissance to plot the wastewater infrastructure for every residential property in the Lake Michigan watershed area, spanning from the Wisconsin border down to Lake Bluff east of Green Bay Road.

With complete data in hand, the team identified that 1,685 septic systems are located in the county's Lake Michigan watershed. By cross-referencing that

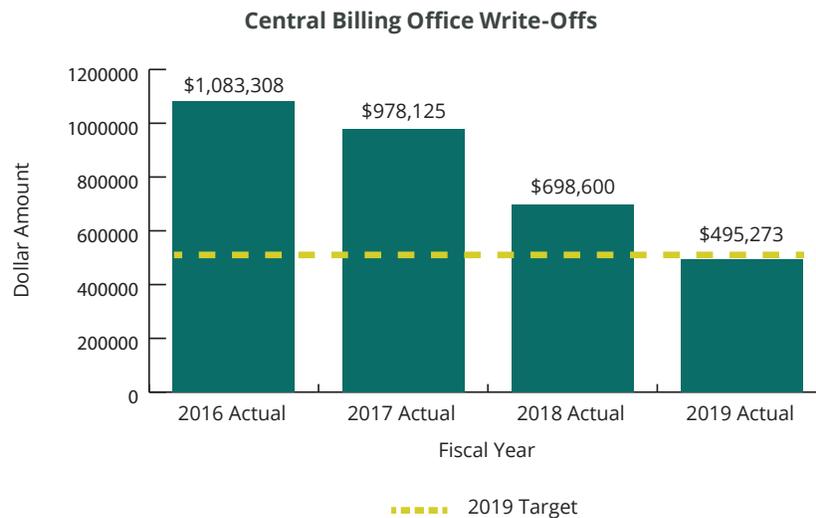
number with complaints data from 2010–2018, staff calculated that only 0.4 percent of septic systems in any given year have a documented complaint. Over three-fourths of these complaints were resolved with minor repairs or maintenance, and in nine years, only 10 new systems needed to be installed.

Not only does this data illustrate how effective Lake County's Wastewater Ordinance has been in preventing pollution, but "Essentially, we have dispelled the assumption that septic systems are a significant cause of pollution in Lake Michigan," says Tom Copenhaver, Onsite Wastewater and Water Wells program coordinator.

In the end, the team's report has provided valuable insight to state and federal agencies and "can be used as a model for other Great Lakes states," says Mike Adam, Deputy Director of Environmental Health. **"In the future, we can apply this process to address other watersheds or areas of concern."**

PROACTIVE SUSTAINABILITY

Improving efficiency and quality standards to ensure financial stability.



Enhanced training efforts among staff helped the Health Department exceed its target of reducing the dollar amount of Central Billing Office write-offs by 50 percent.

Meeting Quality Standards to Increase Grant Funding

Each year, the federal Health Resources and Services Administration (HRSA) provides Quality Improvement Awards to health centers based on their performance in certain clinical indicators. Two of those indicators are focused on reducing obesity—recording body mass index (BMI) information for patients and providing interventions to help patients with high BMIs reduce their weight. The Health Department formed a team in 2017 to focus on these BMI measures, and in 2019, exceeded National Quality Leaders standards—the highest performing benchmarks nationwide—every month. Not only does this contribute to higher quality

care and better health outcomes for patients, but also has the potential to improve the financial sustainability of the organization.

Integrating Immunizations into Community Health Centers

In 2019, the Health Department integrated immunizations services into its Community Health Centers. By introducing a traveling medical team, services are now more conveniently located for patients and scheduling is streamlined through the Patient Access Center. These changes have also enabled the Health Department to achieve more sustainable reimbursement for immunization services.

Grant Expands Harm Reduction Services

In 2019, the Health Department's Need2Know Lake County program was awarded a \$70,000 grant to expand services and resources for people struggling with substance use. In the midst of a rising opioid overdose epidemic, Need2Know provides harm reduction services to save lives and empower people to improve their quality of life. Through the grant, Need2Know expanded its Harm Reduction services to two new communities, Round Lake and Zion, and held its first naloxone training at the Waukegan Public Library.

WALKING THE WALK

Quin's love of adventure keeps him 'GOing'



GO Gurnee walking club leader Quin (in blue) stands with GO Lake County coordinator Sean Collins (left) and other members of his walking club (right).

If you're ever out at 9:30 on a Saturday morning, keep an eye out for Quin O'Brien—you might just catch a glimpse of his GO Gurnee walking club at your local park, forest preserve, or hidden neighborhood walking trail.

Quin is a GO Gurnee walking club leader and loves finding new places to explore with his group, which has between 10 and 40 participants on any given weekend. Quin has already planned a walk for every Saturday of the year, and no two walks are alike. In case of bad weather, the group walks inside the Gurnee Mills mall.

The club is part of the GO initiative, a free walking program founded by the Gurnee Park District in 2016. GO is based on a simple concept—30 minutes of physical activity each day, even an activity as simple as walking, can greatly improve your health and well-being.

Walking has truly changed Quin's life. "I used to have type 2 diabetes, high blood pressure, and high cholesterol. My doctor for a couple of years said,

'lose the weight and good things will happen.' It turns out he knew a lot. As the weight came down and the belt sizes kept changing, all those meds went away. I started walking 10,000 steps each day, and when I found GO Gurnee, I saw it as an excuse to go walking with other people."

3,958

*residents participated in
GO Lake County walks in 2019*

Since its establishment, GO Gurnee has continued to grow, and more park districts have taken on the program. Live Well Lake County adopted the initiative to provide county-wide support for its growth, and GO Lake County was born. Today, there are 24 different GO initiatives in the county with more communities planning to launch in the next year.

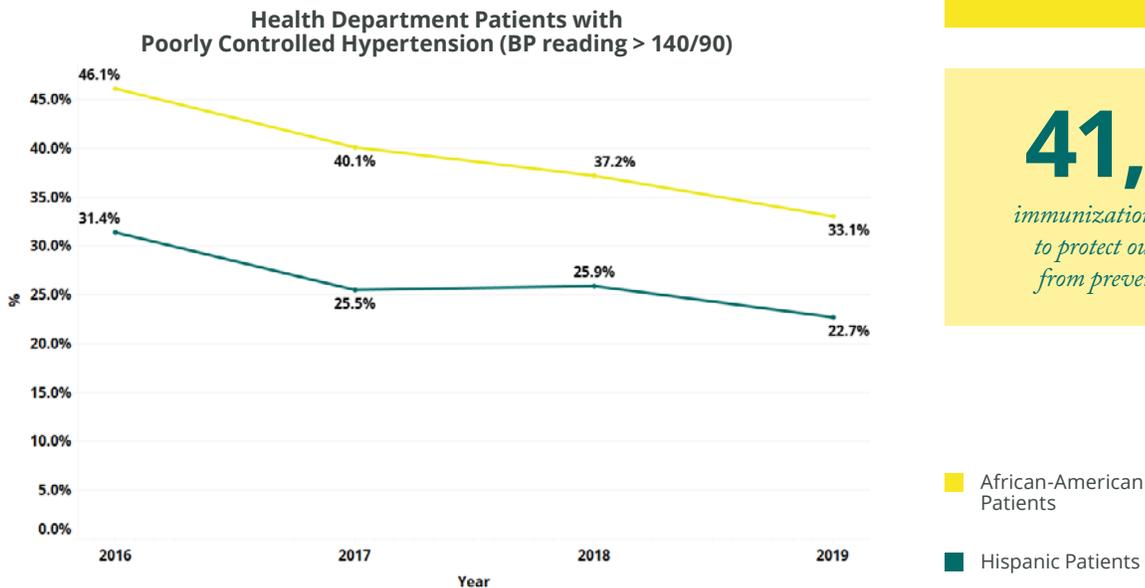
"Our objective right now is still expansion, to reach more people and get them moving," says Sean Collins, a Community Health Specialist for the Health Department who coordinates the GO initiative. "We're also looking to get schools, churches, and businesses involved. We are asking, how we can engage communities that we don't typically see walking?"

Quin has a theory on why GO is such a success: "It's as much social as it is exercise," he says. "Either the members recognize the value of the exercise—which is there—or they forget how much they're exercising because they're talking to their friends."

Thinking of trying out a GO event or walking club? **"GO!"** Quin says, with a laugh. **"Just do it. I know it's cliché, but I didn't know what I was getting into when I started walking. Maybe you're not ready to go to all 52 of our walks – so just come out for four. Then if you like it, do another one."**

CLINICAL PROGRAMS

Providing high quality, patient-centered care for medical, dental and behavioral health.



Since identifying cardiovascular disease as a health priority in the 2016 Community Health Improvement Plan, the Health Department has standardized practices in the diagnosis, care, and follow-up for patients with hypertension, a condition that disproportionately affects African American and Hispanic populations.

38,823

Community Health Center patients in 2019

41,612

immunizations given in 2019 to protect our communities from preventable diseases

- African-American Patients
- Hispanic Patients

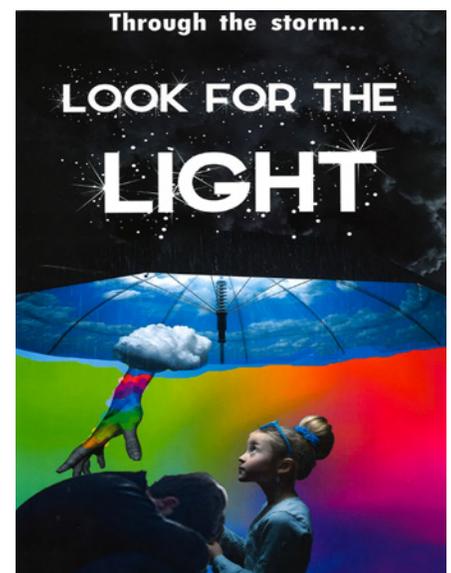
Assessing Health Literacy for Culturally Competent Care

In fall of 2019, the Health Department implemented a new Health Literacy Policy and protocol for its Community Health Centers. Clinical staff now evaluate each patient's health literacy annually with a simple, one-question assessment modeled after Joint Commission standards, and then provide patients with health literacy needs with individualized attention from check-in to discharge to ensure patients feel confident in the care they are receiving and understand the steps they need to take to improve their health.

Youth Share Messages of Hope

In 2019, our Lake County System of Care for Families program worked with youth to help reduce stigma and promote positive messages about mental health. Staff partnered with students to create positive messages for social media and held a poster contest for suicide awareness in observance of Children's Mental Health Awareness Day. Students from several Lake County high schools used their creativity to share messages of hope with others.

Pictured right: "Through the storm... look for the LIGHT" by Dirmitria Jackson, Junior at Zion-Benton Township High School



A BRIGHTER VIEW OF THE WORLD

Stefano shares his story of recovery



There are few things more powerful than a personal story to break down stigma surrounding mental health, substance use, and homelessness.

Stefano came to the United States from Colombia as a young boy. For about 5 years after his mother remarried, Stefano's stepfather physically and sexually abused them, "worse than most people's nightmares," he reflects.

At age 10, Stefano moved in with his grandparents and turned to alcohol, marijuana, and cigarettes to cope with the trauma he had experienced. Within a few years, he started to use cocaine. On top of his addiction, Stefano was diagnosed with attention-deficit/hyperactivity disorder (ADHD) and bipolar disorder. He wasn't getting the help that he needed, and by age 18, he was living on the streets.

Stefano hit a low point at 21 years old. "I was not taking my meds and couldn't tell the difference between fantasy and

reality. I looked in the mirror. I was 90 pounds, and I cried and said, I need to do something to straighten out my life."

Stefano moved to a nursing home and started his journey to recovery, and a few years later, learned about a new option offered by the Lake County Health Department, the Williams Consent Decree program. The program helps individuals with mental illness who are living in state-funded facilities move into communities where they can live independently with professional support.

Through the program, Assertive Community Treatment (ACT) counselors helped Stefano enroll in public aid, find housing, and get psychiatric care. They taught him life skills, such as cooking, managing a budget, and navigating public transit. And when his grandmother passed away, Stefano's case manager provided emotional support around the clock and helped him learn to manage his anxiety.

Thanks to the skills and support he received through Williams Consent, Stefano has now been married for 5 years and manages the day-to-day responsibilities of his household. He is glad to have a great relationship with his family. To this day, he regularly visits the Williams Consent drop-in centers where consumers can socialize, learn ways to improve their lives, and access resources.

"Without the staff at Lake County, I don't know where I would be. They've treated me like a person and like I matter, which makes a big difference in how I view the world."

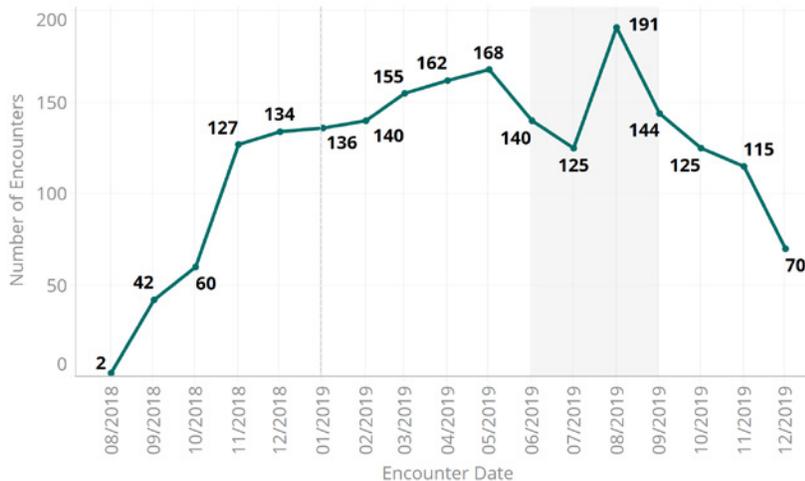
76

clients served through the Williams Consent Decree Program in 2019

CLINICAL PROGRAMS

Providing high quality, patient-centered care for medical, dental and behavioral health.

Dental Visits at Zion Health Center in 2019



The Health Department began offering dental services at the Zion Health Center in late 2018. In June, July and August 2019, the Health Department promoted four “Healthy Kids Saturdays” events to local schools and childcare centers so children could get their dental checkups, school physicals, and immunizations in one convenient visit.

168

clients served through the A Way Out program in 2019

6,665

clients served through the Crisis Care Program in 2019

Improved Services for A Way Out Participants

In July 2019, the Health Department added two staff to improve and expand the A Way Out program—a nationally recognized program in which people can access treatment for substance use disorders through participating law enforcement agencies. A Crisis Care counselor does intake to help participants find the right treatment, and a case manager then works closely with the participant for 90 days or longer to assist in the recovery journey and connect participants to community resources. Through these changes, we hope to reduce the likelihood of overdose and improve health outcomes.

Art Therapy Provides a Safe Space for Girls

Through partnership with the Lake County Children’s Advocacy Center, the Child and Adolescent Behavioral Services (CABS) program launched a weekly art therapy group for girls with trauma history or other mental health needs. The group provides a safe space for the girls to engage in healthy emotional expression, self-care, and positive coping strategies, while practicing healthy social interactions. Participants have often shared that they feel more calm and happy as a result of their time at the group.



Pictured top: Young clients craft a flower to celebrate their growth.

Pictured bottom: Young clients paint masks to help them reflect on how they express themselves and how they believe others perceive them.

SUCCESS WITHIN REACH

Ana overcomes opioid
use disorder



There is nothing like the bond between a mother and child, and for Ana, the bond she has with her daughter is a daily reminder of her victory over addiction. At just 13 years old, Ana started using drugs which escalated to opioid addiction. At 18 she turned a corner, and after three years sober, she had a lapse in her sobriety and found out she was pregnant.

Determined to make a change for the sake of herself and her child, Ana was referred to the Lake County Health Department's Substance Abuse Program (SAP), which provides outpatient treatment for substance use disorders through individual and group counseling and medication-assisted treatment.

Before coming to SAP, Ana had many misconceptions about methadone, a common treatment prescribed for patients with opioid use disorders. She believed it would not help her, that she would be overmedicated, or that methadone would get her high. Despite her initial reluctance, Ana gave the program a try, and is grateful that she took that step. "The program is a lot more than just medication," she shares.

In addition to the methadone medication that curbed her addiction, Ana found the extra support she needed through the program's individual counseling and a wide selection of groups where people come together to encourage one another in sobriety.

Early in the treatment for her opioid use disorder, Ana tested positive for Hepatitis C virus (HCV), an infection that can damage the liver. "I didn't know much about it. I thought my life was over and my mind went to the darkest places." The staff at SAP referred Ana to the Health Department's Need2Know Lake

County program, where she received good news—that today, Hepatitis C is curable with a daily medication. Within months, Ana's HCV was in remission.

This year, Ana celebrated 5 years sobriety, and her beautiful and healthy daughter's fifth birthday. She is happily employed at a beauty salon and hopes to attend beauty school. "I'm reliable now, and a good, patient mom, and that's something I couldn't see for myself before." Her counselor at the Health Department, Chris Butler, encourages her to try new things, which has helped Ana act toward her goals.

Ana hopes others will give SAP a chance. **"Come in and ask," she says. "I know what it's like to feel it is impossible, but [sobriety] is not as out of grasp as it seems.**

I don't even know where I would be, how my daughter's or parents' lives would be, without this program."

2,912

*Health Department patients
have a substance use diagnosis*

OUR MISSION

*Promoting the health and well-being
of all who live, work, and play
in Lake County.*

OUR VISION

*Healthy Choices.
Healthier People.
Healthiest Communities.*



YOU ARE NOT ALONE

Luis is transformed from the inside out



When you meet Luis—a friendly, smiling, and optimistic high school senior—you would never realize how drastically different his life was less than a year ago.

Luis had been bullied since elementary school and internalized the hurtful statements made by his peers. “They called me horrible names and made me feel like I was invisible, like I didn’t matter,” he recalls. During his junior year of high school, the pressures of his schoolwork were mounting and he felt more isolated than ever.

By May of 2019, Luis’ depression was at its worst, and he believed his life would never get better. He attempted suicide twice and was hospitalized for 10 days at Lake Behavioral Hospital in Waukegan. “I didn’t think [hospitalization] would help. But it turns out, I was wrong.” At the hospital, Luis attended groups with other teens who had experienced similar challenges. He began to see that he wasn’t alone and that his life truly mattered.

2,314

clients served through Child and Adolescent Behavioral Services (CABS) in 2019

After being discharged from inpatient care, Luis began seeing a therapist regularly with the Health Department’s Child and Adolescent Behavioral Services (CABS) program at the Avon Township Center. He felt comfort in knowing that his counselor was really there for him.

Luis’ psychiatrist at the Health Department, Dr. Ashok Nagella, has also been a great encouragement, inspiring him to add healthy habits to his routine. Luis took his advice and now eats healthier, walks and runs outdoors or goes to the gym multiple times a week, and avoids caffeine because he understands it can raise his anxiety levels.

Since making these changes, Luis has lost 30 pounds, feels less stressed, and is motivated to continue his new healthy lifestyle. He no longer worries about everyone liking him—instead, he focuses on his relationships with the people who truly care about him. “I have made great friends at my church, I love my family and have a much better relationship with my parents now, we are more open to talking about mental health and I know I can trust them.”

Luis’ life is now full of hope. As he approaches high school graduation, he wants to pursue a career as a lawyer so that he can help others going through difficult situations. Above all else, he hopes his story of transformation will give other teenagers hope.

When asked what he wants other teens to know, Luis says, **“You are not alone. There is always someone who truly loves you and cares about you. Speak up and get the help that you need. It’s best to focus on the future—and know that the future is bright.”**

PREVENTION & EDUCATION

Protecting the environment; promoting interventions that prevent chronic and infectious disease.



WIC Recognized for Breastfeeding Promotion and Support

In September 2019, our Special Supplemental Nutrition Program for Women, Infants and Children (WIC) received the U.S. Department of Agriculture's Loving Support Award of Excellence for its exemplary breastfeeding promotion and support activities. The award recognizes WIC for its comprehensive group of peer counselors, standardized and evidence-based curriculum for staff and clients, and collaboration with local hospitals to provide additional support to eligible mothers. On August 3, 2019, WIC joined 58,000 people nationwide as a community host for the Global Big Latch On to promote breastfeeding.

Addressing Ethylene Oxide (EtO) Emissions in Lake County

In November 2018, the Health Department learned of Ethylene Oxide (EtO) emissions from two facilities in Waukegan and Gurnee and immediately began discussions with the U.S. Environmental Protection Agency and Illinois Environmental Protection Agency to request air monitoring and timely and transparent communication. In June 2019, the Health Department partnered with the Village of Waukegan and City of Gurnee to begin outdoor air monitoring to determine EtO levels in the county. The data collected will be used by the Agency for Toxic Substances and Disease Registry for a health risk assessment and the Illinois Department of Public Health for a cancer incidence study.

Protected Together, #VaccinesWork

In light of the measles resurgence in the United States, the Health Department launched an Immunizations Workgroup to develop and implement strategies to protect Lake County residents. Staff identified and scheduled appointments for pediatric patients in need of vaccination, educated staff, and performed outreach to healthcare providers, schools, and the public. The Health Department also dispelled myths about vaccines and promoted immunizations through the World Health Organization's Protected Together #VaccinesWork campaign on social media and at Community Health Center locations.

Partnership Improves Pre-exposure Prophylaxis (PrEP) Services

In 2018, the Sexually Transmitted Infection (STI) program partnered with Rosalind Franklin University medical students to provide a certified training to all clinical staff for administering PrEP, a daily medicine that prevents HIV. To measure its success, the STI program tracked PrEP uptake at all clinics, both pre- and post-training. In 2019, the results indicated improvement in prescription practices and identification of risk factors.

SUPPORT IN TRANSITION

For Jonas, gender health services hit close to home



Jonas made headlines in 2015 when he led a petition for gender-neutral bathrooms at Round Lake High School. Then a senior in high school, Jonas had just come out at school as transgender. His campaign was successful—the school added four gender-neutral restrooms so that transgender students would no longer have to use the teacher’s locker room. While the change was a victory for Jonas, he faced many battles ahead.

During his teenage years, Jonas avoided the subject of his gender identity with his family. “For the longest time, I knew I was trans, but ignored it for my parent’s sake.” In 2017, he began hormone replacement therapy, traveling the long distance from his home to Chicago for his medical appointments.

When he began noticing the physical effects of the hormones, he knew it was time to address his transition with his family. The night he broke the news, he was greeted with confrontation and handed a packed bag of his things.

Since then, Jonas has bounced between sleeping in his car and other temporary living arrangements and has, at times, coped by using substances. The instability led him to lapse in taking his hormones more than once, which negatively impacted his mental health.

Jonas was relieved when his Family Nurse Practitioner at the Midlakes Health Center, Toni Steres, explained that Gender Health Services are now offered at the Lake County Health Department. “I don’t think I could ever consider another doctor,” Jonas laughs. “Toni is great—she really cares about her patients and makes us feel at home.” He attributes his success in maintaining sobriety with the empathy and concern Toni has shown him during his regular follow-up visits.

Now a year into his hormone replacement therapy, Jonas finds himself happier and more at peace with himself and others. To improve his health, he is watching what he eats, drinking more water, and adding physical activity to his routine, taking life “one step at a time.”

He also attends the Health Department’s weekly TNQ support group—which stands for transgender, non-binary, and questioning. Jonas enjoys interacting with the group members, representing a wide variety of ages and perspectives. He finds that the group is a safe space to share what he is going through and to hear from others who have faced similar challenges.

107

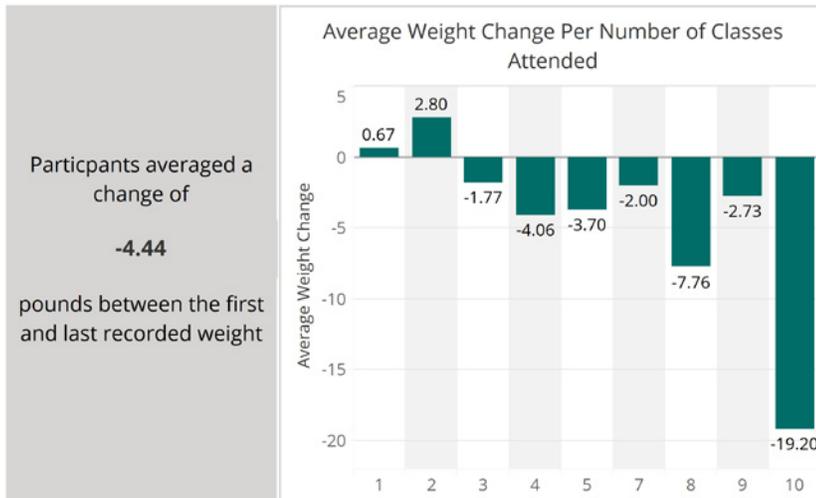
*participants in LGBTQ
Support Groups in 2019*

“Going to the group helps me feel better about myself,” Jonas shares. “It gives everybody the opportunity to just... breathe.”

PREVENTION & EDUCATION

Protecting the environment; promoting interventions that prevent chronic and infectious disease.

Healthy Habits, Healthy YOU! Participant Weight Change



*A positive weight change indicates weight gain, while a negative weight change indicates weight loss.
*Participants with at least two recorded weights are included regardless of program completion

In 2019, the Health Department launched a free 10-week diabetes prevention class, Healthy Habits, Healthy YOU! featuring interactive sessions with a nutritionist and exercise coach. Participants lost the most weight on average if they attended all 10 classes.

402

air samples collected to monitor Ethylene Oxide (EtO) levels in the county in 2019

8,851

food facility inspections in 2019 to assure safe food practices according to the Illinois Food Code

2,362

residential well water samples analyzed in our environmental laboratory in 2019

Discouraging Vaping Among High School Students

In response to the vaping-related deaths in multiple states in 2019, Child and Adolescent Behavioral Services (CABS) introduced a substance abuse counselor at Grant Community High School in Fox Lake. The counselor provides naloxone training for staff, facilitates a four-week Vaping Education Group for students who were caught vaping or with paraphernalia, and updates television displays throughout the school that include the hard-hitting facts about vaping-related illnesses and deaths.

Partnership to Analyze Tick-Borne Disease in Lake County

In 2019, the Ecological Services program entered a partnership with the Medical Entomology Lab at the Illinois Natural History Survey to analyze tick-borne diseases in Lake County. The partnership focuses on mosquito and tick surveillance and research, which are of medical and veterinary concern in Illinois. Research includes testing ticks for bacteria that cause diseases such as Lyme, anaplasmosis, and Powassan virus.

New Code Strengthens Food Safety in Lake County

In 2019, the Food Safety program completed its first year after implementing the new Illinois Food Code, allowing the program to stay up-to-date on research-based food safety regulations. Changes included a new state inspection form to replace the Health Department's pass/fail system and instead cite the number of violations related to foodborne illness risk and public health interventions. Food facilities in Lake County have embraced the changes with ongoing education and are eager to comply thanks to their positive working relationship with the Health Department.

HEALTHY HABITS, HEALTHY YOU

Joanna begins her journey
to a healthy lifestyle



Unhappy with her weight, Joanna was ready to make a change in her life. Her physical health was affecting her mental health. “I didn’t feel very good about myself. None of the diets would work, and I was gaining more weight.”

She reached out to her provider at the North Chicago Health Center and was referred to a nutritionist at the Belvidere Health Center. There, Joanna discovered Healthy Habits, Healthy YOU!, a new 8-week course offered at the Lake County Health Department that helps people lose weight, build a healthy lifestyle, and prevent chronic diseases like type 2 diabetes.

“I was most shocked when they took our blood to test our sugar levels. It turns out that everything I thought I was doing right when it came to food and diets was wrong.” Demetrius Willis, Nutrition Services Assistant Coordinator at the Health Department, taught Joanna how to make healthier food choices. “Now when I go grocery

shopping, I know what to buy. I noticed that my children are watching me, and they are eating healthier now too.” Instead of cookies, her children have a new favorite snack—apples with peanut butter.

“Demetrius took his time to teach us and always made sure we understood. He would always tell us that yes, physical appearance is important, but being healthy matters more. He is an excellent nutritionist and teacher. He applauded my successes and always motivated me.”

Because physical activity is so important for achieving a healthy lifestyle, Healthy Habits, Healthy You also integrates weekly exercise sessions into the course, taught by a fitness coach, Dana. While the aerobics and walking were difficult, Dana provided continual encouragement. And once Joanna added fitness to her routine, she really started to see a difference.

So far, Joanna has lost twenty pounds and is motivated to keep on going. She continues to put everything she learned in the course to good use, making healthier food choices and exercising at home with online videos.

115

*participants in diabetes prevention
and management classes in 2019*

“I hope this program continues so more people like me can find support. Going to the classes made me realize I am not the only one going through this. The support from Demetrius, Dana, and everyone in the class encouraged me to keep on going.”

LEADERSHIP

Lake County Health Department and Community Health Center

Mark Pfister, MSES, LEHP, Executive Director

Kimberly Burke, MBA, Director of Healthcare Operations

Sam Johnson-Maurello, MBA, LCPC, RDDP, Director of Behavioral Health

Lisa Kritz, MSW, MBA, Director of Prevention

Larry Mackey, LEHP, Director of Environmental Health

Jefferson McMillan-Wilhoit, Director of Health Informatics and Technology

Jerry Nordstrom, MBA, SPHR, CHC, Director of Business Operations

Pam Riley, CPA, Director of Finance

Leslie S. Zun, MD, MBA, Medical Director

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LOOKING AHEAD

Here for Lake County. Here for You.

It seems like just yesterday that we adopted our 2017-2019 Strategic Plan and guided by our Health Impact in 3 Years goals, set out to make life-changing, meaningful advances in public health. We have made significant positive changes to become a more effective, cohesive agency and together, we have worked to overcome many challenges and have celebrated many victories.

As we look to the future, we are in the process of building a new 25-year strategic plan, aspiring to be known for the very best **quality**, effective **primary prevention** working upstream to eliminate sources of negative health outcomes, and building a robust **community-driven health neighborhood** where all sectors come together to promote health equity and improve health and well-being.

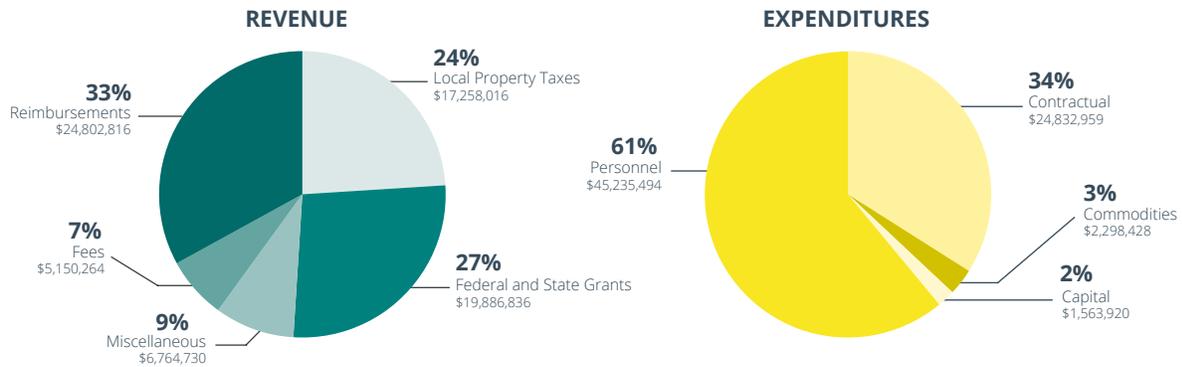
With the help of our trusted community partners, we are determined to change the course of public health and make our vision a reality—that all people in Lake County would have access to **healthy choices**, becoming **healthier people**, and having the **healthiest communities** possible. We look forward to sharing our successes with you.



2019

Financial Report

Lake County Health Department and Community Health Center FY2019 Preliminary Unaudited Statement of Revenues and Expenditures and Changes in Fund Balance



| REVENUE | YEAR TO DATE | BUDGETED |
|--------------------------|----------------------|----------------------|
| Local Property Taxes | \$ 17,258,016 | \$ 17,500,000 |
| Federal and State Grants | \$ 19,886,836 | \$ 22,423,486 |
| Fees | \$ 5,070,278 | \$ 5,158,061 |
| Reimbursements | \$ 24,082,816 | \$ 25,367,402 |
| Miscellaneous | \$ 6,764,730 | \$ 7,299,726 |
| TOTAL REVENUE | \$ 73,142,662 | \$ 77,748,675 |

| EXPENDITURES | YEAR TO DATE | BUDGETED |
|---------------------------|----------------------|----------------------|
| Personnel | \$ 45,235,494 | \$ 47,819,692 |
| Commodities | \$ 2,298,428 | \$ 3,090,082 |
| Contractual | \$ 24,932,959 | \$ 27,315,269 |
| Capital | \$ 1,563,920 | \$ 1,847,678 |
| TOTAL EXPENDITURES | \$ 73,930,801 | \$ 80,072,721 |

| FUND BALANCE | |
|---------------------------|----------------------|
| Beginning of FY2019 | \$ 36,965,817 |
| Revenue Over Expenditures | \$ (788,139) |
| END OF FY2019 | \$ 36,177,678 |

2017-2019

Review of Metrics

● = Target met

Social Determinants of Health

| GOAL | 2017 ACTUAL | 2018 ACTUAL | 2019 ACTUAL | 2019 TARGET* |
|---|-------------|-------------|-------------|--------------|
| Train all LCHD/CHC staff on social determinants of health, their impact on Lake County residents, and strategies to improve quality of life for all | 0% | 95.8% | 96% | 100% |
| Develop and implement health equity policy for LCHD/CHC operations that outlines assessment of health equity culture, training, and activities | In Progress | In Progress | Completed | Completed ● |
| Assess 100% of new clients for social determinants of health at their first visit at the LCHD/CHC | 30.0% | 32.7% | N/A† | 100% |

Changing the Context / Clinical Programs

| GOAL | 2017 ACTUAL | 2018 ACTUAL | 2019 ACTUAL | 2019 TARGET* |
|---|---------------------|-------------|-------------|--------------|
| Reduce the percentage of Hispanic LCHD/CHC patients with poorly controlled diabetes (A1C value > 9) | 26.5% ^{††} | 29.0% | 24.5% | 21.6% |
| Reduce the percentage of African American LCHD/CHC patients with poorly controlled diabetes (A1C value > 9) | 27.3% ^{††} | 26.7% | 19.9% | 19.0% |
| Reduce the percentage LCHD/CHC patients with poorly controlled diabetes (A1C value > 9) | 25.1% ^{††} | 26.6% | 23.3% | 20.2% |
| Reduce the percentage of LCHD/CHC adult patients with obesity (BMI≥30) | 42.7% ^{††} | 44.5% | 44.8% | 41.0% |
| Reduce the percentage of LCHD/CHC pediatric patients with obesity (BMI≥95th percentile) | 25.9% ^{††} | 26.6% | 28.2% | 23.5% |
| Reduce the percentage of LCHD/CHC behavioral health patients with obesity (BMI≥30) | 35.7% ^{††} | 37.8% | 43.0% | 33.6% |
| Reduce the percentage of Hispanic LCHD/CHC patients with poorly controlled hypertension (BP reading>140/90) | 25.5% ^{††} | 25.9% | 22.7% | 27.9% |
| Reduce the percentage of African American LCHD/CHC patients with poorly controlled hypertension (BP reading>140/90) | 40.1% ^{††} | 37.2% | 33.1% | 43.2% ● |
| Reduce the percentage of LCHD/CHC patients with poorly controlled hypertension (BP reading>140/90) | 30.2% ^{††} | 28.3% | 25.2% | 22.2% |

* 2019 Targets were established in the Lake County Health Department and Community Health Center's 2017-2019 Strategic Plan.

† The Health Department ended its social determinants of health assessments in 2019 in favor of researching a more evidence-based approach.

†† Updated to accurately reflect final 2017 data.

● = Target met

Proactive Sustainability

| GOAL | 2017 ACTUAL | 2018 ACTUAL | 2019 ACTUAL | 2019 TARGET* | |
|---|-------------|-------------------------|-------------|--------------|---|
| Reduce the dollar amount of Central Billing Office write-offs by 50% [§] | \$978,125 | \$698,600 | \$495,273 | \$541,654 | ● |
| Reduce the dollar amount of insurance rejections by 50% [§] | \$2,161,378 | \$1,880,172 | \$1,367,178 | \$1,102,713 | |

Prevention and Education

| GOAL | 2017 ACTUAL | 2018 ACTUAL | 2019 ACTUAL | 2019 TARGET* | |
|--|----------------------------|----------------------------|-------------|----------------------------|---|
| Minimize the incidence of pertussis in Lake County by shortening the time between an initial healthcare evaluation and a lab report | 4.6 days ^{††} | 5.1 days | 3.2 days | 4.0 days | ● |
| Minimize the incidence of pertussis in Lake County by shortening the time between a lab report and a closed case | 12.2 days ^{††} | 5.3 days | 7.1 days | 16.4 days | ● |
| Increase the percentage of LCHD/CHC patients, age 2, with four DTaP or DPT vaccines by their second birthday [§] | 73.7% | 75.0% | 72.2% | 80.0% | |
| Increase the percentage of LCHD/CHC patients, age 2, with one dose of MMR vaccine by their second birthday [§] | 94.2% | 93.7% | 93.3% | 95.0% | |
| Increase the percentage of LCHD/CHC patients, age 7, with their booster dose of DTaP or DPT vaccine by their seventh birthday [§] | 93.6% | 93.5% | 95.7% | 95.0% | ● |
| Increase the percentage of LCHD/CHC patients, age 7, with their booster dose of MMR vaccine by their seventh birthday [§] | 95.0% | 96.4% | 92.4% | 95.0% | |
| Reduce the rate of HIV infection in Lake County by 5% | 4.26 per 100,000 residents | 5.40 per 100,000 residents | N/A | 5.36 per 100,000 residents | |
| Increase the percentage of patients in Lake County treated within 30 days after testing positive for gonorrhea [§] | 96% | 96% | N/A | 96% | |
| Increase the percentage of patients in Lake County treated within 30 days of testing positive for chlamydia [§] | 97% | 98% | N/A | 97% | |
| Decrease the percentage of food service facilities with food borne illness factors | 17% | 19.8% | 17% | 21% | ● |
| Reduce the percentage of surface discharging system samples that fail the fecal coliform effluent standard | 20.5% | 18.4% | 18.8% | 15% | |
| Increase the percentage of municipalities and townships that are conducting at least minimum level of service mosquito control efforts | 74% | 77.1% | 77.1% | 85% | |

[§] Proactive Sustainability goals established in the 2017-2019 Strategic Plan were clarified to properly represent the nature of the data reported. Established goals for immunizations have been changed, as Illinois state data was unavailable. Established goals for sexually transmitted infections were updated to properly reflect that the program tracks county-wide data.

^{||} The Lake County Health Department's Central Billing Office adjusted its methodology for calculating write-offs in December 2017 to improve the accuracy of revenue predictions.

Lake County Health Department and Community Health Center

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Here for Lake County. Here for You.

At the Lake County Health Department and Community Health Center, we provide our residents with convenient access to the services they need to lead healthy and productive lives.

Our mission is promoting the health and well-being of all who live, work, and play in Lake County. To accomplish this mission, we work closely with community partners to address the social, economic, and environmental causes of health inequity. If we can improve health for all Lake County residents, our vision will become a reality: Healthy Choices. Healthier People. Healthiest Communities.

We are grateful to our partners for helping us achieve our goals. We especially thank our Board of Health, Governing Council and the Lake County Board for their direction and leadership.



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