

Leadership

Lake County Health Department and Community Health Center

Mark Pfister, MSES, LEHP, Executive Director

Kimberly Burke, MBA, Director of Healthcare Operations

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

Lisa Kritz, MSW, MBA, Director of Prevention

Larry Mackey, LEHP, Director of Environmental Health

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

Pam Riley, CPA, Director of Finance

John Wurl, Director of Health Information and Technology

2023 Board of Health

T.E. Sashko, President

Jay Ehrlich, MD, Vice President

Lucille DeVaux, RN, NHA, Secretary

Carl B. Hagstrom, DDS, At-Large-Member

Ann Maine, PhD, County Board Member, At-Large-Member

Frank Belmonte, DO

Christina Cerk

Sylvia Johnson Jones, EdD

Sandra Larson, PhD

Paras Parekh, County Board Member

Kristen Mittl Pollina, PsyD

Nicholas Soulakis, PhD

2023 Community Health Center Governing Council

Charles Fornero, Chair

Miriam Smith-Taylor, Vice Chair

Maria Elena Lara, Secretary

Miriam Argueta

Mallory Bejster

Yadira Hegar Chuc

Manuel "Manny" Hernandez

Mary Ross-Cunningham, County Board Member

Robert Tarter



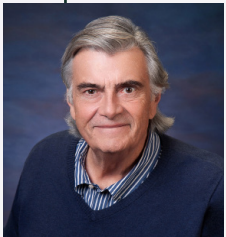
"What is the Lake County Health Department and Community Health Center? We are a department of Lake County government. We are a collection of essential public health services. We are a provider of dental, physical and behavioral health services. We have over 50 different programs, funded by over 80 different grants, providing services to a community of over 700,000 residents. We are a part of the life of all Lake County residents. We are there in crisis and calm. As you swim at a public beach or pool, know that we were there to test the water. As you celebrate at a local restaurant, know that we were there to assure compliance and work with the staff. Tattoo parlors, tanning salons, landfills, school partnerships, healthcare – we are there advising, guiding, and serving. This annual report is a glimpse into the connected dots of services that we provide for your health and the health of all in our community."

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



"I love asking people that I meet what they know about the Lake County Health Department. It is often some singular interaction – the guidance of a food inspector to a restaurant owner, a contractor that needed a septic or well permit review, a student who met one of our staff at a community event, someone who overcame addiction through one of our programs or a client of our health center. The stories that I have heard over the years often warm my heart, but getting to see how these stories fit together under this umbrella of the Lake County Health Department and Community Health Center continues to impress me. The passion for serving our Lake County community that our staff has is unrivaled. I am proud to present this annual report which illustrates how we are here for you."

T. E. Sashko
President
Lake County Board of Health



"At times people refer to our health services as a safety net, and there is some truth to that. We are a vital resource for our vulnerable Lake County residents. But it is the humility and passion of our staff, along with the integration of services that allows us to care for the whole person. I am incredibly proud of the care that we provide. Staff have worked diligently to expand capacity for appointments, reduce wait times, continuously improve care, and meet the needs of our clients. We want our clients and the Lake County community to know that we are a caring health home that addresses the unmet needs of our clients and their families. My hope is that as you read this report, you feel and experience how our work positively impacts the lives of our clients and residents."

Charles Fornero
Chair, 2022-2023
Lake County Community Health Center Governing Council

Our Mission

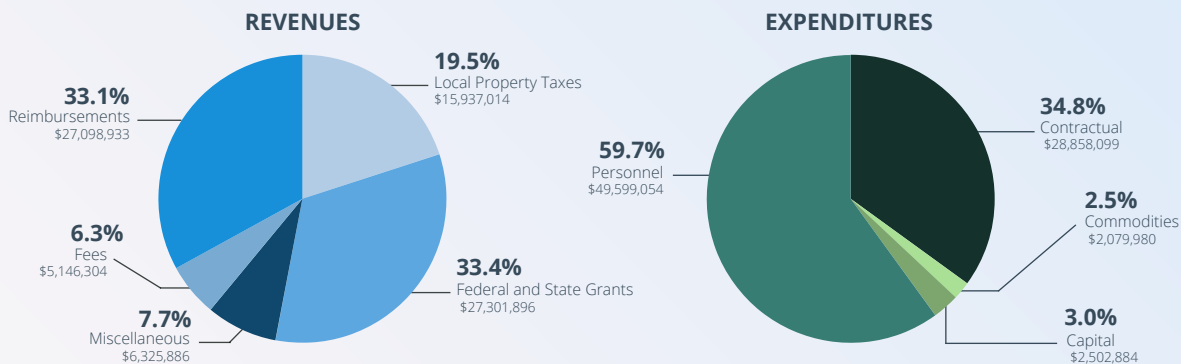
Promoting the health and well-being of all who live, work, and play in Lake County.

Our Vision

Healthy Choices. Healthier People. Healthiest Communities.

2023 Financial Report

Lake County Health Department and Community Health Center FY2023 Preliminary Unaudited Statement of Revenues and Expenditures and Changes in Fund Balance



REVENUES	YEAR TO DATE	BUDGETED
Local Property Taxes	\$ 15,937,014	\$ 16,000,000
Federal and State Grants	\$ 27,301,896	\$ 35,466,884
Fees	\$ 5,146,304	\$ 5,200,966
Reimbursements	\$ 27,098,933	\$ 30,897,683
Miscellaneous	\$ 6,325,886	\$ 7,178,517
TOTAL REVENUES	\$ 81,810,033	\$ 94,744,050

EXPENDITURES	YEAR TO DATE	BUDGETED
Personnel	\$ 49,599,054	\$ 54,644,989
Commodities	\$ 2,079,980	\$ 3,767,227
Contractual	\$ 28,858,099	\$ 35,109,201
Capital	\$ 2,502,884	\$ 5,390,202
TOTAL EXPENDITURES	\$ 83,040,017	\$ 98,911,619

FUND BALANCE	
Beginning of FY2023	\$ 28,899,589
Revenues Over Expenditures	\$ (1,229,984)
END OF FY2023	\$ 27,669,605

Lake County Health Department and Community Health Center

Mark Pfister, Executive Director
3010 Grand Avenue
Waukegan, IL 60085
(847) 377-8000



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.

Healthy Choices. Healthier People. Healthiest Communities.



2023 Annual Report

3010 Grand Avenue
Waukegan, IL 60085



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health.lakecountyl.gov

2023 *A Year in Review*

We are honored to share the 2023 Lake County Health Department Annual Report. Each of our programs worked tirelessly this year to make Lake County a healthier place to call home. This year, we want to highlight not only what our programs did independently but how they connected the dots to provide the best care and services possible. Sometimes that means talking to clients about other services that are available at the Health Department. Other times it may mean working with community partners to find additional solutions. Collaboration and coordination across our agency are pillars that we strive to put into practice every day.



8,352

Dental clients served



8,442

Behavioral Health clients served



23,773

Primary Care clients served



39,903

referrals made for Medical and Dental



6,649

Communicable Disease reports investigated*
*January 1 - December 4, 2023



95%

of clients were screened for depression using an age-appropriate screening tool

7,594

calls taken by Crisis Care Hotline

187,363

calls taken by Patient Access Center

1,650

calls responded to by Child & Adolescent Behavioral Services (CABS) Program Screening Assessment and Support Services (SASS) Team



228

Medical Reserve Corps Volunteers

18,700

COVID-19 test kits distributed in collaboration with community partners

Connecting the Dots— HRSA:

Each year the Health Resources Services Administration (HRSA) recognizes high performing health centers for quality improvement by awarding Community Health Quality Recognition (CHQR) badges. CHQR badges can be earned for improving access, quality, equity, Health IT, and/or COVID-19 Public Health Emergency Response. In 2023, the Health Department was awarded a bronze Health Center Quality Leader badge for having the best overall performance (top 30% of health centers) on clinical quality measures, also known as HRSA UDS measures.

Connecting the Dots— Naloxone Distribution:

During 2023, multiple programs within the Lake County Health Department worked together to prevent overdose by distributing naloxone and fentanyl testing strips throughout the community. This was done through mail orders, pickup, health center distribution, and events. This effort has led to great success with over 4,000 naloxone orders being submitted.

161

in-person crisis responses by the Mobile Response Team

84%

individuals in crisis being stabilized in the community

0

HIV-related deaths were reported in a 12-month period for the first time in over 20-years

30

training sessions conducted by Mental Health First Aid

Resulting in:

405

individuals trained



93%

Sexually Transmitted Infection (STI) program clients have virally suppressed HIV



650

community members received Stop the Bleed training

81

clients served by A Way Out

MENTAL HEALTH GROUP HOME

27

received residential services

WOMEN'S RESIDENTIAL SERVICES

132

women served

84%

completion of treatment for those with Opioid Use Disorder

ADDITION TREATMENT PROGRAM

31%

reduction in wait time

Connecting the Dots— CHA and CHIP:

In early 2023, the Health Department completed the Community Health Assessment (CHA) and Community Health Improvement Plan (CHIP) in collaboration with community leaders and residents across Lake County. The CHA is intended to inform the public about issues impacting health in the community. The CHIP is the Lake County plan for how to address those issues.

Connecting the Dots— Uniting for Ukraine:

The Health Department's Tuberculosis (TB) Program received the Uniting for Ukraine grant in order to conduct outreach to Ukrainian refugees in Lake County. In 2023, our TB clinic had 225 Ukrainian Humanitarian Parolee visits, a 257% increase from 2022. The Uniting for Ukraine grant illustrates how the program is supporting our most at risk populations by providing them services, increasing TB awareness, and connecting them with resources in the area.



181

diagnostic procedures

1,201

ultrasounds

3,835

screening mammograms



4,099

naloxone orders filled

40,149

family visits to the Women, Infants & Children (WIC) program

15,400 oz

breastmilk donated by community members to Mother's Milk Bank of the Western Great Lakes

27,288

vaccines administered

1,020

individuals trained at collaborative deicing workshops

Connecting the Dots— Animal Care and Control:

During October 2023, the Health Department's Animal Care and Control (AC&C) program received a call about a home housing 10 cats. AC&C arrived and realized that the situation was much more severe than initially reported. During the first visit, 84 cats were collected by four AC&C staff over the span of 5.5 hours. AC&C immediately reached out to its shelter partner, Orphans of the Storm, to assist with the adoption of the cats. Thus far, 110 cats were taken out of one home with 75 transferred to Orphans of the Storm for adoption.

31

rescue groups partnered with to transfer animals to "for adoption"

maintained no-kill/low-kill status

400

microchips provided



2,422

pets protected against rabies and distemper with low-cost vaccinations

96

foodborne illness cases investigated

1,398

temporary event inspections

972

temporary event permits issued

18,949

female mosquitoes trapped and tested for West Nile virus