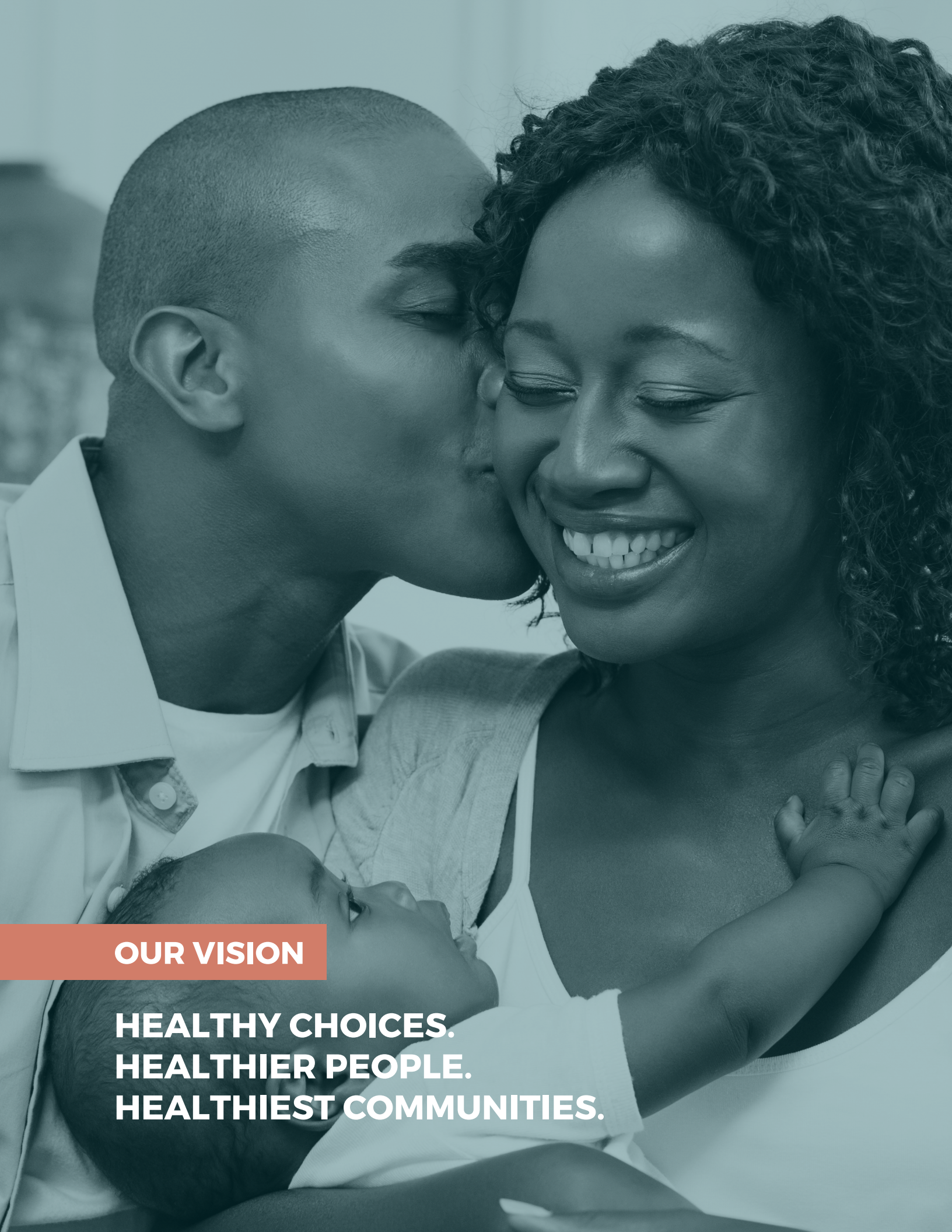
Lake County Health Department and Community Health Center

2016 ANNUAL REPORT

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

LakeCounty
Health Department and
Community Health Center



OUR VISION

**HEALTHY CHOICES.
HEALTHIER PEOPLE.
HEALTHIEST COMMUNITIES.**

We are honored to present the Lake County Health Department and Community Health Center 2016 Annual Report.

This report reflects the past year's accomplishments of our 2013-2016 Strategic Plan. The plan serves as a road map for meeting the goals of our mission to promote the health and well-being of all who live, work and play in Lake County.

The following pages illustrate the success of our efforts to address the health needs of our residents. Here are some of the highlights. Our health equity team launched a new initiative to better meet patients' needs. As part of a routine doctor's visit, our providers ask patients if they are struggling with basic needs such as food, housing, unemployment, and transportation. They connect patients with the resources they need to ensure they live as healthy a life as possible.

To address the increasing rate of deaths related to opioid abuse, we doubled capacity of our Medication-Assisted Treatment program. The program is now able to treat 200 people struggling with opioid addiction. The expansion includes an innovative pilot program serving inmates of the Lake County Jail. Eligible inmates receive addiction treatment services while they are in jail and after they are released.

The Health Department also addressed food safety. Food program staff members worked to ensure that certified personnel are on staff at all food facilities. As a result, the Health Department has seen the compliance of food facilities with appropriate staff increase from 77% in 2015 to a current average of 87%.

A major achievement for us this year was national accreditation through the Public Health Accreditation Board (PHAB). Lake County was the 10th of 97 local health departments in Illinois and among the first 117 of more than 3,000 health departments nationwide to receive this honor. The accreditation process helped ensure the programs and services we provide are responsive to the needs of our communities.

The Strategic Plan is more than just our road map. It is intrinsically aligned with the Lake County Community Health Improvement plan. Through these interconnected plans, a wide array of partners work in unison to achieve greater health for our county, accomplishing more than the health department could ever do alone.

We would like to thank our partners who play such an essential role in our mission to improve the health of all Lake County residents.

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

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

Mallory Bejster
Chair
Lake County Community Health Center Governing Council

This report celebrates the Health Department's progress toward achieving its goals outlined in the 2013-2016 Strategic Plan, focused on these core areas:

HEALTH EQUITY *pages 6-9*

Reduce health disparities; increase health equity in Lake County.

- Reduce disparities in birth outcomes
- Improve health equity and reduce chronic disease in target populations in Lake County

PREVENTION *pages 10-17*

Focus on prevention; improve access to prevention and wellness services.

- Reduce illness, disability, and death related to tobacco use and second hand smoke exposure
- Reduce the incidence of infectious diseases
- Protect and improve surface and groundwater resources
- Reduce the percentage of adults and children who are overweight or obese
- Reduce the number of substance abuse-related emergency room visits and deaths

COORDINATION OF CARE *pages 18-19*

Ensure Lake County residents have access to a medical home and behavioral health services; provide a coordinated network of health and human services.

- Increase the number of Lake County residents who have health insurance
- Assess and reduce barriers to care and covered services

WORKFORCE *pages 20-21*

Build an adequate and diverse public health system workforce.

- Attract and retain a high performing public health system workforce
- Strengthen the public health system workforce and future workforce pipeline to improve public health
- Ensure an appropriate number of well-trained health care providers for all residents of Lake County

LEADERSHIP

Lake County Health Department and Community Health Center

Mark Pfister, MSES, LEHP, Executive Director
Adam Carson, MPH, Director of Strategic Initiatives
Loretta Dorn, RN, MSN, CRNI, Director of Clinical Operations
Jerry Nordstrom, MBA, SPHR, CHC, Director of Business Operations
Pam Riley, CPA, Director of Finance
Robert Saqueton, MD, FACP, Chief Medical Officer

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Robert Tarter, Immediate Past Chair
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Patricia White
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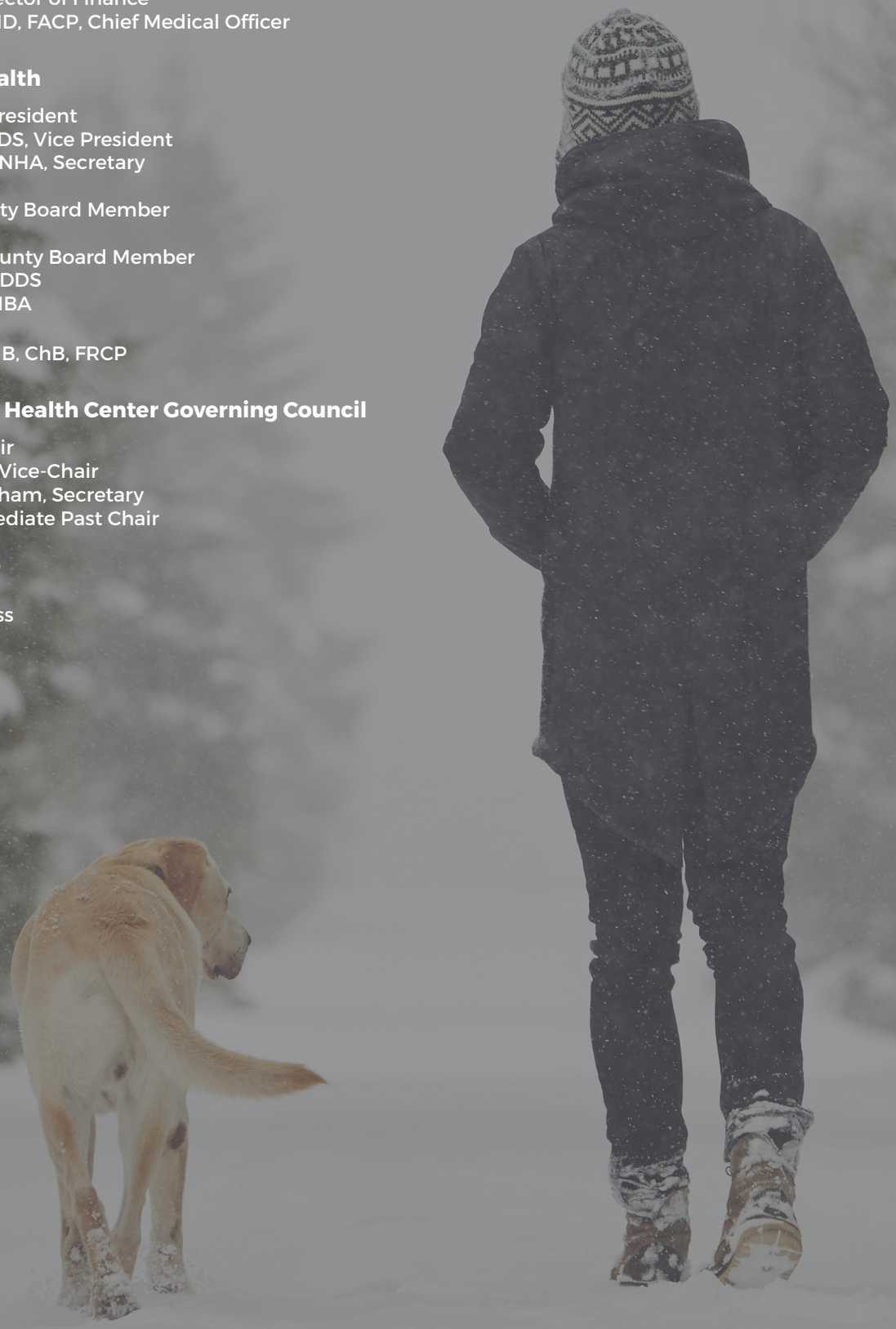
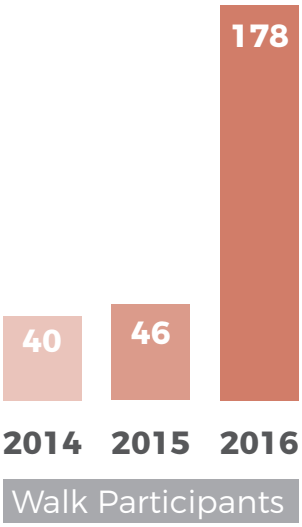


GOAL: IMPROVE HEALTH EQUITY AND REDUCE CHRONIC DISEASE IN TARGET POPULATIONS IN LAKE COUNTY

Rx for Health partnership motivates people to walk in the forest preserves

Walk participants grow in diversity and number from 40 in 2014 to 178 in 2016



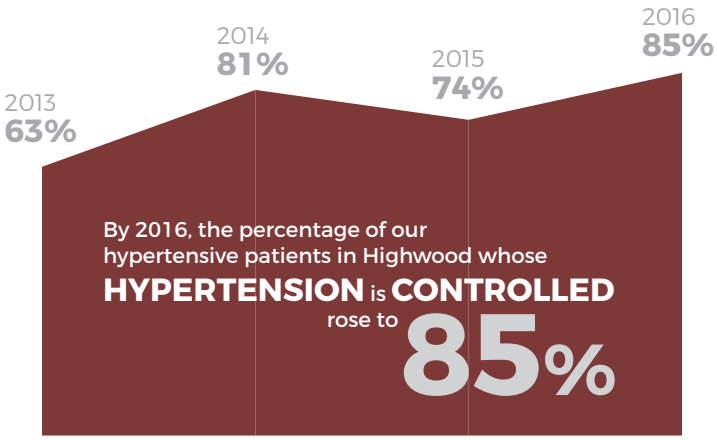
A provider with NorthShore University HealthSystem leads an Rx for Health walk in a Lake County forest preserve, teaching participants about nature and the health benefits of walking.

In 2016, the Health Department partnered with the Lake County Forest Preserves and NorthShore University Health System for a third year to facilitate an initiative called Rx for Health. This partnership involved health department staff facilitating community walks at forest preserve sites around the county. NorthShore provided information on the health benefits of walking in nature, and forest preserve staff provided a naturalist's perspective, highlighting unique characteristics of each site visited.

Since the program's beginnings, each Rx for Health season has included eight walks from April through October, designed to provide a convenient and enjoyable way for residents to exercise and improve their health. This year, we expanded our outreach, using social media and other tools to connect with numerous community organizations and social service agencies. The walks have grown from 40 community participants in 2014 to 46 in 2015 to 178 in 2016.

A guiding perspective coming into the 2016 season was that the Lake County Forest Preserves are a community asset, equitably available to everyone but historically not equitably utilized. As participation in the walks nearly quadrupled in 2016, the geographic and ethnic diversity of participants also increased.

We celebrate the ways we were able to enjoy the Rx for Health walks together this year, and look forward to another successful season in 2017.



Waukegan & North Chicago school districts now provide their students with
"BRAIN BREAKS"
with physical activity between classes

OBESITY among the severely mentally ill population served by LCHD/CHC dropped
20.7% between 2014-2016

Collaborative effort helps reduce childhood obesity

Assessments lead to improved action plans for schools and early childhood providers

The Health Department is one of six local health departments invited to participate with the Illinois Department of Public Health to implement the Chronic Disease and School Health (CDASH) initiative. Through CDASH, staff worked with local school districts and early childhood providers to help prevent and reduce obesity.

Over the years, the Health Department has grown its relationship with the Waukegan and North Chicago school districts. These school districts serve communities with disproportionate rates of cardiovascular disease, diabetes and obesity.

In 2016, the Health Equity team conducted health and wellness policy assessments with both districts and now provides support to the schools' implementation of policy improvements and changes.

Within both of these districts, specific schools were selected to conduct a local school environment assessment called the School Health Index (SHI). Based on the results of the SHI, action plans were written and implemented in the local schools, in partnership with school leadership.

These action plans include interventions like giving students "brain breaks," in which students have a three to five-minute staff-led physical activity as they transition from one class to another, and having a salad bar so students and staff members can make healthier choices in the lunchroom.

The Health Equity team also worked with early childhood providers to help them improve their settings. The team conducted more than 100 assessments and trainings in both English and Spanish. As a result, providers adopted new actions such as fun physical activities integrated into the day (especially with the use of music) and providing healthier food and beverage choices for the children (including offering less juice and more fruit infused water).

These school and early childhood partnerships help prevent and reduce obesity by engaging entire families with the same healthy messages that are being practiced with their children.

GOAL: REDUCE DISPARITIES IN BIRTH OUTCOMES

Families reach new levels of stability

Family Case Management answers needs of at risk mothers and children

In families where parents are struggling to make ends meet, important things can slip through the cracks. This is where the Family Case Management (FCM) program steps in. The program offers home visits by a registered nurse or case manager to help meet the needs of low-income pregnant women, infants, and high risk children up to age 2.

One of our FCM case managers recently assisted a pregnant refugee from North Africa. The woman lacked the most basic items for her child's care. The case manager referred her to several local non-profit organizations where she received a crib, car seat, diapers and other essential supplies.

In another case, a nurse conducting a home visit found a child in need of early intervention services. The parents were unaware of his needs. With the nurse's help, the family enrolled the boy in the Health Department's Early Intervention programs providing therapy he needed to thrive.

Each year, hundreds of at risk families reach a new level of stability and security through the help of FCM staff.

During home visits, at risk mothers receive health assessments and screenings, counseling, education, and referrals to area resources such as health care, transportation, nutrition services, mental health services, and substance abuse treatment services.

This year, Family Case Management staff made
11,000
home visits

The personal touch that made all the difference

An immigrant family is connected to services they desperately need

Genesis Zarraga did not want to leave her native Venezuela, but the bleak economic situation gave her little choice.

Facing poverty, she and her husband moved to the United States, where they did not understand the language, had few connections or resources, and knew no one.

Probably the hardest part for Genesis was leaving family members behind. She and her husband worked long hours and lived frugal lives to bring four children as well as their parents to their new country.

"It was very hard to come here," said Genesis. "I didn't know where to go for help. Without the help of Beatrice, I don't think I could have made it." Beatrice is a bilingual nurse with the Family Case Management program. Genesis refers to her as her guardian angel.

When Genesis became pregnant, Beatrice connected her to resources where Genesis could obtain a crib, car seat, clothing, stroller, diapers and other essential items. She also connected her with the right programs to obtain other important things, such as affordable housing and free or inexpensive food and clothing.

"She's not just a nurse, but a friend."

Beatrice added a personal touch to the ways she helped the family. At Thanksgiving, when all of Genesis' family members had finally arrived from Venezuela, she brought over a cake and clothing. At Christmas, she brought toys for the children.

"Our children would not have received Christmas gifts if it had not been for Beatrice," said Genesis. "She has helped us so much. She's not just a nurse, but a friend."

GOAL: REDUCE THE NUMBER OF SUBSTANCE ABUSE RELATED EMERGENCY ROOM VISITS AND DEATHS

Grant doubles capacity of Medication-Assisted Treatment program

One hundred more patients can now access recovery

For decades, the Health Department has been the primary provider of substance abuse services for residents in Lake County, providing both drug-free treatment as well as medication-assisted treatment (MAT) to address opioid addiction.

Recently, the population of residents in need of substance abuse services has substantially increased in Lake County. For instance, heroin-related deaths increased from 13 in 2007 to 63 in 2015.

To address the need, the Health Department has increased the number of treatment openings by 100. The expansion was made possible through a $325,000 grant from the Health Resources and Services Administration (HRSA).

The Substance Abuse Program (SAP) in Waukegan was designated as a Federally Qualified Health Center (FQHC) allowing the Health Department to bill at a higher rate for the services it provides, which is critical to the long-term sustainability of the program. In addition to methadone, the program now offers Suboxone and Vivitrol as medication options.

The expansion also includes an innovative Vivitrol Pre-Release pilot program serving qualifying inmates of the Lake County Jail. Inmates who are opioid or alcohol addicted can volunteer to undergo an assessment and education process to determine if they are appropriate for the program. Those eligible receive a continuum of addiction treatment services, including injections of Vivitrol both in the jail and after they are released. Vivitrol, or Naltrexone, is a non-addictive drug that helps to reduce cravings for alcohol and opioids. It works by blocking opioid receptors in the brain, reducing the pleasurable effects of alcohol and opioid drugs.

Lake County heroin-related deaths increased **4.85x** between 2007-2015

Mary struggled for years with a drug addiction. Thanks to the MAT program, she has turned around her life.

"After going through four rehabs, countless 12-step meetings and therapy, all of which have been extremely beneficial, it was not until I entered the MAT program that my life began to change for good," said Mary, a patient at the Health Department.

More than 120 lives saved from drug overdoses

Naloxone program equips law enforcement officers with vital antidote

On Christmas Day 2014, Deerfield Police Officers Quentin Davie and Kasey Kuhlers responded to a call about an unconscious young woman who was not breathing.

Observing signs of heroin use, the officers administered naloxone, the opioid overdose reversal medication. Later, doctors at the emergency department stated the woman survived the drug overdose due to the quick response of the officers.

Two years later, over 120 lives have been saved throughout Lake County by first responding law enforcement officers trained and equipped with life-saving medication. The Health Department provides the training to these officers, as well as to school nurses and families of our clients. Additionally, the Health Department has been instrumental in securing the donations needed to ensure the officers have the supplies they need.

Drug overdose is a considerable problem in Lake County. It is estimated that 70 lives were lost in 2016 alone. Overdose deaths from opioids are very often preventable, and the people saved through this program have been given a second chance at life. Staff plan to further expand the program's reach in 2017.

Women's Residential Services reaches 30-year milestone

Staff members have helped 3,600 women overcome addictions

On April 16, 2016, approximately 100 people attended the 30th anniversary of the Health Department's Women's Residential Services, a residential treatment program in Vernon Hills.

The event featured presentations by staff, local leaders and former patients, videos, and tours led by staff, and brought patients from three decades together to share their stories.

WRS started off as a one-year pilot program in 1985, but has become an established, award winning program. Individualized treatment focuses on developing a chemical-free lifestyle through building recovery and resiliency skills and by improving parenting skills. It is one of only a few programs across the country where mothers and children live and receive treatment together. Staff members work with clients to restore challenging relationships and help family members heal. To date, WRS has helped more than 3,600 women affected with addictions.

WRS coordinator Kendra Duncan (left) hugs a former client at the 30th anniversary event.

Mary's Journey to Recovery

Two Health Department programs help a woman get back on her feet

For Mary, 2016 started off as a difficult year. Her mother's diagnosis of Alzheimer's disease and her father's recent death caused her to fall apart. She was drinking almost a quart of rum per day. While she tried to hide her drinking, it damaged relationships with her family and led to the loss of her job.

After making numerous calls to organizations for assistance, Mary heard about the treatment programs at the Health Department. She enrolled in the Addictions Treatment Program (ATP), a 24-hour in-patient program in Waukegan.

"I started my recovery journey at ATP," she said. "I so clearly remember when the head nurse held my hand and told me it would be alright."

ATP provides individuals with medical detoxification, rehabilitation, group therapy and individual counseling for up to two weeks. But many clients, such as Mary, need ongoing services to overcome their addictions. ATP staff referred Mary to Women's Residential Services (WRS), a residential alcohol and drug rehabilitation program where adult women can stay for up to three months.

"I came here and was scared to death," said Mary. "I was very quiet, but staff helped me come out of my shell."

Mary began attending numerous classes, activities, and sessions designed to help people overcome their addictions. At first, she was determined to stay only one month, but she stayed for three months after understanding that she should follow the staff recommendations for her best possible chance of recovery.

At WRS, Mary not only stopped drinking alcohol, but also quit smoking. "I attended a class where I learned what was inside cigarettes," she said. "It was so awful. I knew I had to quit."

After smoking a pack per day for 18 years, Mary was able to quit through the help of WRS staff, attending the program's weekly Tobacco Cessation Group, and using Chantix.

> ***"I had lost my voice, but WRS helped me find it again."***

Today, Mary has a new job and a bright outlook on life. "I'm slowly coming back to who I was," she said. "I had lost my voice, but WRS helped me find it again."

GOAL: PROTECT AND IMPROVE SURFACE AND GROUND WATER RESOURCES

New ordinance passes to help protect ground water resources

New registration requirement prevents supplemental irrigation wells from being abandoned

Approximately 200,000 Lake County residents rely on groundwater as their primary source of drinking water.

Wells continue to be an important source of water for private and community water systems. However, an abandoned well presents a danger to the community. Wells that are no longer used to supply water are often forgotten by the property owner, and can provide a direct pathway for contaminates to reach the groundwater below.

The Health Department has been working to identify and seal abandoned wells throughout the county. To reduce the potential for wells to become abandoned, the Lake County Board of Health and County Board approved revisions to the Lake County Code of Ordinances in December 2015.

Chapter 170, Well and Water Regulations now requires that all supplemental irrigation wells, which provide water for outdoor residential purposes separate from drinking, culinary, and sanitation water sources, must be inspected by Health Department staff. If the well is found to be code compliant and operable, the property owner must record a registration certificate at the Lake County Recorder of Deeds.

Ecological Services reduces public health risks in swimming pools

Pool maintenance staff are trained to prevent critical violations that lead to closures

The Health Department inspects 281 public swimming facilities—102 indoor and 179 outdoor—in Lake County for safe swimming conditions.

LCHD staff inspect each of the 516 "features" at these facilities such as pools, spas, or wading pools once per year for outdoor facilities and twice per year for indoor facilities. Critical violations found during inspections that pose a public health risk frequently result in closure of the feature until the violation is corrected.

Analysis of the data showed that 17 specific swimming facilities were cited for repeated critical violations. The Health Department implemented a quality improvement project in 2016 to identify the causes of the violations and reduce the violations and subsequent closures at these facilities.

Health Department staff conducted a targeted education effort specific to each swimming facility, with special attention to pool maintenance staff. After implementation of the education campaign, a follow-up inspection was conducted 30 days later. Fourteen of the 17 facilities (82%) did not have critical violations at the follow-up inspection.

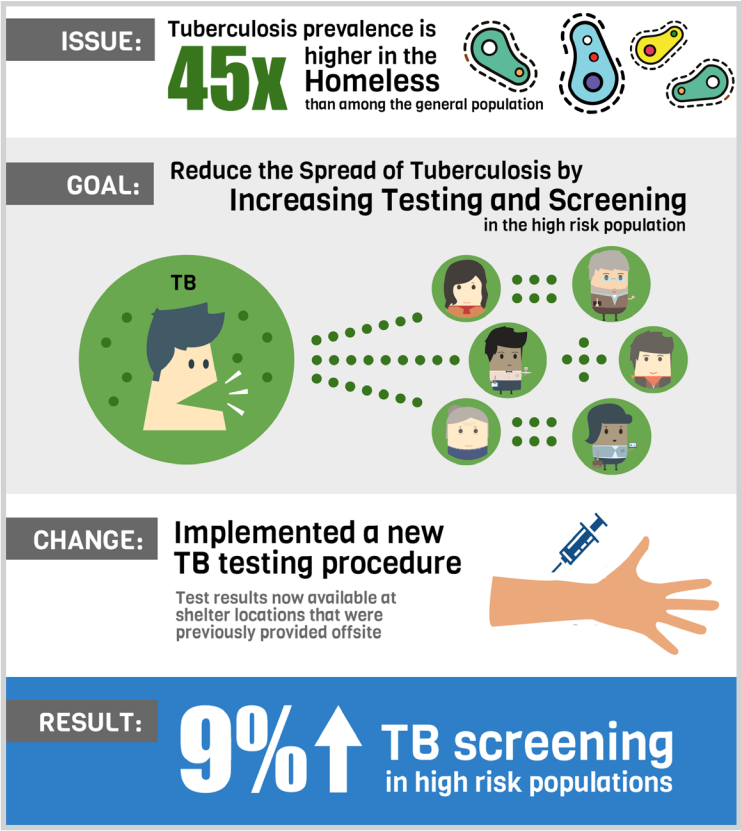
Continued education of pool maintenance staff will be an important aspect of all future swimming inspections, as will an overall program focus on quality improvement.

GOAL: REDUCE THE INCIDENCE OF INFECTIOUS DISEASES

Screening for latent tuberculosis made a priority

Primary care providers help identify at risk patients to test

***Right:** The Health Department implemented a new TB testing procedure in homeless shelters in 2016 and increased screening for the disease by 9%. **Below:** a Mantoux tuberculin skin test is performed to screen a patient for latent tuberculosis.*



Eliminating tuberculosis (TB) in the United States requires expanding the testing and treatment of latent TB infection.

More than 85% of U.S. TB cases are believed to be associated with longstanding, untreated latent TB infection, which affects up to 13 million people in our country.

A latent TB infection is a condition in which a person is infected with the TB bacteria but does not currently have active TB and cannot spread it to others. However, if these bacteria become active and multiply, latent TB infection can turn into contagious TB disease.

In accordance with a new recommendation by the U.S. Preventive Services Task Force, the Health Department is testing for latent TB infection in populations at increased risk. The TB program is working with primary care providers to help them identify and provide TB tests to at-risk clients.

Simultaneously, TB program staff members are assessing their own clients. If a patient does not have a healthcare provider, has not seen a provider in one year and/or does not have health insurance, TB program staff will make the appropriate referral to the Health Department's Community Health Centers.

Restaurant compliance rates significantly increase

Food Safety program helps food handlers overcome barriers to attain certification

Illinois Department of Public Health requires most food service facilities to employ managers that are certified in food safety. The purpose of the requirement is to assure that personnel at food facilities possess and share the knowledge needed to prepare and serve safe food.

Historically, it has been difficult for food facilities to obtain and retain certified personnel due to the high rate of turnover in the food service industry.

Another barrier to compliance with this requirement is language, though, more training courses are being offered in different languages to help accommodate the need. Often, food handlers take the training course but have difficulty passing the exam required to obtain certification.

The Health Department's Food Program is addressing the various barriers food handlers face in obtaining their certification. In the summer of 2016, the program started a quality improvement initiative designed to increase the compliance rate of food facilities with certified personnel on staff.

As part of that quality improvement initiative, Food Program staff have also been conducting follow-up visits to verify that certified personnel are on staff at food facilities when one was not present during an initial visit.

Rising compliance with Illinois food safety regulations among Lake County restaurants means safer food service for our residents.

Whenever staff observe and note that no certified personnel are present, the program provides class information for an Illinois Department of Public Health approved training class in both English and Spanish. An educational presentation is given to the food handlers to stress the importance of the certified personnel and how to meet this requirement.

To further address language barriers, the program began to provide materials on the classes in a wide variety of languages. Since these efforts began in the summer of 2016, the compliance rate has increased from 77% in 2015 to a current monthly average of 87%.

Patients receive the extra support they need

HIV/STI program staff go the extra mile to meet clients where they are

To more fully address patients' health concerns, the Health Department's Sexually Transmitted Infections/HIV program is connecting clients to a full spectrum of prevention and treatment programs and supporting them through the process.

In March of 2016, a 37-year-old patient visited the Belvidere Health Center for a general medical appointment. The patient was offered a rapid HIV test as part of the Health Department's Routine HIV Testing initiative that encourages all patients to be screened for HIV on an annual basis.

Because the patient's HIV screening test was positive, the provider contacted STI Program staff to help notify the patient of the results and enroll the patient in the Health Department's HIV Linkage to Care program. STI staff members made sure the patient attended his first medical appointment and was referred to needed support services.

Because the patient was upset about learning his diagnosis, he was referred to the Health Department's Crisis Care Program (CCP) for an immediate assessment. An STI staff member accompanied the patient to CCP and stayed with him during the intake appointment the same evening.

Today, the patient is doing well. He graduated from the Linkage to Care Program and is now enrolled in HIV Medical Case Management where he sees a physician for regular HIV care at the Health Department. The patient started HIV medication at his first medical visit in April and had an undetectable HIV viral load by May. He continues to receive mental health services, and staff have also connected him to Nutrition Services and to dental care.

Sexually Transmitted Infection program staff sometimes face the tough challenge of telling patients that their test results are positive and they need treatment for an HIV infection or another STI. In one case, a teenager's test result was positive and staff had to make an extra effort to reach her. They could not contact her at home because the patient did not want her parents to know about her test or her diagnosis. So instead, they went to the student's school.

Receiving a STI diagnosis can be difficult and emotional. Health Department staff approach patients with the utmost sensitivity while linking them to the services they need.

STI staff obtained permission from the school nurse to meet with the student in a confidential setting. They provided her with the diagnosis, told her that her partner may also need treatment, and referred her to ongoing medical care.

A fresh start for Luis

After losing nearly everything, a Waukegan native returns home to receive the support he needs

Luis Viera was having a nervous breakdown. He had returned to Waukegan, his hometown, after losing his high-end furniture business, his middle class home, and his car due to the economic downturn in Puerto Rico.

He was in desperate straits, wondering if he could survive. This is when he found his way to the Lake County Health Department.

Luis now takes a prescribed medication to keep his HIV at bay. Thanks to the support of the Health Department, he enjoys a life of vitality.

Staff members connected Luis with Catholic Charities and other local organizations. He gained access to a food bank, counseling and other services that helped bring stability back to his life. He was relieved to find an affordable, clean and safe apartment with good neighbors.

"If it hadn't been for this place, I wouldn't be here today."

"If it hadn't been for this place, I wouldn't be here today," said Luis. "I was like a zombie, but staff got me the help I needed. They saw my potential, although I didn't see it at the time."

In addition to helping him restart his life, Health Department staff addressed Luis' ongoing health concerns. Thirty years ago, Luis took an HIV test in Puerto Rico. He was told he didn't have an AIDS diagnosis but had tested positive for HIV. The protocol then was not to start medication immediately.

By the time Luis came to the Health Department, that recommendation had changed. The Health Department's HIV clinic prescribed medications to prevent the virus from weakening his immune system and further transmitting the virus.

"It's very scary to have a life-threatening disease," said Luis. "But I don't think about it because I have support. I don't feel like a person with a disease or a condition because of the way staff treat me."

Luis now considers himself to be back to his old self. While he is 65, he feels much younger. He has started job hunting, and in his free time he pursues his passion for cooking in his kitchen.

GOAL: REDUCE BARRIERS TO CARE AND COVERED SERVICES

Patient centered program moves beyond traditional patient appointments

Patients are connected with diverse community services to improve their health

While the Health Department provides services to treat a wide range of illnesses from diabetes to HIV infection, it recognizes the importance of preventing illnesses before they occur.

The Health Department launched an innovative pilot program at its North Chicago Health Center expanding on the patient centered medical home (PCMH) model to help patients live as healthy a life as possible.

The program, which opened in early 2017, moved beyond the traditional patient appointment process. Registered nurse care coordinators take an extra half hour to conduct an assessment. They ask if the patient has problems with housing, utilities, food security, unemployment, finances, domestic violence, transportation, smoking, or health literacy – problems that can affect a person's peace of mind and health status.

If they find that the patient needs assistance, staff refer patients to outside services and follow up at a later date to help ensure that the patient received the help he/she needed.

The goal is to help patients become healthier by working with the community to meet their basic needs. Following successful completion of the pilot, the Health Department plans to roll the program out to all of the Health Department's health centers.

Initiative continues to connect people with healthcare

Lake County's uninsured rate decreases from 11% to 3%

Health insurance coverage is a major factor in access to healthcare, as individuals without insurance are less likely to receive regular care than their counterparts.

In 2016, the Health Department continued its efforts to help eligible individuals apply for health insurance made available through the Affordable Care Act.

With grant support from the Illinois Department of Public Health and the Health Resources and Services Administration, the Health Department and its partners provided certified navigators to help Lake County residents apply for, obtain, and understand how to utilize their health insurance.

During the 2016 open enrollment period, our affiliated navigators helped complete 1,946 applications for Lake County residents. Since 2014, the navigators have helped 25,000 Lake County residents to apply. These efforts have contributed to a decrease in the estimated county-wide uninsured rate from 11% in 2013 to 3% in 2016.

North Shore Health Center celebrates 10 years

Friends for Health event raises $10,000 for specialty care

The Health Department's North Shore Health Center celebrated its 10-year anniversary on June 26, 2016, at an event coordinated by our partner, Friends for Health.

The celebration included tours of the Highland Park facility, information tables, and an online silent auction. The event raised approximately $10,000 for the Health Center.

Over the past 10 years, the North Shore Health Center has served more than 19,000 patients, providing primary medical and dental care, links to specialty care, a diabetes prevention and treatment program, pediatrics and prenatal care, and WIC. Due to the growing need for specialty care, Friends for Health dedicated all funds raised at the event to specialty care services.

Community members connected with Friends for Health board members at the 10-year anniversary event.

Health Department efforts keep children from being excluded

Staff help families make and keep school physical and immunization appointments

Each year several Lake County school districts struggle with student exclusion rates. Many of their students do not meet certain health requirements, such as immunizations and school physicals, by school deadlines. Schools are required to exclude students who do not meet these deadlines.

The Health Department stepped in to help Waukegan and North Chicago students meet the health requirements they needed to stay in school.

In Waukegan, our staff contacted 1,200 families to schedule appointments for physicals and immunizations. After three weeks of working with these families, staff reduced the amount of non-compliant students in Waukegan to 366. In North Chicago, staff contacted 337 families, reducing the number of non-compliant students to 140.

In some cases, staff provided families with free backpacks and school supplies as an incentive to make and keep appointments.

GOAL: ATTRACT AND RETAIN A HIGH PERFORMING PUBLIC HEALTH SYSTEM WORKFORCE

Lake County Health Department achieves national accreditation

LCHD is among the first 117 health departments nationwide to receive accreditation through PHAB

Staff celebrate the Health Department's accreditation, an achievement demonstrating our commitment to increased accountability and credibility to the public.

In the spring, the Health Department achieved national accreditation through the Public Health Accreditation Board (PHAB). This national accreditation program works to improve and protect the health of the public by advancing the quality and performance of the nation's tribal, state, local, and territorial public health departments. Lake County was the tenth of 97 certified local health departments in Illinois and among the first 117 of more than 3,000 health departments nationwide to receive accreditation through PHAB.

With accreditation, the Health Department demonstrates a commitment to increased accountability and credibility to the public, funders, elected officials and partner organizations with which we work. The national accreditation program, jointly supported by the Centers for Disease Control and Prevention (CDC) and the Robert Wood Johnson Foundation, sets standards against which the nation's public health departments can continuously improve the quality of their services and performance. To receive accreditation, a health department must undergo a rigorous, multi-faceted, peer reviewed assessment process to ensure it meets or exceeds a set of quality standards and measures.

Public health departments play a critical role in protecting and improving the health of people and communities. In cities, towns, and states across the nation, health departments provide a range of services aimed at promoting healthy behaviors; preventing diseases and injuries; ensuring access to safe food, water, clean air, and life-saving immunizations; and preparing for and responding to public health emergencies.

Satisfaction skyrockets with recruiting process improvements

Quality improvement initiative reduces time to fill a position from 90 to 59 days

Over the past two years Human Resources has made significant improvements to the recruiting process as one of its primary quality improvement projects.

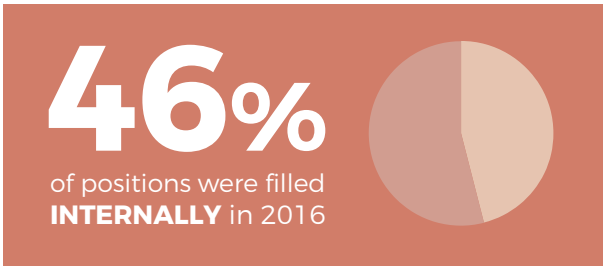
Developing and recruiting from within was a priority, and 46% of positions were filled internally in 2016. In addition, HR:

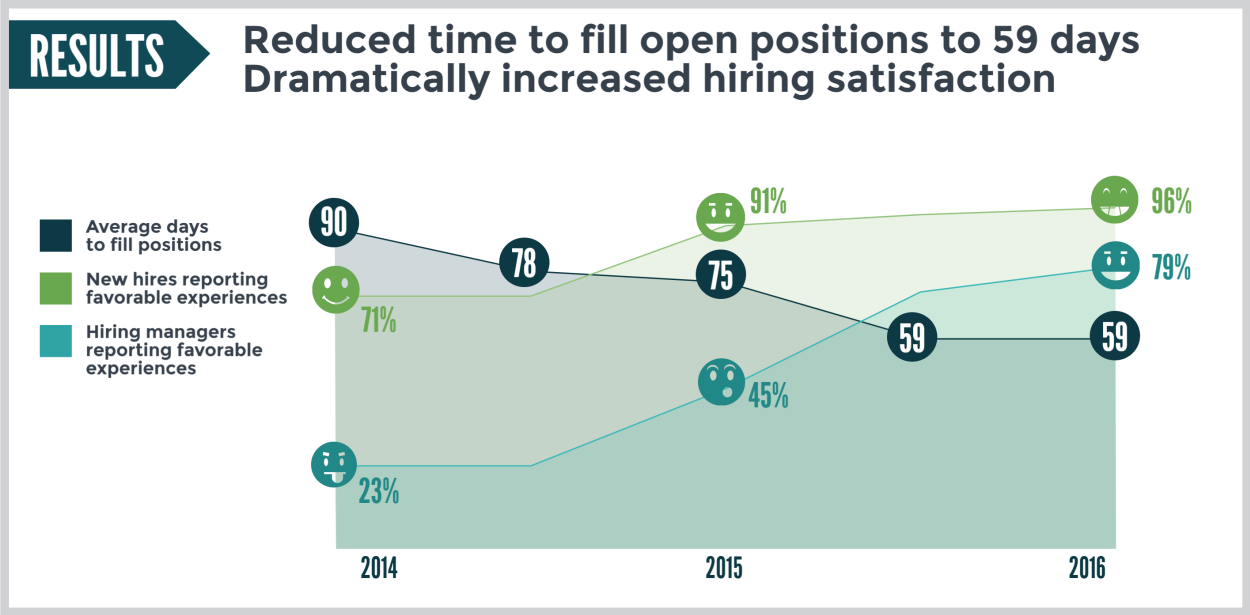
- Added an intake meeting to the hiring process to make sure hiring managers and the recruiter are on the same page
- Changed background check vendors for a faster turnaround
- Implemented email references rather than playing phone tag
- Grew the capacity of the recruiting team

Through these efforts, the team has reduced its time to fill a position from 90 days in 2014 to 59 days by October 2016.

Hiring manager satisfaction with the recruiting process also improved from 23% to 79%, and new hire satisfaction with the recruiting process improved from 71% to 96%.

These efforts provide a more positive experience as new hires join the organization and support programs by having the right people in the right positions at the right time.





By October 2016, improvements made in the hiring process reduced the average time to fill a vacant position to 59 days, increasing satisfaction among managers and new hires.

LOOKING AHEAD

COMMUNITY HEALTH IMPROVEMENT PROCESS

Addressing four identified public health concerns

The Lake County Health Department and Community Health Center, in partnership with Live Well Lake County (LWLC), launched a community health assessment process in early 2015, completed by the summer of 2016.

The process engaged community members, partners, and stakeholders in community-wide efforts to impact health outcomes. It led to two very important documents that help drive community health improvement across Lake County—the Community Health Assessment (CHA) and the Community Health Improvement Plan (CHIP).

The CHA identifies community health needs and helps the Health Department and its partners focus their efforts. The CHA highlighted opportunities to target specific public health programs and communicated key areas of concern amongst communities and providers to help focus attention on areas with the greatest need.

Ten identified health issues emerged during the assessments, and four were chosen as priorities:

- Cardiovascular disease and hypertension
- Obesity
- Behavioral health capacity
- Diabetes

These priorities form the foundation for our CHIP—Lake County's call to action.

The CHIP is a five-year plan to implement interventions that address the four identified health priorities. It includes critical goals for the Health Department and its partners.

The CHIP helps to:

- Focus our attention and resources on strategies to affect positive health outcomes;
- Monitor our progress in achieving these outcomes; and
- Improve our community's health.

The CHA and CHIP helped engage and empower community partners to coordinate and evaluate their efforts. By understanding how community priorities were identified and by participating in the development of objectives and strategies to address those priorities, community members are helping the Health Department address areas of vulnerability.

The community health improvement process looks beyond the performance of individual organizations who serve specific segments of our community. It concentrates on the activities and contributions of many organizations and community members to improve our health overall.

Due to the success of the CHA and CHIP efforts, the Health Department was able to renew its Local Health Department Certification through the Illinois Department of Public Health.

For more information, please visit: www.LiveWellLakeCounty.org

Live Well Lake County Steering Committee

Ernest Vasseur, Co-chair
Healthcare Foundation of Northern Lake County

Mark Pfister, Co-chair
Lake County Health Department and Community Health Center

Jeanne Ang
Advocate Health Care

Karen Colby
Alt: Holly Manprisio
Northwestern Memorial HealthCare

Mary C. Dominiak
Antioch Area Healthcare Accessibility Alliance

David Fries
Catholic Charities

Paul Geiselhart
Audubon Society

Tiffany Gonzalez
Lake County Housing Authority

Bruce Johnson
Nicasa

Ann Maine
Alt: Nan Buckardt
Lake County Forest Preserves

Megan McKenna Mejia
Mano a Mano Family Resource Center

Maggie Morales
The Lake County Community Foundation

David Reid
Lovell Federal Healthcare Center/ NAVSTA Great Lakes

Cheri Richardson
The Alliance for Human Services

Pastor Wade Stevenson
North Shore Baptist Ministers' Alliance

Tameka Wilson
YouthBuild Lake County

Sophie Twichell
National Recreation Foundation

Dr. K. Michael Welch
Alt: Naomi Parrella, M.D.
Rosalind Franklin University of Medicine and Science

Roycealee J. Wood
Alt: Gary Pickens
Lake County Regional Office of Education

FOUR PRIORITIES

CARDIOVASCULAR DISEASE/HYPERTENSION
OBESITY
BEHAVIORAL HEALTH CAPACITY
DIABETES

LOOKING AHEAD

THROUGH OUR 2017-2019 STRATEGIC PLAN WE WANT TO DO EVEN MORE TO IMPROVE THE CONDITIONS IN WHICH LAKE COUNTY RESIDENTS LIVE, WORK, AND PLAY.

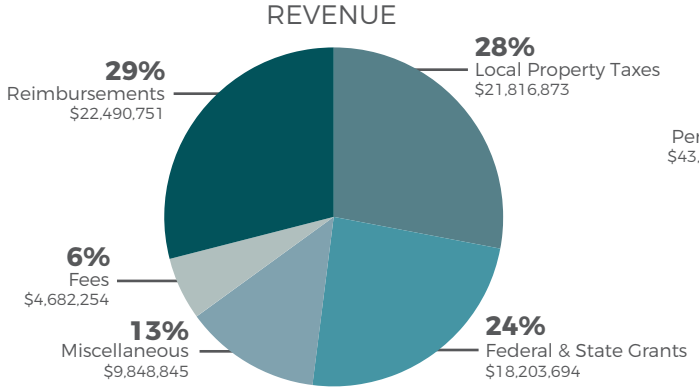
We made great strides to accomplish our goals through 2016. Looking ahead, we have developed Health Impact in 3 Years (HI-3) goals to address the identified community health needs in ways that contribute to the success and sustainability of the Health Department.

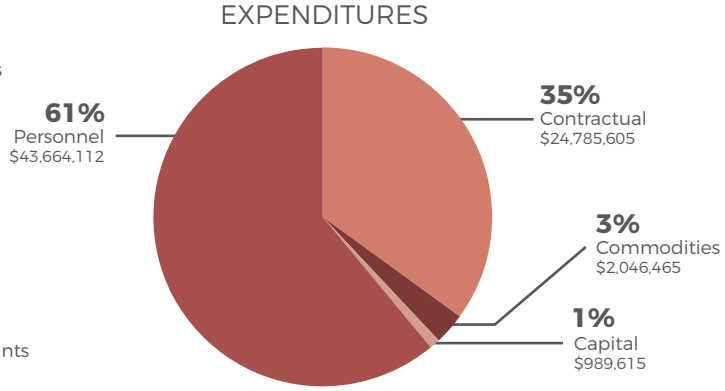
With social determinants of health as the lens through which we examine our actions, these goals reflect the Health Department's desire to lead the conversation on health in Lake County and ultimately, to achieve the highest level of health for all our residents.

We look forward to sharing our successes with you as we work toward our goals.

2016 FINANCIALS

Lake County Health Department and Community Health Center
FY2016 Preliminary Unaudited Statement of Revenues and Expenditures
and Changes in Fund Balance





Revenue		Year to Date		Budgeted
Local Property Taxes	$	21,816,873	$	21,873,320
Federal and State Grants	$	18,203,694	$	21,811,258
Fees	$	4,682,254	$	5,655,917
Reimbursements	$	22,490,751	$	23,260,284
Miscellaneous	$	9,848,845	$	8,194,661
Total Revenue	**$**	**77,042,417**	**$**	**80,795,440**

Expenditures		Year to Date		Budgeted
Personnel	$	43,664,112	$	46,352,698
Commodities	$	2,046,465	$	2,494,734
Contractual	$	24,785,605	$	27,830,591
Capital	$	989,615	$	4,036,028
Total Expenditures	**$**	**71,485,797**	**$**	**80,714,051**

Fund Balance		
Beginning of FY2016	$	33,770,823
Revenue Over Expenditures	$	5,556,620
End of FY2016	**$**	**39,327,443**

REVIEW OF 2016 METRICS

Unless otherwise specified, the target completion date for all metrics was December 31, 2016. ● = Target met

METRIC	2016 ACTUAL	2016 TARGET	
HEALTH EQUITY			
Increase the rate of controlled hypertension in five communities served by LCHD/CHC by 3%			
North Chicago	53%	37%	●
Waukegan	63%	39%	●
Zion	55%	36%	●
Round Lake area	65%	21%	●
Highwood	85%	25%	●
Reduce the rate of tobacco use in severely mentally ill patients by 3%	39%	40%	●
Reduce the rate of obesity in severely mentally ill patients by 3%	24%	43%	●
Increase the rate of controlled hypertension in severely mentally ill patients by 3%	14%	18%	
Increase the percentage of African American patients who manage their diabetes by 3%	47%	49%	
Increase the percentage of Hispanic clients who manage their diabetes by 3%	39%	50%	
PREVENTION			
By June 30, reduce the percentage of Lake County adults who smoke by 10%	14%	13%	
By June 30, reduce the percentage of individuals 18 and under who used tobacco in the last year by 10%	5%	7%	●
By June 30, reduce the percentage of 8th graders who used cigarettes in the past year by 5%	2%	3%	●
By June 30, reduce the percentage of 10th graders who used cigarettes in the past year by 10%	4%	6%	●
By June 30, reduce the percentage of 12th graders who used cigarettes in the past year by 17%	10%	14%	●
By June 30, reduce the number of Behavioral Health Services clients who use tobacco by 5%	39%	39%	●
Reduce the number of facilities with critical violations in food borne illness factors by 15%	46%	50%	●
By June 30, establish a public awareness campaign regarding abandoned wells	Complete		●
By June 30, identify at least 100 abandoned wells	192	100	●
By June 30, assure 100% of identified abandoned wells are sealed	89%	100%	
Complete policy/ordinance revisions to regulate and monitor supplemental irrigation wells	Complete		●
Educate at least 20 new commercial/governmental applicators on the use of non-toxic alternatives to deicing salt compounds on parking lots and roads	200	20	●
Reduce the percentage of surface discharging septic system samples that fail the fecal coliform effluent standard by 50%	22%	12%	

METRIC	2016 ACTUAL	2016 TARGET	
PREVENTION			
By June 30, prevent an increase in the childhood overweight/obesity rate			
8th graders	21%	20%	
10th graders	22%	19%	
12th graders	22%	17%	
By June 30, prevent an increase in the adult obesity rate	28%	19.8%	
By June 30, increase the percentage of children and youth who are physically active five or more days per week by 10%			
Children	58%	63%	
8th graders	61%	59%	●
10th graders	58%	59%	
12th graders	55%	53%	●
By June 30, increase the percentage of children and youth who eat vegetables two times or more per day (in the last seven days) by 10%			
Children	34%	35%	
8th graders	36%	33%	●
10th graders	34%	30%	●
12th graders	32%	31%	●
By June 30, increase the percentage of children and youth who eat fruit two times or more per day (in the last seven days) by 10%			
Children	43%	44%	
8th graders	48%	47%	●
10th graders	43%	41%	●
12th graders	39%	41%	
COORDINATION OF CARE			
Increase the percentage of patients with a consistent primary care provider	70%	84%	
Decrease the time to third next appointment by 10% for new adult patients	6 days	16 days	●
Decrease the time to next appointment by 10% from the established baseline in substance abuse care*	6 days	16 days	●
Decrease the time to next appointment by 10% from the established baseline in dental care	3 days	16 days	●
WORKFORCE			
Decrease voluntary turnover not due to retirement by 2%	9%	11%	●
Increase the amount of educational offerings by 20% from the established baseline	40	36	●
By June 30, develop and implement an agency-wide internship program	In progress		

**Substance Abuse Program not included.in the 2016 average.*

Lake County Health Department
and Community Health Center

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ABOUT THE LAKE COUNTY HEALTH DEPARTMENT

The Lake County Health Department is a public health accredited, state-certified public health department and a Joint Commission accredited Community Health Center established by referendum in 1956. Today, our budget of approximately $70 million supports 60 separately funded programs. Approximately 1000 professionals assist our daily mission of health promotion, illness prevention and protection of the environment. The Health Department is governed by a 12-member Board of Health. Members are appointed by the Lake County Board, and are Lake County residents of various backgrounds. We are proud to be among the top 6 percent of approximately 2,800 local health departments nationwide by population served.

As the largest human service provider in Lake County, we believe that services must be available without barriers. No residents are turned away due to an inability to pay. We also believe in providing services in an environment of mutual respect, free of discrimination or bias.

HEALTH.LAKECOUNTYIL.GOV