

LAKE COUNTY STRATEGIC PLAN

Investing in People and Our Communities



OUR MISSION

Deliver exceptional, financially sustainable services that promote a safe and healthy community while enhancing economic vitality.

Lake County Strategic Plan

Adopted 2017

Updated: 2008, 2010, 2013, 2015



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Our Mission

Deliver exceptional, financially sustainable services that promote a safe and healthy community while enhancing economic vitality.

Our Vision

Lake County is a place where people, families and businesses thrive and its government is recognized as an innovative leader and model of excellence so present and future generations enjoy the highest quality of life.



Our Values

Lake County government carries out its mission and conducts its responsibilities adhering to the following values:

Leadership

Provide leadership in communicating, interacting and cooperating with residents, businesses, other governments, and stakeholders leading to innovative regional collaboration, increased efficiency and cost savings, and improved quality of life.

Fiscal Responsibility

Uphold fiscal integrity, make performance-driven decisions based on future impacts, manage priorities, leverage partnerships for more efficient use of resources, and maintain sustainable and prudent financial operations. This includes: a balanced budget, strong reserves, and AAA financial rating, with a commitment to transparency, honesty, reliability and accountability.

Exceptional Service

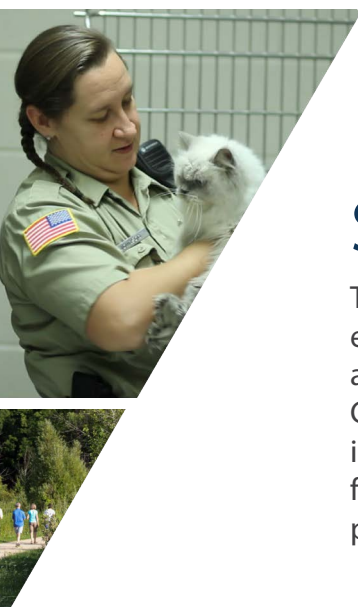
Deliver cost-effective, efficient, responsive and high quality services, placing a high value on professionalism and courtesy that enhances the value of government services to residents and builds public trust and confidence.

Operational Excellence

Promote and cultivate a culture that encourages and fosters continuous improvement, exploration and adoption of new techniques, technologies, and operational efficiencies that maximize outcomes and advance positive, progressive change.

Environmental Stewardship

Encourage the adoption of environmentally sustainable policies and practices by residents, businesses, and County staff.



STRATEGIC INITIATIVES

The County's team of dedicated and responsive professionals strives to deliver efficient, cost-effective, accountable, and fiscally sustainable services. Lake County is advancing several internal projects and regional initiatives that support the Lake County Board's adopted values, strategic goals, and actions in this plan. These initiatives also help drive efficiencies and productivity, create a culture of innovation, foster interdepartmental and regional collaboration and partnerships, as well as produce positive, measurable results.

REGIONAL LEADERSHIP

Addressing the Mental Health Crisis through Collaboration

Studies reveal there is a greater chance of success when different groups collaboratively organize around outcomes, especially when tackling social issues. To address the growing problem of mental health and strengthen services across the county, Lake County is committed to advancing sustainable community-level change through the Mental Health Coalition by focusing on data-sharing and evidence-based practices to address the gaps and develop a connected sustainable continuum of care for this vulnerable population.

Advancing Regional 911 Consolidation

Lake County, in partnership with the Lake County Emergency Telephone System Board (ETSB), will continue to advance efforts to study the feasibility of regional consolidation of Emergency Telephone System Boards (ETSB) and Public Safety Answering Points (PSAP) to increase efficiency and reduce costs.

FISCAL RESPONSIBILITY

Using Data to Drive Decisions

Lake County is committed to using data to drive financial and policy decisions and maximize efficiencies and cost-savings. To advance our value of delivering cost-effective services, Lake County will consistently conduct operational and financial analyses, make enhancements, and leverage opportunities. For example, Lake County will continue to conduct comprehensive operational assessments in departments to identify areas for efficiency and streamlining of operations both internally and cross-departmentally. The Land Team will also continue to explore opportunities to enhance integration across land departments to create efficiencies and improve service delivery.

Property Tax Communication

Continue to improve communication, enhance transparency, and raise taxpayer awareness and understanding of property taxes.

Capital Planning

Lake County will utilize a strategic and collaborative approach, as well as strong processes and systems for capital planning and facilities management to assess capital assets and prioritize capital projects/requirements that balance the capital needs across the organization.

Leveraging Shared Services to Gain Efficiencies

Lake County will continue to explore ways to collaborate and coordinate with other units of government through our shared services initiative to improve efficiency, generate greater economies of scale, and achieve cost savings. For example, Lake County will pursue joint purchasing opportunities, including jointly bidding for salt, as well as other goods and services. Lake County will also leverage opportunities to share services with municipalities, such as for plan review and inspection services.

EXCEPTIONAL SERVICE AND OPERATIONAL EXCELLENCE

Investing in Technology

The County Board is committed to investing in technologies to deliver products and services in an efficient, cost-effective and secure manner, as well as increase transparency. For example, Lake County is a leader in the area of online maps, consistently leveraging new tools to increase transparency and make it easier for the public to access information. Lake County is also investing in new technology that better integrates permitting functions across County departments, and integration of tax systems to improve overall efficiency and customer service. It also presents shared service opportunities with municipalities.





GOAL: PROVIDE PUBLIC SAFETY AND ADVANCE AN INTEGRATED, DATA-DRIVEN JUSTICE SYSTEM

STRATEGIC STATEMENT: *Create safe communities through an integrated, data-driven justice system, including law enforcement that embraces a guardian mindset to build public trust, and other innovative programs that reduce crime, recidivism, family violence, and substance abuse.*

1 Strategy 1: Provide justice facilities to adequately meet long-term needs.

Action A: Continue implementation of facility master plans, including renovation and additions to the Sheriff's Administration, County 2/Highway Patrol, jail and 911, as well as renovation and modernization of the existing court annex, juvenile justice center, and courthouse.

Action B: Develop sustainable funding strategies to implement facility maintenance, renovation and infrastructure systems updating.

2 Strategy 2: Realign/shift resources from enforcement to prevention to reflect decreases in the crime rate, emerging trends in community policing and an integrated approach to treating the core causes of criminal activity and delinquent behaviors.

Action A: Analyze, evaluate, and make recommendations on addressing the gaps between current allocation of resources and the needs of the community.

Action B: Develop a consensus-based process that reprioritizes and reallocates resources based upon the gap analysis.

Action C: Collaborate with justice and community partners to share, analyze and understand data with the objective of reducing the number of persons admitted to the jail, and jail length of stay (pre-trial), while maintaining public safety.

3 Strategy 3: Regularly evaluate and implement enhanced technologies to provide effective service and enhance data sharing and integration throughout the justice system.

Action A: Work collaboratively within the public safety partnership to address interoperability.

Action B: Implement e-ticketing, e-filing, and data sharing with internal and external stakeholders (i.e. municipal, state).

Action C: Explore grant-funding sources to fund implementation of justice information systems that are integrated, including case management and comprehensive reporting tools.

Action D: Implement Intensive Case Management and report outcomes to achieve the same or better justice sooner.

Action E: Identify and implement improvements to data sharing and integration so that the County can report on outcomes and impacts of prevention and treatment programs.

Action F: Continue to advance opportunities for regional 911 consolidation.

4 Strategy 4: Evaluate and identify adult and youth criminal justice and diversion programs that address social, mental, emotional and behavioral health issues that lead to criminal behavior.

Action A: Collaborate with Workforce Development and other community service providers to provide effective programs focusing on job training, employment skills and opportunities, safe housing, transportation and other support services that assist ex-offenders in establishing and maintaining a crime-free life.

Action B: Provide after-care and re-entry programs and procedures that incorporate treatment and monitoring of ex-offenders.

Action C: Further develop a “deflection and diversion” crisis response model for addressing mental health issues that includes housing, mobile response, training for law enforcement and first responders, and a crisis intervention system.

Action D: Maintain and develop enhanced law enforcement programs targeted to reduce violence and prevent gang development and activity.

5 Strategy 5: Develop programs, education, and outreach focused on mental, emotional and behavioral health, misuse of drugs, prevention of gangs, and prevention of other criminal activity, in direct alignment with the relevant strategies and actions under the County’s “Build Healthy, Resilient, and Inclusive Communities” Strategic Goal.

Action A: Research grant opportunities and develop programs to address illicit drug use in Lake County.

Action B: Evaluate and develop improved methods to provide sustainable mental, emotional, and behavioral health services through collaboration with service providers in the community.

Action C: Promote and lead information-sharing initiatives amongst law enforcement to address gang-related crime.

Action D: Continue to research grants and develop local funding partnerships for enhanced treatment in specialty courts.

6 Strategy 6: Provide comprehensive training to enhance and reinforce the shifting role of law enforcement from “warrior” to “guardian” of the community.

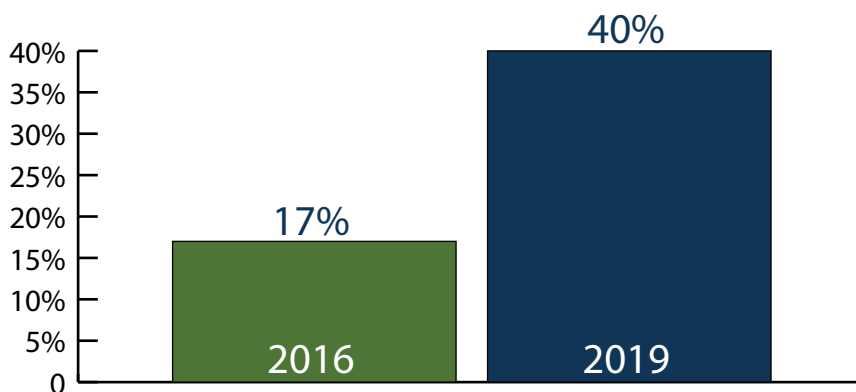
Action A: Train all officers and first responders in community outreach, voluntary compliance, de-escalation techniques, and force as a last resort.

Action B: Develop metrics for specific crimes and delinquent behaviors that will allow the County to measure the outcomes/impacts of policing and first response when carried out in this manner.

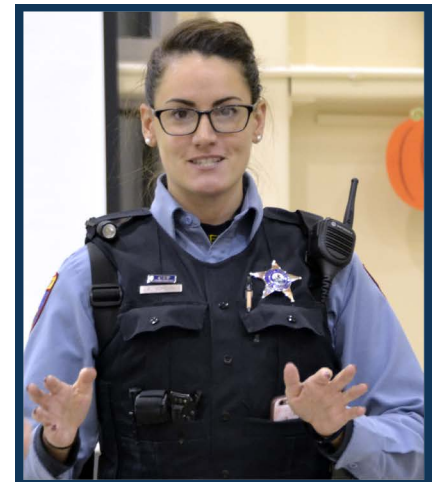
PERFORMANCE METRIC

Work with local law enforcement agencies to train 40% of Lake County law enforcement officers in certified crisis intervention team training (CIT) by 2019.

Certified Crisis Intervention Team Training



Baseline: In 2016, 17% of Lake County law enforcement officers were certified in crisis intervention team training, including 88 of 197 Lake County Sheriff's Officers.



“Before the Crisis Intervention Training, I would go to calls and see that someone had a mental health issue, but I had no idea what we could do for them. Now, we’re able to communicate with people a lot better, and they’re noticing on the street that we’re doing things differently. We’re changing how we do business.”

- Lake County Sheriff's Deputy Katie Gordon



GOAL: ENHANCE ECONOMIC OPPORTUNITIES

STRATEGIC STATEMENT: *Leverage the assets of the county – the Lake County Workforce Ecosystem, skilled talent, diverse communities, and effective infrastructure – to drive balanced growth, revitalization, economic opportunities, and jobs.*

Workforce Ecosystem: A concept used to describe the partnership between local workforce stakeholders such as the Lake County Workforce Development Department, the College of Lake County and Lake County Partners, who work together to ensure that local businesses have ready access to the talent that they need to thrive. Stakeholder organizations/individuals that also play a role in the Workforce Ecosystem: Workforce Investment Board, elected officials, Chicago Metropolitan Agency for Planning (CMAP), Metra, Pace Suburban Bus, Chambers of Commerce, Illinois Tollway Authority, Illinois and Lake County Divisions of Transportation, Municipalities, School Districts, etc.

Comprehensive Economic Development Strategy Targeted Industries: Medical Instruments, Health Care, Bio Pharma, Professional/ Technology Services, Entrepreneurial Development and Arts/Entertainment/Culture

1 Strategy 1: Enhance the economic climate and economic readiness of Lake County.

- Action A:** Support targeted business outreach strategies to efficiently connect employers in key industries thereby enabling them to tap into training and continuing education programs and access a reliable pipeline of new talent.
- Action B:** Utilize business intelligence and market research to enhance and align workforce development strategies with projected local industry job growth and share this information with local stakeholders.
- Action C:** Engage all stakeholders including organizations, educational institutions and public bodies in the Workforce Ecosystem and ensure that they are effectively aligned to cooperatively serve the business community.
- Action D:** Ensure retention and foster growth of the county's private employers to harness Lake County's human capital potential.
- Action E:** Understand and meet the needs of emerging demographic groups, such as young professionals by continuing to make significant investments in the Leadership Lake County initiative.
- Action F:** Align economic opportunities with county and municipal infrastructure investment strategies, and continue to invest in transportation projects each year to help sustain a high-quality of life and ensure continued economic development.

2 Strategy 2: Increase collaboration and cooperation with other units of local government to cultivate integrated economic development and redevelopment.

- Action A:** Work with target communities to encourage new and innovative development methods and offer assistance with data and information on retention and redevelopment opportunities.
- Action B:** Lead a countywide initiative to continuously evaluate and pursue a competitive incentives framework.
- Action C:** Support local and regional economic development through the use and analysis of data.
- Action D:** Engage and convene economic development leaders and stakeholders, including chambers of commerce and local high schools, to share business intelligence, discuss best practices, and promote collaboration to advance economic and workforce development initiatives.
- Action E:** Focus on development and redevelopment opportunities that maximize the utilization of existing infrastructure.
- Action F:** Identify barriers to retention and redevelopment and assess the resources available for stimulating redevelopment.

3

Strategy 3: Pursue a strategic communication program aimed at retaining and attracting business, stimulating investment, and establishing Lake County's prominence as a desirable place to work and live.

- Action A:** Work with Lake County Partners, the county's economic development organization, to ensure consistent and mutually reinforced messaging through communication outlets such as websites, newsletters, social media channels, reports, and meetings.
- Action B:** Build awareness of economic development initiatives and Workforce Ecosystem partnerships to inform businesses of the tools and resources available to assist with expansion, training, and talent needs.
- Action C:** Communicate success stories that address issues and trends gathered through business intelligence and illustrate effective outcomes of the Workforce Ecosystem partnerships.
- Action D:** Understand how the State of Illinois' decisions are specifically impacting our local economy, and develop communications strategies that seek to counteract business concerns by quantifying and emphasizing Lake County's many strengths.
- Action E:** Foster relationships with members of the media to drive the development of story angles and ideas that highlight important economic and workforce development activities, opportunities, topics, and news.
- Action F:** Collaborate with economic development entities and the Workforce Ecosystem to produce and promote high-caliber workshops, summits, and special events that encourage and enhance local economic opportunities and stimulate jobs.
- Action G:** Connect with stakeholders and leverage relationships with community leaders to align local economic development goals with available sites, including the retail industry, infrastructure needs and long-term viability.

4

Strategy 4: Support economic development initiatives to attract visitors through a partnership with Visit Lake County.

- Action A:** Encourage pursuit of high potential markets to widen reach of visitors through utilization of advertising, social media marketing, website content and solicitation of meetings and events to generate new revenue for the County and its communities.
- Action B:** Support Visit Lake County's advocacy for destination enhancing product development and new signature events, like Lake County Restaurant Week.
- Action C:** Identify opportunities to collaborate with Lake County Partners on messaging and branding to attract and retain young professionals and millennial visitors through promotion of arts and culture, unique dining experiences, evening entertainment, and outdoor recreation.

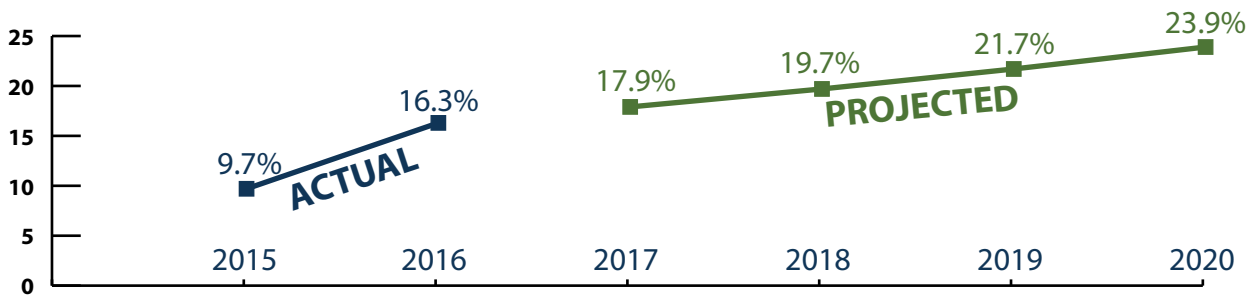


Jeff Hollenstein
Lead Teacher- NCCHS Careers Pathway

"We realized what we were doing wasn't working. We weren't meeting the needs of our students and getting them ready for college and the careers of today and tomorrow. Our Careers Pathway program is helping students to be more engaged in their curriculum by giving it a career focus. We also looked at regional workforce needs, including healthcare, information technology, manufacturing and engineering, so we're preparing students for success and helping build a talent pipeline for Lake County's businesses."

PERFORMANCE METRIC

Business Engagement Rate: Percentage of targeted businesses in Lake County that Workforce Ecosystem partners have face-to-face interactions with each year.





GOAL: IMPROVE TRANSPORTATION

STRATEGIC STATEMENT: *Advance the development of State, Regional, County, and municipal transportation systems that provide for safe, efficient, and flexible movement through an integrated network of road, rail, public transit, and non-motorized (bicycle, pedestrian) modes of travel.*

1 Strategy 1: Develop and implement transportation solutions that provide alternatives to single occupied vehicles.

Action A: Continue the County's efforts in expanding the system of non-motorized travel options available to Lake County residents.

Action B: Encourage Pace to implement the short, mid, and long-term recommendations of the 2012 Lake County Transportation Market Analysis.

Action C: Work with Pace to implement regional traffic signal priority projects.

Action D: Develop and implement "first mile-last mile" linkages (the gap at the start and end of every trip that's difficult for traditional transit operators to service in a cost-effective way) between transit locations and businesses, hospitals, retail, parks, and home to increase ridership.

"First mile-last mile" is a term used to describe the movement of people from their origin to a transit stop and from a transit stop to their final destination. These first mile-last mile linkages are traditionally challenging to provide service in an efficient/effective way. Studies show that people are only comfortable walking ¼ mile to reach their destination.

2 Strategy 2: Leverage and maximize the use of new and emerging technologies and applications to enhance the operational capabilities of the transportation systems in Lake County and the region.

Action A: Continue to market and increase the public awareness of PASSAGE.

Action B: Continue to employ the latest technological advances in Intelligent Transportation Systems to expand the capabilities of PASSAGE, including data-sharing with private companies, such as Google and Waze.

Action C: Investigate opportunities to expand the County's Transportation Management Center/PASSAGE system into a Regional Intelligent Transportation System to improve regional travel operations.

Action D: Follow the emerging trend of connected vehicles and continue to research and implement opportunities for the County to prepare its infrastructure to communicate with connected vehicles on the highway system.

3 Strategy 3: Advance regional consensus on transportation solutions by collaborating with state and regional agencies, as well as local communities.

Action A: Advocate and work closely with the Illinois Department of Transportation (IDOT), municipal, township and State elected officials to add capacity to state highway corridors based on the priorities identified in the Lake County State Highway Consensus Plan.

Action B: Continue to work with the Illinois State Toll Highway Authority (Tollway), the Chicago Metropolitan Agency for Planning (CMAP), IDOT, and other stakeholders to advocate for implementation of the Central Lake County Corridor (Route 53/120 or its alternatives).

Action C: Provide leadership, coordination and technical assistance to support the Lake County Coordinated Transportation Services Committee (LCCTSC) in implementing forthcoming recommendations identified by the Lake County Paratransit Market Analysis study.

Action D: Advocate for enhanced highway freight and transit movement on IDOT and ISTHA projects.

4 Strategy 4: Partner with regional leaders in a “call to action” for a permanent and sustainable funding source to meet the region’s transportation system maintenance and capacity needs.

Action A: Work with Lake County’s state and federal delegation and participate via NACo and other national groups on the reauthorization of federal funding appropriations for State and local transportation projects.

Action B: Work the Illinois General Assembly legislative process, in cooperation with other entities, to create a performance based distribution of state highway construction dollars.

Action C: Work with transportation stakeholders and other appropriate organizations to advocate for a more stable method for funding transportation that will provide for a reliable local funding stream and a robust state capital improvement program. Utilize the County’s state legislative lobbyist in this effort.



“Before the Rollins Road Gateway Project, we had a huge traffic congestion problem at a major intersection. Now that the project is complete, we are not only seeing traffic move, but we’re also seeing new businesses move into this area. As a business owner who travels from one side of this county to the other, I look forward to seeing more investments like this to improve our future.”

- Casey Torrey, President of the Round Lake Area Chamber of Commerce

5 Strategy 5: Work collaboratively with State, regional and local agencies and County residents to reduce the number of fatal and serious injury crashes on Lake County roadways.

Action A: Work with the Lake County Sheriff, local law enforcement and other agencies to develop a safety campaign, with an emphasis on addressing distracted driving, to reduce fatal and serious injury roadway crash types.

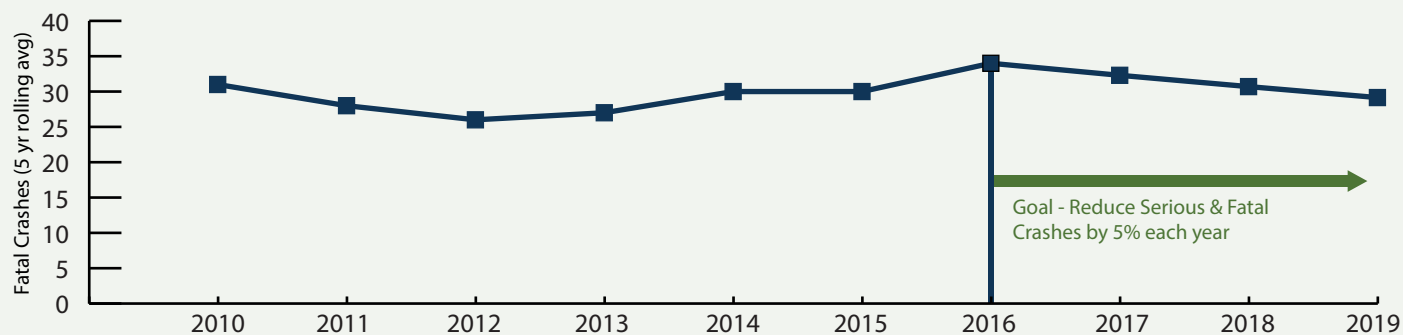
Action B: Increase use of available data to continue to design and build transportation improvements that enhance safety (i.e. modern roundabouts).

Action C: Create facilities for pedestrians and bicyclists by continuing to implement Lake County’s Policy on Infrastructure Guidelines for Non-Motorized Travel Investments.

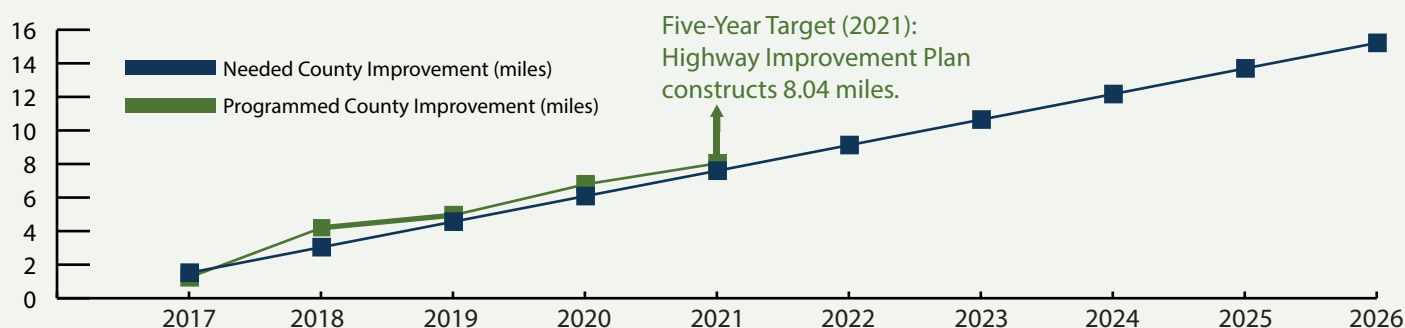
Action D: Continue to integrate roadway, safety and traffic data management sources to develop solutions that will improve safety on roadways.

PERFORMANCE METRIC

Traffic Safety: Reduce fatal and serious injury traffic crashes by 5% a year on the Lake County Highway System.



Traffic Congestion: Complete 15 miles of highway capacity improvements on the Lake County Highway System by 2026.





GOAL: PROMOTE A SUSTAINABLE ENVIRONMENT

STRATEGIC STATEMENT: *Preserve the health of our natural resources, air quality, and our drinking water through the widespread use of environmentally sustainable management practices, effective stormwater management, and the enhancement and rehabilitation of lakes and other ecological systems.*

1 Strategy 1: Implement renewable and conservation-related energy technologies, and incorporate green practices in the delivery of County programs and services where cost effective.

Action A: Evaluate and implement new ways to procure products and services that promote green operational practices.

Action B: Draft, adopt, and implement policies and ordinances that support emerging energy alternatives county-wide to encourage renewable energy technologies in appropriate locations.

Action C: Continue to review County policies and practices and consider sustainability, along with business factors, and where appropriate, implement more sustainable alternatives.

2 Strategy 2: Raise awareness about green and sustainable practices by leveraging existing tools and partnerships to encourage residents, businesses, and other governments to change behaviors and practices.

Action A: Reduce pollutants in surface water (streams, lakes, and wetlands) and groundwater by educating and raising awareness about watersheds and their importance in maintaining a safe supply of high quality drinking water.

Action B: Conduct targeted community outreach to increase the amount of residential hazardous waste collected.

Action C: Increase the volume of textiles collected by informing residents about drop off sites throughout the county.

Action D: Raise awareness about the County's sustainability programs and activities through public information efforts utilizing multi-media formats.

3 Strategy 3: Implement long-term solutions for increasing waste diversion through recycling and composting, reducing the toxicity of our waste, and developing long-term disposal options that have a positive impact on energy usage, reducing key pollutants and greenhouse gases.

Action A: Continue to implement the recommendations from the 60% Recycling Taskforce.

Action B: Work with SWALCO, municipalities, private waste management and recycling companies, and other stakeholders to implement measures and minimize barriers to reduce total waste, increase waste diversion from the landfills, and encourage composting and recycling.

Action C: Support SWALCO's efforts to raise awareness regarding the establishment of food scrap diversion programs in Lake County, and examine the feasibility of establishing a pilot food scrap diversion program on one of the Lake County campuses.

Action D: Promote sustainable waste management practices, and identify and develop solutions to eliminate or mitigate barriers to waste diversion and recycling within County facilities.

Action E: Work with SWALCO, and other stakeholder groups, in their regional and state-wide advocacy roles to support legislation that re-instates viable electronic recycling programs and assists in creating end-markets for compost material.

4 Strategy 4: Protect and preserve natural resources and ecological systems by promoting and supporting stewardship and enhancement, green infrastructure development and maintenance, and avoiding adverse environmental impacts.

Action A: Implement natural resource protection and enhancement plans.

Action B: Continue to partner with stakeholders to reduce the level of pollutants released into surface water, groundwater, sanitary sewers, and storm drains.

Action C: Evaluate and promote alternative land use policies and practices – including green site design innovations to enhance the county's natural resources and ecological systems.

Action D: Encourage the use of Green Infrastructure (GI) including: site-specific, best management practices that absorb and infiltrate precipitation where it falls; an interconnected network of open spaces, habitat enhancement, and natural areas; water conservation and other recognized GI practices.

Action E: Support economic development strategies that help grow a green economy and green jobs based on market-driven demands.

Action F: Improve air quality by establishing a schedule for building energy audits, fleet management, and by researching, and implementing, where feasible, practices to reduce pollutants and exploring methods to measure the County's carbon footprint.

Action G: Implement and report on the Sustainability Chapter of the Lake County Regional Framework to encourage sustainable development practices.

Action H: Advance sustainable agriculture and local food initiatives.



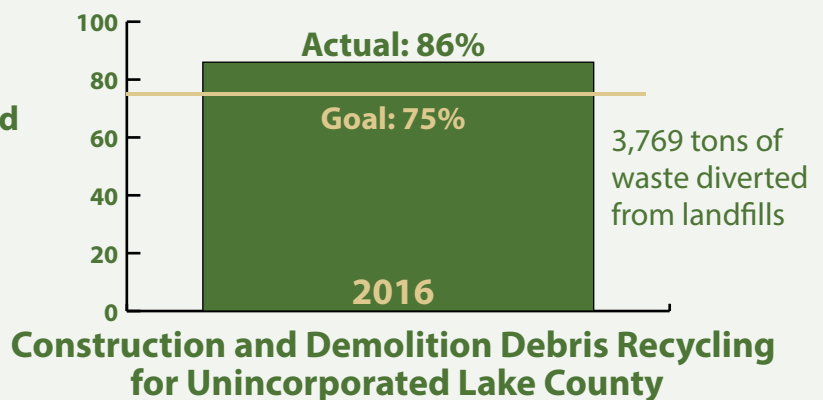
In 2016, the County Café in the Lake County Courthouse & Administrative Complex started using eco-friendly products, including disposable utensils, plates, cups, and other paper supplies that are compostable, biodegradable, and/or able to be recycled. These products replace Styrofoam products that do not biodegrade and can't be recycled.

5 Strategy 5: Provide a reliable and sustainable supply of safe drinking water to residents.

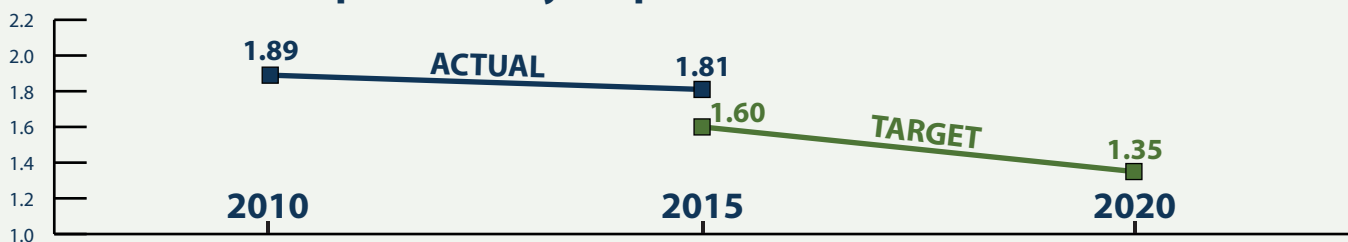
Action A: Implement and report on water conservation measures and their impacts on usage.

PERFORMANCE METRIC

75% of all construction and demolition debris is recycled for covered projects in unincorporated areas of Lake County.



SWALCO Per Capita Per Day Disposal Rate





GOAL: BUILD HEALTHY, INCLUSIVE, AND RESILIENT COMMUNITIES

STRATEGIC STATEMENT: *Improve health for all Lake County residents by assuring the places where they live, work and play have the critical elements required to make communities, safe, healthy, inclusive, and vibrant.*

1

Strategy 1: Improve policy, systems, and environmental design to promote improvement in health outcomes for all Lake County residents through the understanding of social determinants¹ of health.

Action A: Leverage Live Well Lake County (LWLC)² and the Lake County Community Health Improvement Plan (CHIP)³ to assist in focused policy, system, and environmental interventions aimed to improve the health of all county residents.

Action B: Increase the number of municipalities in Lake County with safe routes for walking and biking related initiatives through LWLC Walking Action Team and Go Lake County initiatives.

Action C: Expand holistic community-wide understanding of the role that social determinants of health, such as education, workforce, housing, health and economic outcomes play in the well-being of Lake County residents.

Action D: Continue to leverage and expand communication tools, information sharing and other resources to assist service agencies to treat the whole person.

Action E: Enhance personal preparedness through outreach, training and workshops provided by emergency preparedness teams in Lake County.

Action F: Cultivate disaster-resilient communities through joint planning, training, and exercising with partner organizations in the public and private sectors.

¹ Social Determinants: "Conditions in the places where people live, learn, work and play - such as education, socioeconomic status, employment, access to healthcare, physical environment, and social support networks - that affect a wide range of health risks and outcomes."

² Live Well Lake County is a community partnership created in 2011 to help assess and identify ways to improve health conditions for Lake County residents. For more information on LWLC please visit www.LiveWellLakeCounty.org.

³ The CHIP is the plan to improve health outcomes of county residents based on the community health assessment conducted by LCHD/CHC staff and approved by LWLC steering committee. To learn more about the CHIP please visit <http://www.livewelllakecounty.org/improvement-plan>.

2

Strategy 2: Increase access to behavioral health services in Lake County and reduce the stigma of behavioral health-related conditions.

Action A: Increase awareness of and access to behavioral health services (joint development of substance abuse and mental health treatment planning and coordinated case management) based on identified population need.

Action B: In collaboration with community partners, launch a public awareness campaign focused on reducing stigma of behavioral health-related conditions.

Action C: Support data sharing initiatives of service providers in Lake County to create an increased understanding of population demand for behavioral health services, availability of providers in Lake County, potential shifts in demand based on market trends, and coordinated efforts of service providers.

Action D: Empower the Lake County Mental Health Coalition to evaluate gaps in meeting the needs of the chronically homeless and those experiencing mental health conditions and recommend strategies for addressing any gaps.

3

Strategy 3: Increase access to workforce development programs and availability of affordable housing across Lake County.

Action A: Leverage public and private partnerships while utilizing workforce resources and grants to assist with the implementation of affordable housing initiatives to increase home ownership amongst county residents.

Action B: Invest in and improve the supply of affordable, decent, safe and sanitary housing available for all Lake County residents.

Action C: Increase complete street policy adoption and seek to improve walkability and access to public transportation for all Lake County residents.

4

Strategy 4: Foster a culture in Lake County that embraces diversity, seeks to understand our differences and leverages the power of diverse perspectives and people in order to shape a brighter future for our communities.

Action A: Promote human dignity, equality and mutual respect through public awareness and community dialogue with a focus on reducing discrimination and social stigma experienced by people with behavioral health issues.

Action B: Collaborate with partners to promote effective communication with residents and stakeholders to heighten awareness of diversity and inclusion issues and share best practices.

Action C: Promote diversity, inclusion, and equity in Lake County training and leadership development programs, and improve recruitment strategies to reach and attract more diversity in candidates.



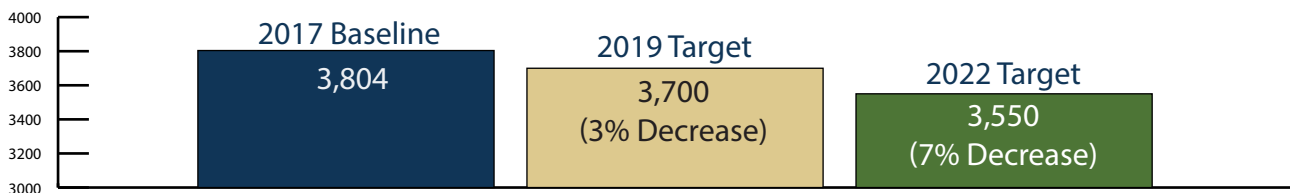
Improving Health Requires A Holistic System of Care

"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 at the Health Department. 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.

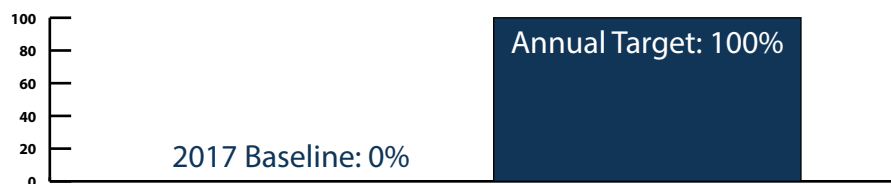
Genesis Zarraga, Lake County resident

PERFORMANCE METRIC

Number of households experiencing two or more of the negative housing conditions: cost burden, no kitchen facility, no bathroom facility, overcrowded conditions

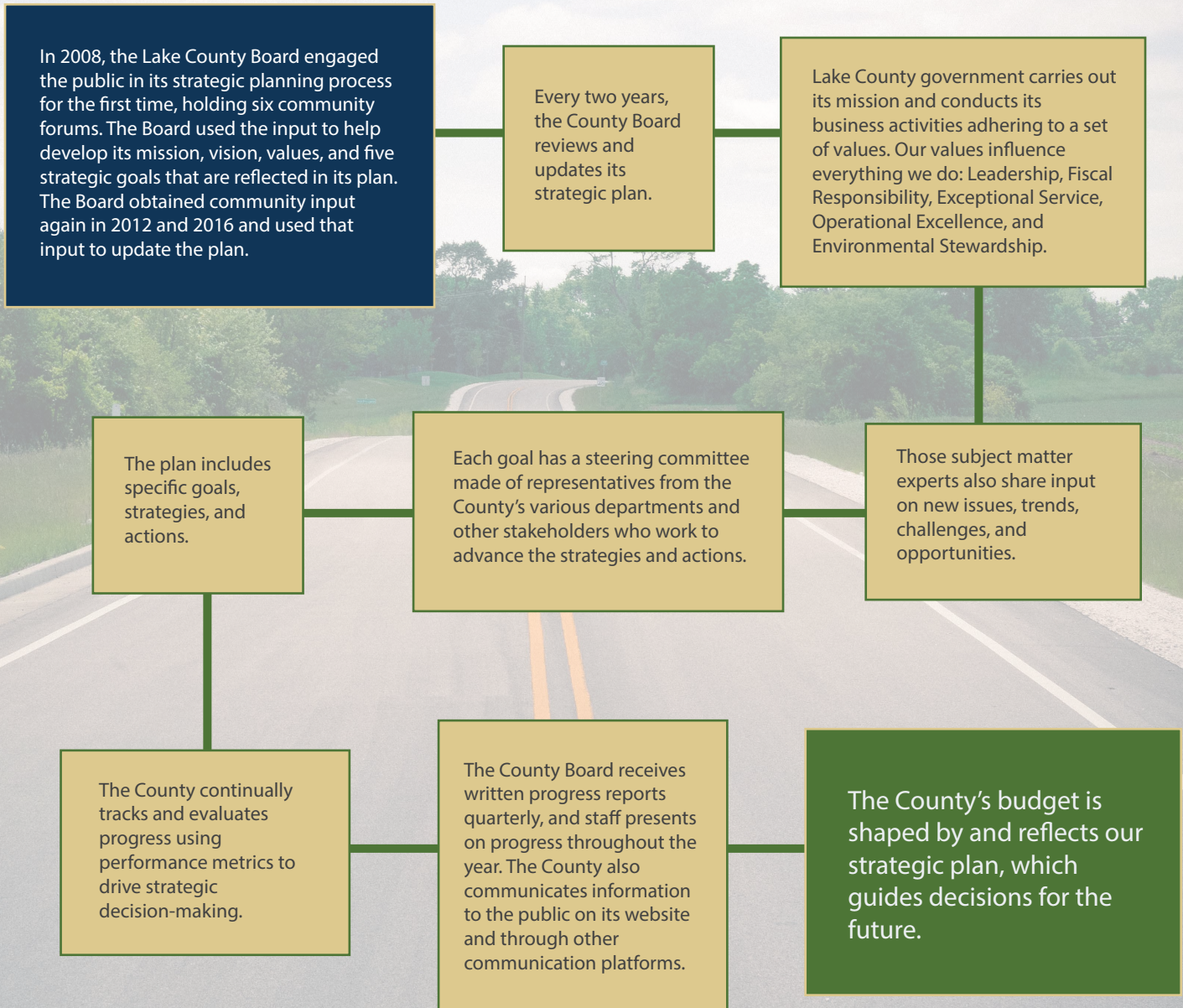


Assess 100% of new clients for social determinants of health at their first visit to the Lake County Health Department/Community Health Clinics



Strategic Plan Road Map

The County Board adopts a strategic plan that is used to help guide the future of the County, and influence budget and policy decisions.





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