



# Lake County Diversity and Inclusion Council

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*Executive Director*

# Incorporating Diversity and Inclusivity Into All We Do



TODAS las razas  
TODAS las religiones  
TODOS los países de origen  
TODAS las orientaciones sexuales  
TODOS los géneros  
TODOS los ingresos  
TODAS las habilidades  
TODOS los que viven, trabajan y juegan en Lake County

ALL races  
ALL religions  
ALL countries of origin  
ALL sexual orientations  
ALL genders  
ALL incomes  
ALL abilities  
ALL who live, work, and play in Lake County

**ERES** | **YOU ARE**  
**BIENVENIDO AQUÍ** | **WELCOME HERE**

 **LakeCounty**  
Health Department and  
Community Health Center

**Corporate Policy:**

“A positive and supportive environment is the foundation on which we build continued relationships with our patients, our partners and our communities.”

# Current Diversity and Inclusion Efforts

The Health Department aims to incorporate diversity and inclusion in all aspects of its work.

01

Diversity and Inclusion Committee

02

Communications

03

Human Resources

04

Public Health Efforts

# Diversity and Inclusion Council

**Mission:** To inspire cultural diversity, inclusion and competency through equal opportunity, respect, and the understanding of staff, clients and community.

## 2018 Highlights:

- Pride Event Celebration
- Cultural Awareness & Unconscious Bias training was conducted for approximately 130 Leaders and this week for our Board of Health and FQHC Governing Council members
- Hosted informational booths at employee picnic and new hire orientation

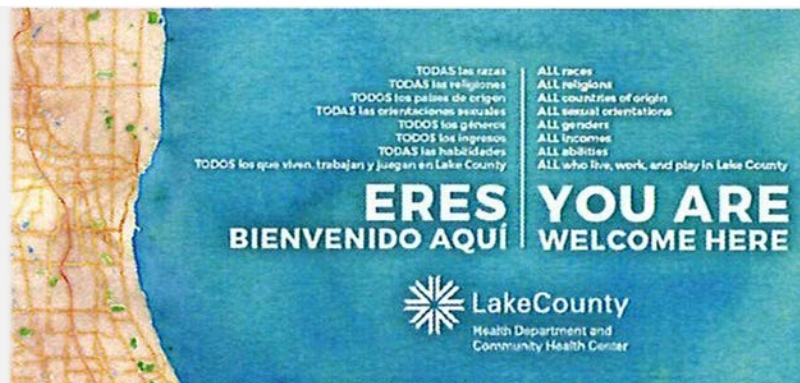


# Communication Efforts

Repurposing Staff to Accommodate Needs

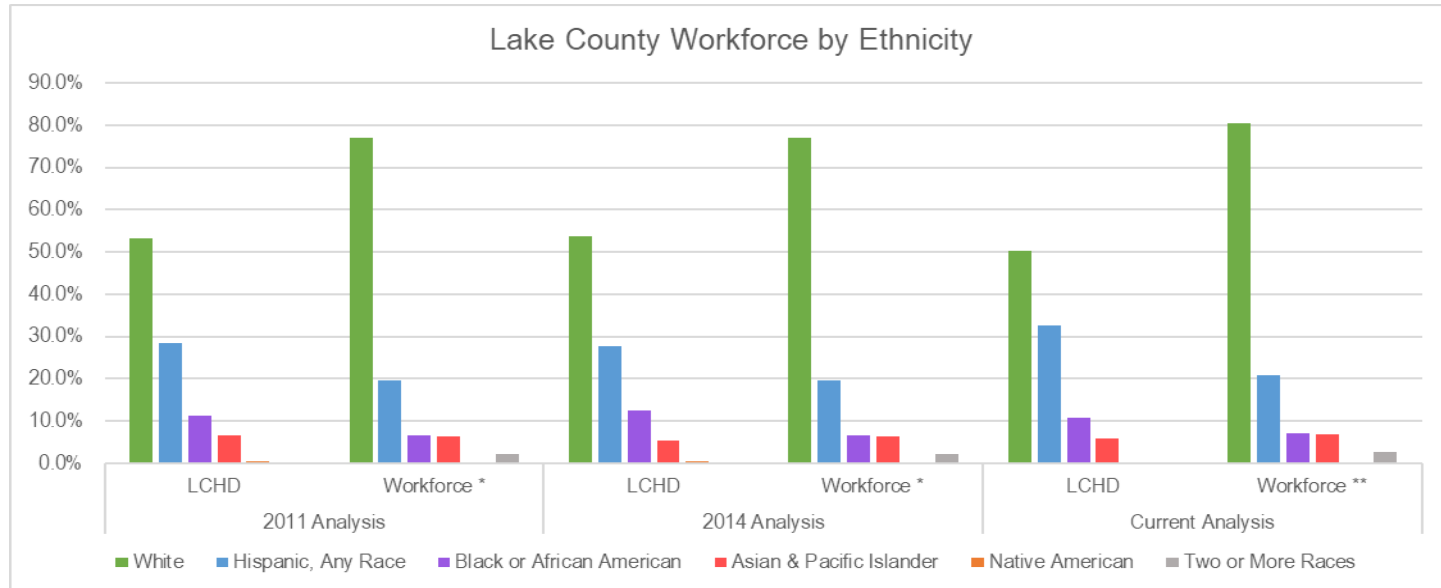
**Created a Marketing and Communication's Specialist Role to:**

- Coordinate internal communications
- Translate materials from English to Spanish
- Organize outreach activities
- Develop messaging to increase public awareness of health issues and Health Department services
- Execute risk communications in the event of public health threats and emergencies



# Human Resources Efforts

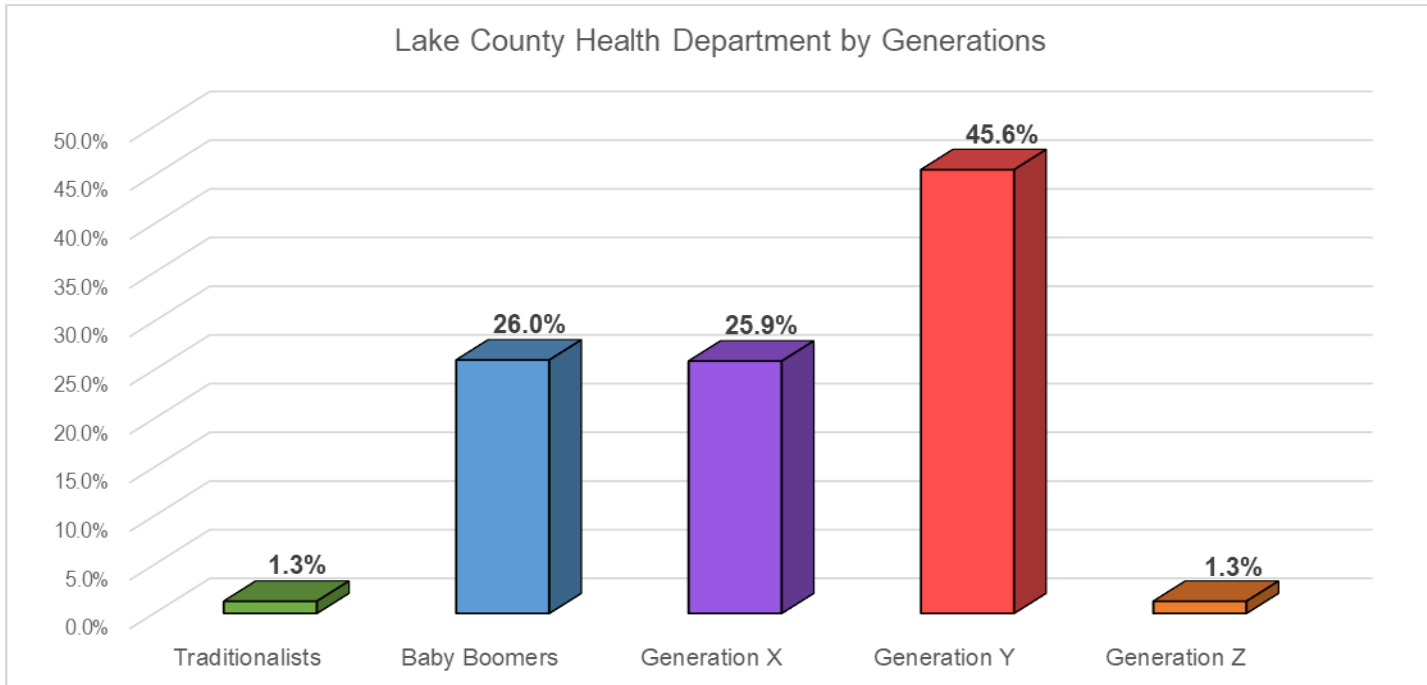
## Diversification of Our Workforce



	2011 Analysis			2014 Analysis			Current Analysis		
	LCHD (#)	LCHD (%)	Workforce * (2011 Data)	LCHD (#)	LCHD (%)	Workforce * (2011 Data)	LCHD (#)	LCHD (%)	Workforce ** (2015 Data)
White	500	53.2%	76.9%	511	53.8%	76.9%	435	50.3%	80.5%
Hispanic, Any Race	245	28.5%	19.5%	251	27.6%	19.5%	283	32.7%	20.7%
Black or African American	103	11.2%	6.7%	114	12.5%	6.7%	93	10.8%	7.0%
Asian & Pacific Islander	57	6.7%	6.3%	50	5.3%	6.3%	50	5.8%	6.8%
Native American	4	0.4%	0.2%	6	0.6%	0.2%	2	0.2%	0.2%
Two or More Races	0	0.0%	2.2%	1	0.2%	2.2%	2	0.2%	2.6%

# Human Resources Efforts

## Diversification of Our Workforce



	LCHD (#)	LCHD (%)
<b>Traditionalists:</b> Born before 1946	11	1.3%
<b>Baby Boomers:</b> Born between 1946 and 1964	229	26.0%
<b>Generation X:</b> Born between 1965 and 1976	228	25.9%
<b>Generation Y (Millennials):</b> Born between 1977 and 1995	401	45.6%
<b>Generation Z (iGen):</b> Born after 1995	11	1.3%

# Human Resources Efforts

## Interpreter Training

**12 LCHD/CHC bilingual** staff participated in training through the Language Access Resource Center (LARC) to become medical interpreters

100 hours of training:

- 40 hours in techniques, ethics, culture and medical terminology
- 60 hours of an externship, which required them to interpret between two people who speak different languages

## What this means?

They will follow the National Code of Ethics and National Professional Standards of Practice for Interpreters in Health Care, which will enhance service provided to our patients.



# Human Resources Efforts

Healthcare Job Fair Partnership - Spring and Fall 2018



## Job Fair Statistics:

- Spring:
  - 250 in Attendance
  - 25 Employers
  - 31 Direct Hires\*\*
- Fall:
  - 150 in attendance
  - 26 Employers
  - 18 Direct Hires\*\*

\*\*Data Captured

# Human Resources Efforts

## Introduction to Public Health Careers

LCHD provided **hands-on training & experiential learning** in a diverse array of career options, through :

- Internships (53)
- Externships (3)
- Residents (9)
- Volunteers (9)

### Employer Benefits:

- Pipeline of future employees
- Test-drive the talent
- Enhance local workforce
- Improve overall work environment
- Diverse Perspective

### Student Benefits:

- Gain valuable work experience
- Explore a Career Path
- Increase Marketability
- Transition into a job

# Clinical Efforts

## Services

- Providers/Counselors fluent in identified languages
- Interpreter Services provided by on-site staff
- Contract with hearing impaired interpreters and Certified Sign Language Services through Chicago Area Interpreter Referral Service (CAIRS)

## Direct Service Bilingual Staff (276):

- Spanish, Russian, French, Finnish, Greek, Romanian, Cantonese, Arabic, Marathi, Gujarati, Polish, Portuguese, Punjabi, Urdu, Hindi, Malayalam, Kannada, Telugu, German, Chinese, Ghana, Tagalog, Ilonggo, Cebuano, Hebrew, Thai, Swahili, Norwegian, Haitian, Armenian, Indian, Cambodian, and Vietnamese

# Public Health Efforts

LCHD/CHC is a state-certified, public health accredited health department and Joint Commission accredited Behavioral Health and Federally Qualified Health Center responsible for promoting the health and well-being of all who live, work and play in Lake County.

**We serve everyone in Lake County and provide a diverse array of numerous services throughout Lake County such as:**

- General/Family Medicine (Clients are 60% Hispanic, 15% African-American, etc.), Dental, Mental Health, Addictions/Substance Abuse Treatment, WIC, TB, Immunizations, Public Health Nursing, Sexually Transmitted Infections/HIV prevention, Child and Adolescent services, Crisis Care, Diabetes, Prevention Services, and Environmental and Food Safety Services and more...



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HealthDepartment



@LakeCoHealth



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