



Strategic Planning 2021 Update

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OneLCHD

Open

Adaptive

25-Year Vision

Annual Action Plan



Executive Team

ET Strategy and
BOH Meetings

Staff Leadership

Leadership Forum
Staff Survey

Front Line Staff

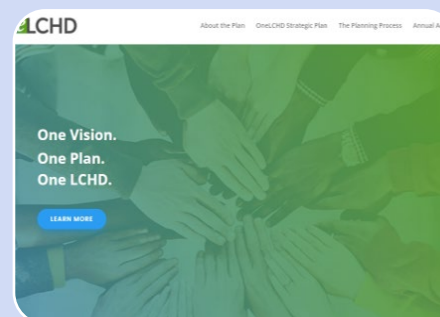
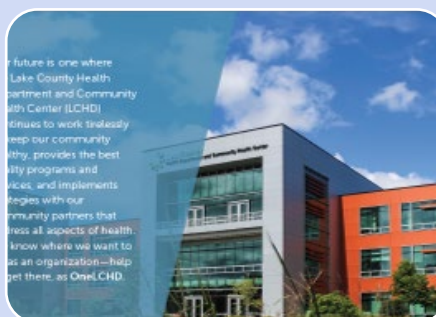
Theme Team
Strategy Summit

Action Teams

Action Planning
Process Meetings

OneLCHD Strategic Plan

Three Ways to Explore!



OneLCHD
summary
graphic

OneLCHD
formal
report

OneLCHD
website



OneLCHD 2021 Annual Action Plan Retrospective

Theme 1: Primary Prevention

Spotlight: Pandemic Health Navigator Program



2,500

Community members
contacted for resource
support



14,000

Education/outreach
materials distributed



4,000

Resource needs
addressed



5,000

Households reached via
door-to-door outreach



107

Community events
attended

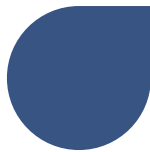


400

Businesses equipped to
support community
members

Theme 2: Quality

Spotlight: Contact Tracing



90

Internal staff transitioned to support initial response



94,000

Calls made to cases and close contacts



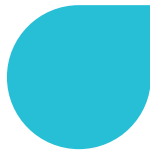
150

Contact Tracers and Case Investigators hired



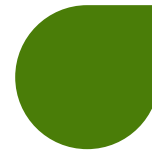
69,000

Interviews conducted



7

Teams created to support community members



28,700

Individuals receiving daily health assessments



Theme 3: Community-Driven Health Neighborhood

Spotlight: Community Health Ambassador Program



230

Community members trained as CHAs



28

Senior living facilities reached



52

Individual CHAs serving their communities



25

Informational presentations delivered



96

Community partners with a CHA on staff



10

Educational resources created and distributed

Focus Area 1: Collect Actionable Data and Use It Well

Objective 1A. By 2023, Health Department staff and key community stakeholders are equipped to collect, interpret, and integrate data into their decision-making.

Activity: Develop a dashboard to quickly and effectively identify and support outbreaks

Key Results: Identified and provided mitigation support to 227 different outbreaks
Conducted site visits to 45 different businesses

Objective 1B. By 2025, internal and external partners can access data they need in a timely manner through user-friendly websites.

Activity: Make up-to-date information about COVID-19 incidence and prevalence in Lake County widely available to the public

Key Results: Developed and launched the COVID-19 Data Hub
1,283,000 views since March 2020 (2,500 views per day)

Focus Area 2: Help People Get What They Need, When They Need it

Objective 2A. By 2023, assess community needs and assure that Health Department hours, locations, and service offerings reflect the needs and priorities of all who live, work, and play in Lake County.

Activity: Increase access to medical care for community members experiencing COVID-19-like symptoms

Key Result: 2,750 patients seen at the Respiratory Infection Clinic (RIC)

Objective 2B. By 2025, assure that Health Department programs and services have the capacity to address unmet community needs by modifying existing offerings and resources appropriately.

Activity: Establish a call center to field and respond to the 5000% increase in community questions

Key Results: Call Center staffed full-time with 22 individuals
50 volunteers dedicated to supporting seniors
Up to 2,300 calls fielded per day
Over 10,000 emails responded to

Objective 2C: By 2023, assure awareness of and coordination across Health Department and community partners' health-related services and resources.

Activity: Equip community partners with the resources, information, and training they need to operate safely

Key Results: 14 guidance documents developed and distributed
370 businesses received direct COVID-19 mitigation support
58 sites received over 60,000 test kits

Focus Area 3:

Make the Healthy Choice The Easy Choice

Objective 3A: By 2023, develop and implement strategies to identify and address the top three barriers affecting Health Department customer access to healthy choices.

Activity: Equip individuals from high-risk communities with the information and resources needed to mitigate COVID-19

Key Results: 3,000 COVID Care Kits distributed to community members
1,050 pulse oximeters distributed in high-risk areas
83,000 PPE kits delivered to low-income families

Objective 3B: By 2025, fulfill the Health Department's role as chief community health strategist in promoting health equity.

Activity: Provide special vaccination opportunities to vulnerable populations in comfortable, convenient locations

Key Results: 1,100 vaccinations given at 85 pop-up vaccination PODs in high-risk areas
425 high-risk seniors fully vaccinated at 31 senior housing PODs
250 residents at Community Integrated Living Arrangement and Developmentally Disabled living facilities fully vaccinated
350 homebound individuals fully vaccinated

Focus Area 4: Support Our Staff and Community

Objective 4A. By 2025, facilitate career pathways for Health Department staff and diverse, local applicants.

Activity: Offer job opportunities to local residents to support COVID-19 response work

Key Results: 250 workers hired and trained to support full-time staff in COVID work
Of those hired, 90% are Lake County residents

Objective 4B. By 2023, the Health Department has implemented a meaningful system for assessing customer service experiences across all service lines and has implemented a process to address relevant concerns.

Activity: Respond to community member frustrations, including issues with registration and scheduling, at Health Department's Mass Vaccination sites

Key Result: Established the Concierge Team, which provided friendly onsite customer service for individuals seeking vaccinations, including registration and IT support

Objective 4C. By 2025, 95% of staff are competent in how they can integrate trauma-informed and anti-racist principles to create a safe and welcoming environment in their work with customers, community members, and fellow staff.

Activity: Listen to and support community-informed priorities to reduce inequities in COVID-19 incidence and vaccination rates among communities of color

Key Results: Convened two community partnership groups to reduce the inequities in COVID incidence and vaccination rates among Lake County Communities of Color (ACL/AACPG)
50 organizations involved in both groups



OneLCHD 2022 Annual Action Plan Preparations

2022 Action Teams

Action Team	Assigned Objectives	Responsible Party	Accountable Executive Sponsor
1	1A. By 2023, Health Department staff and key community stakeholders are equipped to collect, interpret, and integrate data into their decision-making. 1B. By 2025, internal and external partners can access data they need in a timely manner through user-friendly websites.	Health Informatics Governance	Jefferson McMillan-Wilhoit
2	2A. By 2023, assess community needs and assure that Health Department hours, locations, and service offerings reflect the needs and priorities of all who live, work, and play in Lake County. 2B. By 2025, assure that Health Department programs and services have the capacity to address unmet community needs by modifying existing offerings and resources appropriately. 4B. By 2023, the Health Department has implemented a meaningful system for assessing customer service experiences across all service lines and has implemented a process to address relevant concerns.	Customer Access and Experience Action Team	Kim Burke, Larry Mackey
3	2C. By 2023, assure awareness of and coordination across Health Department and community partners' health-related services and resources.	Community Coordination Action Team	Pam Riley
4	3A. By 2023, develop and implement strategies to identify and address the top three barriers affecting Health Department customer access to healthy choices. 3B. By 2025, fulfill the Health Department's role as chief community health strategist in promoting health equity.	Health Equity Work Group	Les Zun, Lisa Kritz
5	4A. By 2025, facilitate career pathways for Health Department staff and diverse, local applicants.	HR Team	Jerry Nordstrom
6	4C. By 2025, 95% of staff are competent in how they can integrate trauma-informed and anti-racist principles to create a safe and welcoming environment in their work with customers, community members, and fellow staff.	Inclusion and Diversity Council	Sam Johnson
7	4C. By 2025, 95% of staff are competent in how they can integrate trauma-informed and anti-racist principles to create a safe and welcoming environment in their work with customers, community members, and fellow staff.	Trauma-Informed Work Group	Sam Johnson

Next Steps

- Full Strategic Plan Rollout to all LCHD Staff
- Continue Developing 2022 Annual Action Plan
- Present 2022 Annual Action Plan to Governing Boards for Adoption (January 2022)
- Implement 2022 Annual Action Plan
 - Quarterly Progress Updates



Questions?



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HealthDepartment



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