

Lake County Health Department and Community Health Center



LakeCounty

Health Department and
Community Health Center

*Healthy People. Healthy Choices.
Healthy Lake County.*

Irene T. Pierce, MSN
Executive Director



Mission Statement

The Lake County Health Department and Community Health Center will promote physical and emotional health; prevent disease, injury and disability; and protect the environment, through the assessment of needs, the development of policy and the provision of accessible, quality services.

Annual Report

Fiscal Year 2009

We are pleased to present the 2009 Annual Report and Information Guide, which details the many services and programs available to Lake County residents.

Community partnerships have always been a central component of the Health Department's vision to protect and improve the health of Lake County residents and communities. Such partnerships were particularly instrumental in assisting the Department to address the H1N1 flu virus, which took the world by surprise last spring. After initially facing a delay in vaccine shipment that significantly increased public demand for the supply, the Health Department worked extensively with its partners, including schools, park districts, hospitals, pharmacies, and other healthcare providers to distribute approximately 100,000 doses of the vaccine to the public in a timely fashion. The Department worked with organizations such as the Mexican Consulate and African American churches to coordinate H1N1 vaccine clinics for diverse populations. As a result of this pandemic, which led to five deaths and 109 hospitalizations in Lake County, the Health Department forged many important partner-

ships, learned more about addressing emergent situations and is better prepared for future events.

Through a partnership with the NorthShore University HealthSystem, the Health Department established the *Be Well – Lake County* Program, a diabetes management program for clients of its North Chicago Community Health Center. This partnership, as well as other long-standing community partnerships forged over the years, led to the Department receiving national recognition as one of eight high performing community organizations in the country.

The Department was the recipient of several American Recovery and Reinvestment Act grants to help it serve more clients during the downturn in the economy. Through these grants, the Health Department expanded medical, dental and mental health services, and is adding a new wing to the Mid-Lakes Health Center in Round Lake Beach.

Behavioral Health Services (BHS) was particularly hard-hit by the state's budgetary problems, experiencing an \$800,000 funding reduction. On a brighter side, BHS was able to bring

primary care services to clients at its Outpatient Mental Health program, improving the well being of clients and increasing the probability of client follow through.

Environmental Health Services made it substantially easier for restaurant-goers to access health inspection reports. New software made it possible for the public to access complete inspection reports and enforcement actions online. This service area also completed the final year of the Waukegan River water quality assessment project. Study findings will assist local, state and federal entities in remediation and policy planning.

Finally, the Health Department made substantial progress toward completion of its new 85,000-square-foot building at 3010 Grand Avenue in Waukegan. When the building officially opened in 2010, it brought a number of programs under the same roof, creating more coordinated, efficient and accessible care for Lake County residents.

We are proud to be among the top 6 percent of 2,864 local health departments nationwide by population served, financing and workforce, and are especially grateful to the Lake County Board for its continued leadership and support.



Michael Waxman
President
Lake County Board of
Health



Eula Crawford
Chair
Lake County Community
Health Center
Governing Council



Irene T. Pierce
Executive Director
Lake County Health
Department and
Community Health
Center

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Community Collaboration

To work towards its mission, the Lake County Health Department and Community Health Center works with many organizations throughout not only Lake County, but the entire country, including, but not limited to the following:

- Local Hospitals
- State and Local Health Departments
- Lake County Businesses
- The Lake County School System
- Churches, Synagogues and other Religious Organizations
- Community and Philanthropic Organizations
- State and National Health Associations
- Lake County and Municipal Governments
- Northern Illinois Public Health Consortium, Inc.
- Coalition for Healthy Communities
- Healthy Lake County
- Healthy Highland Park
- Friends for Health
- Elected Governing Bodies

Governing Bodies

Lake County Board of Health

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.

FY 2009

- | | |
|--|--|
| Michael Waxman, MBA, <i>President</i> | Eula Crawford, <i>Governing Council Chair</i> |
| Carl B. Hagstrom, D.D.S., <i>Vice President</i> | Ann Maine, <i>Lake County Board Representative</i> |
| Lucille DeVaux, R.N., <i>Secretary</i> | Dennis E. Manning, D.D.S. |
| Harry B. Axelrod | Neil Puller, M.D. |
| Shari L. Bornstein, M.D., M.P.H. | Chief Timothy Sashko, <i>Member-at-Large</i> |
| Steve Carlson, <i>Lake County Board Representative</i> | Chris E. Stout, Psy.D., MBA |

Lake County Community Health Center Governing Council

The Governing Council oversees planning and direction of operations for the Lake County Community Health Center. To ensure a community voice in the direction of the Center, a majority of Council members is comprised of Center users.

FY 2009

- | | |
|---|-------------------|
| Eula Crawford, <i>Chair</i> | Maria Elena Lara |
| Mary Ross-Cunningham, <i>Vice-Chair</i> | Rosa Reyes-Prosen |
| Dorothy Volkert, <i>Secretary</i> | Mary Ellen Radtke |
| John Howe | Elsi Rodriguez |
| Angelo Kyle | Robert Tarter |
| | Randall Weston |



Scope of the Department

*The Lake County Health
Department and Community
Health Center employs
approximately 1,000 full and
part-time staff in 60 separately
funded programs.*



*Facilities are located in the
following Lake County
communities:*

Grayslake
Highland Park
Lake Villa
Libertyville
Mundelein
North Chicago

Park City
Round Lake Beach
Round Lake Park
Vernon Hills
Wauconda
Waukegan
Zion

Healthy People 2010

In 2000 the Surgeon General unveiled a national health assessment tool called the nation's "Leading Health Indicators" to measure the health of the nation until 2010. As you will see in the Leading Health Priorities for Lake County chart, Lake County met or came close to meeting 2010 objectives in a number of areas. New objectives have been set for 2020.

The Lake County Health Department/Community Health Center has adopted the Surgeon General's Leading Health Indicators to assess the overall health status of Lake County, as well as to make comparisons and measure improvements over time. The indicators, which are part of the Health Department's Strategic Plan, include: physical activity, overweight and obesity, tobacco use, substance abuse, responsible sexual behavior, mental health, injury and violence, environmental quality, immunizations, and access to healthcare. The chart on page 7 illustrates the current status of each indicator as it pertains to Lake County and the Healthy People 2010 goals the Health Department is working to attain.

Another goal of LCHD/CHC is to eliminate racial and ethnic health disparities in Lake County by 2010. The U.S. racial and ethnic

groups experiencing these disparities include African-American, American Indian, Asian American and Hispanic American. LCHD/CHC is addressing the following health disparities in Lake County: infant mortality rates, immunization rates, cancer mortality rates, coronary heart disease mortality rates, diabetes mortality rates, and reported new AIDS diagnosis rates.

This section also includes graphs that provide additional perspectives on Lake County's health status, such as the leading causes of death. This section was compiled by the Health Department's Community Health Assessment Program, which conducts analyses of public health-related data to identify trends and assist the Health Department to best target programs and allocate resources.



PRIORITY AREA	INDICATORS	ALL GROUPS Lake County/US	WHITE LC/US	AFR. AM LC/US	HISPANIC LC/US	HEALTHY PEOPLE 2010 TARGET
PHYSICAL ACTIVITY	% Physically Inactive People Centers for Disease Control and Prevention, Behavioral Risk Factor Survey, 2007	16.5/22.6	***/**	***/**	***/**	20.0
OVERWEIGHT & OBESITY	% Obese Centers for Disease Control and Prevention, Behavioral Risk Factor Survey, 2007	19.8/27.0	***/**	***/**	***/**	15.0
TOBACCO USE	% Current Smokers Centers for Disease Control and Prevention, Behavioral Risk Factor Survey, 2007	14.3/18.4	***/**	***/**	***/**	12.0
SUBSTANCE ABUSE	% At Risk for Binge Drinking Centers for Disease Control and Prevention, Behavioral Risk Factor Survey, 2007	15.4/15.6	***/**	***/**	***/**	6.0
	Alcohol Liver Disease Mortality Rate* LCHD Community Health Assessment Program database, 2003-2007; US Data from National Vital Statistics Report, Deaths: Final Data for 2006	2.3/4.4	1.97/4.7	***/2.7	***/4.3	3.0
	Drug-induced Mortality Rate* LCHD Community Health Assessment Program database, 2003-2007; US Data from National Vital Statistics Report, Deaths: Final Data for 2006 The Lake County rate reflects the number of deaths due to accidental exposure to narcotic and psychodysleptic (hallucinogens) drugs. The US data include a larger group of drug-related deaths.	8.5/10.7	7.7/12.1	16.5/11	***/6.6	1.0
	Ensuring BHS clients are free of drugs after six months of treatment (self-report)	94.0%/**	***/**	***/**	***/**	***
RESPONSIBLE SEXUAL BEHAVIOR	Rate* of Reported New AIDS Cases People 13+ Years of Age, Illinois Department of Public Health, 2010	16/37,041	***/**	***/**	***/**	1.0
MENTAL HEALTH	Suicide Rate* LCHD Community Health Assessment Program database, 2003-2007	8.2/11.1	7.9/13.9	***/5.1	***/4.9	5.0
	Improved levels of BHS client functioning (clients treated for more than three sessions will show improvement.)	60%/**	***/**	***/**	***/**	
INJURY AND VIOLENCE	Unintentional Injury Mortality Rate* LCHD Community Health Assessment Program database, 2003-2007; US Data from National Vital Statistics Report, Deaths: Final Data for 2006	19.3/39.8	16.8/**	27.4/**	8.1/**	17.5
	Firearm-related Mortality Rate* LCHD Community Health Assessment Program database, 2003-2007; US Data from National Vital Statistics Report, Deaths: Final Data for 2006	3.7/10.2	2.98/8.8	***/19.9	***/7.6	4.1
	Homicide Rate* LCHD Community Health Assessment Program database, 2003-2007; US Data from National Vital Statistics Report, Deaths: Final Data for 2006	2.5/6.2	1.4/2.7	11.3/23.6	***/8	3.0
ENVIRONMENTAL HEALTH	Water-borne Disease Outbreaks from Community Water Systems 2008 - LCHD Communicable Disease (CD) Data	0.0/**	***	***	***	2.0
	# of Beach Closings due to Presence of Harmful Bacteria 2008 - LCHD Lakes Management Data	181/**	***	***	***	0.0
	# of Children 1 month to 6 years of age with elevated lead levels in Lake County (> 10mcg/dL) Illinois Lead Program Surveillance Report, 2007	62/**	***	***	***	0.0
IMMUNIZATION	% of Children (19-35 Months) in Full Compliance Illinois Department of Public Health. "Full Compliance" is defined as having received the 4-3-1-3-3 series (4DTaP, 3 Polio, 1 MMR, 3 Hib, and 3 Hep.B)	***/79.8	***	***	***	80.0
ACCESS TO HEALTH CARE	% of people 0 to 64 with no health insurance This number represents synthetic estimates based on national percentages and Lake County's 2006 estimated population under 65 years of age.	15.8%/14.5%	10.8/**	20.8/**	34.1/**	0.0
	% of Pregnant Women who begin Prenatal Care in 1st Trimester LCHD Community Health Assessment Program database, 2003-2007	80.5/**	85.6/**	69.1/**	74.6/**	90.0

Notes:

***No available data or too few cases for reliable rates to be calculated

*All rates are per 100,000 specific population and age-adjusted to the year 2000 standard million population. All population values used to calculate rates are from the U.S. Census Bureau.

Note 1: According to Centers for Disease Control and Prevention, Hispanic ethnicity is under-recognized and under-reported on death certificates.

Note 2: Please note that data from the Behavioral Risk Factor Survey cover ages 18-64 only, while the Healthy People 2010 Targets are for people 18 and older.

HEALTH STATISTICS



Lake County Birth Statistics (2007)

	RACE ETHNICITY	LIVE BIRTHS #
<i>Lake County</i>	ALL RACES ¹	9,833
	WHITE	4,873
	AFRICAN AMERICAN	798
	OTHERS	304
	HISPANIC*	3,330
<i>Illinois</i>	ALL RACES ¹	180,530

	RACE ETHNICITY	TEEN BIRTHS #/%	<15 YRS OLD #/%	15-17 YRS. OLD #/%	18-19 YRS. OLD #/%
<i>Lake County</i>	ALL RACES ¹	719/7.3	13/1.8	250/34.8	456/63.4
	WHITE	151/3.1	2/1.3	46/30.5	103/68.2
	AFRICAN AMERICAN	157/19.7	6/3.8	47/29.9	104/66.2
	OTHERS	8/2.6	0/0.0	4/50.0	4/50.0
	HISPANIC*	403/12.1	5/1.2	153/38.0	245/60.8
<i>Illinois</i>	ALL RACES ¹	18,314/10.1	260/1.4	5,988/32.7	12,066/65.9

* Hispanics may be of any race, but are NOT included in the individual racial groups.

¹ Please note that due to missing or unknown data, individual rows/columns will NOT always sum to the total. For example, due to missing data for mothers' race/ethnicity, totals for all races may be larger than the totals computed by adding individual racial/ethnic groups.

Data Source: Illinois Department of Public Health

Principal Causes of Death* in Lake County (2007)

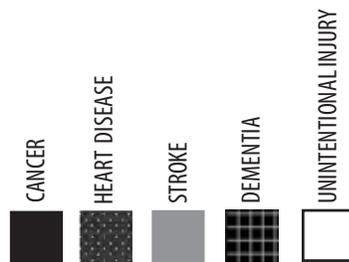
*International Classification of Diseases, 10th Revision (ICD-10)

Cause	# of Deaths	%
All Cancers	1,052	26.9
Heart Disease	798	20.4
Dementia, including Alzheimer's Disease	279	7.1
Cerebrovascular Disease	201	5.1
Unintentional Injuries	181	4.6
Chronic Lower Respiratory Disease	150	3.8
Diabetes	110	2.8
Kidney Disease	100	2.6
Influenza/Pneumonia	86	2.2
Septicemia	61	1.6
Suicide	50	1.3
Chronic Liver Disease	28	0.7
Homicide	21	0.5
All Other Causes	796	20.3
Total Deaths:	3,913	100.0

Source: Illinois Department of Public Health

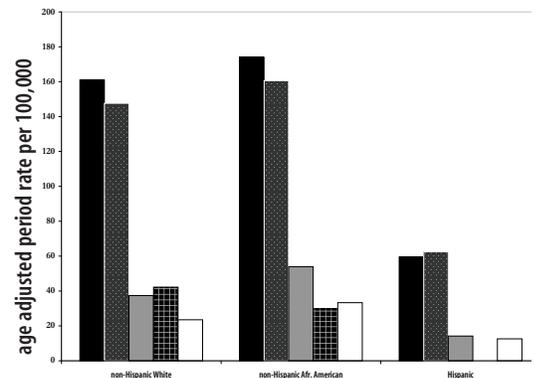
Principal Causes of Death* in Lake County by Race/Ethnicity (2003-2007)

*International Classification of Diseases, 10th Revision (ICD-10)



Note: Mortality rates for Hispanics are often markedly lower than rates for other groups due to misclassification of the ethnic character of the decedent.

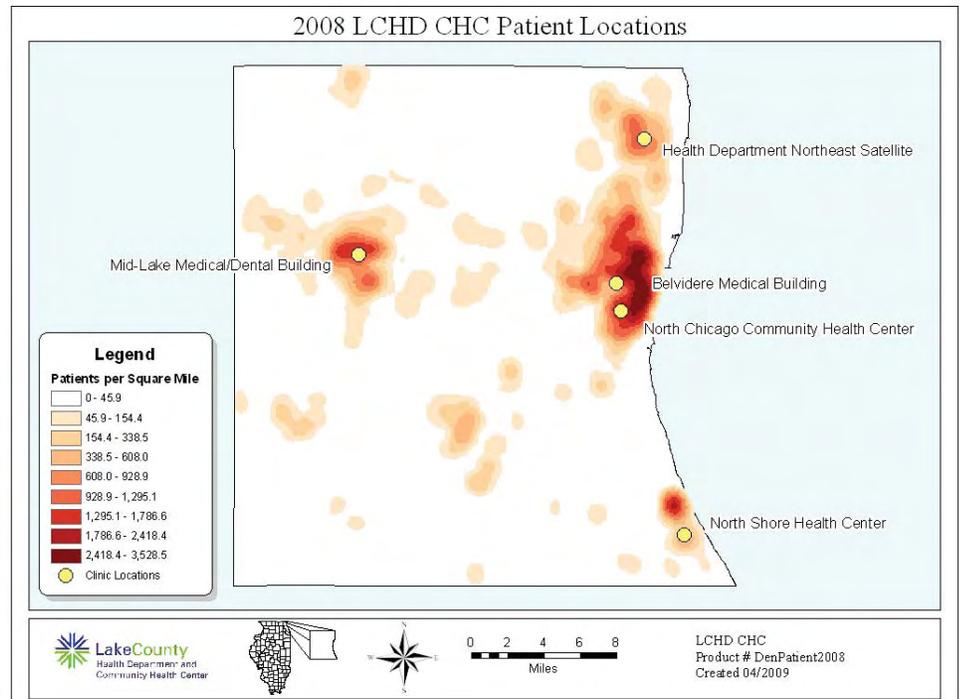
Source: Illinois Department of Public Health/Community Health Assessment Database



***Selected
Reportable
Communicable
Diseases***

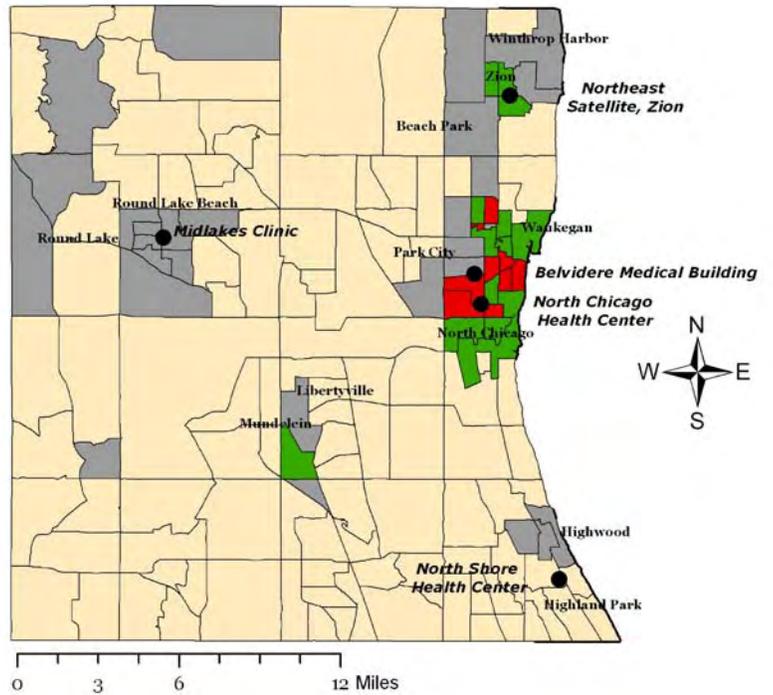
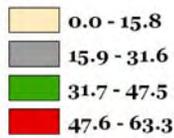
	Cases
Enteric E. Coli	6
Giardiasis	30
Group A Streptococcal Infection, Invasive	15
Hepatitis A	8
Hepatitis B	65
Meningococcal	1
Pertussis	113
Salmonellosis	96
Shigellosis	38
Streptococcal Pneumoniae Invasive	7
West Nile Virus	0

***Lake County Health
Department and
Community Health
Center Patient
Locations***



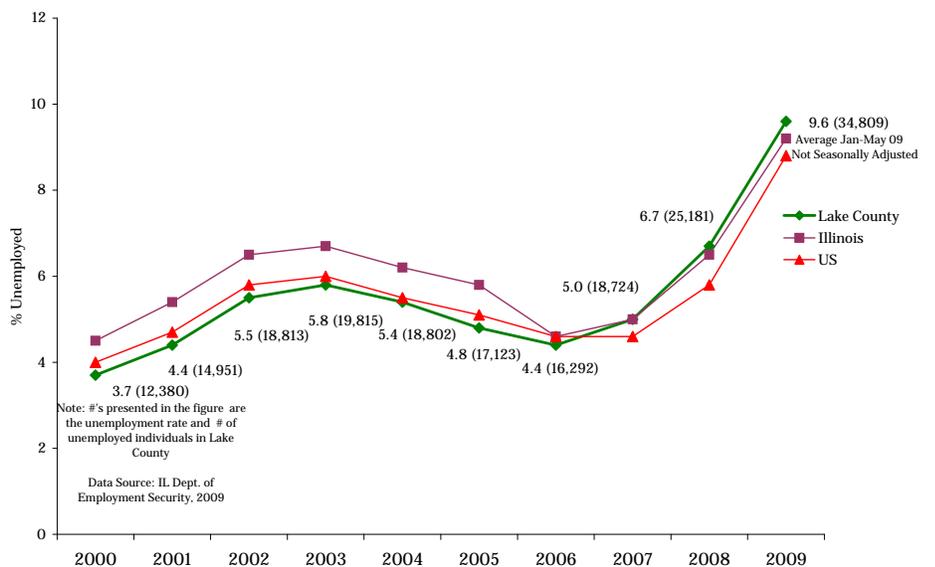
Lake County Population with Annual Income Below 200% of the Federal Poverty Level by Census Tract with LCHD/CHC Primary Care Clinic Sites Identified (2000 Census Data)

% of Population Below 200% of Poverty

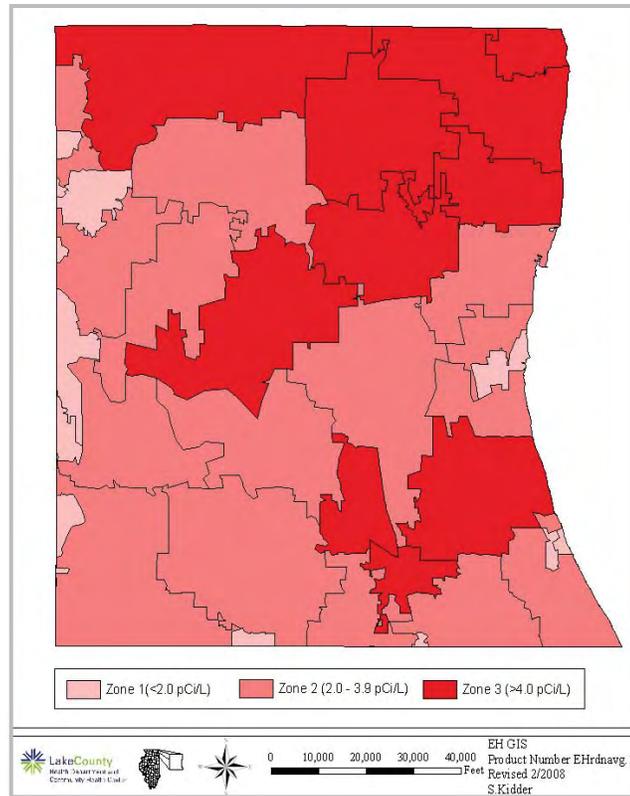


Seasonally Adjusted Annual Average Unemployment Rate for Lake County

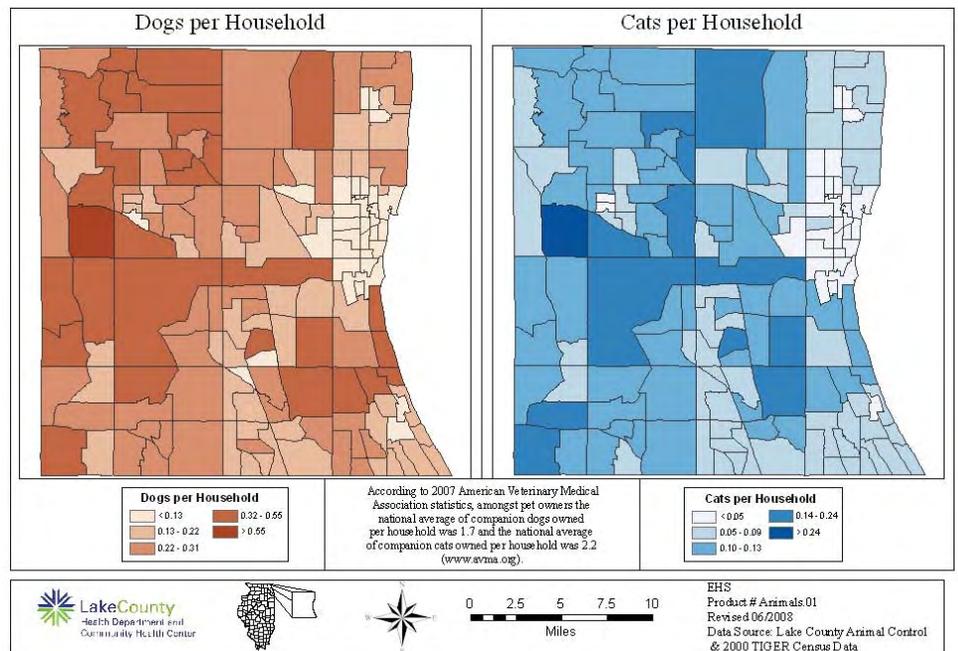
Seasonally Adjusted Annual Average Unemployment Rate for Lake County



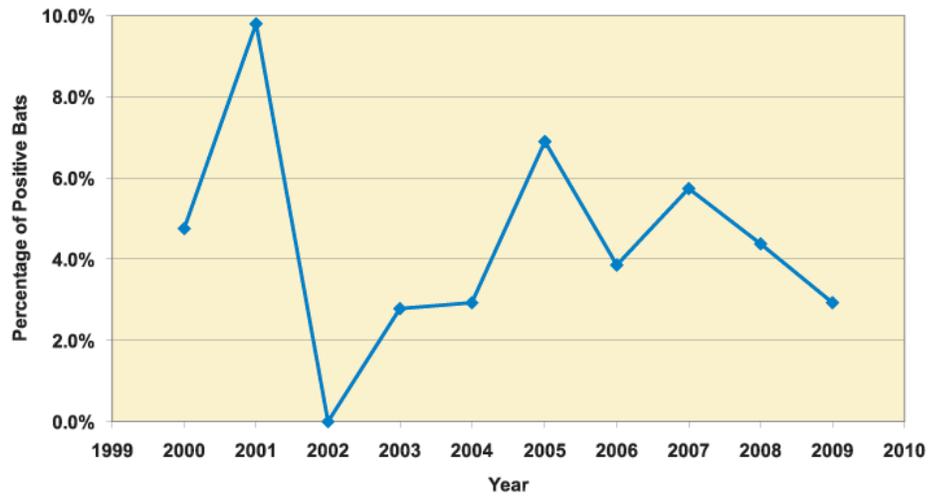
Average Radon Levels in Lake County by Zip Code Areas



Dogs and Cats Owned per Household in Lake County by Census Tract



Percentage of Tested Bats Positive for Rabies in Lake County from 2000-2009



TOWNSHIP STATISTICS — FY2009

The following indicates which townships utilized specific services most frequently.

Children Tested for Lead

1. Waukegan – 4,488
2. Avon – 1,382
3. Shields – 858

Number of Contacts Through Family Life Education Presentations

1. Waukegan – 3,497
2. Shields – 2,342
3. Avon – 884

Medical Clinic Visits

1. Waukegan – 63,003
2. Avon – 16,798
3. Shields – 13,444

Mental Health Clients

1. Waukegan – 2,051
2. Avon – 1,215
3. Zion – 342

Chemical Dependency Clients

1. Waukegan – 750
2. Avon – 228
3. Shields – 184

Number of Hearing Tests

1. Avon – 3,661
2. Shields – 3,132
3. Waukegan – 1,055

Number of Vision Tests

1. Avon – 2,507
2. Shields – 2,029
3. Waukegan – 874



***FY2009
Preliminary
Unaudited
Statement of
Revenues and
Expenditures,
and Changes in
Fund Balance***

REVENUE SOURCES:	Recognized	Budgeted
Local Property Taxes	\$20,373,351.00	\$20,516,014.00
Federal and State Grants	22,391,365.00	26,090,509.00
Fees	4,666,396.00	5,308,080.00
Reimbursables	13,885,123.00	14,696,127.00
Miscellaneous	7,612,113.00	7,528,383.00
TOTAL	<u>68,928,348.00</u>	<u>74,139,113.00</u>
EXPENDITURES:		
Administrative Services	\$ 7,077,648.03	14,716,371.00
Community Health Services	12,299,353.52	12,653,707.00
Environmental Health Services	5,405,172.81	6,127,353.00
Behavioral Health Services	17,172,145.67	18,131,354.00
Primary Care Services	27,151,666.63	31,843,961.00
TOTAL	<u>69,105,986.66</u>	<u>83,472,746.00</u>
EXCESS (DEFICIENCY) REVENUES OVER EXPENSES	(177,638.66)	(9,333,633.00)

Fund Balances

BEGINNING OF YEAR	\$28,100,080.63
END OF YEAR	\$27,922,441.97

BEHAVIORAL HEALTH SERVICES

Women's Residential Services

"I'm ready to go on with my life. I know I'm worth it."

Laura Hadley



Laura Hadley was born into a cycle of abuse and drugs but that cycle stops with her, and it stops now.

Hadley won't hesitate to tell you that for a long time her life was rough. Abuse she suffered as a child continued into her adult life as she endured several rocky relationships. She also abused herself with both drugs and time on the streets.

Today, with help from the Lake County Health Department/Community Health Center's Women's Residential Services (WRS) program, Hadley is removing the roadblocks of abuse and drugs and replacing them with new cornerstones of health, happiness and progress. She makes an effort each day to continue moving forward in the life she knows she deserves, a gift she found through WRS.

"I'm ready to go on with my life. I know I'm worth it," Hadley said.

WRS is a residential treatment program for chemically dependent women. Individualized treatment focuses on two main areas: developing a chemical-free lifestyle and improving parenting skills.

Hadley entered the 90-day program at WRS in September 2009 when she relapsed and used drugs following the deaths of her grandmother and brother. Proudly, she graduated from the program in November

and continues to work toward a full life for herself and three of her daughters who are currently in temporary foster care.

Because empowerment is key to the WRS philosophy, Hadley participated in the decision making process about her treatment plan, and her day-to-day life while living at the program. Participating in her treatment helped her to strengthen decision-making skills that will help her succeed in living a healthy lifestyle.

"At first I was ashamed of my past and what I had done," Hadley said. "But I've learned not to be ashamed for getting help. It was absolutely the best thing I could have done. I'm working on me and that's going to help my daughters, too."

Health Department staff was particularly helpful in assisting Hadley with coping with her youngest daughter's diagnosis with cancer. Being away from a sick child and accepting the lifelong impact cancer can have was extremely difficult, she said, but with the help of Health Department programs she was able to cope in healthy ways.

Hadley also has an older daughter, whom she credits with giving her the final big push she needed to seek help and get sober for good. Her daughter is currently in college and hopes to find a career as a caseworker so she can help more people who struggled like Hadley did.

Even Hadley herself looks back on her past and has a hard time believing some of the things she's been through. But the drugs and abuse are in the past, she said, and through her work at WRS she's moving on each and every day.

"The program at WRS helped me dig deep and find the parts of me I didn't even know were missing," she said. "Thank God I'm living. I don't think there's anything better."

Staff members at WRS also encouraged Hadley to seek help for depression and diabetes, both of which were undiagnosed until she entered the program. She had mistaken symptoms of both conditions to the side effects of years of drug use, but nurses at WRS helped her access the primary care services she needed. Being healthy means much more than just being sober, Hadley said. Health Department services were available to meet her needs for both physical and emotional health.

Today Hadley remains clean. She regularly attends meetings and participates in intensive outpatient programs. Her three young daughters remain in temporary foster homes while Hadley looks for stable employment and continues paving the way for a healthy, productive future.

"I'm doing this for me as much as I'm doing it for them. I know that will make them proud one day," she said.

BEHAVIORAL HEALTH SERVICES

Programmatic Highlights in FY09

Staff in this Service Area provides treatment, training and support services to persons experiencing problems related to emotional and mental illness or drug and alcohol addiction.

The country and Illinois continued to experience financial and budgetary problems through 2009. This resulted in Behavioral Health Services funding reductions of about \$800,000. Both the mental health and the chemical dependency treatment programs experienced cutbacks. Unfortunately, service and staff reductions meant longer waiting lists for clients to enter services.

On a brighter side, however, Primary Care and Behavioral Health Services initiated a program to bring medical services to our clients in our Outpatient Mental Health Program. A physician, nurse and support workers see to the medical needs of the clients in the same location as clients receive their mental health care. This has improved the well being of clients, increased the probability of client follow through in both areas and enhanced collaboration between disciplines. As mentally ill individuals frequently experience medical concerns and die significantly earlier than average, this integration of care is vital.

Our clinical employees continue to enhance their skills in areas related to evidence based practices in behavioral health treatment. Our emphasis in the past year has been on knowledge and skill development in areas such as dual diagnosis, medication use and abuse, recovery and resiliency and suicide prevention. We provided

training on proven techniques of Dialectic Behavioral, Motivational, Twelve Step and Cognitive Behavioral Therapies. Additionally, we offered training on intergenerational cultural and ethical issues. Many of the training programs we coordinate are also offered to outside clinicians working in the area who are then able to take advantage of these local, inexpensive and high quality offerings.

We embarked on and continue to implement an electronic health record. Implementation takes much longer than one would anticipate and creates challenges for staff members. All are committed to

learning the new processes and eventually reaping the rewards that will come with improved health information technology.

Another exciting move forward is the nearly completed construction of the new building at 3010 Grand Avenue in Waukegan. Along with employees from other service areas, our outpatient adult and youth mental health, community support case management, youth substance abuse and Behavioral Health administrative staff will be moving there this spring.



BEHAVIORAL HEALTH SERVICES

Service Statistics

<i>Mental Health Services*</i>	Cases - individual, couple, or family	Counseling Sessions (a), Client Days (b), Client and Community Contacts (d), Hours of Service (e)
PROGRAM		
Outpatient Counseling Services	2,089	18,926 (a)
Psychiatric Medication Appointments	4,805	12,493 (a)
Crisis Care Program		
Respite Care	173	1,557 (b)
Crisis Contacts	4,484	4,484 (e)
Community Support Services		
Apartments	48	15,728 (b)
CILA (Community Integrated Living Arrangements)	10	3,560 (b)
Community Case Management	1,002	16,894 (d)
Linkage Case Management	815	8,427 (d)
Assertive Community Treatment	55	8,284 (d)
Psycho-social Rehabilitation Program	163	38,229 (e)
Group Home	40	4,569 (b)
Children and Adolescents Behavioral Services	1,775	15,089 (d)
Therapeutic Intensive Monitoring	44	923 (d)

<i>Substance Abuse Services*</i>	Cases - individual, couple, or family	Counseling Sessions (a), Client Days (b), Client and Community Contacts (d), Hours of Service (e)
PROGRAM		
Outpatient Substance Abuse	497	5,735 (a)
Methadone Counseling	123	
Addictions Treatment Program (DTX/RHB)	1,176	7,659 (b)
Women's Residential Services		
Women	95	5,740 (b)
Children	46	3,037 (b)
Project SAFE	60	5,240 (e)
Intensive Outpatient Program	597	26,352 (e)
Mentally Ill Substance Abusers		
Case Management (MISA)	0	0 (d)
Youth Services	83	1,719 (e)

*Estimates based on program capacity, average sessions per client, and prorating statistics from two computer systems.

BEHAVIORAL HEALTH SERVICES

Clients Served by Specific Treatment Programs

<i>FY2009</i>	Township	Chemical Dependency*	Mental Health*
	Antioch	79	303
	Avon	228	1,215
	Benton	22	282
	Cuba	5	45
	Ela	12	90
	Fremont	41	225
	Grant	71	332
	Lake Villa	72	287
	Libertyville	29	131
	Moraine	15	143
	Newport	6	20
	Shields	118	368
	Vernon	42	179
	Warren	79	396
	Wauconda	26	189
	Waukegan	750	2,051
	West Deerfield	3	17
	Zion	184	342
	<i>Total</i>	<i>1,782</i>	<i>6,615</i>

Note: Counts are unduplicated.
*number of clients who began services in FY2009

BEHAVIORAL HEALTH SERVICES

Programs and Services

Mental Health Programs and Services

Assertive Community Treatment (ACT)

100 Atkinson Road
Grayslake, IL 60030
847/549-9425

This program is a specialized model of outreach treatment/service delivery in which a multi-disciplinary team becomes the single point of responsibility for individuals with complex issues. The team includes a psychiatrist, a nurse, and mental health and substance abuse counselors.

Child and Adolescent Behavioral Services (CABS)

3010 Grand Avenue
Waukegan, IL 60085
847/360-3160

Crisis assessment and case coordination are provided to Department of Children and Family Services (DCFS) wards and to other youth at risk for psychiatric hospitalization utilizing public funds. Additionally, intensive case management and counseling are provided with the intent of allowing youth and their families the ability to problem-solve and remain living in the community.

Community Support Services (CSS)

3010 Grand Avenue
Waukegan, IL 60085
847/377-8170

This program provides comprehensive support services and treatment to chronically mentally ill persons. It seeks to enhance each client's potential to function independently in the community. Residential housing programs are a part of this program's services. Short-term, long-term and linkage case management services are also provided.

Crisis Care Program (CCP)

3002 Grand Ave.
Waukegan, IL 60085
847/377-8170

Crisis-intervention services are offered by telephone and through face-to-face contact. Respite care is provided in an eight-bed residential facility.

Mental Health Group Home

2410 Belvidere Road
Waukegan, IL 60085
847/377-8686

This is a supervised home for up to 14 adults with mental illness. The program provides individuals with assistance in improving interpersonal skills, daily living skills and other skills, which lead to living in a less-structured environment. Lengths of stay range from nine months to a year.

Outpatient Services

3010 Grand Avenue
Waukegan, IL 60085
847/377-8180

423 E. Washington Street
Round Lake Park, IL 60048
847/377-8855

Counseling, crisis intervention, psychotherapy and psychotherapeutic medication are provided to individuals and families with problems ranging from temporary stressful situations to the more serious and enduring emotional problems.

Psychosocial Rehabilitation Program (PRP)

3002 Grand Avenue
Waukegan, IL 60085
847/377-8150

This program offers mental health rehabilitative services, socialization programs and group activities to seriously mentally ill clients. It seeks to promote self-confidence and teach social and independent living skills.

Vocational Services

3002 Grand Avenue
Waukegan, IL 60085
847/377-8160

Staff assists economically disadvantaged and disabled persons in the areas of pre-vocational and vocational training, and in furthering their education. Clients are also referred for placement in community jobs, academic or vocational schools or sheltered workshops.

BEHAVIORAL HEALTH SERVICES

Programs and Services continued

Substance Abuse Programs and Services

Substance Abuse Program (SAP)

3004 Grand Avenue
Waukegan, IL 60085
847/377-8120

121 East Grand Avenue
Lake Villa, IL 60046
847/356-0058

This outpatient chemical dependency program offers counseling services to help people learn to live without using drugs. The services are available to persons who abuse any type of drug or alcohol. They include “drug-free” counseling and methadone treatment and detoxification for persons addicted to heroin or other opiates.

As a component of this program, intensive outpatient counseling and case management are provided to DCFS-involved chemically dependent women (Project SAFE). Counseling is also provided to youth experiencing drug-related school problems in several junior high and high school districts.

Women’s Residential Services (WRS)

24647 North Milwaukee
Vernon Hills, IL 60061
847/377-7950

This is a residential alcohol/drug rehabilitation service for adult women, which can serve 16 women and up to 14 of their children at a time.

Addictions Treatment Program (ATP)

3002 Grand Avenue
Waukegan, IL 60085
847/377-8200

This facility has a 24-hour residential care unit, which provides medical detoxification, evaluation and rehabilitation, including group therapy and individual counseling.



COMMUNITY HEALTH SERVICES

H1N1 Community Partnerships

“The Health Department provided us with a lot of reliable, updated information that we were able to pass on to our staff and patients.”

Susan Hodgkinson, Nursing Coordinator
Special Education District of Lake County



Not everything goes according to plan, just ask Special Education District of Lake County (SEDOL) Nursing Coordinator Susan Hodgkinson. But, when someone makes an extra effort to help you the best thing you can do is to pay it forward and help someone else. Through help from the Lake County Health Department/Community Health Center, Hodgkinson and the SEDOL staff accomplished that goal and helped to protect the health of many Lake County children and families.

In the fall of 2009 when the novel H1N1 flu virus made headlines for increasing case numbers, deaths and widespread flu activity, Hodgkinson and SEDOL began bracing for the worst.

SEDOL's student body is comprised of students from 36 school districts. They operate five schools, a transition program and programming in sector classrooms across the county. All in all, SEDOL serves 1,500 of Lake County's special needs students – many of whom are medically fragile.

“I knew if this came into our school it would be very bad,” she said. “We kept hearing of H1N1 in high risk groups and that's exactly who we have throughout our schools.”

Hodgkinson moved quickly. She coordinated information updates for staff, including 23 nurses, posted healthy reminder signs, issued letters to parents and spoke regularly with the Health

Department's Immunization and Communicable Disease programs.

“The Health Department provided us with a lot of reliable, updated information that we were able to pass on to our staff and parents. We were glad to have that resource,” she said.

After placing a vaccine order with the state health department, SEDOL anxiously awaited delivery. Soon, cases of H1N1 were hitting close to home. Some SEDOL students and families reported illness and there was still no vaccine.

“It was a really hard time. Then we had our first student death and we knew we absolutely needed the vaccine,” she said. So she placed a call to the Health Department to see if they might be able to protect this high-risk population.

Because of their physical and medical status, many SEDOL students are unable to wait in large crowds or endure long lines that were present at H1N1 clinics in the fall. Health Department staff knew the students at SEDOL needed help accessing the vaccine as soon as possible.

“I received word on Friday that we would be able to get vaccine for the students. I picked it up on Tuesday and we opened our clinic to students on Wednesday,” she said.

Within days H1N1 vaccine was provided to SEDOL students, staff and families.

“The sense of relief was so evident,” Hodgkinson said. “The outpouring of

appreciation and thanks from our students' families was incredible. The Health Department really came through when we needed them most.”

After H1N1 vaccine had been provided to the SEDOL community, their initial vaccine order, placed through the state health department, finally arrived. Knowing many people still needed to be vaccinated, Hodgkinson and her staff quickly got together to decide how to use their remaining vaccine so that the largest number of at-risk people could be vaccinated.

“The Health Department took care of us and we needed to take care of others. We got together and asked ourselves where the need was,” she said.

Hodgkinson said SEDOL Superintendent Dr. William Delp and a supportive administration were key to being able to administer the vaccine at SEDOL and share additional supplies with other agencies. With administrators' approval, SEDOL was able to pay-forward the help of the Health Department by sharing their late-arriving vaccine with pediatricians and other specialists.

The initial vaccine shortage provided a valuable learning experience and forged a meaningful partnership, Hodgkinson said. Because of the shared H1N1 experience, SEDOL and the Health Department are better equipped to collaborate in the future because each agency is familiar with the other, facilitating a successful working relationship.

COMMUNITY HEALTH SERVICES

Programmatic Highlights in FY09

Program staff provides a wide variety of patient care, consultation, assessment, evaluation, as well as information and education services to individuals, families, school and community-based groups, organizations and businesses.

The H1N1 flu virus literally took the world by surprise when it arrived in Mexico in April, creating illness and alarm. It spread rapidly to the United States and elsewhere, demonstrating that it was easily spread from person to person, making many ill for a week or even two. Children and pregnant women were its special target for serious illness. And, reports of deaths began to be heard.

The Centers for Disease Control and Prevention directed vaccine manufacturers to start production of 150 million doses of vaccine and told health departments to expect shipments by mid-October. The World Health Organization declared in June that this novel form of flu was a pandemic, putting the world on alert. Federal, state and local health departments, healthcare providers and organizations began planning for an unprecedented level of vaccination, information and education. The summer came and as infection rates dropped, so did public anxiety. However, as autumn arrived, H1N1 returned in force, causing widespread illness in state after state. Unfortunately, the vaccine supply was not anywhere close to the level of demand and risk groups were established by CDC. This was daily, frustrating news – long lines at vaccination sites, school closures, hospitalizations, mask-clad commuters, deaths, worried parents. As the fall faded into winter, vaccine supplies began to be adequate so that by the close of December there was plenty for anyone who wanted it.

In Lake County, the H1N1 experience was similar to the rest of the country. The Health Department was the only local recipient of vaccine at first, late in October. Requests had been made for 100,000 doses, initially; 12,500 were received. Over time, numerous shipments came in finally reaching the original request amount late in December. By year's end many providers had vaccine in hand and access increased significantly.

With each shipment there was a plan to hold clinics, distribute vaccine to medical practices and hospitals. Partnerships were developed to have children vaccinated in their schools, employees in their work-

places, emergency and healthcare workers in their communities, friends and neighbors in their places of worship. At year's end, 95 percent of the vaccine received was dispensed or distributed. At the same time a phone bank was opened to provide the public and healthcare professionals with up to date information on H1N1 illness, treatment, prevention, vaccine availability, even care of pets. There were frequent press releases, radio, newspaper and cable television spots, posters, flyers and website information. All were developed to inform and educate, and the basic message was repeated over and over – get vaccinated, clean your hands, cover your cough, contain your germs (stay home if you're sick).

In Lake County, there were five deaths and 109 hospitalizations, the great majority of whom were under 65 years of age. Through this experience we learned a great deal about dealing with emergent situations. We have forged many important partnerships throughout the county and are better prepared for future events. We remain committed to protecting the health of the people of Lake County. In 2010, we will continue to be watchful and ready for the resurgence of H1N1 as well as other threats to the health and well-being of us all.

The Drug Free Communities and Tobacco Free Lake County programs brought teens together from the Zion-Benton Township High School Healthy YOUTH club and REALITY Illinois tobacco prevention youth group on an advocacy project that teaches teens the skills needed to make a positive change in their communities. Through this year-long project, the teens were able to influence the Zion Park District to adopt a smoke-free policy for their property. To do this, the teens learned about the issue, studied how local government works, collected supporting data, and presented their findings to the park district board.

Diabetes in the Classroom is a monthly support/education group offered at Zion Benton High School for the past four years to students who have type 1 or type 2 diabetes. This program assists teens with managing their diabetes and is facilitated by

the Lake County Health Department's community dietitian. In addition to the student groups, a parent newsletter is distributed to parents as diabetes is a family affair and it is most important to get the parents involved as they continue to play a major role in the support of a teenager with diabetes. Feedback from participants through post program evaluation has been highly complimentary.

Prevention Services and the Lake County Underage Drinking Prevention Task Force have facilitated the adoption of 18 social host ordinances in municipalities throughout Lake County. These ordinances are designed to hold any adult accountable for hosting an event at which minors are drinking or using drugs. The task force is working to prevent and reduce youth access to alcohol through consistent ordinance adoption and enforcement. From August 2008 – August 2009 the Lake County Underage Drinking Prevention Task Force was one of three community groups from across the country chosen to participate in the first Leadership Institute sponsored by the Office of Juvenile Justice and Delinquency Prevention's Underage Drinking Enforcement Training Center.

In 2009, the **STD/HIV Program** took responsibility for hepatitis C screening and referral services in addition to the sexually transmitted disease and human immunodeficiency virus services already offered. Through several community-based outreach events, the Program extended its reach and was able to provide prevention services to more than 15,000 people during the year. These events – National Black AIDS Awareness Day, World Hepatitis Day, Awareness Day and World AIDS Day – involved members of the community that had not previously participated in events like this.

The **Lake County Tuberculosis (TB) Board and TB Program** staff collaborated to further develop community partnerships and disseminate information. A TB Advisory Committee was created with representatives from diverse community agencies: The Salvation Army, Great Lakes Naval Base, Waukegan School District, Lake Forest Hospital, Advocate Condell Hospital and two physicians in private practice. Other initiatives in 2009 included expanded web pages for the public, a quarterly newsletter for TB prevention and treatment partners, more aggressive targeted skin testing of high risk groups, and the development of procedures addressing persons who refuse treatment.

COMMUNITY HEALTH SERVICES

Clients Served by Specific Treatment Programs

FY2009

Township	Children (0-2) immunized at all Immunization Program Clinics (not including flu and pneumonia)	Total children of all ages served at all Immunization Program Clinics (not including flu and pneumonia)	Family Life contacts resulting from presentations (counts may be duplicated)	Children ages 7 and younger tested for higher than normal lead levels	Children ages 7 and younger retested for higher than normal lead levels	Total vision screenings	Total hearing screenings
Antioch	106	317	43	128	20	538	885
Avon	417	1,351	884	1227	155	2,507	3,661
Benton	11	28	73	47	4	0	0
Cuba	28	73	0	202	21	359	483
Ela	106	301	0	230	32	653	755
Fremont	162	441	915	728	80	351	408
Grant	72	206	0	141	14	615	781
Lake Villa	56	240	24	152	19	497	559
Libertyville	28	78	0	167	19	824	915
Moraine	33	172	13	412	57	708	941
Newport	6	34	0	57	10	460	690
Shields	301	780	2,342	728	130	2,029	3,132
Vernon	39	178	12	613	72	870	984
Warren	206	613	189	265	35	299	322
Wauconda	72	189	2	186	21	445	581
Waukegan	2,011	5,676	3,497	3,821	667	874	1,055
West Deerfield	11	28	149	195	30	570	641
Zion	240	641	583	638	75	296	350
Outside Lake County	84	229	0	0	0	0	0
Total	3,989	11,575	8,726	9,937	1,461	12,895	17,143

COMMUNITY HEALTH SERVICES

Service Statistics

Child and Family Connections

Total referrals for the fiscal year	1,288
Total children found eligible in the fiscal year	1,086
Average monthly active children in program	894

Childhood Screening Programs

	Screenings
Hearing Tests	17,143
Vision Tests	12,895
Lead (total lab tests completed)	11,398
Total Environmental Health Referrals	25
Total Family Case Management Referrals	26
Total Active Lead Cases	58

Family Life Education

	Encounters/Contacts
Community Consultation/Education Events	357
Individuals Educated through School-based Sexual Health Education	4,015
Community/Parenting Groups	1,115
Small Group Pregnancy Prevention (MVP's / Girl2Girl / Future Is Ours / Families in Our Community United for Success)	1,755
Services for Pregnant/Parenting Teens (PAGES/Stepping Together)	3,255
Individual Counseling/Home Visits	963

Health Education and Community Nutrition

	Total Served
Community Consultant/Education Events	84
Cardiovascular Disease Prevention	158
Community Nutrition	845
Safety	132
Other Health Education for Children (Kids 1st Health Fair)	2,796
Initial Blood Pressure Screens	78
Hypertensives Monitored	153
Total Individuals Receiving Blood Pressure Screening Services	223
Individual Counseling/Home Visits	258
Media	94

COMMUNITY HEALTH SERVICES

Service Statistics *continued*

Healthworks

	Patients
Total Referrals	215
Specialty Care Referrals	148
Administrative Case Reviews	348

HIV Prevention Program

Persons Counseled and Tested for HIV	3,147
Prevention Education Presentations	190
Number of Clients Reached	8,545
AIDS Cases - Cumulative Total 1981 - 2008*	696
HIV Cases - Cumulative Total 7/99 - 2008*	365

*According to an IDPH report

HIV became reportable by Patient Code Number on 7/1/99

Immunization Services

	Patients
Total Number of Client Visits	15,337
Total Pediatric Visits	11,575
Total Adult Visits	3,762
Total Number of Immunizations Administered	30,823
Routine Immunizations 0-18 years	20,184
Flu Immunizations 0-18 years	5,514
Routine Immunizations 19+ years	1,365
Flu/Pneumonia Immunizations 19+ years	3,760

Individuals Who Tested Positive for Sexually Transmitted Diseases

	Tested at Health Dept.	Countywide Total
Chlamydia	159	1,740
Gonorrhea	85	370
Syphillis	6	9

Prevention Services

	Total Served
ATOD Prevention-Based Trainings	477
Community Outreach Activities	5,251
Coalition Involvement Activities	1,678
College of Lake County Activities	1,236
Zion 5 th , 6 th , 7 th Grade Life Skills Sessions (new students)	615

COMMUNITY HEALTH SERVICES

Service Statistics *continued*

Services Provided in the Home

Family Case Management/Public Health Nursing* / Teen Parent Services	Visits	Clients	Referrals
	24,045	24,769	6,190

**Health education and counseling services in client homes for pregnant women, infants and high-risk children*

Tobacco Free Lake County

	Total Served
Total Served in Educational Activities	1,339
School Presentations	2
Adult Cessation Group Participants	250
Adult Presentation Groups	338
Youth Presentation Groups	289
Total Tobacco Counseling Contracts	386
Total Served by Program	1,387

Tuberculosis Program

Total Clinical Visits	17,931
New Visits	4,749
Returning Visits	13,182
Skin Tests	7,947
Positive	395
Negative	6,763
Total Chest X-Rays	1,023
Newly Diagnosed Cases	11

COMMUNITY HEALTH SERVICES

Programs and Services

Child and Family Connections

3010 Grand Avenue
Waukegan, IL 60085
847/360-7353

Provides service coordination to families with children under age 3 who may have developmental delays or disabilities. Children and families are connected directly to the Illinois Early Intervention System of services which includes but is not limited to speech therapy, physical therapy, occupational therapy, developmental therapy and social work.

Child Care Nurse Consultant

3010 Grand Avenue
Waukegan, Illinois 60085
847/377-8210

Provides education and support to child care providers to accomplish the following: increase immunization rates, promote child health and safety, improve childhood nutrition, prevent and control childhood communicable disease, and improve access to quality child care for children with special health care needs.

Childhood Lead Prevention Program

3010 Grand Avenue
Waukegan, IL 60085
847/377-8010

Lead screening and follow-up for children under age 7 for higher than normal levels of lead.

Communicable Disease Control

3010 Grand Avenue
Waukegan, IL 60085
847/377-8130

Investigation and follow-up of reportable communicable diseases, management of outbreaks, and consultation to medical providers and the general public on infection control and infectious disease education.

Community Health Assessment

3010 Grand Avenue
Waukegan, IL 60085
847/377-8092

Conducts surveillance and assessment of Lake County's health status for improved decision-making and policy development.

Community Nutrition

3010 Grand Avenue
Waukegan, IL 60085
847/377-8114

Provides individual instruction and group education presentations by a registered dietitian.

Drug-Free Communities

1606 23rd Street
Zion, Illinois 60099
847/731-2658

Provides alcohol, tobacco and other drug prevention in Zion, Winthrop Harbor and Beach Park in partnership with the Coalition for Healthy Communities.

Elder Services

3010 Grand Avenue
Waukegan, IL 60085
847/377-8097

Promotes quality care and services to the long-term care community. Provides support and advocacy to persons with Alzheimer's disease and their caregivers. Information and assistance is made available on elder care issues and services.

Emergency Management and Bioterrorism Preparedness

3010 Grand Avenue
Waukegan, IL 60085
847/377-8329

Management of and response to public health threats and emergencies such as nuclear, environmental, chemical and biological emergencies.

Family Case Management/Public Health Nursing

3010 Grand Avenue
Waukegan, IL 60085
847/377-8050

Provides comprehensive health and safety information and referral services to pregnant women and families with infants through home visits, phone and clinic contacts.

Family Life Education/Adolescent Health

3010 Grand Avenue
Waukegan, IL 60085
847/377-8060

Educational programs and presentations on healthy lifestyle choices, abstinence, sexuality, decision-making and family communication between parents and teens to promote positive youth development. Services also provided to pregnant and parenting teens.

Health Education

3010 Grand Avenue
Waukegan, IL 60085
847/377-8110

Programs for children, adolescents and adults are provided at camps, schools, worksites and other community settings on a variety of health topics.

Healthworks of Illinois

3010 Grand Avenue
Waukegan, IL 60085
847/377-8070

Coordinated network of health services for children designated as wards of the state.

Hearing and Vision Screening

121 E. Grand Avenue
Lake Villa, IL 60048
847/377-8870

Screenings and referrals are offered in day-care centers, and public and private schools.

HIV Counseling, Testing, Prevention, Education

2400 Belvidere Road
Waukegan, IL 60085
847/377-8450

Anonymous and confidential HIV counseling and testing, and individual and group education are offered throughout Lake County.

COMMUNITY HEALTH SERVICES

Programs and Services *continued*

Immunizations

2303 Dodge Avenue (Belvidere Annex)
Waukegan, IL 60085
847/377-8470

Routine childhood immunizations, adult immunizations, and adult flu and pneumonia shots are provided at geographically dispersed locations throughout Lake County. Education and outreach on vaccine preventable illnesses are available. Adult vaccines are also available.

Prevention Services

3010 Grand Avenue
Waukegan, IL 60085
847/377-8770

Provides technical assistance, consultation and programming regarding the topics of alcohol, tobacco and other drug prevention (ATOD). Services include state-of-the-art resources, education/training, and technical assistance in “best practices” for current prevention strategies to Lake County schools, communities, organizations and groups/coalitions.

Sexually Transmitted Disease Prevention

2400 Belvidere Road
Waukegan, IL 60085
847/377-8450

Confidential screening, testing and treatments for sexually transmitted diseases including HIV and hepatitis C. Individual and group counseling sessions by appointment or on a walk-in basis.

TB Program

515 Keller Avenue
Waukegan, IL 60085
847/377-8700

Prevention, control and surveillance of tuberculosis through clinic and community-based services.

Teen Parent Services

3010 Grand Avenue
Waukegan, Illinois 60085
847/377-8139

Assists teen parents with education and training for more effective parenting, completion of school, and independent living.

Tobacco Free Lake County

3010 Grand Avenue
Waukegan, IL 60085
847/377-8090

Provides education and support to schools, health care professionals, communities, and individuals in tobacco awareness, prevention and cessation.



ENVIRONMENTAL HEALTH SERVICES

Food Protection Program

“The training is essential for everyone and the Health Department makes it very easy.”

Hardeep Lall, Food Service Manager
Six Flags Great America



Imagine 160 days. 2.5 million guests. 1000 food team members. 70 restaurant locations. From April to October each year Six Flags Great America in Gurnee is a happening place. Guests visit the park for the rollercoasters, waterslides, entertainment – and, of course, for the food.

Food Service Manager Hardeep Lall credits his team’s excellent relationship with the Lake County Health Department/Community Health Center’s Food Protection Program as something that helps to ensure guests receive the best possible food in a clean and safe setting.

The Health Department’s Food Protection Program is responsible for permitting, regulating and inspecting over 3,000 food service facilities operating in Lake County. The ultimate goal of the program is to reduce the occurrence of foodborne illness and to promote safe food practices within the community. This goal is realized by surveying food operation procedures and by educating food handlers and the public on food safety.

“We see the Health Department as another member of our team. From top level to seasonal team members, from the classroom to the field, food, safety and cleanliness are our top priorities,” said Lall.

The Health Department’s educational sessions are a key component of team training when it begins each spring. Six

Flags boasts a diverse staff with members from dozens of countries. Each year many team members are new to Six Flags, so the importance of training doesn’t diminish at all, he said.

Training covers a broad range of food safety topics, from handling raw hamburger and homemade ice cream to why keeping hot foods hot and cold foods cold are essential. Training also educates food workers about the Health Department’s inspection and education process. Lall said he has found that when staff hears the information from the Health Department it carries more weight, and strengthens their working relationship.

“The training is essential for everyone, and the Health Department makes it very easy,” he said. “Not only do we learn what needs to be done, but also why it is so important. We want to work as if every day is an inspection day.”

When guests visit the park they trust that the rides will be safe, the park will be clean, and their food will be safe as well. With this in mind Six Flags employs three Quality Assurance Interns each year, who work closely with Health Department sanitarians.

The interns serve as the eyes and ears of the Six Flags restaurants. They visit each location and ensure procedures are being followed, things are going smoothly and

guests are happy. If something isn’t quite right, they see that it’s addressed. A positive working relationship between the Health Department and the interns is a vital component of providing guests with a great experience, Lall said.

“We serve thousands of meals a day and we want to serve all of them safely. That’s our number one goal,” he said. “If guests come in and they see clutter, boxes left out or counters that need to be wiped they’ll expect less from us, but if we give them a positive first impression and a clean environment, they’ll expect great things from us.”

Since strengthening their relationship with the Health Department and increasing education for staff, Lall said the Gurnee park has seen guest survey ratings increase, and the park now ranks number two of all Six Flags parks nationwide.

“This year we’re going for number one,” he said. “That’s our goal and something we work each and every day to accomplish - not just one or two people but our entire team, and that includes the Health Department.”

This strong relationship has also helped Lall when considering restaurant development and remodeling. He knows he can call the Food Program with his questions and he’ll always receive a helpful answer or an invitation to meet to discuss the project.

ENVIRONMENTAL HEALTH SERVICES

Programmatic Highlights in FY09

The Health Department and Community Health Center staff of sanitarians, engineers, aquatic biologists, chemists, animal wardens, soil scientists, laboratory technicians and support staff provides direct and indirect services to Lake County residents and businesses. Environmental Health Services programs serve to prevent disease and assure sanitary conditions in order to maintain and improve the quality of life in Lake County.

In March, Food Program staff began using software from Garrison Enterprises for all food service and licensed child care facility inspections, temporary food service event inspections, complaints and financial transactions. As one would expect with a significant change in data-handling systems, the transition was not completely seamless. But staff worked hard and adapted well, and the system is now functioning fully. In fact, the 2010 renewal notices were recently issued using the new software. One additional benefit of the Garrison software is that it made it possible to post complete inspection reports on line so that the public can easily access these records. The online search function allows you to search for a particular restaurant by facility name, address or cuisine type and review the inspections or enforcement actions for that restaurant.

In 2009, the Illinois Environmental Protection Agency and the Illinois Department of Public Health notified private well users in three areas of Lake County that their groundwater may be contaminated with volatile organic compounds (VOCs), and recommended water testing. The notifications were made to fulfill the requirements of a law passed in 2002 that requires this notice when contaminants are detected in community water wells. In these cases, contaminants were found in community water wells that served residents in Fox Lake, Antioch and Libertyville. These contaminants occurred in the 1980s and 1990s and none of the community water wells are currently in use. Well Program staff acted as a resource to the residents and provided advice on sampling and interpretation of results. Of the private

water sample results, reviewed by staff, some wells had detects of VOCs, but none exceeded the maximum contaminant levels.

Animal Care and Control (AC&C) has come to mean a great deal more than the old-fashioned idea of dog catcher. AC&C offered seven low-cost rabies vaccination and microchip clinics at off-site locations in 2009, including North Chicago, Lindenhurst, Mundelein, Fox Lake, Lake Zurich, Libertyville and Avon Township, during which over 1,300 animals were seen. Due to the increasing economic challenges, many of these customers would not otherwise have been able to afford to have their pets vaccinated.

This year, AC&C joined with The Pooch Pantry to assist people in need with donations of food for dogs and cats. The Pooch Pantry currently provides food on Wednesdays and Saturdays at the AC&C facility in Mundelein, and donations are accepted throughout the week. Approximately 100 animals per week are currently involved in the program.

The Solid Waste Unit responded to odor complaints from residents living near active landfills. The complaints related to the Veolia ES Zion Landfill were typical for the site. However, the Unit closely monitored odor control measures that were being implemented at the Countryside Landfill near Grayslake. The odors became a problem in 2008 after construction and demolition debris containing fine particles of wall board began producing hydrogen sulfide gas. The additional gas collection wells installed that year reduced the odors but did not eliminate them. In 2009, the depth of the cover materials was increased

to help contain the gas, pipe capacity in the gas collection system was increased to enhance gas flow and horizontal gas collection trenches were installed between gas wells and in other areas to intercept migrating gas. Odor complaints have been declining but the effectiveness of the odor control measures continue to be evaluated.

Environmental Services completed the second and final year of the Waukegan River water quality assessment project. Data collected from multi-parameter sondes recorded over 20,000 nearly continuous readings at each site during sonde deployment. In addition to water flow, several other parameters were measured including fecal coliform, nutrients, pH, water temperature, dissolved oxygen, chlorides, as well as pesticides and metals.

The Waukegan River continues to suffer from poor water quality and exhibits a high degree of fluctuating flow. The high percentage of urban land use within the watershed contributes to the degraded quality of the river. Results from this study indicate that the high flow and velocity rates during rain events have negative impacts on the river system. Study findings and recommendations will assist local, state and federal entities in remediation and policy planning. Funding for this program came from the Illinois Environmental Protection Agency.

Environmental Health approved the fifth soil absorption cluster system in the county in November. To date, two of the five systems have been constructed and are in use. This newly approved system, located in the Village of Long Grove, will serve 12 houses. This project is unique in that the design engineer and developer settled on the use of a single community system to serve all the homes even though the individual lots are large enough (average size 1.28 acres) and contain suitable soil for individual lot systems. There are 11 easements scattered around the subdivision, two of which are conservancy districts and one is dedicated to the wastewater system.

ENVIRONMENTAL HEALTH SERVICES

Service Statistics

Environmental Investigations, Evaluations, and Inspections

	Number
Soil Evaluations	39
Subdivision Reviews	11
Zoning Changes	26
Well & Septic Evaluations	24
Request for Service Investigations	1,690
Foodborne Illness Investigations	117
Food Service Inspections/Education	7,971
Temporary Food Service Event Inspections	1,267
Non-Community Water Supply Inspections	298
Lake Sampling/Technical Assistance	9,175
Tanning Facility Inspections	68
Solid Waste Inspections, Well Sampling, and Service Requests	586
Pool/Spa/Beach Inspections	418
Lead Investigations	77
West Nile Virus Calls	257
Laboratory Analyses	13,923

Permits

	Number
Individual Sewage Disposal	
New Construction	36
Approved Repair	148
Construction Permits	212
Property Alterations	323
Food Service / Retail Establishments	3,106
Temporary Food Service Permits	1,190
Non-Community Water Supply	437
Private Wells - New Construction	119
Abandoned Well Sealings	129

NOTE:

The numbers provided here are the actual number of permits/requests approved. Each also requires research, possible review of resubmittals, field visits, correspondence or report writing and/or consultation/research to maintain standards prescribed by ordinance or when providing service to the citizens of Lake County.

ENVIRONMENTAL HEALTH SERVICES

Service Statistics *continued*

Animal/Rabies Control Data

	Number
Rabies Tags Sold	71,476
Strays Captured	1,682
Dogs	(744)
Cats	(826)
Other Animals	(112)
Animals Returned to Their Owners	590
Biting Animals Impounded at Animal Shelter	219
Animals Relinquished	537
Animals Referred for Disposition	2,848
Animal Bite Reports	2,256
domestic animal to human	(1,341)
domestic animal to domestic animal	(557)
wild animal to human	(295)
wild animal to domestic animal	(63)
Persons Receiving Rabies Prophylaxis	6
Positive Cases of Rabies (Bats)	7





ENVIRONMENTAL HEALTH SERVICES

Programs and Services

Animal Care and Control

29278 North State Route 83
Mundelein, IL 60060
847/949-9925

A Lost and Found Pet Service is maintained. Emergency on-call assistance is available 24 hours a day/365 days per year. Rabies registration of all dogs and cats in the county is tracked. A pet neutering referral service is available for low-income pet owners. Educational animal welfare and care programs are offered. Animal bites and nuisance, neglect and cruelty cases are investigated. Wardens capture and impound strays and accept relinquished pets from citizens at the shelter.

Environmental Services

500 W. Winchester Rd., Ste. 102
Libertyville, IL 60048
847/377-8030

Environmental staff performs licensure and operational inspections of bathing beaches, and in-door and out-door swimming pools. Tanning salons are inspected, sewage treatment plants are surveyed and discharge monitoring reports reviewed. Staff responds to reports of sewage back-ups and odor problems, provides advice on radioactivity, in-door air quality, lead levels and appropriate fluoride concentrations in drinking water. Radon gas information is available and test kits are for sale to interested citizens. Staff is notified when boil orders are issued on public water supplies.

Staff monitors 90 swimming facilities for fecal contamination; conducts extensive water quality, shoreline, and plant surveys of lakes to determine their ecological condition; and provides technical assistance on lake protection and rehabilitation to lake associations, municipalities and townships.

Food Program

500 W. Winchester Rd., Ste. 102
Libertyville, IL 60048
847/377-8040

Sanitarians inspect all food establishments (schools, restaurants, retail food stores/groceries, taverns, hospitals, daycare centers, etc.) to assure that food is received, stored, prepared and served in a sanitary and wholesome manner. Educational presentations educate food service workers on proper food handling procedures. Establishments are required to obtain an operating permit from the Health Department prior to opening and to renew it annually thereafter. Staff also investigates complaints and concerns about food establishments and incidents of possible foodborne illnesses.

Individual Sewage Disposal (Septic Systems)

500 W. Winchester Rd., Ste. 102
Libertyville, IL 60048
847/377-8020

Staff conducts soil evaluations, reviews plans, issues permits and conducts inspections. Staff also assures appropriate maintenance for new septic systems, repairs or replacement of existing systems, and additions or alterations to homes with septic systems in the County. This review process is required by County Ordinance and is intended to protect the public from nuisances and hazards associated with onsite sewage treatment systems.

Insect and Vector Control

500 W. Winchester Rd., Ste. 102
Libertyville, IL 60048
847/377-8020

This program attempts to minimize the potential for human disease, discomfort, injury and annoyance by vectors, and also to minimize the potential for illness and environmental pollution from the use of pesticides and related control measures.

Laboratory

500 W. Winchester Rd., Ste. 103
Libertyville, IL 60048
847/377-8017

Laboratory staff performs bacteriological and chemical analyses. The laboratory supports sanitarian inspection of drinking water, surface water, non-community and public water supplies, as well as private requests for analyses of drinking water.

Solid Waste

500 W. Winchester Rd., Ste. 102
Libertyville, IL 60048
847/377-8016

Open and closed landfills and compost facilities are routinely inspected to assure compliance with their permits and applicable regulations. Illegal dumping activities are investigated and enforcement actions implemented to obtain clean up of impacted properties. Groundwater is monitored near solid waste facilities to assess the water quality of potentially at-risk aquifers.

Water Well Program

500 W. Winchester Rd., Ste. 102
Libertyville, IL 60048
847/377-8020

Staff issues permits, inspects and samples private and certain public water supplies, and issues permits and inspects the sealing of all abandoned wells. LCHD staff serves as a resource to the residents of the county, responding to any drinking water-related complaints or inquiries, ranging from health-related issues to aesthetic water quality concerns. Upon request, staff collects samples from private water wells to determine if the water meets drinking water standards.

PRIMARY CARE SERVICES

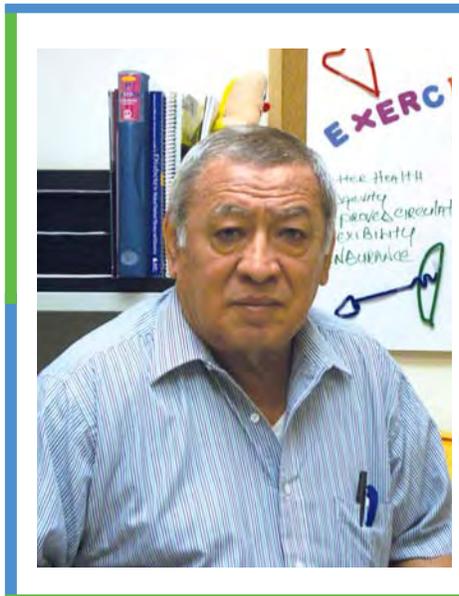
Be Well – Lake County

“I understand so much more now because of this program. I see the potential complications and ... I will keep working hard.”

Ignacio Cortez

“No one tells you that diabetes can hurt, but it does. I didn’t understand some of my symptoms ... This class made everything so clear to me.”

Carole Stewart



Earlier this year Ignacio Cortez of Waukegan lost interest in controlling his diabetes. His feet hurt constantly, he felt unwell and often skipped his medication. But, knowledge is power. Following through on a referral from his physician, Cortez enrolled in *Be Well-Lake County* in North Chicago.

Around the same time Carole Stewart received some good advice from a friend. Recently diagnosed with diabetes, she didn’t know what she should be doing to control her diabetes. Thankfully, she says, a friend suggested she enroll in *Be Well-Lake County*.

The program is based at the Lake County Health Department Community Health Center in North Chicago, with funding and programmatic support from NorthShore University HealthSystem and community partners. It serves to help clients manage their diabetes so they can remain healthy and active. The program also strives to build greater access through a coordinated network of healthcare targeting the underserved diabetes population in Lake County.

Be Well program participants meet with a registered dietitian and attend weekly classes, which are bilingual and focus on group activity and discussion, to help them learn about diabetes and how they can take steps to monitor and keep it under control.

“I had started to feel very bad,” said Cortez. “I had problems with my eye sight and some days my feet were so bad I couldn’t

wear shoes. I didn’t know some of the things I was feeling were because of diabetes.”

One of the most powerful things Stewart learned was how diabetes affects the blood vessels and many other parts of the body. She has lost 19 pounds since enrolling in the program, something she attributes to lessons learned in the group classes, including healthy recipes, meal planning and how food impacts blood sugar.

“No one tells you that diabetes can really hurt, but it does. I didn’t understand some of my symptoms like numb hands and feet,” she said. “This class made everything so clear to me.”

Each class participant was provided with a cookbook, portion plate and food cut outs for meal planning, tools Stewart says are invaluable.

“Believe me, I use them. They’re tools you can use anywhere,” she said.

In addition to the classes, *Be Well-Lake County* provided Cortez with a new blood glucose meter. Prior to enrolling Cortez said he had a meter but it was old and he was never taught how to use it. Through the program he also strengthened his relationship with his physician, a step that provided more consistent medication and care.

Both Stewart and Cortez said they enjoyed the community they built with fellow *Be Well-Lake County* participants.

“We really enjoyed ourselves,” Stewart said. “Language doesn’t have to be a barrier. We

can communicate so much with pauses and gestures and laughter.”

With the help of his new meter it didn’t take long before Cortez was taking more small steps to control his diabetes: eating healthier, balanced meals and adding more physical activity into his day. Now he’s taking his medication more regularly and has his diabetes controlled to the point that his doses have been lowered. He’s able to routinely monitor his glucose levels with his meter so he never has to guess how he’s doing. He even admits that if he slips up and doesn’t follow the guidance as closely as he’d like he feels disappointed in himself.

“I understand so much more now because of this program. I see the potential complications and I don’t want that so I will keep working hard,” said Cortez. “What I’ve learned isn’t just important for people with diabetes. Eating well and being active is good for everyone and I share that with family and friends.”

Today Stewart, like Cortez, is feeling well and experiencing fewer symptoms of diabetes. She plans to stick to her meal plan and she’s even encouraging her sister to enroll in the program. Raised in North Chicago, she is proud to see *Be Well-Lake County* in her hometown and is especially grateful for the impact it’s making – one person at a time.

“The Health Department is really interested in helping people,” Stewart said. “I’m really glad they’re helping people get a better, healthier outlook on life.”

PRIMARY CARE SERVICES

Programmatic Highlights in FY09

The Health Department, through the Lake County Community Health Center, offers a broad spectrum of medical and dental services directed at individuals and families of all races, genders and ages who may be unable to access them through the private sector.

During 2009, Primary Care Services received American Recovery and Reinvestment Act (ARRA) funding to expand services and improve infrastructure in the Community Health Center. In February, Primary Care Services was granted ARRA funding for the establishment of a New Access Point at 3010 Grand Avenue. The total federal grant award is \$1.3 million for a two-year project period to provide medical, dental and mental health services at the new sixth health center location. This new site opened in July at Vista West and moved from this temporary location when construction of a new facility on Grand Avenue was completed, in spring of 2010.

In March, Primary Care Services was awarded ARRA funding in the amount of \$648,000 to address the increasing number of newly uninsured individuals seeking services at the Community Health Center. This funding supported the addition of two provider teams and the establishment of a call center for scheduling and pre-registration.

In June, Primary Care Services was awarded capital improvement funding through ARRA. The total federal award of approximately \$1.7 million was granted to three different projects. First, the grant supported the purchase of equipment, including two colposcopes, fiber optic hand pieces, and the hardware and software needed for the call center. Second, it supported the purchase of servers for the implementation of the new Electronic Health Record. Lastly, the grant will support the renovation and expansion of the Mid Lakes Health Center in Round Lake Beach. This renovation/

expansion, scheduled to be completed in 2011, will add a new wing onto the west side of the building, adding additional medical exam rooms, one additional dental operatory, and more office space for nutrition and mental health staff.

Through support from the NorthShore University HealthSystem, Primary Care Services established the *Be Well – Lake County Program*. *Be Well – Lake County* is a diabetes management program that uses a multi-team approach and self-management education to improve the patient's ability to effectively live with diabetes. Services provided by the program include assistance with obtaining medication and testing supplies, subspecialty care access, on site Hemoglobin A1C testing, fitness center memberships, and community health promotion. In 2009, this program was available at the North Chicago Health Center. It will expand during 2010 and 2011 into other health center locations.

In 2009, the LCHD/CHC implemented the select portions of the new Electronic Health Record (EHR), NextGen. For Primary Care Services, this meant a new scheduling and billing system and an electronic immunization record in March and a new system to look-up lab results in October. Additional portions of the EHR will be implemented over the next few years until the full electronic medical record is in place.

Throughout the year, Primary Care Services was recognized twice as a high performing organization by the Health Resources and Services Administration and National Institutes of Health. First, PCS was recognized in June as one of the top 20 highest performing health centers

due to the work with the National Health Disparities Collaborative project that Primary Care Services has been participating in since 2003. The Health Disparities Collaborative Project is a Bureau of Primary Health Care improvement project aimed at reducing health disparities related to breast, cervical, and colon cancer through the implementation of the Planned Care Model. Second, PCS was selected as one of eight high performing community organizations in the nation based on long-standing community partnerships established for the building and operation of the North Shore Health Center, the culmination of the Specialty Care and Diagnostic Testing Program, and the launching of the new *Be Well – Lake County Diabetes Program*.

On January 15-16, 2009, the Joint Commission conducted an unannounced review of Primary Care Services. Priority focus areas of the review included Organizational Structure, Communication, Information Management, and Quality Improvement Expertise and Activities. The review was extremely successful, and the surveyors noted several exemplary areas. Primary Care Services was granted full re-accreditation with JCAHO as a result of this review.

The PCS Reach Out and Read (ROR) Program also continues to grow. Reach Out and Read (ROR) is a national program that promotes early literacy by giving new books to children and advice to parents about the importance of reading. At each well-child visit between the ages of six months and five years, a child receives a brand new book. In 2009, the program received support from Target, Wal-Mart, Borders and the Illinois ROR Coalition. In 2009, more than 6,000 books were given out at pediatric visits. In addition, used book drives by Antioch High School and Girl Scout Troop 2660 from Lincolnshire collected more than 4,000 books for children to read in the health center waiting rooms.

PRIMARY CARE SERVICES

Dental Visits and Medical Visits

		Dental Visits	Medical Visits
FY2009	Township		
	Antioch	362	1,076
	Avon	4,495	16,798
	Benton	174	2,397
	Cuba	32	32
	Ela	2,600	7,147
	Fremont	273	462
	Grant	185	946
	Lake Villa	416	1,441
	Libertyville	309	1,156
	Moraine	2,600	7,147
	Newport	36	259
	Shields	2,695	13,440
	Vernon	341	1,400
	Warren	561	3,440
	Wauconda	434	1,110
	Waukegan	8,938	63,003
	West Deerfield	48	332
	Zion	1,027	8,253
	Outside Lake County	1,227	4,879
	Unknown	7,816	22,822
	Total	32,337	150,993

PRIMARY CARE SERVICES

Service Statistics

Primary Ambulatory Care

Type of Service/Site	Patient Visits
General (Family Medicine/Pediatrics)	
Belvidere Medical Building, Waukegan	66,104
Mid-Lakes, Round Lake Beach	24,315
North Chicago Health Center	27,439
North Shore Health Center, Highland Park	13,015
Northeast Satellite, Zion	16,116
<i>General Services Include:</i>	
Prenatal Clinics	14,421
Family Planning Clinics	13,840
Mental Health	6,728
TOTAL	150,993

Clinical Laboratory Services

Tests Performed	174,052
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Dental Care

Dental Clinic Visits	
North Chicago Health Center	7,831
Belvidere	11,097
Mid-Lakes	8,861
North Shore	4,548
TOTAL	32,337

Women, Infants and Children Special Supplemental Food Program (WIC)

Individuals Served	29,200
Client Visits	67,233

PRIMARY CARE SERVICES

Programs and Services *continued*

Clinical Laboratory Services

Belvidere Medical Building
2400 Belvidere Road
Waukegan, IL 60085
847/377-8400

These services support Health Department and Community Health Center medical programs and may also be used by the public with a physician order.

Dental Services

Belvidere Medical Bldg. 2400 Belvidere Road Waukegan, IL 60085 847/377-8400	North Chicago Health Ctr. 2215 14th Street North Chicago, IL 60064 847/984-5230	Mid-Lakes Medical Bldg. 224 Clarendon Round Lake Beach, IL 60073 847/984-5130	North Shore Health Ctr. 1840 Green Bay Road Highland Park, IL 60035 847/984-5330
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Staff provides clinical dentistry and prevention services at clinics, as well as at nursing homes and schools throughout Lake County.

Family Planning

Belvidere Medical Bldg. 2400 Belvidere Road Waukegan, IL 60085 847/377-8400	North Chicago Health Ctr. 2215 14th Street North Chicago, IL 60064 847/984-5400	Mid-Lakes Medical Bldg. 224 Clarendon Round Lake Beach, IL 60073 847/984-5100	Northeast Satellite 1819 27th Street Zion, IL 60099 847/872-9891
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Medical examinations, pregnancy tests, laboratory tests, counseling and education regarding women's health and family planning are available to county residents.

General/Family Medicine

Belvidere Medical Bldg. 2400 Belvidere Road Waukegan, IL 60085 847/377-8400	North Chicago Health Ctr. 2215 14th Street North Chicago, IL 60064 847/984-5200	Mid-Lakes Medical Bldg. 224 Clarendon Round Lake Beach, IL 60073 847/984-5100
Northeast Satellite 1819 27th Street Zion, IL 60099 847/872-1918	North Shore Health Ctr. 1840 Green Bay Road Highland Park, IL 60035 847/984-5300	Grand Avenue Health Center 3010 Grand Ave. Waukegan, IL 60085 847/377-8180

Medical care is provided to adults, including prevention services, treatment for illness, and school and pre-employment physical examinations.

Illinois Breast and Cervical Cancer Project (IBCCP)

415 Washington St., Ste. 112
Waukegan, IL 60085
847/377-8430

Free breast and cervical cancer screenings are offered to age-eligible, low-income women. Eligible women will receive, at no charge to them, a complete medical exam, a clinical breast exam and a pap test, and referral for a free mammogram at a local hospital. Cervical services are available to women age 35 and older; breast services are available to women age 40 and older.

Mental Health

Belvidere Medical Building 2400 Belvidere Road Waukegan, IL 60085 847/377-8400	Grand Avenue Health Center 3010 Grand Ave. Waukegan, IL 60085 847/377-8180
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Evaluation, therapy, and medication are provided through a referral from a Primary Care provider.

PRIMARY CARE SERVICES

Programs and Services *continued*

Pediatrics

Belvidere Medical Bldg. 2400 Belvidere Road Waukegan, IL 60085 847/377-8400	North Chicago Health Ctr. 2215 14th Street North Chicago, IL 60064 847/984-5200	Mid-Lakes Medical Bldg. 224 Clarendon Round Lake Beach, IL 60073 847/984-5100	Northeast Satellite 1819 27th Street Zion, IL 60099 847/872-1918	North Shore Health Ctr. 1840 Green Bay Road Highland Park, IL 60035 847/984-5300
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Medical examinations, immunizations, health and development appraisals, lead testing and referrals are provided for infants and children.

Prenatal Program

Belvidere Medical Bldg. 2400 Belvidere Road Waukegan, IL 60085 847/377-8400	North Chicago Health Ctr. 2215 14th Street North Chicago, IL 60064 847/984-5200	Mid-Lakes Medical Bldg. 224 Clarendon Round Lake Beach, IL 60073 847/984-5100	Northeast Satellite 1819 27th Street Zion, IL 60099 847/872-1918
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This program provides comprehensive medical care to Lake County pregnant women who are income eligible, cannot afford or obtain care, or do not have private insurance. Complete medical examinations, laboratory tests, prenatal and parenting classes, and health counseling are provided at each clinic visit.

Special Supplemental Food Program for Women, Infants and Children (WIC)

Belvidere Medical Bldg. 2400 Belvidere Road Waukegan, IL 60085 847/377-8420	North Chicago Health Ctr. 2215 14th Street North Chicago, IL 60064 847/984-5250	Mid-Lakes Medical Bldg. 224 Clarendon Round Lake Beach, IL 60073 847/984-5150	Northeast Satellite 1819 27th Street Zion, IL 60099 847/872-0381	North Shore Health Ctr. 1840 Green Bay Road Highland Park, IL 60035 847/984-5250
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The Lake County WIC Program provides nutritious supplemental foods and nutrition education at no cost to Lake County pregnant, breastfeeding and postpartum women, as well as infants and children up to age 5, whose family income is 185% or less of the federal poverty level.





LakeCounty

Health Department and
Community Health Center

*Healthy People. Healthy Choices.
Healthy Lake County.*

3010 Grand Avenue
Waukegan, Illinois 60085

847.377.8000

www.lakecountyil.gov/health
Irene T. Pierce, MSN, Executive Director