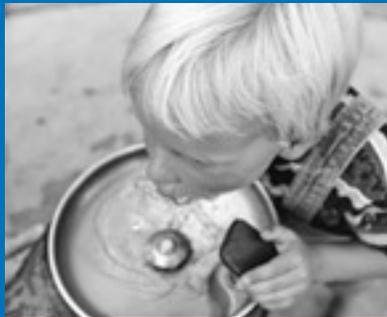


Lake County Health Department and Community Health Center



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 2011

The vision of the Lake County Health Department/Community Health Center is “Healthy People. Healthy Choices. Healthy Lake County”. We are pleased to present the 2011 Annual Report and Information Guide, which details the many services and programs that assist us in achieving that vision.

The Health Department is one of the key players in a community-wide effort to identify and prioritize the county’s most pressing health issues and develop a five-year health improvement plan for Lake County. In 2011, the Health Department completed four health assessments as part of the Mobilizing for Action through Planning and Partnerships (MAPP) strategic planning approach to community health improvement.

Despite a new round of state funding cuts that impacted a number of our programs and staff, the Health Department was able to move forward with some new initiatives and improved services for the community. It launched the Lake-McHenry Veterans and Family Services program, which is targeted to assist veterans, including those just coming home from Iran and

Afghanistan, and their families. The program’s goals include eliminating veteran homelessness and establishing a community crisis network across both counties.

A renovation project at the Midlakes Community Health Center in Round Lake Beach was completed in June. Improvements included a new 3,200-square-foot addition, an extra dental operatory, three new medical exam rooms and some additional work space for staff. The improvements provide a more efficient means of managing patients as they are checked in at the front intake area and move through the building. Midlakes is one of six community health centers operated by the Health Department for the underserved population.

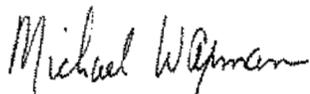
A new service for primary care patients was the implementation of routine HIV testing at the Belvidere Medical Building in Waukegan, another Health Department community health center. Patient response has been very positive. Many patients who chose to be tested were tested for the first time and understood the importance of knowing their status. This initiative was

a collaborative effort with Population Health Service’s Sexually Transmitted Infections program.

The Health Department’s Animal Care and Control program offered 11 off-site pet vaccination clinics. These low-cost clinics help the Department in its mission to prevent rabies transmission to humans and increase animal owner compliance. In 2011, the program achieved a 22 percent increase in the number of animals vaccinated through these clinics in 2010.

The Health Department is in the process of converting patient files into electronic health records (EHRs). Staff is already utilizing the EHR for a variety of programs. The EHR system allows patient care to be provided more safely, timely and efficiently without compromising patient privacy.

We are proud to be among the top 6 percent of 2,564 local health departments nationwide as defined by size of population served, financing and workforce. We 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 Pierce
Executive Director
Lake County Health Department and
Community Health Center

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Community Collaboration

To work toward 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 Systems
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 2011

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>	John Schuler, Psy.D

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 2011

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
Ernest Brown	Elsi Rodriguez
Angelo Kyle	Robert Tarter
	Randall Weston



REALITY Illinois teens active in the Tobacco Free Lake County program help clean up tobacco products from a park.



A counselor waits by the 24-hour Crisis Care Program phone to help individuals manage stress, depression and cope with crises.



Dhiya Bakr, program coordinator for the Tuberculosis Clinic, gives a presentation.

Scope of the Department

*The Lake County Health
Department and Community
Health Center employs
approximately 900 full and
part-time staff in 40 separately
funded programs.*

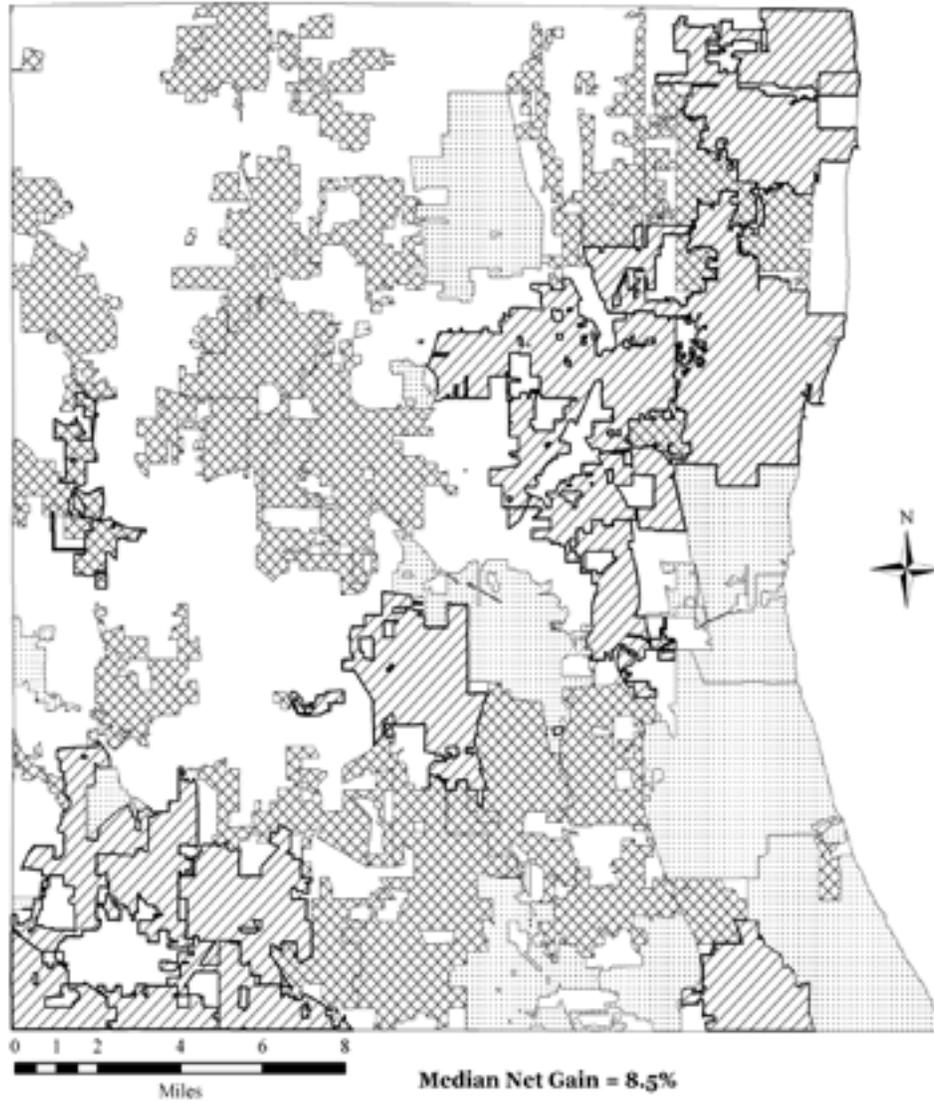


*Facilities are located in
the following Lake County
communities:*

Grayslake
Highland Park
Lake Villa
Libertyville
Mundelein
North Chicago

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

**Population Change in Lake County
by Municipality
(2000-2010)**



 Lake County Health Department and Community Health Center	% Population Change 2000-2010		LCHD CHC PHS PHIT Product: Population Chng. by City #1 Created 2/2011
		Net Loss	
		No Net Gain to 8.5% Net Gain	
		Above the Median Net Gain	

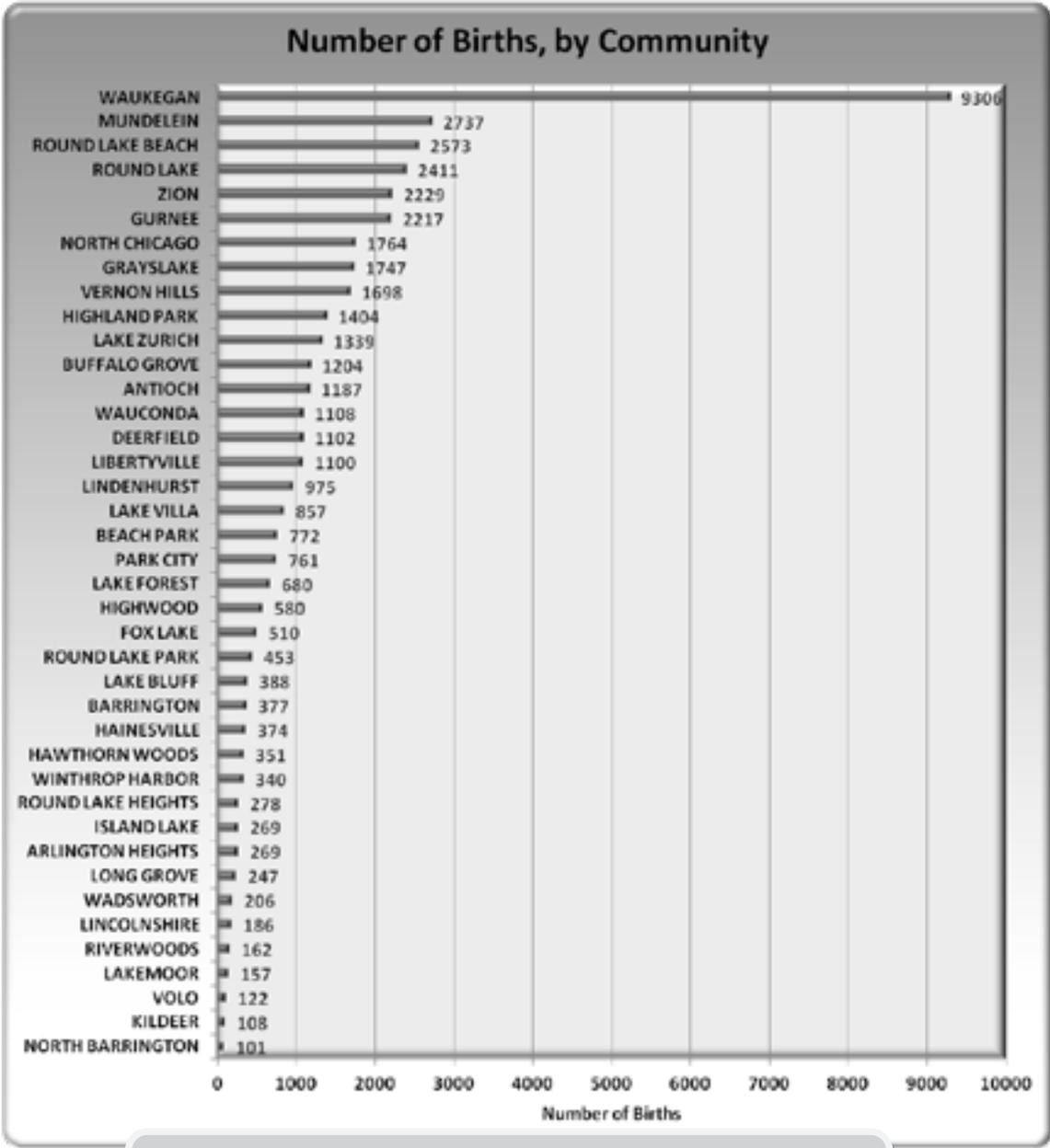


U.S. Rep. Bob Dold reads to children as part of the Reach Out and Read program at the Health Department's North Chicago Community Health Center.



Health Department staff members help a family check-in at the annual Kids 1st Health Fair.

**Births and Birth Outcome Measures:
Maternal and Child Health**



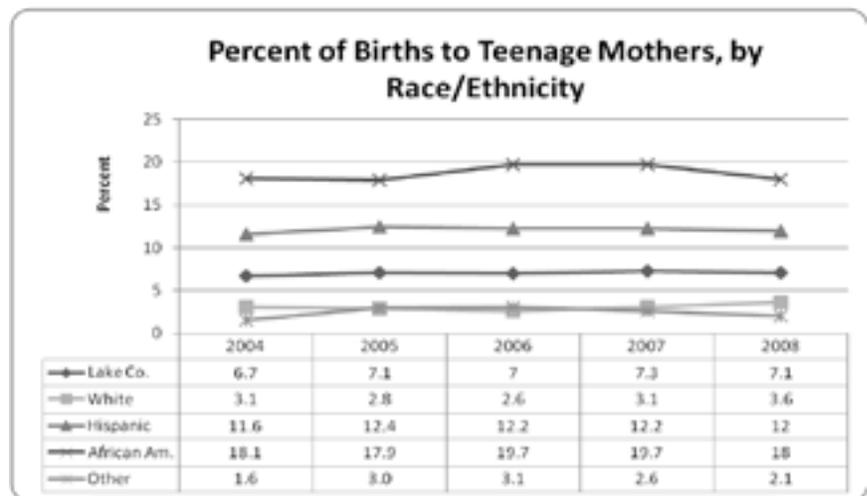
Number of Births in Lake County, by Community (2004-2008)
Source: IDPH Vital Statistics (2004-2008)

Demographic Information and Population Changes by Race and Ethnicity

Demographic Information for Lake County and Illinois		
Demographic	Lake County	Illinois
Persons under 18 years old, 2010	27.4%	24.4%
Persons 65 and older, 2010	10.4%	12.5%
White, 2010	75.1%	71.5%
Black, 2010	7.0%	14.5%
Hispanic or Latino origin, 2010	19.9%	15.8%
Asian, 2010	6.3%	4.6%
Non-Hispanic White, 2010	65.2%	63.7%
Median household income, 2008	\$78,617	\$56,230
Persons below the poverty level, 2008	7.6%	12.2%

Source: US Bureau of the Census (2010)

Percent of Births to Teenage Mothers by Race/Ethnicity 2004 - 2008

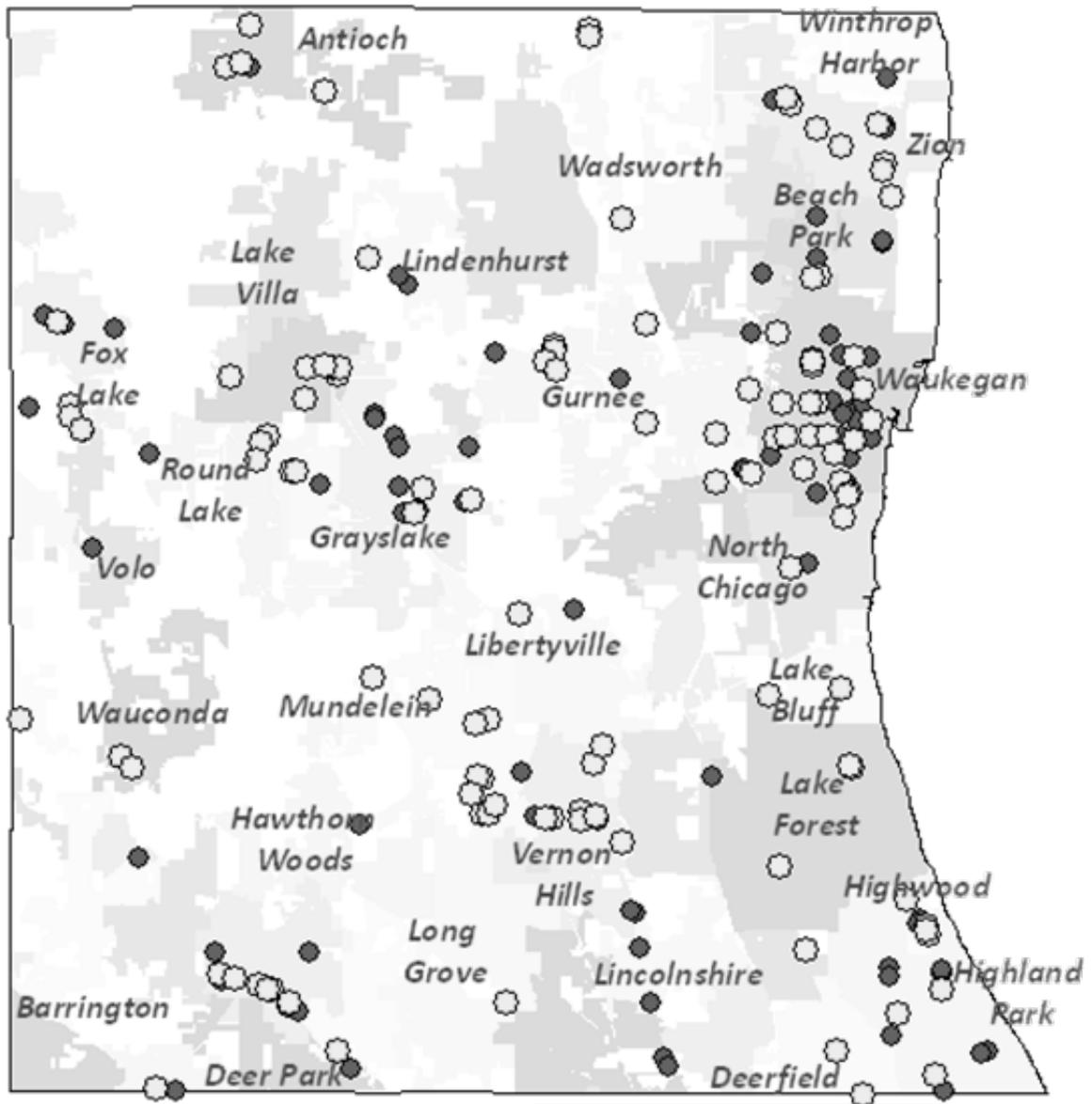


Percent of Births to Teenage Mothers, by Race/Ethnicity (2004-2008)

Source: IDPH Vital Statistics (2004-2008)

**Asset Mapping in Lake County:
Resources to help promote health**

**Grocery Stores and Facilities that Sell
Fresh Fruits and Vegetables**



Data Source: LCHD

Legend	
○	GroceryStores
●	Fresh Fruits/Vegetables

Food Quality Routine Food Facility Inspections 2007-2010

Routine Food Facility Inspections (2007-2010)			
Year	Routine Inspections	Critical Violations	Educational Inspections
2007	6,292	1,768	2,174
2008	6,347	1,818	2,169
2009	6,433	1,953	2,199
2010	6,414	2,715	2,337

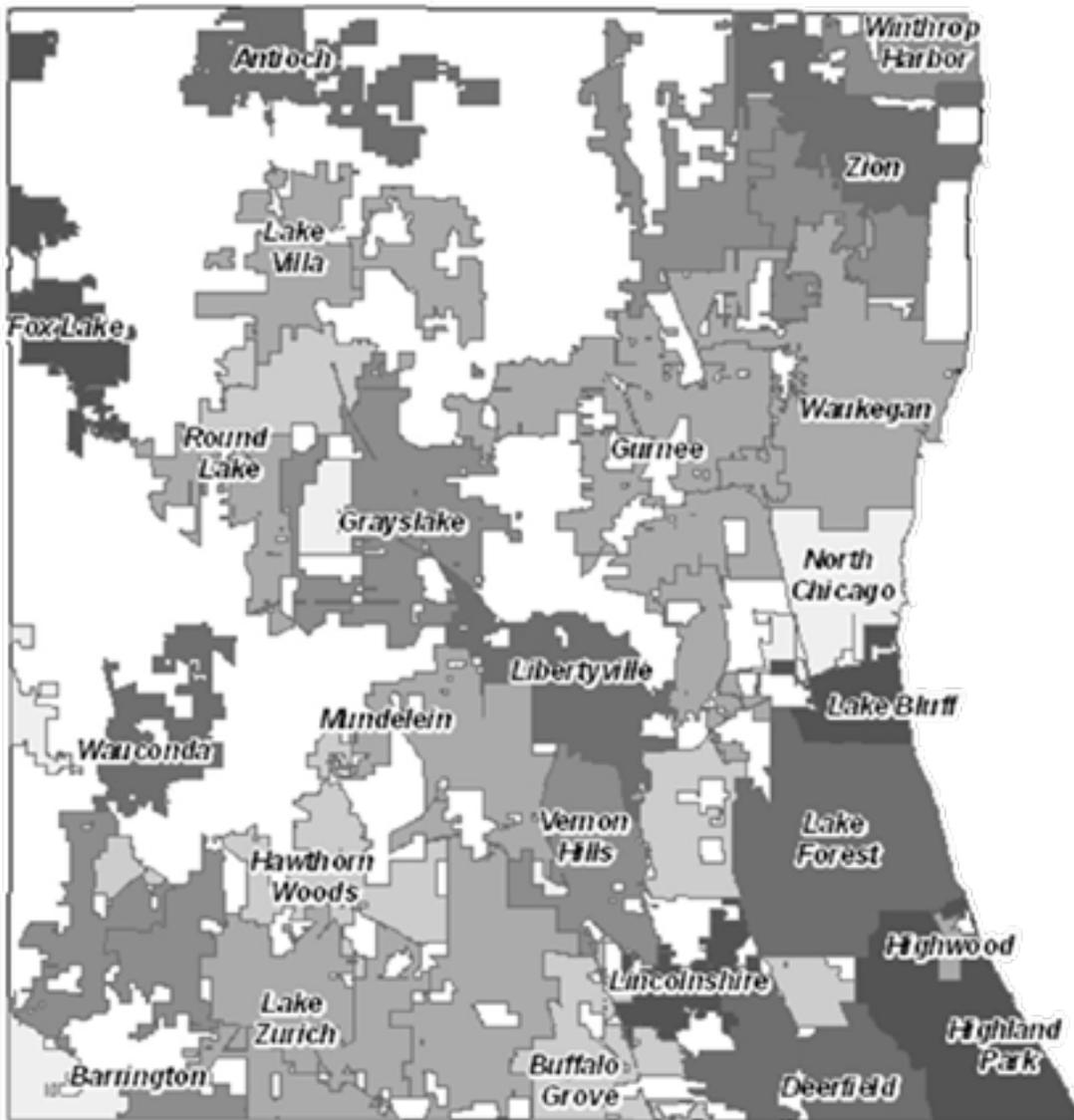
Source: LCHD, Food Program, 2011

Obesity Trends

Obesity in Adults: Lake County (2003, 2009)			
	Baseline	IPLAN Goal	Most Recent
Percent of obese adults	17.8%	15%	26.1%
Percent of obese youth, ages 12-19	18.0%	15%	18.9%

Sources: Behavioral Risk Factor Surveillance Survey: Lake County (2003, 2009), Illinois Youth Survey (2009)

**Average Annual Cancer Mortality Rate,
per 100,000 People, by Municipality (2003-2007)**

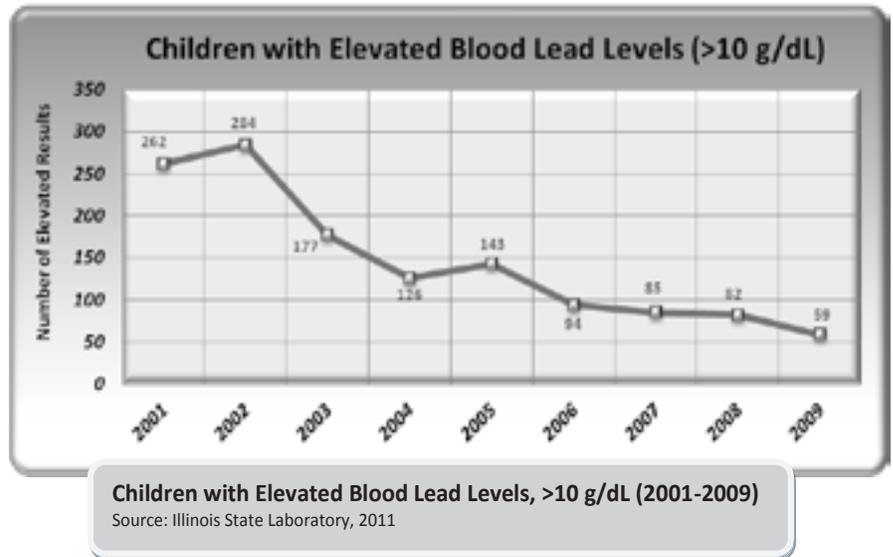


**Average Annual Cancer Mortality Rate
(per 100,000 people)**



Source: IDPH Vital Statistics (2003-2007); US Census American Community

Children with Elevated Blood Lead Levels



Disease-Specific Causes of Death Mortality Rates per 100,000 Population 2003-2007

Disease-Specific Causes of Death: Lake County, Mortality Rates per 100,000 population (2003-2007)			
Cause of Death	Total Deaths	5-Year Cumulative Mortality Rate	Average Annual Mortality Rate
All Cancers	5026	774.7	154.9
Heart Disease	4355	671.2	134.2
Dementia, including Alzheimer's	1093	168.5	33.7
Cerebrovascular Disease	1083	166.9	33.4
Chronic Lower Respiratory Disease	894	137.8	27.6
Unintentional Injuries	840	129.5	25.9
Diabetes	606	93.4	18.7
Influenza/Pneumonia	450	69.4	13.9
Kidney Disease	417	64.3	12.9
Septicemia	324	49.9	10.0
Suicide	272	41.9	8.4
Chronic Liver Disease	126	19.4	3.9
Homicide	88	13.6	2.7

Source: IDPH Vital Statistics (2003-2007); US Census American Community Survey (2005)

Communicable Diseases

Selected Communicable Diseases in Lake County (2007-2011)

Communicable Disease	2011		2010		2009		2008		2007	
	#	Rate *								
Cryptosporidiosis	3	0.42	15	2.13	5	0.71	7	0.99	3	0.42
E. Coli 0157:H7	6	0.85	2	0.28	5	0.71	2	0.28	3	0.42
Giardiasis	31	4.40	35	4.97	33	4.69	41	5.82	48	6.82
Hepatitis A (Acute)	1	0.14	3	0.42	8	1.13	7	0.99	8	1.13
Hepatitis B (Acute)	4	0.56	10	1.42	19	2.70	4	0.56	15	2.13
Histoplasmosis	4	0.56	3	0.42	2	0.28	2	0.28	1	0.14
Invasive Group A Strep	16	2.27	19	2.70	16	2.27	12	1.70	12	1.70
Invasive Haemophilus Influenzae	16	2.27	1	0.14	10	1.42	10	1.42	6	0.85
Legionellosis	11	1.56	12	1.70	11	1.56	3	0.42	5	0.71
Listeriosis	2	0.28	3	0.42	2	0.28	2	0.28	1	0.14
Lyme Disease	19	2.70	13	1.84	8	1.13	9	1.27	6	0.85
Meningococcal	1	0.14	0	0	0	0	0	0	0	0
Pertussis	175	24.87	89	12.65	115	16.34	154	21.89	23	3.26
Salmonellosis	101	14.35	115	16.34	107	15.21	114	16.20	143	20.32
Shigellosis	9	1.27	14	1.99	45	6.39	29	4.12	21	2.98
Strep Pneu Invasive	9	1.27	0	0	0	0	0	0	0	0
Vibrio Parahaemoliticus	0	0	2	0.28	0	0	1	0.14	0	0
West Nile Virus	0	0	1	0.14	0	0	0	0	5	0.71

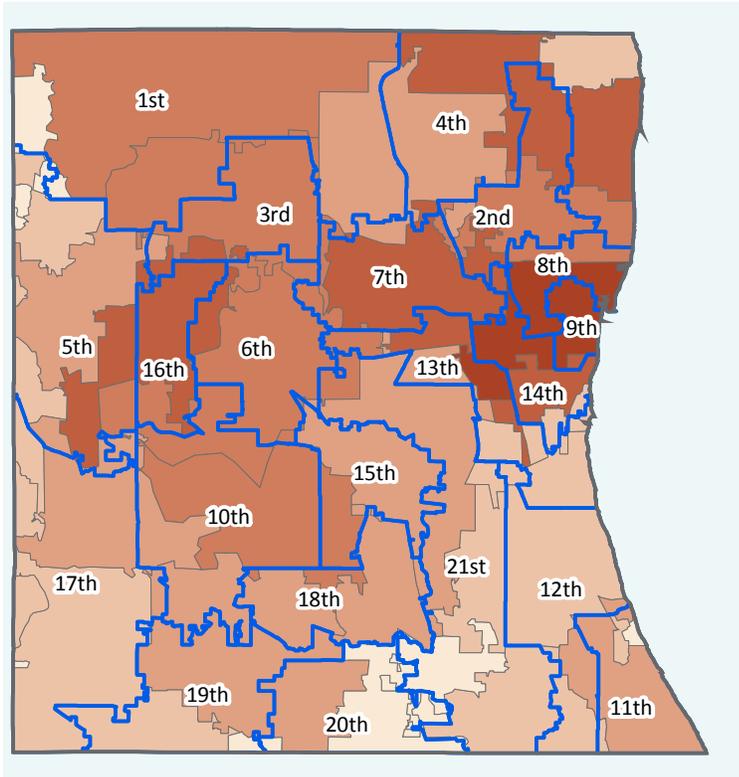
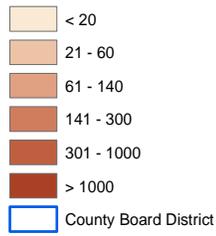
Sources: IDPH and LCHD/CHC CD Data.

Cases are recorded from December through November.

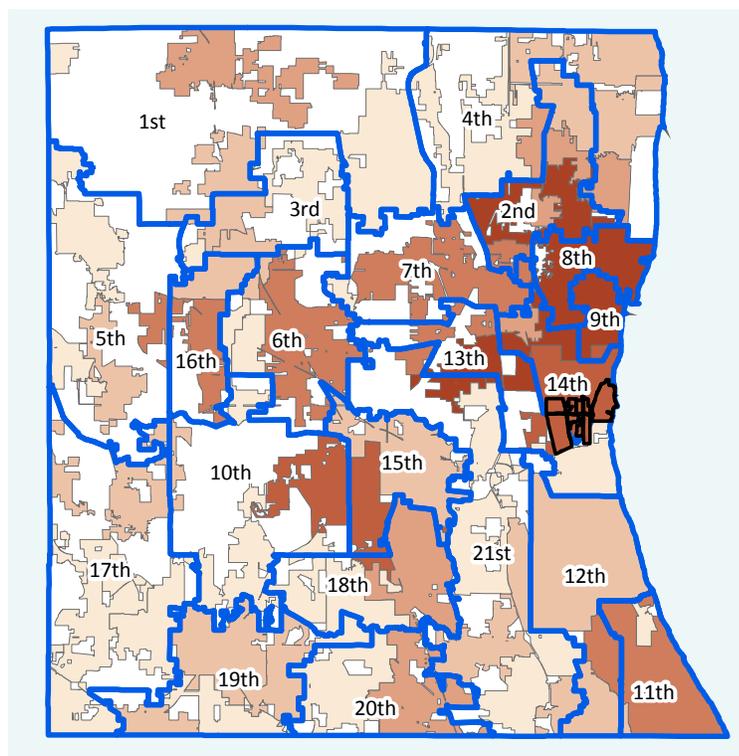
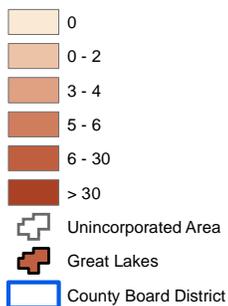
Rates are per 100,000 population; based on 2010 U.S. Census Bureau Estimates (Lake County population: 703,462).

* Counts of 9 or less do not meet the standards of reliability when rates are calculated.

Gonorrhea, Chlamydia and Syphilis Counts by Zip Code with County Board Districts



Active Tuberculosis Cases by City with County Board Districts 2005-2011

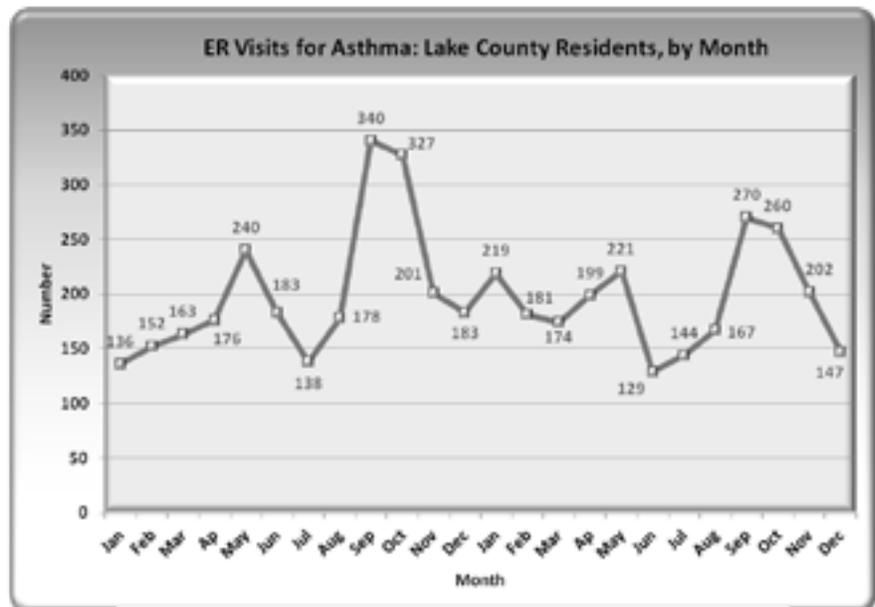


Air Quality Index by Category 2005 - 2009

Percent of Days - Air Quality Index Category in Lake County (2005-2009)				
Year	Good	Moderate	Unhealthy for sensitive groups	Unhealthy
2005	66.6%	30.4%	3.0%	0.0%
2006	77.0%	22.7%	0.3%	0.0%
2007	78.6%	20.5%	0.8%	0.0%
2008	80.6%	19.4%	0.0%	0.0%
2009	78.1%	21.1%	0.8%	0.0%

Source: Illinois Annual Air Quality Report, 2005-2009

Emergency Room Visits Related to the Diagnosis of Asthma by Month

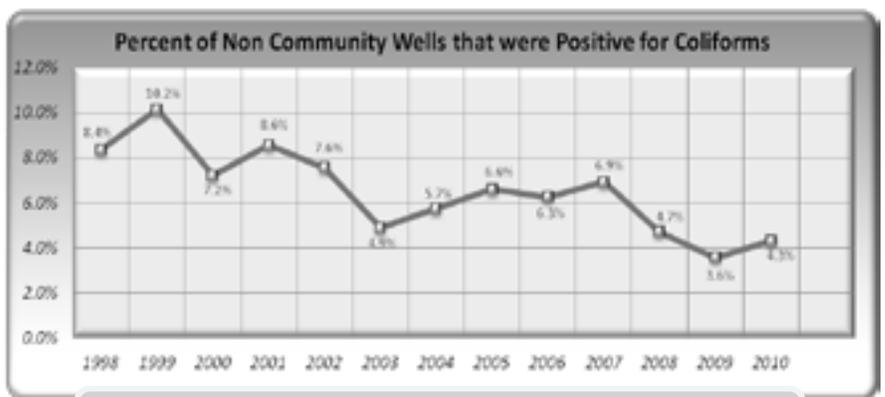


ER Visits for Asthma: Lake County Residents, by Month (2009-2010)
Source: IDPH/Illinois Survey of Hospital Discharges (2009-2010)

***Selected
Reportable
Communicable
Diseases***

	Cases
Enteric E. Coli	6
Giardiasis	31
Group A Streptococcal Infection, Invasive	16
Hepatitis A	1
Hepatitis B	69
Meningococcal	1
Pertussis	175
Salmonellosis	101
Shigellosis	9
Streptococcal Pneumoniae Invasive	9
West Nile Virus	0

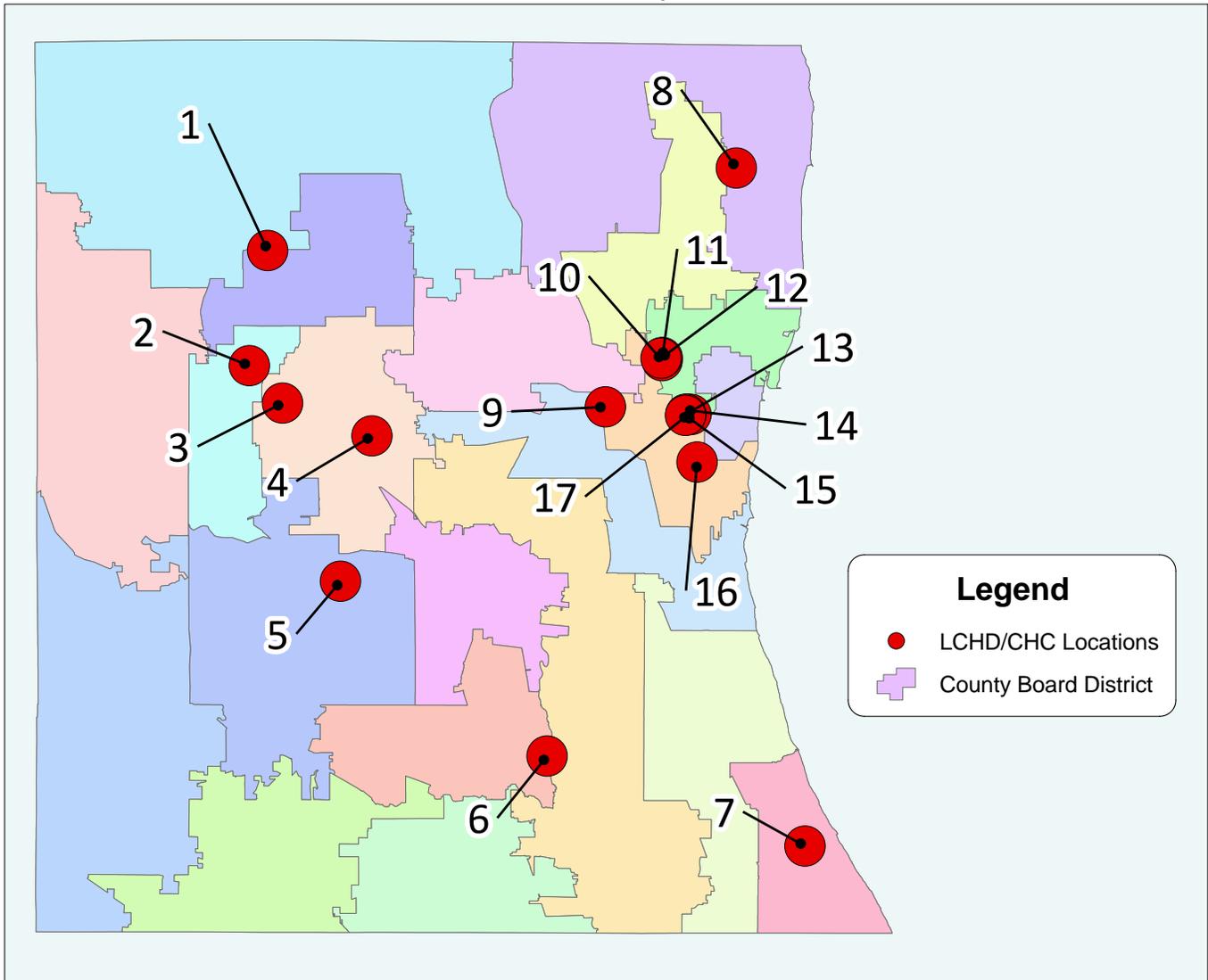
***Water Quality
Percent of
Non-Community
Wells that were
Positive for Coliforms***



Percent of Non Community Wells that were Positive for Coliforms

Source: Lake County Health Department, Non-Community Well Program, 2011.

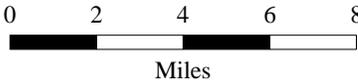
Lake County Health Department and Community Health Center Locations and County Board Districts



ID	Facility Name
1	Northwest Satellite, Veteran's Program
2	Mid-Lakes Health Center
3	Avon Township Center Outpatient
4	Assertive Community Treatment
5	Animal Care and Control
6	Women's Residential Services
7	North Shore Health Center
8	Northeast Satellite Health Center
9	Clustered Apartment Program

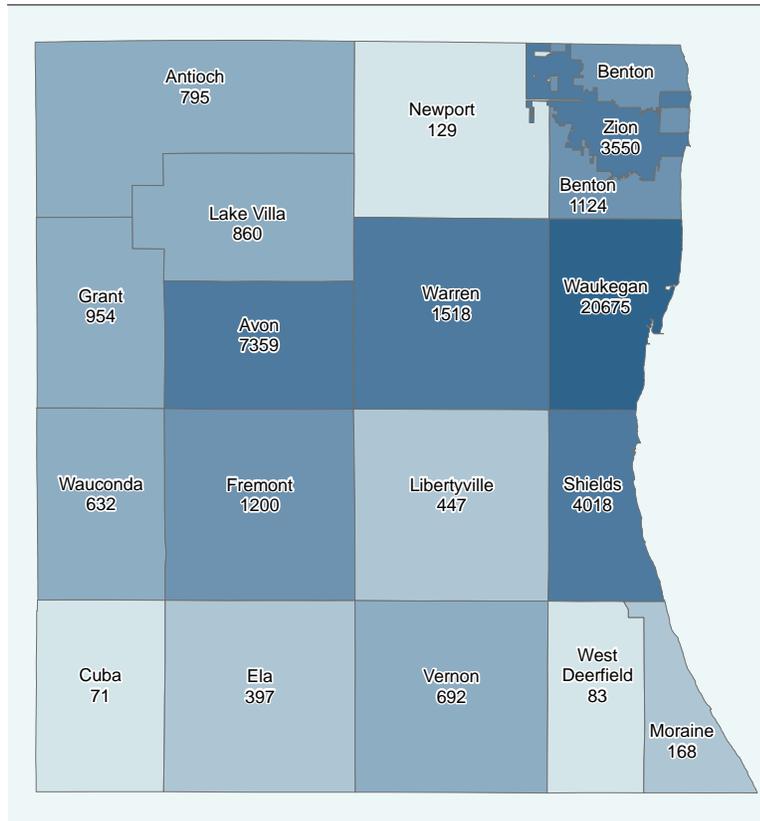
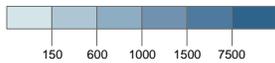
ID	Facility Name
10	Lake County Health Department and Community Health Center, 3010 Grand Avenue
11	Addictions Treatment Program, Crisis Care Program
12	Substance Abuse Program
13	Belvidere Medical Building
14	Belvidere Annex
15	Group Home
16	North Chicago Health Center
17	Tuberculosis Clinic



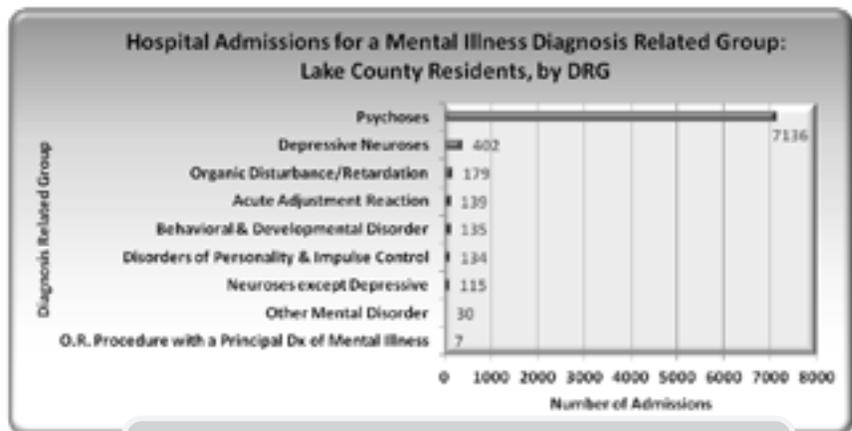



LCHD CHC
 Product # LCHDCHC+CB.01
 Created 01/2012

Behavioral Health and Primary Care Services Patients by Township between December 2009 and November 2010



Hospital Admissions for a Mental Illness Diagnosis



Hospital Admissions for a Mental Illness Diagnosis Related Group: Lake County Residents, by DRG (2009-2010)

Source: IDPH/Illinois Survey of Hospital Discharges (2009-2010)

The following indicates which townships utilized specific services most frequently.

Total Patients in Medical and Dental Centers

1. Waukegan – 20,155
2. Avon – 6,760
3. Shields – 4,357

Total Visits to Medical and Dental Centers

1. Waukegan – 89,688
2. Avon – 24,617
3. Shields – 18,530

Mental Health Clients

1. Waukegan – 1,263
2. Avon – 853
3. Grant – 252

Chemical Dependency Clients

1. Waukegan – 453
2. Avon – 103
3. Shields – 88



Participants gather for the “Steppin’ Out Against Tobacco” walk at Independence Grove Forest Preserve.

***FY11
Preliminary
Unaudited
Statement of
Revenues and
Expenditures,
and Changes in
Fund Balance***

	Recognized	Budgeted
REVENUE SOURCES:		
Local Property Taxes	\$20,953,835.31	\$21,040,719.00
Federal and State Grants	18,058,061.31	19,464,274.00
Fees	4,805,607.43	4,523,880.00
Reimbursables	20,393,629.73	21,770,254.00
Miscellaneous	<u>7,866,312.43</u>	<u>8,132,762.00</u>
TOTAL	72,077,446.21	74,931,889.00
EXPENDITURES:		
Administrative Services	\$ 7,439,349.77	14,979,859.00
Behavioral Health Services	15,301,695.45	17,274,043.00
Population Health Services	15,644,293.25	17,614,525.00
Primary Care Services	<u>29,523,104.32</u>	<u>33,172,114.00</u>
TOTAL	67,908,442.79	83,040,541.00
EXCESS (DEFICIENCY) REVENUES OVER EXPENSES	4,169,003.42	(8,108,652.00)

Fund Balances

BEGINNING OF YEAR	\$29,014,496.23
END OF YEAR	\$33,183,499.65

BEHAVIORAL HEALTH SERVICES

Child and Adolescent Behavioral Health Services (CABS)

“You have to loosen up your grip”

Zach Bollam



Zach Bollam has wisdom beyond his 12 years. He can speak with authority about the periodic table of elements used in chemistry and the fact that 65 percent of the oceans have yet to be searched. He can also hold his hands in the air to show you the size of a large salmon he caught in Lake Michigan.

“A lot of people say I know a lot and that I should be a paleontologist,” he said, adding that he is also interested in oceanography.

But despite all of his book knowledge, Zach is still learning emotionally how to cope with post traumatic stress disorder. For nearly a year he has been receiving help from Nick Caputa, program coordinator for the Health Department’s Child and Adolescent Behavioral Services case management program. Prior to coming into therapy Zach had great difficulty trusting others and trouble dealing with his emotions. He often would be in situations where he would verbally explode at people at home and school. Due to past abuse and loss issues he had a

great deal of trouble regulating his emotions.

Zach is learning to trust again. “There were people who gained my trust and they broke it.”

The Child and Adolescent Behavioral Health Services program provides services to more than 1,700 adolescents annually who are at risk of psychiatric hospitalization. Crisis assessment and intensive counseling are provided to youths and their families so youths learn to problem-solve while living in their community.

Through the program, Zach is being counseled by Caputa who said Zach had difficulty relating to his peers when he entered the program, but since he has been in therapy, he has made great strides in regulating his emotions and controlling his anger.

“He’s a big help because he is a male I can talk to and he helps me with my homework,” Zach said. “Now I have a lot of ideas about how to take out my anger. I bought a punching bag.”

Zach said he is also learning how to view his strict checklist of attributes he wants in friends. “You have to loosen up your grip.”

His grandmother, Deborah St. Antoine, said Caputa provides the right qualities in which Zach can connect. “He is a perfectionist. He will be sad if he gets a bad grade. On the way here he can be so angry and upset about something that happened in school. He wants the point of view of a man he can trust.”

Zach and his 11-year-old sister, Elizabeth, call St. Antoine “Mom” because she has spent so many years raising them. She said supporting Zach has involved educating the adults in his Grayslake school about his needs and sticking to the individual education plan for him at school. Zach’s school principal has assured them that the young boy always has a safe place in the office.

“He has worked extremely hard to get to where he is today,” she said.

BEHAVIORAL HEALTH SERVICES

Programmatic Highlights in FY11

Employees in this service area provide treatment, training and support services to persons experiencing problems related to emotional and mental illness or drug and alcohol addiction.

The Lake County Health Department core values were exemplified in 2011 by the following:

Collaboration:

The Lake-McHenry Veterans and Family Services (VFS) program, a collaboration by design with the McHenry County 708 Board, the Captain James A. Lovell Federally Qualified Health Center (formerly the North Chicago Veterans Administration and the Great Lakes Naval Training Center), and the Illinois Institute of Technology (IIT) as partners, developed into a staff of 15 serving military men and women and their families. This program has reached into the Lake County community at large to conduct a workshop on military culture (over 200 attendees) and a conference (300 attendees over two days) and to expose the provider community to evidenced-based practices regarding trauma-informed care. In addition to educating the public on trauma-informed care while caring for our veterans and their families, the program efforts include elimination of veteran homelessness and the establishment of a community crisis network across both counties. The VFS program established a Governing Council composed of over 90% consumers to guide the program in prioritizing its efforts while representing the program in the community. To date, council members have developed a presentation and have delivered this message to over 25 Rotary Clubs across both McHenry and Lake Counties. The VFS program works with church groups (One Hope United) and NAMI (the National Alliance for the Mentally Ill) to present weekly family-to-family support groups for families in need. In August, Lake County opened a Veterans' Court in collaboration with VFS.

Four providers (BHS, Arden Shore Child and Family Services, Nicasa and the YWCA) successfully collaborated to write an \$85,000 grant to the Healthcare Foundation of Northern Lake County to study whether case management collaboration among the agencies positively affects clinical outcomes for dually-diagnosed individuals with mental

health and substance abuse issues. BHS's role is to provide fee-based psychiatric services, and advise the agency participants on research design.

BHS continues to have executive level quarterly meetings with area hospitals (Vista, Centegra) to address the needs of our population, especially important at a time when restructuring of state operated mental health facilities is imminent. We also network with our BHS Advisory Committee, consisting of mental health and substance abuse providers and consumers, quarterly to maintain collaboration.

Access:

For the fourth year in a row, we experienced additional state funding cuts. This year the cuts are significant, resulting in additional staff layoffs. State funding changes also affected our manner of doing business by uncapping Medicaid funding but restricting who is eligible for Division of Mental Health funds that aren't Medicaid funded. We have had to tighten-up admissions; hence, case management linkages to state hospital discharges and day program services are now experiencing delays in or loss of services. This has put great pressure on staff to maintain client health. Despite this strain, BHS has passed all audits from the state and federal government, from peer agencies and from independent auditing bodies – with flying colors. Our delivery of services remains of the highest quality and continues to be recognized as among the best in the state – a credit to the dedicated men and women that make up our staff.

We developed a team in order to more effectively identify potential clients likely to be eligible for Medicaid, and process their applications more expeditiously. Though our sample size is relatively small (32 applications), our efforts to date have resulted in an over 65% acceptance rate (we were at around 20% before) with a significantly reduced approval time. Clients with Medicaid are eligible for more services.

BHS, along with Primary Care (PCS), have entered into contracts with Aetna and Centene/Cenpatico to provide managed care for all Medicaid only adults, age 19 and older. Exemplar of this massive task is securing our physicians and clinicians as members of their approved providers; together we (BHS and PCS) credentialed over 120 staff. Additionally, we as a service area learned each managed care entity's authorization processes and "rules of engagement," trained all staff on compliance with these rules, prepared our system for the use of new coding demands and educated our billing and collections to secure payment – not to mention that we often must deal with irate and confused customers.

Prevention:

BHS staff currently chairs the Lake County Homeless Coalition assembled to eradicate homelessness from the county. This very active and disparate group (HUD, housing alternatives, mental health providers, pantries, church organizations) works with traditional homeless person access points such as PADS to identify high risks for homelessness, and respond via a network of services. Staff also participated in a number of community education events, screenings and committees aimed at prevention and early intervention.

Other Highlights:

During the course of 2011, Behavioral Health has overhauled all 200 plus policies and procedures to both simplify messages and extend reach. Though overall, the number of policies has been reduced, policies have been added to reflect our changing environment and address, among other topics, electronic practice management, electronic health records, corporate compliance, risk reduction, sliding fee scales and the new financial practices mandated by the state as well as managed care organizations.

The BHS Service Area has worked diligently over the past year to enhance our front and back office operations to both collect co-pay and other charges up front, while working error reports and denials behind the scenes. This has precipitated intensive training for our service support staff, and a steep learning curve. At the same time, we emphasized positive customer relations and employee safety to balance our customer service approach.

BEHAVIORAL HEALTH SERVICES

Service Statistics

Mental Health Services

PROGRAM	Cases - individual, couple, or family	# of Counseling Sessions (a), Client Days (b), Hours of Service (c)
Community Support Services		
Assertive Community Treatment (ACT)	55	6,288 (a)
Community Case Management	254	6,293 (a)
Therapeutic Intensive Monitoring (TIM)	49	2,496 (a)
Outpatient Services		
Children and Adolescents Behavioral Services (CABS)	3,004	19,089 (a)
Counseling	1,694	9,157 (a)
Crisis Contacts	1,809	1,777 (c)
Medical	1,844	5,610 (a)
Psycho-social Rehabilitation Program (PRP)	83	10,542 (c)
Residential Services		
Apartments	41	11,843 (b)
Community Integrated Living Arrangements (CILA)	8	2,431 (b)
Group Home	42	4,358 (b)
Respite Care	228	1,449 (b)
Housing Case Management	n/a	24 (a)
Community Support - Individual (CSI)	n/a	3,998 (a)
Community Support - Group (CSG)	n/a	1,910 (a)

Substance Abuse Services

PROGRAM	Cases - individual, couple, or family	# of Counseling Sessions(a), Client Days (b), Hours of Service (c)
Addictions Treatment Program (ATP)		
Detox	568	2,251 (b)
Rehab	420	4,364 (b)
Substance Abuse Program (SAP)		
Outpatient Services	315	1,429 (a)
Project SAFE	79	1,848 (c)
Methadone Counseling	122	n/a
Intensive Outpatient Program	316	11,332 (c)
Women's Residential Services		
Women	112	5,748 (b)
Children	29	940 (b)
Case Management (MISA)	n/a	265 (c)
Youth Services	170	3,191 (e)

BEHAVIORAL HEALTH SERVICES

Clients Served by Specific Treatment Programs

FY2011

Township	Chemical Dependency*	Mental Health*
Antioch	41	235
Avon	103	853
Benton.....	43	129
Cuba	5	34
Ela.....	9	65
Fremont	25	165
Grant	43	252
Lake Villa.....	50	242
Libertyville	17	65
Moraine.....	1	10
Newport.....	4	13
Shields	88	207
Vernon	39	113
Warren	54	148
Wauconda.....	16	148
Waukegan	453	1,263
West Deerfield.....	3	13
Zion	69	248
Total	1,063	4,203

Note: Counts are unduplicated.
 *number of clients who began services
 in FY2011



A member of the Highland Park Rotary Club holds some of the 500 stuffed bears her organization donated to the Lake-McHenry Veterans and Family Services program.

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
847/377-8950

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
847/377-8088

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.

Lake-McHenry Veterans and Family Services (VFS)

121 E. Grand Avenue
Lake Villa, IL 60046
847/377-8386 (847/377-VET6)

This Substance Abuse and Mental Health Services Administration (SAMHSA) funded program offers behavioral health services to veterans and their families and provides case management to access care elsewhere. The program also coordinates training to enhance community agencies' competence in working with this population.

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

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 schools.

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.



Addictions Treatment Program patients discuss issues at a group therapy session.

POPULATION HEALTH SERVICES

Water Well Program

“It is very important for people to know where their water is coming from, and to know that they play a role in maintaining water quality and safety.”

Janet Agnoletti



Do you know where the water you use in your home comes from? Is it Lake Michigan water? Is it from a private or community well? Not everyone knows the answer, but they should.

“Some Barrington area residents are surprised to learn that they are not connected to Lake Michigan water,” said Janet Agnoletti, Executive Director of the Barrington Area Council of Governments (BACOG).

Approximately 40,000 people in the Barrington area, which covers 90 square miles, rely on wells for their daily supply of potable water. Aside from a few towns, it is a sparsely populated area in strong contrast to the urban landscape that lies south and further east. The rural environment was planned. Area governments came together to form BACOG and develop a regional comprehensive plan to hinder urban sprawl and ensure the preservation of thousands of acres of open space.

Of particular importance to BACOG is the protection of the area’s groundwater. Nearly all of the private and municipal wells in the area rely on the shallow aquifers about 100 to 250 feet below the surface, since the deep aquifer has both water quality and quantity limitations. If water levels drop in the shallow aquifers, the communities in this area face major challenges. The costs

for laying pipes to connect to Lake Michigan water, if it were to become available, or for homeowners to drill deeper may be a financial challenge or cost prohibitive. Additionally, if harmful contaminants, such as gasoline, cleaning solvents, or pesticides, get into the aquifer, the quality and safety of the drinking supply is affected.

“It is very important for people to know where their water is coming from, and to know that they play a role in maintaining water quality and safety,” said Agnoletti.

Several times a year, BACOG holds water testing events for private well owners in conjunction with the Lake County Health Department. Residents can pick up test kits from their local village or township offices at reduced rates the week prior to the event. During the event, residents return the samples to a central location in the Barrington area. Refrigeration and transportation of water samples to the Health Department lab is handled by BACOG, which eliminates the need for multiple trips by each homeowner to the Central Permit facility in Libertyville.

When residents return the sample, they can listen to a short presentation and Q & A to help expand their knowledge about groundwater and wells. The presentations are provided by staff from the Health

Department and other agencies. The water samples are analyzed by the Health Department lab.

“Through these water testing events, which we have made as convenient as possible for our residents, we are building awareness about groundwater in our community,” said Agnoletti. “We hope residents have a much better understanding about how they can help protect the region’s water supply, not only for today but for generations to come.”

BACOG members include the villages of Barrington, Barrington Hills, Deer Park, Lake Barrington, North Barrington, South Barrington and Tower Lakes, as well as Barrington and Cuba Townships. The organization not only partners with the Health Department on groundwater awareness, but on drug and alcohol abuse prevention.

The Health Department’s Water Well Program is located at the Central Permit facility in Libertyville. Staff members issue well permits, and inspect private and non-community (small public) water systems. They also collect and analyze water samples from non-community and private system supplies for bacteria, as well as chemical and physical properties.

POPULATION HEALTH SERVICES

Programmatic Highlights in FY11

Population Health Services offers a wide range of environmental and community health programs geared to improve the health of the entire Lake County population by addressing a broad range of health-related factors and prevention of disease.

Partnerships, population health assessments, improved programmatic linkages and personnel/service reductions are words that best describe FY11 for Population Health Services (PHS).

Population Health Services focuses on the corresponding conditions and factors (i.e., biological, behavioral and biophysical (air, water, food, aesthetics) and socioeconomic environments (early childhood development, personal empowerment, social support) in all of our Lake County communities. Population Health Services has the most diverse array of programs in the Health Department ranging from animal care and control to communicable disease prevention to underage drinking prevention to well permitting/groundwater protection. Population Health Services performs the core public health functions at the Health Department and concentrates on primary prevention of infectious and noncommunicable diseases, the assessment of Lake County resident health needs and the development of policies and interventions to address the identified health needs.

Partnerships

Since there are over 30,000 private wells in Lake County, the water well program and the environmental laboratory partnered with the Barrington Area Council of Governments (BACOG) to create more public awareness of the importance of annually testing well water to protect our valuable groundwater resources. During Na-

tional Groundwater Awareness Week in March 2011, private water well owners were offered a reduced fee for water testing. Thanks to this partnership, we had over 500 participants, nearly triple the number from previous years when PHS independently promoted it.

In the furtherance of our ongoing mission to prevent rabies transmission to humans and in an effort to increase animal owner compliance, PHS offers several low-cost vaccination clinics throughout the year. These clinics are conducted with and hosted by our partner municipalities and other entities. During 2011, a record number of 1,943 animals were vaccinated during the 11 off-site vaccination clinics held this year, an increase of 22% in the number of animals vaccinated at these low-cost clinics in 2010.

Health Assessments

Beginning in March of 2011, PHS started and completed the four required health assessments as part of the Mobilizing for Action through Planning and Partnerships (MAPP) strategic planning approach to community health improvement. The MAPP process emphasizes a community driven, community owned approach, which helps the Lake County community to take responsibility for its own health. These four assessments are currently being reviewed and utilized by the 15 member MAPP Steering Committee for identification of the major health and strategic

issues in Lake County. After MAPP Steering Committee identification and prioritization of the issues, community action teams will finalize the five-year community health improvement plan for Lake County.

Improved Programmatic Linkages

Primary prevention of infectious diseases is a key function of PHS. In FY11, PHS reorganized to improve linkages between the communicable disease program, the sexually transmitted infections (STI)/HIV program and tuberculosis program. By assuring a direct linkage, improved surveillance, screening and prevention activities have occurred. The immunizations program moves under this infectious disease programming umbrella in early 2012.

Personnel and Service Reductions

Similar to FY10, PHS had additional reductions in State and Federal funding. Maternal and child health programs were impacted the most, with 18 positions reduced. The position reductions result in higher case loads for existing staff and the reduction of primary and secondary pregnancy prevention programming. Additionally, PHS discontinued mass flu immunization clinics as numerous providers now exist (i.e., pharmacies) and the community need for these mass flu clinics has declined.

PHS continues to provide the core public health functions at LCHD/CHC for all Lake County residents. PHS efficiently and effectively utilizes limited personnel and financial resources, continues to improve customer service and provides enhanced service delivery, even during these difficult and challenging times.

POPULATION HEALTH SERVICES

Service Statistics

		Number
<i>Animal Care and Control Data</i>	Rabies Tags Issued	72,006
	Strays Captured	1,558
	Dogs	(727)
	Cats	(695)
	Other Animals	(136)
	Animals Returned to Their Owners	574
	Biting Animals Impounded at Animal Shelter	182
	Animals Relinquished	532
	Animals Referred for Disposition	1,998
	Animal Bite Reports	2,004
	domestic animal to human	(1,238)
	domestic animal to domestic animal	(570)
	wild animal to human	(109)
	wild animal to domestic animal	(87)
Positive Cases of Rabies (Bats)	3	

<i>Child and Family Connections</i>	Total referrals for the fiscal year	1,164
	Total children found eligible in the fiscal year	980
	Average monthly active children in program	842

<i>Childhood Screening Programs</i>		Screenings
	Hearing Tests	13,313
	Vision Tests	11,065
	Lead	2,189
	(total lab tests completed)	
	Total Environmental Lead Inspections	20
	Total Family Case Management Referrals	19
Total Active Lead Cases	44	

POPULATION HEALTH SERVICES

Service Statistics

continued

Environmental Investigations, Evaluations, and Inspections

	Number
Septic Consultations	2,760
Soil Evaluations	20
Subdivision Reviews	5
Zoning Changes	27
Well & Septic Evaluations	14
Request for Service Investigations	608
Foodborne Illness Investigations	99
Food Program Consultations	704
Food Service Inspections/Education	6,473
Temporary Food Service Event Inspections	1,194
Non-Community Water Supply Inspections	297
Water Well Consultations	1,284
Lake Sampling/Technical Assistance	13,898
Tanning Facility Inspections	53
Solid Waste Inspections, Well Sampling, and Service Requests	443
Solid Waste Consultations and Reports	820
Pool/Spa/Beach Inspections	504
Lead Investigations	37
West Nile Virus Calls	285
Laboratory Analyses	13,720

Family Life Education

	Encounters/Contacts
Community Consultation/Education Events	531
Individuals Educated through:	
School-based Sexual Health Education	5,358
Community/Parenting Groups	509
Small Group Pregnancy Prevention	613
Services for Pregnant/Parenting Teens (PAGES/Stepping Together)	1,947
Individual Counseling/Home Visits	655

POPULATION HEALTH SERVICES

Service Statistics

continued

Health Education and Community Nutrition

	Total Served
Patient Consultations	211
Cardiovascular	15
Diabetes	116
Overweight/Obesity	78
Other	68
Presentations	68
Cardiovascular Attendees	358
Diabetes Attendees	239
Overweight/Obesity Attendees	496
Other Attendees	30

Healthworks

	Patients
Initial Health Screenings (new referrals)	271
Specialty Care Referrals	212
Administrative Case Reviews	387
6 yrs + Exams	119
Referrals to DCFS Nurse	11

Sexually Transmitted Infections

Group-Level Educational Contacts	1,529
Individual Consultation/Education Contacts	3,374
Individuals Receiving HIV Testing and Counseling	4,335
Individuals Counseled in STI Clinic	1,690
Total Hours for Substance Abuse Treatment Centers	2,687
Initial Consultations	1,191
Follow-Up Consultations	1,062
STI Express Clinic Visits	456



Summer interns learn firsthand how to maintain the quality of lakes through the Health Department's Environmental Services program.

POPULATION HEALTH SERVICES

Service Statistics

continued

		Patients
Immunization Services	Total Number of Client Visits	10,494
	Total Pediatric Visits	9,275
	Total Adult Visits	1,219
	Total Number of Immunizations Administered	24,640
	Routine Immunizations 0-18 years	19,248
	Flu Immunizations 0-18 years	3,987
	Routine Immunizations 19+ years	795
	Flu/Pneumonia Immunizations 19+ years	610

		Number
Permits	Individual Sewage Disposal	
	New Construction	22
	Approved Repair	161
	Construction Permits	173
	Property Alterations	463
	Food	
	Food Service / Retail Establishments	3,113
	Temporary Food Service Permits	1,197
	Water Well	
	Non-Community Water Supply	468
	Private Wells - New Construction	104
	Abandoned Well Sealings	571
	Property Alterations	113

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.

		Total Served
Prevention Services	Population Served	9,503
	Coalitions/Communities Served	120
	Clients Served by Communication Campaign Program	3,174
	Material Distributed	7,726

POPULATION HEALTH SERVICES

Service Statistics

continued

Services Provided in the Home

Family Case Management/Public Health Nursing* / Teen Parent Services	Visits	Clients	Referrals
	21,822	26,034	4,527

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

Tobacco Free Lake County

	Total Served
Training Sessions	39
Individuals Trained	784
Cessation Sessions	32
Individuals Served	241
Counseling Visits	279
Counseling Contacts	366
Clients Served by Program	2,689

Tuberculosis Program

Total Clinical Visits	14,576
New Visits	3,437
Returning Visits	11,139
Skin Tests	6,482
Positive	196
Negative	6,286
Total Chest X-Rays	862
Newly Diagnosed Cases	8



A child has his face painted during the “Steppin’ Out Against Tobacco” walk at Independence Grove Forest Preserve.

POPULATION HEALTH SERVICES

Programs and Services

Animal Care and Control

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

This program offers many services, including the registration of dogs and cats, animal bite investigations, stray impoundment, nuisance and neglect investigations, community education, and spaying and neutering of dogs and cats owned by Lake County residents. A Lost and Found pet service is maintained.

Child and Family Connections

3010 Grand Avenue
Waukegan, IL 60085
847/377-8900

Early intervention services for Lake County families with children ages birth to 3, who may have developmental disabilities.

Childcare Nurse Consultant

3010 Grand Avenue
Waukegan, IL 60085
847/377-8164

Provides education and support to child care providers to promote child health and safety and improve childhood nutrition.

Childhood Lead Poisoning Prevention Program

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

This program provides medical tests and follow-up for children younger than age 7 for above normal levels of lead. It also provides environmental testing and mitigation if required.

Communicable Disease Control

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

Surveillance, investigation and follow-up of reportable communicable diseases, including emerging and re-emerging organisms and pandemic influenza planning.

Drug-Free Communities

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

A comprehensive, community focused substance abuse prevention program serving Winthrop Harbor, Beach Park and Zion.

Emergency Management and Bioterrorism Preparedness

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

Public health response to nuclear, environmental, chemical and biological events, threats and emergencies.

Environmental Services

500 W. Winchester Road
Suite 102
Libertyville, IL 60048
847/377-8020

Staff monitors more than 170 beaches for fecal contamination, conducts extensive technical surveys of lakes and streams to determine their ecological condition, and assists associations, municipalities and townships with lake and stream protection, restoration and management. Staff performs licensure and operational inspections of indoor and outdoor swimming pools, inspects tanning salons and provides information on radon gas and test kits for the public. Staff also investigates indoor and outdoor air quality and mold-related issues.

Family Case Management/Public Health Nursing

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

Staff conducts home visits to pregnant women and families with infants to provide them with health counseling, supervision, and information and referral services.

Family Life Education

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

This program provides educational programs and presentations on healthy lifestyle choices, abstinence, sexual health, decision making and family communication between parents and teens to promote positive youth development.

Food Sanitation

500 W. Winchester Road
Suite 102
Libertyville, IL 60048
847/377-8040

Environmental health practitioners inspect food establishments (schools, restaurants, taverns, retail food stores/groceries, hospitals, day care centers, etc.) to assure that food is received, stored, prepared and served in a sanitary and wholesome manner. Each establishment is required to obtain an operating permit from the Health Department prior to opening and annually thereafter. Staff also investigates complaints and concerns about food establishments and incidents of possible foodborne illness.

Health Works 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 60046
847/377-8870

Screenings and referrals are offered at select day care centers, preschools, and public and private schools.

POPULATION HEALTH SERVICES

Programs and Services

continued

Immunizations

2303 Dodge Avenue
Waukegan, IL 60085
847/377-8470

Routine immunizations are provided for children and adults at various locations across the county and at the Department's Belvidere Annex in Waukegan.

Individual Sewage Disposal (Septic Systems)

500 W. Winchester Road
Suite 102
Libertyville, IL 60048
847/377-8020

Staff reviews plans for new septic systems and/or additions or alterations to homes that affect septic systems in Lake County. This review process is required by county ordinance and is intended to protect the public from nuisances and hazards associated with sewage disposal.

Environmental Laboratory

500 W. Winchester Road
Suite 103
Libertyville, IL 60048
847/377-8017
847/377-8030

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

Nuisance Control

500 W. Winchester Road
Suite 102
Libertyville, IL 60048
847/377-8020

Staff works to minimize the potential for human disease, discomfort, injury and annoyance by nuisances, such as vermin infestations, accumulations of manure, rubbish, and human or industrial waste, and the pollution of wells and other bodies of water by sewage or industrial wastes.

Population Health Assessment

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

Research, analysis, and surveillance on significant diseases, syndromes and conditions and the development of health status reports on communities and populations in Lake County.

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.

Sexually Transmitted Infection/HIV Prevention

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

This program provides counseling and testing for sexually transmitted infections, including HIV and hepatitis C, and individual and group prevention education. Program staff also inspects tattoo and body piercing establishments to prevent blood borne pathogen infection (such as hepatitis B and C).



Staff from the Sexually Transmitted Infection program coordinated a booth and handed out information on National HIV Testing Day in June.

POPULATION HEALTH SERVICES

Programs and Services

continued

Solid Waste

500 W. Winchester Road
Suite 102
Libertyville, IL 60048
847/377-8016
847/377-8030

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 cleanup of impacted properties. Groundwater is monitored near solid waste facilities to assess the water quality of potentially at-risk aquifers.

Teen Parent Services

3010 Grand Avenue
Waukegan, IL 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, healthcare professionals, communities and individuals in tobacco awareness, prevention and cessation.

Tuberculosis Program

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

Clinic and community-based services and activities for the prevention and control of tuberculosis.

Water Well Program

500 W. Winchester Road
Suite 102
Libertyville, IL 60048
847/377-8020

Staff ensures that the minimum standards of Article XV are enforced regarding the location, construction and modification of water wells and closed loop geothermal wells, the installation of water well pumps and related equipment, and the sealing of wells. Staff also routinely inspects and monitors over 400 (non-community) water systems to assure safe drinking water. Information about ordinances/regulations, groundwater, water quality and safe drinking is routinely provided to water well contractors and homeowners, as is direct assistance with development projects.



A candle-lighting ceremony, dance and inspirational words were part of the World AIDS Day event, December 1, that took place in Waukegan.

PRIMARY CARE SERVICES

General Medicine

“There were no other recourses. It (the health department) is a great safety net.”

Tad Kanvik



When Tad Kanvik started receiving services from the Lake County Health Department about four years ago he was suffering from depression, congestive heart problems, lack of sleep, COPD (Chronic Obstructive Pulmonary Disease) and he was using alcohol to self-medicate his bi-polar disorder diagnosed eight years before.

Once a Beach Park businessman earning six figures with his own brick paving business, he was on a slippery slope having lost his business because of changes in the economy and in danger of seeing his health decline further. The cost of private health insurance for his family was \$3,000 a month.

“There were no other recourses,” he said. “It (health department) is a great safety net.”

Ballooning to more than 300 pounds while in treatment with a psychiatrist, he was down to 240 pounds when he arrived and met with Dr. Arthur Hoffman at the Health Department clinic on Grand Avenue. He said his health was prompting him to be immobile. “I was sleeping all the time.”

Kanvik said a sleep study ordered by the doctor determined he needed treatment for sleep apnea and he also needed to make other changes in his life to be healthier.

“I had to make decisions,” said the father of three, who is now 50 pounds lighter, rested and doing 45

minutes of laps four times a week in a pool at the “Y.” Kanvik said he is thankful his wife of 26 years has stuck by his side through all of the ups and downs and he is feeling so good now that he is considering doing some maintenance work for his former clients in the brick paving business.

Kanvik felt so strongly about his treatment with Dr. Hoffman that he attended a Lake County Health Department Governing Council meeting asking board members to find a physician as good as Hoffman, who left his position at the Health Department. He said Hoffman is the kind of physician who not only has knowledge about medicine, but also a good sense of relating to individuals he treats.

PRIMARY CARE SERVICES

Programmatic Highlights in FY11

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.

Implementation of Electronic Health Record Continues

The largest project for Primary Care Services in 2011 has been the process of implementing the NextGen Electronic Health Record (EHR). Clinical staff is now utilizing the EHR for laboratory results and for child and adult immunizations. In 2011, a new module also went “live” for managing referrals for specialty care services. Work is progressing to prepare for the roll-out of electronic prescribing of medications. The implementation is anticipated to be completed in 2012.

Community Gardens Thrive and Grow in 2011

Gardening is a great way to improve your health, and Primary Care Services has been helping patients garden their way to health for 14 years. According to the Mayo Clinic, gardening provides exercise that benefits the muscles and bones, as well as the respiratory and cardiovascular systems. Strength, endurance and flexibility are all improved by gardening, and gardeners are more likely to eat a wide range of fruit, vegetables, salad and herbs. Primary Care Services has three gardens that patients reap the benefits of:

- The WIC Garden at the Belvidere Medical Building
- The Be Well-Lake County Garden at the North Chicago Health Center, funded by the NorthShore University HealthSystem and private donors
- The Health and Wellness Garden in Highland Park, in partnership with Moraine Township

We Can and CATCH Programs to Address Childhood Obesity

On October 11, 2010, the North Shore Health Center (NSHC) launched the We

Can! Program and CATCH Kids Club at the Highland Park Recreation Center. We Can! (Ways to Enhance Children’s Activity & Nutrition) is a national movement designed to give parents, caregivers and entire communities a way to help children, ages 8 to 13 years old, stay at a healthy weight. The CATCH (Coordinated Approach to Child Health) Kids Club is a school health education curriculum designed to motivate heart-healthy behavior in children in grades K-5. It was created through a study funded by the National Heart, Lung, and Blood Institute. Combined, both programs have messages that encourage the family to increase the availability and accessibility of healthy foods in the home, enjoy small portions at home and restaurants, and support and enable family physical activity. While the parents are engaged in discussion and activities on making healthy lifestyle changes as a family, the kids are in the gym area learning about physical activity and healthy eating habits through games and activities. Primary Care Services is planning to expand the program to additional health center sites.

Midlakes Health Center Completes Renovation

The renovation project at the Midlakes Health Center, which began in August 2010, was completed in June 2011. Changes included the addition of a new wing for WIC services, an extra dental operator, three new medical exam rooms and some additional work space for staff. The new building design also allows for better patient flow and more waiting room space. Funding for the new addition and remodeling came from a \$1.7 million Capital Improvement Program grant through the American Recovery and Reinvestment Act.

Northeast Satellite Health Center in Zion Recognized for Diabetes Care

In January 2011, the Northeast Satellite Health Center in Zion was recognized as an Illinois Your Healthcare Plus top performer for excellence in caring for people with diabetes. The Your Healthcare Plus program is the comprehensive disease management program for adult Medicaid beneficiaries. It is operated by the Illinois Department of Healthcare and Family Services. Through this program, beneficiaries receive help in managing chronic illnesses such as asthma, coronary artery disease, heart failure, chronic pulmonary disease and diabetes. Providers are also monitored and evaluated based on several clinical metrics for each illness. Of the 284 medical practices in Illinois, Zion was one of only 62 to receive recognition as a 2009 top performer for excellence in caring for people with diabetes. This is the first time any LCHD/CHC health center site has received this recognition since the program began in 2006.

Primary Care Services Implements Routine HIV Testing in Health Centers

In 2009, Primary Care Services began participating in a pilot project to implement the Center for Disease Control’s routine HIV testing recommendations at the Belvidere Medical Building in Waukegan. The successful collaboration with the Population Health Services Sexually Transmitted Infection (STI)/HIV Program and Primary Care Services clinical staff resulted in rapid HIV testing being available to patients during their regular visit. The patient response has been overwhelming positive. Many patients who have chosen to get tested are being tested for the first time and understand the importance of knowing their status. In 2010, President Obama announced his National HIV/AIDS Strategy to move towards a stigma free atmosphere. Testing is an important first step. The next is linking a client with a positive test to ongoing medical care, which is also provided by Primary Care Services, through the HIV/AIDS Medical Management Clinic.



The Midlakes Health Center in Round Lake Beach was renovated through a federal grant.



Diabetic clients in the “Be Well – Lake County” program plant and maintain a community garden each year in North Chicago.



Homeless patients at PADS (Public Action to Deliver Shelter) receive medical care through the Health Department as the result of a grant.



PRIMARY CARE SERVICES

Dental Visits and Medical Visits

Patients Served by Township FY2011

Township	Dental Patients	Dental Visits	Medical Patients	Medical Visits
Antioch	225	562	388	1,572
Avon	2,427	5,316	5,331	19,301
Benton	194	476	1,310	4,620
Cuba	15	46	23	99
Ela	189	484	163	606
Fremont	189	251	692	2,789
Grant	263	732	451	1,668
Lake Villa	284	689	372	1,458
Libertyville	254	636	204	978
Moraine	1,000	2,577	1,605	7,847
Newport	18	48	94	389
Shields	1,452	3,631	3,702	14,899
Vernon	224	570	516	2,344
Warren	362	976	1,109	5,171
Wauconda	243	578	355	1,359
Waukegan	4,870	12,510	17,908	77,178
West Deerfield	41	70	113	425
Zion	691	1,832	2,695	10,923
Other	819	2,230	2,235	8,274
Unspecified	617	1,066	1,302	2,053
Total	14,377	35,280	40,568	163,953



A child has her teeth examined by a dentist at the Kids 1st Health Fair.

PRIMARY CARE SERVICES

Service Statistics

Primary Ambulatory Care

Type of Service/Site	Patient Visits
General (Family Medicine/Pediatrics)	
Belvidere Medical Building, Waukegan	70,082
Grand Avenue Health Center, Waukegan	12,903
Midlakes Health Center, Round Lake Beach	22,946
North Chicago Health Center	23,859
North Shore Health Center, Highland Park	19,557
Northeast Satellite, Zion	12,424
<i>General Services Include:</i>	
<i>Women's Health Services</i>	25,238
<i>Mental Health Clinics</i>	12,595
TOTAL	163,953

Clinical Laboratory Services

Tests Performed	154,646
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Dental Care

Dental Clinic Visits	
North Chicago Health Center	8,859
Belvidere Medical Building, Waukegan	9,835
Grand Avenue Health Center, Waukegan	2,533
Midlakes Health Center, Round Lake Beach	7,586
North Shore Health Center, Highland Park	4,829
Nursing Home Visits	1,591
TOTAL	35,280

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

Individuals Served	27,654
Client Visits	63,493

PRIMARY CARE SERVICES

Programs and Services

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 60035 847/377-8400	Grand Avenue Health Ctr. 3010 Grand Avenue Waukegan, IL 60085 847/377-8180	Midlakes Medical Bldg. 224 Clarendon Round Lake Beach, IL 60073 847/984-5130	North Chicago Health Ctr. 2215 14th Street North Chicago, IL 60064 847/984-5230	North Shore Health Ctr. 1840 Green Bay Road Highland Park, IL 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.

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	Midlakes Medical Bldg. 224 Clarendon Round Lake Beach, IL 60073 847/984-5100
Northeast Satellite 1819 27th Street Zion, IL 60099 847/984-5400	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)

3010 Grand Avenue
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	Midlakes Medical Bldg. 224 Clarendon Round Lake Beach, IL 60073 847/984-5100	North Chicago Health Ctr. 2215 14th Street North Chicago, IL 60064 847/984-5200	North Shore Health Ctr. 1840 Green Bay Road Highland Park, IL 60035 847/984-5300	Northeast Satellite 1819 27th Street Zion, IL 60099 847/984-5400
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Medical examinations, immunizations, health and development appraisals, lead testing and referrals are provided for infants and children.

Women's Health Services

Belvidere Medical Bldg. 2400 Belvidere Road Waukegan, IL 60085 847/377-8400	Midlakes Medical Bldg. 224 Clarendon Round Lake Beach, IL 60073 847/984-5100	North Chicago Health Ctr. 2215 14th Street North Chicago, IL 60064 847/984-5200	North Shore Health Ctr. 1840 Green Bay Road Highland Park, IL 60035 847/984-5300	Northeast Satellite 1819 27th Street Zion, IL 60099 847/984-5400
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This program provides comprehensive medical care for women. Services include prenatal, family planning, and gynecology.

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

Belvidere Medical Bldg. 2400 Belvidere Road Waukegan, IL 60085 847/377-8420	Midlakes Medical Bldg. 224 Clarendon Round Lake Beach, IL 60073 847/984-5150	North Chicago Health Ctr. 2215 14th Street North Chicago, IL 60064 847/984-5250	North Shore Health Ctr. 1840 Green Bay Road Highland Park, IL 60035 847/984-5350	Northeast Satellite 1819 27th Street Zion, IL 60099 847/984-5450
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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.



Numerous dentists volunteer their time at the Kids 1st Health Fair that takes place on the first Wednesday of August every year.



3010 Grand Avenue
Waukegan, Illinois 60085

847.377.8000

www.lakecountyil.gov/health
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