



Waukesha County
Department of Health and Human Services

Public Health Division
ANNUAL REPORT



Public Health
Prevent. Promote. Protect.

Waukesha County Public Health

2019 Edition

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Dear Waukesha County Resident:

I am pleased to present the 2019 Annual Report for the Waukesha County Public Health Division. This report outlines the activities of the Division for the past year and how those activities relate to the 2020 State of Wisconsin Health Plan, the essential public health services and national accreditation.

Waukesha County cares for every segment of the community and builds its public health programs to respond to community public health needs. This report focuses on key program areas of communicable disease prevention and control; prenatal care coordination; child health; childhood lead poisoning prevention; Women, Infants and Children (WIC) Nutrition program; wellness promotion; and bioterrorism and emergency preparedness.

Many community partnerships have enabled the Public Health Division to maximize resources and extend public health services throughout the County. The Public Health Division appreciates and values our strong community and business partners who make it possible to keep pace with the needs of a growing Waukesha County.

I am proud to be part of an organization of dedicated professionals who will go the extra mile to serve county residents.

Sincerely,

A handwritten signature in black ink, appearing to read 'BJ', is positioned above the typed name.

Benjamin Jones, Health Officer and Manager
Waukesha County Public Health Division

**Waukesha County
Health and Human Services Department**

PUBLIC HEALTH DIVISION

MISSION

**The mission of the Waukesha County
Public Health Division is to promote
health and wellness, prevent disease and
to foster community environments that
support an atmosphere of positive
behavioral choices.**

The Waukesha County Public Health Division has built its public health programs on community health assessments and within the framework of *Healthiest Wisconsin 2020*, the core functions of public health and the essential public health services. These public health programs have been aligned with the 12 domains of national public health accreditation.

Paul Farrow, County Executive
Paul Decker, County Board Chair

Health and Human Services Department

Antwayne Robertson, Director
Laura Kleber, Deputy Director

Health and Human Services Board

Larry Nelson (Supervisor) - Chair	Adel Korkor, MD (Citizen Member)
Christine Beck (Citizen Member)	Robert Menefee Jr. (Citizen Member)
Vicki Dallmann-Papke, RN (Citizen Member)	Michael O'Brien (Citizen Member)
Jeffrey Genner (Citizen Member)	Duane Paulson (Supervisor)
Laurie Schwartz (Citizen Member)	Tim Whitmore (Citizen Member)
Christine Howard (Supervisor)	

Public Health Advisory Committee

Mary Baer, Citizen Member - Chair
Vicki Dallmann-Papke, RN, ProHealth Care (HHS Board Liaison)
Kerri Ackerman, Sixteenth Street Community Health Centers Waukesha
Steven Andrews, MD, Waukesha County Medical Society
Ross Clay, MD, Citizen Member
Andrew Dresang, Froedtert Health
Jessica Kadow, RN, ProHealth Care Community Outreach / Hispanic Health Resource Center
Betty Koepsel, Citizen Member
Mary Reich, RN, Lake Area Free Clinic

Ex-Officio Members

Bridget Gnad, Waukesha County Public Health Division
Mary Jo Hamman, MPH, Waukesha County Public Health Division
Theresa Imp, BSN, RN, Waukesha County Public Health Division
Benjamin Jones, MPH, Waukesha County Public Health Division
Elizabeth Laatsch, BSN, RN, Waukesha County Public Health Division
Brittany Leising, BSN, RN, Waukesha County Public Health Division
Mary Smith, Waukesha County ADRC
Sarah Ward, Waukesha County Environmental Health Division

Health and Human Services Committee of Elected Officials

Christine Howard - Chair	Jim Batzko	Kathleen Cummings
Joel Gaughan	Darlene Johnson	Duane Paulson
Jeremy Walz		

2019 PUBLIC HEALTH PROGRAM HIGHLIGHTS

Administration

- In 2019, the Public Health Division implemented a quality improvement program called Organizational Effectiveness, which positively impacted both public health operations and culture. It engages all levels of employees in identifying areas or processes that need correction and creating action plans to address the root cause of the issues.
- Public Health, in conjunction with the Medical Examiner's Office and through a multidisciplinary approach, conducted the first Overdose Fatality Review (OFR) for Waukesha County. Going forward, themes identified from the reviews will be shared with the Heroin Taskforce to develop prevention strategies and address systems level issues.
- Public Health participated in a process with all other county departments to update Business Continuity Plans, ensuring the availability of critical services in an emergency.
- Waukesha County continues to implement action plans surrounding the 3 Community Health Priority Area (Opioids, Mental Health, and Nutrition and Physical Activity) identified through the CHIPP process (see page 12 for more information).

Communicable Disease and Preparedness

- There were 4,083 communicable disease reports that were investigated in 2019, which was a 71% increase since 2015. Of those investigations, 559 were Category I diseases, which involve diseases of the highest concern.
- A total of 120 outbreak investigations were initiated, including: 29 outbreaks in long-term care facilities, 17 vaccine-preventable investigations (measles, pertussis, and chickenpox), 6 other school outbreaks, 7 foodborne outbreaks or exposures, 14 TB investigations, 27 vaping investigations, as well as various other communicable disease situations. Waukesha County initiated the national investigation into vaping illness.
- The Tuberculosis (TB) Program conducted 931 directly observed therapy (DOT) visits on TB clients, which is a 58% increase from 2018.
- The STD Clinic served 315 clients, a 15% increase over the last two years.
- Public Health participated in 16 different preparedness exercises on a wide range of topics, from infectious disease pandemics to shelters.
- Public Health initiated Closed Point of Dispensing (POD) planning, training and exercising with critical infrastructure in Waukesha County, such as hospitals and first responders, to ensure essential services have access to medical countermeasures in an emergency.
- The Public Health Division, along with key partners, initiated planning for the 2020 Democratic National Convention (DNC), which will result in a large influx of visitors to the area.

Family and Community Health

- Eighty percent (80%) of singleton infants delivered to high-risk pregnant women enrolled in the Prenatal Care Coordination (PNCC) program were full term, and 90% were at normal or higher birth weights.
- There were 1,005 children (age 1-5) at-risk for lead poisoning that received a lead test.
- One hundred percent (100%) of clients initiated breastfeeding, with 79% continuing to breastfeed at 4 weeks postpartum;
- There were 84 community events conducted in 2019, which reached 1,810 people and was a 247% increase from 2018. Of the events, 55 were educational events, 25 were chronic disease screening events with 400 screenings completed, and 5 were immunization events with over 200 immunizations given.

Women, Infants and Children (WIC) Nutrition Program

- To improve health outcomes of the 2,698 Waukesha County participants WIC served in 2019, the Nutritionists completed 489 referrals to services such as mental health, public health, medical and dental providers, food assistance, economic support, and shelters.
- Eighty-nine percent of the children identified as being anemic displayed improvement in their hemoglobin levels subsequent to nutrition counseling, intervention, and referrals to medical providers for additional mediation as needed.
- Of the 355 pregnant and breastfeeding women enrolled in the Waukesha County WIC Program in 2019, 326 (92%) received additional evidence-based, breastfeeding education and support services from trained Peer Counselors through the Breastfeeding Peer Counselor Grant Award, contributing to breastfeeding initiation rates for Waukesha County WIC mothers (75.8%) above the WIC State average (67.7%).
- Of the 1,128 families WIC assisted in the form of nutrition education, supplemental foods specifically selected to improve health outcomes, and referrals to other community and medical resources, 642 families reported incomes at or below the federal poverty level.

Environmental Health Division Highlights

- The Environmental Health Division conducted 2,060 routine, pre-license and re-inspections for 1,662 food establishments.
- The Environmental Health Division followed up on 37 foodborne illness complaints, two of which resulted in full outbreak investigations conducted with Public Health.
- The Humane Animal program provided rabies follow-up for 762 reports of bite incidents. 170 animals were tested, of which 2 came back positive and 11 were inconclusive.
- The Environmental Health Division provided guidance on 166 landlord complaints, 61 bedbug/insect complaints, and 33 miscellaneous complaints.

Waukesha County Public Health Division Yearly Activity Report

	2017	2018	2019
ADMINISTRATION SECTION			
Number of telephone calls to the Division for information/triage or referral *	8,202	7,261	3,778
Number of walk-in clients at the Division (does not include WIC visits)	4,315	3,768	4,124
*The tracking of telephone calls changed in 2019 with the implementation of a automated telephone call tree.			
COMMUNICABLE DISEASE AND PREPAREDNESS SECTION			
Number of communicable disease referrals investigated	3,552	3,846	4,083
- Number of Category I communicable diseases investigated	458	350	559
- Number of communicable diseases identified	2,075	2,317	2,224
Number of outbreaks/complaints investigated	116	101	120
Number of TB Directly Observed Therapy (DOT) visits	829	589	931
Number of TB skin tests	558	462	567
Number of vaccines administered	3,245	2,796	2,824
- Children Immunized	555	481	478
- Adults Immunized	1,228	1,147	1,047
Number of International Travel Clients	270	181	223
Number of clients screened in STD clinic	274	353	315
Number of preparedness exercises	12	13	16

Waukesha County Public Health Division

	2017	2018	2019
FAMILY AND COMMUNITY HEALTH SECTION			
Number of children tested in the Division for lead poisoning	1,207	1,152	1,005
Number of lead-poisoned children case managed*	56	77	91
Number of children-at-risk (medical/physical neglect) case managed	129	165	169
Number of Health Check examinations	863	446	70
- Number of children receiving fluoride varnishing	366	308	103
Number of pregnant women PNCC screened	166	160	204
- Number of women case managed	111	119	91
- Percentage of case-managed women who delivered infants at normal or higher birth weight	95%	91%	90%
Number of chronic disease screenings	470	365	417
Number of urine drug screenings for HHS clients	1,274	1,310	1,688
- Percentage of urine drug screenings that were positive	37%	36%	37%
Community education events	38	30	139
*Criteria for lead poisoning was lowered in 2017			
WIC SECTION			
WIC Program Clients	2,876	2,875	2,698
- Number of appointments completed	3,586	3,426	3,171
- Number of high-risk follow-up visits completed	1,243	1,353	1,306



Healthiest Wisconsin 2020: Everyone Living Better, Longer

The vision, "Everyone living better, longer" helps describe what Wisconsin will be like if the two overall goals of the State Health Plan are accomplished: "Improve health across the life span" and "Eliminate health disparities and achieve health equity." The mission of *Healthiest Wisconsin* is "To assure conditions in which people can be healthy, and members of healthy, safe, and resilient families and communities."

Healthiest Wisconsin (HW) 2020 objectives were developed in the following areas:

Health Focus Areas

- Adequate, appropriate, and safe food and nutrition
- Alcohol and other drug use
- Chronic disease prevention and management
- Communicable disease prevention and control
- Environmental and occupational health
- Healthy growth and development
- Injury and violence
- Mental health
- Oral health
- Physical activity
- Reproductive and sexual health
- Tobacco use and exposure

Infrastructure Focus Areas

- Access to high-quality health services
- Collaborative partnerships for community health improvement
- Diverse, sufficient and competent workforce that promotes and protects health
- Emergency preparedness, response and recovery
- Equitable, adequate, stable public health funding
- Health literacy
- Public health capacity and quality
- Public health research and evaluation
- Systems to manage and share health information and knowledge

Public Health's Program Alignment with *Healthiest Wisconsin 2020*

The Waukesha County Public Health Division reviews and ensures that its programs are aligned within the framework of *Healthiest Wisconsin 2020*. Every 5 years, the Public Health Division undergoes a formal recertification process, called a 140 review (Department of Health Services Administrative Code 140) with the State of Wisconsin to maintain its Level 2 health department status. **The Waukesha County Public Health Division was officially recertified as a Level 2 health department in 2015.**

As required under DHS 140.05, a Level 2 local health department shall provide or arrange for at least seven programs or services that address at least five health focus areas in the current state health plan (*Healthiest Wisconsin 2020*).

**Waukesha County Public Health Division's
seven Level 2 programs and associated HW 2020 focus areas are as follows:**

Emergency Preparedness, Response and Recovery

1. Public Health Emergency Preparedness Program

Communicable Disease Prevention and Control

2. Adult Immunization and Travel Clinic

Healthy Growth and Development / Oral Health

3. Child Health Check Program with Dental Varnishing
4. Prenatal Care Coordination Program

Reproductive and Sexual Health

5. Sexually Transmitted Disease Clinic

Adequate, Appropriate, and Safe Food and Nutrition

6. Women, Infants and Children (WIC) Nutrition Program

Environmental and Occupational Health

7. Childhood Lead Poisoning Prevention Program and Environmental Health Home Lead Inspection Program

Community Health Improvement Plan and Process (CHIPP)

A Community Health Improvement Plan & Process (CHIPP) is a comprehensive approach to assessing community health and developing and implementing action plans to improve community health. In a CHIPP, "health" is defined broadly and includes physical health, mental health, environmental health, and other areas that contribute to overall well-being. The community health improvement process yields two distinct yet connected deliverables: a Community Health Assessment (CHA) and a Community Health Improvement Plan (CHIP). The Public Health Division oversees the CHIPP process every five years.

The Community Health Assessment is a process that engages community members to systematically collect and analyze qualitative and quantitative health-related data from a variety of sources within a specific community. The findings of the CHA enhance community decision-making and the prioritization of health problems. The Community Health Improvement Plan and Process (CHIPP) is an action-oriented plan outlining the top community health issues and how these issues will be addressed, including strategies and measures, to ultimately improve the health of a community. A Community Health Improvement Plan and Process is developed through a collaborative process, and defines a vision for a healthy community.

Waukesha County CHIPP Vision

The vision for a healthy Waukesha County: “Strong families, connected communities, healthy environments and accessible services that promote overall safety, well-being and quality of life.”

Waukesha County CHIPP Identified Health Priority Areas

1. Opiates
2. Mental Health (focusing on suicide)
3. Nutrition and Physical Activity

Waukesha County CHIPP Timeline

January 2019 – December 2019: Improvement Plan Implementation

During this phase, 3 Community Health Action Teams (CHAT), one for each Health Priority Area, implemented action plans that included specific and measureable objectives. Each Priority Area has shown significant progress, and routinely updates the CHIPP Steering Committee on that progress, as well as upcoming initiatives.

For additional information on CHIPP or to see the progress updates from each Priority Area, please visit www.waukeshacounty.gov/chipp

Strategic Plan 2017 – 2019

The Department of Health and Human Services, in conjunction with other county departments, developed a strategic plan for the time period 2017-2019. It reflects the five County Pillars and encompasses the six County Standards of Service Excellence:

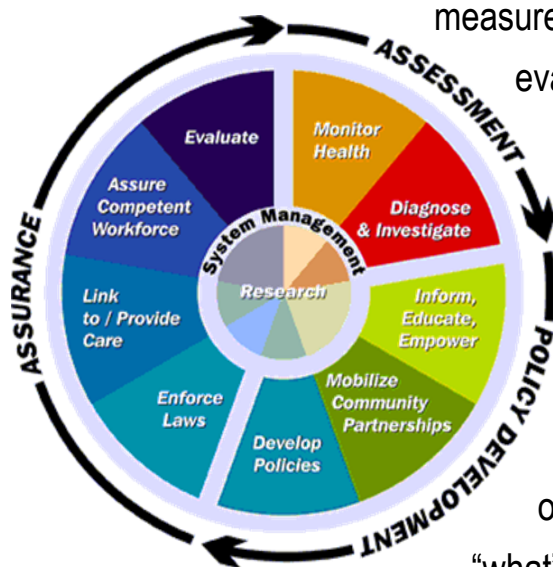
Teamwork & Collaboration • Communication • Innovation • Ethics & Diversity • Efficiency & Cost Savings • Well-being

HHS Strategic Objectives

Pillars	Objectives
Customer Service	RESPONDING TO CUSTOMERS: Respond to customers in an effective manner within divisional standards for timeliness.
	ELECTRONIC HEALTH RECORDS: Improve continuity of care by continued sequential implementation of an electronic health record management system by division or functionality by December 2019.
Quality	DATA ANALYTICS: Measure accomplishment toward the department's Mission and Strategic Plan Objectives using data analytics each quarter through the last quarter of 2019.
	SERVICES TO CITIZENS: Continuously improve services to citizens experiencing, or at-risk of experiencing, an event or condition that threatens their well-being, with service assessment processes through December 2019.
Team	EMPLOYEE RETENTION: Increase employee retention by 2% by December 2019.
	STAKEHOLDER CONTACTS: Increase education, communication and advocacy contacts with federal, state, and local policymakers and stakeholders by 10% by December 2019.
Health & Safety	PREVENTION STRATEGIES: Increase department prevention strategies by 5% to promote community, family, and individual well-being by December 2019.
	COLLECTIVE IMPACT: Increase health and human service resources, service linkages, and collaborations by 5% with community partners to broaden the collective impact by December 2019.
	COMPREHENSIVE PLANS: Develop four comprehensive plans by December 2019 to address the health and human service concerns identified in the HHS environmental scan and budget driver trends.
Finance	REGULATORY REQUIREMENTS: Demonstrate that regulatory requirements are met for each revenue source by its associated reporting period.

National Accreditation Standards

The Public Health Accreditation Board (PHAB) standards and measures are the framework for



evaluating a health department's processes and services, their outcomes, and progress toward specific goals and objectives. The focus of the PHAB standards is "what" the health department

provides in services and activities, irrespective of "how" they are provided or through what organizational structure. The standards integrate the core functions of public health and the essential services into 12 domains. Waukesha County Public Health Division is positioning itself to meet these standards.

National Accreditation Domains

Assess

Domain 1: Conduct and disseminate assessments focused on population health status and public health issues facing the community

Investigate

Domain 2: Investigate health problems and environmental public health hazards to protect the community

Inform & Educate

Domain 3: Inform and educate about public health issues and functions

Community Engagement

Domain 4: Engage with the community to identify and address health problems

Policies and Plans

Domain 5: Develop public health policies and plans

Public Health Laws

Domain 6: Enforce public health laws

Access to Care

Domain 7: Promote strategies to improve access to health care services

Workforce

Domain 8: Maintain a competent public health workforce

Quality Improvement

Domain 9: Evaluate and continuously improve processes, programs and interventions

Evidence-Based Practices

Domain 10: Contribute to and apply the evidence base of public health

Administration & Management

Domain 11: Maintain administrative and management capacity



Waukesha County

Public Health

A Division of the Department of Health & Human Services



Public Health
Prevent. Promote. Protect.

Waukesha County Public Health

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Serving All Waukesha County Residents
Infants, Children and Adults of All Ages
Leading the Way to a Healthier Waukesha County