



Waukesha County
Department of Health and Human Services

Public Health Division ANNUAL REPORT



Public Health
Prevent. Promote. Protect.

Waukesha County Public Health

2020 Edition

Dear Waukesha County Resident:

I am pleased to present the 2020 Annual Report for the Waukesha County Public Health Division. This report outlines the activities of the Division for the past year, although 2020 was not a typical year. A global pandemic had severe impacts on all aspects of health in our county and elsewhere.

Waukesha County has built its public health programs to respond to community public health needs, and this past year put that to the test. The way that public health staff, health and human services staff, and county government as a whole, rose up to meet this challenge and dedicated all available resources to COVID-19 response was an amazing example of how the public health system can work in an emergency.

Waukesha County worked closely with all key partners, including healthcare, first responders, education, business, and community organizations to ensure that those that live, work and play in our county were informed and stayed as safe as possible. We look forward to continuing to foster those relationships to better serve our county.

While I typically end this opening message by saying how proud I am to be part of an organization of dedicated professionals who go the extra mile to serve county residents, I truly believe that has taken on a significantly more important meaning this past year.

Sincerely,



Benjamen Jones, Health Officer and Public Health Manager

**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
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 *Healthy Wisconsin*, while taking into account the core functions of public health, the Essential Public Health Services, and Foundational Public Health Services model. 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
Lisa Roberts, Interim Deputy Director

Health and Human Services Board

Larry Nelson (Supervisor) - Chair	Christine Howard (Supervisor)
Mary Baer (Citizen Member)	Adel Korkor, MD (Citizen Member)
Christine Beck (Citizen Member)	Robert Menefee Jr. (Citizen Member)
Mary Berg (Citizen Member)	Duane Paulson (Supervisor)
Vicki Dallmann-Papke, RN (Citizen Member)	Laurie Schwartz (Citizen Member)
Michael Goldstone, MD (Citizen Member)	

Public Health Advisory Committee

Andrew Dresang, Froedtert Health - Chair
Mary Baer, Citizen Member - HHS Board Liaison
Steven Andrews, MD, Waukesha County Medical Society
Sarah Butz, ProHealth Care
Ross Clay, MD, Citizen Member
Jessica Kadow, RN, ProHealth Care Community Outreach / Hispanic Health Resource Center
Betty Koepsel, Citizen Member
Colleen Peebles, Sixteenth Street Community Health Centers Waukesha
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

Timothy Dondlinger - Chair	Jim Batzko	Kathleen Cummings
Joel Gaughan	Jeremy Walz	Steve Whittow
Ted Wysocki		

2020 PUBLIC HEALTH PROGRAM HIGHLIGHTS

Administration

- Public Health activities were drastically changed in 2020 due to COVID-19 response. Waukesha County received its first case of COVID-19 on March 11th, and from that time forward most of the division focused solely on COVID-19. All public health programs and services were put on hold, with the exception of those statutorily required and other key business continuity functions.
- Public Health rapidly responded to the situation, enacting many of its preparedness and business continuity plans. Staff were proactively scheduled to provide coverage 7 days a week. Waukesha County had full activation of Emergency Operations Center (EOC) on March 18 with public health as incident commander, and transitioned to operating virtually by the end of March.
- Due to the immense workload from COVID-19 response, public health resources were not enough to meet the need and the County hired an additional 182 individuals, deployed 11 volunteers, and redeployed 25 County staff to help with contact tracing. The county partnered with Carroll University to create an innovative online contact tracing training program to meet the immense training needs.
- Waukesha County Public Health still underwent a required 140 Review, which certifies health departments in Wisconsin, and successfully maintained its Level 2 status.
- Waukesha County continued to implement action plans surrounding the 3 Community Health Priority Areas identified through the CHIPPP process (see page 12).

Communicable Disease and Preparedness

- Almost 39,000 confirmed communicable diseases, mostly due to COVID-19, were investigated in 2020. This is typically around 2,300 for the year. There were also 372 death investigations due to COVID-19, and over 1,600 hospitalization reports.
- A total of 965 outbreak investigations were initiated, with a majority due to COVID-19. There were 647 outbreaks related to businesses, 219 related to long-term care and 70 related to schools.
- A COVID-19 hotline was setup and responded to almost 17,000 calls.
- Public health facilitated 40,475 COVID-19 tests utilizing community testing partners.
- Public Health took the lead coordination role, in partnership with the County Executive's Office, HHS and Emergency Management, and facilitated weekly discussions with partners in education (public, private, higher education), hospitals and healthcare partners, the business community and community organizations.
- Public communication and data sharing were a strong focus with creation of dedicated web pages and dashboards, and timely information sharing through a variety of methods.

Family and Community Health

- Starting in mid-March, all Family and Community Health services were put on hold, other than those services that are statutorily required, and all staff and resources were directed towards COVID-19 response.
- The lead program continued to operate, and 52 children were case managed for lead poisoning.
- 17 community education events were conducted in the first 2.5 months of 2020.

Women, Infants and Children (WIC) Nutrition Program

- The WIC program transitioned to virtual services due to COVID-19. The program was well-positioned due to its ability to electronically provide benefits to participants.
- WIC served 2,503 Waukesha County participants in 2020, resulting in 4,780 appointments and individual high risk follow-ups completed by the WIC Nutritionists and 419 unduplicated contacts by Peer Counselors.
- Of the 1,148 families WIC assisted in 2020, 57.6% families reported incomes at or below the federal poverty level.
- Of the 399 postpartum women enrolled in the Waukesha County WIC Program in 2020, 77.4% (309) initiated breastfeeding in comparison to the WIC State breastfeeding initiation rate of 70.6%.
- \$2,009,883.07 in revenue was generated among Waukesha County grocers from WIC purchases in 2020.

Environmental Health Division Highlights

- The Environmental Health Division contributed over 5,300 hours to COVID-19 response activities including: disease and contact investigation, complaint response, safety inquiries / plan reviews, EOC, and planning.
- The Environmental Health Division conducted 1,075 routine, complaint, pre-license and re-inspections for 1,682 food establishments, as well as 279 inspections for 325 recreational facilities.
- The Humane Animal program provided rabies follow-up for 714 reports of bite incidents. 124 animals were tested, of which 0 came back positive and 1 was inconclusive.
- The Environmental Health Division provided guidance on 181 landlord complaints, 65 bedbug/insect complaints, and 39 miscellaneous complaints.

Waukesha County Public Health Division Yearly Activity Report

	2018	2019	2020
ADMINISTRATION SECTION			
Number of telephone calls for information/ triage or referral *	7,261	3,778	16,669
Number of walk-in clients (does not include WIC visits)	3,768	4,124	990
*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*	3,846	4,083	201,816
- Number of Category 1 communicable diseases investigated (non-COVID19)	350	559	403
- Number of communicable diseases identified*	2,317	2,224	38,996
Number of outbreaks/complaints investigated*	101	120	965
Number of TB Directly Observed Therapy (DOT) visits	589	931	920
Number of TB skin tests	462	567	106
Number of vaccines administered	2,796	2,824	911
- Children Immunized	481	478	151
- Adults Immunized	1,147	1,047	335
Number of International Travel Clients	181	223	91
Number of clients screened in STD clinic	353	315	76
Number of preparedness trainings conducted*	13	16	165
*Includes COVID-19			

Waukesha County Public Health Division

	2018	2019	2020
FAMILY AND COMMUNITY HEALTH SECTION			
Number of children tested in the Division for lead poisoning	1,152	1,005	167
Number of lead-poisoned children case managed*	77	91	52
Number of children-at-risk (medical/physical neglect) case managed	165	169	65
Number of Health Check examinations	446	70	8
- Number of children receiving fluoride varnishing	308	103	0
Number of pregnant women PNCC screened	160	204	148
- Number of women case managed	119	91	23
- Percentage of case-managed women who delivered infants at normal or higher birth weight	91%	90%	90%
Number of chronic disease screenings	365	417	123
Number of urine drug screenings for HHS clients	1,310	1,688	276
- Percentage of urine drug screenings that were positive	36%	37%	35%
Community education events	30	139	17
WIC SECTION			
WIC Program Clients	2,875	2,698	2,503
- Number of appointments completed	3,426	3,171	3,952
- Number of high-risk follow-up visits completed	1,353	1,306	1,247



Healthy Wisconsin:

We can make Wisconsin healthier, together.

Healthy Wisconsin, Wisconsin's state health plan, is a five-year strategic plan designed to improve health outcomes for Wisconsinites and their communities. It includes both the state health assessment and the state health improvement plan to assist communities with identifying strategies to help make Wisconsin healthier. The plan was developed in collaboration with local and tribal health departments, representatives from sectors involved with public health throughout Wisconsin, and the general public. It officially launched in May 2017.

The annual reassessment of Healthy Wisconsin objectives and strategies ensures the effectiveness of the plan implementation and keeps the plan relevant and responsive in a rapidly changing environment. It incorporates continuous learning about what is needed and what works in our communities.

Healthy Wisconsin Priority Areas

Led by a steering committee representing Wisconsin communities and leaders, nearly two dozen health concerns were considered before the committee identified five key health priorities for Healthy Wisconsin:

- * **Alcohol**
- * **Nutrition and physical activity**
- * **Opioids**
- * **Suicide**
- * **Tobacco**

The committee also recognized the need to build awareness around the effect **Adverse Childhood Experiences** can have on health. It is listed as an overarching topic that cuts across the five priority areas.

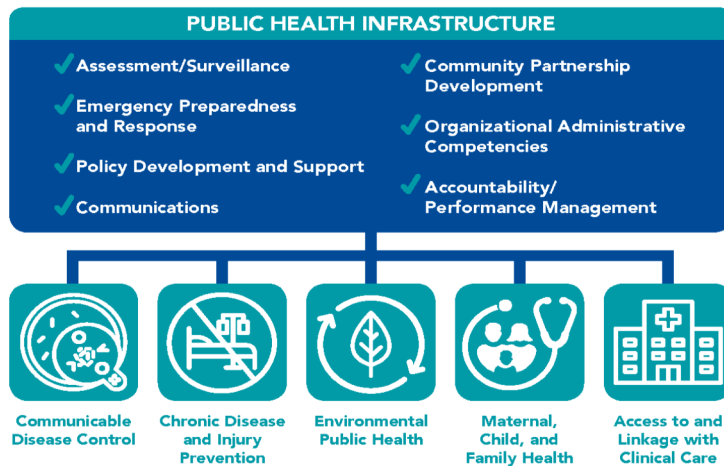
Public Health Division Alignment with Statutes

The Waukesha County Public Health Division has built its public health programs on community health assessments and within the framework of Healthy Wisconsin, while taking into account the core functions of public health, the Essential Public Health Services, and the Foundational Public Health Services model.

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 verify its department status as a level 1, 2 or 3 health department. This review ensures that each health department meets the requirements and standards as laid out in the administrative rule.

The Waukesha County Public Health Division was recertified as a Level 2 health department in 2015. While the division was preparing for the 2020 review, COVID-19 hit and pushed back all planning efforts. Both Waukesha County and the State of Wisconsin had limited capacity to conduct in-depth reviews, but given the importance and statutory requirement of the process, Public Health did undergo an abbreviated 140 Review on October 1, 2020, and was re-certified as a level 2 health department. This abbreviated review was conducted with the understanding that post-pandemic, a full review would be conducted.

phnci Foundational Public Health Services in Action



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 this process every five years.

The Community Health Assessment is a process that engages community members by systematically collecting and analyzing 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 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 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 2020 – December 2020: Improvement Plan Implementation

During this phase, three Community Health Action Teams, one for each Health Priority Area, implemented action plans that included specific and measurable 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 2020 – 2022

The Department of Health and Human Services developed a strategic plan for the time period 2020-2022. It reflects the five County Pillars and encompasses the six County Standards of Service Excellence:

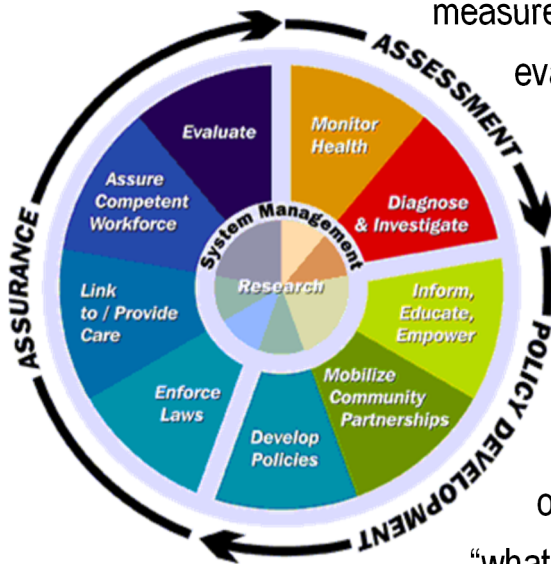
Teamwork & Collaboration • Communication • Innovation • Ethics & Diversity • Efficiency & Cost Savings • Well-being

HHS Strategies to Achieve Objectives

Pillars	Strategies
Customer Service	CUSTOMER SATISFACTION: Provide clients, stakeholders and citizens with outstanding customer service
	OUTREACH & MARKETING: Provide clients, stakeholders and citizens with culturally relevant information about available service array provided by department and community partners
Quality	DATA ACCESS, QUALITY & ANALYTICS: Develop and implement data quality standards, practices, and analytics across multiple data systems to continuously improve client outcomes and access to client information
Team	RETAIN STRONG EMPLOYEES: Increase employee engagement, equity, empowerment, and sense of being valued and respected to retain our employees
	RECRUIT QUALIFIED EMPLOYEES: Recruit a highly-qualified, diverse workforce
Health & Safety	HEALTH & SAFETY COLLECTIVE IMPACT: Develop and implement cross-divisional protocols and tools for early identification, referral, and intervention to address health and public safety issues such as the impact of substance use (opioids, alcohol), human trafficking, suicide, and other issues as they emerge
Finance	SELF-SUFFICIENCY OF CLIENTS: Develop standards for financial navigation to enable clients to maximize opportunities for self-sufficiency through the use of income, insurance, benefits and services.

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, regardless 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

Governance

Domain 12: Maintain capacity to engage the public health governing entity



Waukesha County

Public Health

A Division of the Department of Health & Human Services



Public Health
Prevent. Promote. Protect.

Waukesha County Public Health

514 Riverview Avenue
Waukesha WI 53188

(262) 896-8430

FAX: (262) 970-6670

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