It is my privilege to share with you the 2017 DuPage County Health Department’s Annual Report which highlights the achievements of the previous year, and demonstrates the investments made to public health.

Communities all across the country are addressing new opportunities in meeting the community’s public health needs. Over the course of this past year, the Health Department has been working to address some of these elements closely with the different stakeholders in the criminal justice system to better address the needs of individuals with mental health and substance use disorders who come into contact with the system.

Additionally, our response to the heroin and opioid crisis, which was declared a National Public Health Emergency in 2017 continued and expanded. Working to assure adequate support is provided to all aspects of this national emergency remains a top priority of our organization.

Our Environmental Health Services (EHS) was the first department in the State of Illinois that adopted and implemented the most recent Food and Drug Administration’s (FDA) Model Food Code. Even though the role of assuring that all food establishments are safe through routine inspections is a long-standing role for the health department, our staff provides the highest quality, evidence based standard for our business partners.

Partnerships and the unwavering commitment to assuring that all residents of DuPage County achieve optimal health has once again earned DuPage County high rankings in the Robert Wood Johnson Foundation’s County Health Rankings. It is a snapshot for assuring that all aspects of the health care system are working effectively to achieve high quality benchmarks. These accomplishments are only possible as the result of the continued work with our many partners.

Once again, you can expect your Health Department to embrace change as a way to create new opportunities for partnership, strategy and sustainability to improve overall health across all members of our communities.

Linda Kurzawa
President, DuPage County Board of Health
Access to care
Partnering to succeed in a changing landscape.

How do we ensure the diverse population of DuPage County receives health services in the evolving landscape?

Over the last five years, DuPage County Health Department (DCHD) has served as a local leader for community members and local partner agencies in assuring all residents have access to eligible benefits. Since the passage of the ACA these partnerships have matured.

Numerous studies have demonstrated cost savings to health care and improved health outcomes when individuals have access to routine primary care.

During each Open Enrollment (OE) period, DCHD has provided guidance and assistance to individuals and organizations to support their ability to understand how the legislation affects them. DCHD’s focus has been to assist in navigating the new system and maximizing any opportunities to improve access to care under the law.

The 2017 Open Enrollment period (OE5), the fifth year since the ACA went into effect, possessed several distinct characteristics and a high degree of uncertainty when compared to prior years.

Consider the uncertain status of OE5, a community taskforce prepared to discuss enrollment in DuPage County:

DuPage County Health Department
DuPage Federation on Human Services Reform
DuPage Health Coalition
Patient Innovation Center

DCHD staff coordinated the efforts to engage the partners with follow-up activities.

Additional planning included accommodations for OE5 phone support to residents. Previous seasons indicated a yield of 2000 monthly calls. The Get DuPage Covered intake line was open to the public from October 25 – December 15.

GetDuPageCovered.com was launched in early October, serving several purposes: providing general information about health insurance enrollment; how to prepare for the enrollment process; and to publicize enrollment events for those seeking coverage through the Health Insurance Marketplace (HealthCare.gov).

How do we ensure the diverse population of DuPage County receives health services in the evolving landscape?

The ads for the social media campaign, “Follow Your Dreams, Choose Your Health Plan” achieved a total of:

128,501 impressions
71,750 people reached
1.79% click through rate (CTR)

The average CTR for Facebook advertisements across all industries is 0.90 percent. Therefore, the Get DuPage Covered “Follow Your Dreams, Choose Your Health Plan” campaign performed nearly 98 percent higher than the national average.

DCHD staff delivered a range of activities to support the ability of community members to navigate the complicated healthcare landscape. Certified Application Counselors from DCHD coordinated and staffed events across multiple locations throughout the county to offer in-person insurance navigation support. These community-based events provided hands-on enrollment assistance, insurance consultations, and opportunities to schedule more in-depth follow-up appointments.

The week of November 6-12 a 454% surge in visits was noted.

DUPAGE COUNTY HEALTH DEPARTMENT
2017 ANNUAL REPORT

FOLLOW YOUR DREAMS,
CHOOSE YOUR HEALTH PLAN.

As promotion of OE5 began, a steady increase in website traffic was observed.

The overall increase could be attributed to the marketing strategies executed through paid and targeted advertising.

To expand awareness of OE5, the decision was made to purchase advertising on Facebook.

The ads for the social media campaign, “Follow Your Dreams, Choose Your Health Plan” achieved a total of:

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The average CTR for Facebook advertisements across all industries is 0.90 percent. Therefore, the Get DuPage Covered “Follow Your Dreams, Choose Your Health Plan” campaign performed nearly 98 percent higher than the national average.

Challenges
- Federal outreach funds reduced by 90 percent.
- Enrollment timeframe cut in half.
- A 40 percent reduction in consumer enrollment assistance.

Highlights
Although incoming calls were lower than anticipated, the early spike in website visits, response to the social media campaign, and final enrollment totals equate to a population that navigated the system in spite of the barriers.

DCHD staff delivered a range of activities to support the ability of community members to navigate the complicated healthcare landscape. Certified Application Counselors from DCHD coordinated and staffed events across multiple locations throughout the county to offer in-person insurance navigation support. These community-based events provided hands-on enrollment assistance, insurance consultations, and opportunities to schedule more in-depth follow-up appointments.

11,800,000 Americans signed up for health insurance through the Marketplace for 2018 (~3.7% reduction from previous year).

339,740 Illinois consumers enrolled in Marketplace plans.

32,960 DuPage consumers who have selected a Marketplace plan.

In 2015, the DuPage County Health Department and the DuPage County Sheriff’s Office began building a program to more effectively serve residents with symptoms of a mental illness that encounter law enforcement. As initial discussions were held, the importance of a mental health and criminal justice partnership was highlighted and it became very clear that this would be an asset to the community. The benefits include:

- Improved safety: Fewer uses of force equates to fewer injuries to officers and citizens.
- Better ways to navigate the behavioral health system: Providing education to officers on resources in the community, will translate to better outcomes with referrals, and transporting to appropriate treatment.
- Decreased repeat encounters: An increase in jail diversions—to connect individuals to mental health treatment and working toward recovery—will create a decrease in arrests.
- Reduced cost: Fewer individuals being arrested and jailed.
- Improved community relations: Systems working together will build relationships between law enforcement and local agencies.

In 2016, the partnership focused on implementing Crisis Intervention Team training, and a Post-Crisis Response Team was developed and piloted.

In July 2017, to better understand the relationship of the criminal justice system and mental health community, a Sequential Intercept Model (SIM) Workshop, presented by Policy Research Associates, Inc. was held. Community providers, consumers, and stakeholders convened to develop a map that depicts how people with behavioral health needs come in contact with, and flow through the criminal justice system.

In October 2017, a meeting was held to discuss the results of the SIM workshop and identify a plan to work on priority areas. Attendees included SIM workshop participants, existing members of the Behavioral Health Collaborative and Criminal Justice Mental Health Collaborative.

Priority Area 4 was addressed at this meeting, and determined that the Behavioral Health Collaborative would refocus its efforts and become the collaborative group to address the priority areas. Membership was expanded to include those who attended the SIM Workshop, members of the Criminal Justice Mental Health Collaborative and community stakeholders with an interest in this effort.

At the October meeting, participants voted to determine which of the five priority areas were most needed, and where each member would be best-suited to participate. It was determined that a 24/7 receiving center and post-incarceration supports were most important.

Two workgroups will report to the Behavioral Health Collaborative on these objectives:

### 24/7 Receiving Center
- Review data of 911 calls to determine the volume, and coding of calls.
- Seek a uniform call-coding process.
- Research existing central receiving center models.

### Post Incarceration Supports
- Identify a target population from the jail census.
- Research community supports.
- Connect the target population to appropriate medical, food and income supports.
- Seek a location to house the justice-involved.
HEALTHY LIFESTYLES
Partnering to Promote Positive Choices.

How do we encourage residents that making positive choices with nutrition and physical activity minimizes the risk and impact of chronic illnesses?

Currently, Behavioral Health Services staff work with clients to identify their overall health needs and encourage healthy lifestyles.

The Substance Abuse and Mental Health Services Administration (SAMHSA), has determined that people with mental illness, substance use disorders (SUDs), or both are at increased risk for developing diabetes. Untreated behavioral health disorders can exacerbate diabetes symptoms and complications. In addition, companion features of behavioral health disorders—such as poor self-care, improper nutrition, reduced physical activity, and increased barriers to preventive or primary healthcare—can adversely affect management of co-occurring diabetes.

Take Charge of Your Diabetes
is a six-week program developed by Stanford University that is designed to improve the health of those living with the disease. This free program is offered to anyone living with diabetes, their family members, friends and caregivers. Real-life skills for living a full, healthy life with diabetes are taught during fun, and interactive classes. Stanford found that six months after this workshop, participants had significant improvements in depression, symptoms of hypoglycemia, communication with physicians, healthy eating, and reading food labels.

Through collaboration with Age Options, DuPage County Health Department (DCHD) staff were trained to offer the chronic illness management workshops, Take Charge of Your Health and Take Charge of Your Diabetes. These programs are rooted in helping participants find practical ways of managing their pain and fatigue, discovering better nutrition and exercise choices, understanding new treatment choices, cultivating ways to talk with doctors and family members about their health, and harvesting support and encouragement from others living with similar health conditions.

Stanford evaluated their program and found that subjects that took the program, compared to those that did not, demonstrated significant improvements in exercise, cognitive symptom management, communicating with physicians, self-reported general health, health distress, fatigue, disability, and social- and role-related activity limitations. They also spent fewer days in the hospital, and there was a trend toward fewer outpatient visits and hospitalizations. Many of these results persist for as long as three years.

Unanticipated Results
Participants in this workshop not only gain the confidence and skills to play a proactive role in their healthcare, they become a support group with similar obstacles. For example, a workshop was about to get started when a client became anxious after noticing several people in the room, and was hesitant to enter. Class members calmly offered seating options, which helped ease the anxiety. While getting to know each other over the course of the six-week workshop, a camaraderie tends to develop. At the conclusion of a Take Charge of Your Health Workshop, a participant enjoyed the workbook but was unable to afford the purchase. However, a fellow student bought the book for the classmate. Conversations during breaks often lead to an exchange of phone numbers, and the sharing of personal experiences, advice and support— all of which promote accountability.

9.4% of the U.S. population has diabetes.
8.1% of DuPage residents have diabetes.

Workshop Topics:
- Healthy eating and meal planning.
- Understanding diabetes, monitoring blood sugar and routine tests.
- Dealing with the emotions of chronic disease.
- Managing medications.
- Finding enjoyable physical activities.
- Preventing the risks of diabetes.
- Communicating with healthcare professionals.
How do new regulations improve efforts to address the risk of foodborne illness?

Environmental Health Services (EHS) protects the residents of DuPage County through a variety of programs, which promote healthy environmental conditions and reduce risks associated with communicable disease. Among the many services provided by EHS, is ensuring the owners and managers of businesses that sell food items (restaurants, grocery stores, etc.) keep us safe by understanding and following food safety regulations. The factors consistently identified during outbreak investigations include the following:

- Improper holding temperatures for food.
- Inadequate cooking temperatures, such as undercooked meats and poultry.
- Contaminated equipment.
- Serving food from unsafe sources.
- Poor personal hygiene and sick employees.

Although these factors were addressed in previous codes, the new model code put increased emphasis on identifying risk factors by promoting the use of interactive inspection methods and requiring the food service operator to implement food safety practices in their everyday operations to ensure these risks are controlled.

In 2017, with grant funding from the USDA, the Environmental Health Services, Food Protection Program adopted through Ordinance, the Food and Drug Administration’s (FDA) 2013 Model Food Code. According to the FDA, the Code offers “best advice for a uniform system of provisions that address the safety and protection of food offered” at retail food businesses including restaurants, grocery stores, schools and institutions to ensure safe food is provided for consumers.

In 2017, with grant funding from the USDA, the Environmental Health Services, Food Protection Program adopted through Ordinance, the Food and Drug Administration’s (FDA) 2013 Model Food Code. According to the FDA, the Code offers “best advice for a uniform system of provisions that address the safety and protection of food offered” at retail food businesses including restaurants, grocery stores, schools and institutions to ensure safe food is provided for consumers.

EHS training and education on FDA food code well before deadline.

The Code emphasizes prevention controls for the behaviors and practices most often identified as contributing to foodborne illness.

As of December 2016, Illinois was one of only 17 states that have adopted the 2013 FDA Food Code. A significant benefit of utilizing the federal code is that food safety requirements can be standardized for the retail food industry nationwide. Uniformity of requirements increases compliance with the rules by allowing regulators to “speak the same language” and operators to better understand regulations.

Throughout 2017, an extensive staff training program was implemented to ensure the understanding and application of the new code, which included completing FDA training courses. Staff members visited the Ottawa County, Michigan Health Department (which has been using the national code for several years) to shadow their staff during inspections and observe their methods. In addition, an educational packet summarizing the major changes, and a web page devoted to the topic were developed to educate food establishments of the upcoming changes in standards.
# Facts

**DUPAGE COUNTY HEALTH DEPARTMENT**

**2017 Program Service Data Represented**

<table>
<thead>
<tr>
<th>BEHAVIORAL HEALTH SERVICES</th>
<th>BHS OUTPATIENT CLIENTS SERVED</th>
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</thead>
<tbody>
<tr>
<td></td>
<td>5,170 Unduplicated</td>
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<tr>
<td>ADULTS</td>
<td>4,109 Unduplicated</td>
</tr>
<tr>
<td>CHILDREN/ADOLESCENTS</td>
<td>1,061 Unduplicated</td>
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<tr>
<td>BHS PSYCHIATRIC SERVICES</td>
<td>4,993 Unduplicated</td>
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</tbody>
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<table>
<thead>
<tr>
<th>CRISIS INTERVENTION UNIT</th>
<th>CRISIS SERVED</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>12 Beds available</td>
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<tr>
<td></td>
<td>4.9 Average length of stay in days</td>
</tr>
<tr>
<td></td>
<td>291 Persons served in respite</td>
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<tr>
<td></td>
<td>1,803 Screening Assessment and Support Services (SASS) screenings completed</td>
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<thead>
<tr>
<th>RESIDENTIAL SERVICES</th>
<th>LONG-TERM GROUP HOMES</th>
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<tbody>
<tr>
<td></td>
<td>33 Clients served</td>
</tr>
<tr>
<td></td>
<td>11,202 Nights of service</td>
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<table>
<thead>
<tr>
<th>TRANSPORTATIONAL 24-HOUR SUPERVISED GROUP HOMES</th>
<th>25 Clients served</th>
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<tbody>
<tr>
<td></td>
<td>5,416 Nights of service</td>
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<tr>
<th>CLUSTERED APARTMENT PROGRAM</th>
<th>125 Clients served served</th>
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<tbody>
<tr>
<td></td>
<td>37,351 Nights of service</td>
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<thead>
<tr>
<th>ENVIRONMENTAL FIELDWORK</th>
<th>17,158 Mosquitoes tested for West Nile virus</th>
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<tbody>
<tr>
<td></td>
<td>13,137 Pounds of medicines collected by RxBOX</td>
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<tr>
<td></td>
<td>4,006 Food and beverage establishments receiving inspections</td>
</tr>
<tr>
<td></td>
<td>4,385 Water tests-private and public</td>
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<tr>
<td></td>
<td>768 Pool and spa inspections</td>
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<thead>
<tr>
<th>ENVIRONMENTAL HEALTH SERVICES</th>
<th>PROCEDURES IN DENTAL CLINIC</th>
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<tbody>
<tr>
<td>Protects public health in DuPage County through the promotion of healthy environmental conditions.</td>
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<thead>
<tr>
<th>BREAT, PRE-CERVICAL AND CERVICAL CANCER</th>
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<tbody>
<tr>
<td>787 Total number of women seen for breast, pre-cervical and cervical cancer</td>
</tr>
<tr>
<td>98% Had abnormal screening results reaching diagnosis within 60 days</td>
</tr>
<tr>
<td>100% Started treatment within 60 days of diagnosis</td>
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<tr>
<th>SEXUALLY TRANSMITTED DISEASE CLINIC</th>
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<tbody>
<tr>
<td>825 Visits</td>
</tr>
<tr>
<td>720 Clients served individually</td>
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<tr>
<th>TUBERCULOSIS CLINIC</th>
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</thead>
<tbody>
<tr>
<td>2,540 Visits</td>
</tr>
<tr>
<td>1,022 Clients served individually</td>
</tr>
<tr>
<td>2,619 Activities completed</td>
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<tr>
<th>DENTAL CLINIC</th>
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<tbody>
<tr>
<td>8,701 Clients</td>
</tr>
<tr>
<td>10,202 Procedures in dental clinic</td>
</tr>
<tr>
<td>29,178 Procedures to children in all dental programs</td>
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<tr>
<th>VISION AND HEARING</th>
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<tr>
<td>23,132 Vision screenings</td>
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<tr>
<td>38,552 Hearing screenings</td>
</tr>
<tr>
<td>1,594 Children referred to an eye doctor for follow-up</td>
</tr>
<tr>
<td>787 Total number of women seen for breast, pre-cervical and cervical cancer</td>
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<tr>
<td>720 Clients served individually</td>
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<tr>
<th>CALL CENTER</th>
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<tbody>
<tr>
<td>150,420 Intake and referral calls taken in 2017</td>
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<tr>
<td>15,091 The most calls were received in August</td>
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<tr>
<th>APPLICATIONS</th>
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<tbody>
<tr>
<td>10,530 Total clients screened for benefits</td>
</tr>
<tr>
<td>88% Approval rate on Medicaid applications*</td>
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</tbody>
</table>

*Among Engage DuPage clients
STAFF DEDICATED TO SERVING OUR RESIDENTS

552

5

Epidemiology
Monitors chronic diseases and provides education.

231

Public Health Services
Provides prenatal care, immunizations, genetic, and vision and hearing screenings.

182

Behavioral Health Services
Provides outpatient psychiatric treatment, responds to severe psychiatric emergencies.

28

Organizational Development
Provides Human Resources, Quality and Compliance, and Marketing services.

39

Business Administration
Provides Finance and Information Technology support for departments performing direct client service.

37

Environmental Health Services
Ensuring clean and sanitary conditions in food establishments and other public facilities.

30

Client Access
Schedules clients into Health Department services or links to other resources.

FY 2017 Operating Budget

46.9 MILLION Total DCHD Revenue

$17,900,000 Property Taxes

$12,726,854 Intergovernmental

$9,559,949 Patient Care Billing

$2,648,993 Charges For Service

$2,887,995 License and Permits

$1,385,800 Miscellaneous

$35,957,266 Personnel

$1,629,530 Commodities

46.9 MILLION Total DCHD Expenditures

$8,742,805 Contractual

$580,000 Capital*

*Includes capital infrastructure investment

All DuPage County Health Department locations and programs can be reached by phoning  (630) 682-7400
www.dupagehealth.org

CENTRAL PUBLIC HEALTH CENTER
111 N. County Farm Road
Wheaton, IL 60187

EAST PUBLIC HEALTH CENTER
1111 E. Jackson Street
Lombard, IL 60148

NORTH PUBLIC HEALTH CENTER
1111 W. Lake Street
Addison, IL 60101

SOUTHEAST PUBLIC HEALTH CENTER
422 N. Cass Avenue
Westmont, IL 60559

WEST CHICAGO PUBLIC HEALTH CENTER
245 W. Roosevelt Road
West Chicago, IL 60185
Building 14, Suite 146

THE COMMUNITY CENTER
115 N. County Farm Road
Wheaton, IL 60187

FORENSIC BEHAVIORAL HEALTH
505 N. County Farm Road
Wheaton, IL 60187

24-Hour Crisis Line
(630) 627-1700