



Waukesha County  
Department of Health and Human Services

**Public Health Division**

# **ANNUAL REPORT**



**2014 Edition**

Dear Waukesha County Resident:

I am pleased to present the 2014 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 control, prenatal care coordination, child health, childhood lead poisoning prevention, Women Infants and Children 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 below the word 'Sincerely,'.

Benjamen Jones, Health Officer  
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 based 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.

**Waukesha County  
Health and Human Services Department**

**Antwayne Robertson, Director  
Laura Kleber, Deputy Director**

**Health and Human Services Board**

Joe Vitale, Chair (Citizen Member)	Dr. Steven Kulick (Citizen Member)
Sarah Justin, Vice-Chair (Citizen Member)	Mary Lodes (Citizen Member)
Janel Brandtjen (Supervisor)	Michael O'Brien (Citizen Member)
Lori Cronin (Citizen Member)	Duane Paulson (Supervisor)
Christine Howard (Supervisor)	William Zaborowski (Supervisor)

**Public Health Advisory Committee**

Ross Clay, MD, Acting Chair, Medical College of Wisconsin  
Kerri Ackerman, Waukesha Community Health Center  
Steven Andrews, MD, Waukesha County Medical Society  
Marshall Jennison, MD, Retired Physician, Citizen Member  
Jessica Kadow, ProHealth Care Community Outreach/ Hispanic Health Resource Center  
JoAnn Weidmann, Citizen Member  
Lee Wipfli, Waukesha Community Health Center

**Ex-Officio Members**

Joe Vitale, Health and Human Services Board Chair, Citizen Member  
Lori Cronin, Health and Human Services Board and ProHealth Care  
Mary Smith, Waukesha County ADRC  
Sarah Ward, Waukesha County Environmental Health Division  
Dr. Nancy Healy-Haney, Waukesha County Public Health Division  
Benjamin Jones, Waukesha County Public Health Division

**Daniel P. Vrakas, County Executive**

**Paul Decker, County Board Chair**

**Health and Human Services Committee of Elected Officials**

Gilbert W. Yerke – Chair	Duane E. Paulson – Vice Chair	Jeremy Walz
Janel Brandtjen – Secretary	Thomas J. Schellinger	William J. Zaborowski
Christine M. Howard		

## **2014 PUBLIC HEALTH PROGRAM HIGHLIGHTS**

### **Administration**

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- Through the Waukesha County Community Health Improvement Plan and Process (CHIPP), the Public Health Division and 10 community partners continued the implementation of CHIPP-initiated programs in 2014, in the health priority areas of: Alcohol and Other Drug Abuse, Mental Health and Access to Care.
- The Public Health Division has played an important role in the Heroin and Other Illicit Drugs Taskforce, which has identified heroin and other opiate drug abuse as a major public health issue. Five workgroups were created to formulate strategies to combat this epidemic.

### **Communicable Disease**

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- There were 2,439 communicable disease reports that were investigated, including a confirmed measles case, and outbreak of mumps (4 cases in Waukesha County) and an extremely complex multi-drug resistant tuberculosis (MDR TB) case.
- A total of 98 outbreak investigations were initiated, including 2 foodborne outbreaks, 3 school outbreaks, 41 outbreaks in long-term care facilities, as well as, pertussis, Tuberculosis (TB), and other gastrointestinal outbreaks.

### **Community Health and Surveillance**

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- The Public Health Division experienced a total volume of 8,635 telephone calls to the agency for public health assistance and received 1,239 referrals for all public health services, including Communicable Disease, HealthCheck, Child Health and Maternal Health.
- 3,533 individuals reported to the Public Health Division for walk-in services such as immunizations, blood pressure readings, TB skin tests, and pediculosis checks.
- As part of a continued partnership with the Child & Family and Adolescent & Family Divisions of HHS, 303 drug urinalysis tests were performed through the Public Health Division.

### **Maternal and Child Health**

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- Ninety percent (90%) of infants delivered to high-risk pregnant women enrolled in the Prenatal Care Coordination (PNCC) program were full term and 95% were within normal birth weights.

## Waukesha County Public Health Division

- A significantly high number of children (2,281) received health check examinations and 1,422 children (age 1-5) at risk for lead poisoning received a blood lead test.
- The Prenatal Care Coordination Program enhanced services to include Child Birth Education classes in the new Health and Human Services Center.

### Public Health Preparedness

- The Public Health Division works closely with key partners (Hospitals, Law Enforcement, Fire/EMS, Emergency Management, State of Wisconsin) in preparing for emerging global threats, such as Ebola. Public Health took the lead on organizing county efforts regarding Ebola, and continues to share information and work closely with partners.
- The Public Health Division received a score of 100% from the Centers for Disease Control and Prevention (CDC) on its technical assistance review of our preparedness plans.
- Public Health worked closely with Emergency Management in testing a full activation of the county Emergency Operations Center (EOC) in conjunction with a regional anthrax exercise. The County was commended regarding their level of participation in the exercise.

### Women, Infant and Children (WIC) Nutrition Program

- The WIC Program had a very busy year providing nutrition services to 3,514 women, infants and children in 2014.
- One hundred percent of the mothers and children enrolled in the Waukesha County WIC Program who were identified as nutritionally deficient (low hemoglobin) displayed improvements in their hemoglobin levels subsequent to the nutrition education, counseling, and intervention received.
- Of the mothers enrolled in WIC during their pregnancy and receiving breastfeeding promotion and education services, 81.8% initiated breastfeeding after delivering, closely meeting the Healthy People 2020 goal for the nation (81.9%).

### Environmental Health Division Highlights

- The Environmental Health Division conducted 1,860 routine and re-inspections for 1,571 food establishments.
- The Environmental Health Division followed up on 36 foodborne illness complaints, two of which resulted in outbreak investigations conducted with the Public Health Division.
- The Humane Animal program provided rabies follow-up for 638 reports of bite incidents, 134 animals were submitted for testing, 4 bats came back positive for rabies, 7 animals were inconclusive (treated as positive).
- The Environmental Health Division provided guidance on 110 human health hazard complaints, over half of which were mold complaints.

**Waukesha County Public Health Division  
Monthly Activity Report  
End of Year Comparison 2014**

	2013	2014	
	Jan – Dec		
	# of Clients Served / Items / Hours		
<b>ASSURANCE SECTION</b>			
Agency Telephone Calls	9,296	8,635	
Telephone calls transferred to Nurse Call Center	1,965	2,028	
Referrals Processed	1,268	1,239	
Agency Education Programs (participants / programs)	347 / 9	1,485 / 18	
Health Fairs (participants / programs)	687 / 18	609 / 10	
<b>COMMUNICABLE DISEASE CONTROL SECTION</b>			
General CD Clients	270	282	
Crisis CD Clients	143	183	
Hepatitis B and C Clients	159	157	
Perinatal Hepatitis B Clients	14	13	
Refugee Health Screening Clients	14	1	
Tuberculosis Clients (Active and Latent)	171	132	
TB Skin Tests	1,091	933	
Children Immunized *	1,293	954	
Adults Immunized *	1,489	1,435	
International Travel Clients	340	221	
Complaint Investigations	58	102	
Home Visits	157	297	
Wellness Preventive Services	Glucose	54	49
	Cholesterol	81	92
	HgB	7	6
	Pregnancy Test	47	26

Waukesha County Public Health Division

		2013	2014
		Jan – Dec	
		# of Clients Served / Items / Hours	
<b>EPIDEMIOLOGICAL UNIT</b>			
Enteric Disease Clients		183	213
STD and HIV Clinic Clients		166	134
Other HIV Client Testing (includes anonymous)		4	1
STD Follow-up Referrals		746	697
PCRS Referrals		13	23
<b>RISK CONTROL SECTION</b>			
Employee Blood Pressure Screenings *		315	69
Home Visits		1,236	825
Child Health Program	Child-at-Risk	128	94
	High-Risk Child Clients	52	34
	Health Checks *	2,375	2,279
	Lead Screenings *	1,755	1,594
	Elevated Lead Clients (10-14 ug/dL)	13	16
	Lead Poisoned Clients (= >15 ug/dL)	7	12
Maternal Health Program	High-Risk Maternal Clients	125	95
	PNCC Clients	174	144
Adult Health Program	Adult (medically compromised) Clients	1	1
	Geriatric High-Risk Clients	6	3
	Chronic Disease Management Program	N/A	52
<b>WIC SECTION</b>			
WIC Clinic Clients		3,770	3,514
<b>HHS COLLABORATIVE SECTION</b> (Child & Family and Adolescent & Family Divisions)			
Drug Urinalysis through Walk-In Services (WINS)		N/A	303

\* Denotes year-to-date and may be duplicated.





## **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**

- 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**

- 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 (WCPHD) 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 II health department status. The next formal review will be in the first quarter of 2015.

As required under DHS 140.05, a Level II 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 II programs and associated HW 2020 focus areas are:**

#### **Chronic Disease Prevention and Management**

- Chronic Disease Screening and Case Management Program

#### **Communicable Disease Prevention and Control**

- Adult Immunization and Influenza Program

#### **Healthy Growth and Development / Oral Health**

- Child Health Check Program with Dental Varnishing
- Prenatal Care Coordination Program

#### **Reproductive and Sexual Health**

- Sexually Transmitted Disease Clinic

#### **Adequate, Appropriate, and Safe Food and Nutrition**

- Women, Infants and Children (WIC) Nutrition Program

#### **Environmental and Occupational Health**

- Childhood Lead Poisoning Prevention Program and Environmental Health Home Lead Inspection Program

## **Community Health Improvement Plan and Process (CHIPP)**

The Community Health Improvement Plan and Process (CHIPP) is a mechanism to assess and determine the priority health needs of Waukesha County residents. 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 purpose of the CHIPP is for the broad public health community to review and assess health needs and determine strengths and weaknesses. A comprehensive plan is then developed to recommend strong programs in areas of need. Once a plan is developed, it is implemented and evaluated. In Wisconsin, the entire CHIPP generally spans a five year period to give enough time to observe community health improvements.

### **Waukesha County CHIPP Vision**

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

### **Waukesha County CHIPP Timeline**

*January 2011 – June 2013* Planning Phase:

This phase included formation of a CHIPP steering committee which provides essential leadership over the course of the CHIPP process, development of operating principles, a thorough community health assessment (CHA), and determination of health priorities with specific and measurable objectives.

*June 2013 – June 2015* Implementation Phase:

During this phase, CHIPP objectives are implemented by community agencies with bi-annual progress reports to the CHIPP steering committee. The progress reports have shown an incredible amount of work, progress and collaboration. A formal evaluation report will be compiled at the end of the implementation period.

### **Waukesha County CHIPP-identified Health Priority Areas:**

1. Access to Care - 1 objective
2. Mental Health - 4 objectives
3. Alcohol and Other Drug Abuse (AODA) - 5 objectives

For additional information, please visit [www.waukeshacounty.gov/chipp](http://www.waukeshacounty.gov/chipp)

## Strategic Plan 2014 – 2016

The Department of Health and Human Services, in conjunction with other county departments, developed a strategic plan for the time period 2014-2016. It encompasses the county core values of:

*Collaboration and Teamwork • Ethics and Integrity • Innovation • Efficiency • Communication • Diversity and Respect • Seeking Cost Savings • High-Quality Customer Service*

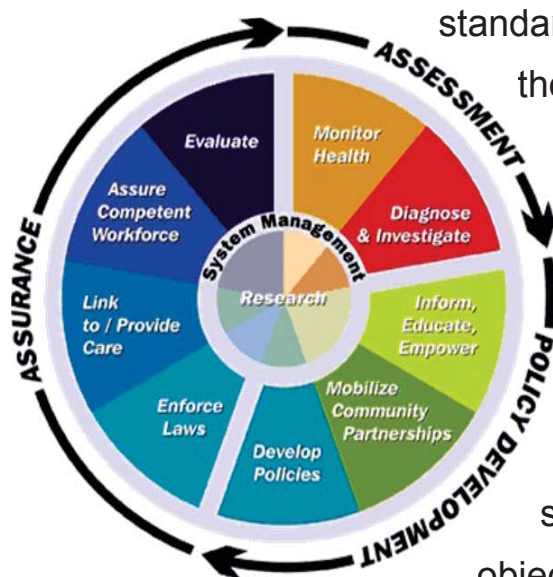
The plan has defined department goals, objectives and action steps in each of the county's seven strategic outcome areas.

### Department Goals by Strategic Key Outcomes

Strategic Outcome	Goal
<b>A safe county</b>	Plan, prepare, and maintain readiness to respond to threats to the health and safety of Waukesha County residents.
<b>A county that provides customers with quality programs and services</b>	Maintain trauma-sensitive service provision to Waukesha County's citizens to enhance their physical and mental health, safety, and wellbeing.
<b>A county that provides cost-effective services delivered with competence and skill</b>	Ensure cost containment strategies are utilized in all service delivery without compromising quality.
<b>A county that assists at-risk citizens</b>	Identify, outreach, and connect vulnerable and at-risk citizens to information, resources, supports and services.
<b>An environmentally responsible county</b>	Maintain environmentally responsible business practices.
<b>A well-planned county</b>	Create an environment in which all staff understand how their collaborative work contributes to the overall success of the County.
<b>A county that provides opportunities for employees to seek excellence within their job performance</b>	Foster an atmosphere of professional growth and accountability, while providing support and recognition.

## **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

### 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



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***