



Waukesha County  
Department of Health and Human Services

Public Health Division  
**ANNUAL REPORT**



**Public Health**  
Prevent. Promote. Protect.

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**Waukesha County Public Health**

**2018 Edition**



Dear Waukesha County Resident:

I am pleased to present the 2018 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 written over a white background.

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**

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**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)	

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**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  
Mary Smith, Waukesha County ADRC  
Sarah Ward, Waukesha County Environmental Health Division

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

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

## **2018 PUBLIC HEALTH PROGRAM HIGHLIGHTS**

### **Administration**

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- In 2018, the Public Health Division underwent a reorganization which streamlined operations for efficiency. The Health Officer and Manager positions were combined, an Operations Coordinator position was created, two Lead Nurse positions were created, and the Department’s Preparedness Coordinator was merged into the Division.
- Waukesha County created 3 Community Health Action Teams (CHAT), one for each Health Priority Area (Opioids, Mental Health, and Nutrition and Physical Activity) identified through the CHIPP process. The action teams developed specific and measurable objectives, unveiling them at a large community meeting, which formally launched the implementation phase of CHIPP (see page 12 for more information).
- Multiple new programs were initiated in response to the opioid epidemic. Public Health was awarded a grant to establish an overdose fatality review process for Waukesha County. Screening, Brief Intervention and Referral to Treatment (SBIRT) training was implemented for all public health nurses and key community partners. Further integration of CHIPP and Heroin Taskforce efforts allowed for stronger collaboration and tracking of progress and outcomes.
- Public Health underwent a fiscal audit, which identified many strengths at the Department level. A Revenue Cycle Committee was established, as recommended by the audit, to further enhance cross-divisional operations.

### **Communicable Disease and Preparedness**

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- There were 3,802 communicable disease reports that were investigated in 2018, which was a 60% increase since 2015. Of those investigations, 350 were Category I diseases.
- A total of 101 outbreak investigations were initiated, including: 52 outbreaks in long-term care facilities, 8 vaccine-preventable investigations (measles, pertussis, and chickenpox), 11 other school outbreaks, 10 foodborne outbreaks or exposures, 10 TB investigations, as well as various other communicable disease situations.
- The STD Clinic served 353 clients, a 75% increase over the last two years.
- Public Health initiated a collaboration with the Waukesha County Drug Court to screen participants for Hepatitis B and C infection. In addition participants were offered STD testing, HIV testing, and Immunizations.
- Public Health, along with Health and Human Services, participated in 13 different preparedness exercises on a wide range of topics, from infectious diseases to shelters.
- Public Health initiated plans to educate and train critical infrastructure, such as hospitals and first responders, to function as Closed Points of Dispensing (PODs) during a biological emergency or pandemic.

## Family and Community Health

- Ninety-five percent (95%) of singleton infants delivered to high-risk pregnant women enrolled in the Prenatal Care Coordination (PNCC) program were full term, and 91% were at normal or higher birth weights.
- 75 Childcare providers received Safe Sleep training through 6 Safe Baby Sleep educational sessions.
- 1,152 children (age 1-5) at risk for lead poisoning received a blood lead test.
- In 2018, the Family and Community Health and WIC Programs collaborated to initiate the formation of the Waukesha County Breastfeeding Coalition (WCBFC) in an effort to bring community partners together to encourage a supportive culture of breastfeeding.

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

- The WIC Program successfully completed the Biannual Management Evaluation conducted by the State WIC Office, implementing new clinic flow processes as outlined in the recently approved MOU between the WIC Program and Public Health programs.
- In an effort to better meet the needs of low income families in the outlying communities of Waukesha County, a satellite site was opened at the Lake Area Free Clinic offering services to families that were no longer receiving WIC nutrition services due to barriers.
- To improve health outcomes and to better assist the 2,875 Waukesha County participants WIC served, the Nutritionists completed 1,492 referrals to internal and external resources including but not limited to mental health services, public health nursing, medical providers, dental, food assistance, economic support, and shelters.
- Of the 546 pregnant and breastfeeding women enrolled in the Waukesha County WIC Program in 2018, 365 women received additional breastfeeding education and support services from trained Breastfeeding Peer Counselors. Seventy-seven percent (77%) of infants initiated breastfeeding in comparison to the WIC Statewide average of 72.6%.

## Environmental Health Division Highlights

- The Environmental Health Division conducted 2,043 routine, pre-license and re-inspections for 1,591 food establishments.
- The Environmental Health Division followed up on 42 foodborne illness complaints, one of which resulted in a full outbreak investigation conducted with Public Health.
- The Humane Animal program provided rabies follow-up for 659 reports of bite incidents. 132 animals were tested, of which 2 came back positive and 5 were inconclusive.
- The Environmental Health Division provided guidance on 133 mold complaints, 57 bed bug complaints, 34 housing/landlord complaints, and 34 miscellaneous complaints.

## **Waukesha County Public Health Division Yearly Activity Report**

	<b>2016</b>	<b>2017</b>	<b>2018</b>
<b>ADMINISTRATION SECTION</b>			
Number of telephone calls to the Division for information/triage or referral	8,255	8,202	7,261
Number of walk-in clients at the Division	3,900	4,315	3,768
<b>COMMUNICABLE DISEASE AND PREPAREDNESS SECTION</b>			
Number of communicable disease referrals investigated	3,152	3,545	3,802
- Number of Category I communicable diseases investigated	716*	462	350
- Number of communicable diseases identified	1,863	2,078	2,314
Number of outbreaks/complaints investigated	95	116	101
Number of TB Directly Observed Therapy (DOT) visits	400	829	589
Number of TB skin tests	516	558	462
Number of vaccines administered	3,129	3,245	2,796
- Children Immunized	579	555	481
- Adults Immunized	1,110	1,228	1,147
Number of International Travel Clients	244	270	181
Number of clients screened in STD clinic	202	274	353
Number of preparedness exercises	5	12	13
*Large pertussis outbreak in 2016			



## Waukesha County Public Health Division

	2016	2017	2018
<b>FAMILY AND COMMUNITY HEALTH SECTION</b>			
Number of children tested in the Division for lead poisoning	1,319	1,207	1,152
Number of lead-poisoned children case managed*	36	56	77
Number of children-at-risk (medical/physical neglect) case managed	146	129	165
Number of Health Check examinations	1,564	863	446
- Number of children receiving fluoride varnishing	480	366	308
Number of pregnant women PNCC screened	287	166	160
- Number of women case managed	178	111	119
- Percentage of case-managed women who delivered full-term infants at normal or higher birth weight	96%	95%	91%
Number of chronic disease screenings	525	470	365
Number of urine drug screenings for HHS clients	994	1,274	1,310
- Percentage of urine drug screenings that were positive	40%	37%	36%
Community education events	32	38	30
*Criteria for lead poisoning was lowered in 2017			
<b>WIC SECTION</b>			
WIC Program Clients	3,128	2,876	2,875
- Number of appointments completed	3,861	3,586	3,426
- Number of high-risk follow-up visits completed	1,376	1,243	1,353



## **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
3. Nutrition and Physical Activity

### **Waukesha County CHIPP Timeline**

Improvement Plan Creation: January 2018 – October 2018

During this phase, the CHIPP steering committee launched 3 Community Health Action Teams (CHAT), one for each Health Priority Area. Tri-chairs, representing different sectors of the community, led each action team. The action teams developed specific and measurable objectives for each of the three identified Health Priority Areas. The objectives were announced at a community meeting in October, in which the implementation phase of CHIPP was officially launched.

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

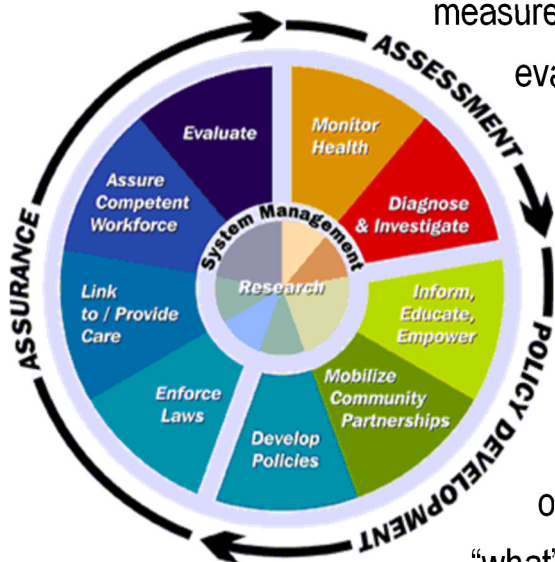
### HHS Strategic Objectives

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

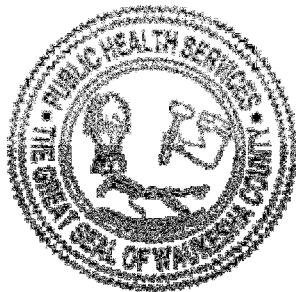
**Domain 11:** Maintain administrative and management capacity



Waukesha County

# Public Health

A Division of the Department of Health & Human Services



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