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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,

[Signature]

Benjamen 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.
Waukesha County Public Health Division

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

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 Gnadt, Waukesha County Public Health Division
Mary Jo Hamman, MPH, Waukesha County Public Health Division
Theresa Imp, BSN, RN, Waukesha County Public Health Division
Benjamen 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
Joel Gaughan
Jeremy Walz
Jim Batzko
Darlene Johnson
Kathleen Cummings
Duane Paulson

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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**

<table>
<thead>
<tr>
<th>ADMINISTRATION SECTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of telephone calls to the Division for information/triage or referral *</td>
</tr>
<tr>
<td>Number of walk-in clients at the Division (does not include WIC visits)</td>
</tr>
</tbody>
</table>

*The tracking of telephone calls changed in 2019 with the implementation of an automated telephone call tree.*

<table>
<thead>
<tr>
<th>COMMUNICABLE DISEASE AND PREPAREDNESS SECTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of communicable disease referrals investigated</td>
</tr>
<tr>
<td>- Number of Category I communicable diseases investigated</td>
</tr>
<tr>
<td>- Number of communicable diseases identified</td>
</tr>
<tr>
<td>Number of outbreaks/complaints investigated</td>
</tr>
<tr>
<td>Number of TB Directly Observed Therapy (DOT) visits</td>
</tr>
<tr>
<td>Number of TB skin tests</td>
</tr>
<tr>
<td>Number of vaccines administered</td>
</tr>
<tr>
<td>- Children Immunized</td>
</tr>
<tr>
<td>- Adults Immunized</td>
</tr>
<tr>
<td>Number of International Travel Clients</td>
</tr>
<tr>
<td>Number of clients screened in STD clinic</td>
</tr>
<tr>
<td>Number of preparedness exercises</td>
</tr>
</tbody>
</table>
## FAMILY AND COMMUNITY HEALTH SECTION

<table>
<thead>
<tr>
<th></th>
<th>2017</th>
<th>2018</th>
<th>2019</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of children tested in the Division for lead poisoning</td>
<td>1,207</td>
<td>1,152</td>
<td>1,005</td>
</tr>
<tr>
<td>Number of lead-poisoned children case managed*</td>
<td>56</td>
<td>77</td>
<td>91</td>
</tr>
<tr>
<td>Number of children-at-risk (medical/physical neglect) case managed</td>
<td>129</td>
<td>165</td>
<td>169</td>
</tr>
<tr>
<td>Number of Health Check examinations</td>
<td>863</td>
<td>446</td>
<td>70</td>
</tr>
<tr>
<td>- Number of children receiving fluoride varnishing</td>
<td>366</td>
<td>308</td>
<td>103</td>
</tr>
<tr>
<td>Number of pregnant women PNCC screened</td>
<td>166</td>
<td>160</td>
<td>204</td>
</tr>
<tr>
<td>- Number of women case managed</td>
<td>111</td>
<td>119</td>
<td>91</td>
</tr>
<tr>
<td>- Percentage of case-managed women who delivered infants at normal or higher birth weight</td>
<td>95%</td>
<td>91%</td>
<td>90%</td>
</tr>
<tr>
<td>Number of chronic disease screenings</td>
<td>470</td>
<td>365</td>
<td>417</td>
</tr>
<tr>
<td>Number of urine drug screenings for HHS clients</td>
<td>1,274</td>
<td>1,310</td>
<td>1,688</td>
</tr>
<tr>
<td>- Percentage of urine drug screenings that were positive</td>
<td>37%</td>
<td>36%</td>
<td>37%</td>
</tr>
<tr>
<td>Community education events</td>
<td>38</td>
<td>30</td>
<td>139</td>
</tr>
</tbody>
</table>

*Criteria for lead poisoning was lowered in 2017

## WIC SECTION

<table>
<thead>
<tr>
<th></th>
<th>2017</th>
<th>2018</th>
<th>2019</th>
</tr>
</thead>
<tbody>
<tr>
<td>WIC Program Clients</td>
<td>2,876</td>
<td>2,875</td>
<td>2,698</td>
</tr>
<tr>
<td>- Number of appointments completed</td>
<td>3,586</td>
<td>3,426</td>
<td>3,171</td>
</tr>
<tr>
<td>- Number of high-risk follow-up visits completed</td>
<td>1,243</td>
<td>1,353</td>
<td>1,306</td>
</tr>
</tbody>
</table>
**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:

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**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

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**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

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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 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
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

<table>
<thead>
<tr>
<th>Pillars</th>
<th>Objectives</th>
</tr>
</thead>
<tbody>
<tr>
<td>Customer Service</td>
<td><strong>RESPONDING TO CUSTOMERS:</strong> Respond to customers in an effective manner within divisional standards for timeliness.</td>
</tr>
<tr>
<td></td>
<td><strong>ELECTRONIC HEALTH RECORDS:</strong> Improve continuity of care by continued sequential implementation of an electronic health record management system by division or functionality by December 2019.</td>
</tr>
<tr>
<td>Quality</td>
<td><strong>DATA ANALYTICS:</strong> Measure accomplishment toward the department’s Mission and Strategic Plan Objectives using data analytics each quarter through the last quarter of 2019.</td>
</tr>
<tr>
<td></td>
<td><strong>SERVICES TO CITIZENS:</strong> 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.</td>
</tr>
<tr>
<td>Team</td>
<td><strong>EMPLOYEE RETENTION:</strong> Increase employee retention by 2% by December 2019.</td>
</tr>
<tr>
<td></td>
<td><strong>STAKEHOLDER CONTACTS:</strong> Increase education, communication and advocacy contacts with federal, state, and local policymakers and stakeholders by 10% by December 2019.</td>
</tr>
<tr>
<td></td>
<td><strong>PREVENTION STRATEGIES:</strong> Increase department prevention strategies by 5% to promote community, family, and individual well-being by December 2019.</td>
</tr>
<tr>
<td>Health &amp; Safety</td>
<td><strong>COLLECTIVE IMPACT:</strong> Increase health and human service resources, service linkages, and collaborations by 5% with community partners to broaden the collective impact by December 2019.</td>
</tr>
<tr>
<td></td>
<td><strong>COMPREHENSIVE PLANS:</strong> 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.</td>
</tr>
<tr>
<td>Finance</td>
<td><strong>REGULATORY REQUIREMENTS:</strong> Demonstrate that regulatory requirements are met for each revenue source by its associated reporting period.</td>
</tr>
</tbody>
</table>
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

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