



Waukesha County
Department of Health and Human Services

Public Health Division
ANNUAL REPORT



Public Health
Prevent. Promote. Protect.

Waukesha County Public Health

2021 Edition

Dear Waukesha County Resident:

I am pleased to present the 2021 Annual Report for the Waukesha County Public Health Division. This report outlines the activities of the Division for the past year, which maintained a strong focus on COVID-19 response. The COVID-19 pandemic continued to have 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 the past two years have 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 who live, work and play in our county were informed and stayed as safe as possible. We look forward to continuing to foster those relationships, allowing us 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 these past couple of years.

Sincerely,



Benjamin 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 champion
innovative programs and partnerships to
foster optimal health and well-being for
our community.**

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

Elizabeth Aldred, Director
Lisa Roberts, Deputy Director

Health and Human Services Board

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

Public Health Advisory Committee

Andrew Dresang, Froedtert Health - Chair
Mary Baer, Citizen Member - HHS Board Liaison
Steven Andrews, MD, Aurora and 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
Caroline Gomez-Tom, 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
Heather Heard, BSN, RN, 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

Health and Human Services Committee of County Board Supervisors

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

2021 PUBLIC HEALTH PROGRAM HIGHLIGHTS

Administration

- Public Health has spent considerable time planning to implement Public Health 3.0, which will modernize the public health approach and will position the division for the future. The division will serve as the chief health strategist and will 'lead the way' by identifying public health issues facing the community, convening community leaders and advocates, analyzing data and facilitating discussion that will allow for a collective impact to address issues facing the county. Because of this new direction, a revised mission statement and divisional values were created as we move toward Public Health 3.0.
- Public Health maintained all business continuity functions while managing COVID-19 contact tracing and operating community vaccination clinics.
- Waukesha County completed a 5-year CHIPP cycle focusing on the 3 Community Health Priority Areas identified through the CHIPP process (see page 12).

Communicable Disease and Preparedness

- Over 42,000 confirmed communicable diseases, mostly due to COVID-19 (40,501 cases) were investigated in 2021. This is typically around 2,300 cases for the year. There were also 344 death investigations due to COVID-19, and over 1,692 hospitalization reports.
- Public Health launched a text-based COVID-19 notification and data collection system and sent 133,125 text notifications and 24,031 data collection surveys.
- A total of 806 outbreak investigations were initiated, with a majority due to COVID-19. There were 514 related to schools, 211 related to long-term care facilities and 19 outbreaks related to businesses.
- A total of 38,088 COVID-19 vaccines were administered to 20,940 people at 35 community clinics held at the Waukesha County Expo Center over a 15 week period.
- The COVID-19 hotline responded to over 12,000 calls for guidance and information.
- 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, the business community and community organizations.
- Public communication and data sharing were a strong focus with creation of dedicated web pages, and timely information sharing through a variety of methods including social media.
- Public Health and other areas of HHS responded to a mass fatality event and an evacuation event by activating plans to provide leadership, community assistance and sheltering support.

Family and Community Health

- Since March 2020, many of the Family and Community Health services were put on hold, other than those services that are statutorily required, as most public health staff and resources were directed toward COVID-19 response.
- The Childhood Lead Poisoning Prevention Program continued to operate, and 73 children were case managed for lead poisoning.
- The division has begun to assess its Maternal and Child Health programming to focus efforts on any identified gaps in the community while building capacity.

Women, Infants and Children (WIC) Nutrition Program

- Throughout 2021 the WIC program continued to offer virtual services due to COVID-19. The program was well-positioned due to its ability to electronically provide benefits to participants and physical presence waivers in place allowing families to enroll remotely.
- WIC served 2,464 Waukesha County participants in 2021, resulting in 2,134 appointments and 628 individual contacts by Breastfeeding Peer Counselors.
- Of the 1,067 families WIC assisted in 2021, 22 individuals reported being homeless and 52% reported incomes at or below the federal poverty level.
- 74% of the women enrolled in WIC during their pregnancy initiated breastfeeding in comparison to the WIC State breastfeeding initiation rate of 63.9%.
- \$2,084,836.09 in revenue was generated among Waukesha County grocers from WIC purchases in 2021.

Environmental Health Division Highlights

- The Environmental Health Division conducted 1,513 routine, complaint, pre-license and re-inspections for 1,602 food establishments, as well as 285 inspections among 326 recreational facilities.
- The Humane Animal program provided rabies follow-up for 660 reports of bite incidents. A total of 93 animals were tested, of which 2 bats came back positive and 1 was inconclusive.
- The Environmental Health Division provided guidance on 89 landlord/tenant complaints, 15 bedbug/insect complaints, and 42 miscellaneous complaints.

Waukesha County Public Health Division Yearly Activity Report

	2019	2020	2021
ADMINISTRATION SECTION			
Number of telephone calls for information/ triage or referral *	3,778	16,669	13,366
Number of walk-in clients (does not include WIC visits)	4,124	990	790
COMMUNICABLE DISEASE AND PREPAREDNESS SECTION			
Number of communicable disease referrals investigated *	4,083	201,816	196,783
- Number of Category 1 communicable diseases investigated (non-COVID19)	559	403	360
- Number of communicable diseases identified *	2,224	38,996	42,492
Number of outbreaks/complaints investigated *	120	965	806
Number of TB Directly Observed Therapy visits	931	920	1,002
Number of TB skin tests	567	106	110
Number of vaccines administered *	2,824	911	38,970
- Children Immunized *	478	151	732
- Adults Immunized *	1,047	335	20,617
Number of International Travel Clients	223	91	111
Number of clients screened in STD clinic	315	76	0
Number of preparedness trainings conducted *	16	165	74
*Includes COVID-19			

Waukesha County Public Health Division

	2019	2020	2021
FAMILY AND COMMUNITY HEALTH SECTION			
Number of children tested in the Division for lead poisoning	1,005	167	33
Number of lead-poisoned children case managed*	91	52	73
Number of children-at-risk (medical/physical neglect) case managed	169	65	62
Number of Health Check examinations	70	8	2
- Number of children receiving fluoride varnishing	103	0	0
Number of pregnant women PNCC screened	204	148	107
- Number of women case managed	91	23	10
- Percentage of case-managed women who delivered infants at normal or higher birth weight	90%	90%	N/A
Number of chronic disease screenings	417	123	0
Number of urine drug screenings for HHS clients	1,688	276	0
- Percentage of urine drug screenings that were positive	37%	35%	N/A
Community education events	139	17	46
WIC SECTION			
WIC Program Clients	2,698	2,503	2,464
- Number of appointments completed	3,171	3,952	2,134
- Number of high-risk follow-up visits completed	1,306	1,247	2,136



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 Wisconsin communities.

Healthy Wisconsin 5 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.

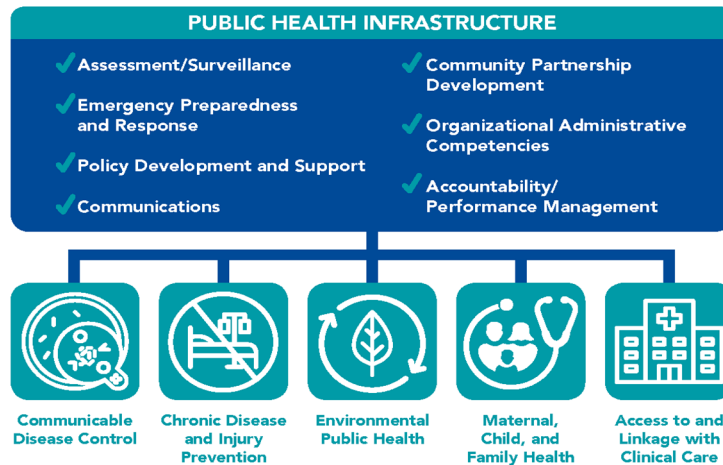
Public Health Division Alignment with Statutes

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 (in reference to 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, Waukesha County 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 that relaunches 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 prevention)
3. Nutrition and Physical Activity

Waukesha County CHIPP Timeline

January 2021 – December 2021: Improvement Plan Completion

During this final year of implementation, 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 even though a new, 5-year CHIPP process will kick-off in 2022, all three action teams have committed to continuing the work that was started.

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

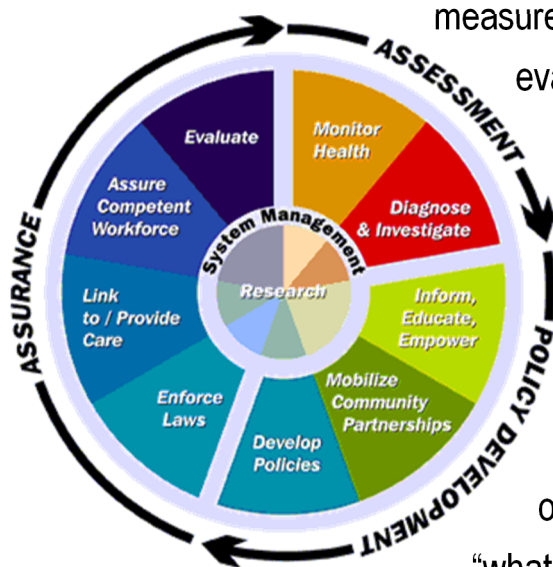
The Department of Health and Human Services developed a strategic plan for the time period 2020-2022. It reflects the five County Pillars and encompasses the six County Standards of Service Excellence:

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

Pillars	HHS Strategies to Achieve Objectives
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), homelessness, 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