

Report to the Community 2018



Oneida County Health Department



A photograph of a man and a young girl in a kitchen. The man, wearing a striped shirt, is leaning over and smiling at the girl. The girl, wearing a plaid shirt, is also smiling and looking towards the camera. They are standing in front of an open oven, and the man is holding a tray of freshly baked cookies. The kitchen has white cabinets and a stainless steel range hood. The overall atmosphere is warm and happy.

Public Health promotes and protects the health of people and the communities where they live, learn, work and play.

-APHA

Ten Essential Public Health Services

The Oneida County Health Department (OCHD) uses the 10 Essential Public Health Services as a framework to guide our core functions and better serve the community. These functions are our responsibility to the residents of Oneida County. Throughout this annual report, examples of how we are working to meet those responsibilities and improve the health status of the community are given for each of the 10 Essential Public Health Services.

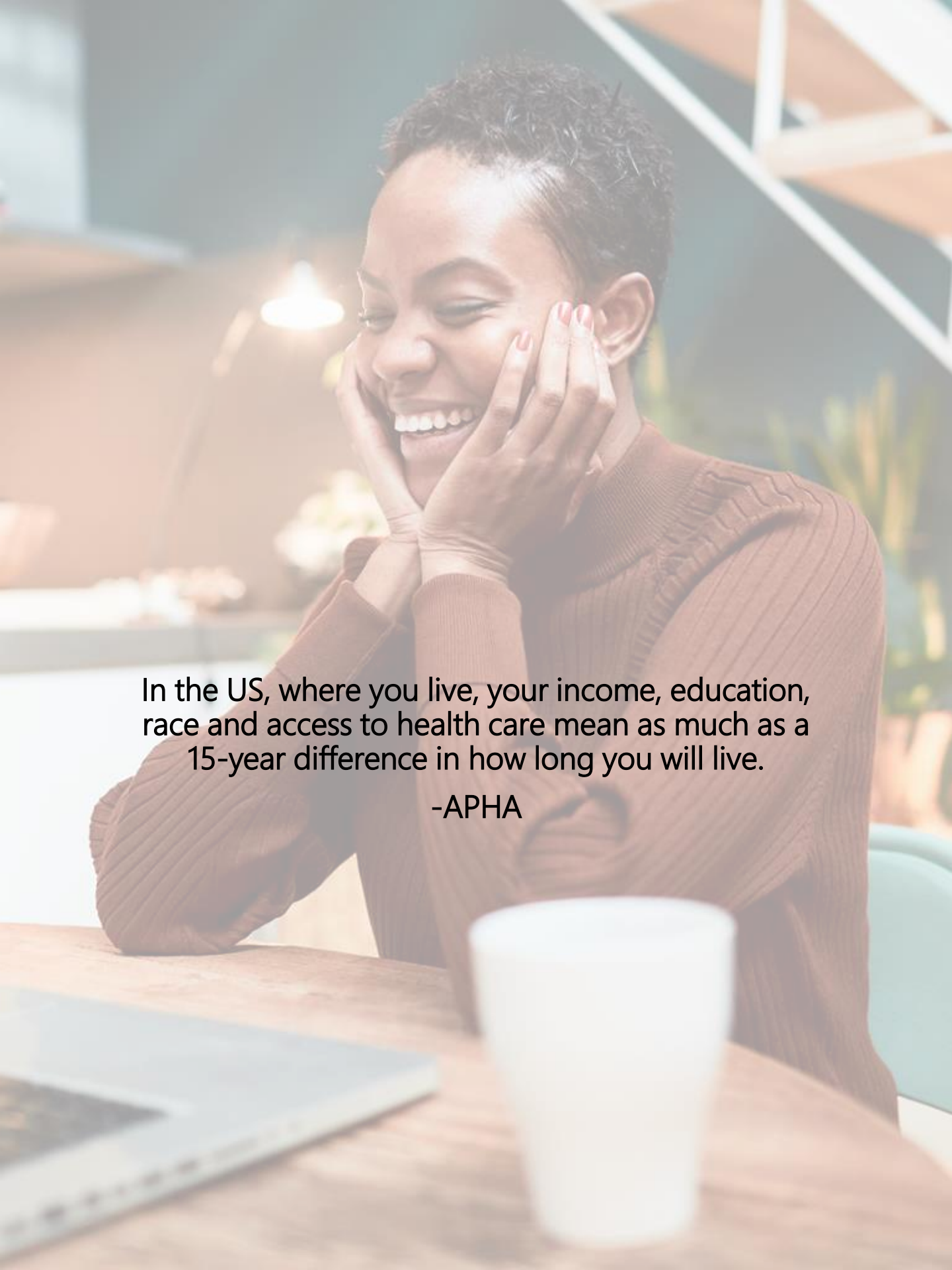


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In the US, where you live, your income, education, race and access to health care mean as much as a 15-year difference in how long you will live.

-APHA

Letter from the Health Officer

Dear Colleagues, Partners, & Friends,

In the United States, public health has played a formal role in protecting and promoting the health of communities since the late 19th century. As with all things, it has changed and evolved over the years to better meet the broad goals for which it was established. From Public Health 1.0, during which public health systemized sanitation, improved food and water safety, expanded our understanding of diseases, developed powerful new prevention and treatment tools such as vaccines and antibiotics, and expanded capability in areas such epidemiology and laboratory science, to Public Health 2.0, which focused more on the rising burden of chronic diseases and new threats such as the HIV/AIDS epidemic, the role of public health has always been to protect, promote, and advance the health of the community.

As a country, however, we are now on the cusp of a new era, Public Health 3.0. Our focus will be on a broadened public health practice that goes beyond traditional public health department functions and programs. We will work to address policy and systems-level actions to affect upstream determinants of health, through cross-sector collaboration and a Chief Health Strategist model. This shift into Public Health 3.0 will not be easy, but it is imperative as health indicators in the United States have worsened in recent years and disparities continue to persist. Our partnerships with the community and other organizations will become even more important and we look forward to working together with friends, new and old, to affect change.

I would like to extend our sincere appreciation to our Medical Director, Dr. Koepl, our 2018 Reproductive Health Medical Director, Dr. Richter, our past and present Health and Aging committee members, our community partners and the staff of the Oneida County Health Department. Their commitment and dedication to improving the community's health is second to none and they continue to push forward year after year.

Finally, I am pleased to present the Oneida County Health Department 2018 Report to the Community. This report provides an overview of the Department's programs and services that protect and promote the health of our residents and visitors. It also highlights the important public health issues and trends, which help to guide the work of the Department to make our community healthier and gives a taste of what our programs will be focusing on in the future. For more information about our programs, please visit our website at oneidacountypublichealth.org and follow us on [Facebook](https://www.facebook.com/oneidacountypublichealth).

Sincerely,



Linda Conlon, MPH, BAN, RN
Oneida County Health Officer



ONEIDA COUNTY
— HEALTH DEPARTMENT —

Monitor Health Status to Identify and Solve Community Health Problems

Community Health Assessment & Improvement Plan

Every 5 years the Oneida County Health department conducts and funds a health assessment. The assessment includes a questionnaire that asks Oneida County residents about their health habits, health insurance, healthcare services, and social and environmental factors. The health report helps to answer the question “How healthy is the community?” In 2015, Oneida, Forest, and Vilas county health departments and Ministry Health Care completed a Community Health Assessment (CHA) process with key leaders, partners, and community members. All of the assessments and data helped to identify health priority areas.

In 2016, the Forest, Oneida, and Vilas County Community Health Improvement Plan (CHIP) was completed. The plan, which will be in place for 5 years, outlines the health priorities as well as why these priorities were chosen, how they will be measured, and what the community can do to make a difference. In addition to health priority areas, the 2016 CHIP also identified three overarching priority areas (**Health Equity, Health Across the Lifespan, and Access to Care**), which all programs and coalitions are striving to address.

In order to ensure continuous monitoring of the community’s health, the Collaborative Health Planning Committee (CHPC) was established in 2017. The committee brings together representatives from many different sectors, including school, clergy, social services, human services, tribal services, health care, public health, and the community. Together the team analyzes current community health data, discusses gaps and barriers to community health, and advises on solutions to improve health outcomes.

Priority Areas

Alcohol & Drug Abuse	Mental Health	Chronic Disease Prevention & Management
<p>Why? The cost of excessive alcohol use in the area averages \$1,027 per resident</p> <p>How to measure improvement?</p> <ul style="list-style-type: none"> • # of drug use violations • Adult binge drinking rate • Underage drinking violations <p>What can you do?</p> <ul style="list-style-type: none"> • Don’t drink and drive • Keep medications in a safe place • Do not provide alcohol to underage children 	<p>Why? 1 in 5 residents received some type of mental health service</p> <p>How to measure improvement?</p> <ul style="list-style-type: none"> • Access to annual data sources • Suicide rate • # of community programs <p>What can you do?</p> <ul style="list-style-type: none"> • Encourage children and youth to participate in extracurricular activities • Become more involved in your community 	<p>Why? Only 23% of adults eat enough fruits and veggies; 1 in 5 are getting enough exercise</p> <p>How to measure improvement?</p> <ul style="list-style-type: none"> • Obesity rate • Cancer incidence rate • Heart disease mortality rate <p>What can you do?</p> <ul style="list-style-type: none"> • Aim for a healthy weight through diet and exercise • Know your numbers (blood pressure, cholesterol, blood sugar)

Access to Care

Access to comprehensive, quality health care services is important for promoting and maintaining health, preventing and managing disease, reducing unnecessary disability and premature death, and achieving health for all.

During 2018, the Oneida County Health Department, in partnership with Ascension, and Forest and Vilas County Health Departments, conducted a community survey to determine current community opinion on perceived health issues.

1 in 3

Respondents identified **ACCESS TO AFFORDABLE HEALTH CARE (FAMILY DOCTOR)** as an area that needed the most improvement



1 in 3

LOW INCOME respondents identified **ACCESS TO AFFORDABLE HEALTHY FOOD** as an area that needed the most improvement

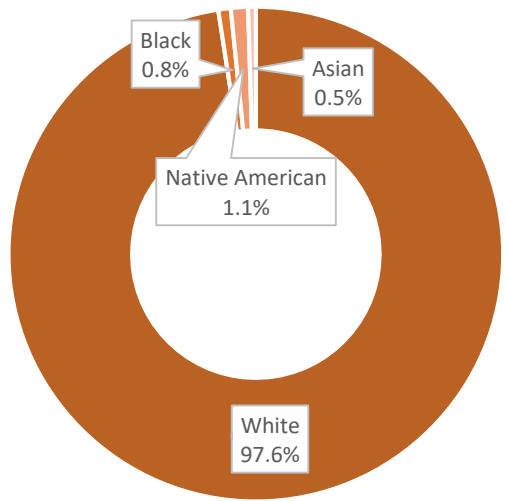
Health Equity¹

Health Equity is providing equal access to opportunities for individuals to achieve optimal health despite race, ethnicity, gender, or socioeconomic status. Health equity initiatives allow everyone to have the opportunity to have a better quality of life regardless of where they live, work, learn, and play.

All Oneida County Health Department programs have included a health equity goal into their annual workplans.



Race Demographics in Oneida County



Health Across the Lifespan

Focusing on health across the lifespan means that OCHD will work to improve the lives of community members at every stage of life, infancy through death.



1 in 4 Oneida County residents is **65 YEARS OR OLDER**¹



1 in 6 Oneida County residents is **18 YEARS OR YOUNGER**¹

50.6

MEDIAN AGE (state average of 39.2; US average of 37.8)¹



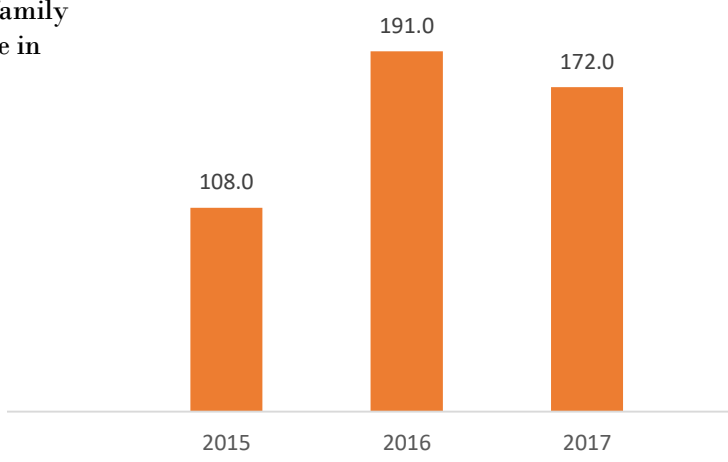
Alcohol and Drug Abuse

Substance abuse-involving drugs, alcohol, or both-is associated with a range of destructive social conditions, including family disruptions, financial problems, lost productivity, failure in school, domestic violence, child abuse, and crime.

23%

Of Oneida County adults report **BINGE OR HEAVING DRINKING**² (state average of 26%²; Oneida County goal of 15%)

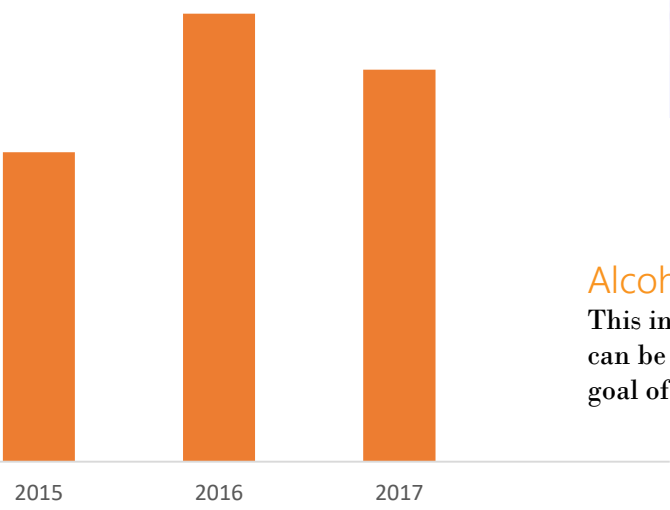
Total Drug Use Violations



Drug Use Violations³

This indicator helps to monitor drug use in the area and targets preventive measures if needed.

Total Alcohol Use Violations

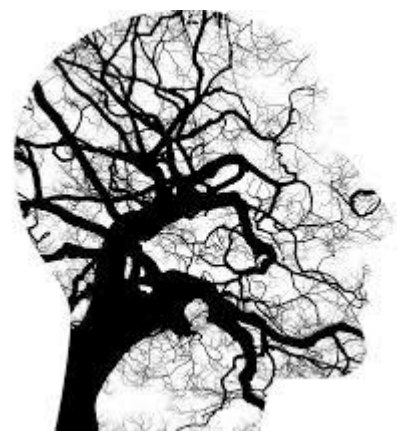


Alcohol Use Violations: Underage Drinking³

This indicator is important because early use of alcohol can be a precursor to abuse later in life (Oneida County goal of 0).

Mental Health

Mental and emotional well-being are essential to overall health. Positive mental health allows people to realize their full potential, cope with the stresses of life, work productively, and make meaningful contributions to their communities.

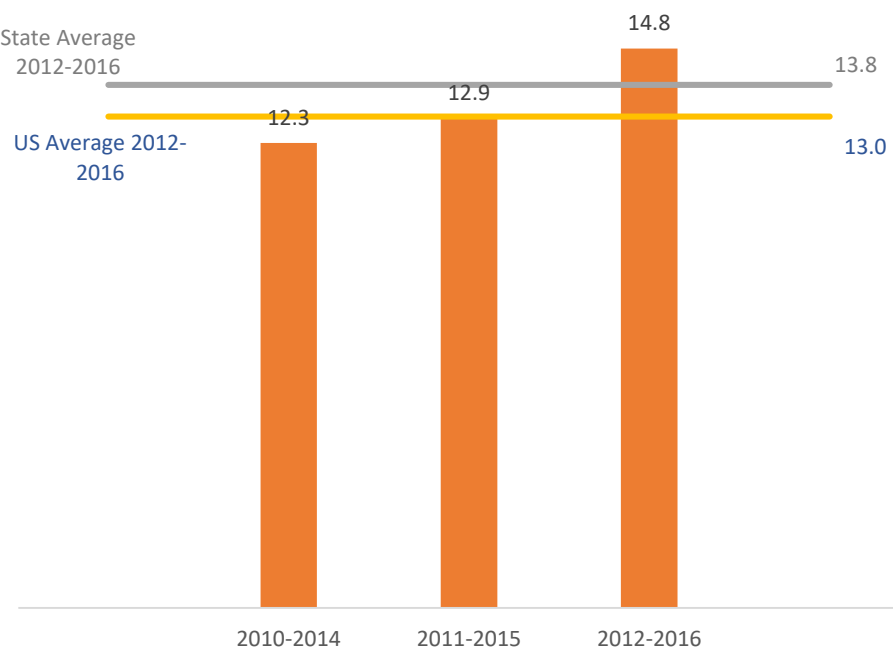


Youth Risk Behavior Surveillance System

The Youth Risk Behavior Surveillance System (YRBSS) monitors six categories of health-related behaviors that contribute to the leading causes of death and disability among youth and adults, including:

- Behaviors that contribute to unintentional injuries and violence
- Sexual behaviors related to unintended pregnancy and sexually transmitted diseases, including HIV infection
- Alcohol and drug use
- Tobacco use
- Unhealthy dietary behaviors
- Inadequate physical activity

The COPE Coalition worked throughout 2018 to get the YRBSS Survey in all applicable county schools. COPE will continue to focus on this effort in order to assure accurate and local data is available.



Suicide⁴

Suicide can act as an indicator to track the mental health status of the population. The burden of suicide in the area is greater than that of the rest of the state and the nation.

The COPE Coalition has a goal that focuses specifically on decreasing suicide and depression in the area.

Chronic Disease

Chronic diseases are defined as illnesses that last a long time, often cannot be cured and most likely result in disabilities later in life. Prevention starts at a young age through the promotion of a healthy diet and physical activity.

35%

Of Oneida County adults are **OBESSE²** (state average of 31%²; Oneida County goal of 27.5%)



Cancer Incidence

Cancer is the leading cause of death in Wisconsin and the United States.

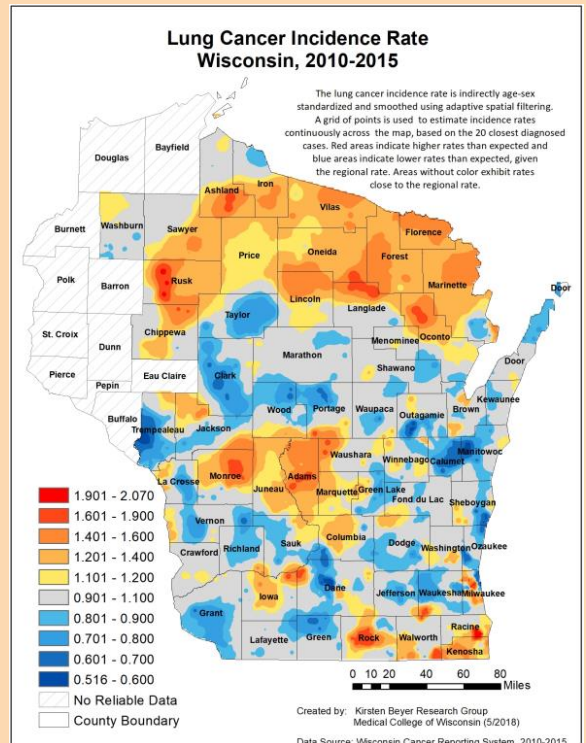
Cancer incidence is determined based on new cancer diagnosis per 100,000 population.

544

New **CANCER DIAGNOSIS** per 100,000 population (state average of 468)²

Community Engagement

In late 2018, the Oneida County Health Department, in partnership with the Wisconsin Department of Public Health, and Advancing a Healthier Wisconsin Endowment, hosted several community conversations focusing on cancer in the area. Data was presented about Oneida County's high breast and lung cancer incidence and death rates and discussion was had regarding community strengths and opportunities for improved outcomes.



Diagnose and Investigate Problems and Health Hazards in the Community

Communicable Disease Control

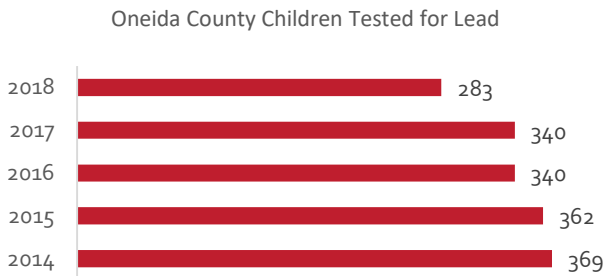
By law, certain diseases must be reported to local health departments. These diseases pose a public health concern because of their severity and/or their potential for epidemic spread. OCHD staff regularly receive and investigate these communicable diseases.

Vaccine Preventable Communicable Diseases

While vaccines are readily available, vaccine preventable communicable diseases continue to be a challenge to the area. In 2018, several cases of both Pertussis and Varicella were investigated and confirmed in the area.

In the future, OCHD will continue to provide education and vaccine accessibility to the community, highlighting the importance of for children and others.

For more information about the Immunization Program, see [Appendix A](#).



Lead in the News

Lead poisoning has been in the news a lot due to the concerning levels of lead found in the Flint water supply and its potential impacts on the health and safety of the surrounding community. Children’s bodies absorb lead more quickly and efficiently than adults. Lead accumulates in the body over time so ongoing exposure can become toxic-especially in small children.

Lead poisoning is preventable and sources of lead can be identified before children are harmed. It is important to prevent lead poisoning before it happens and talk with your health care provider about lead screening⁶.

Top Communicable Diseases⁵

Oneida County

1. Chlamydia Infection (72 cases)
2. Lyme Disease (37 cases)
3. Pertussis (Whooping Cough) (23 cases)
4. Giardiasis (22 cases)
5. Anaplasmosis (14 cases)

Lead Poisoning Prevention

OCHD works with Women Infant and Children (WIC) office and private medical providers to screen children under the age of five for blood lead levels. The program provides education on prevention of lead exposure to families of children with elevated blood lead levels and offers an in-home assessment to help determine the source of the lead poisoning.

In 2019, a new surveillance system will be implemented to better track lead testing done in Oneida County and document follow up of elevated lead levels.

For more information about the Lead Poisoning Prevention Program, see [Appendix B](#).

Rabies and Animal Bite Investigation

Animal bites are reported to the health department to assure that measures are taken to prevent potential rabies transmissions.

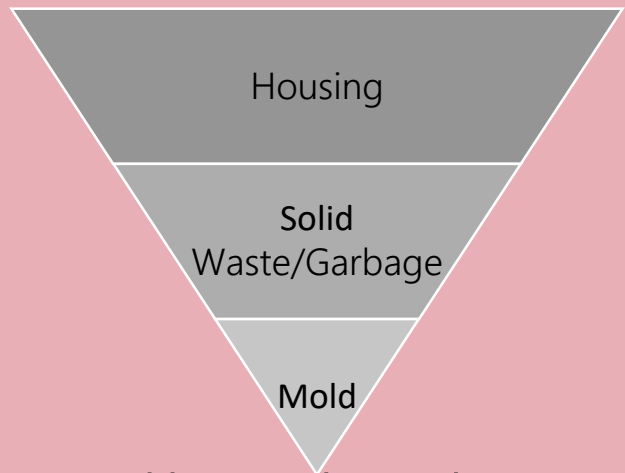
83

Total animal bites investigated during 2018



Human Health Hazard Investigation

To protect the health of citizens of Oneida County, OCHD investigates complaints with the potential of a human health hazard and brings health hazards that are not regulated by other government agencies to resolution under Oneida County ordinances.



Top Health Hazard Complaints

Radon Testing

Radon is an odorless, radioactive gas that is dangerous if it accumulates to high concentrations within buildings and homes. Radon test kits are made available through OCHD in cooperation with the Northcentral Wisconsin Radon Information Center. Test results are mailed directly to participants and referrals are made to the Northcentral Radon Information Center when radon remediation assistance is needed.

Outbreak Investigation

An outbreak is when multiple people are sick with the same disease and are somehow connected to each other. It is important to control these outbreaks as quickly as possible. OCHD works with long-term care facilities, schools, restaurants, and others to help investigate and prevent outbreaks.

5 Total outbreaks investigated during 2018

Inform, Educate, and Empower People about Health Issues

Car Seat Safety Program

OCHD has two public health nurses who are certified as car seat technicians and offers free child car seat safety checks to instruct caregivers on installation, provide education, and inspect car seats. During 2018, 3 more car seat technicians were certified in the community.

In 2019, OCHD will be working in partnership with Ascension St. Mary's under a combined Wisconsin Safety Enforcement car seat grant for the first time. Several joint car seat events will be organized in the community throughout the year.

For more information about the Car Seat Safety Program, see [Appendix C](#).

The safest child car seat is the seat that fits the child, fits the vehicle, and is used correctly every single time.



75 Parents/caregivers **RECEIVED** instruction and were assisted with installation of child safety seats

93% of parents/caregivers were able to **PROPERLY INSTALL** child safety seat after instruction by OCHD certified car seat technician

Infant Safe Sleep Program

OCHD provides information for a safe sleep environment to assure caregivers of newborns in Oneida County have the necessary tools to provide a safe sleep environment for their infant and reduce the risk of sudden, unexpected infant death.

For more information about the Infant Safe Sleep Program, see [Appendix D](#).

307

Parents/caregivers were **PROVIDED** with safe sleep information

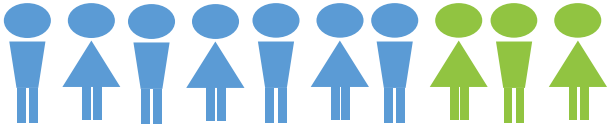


Street Smarts

Street Smarts is a skills-building program to improve youths' social skills and assertiveness to help them practice safer sexual behaviors and reduce substance use.

In 2018, Street Smarts was taught during 2 semesters at Rhinelander High School. Additionally, two more community members were trained to help facilitate the program.

For more information about the Street Smarts Programs, see [Appendix E](#).



7 in 10 students were **MORE CONFIDENT** in **USING A CONDOM CORRECTLY**

"It was a fun class and super funny at times but it actually helps!"
-Street Smarts Youth

146

Students from Rhinelander High School **COMPLETED** the Street Smarts curriculum

Strengthening Families

Strengthening Families is a family skills training program designed to:

- Enhance parenting skills
- Build decision-making skills in youth
- Strengthen family bonds

The Strengthening Families program takes many measures to reduce barriers for families to attend, such as free childcare during the program for families who need it, a free meal during the program, and gas cards if transportation is a barrier.

For more information about the Strengthening Families Programs, see [Appendix F](#).



"The program helps build positive communication and helps strengthen relationships with your teen"
-Strengthening Families Parent

Get Involved!

Community members who are interested in positively impacting the lives of youth are welcome to join the Community Advisory Board (CAB) to help contribute to program sustainability.

Mobilize Community Partnerships and Action to Identify and Solve Health Problems

CAN

In 2018, CAN (Coalition for Activity and Nutrition), previously known as Northwoods LEAN (Linking Education, Activity and Nutrition) was formed to continue chronic disease prevention and management activities in Oneida County. CAN is a tri-county initiative with both Vilas and Forest Counties. The coalition focuses on environmental, policy, and program changes to positively impact the health of Northwoods residents.

During interviews conducted at the Rhinelander Area Food Pantry, community members were asked how the community could improve access to healthy foods. Common responses include:

- Improve transportation
- Create more community gardens
- Host more cooking classes

For more information about CAN activities, see [Appendix G](#).

Prevention is Key!

More than 4 out of every 5 dollars spent on healthcare in the U.S. are spent on people with one or more chronic conditions⁷.



Northwoods COPE

The Northwoods COPE (Community, Outreach, Prevention, and Education) Coalition’s mission is to serve and support all people affected by mental health and substance abuse through education, intervention, and prevention. Northwoods COPE works with over 20 partner agencies to:

- Decrease suicide and depression
- Decrease alcohol and drug abuse
- Increase access to AODA and mental health services
- Strengthen data around mental health and AODA

For more information about Northwoods COPE activities, see [Appendix H](#).

Rx Take Back

Wisconsin collected a record-breaking 68,016 pounds of unused medication at drug disposal boxes and October 2018 Drug Take Back events. Wisconsin collected more unused medications than 48 other states, including beating Texas and only falling in second place to California. Since 2015, Wisconsin has collected and disposed of 469,785 pounds of unused and unwanted medications⁸.

Oneida County October 2018 Results

408.8 pounds

Northwoods Tobacco-Free Coalition (NWTFC)

The Northwoods Tobacco-Free Coalition (NWTFC) is a multi-jurisdictional coalition that represents seven counties across the Northwoods including, Florence, Forest, Lincoln, Oneida, Marinette, Price, and Vilas Counties. OCHD provides technical assistance and organizational support for the coalition. It is NWTFC's mission to improve the health of the residents of the area by preventing and reducing the use of tobacco products and nicotine addiction through leadership, public information, community involvement, and policy development.

For more information about NWTFC activities, see [Appendix I](#).

E-Cigarettes in the News

On December 18, 2018, the US Surgeon General officially declared e-cigarette use among youth an “epidemic.” While national data show that smoking rates are down, the rate of vaping in teens has skyrocketed. According to the 2018 Monitoring the Future survey, which included over 40,000 teens nationwide, 29% of 12th graders reported vaping nicotine during the past 30 days. That is double the rate reporting use in 2017. Similar increases were seen in kids as young as sixth grade⁹.

In order to address this disturbing trend locally, NWTFC has been working in partnership with schools and local leaders to help prevent e-cigarette use among youth.

ABC Grant to Support Mental Health Crisis

In May 2018, OCHD received a grant from Security Health Plan and Marshfield Clinic to improve community systems to support those in mental health crisis. The role of the health department is to facilitate conversations with partners engaged in dealing with mental health crisis in the community. This project includes accessing mental health care, screening during mental health crisis, and providing evidence-based training to improve mental health crisis call response.

For more information about the ABC Program, see [Appendix I](#).



1 in 5 residents stated that **mental health interfered with their usual activities in the past 30 days**

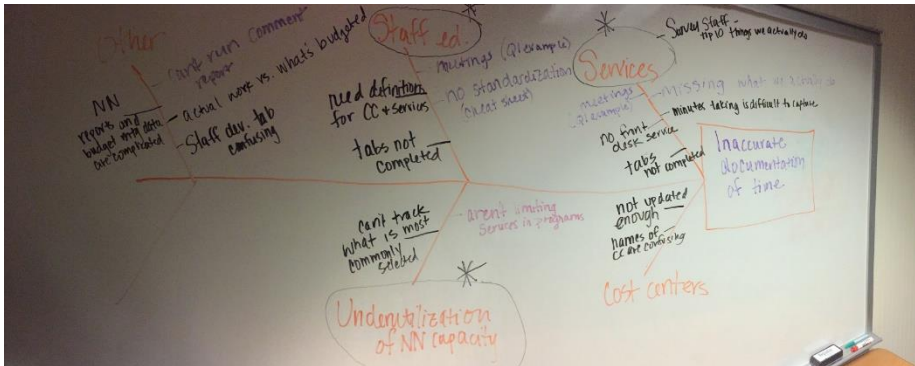
2018 Accomplishments

- ✓ Training for Oneida County Sherriff's Department on Mental Health First Aid
- ✓ School partnership with the Human Service Center to enhance mental health crisis process for students
- ✓ Mental health referral system drafted and piloted by Rhinelander Police Department, Oneida County Sheriff's Department, and the Human Service Center
- ✓ Training and implementation of the Columbia-Suicide Severity Rating Scale for Oneida County Sheriff's Department and Rhinelander Police Department

Develop Policies and Plans that Support Individual and Community Health Efforts

Strategic Plan

OCHD’s Strategic Plan outlines the mission, vision, and core values of the department. It also contains strategic priorities, goals, and objectives that represent OCHD’s firm commitment to assuring a healthy community for all residents. The plan sets forth what the agency intends to achieve, how it will achieve it, and how to measure the achievements. At the end of 2018 and into 2019, a strategic plan “mini-update” will be conducted through partner surveys and reconvening the previous Strategic Planning Committee. This update will reaffirm the commitment that OCHD made while developing the original plan and carry it forward through the 5-year Strategic Plan timeframe.



Quality Improvement (QI)

Quality improvement refers to a continuous and ongoing effort to achieve measurable improvements in the efficiency, effectiveness, performance, accountability, outcomes, and other indicators of quality services or processes, thereby improving health. The current Quality Improvement Plan, which was finalized in 2015, leads the quality improvement program in maximizing agency and staff efficiency and effectiveness, and building the culture of quality within the agency. The entire department is involved in QI at OCHD. In fact, 86% of the current OCHD staff have participated on the QI Team since 2015.

During 2019, the current QI Plan will be reviewed and updated and potentially combined with the Performance Management Plan.

For more information about QI activities, see [Appendix K](#).

6

QI Projects Started in 2018

8

QI New or Continuing Projects Improved Work Processes

3

QI Projects Improved Health Equity

Public Health Preparedness

Whether caused by natural, accidental, or intentional means, public health threats are always present and can lead to the onset of public health incidents. Since 2001, OCHD has been collaborating with local, state, and national partners to prevent, respond to, and rapidly recover from these ever changing public health threats, protecting the community’s health. Program requirements include annual updates of plans, training, and relationship development. Program components are executed by all staff members of the OCHD and spearheaded by the Preparedness Coordinator.

For more information about Public Health Preparedness & Syndromic Surveillance activities, see [Appendix L](#).



- ### 2018 Highlights
- Hosted and participated in 2 tabletop exercises with staff and partners to practice dealing with outbreak and mass casualty events
 - Held a 90-day functional exercise during flu season, practicing point of dispensing mass clinics
 - Updated Risk Communication Plan
 - OCHD staff participated in NCCHO’s Roadmap to Ready Mentorship Program with group members from around the county

48%

Of Americans lack emergency supplies for use in the event of a disaster¹⁰

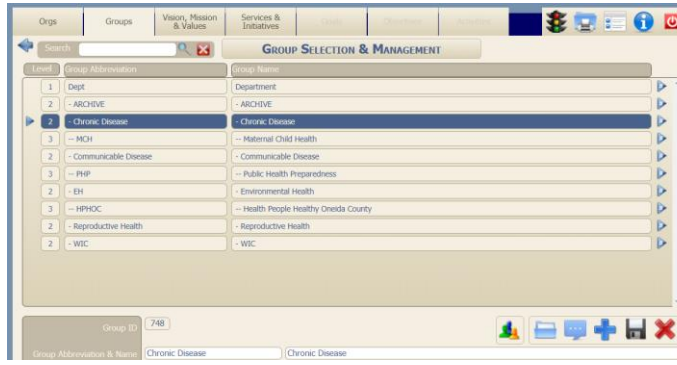
Be Prepared!

Make a preparedness plan for YOUR home. Make sure your children know the plan and all family members are ready to implement it.

Performance Management (PM)

The current Performance Management Plan, which was finalized in 2014, outlines how OCHD’s performance standards are selected and carried out. Progress measures are reported quarterly, and monitored for potential quality improvement projects.

During 2018, all programs reviewed their current performance measures, completed a new template document and updated them as necessary, to assure appropriate tracking and evaluation of progress.



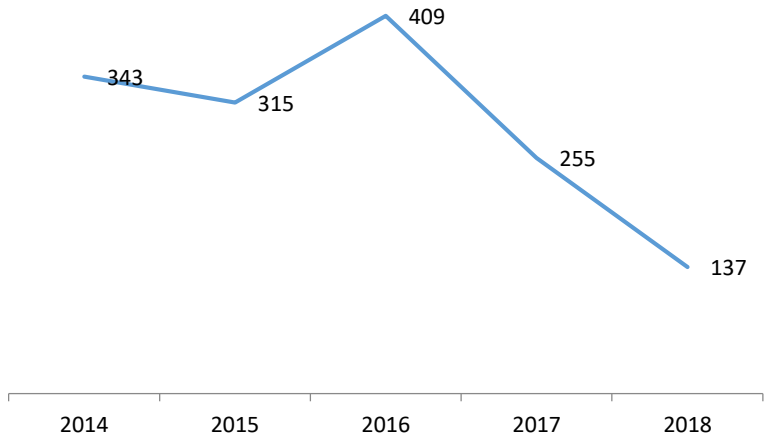
Enforce Laws and Regulations that Protect Health and Ensure Safety

Health Inspections

In 2018, OCHD Environmental Health staff conducted 850 total inspections on 830 licensed facilities, including school food facilities, restaurants, retail food locations, lodging facilities, campgrounds, youth camps, public pools, body art facilities, vending, and manufactured home communities. Inspections are conducted to ensure safe food and protection of public safety.

For more information about Environmental Health, Inspections, & Water Testing activities, see [Appendix M](#).

CDC Risk Factor (Food) Violations



Food Inspections

OCHD assesses CDC Risk Factor data from violations of food establishments. CDC Risk Factors are activities that are likely to increase the risk of people getting sick, they include cooking, unsafe sources, improper holding, cross contamination, personal hygiene, and others.

DNR Well Water Program

OCHD is responsible for inspecting and testing approximately 304 transient non-community (TN) wells in Oneida County. A TN well is one that serves 25 or more people at least 60 days out of year. Bacteria and nitrate drinking water samples are collected annually. Additionally, the wells and water distribution systems are inspected to ensure all system components meet plumbing code requirements.



304

TN Wells Tested for Bacteria and Nitrates

9

TN Wells with Unsafe Bacteria Levels

136

Follow Up Samples Collected to Ensure Well Disinfection

Wisconsin Wins Compliance Checks

Wisconsin Wins (WI Wins) is a science-based, state-level initiative designed to decrease youth access to tobacco products. It was launched in the spring of 2002 as part of a comprehensive approach to prevent youth access to tobacco.

WI Wins uses positive reinforcement to reduce illegal tobacco sales to minors. It congratulates local clerks who do not sell tobacco to youth, while educating those who would. This approach creates community pride by reducing youth access to tobacco products and providing youth a chance to make a difference in their community.



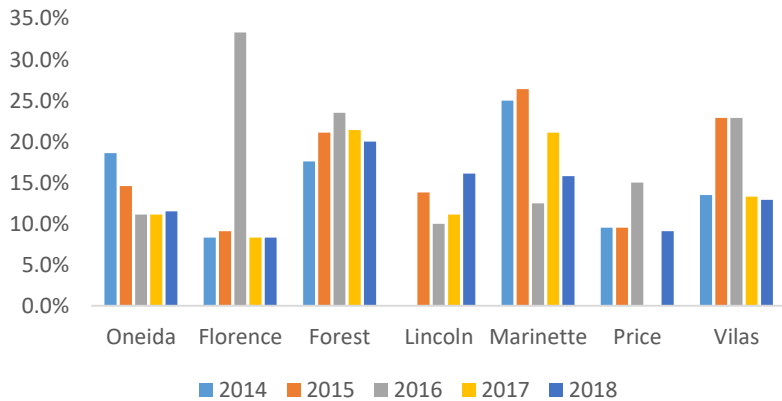
For more information about the Wisconsin Wins Compliance Checks Program, see [Appendix N](#).



52

Compliance Checks Completed in Oneida County

Percentage of Illegal Tobacco Sales to Minors



Wisconsin Wins: Trained Employees, Tobacco-Free Kids.

During 5 out of the 6 illegal sales, a clerk asked to see an ID, but misread it

Link People to Needed Personal Health Services and Assure the Provision of Health Care when Otherwise Unavailable

Wisconsin Well Woman Program (WWWP)

WWWP provides FREE breast and cervical cancer screenings for women ages 45-64 that are uninsured or underinsured, have a high copayment or deductible, and meet income guidelines.

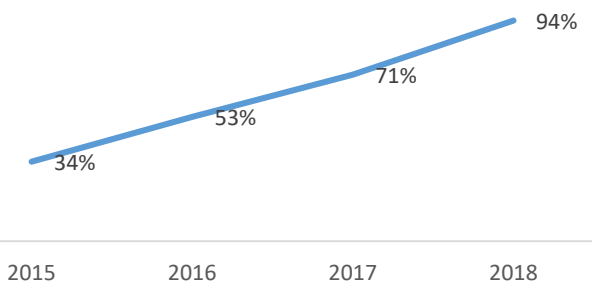
To reduce the number of new cancer cases, as well as the illness, disability, and death caused by cancer, the WWWP pays for mammograms, Pap tests, and certain other breast and cervical screenings. It also provides multiple sclerosis (MS) testing for women that are at high risk for MS.

OCHD coordinates WWWP services for 9 counties in Northern Wisconsin as 1 of 13 jurisdictions in the state.

For more information about the Wisconsin Well Woman Program, see [Appendix O](#).

Federal Changes on a Local Level
In 2018, the Trump Administration eliminated the federal tax penalty for not having insurance beginning in 2019. This change could lead to increased WWWP enrollment numbers over time if uninsured rates rise for eligible women.

Active WWWP Clients Screened for Cancer



Looking Forward

There has been a concerning increase in the past year with the inability to keep contact with women enrolled in the WWWP via mail and telephone. When a woman is unable to be contacted, they become inactive in the program due to the inability to provide case management. During 2019, activities will continue to focus on outreach to WWWP provider entities (clinics), the general public, and the targeted population in order to not only continue to increase enrollment but assure those who are enrolled remain active in the program.

Prenatal Care Coordination (PNCC)

The purpose of the Medicaid PNCC Program is to provide access to medical, social, educational, and other services to pregnant women who are considered high risk for adverse pregnancy outcomes. PNCC assists women on Medicaid and BadgerCare to get the support they need to have a healthy baby. OCHD provides assessment, care plan development, ongoing care coordination, referrals, and health education to PNCC women. The personalized plan of care is developed for a healthy pregnancy, birth, and beyond.

For more information about the Prenatal Care Coordination Program, see [Appendix P](#).

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Women **ENROLLED** in PNCC in 2018

Looking Forward

Goals for the PNCC program for 2019 include providing further education to other agencies about the eligibility qualifications needed for a client to be enrolled in PNCC and increase the number of qualified referrals received from other agencies in the community.



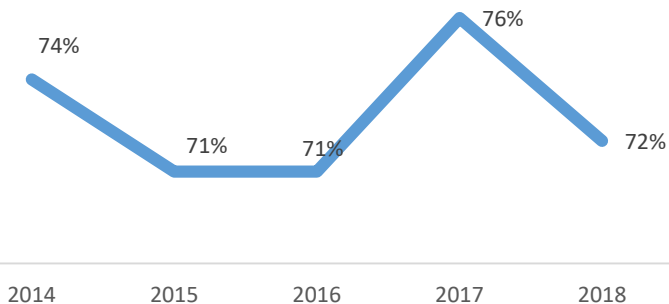
Immunization Program

OCHD works to improve and sustain immunization coverage, offering vaccinations and information about the safety and importance of timely immunizations. The immunization program promotes and provides adult and childhood immunizations throughout the county to assure that community members have access to this essential preventive health service.

Based on numbers collected for 2016, a quality improvement project focusing on improving the rate of childhood immunizations was initiated in 2017 and will continue into 2019.

For more information about the Immunization Program, see [Appendix A](#).

Percent of Oneida County Children Up to Date on Immunizations at 24 months¹¹



Serving All Ages

OCHD works to improve and sustain immunization coverage, offering vaccinations and information about the safety and importance of timely immunizations. The immunization program promotes and provides adult and childhood immunizations throughout the county to assure that community members have access to this essential preventive health service.

Fluoride Program

According to WI DHS, only 21% of Oneida County residents have access to optimally fluoridated water¹². OCHD offers a Fluoride Supplement Program to address the needs of children ages 6 months to 16 years in such circumstances.

Goals in 2019 will include further collaboration with the Northwoods Dental Project to increase awareness of the OCHD Fluoride Supplement program.

For more information about the Fluoride Program, see [Appendix Q](#)

0.7

Parts per million (PPM) is the optimal level of fluoride in well water for Wisconsin¹³



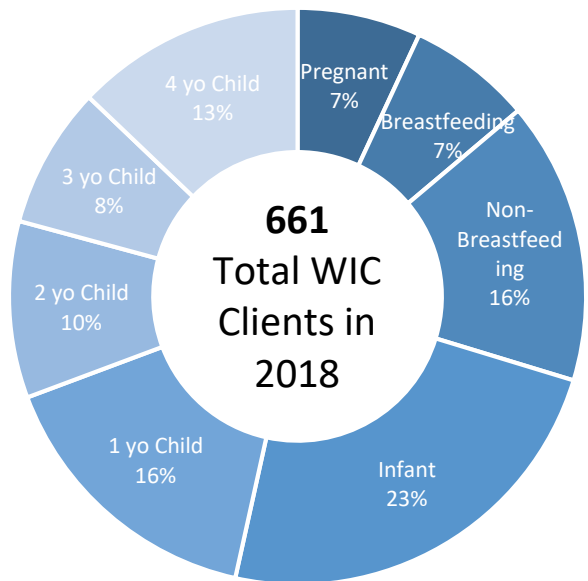
Women Infants and Children (WIC)

WIC is a Supplemental Nutrition Assistance Program under the USDA that provides services to children from birth until 5 years of age and women that are pregnant and postpartum. WIC provides breastfeeding support, nutrition education, and connects families with other area resources.

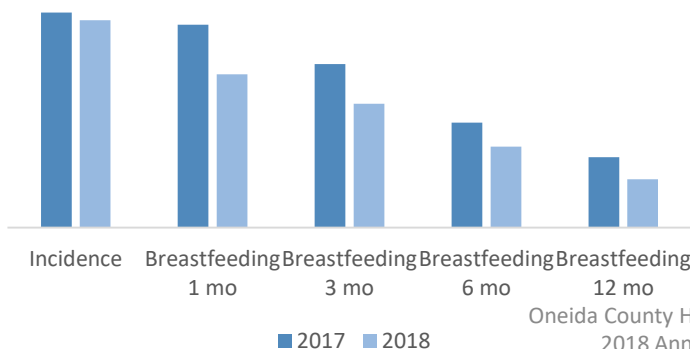
During 2018, the WIC program went through a variety of changes:

- Online education opportunities were encouraged
- Updated clinic flow: No more bouncing back and forth from the waiting room to clinic rooms and back.
- New WIC clinic schedule: Clients were surveyed and their scheduling needs were heard.
- More appointment reminders: Clients have the option to receive them via text, email, or phone call.

For more information about the WIC Program, see [Appendix R](#).



Breastfeeding Incidence and Duration



Looking Forward

Local breastfeeding data suggests that OCHD WIC needs to improve training and education to better support moms. Internal trainings will be completed in 2019 as well as the implementation of the Collective Program with partner agencies community-wide.

Reproductive Health Clinic

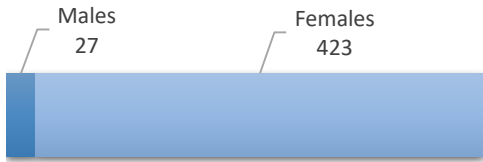
Since 1982, OCHD has been able to provide reproductive health services to those people who are not insured or under-insured so they can access affordable and confidential health care and contraceptive supplies. The two main priorities of the Family Planning/Reproductive Health Program are to reduce the number of unintended pregnancies and avoid the consequences of sexually transmitted diseases.

In 2018, the Reproductive Health Clinic (RHC) continued work on the Adolescent Champion Model (ACM) and in August, received recognition for their work. The ACM focuses on confidentiality, increased screening, and creating a welcoming environment.

Additionally, during 2018, all three full time RHC staff members participated and/or facilitated statewide committees and trainings, contributing to consistent, high-quality, evidence-based practice throughout the state.

For more information about Reproductive Health Clinic activities, see [Appendix S](#).

Unique Clients Served in 2018



\$504,410

Oneida County taxpayer dollars **SAVED** in 2018 because of preventive services provided by the reproductive health clinic¹⁴

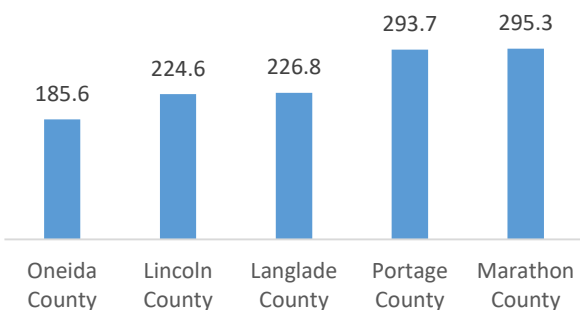
Federal Changes

In 2019, some businesses will be able to remove contraceptive coverage on their employees' insurance with the new religious exemption in the Affordable Care Act (ACA) put in place by the current Administration. This change could make accessible and affordable reproductive health care and family planning contraceptive services more in demand at OCHD¹⁵.

90 Estimated unintended pregnancies prevented¹⁴

30 Estimated abortions prevented¹⁴

Chlamydia Rate per 100,000 population¹⁶



Looking Forward

Although the RHC provides high quality services to their clients, there are many individuals in the community who could benefit from the services but are not actively seeking them. In 2019, the RHC will work with local partners to try to increase referrals and assure access to safe and confidential services to all who may be in need of it.

Assure Competent Public & Personal Health Care Workforce

Workforce Development

In order to assure a competent public and personal health care workforce, OCHD has a Workforce Development Plan in place. In order to achieve the goals of the plan OCHD incorporates nationally recognized organizational and professional competencies, assures annual staff assessments, and provides an opportunity for individualized training planning for OCHD staff to shape and customize their public health career path.

The plan includes strategies to

- Recruit and hire quality staff
- Engage and nurture existing staff
- Develop leadership internally
- Plan for succession
- Provide for a smooth transition due to resignations or retirements to assure OCHD has considered the employee lifecycle and the continued building of a culture of continuous quality improvement.

During 2018, the Quality Improvement Team reviewed and adopted the Public Health Foundation's Competencies for Performance Improvement Professionals in Public Health. Starting in 2019, OCHD staff will be assessed annually based on these principles and results will be implemented into training plans.



Linkages with Academia

Equally as important to assuring a strong existing public health workforce is to train, motivate, and mentor the future public health workforce. OCHD has strong linkages with numerous institutions of higher learning and serves as a site for student placement, observation, practicum experience, and internships. OCHD's comprehensive internship experience thoroughly prepares students to be successful in their future endeavors.

9

Students hosted at OCHD during 2018



UNIVERSITY of WISCONSIN GREEN BAY



The State University of New York



UNIVERSITY OF WISCONSIN OSHKOSH

Evaluate Effectiveness, Accessibility, & Quality of Personal & Population-Based Health Services

Community Health Improvement Plan (CHIP)

The OCHD CHIP is an action plan. For any action that the community partners or OCHD takes, we must evaluate to see if the program was successful. Evaluation measures include process evaluation, output evaluation, and outcome evaluation, including performance measures and health outcome measures.

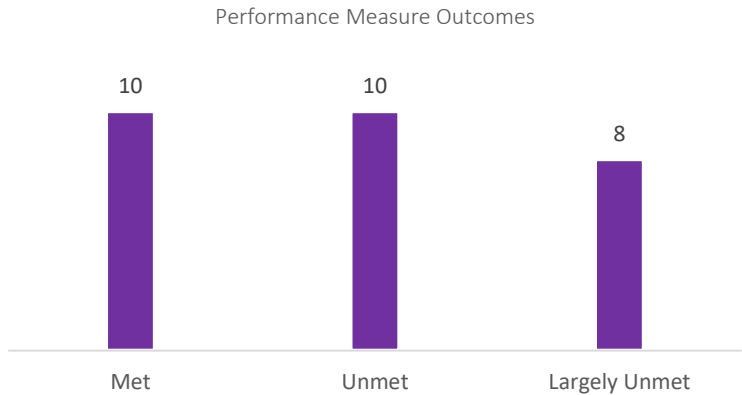
Customer Satisfaction Surveys & Program Evaluation

Part of program evaluation may include client or customer feedback. In 2018, programs that conducted customer satisfaction surveys were the Reproductive Health Clinic, Street Smarts, Strengthening Families and WIC. Questions generally focused on quality and accessibility of services and provided an opportunity for participants to express any additional comments or suggestions for improvement. Street Smarts and Strengthening Families surveys also asked participants what they learned and their confidence in using newly acquired skills.

Performance Management & Quality Improvement

The OCHD Performance Management and Quality Improvement plans support program and service evaluation and continuous quality improvement. The plans and measures are reviewed and updated as needed to prevent status quo work. Quality improvement projects are often the result of performance measurement.

For more information about QI activities, see [Appendix K](#).



Program Workplans

In 2018, OCHD standardized a template workplan for all OCHD programs to complete. This template includes formal evaluation section, in which programs evaluate and analyze program implementation and processes as well as program outcomes.

Research for New Insights & Innovative Solutions to Health Problems

Community Health Assessment

OCHD's current Community Health Assessment, completed in 2015, utilized a community-wide survey to help determine program and service needs. The survey was developed and conducted in partnership with the University of Wisconsin-Stout, Applied Research Center to ensure valid and reliable results.

During 2018 a small-scale community survey was conducted in partnership with Ascension Medical Group to assure the current Community Health Improvement Plan aligned with community needs.



Other Research Involvement

OCHD was awarded a grant to conduct community focus groups related to local health gaps and trends. The insights gathered were shared with the Wisconsin Department of Public Health and Advancing a Healthier Wisconsin Endowment for use in the State Health Plan and a Rural Cancer Disparities project, respectively. Additionally, OCHD began participating in a nationwide Uniform Chart of Accounts pilot project to standardize public health financial data tracking systems and allow within- and between- state comparisons over time. The system has the potential to increase transparency and accountability for investments made in public health and ultimately can contribute to improved performance of the public health system. Finally, OCHD has several staff members who participate on statewide councils, committees, and boards focusing on research and best-practice. These include, Rural Cancer Advisory Committee, Wisconsin Public Health Research Network Board, Health Care Education and Training Advisory Committee, etc.

Future Opportunities

OCHD prides itself on being a forward thinking, progressive health department. As part of this mission, OCHD continually works to secure funding for innovative approaches to address community health needs. In 2019, OCHD plans to write for grants that will support work with community partnerships, address access to care, and social determinants of health.



Looking to the Future



Maintaining PHAB Accreditation: Always Moving Forward

Being a nationally accredited public health department since 2013, the OCHD is expected to perform at a level of nationally recognized standards and measures using evidence-based practices outlined by PHAB (Public Health Accreditation Board). Nationally, PHAB accreditation status is given to health departments for a 5-year period. During those 5 years, health departments are required to demonstrate improvements and continual compliance with PHAB standards. To maintain accreditation status, OCHD uses Quality Improvement practices and tools to achieve measurable improvements that contribute to the vision and goal of a healthy community for all. As one of the first 31 nationally accredited public health departments, OCHD will reapply for accreditation in 2019.

Applying a Health Equity Lens

Zip code, income, race, and other social factors should not predict a person's health outcomes. In 2018, OCHD continued and enhanced long-term work to remove barriers to good health, so that everyone has equal opportunities to be healthy wherever they live, learn, work, and play. Moving into 2019, OCHD will look to work on more sustainable policy work to improve health outcomes for all.

Working for You

In 2019, OCHD will continue to work for the health of the community. OCHD recognizes that surroundings must support healthy behavior, decisions determine these surroundings, and goals and strong community advocates guide these decisions. OCHD will continue to advocate for health in all policies, access to safe, healthy foods, green spaces, fresh air, and safe environments.



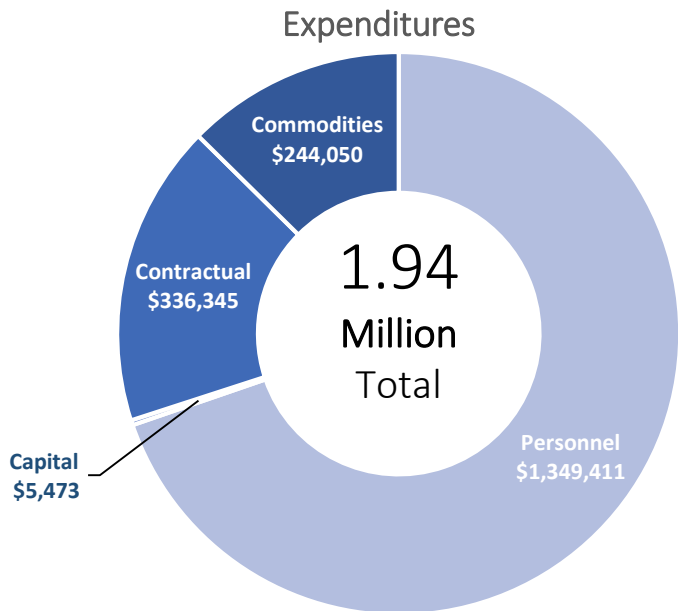
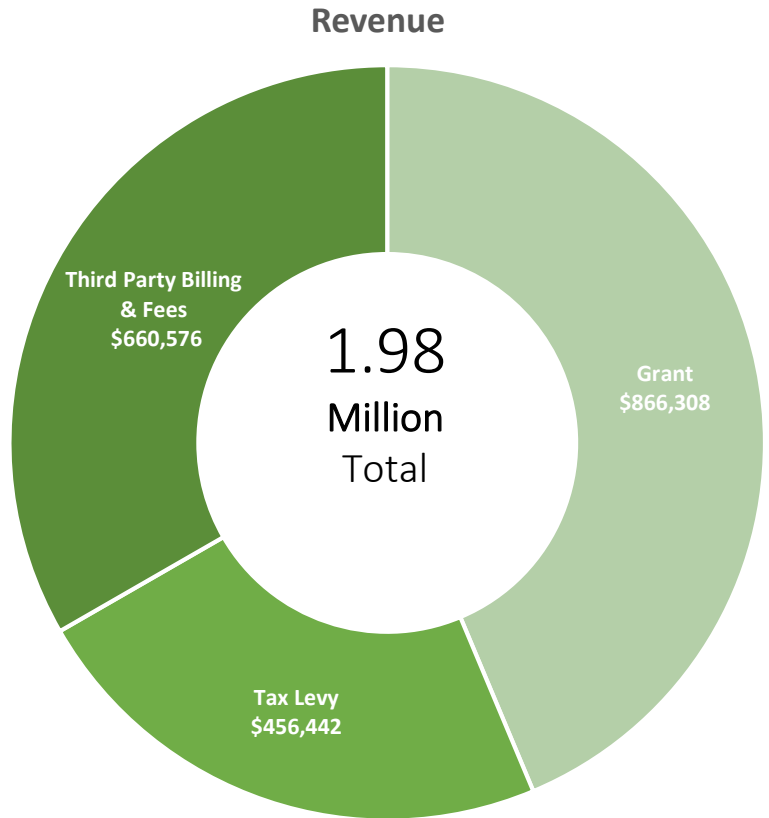
2018 OCHD Operating Budget

In order to maintain an adequate operating budget OCHD works hard to identify and apply for additional grant funding on an ongoing basis.

Grant funding sources for 2018 include the State of Wisconsin; federal funding such as the CDC and USDA; and other private funding sources. In 2018, OCHD had at least 18 different grants that helped to support the following programs:

- Family Planning
- Lead Poisoning Prevention
- Tobacco Compliance Checks
- Northwoods Tobacco-Free Coalition
- COPE Coalition
- Public Health Preparedness
- Maternal Child Health-Injury Prevention
- Strengthening Families
- Street Smarts
- Communicable Disease Prevention
- Fit Families
- Fluoride Supplementation Program
- Wisconsin Well Woman Program
- Immunization Program
- Chronic Disease Coalition-LEAN
- ABC (Mental Health Crisis) Program
- WIC
- Breastfeeding Support

In addition to grant funding, OCHD staff are encouraged to seek out scholarships for trainings as another way to maintain a high level of quality service to the community without increasing costs. In 2018, several OCHD staff trainings were paid for through scholarships from the host, organizer, or other entity.





Public Health: Worth the Investment

According to a 2017 systematic review conducted by Masters, et. al., “local and national public health interventions are highly cost-saving.” Additionally, “cuts to public health budgets in high income countries therefore represent a false economy, and are likely to generate billions of (dollars) of additional costs to health services and the wider economy.”

For every **\$1** spent on local public health interventions an average return on investment of **\$4.10** was noted¹⁶.

OCHD Programs and Services

Adolescent Programming

Strengthening Families
Street Smarts

Animals

Rabies prevention
Corvid bird testing



Communicable Disease

Disease prevention & control
Communicable disease follow up
TB skin testing

Dental Health

Northwoods Dental Project
Fluoride supplement program

Emergency Preparedness

Emergency preparedness planning

Environmental Health

Water test kits
Lead screening
Radon test kits

Food/Lodging Inspections & Licensing

Food and restaurant inspections
Lodging and pool inspections
Camp and temporary event inspections

Health Hazards

Health hazard investigation

Immunization

Community immunization clinics
In office immunization appointments

Influenza

Community flu shot clinics
Annual flu shots

Injury Prevention

Car seat installation & information

Reproductive Health

Pap & pelvic exams
STD screening & treatment
Pregnancy testing
Birth control supplies
Emergency contraception (Plan B)
Sexual health education
Family planning advice
Communicable disease follow up, education, & partner notification

WIC

Breastfeeding support & resources
Nutrition education
Supplemental foods
Referrals to health & community support

Women's Health

Prenatal Care Coordination (PNCC)
Home visits to moms & newborns
Postpartum support
Wisconsin Well Woman Program (WWWP)

Coalitions

Chronic Disease-CAN
Immunization Coalition
Mental Health & AODA-COPE
Northwoods Breastfeeding Coalition
Northwoods Tobacco Free Coalition
Biking and Walking Trails Council

OCHD Staff



Health Department Staff

Director/Health Officer

Linda Conlon, MPH, BAN, RN

Public Health

Jen Bates, RN, BSN, Public Health Nurse
Jenny Chiamulera, Community Health Specialist
Dawn Klink, RN, BSN, Public Health Nurse
Rebecca Lohagen, RN, BSN, Public Health Nurse
Maria Otterholt, Community Health Specialist
Nichole Peplinski, RN, BSN, Public Health Nurse
Ben Prom, Community Health Specialist
Kyla Waksmonski, Community Health Specialist

Support Staff

Sherri Bergman, Receptionist
Kerri Ison, Administrative Support
Pattie Soder, Account Clerk

Assistant Director

Marta McMillion, MPH, MS, CHES

Reproductive Health

Anne Cirilli, CHES, Community Health Specialist
Linda Jerzak, NP, Nurse Practitioner
Beth Stamper, Account Clerk
Liz Whalen, RN, BSN, Reproductive Health Nurse

WIC

Lindsey Brost, RD, CDC, CLC, Dietician & Director
Brenda Husing, RD, CD, CLS, Dietician
Andrea Johnson, Breastfeeding Peer Counselor
Terra Swanson, Clerk

Environmental Health

Jody McKinney, RS, Environmental Health Specialist
Teri Schwab, Environmental Health Technician
Todd Troskey, RS, Environmental Health Specialist

Board of Health

Tom Kelly, Chair, County Board Supervisor
Bob Metropulos, Vice-Chair, County Board Supervisor
Jackie Cody, Citizen Member, Appointed
Anne Ovsak, RN, Citizen Member, Appointed
Steven Schreier, County Board Supervisor
Amy Slette, MD, Citizen Member, Appointed
Jim Winkler, County Board Supervisor

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A woman and a young girl are walking a dog on a path covered in fallen leaves in a forest. The woman is wearing a white jacket, a teal shirt, and a scarf. The girl is wearing a blue jacket and blue pants. The dog is a light-colored breed with a red collar. The background is filled with trees and foliage in shades of green and yellow.

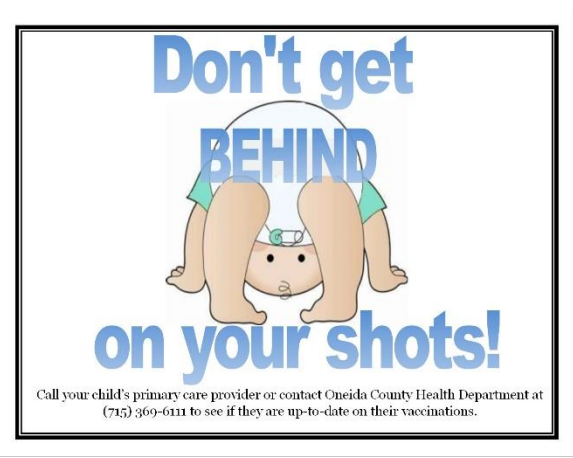
Public health works in countless ways to make our world better.

-APHA

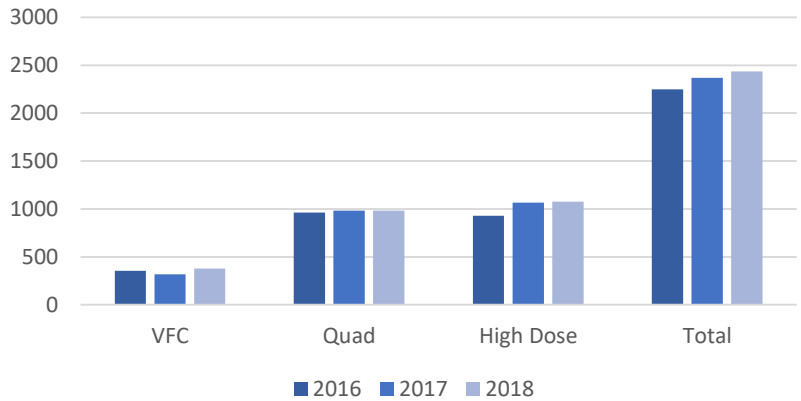
Appendix A: Immunization Program

Serving All Ages

OCHD works to improve and sustain immunization coverage, offering vaccinations and information about the safety of and importance of timely immunizations. The immunization program promotes and provides adult and childhood immunizations throughout the county to assure that community members have access to this essential preventive health service.



NUMBER OF FLU SHOTS GIVEN BY OCHD¹¹



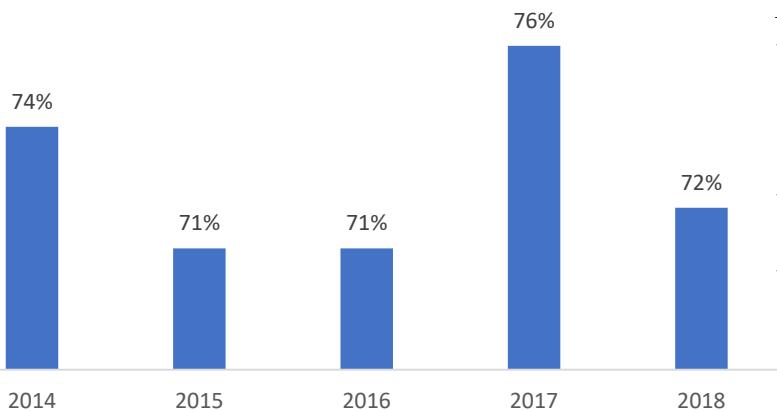
Quality Improvement

A quality improvement project focusing on improving the rate of childhood immunizations in the county continued through 2018 and into 2019.

Activities of this project include:

- ✓ Immunization reminder mailings to all families that had a child turning 2 years old, including immunization record if child was already behind
- ✓ Community education through client visits and media releases
- ✓ Partner with WIC to provide immunizations after appointments to decrease “missed opportunities” for immunizations

Percent of Oneida County Children Up-To-Date on Immunizations at 24 Months¹¹



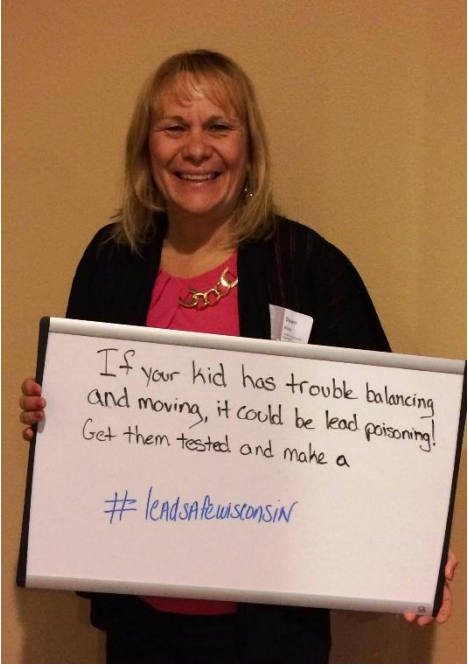
For more information about the Immunization Program check out the Oneida County Health Department website. <http://oneidacountypublichealth.org/services/immunization/>

Appendix B: Lead Poisoning Prevention Program

Who is tested for lead?

Children under the age of five are screened for lead exposure:

- At WIC. One and two year olds are screened for lead annually during WIC appointments. Three to five year olds are screened only if they have not had a previous lead test done.
- By a private medical provider.
- At the Oneida County Health Department by appointment.



Oneida County Children Tested for Lead



What happens if lead levels are high?

A public health nurse follows up with all elevated lead results in the county. Children with elevated capillary lead levels of 5 mcg/dl or greater are referred to their medical provider for a confirmatory venous blood lead test.

Improved Tracking

The new Healthy Homes and Lead Poisoning Surveillance System (HLLPSS) will allow for better tracking of lead testing done in Oneida County and easier documentation of follow up for elevated lead levels by the public health nurse.

45

Lead Poisoning Prevention Efforts

The Lead Poisoning Prevention Program provides education on prevention of lead exposure to families of children whose confirmed lead levels are 5 mcg/dl or higher. Families are also offered an in-home assessment to help determine the source of the lead poisoning.

Percent of Oneida County children under the age of five received blood lead screening at WIC appointment

For more information about Lead Poisoning Prevention, check out the Oneida County Health Department website.

<http://oneidacountypublichealth.org/services/environmental-health/lead-program/>

Appendix C: Car Seat Safety Program



CAR SEAT PROGRAM

Oneida County Health Department (OCHD) has two public health nurses who are certified car seat technicians. They offer free child car seat safety checks to instruct caregivers on installation, provide education, and inspect car seats. The safest child car seat is the seat that fits the child, fits the vehicle, and is used correctly every single time.

OCHD and Ascension received a Wisconsin Safety and Enforcement grant, which provided money to purchase convertible car seats for a car seat exchange program for low-income families. Together, there are 5 car seat technicians in Oneida County.

MILESTONES ACHIEVED:

56

Car seats distributed

75

Car seats checked

93%

Able to properly install car seat independently

AMERICAN ACADEMY OF PEDIATRICS STATEMENT:

- Keep children in rear facing car seats as long as they are within the height & weight requirements for the car seat.
- Children should ride in forward-facing car safety seats with a harness as long as they are within the height & weight requirements for the car seat.
- Children should ride in booster seats until they are tall enough to sit on the vehicle seat without slouching, and the seat belt fits snugly across the top of the thighs and across the shoulder.
- Children under 13 years of age should ride in the back seat using a lap and shoulder belt. It is important to note that every transition is associated with some decrease in protection; therefore, parents should be encouraged to delay these transitions for as long as possible.



LOOKING FORWARD:

OCHD, Ascension and Safe Kids of Wausau will continue to collaborate and host an annual car seat event at the Rhinelander Fire Department. Additional car seat events are also planned for 2019.



Appendix D: Safe Sleep Program

Safe Sleep Education

The Safe Sleep Program educates pregnant women and caregivers of infants about safe sleep environments for infants. The goal of the program is to assure that all infants have a safe place to sleep. OCHD staff work to make sure that caregivers have the information and tools to provide it.

OCHD public health nurses and community health specialists contact all parents of newborns in Oneida County. They educate new parents on safe sleep and assess for a safe sleep environment. If requested, an educational packet, including safe sleep information, is sent out.

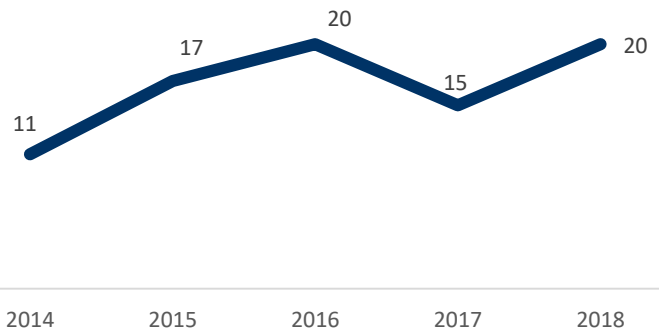


307 Parents or caregivers provided safe sleep information in 2018

Pack 'N Play Program

Pack 'N Plays, along with safe sleep information, are provided to income eligible parents or caregivers to ensure that their infant has a safe place to sleep.

Pack 'N Plays Distributed



Despite the existence of compelling research and statistics about the importance of safe sleep in reducing our nation's high rate of infant mortality, the number of babies who die in adult beds and other unsafe sleep environments is on the rise. In fact, of the more than 4,500 sudden, unexpected infant deaths each year, statistics show that as many as 80%-90% are the result of unsafe sleep practices.

These are preventable deaths.¹⁷

For more information about Safe Sleep, check out the Oneida County Health Department website. <http://oneidacountypublichealth.org/services/injury-prevention/safe-sleep/>

Appendix E: Street Smarts

Building Confidence

Street Smarts is a down to earth program that teenagers can relate to, giving them the skills and practice they need to confidently make healthy choices as they navigate through their high school years. It is designed to help youth:

- Practice safe sex
- Get in touch with their feelings
- Get rid of thoughts that are self-defeating
- Feel confident about their ability to act safe
- Know where to go when they need help

In 2018, two rounds of Street Smarts were implemented in partnership with the Rhinelander High School freshman health classes.



70 Percent of participants said that Street Smarts made them **more confident to use a condom correctly or explain how to**

69 Percent of participants said that Street Smarts helped them **make healthy decisions about drugs /alcohol**

"Street Smarts is a very good thing to take because you learn a lot of things you can definitely use to make good decisions and be careful at all times"
 -Street Smarts Youth



146 Students at RHS completed the Street Smarts curriculum

For more information about Street Smarts, check out the Oneida County Health Department website.
<http://oneidacountypublichealth.org/services/adolescent-programming/>

Appendix F: Strengthening Families

Family Skill Building

Strengthening Families provides families with a chance to spend quality time together. Through fun games and activities, parents and youth enjoy learning new ways to bond as a family, talk to each other, and use family strengths to solve problems together.

In an effort to address potential health equity needs, the Strengthening Families program offered free childcare and gas cards to participating families who may have experienced a hardship. Additionally, a free meal is served during every Strengthening Families session.

During 2018, OCHD partnered with many other organizations to successfully implement the Strengthening Families curriculum, including: Oneida County Social Services, UW Extension, Northwoods United Way, Tri-County Council on Sexual Assault and Domestic Violence, Human Service Center, YMCA of the Northwoods, Kids Improving our Neighborhood, and Rhinelander School District.



6

Families completed the Strengthening Families program in 2018

Plans to Expand

During 2018 the plan was to expand the Strengthening Families program to Minocqua while maintaining it in Rhinelander. To help encourage families in each community to participate, a vast amount of time was dedicated to empowering youth leaders (clergy, school counselors, social workers, etc.) to be advocates for the program and personally invite families to attend. While this was a successful campaign in Rhinelander, despite the efforts and support from the middle school and clergy, there was not enough families interested in the Minocqua area to run a program.

2019 will focus on sustainability of the program in the Rhinelander area.

“Positive, fun, engaging class. Very relevant to today’s early teen issues”
-Strengthening Families Parent

“I learned steps to take to reach goals”
-Strengthening Families Youth



For more information about Strengthening Families, check out the Oneida County Health Department website. <http://oneidacountypublichealth.org/services/adolescent-programming/>

Appendix G: CAN

Addressing Community Needs

In 2018, CAN (Coalition for Activity and Nutrition), previously known as Northwoods LEAN (Linking Education, Activity and Nutrition) was formed to continue chronic disease prevention and management activities in the community. CAN is a tri-county initiative with both Vilas and Forest Counties. The coalition focuses on environmental, policy, and program changes to positively impact the health of Northwoods residents.

The current Community Health Improvement Plan (CHIP) serves as a guide for coalition priority areas. For example, during 2018, the Winter Farmers Market was continued, supporting CHIP Chronic Disease Goal 2, Objective 2-increase evidence based programming in the community that supports healthy nutrition.



2018 Highlights

As a semi-new coalition, CAN focused on the following in 2018:

- ✓ Coalition structure
- ✓ Coalition recruitment
- ✓ Collaborative meetings to determine key focus areas for chronic disease prevention and management

In addition, CAN had a student intern in 2018 who helped promote local initiatives including:

- ✓ Food Drive 5 (health food pantry donation)
- ✓ Strong Bones (aging programming)

More than 4 out of every 5 dollars spent on healthcare in the U.S. are spent on people with one or more chronic conditions.²

For more information about CAN, check out the Oneida County Health Department website. <http://oneidacountypublichealth.org/coalitions/chronic-disease-lean/>

A woman with braided hair, wearing a light blue button-down shirt, is smiling and looking down at a cutting board in a kitchen. In the foreground, a young girl with curly hair, wearing a pink striped shirt, is holding a yellow bell pepper and looking towards the camera. The kitchen background shows a stove and cabinets.

While a doctor treats people who are sick, those working in public health try to prevent people from getting sick or injured in the first place.

-APHA

Appendix H: Northwoods COPE

Our Mission

The Northwoods COPE’s mission is to serve and support all people affected by mental health and substance abuse through education, intervention and prevention. COPE is a tri-county coalition (Oneida, Forest, and Vilas). The coalition is made up of three subcommittees (AODA, Mental Health, and Access to Care). Each subcommittee is dedicated to strategies that support the goals of the Community Health Improvement Plan (CHIP).

The four main objectives of the coalition are:

1. Decrease suicide and depression
2. Decrease alcohol and drug abuse
3. Increase access to AODA and mental health services
4. Strengthen data around mental health and AODA



COPE: A Year in Review

In 2018 the COPE Coalition re-established the Leadership Committee and performed a Coalition Capacity Building Project to improve coalition communication, build capacity, and increase sustainability. A coalition that is intentional and strategic about the work it does will accomplish far more than by being only reactive and opportunistic.

The coalition completed the following activities:

- ✓ Completed a coalition SWOC
- ✓ Revised the Strategic Plan
- ✓ Developed an organizational chart
- ✓ Defined committees
- ✓ Revised the bylaws
- ✓ Revised leadership positions

AODA Subcommittee: 2018 Accomplishments

The AODA Subcommittee supports the CHIP AODA Goal 3, Objective 2-implement or strengthen one new strategy to decrease alcohol and drug abuse. In order to accomplish this objective, the subcommittee focused on evidence-based interventions that address both individual and environmental prevention strategies.

- Prescription drug security, disposal, and collection
- Sharps take back event
- Drug enforcement through law enforcement Drug Recognition Expert (DRE) training, and K9 unit training
- Drug data collection and sharing
- Community drug awareness raising through educational materials, media outreach campaigns, WRITTEN OFF Documentary showings, and “Hidden in Plain Sight” Teen Bedroom



Mental Health Subcommittee: 2018 Accomplishments

The Mental Health Subcommittee supports the CHIP Mental Health Goal 3, Objective 1- implement or strengthen one new strategy to increase the effectiveness of systems and programming that prevent suicide and decrease depression. In order to accomplish this objective, the subcommittee focused on evidence-based interventions that target individuals, families, communities, and society through primary, secondary, and tertiary prevention pathways.

The subcommittee worked with local school districts to better understand adolescent suicide risk and support implementation of evidence-based prevention programs and policy in order to reduce youth suicide attempts and suicidal thoughts and behaviors. Area schools are using such programs as QPR (Question, Persuade, Refer) Gatekeeper Training, Journey 101 and Journey 1, Second Step, and Signs of Suicide.

Individuals who suffer from a mental health disorder are more likely to experience an alcohol or substance use disorder also.¹⁸

Data Collection

Both the AODA and Mental Health Subcommittees had a focus on identifying and utilizing a data collection tool related to mental health/AODA. In 2018 a Youth Risk Behavior Survey (YRBS) workgroup was formed between Oneida and Vilas Counties to promote and encourage all area high schools and middle schools to implement the YRBS. This was successful campaign. All middle schools and all high schools in Oneida County will be completing the YRBS in the near future.



For more information about the Northwods COPE, check out the Oneida County Health Department website. <http://oneidacountypublichealth.org/coalitions/mental-health-aoda/>

Appendix I: Northwoods Tobacco-Free Coalition (NWTFC)

Preventing and Reducing Tobacco Use

The NWTFC is a multi-jurisdictional coalition that represents seven counties across the Northwoods, including, Florence, Forest, Lincoln, Oneida, Marinette, Price, and Vilas Counties. The Oneida County Health Department provides technical assistance and organizational support for the coalition.

It is NWTFC's mission to protect the health of the residents of Florence, Forest, Lincoln, Oneida, Marinette, Price, and Vilas Counties by preventing and reducing the use of tobacco products and nicotine addiction through leadership, public information, community involvement, and policy development.

NWTFC meets bimonthly to discuss emerging trends in tobacco products, discuss the impact tobacco use is having in our community, and strategize how to educate the community about the dangers of tobacco products and nicotine addiction.

In 2018, NWTFC focused on four key areas:

- Coalition building and maintenance
- Policy
- Development and maintenance of the Rhinelander FACT group
- WI Wins program



5

Presentations about the rise in youth vaping

Education and Outreach

As part of educational outreach, NWTFC meets with local and state leaders across the northern region. This year, NWTFC met with three state legislators, one candidate state legislator, and seven local leaders to provide information on the current trends and use of tobacco and nicotine products. The most common topic was the rise in youth use of electronic smoking devices. To do this effectively, NWTFC collaborated with many organizations across the Northwoods including local health departments, youth serving organizations, social services, human service centers, and schools. Without these collaborations, local and state leader meetings would not have as big of an impact.

NWTFC also works closely with media in the Northwoods to provide education and awareness to the entire community about the negative effects of tobacco and nicotine use.

FACT

The Rhinelander FACT group is a youth tobacco prevention program. Teens lead activism initiatives, peer-to-peer advocacy, media outreach, and meetings with state and local leaders.

The Rhinelander FACT group is based out of James Williams Middle School (JWMS) and is made up of 7th and 8th graders. Starting September 1, 2018, the two JWMS health teachers joined the FACT team, taking the lead as the FACT advisors and facilitating greater recruitment and engagement of the youth.

FACT Highlights: 2018

- ✓ WRAP environmental scans: In June 2018 the FACT group joined NWTFC in the Wisconsin Retail Assessment Program (WRAP) to collect information about tobacco advertising and product availability. FACT visited 7 local retailers to conduct their assessments.
- ✓ YMCA's Not So Scary Trail: In the Fall of 2018 the FACT group organized a site at the annual trail and educated 1,731 youth, parents, and community members about the youth vaping epidemic.
- ✓ State and local leader meetings: During these meetings the FACT group educated leaders on the trends they are seeing among their peers related to tobacco and nicotine use.



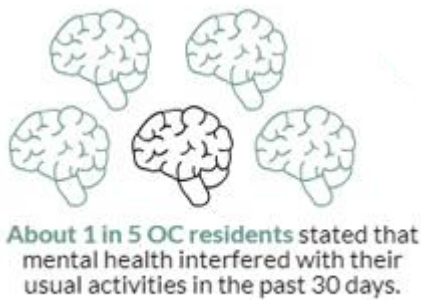
Youth engagement is critical to the overall success of Wisconsin's tobacco prevention and control movement. It involves providing the opportunity for young people to gain the ability and authority to make decisions, change social norms, and reduce tobacco initiation and consumption in their communities.¹⁹

For more information about the NWTFC, FACT, and WI Wins check out the Oneida County Health Department website and [Appendix N](#).
<http://oneidacountypublichealth.org/coalitions/northwoods-tobacco-free-coalition/>

Appendix J: ABC Grant to Support Mental Health Crisis

Facilitating Conversations

In May 2018, OCHD received a grant from Security Health Plan and Marshfield Clinic to improve community systems to support those in mental health crisis. The role of the health department is to facilitate conversations with partners engaged in dealing with mental health crisis, and provide evidence-based training to improve mental health crisis call response. To date, these partners include the Rhinelander Police Department (RPD), Oneida County Sheriff's Department (OCSD), Human Service Center (HSC), Ascension, and National Alliance on Mental Illness (NAMI).



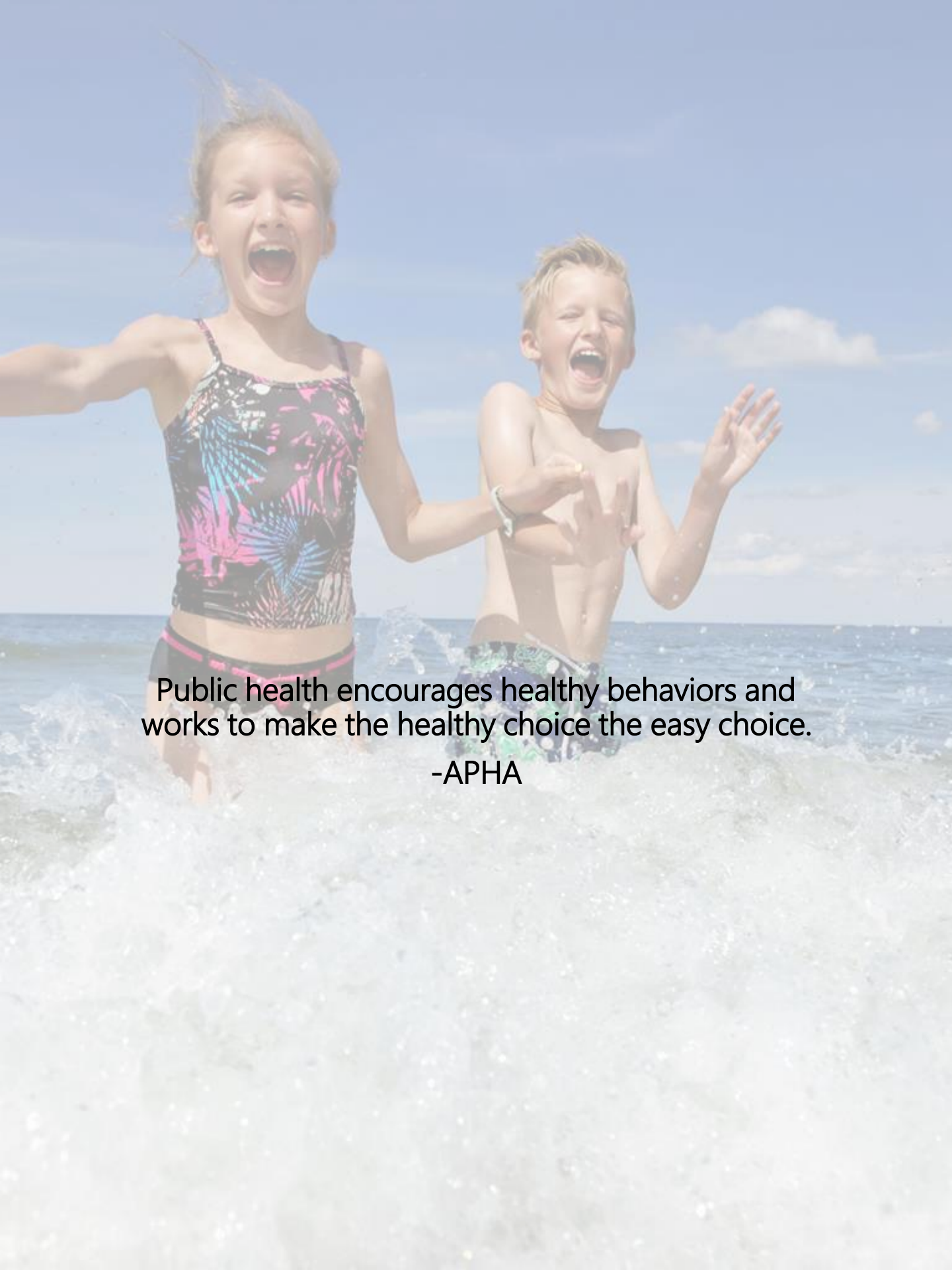
Community Focus

This project will focus on swaying the pendulum to reduce the number of detentions and increase the use of the local crisis bed. In order to do that project activities fall within seven categories.

1. Officer Training Opportunities (Mental Health First Aid, Crisis Intervention Training-CIT)
2. Develop Referral System
3. Utilize Columbia-Suicide Severity Rating Scale (CSSR)
4. Improve School Processes, assuring liaison officers involved if calling for screener
5. Educate decision makers about the total cost of mental health in Oneida County
6. Promote Crisis Bed
7. Promote Voluntary Seeking Help

Progress to Date

- ✓ Some OCSD staff have received Mental Health First Aid Training
- ✓ CIT planned for 2019
- ✓ School processes are being reviewed and education is being provided by HSC
- ✓ Referral system has been drafted and is now being piloted by RPD, OCSD, and HSC
- ✓ OCSD and RPD officers have been trained on CSSR scale and scale has been implemented in squads



Public health encourages healthy behaviors and works to make the healthy choice the easy choice.

-APHA

Appendix K: Quality Improvement

2018 SUMMARY

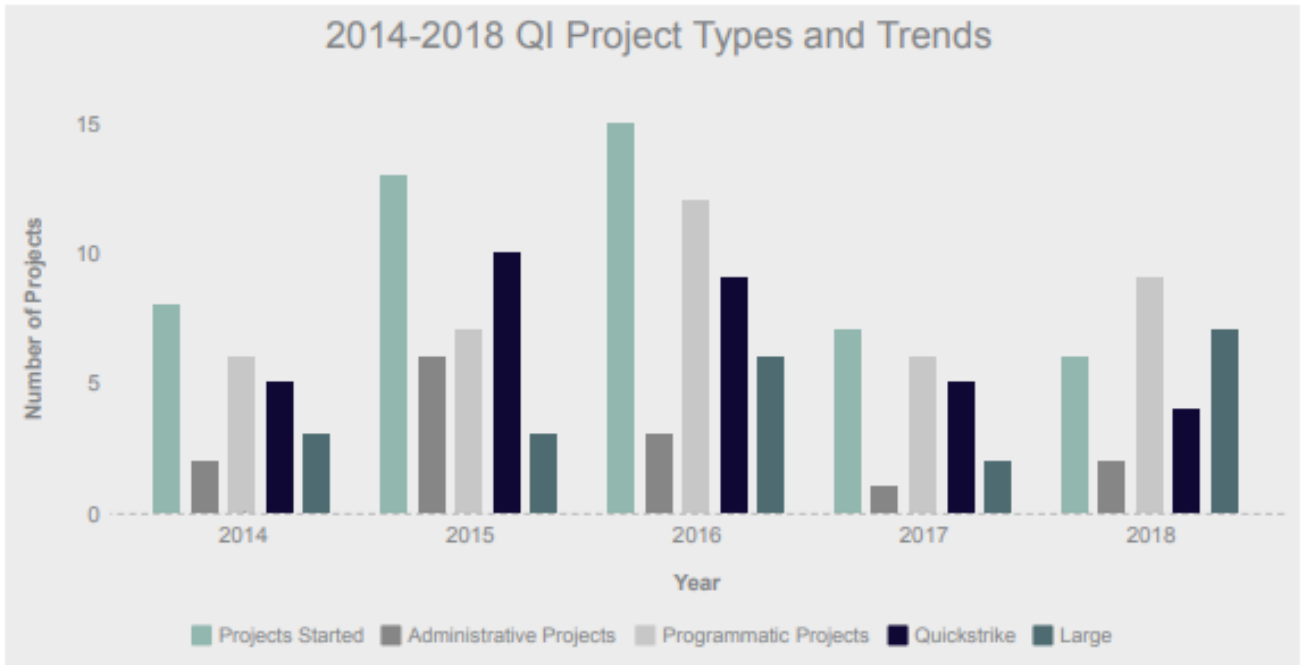
Quality Improvement

refers to a continuous and ongoing effort to achieve measurable improvements in the efficiency, effectiveness, performance, accountability, outcomes, and other indicators of quality services or processes thereby improving health.

20.1

Average number of hours a staff member logged for quality improvement activities in 2018.

2014-2018 QI Project Types and Trends



SUCCESS STORY

OCHD staff Wisconsin Well Woman Program moved client records and documentation into Nightingale Notes, Program data can be gathered in fewer reports and the amount of time to collect data will be reduced.

Benefits identified:

- Increased program efficiency by reducing time spent collecting data
- Eliminate \$700 cost for WWWP Access database
- Increase in quality of program data collection to steer program outreach

\$700!

2018 QI Project Outcomes



- Improves Work Process (30.77%) ■ Improves Efficiency (34.62%)
- Improves Customer Experience (11.54%)
- Supports OCHD Goals (11.54%) ■ Improves Health Equity (11.54%)
- Supports Collaborative .. (0%)



- Completed a flu marketing QI project that resulted in:
- Increased flu shot gives and increased revenue
 - Decreased cost from materials being digitally sent
 - Flu marketing plan transferable to future years
 - Flu marketing materials

2018: A Year for QI Infrastructure Enhancement

86%

of current OCHD staff have participated on the QI Team sometime between 2015 - present.

Part of 2018 focused on the organizational structure of the QI Team. A system was developed to track past, current, and potential future members which has contributed to the more streamlined approach OCHD is taking to sustaining QI Team engagement among staff.

Additionally, QI Team members were assigned roles within the QI Team to assist in accountability of QI components. Staff have been assigned the following roles:

- Work plan objective implementation
- Staff training identification and facilitation
- QI project tracking and management
- Administrative QI project facilitation



MORE HIGHLIGHTS

PERFORMANCE IMPROVEMENT COMPETENCIES

Building additional agency capacity

The OCHD Quality Improvement Team voted to adopt and implement the Competencies for Performance Improvement Professionals in Public Health (PI Competencies). These are a set of skills desirable for performance improvement (PI) professionals working in public health. The PI Competencies align with the Core Competencies, a set of foundational skills for all professionals working in public health. OCHD staff will be assessed annually and results will be implemented into training plans.



ALL STAFF DEVELOPMENT

Increasing knowledge and skills

In July 2018, OCHD held an all staff development on performance management, including quality improvement. It is the goal of the agency to offer either performance management or quality improvement trainings for all staff at least annually.



Appendix L: Public Health Preparedness & Syndromic Surveillance

Public Health Emergency Preparedness

Whether caused by natural, accidental, or intentional means, public health threats are always present and can lead to the onset of public health incidents. Since 2001, OCHD has been collaborating with local, state, and national partners to prevent, respond to, and rapidly recover from these ever-changing public health threats—protecting the community’s health.

Program requirements include annual updating, training, developing of relationships and procedures to adhere to national standards and provide the highest level of preparedness for the community. Program components are executed by all OCHD staff and spearheaded by the Preparedness Coordinator.

2018: A Year in Review

In 2018, OCHD Public Health Preparedness Program accomplished many things and experienced several changes.


- ✓ OCHD hosted 2 tabletop exercises in conjunction with NCW HERC and 11 regional counties, inviting partners from Oneida County.
- ✓ OCHD held a 90-day functional exercise, with three 30-day exercise periods, which operated as flu clinics for the 2018 fall season. During this exercise, one continuous clinic ran at OCHD, five open point of dispensing location mas clinics were held, and thirty-two satellite clinics were conducted. 2,432 community members were vaccinated by OCHD during this timeframe.
- ✓ An updated Risk Communication Plan was developed and shared with staff to assure consistent communication with the community during an emergency
- ✓ OCHD maintained partnerships with county schools and camps in order to continue to track illnesses.

Syndromic Surveillance

OCHD co-facilitates the Syndromic Surveillance Group with Vilas County. The group includes representatives from Florence, Forest, Oneida, and Vilas Counties. The group works to ensure community partners are presented with pertinent health information via an email Listserv and fax.



For more information about Public Health Preparedness & Syndromic Surveillance, check out the Oneida County Health Department website. <http://oneidacountypublichealth.org/services/public-health-emergency-preparedness/>

A group of children are shown outdoors, holding up fresh vegetables. In the foreground, a young girl on the left is smiling broadly, holding a carrot. In the center, another child holds a large carrot high. On the right, a boy in a striped shirt also holds up a carrot. In the background, another child holds up a red radish. The scene is bright and festive, with triangular bunting flags visible in the background.

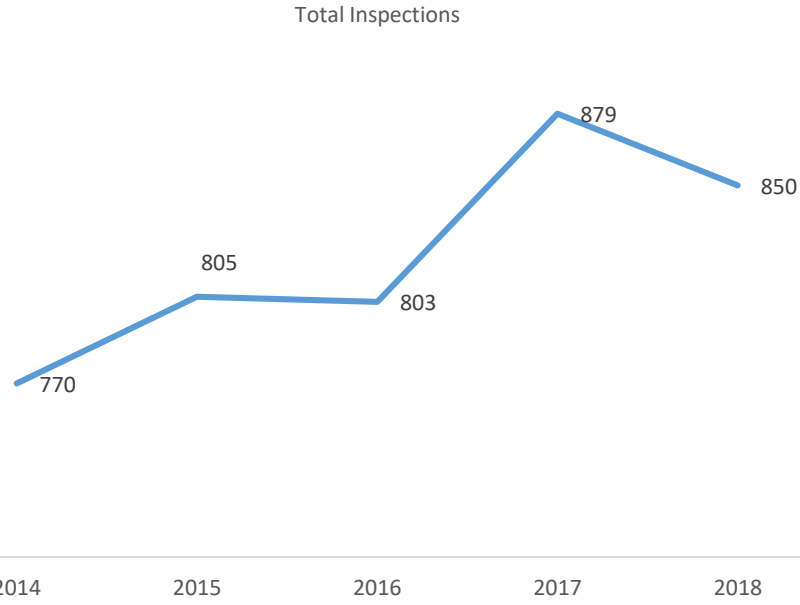
Changing our health means ensuring conditions
where everyone has the opportunity to be healthy.

-APHA

Appendix M: Environmental Health, Inspections, & Water Testing

Inspections

In 2018, OCHD Environmental Health Staff conducted 850 total inspections on 830 licensed facilities, including school food facilities, restaurants, retail food locations, lodging facilities, campgrounds, youth camps, public pools, body art facilities, vending, and manufactured home communities. Inspections are conducted to ensure safe food and protection of public safety.



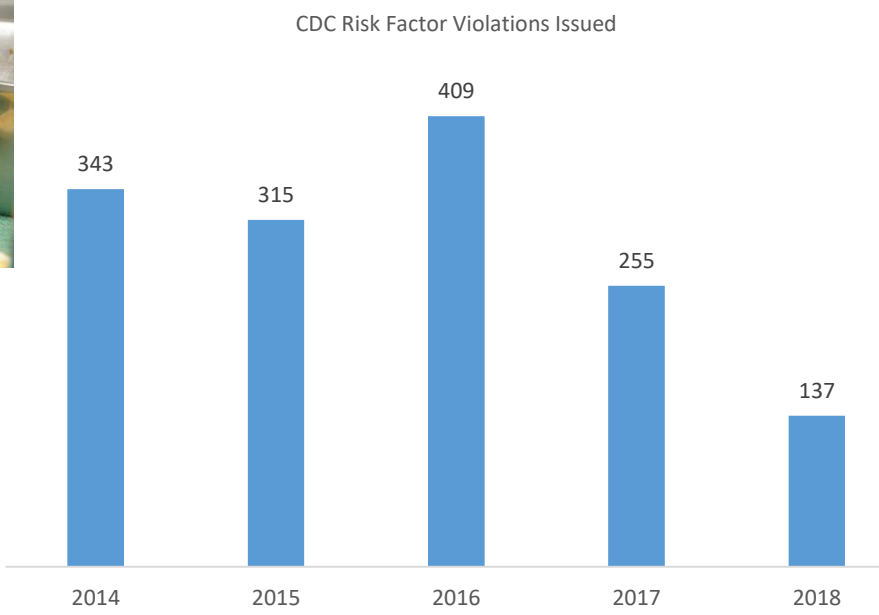
Food Inspections

OCHD assess CDC Risk Factor data from violations of food establishments. CDC Risk Factors are activities that are likely to increase the risk of people getting sick, they include inadequate cooking, unsafe sources, improper holding, cross contamination, personal hygiene, and others. In 2018, there were 137 CDC Risk Factor Violations.



137

CDC Risk Factor (Food) Violations Issued in 2018



DNR Well Water Program

OCHD is responsible for inspecting and testing approximately 304 transient non-community (TN) wells in Oneida County. A TN well is one that serves 25 or more people at least 60 days out of the year. Bacteria and nitrate drinking water samples are collected annually. Additionally, the wells and water distribution systems are inspected to ensure all system components meet plumbing code requirements.

304

TN Wells Tested for Bacteria and Nitrates

9

TN Wells with Unsafe Bacteria Levels

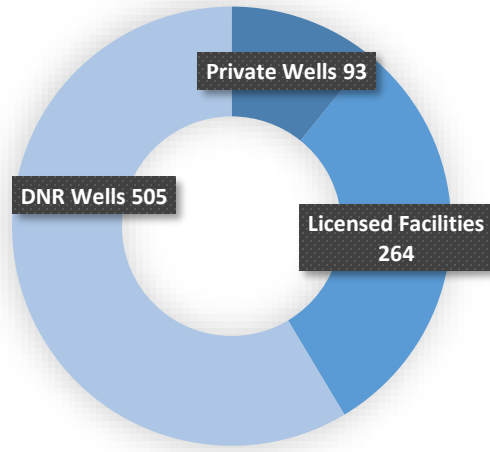
136

Follow Up Samples Collected to Ensure Well Disinfection

Water Analysis Lab

Since 2014, OCHD has been home to a Wisconsin Department of Agriculture, Trade, and Consumer Protection certified water analysis lab, offering services to both public and private wells. Bacteriological tests can be done in the lab and through partnerships with UW-Oshkosh Environmental Research and Innovation Center. Additional water testing options, such as nitrates, and arsenic, can be offered. In 2018, the lab analyzed 9% more water samples than it did in 2017.

862 bacteria tests completed in 2018



Water testing is an inexpensive and effective way of assuring a safe and healthy water supply. It is estimated that 20-25% of Wisconsin wells have bacterial contamination. OCHD advises all private well owners to have well water tested for coliform bacteria and nitrates annually, especially if infants under six months of age or women of childbearing age are drinking the water, or sooner if changes in taste, odor or appearance are noticed, or there is an unexplained illness.

For more information about Environmental Health, Inspections, & Water Testing check out the Oneida County Health Department website. <http://oneidacountypublichealth.org/services/environmental-health/> <http://oneidacountypublichealth.org/services/foodlodging-inspections-licensing/>

A man and a woman are riding bicycles on a dirt path through a sun-dappled forest. The man, on the left, is wearing a red jacket and sunglasses. The woman, on the right, is wearing a light purple long-sleeved shirt. They are both smiling and looking forward. The background is filled with tall trees and green foliage, with sunlight filtering through the leaves.

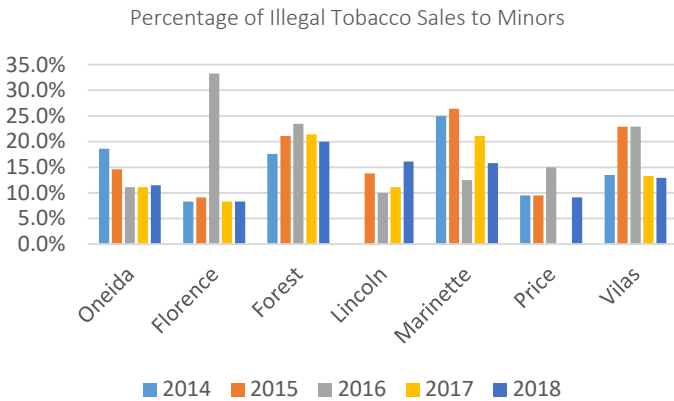
Health must be a priority in designing our communities, from healthy housing to parks and playgrounds.

-APHA

Appendix N: Wisconsin Wins Compliance Checks Program

Reducing Illegal Tobacco Sales

The Wisconsin Wins (WI Wins) program is a science-based, state-level initiative designed to decrease youth access to tobacco products. WI Wins uses positive reinforcement to reduce illegal tobacco sales to minors. It congratulates local clerks who do not sell tobacco to youth while educating those who do. This approach creates community pride by reducing youth access to tobacco products and providing youth a chance to make a difference in their community. In 2018, NWTFC completed 52 compliance checks in Oneida County, with six of those retailers selling tobacco products to minors. This resulted in a sales rate of 11.5%.



Wisconsin Wins: Trained Employees, Tobacco-Free Kids.

For more information about the NWTFC, FACT, and WI Wins check out the Oneida County Health Department website and [Appendix I, http://oneidacountypublichealth.org/coalitions/northwoods-tobacco-free-coalition/](http://oneidacountypublichealth.org/coalitions/northwoods-tobacco-free-coalition/)

Appendix O: Wisconsin Well Woman Program

Cancer Screenings

The Wisconsin Well Woman Program (WWWP) provides FREE breast and cervical cancer screenings for women ages 45-64 that uninsured or underinsured, due to a copayment or deductible, and meet income guidelines.

To reduce the number of new cancer cases, as well as the illness, disability, and death caused by cancer the WWWP pays for mammograms, Pap tests, and certain other breast and cervical screenings. It also provides multiple sclerosis (MS) testing for women that are at high risk for MS.

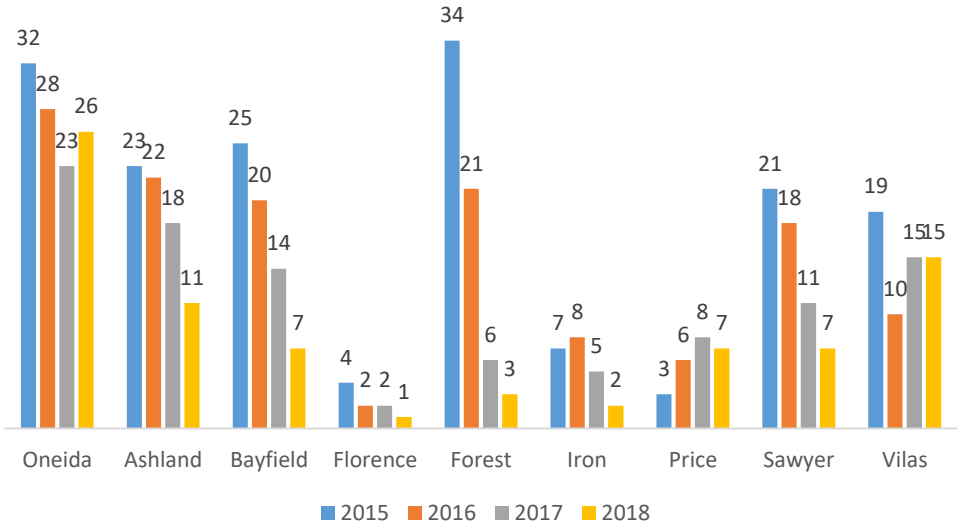
The program is administered by the Wisconsin Department of Health Services-Division of Public Health, is available in all 72 counties and 11 tribes in Wisconsin, and has been mainly funded by the U.S. Centers for Disease Control and prevention (CDC) and the National Breast and Cervical Cancer Early Detection Program (NBCCEDP) since 1994.

OCHD coordinates WWWP services for nine counties in Northern Wisconsin as one of 13 jurisdictions in the state.

79

Clients were case managed in 2018

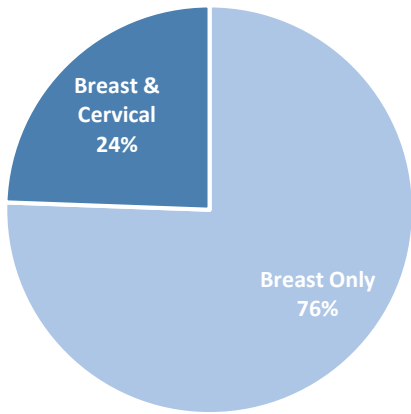
WWWP Enrollment by County



2018: A Year in Review

During 2018, local WWWP efforts focused on both enhanced outreach and internal tracking.

- ✓ Continued outreach of the program to health care entities, general public, and targeted population via health fairs, mailings, advertising, and social media.
- ✓ Present at six community partner events within the jurisdiction.
- ✓ Continued advocacy for new WWWP provider sites for program within jurisdiction.
- ✓ Identified two WWWP provider sites in Michigan.



11 Clients were referred for additional testing

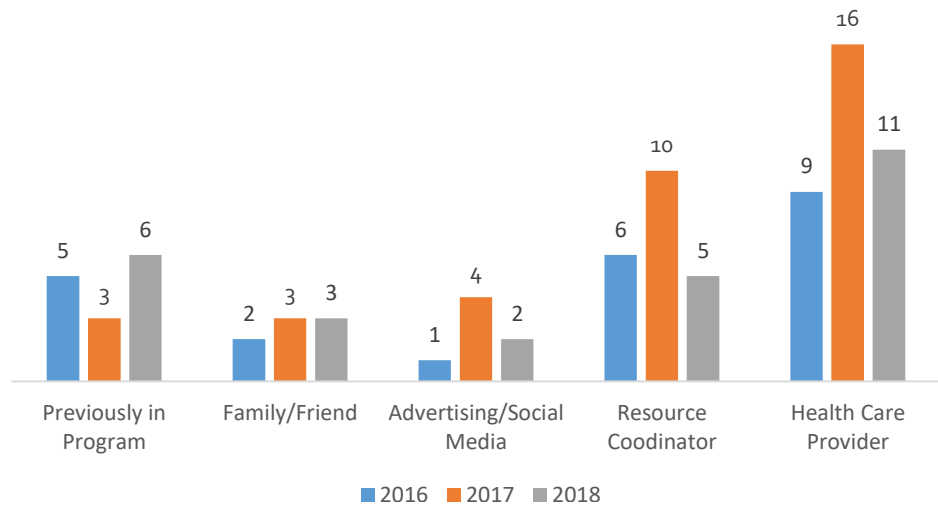
2 Clients were diagnosed with breast or cervical cancer

Regular health screenings can prevent breast and cervical cancer or find it at an early stage when it can be treated more successfully.

Data Analysis: New Client Origination

How Did New Clients Hear About WWWP

Data indicating how new clients heard about WWWP demonstrates the importance of program communication with provider entities and resource coordinators as 60%-70% of new clients were referred by health care providers and resource coordinators.



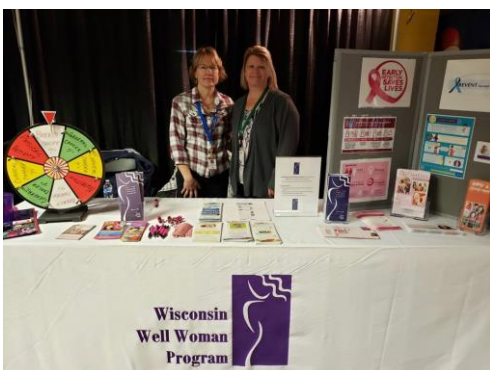
Based on this information, it will be important to focus on communication with provider entities in the future, including potential onsite clinic visits by the WWWP coordinator.

Future Plans

During 2019, WWWP will continue to focus on community outreach to both the provider entities and public, focusing on the eligible population.

Additional resources will also be developed for both internal and external use, including an essential treatment plan for those who are not eligible for WWWP services, and internal resource guides for outreach and event coordination.

For more information about WWWP check out the Oneida County Health Department website. <http://oneidacountypublichealth.org/services/womens-health/well-woman-program/>



Appendix P: Prenatal Care Coordination (PNCC) Program

Connecting Clients to Services

The PNCC Program helps pregnant women on Medicaid get the support and services they need to have a healthy baby.

A public health nurse at OCHD does an assessment, and together with the woman, develops a plan of care. They meet regularly and clients are provided education and referrals to the appropriate agency or program to meet their needs. The personalized plan of care directs the visits to ensure a healthy pregnancy, birth, and beyond.

21 Women enrolled in the PNCC program in 2018

Statewide Improvements

In 2018, the Northern Region PNCC group collaborated on creating a New Employee Orientation and Training Checklist to ensure a uniform approach to the delivery of PNCC services throughout the Northern Region. The new checklist will be presented at the 2019 PNCC statewide meeting.



Looking Forward

In 2019, the PNCC program will be working to educate outside agencies on qualifications for PNCC enrollment. This initiative will help to increase the number of eligible referrals received from outside agencies and assure that women who need the service have access to it.

For more information about the PNCC Program check out the Oneida County Health Department website. <http://oneidacountypublichealth.org/services/womens-health/prenatal-care-coordination/>

Appendix Q: Fluoride Program

Access is Important

Dentists, physicians, and pediatric health care providers have recommended fluoride supplements for more than the past two generations. However, not all Oneida County children have access to fluoride supplements for various reasons.

21

Percent of Oneida County residents have access to **optimally** fluoridated water¹²

OCHD Services

OCHD offers a Fluoride Supplement Program to address the fluoride needs of children from 6 months to 16 years of age who do not have access to fluoridated water.

To determine if a fluoride supplement is needed:

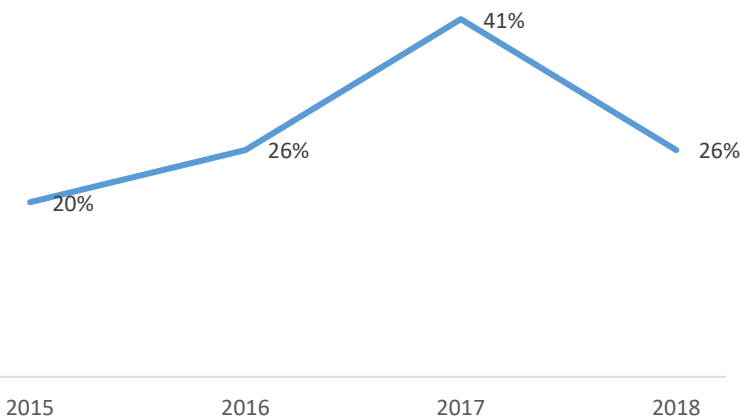
1. First, the primary drinking water source (often a private well) must be tested to determine the amount of fluoride that is present. Water test kits can be obtained from OCHD with complete instructions about the water sample collection and submission. If the family participates in the Oneida County WIC program, they can get the water test kit at no cost.
2. The recommended fluoride level in water is 0.7 parts per million in Wisconsin. If the water tested has a fluoride level below the recommendation a fluoride supplement may be needed.
3. Fluoride supplements can be obtained through OCHD or primary care provider.

Partnering with WIC

OCHD encourages WIC clients who received water test kits to send in the sample in order to accurately determine the fluoride level in their drinking water.

Of the 43 test kits distributed, 11 were returned for sampling and resulted in 16 children receiving fluoride supplementation from OCHD.

Percentage of WIC Water Test Kits Returned for Sample

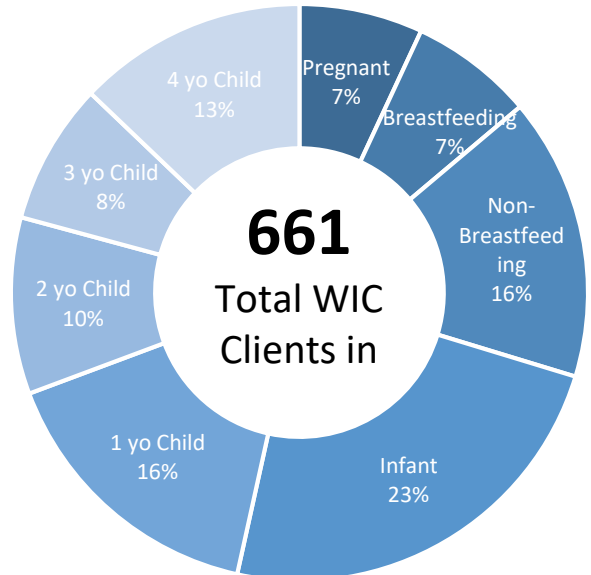


For more information about the Fluoride Program check out the Oneida County Health Department website. <http://oneidacountypublichealth.org/services/dental-health/>

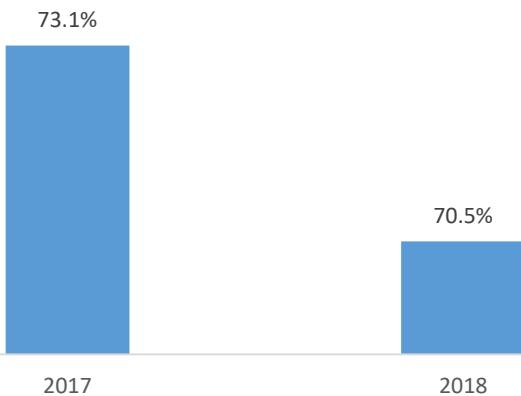
Appendix R: WIC

Healthy, Happy Baby People

WIC stands for Women, Infants and Children and is a Supplemental Nutrition Assistance Program under the USDA that provides services to children from birth until 5 years of age and women that are pregnant and postpartum. WIC provides breastfeeding support, nutrition education, and connects families to area resources. WIC is the Health, Happy Baby People.



Breastfeeding Incidence



Breastfeeding in Oneida County

The benefits of breastfeeding are numerous, but the ability for a mom to successfully reach her goals is far from easy. As a community, it is important to create a network to make moms feel supported and empowered to reach their goals. Over the last few years breastfeeding rates have decreased. In order to improve the numbers, WIC will have all staff trained in “Grow and Glow” in order to improve skills required to promote breastfeeding. Additionally, in 2019, OCHD WIC will participate in Collective, which believes all communities have the ability to support families in their breastfeeding journey. Collective offers tools, trainings, and platforms for a community to empower one another in order to unify and strengthen breastfeeding efforts. This will require initiating and enhancing partnerships throughout the community.

Quality Improvement

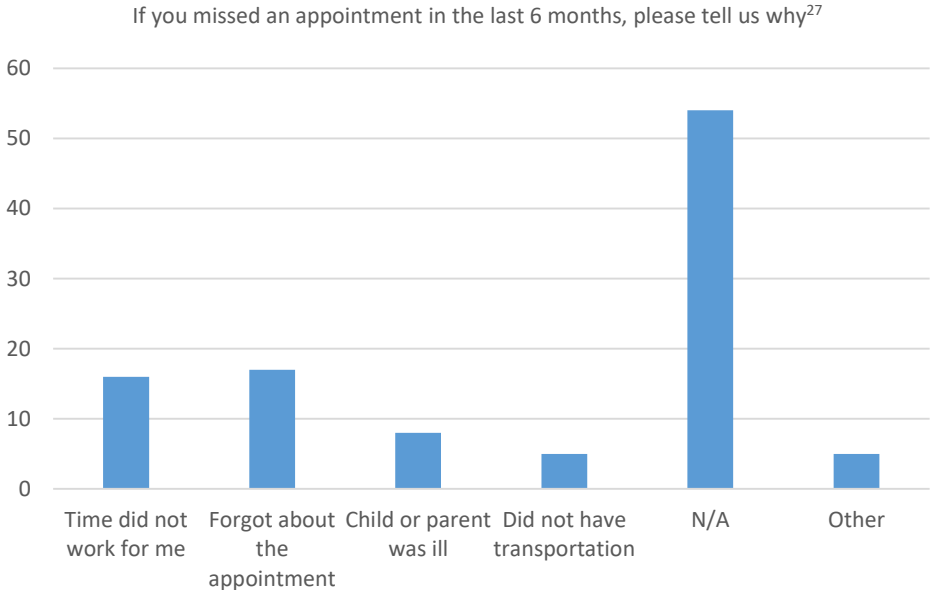
In order to decrease appointment “no show” rates, WIC staff created a quality improvement project and tackled many aspects of the client experience.

Activities of this project included:

- ✓ Streamlining WIC visits by transitioning them more smoothly from check-in to dietician, to nurse
- ✓ Updating clinic days, times, and locations based on client survey
- ✓ Increased appointment reminders for families based on their communication preferences



On average, **1 in 4** certification appointments is a “no show”



For more information about WIC check out the Oneida County Health Department website. <http://oneidacountypublichealth.org/services/wic/>

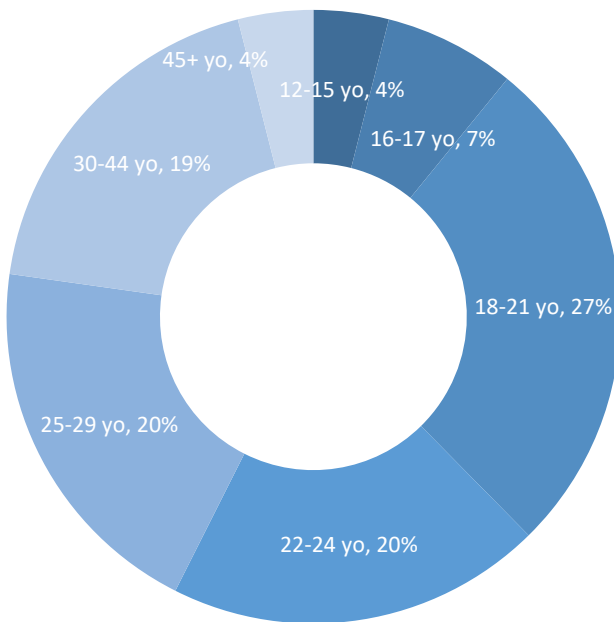
Appendix S: Reproductive Health Clinic

Reproductive Health Clinic: A History

OCHD's Reproductive Health Clinic (RHC) has been providing high quality services for the last 36 years. RHC continues to be a medical provider of high quality reproductive health care for vulnerable populations, such as adolescents, low income, or uninsured people. Services such as contraceptive counseling, FDA approved birth control methods, sexually transmitted disease screening and treatment, pregnancy testing and referrals, helps all couples reach their family planning goals.

When women and their partners have access to a wide range of contraceptive methods, they are better able to plan and space their births. This leads to positive health, social, and economic outcomes for women, families, and society.¹⁴

Percentage of Female Clients by Age



Preventive Services

Data shows that by providing preventive services such as contraceptive methods, sexually transmitted disease screening, and regular health exams, the number and cost related to unintended pregnancies, abortions, miscarriages, and other pregnancy complications can be reduced dramatically.

During 2019, RHC plans to continue to promote the preventive services available to young people in the community who are not ready to become parents. Specific outreach will be targeted towards local colleges and businesses.

2018 Services: By the Numbers

During 2018, the RHC provided:

- 94 pregnancy tests
- 83 Pap tests
- 223 Chlamydia screens
- 152 Depo injections
- 28 Nexplanon system insertions
- 156 NuvaRings
- 12,780 male condoms
- 275 female condoms
- Plus more!

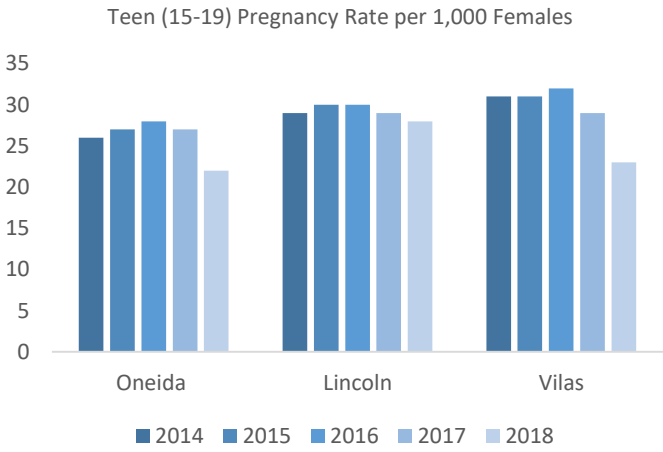
\$504,410

Oneida County taxpayer dollars **SAVED** in 2018 because of preventive services provided by the reproductive health clinic¹⁴

Adolescent Champion Model Recognized

Over the last two years, RHC staff focused their efforts on improving adolescent clinic services. In 2018, RHC staff completed the University of Michigan’s Adolescent Champion Model (ACM) Recognition requirements. This included a final client satisfaction survey and an on-site clinic evaluation to see how RHC implemented the ACM work plan. On August 31, 2018 RHC received the ACM Recognition Award.

The ACM project main goals are to increase awareness of confidentiality laws for adolescents, provide universal Chlamydia screening, and create a welcoming clinic environment for teenagers.



RHC Staff Highlights

The RHC full time clinic staff is composed of Health Educator-Anne Cirilli, Registered Nurse-Liz Whalen, and Account Clerk-Beth Stamper. Nurse Practitioner-Linda Jerzak is contracted to provide one clinic day per week.

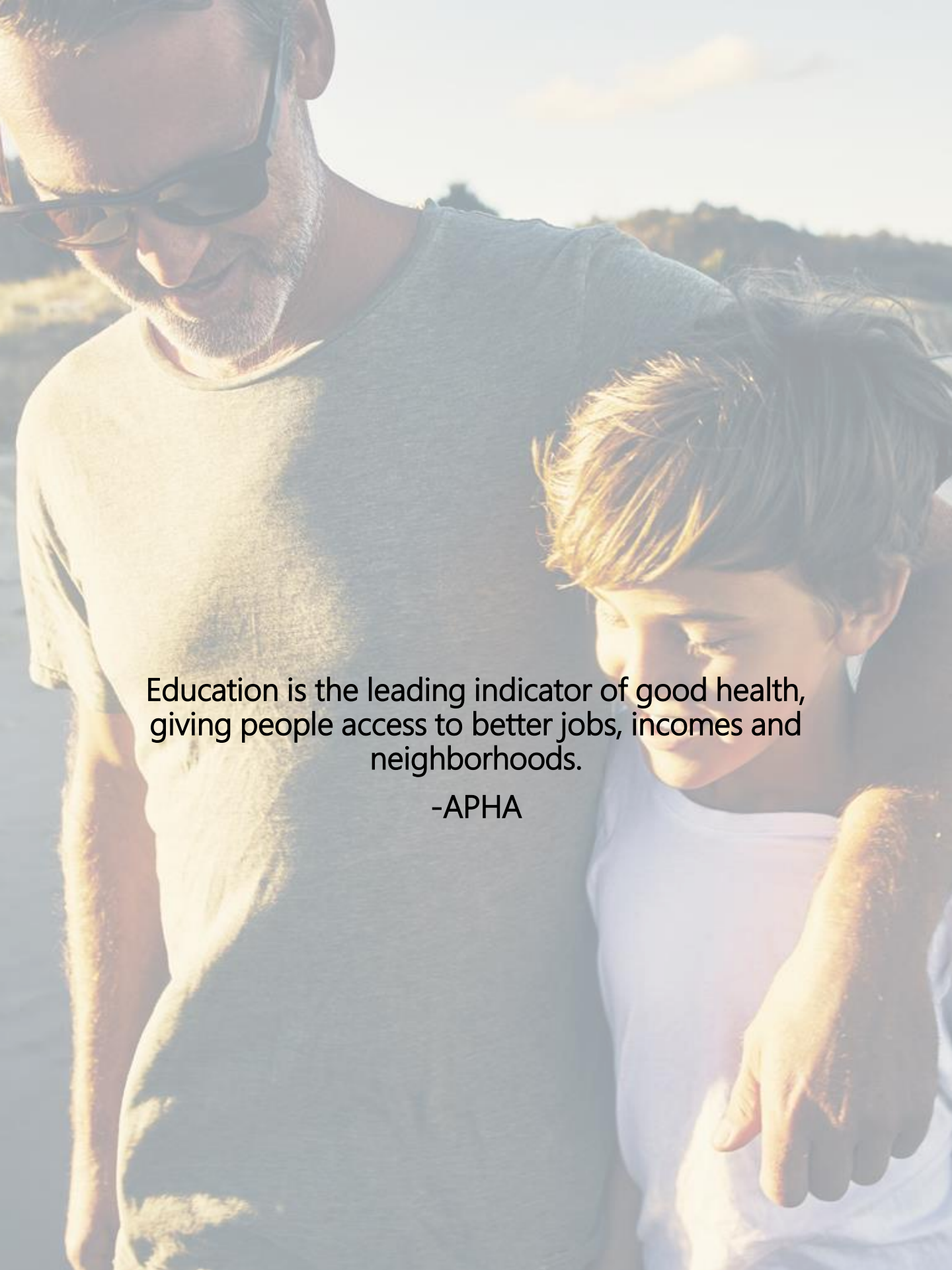
Not only do RHC staff provide high quality services to local clients, they also frequently are part of statewide committees and initiatives to further enhance reproductive health care on a systems level. Some of this broader involvement includes.

- Serving on the State STD Alliance Committee and Quality Improvement Committee for the Department of Public Health (DPH)
- Serving on the Health Care Education and Training (HCET) Advisory Committee
- Serving on the statewide Family Planning Leadership Committee
- Creating and presenting educational information for the state (e.g. Medicaid Billing)

Client Feedback

Annually, the RHC conducts a client satisfaction survey. During 2018, three different surveys were conducted, one to clients, the community, and the adolescent age group. The majority of the surveys were favorable and reinforced that staff is providing needed, high quality care.

For more information about the RHC check out the Oneida County Health Department website. <http://oneidacountypublichealth.org/services/reproductive-health-clinic/>

A photograph of a man and a young boy walking on a beach at sunset. The man, on the left, has a grey beard and is wearing glasses and a grey t-shirt. The boy, on the right, has brown hair and is wearing a white t-shirt. They are both looking down and smiling. The background shows a beach with some vegetation and a bright sky with a few clouds. The lighting is warm and golden, suggesting late afternoon or early evening.

Education is the leading indicator of good health,
giving people access to better jobs, incomes and
neighborhoods.

-APHA

Mission

To protect, nurture, and advance the health of our community.



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