





Silver Cross Hospital

Will County

Mobilizing for Action through Planning and Partnerships (MAPP)

Community Health Needs Assessment - 2022

SILVER CROSS HOSPITAL

The way you *should* be treated.™

Message from OUR PRESIDENT/CEO



Silver Cross Hospital has a longstanding tradition of caring for our community that dates back to Thanksgiving Day in 1895 when the Will County Union of King's Daughters and Sons opened the doors to our original 33-bed hospital. Their promise was to provide quality healthcare with compassion for the citizens of Will County and surrounding communities.

More than a century later, Silver Cross Hospital remains true to that promise, which extends not only to the outstanding quality of our personal service, but also to our commitment to clinical quality, patient safety, and how we respond to the expanding needs of our community. It also extends far beyond the initial geography that our founders envisioned as evidenced by our expansive Total Service Area (TSA), which extends in a 25-mile radius around the hospital. Please *click here* to view the map.

In the pages of this report, you will see how Silver Cross is living its pledge to provide added benefit to the people we serve. We're proud of our ongoing efforts and feel privileged to serve the community.

Ruth Colby

SILVER CROSS HOSPITAL

The way you *should* be treated.™

Continuing Our Tradition of Caring for the Community

Our History

Founded in 1895 by the Will County Union of King's Daughters and Sons, Silver Cross Hospital is a 300-bed not-for-profit, independent, non-denominational acute-care hospital in New Lenox serving the residents of Will County and the southwest suburbs of Chicago.

For 127 years, Silver Cross Hospital's focus has always been on meeting the needs of our community and providing the very best care to all who come through our doors. Our tagline, "The way you should be treated," is displayed in every interaction with those we serve. We recognize each of our patients as individuals with their own sets of wants and concerns. And, we have made it our goal to address them all. It's what we call the Silver Cross Experience.

Triple Crown for Healthcare

At Silver Cross, our promise to deliver unrivaled care extends far beyond the personalized service we provide to each and every patient. We're 100% committed to clinical quality, superior patient safety and exceptional patient experience. Our continuous efforts in these endeavors resulted in Silver Cross earning the "Triple Crown for Healthcare" in 2021 with a Watson Health 100 Top Hospitals ranking, a 5-Star Rating from the Centers for Medicare and Medicaid Services and our 14th Straight A for Safety by the Leapfrog Group.



In the following pages, you will see how Silver Cross is living our promise to treat all patients the way they should be treated while providing added benefit to the communities we serve.

And while the COVID-19 pandemic significantly curtailed our ability to host in-person health education and screening events, we adapted by offering virtual lectures and programs whenever possible and creating a library of 40 educational videos related to our response to COVID-19 and how our community members could maintain their health and safety during the pandemic.

Mission *(see Silver Cross Hospital Values Statement Attachment #1)*

Our mission is to improve the health of those we serve and advance wellness in our community.

Vision

We, the Silver Cross Family, are known for our culture of excellence and will deliver an unrivaled healthcare experience for patients, their families and the communities we serve.

Core Values

We, as members of the Silver Cross Hospital team, are dedicated to meeting the needs of the people we serve by living our Core Values of:

Safety — do no harm
Inclusiveness — work collaboratively and transparently
Leadership — take initiative, demonstrate professionalism and be accountable
Virtue — demonstrate integrity and ethical behaviors
Excellence — achieve distinction for high reliability in quality and service
Respect — honor the feelings, traditions, and rights of others.

Standards of Conduct

- Promote quality health care and ethical behavior
- Ensure compliance with the law
- Demonstrate respect, fairness, and courtesy in the workplace
- Understand, avoid and disclose conflicts of interest
- Maintain confidentiality of information
- Ensure safety and security

Seven Behaviors

1. Speak up for patient safety
2. Always introduce yourself
3. Wear your name badge appropriately
4. Always give explanations of processes
5. Escort patients and visitors
6. Keep the environment clean and safe
7. Always greet patients, visitors, physicians and colleagues



SAFEty Habits

- Support Each Other
- Ask Questions
- Focus on the Details
- Explain Clearly

Defining Who We Serve

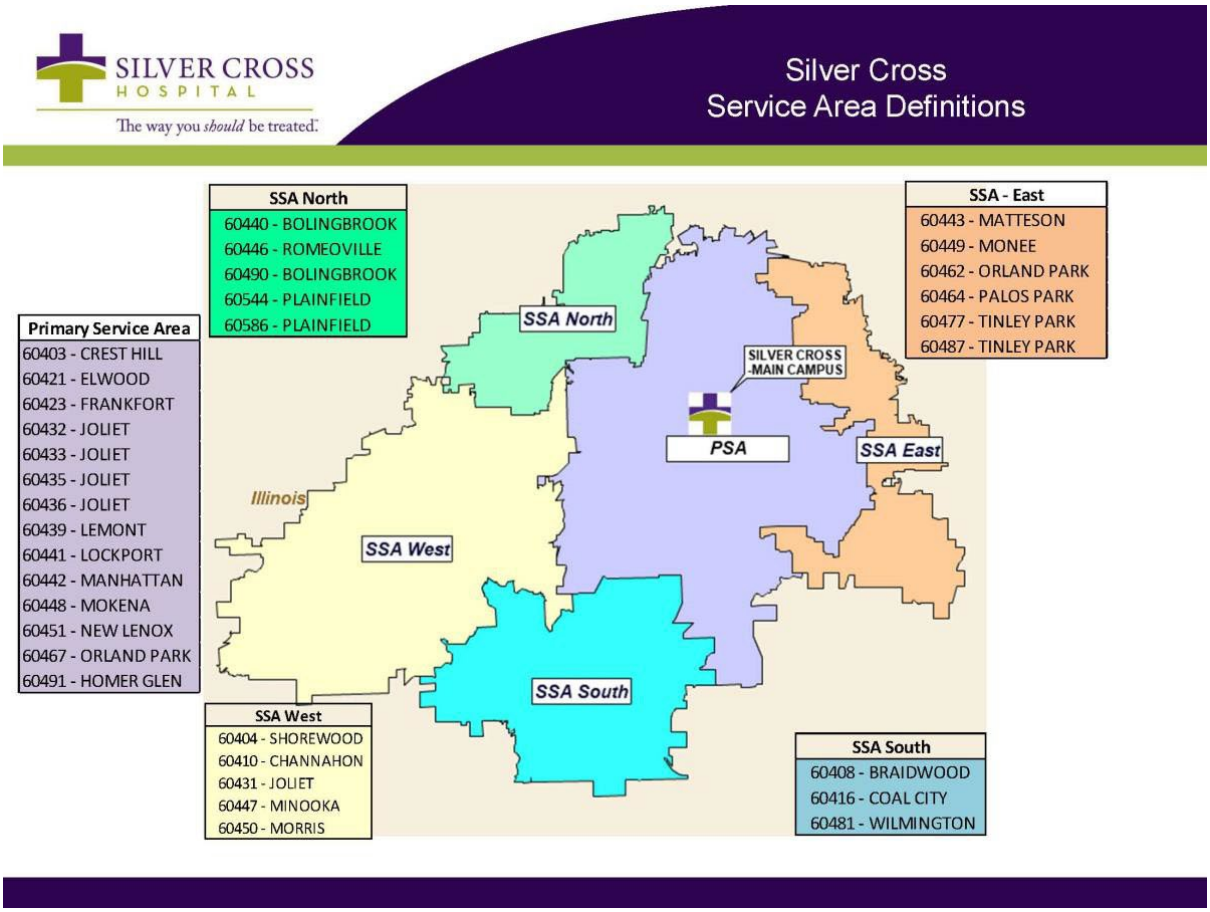
Community Health Needs Assessment (CHNA):

Community Definition and Population Served

Silver Cross Hospital's Primary Service Area (PSA), as defined for the purposes of the Community Health Needs Assessment, is defined as the following residential ZIP Codes in portions of Will and southwestern Cook counties, Illinois: 60403; 60421; 60423; 60432; 60433; 60435; 60436; 60439; 60441; 60442; 60448; 60451; 60467; and 60491.

Our Secondary Service Area (SSA) includes: 60440; 60446; 60490; 60544; 60586; 60404; 60410; 60431; 60447; 60450; 60408; 60416; 60481; 60487; 60443; 60449; 60462; 60464; and 60477.

Our service area is composed of widely diverse cross-sections of the population. Large sections of our community are more established suburban areas and are rapidly growing. There are also segments that are becoming more racially and ethnically diverse and that are more densely populated. Median incomes range broadly throughout the community – with distinct pockets that have very low incomes and other areas that are significantly more affluent. Other sections of the community could be considered more rural in nature, are much smaller in terms of population size but growing, and are less ethnically and racially diverse. A geographic description is illustrated in the following map.



Defining How Much We Provide

Financial Assistance Program

Silver Cross Hospital has a policy and defined guidelines for identifying and assisting low-income, uninsured individuals who reside in our community and do not have the ability to pay full charges. Our policy also includes providing financial assistance to patients who have exhausted their insurance benefits.



Silver Cross Hospital provides quality healthcare and services to all individuals, regardless of race, creed, sex, national origin, income level, sexual orientation, handicap or age.

In accordance with our mission, we care for the sick that are medically or financially indigent patients who cannot pay for part or all the care they receive.

Silver Cross Hospital provides charity care assistance to patients who maintain a household income up to 400% above the federal poverty level (see Charity Care Policy Attachment #2). In addition, the hospital provides a 65% discount off hospital charges to all uninsured patients (see Self-Pay Discount Program Policy Attachment #3).

Patient eligibility of assistance is based on completion of the Determination of Eligibility Application Form and proof of family income. Silver Cross accepts all applications for determination. Eligibility is examined on a case-by-case basis. We have bilingual financial counselors available to help patients obtain and apply for government assistance programs, such as Medicare, Medicaid, All Kids, FamilyCare, and Get Covered Illinois.

Notice of the hospital's financial assistance policy is clearly posted and available in the Emergency Department in English and Spanish, at all registration areas, in the Patient Handbook and on the hospital's website (www.silvercross.org).

Defining How Much We Provide

Community Benefits Data Summary

Silver Cross Hospital is dedicated to caring for and serving our community, and that extends far beyond the walls of our organization.

In 2021, Silver Cross provided over $42 million in charity care and other community benefits. The numbers reported below are reported at cost:

Community Benefit

Charity Care (at cost)	$5,594,000
Government-sponsored Indigent Healthcare (unreimbursed Medicaid at cost)	$13,941,000
Subtotal Uncompensated Care (Charity Care & Medicaid)	**$19,535,000**
Additional Community Benefits	
Language Assistance	$130,047
Donations	$271,613
Volunteer Services	$2,327,909
Education	$81,497
Government-sponsored Program Services (unreimbursed Medicare at cost)	$15,409,000
Subsidized Health Services	$696,072
**Bad Debts (at cost)	$3,507,000
Other Community Benefits	$50,175
Total Community Benefit	**$42,008,313**

Of Note:
****12.07%** of bad debt patients are uninsured = **$1,559,122** (at cost)

Reporting at cost gives a more accurate picture of true community benefit. Therefore, Silver Cross Hospital has chosen to present the data in this fashion.

Defining How Much We Provide

Uninsured in Will County

According to the Will County Community Health Needs Assessment (CHNA) and Strategic Plan 2020[1], there are more than 120,000 Medicaid enrollees in Will County, and 7.24% of the Will County population was uninsured.

Uninsured and Medicaid at Silver Cross

The demographics of Silver Cross Hospital reflect a picture of patients being served who are in need. The hospital Emergency Department data reflects a significant picture of need in our community, where **28%** of all patients were uninsured or on public aid. Many were likely using the Emergency Department for primary care. In fact, **38%** of all emergency room visits among this population were non-emergent visits.

Charity Care

In 2008, Silver Cross Hospital made a significant pledge to the community by committing a minimum of $4 million a year for 10 years to reassure the community that care would be available at the hospital's new location in New Lenox. In FY21, the hospital far exceeded that commitment by providing **$5,594,000** of charity care at cost. Charity care includes all services for which the hospital does not expect payment. As a matter of course, we provide charitable assistance to all qualifying patients through our financial assistance program. The program is administered by the Patient Accounts Department and offers bilingual financial counselors to help with inquiries for assistance.

Applicants are asked to provide income and employment information as a part of the screening and qualification process. Silver Cross employs social workers, case managers and discharge planners who also assist in finding appropriate follow-up services at a sliding scale or for no cost to low-income patients.

Providing quality care with compassion is at the center of the Silver Cross Experience regardless of ability to pay. Our goal is to work with each individual to fully explore payment options, including government assistance programs, payment plans, grants and charity. (Charity Care Policy Attachment #2)

Uncompensated Care (at cost) % of Net Revenues

Charity Care	$5,594,000	1.30%
Government-Sponsored Indigent Healthcare (Unreimbursed Medicaid at cost)	$13,941,000	3.30%
Total Uncompensated Care (Charity Care & Medicaid)	**$19,535,000**	**4.60%**

Bad Debt (at cost)

Silver Cross Hospital funded **$3,507,000** in bad debt. Bad debt is defined as services for which payment is expected but is not received. In some cases, these patients may qualify for charity care or financial assistance but have been unwilling to complete the required paperwork due to a variety of personal reasons ranging from embarrassment to fear. Our records indicate that **12.07%** of the patients in this group do not have insurance and would possibly qualify for **$1,559,122** of charity care. We will continue to work with our patients to help them qualify for charity care.

Government-Sponsored Healthcare

Silver Cross provided **$29,350,000** in unreimbursed services at cost through the Medicaid **($13,941,000)** and Medicare **($15,409,000)** programs.

Obstetrics Care

Silver Cross continues to provide obstetrical care for poor and uninsured expectant mothers from the Will County Community Health Center, a division of the Will County Health Department and Aunt Martha's Joliet Community Center, delivering **720** babies from community centers in FY21.

What's more, to ensure babies with special needs can receive all the care they need under one roof, and families can stay together close to home, Silver Cross began construction of Will County's first Level III Neonatal Intensive Care Unit in 2021. The proposed Amy, Matthew and Jay Vana Neonatal Intensive Care Unit at Silver Cross is scheduled to open in May, pending approval from the State of Illinois.

Pediatric Care

There were a total of over **167** pediatric inpatient admissions within our total service area. Of those, **46%** of admissions were covered by Medicaid or uninsured.

INTRODUCTION

WILL COUNTY COMMUNITY HEALTH NEEDS ASSESSMENT

The Community Health Needs Assessment (CHNA) is a product of the efforts of the Will County Mobilizing for Action through Planning and Partnerships (MAPP) Collaborative. The assessment and planning process is required every three years for hospitals and every five years for local health departments. To avoid duplication of efforts, the Will County Health Department has aligned their assessment process with the three-year hospital requirement.

In 2019, the MAPP Executive Committee Members and Action Team Committee Members prioritized strategic issues and decided the focus for the next iteration of the process would be:

- Behavioral Health and Substance Abuse
- Access to Health Care
- Access to Food and Nutrition
- Stabilizing the Built Environment

These initiatives provide a framework for this, the fifth iteration of the MAPP Process, and the foundation for the Information and data included in the Community Health Needs Assessment 2022.

Select information from four assessment tools and presentations by Action Team Members are included. The contributors and respondents to each assessment tool brings different knowledge, background, experience and education to the process. Each assessment has a different focus and data collection method. The assessment tools are:

- Community Health Status Assessment
- Forces of Change Assessment
- Local Public Health System Assessment
- Community Themes and Strengths Assessment

The presentations:

- Substance Use Initiatives and Opioid Crisis in Will County – Dr. Kathleen Burke
- Current State of Housing and Homelessness in Will County – Mary Montgomery
- Food For All, For a Healthier Community – Kathy Pecora
- Access to Care Action Team Update – Shawn Marconi West

The overall purpose of the CHNA is to explain the process and the plan developed by and for the community. This is accomplished by: gathering information, thoughts and perceptions from those who live in Will County, assessing the health of the community, determining forces which

influences health, looking at the local public health system, determining progress achieved during the fourth iteration of the MAPP process, a review of some achievements presented by members of each Action Committee and developing a path for the next three years through the collaborative efforts of stakeholders at a community Forum.

Will County Mobilizing for Action through Planning and Partnership (MAPP) Collaborative

The MAPP Project was established in 2008 in an effort to meet the IRS guidelines for not-for-profit hospitals and the requirements of the Illinois Department of Public Health for local health department certification. A 27-member steering committee guided the community through the MAPP Strategic Planning Framework. The assessment phase was completed in 2010, with approval of the plan in January 2011.

The Wil County MAPP Collaborative was formed following the completion of the MAPP Project in 2011. The Second iteration of the MAPP process began in September 2012 and was completed in May 2014. The third process began in January 2016. The fourth cycle of MAPP was conducted 2018-2019. The current, Fifth Iteration began in 2020 and continues in 2022.

The MAPP Executive Committee meets quarterly to provide oversight to the ongoing MAPP process and make recommendations to the overall operations of the MAPP Collaborative. A program coordinator position, was developed in June 2010 as a full-time staff member of the Will County Health Department. The position is partially funded by the Will County MAPP Collaborative.

Action Team Task Forces were established around the identified priorities and have been implementing action plans and strategies to address those needs. The Action Teams are led by chairs and co-chairs from partner organizations. Most of the teams meet monthly or bi-monthly, as needed.

Organizations involved in the MAPP Executive Committee are:

- Advent Health Bolingbrook
- Ascension Saint Joseph Joliet
- Aunt Martha's Youth Services
- Catholic Charities
- Chestnut Health Systems
- Easterseals Joliet Region, Inc.
- Edward Hospital
- Governors State University
- Greater Joliet YMCA
- Senior Services of Will County
- Silver Cross Hospital
- Stepping Stones, Inc.
- United Way of Will County
- Valley View School District
- Will County Center for Community Concerns
- Will Count Community Health Center
- Will County Executive's Office
- Will County Health Department
- Will-Grundy Medical Clinic

The Data, Evaluation, and Monitoring Team (DEM) was established to review and monitor the progress of the Action Teams, maintain and update data for the Community Health Status Assessment. The team also serves as a resource for the data needs of the Action Teams.

THE WILL COUNTY MAPP COLLABORATIVE VISION, MISSION, AND VALUES

VISION STATEMENT

Achieving equitable and optimal health in body and mind for all Will County residents.

MISSION STATEMENT

The Will County Mapp Collaborative will assess the health needs of the community and develop, implement, and evaluate initiatives to promote the highest quality of life for all residents.

VALUE STATEMENTS

Health Equity: All individuals have the opportunity to realize their full potential and to achieve the highest quality of life.

Collective Impact: We strive to be a progressive community that maximizes the use of community partnerships and collaboration among all sectors to ensure, enhance and promote compensative, quality, and equitable education, healthcare, and social services.

Respect: Every life has value.

Communication: We commit to sharing our data, assessments, and plans to educate and engage the community.

Quality: We believe in evaluation, continuous improvement, and innovation.

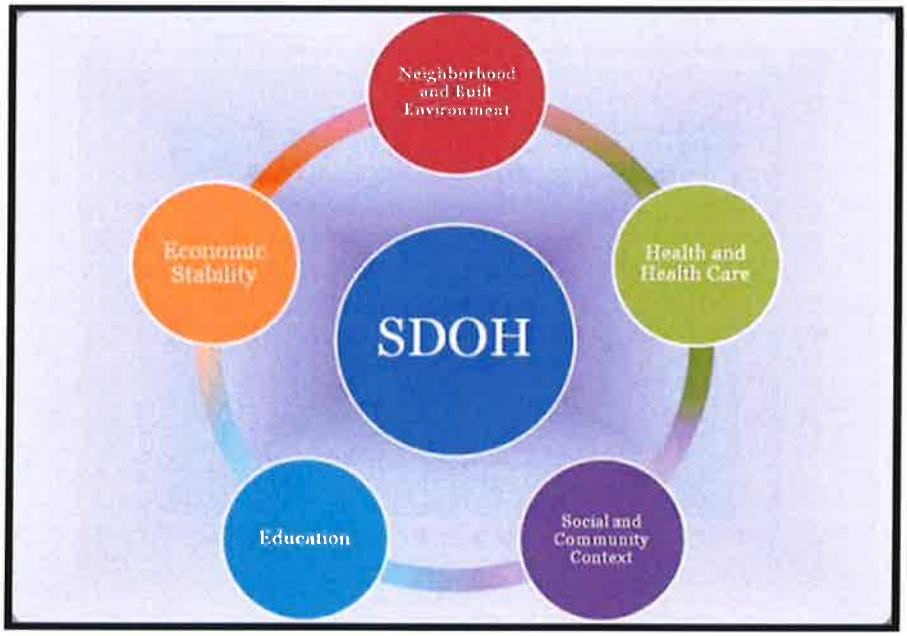
Inclusiveness: We are a community rich in diversity, where involvement and commitment have deep roots among our residents.

The general membership consists of partners who are not involved with the direction of an Action Team, but participate, as appropriate, on half of their organization. Their contributions to the overall assessment process and implementation of strategies are valuable to the process.

1. Agape Missions, NFP
2. Agency on Aging Northeastern IL
3. AMITA Health Adventist Medical Center Bolingbrook
4. Aunt Martha's Youth Services
5. Bluestem Earth Festival
6. Bolingbrook Fire Department
7. Braidwood Area Healthy Community Coalition
8. Breast Intentions of Illinois
9. C.W. Avery Family YMCA
10. Catholic Charities Diocese of Joliet
11. Channahon Park District
12. Chestnut Health Systems
13. Child and Family Connections #15
14. Child Care Resource & Referral
15. CITGO Petroleum Corp
16. Coldwell Banker Residential
17. Community Alliance & Action Network
18. Community Lifeline Ministries, Inc.
19. Cornerstone Services Inc.
20. Easterseals Joliet Region, Inc.
21. Edward-Elmhurst Health
22. Riverwalk Holmes Apartments
23. Food Allergy Research & Education
24. Forest Park Center
25. Franciscan Communities, Inc.- Marian Village
26. Glenwood Rehab Center
27. Governors State University
28. Greater Joliet Area YMCA
29. Guardian Angel Community Services
30. Harvey Brooks Foundation
31. Heritage Woods of Plainfield
32. Illinois Department of Children & Family Services
33. Illinois Department of Employment Security
34. J.F. Holder Foundation
35. Joliet Fire Department
36. Joliet Junior College
37. Joliet Police Department
38. Joliet Public School District 86
39. Joliet Township Government
40. Lakewood Nursing Center
41. Lewis University
42. Mari Gallagher Research & Consulting Group
43. Mokena Police Department
44. Mt. Zion Baptist Church
45. New Life Church
46. PACE Suburban Bus
47. Plainfield Counseling Center LLC
48. Amita Home Care
49. Amita Health Saint Joseph Medical Center
50. PT Solutions Physical Therapy
51. Rasmussen College
52. Senior Services Center of Will County
53. Silver Cross Healthy Community Commission
54. Silver Cross Hospital
55. Illinois Department of Public Health
56. Stepping Stones, Inc.
57. TEC Services Consulting Inc.
58. The Community Foundation of Will County
59. Trinity Services, Inc.
60. United Way of Will County
61. University of Illinois Extension
62. University of St Francis
63. Valley View School District
64. VNA Health Care
65. Warren-Sharpe Community Center
66. Will County Adult Detention Facility
67. Will County Board
68. Will County Board of Health
69. Will County Center for Community Concerns
70. Will County Circuit Clerk
71. Will County Community Health Center
72. Will County Emergency Management Agency
73. Will County Executive's Office
74. Will County Forest Preserve District
75. Will County GIS
76. Will County Health Department
77. Will County Land Use Department
78. Will County Medical Reserve Corps
79. Will County Residents
80. Will County Veterans Assistance Commission
81. Will Grundy Center for Independent Living
82. Will-Grundy Medical Clinic
83. Joliet Township Government

Social Determinants of Health

When assessing the health needs of the county, there are conditions in the places where people live, learn, work and play that affect a wide range of health risks. These Social Determinants of Health are defined by the CDC to be:



- Economic Stability
- Education
- Health and Health Care
- Social and Community Context
- Neighborhood and Built Environment

The MAPP Collaborative considers each of these issues and takes steps to assure equitable treatment for all.

Will County Demographic Profile

Will County is the fourth most populous county in Illinois. According to Will County Census data, the population is 697,252[i], with an expected increase to 853,596 by 2025. The population continues to outpace the growth rate of Illinois.

The County encompasses 849 square miles; twelve miles are water[ii]. There are 31 zip codes, 23 cities, and five area codes. Ninety-six percent (96%) of the population lives in urban areas. Southern Will County is largely rural.

In Will County, the gender distribution is 50.38% female and 49.62% male. The median age is 37.9 years, this is consistent with the medial age in Illinois, which is 38.1 years. Twenty-five percent of the population is over 55 years of age and 24.9% is under 18 years of age.[iii]

The four-year graduation rate for Will County, based on an average of reporting schools, is 90%. Seventy-seven percent reported to have some college education.

The average household size is 2.93 people. The median household income is $90, 800 with per capita income being $37.67. Seven percent live in poverty.

The unemployment rate has decreased significantly from the very high rate of 16% during the global lockdowns that resulted from the Coronavirus Pandemic. The unemployment rate in September 2021 was reported to be 5.3%. It has since dropped to 4.2% in 2022. This is less than 6.8% reported by the State. Higher unemployment was identified among males, the Hispanic/Latino and Black or African American populations, and in the 16 to 19-year age group.

The majority of Will County's population is white alone, non-Hispanic or Latino (61%). This number has decreased since 2000. The Hispanic/Latino population has steadily increased over the years to a current population of 18.9%. There is a higher number of Hispanic/Latino population residing in the 60432, 60433, 60436, and 60446 zip codes. The Black/African American population (12.5%) has also increased since 2000. A higher number of Black/African Americans reside in the zip code 60484. In the last decade, there has been an increase in foreign born residents.[iv] Currently, 12.4% of the population have been born in locations, other than the US.

In Will County, 8.7% of the population has a disability, 5.7% are under the age of 65 years.

There are 27,670 Veterans living in the county, approximately 4.3% of the total population[v], most reside in southern and eastern sections of Will County.

THE 5TH CYCLE ITERATION OF THE MAPP PROCESS

In 2022, the Will County Mobilizing for Action through Planning and Partnerships (MAPP) Collaborative completed the 5th Cycle Iteration of the MAPP Process.

MAPP is a community driven, strategic planning framework that guides communities in developing and implementing efforts around the prioritization of public health issues, essential

public health services, and identification of resources to address them, as defined by the 10 Essential Public Health Services.

MAPP is a community-wide strategic planning process for improving community health.

- Collaborative
- Data based
- Equity centered



The MAPP process includes utilization of four assessment tools, as shown in the above diagram:

1. Community Themes and Strengths Assessment
2. Local Public Health System Assessment
3. Forces of Change Assessment
4. Community Health Status Assessment

This information, data and identified issues along with presentations by members of each Action Team were provided to public health stakeholders at a Forum on September 30, 2022. Based on the criteria developed by the MAPP Executive Committee, those present determined the prioritization of strategic issues to be addressed by the community in the next three years.

THE FOUR ASSESSMENTS

1. Forces of Change Assessment



Forces may be social, economic, political, technological, environmental, scientific, legal and/or ethical. They may be trends, factors, or events.

- TRENDS are patterns over time, such as migration in and out of community.
- FACTORS are discrete elements, such as a community's large ethnic population, an urban setting or a jurisdictions proximity to a major waterway.
- EVENTS are one-time occurrences, such as a natural disaster, passage of new legislation or a hospital closure.

The Forces of Change Assessment elicited broad community input to identify forces of change impacting the Will County local public health system, now or in the future.

> The LOCAL PUBLIC HEALTH SYSTEM is defined as all organizations that affect the quality of life and health of the community. It is not only those organizations that directly provide health services.

The survey was divided into three sections and contained open-ended questions, with guided prompts, to identify, rank, and describe threats and opportunities for the following eight categories of forces:

- Social
- Economic
- Political
- Technological
- Environmental
- Scientific
- Legal
- Ethical

An additional health equity question was included, it asked if any identified force will impact equal opportunity for health and access to care.

The assessment was designed to obtain information related to the following:

- Forces of change that affect the local public health system
- Forces or trends occurring in:
  - Will County
  - Illinois
  - Nationally
  - Globally
- Forces that have the most impact on the health of Will County
- Forces that impact equal opportunity for health and access to care based on ethnicity gender, age, sexual orientation, socioeconomic status and/or education level

An email was sent to invite participation. An online survey and data collection system, Survey Monkey, was used to identify the forces of change affecting Will County's local public health system and community. Also, information was solicited related to specific threats or opportunities that are generated by these occurrences.

On February 16, 2022, the Will County MAPP Collaborative distributed the Forces of Change Assessment online. The survey was distributed to members of the MAPP Executive Committee, MAPP Action Teams, Will County Board of Health, Will County Board, Ascension Saint Joseph Medical Center Community, Silver Cross Health Community, Advent Health Bolingbrook Community, Edward-Elmhurst Health Community, MAPP Community organizational partners, and community members. Approximately 600 surveys were distributed. The deadline for the submission was July 27, 2022. Thirty-five responses were received with a response rate of 5.8%.

Survey results were analyzed by the FOCA Subcommittee and used to identify the forces with the most influence on the health of Will County. Following analysis of the survey results, a draft of the assessment information and data report was made available to the MAPP Executive Committee for review and approval in August, 2022. On September 30, 2022, the data was presented at a Forum at Ascension Saint Joseph Hospital, Joliet Illinois and used in the determination and prioritization of health initiatives for the next three years.

The assessment is available in the MAPP section of the Will County Health Department website, www.willcountyhealth.org

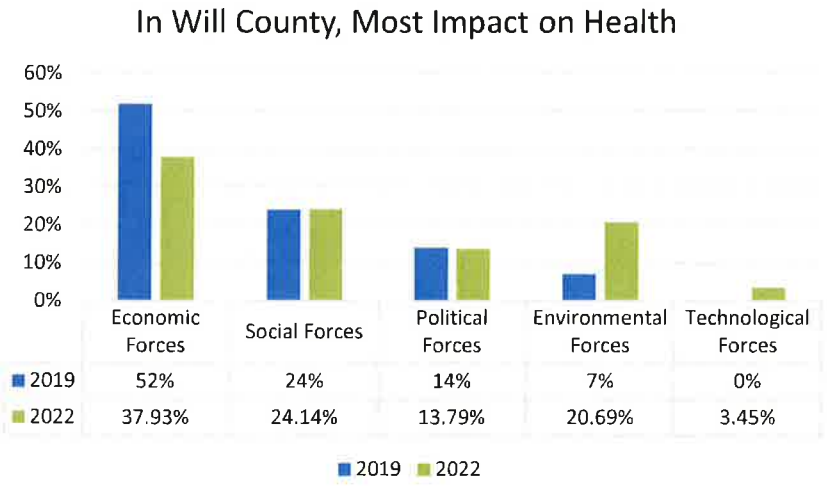
SELECT FINDINGS FROM THE FORCES OF CHANGE ASSESSMENT

Respondents were asked to rank the top three forces that have the most impact on the health of the community. The three forces with the most impact, identified by the survey are:

(1) Economic Forces
(2) Social Forces
(3) Environmental Forces

The top threats identified by those who chose Economic Forces as the top priority are as follows:

- Financial insecurity and stress on families
- Low job opportunities for skilled labor
- Income inequality
- Insufficient funds for medical and behavioral health care
- Underemployment and low wages.



Social forces were identified as having the second most impact. The top threats identified by those who chose social forces as the #2 priority are:

- Stigma related to mental health and substance use
- Lack of access to higher learning
- Language barriers
- Virtual access
- Domestic Violence
- Systemic racism
- Isolated senior population
- Referral to wrap around services
- Stress due to political climate

Throughout the assessment, the FOCA Subcommittee elicited community participation in identifying the forces of change impacting the Will County public health system. As a result, with input from the community, data was refined into ten cross cutting themes that will be used to guide future strategic planning.

- Access to transportation
- Access/affordability of healthy foods
- Access/affordability of housing
- Air and water quality
- Behavioral health/substance use
- Equitable and quality health care
- Funding for social service agencies
- Political climate
- Unemployment/underemployment
- Use and influence of technology/social media

2. Local Public Health System Assessment (LPHSA)



The 2022 Will County Local Public Health System Assessment (LPHSA) was developed to provide information to improve the health of those who live and work in Will County, by identifying strengths and weaknesses in the system and opportunities to improve service provision.

The LOCAL PUBLIC HEALTH SYSTEM is defined as all organizations that affect the quality of life and health of the community. The "system" is not only those that are direct health providers, such as hospitals, clinics, and the health department. The "system" includes social service agencies, schools, government, faith institutions and any agency that influences health.

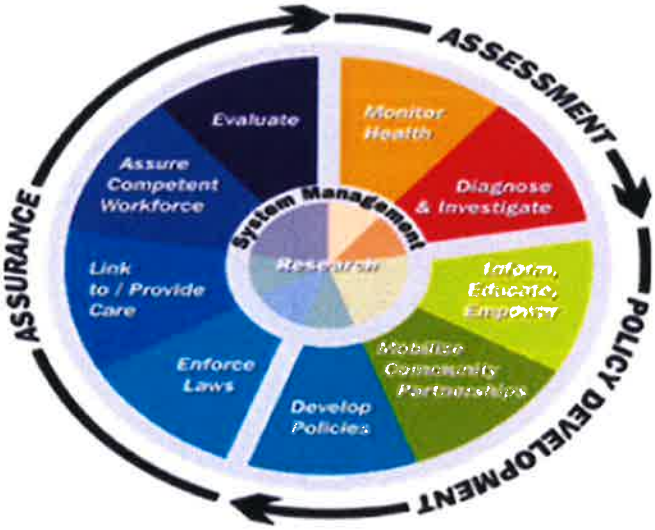
The Local Public Health Assessment was used to identify and understand the overall strengths and weaknesses of the public health system in Will County, Illinois. Through utilization of a systems approach, the LPHSA assures the input of participating entities are considered when assessing the local public health system. The 10 Essential Public Health Services (EPHS), identified in the following diagram, provides the framework for this assessment.

The National Association of County and (NACCHO) designed this tool for the LPHSA, as part of the community planning process, Mobilizing for Action through Planning and Partnership (MAPP).

The LPHSA tool is comprised of 53 questions, each associated with one of the 10 Essential Public Health Services. Questions were also included to gain information related to health equity in the county.

Stakeholders throughout the county were invited to participate in the survey. Fifty (50) participants utilized an electronic surveying tool to assess the public health system.

Participants were requested to rate the public health system's activity, related to each Essential Public Health Service and health equity.



The survey provided information related to:

- What is going on in the community?
- Do we know how healthy we are?
- Are we ready and how quickly do we to respond to health problems?
- How effective is the response?
- How effective is the System?
- How well do we engage people on health issues?
- Are we technically competent, fair, and effective?
- Is the community receiving the services they need?
- Do we have a competent workforce?
- Do we meet the needs of the population?
- Are we using new techniques?
- How well are inequities acknowledged and addressed?

Responses were: no activity, minimal, moderate, significant or optimal activity. Participants were also encouraged to comment. The final day for submission was July 31,2022. The report was made available to requesting stakeholders, after September 1, 2022. The data received from this Local Public Health System Assessment was provided to county stakeholders at a Forum, on September 30, 2022. During this Forum, the data, comparison to the 2019 MAPP objectives, and comments, were used to establish county-wide priorities and actions for the next three years.

The assessment is available in the MAPP section of the Will County Health Department website, www.willcountyhealth.org

SELECT FINDINGS FROM THE LOCAL PUBLIC HEALTH SYSTEM ANALYSIS

Findings provided were selected based on pertinent findings and the current MAPP objectives.

Respondents' perceptions and actual knowledge of activities related to each Essential Public Health Service, based on their job duties within the public health system, were used to assess the strengths and weaknesses that exist within the system.

More than 58% of participants align their primary job duties within the local public health system to:

- EPHS 3 – Inform, educate and empower people about health issues (29.17%)
- EPHS 7 – Link people to needed personal health services and assure the provision of health care when otherwise not available (29.17%)

None of the respondents reported that their job duties align with:

- EPHS 9 – Evaluate effectiveness, accessibility and quality of personal/population-based health services.
- EPHS 10 – Research for new insights and innovative solutions to health problems.

A small number of participants, 3.5%, believe that the system is not conducting community health assessments to monitor differences in health and wellness across Will County populations. While 96.5% believe assessment activities are taking place to some degree, minimal (21.4%), moderate (42.8%), significant (21.4% and optimal (10.7%).

Most (85.7%) respondents believe that the Public Health System participates, to some degree, in surveillance systems designed to monitor health inequities and determinants of health inequities specific to its communities. Also, 89.2% believe, to some degree, that the health system:

- provides information about community health status and community health needs in the context of health inequity and social injustice
- work to influence laws, policies and practices that maintain inequitable distribution of resources that may influence access to personal health services.

More than 81% responded that the local public health system expended moderate (46.4%) or significant (25%) activity to recruit and train staff member to reflect the community they serve. Related to participating in surveillance systems to monitor health inequities, comments received were: on site surveys; personally unaware of such activities. Comments related to providing information about community health status, comments were associated with: a five-year health assessment; and information tables at food pantry sites.

2022 Will County LPHS Health Equity Scores

EPHS	Question		No Activity	Minimal Activity	Moderate Activity	Significant Activity	Optimal Activity
1	48	Conduct assessment to monitor differences	3.57%	21.43%	42.86%	21.43%	10.71%
	49	Surveillance and monitoring	14.29%	21.43%	32.14%	25.00%	7.14%

2	34	Identify and address gaps	33.33%	0.00%	33.33%	33.33%	0.00%
3	50	Inform community	10.71%	21.43%	39.29%	21.43%	7.14%
4	19	Establish partnerships	0.00%	16.67%	38.89%	33.33%	11.11%
5	23	Develop strategies and plans	0.00%	20.00%	20.00%	40.00%	20.00%
6	51	Laws and policies	10.71%	28.57%	32.14%	21.53%	7.14%
7	30	Link people to services	0.00%	14.29%	42.86%	35.71%	7.14%
8	37	Competent workforce	0.00%	33.33%	33.33%	33.33%	0.00%
	38	Develop leaders	0.00%	66.67%	33.33%	0.00%	0.00%
	52	Staff reflect community	7.14%	21.43%	46.43%	25.00%	0.00%
9	41	Evaluate accessibility and quality	0.00%	25.00%	50.00%	25.00%	0.00%
10	36	Collaborative research, training and education	0.00%	66.67%	0.00%	33.33%	0.00%

The most optimal (20%) and most significant (40%) activities were associated with establishing a Community Health Improvement Plan with board based diverse participation, to develop strategies and accountability for organizations. Thirty-three percent (33%) responded no activity completing a workforce assessment to identify and address gaps in the local public health workforce.

Access to Care Initiative

To facilitate the Access to Care Initiative, the participants at the 2019 Forum identified needs and items to be addressed during the next three years.

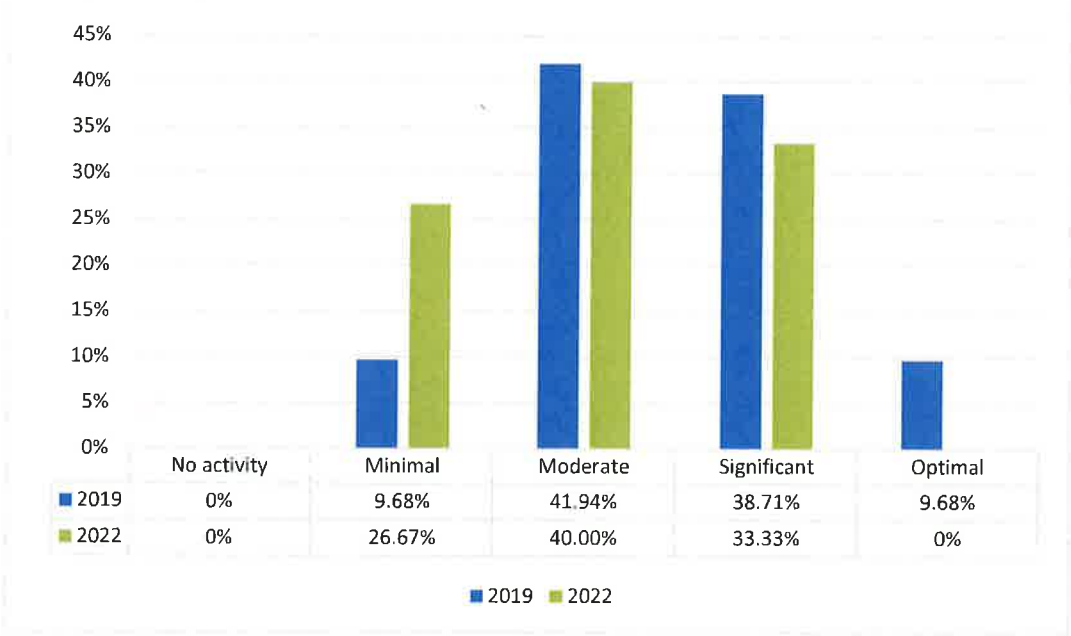
Needs:	Items to Address:
Coordination and linkage to primary medical care	Provider availability
Access to services and resources	Insurance coverage
Insurance, benefits, enrollment	Data collection and sharing
Data collection and sharing strategies	Use of technology
Technological assistance and advancements policies	Education, empowerment,

To address the Access to Health Care Initiative, community members and partners in the public health system, were requested to rank how the Public Health System is preforming. Data provides a comparison to 2019 responses. These findings apply to Access to Health Care and Behavioral Health Care.

Two-thirds (66.6%) of respondents reported moderate activity by the local public health system related to EPHS 6 – enforcing laws and regulations that protect and ensure safety. The same number, 66.6% believed there was little or no activity by the public health system, monitoring health status to identify community health problems, EPHS 1.

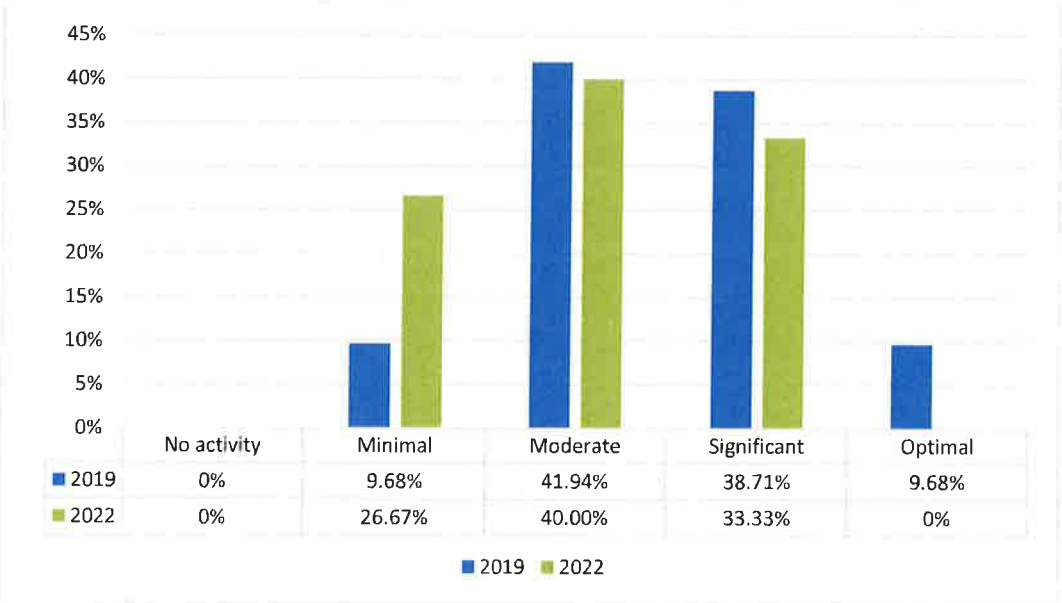
More than sixty-six percent (66.6%) reported minimal opportunities for the development of leaders to represent the diversity of the community.

Identify Groups of People Who Have Trouble Accessing Personal Health Services

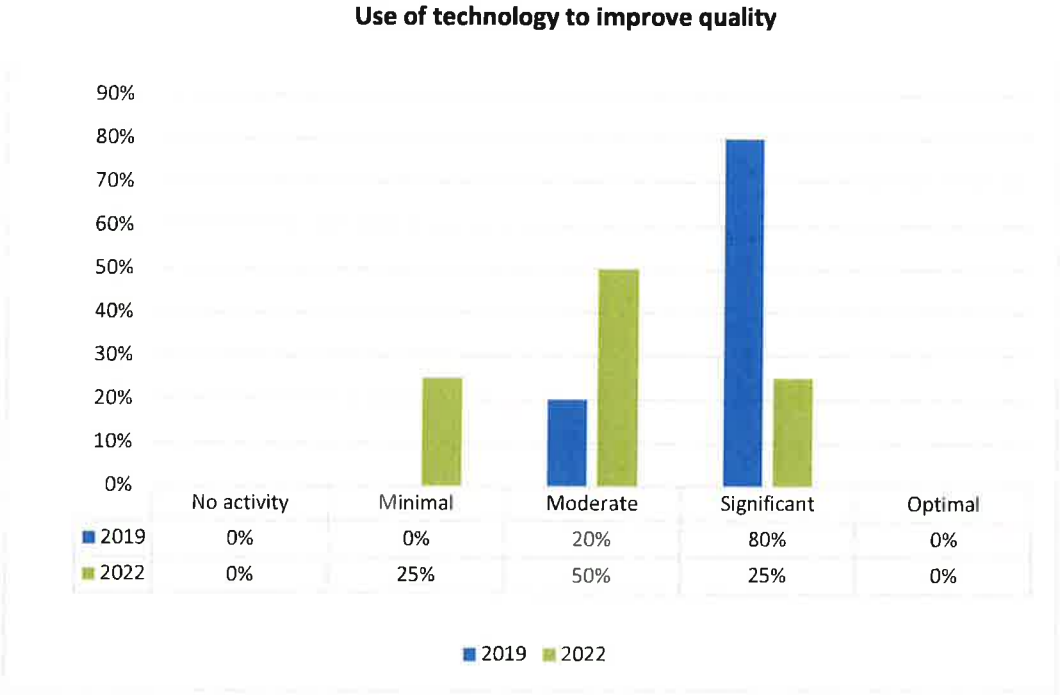


Most believed the System's effort were moderate when identifying groups of people who have trouble accessing personal health services. None replied optimal.

Connect people to organizations that can provide the personal health services they may need



Forty percent (40%) of respondents believed the System is doing moderately well connecting people to organizations that can provide the personal health services they may need. Once again, none replied optimal. Most (50%) believe the System is doing moderately well using technology to improve quality.



Ten percent (10%) responded that the public health system is functionally optimally to develop policies and plans that support individual and community health effects, EPHS 5.



3. Community Health Status Assessment

The Community Health Status Assessment was conducted as part of the MAPP process.

During the assessment, information regarding demographics, health status, health behaviors and social determinants in the community was gathered and analyzed. Data was collected from a variety of resources and analyzed comparing local, state and national benchmarks, when available.

The CHSA provides a picture of our community by answering three questions:

1. Who we are and what do we bring to the table?
2. What are the strengths and risks in our community that contribute to health?

3. What is our health status?

The MAPP process recommends and identifies health indicators in the following eleven categories for conducting the CHSA.

1. Demographics
2. Socioeconomics
3. Quality of Life
4. Health Resource Availability
5. Behavioral Risk Factors
6. Social and Mental Health
7. Maternal Child Health
8. Environmental Health
9. Communicable Diseases
10. Death, Illness and Injury
11. Sentinel Events

The MAPP Data. Evaluation, and Monitoring (DEM) Team was established by the Will County MAPP Collaborative in April, 2013. From January – June, 2022 the DEM Team collected and summarized data in the above categories. A draft of the CHSA was created and presented to the MAPP Executive Committee for review and approval in June, 2022.

Selected data and information from the CHSA were presented to participants at the MAPP Collaborative Forum, September 30, 2022 at Ascension Saint Joseph Hospital, Joliet Illinois. The CHSA is available in the MAPP Section of the website of the Will County Health Department, www.willcountyhealth.org

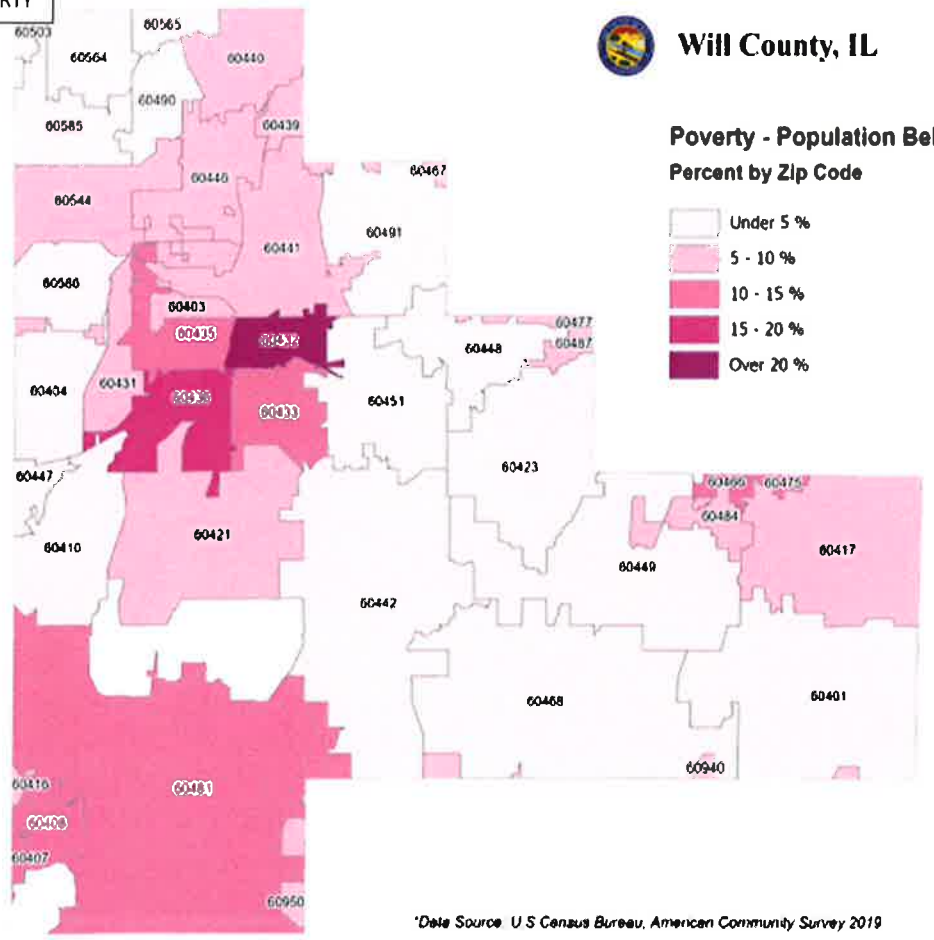
Identified Areas of Opportunity

Areas of opportunity identified by the Will County Community Health Status Assessment that correlate with the Social Determinants of Health:

	Data Identified	Target Population/s
Economic Stability	Affordable housing	All of Will County
	Low access to food stores	All of Will County
	Low income and low access to food	• Joliet • University Park • Sections of Bolingbrook • Sections of Romeoville
	Low household income	• Hispanic/Latino ethnicity • Zip-code area 60433 • Zip-code area 60432
	High poverty	• Zip-code areas 60433, 60432, 60436 • Black and other race • Hispanic/Latino ethnicity

	High unemployment	• Zip-code areas 60433, 60484, 60468 • Black or African American • Ages 16-19
	Uncertain access to food	• Children

POVERTY



Poverty is considered a key driver of health status. According to Community Commons, "poverty creates barriers to access including health services, healthy food, and other necessities that contribute to poor health status."

The median household income was $86,961, which was higher than Illinois and the United States. The city of Joliet has the lowest household income.

More than 6.7% or residents live below the poverty line. There is a disparity in income by race and ethnicity.

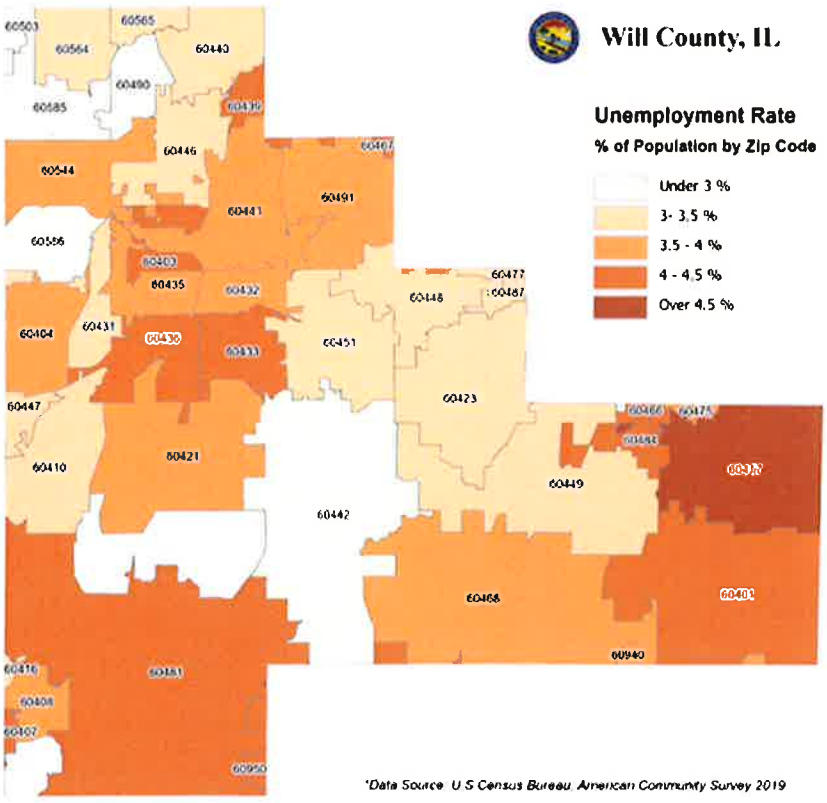
Population in Poverty by Race/ Ethnicity	Percent of Population
Non-Hispanic/Latinx	4%
Hispanic/Latinx	8.2%
White	4.8%
Black or African American	17.7%
Native American/Alaska Native	N/A
Asian	2.7%
Native Hawaiian/Pacific Islander	N/A
Other Race	12.40%
Population in Poverty by Gender	
Male	5.8%
Female	7.0%

Source: US Census Bureau, Cares Engagement Network, 2019

UNEMPLOYMENT

Unemployment creates financial instability and barriers to access, including insurance coverage, health services, healthy nutrition, and other necessities that contribute to poor health status. The unemployment rate in Will County was 16% in 2020, due to local, state, national and global lockdowns that resulted from the Coronavirus Pandemic. In September 2021, unemployment was 5.3%. It has since dropped to 4.2% in 2022.

There was a higher unemployment rate among: males, Hispanic/Latinx population, Black or African American population and in the 16-19 years age group.[vi] There are approximately 40,417 youth aged 16-19 in Will County, of which 2,203 are not in school and not employed. This represents 5.5% of youth, not attending school and not employed in this age group. This is lower than the State, 6.2%, and United States, 6.6%.



Identified area of opportunity

	Data Identified	Target Population/s
Education	High school diploma obtainment	• Males • American Indian/Alaskan Native, Native Hawaiian/Pacific Islander and other races • Hispanic/Latino ethnicity • Zip-code areas 60432, 60433, 60436
	High school four-year graduation rate	• Joliet Central High School • Joliet West High School
	Language barrier (speak English less than "very well"	• Spanish speakers

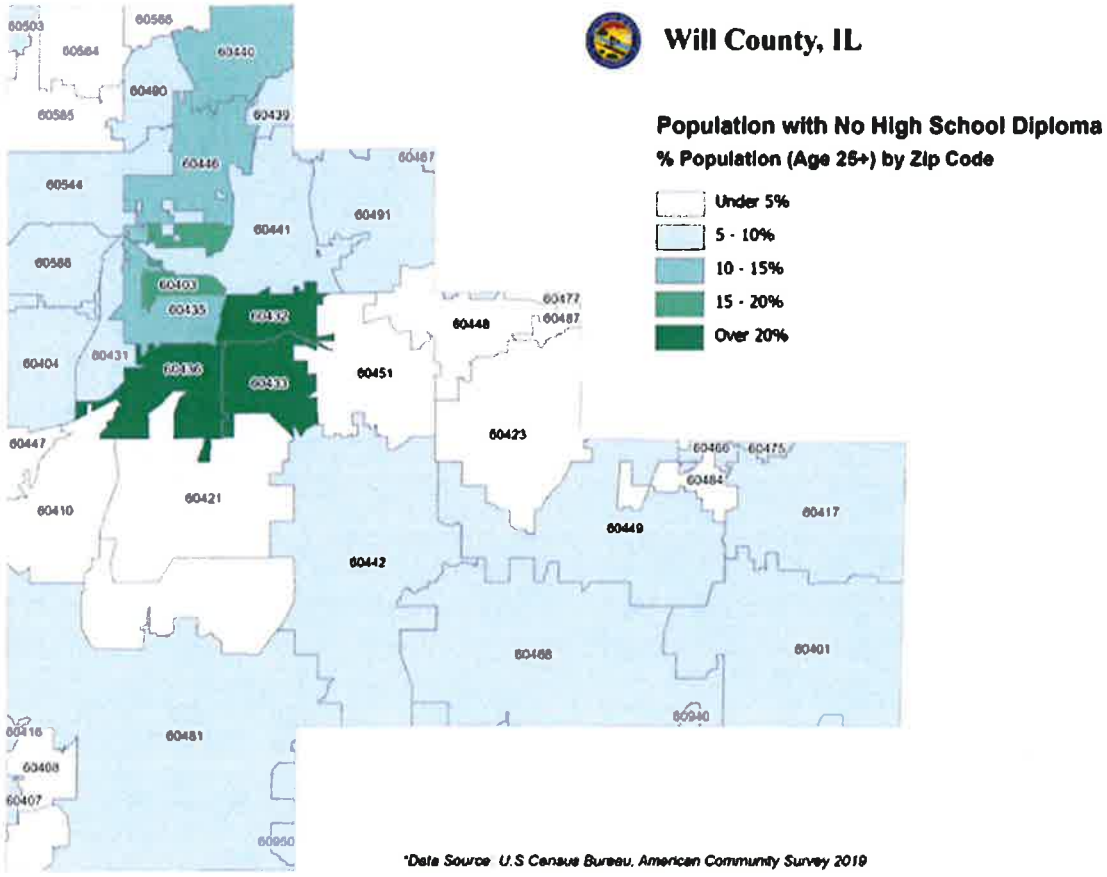
EDUCATION

In Will County, there are 39,494 persons, aged 25 and older, without a high school diploma (or equivalent). This is relevant because educational opportunity has been

linked to positive health outcomes. Over 8% of the population of Will County, above age 25 has not graduated high school or received their GED. The higher population areas of those without a high school diploma, are in the Joliet area, in the 60432, 60433 and 60436 zip codes.

There are three schools that fall below the state-wide graduation rate of 86%. These high schools have a higher percentage of low-income students, and non-White students, further demonstrating the disparities in educational outcomes by race and income levels. Schools with the highest percent that do not graduate are: Joliet Central (29%), Peotone (21%), and Joliet West (20%).

The 4-year graduation rate for Will County, based on reporting schools, was calculated to be 90%.



	Data Identified	Population/s
Social and Community Context	Access to social associations	All of Will County
	Lack of access to social and emotional support	All of Will County

> "People's relationships and interactions with family, friends, co-workers, and community members can have a major impact on their health and well-being. Healthy People 2030 focuses on helping people get the social support they need in the places where they live, work, learn, and play.
>
> Many people face challenges and dangers they can't control — like unsafe neighborhoods, discrimination, or trouble affording the things they need. This can have a negative impact on health and safety throughout life."[1] Healthy People 2030

SOCIAL AND COMMUNITY CONTEXT

Minimal contact with others and limited involvement in community life are associated with increased morbidity and early mortality. Social associations is defined as the number per 10,000 population. Associations include membership organizations such as: civic organizations, bowling centers, golf clubs, fitness centers, sports organizations, religious groups, political organizations, labor organizations, business and professional organizations.

Will County has 478 associations, 6.9 per 10,000 population. This is lower than Illinois (10) and the United States (9.3).[vii]

Social and emotional support is critical for navigating the challenges of daily life and for good mental health. Social and emotional support is also linked to educational achievement and economic stability. Between 19.1-23% of residents of Will County report having inadequate social and emotional support.[viii]

Areas of opportunity identified by the Will County Community Health Status Assessment that correlate with the Social Determinants of Health and Will County MAPP Initiatives.

Access to Care Initiative

	Data Identified	Population/s
A ccess to Health Services	Health professional shortage area designation	Zip-codes 60432, 60433
	Lack of consistent source of primary care	• Males • Non-white • Ages 25-44 • Income less than $35,000
	Lake of health insurance	• Males • African American or Black Asian, and other races • Hispanic/Latino ethnicity • Zip-codes 60432, 60433, 60484
	More medical/surgical and intensive care beds	All of Will County
	Primary care physician ration	All of Will County
	Preventable hospital events	Medicare enrollees

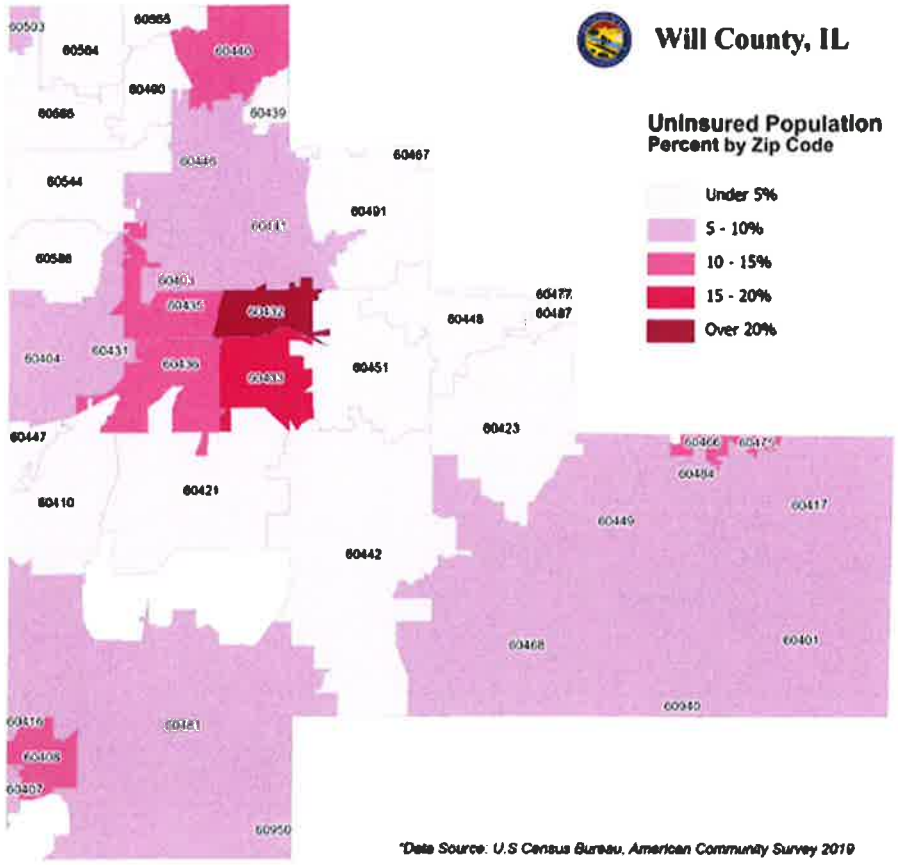
UNINSURED

The lack of health insurance is a key driver of health status. According to the US Census Bureau, 5.9% of Will County residents are uninsured. A larger percentage of uninsured reside in zip-codes 60432, 60433 and 60484, in the Joliet area, as well as parts of Eastern Will County.

Seven percent (7%) of males and 4.8% of females are uninsured.

By age group, 2.3% of those under 18 years of age, 85% of those 18-64 years, and .70% of those 65 years and over, are uninsured.

Most of Will County's Medicaid recipients are 18 years old and younger (24.9%) compared to ages 18-64 (9.7%) and ages 65+ (6.0%).



Uninsured Population by Race/Ethnicity

Non-Hispanic/Latinx	3.8%
Hispanic/ Latinx	13.5%
White	4.9%
Black or African Americans	5.6%
Native American/Alaska Native	N/A
Asian	5.7%
Native Hawaiian/Pacific Islander	N/A
Other Race	19.9%
Multiple Race	4.8%

Health Care Resources

Will County healthcare resources includes three hospitals, three health center organizations, dialysis facilities, nursing homes and other outpatient treatment centers.

There is a shortage of primary care physicians, mental health providers and dental care providers.

- Will County has a ratio of population to primary care physicians of 1,810:1 compared to 1,240:1 in Illinois and 1,030:1 nationally.
- There are 366 dentists yielding a ratio to population of dentists 1,860:1, compared to 1,330:1 for Illinois and 1,280:1 nationally.
- Will County has a total of 614 mental health care providers, a ratio of population to provider of 800:1, compared to 410:1 in Illinois. [ix]

There are increased shortages of primary care and dental providers for adult Medicaid recipients. There are more than 120,000 Medicaid enrollees in Will County. Approximately one in seven residents is enrolled in Medicaid. There are 757 physicians participating in Medicaid. In addition, 355 are primary care physicians. The rate is three for every 1,000 Medicaid enrollees and one pediatrician per 1000 children enrolled. There are also138 nurse practitioners. There are 91 dentists participating in Medicaid. This is a rate of less than one dentist for every 1,000 Medicaid enrollees.[x]

Stabilizing the Built Environment Initiative

To facilitate addressing Stabilizing the Built Environment Initiative, the MAPP Collaborative determined needs and items to be addressed.

Determined Needs	Items to be Addressed
Vocational training	Housing
Data collection and sharing strategies	Transportation
Health services linages	
Evaluate the environment	
Policy, education, and empowerment	

	Data	Population/s
Neighborhood and Built Environment	Households with no vehicle	Parts of Joliet, Lockport, Bolingbrook and University Park
	Physical environment	All of Will County
	Public transportation for commuting to work	All of Will County

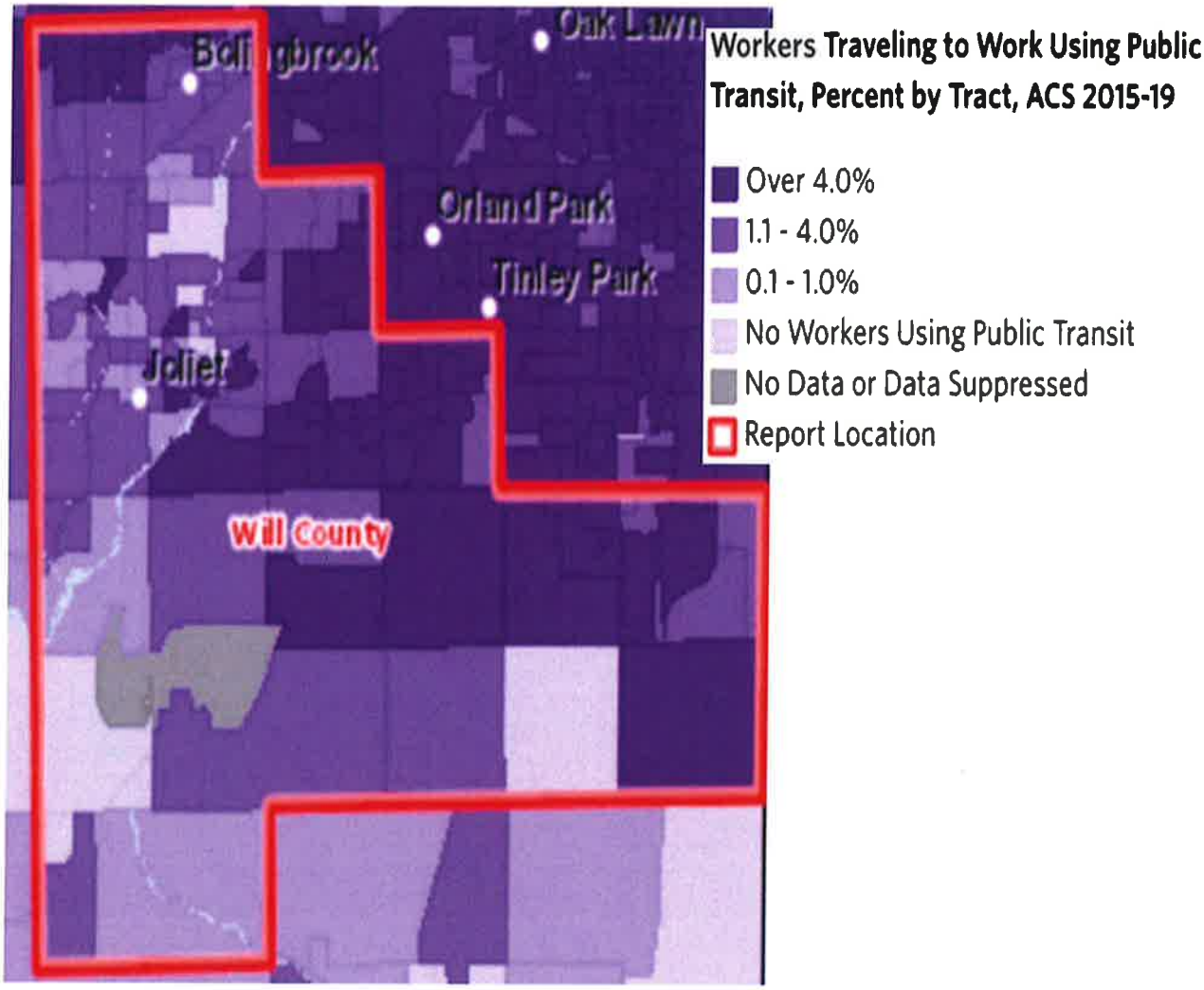
HOUSEHOLDS NO VEHICLE

It is estimated that 3.70% of Will County households have no vehicles, compared to 10.86% of Illinois households.

In Will County, 13,360 people, 3.9% of the population use public transit to commute to work. This percent is much lower than Illinois or the United States.

Location	Total Occupied Households	Households with NO Motor Vehicles	Percentage of Households With NO Motor Vehicles
Will County	229,498	8,483	3.70%
Illinois	4,864,134	526,441	10.86%
United States	120,756,048	10,395,713	8.61%

PUBLIC TRANSPORTATION

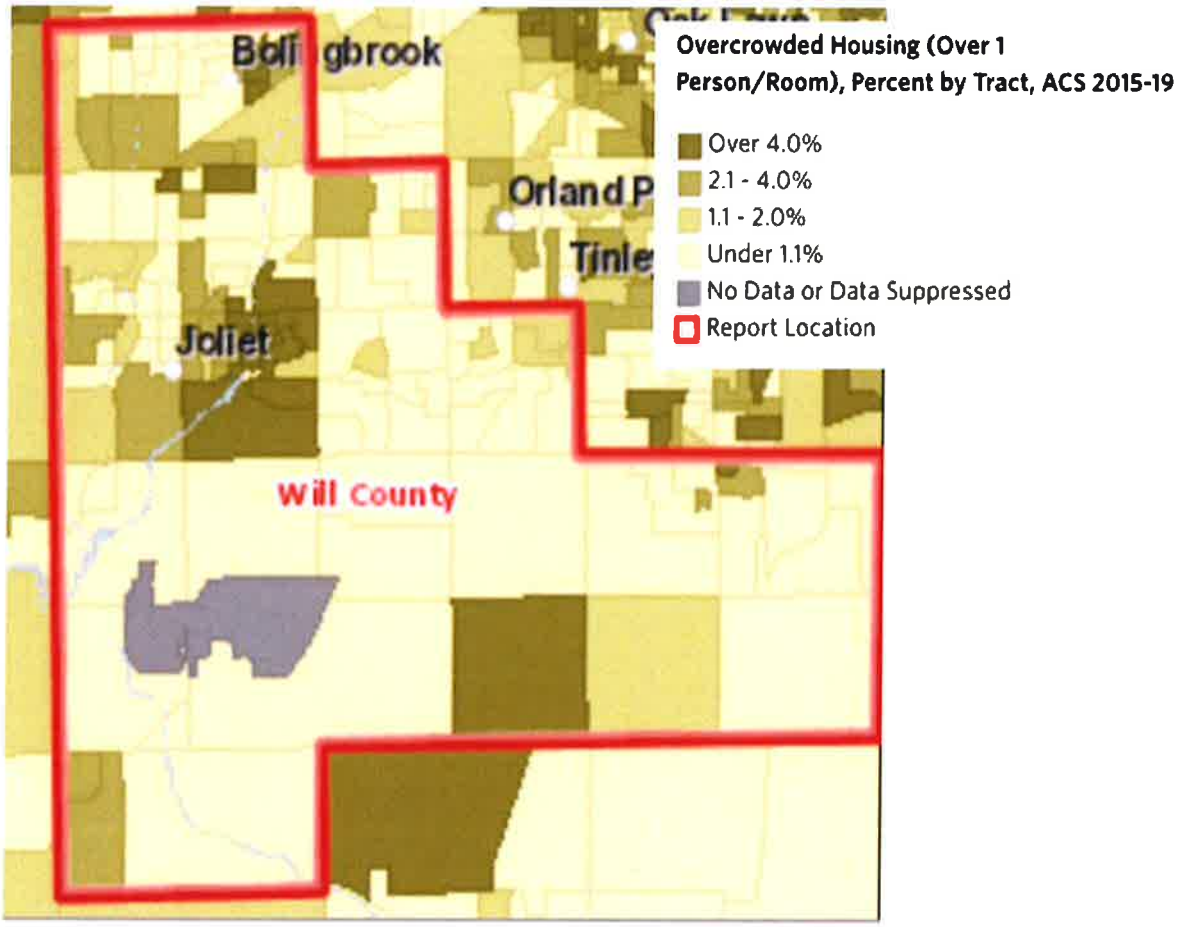


OVERCROWDED HOUSING

Overcrowded housing are units with more than one occupant per room. Overcrowding is occurring in:

- Joliet
- Bolingbrook
- Southern Will County

Location	Total Occupied Households	Overcrowded Housing Units	Percentage of Housing Units Overcrowded
Will County	229,498	4311	1.80%
Illinois	4,864,134	125,489	2.61%
United States	120,756,048	3,932,606	3.34%

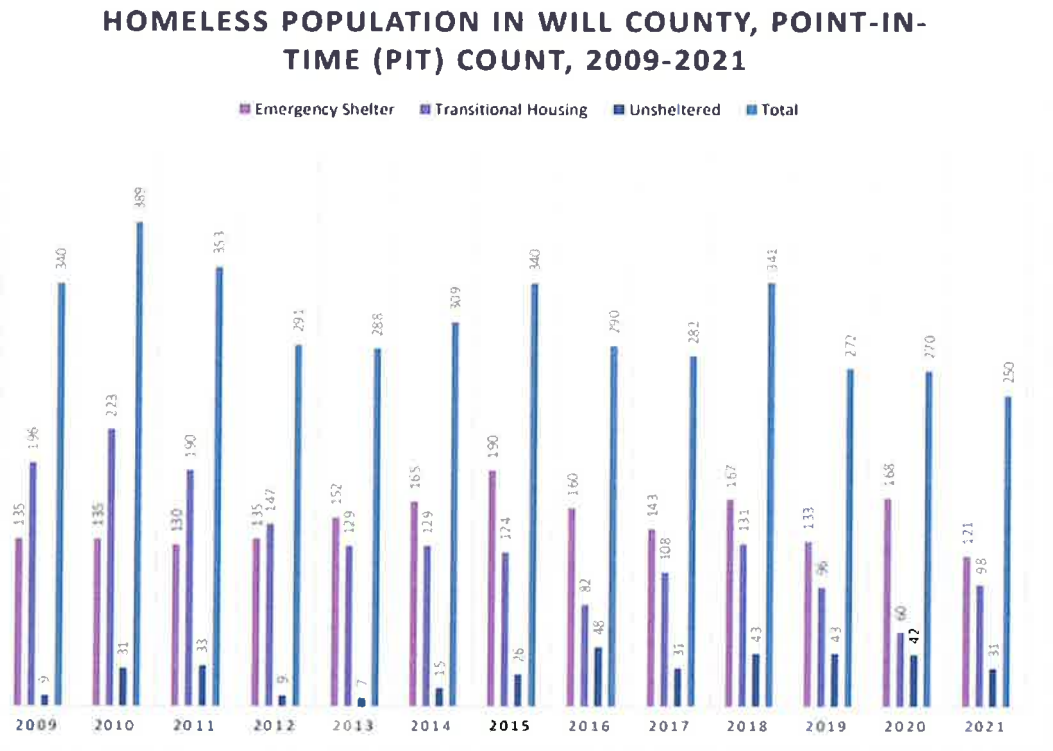


Source: US Census Bureau, American Community Survey. 2019. Source geography: Tract

HOMELESSNESS

On January 21, 2021, 250 unique individuals were reported experiencing homelessness in Will County. Of this number, 32% were children under the age of 18 and 5% experience chronic homelessness.[xi]

The Will County Health Department, Alternative Housing Program provided over 600 nights of stay for COVID-19 positive residents.



Behavioral Health and Substance Abuse Initiative

	Data	Population/s
Behavioral Health and Substance Abuse	Provider availability	All of Will County
	Suicide	All of Will County
	Substance abuse	All of Will County

To facilitate addressing the Behavioral Health and Substance Abuse initiative, the MAPP Collaborative determined needs and items to be addressed.

Determined Needs	**Items to be Addressed**
Coordination and linkage of mental health services	Provider availability
Data collection and sharing strategies to identify and prioritize	Depression and suicide
Policy, education, and empowerment	Substance abuse
Technological assistance and advancements	Alcohol Use
	Data collection and sharing
	Use of technology
	Education, empowerment, policies

BEHAVIORAL HEALTH AND SUBSTANCE ABUSE

Behavioral health continues to be a concern among Will County residents. The term behavioral health is inclusive of mental health and substance use disorders. Resources in Will County are limited for hospitalizations for mental health disorders. Individuals who lack insurance or are Medicaid recipients are additionally limited in their ability to find services.

Will County has a total of 614 mental health care providers, a ratio of population to provider of 800:1, compared to 410:1 in Illinois. [xii]

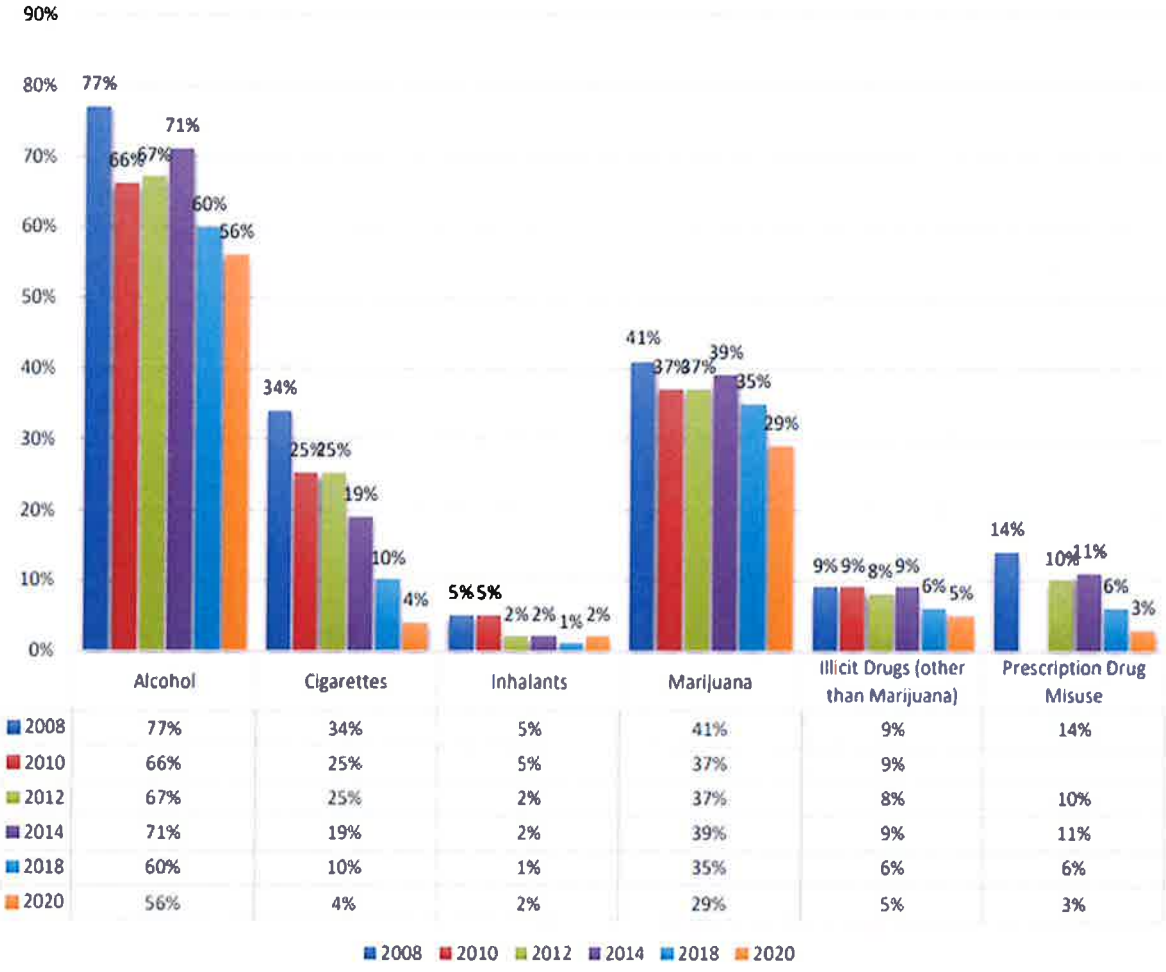
SUBSTANCE USE

The following graph illustrates the changes during the past twelve years.

- Four percent (4%) of 12th graders currently smoke cigarettes. This is a gradual improvement since 2012.
- The number of those using inhalants has increased since 2018.
- Although the number has decreased, marijuana is used by 29% of 12th graders.
- In 2020, 56% of 12th graders use alcohol.

Sixteen percent (16%) of 12th graders reported that they have engaged in binge drinking in the past two weeks.

Will County 12th Grade Substance Use 2008-2020



	Alcohol	Cigarettes	Inhalants	Marijuana	Illicit Drugs (other than Marijuana)	Prescription Drug Misuse
2008	77%	34%	5%	41%	9%	14%
2010	66%	25%	5%	37%	9%	
2012	67%	25%	2%	37%	8%	10%
2014	71%	19%	2%	39%	9%	11%
2018	60%	10%	1%	35%	6%	6%
2020	56%	4%	2%	29%	5%	3%

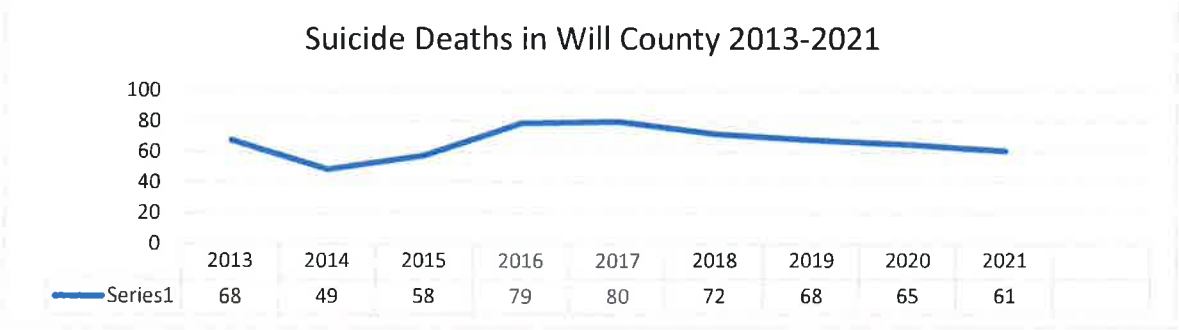
Source: Illinois Youth Survey, 2020 County Report

SUICIDE

The Healthy People 2030 suicide target is 12.8 per 100,000 population. In 2021, there were 61 suicides in Will County. This is under the target number. The majority of those that dies by suicide in 2020 and 2021 wee white males. Most are carried out in the following manner: gunshot wound, hanging, drug overdose.



Source: Illinois Youth Survey, Will County Report 2014, 2016, 2018, 2020.



Will County Coroner Office

Access to Food and Nutrition Initiative

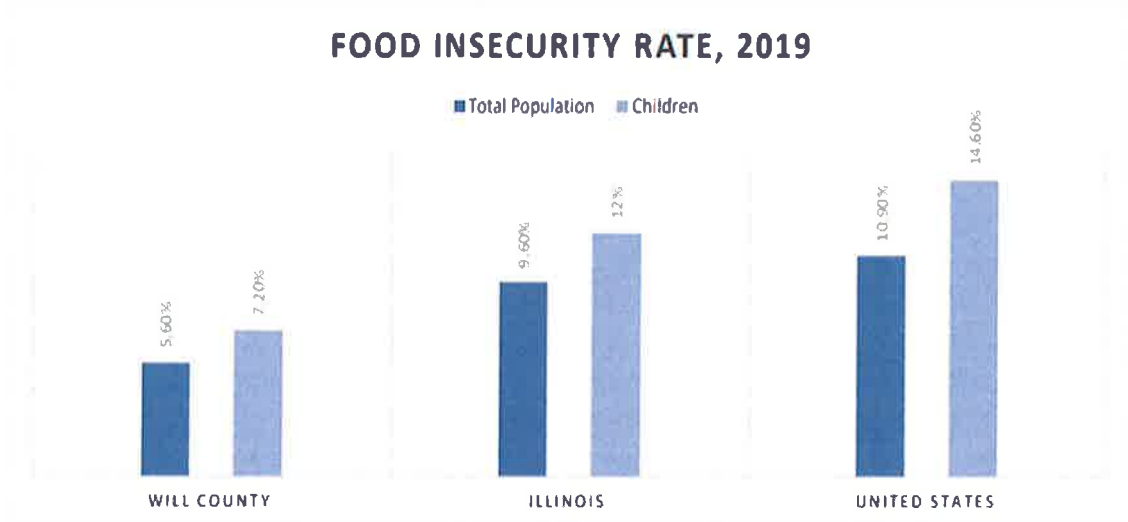
To facilitate addressing the **Access to Food and Nutrition Initiative**, the MAPP Collaborative determined needs and items to be addressed

Determined Needs	Items to be Addressed
Coordination and linkage for food resources	Food access
Access to nutritional food	Healthy food consumption
Data collection and sharing strategies	
Technological assistance and advancements	
Policy, education, and empowerment	

	Data	Population/s
Access to Food and Nutrition	Food insecurity	All of Will County Low-income households
	Food availability, SNAP stores	All of Will County
		All of Will County

Low levels of vitamins and minerals can result in mental impairment and central nervous system defects in infants.[xiii]

Food insecurity is the household economic level and social conditions of limited or uncertain access to adequate food. Of the 12,550 children in Will County who experienced food insecurity in 2019, 73% of the children are in a household that has an income below the 185 Federal Poverty Level. Access to healthy, affordable food is a key component of obesity and chronic disease prevention.



Report Area	Total Population	% Population in Tracts with No Food Outlet	% Population in Tracts with No Healthy Food Outlet	% Population in Tracts with Low Healthy Food Access	% Population in Tracts with Moderate Healthy Food Access	% Population in Tracts with High Healthy Food Access
Will County	677,527	1.08%	16.36%	37.11%	43.14%	2.30%
Illinois	**12,830,633**	**0.79%**	**21.04%**	**38.50%**	**36.13%**	**3.53%**
United States	312,474,470	0.99%	18.63%	30.89%	43.28%	5.02%

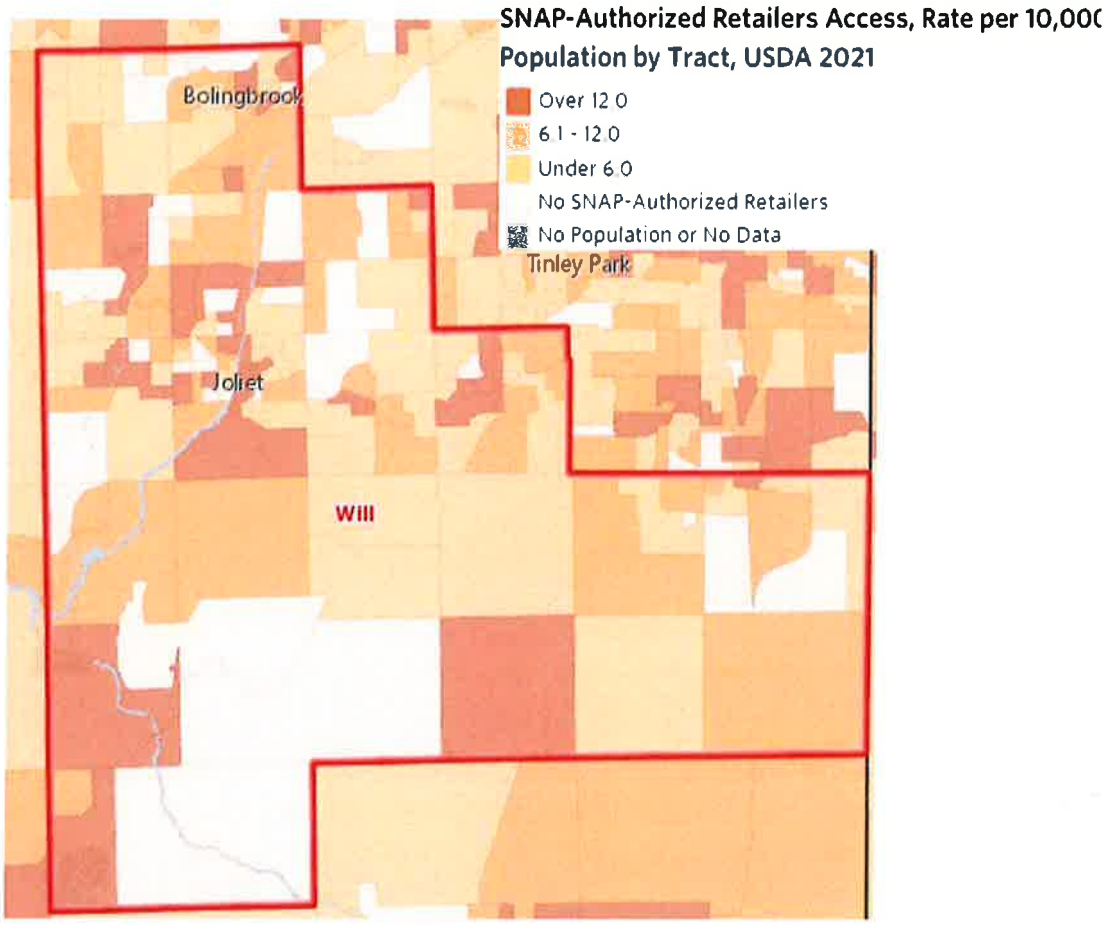
Access to healthy, affordable food is a key component of obesity and chronic disease prevention.

The majority of the Will County population has moderate healthy food access while areas of Northern Will County has low.

The number of supermarkets or grocery stores per 10,000 population has decreased to 1.28 since their peak in 2013 of 1.53. This is well below Illinois and the United States.

The number of SNAP-authorized retailers in Will County is lower than In Illinois and the United States. Areas with most access to SNAP-authorized retailers are Bolingbrook, Joliet, and Southern Will County.

Source: US Department of Agriculture, Food and Nutrition Service, USDA - SNAP Retailer Locator. Additional data analysis by CARES. 2021. Using total population from 2010.



Location	Population	SNAP Retailers	SNAP Retailers per 10,000 population
Will County	677,560	389	5.74
Illinois	12,830,632	8,965	6.99
United States	312,383,875	242,299	7.76

4. Community Themes and Strengths Assessment (CTSA)

The Will County MAPP Collaborative participated in the development of the Community Themes and Strengths Assessment (CTSA). Survey Monkey, an online assessment tool and data collector, was used to gather responses received in English and Spanish.



The survey was first made available on November 16, 2021 and was closed to participation on July 31, 2022.

All Will County residents were requested to participate. Information was provided by the MAPP collaborators and stakeholders. The community was made aware of the survey using: the internet, social media, press releases, outreach, collaboration with partner agencies to identify and provide information to hard-to-reach populations, emails, flyers, one-on-one discussions, presentations and promotions. Survey information was made available to: clinic participants, at universities and colleges, municipalities, and to residents who visited other county locations. Access was available via computer, and mobile devices. Community members were requested to provide their perceptions, thoughts, opinions, attitudes and concerns.

The CTSA assessment engaged the community by requesting their input on many topics, including but not limited to:

- "Quality of Life", defined as their personal satisfaction/happiness or dissatisfaction/ unhappiness with the conditions in which the respondents live.
- Opinions of health issues in the home, neighborhood and county, where the respondents live.
- Important issues, based on health indicators and indexes.
- The perception of equity in our community.
- Resources that are available to residents.
- Opportunities for improvement.

The assessment tool, comprised of seventy-two (72) qualitative and quantitative questions. A total of 827 responses were received, representing a .12% response rate of the community at a 3% margin of error at a 95% confidence interval. The report was available to requesting stakeholders after September 1, 2022 and data presented at a Forum on September 30, 2022. The assessment will be posted on the website of the Will County Health Department, www.willcountyhealth.org in the MAPP section.

Residents from each of the county's zip codes participated. The majority of survey respondents (68.94%) have lived in Will County for more than 15 years and own their home (76.75%.) The most reported household income was $100,000-$149,000/year (18.09%). The majority of participants were: married (57.79%), female (67.7%), 55 years of age and over (45.95%), white/Caucasian (68.18%), English speaking (93.17%) and attended at least some college (77.59%).

Quality of life questions were asked of residents. More than 77% of residents rated the overall quality of life to be good or better and 75.9% rated Will County as a good or better place to raise children. When considering items such as safety in their home, schools, workplace, on playgrounds and in parks
65.66% responded good, very good and excellent when rating the safety of the county.

More than 57% responded they are able to find good jobs and live in a healthy economy, always and most of the time.

When asked if residents believe they live in a clean environment (e.g., air, land, water) in their home, 72.83% replied yes, all or most of the time. Residents replied they are able to participate in arts, cultural, and community events, 57.71% responded always and most of the time.

Two thirds were not worried whether their food would run out before they had the money to buy more. Thirty percent (30%) of residents reported that their households were never, rarely or sometimes able to pay for healthcare (e.g., family doctor, prescriptions). That number increases to 54.76% when discussing the county.

The majority of respondents, (83.04%) reported they live in a family-friendly environment, most or all of the time. It was reported that 37.86% of residents with disabilities, in their homes, had access to services and resources, most of the time, or always. When requesting information relating to the county, that number fell to 22.07%.

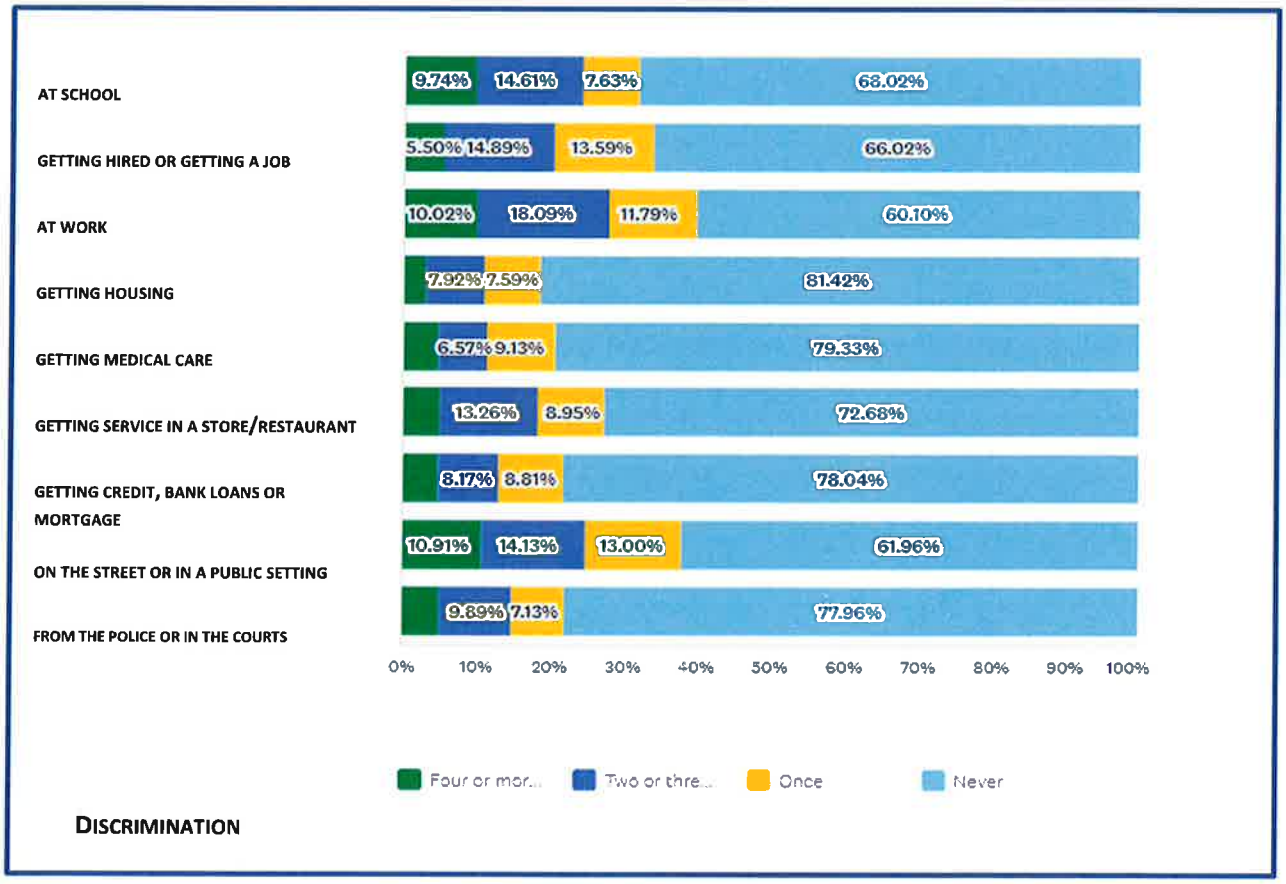
More than seventy-three percent (73.92%) of residents always or most of the time, feel safe in their home, 56.25 % feel safe in their neighborhood/community, and 27.05% feel safe in the county.

Of those responding, 75.20% are engaged in religious or spiritual values, sometimes, most of the time or always.

Respondents identified Social Issues "Within the Home", "Within the Community", and "Within Will County". The following lists those of most concern and as seem as a large problem.

	Within the Home	Within the Neighborhood/Community	Within Will County
1	Depression/Anxiety Disorders	Illegal Drugs	Illegal Drugs
2	Cigarette/Tobacco Usage	Depression	Violence
3	Other Mental Health Issues	Excessive Drinking/Alcohol Usage	Prescription Drug Use
4	Illegal Drugs	Underage Drinking/Mental Health Issues	Depression
5	E-Cigarettes/Vaping	Violence	Other Mental Health Issues
6	Prescription Drug Use	E-Cigarettes/Vaping	Excessive Drinking/Alcohol Usage
7	Excessive Drinking/Alcohol Usage	Cigarette/Tobacco Usage	Cigarette/Tobacco Usage
8	Dementia/Alzheimer's Disease	Prescription Drug Use	Underage Drinking
9	Domestic Violence/ Abuse	Domestic Violence/Abuse	E-Cigarettes/Vaping
10	Suicide	Suicide	Domestic Violence/ Abuse

Respondents reported experiencing discrimination, have been prevented from doing something, or have been hassled or made to feel inferior in any of the following situations, because of your race, mobility/ability class, economic status, or political affiliation:



Access to Care Initiative

Respondents reported their primary sources for information on health-related issues were:

1. Internet
2. Doctor
3. Social Media
4. Local Health Department
5. News Station (TV or Online)

When rating quality of the healthcare system, (68.74%) were satisfied with access, cost, availability and option in healthcare. About one-third of respondents use teleservices for primary health care/infectious disease assistance, sometimes, most of the time, or always.

More than 83% reported, in their home, it was not a problem for adult of obtain immunizations or vaccinations. However, when asked in Will County, only 15% believe it is not a problem.

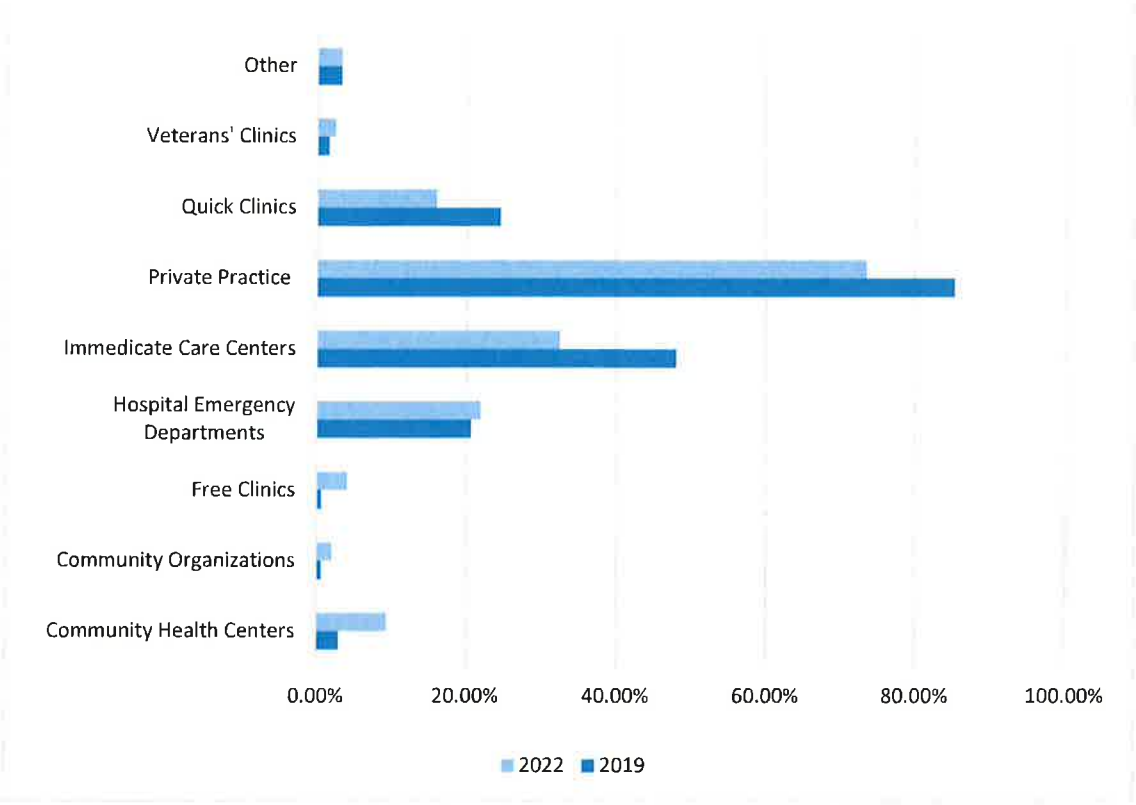
More than 5% report sexually transmitted infections is a problem in their home.

Among respondents in need of health care (73.47%), seek care from a private practice heath care provider, 33.26% from an immediate care center and 21.81% a hospital emergency department. For mental health care, 41.67% request assistance from a private practice provider, 40.79% responded not applicable.

Resident respondents reported that 57.17% have insurance through their employer and 14.76% self-pay for their health insurance. Twenty-seven percent (27.05%) have Medicare, 15.37% have Medicaid. Nearly 8% have no insurance and pay cash for their health care. Others, 2.66% obtain care from the Veterans' Administration.

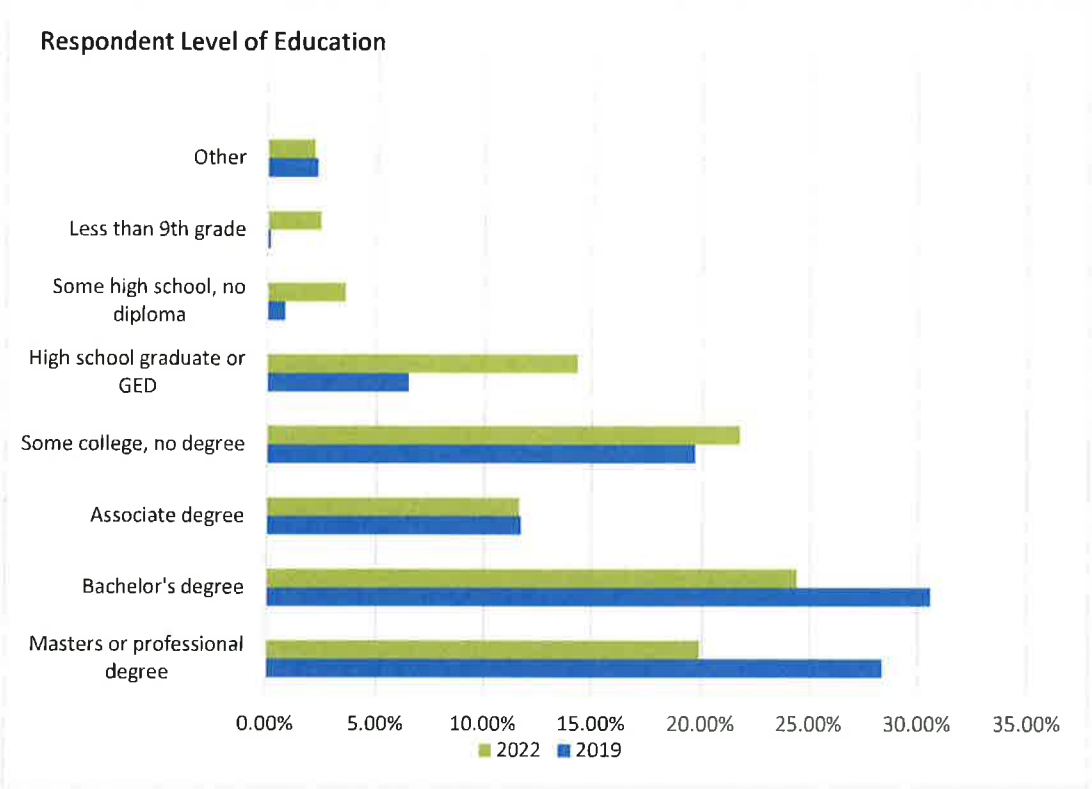
Thirty percent of residents reported that their households were never, rarely or sometimes able to pay for healthcare (family doctor, prescriptions, etc.). That number increases to 54.76% when discussing the county.

Where Will County goes when sick or in need of health care



Eighty-three percent obtain dental services from a private dentist. Eight percent obtain dental care from Community Health Centers (Aunt Martha's, VNA, Will County Community Health Clinic), 4.52% obtain care from free clinics (Will-Grundy Medical Center), 0.62% receive dental treatment from the Veteran's Clinic, and 1.55% seek care from hospital Emergency Departments.

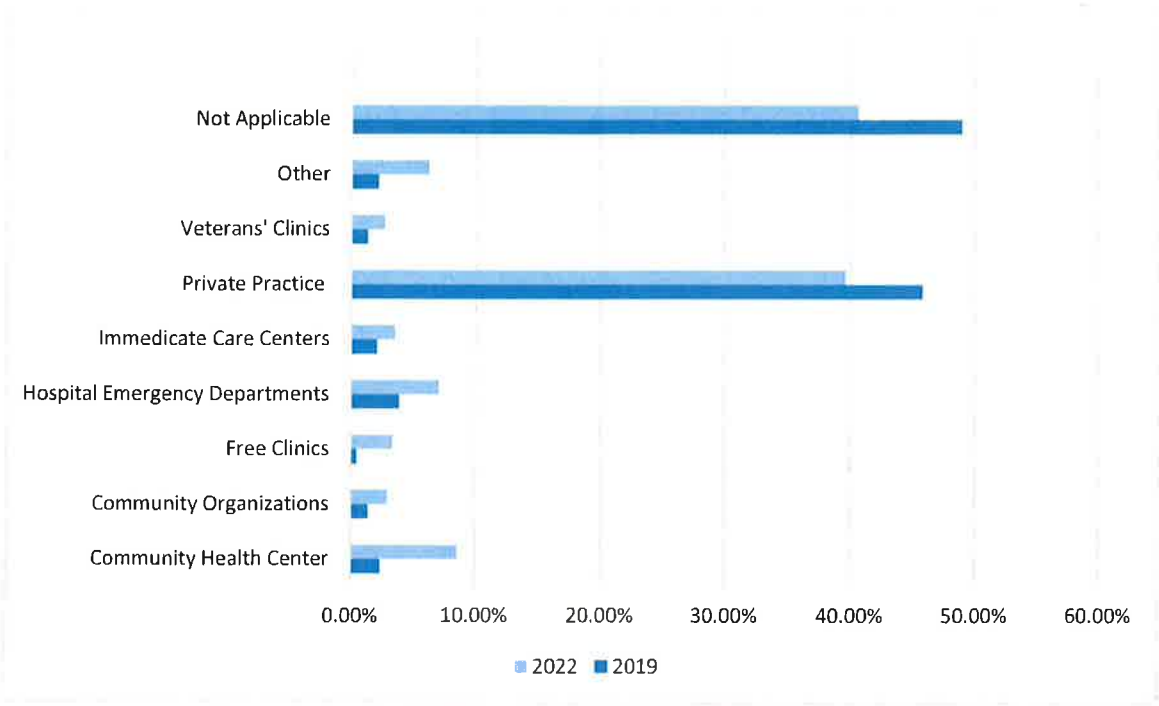
Educational attainment has been linked to positive health outcomes, for this reason, respondent level of education was included. More than 62% of resident respondents believe their children are able to go to good schools.



When respondents were asked where they obtained information about health-related issues/resources (e.g., water quality, heart disease, communicable diseases). Most replied the internet (58.40%), their doctor (49.39%), social media (33.81%), local health department (31.35%), News Stations on TV or online (29.51%).

Behavioral Health and Substance Abuse Initiative

When asked where does your family go when in need of mental health care services, 39.63 % turn to their private practice physician or family health care provider for care.



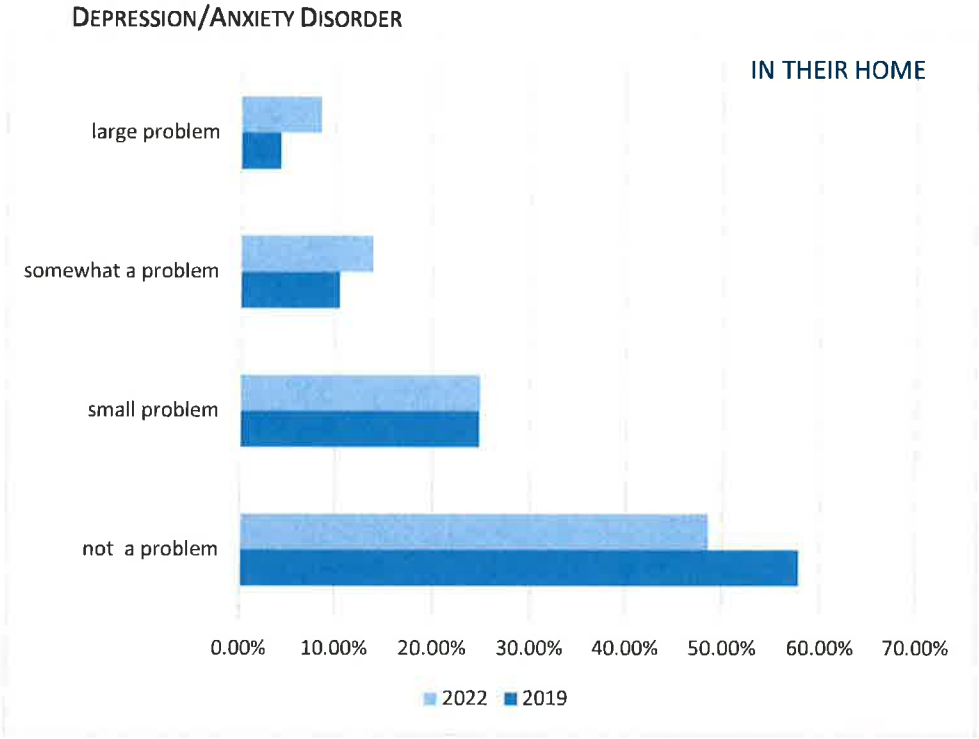
Respondents replied:
When asked if excessive drinking or alcohol use was a problem in Will County:

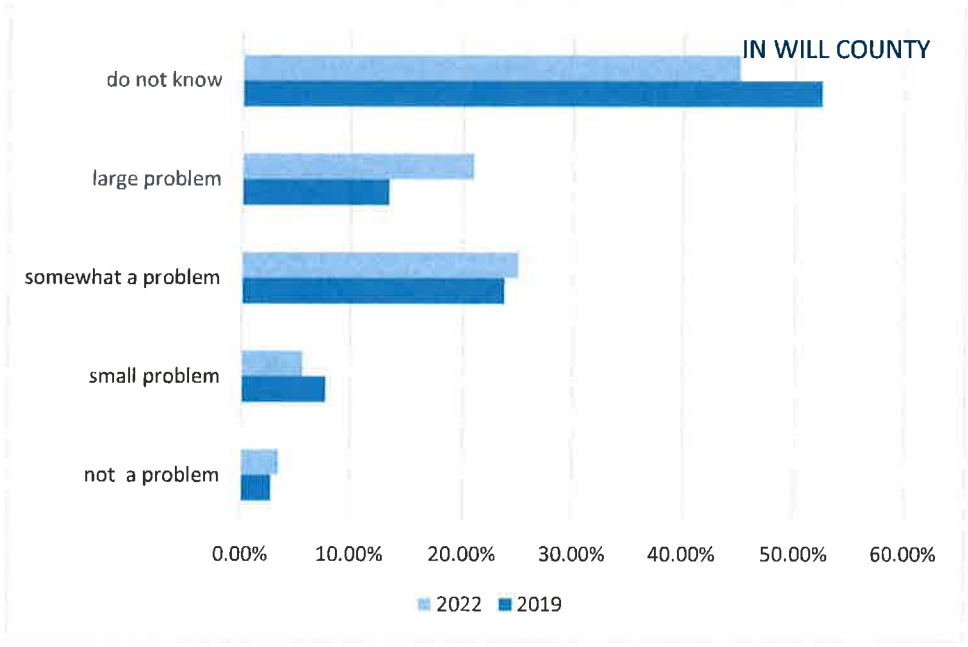
- In 2022 – 24.08% responded it was somewhat of a problem
  In 2019 – 26.54% responded it was somewhat of a problem
- In 2022 – 19.59% responded it was a large problem
  In 2019 – 13.04% responded it was a large problem
- In 2022 – 11.92% responded excessive drinking and alcohol use are a problem in their home.

When asked if illegal drug use was a problem in Will County:

- In 2022 – 29.80% responded it was somewhat of a problem
  In 2019 – 30.03% responded it was somewhat of a problem
- In 2022 – 37.55% responded it was a large problem
  In 2019 – 36.82% responded it was a large problem
- In 2022 – 7.92% reported that illegal drug use is a problem in their home.

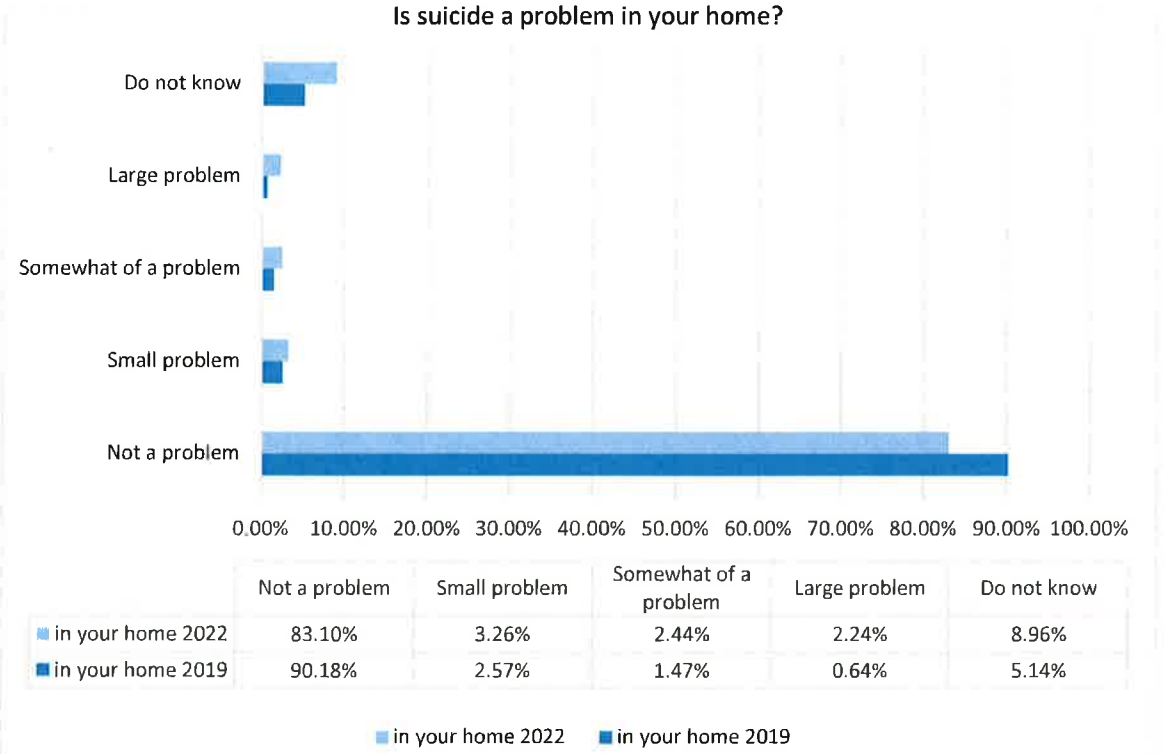
In 2022, 5.28% believe prescription drug use is a problem in their home and nearly 53% believe it is problem in Will County. Six percent report domestic abuse is a problem in their home. Nearly 8% believe violence is a problem in their home and 60.49% believe it is a problem in Will County. Dementia/Alzheimer's Disease present problems that are faced, in their own homes, of more than 10% of resident respondents. In 2022, 47.18% of respondents reported depression/anxiety to be a problem in their home. This has increased from 39.39% in 2019.





Seven percent of resident respondents reported self-harm (i.e., cutting, etc.) is a problem in

their homes. More than 27.4% reported problems with other mental health issues in their homes. Nearly 8% believe suicide is a problem in their home. This number has increased from 4.68% in 2019.



	Not a problem	Small problem	Somewhat of a problem	Large problem	Do not know
in your home 2022	83.10%	3.26%	2.44%	2.24%	8.96%
in your home 2019	90.18%	2.57%	1.47%	0.64%	5.14%

Access to Food and Nutrition Initiative

People with healthy eating patterns live longer and are at lower risk for serious health problems such as heart disease, type 2 diabetes, and obesity. For people with chronic diseases, healthy eating can help manage these conditions and prevent complications.[xiv]

Food insecurity addresses limited or uncertain access to adequate food. While 7.68% of resident responders reported that they rarely were able to purchase healthy foods, 75.24% are able to buy healthy food, most of the time and always. This decreased from 84.13% in 2019.

When asked to comment to the following statements:

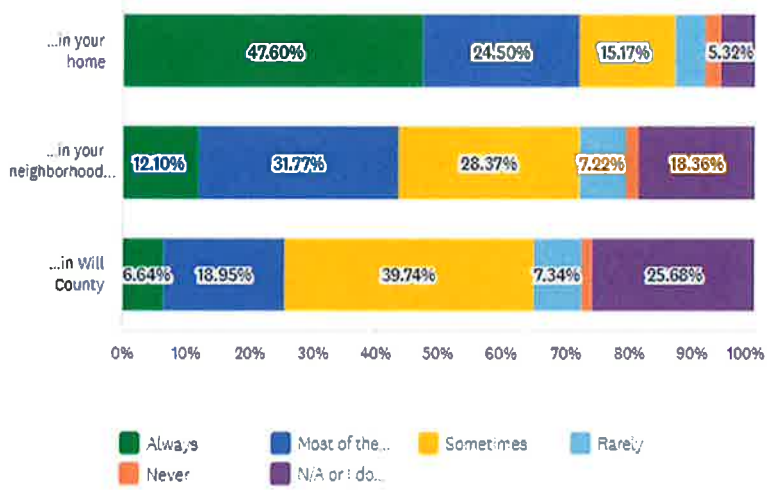
- "The food I/we bought just did not last, and I/we did not have money to get more."
  37.79% responded often true or sometimes true
- "I/we worried whether our food would run out before I/we got money to buy more."
  34.43% responded often true or sometimes true

Stabilizing the Built Environment Initiative

In 2022, 60.16% of respondents are able to live in affordable housing, always or most of the time. This has decreased from 72.10% in 2019.

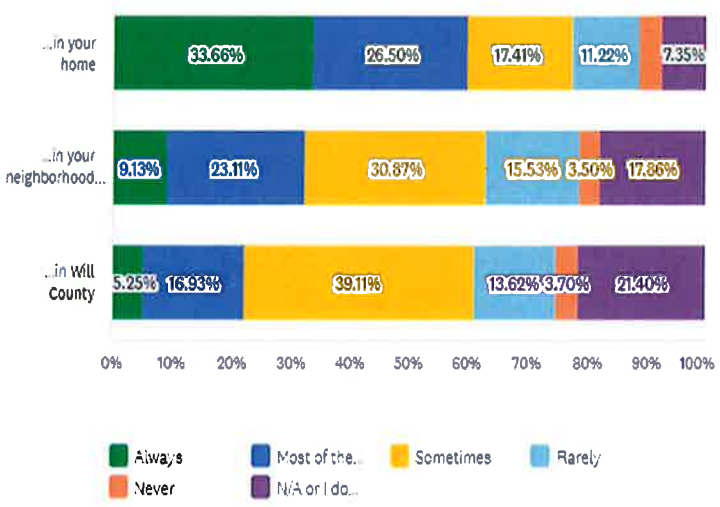
Residents are able to live in affordable housing. 2019

Answered: 1,149 Skipped: 495



Residents are able to live in affordable housing. 2022

Answered: 517 Skipped: 310



When asked the following questions, residents responded:

How many dependents live in your home/dwelling?Do you own or rent your home/dwelling?

0	59%,	76.75%	own
1	17.78%	18.97%	rent
2	16.22%	4.28%	unsure
3	8.11%		
4	5.69%		

Do you live in a home dwelling with multiple families?

Yes	11.52%
No	87.06%
Unsure	1.42%

When asked, if residents have access to public transportation (e.g., to buy foods, get to appointments, get to work, parks or activities, 30.96% replied rarely or never.

Seventy-one percent of residents are able to participate in recreational activities (e.g., visit parks, participate in organized activities, fishing, etc.) always or most of the time.

More than 80% of residents are able to participate in arts, cultural, and community events, all or most of the time.

Seventy-three percent of resident respondents reported that they live in a clean environment (e.g., air, land, water), all or most of the time.

Seven percent of residents with disabilities report they rarely have access to services and resources.

MAPP Collaborative 2022 Fall Forum

On September 30, 2022, the MAPP Collaborative hosted a forum at Ascension Saint Joseph Hospital, Joliet Illinois. The meeting was convened to; review the initiatives established in 2019; review key findings and provide information and data related to those initiatives and current health issues identified in the four assessments; inform participants of the progress and issues identified in the four committees, prioritize and vote on initiatives for the coming three years. The forum was hosted by the Will County Health Department, the MAPP Collaborative and Ascension Saint Joseph Hospital. Eighty people attended the meeting that began at 9 am and ended at 2:45 pm.

Eleven organizations shared information on programs, services and products prior to the opening session and at breaks.

- Families United Overcoming Addiction
- Senior Services
- Healthy Driven
- Governor's State University
- VNA Healthcare
- Advent Health
- Will County Substance Use Initiatives
- Brightside
- Ascension Saing Joseph
- Guardian Angels
- Will County Center for Community Concerns

The HEART and MAPP Awards were presented for superior actions and support.

Speakers were: Susan Olenek, Kathleen Burke, Merridith Montgomery, Kathy Pecora, Shawn Marconi-West, Becky McFarland, and Beverly Parota.

The Access to Food Initiative, "We WILL Grow" was discussed by Kathy Pecora and Tempie Bates. Partners in the program are:

Will County Mapp Collaborative
Will County GIS
The National Hook Up of Black Women
Lockport Township High Schools
Illinois Partners in Hope
Will County Farm Bureau
Lewis University
University of Illinois Extension
Sharefest Will County

The goal of the program is by growing food, We WILL Grow resilient communities, through educating Will County residents on the ease of growing fresh fruits and vegetables. As of 2021 there have been 29 gardens established. Fourteen of these are actively supplying fresh produce directly to food pantries located in food deserts in Will County.

In 2021 the total estimated garden harvest was 200,000 pounds of produce. Their harvest for 2022 will increase due to adding 6 gardens, 2 community beautification boxes and expanding garden size.

The Stabilizing the Built Environment Initiative, "Health and Homelessness" and "Project HELP" were discussed by Merrideth Montgomery

There is a connection of homelessness and health.

- Poor health is a major cause of homelessness.
- It creates new health problems and exacerbates existing ones
- While health care providers do all they can to mitigate the effects of the streets, no amount of care can substitute for stable housing.
- Simply being without a home is a dangerous condition.

Will County Continuum of Care hopes to end homelessness by assuring every community will have a systematic response in place that ensures homelessness is prevented whenever possible or is otherwise a rare, brief and one time event. Ending homelessness requires building a system that leverages programs and resources in the most efficient manner in order to house as many people as possible.

The Homeless Services System acts first to quickly identify and engage people at risk of experiencing homelessness. Intervening to prevent the loss of housing and divert people from entering the homelessness services system. Second, be prepared and ready for crisis response and to provide immediate access to shelter and crisis services without barriers to entry, while permanent stable housing and appropriate supports are being secured. Lastly, when homelessness does occur, quickly connect people to housing assistance and services, tailored to their unique needs and strengths, to help them achieve and maintain stable housing.

Project HELP coordinates outreach efforts to connect with the most vulnerable community members, those experiencing unsheltered homelessness. HELP provides the basic necessities that are often critical to their survival.

The Behavioral Health and Substance Abuse Initiative, Substance Abuse and Opioid Crisis in Will County was discussed by Dr. Kathleen Burke

Opioid usage is an epidemic. Through appropriate use of data, the "hot spots" and the demographics of those most at risk can be identified. Opioids and synthetic Opioids are widely available and extremely dangerous. Will County has seen a 25% increase in overdose deaths in the past year. At this point, the county is having few deaths in the under 18 years and 18-21 age groups. Most over-dose deaths are in the 25-45 years age group. There are more male, than female, deaths.

Currently the "hot spot" for the most deaths due to substance abuse is Joliet. Other hot spot areas are: Bolingbrook, Romeoville, Lockport and Crest Hill.

Narcan rapid response has been beneficial in prevent deaths. Efforts are underway to educate the community by staffing tables and providing information in bars, health clubs, concerts, businesses and other areas frequented by those most at risk.

Fentanyl test strips and Narcan educational materials are being widely distributed throughout the county. Fentanyl presents a unique danger or rapid death.

Visits to hospital Emergency Departments have increased for over doses. Rapid care and evidence-based protocols and processes for easy transfer for care are needed. Currently the #1 barrier to care is stigma, which causes people to not ask for help. Even Narcan use is influenced by stigmas, despite its lifesaving abilities.

The Access to Care Initiative, "Know Where to Go" was discussed by Shawn West. The Know Where to Go program was developed to assure care for those in need. Through cooperation with volunteer providers, those with health care needs and few resources are referred for treatment. Through the fundamental changes implemented, access to care was made more readily available, and health care outcomes improved. Thanks to the various volunteer MAPP organizations, provider collaboration, and dedicated staff, access to care has greatly improved.

Becky McFarland explained the MAPP Process, the four assessment tools and the initiatives discussed at the Forum, facilitated prioritization of initiatives and voting.

Beverly Parota presented facts learned through the assessment process most pertinent to the four initiatives and status since 2019.

Susan Olenek, Director of the Will County Health Department, discussed the initiatives, actions of the Executive Committee and the voting process.

The Executive Committee of the MAPP Coalition discussed the many issued faced during the last two years by all included in the Will County local public health system. The challenges accompanying the long-lasting pandemic, diminished resources, staffing issues and implementing of additional services to facilitate the many needs identified during the event, greatly influenced the capabilities to accomplish the many desired tasks associated with the MAPP initiatives. Despite the forces facing the System, much was accomplished. Some stellar examples are the Opioid Initiative, the community gardens, the system to fight homelessness and access to through the Knowing Where to Go program, presented at the Forum. However, without diminishing accomplishments, much more can be done to increase access to care, improve behavioral health and reduce substance abuse, stabilize the environment, and increase access to food and improved nutrition. With this in mind, the Committee suggested to the Forum participants that the same initiatives continue through the next iteration of the MAPP Collaborative.

A vote was taken using Mentimeter, an electronic voting method. Becky McFarland, Population Health Coordinator, DuPage County Health Department facilitated the voting process.



Taking a photo of the slide facilitated the ability to vote.

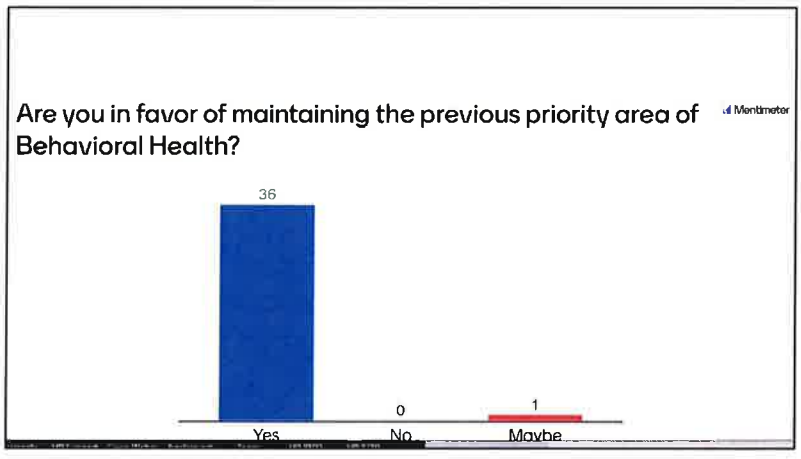
Separate slides were used for each initiative.

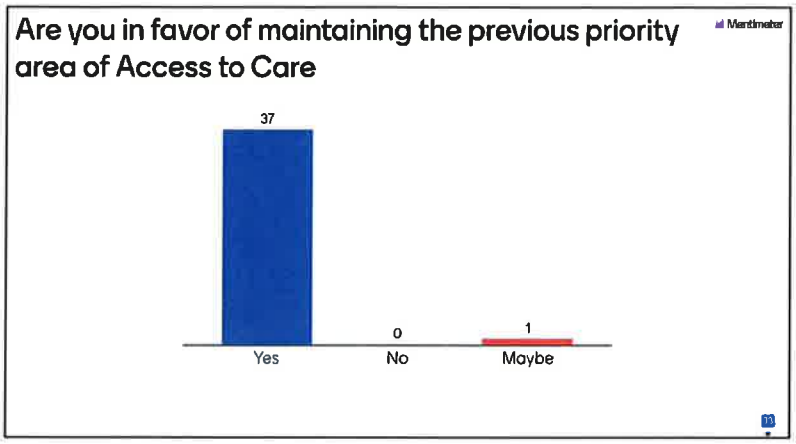
The results were automatically calculated and are provided on the next pages.

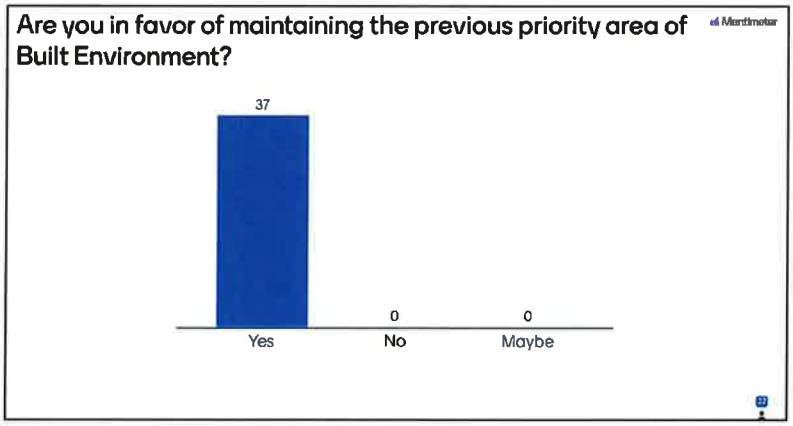
The result of the voting was to continue during the next three year period, with the same four initiatives:

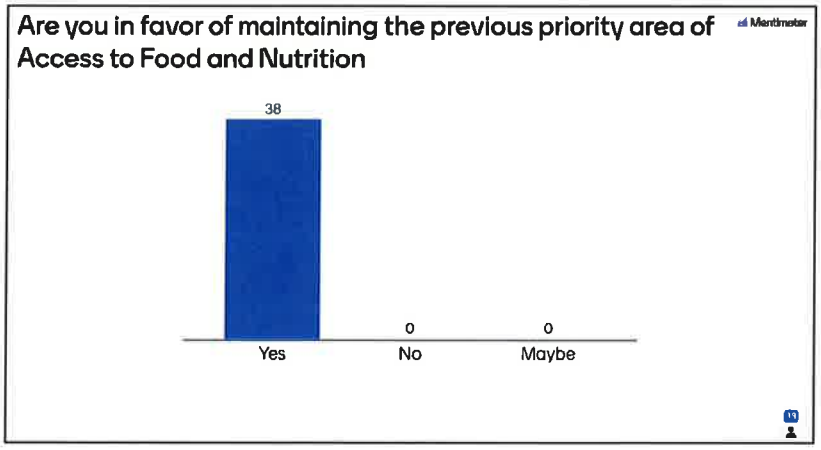
1. Access to Care
2. Behavioral Health and Substance Abuse
3. Access to Food and Nutrition
4. Stabilizing the Built Environment

Attached are the result screens and comments provided by those who participated.









The attached comments were submitted electronically, through the use of smart phones, and discussed with participants.

What else should the action teams consider?

Keeping goals and objectives of each action team to manageable level and then build from there

Lots of warehouse jobs but high rents, jobs are huge to address all of these issues

Cross cutting with social equity and all task groups

Regarding behavioral health and substance use, should also consider the lack of accessible inpatient treatment centers and long term treatment facilities

Addressing access to voter registration. The AMA this year proclaimed voting a social determinant of health. There are very easy online platforms for this

How we educate everyone about mental health. Maybe campaign about mental health and the importance of taking care of your mental stare. Tbere is mo health without mental health.

Mental health an substance abuse assistance in Spanish locally.

Assisting with undocumented as they too may struggle with homelessnesses and increase hospital visits

I think having more political leaders to move work forward. Have the groups intermingle to find out what's going on.

Medical respite for those discharged from hospitals experiencing homelessness with wrap around services that put individuals on a path to permanent supportive housing;

Behavioral healthcare in emergency rooms. Reduce disparities for those battling mental health crisis

How climate change is going to impact work

All the action teams should work through an equity lense in all work - all of these are impacting underserved populations disproportionately. We need to work with policymakers to make lasting changes.

Mental health an substance abuse assistance in Spanish locally.

Meeting in person and on-line more often, more communication

Cross cutting strategies on solutions to common conditions. Addressing generational racism in HA outcomes

Need more services in mental health for the youthNeed more events to promte awareness about mental health and substance use

Additional. Support for older adults and Veterans

How we educate everyone about mental health. Maybe campaign about mental health and the importance of taking care of your mental stare. Tbere is mo health without mental health

Mental health an substance abuse assistance in Spanish locally.

Meeting in person and on-line more often, more communication

Cross cutting strategies on solutions to common conditions Addressing generational racism in HA outcomes

Need more services in mental health for the youthNeed more events to promte awareness about mental health and substance use

REFERENCES

[1] US Census Bureau July 1, 2021 https://www.census.gov/quickfacts/willcountyillinois

Ii US Census Bureau American Community Survey, 2019

Iii Will County Census

Iv US Census Bureau July 1, 2021 https://www.census.gov/quickfacts/willcountyillinois

v US Census Bureau American Community Survey, 2019

vi US Department of Labor, Bureau of Labor Statistics, 2021-September.

vii Healthy People 2030

viii Source: County Health Rankings and Roadmaps, 2018

ix Centers for Disease Control and Prevention, Behavioral Risk Factor Surveillance System. Accessed via the Health Indicators Warehouse, US Department of Health and Human Services, Health Indicators Warehouse/

xhttps://data.hrsa.gov/topics/halth-workforce/uhrf., www.countyhealthrankings.org, 2020

xihttps://data.hrsa.gov/topics/halth-workforce/uhrf., www.countyhealthrankings.org, 2020

xii US Department of Housing and Urban Development

xiiihttps://data.hrsa.gov/topics/halth-workforce/uhrf., www.countyhealthrankings.org, 2020

xiv CDC.gov/nutrition

xv CDC.gov/nutrition

Other sources of information:

Will County 2022 Community Themes and Strengths Assessment

Will County 2022 Local Public Health Assessment

Will County 2022 Forces of Change Assessment

Will County 2022 Community Health Status Assessment