

COMMUNITY HEALTH IMPROVEMENT PLAN

2022-2026



LakeCounty

Health Department and
Community Health Center



Live Well Lake County

Every five years,

community partners from across Lake County get together to develop the Community Health Improvement Plan (CHIP). This coalition is known as Live Well Lake County (LWLC). After discussing key challenges and opportunities and collecting and analyzing data about the health and well-being of our Lake County residents, the coalition identified the following three priority areas for action:

Access to Care

Read John's story and why access to physical and mental health is a priority.

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Education

Read Ray's story and why education is a priority.

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Housing

Read Maria's story and why housing is a priority.

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While this is not a comprehensive list of all the issues facing Lake County community members, addressing these priorities will help assure that everyone in Lake County has access to what they need to live a healthy life.



"The past few years have tested our ability as change agents to resist, collaborate, and find creative solutions to support our communities. The process to develop the Community Health Improvement Plan has truly been anchored in community leadership. It has been a pleasure to help bring in the voices of community members often left out of critical conversations. Government officials, local non-profits, and other community leaders have exemplified what is possible when we strengthen partnership and center equity and racial justice. I am excited to see the CHIP implementation begin moving our community from simply surviving, to thriving!"

Carmen Patlan, Highwood Library Executive Director and Co-chair of LWLC



"Achieving the highest level of health for our community takes listening, assessing and action. I am incredibly proud of the ways in which this team has moved with intentionality through each of those phases. Public health is bigger than the Health Department. To see the collaboration of over 70 community partners continuing to address policies, systems and environmental change is both humbling and deeply encouraging. I also want to recognize and thank Ernest Vasseur as the past co-chair for his years of service since 2011 on LWLC. This plan will continue engaging and empowering community partners to implement coordinated efforts to assure long-term health improvements for Lake County."

Mark Pfister, Lake County Health Department Executive Director and Co-chair of LWLC

PARTICIPATING ORGANIZATIONS

- A Safe Place*
- Partnership for a Safer Lake County
- Abbott*
- Advocate Aurora Health*
- American Heart Association*
- Antioch Area Healthcare Accessibility Alliance (AAHAA)*
- Aspire*
- Beacon Place*
- Boys and Girls Club of Lake County*
- Brushwood Center at Ryerson Woods*
- Catholic Charities*
- Center for Immigrant Progress*
- Chicago Workers Collaborative*
- CLC TRIO Program
- College of Lake County
- Community Partners for Affordable Housing (CPAH)
- Consuelo Therapeutic Services
- Contemporary Farmer, Inc.*
- Curt's Café*
- ElderCARE Lake County*
- Employee Connections*
- Erie Family Health Center*
- Fuller Center for Housing*
- Gorter Family Foundation*
- Grainger Foundation
- Gurnee Park District*
- Habitat for Humanity
- HACES*
- Hanul Family Alliance*
- Healthcare Foundation of Northern Lake County (HFNLC)*
- Heart of the City*
- Highwood Public Library*
- Hunter Family Foundation (HFF)*
- John and Kathleen Schreiber Foundation
- Kandi Treats LLC
- Lake County Alliance for Human Services*
- Lake County Audubon Society*
- Lake County Community Action Partnership (CAP)*
- Lake County Community Development*
- Lake County Community Foundation (LCCF)*
- Lake County Forest Preserve District (LCFPD)*
- Lake County Health Department and Community Health Center (LCHD)*
- Lake County Housing Authority (LCHA)*
- Lake County Partners (LCP)*
- Lake County Planning, Building, and Development*
- Lake County Regional Office of Education
- Lake County Workforce Development (LCWD)*
- LGBTQ+ Center of Lake County*
- Lovell Federal Health Care Center*
- Mano a Mano Family Resource Center*
- Midwest Veterans Closet*
- National Recreation Foundation (NRF)*
- Nicasa*
- North Chicago Think Tank*
- Northern Illinois Food Bank (NIFB)*
- Northern Illinois Recovery Community Organization (NIRCO) of Lake County*
- NorthShore University Health System*
- Northwestern Medicine Lake Forest Hospital*
- PADS Lake County*
- PFLAG of Grayslake/Round Lake*
- Rosalind Franklin University of Medicine and Science*
- Sign of the Dove Church*
- United Way Lake County*
- University Center of Lake County*
- University of Illinois Extension*
- Vista Health System*
- Wauconda Fire Protection District (WFPD)*
- Waukegan Park District*
- Waukegan Public Library*
- Youth and Family Counseling (YFC)*
- Youth Build Lake County*
- YWCA Metropolitan Chicago*

* Voting member of LWLC Steering Committee

ABOUT

The Community Health Improvement Plan



SIX PHASES OF THE MAPP FRAMEWORK

1. Organizing for Success/Partnership Development
2. Visioning
3. The MAPP Assessments*
4. Identifying Strategic Issues
5. Formulate Goals and Strategies
6. Action Plan

* modified the MAPP assessments to better meet our needs.

For more information on MAPP, visit: www.naccho.org

The Community Health Improvement Plan (CHIP) is a county-wide blueprint for the community's health. It outlines what needs to be done to improve the health and well-being of all who live, work, and play in Lake County. Certified local health departments in Illinois are required to complete a CHIP every five years and must follow the Illinois Project for Local Assessment of Needs (IPLAN) processes and requirements.

It takes months to plan and create a CHIP. The process included partners and people throughout Lake County. The CHIP process was facilitated by the LWLC Planning Team and involved community participation throughout several phases of development.

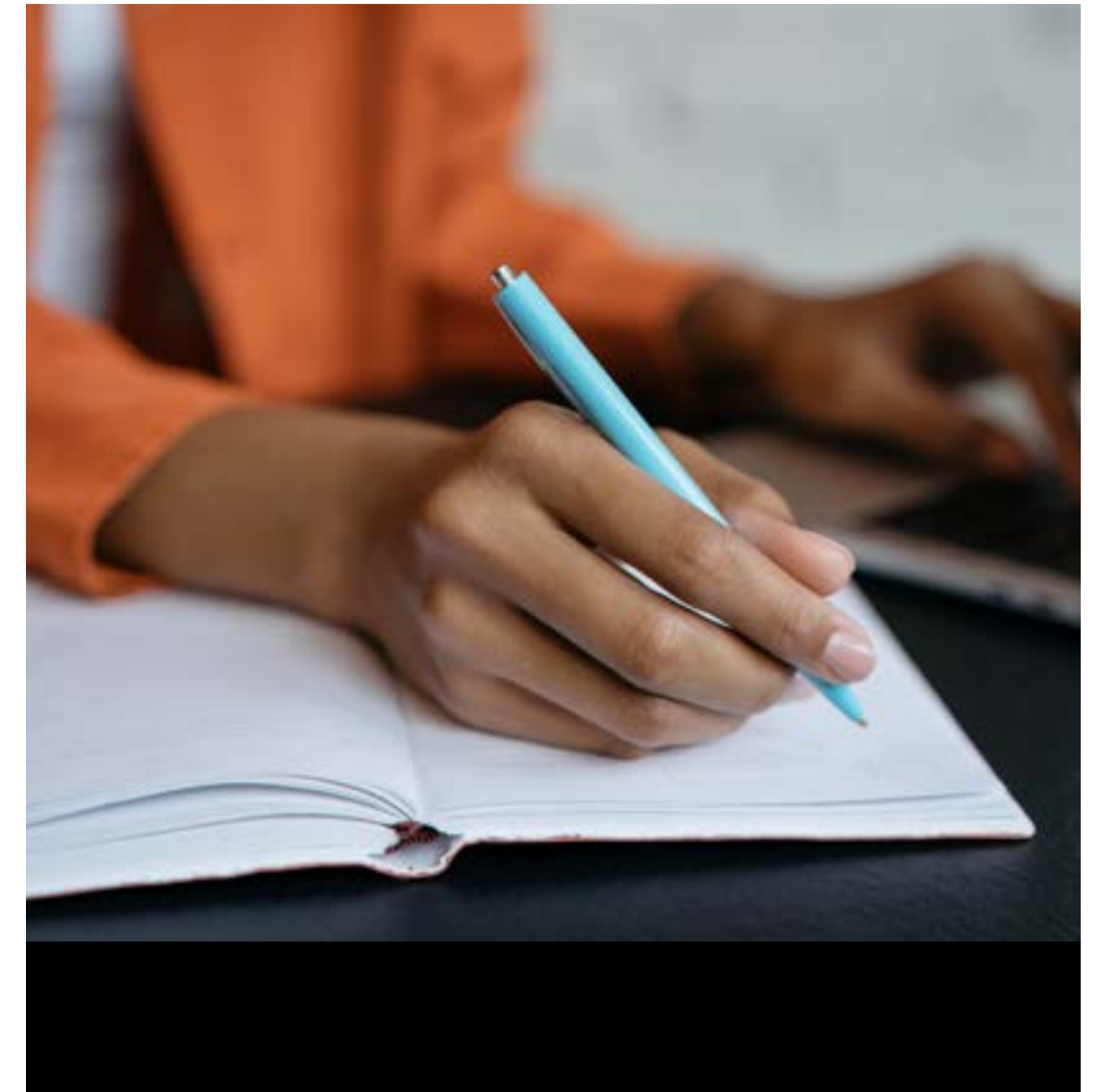
It outlines what needs to be done to improve the health and well-being of all who live, work, and play in Lake County.

This team collected and analyzed different sources of data and used that information to identify health priorities. Then, our Lake County community worked together to build and implement a plan that addresses those priorities. Over the next few years, we will periodically review our progress and make changes to our approach as needed. The LWLC Steering Committee completed the six phases of the Mobilizing Action for Planning and Partnerships (MAPP) framework.

Other important elements to the planning process included:

- Reviewing Illinois' State Health Improvement Plan (SHIP) and alignment of Lake County priorities with state priorities.
 - Aligned priorities included the importance of focusing on access to care and the determinants of health in the implementation plan.
- Assessing LCHD's capabilities as well as the local public health system's capabilities, including their respective strengths, weaknesses, opportunities, and threats.
- Reviewing and aligning LCHD's [internal strategic plan](#) with the priorities selected in this CHIP.


Our understanding of health and wellbeing evolves over time and so does our CHIP. This document represents the current improvement plan as of January 2023.




Learning from our Past, Preparing for our Future

This is LWLC's third round of MAPP CHA/CHIP planning and implementation as we used APEX-PH previously. With over a decade of bringing the community together for this process, we have built a strong foundation of community-driven work and a shared understanding of the many factors that impact the health and well-being of Lake County community members.


We learned about the importance of involving community partners at all stages of the planning process, and the value of addressing the root causes of health challenges. We had many successes from these cycles, including:




Adoption of Tobacco 21 ordinances across the county, inspiring a state-wide law restricting the purchase of tobacco products for those under 21



A county-wide behavioral health awareness campaign to help reduce stigma and increase access to care



The launch of GO Lake County initiatives that brought indoor and outdoor fitness opportunities to park districts across the county



Implementation of new diabetes education, support groups, and case management services as well as weight loss classes for community members

These successes and lessons learned helped shape the focus and approach of this CHIP.

Organizing for Success: About Live Well Lake County

Live Well Lake County (LWLC) is a coalition of over 70 organizations including local health systems, community organizations, and service providers advancing health and well-being for all who live, work, and play in Lake County. LWLC orchestrated Lake County's Community Health Assessment (CHA) with guidance from the Lake County Health Department and used the information to develop the CHIP.

The CHIP process included community participation in the Community Health Assessment, and across the LWLC Steering Committee, Community Data Team, and CHIP Action Teams as outlined below.

LWLC Steering Committee

The Steering Committee worked to ensure that the communities most impacted by health inequity were centered in the CHIP through a number of discussions and assessments to identify Lake County's health priorities. As a result, the CHIP better reflects the daily realities of our diverse Lake County community.

Community Data Team

The Community Data Team is made up of over 40 community partners involved in direct service work and community members with lived experiences of health inequities. Data Team members received special training on data collection and analysis and helped to create and analyze the Community Health Status Assessment.

Community Health Status Assessment

Over 1,600 community members completed the Lake County Community Health survey, with nearly 400 individuals contributing free-text comments and feedback. Additionally, over 100 community members

participated in nine virtual focus groups led by community partners who reflected the identities of the focus group participants.

Action Teams

As of January 2023, over 70 organizations and businesses are involved in LWLC's Housing, Education, and Access to Care Action Teams. These diverse teams allow for meaningful, feasible planning that addresses the top priorities of community members. Each Action Team is co-led by three community leaders with strategic support from the Lake County Health Department.



Live Well Lake County

Learn more about Live Well Lake County at lakecountycf.org/live-well-lake-county








Collaborating for a Healthy Lake County. LWLC is a cross-sectoral coalition that represents Lake County's vast health neighborhood. Health and hospital systems, human services, education, community planning, housing, arts and culture, libraries, park districts, faith-based groups, workforce advocates, and community-based organizations.

Our Vision

A thriving Lake County that:

- ✓ Offers all community members truly equitable access to a healthy life;
- ✓ Recognizes and supports all dimensions of life, health, and well-being; and
- ✓ Seeks, reflects, and lifts up the unique voices, experiences, beliefs, and priorities of all members of our diverse communities.

Our Values

<p>Community-Led</p>  <p>We seek out and make safe spaces to learn from our community members—especially those most in need—and shape our response based on their expressed priorities.</p>	<p>Social Justice</p>  <p>We believe that all people deserve equal economic, political, and social rights and we amplify the voices of those who do not.</p>	<p>Anti-Racism</p>  <p>We proactively and actively fight individual, institutional, and structural racism in all its forms through self-examination and redistribution of power.</p>	<p>Trust</p>  <p>We listen to and believe one another, and operate from a foundation of trust, understanding, compassion, and respect.</p>	<p>Belonging</p>  <p>We invite and cultivate relationships among all people—valuing, supporting, and honoring each other by seeking intersectionality in our individual identities and shared missions.</p>
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2022-2026

CHIP Purpose and Approach

Purpose

This CHIP aims to address the root causes of health inequities. Health equity means assuring that every community member has access to what they need to lead a healthy life because everyone deserves a fair and just opportunity to be as healthy as possible. Equity is different than equality in that everyone gets what they need for their specific situation, rather than everyone getting the same support.

This CHIP continues to shift our thinking from focusing on individual health outcomes, like diabetes or heart disease, to understanding and addressing the root causes of health inequity. These root causes, known as the determinants of health, include factors related to housing, education, transportation, employment, safety, environment, and access to care. To improve our community's health, we

must work together to address these determinants.

This CHIP is a community-led process that centers the community members most impacted by health inequities in Lake County and the organizations who support them. This approach helps to assure that our plan works to improve health outcomes for all Lake County residents, especially those who experience health disparities.

Continuing to move upstream

Lake County's previous CHIPs encouraged LWLC partners to promote changes to people's individual health behaviors, like eating healthy and exercising by providing opportunities across the county to make healthy choices through programs such as GO Lake County and nutrition focused diabetes classes. LWLC also worked to change policies and systems that impact health such as Tobacco 21.

With this CHIP, we continue to move "upstream" to focus on how we can change the policies, systems, and environments (PSE) that promote a healthy life. This will allow us to address the "root causes", or determinants, of health inequity. Our past successes demonstrate that we can affect PSE changes.

Approach

Addressing the root causes of health inequity for all Lake County community members requires changing the policies, systems, and environments (PSE) that shape the determinants of health.

You cannot make healthy decisions if healthy options are not available. PSE changes promote healthy behaviors by making healthy choices readily available and easily accessible. Making PSE changes is more challenging than treating specific diseases or health conditions because it requires different and deeper types of collaboration, planning, evaluation, and funding.

PSE changes promote healthy behaviors by making healthy choices readily available and easily accessible.

This CHIP is a call to action for Lake County partners and community members to work together to tackle the factors that negatively impact the determinants of health. Working together with a great plan and the right support will enable us to improve the health of all who live, work, and play in Lake County.

Policies, Systems, and Environments (PSE) Changes

Policy Changes



Changes to organizational and public policies to promote health. Policy change might look like a school district requiring healthy food options in school vending machines or changing zoning laws to promote affordable housing construction.

Systems Change



Changes to the rules or procedures for an organization or system to promote health. Systems change might look like screening for determinants of health during doctor appointments or accepting patients for behavioral healthcare services regardless of insurance status.

Environmental Changes



Changes to the physical, social, or economic environment to promote health. Environmental changes might look like building new sidewalks and bike paths or housing complementary social services in the same building.

Equality



Equity



The Modified MAPP Assessment Process



LWLC knows that where and how we live, work, and play impacts our overall health and wellbeing, and that partners who impact different areas of life and community need to lead the CHIP process. LWLC brought together over 70 community organizations from a variety of sectors to create this CHIP.

Local Public Health System Assessment

This assessment discussed who is a part of our health neighborhood and how we interact with and support one another. LWLC conducted a Rich Picture Analysis for this assessment. Findings from the Rich Picture activity were analyzed by the Data Team to identify the organizations and resources involved in the public health system.

Forces of Change Assessment

This assessment discussed what factors and forces impact the health of our community. LWLC conducted a Power Mapping activity to help LWLC participants better understand the factors and forces at play in Lake County.

Community Themes and Strengths Assessment

This assessment discusses what community members know about community resources and assets as well as what issues are important to them. LWLC collected this information via community focus groups and select questions within the Community Health Status Assessment instead of conducting a separate assessment.

Preparation

In June 2020, LWLC held the first of several virtual planning sessions for this CHIP. Using a modified Mobilizing Action for Planning and Partnerships (MAPP) framework as a guide, these sessions focused on building a shared understanding of the factors that impact health and how they interact with the landscape of Lake County (Appendix A). The LWLC team reviewed key data sets that cover demographic and socioeconomic characteristics, general health and access to care, maternal and child health, chronic disease, infectious disease, environmental/occupational health, and injuries. Additionally, the team completed the following four assessments (all done between September 2020 and June 2022). The LWLC team used information from these data sets to identify the 12 determinants of health most impactful on health equity in Lake County with the intention to narrow these determinants down to three priorities to allow sufficient focus.

Community Health Status Assessment

Lake County Health Department created over 260 interactive data visualizations based on dozens of sources ranging from census data, American Community Survey, Illinois Youth Survey, Illinois State Board of Education, Environmental Protection Agency, Pace Suburban Bus, CDC Social Vulnerability Index, U.S. Department of Agriculture, Northern Illinois Food Bank, Feeding America, Illinois Behavioral Risk Factor Surveillance System, and many more. In February 2022, the Lake County Health Department, with input from the LWLC Data Team, released its Community Health Assessment (CHA) survey. The goal of the CHA survey was to gather community input on how these determinants of health affect their health and wellbeing. Over 1,600 community members completed the Lake County Community Health survey, with nearly 400 individuals contributing free-text comments and feedback. Additionally, nine focus groups were conducted and facilitated by community partners who reflected the identities of the focus group participants to encourage authentic participation. Partners included: Asociacion Comunitaria Latina (ACL) membership, Latinx community members (hosted by ACL), African American Community Partnership Group (AACPG) membership, African American community members (hosted by AACPG), Disability community (hosted by Aspire), LGBTQIA+ community (hosted by LGBTQ Center Lake County), LWLC Membership (written focus group responses via Qualtrics), League of Women Voters, Korean community (hosted by Hanul Family Alliance). The data was combined to create a comprehensive picture of the health of Lake County community members to enable prioritization of health issues.



Identifying Strategic Issues

Prioritization

In June 2022, LWLC voting members analyzed the 12 determinants previously identified and narrowed them down to three priority areas to focus on over the next five years. LWLC voting members considered the following factors in the prioritization process:

- The impact and seriousness of each determinant on the community
- Feedback from community members
- The resources available
- The consequences of doing nothing

LWLC used a two-phase rank-choice voting process to identify these priorities. After the first round of voting, the six determinants with the lowest number of votes were eliminated. Between the first and second round of voting, members had the opportunity to discuss their thoughts and concerns and potential reframing of determinants. Each voting member was given the time to consult with their organization about their priorities before casting each vote.

The three finalized priorities are:

Access to Physical and Mental Healthcare

Education

Housing

The Priorities: A Closer Look

Access to Physical and Mental Healthcare



Above: Recent photo of John

John spent his 19th birthday at boot camp. He had enrolled in the Navy's Delayed Entry Program so he could graduate from Roosevelt High School early and start his naval career. John served two years of duty in the Middle East and received the Navy Expeditionary Medal for his service.

John left the service in 1981 and moved back home. After working odd jobs in security and construction, he got a job as a customer service representative. He held this position for five years until he quit to care for his ailing mother. After the death of both his parents, John was left homeless, but not hopeless. John says he learned in the Navy the importance of never giving up.

John's resilience was critical as he tried to find the support he needed. In addition to housing issues, John struggled with chronic respiratory illnesses and not having enough food to eat. John was often without services due to eligibility requirements, bureaucratic run-arounds, and insurance rules and regulations. It was an obstacle course not unlike those he faced in basic training. After contacting

John says he learned in the Navy the importance of never giving up.

the VA, John learned he was eligible for rental assistance, but would have to wait for two years before receiving disability compensation and food assistance. Luckily, John was able to take advantage of a food pantry close to his subsidized apartment in McHenry County.

In 2020, John relocated to Lake County to be closer to the VA Hospital. He was on oxygen for chronic obstructive pulmonary disease (COPD) and was worried about COVID-19. In recent months, John had been losing weight and was having more problems than just his usual breathing difficulties.

"Don't be afraid to reach out. If you don't ask the questions people won't know how to help you."

At the VA, he was diagnosed with tuberculosis. After being discharged, John knew he needed more assistance, but he wasn't familiar with the services available to him in his new community. When he reached out to some local organizations for support, John was told there would be a two-month wait for services.

Fortunately, John heard about Antioch Area Healthcare Accessibility Alliance (AAHAA) and called for assistance. John says this was the moment when things finally began to turn around for him. An AAHAA nurse helped him navigate the different support options.

By working with local social service organizations and John's insurance provider AAHAA was able to get John access to care. John now has nutritious food delivered by Meals on Wheels and

Access to quality, affordable, culturally tailored physical and mental healthcare is key to maintaining a healthy life.

However, many people in Lake County cannot get the care they need, when and where they need it.

weekly help with household chores. He also participates in regular telehealth visits with Lake County Health Department's Tuberculosis Clinic.

John has always been a big believer in the power of asking for help. "Don't be afraid to reach out. If you don't ask the questions people won't know how to help you."

Thank you to John for sharing his story for the Lake County Community Health Improvement Plan.



Above: John during his time in the Navy alongside his Navy Expeditionary Medal

Questions to consider:

How can we make our health system easier for people struggling with illness, low health literacy, and food and housing insecurity to find and use the resources and support they need? What can we do to make sure the healthcare system in Lake County is meeting the needs of our diverse community?

1. **Access:** Sometimes people do not get the care they need because they do not have health insurance or cannot afford to see a provider. People who must pay out of pocket for healthcare are less likely to use preventative or specialty care. This makes it more likely for them to have an unmanaged or serious illness, or to use the emergency room as their main source of care.¹ 4% of Lake County residents and 30% of undocumented Lake County residents do not have any type of health insurance.² Many focus group participants reported forgoing care due to cost. A similar trend is reported by the Behavioral Risk Factor Surveillance System, 10.5% of Lake County residents reported being unable to visit a doctor due to cost and 11.6% of Lake County residents reported they were unable to get a prescription due to cost.^{3,4}

2. **Availability:** Other times, people do not get the care they need because they live too far away from health care providers or cannot find a provider that meets their needs. In Lake County, providers are concentrated in the southern and eastern part of the county, making it difficult to access for people that live elsewhere. For some, especially community members of color, seeing a provider who is similar to them is important (i.e., race, ethnicity, gender, religious beliefs). Many focus group participants and survey free responses shared about forgoing care they needed because they could not find a provider who met their needs. Based on the 2022 Lake County Community Health Survey, only half of Lake County survey respondents reported seeing a provider who was similar to them most or all the time. While we can't determine what attribute a respondent prioritizes in defining a "similar" provider, we do see a lack of representation when comparing the demographics of practicing physicians in Illinois with the demographics of Lake County residents as 4.5% of practicing physicians in Illinois are Hispanic while 21.9% of Lake County residents are Hispanic and 39.3% of practicing physicians in Illinois are female while 50.0% of Lake County residents are female.^{5,6}

3. **Awareness:** Some people do not get the care they need because they do not know what kind of care to get or how to get it. Lake County has many community resources, but it can be difficult to navigate which resources to use and when. Focus group comments showed how important it is, especially for people of color, to learn information from a trusted messenger who looks and speaks like they do.

ACCESS TO CARE in Lake County

1 in 10 could not see a doctor



or get a prescription filled due to cost

Source: Illinois Behavioral Risk Factor Surveillance System 2019



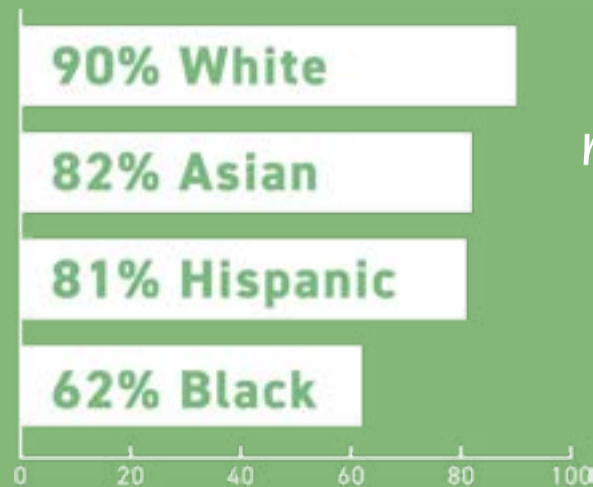
Over 30% of non-citizens reported having no insurance

Source: American Community Survey 5-Year Estimates 2020



Expectant mothers in 47% of Lake County zip codes don't attend the recommended number of prenatal visits

Source: Illinois Department of Vital Statistics, 2017 HHS Office on Women's Health



Sources: 2022 Lake County Community Health Survey

survey respondents feel respected by their healthcare providers



The Priorities: A Closer Look

Education

Born in 1978 as the oldest of five children, Ray is a life-long Waukegan resident and a trusted member of the community. Some of Ray's earliest memories are of neighbors stopping by his childhood home to enjoy a snack, swap news, and talk politics - his first glimpse into the power of community and sharing information.

Ray has helped build community in Waukegan for more than 25 years. He grew up in a housing project where money was tight, crime was a problem, and gangs recruited new members with promises of excitement and status. As a student at Waukegan High School, Ray helped create a safe place where teens could talk freely about their troubles and offer each other support and encouragement. He wanted to help make sure students were supported and nurtured by people who could relate to the challenges they faced. Ray earned his reputation as a community advocate by meeting people where they are. He visits local businesses on a regular basis to see what's going on and to find out if anyone needs help. Every day he calls at least 20 people to say hello and make sure they are okay. Ray has a virtual community, too - a Facebook page with more than 5,000 followers where he says he uses humor to encourage community and

conversation. Because Ray is such a trusted source of information in the community, he was recently asked to participate in a grant-funded community coalition that works to make health education more accessible for community members.

"People in Waukegan trust me because I am one of them," said Ray. "I look like them. I talk like them. I have the same problems. I'm not like the politicians and social workers who come and go. I stick around."

Ray is a community champion. He is passionate about the well-being of the people of Waukegan. He wants to make sure that they have what they need to thrive. People listen to him, and they trust him. However, while Ray has the ear of the community, he doesn't always have access to the most updated information and resources community members need to make healthy choices for their families.

Thank you to Ray for sharing his story for the Lake County Community Health Improvement Plan.



Above: Recent photo of Ray

Questions to consider:

How can we create a system of information sharing so that community champions like Ray have the training and support they need to deliver trusted, accurate information to their respective communities? How can we assure that our education system is open and accessible to all Lake County community members?



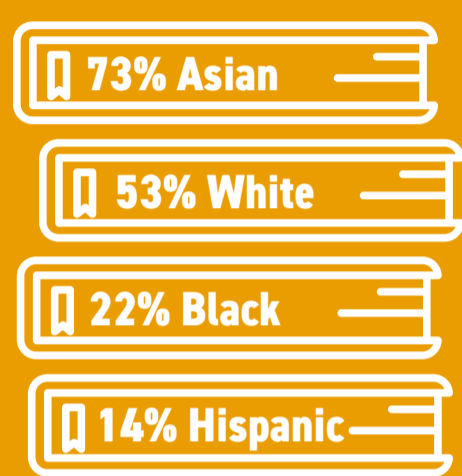
How, where, and what we learn affects our health daily. Education creates opportunities for better health by offering access to a higher income and other resources that lead to improved health behaviors. For the biggest impact, education content and delivery must be tailored to the needs and cultures of a community.

1. **Income and resources:** Having a job that offers benefits like health insurance, paid sick leave, and retirement savings

is important for leading a healthy life. Families with higher incomes can more easily purchase healthy foods, have time to exercise regularly,⁷ and pay for health services and transportation.⁸ Formal education - including high school, associates, bachelors, or graduate degrees as well as apprenticeships and other specialized training programs - equips community members for higher paying, more stable jobs. While 1 in 2 Lake County community members overall have a bachelor's degree, only 1 in 5 Black/African American and 1 in 7 Latinx community members have a bachelor's degree.⁹ Based on the 2022 Lake County Community Health Survey, 1 in 5 Lake County survey respondents do not have access to benefits at their job, including 1 in 3 Latinx survey respondents.

2. **Improved health behaviors:** In addition to being prepared for better jobs, health literacy education helps people to learn about and implement healthy behaviors. People who receive this type of education may be more able to understand their health needs, follow instructions, advocate for themselves and their families, and communicate effectively with health providers.¹⁰ Education can be formal (i.e., in school, at the doctor's office, or health department) or informal (i.e., at libraries, houses of worship, or community centers). Based on the 2022 Lake County Community Health Survey, 1 in 3 Lake County survey respondents reported challenges in understanding medical forms, and 1 in 5 reported challenges in understanding medication labels.

EDUCATION *in Lake County*



survey respondents received a bachelor's degree or higher

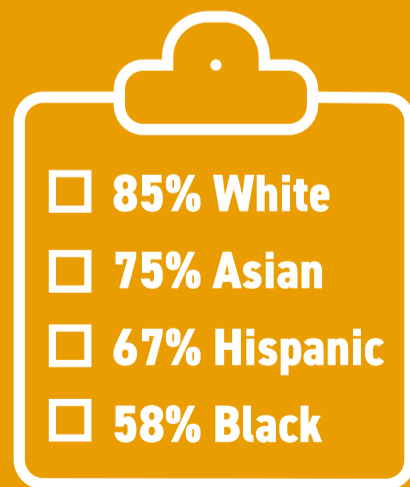
Source: American Community Survey 5-Year Estimates 2020



Source: Illinois Early Education Childhood Asset map



Source: American Community Survey 5-Year Estimates 2020

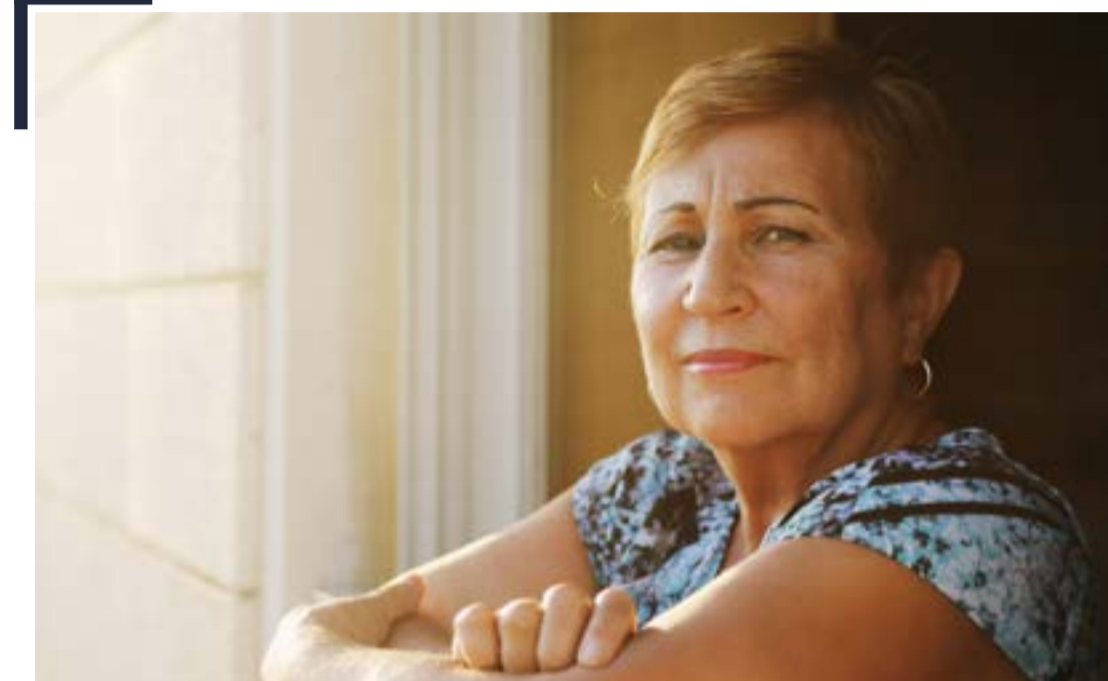


survey respondents find information from their providers easy to understand

Sources: 2022 Lake County Community Health Survey

The Priorities: A Closer Look

Housing



Maria first arrived in Highwood 17 years ago, fleeing poverty and violence in Mexico. The neighborhood offered culture and community that helped her feel like she belonged. Maria worked minimum wage jobs and subleased rooms in rental units for years, living with strangers who came and went. When her daughter was born, she dreamed of having her own place. A lack of affordable housing near work made that difficult. America's complex housing system is hard for anyone to navigate, but Maria's limited English proficiency made it nearly impossible.

Another hurdle was Maria's documentation status, which limited her job and housing options. Despite these challenges, she was determined to stay in her community. "I didn't want to move out of Highwood," Maria said. "My daughter was in a good school, and I needed to be close to my job."

When Maria found an apartment for rent near work, she was glad that her daughter was safe. However, when her roommate left unexpectedly, Maria was not able to pay the full rent and her bills. Her daughter, a student at Highland Park High School, took a part-time job at Walmart to help with expenses.

When COVID-19 hit, the restaurant where Maria worked closed, and she worried that she and her daughter would soon

become homeless. That's when she turned to the Highwood Public Library for help. During the pandemic, the library provided food, personal protective equipment, on-site COVID-19 testing and vaccines, and referrals for additional services for community members struggling with financial hardship and housing insecurity.

Today, Maria is back at the restaurant, but she has fewer shifts. Working less than 40 hours a week puts her housing in jeopardy, so she's commuting by train every Monday to a job in Winnetka. She still relies on additional support from her community to make ends meet.

Thank you to Maria for sharing her story for the Lake County Health Improvement Plan.

Questions to consider:

How could a more accessible and easy to navigate housing system have helped her find an affordable home? How could changing zoning policies and ordinances help ensure enough affordable housing is available in her community?


- 1. Stability:** People with unstable housing are more likely to experience anxiety, depression, or other mental health issues. They are also more likely to get sick, be hospitalized, and die from preventable illnesses.^{11, 12} ¹³Having unstable housing may look like moving frequently, falling behind on rent, couch surfing or staying with friends, or experiencing homelessness. Based on the 2022 Lake County Community Health Survey, 1 in 4 Hispanic respondents, 2 in 5 Black/African American respondents, and 1 in 4 respondents in the northeast demographic quadrant of the county reported having unstable housing.
- 2. Safety and Quality:** Exposure to lead, mold, smoke, pests, or other toxins can make you sick and lead to health conditions like asthma or even brain damage. Lack of proper heating and cooling can be especially dangerous for seniors and young children. Living in overcrowded or poorly maintained homes is linked with higher rates of infectious diseases and mental health issues like stress and anxiety.¹⁴ Based on the 2022 Lake County Community Health Survey, 1 in 3 respondents of color surveyed and almost 40% of respondents in the northeast demographic quadrant reported having problems with lead, leaks, appliances, mold, or smoke detectors.
- 3. Affordability:** When families spend more than 30% of their income on housing, they are more likely to have challenges with paying for things like utilities, medical care, medications, healthy foods, education, or other health-promoting resources.¹⁵ Based on the 2022 Lake County Community Health Survey, over a quarter of respondents reported being unable to afford basic resources when needed. About half of the northeast demographic region residents and a third of west-central demographic region residents reported struggling to purchase things like food, medicine, clothing, or other basic needs.




HOUSING in Lake County

Home ownership ranges between  40% to 90% across zip codes


Source: American Community Survey 5-Year Estimates 2020

 Survey respondents from North Chicago, Waukegan, and Zion are **2X** more likely to report issues with their housing (i.e., pests, lead, leaks, mold, appliances)


Sources: 2022 Lake County Community Health Survey

People of color who completed the survey are **2 - 3 x** more likely to have  unstable housing

Sources: 2022 Lake County Community Health Survey

People of color who completed the survey are **3-4x** more likely to report concerns about  losing utility services

Sources: 2022 Lake County Community Health Survey

 Lake County zip codes have a median income too low to support basic living expenses such as housing

Sources: MIT Living Wage Calculator 2020

Formulate Goals and Strategies

In the summer of 2022, LWLC convened three community-led Action Teams to determine how best to address these three CHIP priorities. Each Action Team identified its priorities, objectives, strategies, and ways to measure their progress. These plans will guide the work of LWLC for the next five years.

Each of the three action teams met to develop their improvement plan and answer these questions:

- What does our community look like in five years if we are successful?
- What does our community look like now?
- What do we need to do to accomplish our successful vision?
- What specific policies, systems, and environments are we trying to change?
- What concrete actions do we need to take to make these changes?
- How do we measure our success?

The Access to Physical and Mental Healthcare Action Team is focused on:

- Creating more pipelines and supports for community members of color to enter health professions so that our healthcare system more closely reflects the diversity of our community
- Making physical and mental health environments more welcoming and accessible for all community members
- Improving the navigability of our health system and related resources so that community members can get the care they need when they need it

These strategies align with Healthy People 2030's objectives of increasing the number of community organizations providing prevention services, reducing the proportion of people who cannot get medical care when they need it, and increasing the ability of health professionals to provide high quality care to patients.

The Education Action Team is focused on:

- Assuring that Lake County's education system has the capacity to meet the needs of community members of all ages
- Delivering engaging, empowering, and culturally tailored health education in environments that feel comfortable and safe for all community members
- Creating a system of sharing accurate information and resources through trusted community leaders

These strategies align with Healthy People 2030's objectives focusing on increasing the proportion of children who participate in early childhood education programs and increasing the proportion of high school students who graduate in four years.

The Housing Action Team's implementation plan focuses on:

- Assuring that the affordable housing system is easy to navigate and understand so that community members can better access the resources they need
- Building capacity for policy change by informing community partners, the public, and elected officials about the importance of affordable housing and how to implement affordable housing strategies in their community
- Advocating for zoning laws and other ordinances that support affordable housing

These strategies align with Healthy People 2030's¹⁶ objective focused on reducing the proportion of families that spend more than 30% of their income on housing.

The Improvement Plan

Community partners will work together from 2023-2026 to implement the strategies outlined in the CHIP. As we implement the plan, we will utilize continuous quality improvement methodologies to evaluate what works and what to improve upon so that our efforts are as effective and meaningful as possible.

Each Action Team's Improvement Plan includes:

1. SMARTIE objectives that advance some type of PSE change within their focus area in Lake County.
2. Intervention Strategies that tell us what activities will be conducted to help achieve the listed objective.
3. Process Measures that assess progress throughout the implementation process to assure that the teams are on the right track.
4. Outcome Measures that assess the overall impact of the implementation plan on the health and well-being of the community.



SMARTIE objectives are goals that are:

Strategic		A policy, system, or environmental change that is needed to advance health equity.
Measurable		Includes a way for us to measure our progress and success. Our measures include both outcome measures (how we will know if we are successful in our efforts) as well as process measures (what we need to track along the way to get there).
Ambitious		Challenges us to push ourselves to achieve significant progress - a "stretch" for the community.
Realistic		Reflects a reasonable understanding of the resources, time, and capacity needed to accomplish the objective.
Time-bound		Includes a clear deadline.
Inclusive		Brings people most impacted by health inequity into the process at all levels.
Equitable		Distributes resources according to need.

Access to Care

SMARTIE Objectives	Intervention Strategies	Process Measures	Outcome Measures
Improve recruitment and retention rates for Lake County providers to address bilingual/bicultural worker shortages in physical and mental healthcare systems by 2026.	<p>Evaluate effective provider pipelines to identify and recommend best practices</p> <p>Increase availability of scholarships, apprenticeships, and paid internships for bicultural/bilingual candidates</p> <p>Increase exposure to health careers to students at younger ages through schools and other programs</p> <p>Identify cross-career pathways and opportunities for individuals already in healthcare to expand their skills</p>	<p>Number of pipelines developed to support bilingual/bicultural applicants</p> <p>Number of key positions documented</p> <p>Number of students exposed to health careers in K-12 schools</p> <p>Number of localities identified for priority hiring/recruitment</p>	<p>10% improvement in retention rates for key positions</p> <p>10% improvement in the number of qualified candidates for key positions</p> <p>10% reduction in vacancies for key positions</p>
Collaborate with providers to identify a listing of accessible, culturally competent healthcare resources currently available in Lake County by 2024.	<p>Evaluate and offer recommendations to select care providers to assess appointment availability, cost, cultural competency, and other access factors</p> <p>Engage community members to survey their lived experience with accessing care resources and co-create improvement opportunities with providers</p> <p>Compile and disseminate accessible, culturally competent care recommendations to community members</p>	<p>Number of culturally tailored resources are listed and detailed by level and type of care</p> <p>Number of community settings where care is provided are listed</p> <p>Number of community members from target populations engaged in sharing their experiences and "grading" accessibility of current resources</p>	<p>10% decrease in community members of color who were unable to access care due to cost</p> <p>10% decrease in number of high-risk community members using the emergency department as their primary source of care</p> <p>10% increase in number of community members of color who report being treated with respect by their provider most/all of the time</p>
Increase utilization and awareness of health resources in target communities in Lake County through culturally and linguistically responsive approaches by 2026.	<p>Survey providers, community partners, and community members to identify health literacy priorities for community members</p> <p>Develop a culturally-competent health education curriculum and resource map targeted to communities with low health literacy</p>	<p>Number of partners engaged in identifying health literacy priorities</p> <p>Number of health literacy modules/topics included in the curriculum</p> <p>Number of languages or cultures curriculum is adapted for</p>	<p>10% increase of community member health literacy</p>

Education

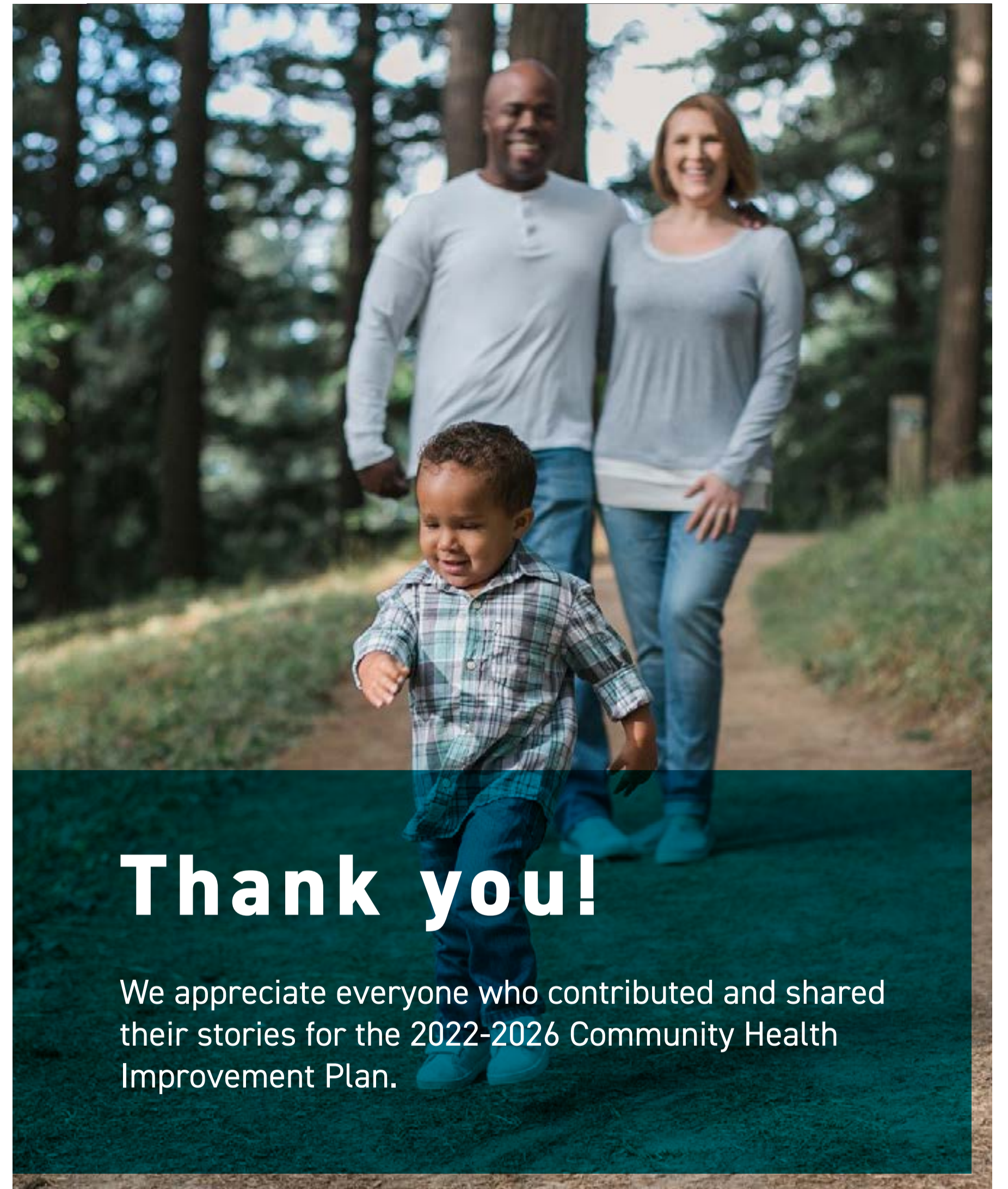
SMARTIE Objectives	Intervention Strategies	Process Measures	Outcome Measures
Assure lifelong educational learning opportunities are equitably accessible and culturally relevant to all Lake County community members from birth through adulthood by increasing their capacities and visibility in the community by 2026.	<p>Conduct needs assessment to identify priority industry sectors with staffing shortages</p> <p>Identify, catalog, and disseminate education and career pathways for sectors with high unemployment rates</p> <p>Implement "Grow Your Own" programs and other mentorship, internship, and apprenticeship programs</p>	<p>Number of pathway programs cataloged/created to address staffing shortages</p> <p>Number of educational programs/career pathways cataloged for students</p> <p>Number of community members engaged in learning opportunities</p> <p>Number of businesses or organizations participating in experiential learning, paid internships, or job opportunities</p>	<p>10% decrease in unfilled educator vacancies in Pre-k through 12 public schools</p> <p>10% decrease in unemployment rate for graduating/ non-graduating high school students in priority sectors</p> <p>6% increase in the local high school graduation rate for students of color</p> <p>95% of Lake County community members have a high school degree or higher</p> <p>10% increase in available early childcare slots for eligible young children (0-5)</p>
Generate five educational engagement modalities tailored to the needs of underserved communities by 2023.	<p>Identify unique priority populations in need of culturally tailored health education support</p> <p>Identify and evaluate different educational engagement models (i.e., print, digital, oral, facilitated, asynchronous, languages, etc.) to determine which are most trusted and relevant for target populations</p>	<p>Number of unique communities identified for culturally tailored education support</p> <p>Number of community members involved driving content creation</p>	<p>10% increase in community member awareness of local health resources</p>
Provide trusted and accurate health information to community members by equipping and empowering local Community Champions to deliver culturally tailored health education to community members by 2026.	<p>Recruit/identify Community Champions from existing partners and organizations to participate in a Community Champion consortium</p> <p>Develop a database of information and calendar of events for Community Champions</p> <p>Train Community Champions on the health education curriculum and equip them to host educational events</p>	<p>Number of individuals/ organizations engaged as Community Champions</p> <p>Number of training events held for Community Champions</p> <p>Number of people reached/ educated</p>	<p>75% of community members who attend a Community Champion event report improved knowledge on the topic presented</p>

Housing

SMARTIE Objectives	Intervention Strategies	Process Measures	Outcome Measures
Collect and share information about affordable housing in Lake County to educate and influence levers of change that could reduce the number of housing insecure community members by 2026.	<p>Consolidate information on Lake County's housing system to help community members and local leaders understand housing resources, opportunities, and barriers in the context of our community</p> <p>Build a coalition to increase public and political will for housing affordability through political advocacy and community organizing</p> <p>Create and disseminate a toolkit for change agents that empower and equip them to advocate for affordable housing in their localities</p>	<p>Number of change levers/ influencers engaged</p> <p>Number of community members engaged</p> <p>Number of localities engaged</p> <p>Number of localities exploring adoption of housing ordinances</p> <p>Number of recommended strategies implemented that increase access to affordable housing in relevant areas of Lake County</p>	<p>5% increase in number of available affordable units</p> <p>5% increase in number of multi-family units available overall</p> <p>Number of localities that have adopted ordinances or policies that increase inclusionary zoning and access to affordable housing</p>
Streamline and improve accessibility for community members navigating affordable housing resources via a county-wide education campaign by 2026.	<p>Create a housing roadmap for community members to better navigate the housing system</p> <p>Launch and implement education/outreach campaign, including leveraging Community Champions to disseminate this resource to the public</p>	<p>Number of existing resources incorporated into roadmap</p> <p>Number of Community Champions trained</p> <p>Number of community members accessing and utilizing housing support resources</p>	<p>5% decrease in the number of community members considered housing insecure</p> <p>10% increase in number of people taking advantage of available resources</p>

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Thank you!

We appreciate everyone who contributed and shared their stories for the 2022-2026 Community Health Improvement Plan.

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