

Winnebago County Public Health Performance Management Report

Board of Health Meeting
November 15, 2024

Performance management involves the continuous process of measuring, tracking, and reporting progress toward achieving the strategic goals and objectives of an organization, division, or program.

State regulations mandate that local health departments maintain a performance management system. This system must collect performance data, assess goals, support quality improvement efforts, and inform agency decision-making. This report provides an overview of the performance management system.

PUBLIC HEALTH PERFORMANCE MANAGEMENT SYSTEM



Public Health
Prevent. Promote. Protect.
Winnebago County, WI

WCPH PERFORMANCE MANAGEMENT REPORT

Winnebago County Public Health is monitoring a variety of measures in the performance management system. This report provides an overview of one selected measure for each of the six divisions at Winnebago County Public Health.

The table below provides a sample list of additional measures being tracked in the performance management system. Additional measures may be added.

Division	Sample List of Measures
Administration	<ul style="list-style-type: none">• Percent of revenue by funding type (highlighted)• Percent of staff that have completed required training• Open and click rates for the monthly newsletter
Communicable Disease	<ul style="list-style-type: none">• Number of Latent Tuberculosis Infection (LTBI) cases that require staff follow-up (highlighted)• Trends in school illness• Percent of children that are up-to-date on vaccines at two-years old
Community Health & Prevention	<ul style="list-style-type: none">• Number of client-reported Narcan saves (highlighted)• Recommendations and engagement around policy in areas of work, including housing, transportation and overdose prevention
Environmental Health	<ul style="list-style-type: none">• Environmental health related complaints (highlighted)• Trends related to food establishment violations• Well water testing
Healthy Lifespan	<ul style="list-style-type: none">• Number of services provided to FCH clients (highlighted)• Number of referrals to the Healthy Aging program• Number of new WI Well Woman program clients
WIC	<ul style="list-style-type: none">• Number of participating WIC clients (highlighted)• Percent of WIC clients that have tried breastfeeding• Percent of Farmers Market vouchers redeemed

WCPH PERFORMANCE MANAGEMENT REPORT

ADMINISTRATION (ADMIN)

Measure: Percent of revenue by funding type

Public health department revenue primarily comes from grants/contracts, levy, and inspection fees. Grants/contracts come from state mandated work, grants supplied from the state/federal level, as well as grants our staff have applied for and received. Levy category includes the use of public health reserve funds.

The adjusted 2024 budget projects that **53.7%** of Winnebago County Public Health revenue will come from grants/contracts, **33.3%** from levy, **9.9%** from inspection fees, and **3.0%** from other sources (radon kits, Promoting Healthy Aging program registration fees).

Utilization of grant/contract funding allows this department to offset levy needs. In 2023, nearly half of labor costs (46.8%) were covered through grant funding.

Action Steps:

- WCPH hopes to expand services via new grants and relationships with community partners to support all residents of Winnebago County.
- Throughout 2024, staff have been working to identify ways to incorporate Medicaid billing, determining what services public health provides are reimbursable, and the documentation requirements associated with these services.

Annual Revenue by Funding Type



WCPH PERFORMANCE MANAGEMENT REPORT

COMMUNICABLE DISEASE (CD)

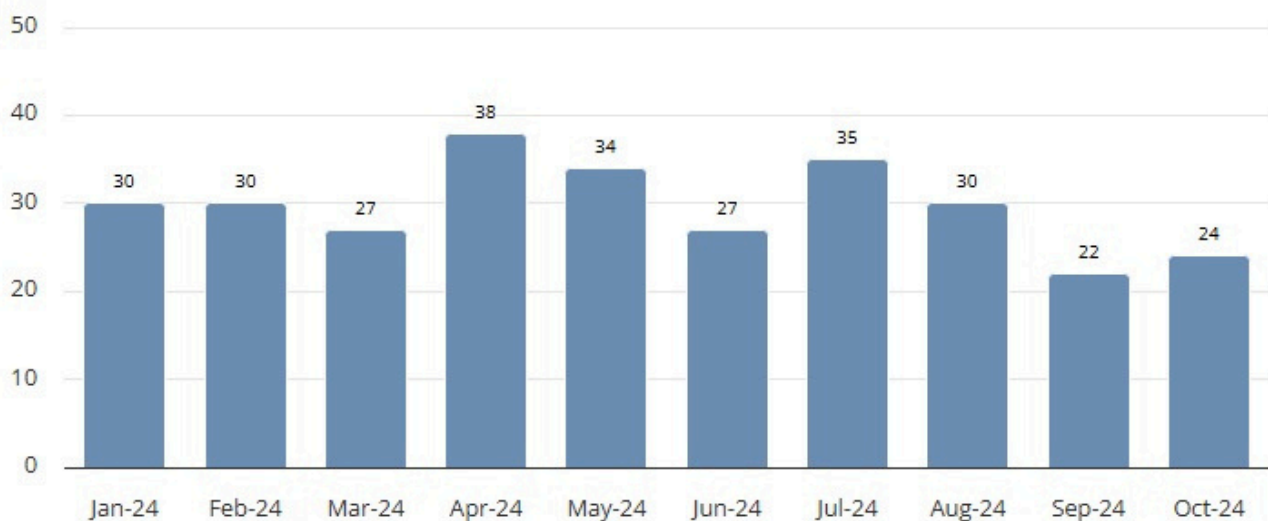
Measure: Number of Latent Tuberculosis Infection (LTBI) cases that require staff follow-up

The number of LTBI cases in Winnebago County remains high. LTBI treatment lasts a minimum of 12 weeks, therefore, individuals undergoing treatment are included in case counts spanning several months. Case management of a LTBI case is multifaceted and may include direct observed therapy (DOT), video directly observed therapy (VDOT), monitoring for side effects, patient education and assistance as issues arise. On average, public health nurses have provided follow-up to **30 LTBI cases** per month in 2024.

Action Steps:

- Continue to work with community partners to assist individuals to obtain treatment.
- Continue to assist individuals to be treated as needed to lower the risk of progression to active tuberculosis.
- To provide education to community partners as requested.

Monthly number of LTBI cases receiving follow-up



WCPH PERFORMANCE MANAGEMENT REPORT

COMMUNITY HEALTH AND PREVENTION (CHP)

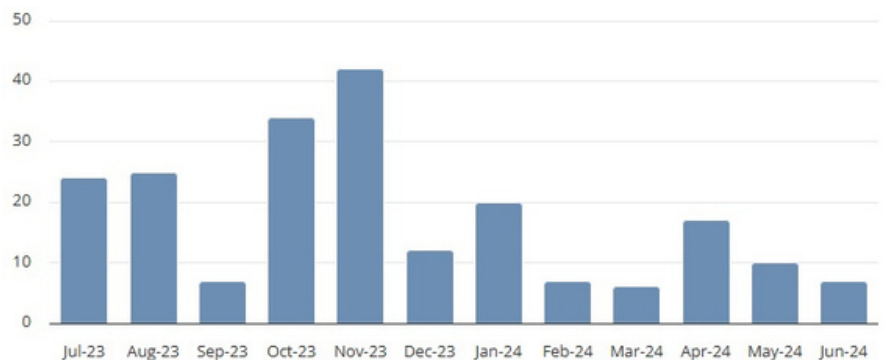
Measure: Number of client reported Narcan saves

Harm reduction program clients have reported more than **200 saves** with Narcan across the past 12 months. Clients report that they share Narcan with others that may not be able to access the program. This resource continues to save lives in our community by reversing overdoses.

Action Steps:

- Continue to provide Narcan trainings to community partners
- Encourage clients to bring others to the program
- Maintain Narcan availability through two public health vending machines

Number of client reported Narcan saves



Public Health Vending Machines Unveiled

Measure: Community Input Sought to Understand a Need or Gap

The Winnebago County Public Health Vending Machines were unveiled on September 20. With locations in Neenah and Oshkosh, these machines will serve as vital resources in the community to provide tools to prevent overdose deaths.

In the Machine:

- Narcan
- Fentanyl Test Strips
- Basic Needs Kits
- Menstrual Products
- Gun Locks
- Lock bags
- Detera Deactivation bags



WCPH PERFORMANCE MANAGEMENT REPORT

ENVIRONMENTAL HEALTH (EH)

Measure: Complaints

One of the components of the Environmental Health Program is receiving and addressing complaints. Complaints are grouped into two categories for ease of reporting:

- Environmental
 - Examples: bed bugs, mold, hoarding situations
- Sanitarian
 - Examples: Customer reports unclean practices at an establishment

Locally there has been a gradual increase in complex environmental complaints, such as pests, mold and other housing concerns. There are limits to the extent public health can do to assist individuals with these environmental complaints, as certain environmental issues and situations are outside of public health's jurisdiction, either due to code or ordinance regulation. EH staff are able to provide education on remediation and prevention, as well as following up to ensure proper steps are followed. EH staff will also refer to the local housing inspectors if the complaint includes structural issues or building code violations. These steps often rectify the majority of environmental complaints received.

Action Steps:

- Work on updating the Environmental Health complaint database to create a streamlined reporting and assignment process.
- Create stronger professional relationships with City Housing and/or building inspectors.
- Update the webpage to provide public awareness of public health services

Quarterly number of complaints handled by EH staff



WCPH PERFORMANCE MANAGEMENT REPORT

HEALTHY LIFESPAN (HLS)

FAMILY CHILD HEALTH (FCH)



Feeding Your
Baby



Baby's
Development



Parenting



Car Seat
Installation



Immunizations



Maternal
Support

Measure: **Number of services provided to FCH clients**

Additional staff trained on car seat installation and changing staff roles has allowed for additional capacity and streamlined processes to allow for additional services to be provided.

Action Steps:

- Additional funding needed to continue FCH services and resources (car seat funding need).
- Wrap up of Parent Resource Hours grant, continuing flexible services delivery model.
- Submitted grant applications for 2023: DHS MCH Innovation Grant, and Basic Needs Giving Partnership.
- More onsite opportunities to provide Family Child Health services at partner locations: Fox Crossing Fire Dept, Hyde Center, Tiny Homes Village, World Relief.
- Inform and encourage hospital systems to utilize the WCPH online referral form.



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Or go online:
wchd.pub/familyhealth

Monthly number of services provided to family child health clients



WCPH PERFORMANCE MANAGEMENT REPORT

WOMEN, INFANT, AND CHILDREN (WIC)

SPECIAL SUPPLEMENTAL NUTRITION PROGRAM

Measure: Number of participating WIC clients

WIC caseload is the number of individuals who receive a WIC benefit in the current month. WIC funding is based on participant caseload with a goal of being at 93% of target caseload to be fully funded. The state WIC office sets a recommended caseload count per WIC project based on federal funding and this is assessed twice annually. In June of 2024, federal funding increased for Winnebago County resulting in a goal caseload of **2,584**, a 15% increase from the previous target of **2,252**. Winnebago County WIC caseload has been steadily increasing since 2022 resulting in a need for additional professional staff to meet client need.

Action Steps:

- Hired part time project employee in September.
- With additional capacity, additional appointment times can be created to keep up with client need.
- Maintaining caseload requires continued outreach to new participants.
- Work with community resources to ensure families are aware of WIC benefits and services.

Monthly WIC caseload



Y-axis not set at 0 to more clearly see the month to month changes.