



## *Department of Public Health*



## Annual Report 2022

## Letter from Health Officer/Director

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Dear Community of Watertown:

It is my distinct pleasure to present the 2022 Watertown Department of Public Health Annual Report.

Throughout 2022, we continued our public health COVID-19 response. This report reflects our staff's compassion and extraordinary commitment to rise to meet the needs of our community and effectively respond to COVID-19 while still providing essential public health services. We supported the hospital and clinics, schools, and long-term care facilities to implement outbreak prevention strategies. We worked with local businesses to establish community resources for COVID-19 testing and vaccinations. We supported individual community members by providing one-on-one consultation for disease and exposure management, shared current health guidance, and facilitated access to community resources.

In this report, we share the exciting collaborative work with our community partners throughout Dodge and Jefferson Counties as we completed our Community Health Assessment (CHA). The work of the CHA centers health equity so that the most vulnerable - those most impacted by inequitable systems and structures - have an opportunity to be healthy.

Additionally, the Wisconsin Department of Health Services conducted a review of the department's operations in 2022. Each local health department's operations shall be reviewed at least every 5 years, and based on this review, the State Health Officer shall issue a written finding as to whether the local health department satisfies the requirements for a level I, II, or III local health department.

I'm excited about the opportunities that lie ahead and feel honored to support our dedicated professionals and collaborative partners. Our shared community commitment helps to create a connected, resilient community where everyone thrives.

Thank you for your ongoing support.

*Carol Quest*

Carol Quest, RN, BSN  
Health Officer/Director



## PUBLIC HEALTH IS WHERE YOU ARE



## Mission, Vision and Core Values

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### MISSION:

*Creating opportunities for safe and healthy living.*

### VISION:

*For the community of Watertown to realize and enjoy the highest quality of health today and for generations to come.*

### ORGANIZATIONAL CORE VALUES:

**Accountability:** We take responsibility for our actions and decisions while striving to meet goals and outcomes.

**Collaboration:** We work in partnership to create an environment that brings together diverse people to work collectively towards shared goals.

**Community:** We promote cooperative and creative approaches to common issues.

**Consistency:** We are committed to equitable enforcement of agency policies to ensure fair treatment and assessments that uphold the public trust.

**Knowledge:** We foster education and implementation of best practice and evidence based strategies by educating staff, informing the community and supporting future public health professionals.

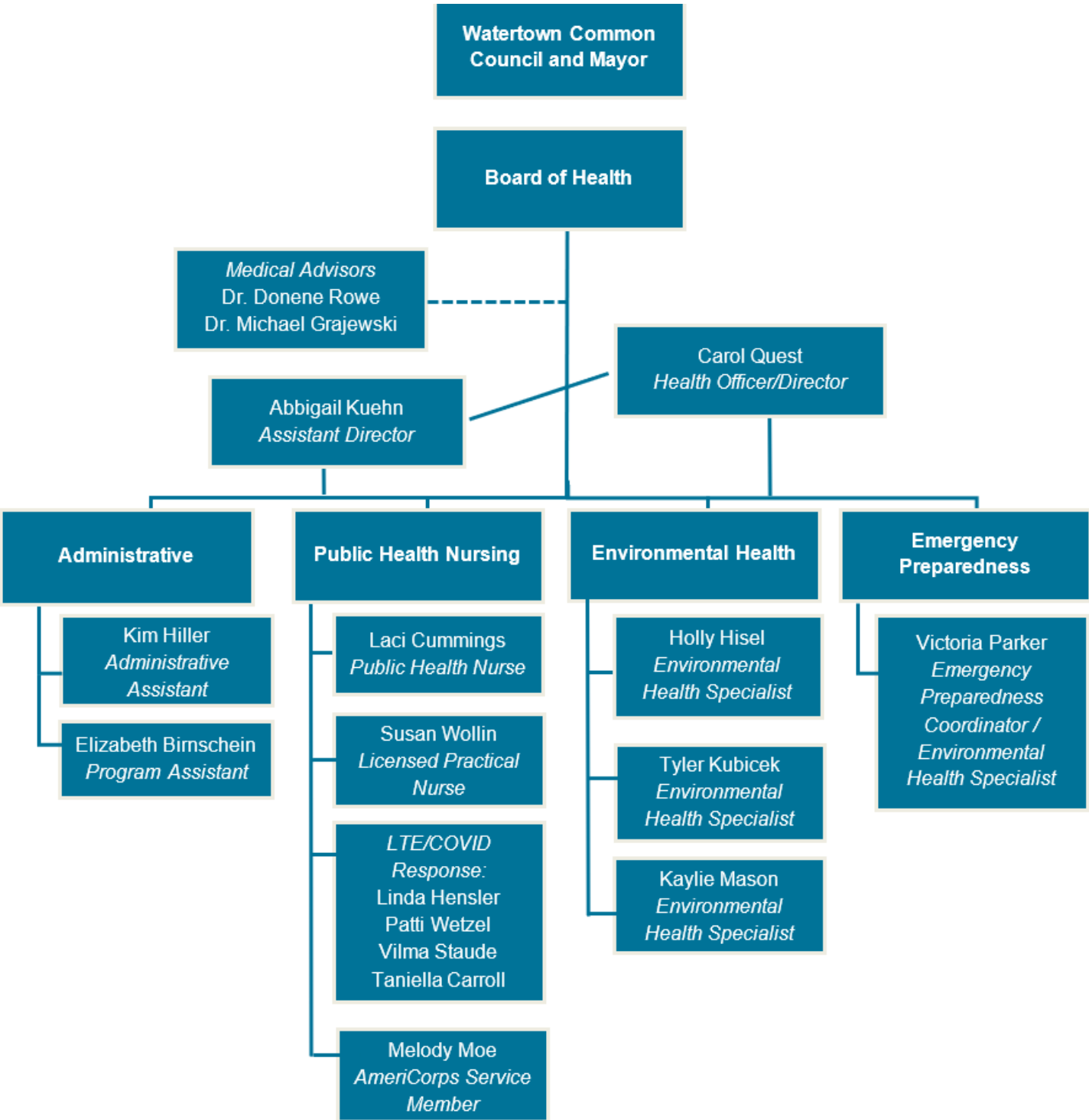
**Leadership:** As a team of Public Health professionals we adhere to and promote public health core functions and standards of practice, embracing responsibility and leading by example to achieve community public health goals.

**Resourcefulness:** We are committed to pursuing resources and the efficient use of limited assets to carry out our mission.

**Responsive:** We respond to the needs of the community by advocating for services that are meaningful and positively impact the health of the community.



Organizational Chart 2022

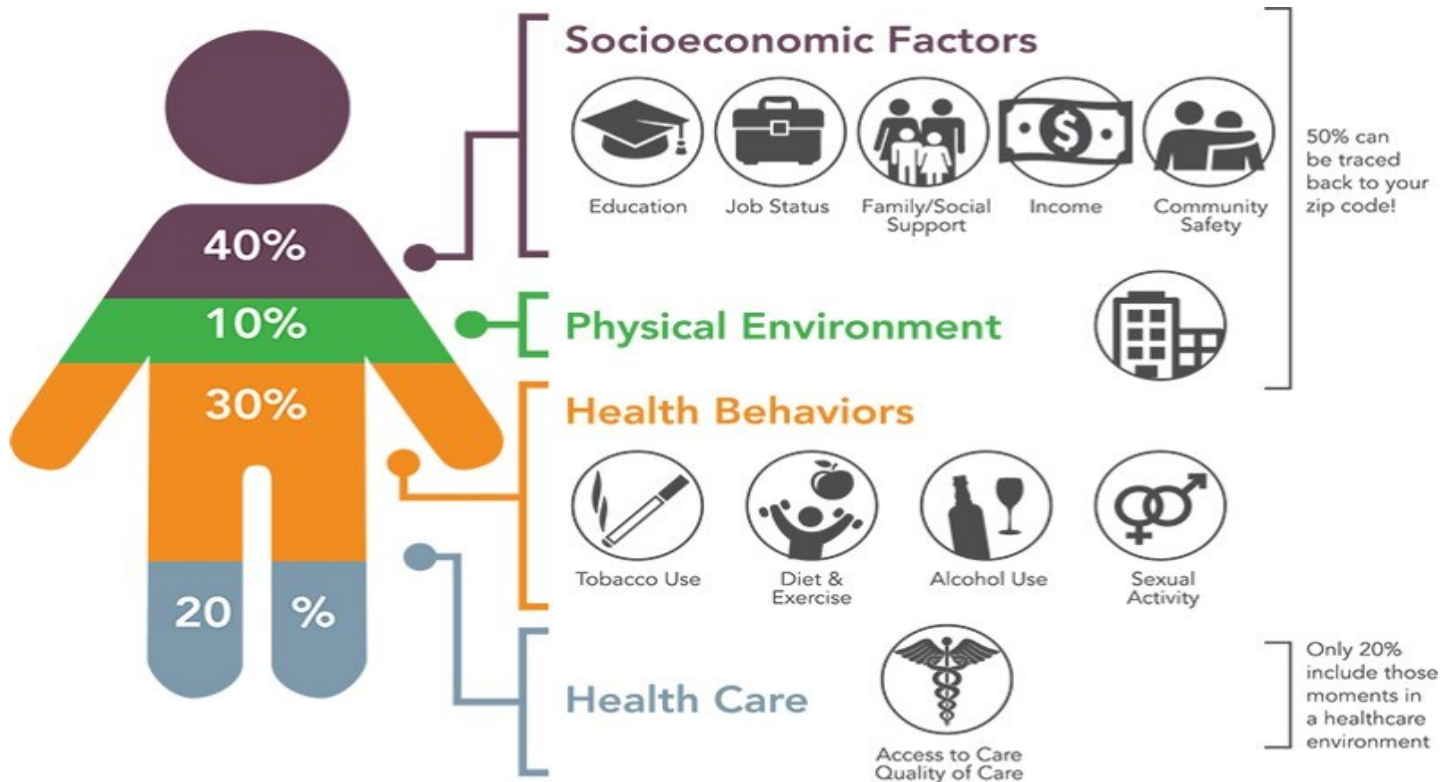




## Essential Service #1

Monitor health status to identify and solve community health problems.

### What determines our health?



Source: Institute for Clinical Systems Improvement, Going Beyond Clinical Walls: Solving Complex Problems (October 2014)

### Demographics

	Watertown	Dodge County	Jefferson County	Wisconsin	USA
Population	23,030	90,186	85,622	5,922,426	333,934,112
Median Age	39.4	42.3	40.4	40.2	38.8
Median Household Income	\$59,111	\$61,969	\$71,285	\$63,001	\$64,730
Annual Population Growth (2021-2026)	-0.41% (2020)	0.19%	0.37%	0.41%	0.71%
Household Population	8,996	34,769	33,815	2,404,113	126,470,675
Businesses	402	2,999	3,018	215,273	12,013,469
Employees	9,795	42,128	39,005	3,151,581	150,287,786
Health Care Index	95	91	98	95	100
Average Health Expenditures	NA	\$5,658	\$6,090	\$5,922	\$6,237
Total Health Expenditures	NA	196.7 M	205.9 M	14.2 B	788.8 B
<b>Racial and Ethnic Make-up</b>					
White	84%	92%	92%	84%	69%
Black	1%	3%	1%	7%	13%
American Indian	0%	1%	0%	1%	1%
Asian/Pacific Islander	0%	1%	1%	3%	6%
Other	0%	2%	3%	3%	7%
Mixed Race	3%	1%	2%	2%	4%
Hispanic Origin	11%	5%	8%	7%	19%

Sources: Dodge and Jefferson Counties, WI, and USA data retrieved from 2022 published DJHCP CHA document, listed source Esri. Watertown data retrieved from the following sources:  
 Population data from <https://censusreporter.org/profiles/16000US5583975-watertown-wi/>, Business and employee from [https://data.census.gov/](https://data.census.gov/table?q=Watertown,WI&tid=ACST5Y2021.S0804)  
<https://www.census.gov/quickfacts/fact/table/watertowncitywisconsin/SB0001217#SB0001217>; Annual Population Growth rate from <https://worldpopulationreview.com/us-cities/watertown-wi-population>, and Health Expenditures retrieved from BestPlaces Health Cost Index

## Community Health Assessment

Dodge Jefferson Healthier Community Partnership (DJHCP) consists of representation from Watertown Department of Public Health, Dodge County Human Services and Health Department, Jefferson County Health Department, Watertown Regional Medical Center, Fort Health Care, Marshfield Medical Center- Beaver Dam, Rock River Community Clinic, and Greater Watertown Community Health Foundation. The group conducts a Community Health Assessment (CHA) every 3 years. This cycle was completed in collaboration with consulting company, Stratasan. Focus groups were conducted to help collect community data for this CHA cycle. A Community Health Summit was held on August 11th to present data to community members. Community members worked together to decide on the top priorities for the communities to be worked on in the Community Health Improvement Plan.

### May

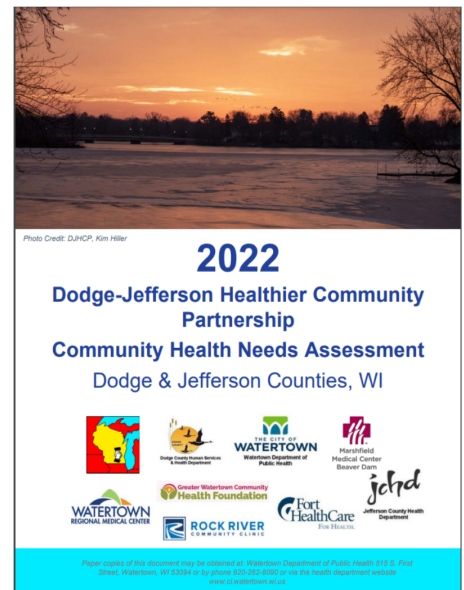
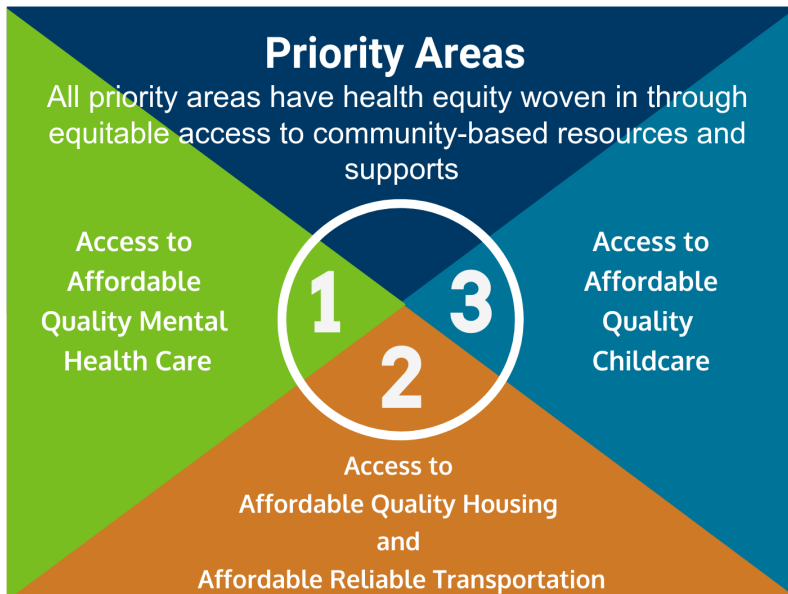
Online community survey conducted from May 30-July 12 with 1,206 respondents

### June

Community members participated in focus groups on June 6th and 7th. A total of 71 Community members participated in 8 focus groups

### August

Community Health Summit to choose top priority areas was conducted on August 11th with community stakeholders



## Essential Service #2

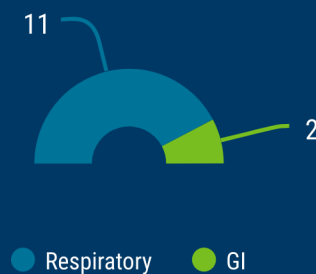
Diagnose and investigate health problems and health hazards in the community.

### Communicable Disease

Communicable diseases are reported to the local health department to help stop the transmission of disease. Communicable diseases are reported based on State Statute 252.

#### Reportable Diseases

Communicable Disease	2021	2022
Chlamydia & Gonorrhea	97	55
Food/Water Borne (Campylobacteriosis, E-Coli, Giardiasis, Salmonellosis, Vibriosis)	20	12
Hepatitis A, B, C	27	50
Hospital Associated Influenza	47	29
Lyme Disease	*	*
Measles & Mumps	*	*
Pertussis	*	10
Invasive Streptococcal Disease	*	5
Tuberculosis-Latent	*	*
Varicella	8	6



#### Long-Term Care Facility Outbreaks

Watertown Department of Public Health provides support to long-term care facilities when they are experiencing an outbreak to help stop the spread to others.

\*Respiratory outbreaks include COVID-19 outbreaks



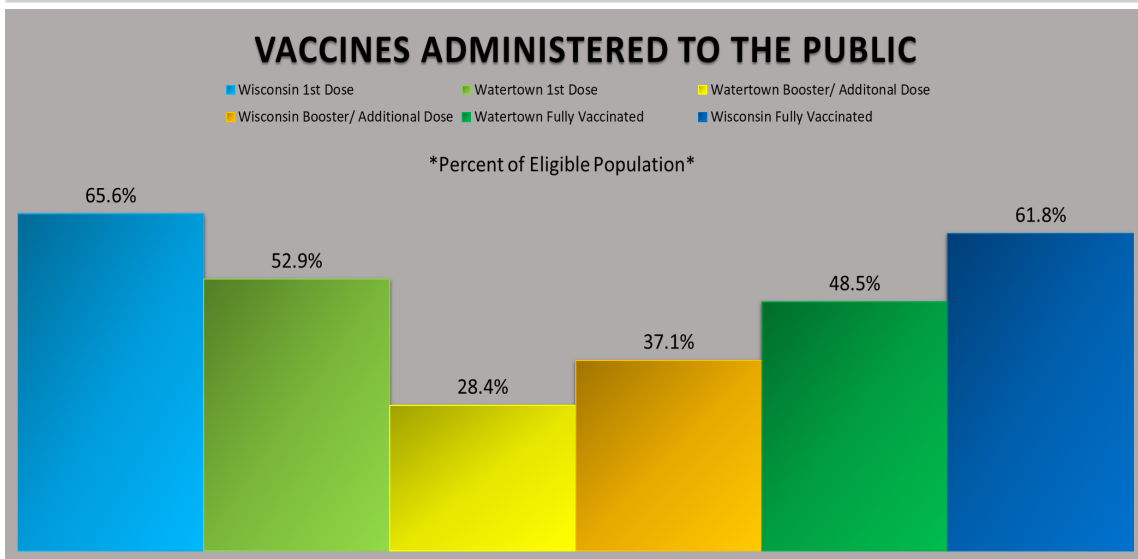
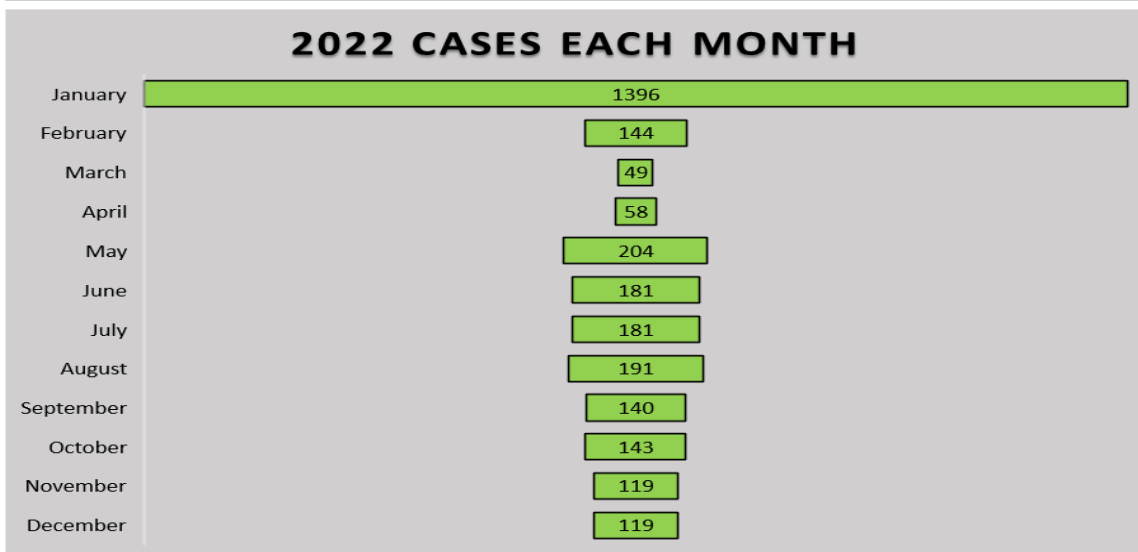
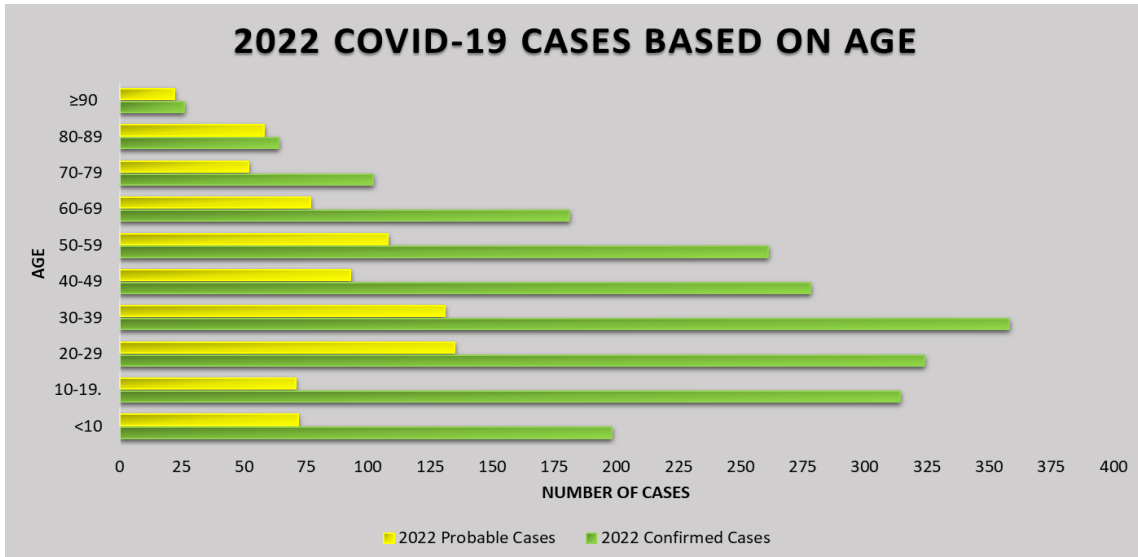
#### Rabies

WDPH follows up on animal bites inside the City limits of Watertown. This is done to prevent human cases of rabies while avoiding the unnecessary administration of post-exposure prophylaxis. In 2022, follow up was conducted for two bats and one dog.

\* Numbers less than 5 will not be reported due to privacy  
Chart Includes confirmed, probable, suspect and not a case

## COVID-19

COVID-19 continued to be present in our community in 2022. Staff conducted follow up by contacting positive cases to discuss guidelines to help reduce the spread of COVID-19 to others. Vaccine clinics were held to provide COVID-19 vaccines to provide protection against COVID-19.



# 2022 Childhood Lead Program

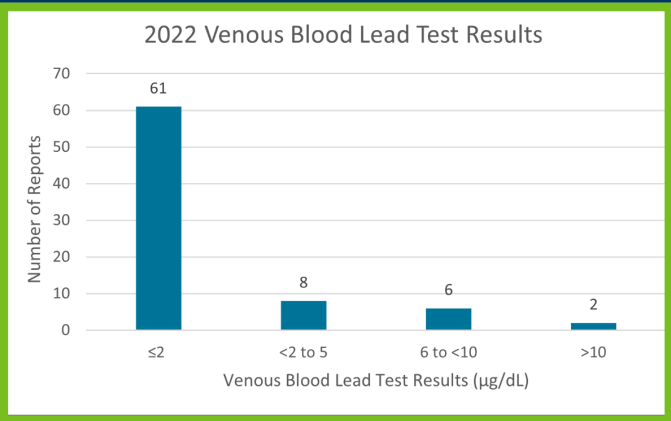
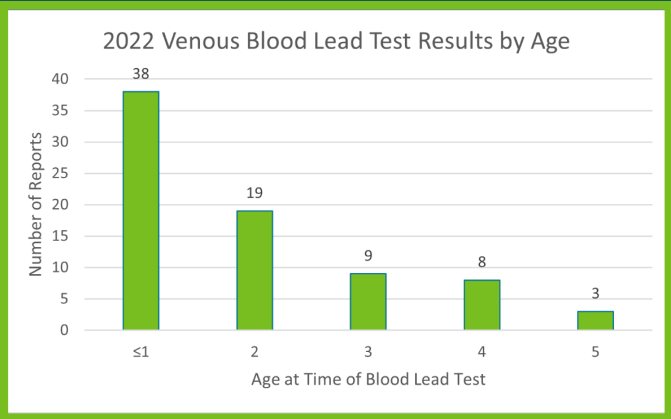
Childhood lead poisoning is an environmental disease, whose treatment and prevention requires the collaboration of the affected family with private and public health professionals. Public health is central in addressing all components of this childhood disease, including prevention of exposure, treatment, and surveillance. It is the role of public health departments to mobilize resources at the local, county, state, and national level to prevent childhood lead poisoning.

354

total children in the City of Watertown received either a capillary blood lead test or a venous blood lead test in 2022.

77

total children in the City of Watertown received at least one venous blood lead test in 2022.



Wisconsin law requires intervention when a child’s blood lead level (BLL) reaches an “elevated blood lead level (EBLL).” **The statutory definition of an EBLL is a venous BLL ≥ 20 mcg/dL or two venous BLLs ≥ 15 mcg/dL drawn at least 90 days apart.** Local health departments are required to do environmental investigations for all children with an EBLL.

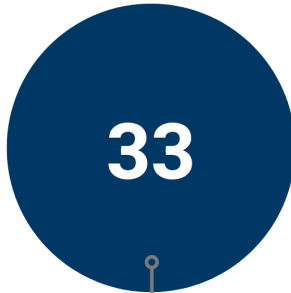
**In 2022, 0 children that were tested had reached elevated blood lead levels.**



## Human Health Hazards

Throughout the year, the Environmental Public Health Consortium handles a variety of complaints from citizens that require investigation and follow-up.

### Follow Up Contacts



Onsite Visits



Phone Calls,  
Letters, Other  
Follow Up

Total= **59 follow up contacts**

### Complaints by Type - 26 Total



3 Animals



3 Garbage



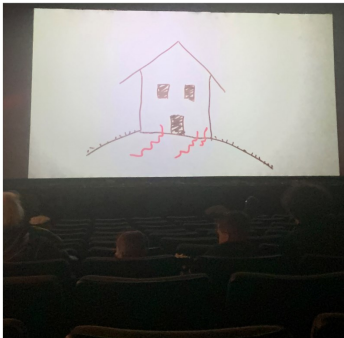
5 Housing/  
Hoarding



15 Licensed  
Facilities

## Radon

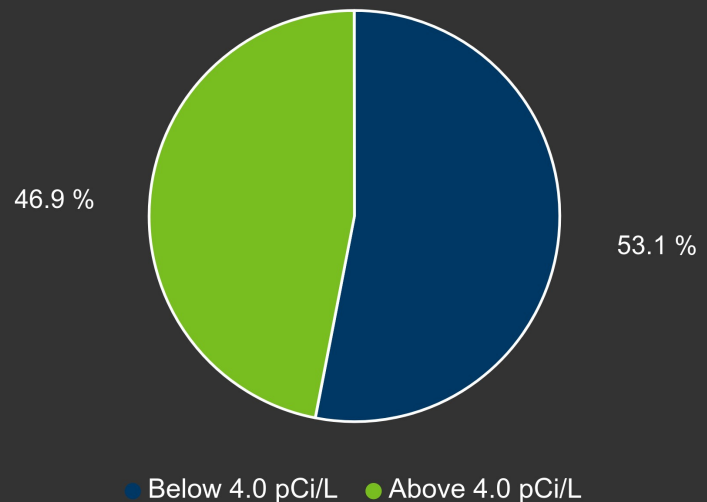
The Watertown Radon Information Center (RIC) serves the City of Watertown, Jefferson and Dodge Counties as the lead contact for Radon awareness and education. Funded by a grant through the Wisconsin Department of Health Services, the Watertown RIC provides free Radon test kits at all three local health departments. The Watertown RIC also provides outreach to the public through press releases, social media, and public events.



Left: Watertown Towne Cinema played the "Radon 101" Video before all movies throughout January and December 2022



Right: English/Spanish Radon outreach board and Plinko game at Watertown Lights and Sirens event, July 2022



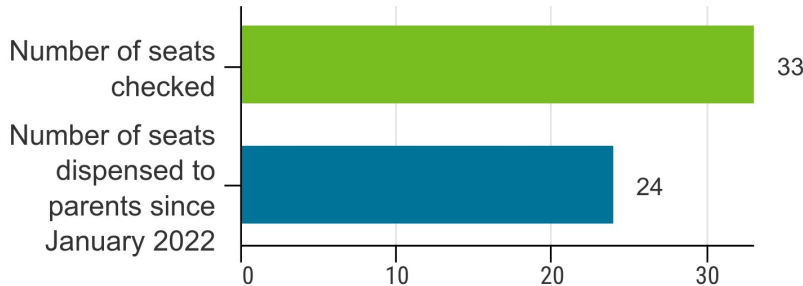
*Of the 147 Radon kits distributed throughout Dodge and Jefferson Counties that were returned for analyzing, 69 of the results were above 4.0 picocuries per liter (pCi/L), which is the EPA's recommended action level.*

## Essential Service #3

Inform, educate, and empower people about health issues.

### Child Safety Programs

#### Car Seat Program



Car seat checks are provided to community members free of charge by two certified car seat technicians. Car seat checks ensure children are as safe as possible when riding in vehicles. Each seat is inspected for correct fit for the child's height and weight, expiration, recall and correct installation in the vehicle. Technicians educate parents, grandparents, and/or caregivers on how to properly use and install the seat and then observe them repeat the process to ensure they are able to do it correctly on their own.

#### Pack 'N Play Program

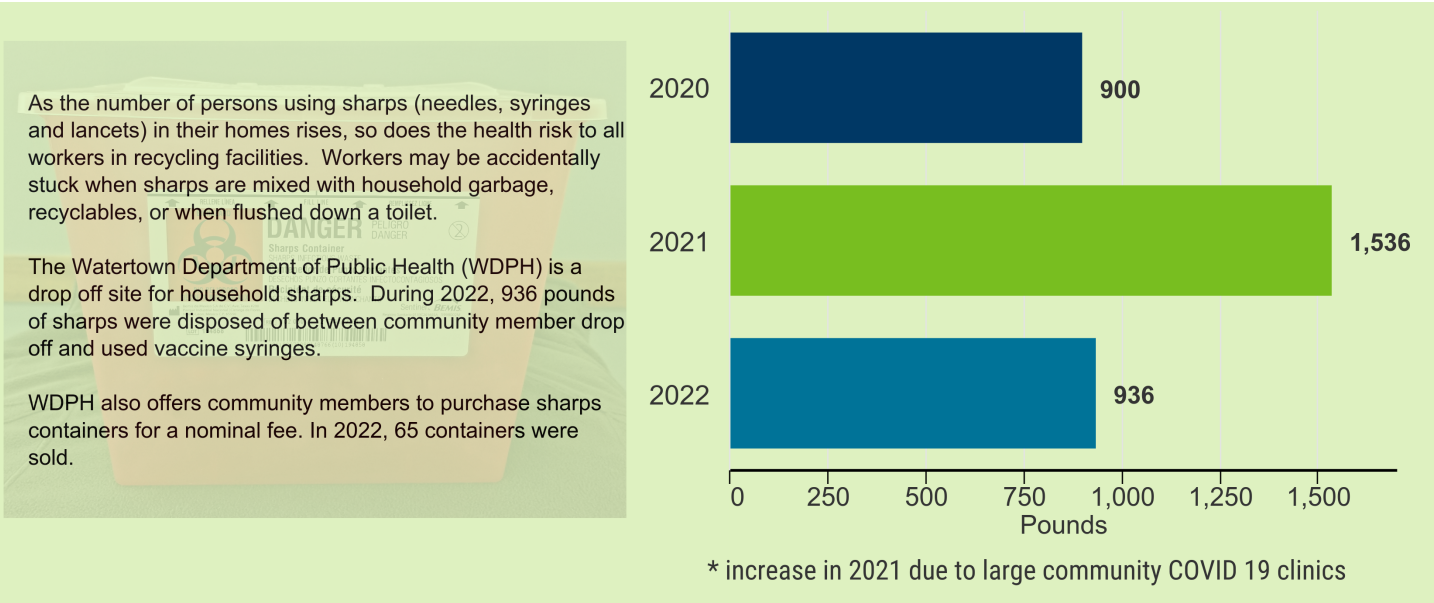
Through a donation from a community partner, the Pack 'N Play program was developed in July of 2022 to meet the needs of families in the community who were facing a financial burden and unable to provide a safe sleep environment for their children. Having a Pack 'N Play in the home prior to birth provides parents with a safe place for their infant to sleep and fosters safe sleep habits as they grow. Pack 'N Plays are dispensed by a Public Health Nurse who demonstrates set up and educates the family on safe sleep practices. Families demonstrate their ability to properly set up the Pack 'N Play and ask questions before taking the Pack 'N Play home.

- A** Alone  
Baby should always sleep alone – not with an adult, other children or anyone else.
- B** Back  
Baby should always be put down to sleep on their BACK.
- C** Crib  
Baby should sleep in a crib or play 'N play.
- S** Smoke Free  
No smoking around infant or in infant's environment.

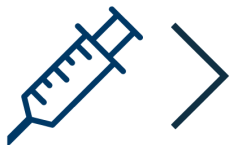


6  
Pack 'N Plays Dispensed

Sharps

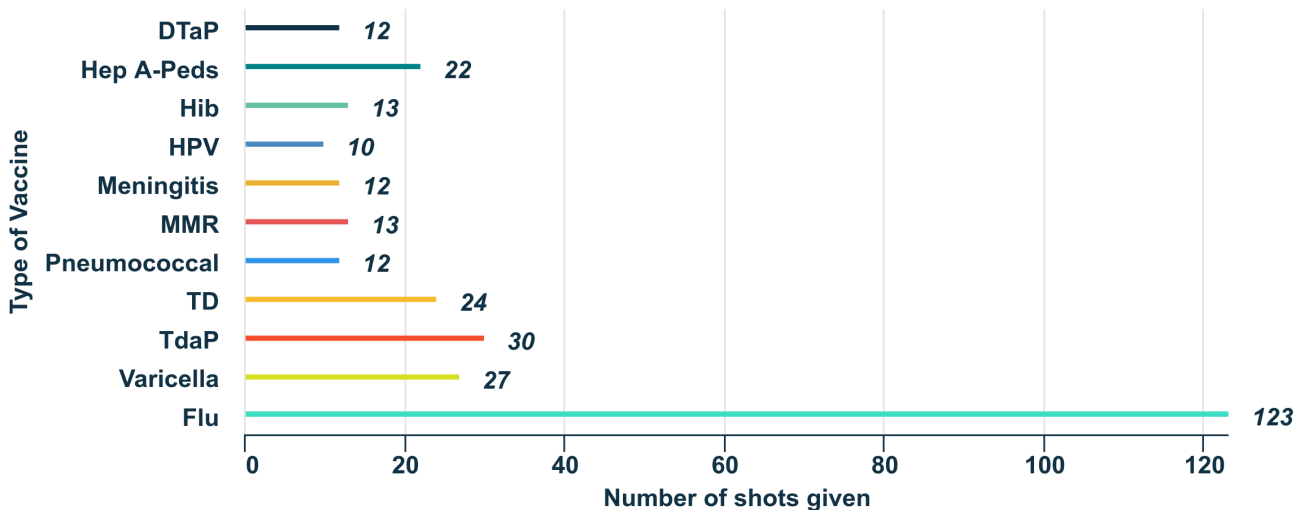


Immunizations



Immunizations Given in 2022

WDPH offers almost 20 different vaccines to the community. Community members are eligible to receive immunizations from WDPH for a minimal price if they are underinsured or uninsured. There was a significant increase in the number of immunizations given in 2022 as our department resumed regular immunization clinics following COVID-19. The graph below shows which vaccines were requested the most.





## Essential Service #4

Mobilize community partnerships and action to identify and solve health problems.

### Get Healthy Watertown



The Get Healthy Watertown Coalition (GHW) advocates for healthy solutions by promoting biking, walking, healthy food choices and clean air. Through education, GHW plays a vital role in promoting health equity across the Watertown community. Coalition members provide support to initiatives that improve wellness goals for community members.

GHW has partnered with the Wisconsin Chronic Disease Prevention program to educate about chronic disease, the 1,000 Friends of Wisconsin/WI Active Together to advance active transportation, and the Wisconsin Healthy Communities Designation program to continue to evaluate best practices for healthy outcomes.



In 2022 Get Healthy Watertown members achieved the following accomplishments: arranged a full year of Walk Watertown, a weekly 1, 2, and 3 mile walk each Saturday morning, partnered with community volunteers to coordinate the Healthy Harvest Basket program which donated over 144 pounds of produce to senior members of our community and hosted a Family Fun Bike Ride in June during the Interurban Trail Grand Opening.



## Watertown Gold Designation

## Wisconsin Healthy Communities Designation

The Wisconsin Healthy Communities Designation program is an initiative offered by the University of Wisconsin Population Health Institute's Mobilizing Action Toward Community Health group, in collaboration with diverse statewide partners. The program, is designed to celebrate Wisconsin communities, and to serve as a guide for communities to expand and enhance their health improvement efforts. It recognizes and encourages achievements in health improvement in Wisconsin communities, and promotes partnerships across multiple sectors.



Get Healthy Watertown (GHW) and the Watertown Department of Public Health submitted a collaborative application that shared health improvement efforts and was awarded a Gold Level Designation for community work towards improving local health. Examples of the community work included: the YMCA Active Older Adults and Silver Sneakers classes, Collective Community Breastfeeding initiative (Watertown Regional Medical Center and Jefferson and Dodge County WIC) TalkReadPlay Home Visitation (Every Child Thrives initiative/ GWCHF), Seal A Smile Dental Program, GHW -Walk Watertown and Community Garden Project, Child Passenger Safety Program, Sharp Corner Park Project, WUSD School Breakfast Program, Summer Food Service Program and Middle school gardens/hydroponics, GHW- Moving Forward for 30, and Senior Farmers' Market Nutrition Voucher Program (Dodge and Jefferson County Aging, Disability Resource Centers).



*Watertown displays one of the Gold Designation signs on the kiosk at the Interurban Trailhead*



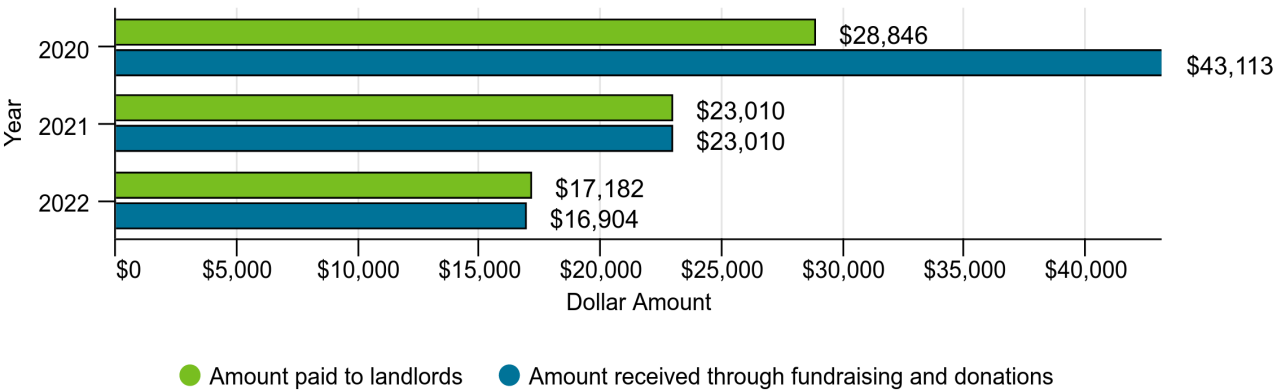


# Crossroads Community Partner

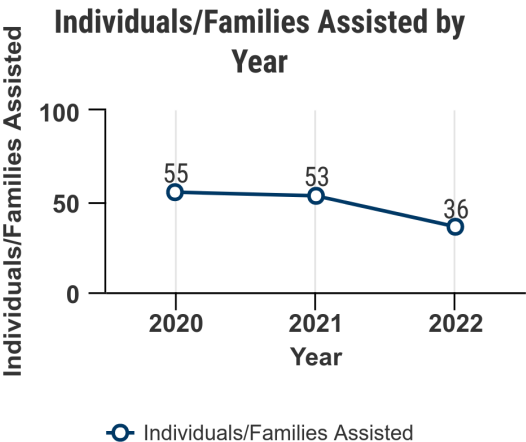
## Homelessness Prevention

Any circumstance that could result in homelessness is a crisis for the person experiencing it. The Watertown Department of Public Health staff continue to partner with Crossroads to serve families and individuals with rental assistance in the Watertown geographical area school district. Crossroads was organized in 2001 by a coalition of Watertown churches and concerned citizens to help provide housing support to a homeless family in Watertown. The coalition then started the Phase II Program that can provide rental and entry assistance services. In 2021 adjustments were made and Crossroads was no longer able to offer one year of housing to one or two families within the city. The coalition also identified the need to aid larger numbers of individuals experiencing a housing crisis so it was voted to increase the Phase II rental and entry assistance services. Public Health Nurses assist clients in housing crisis by educating, and this often means ensuring resources are used to help persons at-risk of losing housing of any kind. They also link clients to services that help overcome obstacles. Clients are given tools to continue their lives – however they choose to live them. The earlier a program intervenes in a housing crisis, the lower the cost for a client. Crossroads strives to reach people who have the highest risk of becoming homeless but who also have a good chance of remaining housed if they receive assistance.

Crossroads Summary Report



Crossroads saw an increased need for rental assistance during the COVID pandemic in 2020 and 2021. Community partners joined together with Crossroads to spread the message of available funds. Many individuals and families who fell behind in rent or could not make the rent payment that month due to lost days of work applied for assistance. While the number of individuals and families assisted in 2022 has started to level off again, the need for housing assistance is greater now more than ever. If an individual or family considers moving into a more affordable or safer housing choice, often it's a struggle to afford the first and last month's rent all at once. Crossroads has also stepped up to aid in these situations with their Phase II entry assistance program.



## Essential Service #5

Develop policies and plans that support individual and community health efforts.

### Emergency Preparedness

Throughout the year continued participation with community partners was strengthened through regular meetings with the Watertown Health Care Coalition and SCWIHERC (South Central Wisconsin Healthcare Emergency Readiness Coalition) PHEP (Public Health Emergency Preparedness) Forum. Internal Watertown Department of Public Health (WDPH) communication drills were conducted on a quarterly basis. The PHEP continues to be reviewed, analyzed, and updated to fit the community's needs and is currently in a revision process to edit the layout to make it more user friendly. In March the Wisconsin Emergency Management (WEM) Conference took place, where the overall theme was resiliency and mental health training from the aftermath of COVID-19.

### 2022 Hazard Vulnerability Analysis Top 5 Risks

Systems Failure

Cyber Attack

Active Threat

Severe Weather

Epidemic/Infectious Disease  
Outbreak/Pandemic/Seasonal Flu

*Hazard vulnerability analysis (HVA) identifies hazards or risks that are most likely to have an impact on the community.*

### EMERGENCY PREPAREDNESS MONTHLY TIMELINE



## Ordinances

## Ordinance Amendment: 319 Environmental Sanitation

In 2022, the Environmental Health program began the process of updating Watertown City Ordinance 319 - Environmental Sanitation. This ordinance includes requirements for our department to operate as a local agent of the Department of Agriculture, Trade and Consumer Protection (DATCP). It also includes information and requirements for the different types of food and recreational licenses. This ordinance is reviewed as part of an evaluation completed by DATCP that occurs every three years.

The ordinance was edited to update or remove outdated references, and to make the ordinance more concise by removing redundancies. Because the Environmental Health program operates in both the City of Watertown and Jefferson County, ordinance work includes updating both city and county ordinances to assure that the program is run uniform throughout both jurisdictions.

The ordinance was passed by the Watertown Board of Health October 4, 2022, with the first reading at the Watertown Common Council on December 6, 2022, and the final reading and approval on December 20, 2022.



### Ordinance Process:



**1**  
Began the process by making edits to the existing ordinance and updating verbiage and references and removing redundancies

**2**  
The draft ordinance was then reviewed by the City Attorney

**3**  
The draft ordinance was then presented to the Board of Health. The Board of Health approved the changes and forwarded it on to the Watertown Common Council for approval

**4**  
City ordinances are required to be read and approved by the Watertown Common Council two times before it is officially passed

## Essential Service #6

Enforce laws and regulations that protect health and ensure safety.

### Agent Inspection Program

The City of Watertown/Jefferson County Environmental Public Health Consortium provides health inspections and licensing services for a variety of establishments under contracts with Department of Agriculture, Trade and Consumer Protection and Department of Safety and Professional Services.

	Preinspection	Routine	Reinspection	Onsite Visit	Complaint	Totals
<b>Retail Serving Meals</b>	76	284	8	40	11	<b>419</b>
<b>Retail Not-Serving Meals</b>	52	140	5	13	2	<b>212</b>
<b>Schools</b>	0	64	0	0	0	<b>64</b>
<b>Tattoo</b>	2	5	0	0	0	<b>7</b>
<b>Lodging</b>	29	45	0	0	2	<b>76</b>
<b>Campground</b>	1	14	0	0	0	<b>15</b>
<b>Pools</b>	5	48	27	199	1	<b>280</b>
<b>Rec-ed Camps</b>	0	2	0	0	0	<b>2</b>
<b>Totals</b>	<b>165</b>	<b>602</b>	<b>40</b>	<b>252</b>	<b>16</b>	<b>1075</b>



After receiving guidance from Department of Agriculture, Trade and Consumer Protection, our department invested in pH meters to use during pool inspections to test for pH concentrations.



Food inspections are completed at special events throughout the year, including Farmers' Markets and Riverfest (above).



EH staff participated in two field trip days at City Hall in 2022. The first in May was a career day where they shared information about the Environmental Health field. In October, elementary school students learned basic food safety tips for at home.

# Pool Closures from June through December

Beginning in June 2022, the Environmental Public Health Consortium restarted its monthly onsite chemistry inspection for all recreational water licenses. Onsite chemistry inspections are completed each month when an annual routine inspection is not completed. Below is a breakdown of the closures during the last six months of inspections in 2022, June through December.

## 261

inspections completed, both onsite and routine inspections



## 49

licensed recreational water facilities, 23 operating year round, and 26 open seasonally (part of the year)



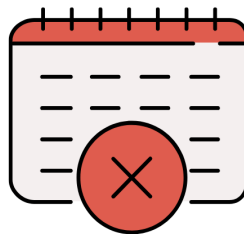
## 21

temporary closures issued



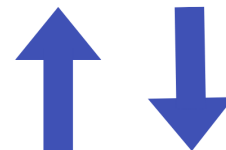
## 6

facilities were temporarily closed 2 or more times in 6 months



## 14

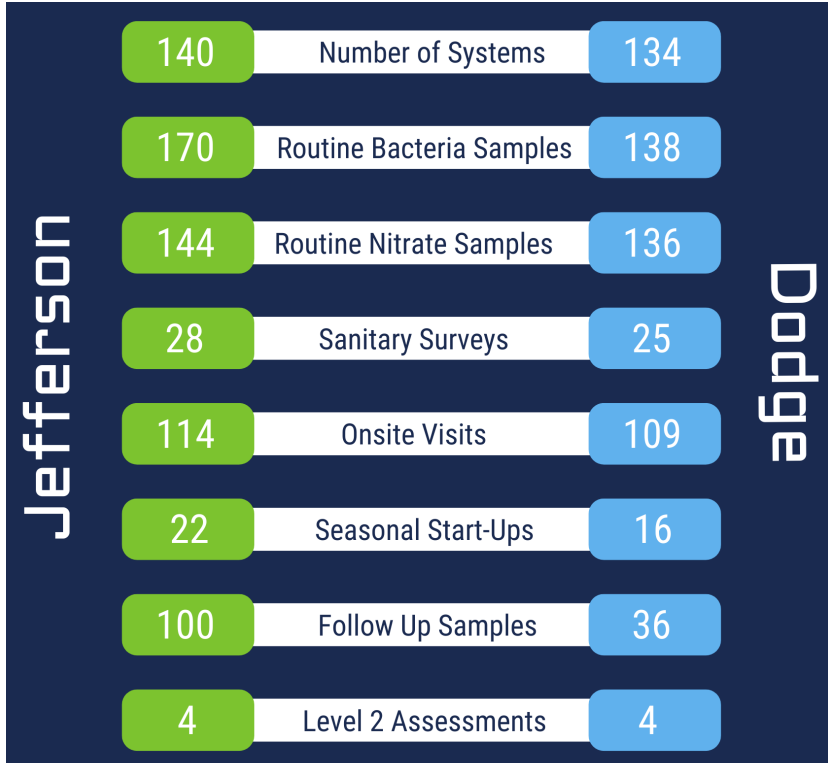
temporary closures were due to low, high or no disinfectant (chlorine or bromine)





## Transient Well (TN) Program

Through a contract with the Wisconsin Department of Natural Resources, the Environmental Public Health Consortium is a county contract for the transient well water program. Transient well water systems are locations with private wells that serve at least 25 transient people at least 60 days a year. Our jurisdiction covers both Jefferson and Dodge Counties. Responsibilities of the contract include water sampling, well inspections, and enforcement.



## Beach Water Quality Testing

In June, July and August, weekly E.coli sampling is performed at three Jefferson County Beaches: Lower Spring Lake, Palmyra; Rock Lake Ferry Park, Lake Mills; and Lake Ripley, Cambridge.

Beaches with levels over 235 p.p.m. E.coli are asked to post an advisory sign to let patrons know of the elevated levels and proper precautions. Beaches with levels over 1,000 p.p.m. are recommended to close.

**5**  
**Advisories Posted**  
**in 2022**

We also continued our partnership with the City of Lake Mills to transport their beach samples along with ours to the Wisconsin State Lab of Hygiene. The partnership promotes consistency of sampling types and results for area beaches.



## Essential Service #7

Link people to needed personal health services and assure the provision of health care when otherwise unavailable.

### PNCC



Prenatal Care Coordination (PNCC) is a Medicaid and BadgerCare Plus benefit that helps pregnant women get the support and services they need to have a healthy pregnancy and healthy baby. Nursing staff provide connection to medical, social, educational, and other services for pregnant woman who are considered high risk for adverse pregnancy outcomes.

With COVID-19 cases lower in 2022, Nursing staff were able to see more clients in person. Staff were able to connect enrolled families to resources such as: medical care, food security, housing, and baby items. Once clients deliver, a newborn visit is conducted to check in on the family, provide education, and complete a newborn assessment. Families are then offered to be transitioned into the TalkReadPlay program.

23

Families enrolled in PNCC program

10

Newborn visits with clients that completed the PNCC program



6

Clients transitioned into the TalkReadPlay program after their newborn visit

## Community Connections

Staff continued to assist families and community members struggling with basic needs, Social Determinants of Health supports, and health inequities by connecting them to community resources. Staff worked to connect families to safe housing, transportation for medical access, support of employment, food security, and access to health and dental services to help them and their family thrive in our community.

The Health Department continues to focus on reducing health disparities and advancing health equity. With the continued increase in community members arriving from Central America, one barrier clients were facing was the inability to utilize resources available in the community when they are non-English speaking. Nursing staff participated in collaboration meetings among community partners to develop a coordinated process to connect families to needed services focusing on equity. Earlier in the year, the Coordinated Care group developed a "Community Referral" process that each organization will use when referring a family to one of the other organizations. The process provides detail of the referral need and the referral source reducing the language barrier.

Nursing staff also continued work with the Every Child Thrives collective impact through the Welcome Baby Coalition to continue the process of developing a comprehensive referral system that closes the loops, assuring families will get the services they need to thrive.

## Seal-A-Smile Program



# SEAL-A-SMILE

## Healthy teeth make a healthy smile!

Seal-A-Smile is a grant funded program through the Children's Health Alliance of Wisconsin.

Through the grant, this program is provided free of charge to 2nd, 3rd, 6th & 7th grade students in Watertown Unified School District regardless of their insurance status or ability to pay.

**249**

**Number of students  
participating in  
2021-2022**

**523**

**Number of sealants  
applied in 2021-2022**

**\$53,945**

**Preventative Dental  
Care Provided**

**39%**

**Percentage of  
students seen that  
had tooth decay**

**13**

**Students with urgent  
dental needs**



Dental hygienists screen students for possible decay during their visit. A letter is sent home with students indicating a need for a dental follow up as well as a list of dental resources.

Families of students with urgent dental issues are contacted and assistance is provided to find urgent dental care.





## Essential Service #8

Assure competent public and personal health care workforce.

### Workforce Development



#### Public Health Modernization

Staff formed a Public Health Modernization team to learn more about the call to action for State, Territorial, and Local Public Health Departments to move public health forward. Staff reviewed recommended actions regarding: Financing, Data and Information Technology, Workforce, Public Health Laws and Governance, Partnerships, and Community Engagement.



#### Health Equity

Staff are working to promote health equity in all programs. A permanent part time Bilingual Communication Specialist was hired in August. The Bilingual Communication Specialist translates documents, interprets for staff, builds relationships with community members, and promotes services in the Spanish speaking community.



#### Workforce Development

The Public Health Modernization Team updated the department's Workforce Development Plan to include modernized language, updated annual training requirements and criteria for staff, and required training criteria for new employees.

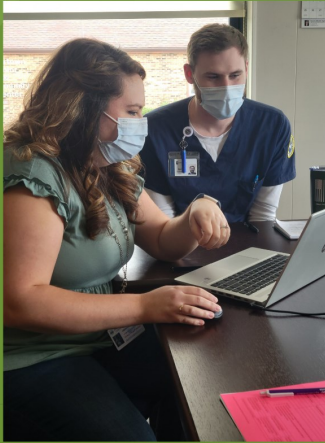


#### Job Descriptions

The Public Health Modernization Team updated department job descriptions to make them more uniform and include modernized language.

### Strategic Plan

Staff worked with a consultant who facilitated creating an updated Strategic Plan for the department. Each division met with the consultant separately to give him a better understanding of our staff, the services we provide, and the community we serve. The facilitator presented to the full staff what he heard from each division and staff worked to update the department's mission and vision. Together staff determined what goals they would like to see the department achieve during the Strategic Plan cycle over the next five years.



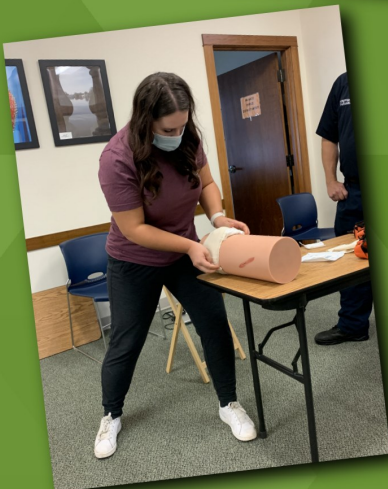
## Students

Nine nursing students from Maranatha completed clinical time at WDPH over ten days from September to October. Students were given an overview of what Public Health is, the community we serve, and health equity. Students learned about department programs such as PNCC, TalkReadPlay Home Visiting, Car Seats, Immunizations, Communicable Diseases, Community Health Assessment, Community Health Improvement Plan, and Emergency Preparedness.

## Ongoing Continuing Education and Staff Training



Staff training and continuing education takes place throughout the year. Trainings can include in person/hands on trainings, webinars and conferences. Annual required trainings include HIPAA, N95 fit testing, Bloodborne Pathogen Training, Building Safety Plan Review and city required cyber security and harassment training. Additional departmentwide trainings in 2022 included fire extinguisher training and Stop the Bleed training provided by the Watertown Fire Department.





**Essential Service #9**

Evaluate effectiveness, accessibility, and quality of personal and population-based health services.

## Quality Improvement

QI

# Thermometer Calibration for Environmental Health Inspections

1



## Changes in Reinspection Policy

Retail Food Reinspection policy removed the reference to a +/- 2 degrees temperature leeway when inspectors check food temperatures.



## Temperature Accuracy for Enforcement

Re-inspections due to temperatures out of compliance result in fees assessed to owners/operators. Environmental Health Specialists must have calibrated thermometers to assure accurate temperatures readings.

2

3



## Perform Monthly Calibration

Environmental Health program began monthly calibration of all thermometers used in any type of inspection requiring temperature readings (retail food and recreational water facilities). Thermometers are calibrated using ice slurry method. A special cup with instructions and guidelines was purchased.



## Identify Inaccurate Readings and Adjust

If the temperature reading is not 32 degrees Fahrenheit, the thermometer is either calibrated up or down as needed, or removed from use and discarded.

4



## Continued Quality Improvements to Immunization Clinics During COVID-19 Pandemic

In 2021, the Nursing Division analyzed information provided by the State of Wisconsin Immunization program that recognized children and adolescents were not receiving their routine vaccines during the COVID-19 pandemic.

Changes were made to our clinic processes throughout 2022 in order to continually support our community medical partners and provide needed vaccines safely to community members.



A list of individuals who had called into our department stating they were experiencing a difficult time receiving immunizations due to community virus spread and hesitancy to see a provider during COVID-19 was compiled.

11 individuals indicated they were not up to date with immunizations or had multiple family members who were behind with immunizations due to COVID-19.



Regular immunization clinics were canceled in 2020 due to the pandemic. Staff reopened clinics in July of 2021 on an "as needed basis" for the remainder of the year. At least one clinic was held each month to increase vaccine delivery in the community.

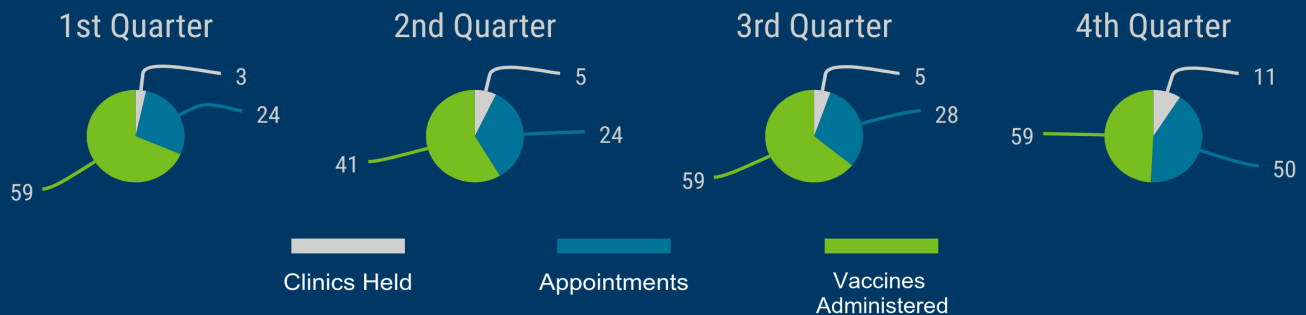
Throughout 2022, an increase in community members contacting the department self-identifying as needing vaccines was observed. To meet their needs, vaccine clinics were held on a more frequent basis.



In 2021, COVID protocols to prevent the spread of infection during in-person clinics were implemented. Adjustments to these protocols continued throughout 2022 such as:

- Appointments modified to allow only one family in clinic waiting area
- Time adjustments made to increase cleaning in between
- Prescreening phone call a day prior to the appointment
- Staff reviewed a list of health questions in regards to COVID-19 symptoms with clients
- Masks worn by all staff and clients

Quarterly data was recorded as each new lesson was learned. The clinic's new process and adjustments were based on the findings.



Numbers do not reflect off site influenza and COVID-19 clinics

Department Feedback Survey

As a part of our Quality Improvement,

**We want to know...**



In September 2022, we went live with a survey to evaluate all WDPH services

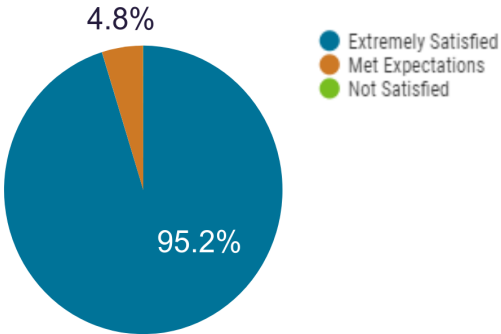
- Do we meet our mission, vision, and strategic direction?
- How can we better serve our community?



In less than 3 months we received over 20 responses in English and Spanish

- Responses were from programs such as: health inspections, immunizations, carseat installation/education

**Overall how satisfied were you with the Health Department**



We look forward to continuing this survey and hearing how our staff is best serving the Watertown community!



## 140 Review by Department of Health Services



# 140 Review

"Under the authority of s. 251.20 (1), Stats., the Wisconsin Department of Health Services directs a process to formally review the operations of all local health departments at least every 5 years. The Department of Health Services (DHS) congratulates the Watertown Department of Public Health for demonstrating the infrastructure and program capacity to be certified as a Level II Health Department. I am happy to report the Watertown Department of Public Health provided all services required by statute and rule.

I want to acknowledge the work of the Watertown Department of Public Health staff. Carol Quest, health officer, did an excellent job of providing quality evidence of meeting statutes and rules. I am acutely aware of the stress of operating a health department and that the demands on public health directors and professionals have increased exponentially during this state and global pandemic. I applaud the dedicated efforts of Carol and the Watertown Department of Public Health staff to keep your jurisdiction healthy and safe.

I also appreciate the support of the City of Watertown Board of Health for maintaining a strong public health department. Pandemic response has potentially caused you and your jurisdiction to think about public health issues you may have not considered before. I am sure with ongoing support for evidence-based quality public health initiatives by you and your fellow board of health members, the Watertown Department of Public Health will continue to protect and promote the health of the people in your jurisdiction."

*- Paula Tran, State Health Officer and Administrator,  
in a letter certifying the Watertown Department of Public Health as  
a Level II Health Department*

**Essential Service #10**

Research for new insights and innovative solutions to health problems.

## Parenting/TalkReadPlay Home Visitors

# talkreadplay

with your child every day

Utilizing the Parents as Teachers curriculum our nursing staff provide in home visitations to families within the Watertown community. Home visitors provide early literacy interactions.

They help build a foundation that promotes infant health and development, school readiness, and provide vital support to parents as they deal with the challenges of raising babies and young children. Our visits focus on development-centered parenting by:



- 1 **Helping families set goals.**
- 2 **Focusing on family well being, health and safety.**
- 3 **Connecting to resources in the community.**
- 4 **Conducting developmental, social and emotional childhood screenings.**

**Since January 2022:**

- 11 families and a total of 12 children have been enrolled.
- Nursing staff continue to work with families in our prenatal program to enroll them in TalkReadPlay after delivery.
- Staff reached out to 91 families with newborns to provide information about the TalkReadPlay program.

**Program families have been referred to:**

- Medical providers, Badgercare and the WIC program.
- Mary's Room, Crossroads, Watertown Family Connections, Watertown Public Library, food pantries, car seat and Pack 'n Play program and immunization program.



# Food Pantry



9

Food Pantry Events



203

Families



786

Individuals

WDPH continued their partnership with the Breadbasket Food Pantry in 2022 to continue providing food security to families and members of the community. Staff refer families to private food pantry events held one Friday a month at the Breadbasket Food Pantry location. These private events allow families and community members referred by WDPH to come two hours before the Breadbasket opens and meet with WDPH staff while getting food and necessities for their family. WDPH staff also box up food and deliver it to families that have transportation barriers. Families are able to get food items including baby formula, personal essential items including diapers, clothing, houseware, and get connected to resources in the community.



United Way Jefferson &  
North Walworth Counties

In 2022, the TalkReadPlay program was awarded a grant for \$2000 from United Way of Jefferson & North Walworth Counties. This funding was used for staff time to enroll families in the TalkReadPlay program and help families thrive in our community. Families continued to face many Social Determinants of Health barriers that were magnified by COVID-19. Staff worked to meet the needs of families by connecting them to resources, information, and basic needs such as housing, transportation, food and personal essential products.

## Financial Comparison

Revenue	2020	2021	2022
Maternal & Child Health Grant	\$ 7,784.00	\$ 10,836.00	\$ 10,454.00
Prevention Block Grant	\$ 11,397.00	\$ 8,020.00	\$ 8,000.00
Family Preservation Grant	\$ 27,938.00	\$ 26,126.50	\$ 26,063.00
Immunization Grant	\$ 5,990.00	\$ 6,689.00	\$ 7,461.00
Car Seat donation	\$ -	\$ 10,000.00	\$ (10,000.00)
Credit	\$ (24.99)		
Emergency Preparedness Grant	\$ 15,299.00		\$ 33,967.00
Radon Grant	\$ 6,663.00	\$ 8,619.00	\$ 2,547.00
Childhood Lead Grant	\$ 2,458.00	\$ 5,228.00	\$ 2,539.00
EH Interest	\$ 1,150.19		
COVID -19 - Tracing/Monitor grant	\$ 153,595.00	\$ 147,765.00	\$ 139,171.00
EH - COVID-19	\$ 67,844.24		
COVID-19 grant		\$ 125,263.40	
COVID-19 Planning grant		\$ 4,512.00	
Communicable Disease	\$ 3,600.00	\$ 3,600.00	\$ 3,600.00
Seal A Smile Grant & Donations	\$ 6,636.00		\$ 3,954.87

### Fees for Service

Title 18 (Medicare)		\$ 906.63	\$ 1,391.70
Title 19 (HealthCheck/PNCC)	\$ 1,340.31	\$ 263.06	\$ 3,387.05
Seal A Smile MA	\$ 6,538.30	\$ 1,213.88	\$ 12,962.57
Jefferson Cty Consortium	\$ 35,000.00	\$ 32,082.00	\$ 34,998.00
Environmental Health Fees	\$ 64,264.00	\$ 64,120.89	\$ 49,669.00
Dept of Ag	\$ 236,346.40	\$ 261,487.00	\$ 288,588.00
Agent Program / DSPS/Body Art	\$ 1,306.00	\$ 1,541.00	\$ 1,218.00
Transient Well Water Program	\$ 59,262.00	\$ 51,078.00	\$ 55,181.00
Emergency Preparedness Consortium	\$ 28,589.00	\$ 58,508.71	\$ 112,692.00
General Health Revenue	\$ 1,790.94	\$ 4,509.52	\$ 4,950.26
<b>Total Revenue</b>	<b>\$ 744,766.39</b>	<b>\$ 832,369.59</b>	<b>\$ 792,794.45</b>

### Expenses

Environmental Carry Over	\$ 79,025.12	\$ 23,775.06	\$ 7,449.25
Emergency Prep/Pandemic Carry Over	\$ 8,201.92	\$ (51,797.28)	\$ 30,343.19
Seal A Smile Carry Over	\$ 6,899.07	\$ (378.22)	\$ 5,023.80
Emergency Prep Coordinator Salary	\$ 13,763.50	\$ 13,935.19	\$ 30,991.65
Contracted Salary/SAS Hygienist & Dental Asst.	\$ 3,420.00		\$ 3,847.50
Personnel	\$ 769,428.13	\$ 845,707.95	\$ 858,908.53
General Supplies	\$ 162,103.88	\$ 95,859.07	\$ 123,084.11
<b>Total Expenses</b>	<b>\$ 1,042,841.62</b>	<b>\$ 927,101.77</b>	<b>\$ 1,059,648.03</b>

<b>City Tax Contribution</b>	<b>\$ (298,075.23)</b>	<b>\$ (94,732.18)</b>	<b>\$ (266,853.58)</b>
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**\*\* The numbers provided are unaudited as of 2/27/23**



Public Health is Everywhere!



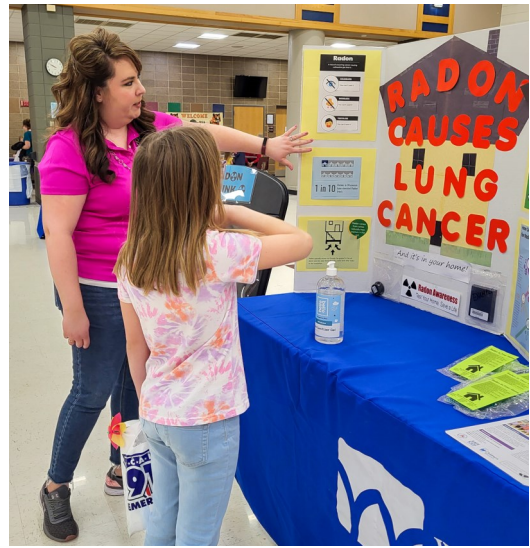
Board of Health member and Get Healthy Watertown member Andrea Turke, and public health nurses Susan Wollin and Laci Cummings attend the Community Health Assessment Summit.



WDPH staff brought out the Gosling blue to celebrate Homecoming!



We rocked the red for Wear Red Day, February 2022.



Abbey Kuehn educating about Radon at Children's Fair, April 2022.



WDPH employees were recognized for the commitment as city employees. Carol Quest, 20 years—left picture, and Susan Wollin, 25 years—top middle. Carol Quest was awarded our Public Health Partner Award for her amazing leadership through COVID and beyond.