



Healthcare Foundation of Northern Lake County

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April 2019

Dear Community Partners,

We are eager to share with you our latest community needs assessment report. This report—written by Rob Paral and Associates—delves deeply into persistent barriers to healthcare access in northern Lake County. There are several noteworthy findings.

Since 2013 the number of uninsured residents in northern Lake County fell from approximately 48,000 to 39,000. That's a remarkable decrease of 19%! Several of our grantees, and others, worked together to enroll residents in Medicaid and private insurance plans. Those with insurance coverage can access healthcare more easily and are less vulnerable to financial ruin.

But there's more work to be done.

Despite high-quality health institutions offering a broad range of services, some residents experience significant and persistent barriers to accessing care. These include limited public transportation, language challenges, insufficient financial resources, lack of insurance, and inadequate understanding of healthcare systems and health insurance, to name a few.

Healthcare providers have their own struggles, too. These include finding employees who speak languages besides English, managing long waiting lists, sharing data, distributing precious few healthcare specialists across a large geographic area, and filling revenue gaps between reimbursement rates and the actual costs of delivering services.

Where you live matters to your health. North Chicago, Waukegan and Zion have among the worst health-related measures on indicators tracked by the Illinois Department of Public Health. Not surprisingly, these municipalities have among the highest poverty rates in the county.

Race matters, too. Top health issues—circulatory, respiratory, mental health, pregnancy, and digestive—affect African-Americans, Latinos, and Whites in varying degrees.

Wholehearted thanks to our grantees, elected officials and other community leaders! Our grantees, in particular, have demonstrated creativity and ingenuity in tackling persistent healthcare access challenges, despite unpredictable immigration and health insurance policy environments. Since our last report they have become even more effective and vital organizations and have built deep and lasting alliances and collaborations to serve our neighbors.

Feel free to share and use this report to guide your discussions and decisions on how we can focus our limited resources to make the most positive impact on health. I welcome your feedback.

Sincerely,

Ernest Vasseur

Executive Director

Healthcare Access in Northern Lake County

**Prepared for the
Healthcare Foundation of Northern Lake County
by
Rob Paral and Associates**

April 2019

Summary and Observations

This report examines issues that affect access to healthcare in the service area of the Healthcare Foundation of Northern Lake County (HFNLC). To prepare the report, original data collection and analysis was conducted, including discussions with local members of the community. Some key findings include:

Northern Lake County is highly diverse and becoming more so

Northern Lake County is quite diverse overall: non-Whites are 47 percent of the area, and Waukegan and Zion Township are “majority-minority” areas, while Avon Township is 35 percent Latino. Immigrants are about a third of Waukegan and Avon Township’s populations and six of the nine townships in northern Lake County are at least ten percent foreign born.

Since year 2000, the Latino share of the region has risen nine percentage points, from 21 percent in 2000 to 30 percent, while the White share of the region has fallen by nine percentage points, to 53 percent. Over the past 16 years, the share of area residents who have a college degree has risen by four percentage points, to 28 percent, but at the same time the poverty rate has risen by four points, to include 12 percent of the population.

Many more residents have health insurance, but large numbers remain without coverage

There are about 39,000 uninsured persons in northern Lake County, down from 48,000 in 2013. One in five persons aged 20-44 don’t have health insurance and almost 25 percent of Latinos have no insurance coverage. Additionally, almost half of immigrants who are not U.S. citizens lack insurance.

Medicaid is key for children

Almost 39 percent of all children in northern Lake County get their healthcare via Medicaid. At the same time, our interviews find that the public is confused about how to navigate the Medicaid system.

Key medical specialties are in short supply and practitioners are not located evenly across the area.

In northern Lake County there is only one general practice physician for every 5,000 low- income residents. There are fewer than two providers per 1,000 low-income persons in the case of obstetricians/gynecologists, pediatricians, psychiatrists/neurologists and registered nurses. If the entire population is considered, providers-per-population numbers fall even lower.

Some ZIP Codes in northern Lake County appear to be lacking specialists almost entirely. ZIP Code 60002 in the Antioch area, for example, has no general practitioners,

obstetricians/gynecologists, pediatricians or psychiatrists/neurologists with their primary practice location in the area. ZIP Codes 60083 (Wadsworth) and 60096 (Zion area) each have zero professionals in seven of the nine specialist categories.

Health needs are not the same for all groups

Health needs of pregnant women and newborn babies account for 39 percent of Latino hospital admissions in northern Lake County, compared to 20 percent for Blacks and 18 percent for Whites.

The rate of reported mental health disease and disorders, while low, is twice as high for Blacks (at seven percent of hospital admissions) as it is for Latinos (at three percent of admissions), which may reflect actual need or may reflect cultural bias against behavioral healthcare among Latinos.

Poor health outcomes track poverty at the local level

The three local ZIP Codes with the highest poverty levels – North Chicago 60064, Waukegan 60085 and Zion 60099 – have among the worst health-related measures based on health-related indicators used by the Illinois Department of Public Health.

Community members highlight many issues, but some are more frequently raised

Focus groups and interviews with community members raised many issues that affect healthcare access. But communication problems with medical providers and transportation were the most frequently expressed.

The State of Access to Healthcare in Northern Lake County

The findings listed above are a summary of what we learned from our assessment of access to healthcare in northern Lake County. Below, we provide further, narrative context about the area.

Northern Lake County has high-quality non-profit and for-profit health institutions offering primary, behavioral, and oral health services. Community health resources are growing and have substantial human assets in terms of engagement with the workforce and increasing levels of education.

Yet amid the commitment and striving among residents and institutions, completely adequate access to healthcare remains elusive. The assessment team heard many comments about how hard it is for the lower-income population to find transportation to their medical provider, and those of us with automobiles would do well to put ourselves in the shoes of someone who, feeling ill, needs to take a bus or find a friend to drive them to the doctor. And compounding their experience is the fact that some persons have difficulty fully trusting and/or understanding their medical practitioner. These experiences may not describe most northern Lake County residents, but they apply to a large segment of the population, of which one in eight persons lives below the federal poverty level and a still larger percentage hover not far above the level of poverty.

The United States has some of the world's most advanced medical capability, and that capacity is on display driving past Lake County's gleaming medical institutions. Yet it's important to remember that such medical care is off limits to many residents who do not have medical insurance, who do not have the right medical plan, who can't communicate well or who, as noted, can't physically reach a doctor.

Coupled with the challenges people face in accessing healthcare is the perhaps surprising reality that, despite the visible hospitals and clinics of the area, there actually are not as many doctors, therapists, surgeons and other practitioners as one might think. Much of Lake County's medical infrastructure is in the southern portion of the county. In northern Lake County, the clinics of the Lake County Health Department and Community Health Center are a major source of care, but residents talk of long waits to see a doctor, especially a specialist, due to high demand. Apart from the Health Department's clinics, there are few providers who take Medicaid or offer affordable care.

In meeting its healthcare access challenges, northern Lake County does have the advantage of the network of non-profit organizations supported by the HFNLC. When talking to these providers, and to other local experts, the assessment team heard ideas that are being implemented to varying degrees, but which deserve more support:

- **New therapies.** Offer “non-medical” services such as nutrition along with primary care. Move persons with substance abuse problems and those with mental health problems away from jail and towards treatment.
- **New locations.** Meet people where they are, in their homes, schools and places of worship and move treatment away from stand-alone locations that may be hard to reach.
- **Colocations.** Support non-profit organizations that want to combine their efforts in one location, which may be in a new location as described above.
- **Treat distrust and fear like disease.** Mend the distrust of doctors felt by lower-income communities. Remedy fear of the government as a barrier to health.
- **Education is treatment.** Explain to marginalized communities how and why to access medical care. Educate doctors and providers about why they are feared or misunderstood.

The Healthcare Foundation of Northern Lake County already supports many of these themes – examples include jail diversion programs and making investments in new service locations -- but should continually reflect on how to bring these new directions into its grantmaking.

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Introduction

The Healthcare Foundation of Northern Lake County (HFNLC) is a non-profit philanthropic organization that supports efforts to improve access to health services for residents of northern Lake County, Illinois. The HFNLC makes grants to help underserved residents to see a doctor when they need one and to get help in finding and reaching the medical care they need. Grants are also made for scholarships to students who commit to providing care in the community, and to non-profit, health-related organizations so that they have adequate capacity to serve the public.

This report is part of regular efforts that the HFNLC makes to assess the kinds of health-related needs in the county. Information in this report is derived from a variety of sources including conversations and interviews with community leaders; from focus groups; and from publicly available data acquired from governmental organizations such as the Lake County Health Department and Community Health Center, the U.S. Centers for Medicare and Medicaid Services, and others.

Social and Economic Patterns Within the Region

Northern Lake County in Context

Northern Lake County, Illinois is in the far northeast corner of Illinois, bordering on the state of Wisconsin and occupying the upper half of the County of Lake. As of 2017, northern Lake County, as defined by townships, had a population of 364,000 persons. The area includes relatively urbanized, older municipalities in the east such as Waukegan and North Chicago, smaller cities and towns stretching west, such as Gurnee, Grayslake and Round Lake, and places in the far western portion such as Antioch and Fox Lake that retain a semi-rural feeling.

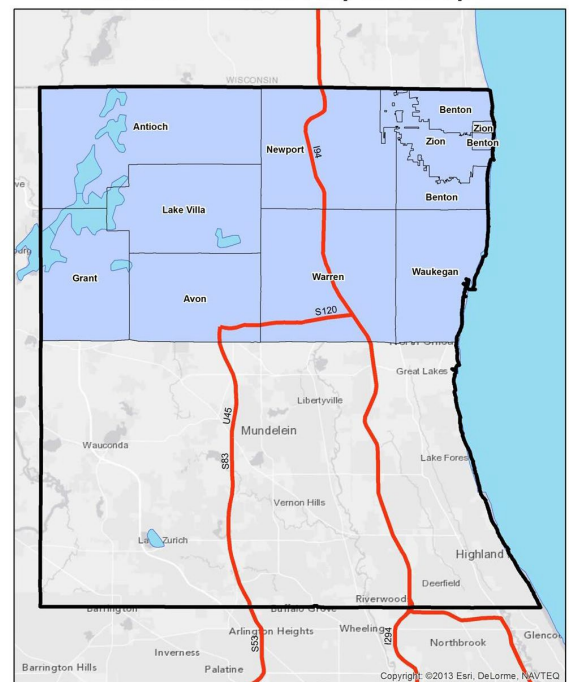
What Is the Current Social and Economic Status of Northern Lake County?

Northern Lake County is diverse overall: the townships that make up the region are 53 percent White non-Latino, 30 percent Latino and 10 percent African American (see tables below).¹ But the diversity varies considerably from one township to another. Waukegan and Zion Townships are “majority-minority” where White non-Latinos are less than half of the population. In Waukegan Township, Latinos are 59 percent of all persons, and the next highest Latino population is in Avon Township to the west, where Latinos are 35 percent. Avon Township includes the substantial Latino populations of the Round Lake communities. Zion Township is of note because it is balanced across three groups: African Americans, Latinos and White non-Latinos are each about a third of the population.

Northern Lake County has larger Latino and African American populations than the southern half of the county and is more diverse than Lake County as a whole. For example:

- about 11% of Warren Township residents are Asian (compared to 7% of Lake County overall)
- 10% of northern Lake County is Black (compared to a lower 7% county-wide)
- 30% of northern Lake County is Latino (compared to 21% county-wide)

Northern Lake County Townships



¹ This report uses the terms “White non-Latino,” “African American,” and “Latino” interchangeably with “Caucasian,” “Black,” and “Hispanic.”

Racially diverse populations in the north are also moving into and around areas like Antioch and Fox Lake that have historically had a more homogenous racial composition.

The diversity across townships extends to education level which, because education is connected to the type of jobs persons tend to have, in turn is a predictor of healthcare access. In Waukegan Township, for example, a third of adults do not have a college degree, while in Newport Township only three percent of residents lack a high school degree, and more than 40 percent have a bachelor's degree. The average level of education differs across all the area's townships.

Immigrants are a large portion of Waukegan and Avon Townships (at 32 and 22 percent of the population, respectively) but six of the nine townships in northern Lake County are at least ten percent foreign born. Waukegan and Avon also have the highest rates of persons who do not speak English well. Waukegan residents have the highest poverty rate of the area (22 percent) and the lowest median income level: about \$42,000 per household. The wealthiest township is Lake Villa, where the median household income is over \$83,000.

Demographic and Socioeconomic Characteristics of Northern Lake County Townships: 2012-2016

	Race/Ethnicity						Education				
	Total	Pct. Asian	Pct. Black	Pct. Latino	Pct. White NL	Pct. Other	Total	< High School	High School	Some college, no BA	BA and Higher
N. Lake County	100%	5%	10%	30%	53%	3%	100%	15%	28%	29%	28%
Antioch	100%	1%	3%	7%	87%	2%	100%	6%	32%	34%	27%
Avon	100%	5%	3%	35%	54%	2%	100%	18%	26%	27%	29%
Benton	100%	2%	7%	20%	69%	3%	100%	10%	31%	34%	24%
Grant	100%	3%	2%	14%	79%	2%	100%	8%	29%	33%	30%
Lake Villa	100%	5%	3%	11%	79%	2%	100%	5%	25%	32%	38%
Newport	100%	8%	14%	11%	66%	1%	100%	3%	24%	32%	41%
Warren	100%	11%	8%	18%	59%	4%	100%	7%	19%	28%	46%
Waukegan	100%	2%	18%	59%	18%	3%	100%	31%	32%	24%	12%
Zion	100%	2%	33%	30%	32%	3%	100%	18%	35%	32%	15%
All Lake County	100%	7%	7%	21%	63%	2%	100%	10%	21%	25%	44%

Source: U.S. Census Bureau

Demographic and Socioeconomic Characteristics of Northern Lake County Townships: 2012-2016						
	Nativity			English Ability	Poverty	Income
	Total	Pct. Native Born	Pct. Foreign Born	Pct. Speak English < Very Well	Pct. Below Poverty	Median HH Income
N. Lake County	100%	81%	19%	12.9%	12%	\$58,733
Antioch	100%	94%	6%	2.5%	10%	\$73,507
Avon	100%	78%	22%	15.6%	10%	\$66,836
Benton	100%	91%	9%	5.7%	9%	\$71,905
Grant	100%	90%	10%	5.0%	7%	\$64,647
Lake Villa	100%	90%	10%	4.6%	5%	\$83,111
Newport	100%	92%	8%	3.3%	4%	\$80,463
Warren	100%	82%	18%	8.4%	8%	\$82,493
Waukegan	100%	68%	32%	27.1%	22%	\$41,955
Zion	100%	87%	13%	9.5%	18%	\$46,735
All Lake County	100%	82%	18%	10.4%	9%	\$79,886
Source: U.S. Census Bureau						

How Is Northern Lake County Changing?

The table below shows changes that have taken place in northern Lake County since the year 2000. As seen in the table, the Latino share of the region has risen nine percentage points, from 21 percent in 2000 to 30 percent today. The Asian population has risen by two points from three percent to five percent of the area. The White, non-Latino population, meanwhile, has fallen by nine percentage points, to 53 percent of the region today.

Over the last 16 years, the education level of Lake County has risen, with the percent of residents in possession of a college degree up by four percentage points, to 28 percent. This has taken place while the area has become more foreign born: the share of persons who were born outside of the U.S. has risen from 16 to 19 percent. Despite the overall increase in education, however, the poverty rate has risen by four points, to include about 12 percent of the population.

Change in Northern Lake County: 2000 to 2012-16			
	2000	2016	Point Change
Race/Ethnicity			
Total	324,508	364,375	
	10	100%	
Pct. Asian	3%	5%	+2
Pct. African-American	10	10%	-
Pct. Latino	21	30%	+9
Pct. White Non-Latino	64	53%	-9
Pct. Other	2%	3%	+1
Education			
Total 25+ Years of Age	197,935	229,481	
	10	100%	
Less than High School	19	15%	-4
High School	27	28%	+1
Some College, no BA	29	29%	0
BA or Higher	24	28%	+4
Nativity			
Total	324,508	364,375	
	10	100%	
Pct. Native Born	84	81%	-3
Pct. Foreign Born	16	19%	+3
English Ability			
Total Age 5+ Years	295,099	339,372	
Pct. speak English less than	12	13%	+1
Poverty			
Total Poverty Determined	321,383	361,053	
Pct. Below Poverty	8%	12%	+4
Source: U.S. Census Bureau			

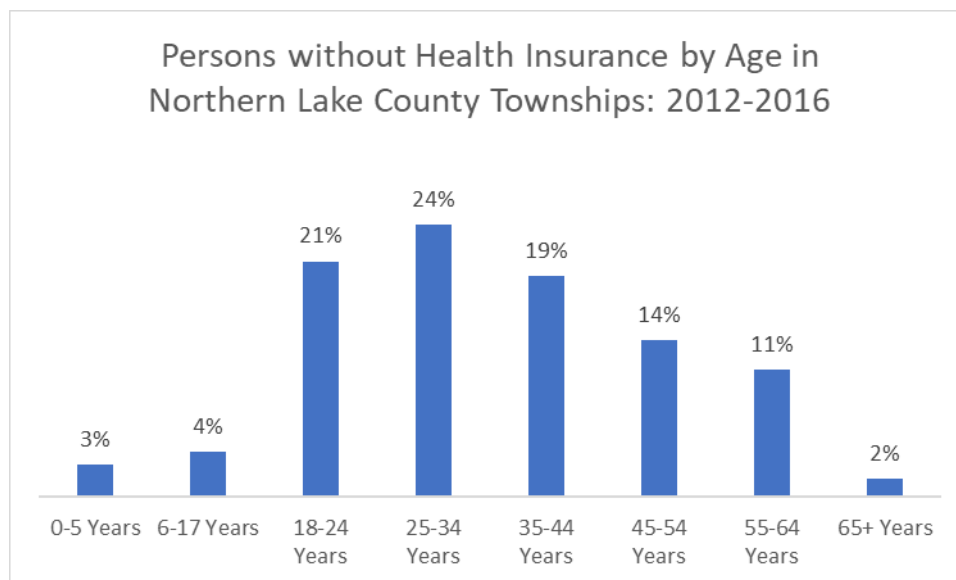
How Many Residents Lack Health Insurance in Northern Lake County?

The Affordable Care Act (ACA) expanded access to health insurance for many persons beginning in 2014, and its effects are seen in northern Lake County, where the number of uninsured persons fell from about 48,000 in 2013 to about 39,000 in 2015.¹ Individuals who continue to lack insurance include both employed and unemployed persons, U.S.-born residents and recent immigrants, and children as well as seniors.²

Some residents lack insurance because of their immigration status: undocumented immigrants are not eligible for regular Medicaid coverage. Other persons are unable to afford the premiums associated with coverage purchased through insurance exchanges. (Some persons with coverage do not get care because they cannot afford co-payments and large deductibles.)

Insurance Coverage by Age

The lack of insurance, however, is felt most keenly by certain groups. About one in five persons aged 25-34 years lack insurance, compared to less than three percent of children under the age of ten and less than two percent of seniors over age 65. Some persons without insurance cannot afford it, while some choose to forego coverage.

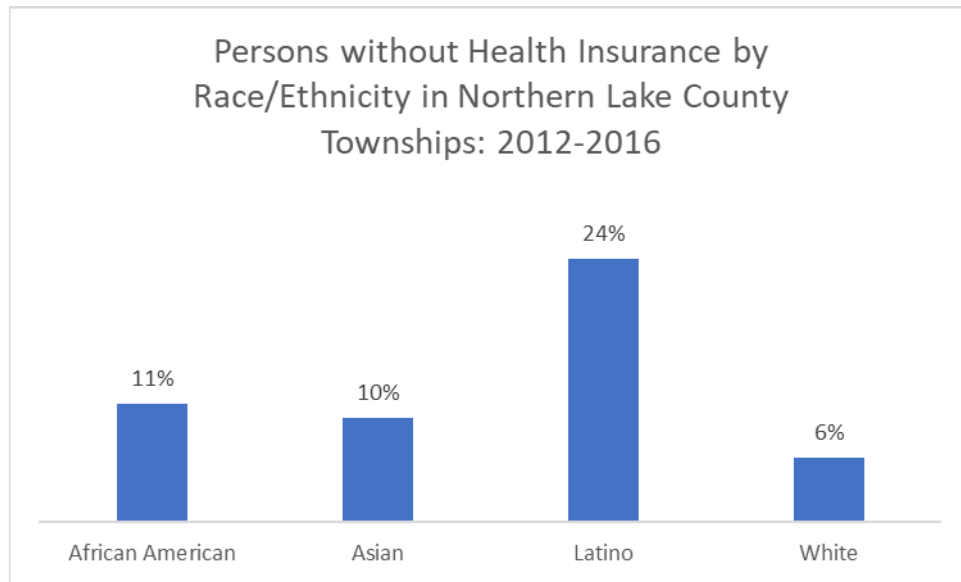


¹ The Affordable Care Act was signed into law in 2010 and most of its effects began in 2014. The law expanded eligibility for Medicaid and subsidizes the purchase of healthcare on the private market for many persons.

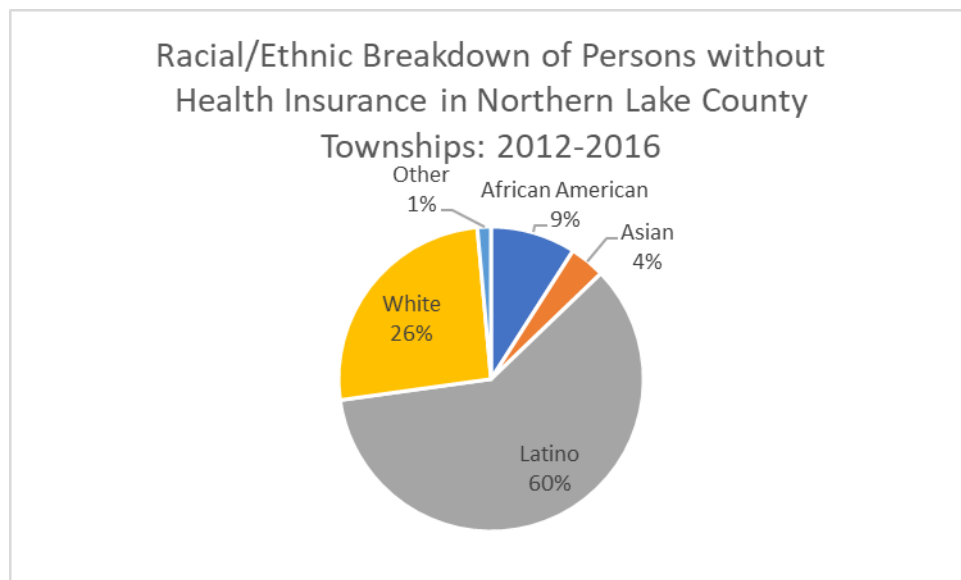
² The northern Lake County townships are Antioch, Avon, Benton, Grant, Lake Villa, Newport, Warren, Waukegan and Zion.

Insurance Coverage by Race/Ethnicity

Latinos are the group in northern Lake County with the least access to health insurance, with almost 25 percent being uncovered. About one in ten African Americans lack health insurance.



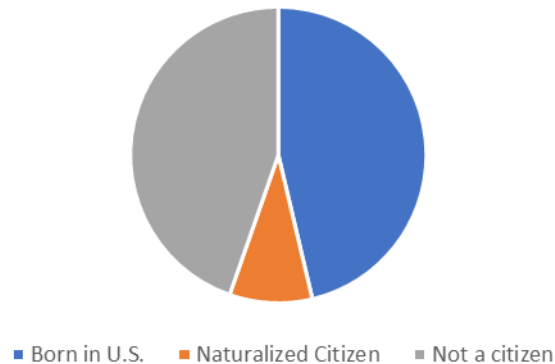
Among persons without health insurance in northern Lake County, Latinos represent a majority, 60 percent, of the uninsured. Whites are the next largest share of the uninsured, at about one quarter of all persons without insurance in the region.



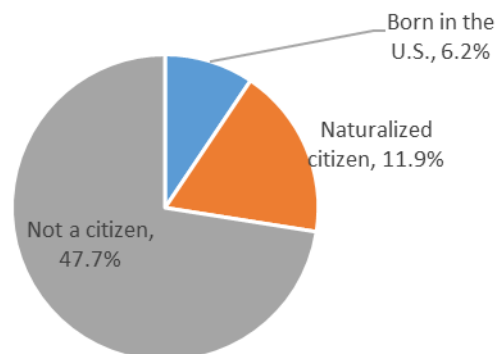
What Role Does Immigration Status Play in Healthcare Access?

Many Latinos are immigrants, and low rate of insurance among immigrants explains much of the lack of insurance among Latinos. In northern Lake County, about six percent of U.S.-born citizens lack health insurance, but among non-citizens (i.e., immigrants who have not become naturalized citizens), lack of insurance involves almost half, 48 percent, of the population. (There are about 40,000 non-citizens, including both documented and undocumented immigrants, in northern Lake County.)

Nativity and Citizenship Breakdown of Persons without Health Insurance in Northern Lake County: 2012-2016



Nativity and Citizenship Breakdown of Persons without Health Insurance in Northern Lake County: 2012-2016



Many of the non-citizen immigrants lack eligibility for health insurance because they work in jobs that do not offer coverage and they earn too much to qualify for Medicaid. Others are undocumented immigrants who may work in jobs without health insurance but who are ineligible for Medicaid and who cannot purchase insurance through insurance exchanges. (All persons without regard to immigration status are eligible for emergency treatment in a hospital emergency department, but undocumented immigrants are generally not eligible for wellness care or non-emergency surgical procedures paid for by Medicaid.)

Using data on undocumented immigration produced by a respected national organization, it may be estimated that there are approximately 27,000 undocumented immigrants in the northern Lake County area.² (In this case, due to the geographic areas available from the U.S. Census Bureau, “northern Lake County” consists of a set of public use microdata areas.)

Of the undocumented immigrant population in northern Lake County, about 16,000 or almost 60 percent are likely to be without health insurance. (Some undocumented immigrants do receive health insurance from their employment.) Of the uninsured, undocumented immigrants in the area, about 14,000 are from Mexico and 1,000 are from Central America.

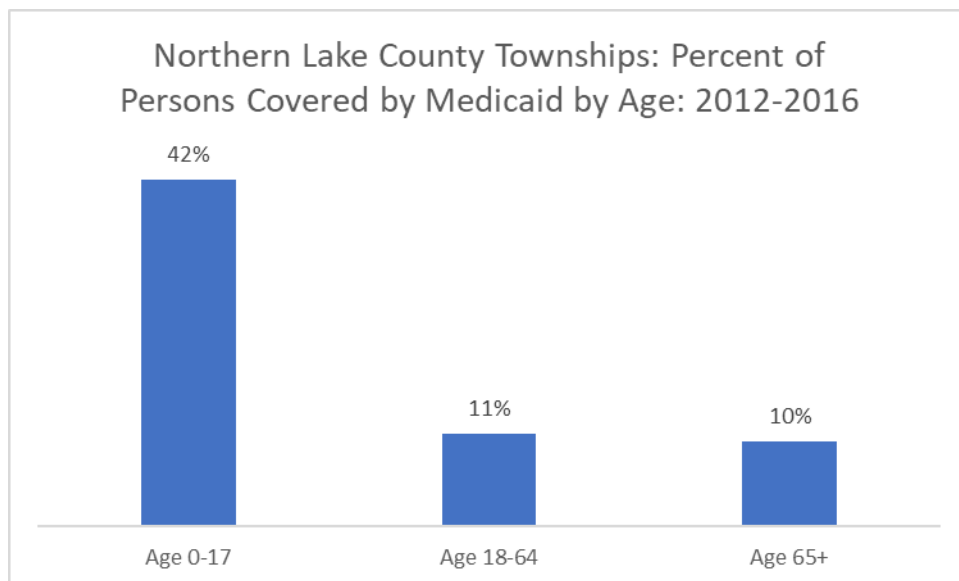
² We estimate the number of undocumented immigrants and their health insurance by using country-specific estimates for Illinois non-citizens obtained under contract from the Center for Migration Studies of New York. We applied CMSNY rates of insurance by country of origin to non-citizens in northern Lake County.

Why is Medicaid So Important?

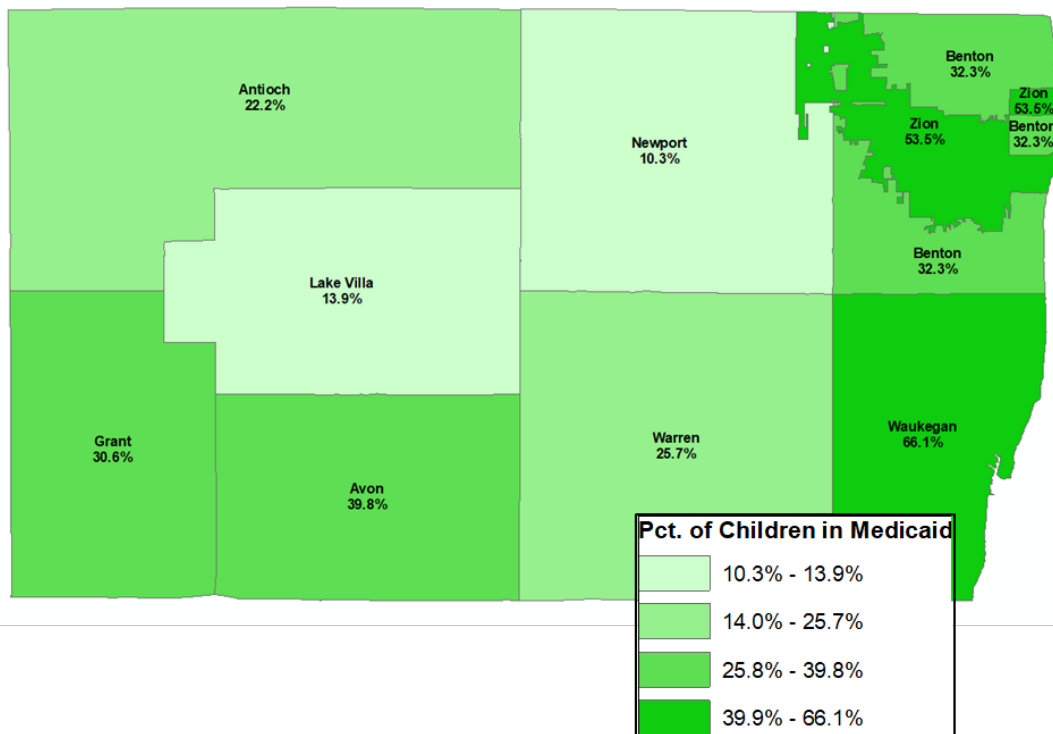
Medicaid is a key source of health insurance for lower-income persons and families in Lake County. The stability and usefulness of the program is important especially because of its role as the primary insurer of children. The accessibility of Medicaid sets up patterns of care for children that will extend into their adult lives. For example, a child who received regular medical checkups and dental care is more likely to continue seeking preventative and basic care in later years.

Medicaid is important for persons of all age groups, but especially for children.

About 42 percent of all children in northern Lake County get their healthcare via Medicaid. The program is especially important for African American and Latino children. Medicaid covers almost 61 percent of Black children and 62 percent of Latino children.



Percent of Children Enrolled in Medicaid in Northern Lake County Townships: 2012-2016



Medicaid plays a greater role in areas where African Americans and Latinos are concentrated. For example, more than half of all children aged 0-19 years in Zion and Waukegan Townships are insured through Medicaid. Blacks and Latinos of all ages are much more likely to use Medicaid than other residents. In ZIP Codes of northern Lake County, some 47 percent of Blacks and 41 percent of Latinos get their care through Medicaid when they use hospital services. Data were not available on use of Medicaid by non-Latino Whites, but the total population of northern Lake County uses Medicaid at a much lower rate than Blacks and Latinos; this makes it clear that non-Latino Whites are much less likely to be involved with the Medicaid program in the HFNLC service area.

Health Plan Categories by Patient Race/Ethnicity in Northern Lake County: 2015

	Total Hospital Admissions	Commercial	Medicaid	Medicare	Other	Self-Pay
Total	324,521	47%	27%	20%	2%	5%
Black or African	46,985	30%	47%	17%	1%	5%
Hispanic or Latino	49,955	40%	41%	8%	4%	7%
Other	227,581	52%	20%	23%	1%	4%

Source: Hospital discharge data for ZIP Codes in northern Lake County

Are There Enough Medical Providers in Northern Lake County?

Many healthcare providers have their practice location in northern Lake County, but some key medical specialties are in short supply and the practitioners are not located evenly across the area. Geographic shortages are further compounded by insurance networks that limit access to doctors. To understand the availability of medical caregivers, we used information from the National Provider Identification (NPI) Registry maintained by the U.S. Centers for Medicare and Medicaid Services. The NPI Registry includes virtually every doctor in the nation and includes what they report as their primary practice location.

The primary practice location reported by doctors does not mean that they do not have secondary locations where they see patients. It also does not mean that patients do not willingly leave their ZIP Code and travel to see a provider. Especially in the case of the Lake County Health Department and Community Health Center's clinics, the primary practice locations of doctors may be complicated to establish if they work in multiple clinics, or if their primary location is the address of an administrative location. But the primary practice locations provide helpful insight into the locations and availability of doctors. (Having a provider in a nearby ZIP Code, of course, is of no help if a patient's insurance plan does not reimburse visits to that provider.)

To assess availability of providers, we focus on nine types of practitioners in the region, including dentists; primary care providers such as family medicine specialists, internists and pediatricians; specialists such as psychiatrists and neurologists; and physical therapists and nurses. We summed up the numbers of these professionals by ZIP Code and calculated the ratio to the low-income population: persons below 150 percent of the federal poverty level.

As seen in the table below, in northern Lake County the numbers of practitioners per 1,000 low-income persons range from 0.09 for general practice physicians to 4.36 for dentists. There are fewer than two providers per 1,000 low-income persons in the case of obstetricians/gynecologists, pediatricians, psychiatrists/neurologists and registered nurses. Note that these are the rates of providers per low-income persons; the rates of providers to the general population would be much lower.

Total Medical Providers per 1,000 Low-Income Residents in Northern Lake County ZIP Codes									
Dentists	Family Medicine	General Practice	Internal Medicine	Obstetrics & Gynecology	Pediatrics	Psychiatry & Neurology	Physical Therapists	Registered Nurses	Total
4.36	1.34	0.09	3.08	0.34	0.65	1.04	2.68	1.96	15.54

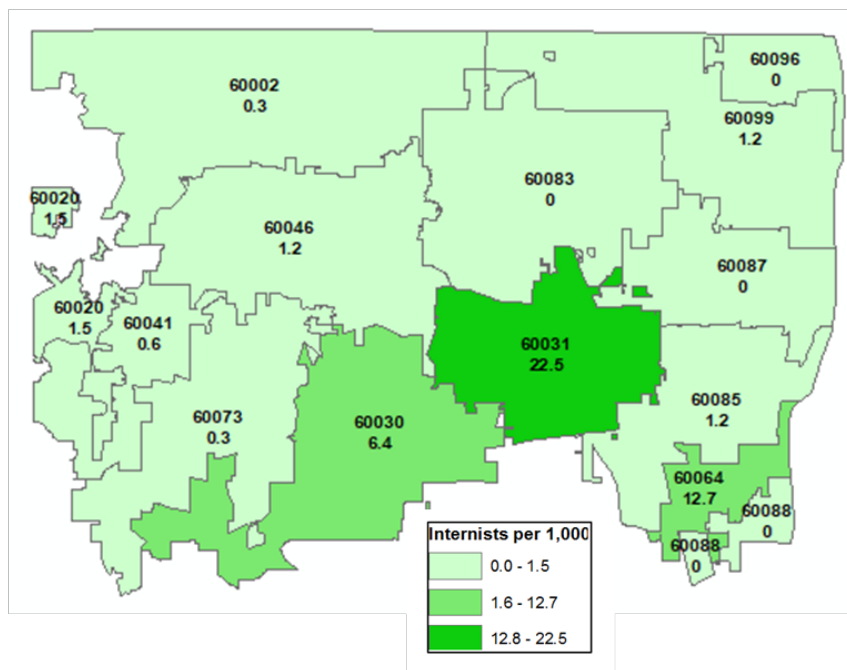
As may be seen in the table below, some ZIP Codes in northern Lake County are lacking specialists entirely. ZIP Code 60002 in the Antioch area, for example, had zero general practitioners, obstetricians/gynecologists, pediatricians and psychiatrists/neurologists. ZIP Codes 60083 (Wadsworth) and 60096 (Zion area) each had zero professionals in seven of the nine specialist categories, even though the Wadsworth ZIP Code has more than 10,000 residents and the Zion ZIP Code has 7,000. While ZIP Code 60085 (Waukegan) had 1.2 internists per 1,000 low-income persons, 60031 (Gurnee) had 22.5 internists per 1,000 low-income persons. In general, doctors are more present in the south-central ZIP Codes of the regions, as seen in the maps below.

The State of Need: Healthcare Access in Northern Lake County

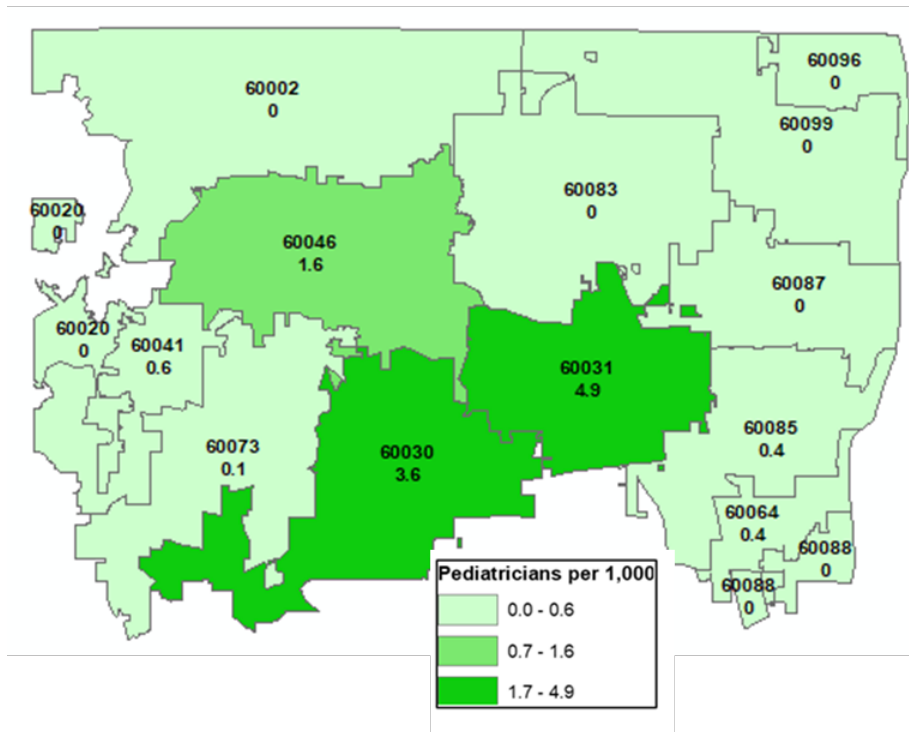
Total Medical Providers per 1,000 Low-Income Residents in Northern Lake County ZIP Codes

ZIP Code	Dentists	Family Medicine	General Practice	Internal Medicine	Obstetrics & Gynecology	Pediatrics	Psychiatry & Neurology	Physical Therapists	Registered Nurses	Total
60002	4.45	1.39	0.00	0.28	0.00	0.00	0.00	4.72	1.11	11.95
60020	4.11	1.03	0.00	1.54	0.00	0.00	0.00	4.11	0.51	11.29
60030	12.76	3.61	0.28	6.38	1.11	3.61	0.00	12.76	1.66	42.15
60031	21.73	7.33	0.00	22.54	2.72	4.89	0.81	19.01	3.80	82.84
60041	1.89	1.89	0.00	0.63	0.00	0.63	0.00	0.00	3.15	8.20
60046	8.05	4.43	0.00	1.21	0.40	1.61	0.40	9.67	1.21	26.98
60064	7.51	1.18	0.44	12.67	0.44	0.44	9.43	1.91	1.77	35.79
60073	2.16	0.89	0.07	0.30	0.00	0.15	0.00	1.42	0.15	5.15
60083	1.35	0.00	0.00	0.00	0.00	0.00	0.00	0.00	1.35	2.70
60085	2.40	0.65	0.04	1.16	0.33	0.40	0.51	0.36	3.64	9.49
60087	2.35	0.00	0.00	0.00	0.00	0.00	0.00	0.18	0.54	3.07
60096	3.69	0.00	0.00	0.00	0.00	0.00	0.00	0.00	1.23	4.91
60099	1.48	0.99	0.12	1.24	0.00	0.00	0.12	0.74	0.49	5.19
Total	4.36	1.34	0.09	3.08	0.34	0.65	1.04	2.68	1.96	15.54

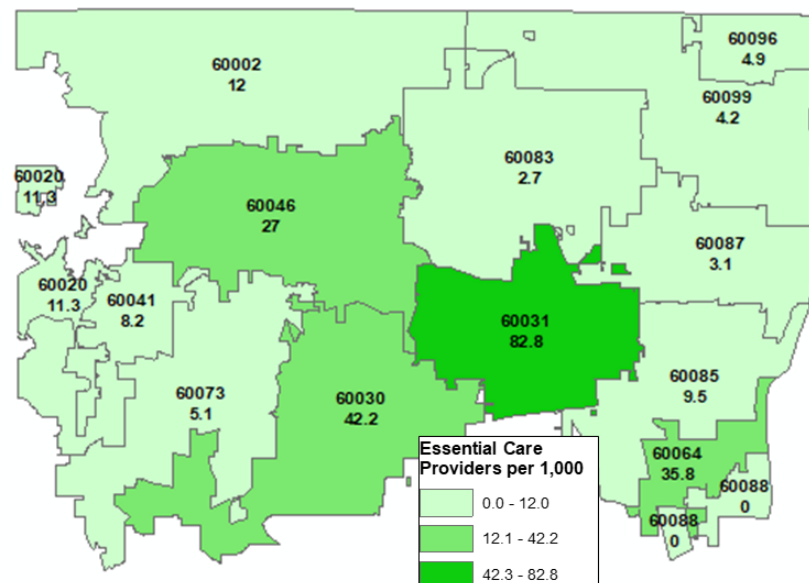
Internists per 1,000 Residents in Northern Lake County ZIP Codes



**Pediatricians per 1,000 Low-Income Residents
in Northern Lake County ZIP Codes**



**Essential Care Providers per 1,000 Residents in
Northern Lake County ZIP Codes**



Note: "Essential care providers" include dentists, family medicine practitioners, general practice doctors, internists, obstetricians and gynecologists, pediatricians, psychiatrists, neurologists, physical therapists and registered nurses.

The low numbers of practitioners in some areas is highlighted by the table below, which shows the actual count of medical providers. Along with many specialty areas not being available at all in some ZIP Codes, other ZIP Codes have very few providers at all. ZIP Code 60041 (Ingleside) has one internist and one pediatrician, for example.

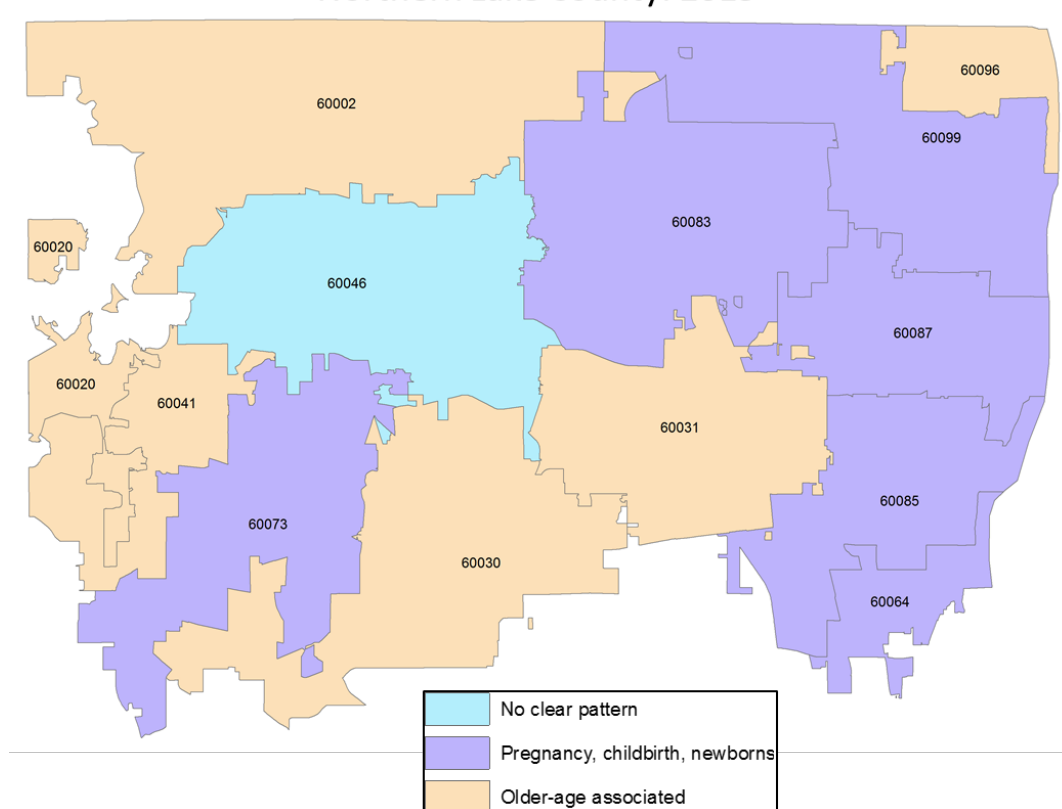
Total Medical Providers by Specialty by ZIP Code in Northern Lake County										
ZIP Code	Dentists	Family Medicine	General Practice	Internal Medicine	Obstetrics & Gynecology	Pediatrics	Psychiatry & Neurology	Physical Therapists	Registered Nurses	At or Under 149% of the Poverty Rate
60002	16	5	-	1	-	-	-	17	4	3,598
60020	8	2	-	3	-	-	-	8	1	1,948
60030	46	13	1	23	4	13	-	46	6	3,606
60031	80	27	-	83	10	18	3	70	14	3,682
60041	3	3	-	1	-	1	-	-	5	1,586
60046	20	11	-	3	1	4	1	24	3	2,483
60064	51	8	3	86	3	3	64	13	12	6,789
60073	29	12	1	4	-	2	-	19	2	13,408
60083	1	-	-	-	-	-	-	-	1	740
60085	66	18	1	32	9	11	14	10	100	27,507
60087	13	-	-	-	-	-	-	1	3	5,540
60096	3	-	-	-	-	-	-	-	1	814
60099	12	8	1	10	-	-	1	6	4	8,093
Total	348	107	7	246	27	52	83	214	156	79,794

What Kind of Health Problems Are Prevalent in Northern Lake County?

The different demographic, socioeconomic characteristics along with potentially numerous other factors that distinguish Blacks, Latinos and Whites in northern Lake County are reflected in the types of health needs that bring people to the hospital. The table below is based on persons who live in the ZIP Codes of northern Lake County, and for each of the major groups in the area the table ranks the reasons that caused them to seek outpatient care, be admitted as an inpatient or arrive at an emergency department at a hospital.

In the overall picture the major health needs are comparable. ***Circulatory, respiratory, pregnancy and digestive issues*** are among the top five categories in each of the three major groups. ***But the scope and scale of the health needs are not the same.*** Pregnancy accounts for admissions of 25 percent of Latinos, a rate that is twice as high as the rate for Blacks and 2.5 times as high as the rate for Whites. Pregnancy and health of newborns combined accounts for 39 percent of Latino admissions, compared to 20 percent for Blacks and 18 percent for Whites.

Leading Diagnoses of Hospital Patients by Zip Code in
Northern Lake County: 2015



The rate of mental health diseases and disorders varies, accounting for seven percent of Blacks, three percent for Latinos and five percent for Whites. These rates are in the single digits, but it is noteworthy that the rate for African Americans is twice as high as it is for Latinos. Musculoskeletal problems represent 11 percent of admissions of Whites, but only six percent of Blacks and five percent of Latinos.

The different rates of medical need among Blacks, Latinos and Whites may represent insufficient access to care, such as preventative treatment for mental health needs. Different age profiles also may explain the needs. The younger Latino population would be more likely to need healthcare related to childbirth, and the older age profile of Whites may account for their higher experience with musculoskeletal disease, which is associated with aging populations.³

Leading Diagnoses of Hospitalizations of Northern Lake County Residents: 2015					
African American		Latino		White, non-Latino	
Total Number	6,041	Total Number	5,214	Total Number	22,817
Grand Total	100%	Grand Total	100%	Grand Total	100%
05: circulatory system	13%	14: pregnancy, childbirth	25%	05: circulatory system	12%
14: pregnancy, childbirth	12%	15: newborns & other neonates	14%	08: musculoskeletal system	11%
04: respiratory system	10%	06: digestive system	8%	14: pregnancy, childbirth	10%
15: newborns & other neonates	8%	04: respiratory system	7%	04: respiratory system	10%
06: digestive system	8%	05: circulatory system	5%	06: digestive system	9%
19: mental diseases & disorders	7%	08: musculoskeletal system	5%	15: newborns & other neonates	8%
01: nervous system	6%	01: nervous system	4%	01: nervous system	6%
08: musculoskeletal system	6%	11: kidney & urinary tract	4%	19: mental diseases & disorders	5%
10: endocrine et. Al.	5%	07: hepatobiliary system & pancreas	4%	11: kidney & urinary tract	5%
11: kidney & urinary tract	5%	18: Infectious & parasitic diseases	3%	18: Infectious & parasitic diseases	4%
18: Infectious & parasitic diseases	4%	19: mental diseases & disorders	3%	07: hepatobiliary system & pancreas	3%
16: blood disorders & issues	3%	10: endocrine et. Al.	3%	10: endocrine et. Al.	3%
07: hepatobiliary system & pancreas	2%	09: skin diseases & disorders	3%	09: skin diseases & disorders	3%
09: skin diseases & disorders	2%	13: female reproductive system	2%	20: alcohol/drug use issues	2%
21: effects of drugs	2%	17: myeloproliferative issues	2%	23: other factors	2%
13: female reproductive system	1%	03: ear, nose, mouth & throat	1%	21: effects of drugs	1%
20: alcohol/drug use issues	1%	21: effects of drugs	1%	13: female reproductive system	1%
23: other factors	1%	23: other factors	1%	16: blood disorders & issues	1%
03: ear, nose, mouth & throat	1%	16: blood disorders & issues	1%	0: unassigned	1%
0: unassigned	1%	0: unassigned	1%	03: ear, nose, mouth & throat	1%
17: myeloproliferative issues	1%	12: male reproductive system	1%	17: myeloproliferative issues	1%
12: male reproductive system	0%	24: significant trauma	1%	12: male reproductive system	0%
02: eye issues	0%	02: eye issues	1%	24: significant trauma	0%
24: significant trauma	0%	20: alcohol/drug use issues	1%	02: eye issues	0%
25: immunodeficiency infections	0%	25: immunodeficiency infections	0%	22: burns	0%
22: burns	0%	22: burns	0%	25: immunodeficiency infections	0%

³ United States Bone and Joint Initiative 2014. The Burden of Musculoskeletal Diseases in the United States: Prevalence, Societal and Economic Cost. Accessed 11-19-18 at www.boneandjointburden.org

What Are Leading Causes of Injury?

A look at causes of the injuries that send residents to the hospital shows some variation among groups. Latinos, for example, at 40 percent are more likely than Blacks or Whites to be injured accidentally. African Americans suffer a higher rate of assault than Latinos or Whites. (Data on other groups are not available.)

Leading Causes of Injury Among Hospital Admissions of Northern Lake County			
	Black NL	Latino	White NL
Total	100%	100%	100%
Transport	48%	47%	47%
Poisoning	1%	1%	1%
Surgical complications	2%	2%	3%
Falls, accidental injury	30%	40%	36%
Suicide, homicide	4%	1%	2%
Heat, exposure, exertion, self-harm	2%	2%	2%
Assault	13%	6%	10%
Data on other groups not available			

How often Is the Emergency Department Used?

For the overall population in northern Lake County, about 40 percent of all admissions to the hospital come via the emergency department. But for Blacks and Latinos, the emergency department use is much higher. Almost 60 percent of African American and 45 percent of Latino hospital visits are in the emergency department. This may reflect lack of health insurance and/or lack of preventative care. (Data on other groups are no available.)

Hospital Admission Type by Patient Race in Northern Lake County: 2015					
	Admissions	Total	Emergency	Inpatient	Outpatient
Total	324,567	100%	40%	12%	48%
African American	46,985	100%	59%	13%	28%
Latino	49,955	100%	45%	9%	46%
Data on other groups not available					

What Do We Know about Local Areas and Their Needs?

The Illinois Department of Public Health developed [a state health assessment in 2016](#) that identified a set of key public health measures for each county in the state.⁴ A number of these measures are available for ZIP Codes of northern Lake County, and are presented in a table below. Most of the measures are self-explanatory, but three technical measures are defined here:

- Area of Concentrated Disadvantage. “Concentrated Disadvantage” is a score applied to all ZIP Codes in Illinois, based on five socioeconomic measures: 1) percent of individuals below the poverty line, 2) percent of individuals on public assistance, 3) percent female-headed households, 4) percent unemployed, and 5) percent less than age 18.⁵
- Gini Index Score. The “Gini Index” is a measure provided by the U.S. Census Bureau to measure income inequality. A geographic area with perfect income equality (i.e., all households have an equal share of income) would have a score of zero. An area with a score of 1 would have perfect inequality (one household has all income). The higher the Gini score the greater the inequality in an area.
- Well-Being. The well-being measure is a modified version of a measure created by the Social IMPACT Center at Heartland Alliance which was featured in the State Health Assessment published by the Illinois Department of Public Health and the University of Illinois at Chicago School of Public Health. The higher the score, the worse the relative well-being of an area.⁶

The ZIP Code health measures show a strong relationship of health and poverty. North Chicago ZIP Code 60064, for example, which has the area’s highest poverty rate, has the worst health score in five instances. Zion ZIP Code 60099, which has the third highest poverty rate, has the areas worst health scores in three measures. Waukegan ZIP Code 60085 has the area’s second highest poverty rate and has the area’s worst health scores in two measures.

⁴ <http://www.idph.state.il.us/ship/icc/documents/State-Health-Assessment-Final-091316.pdf> located at <http://www.idph.state.il.us/ship/icc/>. Accessed on 11-09-18.

⁵ ZIP Codes with the worst scores (i.e., those at the 75th percentile or higher) are considered to have the highest levels of concentrated disadvantage in the state. The concept was developed by The Association of Maternal & Child Health Programs (AMCHP) and further information is available at amchp.org/programsandtopics/data-assessment/Pages/LifeCourseMetricsProject.aspx

⁶ Four statistics are calculated: 1) unemployment rates of young adults aged 20-24 years, 2) percent of young adults aged 20-24 years without a high school degree, 3) percent of children 0-17 years of age living in households with incomes below the poverty level, and 4) percentage of children 0-17 years of age without health insurance. Each ZIP Code was given a point for each measure in which it's score exceeded the statewide average, so a ZIP Code could potentially earn four points.

Public Health Measures in Northern Lake County ZIP Codes									
ZIP Code	Name	Total Population	Percent of Population in Poverty	Area of Concentrated Disadvantage	Gini Index Score	Well-Being (scale 0-4)	Emergency Dept. Discharge of Pediatric Asthma per 100,000	Emergency Dept. Discharge for Diabetes per 100,000	Emergency Dept. Discharge for Hypertension per 100,000
60002	Antioch	24,368	9.6	No	0.41	0	110	67	20
60020	Fox Lake	9,616	10.1	No	0.44	1	61	82	59
60030	Grayslake	36,876	5.7	No	0.40	0	56	52	32
60031	Gurnee	37,443	5.5	No	0.40	0	107	59	29
60041	Fox Lake	9,276	6	No	0.37	2	127	86	22
60046	Lake Villa	35,132	3.8	No	0.38	1	61	69	29
60064	North Chicago	15,848	28.1	Yes	0.46	3	375	127	130
60073	Round Lake	60,828	10.6	Yes	0.36	2	109	58	31
60083	Wadsworth	10,581	3.2	No	0.38	0	113	62	15
60085	Waukegan	71,611	22.2	Yes	0.43	3	314	110	65
60087	Waukegan	25,748	1	No	0.41	4	252	103	53
60096	Winthrop Harbor	6,854	7.4	No	0.38	0	133	48	22
60099	Zion	31,242	16.3	Yes	0.42	3	438	117	80

Public Health Measures in Northern Lake County ZIP Codes (cont.)								
ZIP Code	Name	Gonorrhea Rate per 10,000	Chlamydia Rate per 10,000	Low Birth Weights %	Deaths by Cancer Rate per 100,000	Death by Diseases of Heart Rate per 100,000	Pct. of housing built before 1950	Pct. w/o HS diploma
60002	Antioch	1	1	9%	1	1	15%	6%
60020	Fox Lake	2	17	8%	218	210	13%	9%
60030	Grayslake	20	20	7%	120	100	7%	6%
60031	Gurnee	4	24	8%	120	96	4%	5%
60041	Fox Lake	0	30	7%	0	0	21%	7%
60046	Lake Villa	2	18	8%	101	100	9%	4%
60064	North Chicago	30	85	8%	135	149	29%	31%
60073	Round Lake	4	34	7%	100	77	10%	19%
60083	Wadsworth	6	28	6%	73	41	8%	4%
60085	Waukegan	17	71	9%	116	115	30%	32%
60087	Waukegan	9	50	8%	116	115	8%	21%
60096	Winthrop	0	25	10%	212	148	12%	9%
60099	Zion	21	68	10%	219	209	17%	16%

What Do Community Members Say about Healthcare Access?

To understand healthcare access in northern Lake County, the assessment team listened to community members by holding focus groups and individual interviews. The focus groups tried to reach residents who were themselves typical users of healthcare and who were representative of northern Lake County in terms of their area of residence, their race/ethnicity and their level of personal income. Our interviews tended to include persons who work in the health or human services sectors.

Our focus groups were held with

- a group of seniors at Park Place Senior Center in Waukegan;
- Latino residents at Mano a Mano Family Resource Center in Round Lake;
- community leaders in the Fox Lake area at the Grant Township Community Room; and
- with persons associated with the National Black Nurses Association who met at State Career College in Waukegan.

We heard from more than 60 persons through these venues.

We used standardized sets of questions in our focus groups and conversations (see below), but we heard information about many topics. Below is a presentation of major themes that we heard, in which we present the findings in an order based approximately on how often we heard a certain topic.

Focus Group Findings

Communication problems

Interviewees and focus group participants described many instances of the general public experiencing poor communication in the course of getting medical care:

Inadequate explanations. Focus group participants said it was common for there to be poor communication between patients and doctors. They said that a person can leave an encounter with a medical provider without really understanding what was going on and what the next steps were. “Low-income populations,” said one focus group attendee, “tend to go to different doctors with no communication between them. Every time they go, they have to start all over again.”

Community-Specific Concerns. Lake County is home to large Latino immigrant populations and we heard comments about the lack of doctors who can communicate in Spanish. As a result, sometimes patients speak with a doctor who is right in front of them, but the patient and doctor are actually talking into telephone handsets, through which an interpreter is going back

and forth between two languages. We heard of a phone interpretation session with a doctor in which a mother did not feel she could “push back” against a doctor’s diagnosis of her child’s illness because the mother didn’t feel that she was communicating well enough.

From African-American respondents we heard about community members not trusting medical providers. One person talked about how her mother told stories of how the news of the Tuskegee Study made her never want to trust a doctor again. Other respondents said that they have seen African-American patients treated differently than others. African-Americans who seek pain medication, for example, might not get prescriptions they need because a doctor doesn’t believe that they are sincere about needing relief from pain and are instead going to abuse a medication. A respondent also brought up the problem of sickle cell anemia and said that there is very little information in the African-American community about what to do about it.

Digital information. Patients lack adequate Internet access and they struggle with medical websites. They might have a slow Internet connection on their home computer, they may not be comfortable with using websites, or they may not even have a home computer.

Respondents did say, however that many people have digital access through their smart phones (which, of course, is not optimal for complicated, interactive websites.) So many people can be reached via applications like Facebook. But the social media is a “double-edged sword,” one person said. False information on Facebook about immigration enforcement can lead to immigrants in northern Lake County completely re-routing their driving on a given day.

Public Education. A subset of the communication-related comments we heard related to public education. As one person in the Park Place group put it “Having health classes - teach people about health, nutrition, etc. so people make good, informed decisions about their own healthcare.” In Round Lake, a participant described needing education opportunities that take place in the community.

Transportation

After issues related to communication problems, the topic of transportation rose frequently in our conversations. We heard about transportation problems among low-income African-American communities in Waukegan, among Latino immigrants in Round Lake Beach, and among White seniors in Fox Lake. It appeared to be an issue that cuts across income, geography, race and education levels.

Participants talked about how few bus routes exist in northern Lake County, and how the few that do exist are infrequent, don’t go far enough, and are not available at all hours. One person described sick persons needing to pay \$18 for a one-way cab ride to a doctor. The problem, of

course, is worse on the western side of the county, where there are even fewer bus routes, and where getting around involves transferring from one route to another.

Some local governments and non-profit groups offer ride services that take people to the doctor, but these services lack staff and capacity to fully meet the need. The legal liabilities involved with driving an individual to a doctor holds some potential volunteers back from offering rides. Car rides given by volunteers may not be appropriate for medically compromised persons. We heard of an individual's struggle to move about on public transportation while carrying a respiratory assistance device.

System Navigation

Understanding how health systems work and navigating a system to get healthcare is a challenge. Enrollment and maintenance of enrollment in Medicaid is complicated. People do not understand how to reach someone to help them make appointments, interpret results and make decisions on next steps. Hospitals and clinics seem to represent a challenge to overcome rather than a welcoming place to go for help.

Programs. Participants wanted more information on how programs work, for example, how Medicaid works, how to enroll, how to talk with an agency of some kind to get a clear answer on how their health insurance works, how to stay enrolled, etc. Said one individual: "The basic structure of help for those signing up for Medicaid and Medicare needs to be changed. People do not know what to do, as many of those forms are incredibly confusing." Another explained "(There is) lots of paperwork. Patients may not understand that MCOs (Managed Care Organizations) are for full year and enroll in wrong plan."

Among immigrants, there is a great deal of fear and confusion about whether they are in jeopardy (e.g. at risk for deportation or denial of citizenship) for using public benefit programs. A Spanish-speaking community member said "People feel frightened in the current climate. Don't want to take kids for vaccines. They're afraid."

The High Cost of Care

Participants in the focus groups said that the financial cost of medical care is a burden. An older person in one group described the burden of out-of-pocket costs of \$2,000 for eye surgery. People move from one provider to another searching for affordability. A father of young children lay ill and out of work because he could not afford \$50 for medical care at a Walmart clinic. Seniors said they pay for only half their medications at a time because they can't afford the whole prescription. Participants wished for "sliding scales" of payment or other ways to manage costs.

The Wait for Care

In three of four focus groups we heard how long it takes to get help. One person said that appointments may be six-eight months “down the road” from when it’s needed. Another told of eight months to see a psychiatrist. A woman had an infected tooth and two weeks of constant pain before getting a dentist appointment. Participants said that wait times at the Lake County Health Department and Community Health Center can be two or three months for specialists. (This reflects the large caseload of patients presenting at the Health Center.)

Oral Health, Mental Health and Specialty Care

Our conversations logged many comments about how hard it is to get oral and mental health services. Seniors at Park Place in Waukegan pointed out that Medicare does not pay for dental care. Fox Lake community leaders said there is a shortage of dentists. African-American professionals talked about insufficient behavioral health services, and Latino residents said, on top of social stigma in getting mental healthcare, that “*psiquiatras bilingües – no hay*” (“*there are no bilingual psychiatrists*”). Few participants seemed to have access to help from any kind of social worker.

One-on-One Interviews

These are some of the comments we heard from our conversations with local experts.

Providers Collaborating, Co-Locating and Relocating

Providers report that they collaborate to a greater degree than years ago. Some of this can be the result of countywide efforts such as [Live Well Lake County](#). Some collaboration was forced upon providers because Illinois slashed payments to providers during a two-year period when it had no state budget. Some groups share data more than they did in the past.

Many interviewees described a growing trend toward nonprofit providers offering their services in a location where other groups are available. Some described this as an increasingly patient-centered or client-centered approach that “meets people where they’re at.” For example, Mano a Mano Family Resource Center offers healthcare education at the Waukegan Public Library. A Safe Place serves people at Mano a Mano and other locations. Community Youth Network locates mental health counselors within public schools.

Jail Diversion

Interviewees noted the importance of programs that can divert adults with mental health and/or substance abuse problems from incarceration. Similar programs exist for juvenile offenders. The Lake County Jail has taken steps to support a diversion program for individuals

appearing before a judge in the Nineteenth Judicial Circuit Court. Nicasa Behavioral Health and local police departments including Mundelein have managed diversion programs such as [A Way Out](#), which was part of a [Lake County Opioid Initiative](#). A form of diversion programs addresses the needs of persons leaving jail so that they can avoid re-arrest and re-incarceration.

Providers Want to Offer New Services

Respondents described efforts by service organizations to branch out into new types of programs. Sherman Hospital (in Elgin, Illinois), for example, has a mobile integrated health program in which an emergency medical technician can go into people's homes and at the same time screen and advise the household on nutrition issues. Another organization is interested in expanding their counseling services to reach persons who are visiting food pantries.

Providers Want to Offer Other Wellness Models

One provider discussed creating a group visit model for their health clinic, in which patients would spend more time at the clinic talking to different kinds of providers and interacting with other community members, and perhaps discussing nutrition and exercise. Another interview discussed a group's desire to support therapies such as art, music and movement. Currently, the state of Illinois pays very little for those kinds of services.

There is an East/West Divide in Northern Lake County

Some respondents described the western side of northern Lake County as having fewer services. The Antioch/Grant Township area, for example, is miles away from the closest hospital.

Traveling to Get Care Can Be Costly, Complicated and Time-Consuming

Transportation issues were raised in more than one conversation. Bus service is not available at all hours even in the more densely populated eastern part of the county. Transportation is especially hard for individuals who use support devices such as wheelchairs or oxygen equipment.

Need to Find New and More Accessible Care for Mental Health

There are lengthy waits for mental health services at Lake County Health Department and Community Health Center's clinics. A mental health drop-in location is needed, as are bridge programs between incarceration and acceptance into a rehabilitation center.

Non-Profit Providers Are Stressed

Providers lack resources to keep staff, who may be lost to private providers or to government agencies that can pay more and offer better benefits. There was a significant toll exacted by the two years without a state budget, in which providers' payments were delayed and/or cut. The low salaries create job vacancies: providers have positions that they cannot fill, given what they can pay, and given the current tight labor market.

Managing and Sharing Data Can Be a Challenge

Some institutions were described as having data on the community they serve but being unwilling to share information. More data sharing would improve services. Some large amounts of data may be available on need, such as on inmates who have mental health or substance abuse charges, yet there is insufficient capacity among providers to analyze the information and consider how to best address the needs. Some organizations lack time and resources to adequately analyze their own data on clients or on billing.

The Digital Divide Is Real

Many residents, especially lower-income persons, immigrants and seniors, lack access to the Internet. This does not mean that they do not have access to social media via cell phones, but they often do not have Internet services at home that connect to a personal computer, tablet or laptop. This makes it hard for individuals to apply for services and to locate information on their needs.

Medicaid is Hard to Understand and Use

Medicaid has gone through major changes in recent years. The Affordable Care Act expanded eligibility for the program, and many more people than ever are eligible for Medicaid, but the process of signing up for Medicaid and maintaining enrollment is complicated by a lack of Internet access, by a decline in government-funded navigators, and by the shift in recent years to Medicaid managed care, in which individuals must maintain enrollment within a specified network of providers. Individuals are also challenged with managing Medicare and private health insurance plans.

There Are Not Enough Dentists for Low-Income Persons

Respondents described having a difficult time locating oral health providers, especially for care that goes beyond basic teeth cleaning and treatment of caries. Providers describe large numbers of persons living with inflamed gums and related periodontal problems.

Immigrants Are Fearful and Confused

The persons we heard from in our meetings said that many immigrants have become increasingly fearful of using health-related services. In part, this fear stems from proposals made by the current federal administration to penalize immigrants for becoming a “public charge.” The fears are exacerbated by a general national climate of tension around the rights of immigrants.

According to our discussants, immigrants are making fewer visits to clinics and are choosing to stay home and treat themselves with homeopathic remedies. Parents worry about whether getting their children a vaccination can complicate the family’s application for adjustment of their immigration status.

More Clients Identifying as LGBTQ

Providers described seeing more clients who identify as LGBTQ. Best practices and appropriate protocols for serving the community are nascent and there is a lack of resources to adequately serve members of the community.

Need for Public Education

Interviewees described a need for classes that teach people about health, nutrition and related topics so that the public can make informed decisions about their own healthcare. Also needed is education to help people avoid getting “scammed” by disreputable products, etc.

People Experience Violence and Have Public Safety Concerns

Some respondents noted concerns about the safety of community members. There was a sense expressed that the western portion of the region is safer. Children too often witness violent situations and experience trauma from the experience. Non-profit providers see the effects of trauma among the children and adults they serve.

Appendices

Major Diagnosis Categories by Patient ZIP Code							
	60002	60020	60030	60031	60041	60046	60064
0: PRINCIPAL DX CAN NOT BE ASSIGNED TO MDC	1%	1%	1%	1%	1%	1%	1%
01: DISEASES & DISORDERS OF THE NERVOUS SYSTEM	6%	6%	7%	7%	5%	6%	6%
02: DISEASES & DISORDERS OF THE EYE	0%	1%	0%	0%	1%	0%	1%
03: DISEASES & DISORDERS OF THE EAR, NOSE, MOUTH & THROAT	1%	1%	1%	1%	1%	1%	1%
04: DISEASES & DISORDERS OF THE RESPIRATORY SYSTEM	7%	10%	9%	9%	9%	9%	9%
05: DISEASES & DISORDERS OF THE CIRCULATORY SYSTEM	12%	11%	12%	11%	14%	11%	12%
06: DISEASES & DISORDERS OF THE DIGESTIVE SYSTEM	8%	10%	10%	9%	8%	9%	7%
07: DISEASES & DISORDERS OF THE HEPATOBILIARY SYSTEM & PANCREAS	2%	3%	3%	3%	4%	3%	3%
08: DISEASES & DISORDERS OF THE MUSCULOSKELETAL SYSTEM & CONN TISSUE	13%	10%	12%	12%	10%	11%	5%
09: DISEASES & DISORDERS OF THE SKIN, SUBCUTANEOUS TISSUE & BREAST	2%	2%	3%	2%	1%	3%	2%
10: ENDOCRINE, NUTRITIONAL & METABOLIC DISEASES & DISORDERS	3%	2%	3%	3%	3%	2%	4%
11: DISEASES & DISORDERS OF THE KIDNEY & URINARY TRACT	5%	4%	5%	6%	5%	5%	4%
12: DISEASES & DISORDERS OF THE MALE REPRODUCTIVE SYSTEM	1%	1%	0%	0%	1%	0%	1%
13: DISEASES & DISORDERS OF THE FEMALE REPRODUCTIVE SYSTEM	1%	1%	1%	1%	1%	1%	1%
14: PREGNANCY, CHILDBIRTH & THE PUERPERIUM	11%	8%	9%	10%	9%	10%	14%
15: NEWBORNS & OTHER NEONATES WITH CONDTN ORIG IN PERINATAL PERIOD	11%	8%	9%	10%	8%	9%	12%
16: DISEASES & DISORDERS OF BLOOD, BLOOD FORMING ORGANS,	1%	1%	1%	1%	1%	1%	4%
17: MYELOPROLIFERATIVE DISEASES & DISORDERS, POORLY DIFFERENTIATED NEOPLASM	1%	1%	0%	0%	1%	1%	1%
18: INFECTIOUS & PARASITIC DISEASES, SYSTEMIC OR UNSPECIFIED SITES	4%	3%	4%	4%	4%	4%	3%
19: MENTAL DISEASES & DISORDERS	6%	9%	5%	4%	8%	6%	6%
20: ALCOHOL/DRUG USE & ALCOHOL/DRUG INDUCED ORGANIC MENTAL DISORDERS	2%	3%	2%	2%	1%	2%	2%
21: INJURIES, POISONINGS & TOXIC EFFECTS OF DRUGS	1%	1%	1%	1%	1%	2%	1%
22: BURNS	1%	0%	0%	0%	0%	0%	0%
23: FACTORS INFLUENCING HLTH STAT & OTHR CONTACTS WITH HLTH SERVCS	1%	2%	1%	2%	1%	2%	1%
24: MULTIPLE SIGNIFICANT TRAUMA	1%	1%	0%	0%	1%	0%	1%
25: HUMAN IMMUNODEFICIENCY VIRUS INFECTIONS	0%	1%	0%	0%	0%	0%	1%
	100%	100%	100%	100%	100%	100%	100%

Major Diagnosis Categories by Patient ZIP Code, Part 2						
	60073	60083	60085	60087	60096	60099
0: PRINCIPAL DX CAN NOT BE ASSIGNED TO MDC	1%	1%	1%	1%	2%	1%
01: DISEASES & DISORDERS OF THE NERVOUS SYSTEM	5%	7%	5%	6%	7%	6%
02: DISEASES & DISORDERS OF THE EYE	0%	0%	0%	0%	2%	0%
03: DISEASES & DISORDERS OF THE EAR, NOSE, MOUTH & THROAT	1%	1%	1%	1%	2%	1%
04: DISEASES & DISORDERS OF THE RESPIRATORY SYSTEM	8%	8%	9%	8%	11%	10%
05: DISEASES & DISORDERS OF THE CIRCULATORY SYSTEM	9%	10%	10%	10%	9%	11%
06: DISEASES & DISORDERS OF THE DIGESTIVE SYSTEM	9%	8%	8%	7%	8%	8%
07: DISEASES & DISORDERS OF THE HEPATOBILIARY SYSTEM & PANCREAS	3%	3%	3%	3%	2%	3%
08: DISEASES & DISORDERS OF THE MUSCULOSKELETAL SYSTEM & CONN TISSUE	7%	9%	5%	8%	9%	7%
09: DISEASES & DISORDERS OF THE SKIN, SUBCUTANEOUS TISSUE & BREAST	2%	1%	2%	2%	2%	2%
10: ENDOCRINE, NUTRITIONAL & METABOLIC DISEASES & DISORDERS	3%	1%	3%	3%	2%	4%
11: DISEASES & DISORDERS OF THE KIDNEY & URINARY TRACT	4%	5%	4%	5%	2%	4%
12: DISEASES & DISORDERS OF THE MALE REPRODUCTIVE SYSTEM	0%	1%	0%	0%	2%	0%
13: DISEASES & DISORDERS OF THE FEMALE REPRODUCTIVE SYSTEM	1%	1%	1%	1%	2%	1%
14: PREGNANCY, CHILDBIRTH & THE PUERPERIUM	17%	11%	16%	14%	9%	13%
15: NEWBORNS & OTHER NEONATES WITH CONDTN ORIG IN PERINATAL PERIOD	16%	11%	15%	13%	8%	11%
16: DISEASES & DISORDERS OF BLOOD, BLOOD FORMING ORGANS,	1%	1%	2%	1%	2%	1%
17: MYELOPROLIFERATIVE DISEASES & DISORDERS, POORLY DIFFERENTIATED NEOPLASM	0%	1%	1%	1%	2%	1%
18: INFECTIOUS & PARASITIC DISEASES, SYSTEMIC OR UNSPECIFIED SITES	4%	5%	4%	4%	2%	4%
19: MENTAL DISEASES & DISORDERS	5%	4%	6%	4%	5%	5%
20: ALCOHOL/DRUG USE & ALCOHOL/DRUG INDUCED ORGANIC MENTAL DISORDERS	1%	1%	2%	1%	2%	1%
21: INJURIES, POISONINGS & TOXIC EFFECTS OF DRUGS	1%	1%	1%	2%	2%	1%
22: BURNS	0%	1%	0%	0%	2%	0%
23: FACTORS INFLUENCING HLTH STAT & OTHR CONTACTS WITH HLTH SERVCS	1%	1%	1%	2%	2%	2%
24: MULTIPLE SIGNIFICANT TRAUMA	0%	1%	0%	0%	2%	0%
25: HUMAN IMMUNODEFICIENCY VIRUS INFECTIONS	0%	0%	0%	0%	0%	0%
	100%	100%	100%	100%	100%	100%

Admission Type by Patient ZIP Code				
	All Admissions	Emergency Only	Inpatient	Outpatient
60002	19,770	33%	11%	56%
60020	9,884	32%	13%	54%
60030	34,004	27%	10%	63%
60031	33,082	26%	10%	64%
60041	9,039	33%	12%	55%
60046	29,684	31%	11%	58%
60064	15,494	58%	13%	30%
60073	49,595	38%	12%	50%
60083	7,373	23%	11%	66%
60085	62,774	55%	14%	31%
60087	23,045	44%	13%	43%
60096	3,993	30%	13%	56%
60099	26,830	50%	15%	36%
Total	324,567	40%	12%	48%

Interviews and Focus Groups

Our individual interviews included the following community leaders:

- Jeanne Ang, Director of Community Health, Advocate Health Care
- Frances Baxley, Physician, Erie Family Health Centers
- Mary Ross Cunningham, Commissioner, Lake County Board
- Pat Davenport, CEO, A Safe Place
- Dina Donohue-Chase, CEO, NorthPointe Resources
- Eric Foote, Grant Administration Specialist, Lake County Community Development Division.
- Jody Gingiss, Community Development Administrator, Lake County
- Eric Guenther, Chief, Mundelein Police Department
- Manny Hernandez, Functional Health Literacy Coordinator, Waukegan Public Library
- Bruce Johnson, Executive Director, NICASA
- Colleen Lennon, Executive Director, Antioch Area Healthcare Accessibility Alliance
- Janelle Moravek, Executive Director, Youth & Family Counseling
- Brenda O'Connell, Continuum of Care Program Coordinator, Lake County
- Mark Pfister, Executive Director, Lake County Health Department and Community Health Center
- Gail Weil, Executive Director, Community Youth Network

Focus groups for this report were held at:

- Waukegan Township Park Place Senior Center, Waukegan, September 15, 2018
- Mano a Mano Family Resource Center, Round Lake Park, September 28, 2018
- Grant Township Community Room, Ingleside, November 14, 2018
- State Career College, Waukegan, December 19, 2018

About Rob Paral and Associates

Rob Paral and Associates is a consulting firm that helps philanthropic, human service and other organizations better understand change taking place in the communities they serve. Examples of our work may be seen at www.robparal.com.