

# Division of Aging & Disability Services

## MISSION

The Division of Aging and of Disability Services (DADS) seeks to inspire hope, provide help, facilitate and advocate for quality of life among older persons, persons with disabilities and those challenged by mental illness and/or alcohol and other drug abuse.

## 2014 HIGHLIGHTS

- Adult Crisis was busy with a 39% increase in jail assessments.
- Kenosha and Racine initiated a Regional Comprehensive Community Services consortium, allowing both counties to expand community mental health services.
- Over 500 persons with mental illness gained access to health insurance for the first time in 2014 through enrollment in Medicaid or the Marketplace under the Affordable Care Act.
- *My Life* was launched with Kenosha News, doubling our printed outreach to over 22,000 households
- The equipment loan closet served over 50% more people in 2014.
- An initiative with corporate guardianships and recruitment of volunteer guardians resulted in savings of about \$88,000.
- Service to Kenosha's Hispanic elders improved with the addition of bi-lingual volunteer drivers who provided 455 rides, and the start of Diabetes Self-Management classes in Spanish.



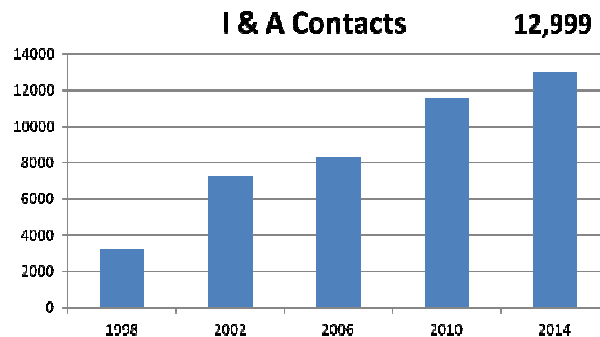
Thank you once again to the policy makers, staff, providers, volunteers, advocates and other community partners who make Kenosha County services among the best in the state and make our community a great place in which to live, work and grow old!

**LaVerne Jaros, Director**

## DIVISION DESCRIPTION

The Division of Aging and Disability Services manages programs for older adults and adults with disabilities, mental illness and/or alcohol-drug problems. We utilize federal, state and county funding; contracts with over 50 service providers; and the support of many volunteers and dedicated staff. Three oversight committees, the Commission on Aging, Mental Health/AODA Services Committee and Aging and Disability Resource Center Board provide invaluable guidance. The Aging & Disability Resource Center in the Human Services Building and the Mental Health/Substance Abuse Resource Center on 8th Avenue are Kenosha's gateways to information and services.

### Information, Assistance and Access at the ADRC



### WHY PEOPLE CALL THE ADRC

Basic Needs --food, shelter	Family Caregiver Assistance	Housing/Residential Options
Financial, health insurance	Health Related Issues	Transportation
Long Term Care, in-home support	Equipment Loan Closet	Education, recreation
Housekeeping, chore services	Guardianship, power of attorney	Abuse, neglect, exploitation

# SERVICES FOR OLDER PERSONS AND PERSONS WITH DISABILITIES

## Long Term Care Options Counseling

	<u>2011</u>	<u>2012</u>	<u>2013</u>	<u>2014</u>
Home Visits	987	1,139	1,073	1,082
Enrollments	366	311	377	357

## Short-Term Assistance

One-time purchases or short-term services such as grab bars or respite care were provided for older persons, persons with disabilities and family caregivers.

SNAP (Special Needs Assistance Program:	22
AFCSP & NFCSP/JD (Caregiver Support)	63
Elder Abuse Direct Service Grant	33
Housekeeping (JD Fund):	88

## Equipment Loan Closet

	<u>2010</u>	<u>2011</u>	<u>2012</u>	<u>2013</u>	<u>2014</u>
<b>People Served</b>	350	272	241	467	711
<b>Items Borrowed</b>	503	378	409	754	1,427
<b>Items Donated</b>	588	427	857	1033	871
<b>Cash Donations</b>		\$643	\$244	\$654	\$1,039

Wheelchairs      Walkers Bath benches      Canes  
Toilet risers      Commodes

## Chore Service

Through the Sheriff's Work Crew, windows were washed, bushes trimmed, grass raked and other chores done for older and disabled persons: 51

## Benefit Assistance

Elder and Disability Benefit Specialists provide help with Medicare, Social Security and other benefits and Medicare workshops for the public.

	<u>2011</u>	<u>2012</u>	<u>2013</u>	<u>2014</u>
EBS Contacts	1,010	990	1,181	1,266
EBS Cases	511	521	402	429
EBS Persons	350	348	291	303
Monetary Impact	\$420,495	\$526,406	\$596,268	\$548,407
Benefit Presentations	23	38	22	33
DBS Cases- PD/DD	229	402	229	290
Monetary Impact	\$911,018	\$967,209	\$456,184	\$709,422

## Affordable Care Act

Assistance with applications	117
Completed enrollments	102
Information only help	96

## Adult Protective Services

Referrals:	<u>2011</u>	<u>2012</u>	<u>2013</u>	<u>2014</u>
	405	422	373	438

Cases Opened 381

Reasons for referrals:

Physical Abuse:	9%
Neglect:	2%
Self-neglect	4%
Financial Exploitation	14%
Welfare Checks	42%
Guardianship	27%

Target Group

Aging	67%
Physically Disabled	15%
Developmentally Disabled	15%
Mentally Ill	4%

Annual Reviews	214
Guardianships	135

A quality improvement project involving a review of corporate guardianships in 2014 resulted in an annual cost savings of \$44,000!

## Volunteer Guardian Assistance

13 new volunteers started as guardians in 2014 ending the year with 37 volunteer guardians matched with 49 wards, plus 11 in process. The estimated annual monetary value of this program is also over \$44,000.

## Caregiver Support & Dementia Care

Dementia Care Consultations-Families	129
Memory Screens- Persons	118
Dementia education & outreach events	101
Memory Connections-Families served	6
LEEPS- Persons served	6
Wisconsin Caregiver Call In	18
Powerful Tools Classes held	6
Powerful Tools Class registrants	48
Powerful Tools Class completers	32

## Transportation

Trips:	<u>2011</u>	<u>2012</u>	<u>2013</u>	<u>2014</u>
Care-A-Van	22,751	23,069	22,766	22,695
Western Transit	14,981	18,135	14,675	12,118
Volunteer Transp	7,263	6,825	7,491	8,321



## Senior Dining

Nutritious noontime weekday meals and companionship were provided at county and city dining sites. Monday-Friday.

	Participants <u>2013</u>	Participants <u>2014</u>	Meals <u>2013</u>	Meals <u>2014</u>
Kenosha Senior Center	307	293	8,825	9,424
Lakeside Towers	81	78	6,841	7,005
Parkside Baptist Church	101	101	6,896	5,347
Westosha Community Center	152	162	2,943	3,226
Twin Lakes American Legion	115	130	2,375	2,237
Rainbow Lake Trailer Court	37	35	839	731
YMCA/Boys & Girls Club	74	88	711	428
Special Activity	255		474	
Sharing Center		70		860
<b>Total Meals</b>			<b>29,430</b>	<b>29,258</b>



## Home Delivered Meals

Older Americans Act funds pay for some of the meals delivered by volunteers of Kenosha Area Family and Aging Services to people 60 years of age and over who are homebound and unable to prepare their own meals.

	<u>2011</u>	<u>2012</u>	<u>2013</u>	<u>2014</u>
Meals	43,168	39,859	40,203	40,260
People	204	264	287	272



## Long Term Care Worker Project

Turnover of direct care workers affects availability and quality of long term care for vulnerable citizens. Worker recognition, recruitment and training was organized with the Kenosha Long Term Care Workforce Alliance.



## Friendly Visitors

	<u>2011</u>	<u>2012</u>	<u>2013</u>	<u>2014</u>
Consumers	117	11	125	126
Volunteers	80	61	76	74
Volunteer Hours		4,283	4,700	4,207



## Health and Wellness

	<u>Classes</u>
Lighten Up	3
Living Well with Arthritis	2
Healthy Living with Diabetes	2
Stepping On	3
Sure Step In-Home Assessments	23

"I learned that breaking tasks down into smaller pieces to make them more doable so I don't let things pile up."

"I am more self-motivated. I am beginning to care more about other people and their needs. I get up now, everyday, focusing on a daily goal."

"I learned that emotions, such as stress, depression, and anxiety affect my diabetes."

## Westosha Community Center

381 older adults participated in activities offered at the Westosha Community Center in Bristol. Bingo, cards, painting, board games, billiards, Wii bowling, ceramics and crafts were among the favorites.

## Outreach and Education

Outreach to consumers, families, health and service organizations is a significant component of the Aging & Disability Resource Center.

### Website

With the redesign of the Kenosha County website, consumers and their caregivers have greater access to information, events, and resources.

### Presentations

	<u>2011</u>	<u>2012</u>	<u>2013</u>	<u>2014</u>
Presentations	111	80	62	123
Attendance	4,337	2,946	2,182	2,814



### Outreach to Persons of Color

The Minority and Hispanic Outreach Specialists focus on reaching African-American and Hispanic or Latino residents. About 28 individuals participated in the monthly meetings of the Ethnic Elders Group.



## Publications

	<u>2011</u>	<u>2012</u>	<u>2013</u>	<u>2014</u>
Chronicle	66,000	66,000	66,000	28,838
My Life				148,050
Ads			33	39
PSAs	25	31	13	9

### Events.

Older Americans Month Luncheon  
Direct Careworker Recognition Luncheon  
Elder Abuse Awareness Month Forum  
Fun N Fit Disability Resource Fair  
Senior and community expos



### Coalition Support.

Care Transitions Coalition  
Aging & Disability Consortium  
Long Term Care Workforce Alliance  
Falls Coalition  
Caregiver Coalition

## Assuring and Improving Quality

Type	#	Avg 1-4 Scale	Top "Outcomes"
Options Counseling	118	3.4	--Understand my situation better --Know who to call in the future and resources appropriate for my need
Disability Benefit Assistant	25	3.6	--Greater peace of mind --Greater understanding of my benefits
Elder Benefit Assistant	45	3.7	
Guardianship	5	4	--Greater understanding of guardian role --Know who to call in the future and resources appropriate for my need --More confident in my guardian role --Greater peace of mind

*"Thanks for all the hard work you people do - it is greatly appreciated! I am 92 years old - Everything is so complicated for older folks - and expensive. Everyone was so helpful. I am very happy. Thank you so much."*

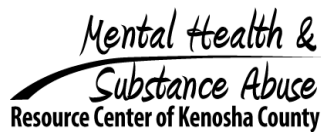


## MENTAL HEALTH/ALCOHOL AND OTHER DRUG ABUSE SERVICES

Community Intervention Center at Kenosha Human Development Services is our door to most behavioral health services.

### Mental Health/Substance Abuse Resource Center

The Resource Center averaged 233 contacts a month in 2014 and conducted 133 screens to determine eligibility for mental health case management services. The center helps individuals access psychiatric medications while assisting with applications for health insurance through Badger Care or the Health Insurance Marketplace. 68 individuals were enrolled in insurance during 2014. Benefit assistance was provided for 81 persons at a financial impact of \$560,887!



### Medication Assistance

57 people were helped with medication prescribed for serious and persistent mental illness. 144 prescriptions were filled through pharmaceutical companies' programs for the indigent, at a value of \$73,835!

### Adult Crisis Intervention

Adult Crisis provides 24-hour/seven day/week intervention to de-escalate, stabilize and optimally improve the immediate situation for persons struggling with mental health issues, suicidal feelings, alcohol and drug abuse problems and other issues. Staff also conduct suicide assessments of persons referred by the Kenosha County jail.

	<u>2008</u>	<u>2009</u>	<u>2010</u>	<u>2011</u>	<u>2012</u>	<u>2013</u>	<u>2014</u>
Contacts:	6,777	5,980	6,015	5,985	7,930	8,878	9,015
Jail Assessments:	421	437	399	469	527	608	846

### Emergency Detention/Protective Services

Wisconsin counties are responsible for the cost of emergency and protective hospital placement for persons who don't have insurance and are at risk of harm to themselves or others due to mental illness or alcohol or drug issues. In 2014 there were 558 emergency detentions (+13%) and 236 new Chapter 51 commitments (+5%).

### KARE Center

A licensed 11-bed community based residential facility, the KARE Center provides a safe, supportive, short-term environment for people with mental health or AODA issues who are in crisis or transition.

	<u>2009</u>	<u>2010</u>	<u>2011</u>	<u>2012</u>	<u>2013</u>	<u>2014</u>
Admissions:	665	717	665	735	793	767
Average stay—days:	3.25	3.37	4.39	3.51	3.21	3.31



### Inpatient Services

Inpatient care for psychiatric emergencies and medical detoxification are a significant portion of the division's budget and is reviewed. Daily including state mental health institutes and other mental health hospitals.

	<u>2009</u>	<u>2010</u>	<u>2011</u>	<u>2012</u>	<u>2013</u>	<u>2014</u>	
Hospital Admits	647	587	234	615	722	558	* 2.79 beds for Kenosha County funded admissions

## COMMUNITY SERVICES

### Psychiatric Services

County-funded psychiatric services were provided for 287 clients, a 44% decrease from the previous year due to the first time availability of health insurance for many of our clients through the Affordable Care Act.

### Counseling

Oakwood Clinic provide outpatient mental health and alcohol or drug assessment and goal-centered therapy., individually and in groups. County-funded clients dropped by 63% in 2014 due to consumers having coverage under the Affordable Care Act.

Program	Patients	Percentage
<b>Mental Illness</b>	32	20%
<b>Alcohol &amp; Other Drug Abuse</b>	11	7%
<b>Intoxicated Driver</b>	84	52%
<b>IV Drug Abuse</b>	8	5%
<b>Treatment Court</b>	26	16%
<b>TOTAL</b>	161	100%



*"... A lifetime of events I wish I couldn't remember. My counselor's dedication and his gift are exactly what I need to heal. No matter how difficult the session is, he always brings me back to my calm place."*  
Program participant

### Intoxicated Driver Program

The Hope Council served 576 clients through its Intoxicated Driver Program. In partnership with our division a state grant enhanced the program with bio-markers, a more effective way of testing for abstinence, and peer recovery coaches who assisted clients in recovery.

### Community Support Program & Comprehensive Community Services

159 persons with serious and persistent mental illness received CSP services through Kenosha County and another 19 through Family Care in 2014, involving

intensive case management, vocational services, medication management and other comprehensive services. 90 persons received CCS, a strength-based, recovery oriented intervention.



CSP	<u>2010</u>	<u>2011</u>	<u>2012</u>	<u>2013</u>	<u>2014</u>
People served	169	163	162	148	159
Contacts	35,527	35,282	36,293	31,993	38,547
<b>CSP Family Care</b>					
People served	15	14	18	20	19
Contacts	985	851	1,255	1,231	691
<b>CCS</b>					
People served	64	70	75	88	90
Contacts	6,691	9,853	1 0,233	11,528	14,421



108 participants completed the Recovery Oriented Systems Indicator (ROSI) survey. The tool was developed by consumers with 44 outcome measures important to recovery. Among many positive responses:

- 94% felt that staff treated them with respect regarding their cultural background.
- 92% felt that staff respected them as a whole person.
- 94% said that they have at least one person who believes in them.

### Bridges Community Center

Bridges is a consumer-lead drop in center open for persons living with a severe and persistence mental illness. In 2014 Bridges had a membership of 307 consumers and an average daily attendance of 41 people and an unduplicated monthly attendance of 136. Bridges conducts various groups focused on recovery and wellness as well as art and leisure. There were 852 group sessions in 2014. Bridges also provides lunch to on average 21 people per day and provides a structured setting for peer support and socialization.

## Supported Apartments and Residential Services

59 people who are unable to live independently were supported in residential facilities or adult family homes.

67 persons participated in KHDS Supported Apartment Program SAP provides fairly intense, short-term stabilization services to consumers who have experienced a crisis and are in need of stabilization and support until they can be linked to ongoing service like CSP or until they are no longer in crisis. PALS (Partnership for Autonomous Living) provided additional support to 23 CSP consumers who without the extra help, would have a very difficult time living independently. The program works with consumers to learn the skills they need to live independently. Likewise Crabtree Residential Supported Apartments provided support to CSP participants.

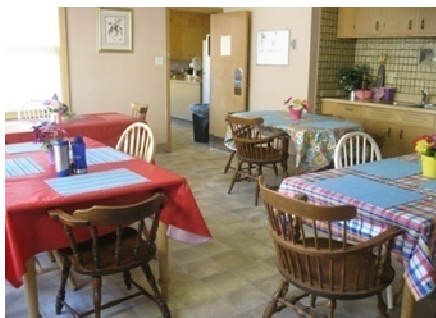
**St. James Manor**



**Transcorp**



**Care-A-Lot**



## Crisis Intervention Training

Crisis Intervention Training is a 4-day intensive training for law enforcement, giving officers additional knowledge and tools to diffuse a crisis involving someone with a mental illness. In partnership with NAMI Kenosha, the Kenosha Police Department and Gateway Technical College 26 officers from departments in Kenosha County were trained in 2014, 136 to- date!

118 persons in 2014, 473 to-date, participated in two 2-day Crisis Intervention Partnership trainings held for other professionals and volunteers.



## Jail Diversion

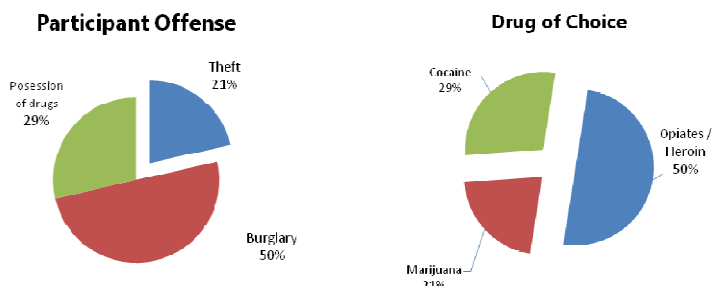
The Jail Diversion Program tries to safely return non-violent misdemeanor offenders with a mental illness to the community with the support they need to assure recovery and to reduce their rate of recidivism. Intensive case management is provided by a coordinator who meets weekly with clients, monitors follow through with agreed-upon interventions and supports their steps toward recovery. 19 persons were served in 2014 with 7 successful completions.

*Mary, 52, entered the following a charge of retail theft with several*

*prior convictions. She has a diagnosis of Major Depression and Panic Disorder and struggled with an addiction to pain medications, often having slurred speech, poor balance, and missed appointments. Since participating in the program Mary has worked hard, improved her mental and emotional stability, decreased medications under doctor's supervision. She now rarely misses appointments, regularly attends support groups, counseling, and has become involved in a faith community.*

## Drug & Alcohol Treatment Court

Individuals referred are in need of treatment as a result of a conviction for drug related offenses. The drug court team recommends individuals with the district attorney the final gatekeeper. If approved an individual is placed in the program as a condition of a court imposed sentence which is the result of a negotiated plea agreement. Between 1/1/2014 and 12/31/2014, 37 individuals have been referred to Drug Court. Of those, 10 were accepted into Drug Court 4 are still pending. Out of the 23 not accepted 9 were denied due to violent offenses, 6 did not have the criminal background required, 4 were denied due to being on probation/charges in another county, 2 were denied due to delivery charges, and 1 person was revoked instead while another declined Drug Court's offer. Of the 37 referrals, 25 were white, 7 black and 5 Hispanic. Gender went from being nearly equal last year to- 86% male and 14% female this year.



*“Sam” entered Drug Court in August, 2013 and graduated in February, 2015, just over the 18 month minimum. Sam’s time in the program was flawless. He never received a single violation, all of his UAs tested clean, and he was very dedicated to his treatment. He chose to attend SMART (Self-Management and Recovery Training) meetings as opposed to traditional 12 step meetings but thrived there and built a great relationship with his mentor. He was an inspiration for others in the Drug Court because he started from rock bottom and brought himself to the top. Sam had begun drinking and smoking marijuana at 14. At 16 he was a passenger in a car accident that shattered his hip. He was on morphine in the hospital and during recovery, but once his doctor took him off his prescriptions, he began using pain killers off the streets. At 26 he started using heroin. Today, thanks to Drug Court and his own determination, he has his wife and three children back; regained his old job with his father, as well as his father’s trust. He is now the family man he always wanted to be and may even own the family business some day..*

## A Graduation from Drug Court





## Alternatives to Incarceration: Behavioral Health Treatment Court

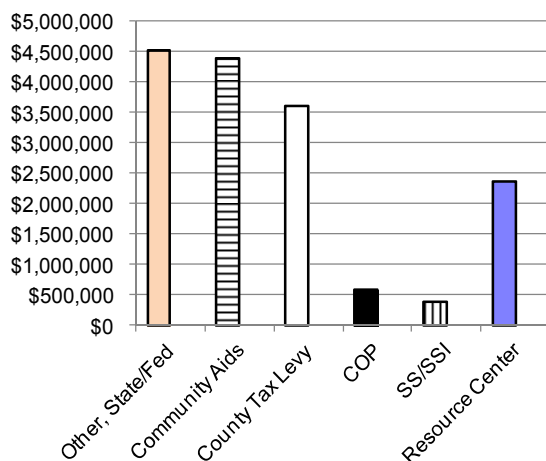
Kenosha County's Behavioral Health Treatment Court is a comprehensive treatment program for adult offenders of non-violent crimes diagnosed with a significant mental illness. Goals of the program include achievement of educational and/or employment goals, stable housing, improved relationships, and decreased law enforcement contacts.

In 2014 there 11 individuals were accepted into the program. Around half of the participants were female and just under half were either African American or Hispanic. Of those admitted to BHTC in 2014, two have graduated (17%), 3 were removed from the program due to non-compliance (25%), 2 did not participate due to a failure to engage them in programming (17%), and 5 remain active in the program (41%). All BHTC participants are under psychiatric treatment, receive outpatient counseling and case management services, attend community support groups, and participate in random urinalysis testing.

*Lorenzo is a 54-year old man with a diagnosis of Schizophrenia. He entered the Behavioral Health Treatment Court (BHTC) as an Alternative to Revocation (ATR). Upon his release from jail, he immediately entered the Columbus House, a halfway house for the Department of Corrections, for 60 days and successfully completed his residency. While at Columbus House, BHTC linked Lorenzo to a psychiatrist for medications and treatment at Oakwood Clinical Associates for mental health and AODA counseling. He was approved for the Community Support Program in which he received case management and medication monitoring services. Weekly office visits with his Probation Officer, and random urinalysis at Probation & Parole and the Kenosha County Health Clinic were administered. He provided a total of ninety-nine random urinalysis, all of which were negative for substances. Lorenzo was able to receive Social Security benefits, obtain his own apartment, and gain custody of his daughter who he is now raising on his own. He has been working hard to create a program designed to work with offenders with mental health, and drug or alcohol issues to help with their criminal thinking process. He hopes to one day run a support group for the BHTC program and community, and has become a mentor with the BHTC alumni group. He has not committed any new offenses, and continues to remain clean and sober.*

## Division of Aging and Disability Services

**Y-2014 Revenue Sources**  
**\$15,855,614**



**Y-2014 Expenditures**  
**\$15,029,722**

