



Kenosha County Department of Human Services

2005 Annual Report



Kenosha County Department of Human Services 2005 Annual Report

Allan K. Kehl, County Executive
Dennis Schultz, Director

Human Services Committee of the **Kenosha County** **Board of Supervisors**

John O'Day, Chair
Ruth Booth
William Grady
Don Smitz
Gordon West

Kenosha County **Human Services Board**

John O'Day, Chair
Sandie Bisciglia
Ruth Booth
Leonard Johnson
Ron Johnson
Mark Modory
Colleen Sandt
Denis Wikel
Richard Willoughby

Editor: Jennifer Madore,
Planning and Evaluation Coordinator
Kenosha County Job Center/
Human Services Building
8600 Sheridan Road
Kenosha, WI 53143

T: 262.605.6593
F: 262.697.4655
jmadore@co.kenosha.wi.us
www.co.kenosha.wi.us/dhs/

Prepared by Debra J. Solomon, LLC
Published June, 2006

TABLE OF CONTENTS

From the Director	2
Department of Human Services	3
Office of the Director	4
Division of Aging	7
Brookside Care Center	10
Division of Children and Family Services	12
Division of Disability Services	15
Division of Health	19
Division of Veterans Services	24
Division of Workforce Development	27
Appendices	
• Purchase of Service Agencies	34
• Boards and Staff	36

From the Director

As you review the Kenosha County Department of Human Services 2005 Annual Report, you will find a recurring theme throughout—"Being There." We are proud of "Being There" for all who ask for our assistance. We make every effort to provide services fairly, respectfully, competently and in a timely fashion.

Effective January 2005, the Division of Health assumed responsibility for the direct supervision of the Medical Examiner's Office. It is my pleasure to announce the hiring of our new Medical Examiner, Dr. Mary Mainland. She is a certified forensic pathologist and has most recently worked for Milwaukee County. Her term of employment started in February 2005. She will have an office in the Health Division and also at old Brookside.

Human Services had many programmatic and fiscal challenges last year, but one of them, by its very nature, will continue over the course of the next several years. These challenges will primarily be in our Divisions of Aging and Disability Services. I believe that the lessons learned in the previous year(s) will provide information on trends that will help our agency withstand the demand of future years. Although during my message, I normally discuss the previous activity and thank everyone for his or her help {which I do}, I feel compelled to better explain this unstable situation and use this forum to draft a possible solution.

During the first quarter of 2005 the Division of Disability Services was projecting a huge increase in Chapter 55 residential placements primarily caused by an aging population of parents who could no longer care for their disabled adult children. This situation was compounded by an increase in the number of people requiring day services and the cost for day services for this same disability group.

Also during this same quarter, the Divisions of Aging and Disability Services both experienced a reduction in state and federal funding that made the projection even worse. Due to the tremendous efforts undertaken by our staff (both contracted and County), we were able to infuse new Medicaid funding streams into our programs and actually balance our budget for 2005.

We now know that this trend will continue, and the only course of action is to find additional funding or increase our waiting lists. (The current number on the waiting lists for both divisions is in excess of 500.)

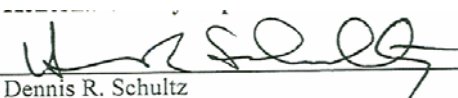
In January 2006, Governor Doyle came to Kenosha and announced state funding for a planning grant on long-term care redesign for Southeast Wisconsin. These Family Care or Partnership program models would essentially provide long-term care for all eligible elderly, developmentally disabled, or physically disabled persons. However, as with any new service delivery system, the "devil is in the details." There are many issues to be discussed and resolved before a transition can occur from Kenosha County's locally administered programs to a regional Family Care Program.

The obvious advantage to this state-run, long-term care program is the elimination of a waiting list for services. The County would no longer be at financial risk, because the program could be operated by a contracted Care Management Organization [CMO] with a per capita rate determined by and paid for by the state.

A not-so-obvious disadvantage to this initiative is the State's budget-neutral approach that will try to access county levy dollars to offset costs. Other issues surround loss of county governance, access to services for our Adult Protective referrals, and a myriad of support questions relative to the operation of our Resource Center and administrative overhead costs assigned to various division staff.

As you can see, this shift to State programmatic and fiscal responsibility for our elderly and disabled population has no easy answers. I can assure our consumers and policy makers that the Department will not take this challenge lightly and will report to our respective committees any progress or setbacks that may come during the next year.




Dennis R. Schultz
Director

Being There: 2005

Department of Human Services

MISSION STATEMENT

To develop, coordinate, and administer a comprehensive network of services to children, youth, families, the elderly, and individuals striving to cope with developmental disabilities, mental illness, and alcohol and drug problems; to preserve and strengthen families, while protecting children from high-risk or abusive situations; to empower individuals and families to become law-abiding and economically self-sufficient; to assure the delivery of public health services necessary to prevent disease; to protect, promote and preserve a healthy citizenry and environment; to advise and assist military veterans; to provide high quality nursing home services to the elderly and medically disabled; to advocate on behalf of these constituencies on the local, state and national level.

Division	Y2005 Expenditures*
Office of the Director	\$564,244
Aging	\$11,312,882
Brookside Care Center	\$11,642,576
Children & Family Services	\$20,885,615
Disability Services	\$19,785,669
Division of Health	\$4,767,152
Medical Examiner	\$445,283
Veterans Services	\$241,931
Workforce Development	\$14,513,363
TOTAL	\$84,158,715

* Unaudited as of 3/14/06

Being There: Coherence

Office of the Director

2005 HIGHLIGHTS

Special Project Management

The Department of Human Services (DHS) is involved in broad community planning forums and nonprofit system development activities. Community partnerships and a strong and effective nonprofit service delivery system are both of strategic importance to DHS. The DHS Office of the Director played an active leadership or professional support role in several of these projects in 2005. Two of the 2005 projects are noted here.

During 2004 and 2005, a community-planning group, the Joint Task Force on Homelessness (JTF), worked to identify a place for a homeless shelter and to consider local agency options for the role of shelter operator. The JTF originated at the end of 2003 from efforts of an interfaith coalition, Congregations United to Serve Humanity (CUSH), that was concerned about the inadequacies of Kenosha's existing homeless sheltering system of nightly church rotation. The JTF has been led by the City of Kenosha and Kenosha County with additional membership from CUSH, United Way, UW-Parkside, DHS' Division of Workforce Development, Kenosha Unified School District, the Kenosha Housing Authority, and four Emergency Service Network community agencies that currently shelter and serve the homeless. The most notable achievements of the group in 2005 included: a) a \$250,000 funding commitment

from the City (to match a previous \$250,000 capital commitment from the County); b) a request-for-proposal (RFP) process that culminated in a JTF vote to endorse the Shalom Center as the shelter proprietor; and c) identification of a site prospect where the shelter can be built (site status preliminary as of the end of 2005).

In 2004, UW-Parkside's Center for Community Partnerships assembled partners from Kenosha and Racine to help launch the Nonprofit Institute (NPI). Committee members represent both Kenosha and Racine County's United Ways, Human Services Departments, UW-Extension offices and non-profit coalitions. The NPI helps local nonprofit agencies with management, governance and technical issues such as Board development and staff training. Often nonprofits neglect these issues due to tight agency budgets and the expense of professional consulting. The NPI provides assistance at minimal or no cost to local nonprofits, and campus resources often include students working under supervision of faculty. During 2005, the NPI responded to 40 service requests from nonprofits in Kenosha and Racine. Five of these were human service nonprofit agencies in Kenosha that are under contract to DHS. Four other DHS contract agencies had NPI technical assistance requests pending as of the end of the year.



Check out the Nonprofit Institute website:

<http://www.uwp.edu/departments/community.partnerships/npi/index.html>

Fiscal Management

The DHS total expenditure budget for 2005 was \$84,158,715. In 2005, the adopted budget for the DHS accounted for 46 percent of the total Kenosha County budget. In contrast, the DHS levy request was only 25 percent of the total County levy. One of the most challenging goals during the budget process is to continue to provide effective and efficient program services to meet the needs of Kenosha County residents without burdening the taxpayers.

Because of the restrictions of the tax levy limit, any future non-levy revenue sources the DHS is considering will be used to offset the rising costs of continuing client services. It is the overriding goal of the DHS to pursue and acquire non-levy revenue sources to sustain the current level of services all divisions now provide to the clients and families of Kenosha County.

Contract Monitoring

Contract monitoring includes the development and management of department-wide contracting processes and systems for all program division within DHS. A comprehensive procurement system for direct client services, managed through a Request for Proposal (RFP) process, operates on three to five-year cycles across 6 divisions. In 2005, 10 direct client service contracts within the Divisions of Children and Family Services, Aging Services, and Disability Services were announced through the RFP process, resulting in 22 proposals submitted and a change in providers for one of the ten service contracts. Additionally, a Request for Application (RFA) was issued for Residential Services (Community-based Residential Facility, Adult Family Home, and Residential Care Apartment Complex) for the Division of Aging and the Division of Disability Services. One hundred and five applications were submitted and reviewed for the Network of Residential Service Providers for the two divisions.

A comprehensive Contract Management System, a department-wide database application, supports central management and monitoring of contracts, maintains purchaser and provider information, creates legally consistent contract documents, and provides contracted service information and management reports. In 2005, DHS contracted with 196 providers, through 330 contracts for services provided to children, youth, families, elderly, veterans, and individuals striving to cope with developmental disabilities, mental illness, and alcohol and drug problems.

Central Services

The Central Services staff supports building functions, troubleshoots issues that arise related to equipment, room scheduling and workspace problems and coordinates safety training/response. In 2005, Central

Services reorganized the supply area of the Human Services Building to increase efficiency of supportive services for building staff and enhance inventory control of building supplies. Also in 2005, two major community events were held at the Job Center/Human Services Building. In April, the Wisconsin Department of Veteran Affairs hosted their regional *Supermarket of Veterans Benefits* and *Veterans Job Fair* at the DHS facility. In May, the Foster Parent Association hosted their Family Fun Fair/ Walk/Run on the grounds of the facility. Both events were successful and progressed smoothly with the support of Central Services and Public Works staff.

Information and Computer Systems Development and Support

In 2005, the DHS contracted with RHB Technology Solutions, Inc., for information systems design, development and support. More than thirty active applications serve staff and management in all of the DHS divisions. These applications have been designed and are maintained as part of the initiative to broaden and improve automation for DHS, clients and collaborating service providers.

During 2005, information management efforts focused on: 1) extending the use of applications within DHS to share information and improve efficiency; 2) Improving the collaboration between DHS and service providers by broadening the access to information required to serve clients; and 3) Using the Internet to reach out to clients and others in the community.

In December 2005, the first release of the Kenosha County Online Employer Resume Matrix (www.resumematrix.com) was completed. RHB worked with Division of Workforce Development (DWD) staff to create an internet-based system to replace a more traditional paper-based publication process. This improved the timeliness of information disseminated to local employers and also streamlined the business process. Additional upgrades to the website are scheduled for 2006.

In July 2005, selected DHS staff gained access to information maintained remotely by a service provider. This capability, which allows staff and service providers to collaborate with clients more effectively, marked the first sharing of real-time information between the DHS and providers.

Labor-intensive business processes were streamlined as the Contract Management System and the M/A Reimbursement Tracking System were enhanced to eliminate steps that would otherwise require additional and in some cases, duplicate data entry. Finally, the Worker Scheduling System, which is used by DWD staff to manage the scheduling of client

appointments, was improved. These enhancements broadened the reach of the application while providing better reporting.

Planning and Evaluation

NJM Management Services, Inc.

Grants Development

Planning and Evaluation (P&E) staff continue to provide coordination and technical support for federal and state funding applications. Successful proposals were awarded to the Division of Children and Family Services, Division of Health, Division of Aging, and Division of Disability Services in 2005.

P&E is also the DHS central coordination point for electronic proposal submission through *grants.gov*, a federal initiative that will eventually render paper submissions obsolete.

Grants Oversight

P&E staff provided ongoing program oversight to the following state-funded initiatives: Juvenile Accountability Incentive Block Grant, Youth Gang Diversion, Brighter Futures Initiative, Inner City High Risk Youth Project, and the Disproportionate Minority Contact grant.

Outcome Measurement and Reporting

In partnership with the United Way of Kenosha, P&E

staff continues to provide training to non-profit agencies in the community. Capacity building and technical support is provided on an as-needed basis. The P&E Coordinator serves as the chairperson of the Logic Model/Outcome Measurement Solution Team which is represented by staff from the United Way of Kenosha, UW-Parkside and Gateway Technical College.

Special Projects/New Initiatives

Kenosha is one of several pilot counties participating in the development of a Single Coordinated Service Plan (SCSP) between the Division of Workforce Development and Division of Children and Family Services. P&E staff are conducting a process evaluation of SCSP and are working closely with evaluators at the state level. It is anticipated the final report will produce best practice information as well guidance regarding barriers to implementation.



United Way of Kenosha County

United Way of Kenosha County is a vital community partner. Learn more at:
<http://www.kenoshaunitedway.org/>

Being There: Caring

Division of Aging

MISSION STATEMENT

The mission of the Kenosha County Division of Aging Services is to make life better for older people and people with disabilities through information, advocacy, service and program development.

2005 HIGHLIGHTS

Medicare D assistance, a record number of contacts and implementation of new grants made for a very busy year. The Division of Aging received several grants to help reach more people with information, assistance and services. The Benefit Specialist helped people individually and in workshops to navigate the complexity of the Medicare D roll out. New outreach materials were developed and distributed throughout the community to let adult children know about services for elderly parents. A campaign to expand the equipment loan closet resulted in a 365 percent increase in the number of items donated. Training programs for direct care workers and Healthy Living classes for consumers with chronic illnesses were successful. Adult Protective Services staff handled a record number of referrals from hospitals and people needing guardianships. Kenosha County can be very proud of its responsiveness to the needs of older people and the dedication of the community's volunteers and staff.

DIVISION DESCRIPTION

The Aging and Disability Resource Center of Kenosha County is a one-stop shop for information and services, and an entry point for older adults and persons with physical disabilities seeking long-term care. These are the programs and services available.

PROGRAMS AND SERVICES

Information, Assistance and Access (IAA)

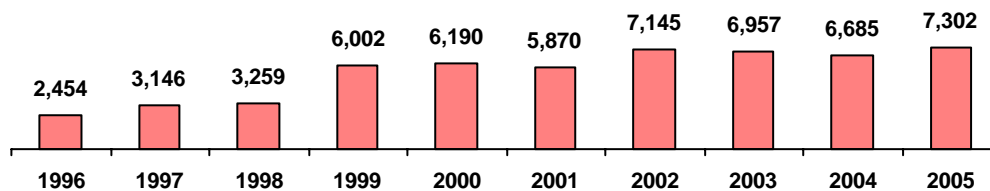
IAA staff had a record number of contacts in 2005, 7,302, a 9 percent increase over the previous year. The number of IAA contacts has almost tripled since 1996 (2,454). A total of 1,484 referrals were made for counseling regarding long-term care options.



"The greatest satisfaction I have is when I hear from people, "Your staff were so helpful." I recently met a gentleman at a fundraiser who greeted me with a smile and said, "You probably don't remember how much help your office was with my wife and I years ago, but I do and I still appreciate all you did." It is heartening to know that even with waiting lists in some programs, we can still make a positive difference for people."

LaVerne Jaros, Director

**Number of Information and Assistance Contacts
1996-2005**



Special Needs Assistance Program (SNAP)

SNAP provides up to \$500 toward special needs of eligible disabled or elderly people. In 2005, 153 people were served.

Case Management

Case management services for elderly persons and persons with physical disabilities were provided by staff employed by Community Care Organization under contract with the Division of Aging. A total of 464 individuals were served in 2005.

Community-Based Long-Term Care Services

Individualized care plans organize a variety of services to meet peoples' long-term care needs. Unfortunately, state and federal funding has not kept up with the need and 470 individuals are waiting for services.

Benefit Assistance for Older People

This program, administered by Kenosha Area Family and Aging Services (KAFASI), assisted 328 older people with benefit issues resulting in a positive monetary impact for Kenosha County seniors of \$285,682 and 1,939 people attended workshops and presentations given by the program, with Medicare D the prominent topic and concern. Information-only contacts numbered 1,292.

Adult Protective Services

There were 344 referrals to Adult Protective Services in 2005. Of these, 103, or 30 percent, were referred for self-neglect. Reports of abuse by a perpetrator, including situations involving physical abuse, financial abuse and neglect numbered 83, or 24 percent of cases. The number of guardianships rose by another 27 percent from 82 in 2004 to 92 in 2005. The units also did welfare checks on 53 vulnerable adults. Goodwill Industries administered this program.

What is Medicare D?

In 2005, the federal government launched Medicare D, a new prescription drug benefit. Our benefit specialists led a community education campaign to inform consumers and agencies about this very complicated benefit, and then provided one-on-one consultation to help them identify the plans that would best meet their needs.

Medicaid (Title XX)

Division of Workforce Development (DWD) staff, located at the Aging and Disability Resource Center, maintain a caseload of 1,200 people receiving Medicaid while in nursing homes, state centers for the developmentally disabled, and the community based waiver programs.

Eldereach

This program, administered by KAFASI, provides emotional support and referrals for older people experiencing mental health problems or difficulty coping with life changes. Volunteers spent 34 hours visiting individuals to provide ongoing support. Thirty-two individuals were served in 2005. Thirty-five presentations were made to senior groups and depression screenings were held on two days.

Disability Benefit Assistance

The Disability Benefit Specialist, employed by the Kenosha Achievement Center, provided benefit assistance to 150 people with disabilities.

Daybreak

Daybreak West provides group activities five days a week at the Westosha Community Center in Bristol and at the Wesley United Methodist Church in Kenosha for people with dementia while providing respite for their family.

Congregate Nutrition

The Congregate Nutrition Program administered by KAFASI served 38,712 meals to 870 seniors in 2005 at six sites throughout Kenosha County.

Home Delivered Meals

Program volunteers deliver a hot lunch and cold sandwich supper to people who are homebound and unable to prepare their own meals. A total of 39,330 meals were delivered in 2005 through funding from the Division of Aging, representing about 20 percent of the KAFASI Meals on Wheels Program.

Guardianship Assistance

This program, administered by Kenosha Human Development Services, provides guidance to family members appointed as guardians and answers questions regarding required reports. Volunteer guardians are also recruited and trained.

Outreach

The Community Outreach Specialist (Goodwill Industries) is located at the Aging and Disability Resource Center. Education efforts targeted caregivers and adult children with elderly parents. Booths at the Senior Action Council Health and Wellness Fair,

Renaissance Senior Expo, Kenosha Community Health helped to inform the public about Aging services. The Older American Month luncheon recognized outstanding older adults and persons who serve them.

Chore Service

The Kenosha County Sheriff's Work Crew washed windows, trimmed bushes and did minor painting and other chores for 63 older people. Sixteen people received assistance with snow removal.

Westosha Community Center

The Westosha Community Center provides activities for older adults and serves as host to the Daybreak Program for people with Alzheimer's Disease.

Hispanic Outreach

The Spanish Center provides outreach to Hispanic elderly, translation assistance and involves them in volunteer activities to help the young and old.

Transportation

The Kenosha Achievement Center provided 16,934 Care-A-Van rides for older people and people with disabilities, approximately 700 people received service.

KAFASI operates the Volunteer Escort Program. The program continued to grow in 2005 with 85 volunteers providing 5,035 round trips for 335 older people.

Caregiver Support

National Family Caregiver Support Program (NFCSP) NFCSP purchases temporary respite and support services to families who provide care to people age 60 or older and to grandparents with legal custody of minor children living in their home. Ninety-one families were served under this program in 2005.

Ethnic Elders

The Boys and Girls Club of Kenosha encourages the involvement of African-American elders in education, recreation, and volunteer activities and coordinates monthly meetings of the Ethnic Elders Club.

Friendly Visitor

The Friendly Visitor Program administered by KAFASI, matched 65 older people with volunteers who provided 3,809 hours of companionship and assistance. Program volunteers assisted 14 people with grocery shopping.

Senior Chronicle

The Kenosha News prints the Division of Aging monthly newspaper mailed to more than 12,000 senior households and area nursing homes. Volunteers from the Westosha Community Center label and bundle the papers for bulk mailing. Readers contributed \$4,426 toward mailing costs.

Long-Term Care Worker Project

Turnover of direct care workers and nurses is an issue that affects the availability and quality of care for older people and people with disabilities. Kenosha County is addressing long-term care workforce issues in partnership with Goodwill Industries and the Long-Term Care Workforce Alliance. The Project Coordinator organized opportunities to acquaint young people with health careers, training and recognition events for current direct care workers, and advocacy with decision-makers.

Health Promotion and Prevention

Two hundred and forty-nine people participated in 25 Healthy Living workshops during the second year of our grant-funded Chronic Disease Self-Management Program, developed by Stanford University. The Division of Aging received three other prevention grants that will be implemented in 2006, including falls prevention for the elderly.

What will the future bring?

"The aging population is growing. As more people reach their 70s, 80s, and 90s, the need for long-term care increases. Years ago, aging offices focused mostly on meals, homemaking, transportation and chore services. While those needs remain, we are now faced with more complex needs as evidenced by the referrals to our adult protective services unit and a waiting list of more than 400 people for community-based, long-term care. As our community tries to meet the current and future long-term care needs, we are challenged by several converging trends: 1) an increase in the aging population, 2) consumer preferences for home or other residential care as an alternative to a nursing home, and 3) a shortage of direct care workers."

LaVerne Jaros, Director

Being There: Changing

Brookside Care Center

MISSION STATEMENT

It is the mission of Brookside Care Center to provide high quality nursing home services to residents of Kenosha County in a fiscally responsible manner. In fulfillment of this mission, we affirm that Brookside Care Center is committed to view those whom we serve as persons of dignity and worth, regardless of race, sex, creed, age, national origin or social status. Brookside Care Center is committed to operate as a county governmental health care facility, providing qualified personnel assuring the health, safety, and rights of our residents.

2005 HIGHLIGHTS

"We celebrated the ten year anniversary of our facility. We are proud of the third year of our grounds beautification program we are working on in partnership with UW-Extension Master Gardners. Trees, flowers and shrubbery have enhanced the outdoor environment, improving the quality of life for Brookside residents. It is the caring and compassion of our employees that really make a difference for Brookside residents."

DIVISION DESCRIPTION

Brookside Care Center is a skilled nursing facility which admits both short-term and long-term residents and serves 154 residents at one time, with 60 of those spaces dedicated to people with Alzheimer's or some other form of dementia.

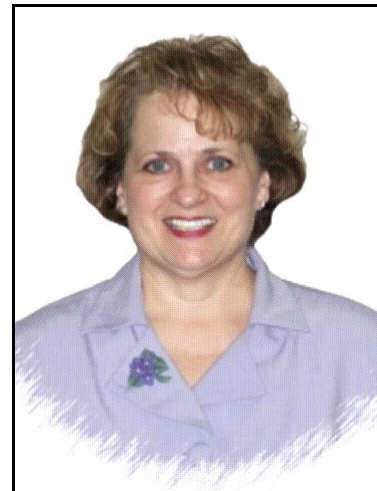
PROGRAMS

During 2005, there were 94 admissions to Brookside Care Center. There were 63 deaths and 32 discharges to home or another facility during the year. Hospital inpatients in need of rehabilitation were given priority status for admission. Kenosha County residency remained a prerequisite.

Admissions have been increasing in the past few years. Prior to 2003, Brookside averaged just 40 admissions per year. That has increased from 74 admissions in 2003 and to the mid-90s in 2004 and 2005. There are more short-term rehabilitation residents.

The daily cost per patient for 2005 was \$193.91, an increase of almost 5 percent over 2004. Staff salaries and benefits account for 78 percent of the costs or \$151.98 per day. Here are some more facts about Brookside residents:

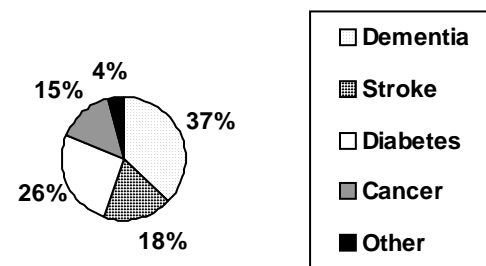
- 9 percent of residents have court-appointed guardians
- Less than 1 percent of residents are under age 64
- 17 percent of residents are 95 years old or older



"My biggest satisfaction? Knowing that everyday I have the opportunity to make a difference in the lives of Brookside residents."

Sandra Hardt, Director

Residents with Selected Diagnoses





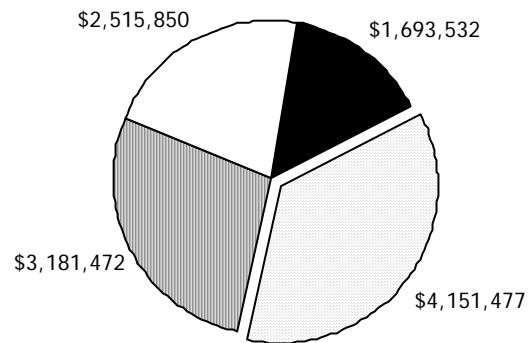
Who is Nova?

Nova is a full-time therapy dog residing at Brookside Care Center. Her main job is to bring out memories, provide a homelike atmosphere, and provide something for the residents to care about. In addition, she is a great draw for children who may fear the nursing home. Children are eager to visit their great-grandma because they know they get to see Nova as well.

2005 Total Cost per Patient per Day

Expense Category	Dollars	Percent
Staff	\$ 151.98	78.3%
Medical	\$ 10.99	5.7%
Equipment Depreciation	\$ 7.75	4.0%
Supplies	\$ 10.99	5.7%
Interest	\$ 4.12	2.1%
Utilities	\$ 5.47	2.8%
Other	\$ 2.70	1.4%
Total	\$ 194.00	100.0%

Brookside Care Center 2005 Revenue Sources



■ Medicare □ Medicaid ▨ Private Insurance ▤ Tax Levy

Being There: Evolving

Division of Children and Family Services

MISSION STATEMENT

To promote the safety and well-being of the child, family, and community by providing services to children, youth, and families that are delivered in a respectful, culturally competent manner and are intended to maximize strengths and empower individuals. To advocate for children and families on the national, state and local level.

2005 HIGHLIGHTS

During 2005, the Division of Children and Family Services (DCFS) partnered with the Prevention Services Network and the Division of Workforce Development in the design of a Single Coordinated Service Plan (SCSP). The SCSP project is for families that are served in at least two of the Kenosha County Human Services systems. This approach is family-focused and based on people's strengths. This means that families identify and utilize their strengths in order to better meet their needs. Families help to develop their own individualized treatment plans. When families are more actively involved in the case planning process, there is greater support for the plan. The SCSP approach allows families to partner with the various systems that impact their lives, streamlines communication and coordinates services among all parties that impact families' lives.

Wisconsin has developed a Program Enhancement Plan (PEP) designed to address areas of safety, permanency and well-being for children. The PEP process has been a partnership with the state and counties. DCFS has been actively involved in this process, which has provided DCFS with a strong voice in shaping of Wisconsin's Child Welfare practice. As work rules and standards have been developed DCFS strives to maintain a delicate balance between implementing new policies and fiscal constraints. As this process moves forward DCFS hopes to more effectively meet the needs of families.

For several years, DCFS has been able to provide an excellent array of services, while remaining within budget constraints. This is accomplished through dedicated staff and a strong connection with the provider network and other systems that impact families.

DIVISION DESCRIPTION

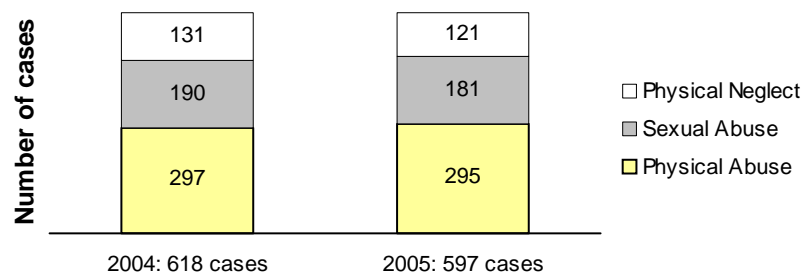
DCFS is comprised of the ACCESS/Child Protective Services Unit (CPS), the Child and Family Services Unit (CFS) and the Juvenile Court Services Unit (CSU). ACCESS provides a centralized information service for child abuse and neglect, child welfare and juvenile delinquency referrals. The ACCESS office then routes these referrals to the appropriate DCFS unit. This office also collects information regarding allegations related to child abuse and neglect.



The CPS Unit investigates child abuse and neglect allegations. CPS social workers assess the severity of the alleged maltreatment and the potential of future risk of harm to the child. After completing a thorough investigation, a determination is made as to whether continued DCFS involvement is warranted. The goal of the CPS Unit is to ensure that there is a safe home environment for the child and to provide the family with sufficient resources to adequately meet the physical and emotional needs of the child(ren). CPS is dedicated to alleviating and, whenever possible, preventing harm to children while enhancing and maintaining the family unit.

The Child and Family Services Unit (CFS) receives child abuse and neglect referrals from the CPS Unit when it is determined that ongoing services are needed. Referrals for child and family problems also come to the CFS Unit through the ACCESS office. Those served have experienced a wide spectrum of societal and family stresses: intra-familial sexual abuse, teen pregnancy, child neglect, parents with severe mental illness, developmental disabilities, alcohol and other drug abuse problems and physical abuse. The goal of the CFS Unit is to help families overcome the problems that brought them to the attention of the DCFS while ensuring the safety of children, and establishing permanency and enhancing the well-being of all family members.

Child Welfare Referral Activity



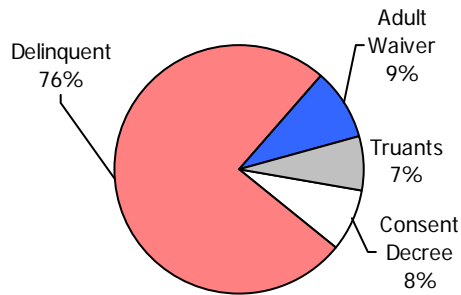
Child Abuse and Neglect Reports (per 1,000 children)

	1999	2000	2001	2002	2003	2004
Kenosha County	20.9	19.6	23.3	20.2	20.6	17.8
State of Wisconsin	28.9	27.8	29.4	30.7	28.9	30.0

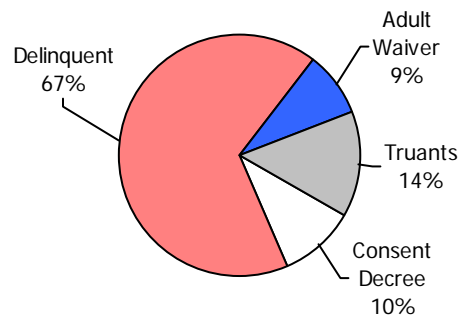
Source: Wisconsin Division of Health and Family Services

The Juvenile Court Services Unit (CSU) works with juvenile delinquents and youth that have gone through court because of truancy. A social worker assigned to a case investigates and gathers information about the family in order to determine the best course of treatment and services. The social worker role depends on the types of services ordered by the court. In some cases the youth present a relatively low risk to the community and require few supportive services. In other cases the youth may be referred for services to one or more community agencies and may be placed out of the home because of continued difficulty.

Distribution of Referrals n=409
Juvenile Court Services - 2003



Distribution of Referrals n=446
Juvenile Court Services - 2005



- The number of consent decrees has increased about 25 percent in the past 5 years (33 to 44).
- Referrals for delinquency have increased slightly (284 to 300).
- Waivers into adult court have declined by more than 30 percent between 2001 and 2005 (60 to 40).
- Overall the total number of referrals has increased more than 18 percent in the past five years.

PROGRAMS

The DCFS contracts with community agencies to provide a large array of services to families. These programs include Crisis Intervention, Parent Education, Family Preservation, School Liaisons, Day Treatment Program, Intensive Aftercare, and In-Home Counseling. Some programs are specifically designed to work with delinquent youth, while others focus on family strengths in an effort to help them overcome barriers. These programs work closely with the DCFS social worker assigned to the case, which enhances their ability to deliver services effectively. In addition, through the DCFS Prevention Services Network, families are offered a variety of services designed to prevent involvement in the legal system while enhancing family strengths.



Being There: Advocating

Division of Disability Services

MISSION STATEMENT

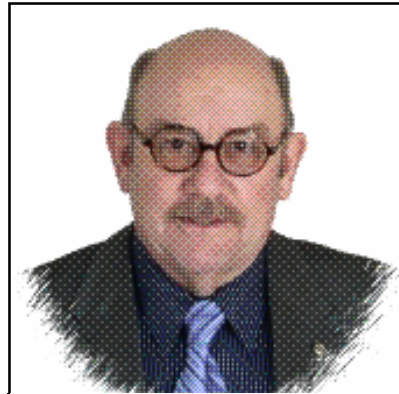
To Inspire HOPE - To Provide HELP - To Facilitate HEALing.

The Kenosha County Division of Disability Services secures services for eligible people challenged by Alcohol/Other Drug Abuse (AODA), Developmental Disabilities (DD), and Mental Illness (MI) on a clinically sound, community based, least restrictive, cost effective, and most-in-need basis.

2005 HIGHLIGHTS

The Division of Disability Services (DDS) is responsible for providing a comprehensive range of services to address the needs of Kenosha County's citizens with Alcohol-Drug problems, Developmental Disabilities or Mental Illness. The array of programs administered by the DDS constitute a "safety net" for Kenosha's citizens who do not have the means to access services through their own resources. As the Division is essentially an administrative office staffed by four support personnel and three professionals, community visibility is rather low. This is as it should be. A person seeking mental health services, often in times of crisis, doesn't need an administrator. He/she needs timely, direct access to services which can stabilize or treat the problem. Recognizing this, we promote awareness and use of our Community Intervention Center (CIC), (262) 657-7188. The Division accomplishes its goals through the administration of over 80 service contracts, mostly with local agencies.

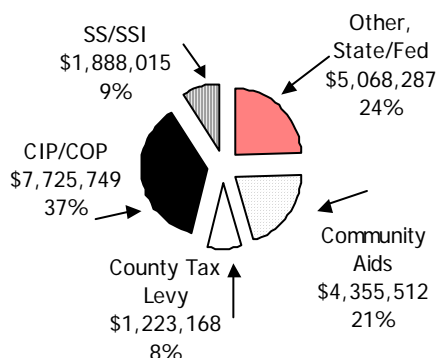
A broad range of services was supported by the \$20,724,791 in Federal-State 83 percent, County (8 percent) and client funds (9 percent) generated in 2005. The charts below show revenue origins and expenses by disability.



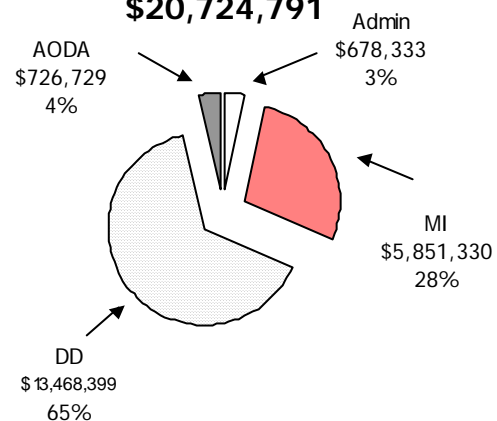
"You have to believe that you can overcome mental illness in order to take the first step toward recovery. My biggest satisfaction is to be a part of the recovery transition. Being there: **advocating** for the person who is making the transition from client to colleague."

Ron Frederick, Director

Y-2005 Revenue Sources
\$20,724,791



Y-2005 Expenditures
\$20,724,791



A total of 3,768 people were supported with the DDS budget. Of these, 61 percent (2,314) were male and 39 percent (1,454) were female. Regarding the age of clients, 83 percent were adults and 17 percent were under age 18. Clients by primary disability were categorized as follows: AODA = 30 percent (1,124); DD = 20 percent (769); MI = 44 percent (1,668); and a 6 percent group of 207 people had multiple disabilities. Though people with DD accounted for only 20 percent of those served, they generated 65 percent of the expenditures due to the severity of their needs, which often require long term, high cost residential care. A much larger portion of people with alcohol or drug issues and mental illness respond to shorter term, less expensive care. Developmentally disabled individuals are living longer.

“Currently, the average life expectancy of persons with MR (mental retardation) is 66 years. However, younger adults with MR can expect to live as long as their non-MR peers—76.9 years. Individuals with DS (Down’s Syndrome), the most common cause of MR in America have experienced a doubling of life expectancy. In 1983, the average lifespan for an individual with DS was 25 years; by 1997, it had increased to 49 years.”¹

¹Aging with Mental Retardation: Increasing population of older adults with MR require health interventions and prevention strategies by Kathleen Fisher, PhD & Paul Kettle, MD, MHA, GERIATRICS: V60 No. 4, April, 2005, pages 26-9.

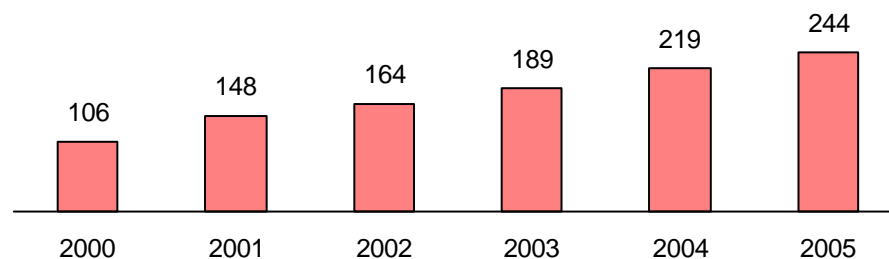
Funding Dilemmas and Service Demands

State and Federal funding remained essentially flat. Community Aids increased a miniscule \$12,235 or .003 percent. There were no increases in the Community Integration Program (CIP) rates. In fact, the Federal Financial Participation (FFP) for all Medicaid Programs actually decreased from 59.9 percent to 58.15 percent. By midyear, a half million-dollar deficit was projected. The actual deficit at year’s end was \$464,000. The budget busters were inpatient admissions, both locally and at the State Mental Health Institutes, plus residential and day service costs associated mostly with people with developmental disabilities.

Waiting list

At the end of 2005, 244 people were on the DDS waiting list for services. From its inception in 2000, this list has increased 130 percent.

Number of people on DDS waiting list



Inpatient admissions at All-Saints-St Luke’s-Racine

These admissions for county-funded patients increased 32 percent from 197 in 2004 for to 260 in 2005. That is 426 days of care over projection and about \$220,000 over contract. For Chapter 51-related admissions, the County proportion has been steadily increasing. In 2000, Kenosha picked up the costs for 29 percent of all admissions, which increased to 36 percent in 2004 and 41 percent in 2005.

State Mental Health Institute (Mendota and Winnebago) utilization

Forty-nine people generated 1,369 days of care for an average daily census of 3.74 individuals compared to a budget of only 2.5 individuals. That 1.24 difference pushed the Institute budget \$206,000 in the red for 2005. The average daily census in 2004 was 2.4.

Residential

Demand pressures for residential services persisted in 2005 due to clients manifesting more severe conditions. An increasing number of involuntarily committed individuals under Chapter 55 in need of residential care further aggravated the picture. This was particularly true with older people with developmental disabilities who are living

longer and whose natural families found it increasingly difficult to provide direct care due to the advancing age and health concerns of their elderly parents. State initiatives to “downsize,” a euphemism for close, the State Centers for the Developmentally Disabled and a concerted effort to transition Developmentally Disabled people from Intermediate Care Facilities (ICFs) and other Nursing Homes have increased the pressure for placement.

Thirteen high need/high cost people with developmental disabilities received services who were not included in the 2005 budget when it was prepared in the summer of 2004. All received residential and day program services. Their combined cost of care exceeded available revenues by \$438,000, fueling the deficit even further.

Day Program Services

Day services are to disabled individuals what jobs are to most non-disabled people. They add meaning, structure, opportunities for social interaction, satisfaction and rewards to what otherwise would be a boring, non-stimulating existence. Unfortunately, when confronted with inadequate revenues, government must do what businesses do, reduce the workforce. An effort was made to do just that with day services in 2005. A 3 percent funding increase was rescinded in mid-year, and further reductions are planned for 2006.

Psychiatric Medications

Consumers access mental health medications through two major pharmacy contracts. Walgreen's provides retail pharmacy services and Roeschens Omnicare provides institutional pharmacy services to CSP and Trans Corp residential clients. These contracts both came in slightly under budget because of:

1. bolstered staff resources for the Medication Management Program at the Community Intervention Center (CIC),
2. increased use of drug companies' "Patient Assistance Programs,"
3. improved eligibility reviews, and
4. stricter adherence to the "Approved Roster of Mental Health Medications"

Community Integration Program (CIP)

Utilization of the Medicaid Home and Community Based Waivers, otherwise known as CIP, for people with Developmental Disabilities and Traumatic Brain Injury as of 12/31/05 is as follows:

Category	Number of people
CIP 1A for people from State DD Centers	31
CIP 1 B from other institutions	182
Brain Injury	7
Total	220

Of the 220 slots utilized, half, 102 were “local match,” which means the County had to pay the 42 percent portion of this Federal-State program. The CIP 1B program has experienced only one modest increase of \$1.34 a day since 1994, increasing the daily rate from \$48.33 to \$49.67. Therefore Wisconsin counties have increasingly borne the cost of supporting people with developmental disabilities in residential settings.

Community Support Program (CSP)

Bell Therapy successfully concluded its third year providing Community Support Program services to Kenosha clients with severe and persistent mental illness. During 2005 Bell maintained full State certification, generated Medicaid revenues of \$525,000 and achieved staff-client ratios of 1:10 for the second year in a row.

Mental Health Redesign

This effort continued with an emphasis on recovery and increased consumer involvement. Mental Health (MH) Aide positions established in 2003 at the CIC continued to generate positive contributions. MH Aides are people recovering from mental illness who are gainfully employed in the system helping others cope with the onset of their illness and introducing them to the often confusing and intimidating service system. Though funding for Mental Health Redesign was eliminated at the close of 2005, the lessons learned about recovery and consumer involvement have made Kenosha's mental health services more recovery-oriented and consumer-friendly.

Mental Health Consumer Activity

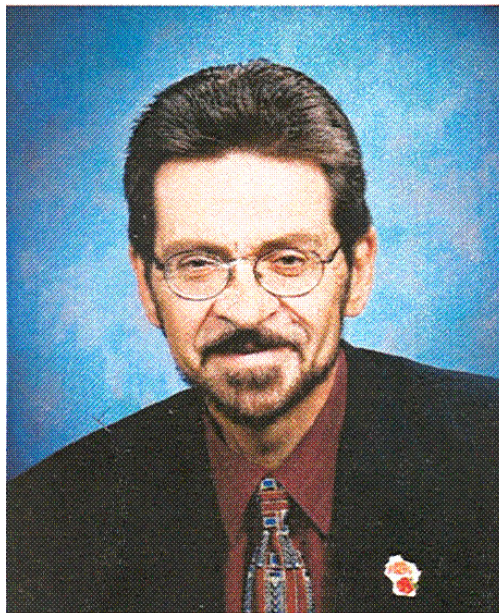
Bridges Community Center, Inc, suffered a setback due to the resignations of many long term Board Directors and the resignation of the Executive Director under less than positive circumstances in late 2003. The doors were closed more than open throughout 2004. A Memorandum of Understanding was created among Bridges, the County and Kenosha Human Development Services (KHDS), Inc. and implemented in 2005. This allowed KHDS to serve as the “administrative host” for Bridges and allow attention to be focused on “opening the doors” at Bridges. By year’s end, a new Director was on board, structured groups and recreational activities were occurring and average daily attendance was 18 and growing.

Comprehensive Community Services (CCS)

This is a new, county-only, Medicaid benefit for people with mental illness whose needs are best met by services that are midway between the higher intensity of a Community Support Program (CSP) and the lower intensity of a traditional outpatient. By year’s end the Bell Therapy had 14 consumers enrolled and Kenosha Human Development Services, Inc. had 21. CCS is virtually the only new revenue source for ongoing treatment that has become available of late. Even though the County must put forth the 42 percent match, it is a good idea to develop this resource to the maximum extent possible.

Autism

Fifty-one children from 49 families received services during the second year of County administration of the new State Autism Waiver Program. That was up from 41 children from 44 families in 2004.



In Memoriam: Disabled people lost a true friend and advocate with the passing of Irv Larsen (1943-2005). Irv served with distinction on the Disability Services Committee as both a County Board Supervisor and citizen member from 2001 to his passing in 2005.

Being There: Being Prepared

Division of Health

MISSION STATEMENT

To assure the delivery of health services necessary to prevent disease, maintain and promote health, and to protect and preserve a healthy environment for all citizens of Kenosha County regardless of ethnic origin, cultural and economic resources.

2005 HIGHLIGHTS

Healthy People Kenosha County 2010, the community strategic health plan, is showing success. The Mental Health Committee produced a document titled "Mental Illness: Family Guide to Community and School Resources." This was the result from consumer input to this committee about what was needed. All 10,000 printed guidebooks were distributed throughout the community.

Being prepared: Training and coordination are key to being prepared for potential public health challenges such as an outbreak of pandemic influenza or terrorism. The Division of Health takes very seriously these concerns, which are on-going at the national, state and local level. Strong community partnerships ensure Kenosha County residents will be well prepared for the future. A good surveillance system is in place to provide advance warning and/or avoid public health problems.



"Our Division of Health passed the five year state audit with a 100 percent score. We were even awarded a Level III designation which is the highest level a Wisconsin Local Public Health Department can receive. This is a testimony to our first class staff."

Frank Matteo, Director

PROGRAMS AND SERVICES

Nursing

The nursing section provides preventive health services to the residents of Kenosha County. Individuals are seen in clinics, schools, homes, day cares, and workplaces, as well as in the Division of Health on a walk-in basis.

Child Car Seat Program

This state contract program provides child passenger safety seat checks and education to the residents of Kenosha County. In addition, car seats may be available to eligible families at a subsidized rate. A total of 387 car seat checks/installations were provided in 2005.

COP Visits

By contractual agreement with the Division of Aging, public health nurses provide physical assessments in conjunction with case management staff. A total of 116 individuals were screened in 2005.

Health Education

The health educator and nursing staff have developed community resource materials on various topics such as communicable diseases, safety issues and obesity. The publications have been disseminated through "parent talk lunches" to 1,362 attendees, 1,928 daycare presentations and several community agencies.

Home Visits

Public health nurses make home visits to clients to monitor health status, communicable disease investigation, and health education. A total of 2,116 home visits were conducted in 2005.

Injury Prevention Coalition

The Kenosha County Division of Health has partnered with the Wisconsin Public Health and Health Policy Institute, Wisconsin DHFS, and a number of local public health departments. The coalition has reviewed statistics and the needs of the community. The coalition has formed three subcommittees to address the most prevalent injuries in our community. The three subcommittees are Falls Prevention, Suicide Prevention and Motor Vehicle related injury and death.

Kenosha County WIC Program

The Kenosha County Women, Infants and Children (WIC) Program promotes the health and well-being of nutritionally at-risk pregnant, breastfeeding and postpartum women, infants, and children. WIC provides supplemental nutritious foods, nutrition and breastfeeding information, and referral to other health and nutrition services. The Kenosha County Division of Health contracts with Racine/Kenosha Community Action Agency Inc., to provide WIC services to county residents. The monthly caseload for 2005 was 3,532.

Personal Care Worker Supervision

By contractual agreement with the Division of Disability Services, public health nurses provide services required by the Medical Assistance – Personal Care program. A total of 389 individuals were assessed in 2005.

School Nursing

Public health nurses provide school nursing services, staff training, and health education services to the Kenosha Unified School District and eight schools in western Kenosha County (Westosha School District).

Wisconsin Well Women Program

This state contract program provides breast and cervical cancer screening for eligible women. Pap smears and breast exams are offered at the Division of Health. Area providers deliver Mammography services.

Clinic Services

Activity	Units
Communicable Disease Investigations	651
Drug Urine Analysis	4,476
HIV Antibody Testing	602
Immunizations	4,468
Influenza Vaccinations	2,802
Lead Poisoning Screenings	863
Pregnancy Tests	357
Sexually Transmitted Disease Screenings	687
TB Skin Tests	1,986
Walk-ins; Nurse of the day	14,546

Environmental Health

The environmental health section preserves and enhances the public health environment of Kenosha County. It provides information, regulations, education, and intervention in areas of food, water, waste, recreation, lodging, environmental and human health hazards, and consumer protection in a professional and responsive manner.

Food Protection

This program prevents food-borne disease through regulation of restaurants, retail food establishments, farmers markets, food dealers, and special events.

Activity	Units
Establishments Licensed	1,095
Inspections (Routine/Follow-up)	1,771
Consultations	510
Consumer Complaint Investigations	130

Lodging Facilities

The program enforces regulations that seek to ensure a safe, healthy and sanitary environment in hotels, motels, tourist rooming houses, bed and breakfast establishments, and mobile home parks.

Activity	Units
Facilities Licensed	63
Inspections (Routine/Follow-up)	69
Consultations/Complaint Investigations	27

Recreational Sanitation

The program ensures safe and healthy environments at recreation/education camps and public swimming pools.

Activity	Units
Facilities Licensed	78
Inspections (Routine/Follow-up)	83
Consultations/Complaint Investigations	30

Rabies Control and Animal Nuisances

This program investigates and follows-up animal bite cases, determining rabies immunization status, and initiating animal quarantine and observation procedures as required by State Statute and local ordinances. Also, it investigates animal nuisances such as animal waste and excessive number of animal complaints. This program licenses and regulates kennels and pet shops in the City of Kenosha.

Activity	Units
Animal Bite Investigations	124
Bite Consultations/Follow-ups	149
Animal Nuisance Complaints/Consultation	81
Kennel/Pet Shop Inspections/Consultation	101

Solid Waste Control

Enforcement of City of Kenosha Charter #26 - Blighted Lot Ordinance. Garbage, debris and refuse control, consists of investigation of citizen complaints and abatement of actual or potential rodent, insect, litter, blight or eyesore nuisances due to improper storage or disposal of waste. In 2005, there were 1,616 complaint investigations and 1,794 follow-ups/clean-ups.

Lead Hazard Control

These are environmental investigations of dwellings in which lead poisoned children reside. Inspections are conducted according to Center for Disease Control policy to identify whether lead hazards exist; abatement orders are issued to control or eliminate sources of lead. There were 81 investigations, follow-ups and consultations in 2005.

Weights and Measures

This program conducts inspections and tests of scales, gas pumps and fuel truck meters used commercially within the City of Kenosha. These inspections determine compliance within rules and regulations of the National Bureau of Standards and the State of Wisconsin. Three hundred twenty-four (324) scales were tested in 2005 and there were 24 complaint inspections and consultations.



Environmental/Human Health Hazards

The Division of Health enforces regulations related to noise violations, indoor air quality, community odor complaints, radiation monitoring, unsanitary housing conditions, and other safety hazards.

Activity	Units
Noise Complaint Investigations	7
Air Quality Investigations	102
Radiation Samples Collected	42
Human Health Hazard Complaints	89

TNC Well Program

Transient non-community (TNC) water systems are public systems that serve at least 25 individuals per day at least 60 days per year. The program involves annual bacteriological and nitrate sampling as well as sanitary survey well inspections to determine compliance with DNR well construction and pump installation requirements.

Activity	Units
Water Samples Taken	463
Well Consultations	23
Well Surveys/Inspections	41

Laboratory

The laboratory is certified by the U.S. Department of Health and Human Services to accept human specimens for the purpose of performing laboratory examinations or procedures in the specialties of Microbiology, Diagnostic Immunology and Chemistry. Safe drinking water certification is maintained from the Wisconsin Department of Natural Resources. The Wisconsin Department of Health and Family Services certifies the laboratory to perform legal alcohol testing.

Clinical Microbiology/Serology Unit

Examines specimens and performs diagnostic testing for enteric pathogens, strep throat cultures, gonorrhea testing and syphilis testing. A total of 1,049 samples were tested in 2005.

Analytical Testing

Conducts chemical analysis of public and private water supplies to determine the presence and concentration of nitrates and fluoride. Analyzes paint and pottery chips for the presence of lead. A total of 483 samples were tested in 2005.

Forensic Chemistry

Analyzes urine specimens and other bodily fluids for the presence of controlled substances, drugs of abuse, and alcohol. Provides evidence analysis for law enforcement agencies. A total of 4,528 samples were tested in 2005.

Environmental Bacteriology Unit

This unit tests public and private water supplies for the presence of coliform bacteria as well as swimming beaches and recreational water for E.coli bacteria. It also performs food poisoning complaint investigations and insect identification. A total of 1,635 samples were tested in 2005.

Special Projects

Tri-Country Public Health

Consortium of Southeastern Wisconsin

The Division of Health is the fiscal agent and lead agency of this consortium of the five (5) local public health departments with Racine, Walworth and Kenosha Counties. The consortium activities and staff are funded through an ongoing Center for Disease Control Bio Terrorism Preparedness Grant and are housed at the Kenosha County Center.

HUD Lead Based Paint Reduction Project

The Division of Health was awarded a three-year \$1.5 million grant from Housing and Urban Development (HUD) for Lead-Based Paint Hazard Reduction, which commenced in February of 2003. This program is being implemented in partnership with the City of Kenosha Housing Authority, the Department of City Development, and the University of Wisconsin-Parkside-Center for Community Partnerships.

The primary goal is to maximize the protection of 522 children, under the age of 6, who live in pre-1978 Section 8 housing units. The secondary goal is to provide lead hazard control for low-income homeowners within the targeted geographical area.

Medical Examiner

MISSION STATEMENT

To promote and maintain the highest professional standards in the field of medicolegal death investigation; to provide timely, accurate and legally defensible determination of cause and manner of death; to enhance public health and safety by increasing awareness of preventable deaths; to support the advancement of professional medical and legal education; and to protect the interests of the decedents, their loved ones and the communities we serve.

Objectives

- To ensure that investigations are carried out in an expeditious and professional manner, while maintaining the highest level of sensitivity and compassion to the surviving loved ones during their time of grief;
- To coordinate with other public health and safety organizations and entities to reduce the incidence of preventable deaths; and
- To participate as part of the governmental response team for emergency management services.

2005 HIGHLIGHTS

There were 1,339 deaths in Kenosha County in 2005. The majority of these deaths, 62 percent, were reportable deaths, i.e. the circumstances of the death met the reporting criteria outlined in WI SS 979.

Autopsies were performed on 148 (17 percent) of the reported deaths. Autopsies were not performed in cases of natural death where the reported circumstances, scene investigation, medical history or external examination offered information sufficient to certify the death. All homicides, suicides and most accidental deaths underwent autopsies.

Medical Examiner Statistics	
Reportable Deaths	835
Autopsies Performed	148
External Only Examinations	26
Cremation Permits Issued	432
Death Certificates Issued	207

The Medical Examiner's office began offering out-of-county autopsy services in 2005, performing seven autopsies for Winnebago and Manitowoc Counties. Educational and community outreach included appearances at schools ranging from elementary through college level. In addition, training was provided for Walworth County Sheriff's Department, as well as local law enforcement, and local nursing homes. Dr. Mary Mainland, Medical Examiner, currently serves on the Child Fatality Review Team, Healthy People Kenosha County 2010 and is a member of the County's Injury Prevention Coalition.

Being There: Serving

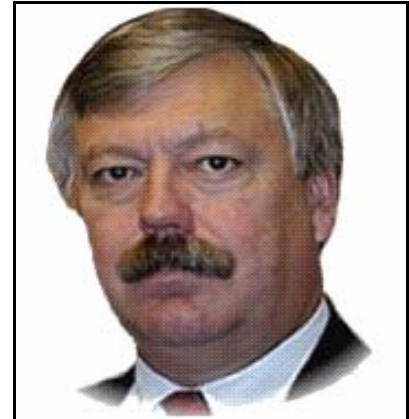
Division of Veterans Services

MISSION STATEMENT

The Kenosha County Division of Veterans Service (KCDVS) office administers to the needs of the county's military service veterans by facilitating claim applications and numerous other legal forms, and by acting as an advocate for Kenosha County citizens before state and federal agencies.

2005 HIGHLIGHTS

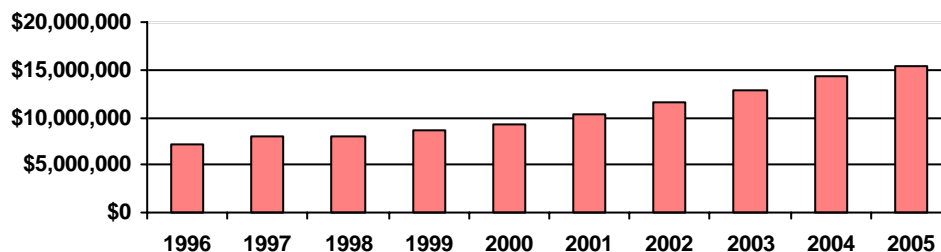
- The USDVA guaranteed 137 home loans to county veterans for a total of \$24,000,000.
- The USDVA paid disabled county veterans and/or surviving spouses \$15,320,000 in disability compensation or pension. These payments have steadily increased since 1996 (\$7,125,000).
- Beneficiaries of deceased veterans who had "G.I." insurance policies received \$1,330,000 in 2005.
- Families of 355 deceased veterans in 2005 were helped to obtain burial benefits, government head stones and casket flags.
- A total of 1,400 forms and documents were processed with various components of the USDVA.
- KCDVS facilitates the process for county veterans who receive home loans from the WDVA. Four home loans in 2005 totaled \$740,000.
- 117 county veterans received educational grants from the WDVA for a total of \$122,000.



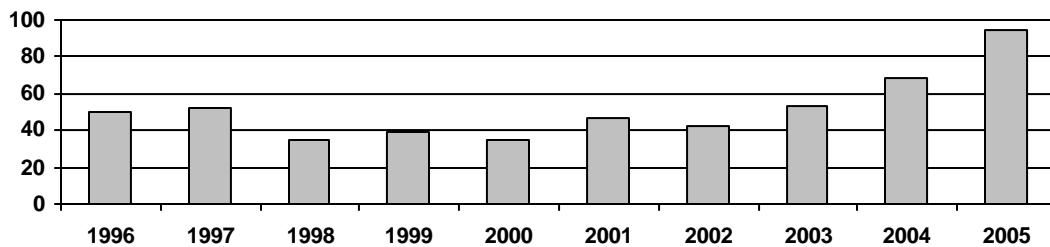
"The Kenosha County Division of Veterans Services made life easier for hundreds of veterans in 2005. There are about 13,500 veterans in Kenosha County. We get great satisfaction from helping all veterans access the entitlements they earned through military service, especially those with a service-connected disability. In 2005 our division recovered stolen disability checks for a Kenosha veteran who was 100% service-connected disabled."

Thomas R. Lois, Director

USDVA disability compensation/pension



New claims for disability compensation/pension



- Veterans or survivors filed 95 new claims for disability compensation or pension. New claims have almost tripled since hitting a low of 35 in 2000.
- 16 veterans received emergency Health Care or Subsistence Aid Grants in the amount of \$16,700.
- 7 Personal Loans were processed by KCDVS to help consolidate debts or pay for education totaling \$73,800.

Total KCDVS expenditures for 2005 were \$247,000.

PROGRAMS AND SERVICES

Loan Programs

Home Loan Guarantee

The United States Department of Veterans Affairs (USDVA) guarantees loans made to veterans for the purchase or refinancing of homes. The USDVA guarantees part of the total loan, permitting the veteran to obtain a mortgage with a competitive interest rate without a down payment.

Primary Home Loan Program

The Wisconsin Department of Veterans Affairs (WDVA) offers qualified veterans low-interest, fixed rate home loans with terms up to 30 years. This program offers important features for veterans, including no discount points, no interest rate increase, and no limit on retained assets or amount of down payment. The veteran may purchase existing housing (including condominiums) or build a home.

Home Improvement Loan Program

A low interest state loan from the WDVA is available to provide eligible Wisconsin veterans with money to pay for repairs, alterations and improvements, which will protect or improve the basic livability or energy efficiency of the veteran's home. Improvements that qualify include roofing, siding, and additions, garage

construction, septic systems, etc.

Personal Loan Program

A veteran or qualified surviving dependent may apply to the WDVA for a \$15,000 Personal Loan for consolidation or other expenses.

Education Programs

Education and Training

The USDVA offers several educational programs.

Educational and Vocational Counseling

Veterans and dependents of deceased and totally disabled veterans may receive a wide range of vocational and educational counseling services from the USDVA.

Education Assistance Programs

The WDVA offers three grant programs for the education of Wisconsin veterans:

1. Part-time Study
2. Tuition and Fee Reimbursement Grant
3. Retraining Grant

Disability and Other Programs

Disability Pension

Veterans may be eligible for disability pension if they have limited income and are permanently and totally disabled. Payments are made to qualified veterans to

bring their total income, including other retirement or Social Security, to an established level.

Disability Compensation

Disability Compensation benefits are paid to those disabled by injury or disease incurred during active military service.

Survivor Entitlements

Eligible surviving family members may be entitled to certain benefits that include: Dependency and Indemnity Compensation for dependents of veterans who died on active duty or died of a service connected disability; Death Pension for dependents of wartime veterans, home loan guarantee; and educational benefits.

Life Insurance

The USDVA offers several types of life insurance to newly discharged veterans. Veterans may convert their policies; request loans, change beneficiaries, and their survivors can apply for the process of the policy through the Veteran's office.

Health Care Aid Grant

The Health Care Aid Grant helps pay the cost of temporary medical treatment and hospitalization for veterans and their families who are unable to pay with their own resources.

Subsistence Aid Grant

This grant from the WDVA provides money to veterans and their families to help pay basic costs of living when illness, injury or death causes a loss of income.

Veterans Assistance Program

This program helps veterans, who are homeless or at risk of becoming homeless, obtain steady employment and affordable housing to reintegrate into the community.

Wisconsin Veterans Home at King

This Wisconsin Veterans Home is in King, Wisconsin near Waupaca. It is a pleasant retirement community where aging or disabled Wisconsin wartime veterans and their spouses can spend their retirement years in comfort and dignity.

Wisconsin Veterans Home at Union Grove

This Wisconsin's Veterans Home is in Union Grove, WI. It consists of assisted living units for veterans and their spouses. It offers a high quality of life in a healthy, safe and enriching environment.



Aid to Needy Veterans

KCDVS provides funds for indigent veterans for transportation to USDVA medical centers, emergency medication prescriptions, and cemetery fees for setting government grave markers.

Miscellaneous Services

KCDVS also helps veterans and their families with problems not related specifically to veterans programs. This includes assisting with applications or claims with other federal, state, municipal and county agencies.

Being There: Showing Results

Division of Workforce Development

MISSION STATEMENT

To create and operate a system that fully integrates Economic Support, Child Support, and Welfare-to-Work programming into a single delivery system that establishes social and economic self sufficiency as each participant's primary goal; to provide Food Stamps, Medical Assistance and Child Care subsidies as economic supports for the participant; to extend encouragement and the expectation of success toward participant efforts in their progress towards economic independence; to be mindful that our personal involvement in the administration of policy determined actions and decisions affecting participant lives should contribute to an increase in participant empowerment; and to be accountable to the citizenry for our fiscal administration of these services.

2005 HIGHLIGHTS

Coming out of a deficit year in 2004 and having to make some difficult decisions, we are pleased to report that in 2005 we both met performance goals and ended the year with a budget surplus. Payment caseloads for W-2 were down and we reached our goals for Child Support programs, collecting millions of dollars for families and children in the Kenosha community.

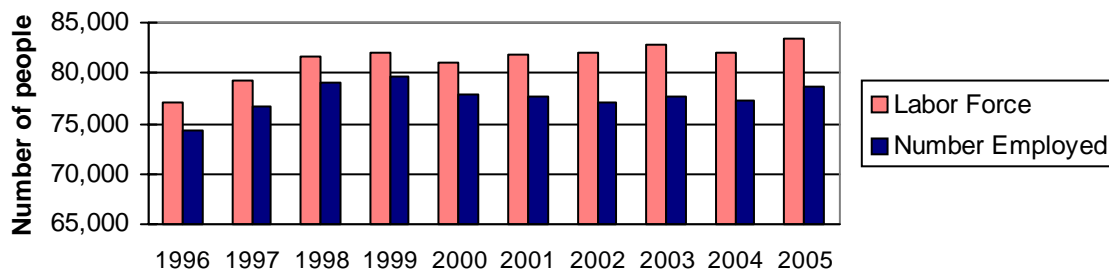
The year 2005 saw the highest number of employed people in Kenosha County (78,648) since 1999. In addition, the number of unemployed and the unemployment rate were the lowest since 2002. The labor force has grown more than 8 percent since 1996. The highest employing industries are Education and Health. The highest paying industry is Manufacturing. The percent of the labor force that is commuting out of the County for work is 44 percent (29 percent to Illinois).



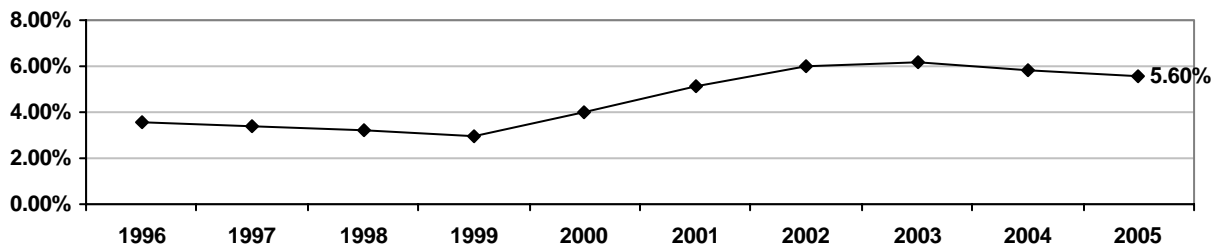
"Fewer people are relying on financial assistance but there are more working poor people. Unduplicated caseloads soared to an all-time high of 11,827 families by December of 2005. These families, representing more than 20 percent of the Kenosha County total population, benefit from DWD programs each and every day. The services we provide are vital to the social development and economic growth of the Kenosha community."

Adelene Greene, Director

Kenosha Employment Picture 1996-2005



Kenosha Unemployment Rate 1996-2005



PROGRAMS AND SERVICES

The Kenosha County Division of Workforce Development (DWD) encompasses a broad range of programs and services from two primary locations, the Kenosha County Center and the Kenosha County Job Center. In 2005, the Job Center network consisted of more than 18 agencies. The Job Center delivers services to the public and employers in a customer-focused, convenient, and integrated way. The Job Center has integrated its program's central services and physical environment based on the needs of its customers. The Kenosha County Job Center includes the following functional service components:

Information Point: DWD Reception is generally the first place that a customer enters the Job Center. Customers in the Reception area are provided with opportunities to ask for information about a specific Public Assistance and Child Support programs and/or services. They are also informed of various programs available through the Kenosha County Human Services Building. This area is also responsible for greeting and receipting individuals scheduled to attend various appointments through the Job Center. During 2005 a total of 68,436 individuals received services through DWD General Reception. The Reception area is closely associated with the Answering Message (AM) Center. The AM Center is responsible for the operations of the Job Center's unified telephone system, telephone system, central answering system and messaging services. In 2005, the AM Center received 158,020 calls.

Employment Central offers a full range of self-service and staff-assisted Resource Room services, as well as assessment services. This is considered the "hub" of the Job Center, providing employment and training services to the general public and veterans and Labor Exchange services for employers. Assistance is also available for workers whose jobs have been dislocated from employment.

Resources and Services

JOBNET is a user-friendly computer system that allows job seekers the ability to access job openings throughout Wisconsin and surrounding communities. During this year more than 12,000 employers have listed more than 140,000 job openings on Jobnet. More than 106,000 unique users viewed job openings on Jobnet each month.

The Employment Search Reference Library contains Employer Directories for Wisconsin in Illinois, Labor Market Publications, Industrial Park Directories, telephone directories and other related materials and information. Personal computers are available for resume and letter preparation. Internet access is available to job boards around the nation. Quality printing via a high speed Laser Printer is also available. The Veterans Service Employment and Training Unit is available to assist and provide service to veteran job seekers. Courtesy services available include fax machines, a copy machine, telephones and area maps. Employers conduct on-site interviews on a regular basis.

Career Information is provided, such as Occupational Outlook Handbooks, Career focused publications and books, WISCareers, a self-directed computer program that allows job seekers to conduct a self-assessment on-line. Additional job listings and information include Current Opportunity Bulletins for State of Wisconsin job openings, newspapers for Kenosha and surrounding areas and various business journals.

Career Assessment and Exploration Career Connections provides vocational assessment and career guidance services for program participants and the public. Psychological evaluations are also available through Case Manager referral only. A variety of tools measure academic levels; training potential; work-related abilities, interests, and values; computer skills; and personality characteristics. Assessment results, occupational information and staff guidance combine to help individuals make better employment, training, and career decisions. A total of 1,824 individuals were provided 3,267 services in 2005.

Specialized Services that require eligibility determination for services are also offered. These specialized services include Wisconsin Works or W-2 (Wisconsin's TANF program), Food Shares, and Medical Assistance are serviced through integrated staff service teams. Additional staff case-managed services are offered and include the Workforce Investment Act (WIA), Trade Adjustment Act (TAA), Job Corps, the Child Support's Children First, Wisconsin Division of Vocational Rehabilitation (DVR) and Senior Aides programs for training and employment support. The City of Kenosha has staff on-site who manage HUD Housing Section 8 program.

Training and Education services are offered through workshops, on-site instruction and financial support for education. Monthly workshops address job search and financial literacy topics. On-site instruction is available through the Adult Learning Lab for upgrading of basic skills or gaining a GED or High School Equivalency Diploma. The Computer Skills Lab offers instruction in keyboarding, Windows and MS Office products. The WIA Adult and Dislocated Worker programs offer financial support or scholarships for training up to two years in occupations that are available in the area and have better wages. The TAA program offers training support up to two years for eligible individuals. The Job Corps program offers eligible youth training and locations in the Midwest. The Small Business Development Center (SBDC) offers training in starting a small business. The Wisconsin Division of Vocational Rehabilitation (DVR) provides training support for eligible consumers.

Training and Education Statistics

- 180 workshops held with 743 job seekers attending
- 227 individuals served through being part of the Living Free workshops (Kenosha County Detention Center)
- 363 students registered for the Adult Learning Lab and for 11,320 hours of instruction with 29 receiving a GED or HSED
- 255 used the Computer Skills Lab for 6,406 hours of instruction
- 401 enrolled for services through WIA Adult and Dislocated Worker programs with 163 finding employment
- 110 enrolled for training through TAA with 35 placed into employment after training
- 29 enrolled for Job Corps and 10 graduating
- 245 attended the Small Business Development Center (SBDC) First Steps classes for small business start-up, 81 are in the process of development, 23 have started and 19 are established businesses
- 954 consumers served with DVR services and 76 reaching their employment goal

A Child's Place Child Care Center supports all families working and participating in programs at the Kenosha County Job Center/Human Services Building. The state-licensed facility serves children age birth through 12 years, whose parents are using Job Center programs and services while they seek employment, attend training activities or appointments, and maintain employment. A Child's Place provides flexible care options including drop off, short-term, long-term and emergency child care. The expanded program now offers a unique opportunity for the community and the Department of Human Services (DHS) employees to work while their children enjoy quality learning experiences onsite. A Child's Place has also integrated The Creative Curriculum and Wisconsin Model Early Learning Standards into the daily program. In 2005, A Child's Place served 577 families. There were 8,635 child care visits for 991 children. This service has almost doubled since 1996 when only 4,406 visits were tallied.

A Child's Place continues to focus on family literacy through community and parent participation with reading events such as Motherread Fatherread, The Young Author's Club and monthly children's literature themes. A Child's Place, in collaboration with the Division of Health, Early Head Start and the Prevention Services Network, also provided health and literacy information to approximately 220 parents at a monthly "Parent Talk Luncheon."

In collaboration with the Kenosha Area Business Alliance and Kenosha Chamber of Commerce, the **Employer Outreach Services Team** provides area employers with a single point of access to a wide range of services. Examples include providing labor market and human resources information, arranging customized training, sponsoring labor law clinics, and providing financial incentives such as on-the-job training and tax credits. Additional services to employers in 2005 included:

- Recruitment services, including on-site recruitment at the Kenosha County Job Center (80 events), job fairs (4 hosted with 123 employers and 2,896 job seekers attending), marketing job postings, and development of recruitment strategies.
- Internet-based resources for recruitment to Wisconsin's JOBNET (listing an average of 6,939 job openings for 2005) and America's Job Bank/Talent Bank.
- Arranging customized training.
- Publications and forums, including Resume Matrix. The Resume Matrix became automated in 2005. Three hundred and sixteen (316) employers requested 3,501 resumes. There were six employer newsletters, marketing portfolios, and employer forums including three Lakeview Corporate Park HR Roundtables.
- A total of 636 contacts to area employers, nearly 79% (n=501) were face-to-face.
- "Hot Jobs Workshop" The weekly Hot Jobs Workshop continued to be well attended. While the workshop was promoted throughout KCJC with posted flyers, the workshop was primarily attended by dislocated workers and individuals that are not otherwise in programming at the Job Center. This may be partially due to the abundance of other offerings available to program participants. Weekly attendance varied, but averaged about 15 people per week. Participants actively interact with the team, asking questions and providing feedback. The workshop was highly valued by those who attended. In 2005, 633 individuals attended the Hot Jobs Workshop.

Community Healthcare Initiative

During 2005, the Employer Outreach team's participation in the Kenosha Community Healthcare Initiative (KCHI) was very successful. A "Free Clinic" was held on March 12, 2005 at Edward Bain School of Language and Art. Fellowship Baptist Church hosted this event with the financial support of the KCHI. Approximately 80 volunteers registered 261 families and served more than 750 individuals. At the "Free Clinic," medical consultations were provided to attendees including doctors, dentists, an eye doctor, and a podiatrist. Free eyeglasses were distributed through the Lions Club. Almost 300 vision screenings were completed or scheduled for appointments. Student nurses checked blood pressure, blood sugar, height and weight for patients. More than 100 people were not able to see the doctor or dentist due to time constraints (80 alone for dental consultations). Other free goods and services were provided at the event including food, haircuts, childcare and groceries. A Veteran's Services booth was available for qualified individuals.

Economic Support Program

The Economic Support Program establishes eligibility for a number of public assistance programs, determines benefit amounts, and distributes financial support to eligible persons. The primary program areas are Wisconsin Works (W2)/Temporary Assistance to Needy Families (TANF), Food Stamps, Medical Assistance, Child Care, and Kenosha CARES/SHARES. Secondary components include the Emergency Services Network (ESN), the Wisconsin Home Energy Assistance Program (WHEAP), SSI Advocacy, Holiday House Charities, Fraud Prevention Unit, Quality Control Unit, and funding for indigent burials.

The Economic Support Program operates from three main locations: the Kenosha County Job Center serves the general Kenosha population; the Kenosha County Center provides services to those community members located west of I-94, and the Center for Aging and Long-term Care serves the elderly and nursing home populations.

Economic Support Specialists are part of an interagency team, called Financial and Employment Planners (FEP), who issue benefits under the TANF, W2, WIA, Food Stamps, Medical Assistance and Child Care programs. Between January 1, 2005 and December 31, 2005 the Economic Support Program served more than 19 percent of Kenosha County's total population through a variety of services and programs. Unduplicated caseloads soared to an all time high of 11,827 cases by December of 2005.

Child Support Program

The Child Support Program was established in 1976 to establish paternity, child support court orders and, when necessary, to enforce child support court orders. The Child Support Program managed 11,000 cases in 2005. All public assistance recipients must cooperate with the Child Support Program. Citizens at large can apply for child support services by filing a service application for a fee.

In addition to establishing paternity and enforcing child support orders, the Child Support Program works in conjunction with the Children's First Program. This program was established to help non-custodial parents find employment so they can pay child support. In 2005 there were approximately 240 non-custodial parents enrolled and served in the Children First program. The Child Support Program provides genetic testing services to determine parentage in IV-D and juvenile court cases. Genetic samples are obtained in a noninvasive manner by swabbing the inner facial cheek. Approximately 750 participants were genetically tested in 2005.

Emergency Services Network

The Kenosha County Emergency Services Network (ESN) brings together community-based agencies serving low-income and indigent residents of the County with the goal of creating better coordination of services and eliminating duplication of services and aid. The agencies involved with the ESN provide such key resources as food, shelter, clothing and some limited medical care, as well as counseling and referral to other resources in the community. The Kenosha County DWD provides hunger and shelter grants to ESN member agencies under a program called Kenosha County "SHARES". The SHARES Program gave \$150,000 in County tax levy for hunger and shelter-related grants in 2005. The key agencies comprising the ESN are:

American Red Cross
AIDS Resource Center of Wisconsin
Community Action Agency
Community Support Program
First United Methodist Church
Goodwill Industries
Kenosha County Division of Workforce Development
Kenosha County Homeless Coalition
Kenosha County Interfaith Human Concerns Network
(Shalom Center)
Kenosha County UW-Extension
Kenosha Housing Authority

Kenosha Human Development Services
Legal Action of Wisconsin, Inc.
Prevention Services Network – Division of Children and
Family Services
The Salvation Army
Sharing Center
Spanish Center
Twin Lakes Area Food Pantry
United Way of Kenosha County
Racine/Kenosha Nutrition Education Program
Vet's Place Southern Center
WoMen and Children's Horizons

Wisconsin Home Energy Assistance Program (WHEAP)

WHEAP provides heating and electricity cost assistance to eligible households that are responsible for a “heating energy burden” or “electricity burden.”

WHEAP also provided assistance to eligible households that lacked heat due to a furnace breakdown. Furnaces are repaired or replaced, depending on the condition of the furnace, usually within 48 hours of contact, in order to restore heat to the household. WHEAP also may provide assistance to eligible households by helping to pay arrearages to help assure their fuel source is restored or maintained.

Kenosha County DWD contracts with the Spanish Center of Kenosha to operate the WHEAP Program. The Program operates on a federal fiscal year (FFY), i.e., October 1, 2004 through September 30, 2005. The tables contain key information for FFY 2005.

Total Households Applied	4,567	Kind of Assistance		
Total Households Eligible	4,044		Heating	Crisis
Percent eligible/applied	89%		Furnace	
		Number of cases (#)	4,044	939
		Amount paid (\$)	\$1,140,569	\$230,941
				\$88,942

Medicaid Transportation

Medicaid Transportation is available to Kenosha County residents who require transportation assistance in order to access Medicaid (Title 19) covered services. In 2005, Kenosha County DWD contracted with 8 transport vendors to provide this service. Individuals who provided their own transportation or obtained rides from family/friends were reimbursed at \$.24 per mile. The total vendor and individual rider cost in 2005 was \$1,515,566, a 4.8 percent increase over the 2004 amount. The program cost has increased at a progressively lower rate for each of the past 3 years due to implementing group rides at lower rates.

Interpreter Services

The Kenosha County Job Center provided 7,562 instances of foreign language interpretation and 22 instances of sign interpretation to individuals who accessed services at the KCJC in 2005. Spanish interpretation accounted for 99.8 percent of the language interpretation. The other languages were Italian, Lithuanian, Arabic, and German (East European and Balkan individuals frequently use German as a second language). The number of language and sign interpretations in 2005 increased 57 percent over the number in 2004.

Holiday House

Every year, the DWD and the DHS partner with the Goodfellows and several community-based organizations to provide food, clothing and toys to needy Kenosha families during the holidays. A series of coordinated activities take place during October, November and December through a community effort commonly known as Holiday House.

In 2005, the fall Winter Wraps program delivered 2,163 coats to children and adults who needed winter garments. The Thanksgiving Food Basket event provided food for the holidays to 1,381 families. The Christmas Toy and Food Drive served 1,357 needy Kenosha families, the majority with young children. Children between the ages of 0-12 years were given 2,710 gifts.

Community Involvement

Partner agencies at the Kenosha County Job Center participated in a number of volunteer efforts during 2005. Staff donated their time and effort to assist with many worthy causes and to help community-based agencies with a variety of projects. Among the long list of community activities supported by DWD staff were:

Leadership Kenosha, American Cancer Society Relay for Life, Healthy People Kenosha County 2010, Kenosha Kindness Week, Community Unity Breakfast, Kenosha County Early Childhood Consortium, Early Head Start Policy Consortium, Kenosha Literacy Council, Boys and Girls Club, Holiday House, Spanish Language Issues, Spanish Center Board, Kenosha Achievement Center, Joint Task Force on Homelessness, Kenosha County Jail Chaplaincy, Kenosha United Way, KABA Mentorships, Community Health Initiative, Gateway Technical College Advisory Committees, Salem Community Library, Goodguys Car Club, Pathways of Courage, American Association of University Women, Big Brothers/Big Sisters, Boy Scouts, Girl Scout Council of Kenosha County, Foster Parent Association, Law Day and Career Days at various KUSD locations.

Staff in the DWD demonstrated their caring and commitment to the Kenosha community through their countless volunteer hours devoted to these and many other community service agencies.



Kenosha County Department of Human Services

PURCHASE OF SERVICE AGENCIES

A Better Choice
Addus Health Care
Affinity Health Care
Alcohol & Other Drugs Council of Kenosha County, Inc.
A.M. Guardianship, Inc.
All Saints Healthcare Systems, Inc.
Alpha Community Services, Inc.
Alpha Homes of Wisconsin, Inc.
Alterra Healthcare Corporation
Ament Adult Family Home
American Red Cross
Archives, Inc.
Assisted Care, Inc.
Athey Adult Family Home
Autism and Behavior Consultants
Babusukumar, Dr. Pushpa
B-Care Corp (Caring House)
Bednar Adult Family Home
Bell Therapy, Inc.
Bethesda Lutheran Homes and Services, Inc.
BIO-CATT, Inc.
Birds Of a Feather, Inc.
Boys and Girls Club of Kenosha/CYC Sports
Bresha Serenity House
Brotoloc Health Care Systems, Inc.
Bucko's Ambulatory Transport
C & C Homestead
Campbell House
Canterbury Home of Kenosha
Care Home
Careers Industries, Inc.
Carey Manor Services, Inc.
Casa Mia Care Center, Inc.
Children's Behavioral Health Services, LLP
Children's Service Society of Wisconsin
Chileda Institute
Choice Group Home
CMB Transportation Co Community Advocates
Community Advocates
Community Care Organization
Community Care Resources/Programs, Inc.
Community Impact Programs, Inc.
Cook Adult Family Home
Coopman Adult Family Home
Cote Adult Family Home
Covelli CBRF
Cox Adult Family Home

Crabtree Adult Family Home
Crabtree Residential Living, Inc.
Dayton Residential Care Facility
Deer Path Estates, Inc.
DeLanna House
Destiny Adult Family Home
Du Bois Adult Family Home
Easter Seals Kindcare Southeastern WI
Eau Claire Academy
E.S.I. Associates
Exact Transport, LLP
Experienced Elderly Care Services
Family and Children's Center
Family Works Program, Inc.
Gateway Technical College
Gemini Employee Leasing, Inc.
Gentiva Health Services (USA), Inc.
Gina's Home Health Care, LLC
Goodwill Industries of S.E. WI & Metro Chicago, Inc.
Guardianship Services of Kenosha County
H&D Caring Services, Inc.
Harbor Senior Concepts
Harmony Living Centers, LLC
Home Helpers
Homes Instead Senior Care
Homes for Independent Living of WI, LLC
Hoppe and Orendorff
Independent Opportunities, Inc.
Indian Oaks Academy
Infinite Ability, Inc.
Inspiration Ministries
Ishmael Adult Family Home
K&S Medical Transport, Inc.
Kaiser Group
KAS Transportation
Kasprzak Adult Family Home
Kenosha Achievement Center
Kenosha Area Family Aging Services, Inc.
Kenosha County Interfaith Human Concerns Network
Kenosha Human Development Services
Kenwood Keys Inc Adult Family Home
Kimberly Lane Group Home
Kraai Adult Family Home
LabCorp
Lake Geneva Assisted Living/Arbor Village
Lakeview Rehabilitation Center
Lauer Adult Family Home
Laura's Home

Liberty House
 Lincoln Lutheran of Racine/Pennoyer Home
 Lutheran Social Services
 MJ Care Inc.
 Martinez Adult Family Home
 Mary Loug Getter Adult Family Home
 Mathews Adult Family Home
 McDonald Adult Family Home
 Meadowmere Southport
 Medix Ambulance Services, Inc.
 Mercy Options CCI
 Michaels Adult Family Home
 Miller Adult Family Home
 Milwaukee Academy
 Milwaukee Center for Independence
 MJ Care, Inc.
 Moore Cares, LLC
 Mystic Acres, LLC
 Mystic Creek
 National Deaf Academy
 Nelson Adult Family Home
 New Visions Treatment Home
 NJM Management Services, Inc.
 Norris Adolescent Center
 Northwest Passage
 Oakwood Clinical Associates
 Oconomowoc Developmental Training Center
 Opportunities, Inc.
 Paragon Industries, Inc.
 Parker Adult Family Home
 PATH Wisconsin, Inc.
 Pathways Medical Advocates
 Peace Home, Inc.
 Pinecrest of Lake Geneva
 Powell Adult Family Home
 Prader-Willi Homes of Oconomowoc, LLC
 Prairie View Home, Inc.
 Productive Living Systems, Inc.
 Professional Services Group, Inc.
 Racine-Kenosha Community Action Agency
 Racine County Opportunity Center
 Rasmussen Adult Family Home
 Rawhide Boys Ranch
 Regent Manor
 Reindl Home
 REM-Wisconsin, Inc.
 RHB Technology Solutions
 Right At Home
 Roeschen's Omni Care Pharmacy
 Rogers Memorial Hospital
 Rosewood Manor, LLC

Salvation Army of Kenosha
 Savaglia Adult Family Home
 Shah, Dr. Ashok K., M.D.
 Shannon Martin Adult Family Home
 Shannon Martin Transportation
 Sharma, Dr. V. K.
 Society's Assets, Inc.
 Southport Rehabilitation Associates, Inc.
 Southport Transportation Company
 Spanish Center of Racine, Kenosha, & Walworth, Inc.
 Speno/Julius
 St. Amelian-Lakeside, Inc.
 St. Charles Youth and Family Services
 St. Coletta of Wisconsin
 St. James Manor
 St. Joseph's Adult Day Care
 St. Rose Youth and Family Center, Inc.
 Superior Health Linens, Inc.
 Tarr Adult Family Home
 The Arc of Eau Claire
 The Management Group
 Todd's Companion Plus
 Tomorrow's Children, Inc.
 Trans Corp.
 Trempealeau County Health Care Center
 True Life Homes, LLC
 United Dynacare, LLC
 United Hospital System
 University of WI
 Upton Adult Family Home
 Urban League of Racine and Kenosha, Inc.
 Valley View Home II
 Victorian Manor
 Village of Pleasant Prairie Lakeview RecPlex
 Vines Adult Family Home
 Volunteers of America
 Walgreens Co.
 Walter Adult Family Home
 Wegner LLP CPA's and Consultants
 Western Kenosha County Senior Citizens Council,
 Whispering Willows CBRF
 Willowglen Academy-WI, Inc.
 WI State AFL-CIO Labor & Education Training Center
 Windy Oaks Group Home
 Wisconsin Early Autism Project
 Wegner LLP CPAs and Consultants
 WoMen and Children's Horizons/Pathways of Courage
 Wright Adult Family Home
 Wyalusing Academy
 Yvonne Williams Adult Family Home

Kenosha County Department of Human Services

BOARDS AND STAFF

Office of the Director

Dennis Schultz, Director

Office of the Director Staff

Brian Crehan
Jerry Cronin
Sharon Davis
Michelle Eisenhauer
Sandi Heal
Ed Jakes
Nina Jones
James Kennedy
Kathy Kowal
Jennifer Madore
Carol Mattner
John Milisuskas
Susan Morrill
Nancy Nedveski
Dianne Niesen
Tom Orendorff
Priscilla Reisenauer
Brad Reichert
Debbie Sendelbach
Pamela Smith
Laurie Staves
Debbie Tinker
Mary Vlasin
Jeff Weiss
Jeff Wilson

Management Team

Dennis Schultz, Director
Michelle Eisenhauer
Ron Frederick
Adelene Greene
Sandra Hardt
John Jansen
Laverne Jaros
James Kennedy
Thomas Lois
Frank Matteo
John Milisuskas
Dianne Niesen
Tom Orendorff
Laurie Staves

Division of Aging

LaVerne Jaros, Director

Kenosha County Commission on Aging

Eugene Schutz, Chair
Mary Celebre
Kathleen Frederick
Ronald Johnson
William Lehman
Phyllis Rozinski

Long-Term Care Council

Carol Schaufel, Chair
Ross Boone
Robert Carbone
Jill Hall
Earl Hawley
Keith Kmieccek
Bill Lehman
John Richards
Jean Rumachik
Judy Willoughby
Shawn Zwirgzdas

Resource Center Board

Richard Lenz, Chair
Lauren Fox
Frank Germinaro
Marbeth Knoff
William Letsom
Connie Matter
Phyllis Rozinski
Timothy Thompson
Jill Wilson

Specialized Transportation Committee

Carol Schaufel, Chair
Theresa Gilliland
Marbeth Knoff
Karen Lockwood
Rosa Morris

Division of Aging Staff

Carolyn Feldt, Assistant Director
Arlene Badtke
Kim Emery
Christopher Hall
Wren Ide
Tina Llanas
Lynda Pfeiffer
Dennis Rutkowski

Adult Protective Services

Rebecca Dutter, Coordinator
Susan Anderson
Chris Hall
Dolly Fitch
Karen Kennedy
Karen Nielsen
Tracy Wheeler

IAA

Martha McVey, Coordinator
Mary Bengston
Cathy Coleman
Dawn Grove
Holly Joyce
Rachel Hayward
Kathy Hinks
Sandy Hopfensberger
Pat Koehler
Tricia Madore
Renee Masche

Joretta Smith
Essie Riley

Case Management

Joann Kuehl, Supervisor
Debi Bogucki
Paula Buhler
Karen Buono
Jennifer Draeger
Elaine Engel
Becca Holtze
Brenda Lang-Potts
Nancy Ogden
Anita Potts
Terrilyn Priessnitz
Dennis Rutkowski
Kathryn Vite-Hazelton
Karen Wade
Brian Walley
Linda Wikel

Benefit Specialist

Janice Erickson, Coordinator
Kelly Anderson
Peggy Foster
Shelly Patterson

Eldereach

Ruth Ann Challis, Coordinator

Daybreak-East

Krista Kennedy

Daybreak-West

Cindy Lester

Congregate Nutrition

Perry Warnecki

CAMP

Barbara Tenuta

Meals on Wheels

Jennifer Swartz
Perry Warnecke

Community Outreach

Lauren Lasley

Long-Term Care Worker Project

Barbara Wisniewski

Ethnic Elders

Ardis Mahone-Mosley

Volunteer Escort

Barbara Rankin

Westosha Community Center

Lois Burgess

Guardianship Assistance

Cathy Lewis

Economic Support

Robert Bloner
Mary King
Kathi Tolnai

Brookside Care Center

Sandra Hardt, Director

Brookside Care Center Trustees

Robert Pitts, Chairperson
Eunice Boyer
Robert Carbone
Louis DeMarco
Nancy Principe
Gordon West

Brookside Care Center Staff

Sandra Hardt, Administrator
Annamma Abraham
Donna Abston
Alan Aker
Carrie Aker
Susan Albert
Clyde R. Allen
Julie Alvarez
Lori Anderson
Atsuko Ashmus
Sheri Baumgarten
Patricia Back
Patricia Bilski
Gay Birkholz
Rachael Bliss
Reshando Boyd
Travis Brady
Daisy Brantley
Heather Brey
Janis Buchholz
Donna Bugalecki
Jennifer Burroughs
Beverly Calkins
Gereene Callahan
Sylvia Castillo
Maria Carolta Chavez
Shahnaz Cheema
Barbara Clark
Peggy Clark
Eleonora Conforti
Ashley Cook
Jennifer Davis
Debra Defoe
Ramona Dodge
Eli Echevarria
Sandra Ferrari
Ronnie Fisher
Dolores Fitch
Kathleen Fliess
Nancy Flores
Theopera Frazier
Katharine Friedrich
Sue Garcia
Timothy George
Debra Gitzlaff
Alisha Greene
Darlene Gretzinger

Mary Grulke
Priscilla Guzman
Cynthia Hargraves
Rosemary Haubrich
Jenifer Heister
Valenica Helm
Doug Hoffman
Jon Hrpcek
Paula Ide
Karen Ingram
Linda Ingram
Julie Iwen
Robin Jackl
Michele Johnson
Patricia Johnson
Sherly Jose
Shyanne Kandl
Geraldine Kapplehoff
Chalrei Kehl-Lipske
Rebecca Kerr
Lila Kirby-Chubriolo
Terianne Kirby
Alyson Knight
Lisa Knoedler
Sharon Knoll
Mark Kriederman
Mary Krueger
Kristine Lamothe
Dale Langston
Derik Lawrence
Janet Ling
Heidi Litz
Thomas Lovell
Marsha Lucas
Teresa Lucas
Erica Maika
Patricia McCall
Scott McClain
Crystal McClamy
Kimberly McCoy
Heide Meade
Geraldine Meehan
Kathleen Metcalf
Branka Milanovic
Melinda Miller
Kathy Million
Kristiy Moilanen
Carleen Moore
Tasha Morgan
Mandy Moss
Laura Nelson
Valerie Nelson
Janie Newberry
Mary Niles
Mary Noble
Diane Noto
Louise Olsen
Jane Olson
Dana Osinga
Marie Palmer
Lisa Panosian
Dennis Parise
Corazon Pecze
Deleen Phillips
Walter Powers Jr.
Kathryn Gail Pridemore
John Prisk
Teri Puntillo
Misty Raith

Trudy Razdik
Amy Regina
Gwendolyn Riley
Debra Sanders
Christal Schaut
Gregoria Saucedo
Constance Sharp
Carol Smet
Debra Smith
Gilda Smith
Jeffery Smith
Marlinda Smith
Christopher Snyder
Barbara Stein
Brenda Sterba
Jane Stich
Kathleen Stich
Kay Stich
Sharon Szarbaiko
Sandra Teegarden
Timothy Teegarden
Barbara Thomas
Darlene Treskow
Loretta Trull
Janice Tucker
Shelly Turek
Milica Urosevic
Shatara Varnell
Shirly Varnell
Amanda Vaughn
Renee Wabalickis
Taquila Washington
June Welch
Linda Wellman
Charles Wells
Nicol White
Tammy Willis
Shelrie Wilson
Nadine Winker
Madelyn Wirsch
Lezley Woodbury
Michael Wray
Robbie Wright
Helen Zizzo
Barbara Zorc

**Division of
Children and Family Services**

John Jansen, Director

Public Welfare Committee

Virgil Gentz, Chairperson
Anne Bergo
LuAnn Bodven
Salonia Grimes
Jim Huff
Ronald Johnson
Richard Kessler

**Division of
Children and Family Services
Supervisory Staff**

Leon Potter
Nancy Ramsey
Ron Rogers
JoAnn Slater

**Division of
Children and Family Services Staff**

Pamela Anderson
Paula Becklin
Michelle Borri-Lang
Sarah Brelsford
Jason Burke
Eric Calvino
Donna Dickenson
Amy Fockler
Louise Gagliano
Danielle Geary
Lisa Hansen
Phil Hendricks
Pamela Jepson
Gary Kapitan
Julie King
Veronica King
Rebecca Kozak
Lisa Lichtenberg
Shirley Marano
Michele Martin
Eileen McCreary
Sue Meier
Marc Micklas
Rochelle Moore
Julie Ortiz
Theresa Rothenberger
John Schlax
Margaret Seiber
Janis Sepulveda
Allen Smith
Denise Wagner
Tracey Wheeler

Division of Disability Services

Ron Frederick, Director

Disability Services Committee

Barbara Rankin, Chair
Supervisor Ron Johnson
Marbeth Knoff
Irv Larsen
Supervisor Bill Michel II
Supervisor Judy Rossow
Colleen Sandt

Division of Disability Services Staff

Chris Hribal
James Truchan
Gayle Hannes
Lin Nakata
Janet Schmidt
Nicole Tridle

Residential Quality Assurance Committee

Aubre Wellens, Chair
Chris Hribal
Wren Ide
Marbeth Knoff
Shirley Mentink
Sue Regan
Judy Willoughby
Eileen Zywieci

Division of Health

Frank Matteo, Director

Board of Health

Steve Schwimmer, Chair
Dr. Thomas Schlenker, Vice Chair
Dr. James C. Foster, M.D., M.P.H.
Margaret Kugler
Dr. Mario Maritato
John O'Day
Linda Weiss
Mark Wisnefski

Medical Advisors to the Division of Health

Steve Schwimmer, D.O.
Dr. Andrew Young, M.O.

Division of Health Staff

Frank Matteo, Director
Sandra Badgerow
Carlton Cowie
Wayne Krueger
Cynthia Rafenstein
Randall Wergin
Diane Andrekus
Harry Benn
Bridget Boland-Cardinali
Diane Bosovich
Dawn Bruce-Ernst
Louise Caracciolo
Beth Carroll
Robin Casarsa
Jill Clemins
Anna Cremer
Laura Davidson
Lindsay Deinhammer
Elaine Engel
Kay Francoeur
Mary Kay Garside
Margaret Gesner
Linda Godin
Patricia Gontscharow
Mike Gorman
Marilyn Huntoon
Camille Jensen-Guion
Jayne Katt
Pam Kavalauskas
Marcia Kelley
Karen Kersting
Steve Krzyzanowski
Jeff Langlieb
Lynda Lester
Billie Lidik
Lorraine Magiera
Carol McCarville
Mary McClain
Mark Melotik
Lisa Mueller
Julie Newhouse
Nancy Ogden
Stacey Oglesby
Paul Orlovski
Joan Pacetti
Gwen Perry-Brye
Sandy Petersen
Nancy Reeves
Linda Rieschl
Jodee Rizzitano

Laree Roe
Debbie Rueber
Kathy Sadowski
Darlene Specht
Donna Studrawa
Karen Wade
Brad Wozniak

Division of Veterans Services

Thomas R. Lois, Director

Division of Veterans Services Staff

Eileen Koehler
Michael Rosko

Veterans Service Commission

Tom Fredericksen
Edo Maccari
James Schmidt
George Vujovic

**Division of
Workforce Development**

Adelene Greene, Director

Public Welfare Committee

Virgil Gentz, Chair
Anne Bergo
LuAnn Bodven
Salonia Grimes
Jim Huff
Ronald Johnson
Richard Kessler

Workforce Development Board

Todd Battle
Mary Becker
Sam Borden
F. Gregory Campbell
Ken Fellman
Ronald J. Frederick
Steve Fredriksson
Virgil Gentz
Don Gillespie
Wally Graffen
Adelene Greene
Benjamin Harbach
David Houghton
Keith Johnson
Terri Johnson
Jack Keating
Diane Knutson
Tim Mahone
John Milisauskas
Rogelio Perez
Scott Pierce
Michael Pollocoff
Doug Potter
Dennis Schultz
Michael Serpe
Gerald Sorensen
Timothy Thompkins
Bill Whyte
Paula Williams

Economic Support Program Management

Lauren Fox
Ed Kamin
Keli Poppe
Robert Simmons

Economic Support Program Staff

Paula Becklin
Roberta Bloner
Ruth Bradley
Jeannette Gonzalez
Judy Capponi
Marlene Cline
Heather Davis
Margaret DesArmo
Sue Fanning
Barb Ferber
Lyn Flynn
Diane Gruber
Jane Gyurina
Terri Hannes
Gloria Hauschild
Joe Hazelton
Diane Henning
Debbie Jacobsen
Carol Johnson
Mary King
Kathy Koessl
Dan Mack
Sabrina Nicholson
Heather Nikula
Jesse Noyola

Terri O'Brian
Mary Passinault
Carla Ponce
Beth Portilia
Colleen Roethe
Phyllis Saliture
Rachel Sander
Janice Schuirman
Debbie Schwandt
Bob Smuda
Dana Thomson
Kathy Tolnai
Claudia Volpentesta
Kristin Walter
Ann Whiteside
Crystal Czarnecki
Nancy Wilson
Carol Yuknis
Jean Zahn

Child Support Program Management

Tom Buening
Lori Redlin
Darlene Sandberg
Nina Tracy
Jeff Witthun
Debra Zarovy

Child Support Program Staff

Donna Adams
Kristine Andrew
Amy Brenner
Carol Brooks
Lynn Costello
Pat Doud
Dustin Feeney
Kathy Frederking
Nancy Gardynecki
Carol Gonzales
Amy Gross
Jacquelyn Hughes
Valerie Jensen
Mary Jonker
Michelle Kozmer
Laura Kroll
Jean Krueger
Julie Lichter
Carly Marano
Marni Sorce
Kimmerly Peters
Helen Smith
Karen Reget (Niedzielski)
Gayle Schwartz
Christine Steinseifer
Sue Thorpe (Nelson)
Marcia Watson
Janice Weber
Edward Winkler
Karl Zuberbuehler
Tiffany Zuberbuehler

